BOSS
RESELLER MODEM
ACCESS

Module 18.0

BOSS Training Manual

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Reseller Modem Access
BOSS Training Manual

Objectives

??   To learn how to access **BOSS** using a modem and dial-up technology

??   To learn how to sign into the system

??   To learn how to execute various transactions on selected equipment

??   To learn how to use different inquiry functions

??   To recognize basic data errors when "trouble-shooting" equipment problems

??   To learn how to exit the system

ACCESSING THE BOSS SYSTEM

ACCESSING THE BOSS SYSTEM

In order to access the Business Operations Support System **(BOSS)**, you will need a Personal Computer with the following:

?? A Modem (14,400 or higher recommended) and

?? ProComm or ProComm Plus software, running on either DOS or Microsoft Windows NT/95 or higher.

OR

?? HyperTerminal.

OR

?? Terminal access to **BOSS**.

NOTE: If you have Terminal access, you may skip to the Sign-On Procedures.

If you are using a modem to access **BOSS**, Arch will provide you with the following:

?? The telephone number to be used for accessing the **BOSS** system (modem number).

?? Your Sign-on User ID and Password. These will be needed for Steps 4 and 5 below.

NOTE: There are a limited number of telephone lines available to provide access to **BOSS**. Therefore, we ask that you exit the system when you have completed your transactions.

CONFIGURATIONS FOR PROCOMM SOFTWARE AND HYPERTERMINAL

Add a Directory to your program with the following configurations:

?? **Phone Number**: Modem access number

?? **Baud**: 9600

?? **Parity**: None

?? **Data Bits**: 8

?? **Stop Bits**: 1

?? **Duplex**: Full

?? **Terminal**: VT100

After you have made a connection to **BOSS** via either modem or direct terminal access, the **"Welcome To McBell"** screen will display on your screen as shown below.

```
                    W E L C O M E   T O   M C B E L L            MCBELL4

                                        Display . . . . . :  MDCCAOEC
User  . . . . . . :    _____
Password  . . . :
                          On-Line Hours are C.S.T.

   McBell1 BOSS On-Line Hours Monday thru Thursday 6:00 A.M. - 2:30 A.M.
                              Friday             6:00 A.M. - Midnight
                              Saturday           8:00 A.M. - Midnight
                              Sunday             4:00 A.M. - Mon. A.M.

   McBell6 BOSS On-Line Hours Monday thru Thursday 6:00 A.M. - 2:30 A.M.
                              Friday             6:00 A.M. - Midnight
                              Saturday           8:00 A.M. - Midnight
                              Sunday             4:00 A.M. - Mon. A.M.

   All information is proprietary and the property of Arch Wireless

   Arch's sales closing date  6/23/01
```

SIGN-ON PROCEDURES

SIGNING ON TO BOSS

> **Step 1.** Type **BOSSACCESS** in the **User** field of the **"Welcome to McBell"** screen.

> **Step 2.** Type **BOSSACCESS** in the **Password** field (where it will not be visible.)

```
          W E L C O M E   T O   M C B E L L        MCBELL4

                              Display . . . . . :  MDCCAOEC
User  . . . . . :    BOSSACCESS
Password  . . . :
                        On-Line Hours are C.S.T.

   McBell1 BOSS On-Line Hours Monday thru Thursday 6:00 A.M. - 2:30 A.M.
                             Friday              6:00 A.M. - Midnight
                             Saturday            8:00 A.M. - Midnight
                             Sunday              4:00 A.M. - Mon. A.M.

   McBell6 BOSS On-Line Hours Monday thru Thursday 6:00 A.M. - 2:30 A.M.
                             Friday              6:00 A.M. - Midnight
                             Saturday            8:00 A.M. - Midnight
                             Sunday              4:00 A.M. - Mon. A.M.

   All information is proprietary and the property of Arch Wireless

   Arch's sales closing date  6/23/01
```

> **NOTE:** If you misspell **BOSSACCESS** in the **User** field of the **"Welcome to McBell"** screen, you will receive the error message "User _____ does not exist". (The blank will contain the word **BOSSACCESS** as it was misspelled.)

> **NOTE:** If you misspell **BOSSACCESS** in the **Password** field of the **"Welcome to McBell"** screen, you will receive the error message "Password not correct for user profile".

> **NOTE:** After the third unsuccessful attempt to sign on to the **"Welcome to McBell"** screen, you will be disconnected and you will have to dial back in.

Step 3.   Press **<Enter>**. The **BOSS Sign On** screen will appear as shown below.

```
BLR000                         BOSS                        4/06/00
HHAAKE2                        SIGNON                       08:07:06


      BBBBBBBBBB        OOOOOOOO        SSSSSSSSSSS      SSSSSSSSSSS
      BBBBBBBBBBBB     OOOOOOOOOOO      SSSSSSSSSSSS     SSSSSSSSSSS
      BBB     BBB     OOO     OOO      SSS              SSS
      BBB     BBB     OOO     OOO      SSS              SSS
      BBBBBBBBBBBB    OOO     OOO      SSSSSSSSS        SSSSSSSSS
      BBBBBBBBBBBB    OOO     OOO      SSSSSSSSS        SSSSSSSSS
      BBB     BBB     OOO     OOO             SSS              SSS
      BBB     BBB     OOO     OOO             SSS              SSS
      BBBBBBBBBBBB    OOOOOOOOOOO      SSSSSSSSSSSS     SSSSSSSSSSS
      BBBBBBBBBB      OOOOOOOO        SSSSSSSSSSS      SSSSSSSSSSS



                    USERID:     _____

                    PASSWORD:

                    EXIT (Y/N) : _
```

Step 4.   Type your company's User ID in the **USERID** field of the **BOSS Sign On** screen, then press
                the **<Tab>** key to move the cursor down to the **Password** field. (If your User ID consists of ten
                characters, it is not necessary to press the **<Tab>** key.)

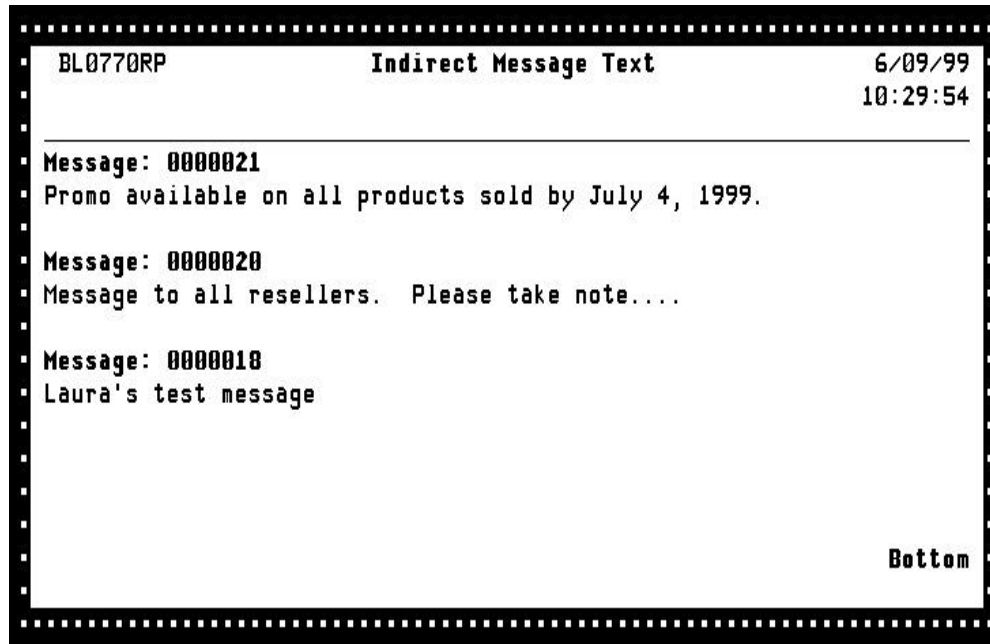**Step 5.**   Type your company's password in the **PASSWORD** field, then press **<Enter>**.

                NOTE: As previously stated, Arch will provide you with your User ID and your Password.
                              These will allow you access to your equipment and your account **only**.

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If the information you enter is correct, the system displays the **Indirect Message Text** screen. This screen allows you to view important messages pertinent to your account. An example is shown below.

```
 BL0770RP              Indirect Message Text            6/09/99
                                                        10:29:54
 _____

Message: 0000021
Promo available on all products sold by July 4, 1999.

Message: 0000020
Message to all resellers.  Please take note....

Message: 0000018
Laura's test message




                                                         Bottom
```

> **NOTE:** If you enter your USERID incorrectly, the USERID field will highlight and you will receive the following error message: "Access Denied; Invalid USERID Entered".

> **NOTE:** If you enter your PASSWORD incorrectly, the cursor will flash in the PASSWORD field and you will receive the error message "Access Denied; Invalid PASSWORD Entered". You will then have two more opportunities to sign in to the **BOSS** system.

> **NOTE:** After the third unsuccessful attempt to log in, the system will take you back to the **"Welcome to McBell"** screen.

Step 6. After you have read your daily messages, press **<Enter>**. The **Reseller Pager Maintenance** screen will display as shown and explained below.

```
BL3140RP                          BOSS                        5/30/01
BOSSTRN    MCBELL4      RESELLER PAGER MAINTENANCE            14:36:19
                       A=Activate M=Modify X=Exchange R=Reconnect V=View T=Terms
Transaction Code: _    D=Temp Disconnect  C=Cancel  P=Page  E=Exit  I=Inquiry
                       S=Submit Pager Reprogram
0000000 ___                                  PO#:
-----Pager Info------------------------------------------Exchange Pager Info------
Capcode...: _____                        Capcode...: _____
Tel #.....: _____   Ext/PIN.: _____    Frequency.:
Frequency.:
Status....:     Service...:      Function..: ___ Baud..:      Promo..:
---Service Info--------------------------------------------------------------------
Holder: _____        Start Date:....:  0/00/00
Overcall Plan: ___                            Future End Serv: _
Carrier Code.: ___                            End Date.......:  0/00/00
Recurring Rate:          .00                  Last Changed...:  5/30/01 14:36:19
Save Information (Y/N): _                      User...........:
-----Phone Info-------------------Features-----------------------------------------
_  S   Telephone    Ext/PIN  PgT Grp COV  VM   Features

   _   _____  _____   __  - __  __   __ __ __ __ __ __ __ __
   _   _____  _____   __  - __  __   __ __ __ __ __ __ __ __
   _   _____  _____   __  - __  __   __ __ __ __ __ __ __ __ +
```

NOTE: This screen allows you to process paging/programming functions by selecting the corresponding **Transaction Code** for the type of transaction you wish to process. For example, you would type **"V"** into the **Transaction Code** field to view a pager record. (You do not need to press **<Enter>** after typing the desired code into the **Transaction Code** field.) Once the system has accepted the **Transaction Code**, the selected option will display on the upper left side of the screen, directly below the words **"Transaction Code"**.

USING THE RESELLER PAGER MAINTENANCE SCREEN

USAGE OF KEYS

?? **TAB:** Press the **<Tab>** key to move the cursor forward to data fields without affecting the data in the field.

?? **SHIFT + TAB:** Hold down the **<Shift>** key and press the **<Tab>** key to move the cursor backwards to previous data fields.

?? **ENTER:** Press the **<Enter>** key to accept and update paging/programming data typed into the screen. If mandatory data is missing from the screen, the required field(s) will be highlighted. Reset the screen and type in the missing data.

?? **FIELD EXIT:** This is the Plus (+) key on the keypad at the far right of your keyboard. It is only available on Desk Top PCs, and can be used to move the cursor to the next valid field as follows: If the cursor is located in a blank space following the data, it will right-justify that data. If the cursor is located at the beginning of a field that already contains data, it will delete all data in that field.

?? **RESET:** To reset, press the **<Esc>** key and the **"R"** key together, or press the (left) **<Ctrl>** key. Either of these can be used to release system-lock errors caused by incorrect keystrokes.

VIEWING A PAGER RECORD

The "**V**" option allows you to display the record of an **active** or **temporarily disconnected** pager by entering either its **cap code**, **telephone number**, or **PIN number**. This option also allows you to display the record of a **cancelled** pager by entering its **cap code**.

Step 1. Type **"V"** into the **Transaction Code** field of the **Reseller Pager Maintenance** screen.

Step 2. To access the desired record, do **one** of the following:

A. To display a pager record by entering its **cap code**, type the cap code into the **Capcode** field, then press **<Enter>.**

B. To display a pager record by entering its **telephone number**, type the ten-digit telephone number into the **Telephone #** field, then press **<Enter>.**

C. To display a pager record by its **PIN #**, you must first type the ten-digit telephone number (access number) in the **Telephone #** field, then type the **PIN** # in the **Ext/PIN** field, then press **<Enter>.**

NOTE: When accessing a pager record in this screen by entering a cap code, it is **NOT** necessary to enter "_D " followed by the cap.

