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# INTRODUCTION

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The purpose of this addendum is to supplement the existing INN-FORM XL BASIC Manual with the information that pertains strictly to the INN-FORM XL with Reports capabilities.

## OVERVIEW

The INN-FORM XL with Reports version contains all of the features of the INN-FORM XL BASIC except, instead of relaying the processed call records to a property management system (PMS), the calls are stored in on-board memory. Various summary and detail reports can then be printed using the stored call records. The INN-FORM XL with Reports has the ability of storing over 1,800 guest and administrative call records.

# REPORTS

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## START-UP (OR RESET) REPORT

When the system is first turned on, the printer will print a Start-up Report which includes: the site information, the sites area code and exchange, the serial number; the software release number; the model name, the Property Management System type, the memory size, the date, time, and day of the week, the current mode, the programmed options, and the copyright information. This report appears every time you reset or power-up your system (See Figure 1).

*NOTE: Resetting the system causes all telephone call data that has not yet been processed and stored in the system's memory to be erased.*

```
*****  
TEL Inn of Everybody's Town U.S.A. 801-756 #C356012345  
Release 18.0 INN-FORM XL with 1887 call records, 7/23 at 5:07PM We  
Mode 0. Options: Print Audit Trail, Ram Setup  
          (c) 1986-2005 TEL electronics, inc. DM: 2  
*****
```

**Figure 1:** Start-up (or Reset) Report

## ACTIVITY REPORTS

The Activity Reports summarizes all telephone activity during any one of five selected periods (as defined by you).

## INN-FORM XL WITH REPORTS

This report summarizes telephone activity into the following information: four types of calls, number of calls, average time per call, cost of calls, tax applied to cost, rebilling charges, sales tax on charges and gross profit.

The information on a specific Activity Report will only be cleared when performing an Activity Report Clear. For more information, refer to Activity Report Clear.

**> To print an Activity Report:**

Step 1. Press **ACTIVITY REPORT**. The system will display “REPORT #”

Step 2. Enter the report number (1 through 5).

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

**EXAMPLE:**

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

This is only an example! You could select other periods such as: shifts, accounting periods, etc. Each Activity Report time period can be set to cover any length of time desired depending on how often the report is cleared.

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

Activity Report #1, from 9/12 at 3:13PM thru 9/12 at 3:19pm							
Type	Count	Avg	Cost	Tax	Charged	Tax	Profit
-----							
Guest Extensions:							
Local Calls	31.	14.4	0.00	0.00	5.00	0.00	5.00
Toll Calls	34.	7.5	165.70	4.95	307.62	0.00	136.97
Oper. Calls	21.	2.7	0.00	0.00	14.00	0.00	14.00
Other Calls	0.	0.0	0.00	0.00	0.00	0.00	0.00
Total Calls	86.	8.8	165.70	4.95	326.62	0.00	155.97
-----							
Non-Billable Extensions:							
Local Calls	2.	6.5	0.00	0.00	0.00	0.00	0.00
Toll Calls	2.	8.0	12.32	0.36	0.00	0.00	-12.68
Oper. Calls	0.	0.0	0.00	0.00	0.00	0.00	0.00
Other Calls	0.	0.0	0.00	0.00	0.00	0.00	0.00
Total Calls	0.	7.3	12.32	0.36	0.00	0.00	-12.68
-----							
Grand Total	90.	8.7	178.02	5.31	326.62	0.00	143.29

**Figure 2: Daily Activity Report**

## ACTIVITY REPORT CLEAR

This **ACTIVITY REPORT CLEAR** key clears the data for a specific Activity Report and begins a new report time frame.

**NOTE:** If Report 1 is to be a daily report, then the report can be printed anytime, but must be cleared daily. Report 5 might be a yearly report and may be printed whenever you wish to see the information that has been collected year-to-date, but must be cleared once a year.

### > To clear an Activity Report:

Step 1. Press **ACTIVITY REPORT CLEAR**. The system will display, "CLEAR REPORT#"

## INN-FORM XL WITH REPORTS

Step 2. Enter the report number (1 through 5) that is to be cleared.

**EXAMPLE:**

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

This is only an example! You could select other periods such as: shifts, accounting periods, etc. Each Activity Report time period can be set to cover any length of time desired depending on how often the report is cleared.

Step 3. Press **ENTER**. (The Activity Report selected will be cleared and a new set of data will begin to accumulate.)

