What is Tel-Me Communications Setup?

Tel-Me Communications Setup provides an intuitive, user-friendly approach to configuring the many supported communication methods used by the Tel-Me system. Tel-Me Communications Setup runs automatically as part of the main Tel-Me installation and you can also run it individually to alter settings as required.

Your Tel-Me system can link with the PhoneLink data processing centre using any one of five main communication methods:

- Supported ISDN Devices
- Supported Modems
- LAN Gateway Products
- Mobile Devices

More information about each one of these devices is also provided in the information box which forms part of the Connectivity Selection Screen.

See also
Setup Procedure
Hardware Requirements

Close Copy Print

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Hardware Requirements

The recommended minimum computer configuration for using Tel-Me is as follows:

- PC with 486DX Processor
- 8Mb RAM
- 25Mb Hard Disk Space
- Super VGA Display
- MS-DOS 5.0 or later
- Windows 3.1 or later

Attention should be paid to the following areas of the hardware configuration:
Memory
Serial (COM) Ports
Communications Hardware

Tel-Me Communications

Setup Procedure

Tel-Me Communications Setup can be performed using one of two methods:

- Fast-Connect configuration if you have a supplied Tel-Me Fast-Connect modem, or
- Other configuration if you are using a communication method other than a supplied Fast-Connect modem.

Button Help

Fast-Connect

Other

Click on the required item for more information.

Other Setup Procedure

Configuring your system by selecting the Other option involves up to three main stages:

1. Selecting the Connectivity Option;
2. Matching the hardware and the selected option;
3. Testing the system to ensure that everything has been configured correctly.

If the communications hardware is of an approved type and has been installed correctly then the first two steps may be automated with the Auto Sense feature.

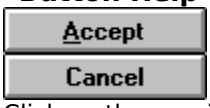
Tel-Me Communications

Fast-Connect (Supplied Modem) Setup

When you select the Fast-Connect option, Tel-Me will interrogate your system to check whether a supplied Tel-Me Fast-Connect modem is installed. Ensure that your modem is switched on and connected to your system as well as a phone line. The interrogation and testing operation proceeds as follows when the Fast-Connect button is clicked:

1. Setup scans for standard serial ports within your system.
   - If serial ports are found, then the next step will be performed.
   - If serial ports are not found, then you will be directed to proceed with the installation manually.
2. Setup now scans the detected serial ports for a Tel-Me Fast-Connect modem.
   - If a modem is detected, then the next step will be performed.
   - If a modem is not detected, then you will be directed to proceed with the installation manually.
3. Setup now tests the detected modem by attempting to dial into the PhoneLink data processing centre.
   - If the test procedure is successful then the configuration stage will end, ready for you to use the new Tel-Me installation.
   - If the test procedure is unsuccessful, then you will be directed to proceed with the installation manually.

Button Help



Click on the required item for more information.

Auto Sense

The Auto Sense feature of Tel-Me Communications Setup can analyse your system to discover what communications hardware is available. It interrogates all COM ports and attempts to identify any attached devices by their responses.

If more than one device is found then a selection screen is offered. If no device is found then configuration must be carried-out manually.

Selecting Auto Sense

You can select Auto Sense in two main ways:

- From the Connectivity Selection Screen, in which case all four categories of communications device will be searched for, or
- From any one of the four device settings screens where only that particular type of device will be sought.

See also

Connectivity Selection Screen

Testing Screen

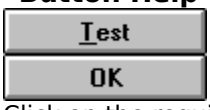
This screen allows the currently selected and configured connection method to be tested for its suitability for use with Tel-Me.

A test transaction is sent to the PhoneLink data processing centre using the defined connection method to ensure that it has been properly configured.

If the success meter on the testing screen reaches 100% then the communication set-up is working satisfactorily.

If the test is unsuccessful then refer to the appropriate help screens and your Tel-Me documentation.

Button Help



Click on the required item for more information.