The system will display the detail information for the pager record as follows:

```
BL3140RP                              BOSS                        5/31/01
BOSSTRN      MCBELL4      RESELLER PAGER MAINTENANCE              12:43:00
                    A=Activate M=Modify X=Exchange R=Reconnect V=View T=Terms
Transaction Code: _  D=Temp Disconnect  C=Cancel  P=Page  E=Exit  I=Inquiry
VIEW                  S=Submit Pager Reprogram
2359945 001 PAGE ONE COMMUNICATIONS         PO#:
-----Pager Info------------------------------------Exchange Pager Info------
Capcode...: 0962331               Capcode...: _____
Tel #.....: 215/934-0576 Ext/PIN.: _____  Frequency.:
Frequency.:  931.8625 Life Style Plus 1200 Baud
Status....: SER Service...: DIG Function..: 318 Baud..:  1200  Promo..:
---Service Info-------------------------------------------------------------
Holder: PAGE ONE COMMUNICATIONS          Start Date:....:  5/16/01
Overcall Plan: UNL                       Future End Serv: _
Carrier Code.: ___                       End Date.......: 0/00/00
Recurring Rate:                          Last Changed...: 5/16/01 13:47:03
Save Information (Y/N): _                 User...........: OM
-----Phone Info--------------------Features---------------------------------
 S  Telephone    Ext/PIN  PgT Grp COV VM  Features
 _  215/934-0576 _____   PAB  _  WID __  __ __ __ __ __ __ __ __ __
 _  _____  _____   __   _  __  __  __ __ __ __ __ __ __ __ __
 _  _____  _____   __   _  __  __  __ __ __ __ __ __ __ __ __  +
```

?? **Frequency:** Display field only. Shows the frequency and model of the pager.

?? **Status:** Display field only. Shows the status of the pager record:

- **SER** – In Service
- **DIS** – Temporary Disconnect
- **END** – End-Dated (cancelled)

?? **Service:** Display field only. Designates the type of pager:

- **T / A -** Tone Alert
- **T / V** - Tone Voice
- **DIG** - Digital
- **ALP** - Alphanumeric
- **NWD** - Nationwide Numeric
- **NWA** - Nationwide Alphanumeric
- **PND -** PageNet Nationwide Numeric
- **PNA** - PageNet Nationwide Alphanumeric

? **PN2** - PageNet Two Way Paging

? **WBT** - Two Way Paging

?? **Function:** Display field only. Shows the timing of the pager, which determines the signal format sent to the paging terminal.

?? **Baud:** Display field only. Shows the baud rate of the pager. "Baud rate" is the speed at which the paging data is transmitted to the pager.

?? **Promo:** If the pager is part of a special promotion (ex. Free 1 month service) the three character promotion code will display in this field.

?? **Holder:** Informational field only. This field should contain the name or account number of the person actually using the pager.

?? **Overcall Plan:** Code description of the overcall plan for this pager.

?? **Carrier Code:** Code description of the service provided by long distance carrier.

?? **Recurring Rate:** Display field only. The rate that the pager is charged each billing period. (Optional feature upon request.)

?? **Start Date:** Display field only. The date the pager was activated for service and billing.

?? **Future End Service:** To end pager service and billing on a date in the future.

?? **End Date:** The date the pager was cancelled for service and billing.

?? **Last Changed:** System-generated. Displays the date and time of the last change on the record.

?? **User:** System-generated. Displays the User ID of the last person to change the record.

?? **Telephone:** The pager number, voice mail number, or access number.

?? **Extension/PIN:** The PIN or end-to-end number.

?? **Paging Terminal:** The **PGT** field shows the paging terminal in which the pager access number resides and from which the pager receives its pages.

?? **Group Call:** The **Grp** (group call) field contains a **"G"** if the pager is set up with a group cap code.

?? **Coverage:** The **COV** (coverage code) field indicates the range of coverage for the corresponding telephone/PIN number.

?? **Voice Mail:** The **VM** field contains the code that corresponds to the type of voice mail service associated with this pager (if any).

?? **Features:** Descriptive code for any additional features associated with this pager.

ACTIVATING A PAGER

The "**A"** option allows you to activate a pager. You will need to know the pager's cap code.

Step 1. Type **"A"** into the **Transaction Code** field of the **Reseller Pager Maintenance** screen.

Step 2. In the **"Term"** field under the **Transaction Code** field, to the right of the contract number, type the **Contract Term Number** that the pager should be added to. (Example: 001, 002, 003, 004, etc.) (The default for this field will always be "001". Step 2 **only** applies to accounts that have more than 1 term.)

Step 3. In the **Capcode** field, type the cap code. (It is not necessary type the cap as "_D" followed by the cap code.)

Step 4. The **Holder** field is an informational field only. You may type the name or account number of the person who is actually using the pager, up to a maximum of 20 characters. If you leave this field blank, it will default to your account name.

Step 5. By default, the **Overcall Plan** field will contain a standard code for local service. Refer to the **Overcall Code Listing** for Nationwide Codes. Type the appropriate three-character code if you are activating a Nationwide pager.

Step 6. An entry in the **Carrier Code** field is required for Nationwide (1-way) Pagers only. Enter **LCL** for PIN-based numbers, or **PAR** for personal 800/888 numbers.

Step 7. In the **"S"** (Select) field, type an **"X"** to the left of the Telephone field to "freepool" or automatically select a valid number.

Step 8. Perform one of the following procedures, depending on whether you are activating a pager with a local number **or** a pager with a PIN/end-to-end number.

> **A.** If you are activating a pager with a local number: In the Telephone field, type the area code, or the area code and prefix, of the number to be programmed. (Refer to list of Local Prefixes.) Press **<Tab>** to move the cursor to other fields that require information.

> **B.** If you are activating a pager with a PIN or end-to-end number: In the Telephone field, type the ten-digit telephone number (access number) and leave the Ext/PIN field blank: Press **<Tab>** to move the cursor to other fields that require information.

> **NOTE:** The **PGT** field will default to the Paging Terminal code that corresponds to the pager number selected in Step 7 or the PIN or end-to-end number selected in Step 8.

Step 9. The **Grp** field is required for group call only. If the pager is programmed with a group cap code, type **"G"** in the **Grp** field.

Step 10. In the **COV** field, type the three-character coverage code. Refer to the Coverage Code Listing.

Step 11. In the **VM** field, type a three-character Voice Mail code (if applicable). Refer to the Voice Mail Code Listing.

Step 12. In the **Features** fields type the three-character codes representing features associated with the pager (if any). Refer to the Features Listing.

Step 13. Press **<Enter>**. Verify that the information is correct.

```
BL3140RP                            BOSS                       6/01/01
BOSSACCESS  MCBELL4      RESELLER PAGER MAINTENANCE           08:53:00
                   A=Activate M=Modify X=Exchange R=Reconnect V=View T=Terms
Transaction Code: _  D=Temp Disconnect  C=Cancel  P=Page  E=Exit  I=Inquiry
ACTIVATE             S=Submit Pager Reprogram
2359945 001 PAGE ONE COMMUNICATIONS         PO#:
-----Pager Info-------------------------------------Exchange Pager Info------
Capcode...: 1368393               Capcode...: _____
Tel #.....: _____ Ext/PIN.: _____         Frequency.:
Frequency.:   931.8625 Life Style Plus 1200 Baud
Status....: SER Service...: DIG Function..: 318 Baud..:  1200  Promo..:
---Service Info-------------------------------------------------------------
Holder: PAGE ONE COMMUNICATIONS          Start Date:....:  6/01/01
Overcall Plan: UNL  UNLIMITED         0/.15 Future End Serv: _
Carrier Code.: ___                       End Date.......: 0/00/00
Recurring Rate:                          Last Changed...: 11/03/99 14:40:31
Save Information (Y/N): Y                 User...........:
-----Phone Info-----------------Features------------------------------------
 S   Telephone  Ext/PIN  PgT Grp COV  VM   Features
 _   215934     _____   __  _  WID  MP1  U01 __ __ __ __ __ __ __
 _   _____   _____   __  _  ___  ___  ___ __ __ __ __ __ __ __
 _   _____   _____   __  _  ___  ___  ___ __ __ __ __ __ __ __ +

Enter Y to save information.
```

If all of the information is correct you may press **<Enter>** again since the **Save Information** field defaults to a value of **"Y"** (Yes). The message **"Record Added"** will appear.

```
BL3140RP                        BOSS                    6/01/01
BOSSACCESS  MCBELL4      RESELLER PAGER MAINTENANCE       08:53:00
                        A=Activate M=Modify X=Exchange R=Reconnect V=View T=Terms
Transaction Code: _     D=Temp Disconnect  C=Cancel  P=Page  E=Exit  I=Inquiry
ACTIVATE                S=Submit Pager Reprogram
2359945 001 PAGE ONE COMMUNICATIONS         PO#:
-----Pager Info----------------------------------------Exchange Pager Info------
Capcode...: 1368393                         Capcode...: _____
Tel #.....: 215/934-0604 Ext/PIN.: _____   Frequency.:
Frequency.:   931.8625 Life Style Plus 1200 Baud
Status....: SER Service...: DIG Function..: 318 Baud..:  1200  Promo..:
---Service Info-----------------------------------------------------------------
Holder: PAGE ONE COMMUNICATIONS            Start Date:....: 6/01/01
Overcall Plan: UNL  UNLIMITED       0/.15  Future End Serv: _
Carrier Code.: ___                         End Date.......: 0/00/00
Recurring Rate:                            Last Changed...: 6/01/01  9:21:43
Save Information (Y/N): _                   User...........: OM
-----Phone Info--------------------Features------------------------------------
_  S   Telephone   Ext/PIN  PgT Grp COV VM  Features
   _  215/934-0604 _____   PAB _  WID MP1 U01 __ __ __ __ __ __ __
   -  _____ _____    __ - __ __ __ __ __ __ __ __ __ __ __
   -  _____ _____    __ - __ __ __ __ __ __ __ __ __ __ __ +

BLM2000 - Record Added.
```

NOTE: If the information is **not** correct, type **"N"** in the **Save Information** field, then press **<Enter>**. Use the **<Tab>** key to move the cursor to the field that needs to be corrected. After correcting the information, press **<Enter>**.

NOTE: Using the **"A"** option will change the status of the pager record to **SER** (In Service) once the trans action is completed.

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If you try to activate a pager that is a **duplicate capcode** (i.e., a pager that has the same capcode, frequency, and baud rate as one already in service), **BOSS** will not allow the activation.

You will receive the error message **"Channel/Capcode Already In-Service To This PGT"**, as shown below. Upon receipt of this error message, you must either recap the pager that has the duplicate capcode, or you must use another pager.

```
BL3140RP                        BOSS                      6/22/01
BOSSTRN    MCBELL4     RESELLER PAGER MAINTENANCE         11:15:24
                    A=Activate M=Modify X=Exchange R=Reconnect V=View T=Terms
Transaction Code: _  D=Temp Disconnect  C=Cancel  P=Page  E=Exit  I=Inquiry
ACTIVATE             S=Submit Pager Reprogram
2359945 001 PAGE ONE COMMUNICATIONS        PO#:
-----Pager Info-----------------------------------Exchange Pager Info------
Capcode...: 0000003              Capcode...: _____
Tel #.....: _____ Ext/PIN.: _____  Frequency.:
Frequency.:  931.8125 Life Style Plus 1200 Baud
Status....: SER Service...: DIG Function..: 318 Baud..: 1200  Promo..:
---Service Info------------------------------------------------------------
Holder: PETER RABBIT                    Start Date:....: 6/22/01
Overcall Plan: UNL  UNLIMITED      0/.15 Future End Serv: _
Carrier Code.: ___                      End Date.......: 0/00/00
Recurring Rate:                         Last Changed...: 6/22/01 11:15:06
Save Information (Y/N): _                User...........: OM
-----Phone Info--------------------Features--------------------------------
_  S  Telephone  Ext/PIN  PgT Grp COV  VM  Features
   _  215/671-7108 _____  PAB _  PN  __  __ __ __ __ __ __ __ __ __
   _  _____ _____   __  _ __ __  __ __ __ __ __ __ __ __ __ +
   _  _____ _____   __  _ __ __  __ __ __ __ __ __ __ __ __ +

BLM3389 - Channel/Capcode Already In-Service To This PGT.           +
```

If you try to activate a pager that has the same cap code (but is a different frequency and/or different baud rate) from others in your account, you will be taken to a selection screen (as shown below). That screen will list every pager in your account that has the requested cap code, along with each pager's frequency, baud rate, model, and service type.

<Tab> to the pager you wish to activate, place an **"X"** on the line next to it, and press **<Enter>**. You will be taken back to the **Reseller Pager Maintenance** screen where you can then continue with the activation.

```
BL3140RP                              BOSS                        7/29/01
BOSSACCESS  MCBELL4        RESELLER PAGER MAINTENANCE             15:43:21
                   A=Activate M=Modify X=Exchange R=Reconnect V=View T=Terms

                       Duplicate Capcode Selection
 _ (F=Forward B=Backward E=Exit)
 S Capcode     Telephone    Ext      Frequency   Baud  Mdl  Svc
 _ 0066685                           931.8375    02400 LP4  DIG
 _ 0066685                           931.8625    01200 LPT  DIG
 _ 0066685                           158.7000    00512 LPF  DIG
 _ 0066685                           931.8375    06400 BFX  DIG
 _ 0066685                           931.8875    06400 L56  DIG




 Select (X) and press ENTER


```

After completing a transaction, you will sometimes be taken to the **"Display Messages"** screen:

```
                        Display Messages
                                    System:    MCBELL4
Queue . . . . . :    MDCCAOEC          Program . . . . :    *DSPMSG
  Library . . . :    QSYS               Library . . . :
Severity . . . :    00                 Delivery . . . :    *NOTIFY

Type reply (if required), press Enter.................................
  From  . . . :    BOSSADM        06/13/01   14:05:21
  PAB -FUNCTION Disconnect-  Contract: 2359945-001  Equipment: 0000191213
    Telephone: (215)671-5858  Capcode: D0962331 not programmed. Invalid
    transaction or code sent to paging terminal.
  From  . . . :    BOSSADM        06/13/01   14:05:22
  PAB -FUNCTION Add/Change-  Contract: 2359945-001  Equipment: 0000191213
    Telephone: (215)934-0684  Capcode: D0962331 programmed successful.




                                                            Bottom
F3=Exit..............F11=Remove a message................F12=Cancel...........
F13=Remove all.......F16=Remove all except unanswered.....F24=More keys.......
```

This screen is strictly informational, and will only display if there is some type of problem with the programming of a pager that you have just activated, modified, cancelled, or temporarily disconnected.