Cleared out call totals for report #1 on 8/07 at 11:25AM Mon
--

**EXAMPLE: Activity Report Clear**

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

**CHECK OUT**

The **CHECK OUT** key will check out an extension (or room) and, if desired, will provide the telephone call charges that are stored in memory for that extension or room. In the event that no calls have been accumulated for that room, the system will display, "NO CALL".

> **To print out a Check Out Report:**

- Step 1. Press **CHECK OUT**. The system will display, "CHECK OUT#".
- Step 2. Enter the extension (or room) number (0 to 29999).
- Step 3. Press **ENTER**.
- Step 4. The system will display the total charges for the extension or room and ask if you wish to print such as, "\$19.09, PRINT?"
- Step 5. Press **YES**. (A Check Out Report will print showing all calls for that room or extension.)

Extension Check Out						
TEL INN UTAH, Telephone Charges For Extension 214						
Date	Time	Type of Call	State	#Called	Length	Charges
9/12	3:18PM	long distance	FL	(813)234-5678	4	\$ 3.10
9/12	3:19PM	long distance	FL	(813)567-8901	3	\$ 2.71
9/12	at 3:31PM	Wed Total Calls		2.	Total Charges	\$ 5.81

**Figure 3:** Detailed Check Out Report

Or, press **NO** and a one line Check Out Report will print.

Check out: Room 1110, charges: \$19.09
--

**Figure 4:** One Line Check Out Report



Once an extension (or room) has been checked out, the Credit Limit for that extension or room will be erased. The calls will appear on Extension Audit Reports, but not on Extension Reports or Current Call Reports.

## **UNDO CHECK OUT**

The **UNDO CHECK OUT** key allows you to restore the calls for an extension (or room) which was checked out by mistake. This action can be taken any time prior to an Extension Audit Report or before more calls have been stored in memory for that specific extension. After a room has been checked out and an Extension Audit has been taken, the memory is erased and calls cannot be retrieved.

### **> To clear a Check Out:**

- Step 1. Press UNDO CHECK OUT. The system will display, "RESTORE EXT. #"
- Step 2. Enter the extension (or room) number (0 to 29999).
- Step 3. Press ENTER.
- Step 4. Any calls for this extension (or 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 similar to the following:

Retrieved 3 calls for extension 212
-------------------------------------

**EXAMPLE:** Retrieved Calls Message

## **INN-FORM XL WITH REPORTS**

An Undo Check Out will restore all calls to an extension (or room), but the Credit Limit will need to be reset. Restored calls will again appear on Extension Reports and Current Call Reports, but not on Extension Audit Reports.

## **CREDIT LIMIT**

The **CREDIT LIMIT** key will allow you to establish a credit limit and a mark-up adjustment for any extension (or room). Changes made with this key only effect calls made after the credit limit or mark-up adjustment percentage is entered.

If a credit limit is not entered for a specific extension (or room), the system assumes unlimited credit. The system will sound an alarm and print a warning message if you assign or change a credit limit for an extension (or room) that has not been checked out, or when a specific extension (or room) exceeds their credit limit. The credit limit is removed when an extension (or room) is checked out.

- Step 1. Press **CREDIT LIMIT**. The system will display, "CHECK IN"
- Step 2. Enter the extension (or room) number.
- Step 3. Press **ENTER**. The system will display, "MAX \$"
- 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. (See example below.)

Step 6. The system will display, "MARK-UP ADJ%?" Enter the mark-up adjustment percentage amount. (If a mark-up adjustment is not desired, enter 0.)

Step 7. Press **ENTER**.

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

### **Figure 5: Credit Limit Message**

The mark-up adjustment is an extension (or room) specific percentage added to the charge of a call. A call can have a mark-up adjustment ranging from a negative 100 percent to a positive 100 percent.

***NOTE:** The mark-up adjustment is in addition to any programmed system wide charges, i.e. cost adjustments, mark-ups or surcharges. (See Programs 3, 4 and 5.)*

Entering a “-100” mark-up adjustment percentage would allow you to give a preferred customer their telephone calls at cost. Any programmed system wide charges (cost adjustments, mark-ups or surcharges) would not be included because of the -100%.

Entering a “50” mark-up adjustment percentage would add 50% to any programmed system wide charges to an extension or room.

**EXAMPLE:** The telephone company charges \$1.00 for a call. Your INN-FORM XL takes that \$1.00 and adds 50 cents in programmed system wide charges to the call for a total of \$1.50. If you had entered a 50% mark-up adjustment for this Extension or room, the system would add an additional 25 cents (25 cents being 50% of the previous 50 cent programmed system wide charges) for a total charge of \$1.75.

