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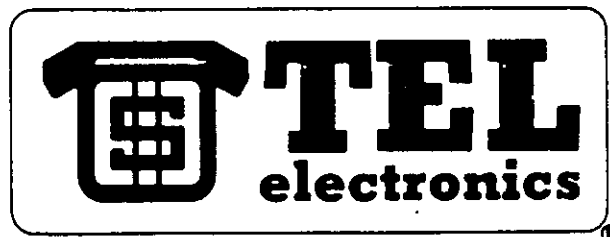
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**TELEPHONE CALL ACCOUNTING AND MANAGEMENT SYSTEM**

**INSTALLATION AND USER GUIDE**

**Version 12.70**

**June 1988**



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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 has 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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# I. GETTING STARTED

---

## A. Introduction and General Information

---

**Congratulations! You have just purchased the most sophisticated, state-of-the-art Telephone Call Accounting and Management System available today, produced by TEL electronics, inc.**

Your TEL-SENSE connects to your telephone system and captures details of completed phone calls—which extension made the call—what number was dialed—what trunk was used—what time the call started—how long it lasted—and if used, what account was entered. And, if your telephone allows it, most of this same information is also captured on incoming calls. Calls are also accurately priced—using the same methods as the phone company, and all data is stored so that reports can be generated, either manually or automatically.

The reports available from your TEL-SENSE will provide you with some of the most powerful management tools your business could ever use. Reports that will significantly reduce your telephone bills, improve your employee's productivity and even increase sales—all at the same time!

Over 70 standard reports are available from your TEL-SENSE: reports detailing calls by stations, cost centers or departments; activity reports summarizing call data for weeks, months, quarters—even an entire year; graphic reports to display calls made by time of day, area code called, or state called; exception reports based on longest calls, most expensive calls, most frequently dialed numbers; account code reports to detail or summarize all calls made on behalf of particular clients or projects; customized reports are available to allow you to view the data in almost unlimited ways.

And all these reports can be generated at the touch of a key or two. This User Guide will show you how. It is designed to help you become comfortable with your TEL-SENSE system and proficient in using its many features. Each report and function is described in detail, including descriptions and explanations for their use, as well as the procedure for generating each.

Please take the time to read this User Guide carefully. You will find it guides you in step-by-step, comfortable stages and easy to understand terms. Push the keys—see how easy it is to generate reports!



---

## B. The System

---

### 1. Overview of the TEL-SENSE Telephone Call Accounting and Management System

The TEL-SENSE call accounting system is for use by professional firms, government, education, general business firms and "resale" organizations (e.g., shared tenant facilities, student dormitories, health care facilities).

The TEL-SENSE is specifically designed to meet the overall needs of most business organizations while providing you with the ability to customize the system quickly and easily to your unique needs.

All functions are performed using the TEL-SENSE keypad. The keypad is easy to use and the large display area provides prompts and information to assist you in entering necessary information.

You will find the TEL-SENSE easy to program and update on-site when necessary. You can customize reports to your choosing, make cost adjustments to allow for tariff changes or add surcharges and/or mark-ups for tenants.

The basic TEL-SENSE will store over 1300 call records. Additional call storage memory is available as an option, extending the memory to as much as 30,000 call records.

Remote Polling, Remote Servicing and Remote Programming are available as options. If your company has multiple locations, each may have a TEL-SENSE, permitting autonomous generation of reports. In addition, your headquarters site may call each location on a regular basis, to make sure the remote systems are functioning properly and to make programming changes. Then, call data is polled into the headquarters site where master reports detailing and summarizing telephone activity throughout your multi-site corporation are generated.

This User Guide will help you learn the many capabilities of your TEL-SENSE system in step-by-step, comfortable, easy-to-understand terms. When you are finished, you will know what every key does, how to program and how to run reports.

### 2. Keypad for the TEL-SENSE System

The keypad is used to initiate reports and enter data in the TEL-SENSE system. The keys are color-coded to indicate the type of functions involved. Each time a key is properly pressed, an audible "beep" sound will be heard and a response will appear in the display, as an indication that the entry was received by the system.

### 3. Printer

TEL electronics, Inc. can provide printers for each system, but most standard RS-232C serial printers will work with the TEL-SENSE. Remember the following:

- ◆ 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 TEL-SENSE must be the same.

---

## C. 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.

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

Below is an example of a Start-Up Report.

```

*****
                copyright, TEL electronics, inc.  1987  #058432
Release 12.70 TEL-SENSE with 1362 call records,  7/06 at  8:15AM We, Mode 0
Options: Print Audit Trail
*****

```

## D. Audit Trail

**Purpose:** To provide a printed record, or Audit Trail, for each call immediately after the call is completed.

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 Report. Each line of the audit trail will identify the current date, time, day of the week, cost center, department, extension number, trunk, state called, number dialed, duration, cost and type of call. When an account code is processed, the account code is printed in place of the cost center, department and extension. The audit trail option can be turned on or off as needed. (See Page 63 for more information.) An example is shown below.

7/07	8:47	Th	1-01	301	7		11	\$	2.56	WATS call
7/07	8:56	Th	1-03	312	3	756-2582	3	\$	0.00	local call
7/07	8:57	Th	1-03	305	4	375-2429	3	\$	0.00	local call
7/07	9:04	Th	1-01	301	1	1(800)628-9320	1	\$	0.00	(800) type
7/07	9:08	Th	1-01	301	3		0	\$	0.00	incoming call
7/07	9:07	Th	1-01	301	1		3	\$	0.00	incoming call
7/07	9:08	Th	1-01	301	7		2	\$	0.47	WATS call
7/07	8:50	Th	1-01	327	9		22	\$	0.00	incoming call
7/07	9:11	Th	000000002		7		2	\$	0.47	WATS call
7/07	9:11	Th	2-07	317	10		4	\$	0.00	incoming call
7/07	9:08	Th	2-07	315	3	VA 1(703)255-0700	7	\$	2.01	out-of-state
7/07	8:30	Th	000000003		8		49	\$	11.42	WATS call
7/07	9:20	Th	1-02	304	1	756-2001	2	\$	0.00	local call
7/07	9:15	Th	000635567		5	NJ 1(201)627-0290	7	\$	2.10	out-of-state

## E. 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, contact your dealer. An example is shown below.

System check on 7/06 at 18:00 We: 417 calls processed

## F. Management Access

**Purpose:** This 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 the system as your 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 without entering an access number.

