

System Parameters

HOW DO I ADD TRUNKS AND FACILITIES?

Before a trunk or facility is added, an accurate billing description for the new addition must exist. If none of the existing billing descriptions is appropriate, you must create a new one.

For more information on adding billing descriptions, see the Billing Descriptions section of Chapter 4 of the User's Guide.

To add a new trunk or facility, select Define Facilities/Trunks under **System Definitions** on the **System Menu**. Choose **Facilities** and **Create**. Once the Facility field is highlighted:

1. Enter an identifying name.
2. Select a Line Type from the list of valid choices.
3. Select a billing description from the list of choices in the Base Cost, Admin. and Client fields.
4. Enter Trunk Ranges and Access Codes (if your PBX requires them) for the facility.
5. Press F10 when complete.
6. Tell OS Plus which calls to save to the database in the Store Calls fields.
7. Enter the Skim Time and Minimum Call Duration for all calls. Press F10 when complete. Enter the Local Area Codes for the facility. Press F10 when complete.
 - For more information on adding trunks and facilities, see the Facilities and Trunks section of Chapter 4 of the User's Guide.

HOW DO I ADD OR CHANGE ORGANIZATIONAL LEVELS?

Before beginning any major changes to the organizational or user database, you should backup current definitions. This is easily accomplished using the Backup Organizational/User Database selection under Database Utilities on the **System Menu**.

If you are adding a new organizational level, you must modify the **Number of Organizational Levels** and **Organization Names** on Page One of the **System Parameters** (under **System Definitions** from the **System Menu**).

To change an existing organizational level or add a new one:

1. Choose **Define Organization** under **System Definitions** on the **System Menu**. The names of existing levels will be displayed.
2. Use the DOWN ARROW key to highlight the level being changed and press ENTER.
3. From the screen which displays, you may add or delete entries within the selected organizational level.
4. Press the F9 key for a list of entities already defined at that organizational level.
5. When all your additions or changes have been made, press F10 to save your work.
 - For more information on organizational levels, see the Organization section of Chapter 4 of the User's Guide.

HOW DO I ADD OR CHANGE BILLING RANGES AND CLASSES?

If you are adding a new billing class, you must modify the Number of Billing Classes and **Billing Class Names** on Page One of the **System Parameters** (under **System Definitions** from the **System Menu**).

To change an existing billing class or add ranges to a new one:

1. Choose **Define Billing Ranges** under **System Definitions** on the **System Menu**.
2. Choose the type of billing range you wish to add or change: extension, authorization code, or account code. (The name "account code" may have been changed in your system parameters.) Once you've made your choice, a new screen will display.
3. Enter the range of numbers to be defined in the Low and High fields.
4. In Billing Class, press F2 for a list of classes available. Select the appropriate billing class for the specified range.
5. When all ranges have been defined, press F10 to save and exit.
 - For more information on adding billing ranges and classes, see the Billing Ranges section of Chapter 4 of the User's Guide.

HOW DO I ADD OR CHANGE ALERT/SPECIAL COST/SECURITY NUMBERS?

1. Select System Definitions from the **System Menu**, and then choose **Define Alert/Special Cost Security Numbers**.
2. On the screen that displays, enter the Number that is to be added or changed. If you wish to select a certain area code or kind of call, you may enter question marks (?) in place of the digits of the phone number. For example, international calls may be selected by entering 011-???-???? in the Number field.
3. In the Type field, press F2 to select from a list of the three valid types.
4. Enter an identifying name for calls to this number in the Name field.
5. If you selected Special Cost, you have a few more fields to complete.
6. Under Initial, enter the number of minutes in the initial costing period and the per period cost.
7. Enter the same information for the Additional costing period.
8. Using Markup Factors adds a percentage to calls to the defined number based on the billing class. Enter 0.00 if the call is to be free, 1.00 if no markup is desired, 1.50 for a 50% markup, etc.

Once the last parameter has been entered, your work is saved, and you are returned to the Number field.

- For more information on alert/special cost/security numbers, see the Alert/Special Cost/Security Numbers section of Chapter 4 of the User's Guide.