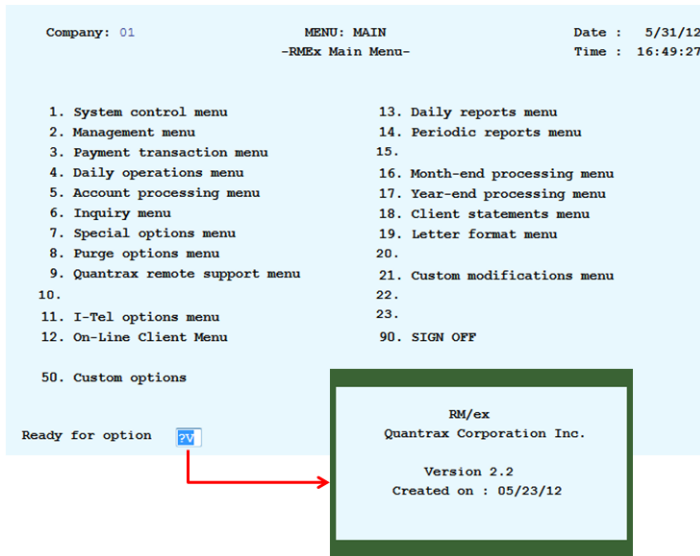


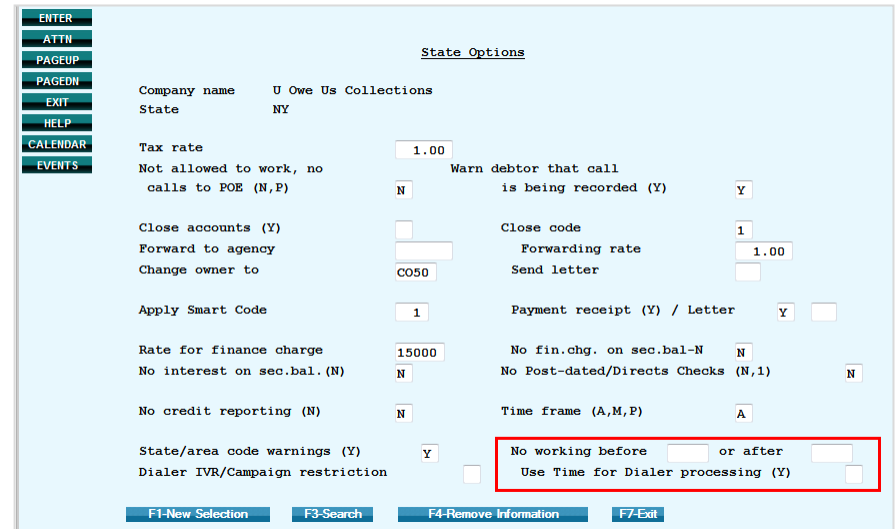
If you are having an issue with Time Zone Processing, please verify the following information before calling Quantrax:

- Verify that you are on RMEEx 2.2 with a date of May 2012 or later:
- Check what times (local) are setup in **State Options** screen – in the **No working before** and **after** fields (EXAMPLE): If you are in CA, then you can call NY at 0500

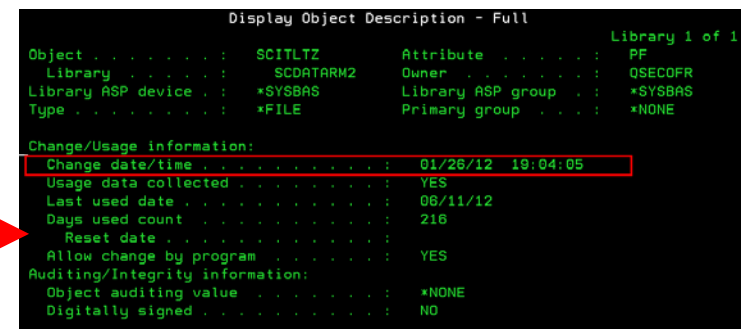
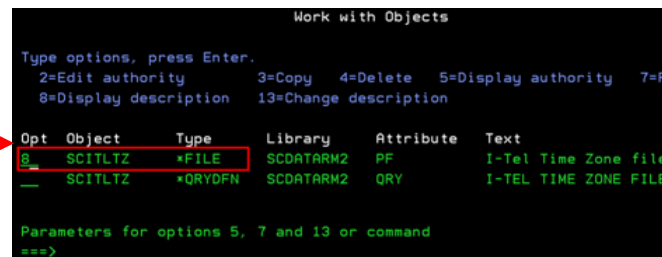
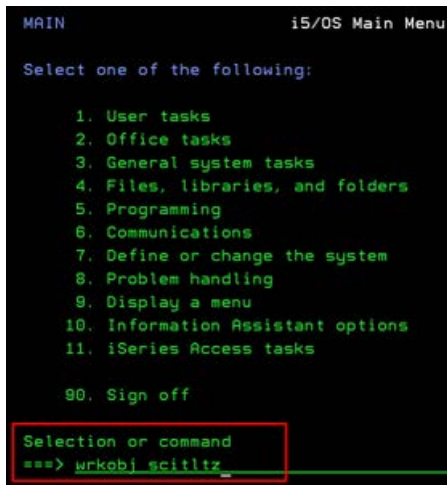
- From RMEEx menu, in the options box type **?V** then press **Enter**