BOSS will tell you that the programming was unsuccessful, and at that point you have several options. The option you choose will be determined by the transaction you keyed. You can perform one of the following options:

- ?? Press **F3** (or **<Enter>**) to go back to the **Reseller Pager Maintenance** screen and then choose Transaction Code **"S"** to reprogram the pager. (This is successful approximately 99% of the time).

- ?? Press **F3** (or **<Enter>**) to go back to the **Reseller Pager Maintenance** screen and then choose Transaction Code **"M"** to modify the pager programming, at which point you can auto-select a new pager number.

- ?? If you were trying to cancel or temporarily disconnect a pager, press **F3** (or **<Enter>**) to go back to the **Reseller Pager Maintenance** screen, then press **"R"** to reconnect the pager. After that, you can again press **"C"** to cancel the pager or **"D"** to temporarily disconnect it.

MODIFYING A PAGER RECORD

The **"M"** option allows you to access the record of an **active** pager by entering either its **cap code**, **telephone number**, or **PIN or end-to-end number**. This option allows you to make changes to the following items of an **SER** (in-service) record:

- ?? Holder
- ?? Overcall Code
- ?? Carrier Code
- ?? Coverage Code
- ?? Add, Change or Delete additional pager telephone number/PIN number
- ?? Add, Change or Delete voice mail service to an existing record

This option also allows you to enter a future date for **BOSS** to automatically cancel a pager's service. (Refer to the section on **Future End-Dating a Pager**.)

Step 1. Type **"M"** into the **Transaction Code** field of the **Reseller Pager Maintenance** screen.

Step 2. To access the desired record, perform one of the following options:

A. Type the cap code into the **Capcode** field **without** using the "_D" format, then press **<Enter>**

B. Type the ten-digit telephone number into the **Telephone #** field, then press **<Enter>**

C. Type the ten-digit telephone number (access number) in the **Telephone #** field, then type the **PIN** or end-to-end number in the **Ext/PIN** field. Press **<Enter>**.

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The system will display the detail information for the pager record.

```
BL3140RP                          BOSS                      6/01/01
BOSSACCESS  MCBELL4     RESELLER PAGER MAINTENANCE          08:53:00
                       A=Activate M=Modify X=Exchange R=Reconnect V=View T=Terms
Transaction Code: _    D=Temp Disconnect  C=Cancel  P=Page  E=Exit  I=Inquiry
MODIFY                 S=Submit Pager Reprogram
2359945 001 PAGE ONE COMMUNICATIONS        PO#:
-----Pager Info----------------------------------------Exchange Pager Info------
Capcode...: 0962331                            Capcode...: _____
Tel #.....: 215/934-0576 Ext/PIN.: _____     Frequency.:
Frequency.:   931.8625 Life Style Plus 1200 Baud
Status....: SER Service...: DIG Function..: 318 Baud..:  1200  Promo..:
---Service Info-----------------------------------------------------------------
Holder: PAGE ONE COMMUNICATIONS            Start Date:....:  5/16/01
Overcall Plan: UNL  UNLIMITED         0/.15 Future End Serv: _
Carrier Code.: ___                         End Date.......: 0/00/00
Recurring Rate:                            Last Changed...:  5/16/01 13:47:03
Save Information (Y/N): _                   User...........: OM
-----Phone Info----------------Features-----------------------------------------
_  S   Telephone   Ext/PIN  PgT Grp COV  VM   Features
   _  215/934-0576 _____   PAB  _  WID  __   __ __ __ __ __ __ __ __
   -  _____   _____   __   -  __   __   __ __ __ __ __ __ __ __
   -  _____   _____   __   -  __   __   __ __ __ __ __ __ __ __  +
```

> **Step 3.** Use the **<Tab>** key to move the cursor to the field(s) you wish to change. Type the desired updated information. Any or all of the following fields may be modified:
>
> ?? **Holder:** The **Holder** field is an informational field only. You may type the name or account number of the person who is actually using the pager, up to a maximum of 20 characters.
>
> ?? **Overcall Plan:** The three-character code that identifies the overcall plan associated with this pager. Refer to the Overcall Code Listing.
>
> ?? **Telephone:** In the **Telephone** field, type the area code **or** the area code and prefix, of the number to be programmed, then press **<Enter>**. This will automatically select a valid phone number. Refer to list of Local Prefixes.
>
> **NOTE:** Please remember that you must type an "**X**" under the **"S"** to select a new **Telephone** number for the pager. After you type in the area code and prefix for the new number, you **must** erase what is left of the old pager number. If you are giving the pager a new area code and prefix, you must also erase the **PGT** field.
>
> ?? **Ext / PIN:** The **PIN** or end-to-end number. (Again remember to place an "**X**" under the **"S"** to select and remember to erase the **PIN** or end-to-end number you are changing.)

?? **COV:** The three-character Coverage code. Refer to the Coverage Code Listing.

?? **VM:** The three-character Voice Mail code. Refer to the Voice Mail Code Listing.

?? **Features:** The three-character Feature codes for any features that might be associated with this pager.

Step 4.   After making changes to the desired field(s) in Step 3 above, press **\<Enter\>**. Verify that the information is correct.

```
BL3140RP                            BOSS                        6/01/01
BOSSACCESS  MCBELL4        RESELLER PAGER MAINTENANCE          08:53:00
                          A=Activate M=Modify X=Exchange R=Reconnect V=View T=Terms
Transaction Code: _       D=Temp Disconnect  C=Cancel  P=Page  E=Exit  I=Inquiry
MODIFY                    S=Submit Pager Reprogram
2359945 001 PAGE ONE COMMUNICATIONS          PO#:
-----Pager Info--------------------------------------Exchange Pager Info------
Capcode..: 0962331                             Capcode...: _____
Tel #.....: 215/934-0576 Ext/PIN.: _____     Frequency.:
Frequency.:   931.8625 Life Style Plus 1200 Baud
Status....: SER Service...: DIG Function..: 318 Baud..:  1200  Promo..:
---Service Info---------------------------------------------------------------
Holder: DAFFY DUCK_____     Start Date:....:  5/16/01
Overcall Plan: UNL  UNLIMITED        0/.15 Future End Serv: _
Carrier Code.: ___                     End Date.......: 0/00/00
Recurring Rate:                        Last Changed...:  5/16/01 13:47:03
Save Information (Y/N): Y               User...........: OM
-----Phone Info--------------Features-----------------------------------------
_  S   Telephone   Ext/PIN  PgT Grp COV  VM  Features
   _  215/671-5858 _____   PAB _  WID MP1 U01 __ __ __ __ __ __
   -  _____ _____     ___ - __ __  __ __ __ __ __ __ __
   -  _____ _____     ___ - __ __  __ __ __ __ __ __ __ +

Enter Y to save information.
```

If all information is correct, press **<Enter>** again. (The **Save Information** field defaults to a value of **"Y"** (Yes). The message **"Record Updated"** will appear.

```
BL3140RP                         BOSS                     6/01/01
BOSSACCESS  MCBELL4      RESELLER PAGER MAINTENANCE        08:53:00
                       A=Activate M=Modify X=Exchange R=Reconnect V=View T=Terms
Transaction Code: _    D=Temp Disconnect  C=Cancel  P=Page  E=Exit  I=Inquiry
MODIFY                 S=Submit Pager Reprogram
2359945 001 PAGE ONE COMMUNICATIONS          PO#:
-----Pager Info-------------------------------------Exchange Pager Info------
Capcode...: 0962331               Capcode...: _____
Tel #.....: 215/671-5858 Ext/PIN.: _____   Frequency.: _____
Frequency.:   931.8625 Life Style Plus 1200 Baud
Status....: SER Service...: DIG Function..: 318 Baud..:  1200  Promo..:
---Service Info---------------------------------------------------------------
Holder: DAFFY DUCK_____   Start Date:....: 5/16/01
Overcall Plan: UNL  UNLIMITED        0/.15  Future End Serv: _
Carrier Code.: ___                          End Date.......: 0/00/00
Recurring Rate:                             Last Changed...: 6/01/01 10:35:10
Save Information (Y/N): _                    User...........: OM
-----Phone Info--------------------Features-----------------------------------
_  S   Telephone   Ext/PIN  PgT Grp COV  VM  Features
   _  215/671-5858 _____   PAB  _  WID  MP1 U01 __ __ __ __ __ __ __
   _  _____  _____   __  _  __   __  __ __ __ __ __ __ __
   _  _____  _____   __  _  __   __  __ __ __ __ __ __ __  +

BLM2001 - Record Updated.
```

> **NOTE:** If the information is **not** correct, type **"N"** in the **Save Information** field, then press **<Enter>**. Use the **<Tab>** key to move the cursor to the field that needs to be corrected. After correcting the information, press **<Enter>**.

> **NOTE:** The **Recurring Rate** will automatically update based on services added, changed, or removed when the transaction is completed. (The ability to view your rates is an optional feature upon request.)

TEMPORARILY DISCONNECTING A PAGER

The **"D"** option allows you to access the record of an **active** pager by entering either its **cap code**, **telephone number**, or **PIN or end-to-end number**.

Step 1.   Type **"D"** into the **Transaction Code** field of the **Reseller Pager Maintenance** screen.

Step 2.   To access the desired record, perform one of the following options:

   A.   Type the cap code into the **Capcode** field **without** using the "_D" format, then press **<Enter>**.

   B.   Type the ten-digit telephone number into the **Telephone #** field, then press **<Enter>**.

   C.   Type the ten-digit telephone number (access number) in the **Telephone #** field, then type the **PIN** or end-to-end number in the **Ext/PIN** field. Press **<Enter>**.

The system will then display the detail information for the pager record.

```
BL3140RP                        BOSS                  6/04/01
BOSSACCESS  MCBELL4    RESELLER PAGER MAINTENANCE     07:54:37
                  A=Activate M=Modify X=Exchange R=Reconnect V=View T=Terms
Transaction Code: _   D=Temp Disconnect  C=Cancel  P=Page  E=Exit  I=Inquiry
TEMPORARY DISCONNECT S=Submit Pager Reprogram
2359945 001 PAGE ONE COMMUNICATIONS          PO#:
-----Pager Info-------------------------------------Exchange Pager Info------
Capcode...: 0962331               Capcode...: _____
Tel #.....: 215/671-5858 Ext/PIN.: _____   Frequency.:
Frequency.:   931.8625 Life Style Plus 1200 Baud
Status....: SER Service...: DIG Function..: 318 Baud..:  1200  Promo..:
---Service Info--------------------------------------------------------------
Holder: DAFFY DUCK_____       Start Date:....:  5/16/01
Overcall Plan: UNL  UNLIMITED        0/.15 Future End Serv: _
Carrier Code.: ___                         End Date.......: 0/00/00
Recurring Rate:                            Last Changed...: 6/01/01 10:35:10
Save Information (Y/N): Y                   User...........: OM
-----Phone Info-------------------Features-----------------------------------
  S   Telephone   Ext/PIN  PgT Grp COV  VM  Features
  _  215/671-5858 _____   PAB  _  WID  MP1 U01 __ __ __ __ __ __ __
  _  _____ _____   ___  _  ___  ___ ___ __ __ __ __ __ __ __
  _  _____ _____   ___  _  ___  ___ ___ __ __ __ __ __ __ __ +

Enter Y to save information.
```

A. If the correct record is displayed (i.e., you are viewing the record for the pager you wish to temporarily disconnect), press **<Enter>**. (The **Save Information** field defaults to a value of **"Y"** (Yes). The message **"Record Updated"** will appear, and the pager will now be temporarily disconnected.

```
BL3140RP                           BOSS                      6/04/01
BOSSACCESS  MCBELL4       RESELLER PAGER MAINTENANCE           07:54:37
                      A=Activate M=Modify X=Exchange R=Reconnect V=View T=Terms
Transaction Code: _  D=Temp Disconnect  C=Cancel  P=Page  E=Exit  I=Inquiry
TEMPORARY DISCONNECT S=Submit Pager Reprogram
2359945 001 PAGE ONE COMMUNICATIONS        PO#:
-----Pager Info-----------------------------------------Exchange Pager Info------
Capcode...: 0962331                        Capcode...: _____
Tel #.....: 215/671-5858 Ext/PIN.: _____ Frequency.:
Frequency.:   931.8625 Life Style Plus 1200 Baud
Status....: DIS Service...: DIG Function..: 318 Baud..:  1200  Promo..:
---Service Info--------------------------------------------------------------
Holder: DAFFY DUCK                         Start Date:....: 5/16/01
Overcall Plan: UNL  UNLIMITED         0/.15 Future End Serv: _
Carrier Code.: ___                         End Date.......: 0/00/00
Recurring Rate:                            Last Changed...: 6/04/01  8:24:08
Save Information (Y/N): _                  User...........: OM
-----Phone Info-------------------Features----------------------------------
 S  Telephone   Ext/PIN  PgT Grp COV  VM  Features
_   215/671-5858 _____  PAB  _  WID  MP1 U01 __ __ __ __ __ __ __
 _  _____ _____  ___  _  __  __  __ __ __ __ __ __ __ __
 _  _____ _____  ___  _  __  __  __ __ __ __ __ __ __ __ +

BLM2001 - Record Updated.
```

B. If the pager record displayed is **not** the one you want to temporarily disconnect, type **"N"** in the **Save Information** field, press **<Enter>**, then repeat Step 2 to bring up the correct record to be temporarily disconnected.

