545

1(800)/

(800)722-1301

SN 9067 SU-SAN

ext 87

Pepper Tree 7772

801 756 9606

MGMT CODE FOR OAK TREE → MGMT CODE 3120

~~89~~ 87

3588981

NEW AREA 310

INN-FORM XL™

TELEPHONE CALL ACCOUNTING AND MANAGEMENT SYSTEM

INSTALLATION AND USER GUIDE

Version 12.71

November 1, 1988

705 East Main Street, American Fork, UT 84003

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WARNING

This equipment generates, uses and can radiate radio frequency energy and if installed and used in accordance with this manual, may cause interference to radio communications. It had been tested and found to comply with the limits for a Class A computing device pursuant to Subpart J of Part 15 of FCC Rules which are designed to provide reasonable protection against such interference when operated in a commercial environment. Operation of this equipment in a residential area is likely to cause interference; in which case, the user at his own expense, may be required to take whatever measures are necessary to correct the interference.

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TABLE OF FIGURES

I. GETTING STARTED

A. HOW TO USE THIS MANUAL

This User Guide is designed to help you become comfortable and proficient in using the INN-FORM XL System. A Quick Reference Guide is also provided with the system.

It is strongly recommended that you read this entire user guide in order to become proficient in the operation of the INN-FORM XL. However, this manual is divided into sections to help you access specific information as quickly as possible.

SECTION I.

Getting Started tells you:

A. How to use the manual.
B. Introduces you to the INN-FORM XL.
C. Gives you an idea of what you need to know to use the unit on a daily basis.

SECTION II.

The Reference section is organized for quick retrieval of information. It lists the available reports , the programs in numerical order, and explains the alarms that can occur while using the INN-FORM XL.

SECTION III.

This section contains questions and answers concerning the system and is divided into the following sub-sections:

A. Common questions and answers.
B. Troubleshooting.
C. Service information.
D. Warranty information.

SECTION IV.

The final section contains the following:

Appendix A, Technical installation.
Appendix B, The initialization procedure.

SECTION V.

The Glossary provides definitions of terms used throughout the manual.

SECTION VI.

The Index lists topics and/or words by pages where they are located.

B. INTRODUCTION AND GENERAL INFORMATION

1. INTRODUCTION

TEL electronics, inc.™ is one of the largest manufacturers of Telephone Call Accounting and Management Systems in the U.S. Each stand alone unit includes its own microprocessor and provides a maximum number of capabilities, yet takes a minimal amount of space. Several new models have been added to TEL's family of Telephone Call Accounting Systems due to an overwhelming response and market demand. Originally designed for the smaller hotel/motel, TEL has also designed and manufactured systems for large hotels/motels, as well as professional firms and general businesses. TEL's products are so stable that even original customers remain satisfied after years of service. TEL's products remain reliable and essentially service-free.

2. GENERAL INFORMATION

The INN-FORM XL is a full-featured Telephone Call Accounting and Management System designed specifically for the Hotel/Motel industry. Guest check in is quick and easy, allowing the entry of a credit limit and featuring a Mark-up Adjustment percent that makes it possible for you to offer special rates to preferred guests if desired. The system will sound an alarm and print a warning message to indicate when a guest has exceeded the credit limit set for that room. Guest check out is simple. All calls made by a selected guest room can be checked out and printed by simply pressing a key and entering the room (or extension) number.

An Activity Report provides vital summary data and also compares actual costs of all telephone calls to the amount charged to guests. The reports make guest charges and actual profit from telephone activity readily accessible to managers. Trunk reports will also indicate the use of or need for additional outside trunks.

> NOTE: Trunk information is tracked only if the phone system PABX reports trunk data or if TEL's TEL-SCAN product is used appropriately.

The INN-FORM XL has clear graphics reports, making interpretation of call data clear and easy. The graphics reports show call duration by Area Code or State. This allows planning for WATS, FX or other special services.

An exceptional feature of the INN-FORM XL is its on-site programing. Each system includes a set of tariff rates, customized for the property. As price increases occur, or if a different profit is desired, parameters can be easily changed on-site. An "across-the-board" percentage increase can be effected. If the phone company increases charges by 5%, you increase charges to guests by 5% by simply pushing a few buttons. Fixed rate call charges can be set in seven different categories:

1. Local.
2. Operator-assisted.
3. Local information.
4. In-state information.
5. Out-of-state information.
6. 1-(800) calls.
7. 1-(900) calls.

All types of telephone calls are tracked, including WATS, FX, OCC, DDD and International calls. Each property can program surcharges, mark-ups, grace periods, and other key parameters.

a. AN OVERVIEW OF THE INN-FORM XL

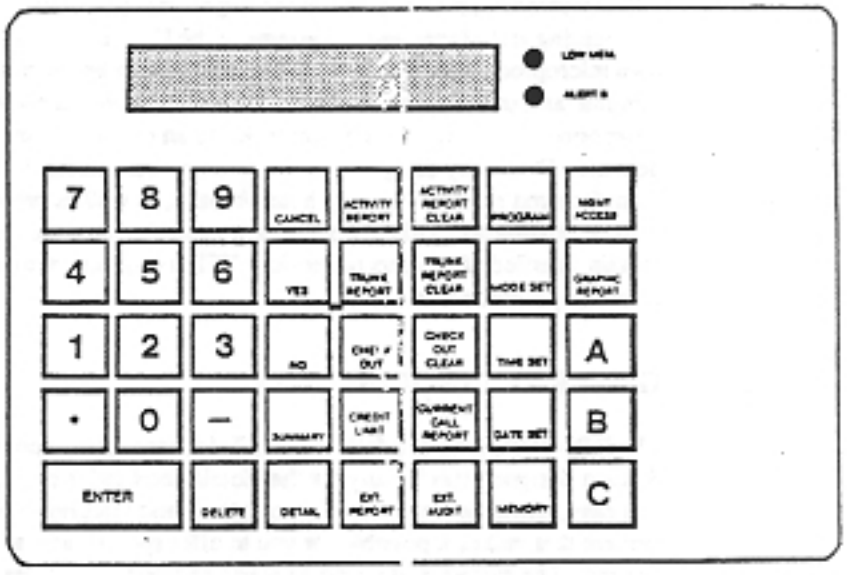

Figure 1. INN-FORM XL System.

The INN-FORM XL is a sophisticated Telephone Call Accounting System designed specially for the Hotel/Motel industry. Every call is checked, costed, accounted, presorted and stored in system memory for later use. Rate increases, surcharges, mark-ups and other parameters are programmable on-site.

Guest check in is fast and simple, allowing you to enter a maximum credit limit and a percent mark-up adjustment. Upon check out, the system provides a summary or a complete listing of all telephone activity by a specific room or extension number.

The INN-FORM XL is sleek, simple and compact. Keys are easy to use. The INN-FORM XL's sophisticated reporting capabilities can be evoked using simple key strokes.

For multiple properties or remote owners, TEL systems will provide all operational data to the local call site but send management and profit data over telephone lines to a remote site.

b. KEYPAD FOR THE INN-FORM XL SYSTEM

The keypad (refer to Figure 1.) is used to initiate reports and enter data in the INN-FORM XL system. The keys are color-coded to indicate the type of functions involved. Each time a key is properly pressed, the audible alarm sound will be heard and a response will appear in the display, as an indication that the entry was received by the system.

c. PRINTER

TEL electronics, inc. can provide printers for each system, but most standard RS-232C, serial printers will work with the INN-FORM XL.

Remember the following when setting up a printer:

- Be sure you read and understand the printer manual.
- Make sure the printer is plugged in properly.
- Make sure the printer cable is connected properly.
- Load paper before you get started.
- Make sure the printer is on.
- Be sure the printer is selected/on-line!
- The baud rate of the printer and the INN-FORM XL must be the same.

d. START-UP (OR RESET) REPORT

PURPOSE: To identify the system, the software release number and option settings.

When you first turn the system on, the printer will print a few lines of information. This information includes: copyright information, the serial number, the software release number, the model name, the memory size, the date, time, and day of the week, the current mode and the programmed options. This report appears every time you reset your system or every time the system is powered-up.

```
**********************************************************************
              copyright, TEL electronics, inc.  1986   #058432
Release 12.71  INN-FORM XL with 1887 call records, 10/03 at  8:41AM Mon
Mode 0,  Options: Print Audit Trail, Ram Setup
**********************************************************************
```

EXAMPLE: START-UP (OR RESET) REPORT.

CAUTION: Only reset the system when instructed by a service technician, or if a serious problem occurs. When Reset, all telephone call data which has not yet been stored in the system's memory will be erased.

e. AUDIT TRAIL

PURPOSE: To provide a printed record, or Audit Trail, for each call immediately after the call is completed. Below is an example of the Audit Trail.

```
10/03  8:41AM Mon   211 VA 1(703)856-2584   28 $  13.36  out-of-state toll call
10/03  8:42AM Mon   310 UT  (801)776-7859   19 $   5.65  in-state toll call
10/03  8:42AM Mon   312 UT  (801)976-8562    7 $   3.05  in-state toll call
10/03  8:42AM Mon   210 UT  (801)950-1022    1 $   0.68  in-state toll call
```

EXAMPLE: AUDIT TRAIL

Every time a valid call is completed, call data is stored in the system's memory and, if the Audit Trail parameter has been turned on, the printer will print a one-line Audit Trail. Each line of the audit trail will identify the current date, time, day of the week, extension or room number, state called, number dialed, duration, cost and type of call. An asterisk indicates that the call is from an administrative extension. On administrative extensions, the cost of the calls will be printed instead of the charge The Audit trail option can be turned on or off as needed.

C. EVERYDAY USE

1. SYSTEM STATUS CHECK

PURPOSE: This report will automatically print every six hours to record the number of call records which were processed during that period. This helps you determine proper operation of the system. If there is a six hour period that should have recorded calls but did not, this may indicate there is a problem which needs correcting.

```
System check on 10/03 at 12:00PM Mon:     0 calls processed
```

EXAMPLE: SYSTEM STATUS CHECK.

2. MANAGEMENT ACCESS

PURPOSE: The *MGMT. ACCESS* key allows entry of a Management Access Number (up to 4 numeric digits) to permit only authorized personnel access to reports and programming of the system. After a legitimate Management Access Number is entered and work is completed, pressing the *MGMT. ACCESS* key again will cancel the Management Access entry and prevent unauthorized access until the Management Access Number is entered again. Your Management Access Number is a safeguard to your system's information. Usually, the number is selected by the user and provided to TEL at the time the system is ordered. It is pre-programmed into your system as the system is built and customized to your specifications.

NOTE: If your system does not have a Management Access Number press the *MGMT. ACCESS* key and you will be given access with out entering an access number.

STEP 1. Press *MGMT. ACCESS*.
STEP 2. Enter Management Access Number.
STEP 3. Press *ENTER*. The system will display "MGMT. ACCESS."

NOTE: If an incorrect number is entered, the display will read "INVALID" momentarily, then the system displays the current date and time. Simply press the *MGMT. ACCESS* key again and enter the correct number.

To exit Management Access mode Press the *MGMT. ACCESS* key. Also, refer to Multiple Levels of Management Access, Program 29 to alter the level at which your system's information is protected.

3. ERROR KEYS (CANCEL AND DELETE)

PURPOSE: These keys are used to cancel an entire entry or report in progress (except Extension Audit Report), and to backspace or delete the last character entered in case of an entry error.

STEP 1. Press the ***CANCEL*** key to cancel an entry or report in progress. When entering keystrokes for an Extension Audit Report, the ***CANCEL*** key must be pressed prior to pressing the ***SUMMARY*** or ***DETAIL*** key. Once the Extension Audit Report is under way it cannot be cancelled.

STEP 2. Press the ***DELETE*** key to delete one character at a time (erase and backspace).

4. SETTING THE TIME

PURPOSE: This function key allows the user to establish the correct time in the system for proper pricing and reporting of call data.

The correct time is important because the system must know exactly what time calls are made, to apply correct charges. It is vital for identifying day rates, night rates, evening rates, etc. The correct time should be set when the system is installed and when changes are necessary due to daylight savings.

STEP 1. Press the *TIME SET* key.
STEP 2. Enter the hour (*0* through *23*).
STEP 3. Press *ENTER*.
STEP 4. Enter the minute (*0* through *59*).
STEP 5. Press *ENTER*. (The time has now been set.)

REMEMBER: The system must be set using military time. Enter 1 or 2 digits which represent the hour of the day. Military time is 24 hours, so if it is after 12:00 noon add the hour to 12. Thus, 3:00 is 15

NOTE: Midnight is 0; noon is 12; and one minute before midnight is 23:59.

EXAMPLE: 4:55 P.M. would be entered as hour 15 and minute 55.

5. SETTING THE DATE AND DAY

PURPOSE: This Function Key allows the user to establish the correct date and day of the week in the system, for proper costing and reporting of call data.

The date and day are vital for rating calls and applying correct charges (weekday rates versus evening, or weekend rates). The date and day should be set when the system is installed and do not have to be reset everyday.

STEP 1. Press the *DATE SET* key.
STEP 2. Enter the month (*1* through *12*).
STEP 3. Press *ENTER*.
STEP 4. Enter the day of the month (*1* through *31*).
STEP 5. Press *ENTER*.
STEP 6. Enter the day of the week (*1* through *7* where Sunday = 1, Saturday = 7).
STEP 7. Press *ENTER*. (The date and day have now been set.)

6. MEMORY KEY

PURPOSE: This Function Key will display the number of unused call records still available in memory.

STEP 1. Press the *MEMORY* key. The number of call records which can still be stored in memory will be shown in the display.

NOTE: The LOW MEMORY light will go on when there is only space for 500 call records in memory. The INN-FORM XL system will sound an alarm and print a warning message, as a reminder that the memory is low at 300, 100, 80, 60, 40, and 20 call records. When NO storage for call records is available, each call record is printed so that data is never lost. It is recommended that an ExtensionAudit Report be taken before memory gets low.

This function also verifies the integrity of your call record data base. If a problem is found, the system will print a warning message. Should this occur, contact your dealer for assistance.

7. THE EXTENSION AUDIT

PURPOSE: The Extension Audit can be done daily to remove administrative calls and the calls that have been checked out from the system memory. This prevents a low memory light (alarm) and leaves plenty of memory available for storing current call record data.

STEP 1. Press the *EXT. AUDIT* key. The system will display "SUM OR DET?"

NOTE: If the *EXT. AUDIT* key has been pressed in error, do not proceed with selecting summary or detail. Press *CANCEL* immediately to take you out of the Extension Audit function without loss of call records.

STEP 2. Press *SUMMARY* for a Summary Report or press *DETAIL* for a Detail Report.
STEP 3. The Extension Audit Report will print.

