Connecting Over a Modem

{button Related Topics,AL(`connection type;How_Change_Modem_Settings;Modem_Tips;Getting_an_ISDN_Line;T_Connection_Modem;How_Change_an_Individual_Connection_Icons_Modem_Settings')}

If you use ReachOut from home or while you are traveling on business, you're probably using a modem to make the connection. ReachOut's new SmartStream technology makes your ReachOut modem sessions 10–15% faster than ever before.

Windows and Your Modem

If you've already used a modem with other Windows NT applications, then connecting with ReachOut is simple. ReachOut looks at your Windows settings to get your modem information—so all you have to do is tell ReachOut that you want to use your modem to make a connection, and you're off and running.

ReachOut takes full advantage of the Windows Telephony feature. Other programs can use your modem to dial out even while ReachOut is waiting for calls on the same modem line. However, for an individual modem line, only one application at a time can wait for calls.

Configuring the Modem

If you have not yet set up a modem on your computer, or if you want to change settings for your modem, you can set it up through the Windows Control Panel or through ReachOut itself. If you are waiting for calls, just choose *Options* from ReachOut's *Configure* menu, and you can access your modem settings from the *Waiting* page. To set up a modem when you're making a call, right-click the connection icon and choose *Properties,* then choose your modem type at the bottom of the dialog box. The *Configure* button lets you set it up.

ISDN Modems

If you have an ISDN modem, set it up the same way you would set up a regular modem.

How to Change Modem Settings While Waiting for Calls

{button Related Topics,AL(`Connecting_Over_a_Modem;How_Determine_a_Modems_UART;How_Change_an_Individual_Connection_Icons_Modem_Settings;Modem_Tips')}

1. From ReachOut's *Configure* menu, choose *Options.*
2. Check the box labeled *Modem.*
3. Choose the *Configure* button next to the *Modem* choice.
4. If you have more than one modem set up, select the one you want to configure from the list and choose *OK.*
5. From the *Port* list, choose the COM port that your modem is connected to.
6. Under *Maximum speed,* set the rate at which your modem can communicate.
   This is generally one level higher than your modem's rated speed.
7. Use the *Connection* and *Options* tabs for terminal settings and dial control options.
   To get help on any item in the dialog box, click the question mark in the upper right corner, and then click the item.
8. Choose *OK* to save the settings.

Note: When making calls, you can have separate modem settings for each connection icon by editing the properites of the connection icon, then choosing the *Configure* button to set up the modem.

How to Change an Individual Connection Icon's Modem Settings

{button Related Topics,AL(`Connecting_Over_a_Modem;How_Change_Modem_Settings;Modem_Tips')}

1. Right-click the connection icon for which you want to change modem settings.
2. Choose *Properties.*
3. If desired, choose a different modem in the *Type* field.
   Note: Modem must be selected in the *Connection Medium* field.
4. Choose the second *Configure* button to set up the modem.
5. Change any settings you desire.
   To get help on any item in the dialog box, click the question mark in the upper right corner, and then click the item.

Note: The *Port* field tells Windows where the modem is connected on your computer. If you change this value, it affects all connection icons and all applications that use this modem.

6. Choose *OK*.

How to Change a Modem's Initialization String

{button Related Topics,AL(`How_Change_Modem_Settings;Connecting_Over_a_Modem')}

1. Do one of the following:
   - To set the initialization string when waiting for ReachOut calls, choose *Options* from ReachOut's *Configure* menu, then choose the *Configure* button next to the *Modem* choice.
   - To set the initialization string for making a call, right-click connection icon you want to change the modem string for and choose *Properties,* then click the *Configure* button at the bottom of the dialog box (next to the name of your modem).
2. In the modem Properties dialog box, choose the *Connection* tab.
3. Choose the *Advanced* button.
4. Under *Extra Settings,* type the modem commands you want to add to the initialization string.
   Refer to the manual that came with your modem to find out which commands you can use.

Modem Tips

{button Related Topics,AL(`How_Change_Modem_Settings;Connecting_Over_a_Modem')}

- If you want to set general dialing properties such as prefixes for outside lines, you need to specify these through Windows Control Panel. You can also click here to open the Modem Setup program.
- If you use a 14,400 or 28,800 baud modem, configure the modem for a baud rate of 38,400. Because they automatically compress data, modems can usually transmit reliably at speeds somewhat higher than their rated speeds.

Getting an ISDN Line

{button Related Topics,AL(`Connecting_Over_an_ISDN_Line')}

- ISDN lines are digital telephone lines that allow you to send and receive computer data much faster than you can using a modem and an ordinary telephone line. If you want to find out more about getting an ISDN line, contact your local telephone company.