Connectivity Selection Screen

This screen displays the four main Connectivity Options so that the required method can be selected, configured and tested.

The information window at the base of the screen gives basic details of the connectivity option that is currently highlighted.

To configure a communications device:

1. Highlight the appropriate Connectivity Option and click the Configure button to view an appropriate settings screen.

- If you are unsure of the devices connected to your system, click the Auto Sense button to allow the system to perform a search.

2. Select the particular type of communications device from the chosen settings screen.
3. Select any required configurations or options within the chosen settings screen.
4. Test the configured device.

Button Help

Click on the required item for more information.

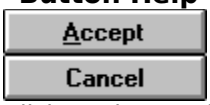
Select Sensed Device Screen

Following an overall Auto Sense session, if any devices are discovered, they are listed here along with the COM ports to which they are connected.

To select a listed device, move the highlight to it and click the Accept button, or double-click on it.

See also
Connectivity Selection Screen

Button Help



Click on the required item for more information.

User Defined Modem Device

This option allows support to be added into Tel-Me for non-listed modems. Upon selecting this option, a warning is given of the difficulties that may be encountered when attempting to define a new device. This warning should be heeded if you are unfamiliar with the technical aspects of modems and the assistance of a professional is strongly recommended.

To create a new modem definition:

1. Click the Add Device button.
2. Enter a name for the new modem in the Device Name field.
3. Enter the command sequence that is used to initially configure the modem in the Initialise String field (omitting the preceding AT).
4. Enter the command sequence that is used to end a connection in the Terminate String field (omitting the preceding AT).
5. Select the required Connection Mode. Choose one of Direct, Fast-Connect or Dialplus.
6. Click the OK button to save the details and return to the previous screen.

No guarantee is made by PhoneLink plc that any modem capable of operating as described above will work correctly with Tel-Me.

See also
Modem Selection Screen

Button Help

Click on the required item for more information.

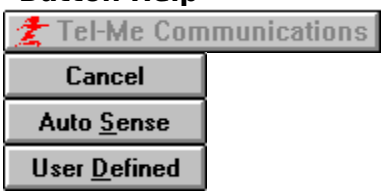
Modem Selection Screen

Tel-Me supports a wide range of modem connecting via Direct, Fast-Connect or Dialplus.

To configure a device:

1. Select the type of modem from the listing, as well as the required Service Provider and the COM port to which it is connected.
   - If you are unsure of the devices connected to your system, click the Auto Sense button to allow the system to perform a search.
   - If the connected device is not one that is listed, you may be able to add support for it by clicking the User Defined button.
2. Click the Accept button to exit this screen.

Button Help



Click on the required item for more information.

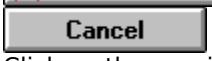
Result of Modem Auto Sense

Following a modem Auto Sense session, if any devices are discovered, they are listed here along with the COM ports to which they are connected.

To select a listed device, move the highlight to it and click the Accept button, or double-click on it.

See also
Connectivity Selection Screen
Modem Selection Screen

Button Help



Click on the required item for more information.

ISDN Settings Screen

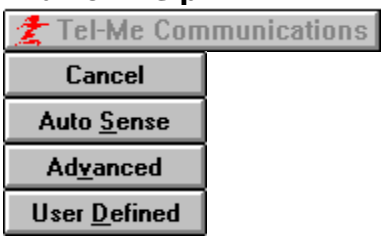
This screen lists all supported ISDN terminal adapter devices.

To configure a device:

1. Select the type of ISDN device and the relevant COM port.
2. If you are unsure of the devices connected to your system, click the Auto Sense button to allow the system to perform a search.
3. If the connected ISDN device is not one that is listed, you may be able to add support for it by clicking the User Defined button.
4. If the device is a PSL MPC3, click the Advanced button to set the IRQ.
5. If your ISDN connection is through a PABX, the code required to gain an external line, usually 9, should be entered in the Outside Line field.