NOTE: **IMPORTANT:** When the transaction has been completed, this option will change the status of the record from **SER** (In Service) to **DIS** (Temporarily Disconnected). The unit will remain billable until **either** 90 days has passed since the date it was placed in **DIS** status **or** until the unit is completely cancelled **before** 90 days have passed. (**BOSS** will automatically cancel all units that have been in **DIS** status for 90 days.)

CANCELING A PAGER

The **"C"** option allows you to access the record of an **active** pager by entering either its **cap code**, **telephone number**, or **PIN or end-to-end number**. This option allows you to end pager service and billing on the current date.

Step 1. Type **"C"** into the **Transaction Code** field of the **Reseller Pager Maintenance** screen.

Step 2. To access the desired record, perform one of the following options:

A. Type the cap code into the **Capcode** field **without** using the "_D" format, then press **<Enter>**.

B. Type the ten-digit telephone number into the **Telephone #** field, then press **<Enter>**.

C. Type the ten-digit telephone number (access number) in the **Telephone #** field, then type the **PIN** or end-to-end number in the **Ext/PIN** field. Press **<Enter>**.

The system will then display the detail information for the pager record.

```
BL3140RP                           BOSS                      6/04/01
BOSSACCESS  MCBELL4        RESELLER PAGER MAINTENANCE         07:54:37
                     A=Activate M=Modify X=Exchange R=Reconnect V=View T=Terms
Transaction Code: _   D=Temp Disconnect  C=Cancel  P=Page  E=Exit  I=Inquiry
CANCEL                S=Submit Pager Reprogram
2359945 001 PAGE ONE COMMUNICATIONS          PO#:
-----Pager Info-------------------------------------Exchange Pager Info------
Capcode...: 0962331____                      Capcode...: _____
Tel #.....: 215/671-5858 Ext/PIN.: _____   Frequency.:
Frequency.:   931.8625 Life Style Plus 1200 Baud
Status....: DIS Service...: DIG Function..: 318 Baud..:  1200  Promo..:
---Service Info-------------------------------------------------------------
Holder: DAFFY DUCK_____   Start Date:....:  5/16/01
Overcall Plan: UNL   UNLIMITED         0/.15 Future End Serv: _
Carrier Code.: ___                           End Date.......: 0/00/00
Recurring Rate:                              Last Changed...:  6/04/01  8:24:08
Save Information (Y/N): _                     User...........: OM
-----Phone Info--------------------Features---------------------------------
_  S   Telephone    Ext/PIN  PgT Grp COV  VM  Features
   _  215/671-5858 _____   PAB  _  WID  MP1 U01 __ __ __ __ __ __ __
   _  _____  _____   ___  _  ___  ___ ___ __ __ __ __ __ __ __
   _  _____  _____   ___  _  ___  ___ ___ __ __ __ __ __ __ __ +
```

Step 3. Press **<Enter>**. (The system will place the current date in the **End Date** field, and the default value in the **Save Information** field will be **"Y"** (Yes).

Step 4. Press **<Enter>** again if the correct record is displayed (i.e., you are viewing the record for the pager you wish to cancel). The message **Record Deleted** will appear.

```
BL3140RP                         BOSS                        6/04/01
BOSSACCESS  MCBELL4      RESELLER PAGER MAINTENANCE           07:54:37
                        A=Activate M=Modify X=Exchange R=Reconnect V=View T=Terms
Transaction Code: _  D=Temp Disconnect  C=Cancel  P=Page  E=Exit  I=Inquiry
CANCEL                  S=Submit Pager Reprogram
2359945 001 PAGE ONE COMMUNICATIONS        PO#:
-----Pager Info-----------------------------------------Exchange Pager Info------
Capcode...: 0962331                         Capcode...: _____
Tel #.....: 215/671-5858 Ext/PIN.: _____  Frequency.:
Frequency.:   931.8625 Life Style Plus 1200 Baud
Status....: END Service...: DIG Function..: 318 Baud..:  1200  Promo..:
---Service Info------------------------------------------------------------------
Holder: DAFFY DUCK                          Start Date:....: 5/16/01
Overcall Plan: UNL  UNLIMITED          0/.15 Future End Serv: N
Carrier Code.: ___                          End Date.......: 6/04/01
Recurring Rate:                             Last Changed...: 6/04/01  8:24:08
Save Information (Y/N): _                    User...........: OM
-----Phone Info-------------------Features---------------------------------------
 S   Telephone   Ext/PIN  PgT Grp COV  VM  Features
 _   215/671-5858 _____   PAB  _  WID  MP1 U01 __ __ __ __ __ __ __

 _   _____ _____   __  _  __  __  __ __ __ __ __ __ __ __
 _   _____ _____   __  _  __  __  __ __ __ __ __ __ __ __ +

BLM2002 - Record Deleted.
```

NOTE: If the information is not correct, type **"N"** in the **Save Information** field, press **<Enter>**, then correct the data before repeating step 4.

NOTE: **IMPORTANT:** When the transaction is completed, this option will change the status of the pager record from **SER** (In Service) or **DIS** (Temporarily Disconnected) to **END** (End-Dated).

FUTURE END-DATING A PAGER

As stated earlier, the **"M"** option allows you to access the record of an **active** pager by entering either its **cap code**, **telephone number**, or **PIN or end-to-end number**, and it allows you to end pager service and billing on a future date. For future end-dating, you may specify any date between 1 and 366 days in the future.

Step 1. Type **"M"** into the **Transaction Code** field of the **Reseller Pager Maintenance** screen.

Step 2. To access the desired record, perform one of the following options:

A. Type the cap code into the **Capcode** field **without** using the "_D" form at, then press **<Enter>**.

B. Type the ten-digit telephone number into the **Telephone #** field, then press **<Enter>**.

C. Type the ten-digit telephone number (access number) in the **Telephone #** field, then type the **PIN** or end-to-end number in the **Ext/PIN** field. Press **<Enter>**.

The system will then display the detail information for the pager record.

```
BL3140RP                         BOSS                    7/29/01
BOSSTRN    MCBELL4     RESELLER PAGER MAINTENANCE         16:49:04
                       A=Activate M=Modify X=Exchange R=Reconnect V=View T=Terms
Transaction Code: _    D=Temp Disconnect  C=Cancel  P=Page E=Exit  I=Inquiry
MODIFY                 S=Submit Pager Reprogram
2359945 001 PAGE ONE COMMUNICATIONS        PO#:
-----Pager Info--------------------------------------Exchange Pager Info------
Capcode...: 0962331              Capcode...: _____
Tel #.....: 215/671-5858 Ext/PIN.: _____   Frequency.:
Frequency.:   931.8625 Life Style Plus 1200 Baud
Status....: SER Service...: DIG Function..: 318 Baud..:  1200  Promo..:
---Service Info----------------------------------------------------------------
Holder: DAFFY DUCK                          Start Date:....: 7/29/01
Overcall Plan: UNL  UNLIMITED          0/.15 Future End Serv: _
Carrier Code.: ___                          End Date.......: _____
Recurring Rate:                             Last Changed...: 7/29/01 16:49:58
Save Information (Y/N): _                    User...........: OM
-----Phone Info------------------Features--------------------------------------
 _  S   Telephone   Ext/PIN  PgT Grp COV VM  Features
    _  215/671-5858 _____   PAB _  WID MP1 U01 MAN __ __ __ __ __ __
    _  _____ _____   ___ _  ___ ___ ___ ___ __ __ __ __ __ __
    _  _____ _____   ___ _  ___ ___ ___ ___ __ __ __ __ __ __ +
```

Step 3. To make the cancellation take effect on a **future** date, type **"Y"** (Yes) in the **Future End Serv** field.

Step 4. Type the desired future end-date in the **End Date** field, using the format of **MM/DD/YY (**example:08/31/01). Only dates from 1 to 366 days from the current date are allowed as valid future end-dates.

Step 5. Press **<Enter>**. (The default value in the **Save Information** field will be **"Y"** (Yes).

```
BL3140RP                        BOSS                      7/29/01
BOSSTRN     MCBELL4    RESELLER PAGER MAINTENANCE         16:49:04
                     A=Activate M=Modify X=Exchange R=Reconnect V=View T=Terms
Transaction Code: _  D=Temp Disconnect  C=Cancel  P=Page  E=Exit  I=Inquiry
MODIFY               S=Submit Pager Reprogram
2359945 001 PAGE ONE COMMUNICATIONS       PO#:
-----Pager Info--------------------------------------Exchange Pager Info------
Capcode...: 0962331                        Capcode...: _____
Tel #.....: 215/671-5858 Ext/PIN.: _____  Frequency.:
Frequency.:   931.8625 Life Style Plus 1200 Baud
Status....: SER Service...: DIG Function..: 318 Baud..:  1200  Promo..:
---Service Info---------------------------------------------------------------
Holder: DAFFY DUCK                         Start Date:....: 7/29/01
Overcall Plan: UNL  UNLIMITED        0/.15 Future End Serv: Y
Carrier Code.: ___                         End Date.......: 8/31/01
Recurring Rate:                            Last Changed...: 7/29/01 16:49:58
Save Information (Y/N): Y                   User...........: OM
-----Phone Info-------------------Features------------------------------------
_  S   Telephone    Ext/PIN  PgT Grp COV  VM  Features
   _   215/671-5858 _____   PAB _ WID MP1 U01 MAN __ __ __ __ __ __
   _   _____ _____   ___ _ ___ ___ ___ ___ __ __ __ __ __ __
   _   _____ _____   ___ _ ___ ___ ___ ___ __ __ __ __ __ __ +

Enter Y to save information.
```

Step 6. If the correct record is displayed (i.e., you are viewing the record for the pager you wish to future end-date) and the data you entered in Steps 3 and 4 is correct, press the **<Enter>** key again. The message **Record Updated** will appear.

NOTE: If the information is not correct, type **"N"** in the **Save Information** field, press **<Enter>**, then correct the data before repeating steps 5 and 6.

RECONNECTING A PAGER

The **"R"** option allows you to access the record of a **temporarily disconnected** pager by entering either its **cap code**, **telephone number**, or **PIN or end-to-end number**. This option also allows you to access the record of a **cancelled** pager by entering its cap code.

> **Step 1.**   Type **"R"** into the **Transaction Code** field of the **Reseller Pager Maintenance** screen.

> **Step 2.**   To access the desired record, perform one of the following options:

>> **A.**   Type the cap code into the **Capcode** field **without** using the "_D" format, then press **<Enter>**

>> **B.**   Type the ten-digit telephone number into the **Telephone #** field, then press **<Enter>**

>> **C.**   Type the ten-digit telephone number (access number) in the **Telephone #** field, then type the **PIN** or end-to-end number in the **Ext/PIN** field. Press **<Enter>**.

The system will then display the detail information for the pager record.

```
BL3140RP                         BOSS                      6/18/01
BOSSACCESS  MCBELL4      RESELLER PAGER MAINTENANCE         12:21:09
                        A=Activate M=Modify X=Exchange R=Reconnect V=View T=Terms
Transaction Code: _     D=Temp Disconnect  C=Cancel  P=Page  E=Exit  I=Inquiry
RECONNECT               S=Submit Pager Reprogram
2359945 001 PAGE ONE COMMUNICATIONS         PO#:
-----Pager Info------------------------------------Exchange Pager Info------
Capcode...: 0962331                         Capcode...: _____
Tel #.....: 215/671-5858 Ext/PIN.: _____   Frequency.:
Frequency.:   931.8625 Life Style Plus 1200 Baud
Status....: END Service...: DIG Function..: 318 Baud..:  1200  Promo..:
---Service Info----------------------------------------------------------
Holder: DAFFY DUCK                          Start Date:....:  6/18/01
Overcall Plan: UNL  UNLIMITED        0/.15  Future End Serv: _
Carrier Code.: ___                          End Date.......:  6/18/01
Recurring Rate:                             Last Changed...:  6/18/01 12:22:18
Save Information (Y/N): Y                    User...........: OM
-----Phone Info--------------------Features------------------------------
_ S   Telephone   Ext/PIN  PgT Grp COV  VM   Features
  _  215/671-5858 _____   PAB _  WID  MP1  U01 MAN __ __ __ __ __ __
  -  _____  _____   ___ -  ___  ___  __ __ __ __ __ __ __
  -  _____  _____   ___ -  ___  ___  __ __ __ __ __ __ __    +

Enter Y to save information.
```

The default value in the **Save Information** field is **"Y"** (Yes).