After printing is completed, the system will display "ANOTHER?" to determine if another copy should be printed. Thus, multiple Audit reports can be taken, in summary, detail or both. No other reports can be started once an Extension Audit Report has been initiated. All such Extension Audit Reports will be based on the exact same data.

STEP 4. Press the *YES* key if another Extension Audit Report is needed, then return to Step 3, or press *NO* to end the audit and erase all administrative and checked out calls from memory. The INN-FORM XL will periodically sound an alarm if your response to the prompt is delayed.

CAUTION: Do not press NO until you are sure you have printed as many copies of the Audit Report as you need. Once you press NO, all administrative and checked out calls will be erased.

8. CREDIT LIMIT

PURPOSE: To establish a credit limit for any room (or extension). This key also allows you to make a discretionary percent mark-up adjustment in a customer's telephone bill. A negative percentage allows you to charge preferred customers less for telephone usage while a positive percentage increases the charge of telephone usage for other customers. A credit limit or mark-up adjustment is set as follows:

STEP 1. Press *CREDIT LIMIT*.
STEP 2. Enter room number.
STEP 3. Press *ENTER*.
STEP 4. Enter desired Credit Limit in dollars (*0* through *254*).
STEP 5. Press *ENTER*. The system will print a verification of the charge limit. See the examples below.

NOTE: If you enter an amount greater than 254 there will be unlimited credit for telephone usage.

```
Check in: extension   211,  charge limit:  50.00

Check in: extension    12,  charge limit:  10.00
```

EXAMPLE: CREDIT LIMIT REPORT.

NOTE: This is an optional feature. If a Credit Limit is not entered for a specific room (or extension), the system assumes unlimited credit. If you assign or change a Credit Limit for a room (or extension) that has not been checked out, the system will sound an alarm and print a warning message. When a specific room (or extension) exceeds their Credit Limit, the system sounds an alarm and prints a Credit Limit Message. The Credit Limit is removed when a room (or extension) is checked out.

```
**** Room 211 has exceeded their   $20.00   limit with   $30.98
```

EXAMPLE: A REPORT OF AN EXCEEDED CREDIT LIMIT.

STEP 6. The system will display "MARK-UP ADJ%?". Enter the percent mark-up adjustment desired (*-100* through *100*).

This amount is discretionary! The Mark-up Adjustment feature controls the percentage mark-up on the telephone services the customer will pay. (MARK-UP, in this context, equals the difference between the actual cost of telephone service and the programmed or default charges.) The suggested amount is between a minus 100% and a plus 100%. If a mark up adjustment is not entered for a specific room (or extension) the system assumes the default charges programmed in the system. The mark-up adjustment amount entered will appear in the last column of the current call report.

EXAMPLES:

Entering a "*-100*" would allow you to give a preferred customer his telephone calls at cost.

By entering "*50*" you would increase the customer's telephone bill by 50 perecent of the difference between the actual cost and the programmed charges.

By pressing *ENTER* after the "MARK-UP ADJ%" prompt the customer would be charged the default programmed charges.

STEP 7. Press *ENTER*.

9. CHECK OUT REPORT

PURPOSE: To print a Check Out Report showing all telephone call charges for a room or extension. In the event that no calls have been accumulated for that room, the system will display "NO CALLS".

STEP 1. Press the *CHECK OUT* key.
STEP 2. Enter the Room or Extension Number.
STEP 3. Press *ENTER*.
STEP 4. The system will display the total charges for the room or extension and ask if you wish to print.

EXAMPLE: $0.91 PRINT?

STEP 5. Press *YES* and a detailed Check Out Report will print on all calls for that room or extension.

```
                        Room Check Out
     TEL electronics, Telephone Charges For Extension 12
   Date    Time     Type Of Call  State  # Called     Length  Charges
-------------------------------------------------------------------------

  10/03   8:13AM  oper.assisted CA  (213)429-5460     13 $     0.30
  10/03   8:28AM   local call   UT  (801)467-7805      1 $     0.23
  10/03   8:35AM   local call   UT  (801)467-7805      2 $     0.38

  10/03 at  8:43AM Mon  Total Calls:    3   Total Charges $     0.91
```

EXAMPLE: CHECK OUT REPORT IN DETAIL.

Or, press *NO* for a one line Check Out Report.

```
Check out:  Room   12, charges: $0.91
```

EXAMPLE: ONE LINE CREDIT REPORT.

10. CHECK OUT CLEAR

PURPOSE: To retrieve the calls for a room or extension which was checked out by mistake. This key retrieves all calls made by the room checked out by mistake. Thus, if a room is checked out by mistake, immediately press the ***CHECK OUT CLEAR*** key and restore it. This action must be taken prior to the next check out of this room and prior to the next Extension Audit Report. After a room has been checked out and an Extension Audit Report has been taken the memory is erased and calls cannot be retrieved.

STEP 1. Press the ***CHECK OUT CLEAR*** key.
STEP 2. Enter the Extension or Room number using up to 4 digits.
STEP 3. Press ***ENTER.***
STEP 4. Any calls for this room number (since the previous check out) will now be retrieved, placing this room back in service with its original telephone charges intact. The printer will print a message such as:

```
Retrieved 3 calls for extension 212
```

EXAMPLE: RETRIEVED CALLS MESSAGE.

11. CURRENT CALL REPORT

PURPOSE: To print a report of all current calls accumulated in the system memory. Current calls are calls which have not yet been checked out. This report shows the number of calls, charges, credit limits, and Mark-Up Adjustments for all rooms with calls.

STEP 1. Press *CURRENT CALL REPORT*

The Current Call Report will print. An asterisk signifies an administrative extension. An example of a Current Call Report is shown below:

Current Call Report

Extension	Calls	Charge	Charge Limit	Mark-up Adj.
11*	1	0.23	none	0%
7*	1	0.30	none	0%
12	3	0.91	none	0%
17	1	0.83	none	50%
19	1	0.30	none	0%
22	1	0.30	none	0%
23	2	0.40	none	0%
24	1	0.30	none	0%
40	2	0.98	none	0%
45	3	2.64	5.00	0%
48	2	0.60	none	0%
53	1	4.01	none	0%
54	1	0.30	none	0%
67	5	1.82	none	0%

Total Calls: 25, Total Charges: 13.92

EXAMPLE: CURRENT CALL REPORT.

12. HOW TO PROGRAM

PURPOSE: To "PROGRAM" or change parameters set in the system. When programming the INN-FORM XL, it may be easier to print a Programmable Parameters Report (Program 10).

STEP 1. Press the *PROGRAM* Key.

STEP 2. Enter the program number (*1* through *33*) where:

1 = Fixed Rates
2 = Grace Periods
3 = Cost Adjustments
4 = Mark-Ups
5 = Surcharges
6 = Print No-Cost Calls
7 = Print Audit Trail
8 = Store No-Cost Calls
9 = Store Administrative Calls
10 = Programmable Parameters Report
11 = Set Default Programmable Parameters For Program Numbers 1 Through 10
12 = Set Default Programmable Parameters For Everything That Is Not Set By Program Number 11
14 = Set Top Of Form
20 = Print Status Of Program Number 21 Through 26
21 = Add/Change Administrative Extension Cross Reference
22 = New Interim Area Code
23 = Add Exchange On-site
24 = Program Trunk/Access Code On-site
26 = Lines/page, Lines To Tear Off, Baud Rate, Time Format
28 = Auto Printing And Clearing
29 = Multiple Levels Of Management Access
32 = Print List Of Changeable SMDR Parameters And Ruler Line
33 = Set SMDR Related Parameters

STEP 3. Press *ENTER*.
STEP 4. Proceed by entering data, as requested.
STEP 5. After finishing a program, usually the system displays "PROGRAM #" again, in case additional programming is required.
STEP 7. When you are finished with all programming, press *ENTER* or *CANCEL* to complete the programming session.

CAUTION: Do not attempt to use program numbers other than those listed. The programs not listed above are for the use of authorized service personnel and unauthorized use may cause undesirable results.

II. REFERENCE

A. REPORTS

1. CHECK OUT REPORT

PURPOSE: To print a Check Out Report showing all telephone call charges for a room. In the event that no calls have been accumulated for that room, the system will display "NO CALLS".

STEP 1. Press the *CHECK OUT* key.
STEP 2. Enter the Room or Extension Number.
STEP 3. Press *ENTER*.
STEP 4. The system will display the total charges for the room or extension and ask if you wish to print.

EXAMPLE: "$0.91, PRINT?"

STEP 5. Press *YES* and a detailed Check Out Report will print on all calls for that room or extension.

```
                          Room Check Out
      TEL electronics, Telephone Charges For Extension 12
       Date    Time     Type Of Call  State  # Called    Length  Charges
-------------------------------------------------------------------------

     10/03   8:13AM  oper.assisted CA  (213)439-5460     13 $    0.30
     10/03   8:23AM   local call   UT  (801)467-7805      1 $    0.23
     10/03   8:23AM   local call   UT  (801)467-7805      2 $    0.38

     10/03 at  8:43AM Mon  Total Calls:    3   Total Charges $    0.91
```

EXAMPLE: DETAILED CHECK OUT REPORT.

Or, press *NO* for a one line Check Out Report.

```
Check out:  Room   12, charges: $0.91
```

EXAMPLE: ONE LINE CHECK OUT REPORT.

2. CHECK OUT CLEAR

PURPOSE: To retrieve the calls for a room which was checked out by mistake. This key retrieves all calls made by the room checked out by mistake. Thus, if a room is checked out by mistake, immediately press the ***CHECK OUT CLEAR*** key and restore it. This action can be taken any time prior to an Audit Report. After a room has been checked out and an Extension Audit has been taken the memory is erased and calls cannot be retrieved.

STEP 1. Press the *CHECK OUT CLEAR* key.
STEP 2. Enter the Extension or Room number using up to 4 digits.
STEP 3. Press *ENTER*.
STEP 4. Any calls for this room number (since the previous check out) will now be retrieved, placing this room back in service with its original telephone charges intact. The printer will print a message.

```
Retrieved 3 calls for extension 212
```

EXAMPLE: RETRIEVED CALLS MESSAGE.

3. ACTIVITY REPORTS

PURPOSE: To print a report summarizing all telephone activity during any one of five selected periods (as defined by you). This initiates the printing of the data.

This report summarizes telephone activity into four types of calls, number of calls, averaged time per call, cost of calls, tax applied to cost, rebilling charges (if any), and gross profit (if any). Each property must determine the intervals for such reports by clearing data from each report at some pre-set interval. To set this interval, please refer to Activity Reports Clear which follows.

STEP 1. Press the *ACTIVITY REPORT* Key.
STEP 2. Enter the report number (*1* through *5*), as defined by Activity Report Clear.

Daily
2 = Weekly
3 = Monthly
4 = Quarterly
5 = Yearly

STEP 3. Press *ENTER*. (The Activity Report will print.)

EXAMPLE: If Report #1 is to be a daily report, then the report should be printed and must be cleared daily. Report #5 might be a yearly report and may be printed periodically but must be cleared once a year. Each report will accumulate data until it is cleared. The schedule or interval is set by how often reports are cleared.

NOTE: For automatic printing and automatic clearing of Activity Reports, see Auto Printing and Clearing, Program 28.

An example of a Daily Activity Report is shown below:

```
        Activity Report #1, from 10/03 at 12:00AM thru 10/04 at 12:00AM
   Type     |  Count  Avg.|     Cost      Tax  |   Charged     Tax  |   Profit
------------------------------------------------------------------------------
Guest Extensions:          |                    |                   |
Local Calls |    71.   4.1 |    37.43     2.99 |    40.42     0.00 |     0.00
Toll Calls  |    40.   8.5 |   132.03     4.74 |   146.25     0.00 |     9.48
Oper. Calls |    82.  11.9 |     0.00     0.00 |    24.60     0.00 |    24.60
Other Calls |     4.   4.8 |     0.05     0.00 |     1.75     0.00 |     1.70
Total Calls |   197.   8.2 |   169.51     7.73 |   213.02     0.00 |    35.78
------------------------------------------------------------------------------
Non-Billable Extensions:   |                    |                   |
Local Calls |     1.   9.0 |     1.33     0.10 |     0.00     0.00 |    -1.43
Toll Calls  |     1.   9.0 |     3.95     0.12 |     0.00     0.00 |    -4.07
Oper. Calls |     0.   0.0 |     0.00     0.00 |     0.00     0.00 |     0.00
Other Calls |     1.   2.0 |     0.00     0.00 |     0.00     0.00 |     0.00
Total Calls |     3.   6.7 |     5.28     0.22 |     0.00     0.00 |    -5.50
------------------------------------------------------------------------------
Grand Total |   200.   8.2 |   174.79     7.95 |   213.02     0.00 |    30.28
```

EXAMPLE: DAILY ACTIVITY REPORT.

4. ACTIVITY REPORTS CLEAR

PURPOSE: To clear the data for a specific Activity Report which sets the interval for new data accumulation. This clears the data and defines new report time frames.

NOTE: If Report #1 is to be a daily report, it should be printed and must be cleared daily. Report #5 might be a yearly report and could be printed periodically but must be cleared once a year. Refer to Program #28 for Auto Printing and Clearing.

STEP 1. Press the *ACTIVITY REPORT CLEAR* key.

STEP 2. Enter the report number (*1* through *5*) that is to be cleared. The reports may be defined as follows (an example only,):

1 = Daily
2 = Weekly
3 = Monthly
4 = Quarterly
5 = Yearly

STEP 3. Press *ENTER*. (The Activity Report selected will be cleared and a new set of data will begin to accumulate.) An example of the printed message is shown below:

```
Cleared out call totals for report #1
```

EXAMPLE: ACTIVITY REPORT CLEAR.

5. TRUNK REPORTS

PURPOSE: To print a report summarizing all telephone activity or traffic for each trunk during any one of four selected periods (as defined by you). This initiates the printing of the data.

NOTE: For automatic Printing and automatic clearing of trunk reports, see Auto Printing and Clearing, Program 28.

This report summarizes telephone activity by trunk. Several Trunk Reports are available to allow comparisons of activity by shift, day week, etc. Trunks showing activity will be shown on the report. Each property must determine the intervals for such reports by clearing data from each report at some pre-set interval. To set this interval, please refer to Clear Trunk Reports which follows.

STEP 1. Press the *TRUNK REPORT* key.

STEP 2. Enter the report number (*1* through *4*), as defined by Trunk Report Clear. As an example scheduals may be defined as follows:

1 = Daily
2 = Weekly
3 = Monthly
4 = Quarterly

STEP 3. Press *ENTER*. (The Trunk Report will print.)

EXAMPLE: If Report #2 is to be a weekly report, then the report should be printed but must be cleared weekly. Report #4 might be a quarterly report and therefore could be printed periodically but must be cleared once a quarter. Each report will accumulate data until it is cleared. The schedule or interval is set by how often reports are cleared.

An example of a Daily Trunk Report is shown below.