See also
Extended Disconnect
Using PSL MPC3 ISDN Terminal Adapters

Button Help



Click on the required item for more information.

User Defined ISDN Device

This option allows support to be added into Tel-Me for non-listed ISDN devices. Upon selecting this option, a warning is given of the difficulties that may be encountered when attempting to define a new device. This warning should be heeded if you are unfamiliar with the technical aspects of ISDN devices and the assistance of a professional is strongly recommended.

To create a new device definition:

1. Click the Add Device button.
2. Enter a name for the new ISDN device in the Device Name field.
3. Enter the command sequence that is used to initially set up the ISDN device in the Initialise String field.
4. Enter the command sequence that is used to end a connection in the Terminate String field.
5. Select the Comms Protocol to be used; V.110 rate adaption or X.25.
6. Click the OK button to save the details and return to the previous screen.

No guarantee is made by PhoneLink plc that any modem capable of operating as described above will work correctly with Tel-Me.

See also
ISDN Settings Screen

Button Help

Click on the required item for more information.

Advanced Communications Setup Screen

This screen allows you to make additional configuration settings to PSL MPC3 terminal adapter boards. These devices are fully software configurable and need to be told which interrupt request (IRQ) line to use. This screen allows you to set the IRQ for the board and provides four choices: IRQ3, 4, 5 and 7.

Choosing a Suitable IRQ.

To configure a PSL MPC3 device:

1. Select the required interrupt request line using the IRQ list box.
2. Click the Accept button to return to the ISDN Settings Screen.
3. Make any settings in the ISDN Screen and click the Accept button.
4. The system will display a dialog box, requesting permission to alter your system files and restart Windows:

- If you wish Tel-Me Communications Setup to perform the necessary modifications to your system's AUTOEXEC.BAT, alter the displayed path, if necessary, and click the Accept button. A backup of the original file is placed in AUTOEXEC.PLK should you need to revert back.
- If you do not wish the changes to be made, click the Cancel button.

5. Although not essential, it is recommended that once Windows has been rebooted, you re-run Tel-Me Communications Setup and select the Test... option from the Connectivity Selection Screen.

See also
ISDN Settings Screen

Button Help

Click on the required item for more information.

Result of ISDN Auto Sense

Following an ISDN Auto Sense session, if any devices are discovered, they are listed here along with the COM ports to which they are connected.

To select a listed device, move the highlight to it and click the Accept button, or double-click on it.

See also
Connectivity Selection Screen
ISDN Settings Screen

Button Help

Click on the required item for more information.

LAN Access Options

This screen lists all supported LAN Gateway options. The list includes gateways that use X.25 networks or the Internet as the external transport.

To configure a device:

- Select the type of gateway from the listing and, with the exception of the Internet option, the COM port to which it is connected.
- If you are unsure of the devices connected to your system, click the Auto Sense button to allow the system to perform a search.

See also

Using an Internet Gateway
Connectivity Selection Screen

Button Help

Click on the required item for more information.

Result of LAN Auto Sense

Following a LAN Auto Sense session, if any devices are discovered, they are listed here along with the COM ports, if appropriate, to which they are connected.

To select a listed device, move the highlight to it and click the Accept button, or double-click on it.

See also
Connectivity Selection Screen
LAN Access Options

Button Help

Click on the required item for more information.

Mobile Settings Screen

This screen lists the supported Mobile Devices that can be used with Tel-Me on the move.

To configure a device:

Select the required mobile device from the listing and the COM port to which it is connected.

- If you are unsure of the devices connected to your system, click the Auto Sense button to allow the system to perform a search.

See also
Connectivity Selection Screen

Button Help

Click on the required item for more information.

Result of Mobile Auto Sense

Following a Mobile Auto Sense session, if any devices are discovered, they are listed here along with the COM ports, if appropriate, to which they are connected.

To select a listed device, move the highlight to it and click the Accept button, or double-click on it.

See also
Connectivity Selection Screen
Mobile Settings Screen

Button Help

Click on the required item for more information.