1. Press the **MGMT. ACCESS** Key.
2. Enter your Management Access Number.
3. Press **ENTER**. (Management Access has been activated.)

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

4. To exit Management Access mode press the **MGMT. ACCESS** Key.

Also, refer to Multiple Levels of Management Access, Program #29 (Page73) to alter the way your system's information is protected.

---

## G. Setting the Time

---

**Purpose:** Allows the user to establish the correct time in the system for proper costing 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.

1. Press the **TIME SET** Key.
2. Enter the Hour (0 through 23).
3. Press **ENTER**.
4. Enter the Minute (0 through 59).
5. Press **ENTER**. (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 p.m. 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 16 and Minute 55.

---

## H. Setting the Date and Day

---

**Purpose:** 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.

1. Press the **DATE SET** Key.
2. Enter the Month (1 through 12).
3. Press **ENTER**.
4. Enter the Day of the Month (1 through 31).
5. Press **ENTER**.
6. Enter the Day of the Week (Sunday = 1, Saturday = 7).
7. Press **ENTER**. (The DATE and DAY have now been set.)

---

## I. Error Keys (Cancel and Delete)

---

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

1. Press the **CANCEL** Key to cancel an entry or report in progress. When entering keystrokes for an Audit Report, the **CANCEL** Key must be pressed prior to pressing the **SUMMARY** or **DETAIL** Key. Once the Audit Report is under way it cannot be cancelled.
2. Press the **DELETE** Key to delete one character at a time (erase and backspace). The **DELETE** Key can be used anytime during entry.

---

## J. Memory Key

---

**Purpose:** To display the number of call records available in memory.

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 MEM.** light will go on when there are only 500 call records available in memory. The TEL-SENSE system will beep 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. A beep sounds and a message is printed to emphasize that the system cannot store this call. It is recommended that an Audit 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.

---

## K. Setting the Mode

---

**Purpose:** To set the diagnostic mode of the TEL-SENSE.

**CAUTION:** The mode should usually be set in Mode 0 (zero) for normal operation. **No changes should be made to the mode setting unless under the direction of an authorized service technician. These mode settings are for the use of your service technician.**

1. Activate **MGMT. ACCESS.** (See Page 5.)
2. Press the **MODE SET** Key.
3. Enter the Mode desired (**0, 7, 8, or 9**), where:
  - 0 =** NORMAL OPERATING MODE.
  - 7 =** UTILITY MODE, which prints non-call data in addition to the Audit Trail.
  - 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, which 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 TEL-SENSE. When SMDR data cannot be processed, a message is printed. When the TEL-SENSE is put in Mode 9 the Audit Trail is automatically turned on and will remain on thereafter until you specifically turn it off.
4. Press **ENTER.**

**Note:** Under most circumstances the Mode should be left in the Normal Operating Mode (0).

## **II. REPORTS**

---

- A. Account Report**
- B. Wild Card Account Report**
- C. Extension Report**
- D. Activity Reports**
- E. Activity Report Clear**
- F. Trunk Reports**
- G. Trunk Report Clear**
- H. Account Audit Report**
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- J. Department (and Cost Center) Reports**
- K. A Menu of Exception and Graphic Reports**
- L. Exception Reports**
- M. Graphic Reports**
- N. Automatic Multiple Reports—The A Key**
- O. Restrictions Set on Reports—The B Key**

## II. REPORTS

The following report definitions will provide you with clear information to enable you to choose which reports will benefit you the most. They will show you ways to set parameters that will customize the reports to answer specific questions you may have about a department, account, cost center, extension, etc. Some of the options that are available to you as you customize the reports, are explained in Reports Section O of this User Guide. It is suggested that you read through that section for a basic understanding of the commands and options available before you begin processing reports. These options include Start Date and End Date, Department, Start Time and End Time, and Call Type.

### A. Account Report

**Purpose:** To record incoming and/or outgoing calling information by *specific* account codes. (For matching multiple Account Codes, see Wild Card Account Reports, Page 11.)

**Note:** Account Codes should be entered according to instructions provided with your telephone system. Account code usage is only applicable when supported by the telephone system being used.

The Account Report is a very useful tool when used by management to evaluate costs associated with a project, contract, client, etc. Account codes may contain up to 12 digits each.

In order to print an Account Report:

1. Activate **MGMT. ACCESS**. (See Page 5.)
2. For optional report parameters, see Reports Section O. (See Page 50.)
3. Press the **ACCT. REPORT** Key.
4. Enter the Account Code.
5. Press **ENTER**. (All calls for the Account Code selected will be printed.)

An example of an Account Code Report is shown below.

Telephone Charges for Account 000006532 on 7/06 at 1:06PM We  
Calls start on 7/06 at 10:05AM

Date	Time	Dept	Ext	Account	Type	Trunk	State	# Called	Min	Charges
7/06	12:55PM	1-01	311	000006532	LDist	16	UT	(801)754-2800	19	\$ 5.09
7/06	11:54AM	1-01	312	000006532	LDist	16	UT	(801)356-3800	38	\$ 15.27
7/05	1:40PM	1-01	310	000006532	Local	12		348-3800	31	\$ 0.00
7/05	9:29AM	1-01	310	000006532	LDist	13	CA	(818)213-0897	29	\$ 12.29
7/05	8:27AM	5-03	211	000006532	WATS	12	VA	(703)373-6587	42	\$ 4.76
<b>Total Time:</b>		159.				5 Calls				\$ 37.41





Account Report as of 7/07 at 1:08PM Th  
 Calls start on 7/06 at 10:05AM

7/06 12:55PM	1<01	311	000006532	LDist	16	UT	(801)754<2587	19	\$	5.09
7/06 11:54AM	1<01	312	000006532	LDist	16	UT	(801)356<9874	38	\$	15.27
7/05 1:40PM	1<01	310	000006532	Local	12		348<5741	31	\$	0.00
7/05 9:29AM	1<01	310	000006532	LDist	13	CA	(818)213<6897	29	\$	12.29
7/05 8:27AM	5<03	211	000006532	WATS	12	VA	(703)373<6587	42	\$	4.76
=====										
Account	000006532		31.8 Min/Call		5 Calls		\$		37.41	

7/06 11:48AM	5<03	211	008946532	Local	13		348<7184	13	\$	0.00
=====										
Account	008946532		13.0 Min/Call		1 Calls		\$		0.00	

7/06 9:48AM	1<01	311	000096532	Incom	11			15	\$	0.00
7/06 8:47AM	5<03	211	000096532	Incom	14			11	\$	0.00
=====										
Account	000096532		13.0 Min/Call		2 Calls		\$		0.00	

=====  
 Grand Totals 8 Calls \$ 37.41

## C. Extension Report

Purpose: To print a report of all calls for a selected extension.