Trunk Usage Report #1, from 10/03 at 12:00AM thru 10/04 at 12:00AM

Trunk	Count	Total Time	Total Cost	Time/Call	Cost/Call	Cost/Min.
0	1.	8.	3.83	8.0	3.83	0.479
1	2.	83.	20.29	41.5	10.15	0.245
3	6.	18.	1.82	3.0	0.30	0.101
4	1.	30.	12.59	30.0	12.59	0.420
5	4.	45.	4.53	11.3	1.13	0.101
6	1.	6.	0.00	6.0	0.00	0.000
7	3.	19.	0.61	6.3	0.20	0.032
8	1.	5.	2.47	5.0	2.47	0.494
9	5.	36.	5.80	7.2	1.16	0.161
10	4.	10.	1.82	2.5	0.46	0.182
11	7.	50.	12.46	7.1	1.78	0.249
12	6.	66.	1.74	11.0	0.29	0.026
Totals:	41.	376.	67.96	11.6	7.86	0.208

EXAMPLE: DAILY TRUNK REPORT.

6. TRUNK REPORT CLEAR

PURPOSE: To clear the data for a specific trunk report which sets the interval for new data accumulation. This clears the data and defines new report time frames.

NOTE: If Report #1 is to be a daily report, it should be printed and must be cleared daily. Report #4 might be a quarterly report and could be printed periodically, but must be cleared once a quarter. Refer back to section 5, Trunk Reports for printing the report.

STEP 1. Press the *TRUNK REPORT CLEAR* key.
STEP 2. Enter the report number (*1* through *4*) that is to be cleared. The reports may be defined as follows (an example only):

1 = Daily
2 = Weekly
3 = Monthly
4 = Quarterly

STEP 3. Press *ENTER*. (The Trunk Report selected will be cleared and a new set of data will begin to accumulate.) An example of the printed message is shown below:

```
Cleared out trunk totals for report #1
```

EXAMPLE: TRUNK REPORT CLEAR.

NOTE: For automatic printing and automatic clearing of Trunk Reports, see Auto Printing and Clearing, Program 28.

7. CURRENT CALL REPORT

PURPOSE: To print a report of all current calls accumulated in the system memory. Current calls are calls which have not yet been checked out. This report shows the number of calls, charges, credit limits, and mark-up adjustments for all rooms with calls.

STEP 1. Press the *CURRENT CALL REPORT* key.

The Current Call Report will print.

NOTE: An asterisk signifies an administrative extension.

An example of a Current Call Report is shown below:

Current Call Report

Extension	Calls	Charge	Charge Limit	Mark-upAdj.
11*	1	0.30	none	0%
7*	1	0.23	none	0%
12	3	0.91	none	0%
17	1	0.83	none	50%
19	1	0.30	none	0%
22	1	0.30	none	0%
23	2	0.40	5.00	0%
24	1	0.30	none	0%
40	2	0.98	none	0%
45	3	2.64	none	0%
48	2	0.60	none	0%
53	1	4.01	none	0%
54	1	0.30	none	0%
67	5	1.82	none	0%

Total Calls: 25, Total Charges: 13.92

EXAMPLE: CURRENT CALL REPORT.

8. EXTENSION REPORT

PURPOSE: To print a report listing all calls for any selected extension (or room number). This report is identical to a Check Out Report at any given time except that the guest is not checked out. Thus, this report is a "status report" on calls for a selected room, giving a report of all calls up to the time of the report. In the event that no calls have been accumulated for that room, the system will display "NO CALLS".

STEP 1. Press the *EXT. REPORT* key.
STEP 2. Enter the extension or room number using up to 4 digits.
STEP 3. Press *ENTER*. (All calls for the selected extension will be printed.)
STEP 4. Some properties have requested the ability to manually enter an account number or employee identification number. Such account numbers will replace extension numbers if the account code is dialed. (The ability to use account numbers as extensions is dependent on the telephone switch.)

TEL electronics, Telephone Charges For Extension 212

Date	Time	Type Of Call	State	# Called	Length	Charges
10/13	8:04AM	information		1-411	1	$ 0.25
10/13	8:06AM	long distance CA		(714)383-9872		$ 2.21
10/13	8:11AM	Long distance TX		(713)562-8573	25	$ 11.97

10/13 at 10:07AM Thu Total Calls: 3, Total Charges $ 14.43

EXAMPLE: EXTENSION REPORT.

9. EXTENSION AUDIT REPORT

PURPOSE: Provides call record information on all extensions in either Summary or Detail.

CAUTION: Do not activate this report until all other desired reports are printed. This report erases call records from the memory. These records cannot be restored to produce other reports once the Extension Audit Report has been completed. If the *EXT. AUDIT* key has been pressed in error, press the *CANCEL* key now.

STEP 1. Press the *EXT. AUDIT* key. The system will display "SUM OR DET?".

NOTE If the *EXT. AUDIT* key has been pressed in error, do not proceed with selecting SUMMARY or *DETAIL*. Press *CANCEL* now to take you out of the Extension Audit function without loss of call records.

STEP 2. Press *SUMMARY* for a summary report or press *DETAIL* for a detail report.

STEP 3. The Extension Audit Report will print.

After printing is completed, the system will display "ANOTHER?" to determine if another copy should be printed. Thus, multiple Audit Reports can be taken, in either or both summary and detail. No other reports can be started once an ExtensionAudit Report has been initiated. All Extension Audit Reports will be based on the exact same data.

STEP 4. Press the *YES* key if another extension audit report is needed, then return to Step 3, or press *NO* to end the audit and erase all administrative and checked out calls from memory. The INN-FORM XL will periodically sound an alarm if your response to the prompt is delayed

CAUTION: Do not press *NO* until you are sure you have printed as many copies of the audit report as you need. Once you press *NO*, all administrative and checked out calls will be erased.

See the next page for an example of an Extension Audit in summary.

```
                    TEL electronics
  Night Audit Report for 10/12 at 12:00AM  to 10/13 at 12:05AM

-------------------- Checked Out Guest Calls --------------------

          Checked Out Calls      0, Total Charges $    0.00

------------------------ Current Calls -------------------------

        Current Admin. Calls     0, Total Charges $    0.00

******** Guest Extension   211 had    3 Calls, Charges $    3.67
******** Guest Extension   212 had    3 Calls, Charges $   14.43
******** Guest Extension   311 had    1 Calls, Charges $    0.00
******** Guest Extension  9212 had    1 Calls, Charges $    0.00
        Current Guest Calls      8, Total Charges $   18.10

================================================================
*************** Total Calls      8, Total Charges $   18.10


Night audit period last time set to 10/13 at 12:05AM
0 administrative or checked-out calls were permanently erased
```

EXAMPLE: EXTENSION AUDIT REPORT.

10. CREDIT LIMIT

PURPOSE: Usually done at check-in (can be done at any time) this key is used to establish a credit limit for any room (or extension). A message will automatically print when a specific credit limit has been exceeded. This key also allows you to make a discretionary percent Mark-up Adjustment in a customer's telephone bill. Changes made with this key only effect calls made after the credit limit or mark-up adjustment percentage is applied. A negative percentage allows you to charge preferred customers less for telephone usage while a positive percentage increases the charge of telephone usage for other customers.

STEP 1. Press the *CREDIT LIMIT* key.
STEP 2. Enter the room number.
STEP 3. Press *ENTER*.
STEP 4. Enter desired credit limit in dollars (*0* through *254*)

NOTE: If you enter an amount greater than 254 there will be unlimited credit for telephone usage.

STEP 5. Press *ENTER*. The system will print a verification of the credit limit.

NOTE: This is an optional feature. If a credit limit is not entered for a specific room (or extension), the system assumes unlimited credit. If you assign or change a credit limit for a room (or extension) that has not been checked out, the system will sound an alarm and print a warning message. When a specific room (or extension) exceeds their credit limit, the system sounds an alarm and prints a Credit Limit Message. The credit limit is removed when a room (or extension) is checked out.

STEP 6. The system will display "MARK-UP ADJ%?". Enter the mark-up adjustment percentage amount.

This amount is discretionary. The mark-up adjustment controls what percentage the mark-up on telephone services the customer will pay. (mark-up, in this context, equals the difference between the actual cost of telephone service and the programmed or default charges.) The suggested amount is between a minus 100 percent and a plus 100 percent. If the mark-up adjustment percentage is not entered for a specific room (or extension) the system assumes the default charges programmed in the system. The mark-up adjustment amount entered will appear in the last column of the current call report.

EXAMPLE: Possible Mark-Up Adjustment Percentages.

Entering a *"–100"* mark-up adjustment percentage would allow you to give a preferred customer his telephone calls at cost.

Entering *"50"* mark-up adjustment percentage you would increase the customer's telephone bill by 50% of the difference between the actual cost and the final amount charged after programmed charges were added.

EXAMPLE: The telephone company charges $1.00 for a call. Your INN-FORM XL takes that $1.00 and adds 50 cents in programmed charges to the call for a total of $1.50. If you had entered a 50% mark-up adjustment for this customer the system would add an additional 25 cents (25 cents being 50% of the amount over cost) for a total charge of $1.75.

If no credit limit is assigned pressing *ENTER* after the "MARK-UP ADJ%" prompt will result in the default programmed charges being applied.

STEP 7. Press *ENTER*.

An example of a Credit Limit Message is shown below.

```
Check in: extension   12.  charge limit:  10.00
```

EXAMPLE: CREDIT LIMIT MESSAGE.

11. GRAPHIC REPORTS

PURPOSE: This report selection allows the user to produce reports of call records in graph format.

STEP 1. Press the *GRAPHIC REPORT* key.
STEP 2. Enter Graphic Report number (*1* through *3*) where:

1 = Total Duration Of Calls By Area Code
2 = Number Of Calls By Hour Of The Day
3 = Total Duration Of Calls By State

STEP 3. Press *ENTER*. (The Graphic Report will print.)

NOTE: Graphic Report #1 and #3 – Total Duration Of Calls By Area Code and Total Duration Of Calls By State exclude the following types of calls: all calls without an Area Code dialed; Area Code (800) calls; operator assisted calls; international calls.

Examples of the Graphic Reports are shown below.

GRAPHIC REPORT #1

```
      Graphic Report for Area Code by Duration on 10/03 at 12:00AM Mon
-------------------------------------------------------- ----------------

AC State Duration              Graph

208  ID  (   13)*******
214  TX  (    5)***
215  PA  (   15)********
218  MN  (    8)****
303  CO  (   40)**********************
312  IL  (  116)************************************************** **************
314  MO  (    5)***
405  OK  (    8)****
419  OH  (   13)*******
608  WI  (    4)**
714  CA  (   26)**************
716  NY  (   20)**********
801  UT  (   40)**********************
806  TX  (    2)*
901  TN  (   23)************

                Total Calls:   40  Total Charges:    146.25
```

EXAMPLE: GRAPHIC REPORT FOR TOTAL DURATION OF CALLS BY AREA CODE.

GRAPHIC REPORT #2

```
          Graphic Report for Hourly Activity on 10/13 at 10:37AM Th
--------------------------------------------------------------------------------

Hour      Calls                    Graph

 0- 1:00 (      0)
 1- 2:00 (      0)
 2- 3:00 (      0)
 3- 4:00 (      0)
 4- 5:00 (      0)
 5- 6:00 (      2)*
 6- 7:00 (      0)
 7- 8:00 (     77)*************
 8- 9:00 (    238)****************************************
 9-10:00 (    337)*********************************************************
10-11:00 (    319)******************************************************
11-12:00 (    341)*********************************************************
12-13:00 (    263)********************************************
13-14:00 (    209)***********************************
14-15:00 (    342)*********************************************************
15-16:00 (    291)*************************************************
16-17:00 (    189)********************************
17-18:00 (     50)*********
18-19:00 (      8)**
19-20:00 (      3)*
20-21:00 (      6)*
21-22:00 (      3)*
22-23:00 (      2)*
23- 0:00 (      0)

Total Time:  10826.                 2680 Calls                      $ 1255.96
```

EXAMPLE: GRAPHIC REPORT FOR NUMBER OF CALLS BY HOUR OF THE DAY.

GRAPHIC REPORT #3

```
          Graphic Report for State by Duration on 10/03 at 12:02PM Mon
--------------------------------------------------------------------------------

   State Duration                  Graph

     ID   (    13)**
     TX   (     7)*
     PA   (    15)**
     MN   (     8)*
     CO   (    40)*****
     IL   (   116)***************
     MO   (     5)*
     OK   (     8)*
     OH   (    13)**
     WI   (     4)*
     CA   (    26)****
     NY   (    20)***
     UT   (    40)*****
     TN   (    23)***

              Total Calls:    40   Total Charges:     146.25
```

EXAMPLE: GRAPHIC REPORT FOR TOTAL DURATION OF CALLS BY STATE.

12. AUTOMATIC MULTIPLE REPORTS -- THE *A* KEY

PURPOSE: This powerful new feature allows the user to select a series of reports, define them, and enter them into the system as a report block. Six such report blocks may be created. These reports may be run as often as necessary. You may change your definition of the Automatic Multiple Reports at any time.

The concept behind the Automatic Multiple Report function is to streamline the time necessary to set up and generate the reports you use frequently. Once you become familiar with your INN-FORM XL system, you will get a feel for which reports and which parameters are most useful for your property. Using the Automatic Multiple Report function allows you to "program" the system to give you the necessary reports quickly. It does, however, require a few minutes of setup time.

TEL suggests you first list the reports and their parameters which you want to define. Next, refer to the reports section of this user guide for keystroke input information for each report you wish to enter as an Automatic Multiple Report. List them in order. Once you have the information in front of you, inputting the keystrokes in logical sequence into the system will be easy.

With the new *A* key you can define six different reports and selected parameters, using up to 45 keystrokes each. The reports will be produced, as defined, when you press the *A* key and enter the report number. *A* key reports can access other *A* key reports, therefore reports can be chained together (for a possible total of 270 keystrokes). Higher report numbers have priority, and thus can act as "subroutines" which return to the report that accessed them.

NOTE: When using the *A* key (Automatic Multiple Reports) with Program 28 (Auto Printing and Clearing) you may wish to activate management access as the first keystrokes in the definition of the Automatic Multiple Report. Without Management Access some function keys will not respond to the Automatic Multiple Report you defined. Those function keys that require Management Access still require it using the Automatic Multiple Reports. Here are some other helpful pointers:

- Entering Report *0* clears all the defined Automatic Multiple Reports.
- A hyphen in front of the report number (1 through 6) will indicate you wish to define the report.
- Pressing *CANCEL* key is used to end a definition.
- Pressing *DELETE* key will erase an incorrect keystroke during the definition.

