PL Series
Lodging Reference Manual Update

The attached pages document some features of your PL system that may be missing from your Reference Manual:

- Auto Print Database
- Valid Call Timing parameters for directory assistance calls
- Echo All Calls for HOBIC records
- Credit Limit and Wake-up Message signal
- Data In/Valid Call Test for HOBIC records
- Print-on-the-fly
- Dialed Digit Processing and other software enhancements of version 3.7 and higher

If you have any questions, please call Control Key customer support at (716) 381-0115.

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ADDENDUM *to*

PL Series *User's Manual*

Auto Print Database (74)

Use the Auto Print Database to design up to five packages of five reports each that will print automatically. You specify the Auto Print schedule. The PL can automatically print reports on a daily, weekly, semimonthly or monthly schedule.

The following list describes the cycles and parameters from which you may choose.

- Daily.
  No parameters.

- Weekly.
  Parameters are 1 through 7. Sunday is 1.
  The default is 7.

- Semimonthly.
  Parameters are 1 through 31. Choose two parameters.
  The default is 116 (the first and 16th of the month).

- Monthly.
  Parameters are 1 through 31.
  The default is 1.

- - - Example - - -

Let's run through a programming example. Assume you want an Auto Print Package of reports to print every Monday. This package includes a Station Activity Report (20) and a Selected Account Code Report (25). You want this information on your desk shortly after 8:00 every Monday morning.

Stage 1 of the database is called the Auto Print Package. Each Auto Print Package is numbered, 1 through 5. To program according to this example, enter a "1" in this stage. The next time you program a package you will enter a "2" in stage 1. "2" labels the second Auto Print Package.

Stage 2 of the database defines the Cycle, or frequency with which you want the package to print. For this example, enter a "2" in stage 2. "2" is the code for a weekly printing cycle.

Stage 3 defines the parameter - the day on which you want the report to print. See the list of parameters on the first page. For this example, enter a "2" in stage 3. "2" is the code for Monday.

Stages 4 through 8 define which reports you want in your Auto Print Package. Each package can include up to five reports. For this example, you only want two reports in your package. Enter a "20" for Station Activity Report in stage 4. Enter a "25" for Selected Account Report in stage 5.

Notice that when you enter selection code 25, cursors flash in the data window. This is your cue to enter an account number. You may only specify one selected report parameter, (in this case the account number) at a time. Therefore, you may print up to five selected reports in each of the five Auto Print Packages.

In this example, you do not want to program stages 6, 7 or 8. Enter a "0" in stage 6. The database automatically advances to stage 9. Enter 0 in stages 4 through 8 to advance to stage 9.

Stage 9 defines the time of day you want the reports to print. Always program this stage in military time - the twenty-four hour clock. For this example, enter 800 for stage 9. The report will begin printing at 8:00 AM.

Notice that in stage 2 you may enter "0" for "no report." Use this option to temporarily disable one of your Auto Print Packages.

You may want to disable a package if you're on vacation for two weeks. To do this, enter the correct indicator in stage 1 and a "0" in stage 2. This does not delete the values you have programmed into stages 3 through 9; it merely prevents them from printing until you activate the Auto Print cycle as described below.

When you return from vacation, reactivate the weekly package by entering the correct Auto Print Package number in stage 1 and a "2" - for weekly cycle - in stage 2.

Remember, you may always change the cycle or reports in a package. To do this, enter the appropriate Auto Print Pakage indicator number in stage 1 and overwrite any of the subsequent values you have programmed for that package.

The values you program in this database are reported in the Miscellaneous Database Directory, selection code 48.

ADDENDUM *to* PL Series *Reference Manual*

Valid Call Timing Database 69
411, 555-1212 and NPA-555-1212 calls

Now you can specify valid call timing threshold and set up time for directory assistance calls. The following are affected by this database (69):

411 calls. Local directory assistance.

555-1212 calls. Long distance directory assistance within your area code.

NPA-555-1212 calls. Long distance directory assistance outside of your area code.