Restore NUAs

To allow a high degree of flexibility, the PhoneLink data processing centre can automatically update the Network User Addresses used by your Tel-Me system. This means that if a particular data engine becomes unavailable, your system can be informed to use a different number until further notice and thus maintain a consistent service from multiple data engine sources.

The data engine contact details are stored within an NUA table file and it is this file that is edited by the PhoneLink data processing centre if conditions require it. An original version of the NUA table is always kept as a backup.

If the 'Service Not Available' message is consistently being displayed in the Communications Status window (bottom left of the main Tel-Me screen) you may need to restore the NUA table to the original version.

To restore the original NUA table, click the Restore NUA button from the Connectivity Selection Screen.

Button Help

Click on the required item for more information.

User Defined Profiles

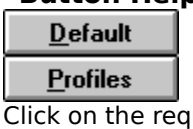
If you only ever use Tel-Me with one particular communications setup, then you will not need to set up User Defined Profiles. If however you regularly switch between different communications setting, then User Defined Profiles make this a lot simpler. For example, you may have a laptop PC that you connect to a LAN at work, a modem at home and a mobile when on the move. With Profiles you define the settings once and then select one of your options as you start up the Tel-Me application.

All User Defined Profiles are created in Communications Setup using the following procedure:

1. Start Communications Setup and select Other.
2. Select the appropriate device, click Configure and enter any detailed settings required.
3. Click Accept and then in the next screen click Profiles.
4. Type in your profile name in the Profile Settings Screen.
5. Repeat for all further profiles.

Having created User Defined Profiles you will now have a Profiles button on the Connectivity Selection Screen which allows you to access further options.

Button Help



Click on the required item for more information.

Profile Settings Screen

Type into the Profile Name field a name for your User Defined Profile. The name can contain up to 30 characters.

The next time you reach this screen you will find your previous profile listed below the Profile Name field. If you click on a listed profile, the Description area will list its settings.

Profiles Manager Screen

This screen allows you to Select or Delete any of the previously defined profiles. It also offers the settings that govern the way that profiles are offered to you as you start up the Tel-Me application.

If Profile Switching is enabled then the list of available profiles will appear during the loading sequence for the Tel-Me application. The Default Selection Timer will count down in seconds if you do not press any keys when selecting which communications profile to use. If the time elapses, the option used last will be automatically selected.

Advanced Mobile Settings Screen

Supported ISDN Devices

The Integrated Services Digital Network (ISDN) is a public service network that offers greatly increased communication speeds, shorter connection times and much lower error rates than the standard Public Switched Telephone Network (PSTN). When numerous Tel-Me enquiries are being made, ISDN can offer significant speed advantages over standard PSTN links.

A number of internal and external ISDN adapters are supported by Tel-Me Communications Setup and in addition, a User Defined section allows unlisted devices to be configured.

PhoneLink plc can supply a PC card that will connect to ISDN2.

Dialplus

This option allows a standard modem to contact, via the Public Switched Telephone Network (PSTN), a local BT Dialplus centre. Information is then transferred to a faster X.25 packet switched network that connects to the PhoneLink data processing centre.

LAN Gateway Products

The term Gateway refers to a device that allows data to be passed from one network to another. Typically, the two networks operate with different protocols, and so the Gateway performs the necessary protocol conversion functions. The recommended Gateways provide the necessary conversion LAN based networks to an X.25 packed switched network.

Each workstation connecting to the Gateway accesses a PAD (Packet Assembler Disassembler) which interfaces character mode terminals, such as computers, to a packet mode device.

A number of Gateways are supported for use with Tel-Me and provide the necessary conversion from LAN based networks to an X.25 packet switched network. Some of the supported Gateways also offer an ISDN (Integrated Service Digital Network) dial-up connection to the central site.