The following steps are used to define each major report group (1 through 6):

STEP 1. Press the *A* key. The system will display "Report #".
STEP 2. Enter a Hyphen (-) and the number of the report that you wish to define (*1* through *6*).
STEP 3. Press *ENTER*.
STEP 4. The system will display ":_". Enter the keystrokes necessary to produce the reports, with the parameters you previously defined.

NOTE: As you enter your series of keystrokes, a letter or symbol representing each keystroke will appear in the display. (See Function Key Letter Assignment Chart.) The display will scroll to the left to make room for subsequent keystrokes. When you have used the 45 keystrokes for the report being defined, the system will not accept additional entries. If you make an error while entering keystrokes, you can use the *DELETE* key to correct it. If an error is made and not corrected while entering your keystrokes, the report will not be defined correctly. You may redefine any of the six reports any time you wish by following the same procedure again.

To verify that input has been accurate, you may print a listing of your completed keystrokes. The print-out will show the letter or symbol (from the Function Key Letter Assignment Chart below).

STEP 1. Activate Management Access.
STEP 2. Press the *A* key. The system will display "REPORT #".
STEP 3. Press *7* (or any number greater than 6).
STEP 4. Press *ENTER*.

The system will print out a copy of a l six defined *A* key reports.

Here's a trick! The heading, "AUTO REPORTS", in the above mentioned listing, is not centered on the page, but rather the "S" in "REPORTS" is at the 45th space--consider it a line marker. You may see from this if you have additional keystrokes which may be used to further define a report; or if you have gone over the allotted 45 keystrokes, and the last keystrokes you entered were not accepted.

Function Key	Letter or Symbol Assigned
YES	B
NO	C
SUMMARY	D
DETAIL	E
ACTIVITY REPORT	F
TRUNK REPORT	G
CHECK OUT	H
CREDIT LIMIT	I
EXT. REPORT	J
ACTIVITY REPORT CLEAR	K
TRUNK REPORT CLEAR	L
CHECK OUT CLEAR	M
CURRENT CALL REPORT	N
EXT. AUDIT	O
PROGRAM	P
MODE SET	Q
TIME SET	R
DATE SET	S
MEMORY	T
MGMT. ACCESS	U
GRAPHIC REPORTS	V
A Key	W
ENTER	<
DECIMAL	A Decimal Point
HYPHEN AND NUMBEIC KEYS	As Entered

Figure 2. Function Key Letter Assignment Chart

EXAMPLE #1: For Report #1, you would like to set up an Automatic Multiple Report to do the following:

Activity Report #2 to print and clear.
Trunk Report #1 to print and clear.
A Current Call Report.
A Graphic Report for Number of calls by Hour of Day.

To activate this automatic multiple reports:

STEP 1. Press the *A* key.
STEP 2. Enter positive *1*.
STEP 3. Press *ENTER*.
STEP 4. Enter the keystrokes shown in Figure 3.

KEYSTROKE	KEY HIT	SYSTEM WILL DISPLAY	RESULTS
(1)	*ACTIVITY REPORT*	F	This prints
(2)	*2*	2	Activity
(3)	*ENTER*	<	Report #2.
(4)	*ACTIVITY REPORT CLEAR*	K	This clears
(5)	*2*	2	Activity
(6)	*ENTER*	<	Report #2.
(7)	*TRUNK REPORT*	G	This prints
(8)	*1*	1	Trunk Report #1.
(9)	*ENTER*	<	
(10)	*TRUNK REPORT CLEAR*	L	This clears
(11)	*1*	1	Trunk Report #1.
(12)	*ENTER*	<	
(13)	*CURRENT CALL REPORT*	N	This Prints a Current Call Report.
(14)	*GRAPHIC REPORT*	V	This Prints a
(15)	*2*	2	Graphic Report #2
(16)	*ENTER*	<	
(17)	*CANCEL*		Ends definition

Figure 3. Automatic Multiple Report

By pre-defining Automatic Multiple Report #1 under the *A* key with the keystrokes suggested above, you would enter the parameters only once, then anyone (with Management Access) could run the report by pressing the *A*, the *1*, and *ENTER* to print the report as you defined it—saving several keystrokes and making it easy to produce this same report daily.

The specified reports will be generated automatically.

Important things to remember about Automatic Multiple Reports:

- Parameters set for Automatic Multiple Reports do not clear when exiting Management Access.
- Program 12 clears all Automatic Multiple Report programming.
- If you run out of keystrokes, simply end one definition by running a second automatic multiple report, and continue your definition there. Thus, these reports can be linked together as needed.
- Reports requiring management access still require it with the *A* key. Either the user must enter management access first, or those specific reports which require it will not print.

B. PROGRAMS

1. GENERAL EXPLANATION

PURPOSE: Examples of programming sessions and options are provided in the following pages to explain each step in detail.

NOTE: To view current values of programmable parameters see Program 10, and Program 20 The system will display: "PROGRAM#".

To understand programming of rates, it is important to understand telephone company charges, and the charges calculated by the INN-FORM XL system.

First, charges from the phone company are alway called costs in this guide, to distinguish these costs from the amounts to be charged to guests. Telephone company costs are based upon tariffs, which in turn are generally based upon distance and duration of calls. Some exceptions exist,to include fixed rate calls (Local, Operator-assist, Information,1-(800) and 1-(900), etc.) and metered calls (WATS,etc.). The INN-FORM XL system can determine costs based upon all government approved methods when proper information is provided and included in factory programming or is set up with the Programmable Parameters on-site by the user. Costs are thus determined, based upon a large set of complicated tariff and other data which must be included in every INN-FORM XL system.

The INN-FORM XL calculates both the cost andcharge for every call. First, the system analyzes the number dialed (to determine tariffed rates, if it is"long-distance" or to determine if it is Local or another call type) and the duration of the call in order to calculate basic costs. The INN-FORM XL system then determines if a cost percentage adjustment is necessary, and if so, applies the adjustments, Then adds any appropriate rates. This is the total cost of the call. The system then adds the mark-up percentage and surcharge and, if appropriate for that extension, makes a Mark-up Adjustment toarrive at the final charge to a guest. The difference between the cost and charge is the profit made for each call. Now that the cost and charge have been explained, you may proceed to Programming Session Examples.

EXCEPTIONS: As usual, there are exceptions. In some areas, particularly in major metropolitan areas, Local calls are called Measured Service calls and are charged based on distance and duration like Long Distance. Each INN-FORM XL system includes data for such Measured Service Areas. If WATS, SPRINT or other special trunks are used, the INN-FORM XL system will calculate costs correctly.

Proper data is crucial to proper operation. The data included in INN-FORM XL systems must be provided correctly by customers to ensure proper operation.

2. PROGRAMMING SESSION EXAMPLES

PROGRAM 1 FIXED RATES

PURPOSE: This program allows you to adjust the charge for several types of fixed rate calls.

STEP 1. Press the *PROGRAM* key. The system will display "PROGRAM #".
STEP 2. Enter *1*.
STEP 3. Press *ENTER*. The prompt will indicate "FIXED RATE #".
STEP 4. Enter a number (*1* through *7*) where:

1 = Local Calls
2 = Operatorassisted Calls
3 = Local Information
4 = In-state Information
5 = U.S. Information
6 = 1-(800) Calls
7 = 1-(900) Calls

STEP 5. Press *ENTER*. The system will ask for the selected rate number, such as "RATE 6?".
STEP 6. Enter the rate for that selected category using the decimal key where appropriate.

EXAMPLES: *25* = 25 cents and *2.00* = 2 dollars

STEP 7. Press *ENTER*. The display will indicate "PROGRAM #" to allow you to program other options.

It is possible to store and print zero cost fixed rate calls in special ways. Entering the following as fixed rate charges for any of the calls in this category (1 through 7) indicates a zero cost call which will be:

Charges	Action
A. $99.99	Printed and stored
B. $99.98	Printed but not stored
C. $99.97	Not printed or stored

```
                copyright, TEL electronics, inc.  1986   #058432
Release 12.71  INN-FORM XL with 1887 call records, 10/13 at 10:10AM Thu
Mode 0,  Options: Print All Calls, Store All Calls, Ram Setup

                    1       2       3       4       5       6       7
                  Local    Oper.   Loc Inf  St Inf  U.S. Int 1-(800) 1-(900)
1: Fixed Rates: 99.99    99.98    99.97      0.50
                  Local    Oper.    Info.   1-(900)
2: Grace Period:   30       40       10       0
                  Nearby  In-State In-U.S.  Intern.
3: Cost% Adjust:  0.00     0.00     0.00     0.00     0.00     0.00
4: Mark-up%:         0        0        2        5        0        0
5: Surcharge:     0.00     0.10     0.20     0.50
6: Print No Cost Calls: Yes
7: Print Audit Trail: Yes
8: Store No Cost Calls: Yes
9: Store Administrative Calls: Yes
   2   0   0   0
```

Local Information calls will not be Printed or stored as a result of having a fixed rate of 99.97.

Operator calls will be printed but not stored as a result of having a fixed rate of 99.98.

Local calls will be printed and stored as a result of having the fixed rate of 99.99.

EXAMPLE: PROGRAM 10 DISPLAYING THE STORING AND PRINTING OF ZERO COST FIXED-RATE CALLS IN SPECIFIC WAYS

PROGRAM 2 GRACE PERIODS

PURPOSE: A grace period is specified as the amount of time allowed to pass before the call is defined as a completed call. Whether a call actually reaches its destination or not,there will not be a charge incurred if the call duration is less than the specified grace period. On the other hand, if the caller allows the phone to ring for a time longer then the grace period,the call will be labelled complete by the system and a charge will be assessed, even though the caller never reached the called party.

NOTE: The use of grace periods is required because of the telephone system, not because of the INN-FORM XL system. Telephone Call Accounting and Management Systems must use a grace period method because generally there is no signal available from the telephone company to signify whether a call has reached the dialed party or not. Some phone companies provide extra charge trunks, often termed "Supervision Lines" to provide such data.

STEP 1. Press the *PROGRAM* key.
STEP 2. Enter *2*.
STEP 3. Press *ENTER*.
STEP 4. Enter a number (*1* through *6*) where:

1 = Local Calls
2 = Operator Assisted Calls
3 = Information
4 = 1-(900) Calls
5 = International Calls
6 = Other Calls

STEP 5. Press *ENTER*. The system will ask for the selected grace period number such as "period 1?" for local calls.
STEP 6. Enter the seconds (*0* through *255*).
STEP 7. Press *ENTER* to set this grace period.

NOTE: Grace period values are loaded at the factory based upon the best information available, but some adjustments could be appropriate on-site.

PROGRAM 3 COST ADJUSTMENTS

PRUPOSE: This program option allows you to keep up with rate increases (or decreases) from the phone company as they occur. This percentage increase is applied to the calculated cost of each tariffed or toll call to arrive at a new adjusted cost.

STEP 1. Press the *PROGRAM* key.
STEP 2. Enter *3*.
STEP 3. Press *ENTER*.
STEP 4. Enter the number (*1* through *6*) where:

1 = Nearby
2 = In-State
3 = In USA
4 = International
5 = WATS
6 = Special

STEP 5. Press *ENTER*. The system will ask for the selected percentage number, "ADJUST% 2?".
STEP 6. Enter the percentage for that selected category, using decimal numbers if desired (*–99.99* through *99.99*). The percentage can be negative. (–15.5 would mean a decrease in cost of15.5%.)
STEP 7. Press *ENTER* to complete this programming.

PROGRAM 4 MARK-UPS

PURPOSE : A mark-up is the percentage to be added after the cost has been calculated in order to determine the charge to a client or tenant, etc. For example, if your cost is $1.00 and a mark-up of 50% is set, the client would be charged $1.50 for that call (assuming that other parameters are not considered). Thus, the mark-up option is used to add an amount to the cost in order to recover overhead,labor and other expenses and/or to provide a profit on phone activities. The mark-up option is not designed to be used to reflect increases made by the local phone company See Cost Adjustments, Program 3 for tariff rate changes.

STEP 1. Press the *PROGRAM* key.
STEP 2. Enter *4*.
STEP 3. Press *ENTER*.
STEP 4. Enter the number(*1* through *6*) where:

1 = Nearby
2 = In-State
3 = In USA
4 = International
5 = WATS
6 = Special

STEP 5. Press the *ENTER* key. The system will ask for the selected mark-up such as "PERCENT 4?" for international mark-up adjustment.
STEP 6. Enter the percentage selected (*-100* through *999*).
STEP 7. Press *ENTER*.

PROGRAM 5 SURCHARGES

PURPOSE: A surcharge is a flat fee added to the cost of a telephone call. For example, if the telephone company cost of a call were $1.00 and you select a $1.00 surcharge, a guest will be charged $2.00 for that call (assuming that other parameters are not considered). The surcharge option is used to add an amount to the cost in order to recover over-head, labor and other expenses and/or to provide a profit on phone activities. The surcharge option is not designed to be used to reflect increases made by the local phone company. Such increases should be programmed using Cost Adjustments.

STEP 1. Press the *PROGRAM* key.
STEP 2. Enter *5*.
STEP 3. Press *ENTER*.
STEP 4. Enter the number (*1* through *6*).

1 = Nearby
2 = In-state
3 = In USA
4 = International
5 = WATS
6 = Special

STEP 5. Press *ENTER*. The system will display the selected surcharge number such as "AMOUNT 5?" for WATS calls.
STEP 6. Enter the surcharge amount using (*0* through *-99.99*) decimal numbers where appropriate.
STEP 7. Press *ENTER* to complete this option.

PROGRAM 6 PRINT NO-COST CALLS

PURPOSE: This program option determines whether to print or not print any calls which do not incur a charge (e.g., incoming and internal calls).

STEP 1. Press the *PROGRAM* key.
STEP 2. Enter *6*.
STEP 3. Press the *ENTER* key.
STEP 4. Press *YES* to print all no-cost calls or press *NO* if no-cost calls are not to be printed.

PROGRAM 7 PRINT AUDIT TRAIL

PURPOSE: This program option is used to print or not print an audit trail of every call as it occurs.

STEP 1. Press the *PROGRAM* key.
STEP 2. Enter *7*.
STEP 3. Press the *ENTER* key.
STEP 4. Press *YES* to print the Audit Trail or press *NO* to skip the Audit Trail.

PROGRAM 8 STORE NO-COST CALLS

PURPOSE: This program option allows you to store or not store no-cost calls in the system's memory. Call data is saved for Activity Reports and Trunk Reports, but detailed call records are stored or not stored depending on Program 8. The advantage of storing all calls is the complete record of data about telephone traffic for your company. Every call is obvious, even if it has no charge. Furthermore, the no-cost calls use the property's phone system resources just as much as the costed calls. The disadvantage of storing all no-cost calls is that reports are longer and memory is used which could be used for charged calls.

STEP 1. Press the *PROGRAM* key.
STEP 2. Enter *8*.
STEP 3. Press *ENTER*.
STEP 4. Press YES to store details for all no-cost calls or *NO* to store only summary data.