> **A.** If the correct record is being displayed (i.e., you are viewing the record for the pager you wish to reconnect), press **<Enter>**. The message **"Record Updated"** (or **"Record Reinstated"** if the pager was completely end-dated) will appear.

```
BL3140RP                       BOSS                      6/04/01
BOSSACCESS  MCBELL4    RESELLER PAGER MAINTENANCE        07:54:37
                     A=Activate M=Modify X=Exchange R=Reconnect V=View T=Terms
Transaction Code: _  D=Temp Disconnect  C=Cancel  P=Page  E=Exit  I=Inquiry
RECONNECT            S=Submit Pager Reprogram
2359945 001 PAGE ONE COMMUNICATIONS        PO#:
-----Pager Info----------------------------------Exchange Pager Info------
Capcode...: 0962331___              Capcode...: _____
Tel #.....: 215/671-5858 Ext/PIN.: _____    Frequency.:
Frequency.:   931.8625 Life Style Plus 1200 Baud
Status....: SER Service...: DIG Function..: 318 Baud..:  1200  Promo..:
---Service Info--------------------------------------------------------
Holder: DAFFY DUCK_____    Start Date:....:  6/04/01
Overcall Plan: UNL  UNLIMITED        0/.15 Future End Serv: _
Carrier Code.: ___                   End Date.......: 0/00/00
Recurring Rate:                      Last Changed...:  6/04/01  9:37:28
Save Information (Y/N): _            User...........: OM
-----Phone Info-------------------Features---------------------------------
 _  S  Telephone   Ext/PIN  PgT Grp COV  VM  Features
    _  215/671-5858 _____  PAB  _  WID MP1 U01 __ __ __ __ __ __ __
    -  _____ _____  ___ - ___ ___ ___ __ __ __ __ __ __ __
    -  _____ _____  ___ - ___ ___ ___ __ __ __ __ __ __ __ +

BLM2003 - Record Reinstated.
```

> **B.** If the pager record displayed is **not** the one you want to reconnect, type **"N"** in the **Save Information** field and press **<Enter>**. Repeat Step 2 to bring up the correct record to be reconnected before pressing **<Enter>**.

> **NOTE:** **IMPORTANT:** When the transaction is completed, this option will automatically change the status of a temporarily disconnected record from **DIS** (Temporarily Disconnected) to **SER** (In Service). It will also automatically change the status of a cancelled record from **END** (End-Dated) to **SER** (In Service).

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EXCHANGING A PAGER

The **"X"** option allows you to access the record of an **active** pager by entering either its **cap code**, **telephone number**, or **PIN or end-to-end number**. This option allows you to exchange an in-service (**SER**) pager with an available (**AVL**) or end-dated (**END**) unit.

> **Step 1.** Type **"X"** into the **Transaction Code** field of the **Reseller Pager Maintenance** screen.
>
> **Step 2.** To access the record for the pager you wish to exchange, perform one of the following options:
>
> > **A.** Type the cap code into the **Capcode** field **without** using the "_D" format
> >
> > **B.** Type the ten-digit telephone number into the **Telephone #** field
> >
> > **C.** Type the ten-digit telephone number (access number) in the **Telephone #** field, then type the PIN or end-to-end number in the **Ext/PIN** field
>
> **Step 3.** After you have entered the **cap code**, the **telephone number**, or the access number with **PIN** for the pager you wish to exchange, move the cursor to the **Capcode** field for the replacement unit. This field is on the right of your screen.
>
> **Step 4.** Type the cap code for the replacement unit into the **Capcode** field (under **"Exchange Pager Info"**), then press **<Enter>**.
>
> > **NOTE:** **IMPORTANT:** When doing a pager exchange (swap), you **must** enter either the cap code or the pager # for the "out of service" pager **and** the cap code for the "into service" pager **before** pressing **<Enter>**. If you press **<Enter>** before inputting both pieces of information, you will get the error message **"invalid capcode entered"**.

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The system will display the detail information for the "out of service" pager, along with the **cap code** for the "into service" pager.

```
BL3140RP                        BOSS                    6/04/01
BOSSTRN    MCBELL4    RESELLER PAGER MAINTENANCE         11:05:57
                    A=Activate M=Modify X=Exchange R=Reconnect V=View T=Terms
Transaction Code: _   D=Temp Disconnect  C=Cancel  P=Page  E=Exit  I=Inquiry
EXCHANGE              S=Submit Pager Reprogram
2359945 001 PAGE ONE COMMUNICATIONS        PO#:
-----Pager Info----------------------------------Exchange Pager Info------
Capcode...: 0962331                        Capcode...: 0878883
Tel #.....: 215/671-5858 Ext/PIN.: _____  Frequency.:
Frequency.:   931.8625 Life Style Plus 1200 Baud
Status....: SER Service...: DIG Function..: 318 Baud..:  1200  Promo..:
---Service Info-------------------------------------------------------
Holder: DAFFY DUCK                   Start Date:....:  6/04/01
Overcall Plan: UNL                   Future End Serv: _
Carrier Code.: ___                   End Date.......:  0/00/00
Recurring Rate:                      Last Changed...:  6/04/01 10:19:06
Save Information (Y/N): Y            User...........: OM
-----Phone Info--------------------Features----------------------------------
_ S   Telephone   Ext/PIN  PgT Grp COV  VM  Features
  _  215/671-5858 _____   PAB  _  WID  MP1 U01 __ __ __ __ __ __ __
  _  _____  _____   ___  _  ___  ___ __ __ __ __ __ __ __
  _  _____  _____   ___  _  ___  ___ __ __ __ __ __ __ __ +

Enter Y to save information.
```

Step 5. To complete the exchange, do **one** of the following, depending on whether you are processing a **like** exchange or an **unlike** exchange:

A. If you are processing a **LIKE** exchange (that is, a local to local exchange, or a nationwide to nationwide exchange), and if the information on the screen **is** correct, press **<Enter>**. (The default in the **Save Information** field is **"Y"** for Yes). The message **Record Added** will then appear.

NOTE: If the information on the screen is **not** correct, you must type **"N"** in the **Save Information** field, press **<Enter>**, then enter the correct information before completing this step. (You may use the **<Tab>** key to move the cursor to the field you want to correct.)

```
BL3140RP                          BOSS                      6/04/01
BOSSTRN    MCBELL4    RESELLER PAGER MAINTENANCE            11:05:57
                     A=Activate M=Modify X=Exchange R=Reconnect V=View T=Terms
Transaction Code: _  D=Temp Disconnect  C=Cancel  P=Page  E=Exit  I=Inquiry
EXCHANGE             S=Submit Pager Reprogram
2359945 001 PAGE ONE COMMUNICATIONS         PO#:
-----Pager Info-------------------------------------Exchange Pager Info------
Capcode...: 0878883                        Capcode...: _____
Tel #.....: 215/671-5858 Ext/PIN.: _____  Frequency.:
Frequency.:   931.8625 Executive 1200 Baud        NEC
Status....: SER Service...: DIG Function..: 318 Baud..:  1200  Promo..:
---Service Info-------------------------------------------------------------
Holder: DAFFY DUCK                         Start Date:....:  6/04/01
Overcall Plan: UNL  UNLIMITED        0/.15 Future End Serv: _
Carrier Code.: ___                         End Date.......: 0/00/00
Recurring Rate:                            Last Changed...: 6/04/01 11:18:43
Save Information (Y/N): _                   User...........: OM
-----Phone Info--------------------Features---------------------------------
 _  S   Telephone   Ext/PIN  PgT Grp COV  VM  Features
    _   215/671-5858 _____  PAB  _  WID  MP1 U01 __ __ __ __ __ __ __
    _   _____ _____  __  _  __  __  __ __ __ __ __ __ __ +
    _   _____ _____  __  _  __  __  __ __ __ __ __ __ __ +

BLM2000 - Record Added.
```

B. If you are processing an **UNLIKE** exchange (i.e., a local to nationwide, a nationwide to local, an alpha to digital, a digital to alpha), the cursor will move to the **Overcall Plan** field. The system will place an Overcall Plan code in the **Overcall Plan** field by default, based on the service type of the replacement pager. If you wish to change any data, press the **<Tab>** key to move the cursor to the field(s) you wish to change. Type in the updated information and press **<Enter>**. If necessary, you can refer to the **BOSS** Code Book for Resellers for valid codes.

```
BL3140RP                         BOSS                        6/04/01
BOSSTRN    MCBELL4    RESELLER PAGER MAINTENANCE           11:46:13
                    A=Activate M=Modify X=Exchange R=Reconnect V=View T=Terms
Transaction Code: _  D=Temp Disconnect  C=Cancel  P=Page  E=Exit  I=Inquiry
EXCHANGE             S=Submit Pager Reprogram
2359945 001 PAGE ONE COMMUNICATIONS        PO#:
-----Pager Info-----------------------------------Exchange Pager Info------
Capcode...: 0878883                    Capcode...: 0805566
Tel #.....: 215/671-5858 Ext/PIN.: _____  Frequency.:
Frequency.:   931.8625 Executive 1200 Baud        NEC
Status....: SER Service...: DIG Function..: 318 Baud..:  1200  Promo..:
---Service Info-------------------------------------------------------
Holder: DAFFY DUCK                   Start Date:....:  6/04/01
Overcall Plan: ABA                   Future End Serv: _
Carrier Code.: LCL                   End Date.......: 0/00/00
Recurring Rate:                      Last Changed...:  6/04/01 11:43:52
Save Information (Y/N): Y            User...........: OM
-----Phone Info-------------------Features-------------------------------
_  S   Telephone    Ext/PIN PgT Grp COV  VM  Features
   _  800/946-4646 6792557  NTW  _  NTW  NVP  __ __ __ __ __ __ __ __
   _  _____  _____  ___  _  ___  ___  __ __ __ __ __ __ __ __
   _  _____  _____  ___  _  ___  ___  __ __ __ __ __ __ __ __ +

Enter Y to save information.
```

Step 6. If the information on the screen **is** correct, press **<Enter>**. (The **Save Information** field contains a value of **"Y"** (Yes) by default).

```
BL3140RP                          BOSS                      6/04/01
BOSSTRN    MCBELL4     RESELLER PAGER MAINTENANCE           11:46:13
                      A=Activate M=Modify X=Exchange R=Reconnect V=View T=Terms
Transaction Code: _   D=Temp Disconnect  C=Cancel  P=Page  E=Exit  I=Inquiry
EXCHANGE              S=Submit Pager Reprogram
2359945 001 PAGE ONE COMMUNICATIONS          PO#:
-----Pager Info----------------------------------------Exchange Pager Info------
Capcode...: 0805566                          Capcode...: _____
Tel #.....: 800/946-4646 Ext/PIN.: 6792558   Frequency.:
Frequency.:   931.8875 Bravo Flex 6400 Baud
Status....: SER Service...: NWD Function..: 518 Baud..:  6400  Promo..:
---Service Info-----------------------------------------------------------------
Holder: DAFFY DUCK                           Start Date:....:  6/04/01
Overcall Plan: ABA      000/.15              Future End Serv: _
Carrier Code.: LCL                           End Date.......: 0/00/00
Recurring Rate:                              Last Changed...:  6/04/01 11:50:05
Save Information (Y/N): _                     User...........: OM
-----Phone Info--------------------Features-------------------------------------
_  S   Telephone   Ext/PIN  PgT Grp COV  VM  Features
   _  800/946-4646 6792558  NTW  _  NTW  NVP  INT __ __ __ __ __ __ __
   _  _____ _____   ___ _  ___  ___  ___ __ __ __ __ __ __ __
   _  _____ _____   ___ _  ___  ___  ___ __ __ __ __ __ __ __ +

BLM2028 - Record swapped.
```

NOTE: If the information on the screen is **not** correct, you must type **"N"** in the **Save Information** field, press **<Enter>**, then enter the correct the information before completing step 6. (You may use the **<Tab>** key to move the cursor to the field you want to correct.)

NOTE: **IMPORTANT:** When the transaction is completed, this option will change the status of the **old** unit from **SER** (In Service) to **END** (End-Dated), and the status of the **new** unit from **AVL** (Available) or **END** (End-Dated) to **SER** (In Service).

SENDING A TEST PAGE

The **"P"** option allows you to access the record of an **active** pager by entering either its **cap code**, **telephone number**, or **PIN or end-to-end number**.

Step 1. Type **"P"** into the **Transaction Code** field of the **Reseller Pager Maintenance** screen.

Step 2. To access the desired record, perform one of the following options:

A. Type the cap code into the **Capcode** field **without** using the "_D" format, then press **<Enter>**.

B. Type the ten-digit telephone number into the **Telephone #** field, then press **<Enter>**.

C. Type the ten-digit telephone number (access number) in the **Telephone #** field, then type the **PIN** or end-to-end number in the **Ext/PIN** field. Press **<Enter>**.

NOTE: Take care to access the correct record, because after you have pressed **<Enter>** in Step 2, a test page will be sent to the unit. The message **"Test Page Is Complete. PGT Should Send Test page To Equipment Now"** will display.

REPROGRAMMING A PAGER

The **"S"** option allows you to reprogram a pager record in the paging terminal.

Step 1. Type **"S"** into the **Transaction Code** field of the **Reseller Pager Maintenance** screen.

Step 2. To access the desired record, perform one of the following options:

A. Type the cap code into the **Capcode** field **without** using the "_D" format, then press **<Enter>**.

B. Type the ten-digit telephone number into the **Telephone #** field, then press **<Enter>**.

C. Type the ten-digit telephone number (access number) in the **Telephone #** field, then type the **PIN** or end-to-end number in the **Ext/PIN** field. Press **<Enter>**.

Step 3. Press **<Enter>** once. The desired record will be displayed and the following message will appear: **"Reprogram request successfully sent**.

USING THE INQUIRY OPTIONS

ACCESSING THE INQUIRY OPTION MENU

Step 1. Type the letter **"I"** into the **Transaction Code** field of the **Reseller Pager Maintenance** screen. The system will then display the **Inquiry Options** menu.

Step 2. Type the two-digit code that corresponds to the type of inquiry you want to perform. The codes are identified in the table below.