If the mark-up adjustment percentage is not entered for a specific extension (or room) 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.

## **CURRENT CALL REPORT**

The **CURRENT CALL REPORT** key will allow you to print a report of all "current calls" accumulated in the system memory. Current calls are calls that have not yet been checked out. This report shows the number of calls, charges, credit limits and mark-up adjustments for all extensions with calls.

### **> To print a Current Call Report:**

- Step 1. Press **CURRENT CALL REPORT**. (The Current Call Report will print as follows.)

**NOTE:** An asterisk signifies an administrative extension.

Current Call Report 9/12 at 3:33PM Wed					
Extension	Calls	Charge	Charge Limit	Mark-up	Adj.
105	4	12.40	none	0%	
112	4	14.00	none	0%	
114	3	3.00	none	0%	
205	3	3.00	none	0%	
214	2	5.81	none	0%	
223	50	40.63	none	0%	
333	6	46.22	none	0%	
340	4	116.76	none	0%	
350	4	94.60	none	0%	
2311	8	69.32	none	0%	
-----					
Total Calls:	88.		Total Charges:	405.74	

**Figure 6:** Current Call Report

## **EXTENSION REPORT**

This report presents calling information for a selected extension (or room) number. This report is identical to a Check Out Report except that the guest is not checked out. Thus, this report gives a status report on calls for a selected extension (or room) up to the time of the report. In the event that no calls have been accumulated for that room, the system will display, "NO CALL".

### **> To print an Extension Report:**

- Step 1. Press **EXT. REPORT**. The system will display, "EXTENSION #".
- Step 2. Enter the extension (or room) number (0 through 29999).
- Step 3. Press **ENTER**. (All calls for the selected extension will be printed.)

TEL INN UTAH, Telephone Charges For Extension 214						
Date	Time	Type of Call	State	#Called	Length	Charges
9/12	3:39PM	long distance	FL	(813)234-5678	4	\$ 3.10
9/12	3:40PM	long distance	FL	(813)987-6543	3	\$ 2.71
9/12 at 3:45PM Wed Total Calls 2.					Total Charges	\$ 5.81

**Figure 7: Extension Report**

## **EXTENSION AUDIT REPORT**

An Extension Audit Report (**EXT. AUDIT**) provides call record information on all extensions in either summary or detail. It also erases checked out and administrative call records to provide room for more calls to be processed. This report must be generated periodically for the system to function properly.

***NOTE:** Do not activate this report until all other desired reports are printed. This report erases call records from the memory records which cannot be restored. If the **EXT. AUDIT** key has been pressed in error, press **CANCEL** immediately. The information that appears on the Activity and Trunk Reports is not erased by an audit. It will only be cleared when the **ACTIVITY REPORT CLEAR** or **TRUNK REPORT CLEAR** key is used.*

When the Extension Audit Report is initiated, all checked out and administrative call records for that specified period are printed and 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 report or a copy of the one just completed.

## **INN-FORM XL WITH REPORTS**

After each report, the "ANOTHER?" prompt appears. When all desired Audit Reports are complete and you press **NO**, the flagged call records are erased from memory.

**> To print an Extension Audit Report:**

Step 1. Press **EXT. AUDIT**. The system will beep twice and read, "WARNING-ERASES!". followed by the 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 function without loss of call records.*

Step 2. Press **SUMMARY** for a summary report or press **DETAIL** for a detail report. (the Extension Audit Report will print.) The system will display, ANOTHER?"

Step 3. Press **YES** if another Extension Audit Report is needed, then return to Step 2, 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.

***NOTE:** Do not answer **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.*

TEL INN UTAH

Night Audit Report for 1/01 at 12:00AM to 9/12 at 3:46PM

-----Checked Out Guest Calls-----  
\*\*\*\*\*Guest Extension 112 had 5 Calls. Charges \$ 17.50  
\*\*\*\*\*Guest Extension 214 had 10 Calls. Charges \$ 29.05  
\*\*\*\*\*Guest Extension 333 had 6 Calls. Charges \$ 46.22

Checked Out Calls 21. Total Charges \$ 92.77

---

\*\*\*\*\*Total Calls 21. Total Charges \$ 92.77  
Night audit period last time set to 9/12 at 3:46PM  
21 checked-out calls were permanently erased

**Figure 8: Extension Audit Report**

## **MULTIPLE REPORTS**

This powerful feature allows a series of reports to be defined and entered into the system as a Multiple Report. Six such Multiple Reports may be created. These reports may be printed as needed and may be redefined at any time.