PROGRAM 9 STORE ADMINISTRATIVE CALLS

PURPOSE: This program option allows you to either store or not store administrative calls.

STEP 1. Press the *PROGRAM* key.
STEP 2. Enter *9*.
STEP 3. Press *ENTER*.
STEP 4. Press *YES* to store administrative calls or *NO* to not store administrative calls.

NOTE: No-charge Administrative calls will only be stored if both Program 7 and Program 9 are set to YES.

PROGRAM 10 PROGRAMMABLE PARAMETERS REPORT

PURPOSE: This program produces a report with information about your system and permits you to view all the Programmable Parameters as they are currently set. (See the example below.)

STEP 1. Press the *PROGRAM* key.
STEP 2. Enter *10*.
STEP 3. Press *ENTER*. The system will print the Programmable Parameters Report.

```
                copyright, TEL electronics, inc.  1986   #058432
Release 12.71  INN-FORM XL with 1887 call records, 10/03 at  8:33AM Mon
Mode 0,  Options: Print Audit Trail

                      1        2        3        4        5        6        7
                    Local    Oper.   Loc Inf  St Inf  U.S. Inf 1-(800) 1-(900)
1: Fixed Rates:      0.15     0.30     0.25     0.50     0.70     0.50     1.00
                    Local    Oper.    Info.  1-(900)  Intern.   Other
2: Grace Period:      30       40       10        0       40       30
                   Nearby  In-State In-U.S.  Intern.    WATS   Special
3: Cost% Adjust:    0.00     0.00     0.00     0.00     0.00     0.00
4: Mark-up%:           0        0        2        5        0        0
5: Surcharge:       0.00     0.10     0.20     0.50     0.00     0.00
6: Print No Cost Calls: No
7: Print Audit Trail: Yes
8: Store No Cost Calls: No
9: Store Administrative Calls: No
   1   0   0   0   2
```

EXAMPLE: PROGRAMMABLE PARAMETERS REPORT.

PROGRAM 11 SET DEFAULT PROGRAMMABLE PARAMETERS FOR PROGRAM 1 THROUGH PROGRAM 10

PURPOSE: This program option permits you to restore Programs 1 through 10 to factory programmed defaults.

CAUTION: Using this option will erase all programming you have done with Programs 1 through 9.

STEP 1. Press the *PROGRAM* key.
STEP 2. Enter *11*.
STEP 3. Press *ENTER*.
STEP 4. Press the *YES* key to restore the system to factory programmed defaults or press the *NO* key to abort this option. The system will print a message similar to the one that follows:

```
   2   0   0   0   1
Defaults set
```

EXAMPLE: RESTORED FACTORY DEFAULTS FOR PROGRAM 1 THROUGH 10.

PROGRAM 12 SET DEFAULT PROGRAMMABLE PARAMETERS FOR EVERYTHING THAT IS NOT SET BY PROGRAM 11

PURPOSE: This program option permits you to restore all the remaining programmed information (information not returned to factory defaults by Program 11) to the factory programmedd efaults and places the unit in operating mode 0.

CAUTION: Using this option will erase programming you have done, as well as the definition of the *A* key reports.

STEP 1. Press the *PROGRAM* key.
STEP 2. Enter *12*.
STEP 3. Press *ENTER*.
STEP 4. Respond with *YES* or *NO*.

YES automatically restores the system to factory programmed defaults, takes you out of the program mode and returns to the "MGMT ACCESS" prompt.

The system will print the following message:

```
2nd defaults set
```

EXAMPLE: RESTORED FACTORY DEFAULTS FOR ALL REMAINING PROGRAMMABLE PARAMETERS.

Program 14 SET TOP OF FORM

PURPOSE: This program allows you to set the printer paper at the top of the form.

STEP 1. Position the paper in the printer so the top of the form is at the tear off bar, or position the paper to your specifications.
STEP 2. Press the *PROGRAM* key.
STEP 3. Enter *14*.
STEP 4. Press *ENTER*.

NOTE: An easy way to space up the paper to see the last line is to press *MEMORY* then quickly press *CANCEL*.

PROGRAM 20 PRINTS STATUS OF PROGRAM 21 THROUGH PROGRAM 26 AND THE SELECTED MASK NUMBERS.

PURPOSE: This program option prints a report listing the current status of Program 21 through Program 26 and the values of the Print, Clear, Master, and User Masks (currently there is no Program 25).

STEP 1. Press the *PROGRAM* key.
STEP 2. Enter *20*.
STEP 3. Press *ENTER*. The Status Report will print.

An example of Program 20 is shown below:

```
                    A.C.    0 -     0

                  0=801     1=303     2=208

   Lines/Page: 11,  Lines to TearOff:  5,  BaudFactor:    85,  AM/PM: Yes
Print Mask:    0,  Clear Mask:    0,  Master Mask:     0, User Mask: 20067
```

EXAMPLE: STATUS REPORT OF PROGRAM 21 THROUGH PROGRAM 26.

PROGRAM 21 ADD/CHANGE ADMINISTRATIVE EXTENSIONS

PURPOSE: This program option allows you to change the administrative or guest status of up to 100 extensions. This is particularly useful for newly added administrative extensions.

STEP 1. Press the *PROGRAM* key.
STEP 2. Enter *21*.
STEP 3. Press *ENTER*.
STEP 4. The system will display "FROM:". Enter the extension number you want to change or add (up to 4 digits).
STEP 5. Press *ENTER*.
STEP 6. The system will display "TO:" To make the extension administrative, enter the extension number again as a negative number.

NOTE: To change a current administrative extension to a guest extension, at the "FROM:" prompt, enter the extension as a negative number. At the "TO:" prompt, enter the extension as a positive number. Make sure there are no calls recorded in memory for the extension at the time you change it to administrative.

STEP 7. Press *ENTER*. The system will display"FROM:".
STEP 8. Press *ENTER* again to quit the program.

The system will remain in the data entry mode until you press *CANCEL* or *ENTER* to quit.

EXAMPLE: A step by step example of changing extension 201 to an administrative extension follows.

1ST. Enter *"201"* as your extension number.
2ND. Press *ENTER*.
3RD. Enter *"-201"* to make extension 201 administrative.
4TH. Press *ENTER*.

To delete an unwanted Extension:

STEP 1. Press the *PROGRAM* key.
STEP 2. Enter *21*.
STEP 3. Press *ENTER*.
STEP 4. The system will display "FROM:".
STEP 5. Enter the Extension number you want to delete.
STEP 6. Press *ENTER*. The system will display "DELETED!".

PROGRAM 22 NEW INTERIM AREA CODE

PURPOSE: If an old Area Code is divided to create a new Area Code, this option allows you to maintain interim pricing integrity.

STEP 1. Press the *PROGRAM* key.
STEP 2. Enter *22*.
STEP 3. Press *ENTER*. The system will display "NEW A.C.".
STEP 4. Enter the new three-digit Area Code.
STEP 5. Press *ENTER*. The system will display "SAME AS A.C.".
STEP 6. Enter the old AREA CODE that has been divided to form the new area code.
STEP 7. Press *ENTER* to complete this programming option.

PROGRAM 23 ADD EXCHANGE ON-SITE

PURPOSE: This program option allows you to assign up to 25 new exchanges on-site. This is only necessary for newly formed exchanges which are relatively close. If the cost of calls is significantly off, then you may wish to use this option.

STEP 1. Press the *PROGRAM* key.
STEP 2. Enter *23*.
STEP 3. Press *ENTER*. The system will display "FROM:"
STEP 4. Enter the new Exchange you want to assign.

NOTE: If the Exchange that needs to be added is in a different Area Code, specify this by using a single digit (*1* through *9*) before the Exchange. Program 20 shows the Area Codes that correspond to each digit (e.g., 1=303).

STEP 5. Press *ENTER*. The system will display "TO:".
STEP 6. Enter the old Exchange which the new Exchange should be equivalent to.
STEP 7. Press *ENTER*. The system will display "FROM:".

Steps to delete any unwanted Area Code/Exchange entries:

STEP 1. Press the *PROGRAM* key.
STEP 2. Enter *23*.
STEP 3. Press *ENTER*. The system will display "FROM:"
STEP 4. Enter the unwanted Exchange code.
STEP 5. Press *ENTER*. The system will display "DELETED!".

The system will remain in the data entry mode until you press *CANCEL* or *ENTER* to quit.

PROGRAM 24 PROGRAM TRUNK/ACCESS CODE ON-SITE

PURPOSE: This program option allows you to assign or reassign up to 25 Trunks and/or Access Codes on-site. This maybe useful if your telephone system capabilities are increased or changed, and you have different types of Trunks (WATS, FX, etc.). Your system may be programmed to use the trunk number as an access code to determine what type of call is dialed, or it may use an access code directly if it is available. Some trial and error may be needed to determine if your system uses access codes or trunks.

STEP 1. Press the *PROGRAM* key.
STEP 2. Enter *24*.
STEP 3. Press *ENTER*. The system will display "FROM:".
STEP 4. Enter the trunk/access code you want to assign or reassign.
STEP 5. Press *ENTER*. The system will display "TO:".
STEP 6. Enter the existing trunk/access code that the new trunk/access code will act like.
STEP 7. Press *ENTER*.

Steps to delete any unwanted access code entries follow:

STEP 1. Press the *PROGRAM* key.
STEP 2. Enter *24*.
STEP 3. Press *ENTER*. The system will display "FROM:".
STEP 4. Enter the unwanted Exchange code.
STEP 5. Press *ENTER*. The system will display "DELETED!".

The system will remain in the data entry mode until you press *CANCEL* or *ENTER* to quit.

PROGRAM 26 LINES/PAGE, LINES TO TEAR OFF, BAUD RATE, AND TIME FORMAT

PURPOSE: This program will allow you to adjust the lines per page, lines to tear off, baud rate, and allow you to select whether your reports will be printed in AM/PM or military time format.

NOTE: Before you use Program 26, it is suggested you access Program 20 and print a copy of the current status of lines/page, baud rate, and AM/PM vs military time. Review the status to determine if changes need to be made.

Entering 0 for Lines/Page and resetting the INN-FORM XL will restore all four options, as well as all of Program 33, to the original factory defaults.

Proper positioning of reports to the tear off point is also adjusted with this program.

STEP 1. Press the *PROGRAM* key.
STEP 2. Enter *26*.
STEP 3. Press *ENTER*. The system prompt will ask for "LINES/PAGE?".
STEP 4. Enter the required number of lines per page.

NOTE: The default for Lines/Page is 11 and is the most commonly used value. If your system is set up for 66 lines per page, enter 66.

STEP 5. Press the *ENTER* key. The prompt will indicate "BAUD FACTOR?".

A baud rate was programmed into your INN-FORM XL system at the factory according to your order. However, if a change in baud rate is required, it can be made with this program.

STEP 6. Refer to Figure 4 on baud rates and enter the code number that represents the correct baud rate.

Baud Rate of the Printer and SMDR Input	Baud Rate Code to Use in Program 26
300	221
600	102
1200	85
2400	68
4800	51
9600	34

Figure 4. Baud Rate Code Numbers

EXAMPLE: Suppose the INN-FORM XL you received is set with a baud rate of 300. You discover that in order to work properly your system requires a baud rate of 1200. At the prompt "BAUD FACTOR?" you would enter the code number *85*.

NOTE: The newly changed baud rate will not be in effect until the next reset of the unit.

STEP 7. Press *ENTER*. The system displays "AM/PM?". You may choose AM/PM time or military time.

STEP 8. Press *YES* for AM/PM or press *NO* for military time.

STEP 9. Press *ENTER*.

To properly page reports, the system must know how many lines to advance so the complete page may be torn off after printing. The default is five lines to the tear off point. The following steps describe how to change this.

STEP 1. Press the *PROGRAM* key.

STEP 2. Enter *26*.

STEP 3. Press *ENTER* . The system will display "LINES/PAGE?".

Your answer will set the distance from the last printed line on the page to the tear off point.

STEP 4. Enter a hyphen (–) and the required number. The system will then set that number of lines to the tear off point.
STEP 5. Press *ENTER*. The system prompt will indicate "BAUD FACTOR".
STEP 6. Press *ENTER* again to exit Program 26.

PROGRAM 28 AUTO PRINTING AND CLEARING

PURPOSE: This program option allows printing and/or clearing of Activity and Trunk Reports to occur automatically on a daily, weekly, or monthly basis. It also allows the automatic printing of *A* key reports 1 through 4. These reports can print at 12 AM daily; Monday at 12 AM weekly; or the last day of the month at 12 AM monthly. *A* key report 4 can print whenever the memory is at approximately 10% of capacity.

NOTE: When using the *A* key (Automatic Multiple Reports) with Program 28 (Auto Printing and Clearing) make sure to activate management access as the first keystrokes in the definition of the Automatic Multiple Report. Without management access included at the beginning of the Automatic Multiple Report, certain function keys will not respond to the Automatic Multiple Report during automatic printing.

STEP 1. Press *PROGRAM*.
STEP 2. Enter *28*.
STEP 3. Press *ENTER*. The system will display "PRINT MASK?".

NOTE: The numbers that are added together to form the Print Mask (see Figure 5) represent reports that will be printed. A Print Mask prevents any report from being printed that has not been included in the Print Mask. A mask number represents a set of instructions telling the system how to perform.

STEP 4. Evaluate, from Figure 5 below, which reports you want printed according to your desired schedule. Add the numbers together. (See the next example.)

ACTIVITY REPORTS

1 = Daily (Activity Report 1)
2 = Weekly (Activity Report 2)
4 = Monthly (Activity Report 3)

TRUNK REPORTS

16 = Daily (Trunk Report 1)
32 = Weekly (Trunk Report 2)
64 = Monthly (Trunk Report 3)

A KEY REPORTS (AUTOMATIC MULTIPLE REPORTS)

256 = Daily (A Key Report 1)
512 = Weekly (A Key Report 2))
1024 = Monthly (A Key Report 3))
2048 = When the available call memory space is down to approximately 10% A Key Report 4 will print.

Figure 5. Numbers to Represent Reports

EXAMPLE: In order to print the following reports, the number 549 would be entered in response to the prompt "PRINT MASK?".

Daily Activity Reports	1
Monthly Activity Reports	4
Weekly Trunk Reports	32
Weekly Automatic Multiple Reports #2	512
TOTAL	*549*

STEP 5. Enter the total.
STEP 6. Press *ENTER*. The system will display "CLEAR MASK?".

NOTE: The numbers that are added together to form the Clear Mask (see Figure 5) represent reports that will be cleared. The Clear Mask prevents any report from being cleared that has not been included in the Clear Mask.

STEP 7. Enter the total, also using Figure 5 (Activity Report and Trunk Report numbers only), which determines when reports will clear. This number does not have to be the same number as the Print Mask. The Clear Masks do not clear the information programmed with the *A* key.
STEP 8. Press *ENTER* to complete this program.