1. Activate MGMT. ACCESS. (See Page 5.)
2. For optional report parameters, see Reports Section O. (See Page 50.)
3. Press the EXT. REPORT Key.
4. Enter the Extension Number.
5. Press ENTER. (All calls for the selected Extension will be printed.)

Note: If you enter a non-existent Extension Number or no calls are in the memory for that extension, the system will display: "NO CALL".

An example of an Extension Report is shown below:

Telephone Charges for Extension 310 on 7/07 at 1:10PM Th  
 Calls start on 7/06 at 10:05AM

Date	Time	Dept	Ext	Account	Type	Trunk	State	# Called	Min	Charges
7/05	3:45PM	1<01	310		Local	12	UT	(801)277<9201	28	\$ 0.61
7/05	1:40PM	1<01	310	000006532	Local	12		348<5741	31	\$ 0.00
7/05	1:30PM	1<01	310		LDist	14	CA	(714)555<2121	24	\$ 11.25
7/05	9:29AM	1<01	310	000006532	LDist	13	CA	(818)213<6897	29	\$ 12.29
Total Time:										112.
										4 Calls
										\$ 24.15

## D. 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, average time per call, cost of calls, tax applied to cost, rebilling charges (if any) and gross profit (if any). Each business 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 Reports Section E, Activity Report Clear.

1. Activate **MGMT. ACCESS**. (See Page 5.)
2. Press the **ACTIVITY REPORT** Key.
3. Enter the **REPORT NUMBER** (1 through 5), as defined by Activity Report Clear, where schedules may be defined as follows (An example only—refer to Report Section E for Activity Report Clear):

- 1 = DAILY
- 2 = WEEKLY
- 3 = MONTHLY
- 4 = QUARTERLY
- 5 = YEARLY

4. Press **ENTER**. (The Activity Report will print.)

**EXAMPLE:** If Report #2 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. (Page 72.)

An example of a Daily Activity Report taken is shown below:

Activity Report #1, from 7/06 at 0:00 thru 7/06 at 8:22								
Type	Count	Avg.	Cost	Tax	Charged	Tax	Profit	
Local Calls	6.	3.2	0.00	0.00	0.00	0.00	0.00	
Toll Calls	12.	2.9	7.29	0.24	7.53	0.00	0.00	
Oper. Calls	0.	0.0	0.00	0.00	0.00	0.00	0.00	
Other Calls	23.	2.2	4.88	0.00	4.88	0.00	0.00	
<b>Total Calls</b>	<b>41.</b>	<b>2.5</b>	<b>12.17</b>	<b>0.24</b>	<b>12.41</b>	<b>0.00</b>	<b>0.00</b>	

---

## E. Activity Report Clear

---

**Purpose:** To clear the data for a *specific* Activity Report which sets the interval for new data accumulation. This clears 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 Section D for printing the report.

1. Activate **MGMT. ACCESS**. (See Page 5.)
2. Press the **ACTIVITY REPORT CLEAR** Key.
3. 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

**Note:** If "1" is to be a daily report, it must be cleared daily even if you do not print a report. The schedules are defined by the use of the Activity Report Clear.

4. 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 #2

**Note:** For Automatic Printing and Automatic Clearing of Activity Reports, see Auto Printing and Clearing, Program #28. (Page 72.)

---

## F. 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.

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 business 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 Reports Section G, Trunk Report Clear.

1. Activate **MGMT. ACCESS**. (See Page 5.)
2. Press the **TRUNK REPORT** Key.

3. Enter the REPORT NUMBER (1 through 4), as defined by Trunk Report Clear where schedules may be defined as follows (An example only—refer to Reports Section G for Trunk Report Clear):

1 = DAILY  
 2 = WEEKLY  
 3 = MONTHLY  
 4 = QUARTERLY

4. 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.

**Note:** For Automatic Printing and Automatic Clearing of Trunk Reports, see Auto Printing and Clearing, Program #28. (Page 72.)

An example of a Daily Trunk Report is shown below:

Trunk Usage Report #1, from 7/06 at 0:00 thru 7/06 at 8:34						
Trunk	Count	Total Time	Total Cost	Time/Call	Cost/Call	Cost/Min.
1	5.	12.	0.88	2.4	0.18	0.073
2	1.	10.	0.00	10.0	0.00	0.000
3	4.	13.	1.52	3.3	0.38	0.117
4	5.	18.	1.75	3.6	0.35	0.097
5	5.	18.	3.06	3.6	0.61	0.170
7	12.	36.	6.85	3.0	0.57	0.190
8	2.	21.	5.02	10.5	2.51	0.239
9	9.	20.	0.00	2.2	0.00	0.000
10	5.	13.	1.79	2.6	0.36	0.138
12	2.	5.	0.00	2.5	0.00	0.000
Totals:	50.	166.	20.87	3.3	0.42	0.126

## G. Trunk Report Clear

**Purpose:** To clear the data for a *specific* Trunk Report which sets the interval for new data accumulation. This clears 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 should be printed and must be cleared once a quarter. Refer to Section F for printing the report.

1. Activate MGMT. ACCESS. (See Page 5.)
2. Press the TRUNK REPORT CLEAR Key.
3. 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

**Note:** If "1" is to be a daily report, it must be cleared daily even if you do not print a report. The schedules are defined by the use of the Trunk Report Clear.

4. 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 #2

**Note:** For Automatic Printing and Automatic Clearing of Trunk Reports, see Auto Printing and Clearing, Program #28. (Page 72.)

---

## H. Account Audit Report

---

**Purpose:** Provides call record information on ALL accounts in either Summary or Detail.

**CAUTION! DO NOT ACTIVATE THIS REPORT** until ALL other desired reports (i.e., Extension, Account, Department, Exception, etc.) are printed. This report **erases** call records from the memory—records which cannot be restored to produce other reports you may need. If the **Acct. Audit Report Key** has been pressed in error, press the **CANCEL** Key now.

