

General Information

MY PC IS LOCKED UP (WON'T ACCEPT KEYBOARD INPUT). WHAT SHOULD I DO?

Several situations unrelated to OS Plus can cause a PC to lock up. Unless the PC locks up frequently, it is no cause for concern.

- Users sometimes think their PC is locked up when the FEP board (the internal device which allows OS Plus to communicate with the phone system) is preparing to transfer buffered data to the hard drive. If the PC has not been in Call Processing for some time, wait a few minutes before proceeding.
- It sometimes appears the PC is locked up when the OS Plus FraudAlert option is in Dial Out mode. To exit FraudAlert Dial Out mode, press F1 (to return to the System Menu) or F10 to return to DOS. It may still take several minutes for the PC to respond.
- If you believe you are truly locked up, reboot your PC by pressing CTRL, ALT, and the DEL keys simultaneously. If the PC is still locked up after rebooting, try the PC's reset button or try powering down the PC for a few moments.

WHY IS THE FEP BOARD BEEPING?

When the system is out of Call Processing, calls are stored on the FEP board. The number of calls stored, ranging between 500 and 1,500, depends on the CDR (call data) format. When the FEP board is full, your PC will pause momentarily while the extended buffer transfers unprocessed calls to a temporary file on the hard drive. If the extended buffer isn't functioning, the FEP board beeps every 30 seconds when 75% full, and every two seconds when 100% full.

- If the FEP board is beeping every two seconds, current call data is being lost. Return to Call Processing immediately. When the board sends surplus data to the hard disk, it creates a buffer file that continues to grow, saving unprocessed calls, as long as you are out of Call Processing. When you're not using the PC for another purpose, keep the system in Call Processing for optimal performance.

WHY DOES THE SYSTEM PERIODICALLY EXIT CALL PROCESSING?

OS Plus checks your Task Scheduler every 10 minutes or so to see if reports or other functions are scheduled to run at this time. This is perfectly normal.

- As long as the system returns to Call Processing within a few minutes, all is well.

HOW DO I PREPARE THE SYSTEM FOR MOVING?

1. From Call Processing, press F3 for the basic screen display. You must be sure that no calls are waiting to be processed before you may shut down for moving.
2. Press F10 to exit to DOS.
3. Park the hard disk per the PC manufacturer's instructions to prevent transportation damage, then turn the power off.

If the FEP board must be removed from the PC, be sure to disconnect the battery first. This is accomplished by removing jumper J1 from the board. If the battery isn't disconnected during removal, it may be necessary to reset the FEP board after it is replaced.

- For more information on the FEP board, see Chapter 2, Chapter 3, Appendix D and Appendix E of the User's Guide.

HOW DO I GET INTO OS PLUS FROM DOS?

You must be in the OS Plus directory (usually located on the C: drive) to access the OS Plus system.

If you are at the C:\> prompt, enter CD\OSPLUS to change to the OSPLUS directory.

To access OS Plus from the C:\OSPLUS> prompt, simply type PLUSMENU and press the ENTER key. The OS Plus system will load and ask for your password. Once your password is entered, you need only press the ESC key to begin Call Processing.

- See your PC's system manual for more information on changing directories and/or drives. For more information on passwords, see Chapter 4 of the User's Guide. If you have forgotten your password, contact ISI Customer Service or your local authorized dealer.

HOW DOES THE SYSTEM PROCESS NEW AREA CODES AND EXCHANGES?

Calls to area codes that haven't been added to the system will be charged the most expensive interstate rate. Calls to exchanges that haven't been added to the system will be charged the rate in effect for the center of population of the area code.

The Check/Modify Rate Tables - Add New NXX feature under **Utility Functions** on the **System Menu** lets you add exchanges to your local calling area, through the city for such calls won't appear on reports.

A rate table subscription, providing current rate tables on a regular basis, is the best way to keep your system up-to-date with the latest area codes, exchanges, and rates.

- For more information on adding exchanges, see the Check/Modify Rate Tables section of Chapter 5 of the User's Guide. To order a rate table subscription, contact your ISI sales representative or local authorized dealer.

HOW DO I KNOW THE SYSTEM IS RECORDING CALLS PROPERLY?

The easiest way to see how your OS Plus system is handling calls is to place a few calls yourself. You may then monitor the calls through the Show Calls option of Call Processing and run reports as you see fit.

- For more information on verifying call handling, see the Show Unprocessed Call Records section of Chapter 5 of the User's Guide.

HOW DO I ESTIMATE A CALL'S COST?

1. Select **Utility Functions** from the **System Menu**.
2. Choose **Check/Modify Rate Tables** and use the **Price Call** option to determine the approximate cost of a call before making it.

This option costs the call directly against the rate table, with no markups or discounts applied.

- For more information on pricing a call, see Chapter 5 of the User's Guide.

HOW DO I KNOW THAT MARKUPS/DISCOUNTS ARE IN EFFECT?

1. Select System Definitions from the **System Menu**.
2. Choose **Define Facilities/Trunks** and **Facilities**.
3. Use the arrow keys to select the facility in question, then select **Edit, Billing** and **Edit**.
4. Pressing the F9 key will then allow you to view and modify the current markup or discount for a billing description.

Markups for calls to the operator, local calls, operator assisted and international calls may be found on pages 5 and 6 of the **System Parameters** (under **System Definitions** from the **System Menu**).

For a per call test, see How do I estimate a call's cost? This will price the call based strictly on the rate table, no markups or applied. The difference between the result and a system report is the markup or discount in effect.

- For more information on markups and discounts, see the Facilities and Trunks section of Chapter 4 of the User's Guide.

HOW MANY USERS CAN I HAVE ON MY SYSTEM?

The number of users allowed on your OS Plus installation is part of the model number of your system. An OS Plus 100 allows a total of 100 users, while an OS Plus 15,000 allows a total of 15,000 users. Remember, this is the cumulative total for all sites within the system. It is the total number of users, not the total number of extensions.

- For more information on system capacities, see Chapter 1 of the User's Guide.

CAN MULTIPLE PASSWORD HOLDERS ACCESS OS PLUS SYSTEM MENUS AT ONCE?

The answer depends on your OS Plus configuration. OS Plus Stand-Alone allows single user access only. OS Plus Network will run on a network, but is still a single user access system. OS Plus Polling is a multi-site stand-alone configuration. Only an OS Plus MultiUser configuration will allow for simultaneous multi-user access.

- For more information on password access, see the Password Levels section of Chapter 4 of the User's Guide.