PROGRAM 29 MULTIPLE LEVELS OF MANAGEMENT ACCESS

PURPOSE: Some properties require the information contained in the call accounting system to be security controlled. This program permits management to restrict access of certain call accounting information to authorized personnel only. Selected function keys may be programmed for access by: either the authorized user and upper management; or to the management only. The user access function keys and the management (or master) access function keys are defined by the mask number. If you choose to customize your level of security, read this section carefully and follow the instructions as outlined.

NOTE: The user access number and the management access number are numbers entered into the INN-FORM XL to gain access to the function keys. These numbers are separate from the User Mask or the Master Mask. A mask number restricts the use of specific function keys to the management access number or to the user access number.

The INN-FORM XL has three access levels:

Level 1 – Unauthorized User – This level requires no access number. Anyone off the street can operate at this level.

Level 2 – User Access – This level requires a user access number (any one- to four-digit number you may choose) which restricts the use of selected function keys to someone with an access number. This feature should be set up by management since it requires knowledge of the management access number during set-up.

Level 3 – Management (or Master) Access– This level uses the management access number that is programmed into the data chip at the factory from information supplied with your call accounting system order. With the management access number activated, there is access to all function keys. By programming a mask at this level, you restrict specific function keys to use only with the management access number.

Each function Key has an assigned number. Use the assignment list (refer to Figure 6) to determine your choices. Calculate the total of the assigned numbers that are to be restricted to management only (Master Mask). Then calculate the total of the assigned numbers that are to be restricted to only authorized users and management (User Mask). Record these totals for reference during the set-up proceedure for Program 29.

ASSIGNMENT LIST

FEATURE OR REPORT KEY	ASSIGNED NUMBER	RESTRICTED TO AUTHORIZED USER AND MANAGEMENT (USER MASK)		RESTRICTED TO MANAGEMENT ONLY (MASTER MASK)	
		3	NO.	3	NO.
ACTIVITY REPORT	1	___	_____	___	_____
TRUNK REPORT	2	___	_____	___	_____
CHECK OUT	4	___	_____	___	_____
CREDIT LIMIT	8	___	_____	___	_____
EXT. REPORT	16	___	_____	___	_____
ACTIVITY REPORT CLEAR	32	___	_____	___	_____
TRUNK REPORT CLEAR	64	___	_____	___	_____
CHECK OUT CLEAR	128	___	_____	___	_____
CURRENT CALL REPORT	256	___	_____	___	_____
EXT. AUDIT	512	___	_____	___	_____
PROGRAM	1024	___	_____	___	_____
MODE SET	2048	___	_____	___	_____
TIME SET	4096	___	_____	___	_____
DATE SET	8192	___	_____	___	_____
GRAPHIC REPORT	16384	___	_____	___	_____
TOTALS:					

Figure 6. Assignment List for Levels of Management Access

Programming the Master Mask: If management wanted to have exclusive access to (e.g.) the *PROGRAM* key, the assigned number of 1024 would be entered during the set-up of the Master Mask. (Set-up sequence is below.) If more than one function is to be restricted to Management Access, add the assigned numbers and enter the total at the prompt 'MASTER MASK?".

Programming the User Mask Number: The authorized user of the INN-FORM XL system and management would have access to selected reports and functions by entering the assigned number (or sum of assigned numbers) at the prompt "USER MASK?" (see example).

EXAMPLE:

Trunk Report Clear	64
Activity ReportClear	32
Trunk Report	2
Activity Report	1
User Mask Number = TOTAL =	99

CAUTION: Any function keys not restricted by masking, may be used without an access number.

NOTE: The management access number is programmed into the system at the factory according to your order. In order to designate the sub-level, or user access, another access number, up to four digits, will be programmed during the set-up procedure of Program 29, Multiple Levels of Management Access, as defined below.

The default mask setting in this release of INN-FORM XL software (Version 12.7) is set up so that an access number is not required to set the time and date or to use *CHECK OUT, CREDIT LIMIT, CHECK OUT CLEAR, EXT. REPORT,* and *CURRENT CALL REPORT.* An access number is required to operate any other function key.

Mask number programming steps.

STEP 1. Activate management access.
STEP 2. Press *PROGRAM* .
STEP 3. Press *ENTER*. The system prompt will read "ACCESS #".
STEP 4. Enter the number you have chosen (up to four digits) to be the user access number.
STEP 5. Press *ENTER*. The system will display "MASTER MASK?"
STEP 6. Enter the assignment list calculation (total) For the Master Mask (that restricts selected functions for use by management only) at this prompt.
STEP 7. Press *ENTER*. The system will display "USER MASK?".
STEP 8. Enter the number obtained from assignment list calculation (total) for the User Mask. (This restricts selected functions for use by authorized users and management only.)
STEP 9. Press *ENTER*.

EXAMPLE: Possible masking number choices:

MASK = 0 No access number is required. Just press the key to activate any function keys.

MASK = 96 An access number is required to use the *ACTIVITY REPORT CLEAR* and *TRUNK REPORT CLEAR* function keys. All other function keys are available.

MASK = 3171		An access number is required to use the *ACTIVITY REPORT* and *ACTIVITY REPORT CLEAR*, *TRUNK REPORT* and *TRUNK REPORT CLEAR*, *PROGRAM* and *MODE SET* function keys. All other function keys are available.
MASK = 3939		*EXT. AUDIT* and *CURRENT CALL REPORT* function keys are added to the list of program keys requiring an access number for use. All function keys not masked can be accessed with out the access number.
MASK = 20479		*TIME SET* and *DATE SET* are available but all other function keys require the access number.
MASK = 32767		All function keys require an access number before they can be used.

PROGRAM 32 PRINT LIST OF CHANGEABLE SMDR PARAMETERS AND A RULER LINE

PURPOSE: This program option prints your Program 33 settings of the SMDR parameters which you can program (see Program 33). It also produces a ruler line for technical use in measuring and judging the positions of specific Fields in Mode 8 or 9 printouts.

CAUTION: It is suggested that you make a printout of the settings as they come from the factory and then another printout of any changes you make, so you will have a record in case of problems.

STEP 1. Press the *PROGRAM* key.
STEP 2. Enter *32*.
STEP 3. Press *ENTER*.

The system will print the list of the current SMDR parameters and the ruler line.

PROGRAM 33 SET SMDR RELATED PARAMETERS

PURPOSE: This program option allows you to set SMDR parameters.

NOTE: It is strongly suggested that you keep a print out of the default settings and another printout of the changes you make, if any. This can be done with Program 32. SMDR parameters for your telephone system are pre-programmed at the factory according to the information submitted with your order for your INN-FORM XL system.

CAUTION: Changing SMDR parameters can greatly alter the performance of your call accounting system. Make sure you understand the effects any change will cause. Under normal operating conditions, no changes in SMDR parameters should be required. It is recommended that you contact your dealer before changing any SMDR parameters!

STEP 1. Press the *PROGRAM* key.
STEP 2. Enter *33*.
STEP 3. Press *ENTER* key. The system will display "SMDR #".
STEP 4. Enter the parameter number (*1* through *47*).

A list of parameters for Program 33 is found in Figure 7.

CAUTION: DO NOT USE PARAMETERS 18, 19, 21, 37, or 40 through 44.

```
CHANGEABLE SMDR PARAMETERS

 1.  Account Code is part of the phone number (0=false,
     1 = true -- this replaces the extension if present).
 2.  Length of hours field.
 3.  Position of hours field.
 4.  Length of minutes field.
 5.  Position of minutes field.
 6.  Length of seconds  field.
 7.  Position of seconds field.
 8.  Length of tenths of minutes field.
 9.  Position of tenths of minutes field.
10.  Length of phone number field.
11.  Position of phone number field.
12.  Length of extension field.
13.  Position of extension field.
14.  Length of trunk field.
15.  Position of trunk field.
16.  Length of account code field (replaces extension if present).
17.  Position of account code field (replaces extension if present).
20.  Account code is present indicator if #1 is true (ASCII,
     "-" = 2 digits).
22.  Length of access code field if #24 is false.
23.  Position of access code field if #24 is false.
24.  Access code is part of the phone number (0=false, 1=true).
25.  Position of Checking Field 0 (incoming call indicator).
26.  Position of Checking Field 1 (valid call indicator, 0=don'tcare).
27.  Position of Checking Field 2 (valid call indicator, 0=don't care).
28.  Position of Checking Field 3 (1st line of 2-line call record
     indicator).
29.  Character (ASCII value) for Checking Field 0.
30.  Character (ASCII value) for Checking Field 1.
31.  Character (ASCII value) for Checking Field 2.
32.  Character (ASCII value) for Checking Field 3.
33.  Print to remote port indicator (1=true, 0= use normal printer port).
34.  Remote port acknowledge character (ASCII value, 121 for download).
35.  Remote port non-acknowledge character (ASCII value, 106 for
     download).
36.  Difference (+ or -) from start time to end time (0=use duration field).
38.  24 hour (instead of 12 hour) format indicator if #36 not 0 (0=12hour).
39.  Number of spaces between each audit trail line.
43.  Position of extension field for incoming call (when #29 is found).
44.  Position of trunk field for incoming call (when #29 is found).
45.  Position of extension field used for transfers (if 0 is read, use #13).
46.  "011+" calls are not operator-assisted indicator (0=operator-
     assisted, 1 or 255 = not operator-assisted).
47.  Data, parity and stop bits; set bit: 3=even 2=8 data, 1=parity off, 0=1
     stop bit.  Low nibble is for printer/SMDR, high is for
     remote port.
```

Figure 7. The list of 1 through 47 changeable SMDR parameters for Program 33.

STEP 6. Press *ENTER*. The system will displ ıy "VALUE (NN)?".

NOTE: NN is the current value of the parameter.

STEP 7. Enter the correct value for the chosen parameter.
STEP 8. Press *ENTER*.

NOTE: Program will remain in the data entry mode until you press *CANCEL* or *ENTER* to quit.

C. ALARMS

1. GENERAL INFORMATION ABOUT ALARMS

The INN-FORM XL Call Accounting and Management System includes the capability to generate a number of alarms when operation is interrupted or errors occur. All alarms are accompanied by a shrill "beep" or whistle generated by the INN-FORM XL system. The INN-FORM XL provides additional alarm information in specific cases via the system's display or, in most cases, on the printer.

2. PRINTER ALARMS (POWER, PAPER, RIBBON, OFF-LINE)

An alarm is sounded by the INN-FORM XL unit whenever the system is ready to send data to the printer but the printer is not ready to print. The system will continue to sound the alarm until the printer problem is corrected, since the system has important data which must be printed or it will lose it! The alarm is annoying, but it is meant to be. This continuing alarm demands attention to save the data.

NOTE: To temporarily shut off the alarm, while in management access, press the *ENTER* Key.

CAUTION: Do not press the reset button to silence the INN-FORM XL system! Doing so erases thein formation the system was attempting to print!

The printer alarm can occur if the printer is turned off, out of paper, out of ribbon, is not ready, or if the cables are not properly connected. If the alarm sounds continuously, check the following:

- POWER: Make sure the printer POWER or ON light is on. If not, check to see if it is plugged in or if the circuit breaker may have activated. For details, refer to the printer manual.
- PAPER: Make sure there is paper in the printer. There is usually a paper sensor in the printer which must be tripped by the paper. Refer to the printer manual for details. Always have extra paper on hand.
- RIBBON: Make sure ribbons are installed properly. Refer to the printer manual for details. Having a supply of extra ribbons is wise.
- PRINTER NOT READY: Check to make sure that the "READY" or "ON-LINE" or "SELECT" light is on. Occasionally static electricity can turn this switch off and it must be turned on again to make the printer READY.
- CABLE: Make sure the printer cable is attached properly. Refer to the printer manual for details.

3. INN-FORM XL POWER ALARM

Whenever power comes on, or whenever the system is turned on, the INN-FORM XL system sounds a brief alarm and prints out a Start-Up or Reset Report. (See Section I. Getting Started.) Thus, even if power goes out in the middle of the night while the system is unattended, a record of every "power on" is printed by the system. Each report lists the date, time, and day of the"power on". In the event that power fluctuations occur regularly,it may be appropriate to install an Uninterruptable Power Supply (UPS) to prevent losing telephone call data. Some phone systems include UPS capabilities and, if possible, the INN-FORM XL should be plugge1 into the UPS.

NOTE: The INN-FORM XL will not operate without power! However, the unit does have sufficient battery back-up to maintain data (call data and programmable parameter settings) for an extended period of time. And, whenever power comes back on, the INN-FORM XL system will automatically start-up, print the Start-Up (or Reset) Report and be ready without any operator assistance.

4. TELEPHONE CALL DATA ALARM

The low memory light will come on when there are only 500 call records available in memory. The INN-FORM XL system will sound an alarm and print a warning, as a reminder at 300 call records at 100 call records, 80 call records, 60 call records, 40 call records, and 20 call records.

When memory is full, each additional call record is printed so that data is never lost, and an alarm sounds again to emphasize that no memory is available. It is recommended that an Audit Report be taken before memory gets low.

If you get a warning message when checking the memory, there could be a problem with your call record database. In the unlikely event that this should occur, contact your dealer for assistance.

III. QUESTIONS & ANSWERS

A. COMMON QUESTIONS

QUESTION: How do I clear the memory?

ANSWER: Doing an Extension Audit will clear out all calls stored in memory that have been checked out.

QUESTION: What is the difference between a Cash Audit and an Accrual Audit? How do I know which audit my INN-FORM XL will do?

ANSWER: A Cash Audit lists all calls (calls collected since the last audit) that have been checked out and then erases them from memory.

An Accrual Audit lists all call data collected since the last audit including checked out calls and current calls that have not been checked out. When the audit is completed only the calls that have been checked out will be erased from memory.

The type of audit is programmed into your INN-FORM XL at the factory and was specified on the data form (filled out when the unit was ordered).

QUESTION: Why does the INN-FORM XL seem to be pricing some of the calls incorrectly?

ANSWER: This could be due to a telephone company rate change or the programmable parameters in the INN-FORM XL have been changed on site.

QUESTION: What would cause black squares to appear in the display of the INN-FORM XL?

ANSWER: This is an indication that there are some problems with a chip in your unit and the display is unable to read the program. It is possible that the property data chip is not securely in the socket or a chip has been damaged.

B. TROUBLESHOOTING

Troubleshooting can often be handled on-site by operating personnel without incurring extra expense or waiting for an outside service technician. During normal operation, a number of things can happen which appear to be serious, but which are simply system responses to unusual activities (power fluctuations, extreme static electricity, accidental unplugging of the system, etc.).

A thorough understanding of this user guide will prevent most problems with your INN-FORM XL system. If anything appears improper, use this user guide as a reference first, before calling your dealer for service.