When the Account Audit Report is initiated, all call records in the specified period are flagged for erasure. When your first Account Audit Report (in either Summary or Detail) has been printed, the prompt "ANOTHER?" is displayed. The flagged call records have not been erased at this point. You may proceed with generating another Account Audit Report or a copy of the one just completed, or Extension Audit Reports in Summary or Detail. After each report, the "ANOTHER?" prompt appears. When all desired audit reports are complete and you respond with **NO**, the flagged call records are erased from memory.

1. Activate MGMT. ACCESS. (See Page 5.)
2. For optional End Date parameter, see Reports Section O. (Page 50.)
3. Press the **ACCT. AUDIT** Key. The system will display "SUM OR DET?".

**Note:** If the Account Audit Key has been pressed in error, do not proceed with selecting Summary or Detail. Press **CANCEL** now to take you out of the Account Audit function without loss of call records.

4. Press the **SUMMARY** Key for a Summary Report, or press the **DETAIL** Key for a Detail Report. (The Account Audit Report will print.)
5. After printing is completed, the system will display: "ANOTHER?"

The prompt "ANOTHER?" assures you that no flagged call records have been erased yet. At this point, you may select another Account Audit report in Summary or Detail or an Extension Audit Report. Thus, different audits can be taken, in either or both Summary and Detail without erasing data.

- Press the YES Key if another Account Audit Report is needed, then return to Step 4, or press the EXT. AUDIT Key if an Extension Audit is needed, then return to Step 4, or press the NO Key to end the audit and erase all flagged call records from memory.

**CAUTION!** Do not answer NO until you are sure you have printed as many copies of the various Audit Reports you need. Once you answer NO, all call records and report data for the specified period will be erased and a new set of information will begin to accumulate.

Examples of Account Audit Reports are shown below:

**Summary:**

TEL electronics				
Audit Report by Account for 0/00 at 12:00AM to 7/07 at 1:13PM				
=====				
Account	00000653	13.0 Min/Call	1 Calls	\$ 6.88
Account	000006523	16.7 Min/Call	3 Calls	\$ 7.78
Account	000006532	34.5 Min/Call	2 Calls	\$ 18.13
=====				
Grand Totals			6 Calls	\$ 32.79

**Detail:**

TEL electronics										
Audit Report by Account for 0/00 at 12:00AM to 7/07 at 1:13PM										
7/07	9:10AM	5-03	211	00000653	LDist	13	CA	(714)383-6592	13	\$ 6.88
-----										
		Account	00000653	13.0 Min/Call				1 Calls		\$ 6.88
7/07	9:11AM	1-02	210	000006523	LDist	15	TX	(713)652-3562	6	\$ 3.19
7/06	9:32AM	1-01	310	000006523	Local	13	UT	(801)261-9856	29	\$ 4.44
7/05	12:38PM	1-01	311	000006523	Local	11		353-6203	15	\$ 0.15
-----										
		Account	000006523	16.7 Min/Call				3 Calls		\$ 7.78
7/07	1:11PM	1-01	312	000006532	LDist	16	VA	(703)562-3685	38	\$ 17.98
7/06	12:33PM	1-01	310	000006532	Local	12		356-8526	31	\$ 0.15
-----										
		Account	000006532	34.5 Min/Call				2 Calls		\$ 18.13
=====										
Grand Totals									6 Calls	\$ 32.79

---

## I. 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 (i.e., Extension, Account, Department, Exception, etc.) are printed. This report **erases** call records from the memory—records which cannot be restored to produce other reports you may need. **If the EXT. AUDIT Key has been pressed in error, press the CANCEL Key now.**

When the Extension Audit Report is initiated, all call records in the specified period are flagged for erasure. When your first Extension Audit Report (in either Summary or Detail) has been printed, the prompt "ANOTHER?" is displayed. The flagged call records have not been erased at this point. You may proceed with generating another Extension Audit Report or a copy of the one just completed, or Account Audit Reports in Summary or Detail. After each report, the "ANOTHER?" prompt appears. When all desired audit reports are complete and you respond with **NO**, the flagged call records are **erased** from memory.

1. **Activate MGMT. ACCESS.** (See Page 5.)
2. For optional End Date parameter, see Reports Section O. (Page 50.)
3. Press the **EXT. AUDIT Key**. The system will display "SUM OR DET?"

**Note:** If the Extension 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.

4. Press **SUMMARY** for a Summary Report or press **DETAIL** for a Detail Report. (The Extension Audit Report will print.)
5. After printing is completed, the system will display: "ANOTHER?".

The prompt "ANOTHER?" assures you that no flagged call records have been erased yet. At this point, you may select another Extension Audit Report in Summary or Detail or an Account Audit Report. Thus, different audits can be taken in either or both Summary and Detail without erasing data.

6. Press the **YES Key** if another Extension Audit Report is needed, then return to Step 4, or press the **ACCT.AUDIT Key** if an Account Audit is needed, then return to Step 4, or press **NO** to end the audit and **erase all calls from memory.**

**CAUTION!** Do not answer **NO** until you are sure you have printed as many copies of the various Audit Reports you need. Once you answer **NO**, all call records and report data for the specified period will be erased and a new set of information will begin to accumulate.

Examples of Extension Audit Reports are shown below:



## Extension Audit Report In Summary:

TEL electronics

Audit Report by Extension for 0/00 at 12:00AM to 7/07 at 1:13PM

Extension	310	30.0 Min/Call	2 Calls	\$ 4.59
Extension	311	17.0 Min/Call	2 Calls	\$ 7.93
Extension	312	24.0 Min/Call	2 Calls	\$ 17.98

Department 1:	Sales		6 Calls	\$ 30.50
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Extension	210	6.0 Min/Call	1 Calls	\$ 3.19
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Department 2:	Production		1 Calls	\$ 3.19
---------------	------------	--	---------	---------

Cost Center 1:	Marketing		7 Calls	\$ 33.69
----------------	-----------	--	---------	----------

Extension	211	16.8 Min/Call	4 Calls	\$ 11.71
-----------	-----	---------------	---------	----------

Department 3:	Management		4 Calls	\$ 11.71
---------------	------------	--	---------	----------

Cost Center 5:	Head Office		4 Calls	\$ 11.71
----------------	-------------	--	---------	----------

Grand Totals			11 Calls	\$ 45.40
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Extension Audit Report in Detail:

TEL electronics

Audit Report by Extension for 7/06 at 10:05AM to 7/07 at 1:54PM

7/05	3:45PM	1<01	310		Local	12	UT	(801)277<9201	28	\$	0.61
7/05	1:40PM	1<01	310	000006532	Local	12		348<5741	31	\$	0.00
7/05	1:30PM	1<01	310		LDist	14	CA	(714)555<2121	24	\$	11.25
7/05	9:29AM	1<01	310	000006532	LDist	13	CA	(818)213<6897	29	\$	12.29

=====  
 Extension 310                      28.0 Min/Call                      4 Calls                      \$ 24.15

7/06	4:26PM	1<01	311		Intl	16		2854693200	40	\$	54.12
7/06	3:25PM	1<01	311		WATS	16	CA	(619)584<6923	38	\$	3.91
7/06	12:55PM	1<01	311	000006532	LDist	16	UT	(801)754<2587	19	\$	5.09
7/06	9:48AM	1<01	311	000096532	Incom	11			15	\$	0.00
7/05	4:27PM	1<01	311		WATS	13			2	\$	0.21
7/05	2:45PM	1<01	311		Local	12		561<0469	2	\$	0.15

=====  
 Extension 311                      19.3 Min/Call                      6 Calls                      \$ 63.48

7/06	11:54AM	1<01	312	000006532	LDist	16	UT	(801)356<9874	38	\$	15.27
7/06	11:24AM	1<01	312		Local	15	UT	(801)366<5984	38	\$	5.79
7/06	8:24AM	1<01	312		LDist	13	CA	(619)365<2148	31	\$	14.41
7/05	4:47PM	1<01	312		LDist	14	CA	(619)656<3210	29	\$	10.61
7/05	4:47PM	1<01	312		LDist	11	CA	(619)486<5924	33	\$	11.70
7/05	11:40AM	1<01	312	000006523	Local	13		387<5627	10	\$	0.00
7/05	10:29AM	1<01	312		LDist	15	CA	(415)985<6852	40	\$	18.47

=====  
 Extension 312                      31.3 Min/Call                      7 Calls                      \$ 76.25

=====  
 Department 1:                      Sales                      17 Calls                      \$ 163.88

Continued—

Extension Audit Report in Detail (continued)

7/06	3:25PM	1<02	210	WATS	14	NY	(212)635<9874	13	\$	1.34
7/06	11:54AM	1<02	210	Incom	15			6	\$	0.00
7/06	9:24AM	1<02	210	LDist	15	NY	(212)359<6874	11	\$	6.13
7/05	4:27PM	1<02	210	Incom	15			38	\$	0.00
7/05	1:30PM	1<02	210	LDist	16	VA	(703)562<4412	22	\$	10.58
7/05	12:29PM	1<02	210	Local	13		758<9852	10	\$	0.15
7/05	12:29PM	1<02	210	LDist	11	UT	(801)993<2155	20	\$	8.17
=====										
Extension	210							17.1 Min/Call	7 Calls	\$ 26.37

Department 2:	Production								7 Calls	\$ 26.37
---------------	------------	--	--	--	--	--	--	--	---------	----------

Cost Center 1:	Marketing								24 Calls	\$ 190.25
----------------	-----------	--	--	--	--	--	--	--	----------	-----------

7/06	4:26PM	5<03	211	Incom	11			33	\$	0.00
7/06	3:25PM	5<03	211	WATS	13	CA	(619)468<5987	29	\$	3.29
7/06	11:48AM	5<03	211	008946532 Local	13		348<7184	13	\$	0.00
7/06	8:47AM	5<03	211	000096532 Incom	14			11	\$	0.00
7/06	8:24AM	5<03	211	LDist	14	NY	(212)698<5423	24	\$	14.08
7/05	4:27PM	5<03	211	WATS	12			2	\$	0.23
7/05	3:46PM	5<03	211	LDist	11	CA	(818)366<9852	4	\$	2.22
7/05	8:27AM	5<03	211	000006532 WATS	12	VA	(703)373<6587	42	\$	4.76
=====										
Extension	211							19.8 Min/Call	8 Calls	\$ 24.58

7/06	4:26PM	5<03	212	OpAst	13		(523)654<0000	42	\$	0.30
7/06	4:26PM	5<03	212	WATS	12			20	\$	2.27
7/05	4:46PM	5<03	212	LDist	16	UT	(801)953<2104	19	\$	7.79
7/05	4:27PM	5<03	212	Incom	11			22	\$	0.00
7/05	2:45PM	5<03	212	Local	12	UT	(801)569<8538	15	\$	2.56
=====										
Extension	212							23.6 Min/Call	5 Calls	\$ 12.92

Department 3:	Management								13 Calls	\$ 37.50
---------------	------------	--	--	--	--	--	--	--	----------	----------

Cost Center 5:	Head Office								13 Calls	\$ 37.50
----------------	-------------	--	--	--	--	--	--	--	----------	----------

Grand Totals									37 Calls	\$ 227.50
--------------	--	--	--	--	--	--	--	--	----------	-----------

## J. Department (and Cost Center) Reports

**Purpose:** To allow the user to sort all call record data by Departments and/or Cost Centers to provide evaluation of telephone costs and usage by the pre-defined Departments and Cost Centers.

**Note:** Your TEL-SENSE system is capable of sorting call records into as many as five Cost Centers and up to 50 Departments. When the system was customized at the factory for your company, the name and numbers of each, as defined by the user, were programmed into your system. As your business grows and you need to divide or add more Cost Centers or Departments, you may do so, until you reach the maximum of five Cost Centers and 50 Departments. Since there is no provision to input the names through the call accounting system's keypad, you may either make a note of the numbers and which group they are assigned to, or order a new program chip containing the new information from your dealer.

Please refer to the Programming Section in this User Guide, Program 21 (Page 67), for defining new Cost Centers and Departments and assigning extensions to each.

Reports are available for a specific Department or an entire Cost Center. If you are not using Cost Centers, the system always assumes that the Cost Center is "1".

1. Activate **MGMT. ACCESS**. (See Page 5.)
2. For optional report parameters, see Reports Section O. (Page 50.)
3. Press the **DEPT. REPORT** Key. The system will display "C.C.—DEPT.#".
4. To print a report for a specific Department you must enter both the one-digit **COST CENTER #** (1 through 5) and the two-digit **Department** (01 through 50).