The concept behind a Multiple Report is to streamline the time necessary to set up and generate the reports you use frequently. Instead of printing an Activity Report, a Trunk Report and a Current Call Report individually, you could define a Multiple Report to print them all at once!

The individual reports that are programmed into a Multiple Report can be programmed to loop on a range of numbers and produce several reports instead of just one. (See Program 27, The Universal Number Loop.)

Here are a few time-savings steps before defining a Multiple Report:

## **INN-FORM XL WITH REPORTS**



- Decide which reports will be included in a Multiple Report.
- List the keystrokes necessary to run each report in the order that they occur.

> **To define a Multiple Report:**

Step 1. After you've entered your Management Access Code, press **MULTI REPORTS**. The system will display, "REPORT".

*NOTE: Entering a 0 at the "REPORT#" prompt clears all defined Multiple Reports*

Step 2. Enter a dash (-) 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 desired reports.

Step 5. Press **CANCEL** to end the report definition.

As you enter your series of keystrokes, a letter or symbol representing each keystroke will appear in the display. (See Figure 10.) Each report can be assigned 45 keystrokes. When you have used the 45 keystrokes, the system will not accept additional entries.

If you make an error while entering keystrokes, use the **DELETE** key to backspace. If a report has been defined incorrectly, you may redefine it by following the definition procedure. To verify that input has been accurate, print a listing of the Multiple Report definitions.

> **To print Multiple Report Definitions:**

- Step 1. After you've entered your management access code: Press **MULTI REPORTS**. The system will display, "REPORT".
- Step 2. Press **7**. The system will print out the associated code for each keystroke used in each of the six Multiple Reports.

Auto Reports	
1:	F2
2:	
3:	
4:	
5:	P27
6:	JE

**Figure 9:** Multiple Report #7.

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	Associated Code
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
UNDO CHECK OUT	M
CURRENT CALL REPORT	N
EXT. AUDIT	O
PROGRAM	P
MODE SET	Q
TIME SET	R
DATE SET	S
MEMORY	T
MGMT. ACCESS	U
MULTI REPORTS	W
ENTER	<
DECIMAL	"."
HYPHEN AND NUMERIC KEYS	As Entered

**Figure 10.** Function Key Associated Code Chart

The following example will define Multiple Report 1 for the following:

- (1) Activity Report 2 to print and clear
- (2) Trunk Report 1 to print and clear
- (3) A Current Call Report

Refer to Figure 11 for the keystrokes necessary to define the previously suggested reports and parameters.

## > To define Multiple Report 1:

Step 1. After you've entered your management access code: Press **MULTI REPORTS**.

Step 2. Enter **-1** and press **ENTER**.

Step 3. Enter the keystrokes shown in Figure 11.

ASSOCIATED KEYSTROKE	CODES	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
(9)	ENTER	<	#1
(10)	TRUNK REPORT CLEAR	L	This clears
(11)	1	1	Trunk Report
(12)	ENTER	<	#1
(13)	CURRENT CALL REPORT	N	This Prints a
			Current Call
			Report
(14)	CANCEL		Ends

**Figure 11.** Automatic Multiple Report Definitions

After the definition is completed, Multiple Report 1 will include the Activity Report, the Trunk Report, and the Current Call Report.

## > **Example of Multiple Report 1:**

- Step 1. After you've entered your management access code: Press **MULTI REPORTS**. The system will display, "REPORT"
- Step 2. Enter the number of the previously defined report (1 through 6). In this case, **1**.
- Step 3. Press **ENTER**. Each defined report would print.

A few important things to remember about Multiple Reports:

- Defined Multiple Reports do not clear when exiting Management Access.
- Program 12, Set Factory Defaults, clears all Multiple Report programming.
- Management Access is needed to define a Multiple Report, but not to run it.
- If the functions performed by a Multiple Report require Management Access, placing the unit in Management Access should be the first function defined.

## **TRUNK REPORTS**

The INN-FORM XL is equipped to handle up to 80 Trunks. The trunk report option will print a report summarizing all telephone activity for each trunk during any one of four selected periods. (The periods are defined by how often the report is cleared.)