Some preliminary troubleshooting on your part can be of great value to a service technician. The following hints are compiled to assist each customer with such troubleshooting activities.

SYMPTOM: INN-FORM XL display does not light.

POSSIBLE CAUSE:
1. INN-FORM XL power cord not plugged in.
2. Static electricity has temporarily erased the display.

SUGGESTED ACTION: Make sure INN-FORM XL power cord is plugged into a working, properly grounded 110 volt A.C. outlet. Then, wait for one minute and the system will reset the display as it updates the clock.

SYMPTOM: INN-FORM XL sounds alarm (high pitched tone or beep).

POSSIBLE CAUSE:
1. Printer 110 volt A.C. cord is not plugged in.
2. Printer is not on-line.
3. Printer is out of paper or ribbon.
4. Serial printer cable is not properly connected.
5. Memory low.
6. System's power turned off, then back on.
7. System is waiting for a response to a prompt "ANOTHER?"

SUGGESTED ACTION:
1. Make sure printer power cord is plugged into 10 volt A.C. grounded outlet.
2. Put printer on-line. See printer manual.
3. Load paper or ribbon according to instructions in printer user manual.
4. Make sure that the serial cable between INN-FORM XL and the printer is plugged in properly.

5. Run an Audit Report.
6. Plug system into a more reliable power source or UPS.
7. Press *NO* or press *YES* to generate another report.

SYMPTOM: No calls are being printed.

POSSIBLE CAUSE:
1. SMDR cable is not properly connected.
2. Audit Trail is turned off.
3. Telephone system is not sending data.

SUGGESTED ACTION:
1. Make sure that the RS-232C cable from the telephone equipment or switch SMDR port is plugged in properly.
2. Check to see if the Audit Trail is turned on. (See Program 7).
3. See Mode Set to test SMDR input. Call your switch dealer.

SYMPTOM: INN-FORM XL does not price certain short duration calls.

POSSIBLE CAUSE: Grace Period is set too long.

SUGGESTED ACTION: See Program 2.

SYMPTOM: INN-FORM XL prices some calls incorrectly.

POSSIBLE CAUSE: Tariffs have changed.

SUGGESTED ACTION: Make adjustments in Program 3, Cost% Adjustments, or contact your Dealer for tariff updates.

C. SERVICE AND MAINTENANCE

TEL electronics, inc. provides a full set of service and maintenance support functions for its dealers and customers. An excellent warranty program is offered with each system, requiring only that the end-user register the system to validate the warranty. In addition to the warranty program, TEL has an excellent service and maintenance staff on call 24 hours daily on normal business days, including most weekends and holidays. This staff is prepared to answer questions, provide advice and even solve many minor problems over the phone.

It must be emphasized that TEL carries out all sales and service activities through its distributors and dealers, and therefore, end-users must contact the dealer who sold and/or installed the system for sales and service matters.

For fast and efficient technical assistance it is suggested that you collect (if possible) the following information about your system before calling your dealer.

- ✓ The serial number of your INN-FORM XL
- ✓ A printed copy of Program 10 (The Programmable Parameters Report).
- ✓ A printed copy of Program 20 (The status of Programs 21 through 26).
- ✓ One or two pages of call record data with the system in the Checking Mode (Mode 9).

D. WARRANTY

TEL electronics, inc. (TEL) warrants that the INN-FORM XL system will perform in substantial compliance with the documentation supplied with this system. If the system is defective, TEL will replace it at no charge, assuming the defective system is returned to TEL. TEL warrants the INN-FORM XL system for a period of one year, from defects due to materials and/or workmanship.

In no event will **TEL electronics, inc.** be liable for any damages, including any loss of profits, loss of savings or other incidental or consequential damages arising out of the use or inability to use the INN-FORM XL system (even if **TEL electronics, inc.** or an authorized TEL electronics' dealer or distributor has been advised of the possibility of such damages), or for any claim by any other party.

The information requested on the Warranty Card (which is shipped with each system) must be completed in all categories and the card returned to **TEL electronics, inc.** in order to place any warranty into effect.

801
969 7271

IV. APPENDIX

APPENDIX A TECHNICAL INSTALLATION

A. INTRODUCTION

This section explains how to install your INN-FORM XL quickly and efficiently. The installation procedure is divided into numbered steps. By following these steps, you will check to see that you have the proper equipment, make the physical connections, and run system tests.

Step #1 The Product Checklist

This TEL electronics product comes to you direct from the factory. Check to see that the box contains these items:

- The Call Accounting Device.
- The power supply (separate plug-in transformer).
- The User Manual.
- The quick reference guide.
- Initialization procedure note.
- The extra supply order form.

This shipment does not include the cables for the SMDR connections. The dealer should provide a shielded 2 pair cable for the SMDR connection.

The TEL electronics Call Accounting and Management Systems come pre-programmed for your specific installation site. The Data Chip Is a non-volatile EPROM memory chip and is pre-programmed at the factory to simplify the installation process. The Data Chip Is in the system at delivery.

Step #2 Data Form Check List

Please refer to the copy of the Customer Data form enclosed with the system. To properly connect the printer and SMDR to the TEL product you'll need to know:

- The SMDR baud rate (default 1200).
- The serial printer baud rate (default same as printer).
- The Management Access Number (default serial number).

Additional data on this form will be used to further test the system later in the section.

Step #3 Installing and Replacing the Data Chip

NOTE: Be sure the power is off for this procedure!

The customer Data Chip fits securely into a "user-friendly" socket inside the unit case. At times it becomes necessary to reset the Data Chip to provide new tariff information. To do so remove the bottom of the unit by removing the four screws located under the four rubber feet on the bottom of the unit. The Data Chip socket is located in the upper left corner (see Figure 7. below).

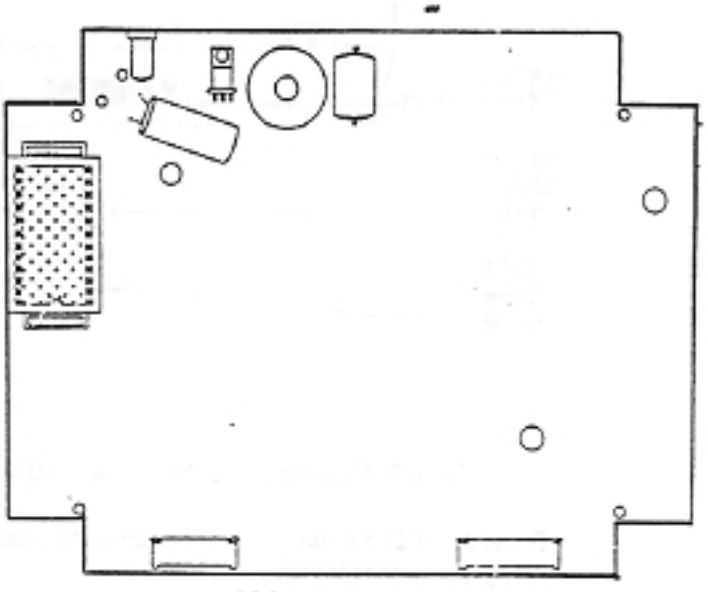

Figure 8. Location of the property Data Chip

The socket prevents the Data Chip from being put in backwards to prevent damage, so make certain that slots are properly aligned prior to insertion. Hold the Data Chip firmly and press in securely. To remove, grasp the Data Chip firmly and remove. Once you have seated the Data Chip firmly, replace the back cover and insert the screws securely.

Step #4 Connecting the Printer

Before you connect the printer, make sure that the printer's selector switches are set to the proper settings, as follows:

- Same baud rate as on Customer Data form.
- 8 data bits.
- 1 stop bit.
- No parity.

Perform a printer self test after setting switches above to make certain that the printer is operating properly.

Extending from the rear of the Call Accounting and Management System is a cable with two ends (see Figure 8.). One end is a female DB25S (to SMDR) and the other is a male DB25P (to printer).

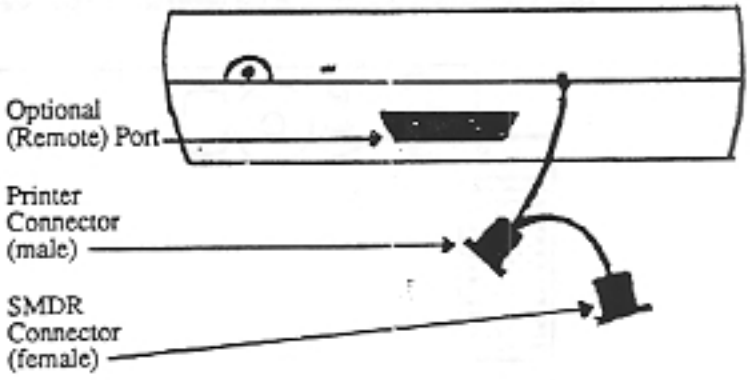

Figure 9. Connections to the switch (SMDR) and the printer

The male DB25P is used for connection to the printer. The connector configuration is as follows:

- Pin 1-frame ground.
- Pin 3-transmit data.
- Pin 7-signal ground.
- Pin 20-data Terminal Ready (DTR).

NOTE: Pin 20 is a control line from the printer to tell the system when it is ok to send data to the printer.

First, plug the printer cable (DB25P) into the printer and fasten securely.

Next, plug the printer's AC power cord into a grounded outlet.

Finally, load the printer paper, set the top of form, and make sure that the printer is "on-line". Also perform any other necessary adjustments required by the printer manufacturer (read the printer manual).

Step #5 Connecting the Power

The TEL electronics system needs a dedicated 117 volt AC outlet. The outlet should have a standard socket with a conduit ground. It is recommended that a separate 15 amp breaker and AC surge protection be used.

Once you're sure that you've provided the proper environment, plug in the wall mount power supply. Next, plug the DC power jack into the Power Transformer Socket (be sure this connector is in securely).

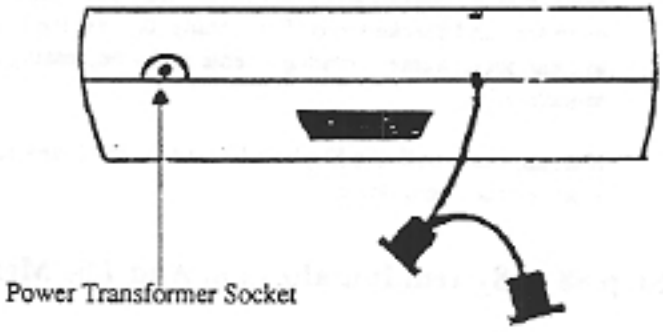

Figure 10. Power Transformer Socket

The system will immediately transmit a start-up or restart message to the printer. The start-up or restart message includes the following information:

- Serial number.
- Software version.
- System type and memory capacity.
- Date, Time, and Day of Week.
- Mode setting.
- Current options).

If the start-up or restart message is printed properly, job well done! If not, repeat Step #4. If troubles persist, refer to the troubleshooting section.

Step #6 The Printer Test

Now that you have made all the physical connections, it's time to run some system tests. The first of these is the Printer Test. If Step #5 went okay and the start-up message printed, you can skip the Step #6 test.

Before you begin the printer test, locate the reset key that is located under the TEL electronics company logo in the upper right hand corner of the system. By pressing the logo (the telephone with the dollar sign), the system will transmit the start-up or restart message to the printer. This is the easiest method of generating test data to the printer.

Step #7 The Keyboard Test

Depress each key that is marked on the keyboard. As each marked key is depressed, there will be an audible sound. This sound assures you that each key is making contact and being read. After each marked key has been depressed and checked to be functioning, depress the cancel key several times to clear out unwanted commands entered by depressing the many keys sequentially.

If all has gone well, the Keyboard Test is over. If any function key does not work, contact your dealer.

Step #8 System Initialization And The Memory Test

The memory test is designed to test and clear each bank of the system's memory. A successful Memory Test means that there will be no problems storing data.

Follow the initialization procedure located in Appendix B of this user guide. This should only be necessary at the first time installation. The procedures consists of doing a program #248 and then a reset.

If the printed message looks similar to Figure 12. in Appendix B, then no errors were found and the Master Clear has taken place. This procedure will test and clear memory in preparation to receive valid call data.

Step #9 Connecting to the Telephone System

Before you actually make the connection, make absolutely certain that your telephone system SMDR cable pin outs correspond to the TEL system's SMDR connector. The female DB25S is used for connection to the SMDR. The pin configuration is as follows:

- DB25S Female connector end.
- Pin 3-receive data.
- Pin 7-signal ground.

You will notice there are no handshaking lines that need to be connected from the SMDR to the INN-FORM XL. The system is designed to receive data from the SMDR device on a continuous basis, so handshaking is not needed.

NOTE: It is very important that you understand the SMDR equipment you are working on. It is necessary that you configure the SMDR port on the phone system to send data on a continuous basis (no handshaking). It may be necessary to strap certain pins together in order to accomplish this.

Now you can connect the telephone system to the INN-FORM XL. Connect the male end of the cable securely to the female end of the "Y" cable extending from the back of the INN-FORM XL.

Step #10 The Valid Call Test

The Valid Call Test lets you know that the connection between the INN-FORM XL and the telephone system is good, that the phone system is transmitting call records in a readable format, and that the INN-FORM XL is receiving, analyzing and storing these calls.

You will be making three test calls. Make one local call; one long distance call within your area code; and one long distance call outside of your area code. Each test call should be at least one minute long.

First, place the INN-FORM XL in Mode 9 and perform Program #6. Press the *YES* key to the prompt: "PRINT 0 COST? ", in order to print no cost calls. This will allow you to see the data transmitted from the telephone system on the printer and also see whether or not the INN-FORM XL will accept that data format.

Then make some calls.

The data on the printer should show the SMDR as sent by the Telephone system similar to the following:

```
        1234 00:01:45 00:00:00  9       2345533     7004
```

EXAMPLE: SMDR FROM THE TELEPHONE SYSTEM

The next printed information will be an audit trail in a TEL electronics format to signify that the system accepted the SMDR format. You should see a line similar to the following:

```
8/20 9:30AM 1-01 101        Local 4 07     234-5533   2 $  0.25
```

EXAMPLE: AUDIT TRAIL

If one of the following appear, refer to the troubleshooting section:

- Checking fields bad.
- Insufficient input.
- Under grace period.

To test telephone call costing information programmed into the INN-FORM XL use Program 0.

STEP 1. Press the *PROGRAM* key.
STEP 2. Enter *0*
STEP 3 Press *ENTER*.
STEP 4. Enter a valid access code.
STEP 5 Enter phone number XXX XXX-XXXX or XXX-XXXX you wish to check.
STEP 6. Press *ENTER*.

Press *ENTER* or *CANCEL* to quit the program.

The INN-FORM XL will print an Audit Trail containing the test number and will cost the call as if really placed (this feature is mainly designed for demonstration purposes, but is very useful for testing costing data). If the call is not costed correctly, contact your dealer.