Code	Definition
01	Inventory Inquiry
02	Overcall Inquiry
03	Overcall History Inquiry
04	Contract Inquiry by Holder
05	Account Balance Information
06	Reseller Equipment Entry
07	Total In Service Units Inquiry
99	Exit (Return to the Reseller Pager Maintenance screen)

The use of each of these options is explained as follows:

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INVENTORY INQUIRY (OPTION 01)

The **Inventory Inquiry** screen is used to view each service on your account. Information such as the cap code, telephone/PIN number, frequency, service, status, model, coverage, and paging terminal is displayed. This screen allows you to search by **capcode**, **frequency**, **service type**, **status,** or **frequency and capcode.**

```
BL8201RP                         BOSS                        6/04/01
MDCCAOEC    MCBELL4        INVENTORY INQUIRY                  13:51:13

Capcode: _____ or Freq _____ or Svc Type ___ or Status ___
                      Capcode _____
_ (F/B=Scroll  E=Exit  U=Fold/UnFold)
Sel Capcode    Telephone       Ext/PIN Frequency  Svc Sts Own Typ Mdl Chn Cov PgT
--- ---------- --------------- ------- ---------- --- --- --- --- --- --- --- ---
 _  D0000000                   0000000 931.8625 DIG AVL AGN PAG BPT 115
 _  D0000329                   0000000 152.1500 DIG AVL AGN PAG BRV 9
 _  D0000377                   0000000 152.1500 DIG AVL AGN PAG BRV 9
 _  D0000383                   0000000 931.8625 DIG AVL AGN PAG BP4 115
 _  D0000383                   0000000 152.1500 DIG AVL AGN PAG BRV 9
 _  D0000384                   0000000 931.8625 DIG AVL AGN PAG BP4 115
 _  D0000385                   0000000 931.8625 DIG AVL AGN PAG BP4 115
 _  D0000385                   0000000 152.1500 DIG AVL AGN PAG BRV 9
 _  D0000386                   0000000 931.8625 DIG AVL AGN PAG BP4 115
 _  D0000386                   0000000 152.1500 DIG AVL AGN PAG BRV 9
 _  D0000387                   0000000 931.8625 DIG AVL AGN PAG BP4 115
 _  D0000387                   0000000 152.1500 DIG AVL AGN PAG BRV 9
 _  D0000388                   0000000 931.8625 DIG AVL AGN PAG BP4 115
 _  D0000389                   0000000 931.8625 DIG AVL AGN PAG BP4 115
    Select Capcode (X) and Press Enter.                         -More
```

Step 1. To search, perform **one** of the following options:

A. Type the cap code into the **Capcode** field at the upper left of the screen without using the "_D" format, then press **<Enter>**.

B. Type the frequency number into the **Freq** field (do **not** type a decimal point), then press **<Enter>** (example: 9318625).

C. Type the three-character service type code in the **Svc Type** field, then press **<Enter>**. (Example codes: **DIG**=Digital, **ALP**=Alphanumeric, **NWD**=Nationwide Digital, **NWA**=Nationwide Alphanumeric.)

D. Type the three-character status code in the **Status** field, then press **<Enter>**. (Example: **SER**=In Service, **AVL**=Available. These are the **only** valid status codes.)

E. Type the frequency number into the **Freq** field (do **not** type a decimal point), then type the cap code into the second **Capcode** field using the "_D" format, then press **<Enter>**.

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After you have pressed **<Enter>** in Step 1, the screen will display the following information:

?? **Capcode:** Displays the cap code associated with the pager record.

?? **Telephone:** Displays the pager number for an active (**SER**, in service) pager.

?? **Ext/PIN:** Displays the PIN number associated with the pager telephone number.

?? **Frequency:** Displays the pager's frequency.

?? **Svc:** Displays the service type of the pager (example: DIG).

?? **Status:** Displays the total pager's status (either **AVL** or **SER**).

?? **Own:** Displays the pager's ownership (example: **AGN** = agent owned).

?? **Typ:** Displays the equipment classification (example: **PAG** = pager).

?? **Mdl:** Displays the pager model (with baud rate – see **NOTE** below).

?? **Chn:** Displays the channel code that corresponds to the pager frequency.

?? **Cov:** Displays the coverage code for an active pager (status **SER**).

?? **Pgt:** Displays the paging terminal for the phone number of an active pager.

NOTE: To determine the baud rate of a pager in **BOSS**, you must look at the last character in the three-character model code. Baud rates decode as follows:

Last character of model code	Baud rate
"F"	512
"T"	1200
"4"	2400
"X" or "6"	Flex

Step 2. To view a specific record, press **<Tab>** until the cursor is next to the desired record. Type "**X**" in the **SEL** field and then press **<Enter>**. You will be returned to the **Reseller Pager Maintenance** screen, on which the selected pager record will be displayed.

NOTE: To scroll forward (down) through the list and view additional records, type "**F**" in the **F/B=Scroll** field. To scroll back (up), type "**B**" in the **F/B=Scroll** field. To view additional information you may expand the screen by pressing "**U"=Fold/Unfold**.

```
BL8201RP                          BOSS                           6/04/01
MDCCAOEC    MCBELL4          INVENTORY INQUIRY                   14:02:21

Capcode: _____ or Freq _____ or Svc Type ___ or Status SER
                        Capcode _____
U (F/B=Scroll  E=Exit  U=Fold/UnFold)
Sel  Capcode   Telephone      Ext/PIN Frequency  Svc Sts Own Typ Mdl Chn Cov PgT
---  --------- ------------- --------- --------- --- --- --- --- --- --- --- ---
 _   D0000402  956/268-4964  0000000   931.8625 DIG SER AGN PAG BP4 115 STX TXI
       Equp. Sts Date  1/23/01
 _   D0000451  956/268-6044  0000000   931.8625 DIG SER AGN PAG BP4 115 STX TXI
       Equp. Sts Date  5/01/01
 _   D0001726  573/499-5485  0000000   931.8625 DIG SER AGN PAG BP4 115 JC  STG
       Equp. Sts Date  1/15/01
 _   D0001727  573/499-5508  0000000   931.8625 DIG SER AGN PAG BP4 115 JC  STG
       Equp. Sts Date  1/15/01
 _   D0011254  205/750-1327  0000000   462.7500 DIG SER AGN PAG BPT ZV  WID BHM
       Equp. Sts Date  4/24/00
 _   D0012198  800/542-8244  5428244   929.5375 NWD SER AGN PAG NX6 123 NTW NPN
       Equp. Sts Date  4/17/01
 _   D0013301  800/121-2709  0000000   931.8625 DIG SER AGN PAG DA4 115 WID TXD
       Equp. Sts Date  1/10/01
     Select Capcode (X) and Press Enter.                           -More
```

Type "**E**" in the **Exit** field to return to the **Reseller Pager Maintenance** screen.

OVERCALL INQUIRY (OPTION 02)

The **Overcall Inquiry** screen allows you to display a list of overcalls by customer number and date order. This screen will maintain history for a six-month period of time. Details such as telephone/PIN number, transaction date, overcall type, charged calls, total calls, and amount are displayed.

> **NOTE:** Overcalls are billed for previous usage, so the information in this screen pertains to charges that have already been billed to your account. These call counts are **not** "real time" (or current month) call counts.

```
BL8202RP                          BOSS                              6/04/01
MDCCAOEC                     OVERCALL INQUIRY                       14:13:32
MCBELL4
   Bill Customer 1870288  Contract _____ - __   Trans Date 0/00/00

   _ (F/B=Scroll)   _ (F=Fold  U=Unfold  H=Ovc Hst  E=Exit)
   Bill                                    Tran  Ovc Chrg   Total
   Cust    Contract    Telephone/Ext       Date  Typ Calls  Calls    Amount
   ------- ----------- -------------------- --------- --- ----- ------- ------------
   1870288 1870288-001 800/542-5293 5425293 01/29/01 AVU 00096 0000141 0000019.20
   1870288 1870288-001 225/352-8985 0000000 04/17/01 ADU 00000 0000003 0000000.00
   1870288 1870288-001 618/266-6295 0000000 04/17/01 ADU 00000 0000001 0000000.00
   1870288 1870288-001 417/771-1342 0000000 04/17/01 ADU 00000 0000003 0000000.00
   1870288 1870288-001 618/225-2616 0000000 04/17/01 ADU 00000 0000464 0000000.00
   1870288 1870288-001 618/225-3296 0000000 04/17/01 ADU 00000 0001153 0000000.00
   1870288 1870288-001 618/225-3959 0000000 04/17/01 ADU 00000 0000005 0000000.00
   1870288 1870288-001 618/225-4597 0000000 04/17/01 ADU 00000 0000005 0000000.00
   1870288 1870288-001 618/452-3694 0000000 04/17/01 ADU 00000 0000392 0000000.00
   1870288 1870288-001 618/452-7629 0000000 04/17/01 ADU 00000 0000002 0000000.00
   1870288 1870288-001 618/624-9475 0000000 04/17/01 ADU 00000 0000069 0000000.00
   1870288 1870288-001 314/253-3134 0000000 04/17/01 ADU 00000 0000019 0000000.00
   1870288 1870288-001 314/253-3674 0000000 04/17/01 ADU 00000 0000001 0000000.00
   1870288 1870288-001 314/253-6235 0000000 04/17/01 ADU 00000 0000050 0000000.00
                                                                        -More
```

> **NOTE:** Your account number will default in the **Bill Customer** field.

Step 1. In the **Contract** field, type your seven-digit Account number and the three-digit Term number from which you want the search to begin, (for example, using "1870288-002," "1870288" is the Account number and "002" is the Term number), then press **<Enter>**. (If the Term portion of the field is left blank, the system will default to **001**.)

Step 2. In the **Transaction Date** field, type the date from which you want to begin the search, then press **<Enter>**. When typing the date, use the format **MM/DD/YY** (example:06/22/01). The

system will default to the oldest record if no date is entered. After you press **<Enter>**, the following Overcall information will be displayed:

?? **Bill Customer**: Displays the customer number associated with the overcall charges.

?? **Contract**: Displays the contract number (& term) associated with the overcall charges.

?? **Telephone/Ext**: Displays the pager telephone number (and PIN, if applicable) that incurred the overcall charges.

?? **Tran Date**: Displays the date the overcall charges were posted to the account.

?? **Ovc Type**: Displays the type of overcall charge.

?? **Chrg Calls**: Displays the number of excess calls the pager received.

?? **Total Calls**: Displays the total num ber of calls the pager received.

?? **Amount**: Displays the amount billed for the overcalls.

NOTE: To scroll forward (down) through the list and view additional records, type "**F**" in the **F/B=Scroll** field. To scroll back (up), type **"B"** in the **F/B=Scroll** field. If you wish to view more detailed information, type **"F"**("fold out"). To return the screen to its original ("unfolded") appearance, type **"U"**.

You may type **"H"** (**Ovc Hst**) to go to the **Overcall History Inquiry** (Option 03) screen.

Type **"E"** (**Exit)** to return to the **Reseller Pager Maintenance** screen.

NOTE: Although call counts for traditional 1-way pagers are based on the number of calls a pager receives in a month, there are exceptions (as noted below).

In addition to any standard overcall charges, a Nationwide 1-way pager that is programmed with Nationwide Voice Mail will **also** receive overcall charges for excess minutes used for voice messaging. The code for this type of overcall charge is **AVU** (additional voice usage), and it is illustrated on the first line below.

```
BL8202RP                      BOSS                        6/04/01
MDCCAOEC              OVERCALL INQUIRY                    14:13:32
MCBELL4
  Bill Customer 1870288  Contract _____ - ___  Trans Date 0/00/00

  _  (F/B=Scroll)  _  (F=Fold  U=Unfold  H=Ovc Hst  E=Exit)
 Bill                                      Tran  Ovc Chrg   Total
 Cust     Contract    Telephone/Ext        Date  Typ Calls  Calls     Amount
-------  -----------  ---------------------  --------  ---  -----  -------  -----------
1870288 1870288-001 800/542-5293 5425293 01/29/01 AVU 00096 0000141 0000019.20
1870288 1870288-001 225/352-8985 0000000 04/17/01 ADU 00000 0000003 0000000.00
1870288 1870288-001 618/266-6295 0000000 04/17/01 ADU 00000 0000001 0000000.00
1870288 1870288-001 417/771-1342 0000000 04/17/01 ADU 00000 0000003 0000000.00
1870288 1870288-001 618/225-2616 0000000 04/17/01 ADU 00000 0000464 0000000.00
1870288 1870288-001 618/225-3296 0000000 04/17/01 ADU 00000 0001153 0000000.00
1870288 1870288-001 618/225-3959 0000000 04/17/01 ADU 00000 0000005 0000000.00
1870288 1870288-001 618/225-4597 0000000 04/17/01 ADU 00000 0000005 0000000.00
1870288 1870288-001 618/452-3694 0000000 04/17/01 ADU 00000 0000392 0000000.00
1870288 1870288-001 618/452-7629 0000000 04/17/01 ADU 00000 0000002 0000000.00
1870288 1870288-001 618/624-9475 0000000 04/17/01 ADU 00000 0000069 0000000.00
1870288 1870288-001 314/253-3134 0000000 04/17/01 ADU 00000 0000019 0000000.00
1870288 1870288-001 314/253-3674 0000000 04/17/01 ADU 00000 0000001 0000000.00
1870288 1870288-001 314/253-6235 0000000 04/17/01 ADU 00000 0000050 0000000.00
                                                                      -More
```