**EXAMPLE:** "307", where 3 represents Cost Center 3, and 07 represents Department 7.

To print a report for an entire Cost Center you must enter a hyphen (—) and then the **COST CENTER #** (1 through 5).

**EXAMPLE:** "—2", where 2 represents Cost Center 2.

5. Press **ENTER**. The system will display "SUM OR DET?".
6. Press the **SUMMARY** Key for a Summary Report or press the **DETAIL** Key for a Detail Report. (The Department or Cost Center Report will print.)

**Note:** A list of Departments and Cost Centers in use can be obtained by entering 0 at Step 4.

**EXAMPLE:** Cost Center 1 is Main Office. You want a summary of call records made by Marketing, Department 04. At the prompt "DEPARTMENT?", you would enter 104, press the **ENTER** Key, and answer "SUM OR DET?" by pressing the **SUMMARY** Key.

An example of a Department Report and a Cost Center Report in Summary is shown on the next page.

**Department Report:**

Department 2: SALES, Cost Center 1: TEL as of 7/06 at 8:59 We  
 Calls start on 6/03 at 0:00

Extension	302	3.2 Min/Call	975 Calls	\$ 820.23
Extension	303	3.3 Min/Call	950 Calls	\$ 802.97
Extension	304	4.6 Min/Call	309 Calls	\$ 221.27
Extension	308	3.0 Min/Call	997 Calls	\$ 746.91
Extension	309	3.0 Min/Call	666 Calls	\$ 508.12
Extension	311	3.1 Min/Call	120 Calls	\$ 28.20

=====  
 Grand Totals 4017 Calls \$ 3127.70

**Cost Center Report:**

Cost Center 2: SERVICE as of 7/06 at 9:01 We  
 Calls start on 6/03 at 0:00

Extension	315	3.6 Min/Call	60 Calls	\$ 18.80
Extension	316	5.8 Min/Call	262 Calls	\$ 110.31
Extension	317	5.6 Min/Call	517 Calls	\$ 100.74
Extension	318	5.1 Min/Call	504 Calls	\$ 288.94
Extension	325	4.3 Min/Call	132 Calls	\$ 49.64

=====  
 Department 7: SERVICE 1475 Calls \$ 568.43

=====  
 Grand Totals 1475 Calls \$ 568.43

## **K. A Menu of Exception and Graphic Reports**

**Purpose:** This selection will print a menu of available Exception and Graphic Reports.

1. Activate **MGMT. ACCESS**. (See Page 5.)
2. Press the **EXCEPTN. REPORT** Key. The display will read "EXCEPTION #".
3. Enter **0**.
4. Press **ENTER**. (A menu of Exception and Graphic Reports will be printed.)

The following lists the information you will receive plus an explanation of each available selection:

1 - Duration	(DURATION OVER/UNDER N MINUTES)
2 - Charge	(CHARGE OVER /UNDER SELECTED \$NN.NN DOLLARS)
3 - Area Code	(AREA CODE DIALED)
4 - Area Code + Exchange	(AREA CODE PLUS EXCHANGE DIALED, AREA CODE IS OPTIONAL)
5 - Telephone Number	(PHONE NUMBER DIALED)
6 - Hour	(TIME OF DAY)
7 - N Longest	(N LONGEST CALLS)
8 - N Most Expensive	(N MOST EXPENSIVE CALLS)
9 - Trunk	(REPORT BY TRUNK)
Multiple Parameters:	
10 - AND	(MULTIPLE PARAMETERS USING, "AND" LOGIC)
11 - OR	(MULTIPLE PARAMETERS USING "OR" LOGIC)
Numbers called over N times:	
12 - Each Extension	(NUMBERS CALLED OVER N TIMES FOR EACH EXTENSION)
13 - All Calls	(NUMBERS CALLED OVER N TIMES FOR ENTIRE ORGANIZATION)
Graphic Report For:	
1 - Area Code	(TOTAL DURATION BY AREA CODE)
2 - Hour	(NUMBER OF CALLS BY HOUR OF DAY)
3 - State	(TOTAL DURATION OF CALLS BY STATE)

---

## L. Exception Reports

---

**Purpose:** The Exception Report feature allows you to generate reports based on selected parameters.

This is one of the most powerful features of the TEL-SENSE call accounting system. The user will be able to view highly specific information in the data by defining parameters properly. You will be able to view the data in virtually an unlimited number of ways.

**Note:** Exception Report selection 0 will give a menu of all the Exception and Graphic Reports available. See Report Section K—A Menu of Exception and Graphic Reports.

1. Activate **MGMT. ACCESS**. (See Page 5.)
2. For optional report parameters, see Reports Section O. (Page 50.)
3. Press the **EXCEPTN. REPORT** Key.
4. Enter the **EXCEPTION REPORT # (0 through 13)** where:

- 0 = A Menu of Exception and Graphic Reports
- 1 = Duration Over/Under N Minutes
- 2 = Charge Over/Under Selected \$NN.NN Dollars
- 3 = Area Code Dialed
- 4 = Area Code Plus Exchange Dialed (Area Code is Optional)
- 5 = Phone Number Dialed
- 6 = Time of Day
- 7 = N Longest Calls
- 8 = N Most Expensive Calls

Continued—

- 9 = Report by Trunk
- 10 = Multiple Parameters Using "AND" Logic
- 11 = Multiple Parameters Using "OR" Logic
- 12 = Numbers Called Over N Times For Each Extension
- 13 = Numbers Called Over N Times For Entire Organization

5. Press ENTER.

Each separate Exception Report is explained in detail below. The instructions for each will explain the parameters available and guide you through the easy-to-follow input steps.

**Note:** With large amounts of call data, Exception Reports can be time consuming. Be patient—the system is still working, analyzing and storing call data in memory. No calls will be lost while reports are printing.

### EXCEPTION REPORT #1

#### Duration Over/Under N Minutes

1. Activate **MGMT. ACCESS**. (See Page 5.)
2. For optional report parameters, see Reports Section O. (Page 50.)
3. Press the **EXCEPTN. REPORT** Key. The system will display "EXCEPTION #".
4. Enter 1 for Exception Report #1.
5. Press ENTER. The system will display: "SUM OR DET?".
6. Press either the **SUMMARY** Key for a Summary Report, or the **DETAIL** Key for a Detail Report, or the **NO** Key for a Totals Report then proceed directly to Step 7.