Stages 5 and 6 are new to the Valid Call Timing Database (69). Stage 5 specifies the valid call timing threshold for directory assistance calls. The default value is 42 seconds. Stage 6 specifies the set-up time for directory assistance calls. The default value is 30 seconds. Instructions for determining the valid call timing threshold and set-up time are found in the database section of your *Reference Manual.*

The table below outlines the options for the Valid Call Timing Threshold Database (69).

Stage	Description	Range	Default
1	Domestic Valid Call Timing Threshold	1-99	42
2	Domestic Set Up	98	30
	Note: This value must be smaller than the value in stage 1.		
3	International Valid Call Timing Threshold	1-99	42
4	International Set Up Time	1-98	30
	Note: This value must be smaller than the value in stage 3.		
5	Directory Assistance Valid Call Timing Threshold	1-99	42
6	Directory Assistance Set Up Time	1-98	30
	Note: This value must be smaller than the value in stage 5.		

ADDENDUM *to*

PL Series *Reference Manual*

Echo All Calls Database (72) and HOBIC Merge

An Expanded Echo

The Echo All Calls Database (72) now applies to all HOBIC call records (transmitted by your HOBIC computer) as well as SMDR call records (transmitted by your phone system). HOBIC call records are received via the serial or optional serial port. Call records from your phone system are received via the SMDR port. In the unlikely event two call records are received simultaneously, the echo data from both call records may be combined. However, the correct data will be properly recognized and stored in the PL.

Stage 2 of the database applies to both HOBIC and SMDR call records. If you pro-gram the database to reject calls, the PL labels both HOBIC and SMDR call records:

*****Local call rejected*****

*****Short call rejected*****

*****Incoming call rejected*****

The PL does not label according to the type of call record. Therefore, to echo only call records received through the SMDR port, temporarily disconnect the HOBIC cable, and to echo only call records received through the HOBIC port, temporarily disconnect the SMDR cable.

ADDENDUM *to*

PL SERIES *Lodging Reference Manual*

Station (68) and Wake-Up Messages (88) Databases

Credit Limit and Wake-up Message Enhancement

The PL has a new feature to keep you from overlooking important messages. A short beep sounds each time the PL transmits a credit limit or wake-up message to the printer.

Anytime a guest exceeds the programmed credit limit, the PL beeps and transmits the following message to the printer:

STATION *XXXXX* HAS EXCEEDED CREDIT LIMIT

CREDIT = $*XXX.XX* BILLED AMOUNT $*XXX.XX*

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ADDENDUM *to*

PL Series *Reference Manual*

Data In/Valid Call Test (90) and HOBIC Merge Test for HOBIC Call Records

NOTE: The description of the Data In/Valid Call Test in your manuals is inaccurate.

The Data In/Valid Call Test checks to see if the PL is receiving calls and if those calls are formatted correctly. The test checks calls transmitted by your phone system to the SMDR port and calls transmitted by the HOBIC system to the serial or optional serial port.

Selection code 90 activates the Data In/Valid Call Test. Watch the data window while the test runs. As test calls are made, you should see a "d" (for data) then a "c" (for correct). The "d" means the PL has received the test call. The "c" means the test call is formatted correctly. See the diagram on the reverse side. The left side of the data window displays a "d" and "c" for calls received from the telephone system (SMDR). The right side of the data window displays a "d" and "c" for calls received from the HOBIC system.

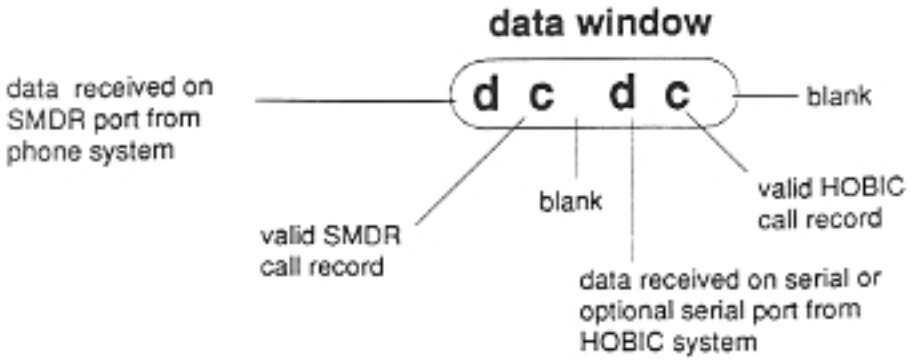
Valid call records are costed and stored as long as they meet the criteria you pro-grammed into the Valid Call Timing (69), Local Call Parameters (70) and Incoming Call Parameters (71) Databases. A correctly formatted call may be rejected because it is too short, local or incoming, depending on how you program the databases men-tioned above.