Mobile Devices

For complete portability, Tel-Me can be installed onto a notebook computer and communicate via nationwide wireless networks such as RAM, Cellnet, etc. To gain network connection, the notebook is connected to either a radio modem (in the case of the RAM network), or to a data adapter card which connects to a digital cellular telephone.

Memory

To ensure reliable operation, Tel-Me requires that a minimum of 12Mb of Virtual Memory is available to windows. You can quickly check whether you have enough virtual memory by accessing the Help menu in the Windows Program Manager while no other applications are running. Select the About Program Manager... option and check the **Memory:** entry that is shown in the resulting dialog. If this figure is less than 12Mb, you may need to increase the RAM in your system or adjust the size of the Windows Swap File (refer to your Windows documentation).

Virtual Memory is a combination of the RAM fitted on the motherboard as well as a portion of disk space which is made to appear to Windows programs like RAM. Windows uses this special disk space to transfer sections of applications in and out of RAM as they become needed. This is called a Swap File.

Serial (COM) Ports

A COM port used for communications should be available exclusively for the device connected to it. The Utility MSD.EXE, provided with Windows, will give a wide range of information about your computer including the COM ports that are in use.

Communications Hardware

The configuration details of numerous types of communication hardware have been incorporated into the Tel-Me Communications Setup application. Installation of one of the supported types will make configuration easier.

Configure... Button

Selects the appropriate configuration screen for the selected hardware options.

Accept Button

Indicates that the currently displayed options are correct and moves to the next stage.

Test... Button

Moves to the Testing Screen so that communication checking routines can be carried out.

Test Button

Begins the hardware configuration and communication link testing sequence.

Auto Sense Button

Invokes the Auto Sense routines that automatically scan all COM ports to check for available communication devices.

Restore NUAs Button

Reinstates the original Network User Address table which determines how Tel-Me contacts the PhoneLink data processing centre.

OK Button

Indicates that the currently displayed options are correct and moves to the next stage.

Cancel Button

Discards any changes made and returns to the previous screen.

User Defined Button

Selects the User Defined screen which allows unlisted hardware devices to be configured.

Advanced Button

Selects the Advanced Communications Setup screen which allows the Interrupt Request settings to be configured when using PSL MPC3 terminal adapters.

Fast-Connect Button

Invokes the Supplied Modem Setup procedure that interrogates the system hardware in search of valid serial ports and modems.

Other Button

Invokes the Standard Communications Setup procedure that allows you to configure any device from the Connectivity Selection Screen.

Add Device Button

Inserts a new entry into the existing device list and allows you to configure key operational aspects of it.

Edit Device Button

Allows the details of an existing user defined device to be altered.

Exit Button

Quits the Tel-Me Communication Setup application.

Delete Device Button

Removes an existing user defined device.

Extended Disconnect

When your Tel-Me system makes an enquiry using a modem or ISDN device, it creates a connection with the PhoneLink data processing centre. Once the answer is returned, your system will usually terminate the connection shortly after. However, you could keep the line open for longer without incurring any further call charges. This extra time would then allow you to make another enquiry (or the second part of a two-stage enquiry, i.e. PA News) without having to make another call. The Extended Disconnect value sets the time, in seconds, for which the line is kept open following the first enquiry.

Initialise String

By default, the communications link to Tel-Me is set to 9600 baud, no parity, 8 data bits, 1 stop bit and XON/XOFF flow control. The Initialise String should contain the correct parameters to set the user defined modem accordingly.

The initial AT command header is implied, i.e. if the command to set XON/XOFF flow control is AT&K2, the Initialise String should contain **&K2**.

Initialise String

Tel-Me supports V.110 rate adaption at 19200 bps only and so the Initialise String should contain any necessary commands to enable this, together with XON/XOFF flow control. The initial AT command header is implied.

If the user defined device is an X.25 capable terminal adapter, please contact Tel-Me Customer Enquiries on 0345 225577 for advice.

Terminate String

The Terminate String should contain the required command to hang-up the call. The initial AT command header is implied, i.e. if the command to hang-up is ATH0, the Terminate String should contain **H0**.