The overcall charges for 2-way pagers (Advanced Messaging Products) are based on the number of characters used in a month, **not** the number of messages sent, and the data in the overcall screen reflects that. The code for the type of overcall charge used for 2-way pagers is **ACU** (additional character usage), and this is illustrated on the 3rd and 4th lines from the bottom in the screen shown below.

```
BL5613RP                          BOSS                        6/25/01
MDCCA0EC              OVERCALL·HISTORY·LIST·SCREEN            08:20:02

Bill Customer 4453289  Telephone/Ext ············ 0000000  Cap Code ···········
--------------------------------------------------------------------------
Bill      Telephone/Ext       Cap Code  Ovc  Chrg    Total   Bill      Amount
Cust                                     Typ  Calls   Calls   Date
-------  -------------------  ----------  ---  -----   -----   --------  ---------
4453289  800-868-7598/8687598  D0143116  ATU    0       11    2/04/01      .00
4453289  800-868-7598/8687598  D0143116  A8T    0       11    2/04/01      .00
4453289  800-868-7598/8687598  D0143116  ATU    0       12    3/04/01      .00
4453289  800-868-7598/8687598  D0143116  A8T    0       12    3/04/01      .00
4453289  800-868-7598/8687598  D0143116  ATU    0       15    4/04/01      .00
4453289  800-868-7598/8687598  D0143116  A8T    0       15    4/04/01      .00
4453289  800-868-7598/8687598  D0143116  ATU    0       24    5/04/01      .00
4453289  800-868-7598/8687598  D0143116  A8T    0       24    5/04/01      .00
4453289  800-868-7598/8687598  0022728682 ACU   0     1300    5/04/01      .00
4453289  800-868-7598/8687598  0022728682 ACU   0      900    6/04/01      .00
4453772  423-395-0132/0000000  D0880503  ADU    0        4    8/16/99      .00
4453772  423-395-0132/0000000  D0880503  ADU    0        7    8/16/99      .0 +


Cmd 3-FOLD  Cmd12-ACTL  Cmd16-OVCL
BLM0063 - No selection made.
```

> **NOTE:** **In addition** to any standard overcall charges for excess character usage, a 2-way pager programmed with Nationwide Voice Mail will **also** receive overcall charges for excess minutes used for voice messaging. The code for this type of overcall charge is **AVU** (additional voice usage), the same code used for the Nationwide 1-way pagers.

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OVERCALL HISTORY INQUIRY (OPTION 03)

The **Overcall History Inquiry** screen allows you to display the overcall history for previous invoices. This screen will maintain history for a six-month period of time. Details such as telephone/PIN number, overcall type, chargeable calls, total calls, bill date and amount are displayed. This screen allows you to search using the **customer number**, **capcode, telephone number**, or **PIN number**.

> **NOTE:** Overcalls are billed for previous usage, so the information in this screen pertains to charges that have already been billed to your account. These call counts are **not** "real time" (or current month) call counts.

Step 1. To search, perform one of the following options:

A. The **customer number** in the **Bill Customer** field defaults to your account number. Press **<Enter>** to search on that number.

B. Type a cap code into the **Capcode** field **without** using the "_D" format, then press **<Enter>**.

C. Type a ten-digit telephone number into the **Telephone #** field, then press **<Enter>**.

D. Type a ten-digit telephone number (access number) in the **Telephone #** field, then type the **PIN** or end-to-end number in the **Ext/PIN** field and press **<Enter>**.

```
BL8203RP                          BOSS                          6/04/01
MDCCAOEC                 OVERCALL HISTORY INQUIRY               14:42:47
MCBELL4
   Bill Customer 1870288   Capcode _____   Telephone/Ext 800/542-5293 5425293

    E (F/B=Scroll  D=Ovc Det  E=Exit)
  Bill                                  Ovc Chrg   Total   Bill
  Cust      Capcode    Telephone/Ext    Typ Calls  Calls   Date      Amount
  --------  ---------- ----------------- --- ----- ------- --------- -----------
  1870288   D0012198   800/542-5293 5425293 ANU 00000 0000018 11/14/00 0000000.00
  1870288   D0012198   800/542-5293 5425293 A8N 00000 0000018 11/14/00 0000000.00
  1870288   D0012198   800/542-5293 5425293 ANU 00000 0000015 12/14/00 0000000.00
  1870288   D0012198   800/542-5293 5425293 A8N 00000 0000015 12/14/00 0000000.00
  1870288   D0012198   800/542-5293 5425293 ANU 00000 0000119 01/14/01 0000000.00
  1870288   D0012198   800/542-5293 5425293 A8N 00000 0000119 01/14/01 0000000.00
  1870288   D0012198   800/542-5293 5425293 ANU 00000 0000058 02/14/01 0000000.00
  1870288   D0012198   800/542-5293 5425293 AVU 00096 0000141 02/14/01 0000019.20
  1870288   D0012198   800/542-5293 5425293 A8N 00000 0000058 02/14/01 0000000.00
  1870288   D0012198   800/542-5293 5425293 A8V 00096 0000141 02/14/01 0000000.00
  1870288   D0012198   800/542-5293 5425293 ANU 00000 0000036 03/14/01 0000000.00
  1870288   D0012198   800/542-5293 5425293 A8N 00000 0000036 03/14/01 0000000.00
  1870288   D0012198   800/542-5293 5425293 ANU 00000 0000013 04/14/01 0000000.00
  1870288   D0012198   800/542-5293 5425293 A8N 00000 0000013 04/14/01 0000000.00
                                                                       -More
```

The screen will display the following information:

?? **Bill Customer:**   Displays the customer number.

?? **Capcode:**   Displays the capcode associated with the pager number.

?? **Telephone/Ext:**   Displays the pager telephone number that incurred the overcall charges.

?? **Ovc Type:**   Displays the type of overcall charge.

?? **Chrg Calls:**   Displays the number of excess calls the pager received.

?? **Total Calls:**   Displays the total number of calls that downloaded to billing.

?? **Bill Date:**   Displays the invoice date on which the overcall charges are reflected.

?? **Amount:**   Displays the total amount charged per overcall type.

NOTE: To scroll forward (down) through the list and view additional records, type **"F"** in the **F/B=Scroll** field. To scroll back (up), type **"B"** in the **F/B=Scroll** field.

Type **"D"** ("overcall detail") and you will be taken back to the **Overcall Inquiry** screen. (Refer to steps for Option 2.)

Type **"E"** in the **Exit** field to return to the **Reseller Pager Maintenance** screen.

CONTRACT INQUIRY BY HOLDER (OPTION 04)

The **Contract Inquiry By Holder** option allows you to search your database by the information that is entered into the **Holder** field of the **Reseller Pager Maintenance** screen.

```
BL3145RP                          BOSS                        6/14/01
MDCCAOEC    MCBELL4       CONTRACT LIST BY HOLDER              14:05:56

Holder:    _____

 _ (F/B=Scroll  E=Exit)

Sel Contract Holder              Sts Svc Ofc   Capcode  Phone Number  Exten

                          (No Data To Display)
```

      Step 1.   The cursor will be positioned in the **Holder** field by default. Type the appropriate information (either the account name or a specific name) into the **Holder** field, then press **<Enter>**.

              NOTE: This was the information that had been previously entered into the pagers' **Holder** fields in the **Reseller Pager Maintenance** screen.

If the system finds that the information is available, the following information will display:

- ?? **Cont:** The account number in **BOSS**.

- ?? **Contract Holder:** This field contains the information that was previously entered into the pagers' **Holder** fields in the **Reseller Pager Maintenance** screen.

- ?? **Sts:** This indicates the Status of the pager. (For example, **SER**=In Service.)

- ?? **Svc:** This field shows the Service type of the pager. (For example, **DIG**=Digital.)

- ?? **Capcode:** The cap code associated with this Holder's record will display in the **Capcode** field.

- ?? **Phone Number:** The **Holder's** pager telephone number.

- ?? **Extension:** If applicable, the extension or PIN of this **Holder's** pager telephone number.

```
BL3145RP                        BOSS                        6/04/01
MDCCAOEC    MCBELL4    CONTRACT LIST BY HOLDER              15:18:00

Holder: _____

_ (F/B=Scroll  E=Exit)

Sel  Cont  Contract Holder            Sts Svc Capcode Phone Number  Exten
_ 1870288 PAGERMARK                   SER DIG 1793027 800/121-2858
_ 1870288 PAGERMARK                   SER DIG 0104490 800/121-2859
_ 1870288 PAGERMARK                   SER DIG 0040490 800/121-2860
_ 1870288 PAGERMARK                   SER DIG 0178206 800/121-2861
_ 1870288 PAGERMARK                   SER DIG 0040529 800/121-2862
_ 1870288 PAGERMARK                   SER DIG 1765181 800/121-2863
_ 1870288 PAGERMARK                   SER DIG 1644975 800/121-2865
_ 1870288 PAGERMARK                   SER DIG 0829308 800/121-2871
_ 1870288 PAGERMARK INC.              END MP4         256/230-3915
_ 1870288 PAGERMARK INC.              END MP4         256/230-4573
_ 1870288 PAGERMARK INC.              END MP4         205/290-2565
_ 1870288 PAGERMARK INC.              END MP4         256/306-3182
_ 1870288 PAGERMARK INC.              END MP4         256/340-7512
                                                              More...
      Select Record (X) and Press Enter.
```

NOTE: To scroll forward (down) through the list and view additional records, type **"F"** in the **F/B=Scroll** field. To scroll back (up), type **"B"** in the **F/B=Scroll** field. To return to the **Reseller Pager Maintenance** screen, type **"E"** (Exit).

Step 2. To select a specific Holder record, use the **<Tab>** key to move the cursor to the **SEL** field next to the desired record, then type an **"X"** in the **SEL** field.

Step 3. Press **<Enter>**. The **Reseller Pager Maintenance** screen will display with the selected record's information.

ACCOUNT BALANCE INFORMATION (OPTION 05)

This optional display-only feature allows you to view your account balance information. If it is active on your account, you will be able to view the following:

- ?? **Customer Number:** The customer account number.

- ?? **Total Balance:** This field displays the total balance due. The total balance due includes unbilled balances, current balances, and 30, 60, and 90 day past-due balances.

- ?? **Unbilled Balance:** This field contains the amount of the total balance due that has not yet been billed to you on an invoice.

- ?? **Current Balance:** This field contains the current balance billed to you on an invoice.

- ?? **Due 30/60/90:** This field will show any balance that has been billed to you on an invoice and that is 30, 60, or 90 days past due.

  NOTE: This feature is not currently available.

RESELLER EQUIPMENT ENTRY (OPTION 06)

This option (which is not currently available) allows you to add equipment into your account. You may add either individual cap codes or a range of cap codes.

By default, the cursor will be positioned in the one-character **Exit** field of the screen. Press "**E**" to exit the screen. If you wish to add equipment to your account, follow the steps below.

Step 1. Press the **<Tab>** key to move the cursor down to the **Baud/Format/Service** field.

Step 2. Type the appropriate baud rate in the **Baud/Format/Service** field **or** type **"L"** in the field and then press **<Enter>.** You will see a pop-up window listing the available baud/format options. To select a code, type an **"X"** next to the desired item and press **<Enter>**. The selected code will display in the field. Usage of this type of pop-up window is explained in the following subsection entitled Accessing Lists of Valid Codes .

Step 3. Type the appropriate service type in the **Service** field **or** type **"L"** in the field and a pop-up window will display the available codes for service types. To select a code, type an **"X"** next to the desired item and press **<Enter>**. The selected code will display in the field. Usage of this type of pop-up window is explained in the following subsection entitled Accessing Lists of Valid Codes .

> **NOTE:** **BOSS** will automatically populate the field for the format based on the chosen baud rate.

Step 4. Type the numeric frequency of the equipment (**without** using a decimal point) **or** you can type **"L"** in the field and press **<Enter>**. A pop-up window will display the available frequency selections. To select a code, place an **"X"** next to the desired item and press **<Enter>**. The selected code will display in the field. See Accessing Lists of Valid Codes for more details about usage of this type of pop-up window

Step 5. Type the three-character model code **or** type **"L"** in the field and press **<Enter>**. A pop-up window will display the available model selections. To select a code, place an **"X"** next to the desired item and press **<Enter>**. The selected code will display in the field. See Accessing Lists of Valid Codes for more details about usage of this type of pop-up window

Step 6. Type the three-character manufacturer code **or** type **"L"** in the field and press **<Enter>**. A pop up window will display the available manufacturer selections. To select a code, place an **"X"** next to the desired item and press **<Enter>**. The selected code will display in the field. See Accessing Lists of Valid Codes for more details about usage of this type of pop-up window.

Step 7. The cursor will advance to the **Function** field. If the type of equipment being entered is alphanumeric, type code **ALP**. Place an **"X"** next to the selection that represents the correct source information for the equipment you are adding. **WARNING:** Do **not** guess at this information, because if it is entered incorrectly, the equipment will not function properly. You **must** know how your equipment was internally programmed when it was shipped from the manufacturer.

Step 8. Do one of the following, depending on whether you want to add a **range** of cap codes or whether you want to add cap codes **individually**:

A. If you want to add cap codes **individually**, move the cursor to the Individual Cap Codes fields. You can then type up to 50 non-sequential capcodes. After typing the cap code(s), skip Step 9 and proceed to Step 10.

B. If you want to add a **range** of capcodes, type the quantity of equipment you will be entering. (If you have chosen to type each cap code individually, leave this field blank.)