## **INN-FORM XL WITH REPORTS**

***NOTE:** If Report 1 is to be a daily report, then the report can be printed any time, but must be cleared daily. Report 4 might be a yearly report and may be printed whenever you wish to see the information that has been collected year-to-date but must be cleared once a year.*

**> To Print a Trunk Report:**

- Step 1. After you've entered your management access code: Press **TRUNK REPORT**. The system will display, "REPORT"
- Step 2. Enter the report number (1 through 4).
- Step 3. Press **ENTER**. (The Trunk Report will print.)

**EXAMPLE:**

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

This is only an example! You could select other periods such as: shifts, accounting periods, etc. Each Trunk Report time period can be set to cover any length of time desired depending on how often the report is cleared.

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

Trunk Report #1, from 9/12 at 3:13 PM thru 9/12 at 3:54PM  
 Trunk Count Total Time Total Cost Time/Call Cost/Call Cost/Min.

0	60.	846.	0.00	14.1	0.00	0.000
2	90.	528.	307.62	5.9	3.42	0.583
3	18.	132.	6.66	7.3	0.37	0.051
6	6.	12.	9.54	2.0	1.59	0.795
8	6.	54.	42.84	9.0	7.14	0.793
Totals:	180.	1572.	366.66	8.7	2.04	0.233

**Figure 12: Daily Trunk Report**

## TRUNK REPORT CLEAR

This key clears the data and sets the time period for new data accumulation for a specified Trunk Report. This defines a new report time frame.

***NOTE:** If Report 1 is to be a daily report, then the report can be printed any time, but must be cleared daily. Report 4 might be a yearly report and may be printed whenever you wish to see the information that has been collected year-to-date but must be cleared once a year.*

Each report will accumulate data until it is cleared. The time period for accumulation of data is set by how often the report is cleared.

### > To clear a Trunk Report:

Step 1. After you've entered your management access code: Press **TRUNK REPORT CLEAR**. The system will display, "CLEAR REPORT #".

Step 2. Enter the report number (1 through 4) that is to be cleared.

**EXAMPLE:**

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

This is only an example! You could select other periods such as: shifts, accounting periods, etc. Each Trunk Report time period can be set to cover any length of time desired depending on how often the report is cleared.

Step 3. Press **ENTER**. (The Trunk Report selected will be cleared and a new set of data will begin to accumulate.)

Cleared out trunk totals for report #1 on 8/07 at 11:25AM Mon
---

**EXAMPLE:** Trunk Report Clear

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



# PROGRAMS

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## PROGRAM 1 - FIXED RATES

A fixed rate is a system wide cost per call you can place on certain types of calls. This program allows you to adjust that fee.

### > To run Program 1:

Step 1. After you've entered your management access code: Press **PROGRAM**. The system will display, "PROGRAM".

Step 2. Enter **1** and press **ENTER**. The system will display, "FIXED RATE #".

Step 3. Enter a number (1 through 8) where:

- 1 = Local Calls
- 2 = Operator Assisted Calls
- 3 = Local Information
- 4 = In-state Information
- 5 = U.S. Information
- 6 = 1- (8XX) Calls
- 7 = 1- (900) Calls
- 8 = Incoming Calls

Step 4. Press **ENTER**. The system will ask for the selected rate number, such as, "RATE 6?"

Step 5. Enter the rate for that selected category in cents, or in dollars and cents using the decimal point where appropriate (0 through 99.96).

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

Step 6. Press **ENTER**.

It is possible to store and print, in the Audit Trail, no charge fixed rate calls in special ways independent of the settings of Programs 6 and 8. Entering the amounts listed below as fixed rate charges for any of the fixed rate calls which have no charge (fixed rate calls 1 through 8) indicates a zero charge call, which will be treated differently.

<u>Charges</u>	<u>Action</u>
\$99.99	Printed
\$99.98	Printed but no stored
\$99.97	Not printed or stored

*Note: For more general control over printing regular toll calls, see Program 6 in INN-FORM XL BASIC manual.*

## **PROGRAM 7 - PRINT AUDIT TRAIL**

An Audit Trail is a printed report of each call processed. Use this program to have the system print or not print an Audit Trail as calls occur.

> **To run Program 7:**

Step 1. Press **PROGRAM**. The system will display, "PROGRAM #".

Step 2. Enter **7** and press **ENTER**. The system will display, "AUDIT TRAIL?".

Step 3. Press **YES** to print the Audit Trail or press **NO** to skip to Audit Trail.