To run the Data In/Valid Call Test for both SMDR (phone system) and HOBIC call records, follow these steps:

Enter the selection code 90 and press ENTER.

Make three to five direct dial test calls. Each call should be at least one minute long. These calls should enter the system via the SMDR interface.

Make three to five operator assisted test calls. Each call should be at least a minute long. These calls should enter the system via the HOBIC Merge Interface.



Watch the data window as you make your HOBIC test calls. As the PL receives call records from the HOBIC system on the serial or optional serial port, a "d" flashes in the fourth space (see diagram above) of the data window. A "c" flashes next to the "d" when the PL determines the call is valid.

See the **PL SERIES *Installation Manual*** for instructions on troubleshooting if you do not see a "d" and/or a "c" for either type of call.

The Data In/Valid Call Test works as described whether or not you have the HOBIC Merge Interface installed. The three right-most spaces in the data window remain blank throughout the test if you're not testing for HOBIC calls.

ADDENDUM *to*

PL Series *General Business and Lodging Reference Manuals*

Print-on-the-Fly (89)

Versions 3.5 and higher of your PL system offer the option to print the record of each call as soon as the call completes and the system processes it. The *Lodging* system features the additional options to print either guest calls or administration calls, exclusively.

The tables below outline programming options for the Print-on-the-Fly (89) feature for the General Business and the Lodging systems.

LODGING SYSTEM

Stage	Description	Default
1	Type of call record printed: 0 = None 1 = Guest station calls only 2 = Administration station calls only 3 = All calls	0
2	Number of blank lines (0 - 9) separating call records	0
Note:	If both PMS and Print-on-the-Fly for guest calls are enabled and the PMS enters an emergency print state, PMS records will not print —to avoid duplicating printed records.	

GENERAL BUSINESS SYSTEM

Stage	Description	Default
1	Type of call record printed: 0 = None 1 = All calls	0
2	Number of blank lines (0 - 9) separating call records	0

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ADDENDUM *to*

PL Series ***Reference Manual***

Software Version 3.7 or Higher
Dialed Digit Processing (67)

ATTENTION

This software update replaces some of the functions of your datastream interpreter (Frontend) and may result in some call records not being costed properly. You may have to program the new feature, *Dialed Digit Processing*, to correct certain dialed number inconsistencies that were previously handled by the Frontend software.

If after reading this Addenda you have further questions, please call customer support at (716) 381-6000.

The attached pages document the new *Dialed Digit Processing (DDP)* feature of your PL system, as well as the following changes in database directory selection codes:

	New	Old
• Station Database Directory	10	46
• Trunk & Equal Access Directory	11	47
• Miscellaneous Database Directory	12	48
• DDP Database Directory	13	—

Your General Business or Lodging Accounting System now offers a new user-defined database that replaces the function of the OCC Database and adds the capability to solve dialed number inconsistencies—such as speed dialers or unusual toll prefixes—without resorting to customized datastream interpreters (Frontends).

The software will now pass the dialed number and trunk fields of a newly received call record into a dialed digit processor (DDP). DDP will compare the digits in the dialed number to the DDP database entries and modify them according to the instructions in the database. Once the digits have been processed, they can be parsed from left to right to find the appropriate area code/exchange or international code, to properly cost the call. DDP will also give you the option to discard unwanted calls, as well as to modify the actual digits stored so that the correct number can appear on reports.