**OR**

Press the **YES** Key for an Inverted Report. The system will display "—SUM OR DET?". Press either **SUMMARY** for an Inverted Summary Report, **DETAIL** for an Inverted Detail Report or **NO** for an Inverted Totals Report.

7. The system will display "MINUTES OVER?" Enter the NUMBER OF MINUTES (0 to 544) and all calls with duration greater than or equal to this selected number will be identified, unless you are doing an Inverted Report, in which case the system will show all calls with a duration *less than* the selected number.

**Note:** For *all calls*, regardless of duration, enter 0 at the prompt "MINUTES OVER?".

8. Press ENTER. (The report will print.)

**EXAMPLE #1:** For a Detail Report on all calls 15 minutes or longer:

1. Press the **EXCEPTN. REPORT** Key
2. Enter 1

3. Press ENTER
4. Press the DETAIL Key
5. Enter 15
6. Press ENTER (The report will print.)

An example of this report is shown below:

Report for Duration Over 15 Minutes on 7/07 at 2:27PM Th  
Calls start on 0/00 at 12:00AM

Date	Time	Dept	Ext	Account	Type	Trunk	State	# Called	Min	Charges
7/06	9:08AM	1-01	310		LDist	12	UT	(801)765-9852	31	\$ 11.27
7/06	8:04AM	1-01	310		LDist	13	UT	(801)993-2155	29	\$ 11.72
7/07	10:01AM	1-01	311		WATS	16			19	\$ 1.96
7/07	10:25AM	1-01	312		Info	15	CA	(714)555-1212	40	\$ 0.70
7/07	8:00AM	1-01	312		WATS	16			38	\$ 3.91
7/07	2:26PM	1-02	210		Local	11		356-6250	20	\$ 0.15
7/06	8:04AM	5-03	211		WATS	12	UT	(801)953-2104	42	\$ 4.76
Total Time:		219.				7 Calls				\$ 34.47

**EXAMPLE #2:** For an Inverted Report in Summary on all calls less than 15 minutes:

1. Press the EXCEPTN. REPORT Key
2. Enter 1
3. Press ENTER
4. Press YES
5. Press SUMMARY
6. Enter 15
7. Press ENTER

An example of this report is shown below:

Inverse Report for Duration Over 15 Minutes on 7/07 at 2:28PM Th  
Calls start on 0/00 at 12:00AM

Extension	312	10 Minutes	1 Calls	\$ 5.03
Extension	210	16 Minutes	2 Calls	\$ 0.50
Extension	211	25 Minutes	3 Calls	\$ 18.73
Total Time:		51.	6 Calls	\$ 24.26



**EXAMPLE #3:** For a Totals Report of all calls 20 minutes or longer:

1. Press the **EXCEPTN. REPORT** Key
2. Enter 1
3. Press **ENTER**
4. Press **NO**
5. Enter 20
6. Press **ENTER**

An example of this report is shown below:

Report for Duration Over 20 Minutes on 7/07 at 2:29PM Th  
Calls start on 0/00 at 12:00AM

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Total Time:	200.	6 Calls	\$ 32.51
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### EXCEPTION REPORT #2

#### Charge Over/Under Selected \$NN.NN Dollars

1. Activate **MGMT. ACCESS**. (See Page 5.)
2. For optional report parameters, see Reports Section O. (Page 50.)
3. Press the **EXCEPTN. REPORT** Key. The system will display "EXCEPTION #".
4. Enter 2 for Exception Report #2.
5. Press **ENTER**. The system will display: "SUM OR DET?"
6. Press either the **SUMMARY** Key for a Summary Report, or the **DETAIL** Key for a Detail Report, or the **NO** Key for a Totals Report then proceed directly to Step 7.

**OR**

Press the **YES** Key for an Inverted Report. The system will display "—SUM OR DET?". Press either **SUMMARY** for an Inverted Summary Report, **DETAIL** for an Inverted Detail Report or **NO** for an Inverted Totals Report.

7. The system will display "CHARGE OVER?". Enter the exact amount (0 to 99.99) you wish to use, in dollars and cents using the decimal point.

**Note:** Amounts up to \$99.99 may be entered. For even dollars, it is not necessary to use the decimal and cents digits. For all calls, including no cost calls, enter as 0.

8. Press **ENTER**. (The report will print.)

**EXAMPLE #1:** For a Summary Report of calls over \$14.50:

1. Press the **EXCEPTN. REPORT** Key
2. Enter 2
3. Press **ENTER**
4. Press the **SUMMARY** Key
5. Enter 14.50
6. Press **ENTER** (The report will print.)

An example of this report is shown below:

Report for Charge Over \$14.50 on 7/07 at 2:33PM Th  
Calls start on 0/00 at 12:00AM

---

Extension	211	11 Minutes	1 Calls	\$ 18.43
<b>Total Time:</b>	<b>11.</b>		<b>1 Calls</b>	<b>\$ 18.43</b>

**EXAMPLE #2:** For an Inverted Totals Report for all calls under \$2.00:

1. Press the **EXCEPTN. REPORT** Key
2. Enter 2
3. Press **ENTER**
4. Press the **YES** Key
5. Press the **NO** Key
6. Enter 2
7. Press **ENTER** (The report will print.)

An example of this report is shown below:

Inverse Report for Charge Over \$2.00 on 7/07 at 2:35PM Th  
Calls start on 0/00 at 12:00AM

---

<b>Total Time:</b>	<b>109.</b>		<b>7 Calls</b>	<b>\$ 3.61</b>
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**EXCEPTION REPORT #3****Area Code Dialed**

1. Activate **MGMT. ACCESS**. (See Page 5.)
2. For optional report parameters, see Reports Section O. (Page 50.)
3. Press the **EXCEPTN. REPORT** Key. The system will display "EXCEPTION #".
4. Enter 3 for Exception Report #3.
5. Press **ENTER**. The system will display: "SUM OR DET?"
6. Press either the **SUMMARY** Key for a Summary Report, or the **DETAIL** Key for a Detail Report, or the **NO** Key for a Totals Report then proceed directly to Step 7.

**OR**

Press the **YES** Key for an Inverted Report. The system will display "—SUM OR DET?". Press either **SUMMARY** for an Inverted Summary Report, **DETAIL** for an Inverted Detail Report or **NO** for an Inverted Totals Report.