## **PROGRAM 8 - STORE NO CHARGE CALLS (YES/NO)**

A no charge call is a call that incurs no charge, i.e., incoming and internal calls.

This program allows you to store or not store calls with no charge in the system's memory. General call data is always 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 that you have a complete record of data about telephone traffic for your property. The disadvantage of storing all no charge calls is that reports are longer and memory will be used which could be used for charged calls.

### **> To run Program 8:**

Step 1. After you've entered your management access code: Press **PROGRAM**. The system will display, "PROGRAM #".

Step 2. Enter **8** and press **ENTER**. The system will display "STORE 0\$?".

Step 3. Press **YES** to store details for all no charge calls or **NO** to store only summary data.

## **PROGRAM 9 - STORE ADMINISTRATIVE CALLS**

An administrative call is a call that comes from an administrative extension (see Program 21) and is priced at cost. This program allows you to store or not store administrative calls.

### **> To run Program 9:**

Step 1. After you've entered your management access code: Press **PROGRAM**. The system will display, "PROGRAM #".

Step 2. Enter **9** and press **ENTER**. The system will display, "STORE ADMIN?"

Step 3. 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 8 and Program 9 are set to YES.*

## **PROGRAM 10 - PROGRAMMABLE PARAMETERS REPORT**

Programmable Parameters are the variables that you can control using Programs 1 - 9. This program produces a report with the currently set information.

### **> To run Program 10:**

Step 1. Press **PROGRAM**. The system will display, "PROGRAM".

Step 2. Enter **10** and press **ENTER**. (The report will print.)

```
TEL Inn of Everybody's Town U.S.A. 801-756 #C356012345
Release 18.0 INN-FORM XL with 1887 call records, 7/23 at 5:07PM We
Mode 0. Options: Print Audit Trail, Ram Setup
(c) 1986-2005 TEL electronics, inc. DM: 2

          Prog. #10-Price Settings
          1         2         3         4         5         6         7         8
          Local Oper. Loc Inf St Inf U.S. Inf 1-(8xx) 1-(900) Incom
1.Fixed Rates: 0.25  1.00  0.25  0.25  0.60  0.50  0.50  0.00

          Local Oper.  Info. 1-(900) Intern. Other  1-(8xx) Thresh
2.Grace Period: 60   30   20   20   75   60   20   0
Rate:           0.10  0.00

          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   40   40   40   0   0
5.Surcharge:  0.00  1.50  1.55  2.55  0.00  0.00
6.Print No Charge Calls: No
7.Print Audit Trail: Yes
8.Store No Charge Calls: No
9.Store Admin. Calls: No
  1  0  0  0  0
```

**Figure 13: Program 10 Status Report**

## **PROGRAM 20 - PRINT STATUS OF PROGRAM 21 THROUGH PROGRAM 29**

This program prints a report listing the current status of Program 21 through Program 29. (Currently there is no Program 25).

> **To run Program 20:**

Step 1. Press **PROGRAM**. The system will display "PROGRAM".

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Step 2. Enter **20** and press **ENTER**. (The report will print.)

```

                                Prog. #20-Xref Values
                                A.C.  0->  0
21: Xext:
    +CHIP:  0

22: Area Code:333->333
    0=602  1=520  2=208  3=209  4=915  5=303  6=970  7=316  8=817  9=405
    10=406 11=805 12=503 13=505 14=801 15=913 16=909 17=619 18=702 19=719

23: Xexch:

24: Xacc:

26: Lines/page:11,  Lines to Tear Off:  5,  Baud Factor: 85,  AM/PM: Yes
28: Print Mask: 0,  Clear Mask:  0, 29: Master Mask:  0, User Mask: 20067
```

**Figure 14:** Program 20 Status Report

***Note:** The Program 20 report also has an option that will allow the user to view the room extension and administrative cross references that have been permanently programmed into the Flash Data Chip from the factory. This can be accomplished by performing a **Program -20**.*

## **PROGRAM 27 - THE UNIVERSAL NUMBER LOOP**

This program makes it possible for your INN-FORM XL to produce Extension or Check-out Reports on a range of numbers instead of just one. As an example, reports can be automatically generated for Extensions 200 through 225 using Program 27. When Program 27 is used with Multiple Reports it can eliminate several keystrokes by looping on this range of numbers.

> **To set up Program 27 (the range of numbers to be used):**

Step 1. Press **PROGRAM**. The system will display, "PROGRAM".