Step 9. If you are adding a range of cap codes, enter the starting cap code in the **Start CapCode** field, and enter the last cap code of the range in the **End CapCode** field. Please note that the number of cap codes in the cap code range must equal the number you entered in the **Quantity** field.

NOTE: It is **not** necessary to use the "_D" format.

Step 10. Press the **<Enter>** key. The message '**Press Enter to add record(s)**" will display. Press **<Enter>** again, and the equipment will be added.

```
BL8206RP                        BOSS                    6/05/01
MDCCAOEC              RESELLER EQUIPMENT ENTRY          07:44:18

_ (E=EXIT) Place "L" in BAUD/SERVICE/FREQ/MODEL/MFR Fields to LIST

BAUD/FORMAT/SERVICE FLEX / FLX / DIG       FREQUENCY   009318625_
MODEL BFX     MANUFACTURER  MOT      FUNCTION (FOR ALP    _ (NNAA)
                                     SERV ONLY)          _ (AANN)

ENTER RANGE:    QUANTITY  020
  START CAPCODE   D0961251_          END CAPCODE    D0961270_
OR INDIVIDUAL CAPCODES:

  _____    _____    _____    _____    _____
  _____    _____    _____    _____    _____
  _____    _____    _____    _____    _____
  _____    _____    _____    _____    _____
  _____    _____    _____    _____    _____
  _____    _____    _____    _____    _____
  _____    _____    _____    _____    _____
  _____    _____    _____    _____    _____
  _____    _____    _____    _____    _____
  _____    _____    _____    _____    _____

Press Enter to add record(s)
```

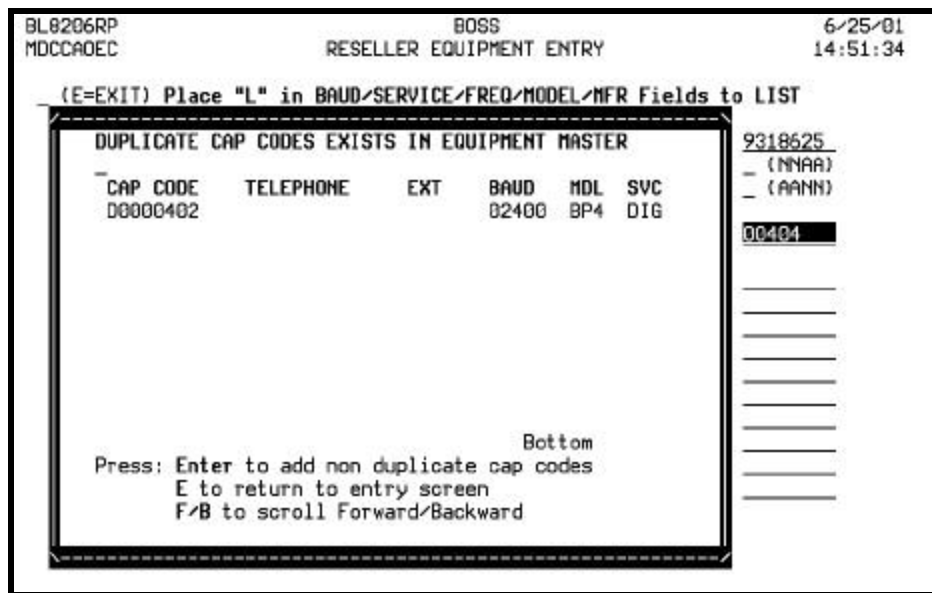**NOTE:** As stated previously, this option is not currently available.

Duplicate Cap Codes

If you chose to enter a range of cap codes, and if any of the cap codes within the range is a duplicate (i.e., a pager that has the same capcode, frequency, and baud rate) of a pager already in service, a pop-up window will display. After the pop-up window appears, you can either:

?? Type **"E"** to exit, which will return you to the entry screen and **no** capcodes will be added.

? OR ?

?? You may press **<Enter>** to **add** any **non**-duplicate codes. (Duplicate cap codes will not be added.)

```
BL8206RP                          BOSS                      6/25/01
MDCCAOEC                 RESELLER EQUIPMENT ENTRY            14:51:34

  _(E=EXIT) Place "L" in BAUD/SERVICE/FREQ/MODEL/MFR Fields to LIST
 ,--------------------------------------------------------.  9318625
 |    DUPLICATE CAP CODES EXISTS IN EQUIPMENT MASTER      |  _ (NNAA)
 |  _                                                     |  _ (AANN)
 |   CAP CODE    TELEPHONE     EXT    BAUD  MDL  SVC       |
 |   D0000402                         02400  BP4  DIG      |  00404
 |                                                        |
 |                                                        |  _____
 |                                                        |  _____
 |                                                        |  _____
 |                                                        |  _____
 |                                                        |  _____
 |                                 Bottom                 |  _____
 |  Press: Enter to add non duplicate cap codes           |  _____
 |         E to return to entry screen                    |  _____
 |         F/B to scroll Forward/Backward                 |
 `--------------------------------------------------------'
```

If you are entering non-sequential cap codes, and any of those caps are duplicate cap codes, the duplicate cap(s) will highlight and you will receive the error message **"Duplicate cap code."**

If you are entering more than one cap code, erase the duplicate(s) and then press **<Enter>** to add the non-duplicate caps. If you are only entering the 1 (duplicate) cap, type **"E"** to exit, and you will be returned to the **Reseller Pager Maintenance** screen.

```
BL8206RP                            BOSS                    6/25/01
MDCCAOEC                   RESELLER EQUIPMENT ENTRY         14:51:34

 _ (E=EXIT) Place "L" in BAUD/SERVICE/FREQ/MODEL/MFR Fields to LIST

 BAUD/FORMAT/SERVICE 02400 / POC / DIG       FREQUENCY   009318625
 MODEL BP4    MANUFACTURER  MOT       FUNCTION (FOR ALP      _ (NNAA)
                                      SERV ONLY)            _ (AANN)
 ENTER RANGE:     QUANTITY  000
   START CAPCODE  _____        END CAPCODE    _____
 OR INDIVIDUAL CAPCODES:
    D00000102      D0104490    _____   _____   _____
   _____      _____   _____   _____   _____
   _____      _____   _____   _____   _____
   _____      _____   _____   _____   _____
   _____      _____   _____   _____   _____
   _____      _____   _____   _____   _____
   _____      _____   _____   _____   _____
   _____      _____   _____   _____   _____


 BLM4537 - Duplicate cap code.
```

Accessing Lists of Valid Codes

While using the **Reseller Equipment Entry** option you will find a feature that allows you to view lists of valid codes for many of the fields within the screen. As the lists display on your screen, you will have the option of selecting items from those lists to place in the proper fields.

Position the cursor within the desired field and press the **"L"** key on your keyboard, then press **<Enter>**. A window containing all the valid codes for the requested field will appear.

```
BL8206RP                          BOSS                        5/31/01
MDCCAOEC                 RESELLER EQUIPMENT ENTRY             14:26:23

 _ (E=EXIT) Place "L" in BAUD/SERVICE/FREQ/MODEL/MFR Fields to LIST

 BAUD/FORMAT/SERVICE L____ / ___ / ___     FREQUENCY    _____
 MODEL OTH    MANUFACTURER  OTH      FUNCTION (FOR ALP    _ (NNAA)
                                     SERV ONLY)           _ (AANN)

 ENTER RANGE:    QUANTITY  000
    START CAPCODE  _____          END CAPCODE   _____
 OR INDIVIDUAL CAPCODES:

    _____    _____    _____    _____    _____
    _____    _____    _____    _____    _____
    _____    _____    _____    _____    _____
    _____    _____    _____    _____    _____
    _____    _____    _____    _____    _____
    _____    _____    _____    _____    _____
    _____    _____    _____    _____    _____
    _____    _____    _____    _____    _____
    _____    _____    _____    _____    _____
    _____    _____    _____    _____    _____
```

If the list is so long that it cannot be displayed in its entirety in the window, the word **More...** will be displayed in the lower right corner of the window. An example is shown below.

```
BL8206RP                            BOSS                         5/31/01
MDCCAOEC                   RESELLER EQUIPMENT ENTRY               14:26:23

 _ (E=EXIT) Place "L" in BAUD/SERVICE/FREQ/MODEL/MFR Fields to LIST

 BAUD/FORMAT/SERVICE L____ / __ / __          FREQUENCY  _____
 MODEL OTH      MANUFACTURER  OTH      FUNCTION (FOR ALP      _ (NNAA)
                                       SERV ONLY)            _ (AANN)

 ENTER RANGE:      QUANTITY   000
    START CAP  :.......................................:  DE  _____
 OR INDIVIDU   :  X-Select                             :
               :   _ (F/B=SCROLL)   E=EXIT             :  _  _____
   _____   :  OPT    BAUD RATE     FORMAT          :  _  _____
   _____   :  ---    ----------    --------------  :  _  _____
   _____   :   _      FLEX          FLX            :  _  _____
   _____   :   _      GOLAY         GOL            :  _  _____
   _____   :   _      RFLEX         RFX            :  _  _____
   _____   :   _      00512         POC            :  _  _____
   _____   :   _      01200         POC            :  _  _____
   _____   :                              More...  :  _  _____
   _____   :.......................................:  _  _____
```

To scroll forward (down) through the list to view additional codes, type **"F"** in the **F/B=Scroll** field. To scroll back (up) through the list, type **"B"** in the **F/B=Scroll** field.

If you wish to populate the field from which the window was brought up, type an **"X"** in the **OPT** field next to the desired item in the list, then press **<Enter>**. The window will close, and the field will then contain the data you chose from the list.

If you wish to close the pop-up window without making a selection, simply press **<Enter>** without typing an **"X"** in the **OPT** field. You may then type the data into the field manually.

TOTAL IN SERVICE UNITS INQUIRY (OPTION 07)

This screen allows you to view all units in service on your account in a summary format.

The cursor will position to the Transaction code field. To scroll forward through the list and view additional records, type **"F"** in the **F/B=Scroll** field. To scroll back up, type **"B"** in the **F/B=Scroll** field.

The screen will display the total units in service and will break them down by service type.

```
BL8207DF              Current Total Units In Service      6/05/01 07:50:19


Account:  1870288 PAGERMARK INC.

Transaction Code: _  F/B=Scroll  E=Exit


 Total:          571 ======>  Typ    Quantity
                              ALP            4
                              DIG          442
                              MP2            8
                              MP4          110
                              MP5            4
                              NWD            3
```

TERMS / PURCHASE ORDER NUMBER INQUIRY

The **"T"** option in the **Reseller Pager Maintenance** screen allows you to view the **Contract Terms** established on the account **and** the assigned **Purchase Order Number**, if applicable. This screen also allows you to search for a **Contract Term** by entering a **Purchase Order Number**. In order to use this option, an account **must** have at least two sets of terms. If an account has only one set of terms, nothing can be viewed.

Step 1. In the **Transaction Code** field of the **Reseller Pager Maintenance** screen, type **"T"**. The system displays the **Multiple Contract Selection** screen. An example is shown below.

```
                    Multiple Contract Selection
                   (F=Forward   B=Backward   E=Exit)
                   P.O.#: _____

     Sel     Contract      Sfx      Sts      P.O. Number
     __      9902633       1        ACT
     __      9902633       2        ACT      3012
     __      9902633       3        ACT      3013
     __      9902633       4        ACT      3014
     __      9902633       5        ACT      3015
     __      9902633       6        ACT      3016

                   Select (X) and press ENTER
```

The screen displays the following information:

?? **Contract:** Displays the customer Account number

?? **Sfx:** Displays the Contract Term number ("suffix")

?? **Sts:** Displays the Status of the Contract Term: (**ACT** = Active, **INC** = Incomplete, **END** = End-Dated)

?? **P.O. Number:** Purchase Order Number assigned to this Contract Term
(Contact your local Arch office to update information in this field.)

Step 2. If you wish to select a particular term on an account with multiple terms: Press the **<Tab>** key until the cursor is next to the appropriate Contract Term. Type an **"X"** in the **Sel** field and press **<Enter>**. You will return to the **Reseller Maintenance Screen** with the selected Contract Term displayed.

Step 3. If you wish to search by **Purchase Order Number**, position the cursor in the **P.O. Number** field. Type the appropriate **Purchase Order Number** and then press the **<Enter>** key. The screen will display the same information listed above.

Step 4. Type **"E"** (Exit) to return to the **Reseller Pager Maintenance** screen.

TROUBLE-SHOOTING

If a pager is not working or receives scrambled/garbled messages, it may be a result of an incorrect timing code assigned to the piece of equipment. In this case, you may want to refer to the Timing Code Standards for **BOSS** in the **Reseller BOSS Code Book**. Perform the following steps to change the timing of a pager that is in service.

Step 1. Select the Cancel option (**"C"**).

Step 2. Follow procedures as described earlier in the subsection entitled Canceling a Pager.

Step 3. Select the Modify option (**"M"**) and position the cursor in the Timing field.

Step 4. Type the new timing code and press **<Enter>**. The message "Type Y to save information" will appear at the bottom of the screen.

Step 5. Press **<Enter>** again. The message "Record Updated" will appear.

Step 6. Select the Reconnect option (**'R"**) and press **<Enter>**. The message "Type Y to save information" will appear at the bottom of the screen.

Step 7. Press **<Enter>** . The message "Record Updated" will appear.

EXITING THE RESELLER PAGER MAINTENANCE SCREEN

To exit the **Reseller Pager Maintenance** screen, type **"E"** in the **Transaction Code** field. This will return you to the **"Welcome to McBell"** screen that was described at the beginning of this document in the section entitled .