DDP is a 4-stage database that accommodates 30 entries. It is organized as follows:

Stage	Description	Valid Entries
1	Dialed number pattern (length ≤ 20) to search for Note: Use "*" as a "wild card" to match zero or more digits at the end of the pattern (the letter"A" will appear on the DATA window); use'#' to match a single difit in that position (the letter"P" will appear on the DATA window	0 to 9,*,#
2	Trunk number pattern (length≤6) to search for (See Note in Stage 1)	0 to 9,*,#
3	Dialed number pattern (length≤20) to cost as Note: Use the '*' and the '#' to replace the digits matched by the corresponding '*' and '#'	0 to 9,*,#
4	Disposition instructions: 0=discard call 1=store call as is 2=store call with new number 3=modify dialed number and reprocess through DDP 9=delete DDP database entry	

The entry for stage 4 allows the option of discarding the call, storing it with the pattern reported by the switch (while costing it differently), or storing the dialed digits as it was costed (stage 3 pattern). A fourth option allows a second pass through DDP to allow a generic stripping of digits—for SL-1 switches, in particular. An existing record in the DDP database may be deleted by specifying its contents (match patterns n stages 1,2, and 3) and disposition "9" in stage 4.

DDP records are sorted as follows:

- First by disposition instructions: 3 (reprocess) is used first, then 2 (store new number), then 1 (store as is), and last, 0 (discard).

- Next, by dialed digit pattern length—longer patterns are used first. Patterns of equal length are sorted to cause the more specific match patterns to be used b e f o r e the more general match patterns—i.e. digits are used first, then '#," and last,'*.'

- Lastly, records with the same dialed digit patterns are sorted by trunk number pattern, using the same sort criteria as above.

To illustrate how DDP works, consider a number of problem/solution examples:

Problem: Local exchange 21 is not in the local table but exchange 222 is.

Solution:

Stage	Entry	Comment
1	221####	Look for calls to exchange 221
2	1*	On trunks starting with 1
3	222####	Cost as a call to exchange 222
4	1	Store record with Equal Access

For example, a call to "221-1234" will costed as "222-1234."

Problem: Need to cost a dial-up OCC call properly.

Solution:

Stage	Entry	Comment
1	9501044#######*	Look for dial-up OCC access
2	*	On trunks starting with 1
3	10444*	Cost like Equal Access
4	2	Store record with Equal Access

This example matches "950-1044 (local Allnet number) = 3856440 (authorization code) = 1-617-223-6440 (number to reach)" and substitutes it for "10444-1-617-223-6440."

Problem: Station-to-station calls are reported by switch and need to be discarded.

Solution:

Stage	Entry	Comment
1	###	Look for 3-digit station-to-station
2	*	On any trunk
3	0	Dummy entry
4	0	Discard call

Problem: Telephone switch prefixes access codes to the dialed digits, which need to be removed.

Solution:

Stage	Entry	Comment
1	##*	Look for 2-digit access codes
2	*	On any trunk
3	*	Strip 2-digit access codes
4	3	Reprocess record through DDP

These entries will strip 2-digit access codes from all calls. If some trunks have 3-digit codes then a more specific entry for trunk numbers in stage 2 would be required.

Problem: In the Caribbean, island-to island calls can be speed dialed.

Solution:

Stage	Entry	Comment
1	5####	Look for speed dialed calls
2	*	On any trunk
3	925####	Cost as local exchange
4	2	Store correct number

This entry will match "5-1234 and substitute it for "925-1234."

Problem: PL is attached to a key system behind th PBX. Extra access digit (9) appears as a prefix in the dialed digit stream.

Solution:

Stage	Entry	Comment
1	9*	Look for access digit 9
2	25##	On trunks starting with 25
3	*	Strip access digit 9
4	3	Reprocess record, just in case

Problem: 10-digit calls from Dallas to Fort Worth, Texas, are actually local.

Solution: This problem will require two records. Because DDP records are sorted internally to cause more specific matches first, the first record will "protect" 7-digit calls whose exchange looks like Ft. Worth's area code. The second record will actually solve the problem of costing as a local call.

1st Record:	Stage	Entry	Comment
	1	817####	Look for possible local exchange817
	2	*	On any trunk
	3	817####	Don't change digits
	4	1	Send it on its way unchanged

2nd Record:	Stage	Entry	Comment
	1	817###*	Look for Ft. Worth call
	2	*	On any trunk
	3	222*	Cost like Dallas local exchange 222
	4	1	Store original number