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- Step 2. Enter **27** and press **ENTER**. The system will display, "FROM:"
- Step 3. Enter the number for the loop to begin on.
- Step 4. Press **ENTER**. The system will now display, "UNTIL:"
- Step 5. Enter the number you want the loop to end on.
- Step 6. Press **ENTER**.

***Note:** The Multiple report that uses the Program 27 range of numbers will repeat for each number from the "FROM:" value to, but not including, the "UNTIL:" value, then that particular Multiple Report terminates and is canceled. The Universal Loop feature retains this range until management access is exited, upon which these loop values are cleared.*

To use the range of numbers set with Program 27 in a Multiple Report press **DETAIL** at the point in the report where the system would prompt for a number. Then have the Multiple Report end by calling itself. See the example below.

**EXAMPLE:** The following example shows the keystrokes necessary to set up Multiple Reports 5 and 6 to use Program 27.

## **MULTI REPORTS**

**-5**

**ENTER** (Begins defining Multiple Report 5)

## **PROGRAM**

**27** (Enters Program 27 as first command in  
**ENTER** Multiple Report 5)

**200** (Will loop from extension number 200)

**ENTER**

**226** (through extension 226)

**ENTER**

**ENTER** (Exits programming mode of Program 27)

### **MULTI REPORTS**

**6** (Enters Multiple Report 6 as second

**ENTER** command in Multiple Report 5)

**CANCEL** (Ends definition of Multiple Report 5)

By pressing the keys indicated for Multiple Report 5, Program 27 is set for numbers ranging from 200 to 225. Then as the last step in Multiple Report 5 the system is told to go to Multiple Report 6.

Multiple Report 6 (programmed with the keystrokes indicated)

### **MULTI REPORTS**

**-6**

**ENTER** (Begins defining Multiple Report 6)

**EXT. REPORT** (Enters Ext. Report as  
command in Multi Report 6)

**DETAIL** (Directs system to extension loop of

**ENTER** Program 27)

**MULTI REPORTS** (Directs system to repeat

**6** Multiple Report 6 until all  
extensions from Program 27

**ENTER** loop have been reported on)

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By pressing the keys indicated for Multiple Report 6, the Extension Report will be generated. When **DETAIL** is programmed into the Multiple Report where the prompt would have asked for an extension number, the system automatically uses the range of numbers specified in Program 27. Multiple Report 6 ends by calling itself and continues to loop and repeat until it has produced Extension Reports for each number in the range of numbers (not including the "UNTIL:" number).

When Multiple Reports 5 and 6 are set up as indicated above, they may be activated by following these steps:

**> To activate Multiple Reports 5 and 6:**

Step 1. Press **MULTI REPORTS**.

Step 2. Enter **5** and press **ENTER**. (For the example explained above, the system would produce Extension Reports on extensions 200 through 225.)

## **PROGRAM 28 - AUTOMATIC PRINTING AND CLEARING**

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 Multiple Reports 1 through 4. These reports can print daily at 12 AM; weekly on Monday at 12 AM; or monthly on the first day of the

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month at 12 AM. Multiple Report 4 can print whenever the memory is at approximately 10% of capacity.

> **To run Program 28:**

- Step 1. Press **PROGRAM**. The system will display, "PROGRAM".
- Step 2. Enter **28** and press **ENTER**. The system will display, "PRINT MASK?"

***NOTE:** A mask number represents a set of instructions telling the system how to perform. The numbers that are added together to form the Print Mask (see Figure 15) represent reports that will be printed.*

- Step 3. Evaluate, from Figure 15 below, which reports you want printed and add the numbers in the left column together.

This column shows the number to be added into the print mask.	This column shows the report and the time frame in which the report will be generated.
<b>ACTIVITY REPORTS</b>	
1.....	Daily (Activity Report 1)
2.....	Weekly (Activity Report 2)
4.....	Monthly (Activity Report 3)
<b>TRUNK REPORTS</b>	
16.....	Daily (Trunk Report 1)
32.....	Weekly (Trunk Report 2)
64.....	Monthly (Trunk Report 3)
<b>MULTIPLE REPORTS</b>	
256.....	Daily (Multiple Report 1)
512.....	Weekly (Multiple Report 2)
1024.....	Monthly (Multiple Report 3)
2048.....	When the available call memory space is down to approximately 10% (Multiple Report 4)

**Figure 15. Numbers to Represent Reports**

***NOTE:** When using Multiple Reports with Program 28, be sure to activate management access at the beginning of the Multiple Report. Without management access included at the beginning of the Multiple report, certain function keys will not respond to the Multiple Report during automatic printing.*

To generate combinations of the reports, add the appropriate numbers.