Step #11 Troubleshooting

This section describes certain error conditions and possible Troubleshooting activities that can be performed on-site to correct such errors.

1. If the Call Accounting and Management system is not printing to the printer.

   - Be sure the printer is properly set-up: power; paper; on-line; the self test runs properly; etc.
   - Select switches on printer set to: Baud rate specified on data form; 8 data bits; 1 stop bit; no parity.
   - Check to see if the male DB25P connector from INN-FORM XL 'Y' cable is securely fastened.
   - Connect the 'Y' cable ends on the TEL electronics system to each other. Run program #83. The system will send data out, and expect to receive data back through the looped cable. The display will read "PORTS OK". This will verify that the system ports are functioning and the problem is elsewhere.
   - Verify that the printer's connection is compatible with the INN-FORM XL's cable. Refer to Figure 11.

INN-FORM XL	PRINTER
Pin 1 - frame ground	Pin 1 - frame ground
Pin 3 - transmit data	Pin 3 - receive data
Pin 7 - signal ground	Pin 7 - signal ground
Pin 20 - Data Terminal Ready	Pin 20 - Data Terminal Ready

Figure 11. Pin connections

APPENDIX B INITIALIZATION PROCEDURE:

With the new 12.7 software release the initialization procedure is quick and simple. The initialization should only be necessary at installation.
The procedure follows:

STEP 1. Activate Management Access if necessary.
STEP 2. Press *PROGRAM.*
STEP 3. Enter *248.*
STEP 4. Press *ENTER.*
STEP 5. Press the *RESET* key. (The *RESET* key is the telephone with the dollar sign located in the upper right corner of the INN-FORM XL.)

The complete initialization message will print out and should look similar to the following:

```
4   0   0   0   2
Defaults set
2nd defaults set

                    1        2        3        4        5        6        7
                  Local    Oper.   Loc Inf  St Inf  U.S. Inf 1-(800) 1-(900)
1: Fixed Rates:    0.15     0.30     0.25     0.50     0.70     0.50     1.00
                  Local   -Oper.    Info.  1-(900)  Intern.   Other
2: Grace Period:    30       40       10        0       40       30
                  Nearby  In-State In-U.S.  Intern.   WATS   Special
3: Cost% Adjust:   0.00     0.00     0.00     0.00     0.00     0.00
4: Mark-up%:          0        0        2        5        0        0
5: Surcharge:      0.00     0.10     0.20     0.50     0.00     0.00
6: Print No Cost Calls: No
7: Print Audit Trail: Yes
8: Store No Cost Calls: No
9: Store Administrative Calls: No
   0   0   0   0   0



**********************************************************************
              copyright, TEL electronics, inc   1986   #058432
Release 12.71  INN-FORM XL with 1887 call records, 10/03 at  1:17PM Mon
Mode 0,  Options: Print Audit Trail
                  <<< Master Clear Executed >>>
Cleared totals for all trunk and activity reports
The audit period was reset
**********************************************************************
```

Figure 12. Printout of the initialization

V. GLOSSARY

A

ACCESS CODE — A number dialed to enable the use of a specific type of trunk. Used to identify different dialing methods and pricing needs.

ACCOUNT CODE — If requested in the data form (filled out at the time the INN-FORM XL was ordered) this number is an employee identification number. Such account numbers will replace extension numbers if the account code is dialed. (The ability to use account numbers as extensions is dependent on the telephone switch.)

ACCRUAL AUDIT — An Accrual Audit lists all call data collected since the last audit including checked out calls and current calls that have not been checked out. When the audit is completed only the calls that have been checked out will be erased from memory. The type of audit is programmed into your INN-FORM XL at the factory and was specified on the data form (filled out when the unit was ordered).

ACTUAL COST — The amount incurred as a result of your telephone company rates. This amount is prior to the addition of any mark-ups or other programmed charges added by the INN-FORM XL.

ADMINISTRATIVE CALLS —. Calls made from administrative extensions by management personnel. Calls that are not to be charged.

ADMINISTRATIVE EXTENSION — An extension that has been designated as no charge. The costs from the telephone company will still be listed but no additional mark ups or charges will be added.

A KEY — This key is located in the center of the column to the extreme right on the keypad. The A Key is used to define or access the Automatic Multiple Reports.

ALARM — A warning of a malfunction. Refer to the alarms section of this User Guide for more detail.

AREA CODE — A three-digit number identifying an assigned geographic area in the North American direct distance dialing (DDD) numbering plan. The middle digit of the area code is either a "0" or a "1". Also called Numbering Plan Area (NPA).

ASCII — An acronym for American Standard Code for Information Interchange, an eight-level alphanumeric code (7 bits + parity bit). The codes are represented by numbers (0 to 127).

AUDIT TRAIL — A printed record of each call processed.

B

BAUD RATE — A unit signaling speed equivalent to the number of signaling elements per second. Usually used to designate the transmission speed of systems.

BLOCK — Referring to the *A* key a block is one of six different reports with selected parameters, using up to 45 keystrokes per block (or report). For more information see Automatic Multiple Reports.

C

CALL RECORD — A unit of storage used to hold information in your data base.

CASH AUDIT — A Cash Audit lists all calls (calls collected since the last audit) that have been checked out and then erases them from memory. The type of audit is programmed into your INN-FORM XL at the factory and was specified on the data form (filled out when the unit was ordered).

CHARGE — An amount added to the cost of the call enabling a profit to be made on the use of the telephone system.

CHECKING FIELD — A location where a specific piece of data will be found indicating a valid call record.

CLEAR MASK NUMBER — Refer to mask — The numbers that are added together to form the Clear Mask represent reports that will be cleared. A Clear Mask prevents any report from being cleared that has not been included in the Clear Mask.

COST — The amount incurred as a result of your telephone company rates. This amount is prior to the addition of any mark-ups or other programmed charges added by the INN-FORM XL.

COST % ADJUSTMENT — Refer to Program 3. This allows you to keep up with rate increases (or decreases) from the phone company as they occur. This percentage increase is applied to the calculated cost of each tariffed or toll call to arrive at a new adjusted cost.

D

DIRECT DISTANCE DIALING (DDD) — A method of making long distance toll telephone calls without operator intervention on the public switched telephone network.

E

EXCHANGE — In a 10 digit telephone number, the three digits following the Area Code. In a seven digit number, the first three digits.

EXTENSION — A branch off the PBX, a telephone number, a telephone located at a specific number. Usually corresponds to a single room in a hotel or motel.

F

FIXED RATE — Fixed rate call charges can be set in seven different categories: local; operator-assisted; local information; in-state information; out-of-state information; 1-(800) and 1-(900) calls. This is the set charge on the category specified. To check your Fixed Rates see Program 10 Programmable Parameters Report.

FX — Foreign Exchange Service - Exchange service from an exchange other than the one from which service would normally be provided. The use is primarily to reduce the cost to the user for traffic to or from a heavily used remote location.

G

GRACE PERIOD — The amount of time allowed to pass before the call is defined as a completed call.

I

IN-STATE — A type of call defined as having occurred within the boundaries of the state that you are in.

INTERNATIONAL — A call placed from the United States and going to another nation.

IN-USA — A call placed within the boarders of the United States of America.

L

LOCAL CALL SITE — A reference to the location of the INN-FORM XL.

M

MARK-UP — An increase in an already existing amount.

MARK-UP ADJUSTMENT % — The *CREDIT LIMIT* key allows you to make a discretionary percent mark-up Adjustment in a customer's telephone bill. A negative percentage allows you to charge preferred customers less for telephone usage while a positive percentage increases the charge of telephone usage for other customers.

MASK — A Mask number represents a set of instructions telling the system which functions to perform and which functions to restrict or mask out.

MASTER MASK — Refer to mask — The master mask number restricts the use of specified function keys to the management access number. See Program #29 Multiple Levels of Management Access.

MEASURED SERVICE — In some areas, particularly in major metropolitan areas,local calls are called "Measured Service" calls and are charged based on distance and duration like long distance. These calls are also referred to as "Nearby" calls.

MEASURED SERVICE AREA — An area where local calls are charged based on distance and duration like long distance.

MEMORY — A storage area for call record data.

METERED CALL — A system where the number of calls made is monitored and after a specified number of calls have been made each call is charged a set amount.

MODE — The method of operation. In the INN-FORM XL the modes used are the following:

- 0 = Normal Operating Mode.
- 7 = Utility Mode. Prints non-call data in addition to the audit trail if it is on.
- 8 = Pass-through Mode. Which prints everything received from the telephone switch as well as the audit trail, if it is on.
- 9 = Checking Mode. Prints the same data as Mode 8, but also compares each SMDR record to see if it matches the factory programmed specifications included in the INN-FORM XL.

N

NEARBY — A specific call type based on distance from the call site. A local call in a measured service area.

NO-COST CALL — Any calls which do not incur a charge (e.g., incoming and internal calls).

O

OCC (Other Common Carrier) — 1) Specialized common carriers, domestic and international record carriers and domestic satellite carriers that provide transmission services such as private line voice, data, video, or other services as authorized by the Federal Communication Commission.
2) All resellers.

OPERATOR ASSISTED — Calls that require the assistance of a telephone company operator. These include collect, person-to-person, and credit card calls. Even if credit card calls are handled automatically they are classified as operator assisted calls and are charged at a premium rate.

P

PABX — Public Automatic Branch Exchange, telephone switching equipment, also referred to as PBX, or EPABX for Electronic Public Automatic Branch Exchange.

PARAMETER — A value or setting that can be changed by programming the system.

PBX — Refer to PABX.

PRINT MASK — Refer to mask — A Print Mask prevents any report from being printed that has not been included in the Print Mask. See program #28 Automatic Printing and Clearing.

PROGRAMMED CHARGES — Amounts programmed into the system to be included with the cost from the telephone company for a total amount the customer will pay. An example of a programmed charge is the surcharge (Program #5).

PROGRAMMABLE PARAMETERS REPORT — A report that shows the status of the variables that can be controlled by Programs 1 through 9.

R

REMOTE PORT — A component of the INN-FORM XL information handling system that provides the interface between the system and a property management system or another communication channel.

RS-232C — The interface between data terminal equipment (DTE, in this case the INN-FORM XL) and data communication equipment (DCE, in this case the telephone switch, printer, or property management system.), employing serial binary data interchange.

S

SERIAL CABLE — A group of wires over which serial data can be transmitted one bit at a time.

SERIAL NUMBER — A six digit number issued to each INN-FORM XL during production. This number can be found engraved on the bottom of the unit.

SERIAL TRANSMISSION — The data transmission technique in which signal elements follow each other in time on a single transmission channel. This is the type of transmission used by the INN-FORM XL.

SMDR — Station Message Detail Recording - Detailed information about each phone call sent from the telephone switch to the INN-FORM XL for processing.

SOFTWARE RELEASE NUMBER — A number identifying the software version. The software release number can be found in the Re-Start or (Reset) Message which will print out any time you press the logo (the telephone with the dollar sign located in the upper right hand corner of the keypad).

SPECIAL — Refer to Program #10 The Programmable Parameters Report. Programs #3,4,and 5 each have a call type called "Special". This refers to a call type that may be specified on the data form.

STATUS REPORT — The INN-FORM XL has two available status reports. The first is a Program #10 The Programmable Parameters Report which gives the status of Programs 1 through 9 and Program #20 which gives the status of Programs 21 through 26.

START-UP REPORT — This report appears every time you reset your system or every time the system is powered-up. The information provided includes: copyright information, the serial number, the software release number, the model name, the memory size, the date, time, and day of the week, the current mode and the programmed options.

SUBROUTINES — A subroutine is a small program within a main program that is executed before the main program proceeds. In describing the A Key and how to use it this User Guide indicates that higher report numbers have priority, and thus can act as "subroutines".

SURCHARGE — A Surcharge is a flat fee added to the cost of a telephone call.

T

TARIFF — The schedule of rates and regulations pertaining to the services of a communications common carrier. Tariffs are filed with the appropriate regulatory agency. The rates by which calls are priced.

TELEPHONE CALL ACCOUNTING — The INN-FORM XL is a Telephone Call Accounting and Management System. This system is a sensitive electronic device which monitors calling activity and provides you with management information, formatted to your specifications. This information in turn insures accountability and profitability in business.

TEL-SCAN — A TEL-SCAN unit will interface between the telephone switch and the INN-FORM XL for the purpose of translating the telephone activity into a format that the INN-FORM XL can process. This is assuming the switch does not have SMDR capabilities.

TRUNK — A transmission path usually used as a common artery between switching centers, toll centers, test centers, PBXs and concentrators. The telephone lines that you pay for from the PBX to the outside world.

U

UPS — Uninterruptable Power Supply - Used to prevent losing telephone call data. Some phone systems include UPS capabilities and, if possible, the INN-FORM XL should be plugged into the UPS.

USER MASK NUMBER — Refer to mask — This mask number will be the total of the selected numbers which represent the function keys that will be restricted to the user and management.

W

WATS — Wide Area Telecommunications Service - A service designated to meet the needs of customers having substantial volumes of long distance calls. Customers can subscribe to as many as six interstate service areas at rates based on total usage as opposed to a call-by-call rating.

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Sean

TEL electronics, inc.
INN-FORM XL 12.71 User Manual
Reader Comments

TO USERS OF THIS MANUAL:

We would appreciate your assistance in keeping this manual as up to date and helpful as possible. Please note in the space provided below any comments, questions, corrections or suggestions you may have for future versions of this manual. Attach additional pages as needed.

COMMENTS

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CustomerName:_____

Address:_____

City/State/Zip:_____

Telephone:_____

ContactPerson:_____ P.O.#:_____

	Quantity	Cost
PAPER		
a - Small Box* (550) sheets @ $45.00/box	_____	_____
b - Large Box* (1650) sheets @ $90.00/box	_____	_____
c - C.O.D. fee per item $2.50	_____	_____
RIBBONS		
a - Okidata 82 A @ $4.00 ea./$35.00 per doz	_____	_____
b - Okidata 182 @ $15.00 ea.	_____	_____
c - Riteman Ribbon @ $7.00 ea./$70.00 per doz	_____	_____
d - C.O.D. fee per item $2.50	_____	_____
BROCHURES		
Type:_____	_____	_____
_____		
Cost--less than 100=.30 cents each		
100 or more=.20 cents each		
1000 or more=.16 cents each		
C.O.D. fee (if applies) $2.50	_____	_____
MANUALS		
Type:_____	_____	_____
Cost--$10.00 each		
C.O.D. fee (if applies) $2.50	_____	_____
MISC. ITEMS		
_____	_____	_____
_____	_____	_____
_____	_____	_____
SUB TOTAL	_____	_____
CUSTOMER LOCATED IN UTAH - ADD 6% SALES TAX		_____
TOTAL		_____