



PSP Globalcom International Direct Dial (011+) Programming Instructions Protel - Panorama – DD Firmware

Programming Instructions:

1. Make or edit a Route.

- 1a. Create or edit a **'Direct'** route within **'Call Processing Records'** and name it **PSP Globalcom 011+**.
- 1b. On Icon bar near top of page, select the far right icon for **'Advanced Editing'**.
- 1c. First, we will work in the section **'Authorization Code #1'**.
 - a. Right click with the mouse on the white **'ID:'** box.
 - b. Click on the small box that appears that says, **'Edit'**.
 - c. Click on the icon for **'New Record'**.
 - d. Name the Auth Code ID, **'PSP Globalcom Auth C'**.
 - e. Enter your 5-digit authorization code provided by us in the **'Auth Code'** field to the right of the Auth Code ID.
 - f. Click on the **'Save'** icon.
 - g. Close the Auth Code ID window you were just working in.
 - h. Click on the drop down arrow in the white **'ID:'** box and select the new Auth Code ID you created called, **'PSP Globalcom Auth C'**.
 - i. For **'Type'**, select **'Choose code from list'**.
 - j. For **'Send'**, select, **'After access number'**.
 - k. For **'Tone'**, select **'Dial Tone'**.
 - l. For **'Delay'**, select **'3.0/3.0'**.
- 1d. In the section for **'Authorization Code #2'**, for **'Send'**, select **'Send no number'**.
- 1e. In the section for **'Access Number'**, enter **18XXXXXXXXX** (use the toll free number provided by our office).
 - a. For **'Tone'**, select **'Dial tone'**.
 - b. For **'Delay'**, select **'10/10'**.
- 1f. In the section for **'Buffer Fields'**, leave all areas blank..
- 1g. In the section for **'Card/Destination'**, select **'Send destination number as entered by user'** for **Card Destination #1**. Leave all other areas blank.
- 1h. In the section for **'Splashback / Alternate Route'**, leave all areas blank.
- 1i. In the section for **'Field Separator / End of Data Marker'**:
 - a. Leave all areas blank for **'Field Separator'**.
 - b. For **'End of Data Marker'**, enter a #.
 - c. Just under that for **'Tone'**, select, **'No Tone'**.
 - d. Under that for **'Delay'**, select, **'0.0 / 0.0'**.

2. Call Processing

- 2a. Select the Call Processing record to be edited.
- 2b. Within the '**General**' tab, for '**Country Code #1**', enter a '**5**' for '**Key Pad Act**'.
- 2c. For '**Fraud Det.**', it's your choice whether you enable or disable that feature.
- 2d. For '**Route ID**', select '**PSP Globalcom 011+**' that you created earlier.
- 2e. For '**Route #**', select your choice or continue to use one you have already in place for 011+ traffic. (A route number may have been assigned automatically.)
- 2f. For '**Answer Recog**', select '**Standard**'.
- 2g. Click on the 'Special Purpose' tab.
- 2h. Scroll down to '**112-Country Code #1**' and either enter your desired rates and times, or enter **1.00** for **3** min for '**Initial Rate**' and '**Initial Time**' as well as **1.00** for **3** min for '**Subsequent Rate**' and '**Subsequent Time**'.

3. Cost Records

- 3a. Open a Cost Record to edit.
- 3b. Select the button that says, '**Country Codes**'.
- 3c. On '**Band 112**', type **#####** for '**Country Code**'.
- 3d. On '**Init Rate**', type **1.00** and on '**Init Rate**', type **3**.
- 3e. On '**Sub Rate**', type **1.00** and on '**Sub Rate**', type **3**.

Note: Set times and amounts to what you desire.

4. Download and test.

- 4a. Download to one phone and make test calls.
- 4b. **Test your programming by dialing 011-999-999-9999. If your programming is correct, you will receive SIT tones, a message that your call attempt was successful and the coins will be returned when you hang up.**
- 4c. **Test your programming by dialing 011-999-888-8888. This test produces NO SIT tone and should have the payphone take the money. There is a 1.5¢ charge for each test. You will receive an email confirmation of your test calls. If you experience problems, call 1-877-211-9901.**
- 4d. if satisfied with testing, repeat all steps and download all other phones.

Carrier Protocol:

1. User dials 011 + country code + city code and deposits coins when prompted.
2. The payphone simultaneously dials our toll-free access number and waits for dial tone.
3. Upon hearing dial tone, the payphone sends your 5-digit auth code and waits for dial tone.
4. Upon hearing the second dial tone, the payphone dials the destination number and opens up the handset for the customer to use with their call and to hear the progress of the call.
5. While the call is processing, our switch provides an accurate lack of answer detect until the destination answers. If the destination is busy or does not answer, the payphone user's money is returned.

Payphone211.com is happy to assist you by offering programming suggestions, however, we cannot accept the responsibility for charges incurred due to programming errors.