**EXAMPLE:** To Print Multiple Reports:

Daily Activity Reports	1
Monthly Activity Reports	4
Weekly Trunk Reports	32
Weekly Multiple Reports	<u>512</u>
<b>TOTAL</b>	<b>549</b>

Step 4. Enter the TOTAL (see above example).

Step 5. Press **ENTER**. The system will display, "CLEAR MASK?"

***NOTE:** A mask represents a set of instructions telling the system how to perform. The numbers that are added together to form the Clear Mask (see Figure 15) represent reports that will be cleared.*

Step 6. Enter the appropriate number, also using the table in Figure 15 (Activity and Trunk Reports), 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 Multiple Reports Key.

Step 7. Press **ENTER**.

## **PROGRAM 29 - MULTIPLE LEVELS OF MANAGEMENT ACCESS**

This program allows you to place levels of authorization on desired function keys. If you have a Management Access Number programmed in to your INN-FORM XL, only people who know this number can use certain programs and reports.

***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.*

Level 1    Unauthorized User -- This level requires no Access Number. Anyone 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.

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Each function key has an assigned number that you will find in the Assignment List (see Figure 16). Decide which keys you want restricted to the management access number and to the user access number. Find the assigned number to each key and 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 procedure for Program 29.

RESTRICTED TO FEATURE OR RESTRICTED TO REPORT KEY	ASSIGNMENT LIST				
	ASSIGNED NUMBER	AUTHORIZED USER AND MANAGEMENT (User Mask)		MANAGEMENT ONLY (Master Mask)	
		X	NO.	X	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	_____	_____	_____	_____
*TOTALS		_____	_____	_____	_____

**Figure 16.** 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 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?".

Trunk Report Clear	64	
Activity Report Clear	32	
Trunk Report	2	
Activity Report	<u>1</u>	
TOTAL :	<b>99</b>	= User Mask Number

***NOTE:** Any function keys not restricted by masking, may be used without an access number. 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 of INN-FORM XL software 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.

> **To program the mask numbers:**

- Step 1. Press **PROGRAM**. The system will display, "PROGRAM".
- Step 2. Enter **29** and press **ENTER**. The system prompt will read, "ACCESS".
- Step 3. Enter the number you have chosen (0 through 9999) to be the User Access Number.
- Step 4. Press **ENTER**. The system will display, "MASTER MASK?"
- Step 5. Enter the total from the assignment chart calculation for the master mask (this restricts selected functions for use by management only).
- Step 6. Press **ENTER**. The system will display, "USER MASK?"
- Step 7. Enter the total number obtained from assignment chart calculation for the user mask. (This restricts selected functions for use by authorized users and management only.)
- Step 8. Press **ENTER**.

Possible masking number choices: (examples only)

**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 without the Access Number. Factory default is 20067.

**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.



## **CREDIT LIMIT EXCEEDED**

When a specified Credit Limit for a given extension has been exceeded, the alarm will sound and a message will print explaining the cause of the alarm. To silence the alarm, press the “C” key on the keypad.

## **LOW MEMORY ALARM**

The **LOW MEM.** light will come on when there is only space to store 500 more call records in memory. The INN-FORM XL will sound an alarm and print a warning, as a reminder, at 300 call records, 100 call records, 80 call records, 60 call records, 40 call records and 20 call records.

*Note: 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 Extension Audit Report be taken before memory gets low.*

## **PROGRAM 1739 - ERASE CALL MEMORY**

By performing a Program 1739, the entire contents of the unit's call record memory is erased. This program is usually used in resetting the system's call record memory in scenarios such as troubleshooting or in cases where the user wants to start over in the recording of call records. This program does not erase any of the Activity Reports or Trunk Reports.

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> **To run Program 1739:**

*Note: Again, this program erases all call record data. The user may wish to perform a program 153 Mass Check-out and an Extension Audit to gather the current call records before erasing them.*

Step 1: Press the **PROGRAM** button. The system will display "PROGRAM".

Step 2. Enter **1739** and press **ENTER**.

Step 3. The system will display "CLEARING . . ." and then reset itself, printing a reset message.

*Note: Program 1739 does not affect any of the system on-site set-up programming such as the values in the Program 10, 20, and 32 reports, just call record data.*

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