7. The system will display "AREA CODE?". Enter the AREA CODE (3 digits) selected.
8. Press **ENTER**.

**EXAMPLE #1:** For a Summary Report of "415" area code numbers:

1. Press the **EXCEPTN. REPORT** Key
2. Enter 3
3. Press **ENTER**
4. Press **SUMMARY**
5. Enter 415
6. Press **ENTER** (The report will print.)

An example of this report is shown below:

Report for Area Code: 415 on 7/07 at 4:41PM Th  
Calls start on 0/00 at 12:00AM

Extension 310	24 Minutes	1 Calls	\$ 11.25
Extension 212	15 Minutes	1 Calls	\$ 1.71
<b>Total Time:</b>	<b>39.</b>	<b>2 Calls</b>	<b>\$ 12.96</b>

**EXCEPTION REPORT #4****Area Code Plus Exchange Dialect (Area Code is Optional)**

1. Activate **MGMT. ACCESS**. (See Page 5.)
2. For optional report parameters, see Reports Section O. (Page 50.)
3. Press the **EXCEPTN. REPORT** Key. The system will display "EXCEPTION #".
4. Enter **4** for Exception Report #4.
5. Press **ENTER**. The system will display: "SUM OR DET?".
6. Press either the **SUMMARY** Key for a Summary Report, or the **DETAIL** Key for a Detail Report, or the **NO** Key for a Totals Report then proceed directly to Step 7.  
**OR**

Press the **YES** Key for an Inverted Report. The system will display "—SUM OR DET?". Press either **SUMMARY** for an Inverted Summary Report, **DETAIL** for an Inverted Detail Report or **NO** for an Inverted Totals Report.

7. The system will display: "A.C.-EXCH?". Enter the **AREA CODE—EXCHANGE**, noting that a hyphen must be entered between the Area Code and the Exchange.

**Note:** If you do not want to specify an Area Code, but want to see all call records of a selected Exchange, enter the exchange only and the system will print a report showing all calls to that Exchange whenever it appears, regardless of the Area Code.

8. Press **ENTER**. (The report will print.)

**EXAMPLE #1:** For a Detail Report of all calls in Area Code 801 and Exchange 561:

1. Press the **EXCEPTN. REPORT** Key
2. Enter **4**
3. Press **ENTER**
4. Press the **DETAIL** Key
5. Enter **801—561**
6. Press **ENTER** (The report will print.) An example of this report is shown below:

Report for Phone Number: (801)561-???? on 7/06 at 10:54 We  
Calls start on 6/03 at 0:00

Date	Time	Dept	Ext	Account	Type	Trunk	State	#	Filed	Min	Charges
7/05	12:11	1-04	307		Local	12			561-4717	2	\$ 0.00
6/20	13:26	1-04	307		Local	12			561-4717	6	\$ 0.00
7/06	10:50	2-07	316	000635567	Local	10			561-8527	3	\$ 0.00
Total Time:		11.		3 Calls						\$	0.00

**EXAMPLE #2:** For a Detail Report of all calls to Exchange 658 regardless of Area Code:

1. Press the **EXCEPTN. REPORT** Key
2. Enter 4
3. Press **ENTER**
4. Press the **DETAIL** Key
5. Enter 658
6. Press **ENTER** (The report will print.)

**REMEMBER!** Always enter a hyphen (—) between the Area Code and the Exchange.

An example of this report is shown below:

Report for Phone Number: ( 0)658-???? on 7/06 at 10:56 We  
Calls start on 6/03 at 0:00

Date	Time	Dept	Ext	Account	Type	Trunk	State	# Called	Min	Charges
7/05	8:54	1-02	302		LDist	2	GA	(404)658-1000	2	\$ 0.62
7/01	7:58	1-02	308		LDist	3	VT	(802)658-1711	3	\$ 0.62
6/21	7:37	1-02	308		LDist	3	VT	(802)658-1711	4	\$ 0.62
6/20	11:35	1-02	308		LDist	3	VT	(802)658-1711	3	\$ 0.95
<b>Total Time:</b>		12.				<b>4 Calls</b>				<b>\$ 2.81</b>

### EXCEPTION REPORT #5

#### Phone Number Dialed

1. Activate **MGMT. ACCESS**. (See Page 5.)
2. For optional report parameters, see Reports Section O. (Page 50.)
3. Press the **EXCEPTN. REPORT** Key. The system will display "EXCEPTION #".
4. Enter 5 for Exception Report #5.
5. Press **ENTER**. The system will display: "SUM OR DET?".
6. Press either the **SUMMARY** Key for a Summary Report, or the **DETAIL** Key for a Detail Report, or the **NO** Key for a Totals Report then proceed directly to Step 7

**OR**

Press the **YES** Key for an Inverted Report. The system will display "—SUM or DET?". Press either **SUMMARY** for an Inverted Summary Report, **DETAIL** for an Inverted Detail Report or **NO** for an Inverted Totals Report.

7. The system will display "TEL NUMBER?" Enter the AREA CODE—NUMBER, remembering the hyphen between the Area Code and the rest of the telephone number. (NO hyphen between exchange and the last four digits of the number.) You may also enter **ONLY** the TELEPHONE NUMBER without the Area Code for a report showing all calls to that specified number regardless of the Area Code.
8. Press ENTER.

**EXAMPLE:** For a Summary Report of all calls in Area Code 312 to the number 555-1212:

1. Press the EXCEPTN. REPORT Key
2. Enter 5
3. Press ENTER
4. Press the SUMMARY Key
5. Enter 312—5551212
6. Press ENTER (The report will print.)

**CAUTION:** You must put a hyphen between the Area Code and Exchange, but DO NOT put a hyphen between the exchange and the rest of the number.

**Note:** To print a report of all calls made to the phone number 555-1212 regardless of the Area Code, enter 5551212 at Example Step 5.

An example of this report is shown below:

```

Report for Phone Number: (312)555-1212 on 7/06 at 10:58 We
Calls start on 6/03 at 0:00
=====
Extension 313          1 minutes          1 Calls          $ 0.00
Extension 308          1 Minutes          1 Calls          $ 0.60
Total Time:      2.              2 Calls          $ 0.60

```

## EXCEPTION REPORT #6

### Time of Day

1. Activate MGMT. ACCESS. (See Page 5.)
2. For optional report parameters, see Reports Section O. (Page 50.)
3. Press the EXCEPTN. REPORT Key. The system will display "EXCEPTION #".