- From **System control menu (2)** select **State Options** then select the state



- Verify that you are using a recent version of the *Melissadata* file and verify that it is loaded correctly
 - To determine the *Change date/time*, from command line type, **WRKOBJ SCITLTZ** then press **Enter**
 - For *Opt*, type **8** to **Display Description** then **Page Down** to see *Change date/time* field (date should be within last 6 months)



4. Update/Loading *Melissadata* file:

<http://www.quantrax.com/helpdesk/index.php?/support/Knowledgebase/Article/View/151/0/updating-the-melissadata-time-zone-fonedata-files>

5. Have the I-Tel system control fields been setup? Quantrax recommends using the defaults:

In which time zone is the dialer located?

Atlantic Time	4
Eastern Time	5
Central Time	6
Mountain Time	7
Pacific Time	8

NOTE: Are you observing DST in the location you are calling from?

```
Session A - [24 x 80]
File Edit View Communication Actions Window Help
Dialer Control File
Code I Description I-Tel
Digits in extension 3
Call Recording on/all Comp. (Y,N,b) Y
Code to add to non-local#
Dialer time zone (System time) 05
Hours behind GMT 05
Hours ahead of GMT
Is DST on? (Y) Y
Override dialer Message Queue ITELMSGQ
Override Message queue library SCLIB
Show inbound messages (Y,N,b) Y
Include balance in message (Y,N,b) Y
Show balance if over
Use of 800 numbers for time zone N (N=Omit with other numbers, A=Always
omit, blank=Always use)
F1-New Selection F4-Remove Information F7-Exit
MA a 05/040
1902 - Session successfully started
```

6. The Allowable Calling Period (ACP) for each number should display.
- Pull up an account and press **TAB+**, then press **F8**. If this does not display the Allowable Calling Period for each number, this is an old version of RMEx, **You must upgrade.**
- The ACP for each number also takes account of the state in the address. EXAMPLE: Numbers in NY, where the state is CA will have an ACP of 1100 to 2100 (if dialer is in Eastern time zone). NOTE: that the ACP for the account is the most restrictive of all the ACPs for each number.

Company #	99	Case #	001480303	INQUIRY 000 A	Home Phone	465	-	646	-	5896	
Client Number	000014	PNW HOSPITAL			Work Phone	454	-	565	-	6565	
Owner	ISHA	Worker	ISHA		Split	Cell Phone		-		-	
Client Acct #					Follow Up Date						
Guarantor	0	TANIYA	PERERA		Promise Amount						
Extra Address					Amount Placed	500.00					
Street Address	12 SOUTHERN AVE				Balance	565.61					
City/State/Zip	CALIFORNIA	MD	68646		Total Balance	565.61					
					No. Of Accts	1					

OTHER PHONE WINDOW						
				Code	Date	Allow
						<input type="checkbox"/>
	H	123 4785965	ACP 14:00 to 17:00	Not on TZ table		<input type="checkbox"/> L
	C	301 7553849	ACP 08:00 to 21:00			<input type="checkbox"/> C
	W	454 5656565	ACP 14:00 to 17:00	Not on TZ table		<input type="checkbox"/> L
	H	465 6465896	ACP 14:00 to 17:00	Not on TZ table		<input type="checkbox"/> L

Sort by phone code	<input type="checkbox"/>	Smart Code	<input type="checkbox"/>	Callable (DNA)	<input type="checkbox"/>	Spouse
						DB 5/05/1982
						SS 456-46-4562

F5-Format	F8-TZ	F9-Hist	F12-Upd	F14-I-Tel detail	Page Up	Page Down
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