



Note: Telecom Manager Do Not Discard - Install Immediately

Please install the enclosed disk(s) using these instructions. The disk(s) is(are) provided as part of the Rate Table Subscription you ordered.

If you need help, call ISI Technical Support at 1-800-326-6183.

To see which product and version you are running, follow these steps:

1. Start the call accounting software.
2. Choose **Help → About**.

Infotel Select (V.6.x and V.7.x) and Infotel for Windows V.5.x

RATE TABLE UPDATE INSTRUCTIONS

ISI provides one or more Tariff diskettes for each Site specified when the call accounting software was purchased. When installing the Tariff diskettes, match the area code and exchange on the Tariff diskette label with the actual area code and exchange of your Data Source or Site to determine which Tariff diskettes are for which Data Source or Site.

IFW supports foreign currency rate tables. Please note that you can not overwrite one country's tariff with another country's.

To update Tariffs, follow these steps:

3. Insert the ISI supplied Tariff diskette into the A: drive.
4. Depending on your application, use the following procedure to navigate to the Tariff Management Tool.
 - If you have Infotel for Windows, click the **Start** button, point to **Programs → Infotel for Windows → Install Tariffs**.
 - If you have Infotel Select, click the **Start** button, point to **Programs → Infotel Select → System Configuration Options**.
5. At the **Tariff Management Tool**, click the **Add/Update Tariffs** button.
6. An **Open** dialog box appears with, depending on your version,

Infotel Select and Infotel for Windows Rate Table Update Instructions

either a .vh or .zip Tariff file name displayed.

7. Double click on either the .vh or .zip file, and a **Define Tariff Destination** screen will appear.
8. In the upper right hand corner of this screen, select the Tariff you wish to install.
9. Select the **Update; overwrite an existing tariff** option button.
10. From the **Site** or **Data Source** list box, select the site the tariff will be installed to. If you are replacing one carrier with another, select the carrier that is to be overwritten.
11. Click the **Start processing** button. When the **Done** dialog box appears, click the **OK** button.
12. If you need to update more tariffs, data sources, or sites, follow steps 3 – 9.
13. After all tariffs have been installed, click the **Exit** button at the **Tariff Management Tool** screen.

Infotel for Windows ver. 4.x Rate Table Update Instructions

When tariff rates are changed or new area codes are added, new rate tables must be installed so that your call accounting system provides accurate costing and prints the correct city name on your reports.

REPLACING ONE NEW RATE TABLE DISKETTE FOR A SITE

If you are replacing only one rate table, follow these steps:

1. Exit from the Infotel for Windows application.
2. At the Windows Desktop, click the **Start** button, point to the **Programs** menu item, point to **Infotel for Windows**, and click on **Install Tariffs**.
3. At the **Tariff Installation Wizard - Select Drive** screen, specify the disk drive you will be installing the Tariffs from, insert the new Tariff disk, and click **Next**.
4. At the **Tariff Installation Wizard - Select Site** screen, use the list boxes to specify the Site and Area Code and Exchange, and click **Next**.
5. The **Tariff Installation Wizard - Replace Existing Carriers** screen displays the carrier(s) you are currently using. Select the carrier you wish to replace, and click **Replace**.
6. At the **Select New Carrier** screen, select the new carrier from the list box and click **OK**.

7. At the **Tariff Installation Wizard - Replace Existing Carriers** screen, verify that the update is correct, and click **Next**.
8. The **Tariff Installation Wizard - Final Step** screen displays the Carrier information replaced for the specified Site. Click the **Install tariff and Finish** button. A **Tariffs Installed** message box will display. Click **OK** at the message box.

REPLACING MORE THAN ONE NEW RATE TABLE DISKETTE FOR A SITE

If you are replacing more than one rate table, follow these steps:

1. Exit from the Infortel for Windows application.
2. At the Windows Desktop, click the **Start** button, point to the **Programs** menu item, point to **Infortel for Windows**, and click on **Install Tariffs**.
3. At the **Tariff Installation Wizard - Select Drive** screen, specify the disk drive you will be installing the Tariff diskettes from. Insert the first diskette, and click **Next**.
4. At the **Tariff Installation Wizard - Select Site** screen, use the list boxes to specify the Site and Area Code and Exchange, and click **Next**.
5. The **Tariff Installation Wizard - Replace Existing Carriers** screen displays the carrier(s) you are currently using. Select the carrier you wish to replace, and click **Replace**.
6. At the **Select New Carrier** screen, select the new carrier from the list box and click **OK**.
7. At the **Tariff Installation Wizard - Replace Existing Carriers** screen, verify that the update is correct, and click **Next**.
8. The **Tariff Installation Wizard - Final Step** screen displays the Carrier information installed for the specified Site. Click the **Install tariff and prompt for next disk** button. A **Tariffs Installed** message box will display. Click **OK** at the message box.
9. You will return to the **Tariff Installation Wizard - Select Drive** screen. Insert the next Tariff disk and click **Next**.
10. At the **Tariff Installation Wizard - Select Site** screen, use the list boxes to specify the Site and Area Code and Exchange, and click **Next**.
11. The **Tariff Installation Wizard - Replace Existing Carriers** screen displays the carrier(s) you are currently using. Select the next carrier you wish to replace, and click **Replace**.
12. At the **Select New Carrier** screen, select the new carrier from the list box and click **OK**.

13. At the **Tariff Installation Wizard - Replace Existing Carriers** screen, verify that the update is correct, and click **Next**.
14. Next, the **Tariff Installation Wizard - Final Step** screen will appear. If there are more Tariff diskettes to install, select the **Install tariff and prompt for next disk** button and return to Step 9. Follow the steps until all update Tariff diskettes are installed. If there are no more Tariff diskettes to replace, select the **Install tariff and finish** button.

Renaming Billing Descriptions

Due to the rapid changes in the telecommunications industry, your carrier may have changed. When your system was installed, the billing descriptions were named after the carrier. You may wish to change the name of the billing description to match that of the new carrier.

RENAMING BILLING DESCRIPTIONS FOR IFW 4.X AND 5.0 – 5.2.2

1. Start IFW, and at the **Control Center**, click the desired **Site** tab.
2. On the Menu select **Administration → Pricing → Billing Descriptions**. The **Billing Descriptions** dialog box appears.
3. Select the billing description whose name you want to change, and click the **Edit** button.
4. At the next screen, click the **General** tab, and in the **Billing Description** text box, change the name.
5. Click **OK**.

RENAMING BILLING DESCRIPTIONS FOR IFW 5.2.4 AND HIGHER

1. Start IFW, and at the **Control Center**, click on the desired **Site** or **Data Source** tab.
2. On the Menu select **Administration → Pricing → Billing Descriptions**. The **Billing Descriptions** dialog box appears.
3. Select the desired billing description, and click the **Rename** button.
4. If a billing description name is shared across multiple sites or data sources, after changing the billing description name, a message screen will appear alerting you to this.
 - If you click **Yes** at the message screen, then you will rename ALL billing descriptions with this name across all sites or data sources.
 - If you click **No** at the message screen, then you will rename just the billing description for the **Site** or **Data Source** tab selected at the **Control Center**.