Auto Sense

The Auto Sense feature of Tel-Me Communications Setup can analyse your system to discover what communications hardware is available. It interrogates all COM ports and attempts to identify any attached devices by their responses.

Note: If Auto Sense is selected from the Connectivity Selection Screen then all four categories of communications device will be searched for. If, however, Auto Sense is selected from one of the four device settings screens, only that particular type of device will be sought.

If more than one device is found then a selection screen is offered. If no device is found then configuration must be carried-out manually.

Adding Support for Non-Listed ISDN Devices

When using this option to add support for non-listed ISDN devices you should be aware that X.25-capable terminal adapters differ greatly in how their X.25 parameters are configured. These devices usually require a custom script file in order to be correctly set up.

The Tel-Me User Defined ISDN Device option creates a 'skeleton' script file for the device, however, this may require further editing to match specific device requirements.

Direct

This is a collective term for supported modems that can link your Tel-Me system directly to the PhoneLink data processing centre, via the PSTN, without having to rely on an intermediary service such as BTs Dialplus.

The modem will have to comply with the V.32 standard.

Fast-Connect

Fast-Connect modems provide a direct link between your Tel-Me system and the PhoneLink data processing centre, via the PSTN, in a similar manner to conventional modems. Fast-Connect modems, however, are greatly optimised to take advantage of the facilities at the PhoneLink centre and as a result can form a connection between five and ten times faster. Fast-Connect modems also conform to the V.22bis, V.32bis and fax modem standards.

ISDN

The Integrated Services Digital Network (ISDN) is a public service network that offers greatly increased communication speeds, shorter connection times and much lower error rates than the standard Public Switched Telephone Network (PSTN). When numerous Tel-Me enquiries are being made, ISDN can offer significant speed advantages over standard PSTN links.

PhoneLink plc can supply a PC card that will connect to ISDN2.

Using PSL MPC3 ISDN Terminal Adapters

The PSL MPC3 terminal adapter is a fully software configurable device and needs to be told which interrupt request (IRQ) line to use. The Advanced option, that is selectable from the ISDN Settings Screen, allows you to set the IRQ to be used by the board and provides four choices: IRQ3, 4, 5 and 7.

After setting the required IRQ, leaving the Advanced option and then subsequently Accepting the settings of the ISDN Settings Screen, the system will display an additional dialog box, requesting permission to reboot and alter your system files. If you allow this to occur, an entry will be entered into the AUTOEXEC.BAT file that runs a configuration program each time the system is rebooted. This program configures the MPC3 board using the settings that you made in the Advanced option.

Using an Internet Gateway

If you wish to use Tel-Me via the Internet, you will require a Windows Sockets TCP/IP stack driver software installed and, of course, an Internet connection.

Dialling Mode

There are two types of dialling mode, the older Pulse method; and the newer Tone method.

If you are unsure of which to choose, listen to your phone when dialling a number:

- Does it make clicking sounds? If it does, choose Pulse.
- Does it make musical tones? If so, choose Tone.

Choosing a Suitable IRQ

The Advanced option in the ISDN Settings Screen offers four choices of IRQ:

IRQ3 Normally used by devices connected to COM2.

IRQ4 Normally used by devices connected to COM1.

IRQ5 Normally used by printers connected to LPT2.

IRQ7 Normally used by printers connected to LPT1.

You should select an IRQ that is not being used by another device. For instance, if you have a mouse connected to COM1, this will need to use IRQ4. If you have a printer connected to LPT1 or 2 it does not necessarily mean that IRQ5 or 7 are unusable as not all printers send information back to the system and so do not need to use the request line.

Default

The default is to have just one set of communications settings. This means that the device you have just chosen will become the one Tel-Me is accessed by.

Profiles

Select Profiles if you wish to have more than one set of communications settings. This means that when you access Tel-Me you will be able to select one of your device profiles.