

# **Using Your PC as a Textphone**

## **Windows 2000 NTJ Operating System and Hyperterminal**

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## **1. INTRODUCTION- USING YOUR PC TO COMMUNICATE**

It is possible to communicate with BT Text Direct via your PC, which can be set up to make calls.

In order to make a call through BT Text Direct using the PC, the basic requirements are a pc with a suitable operating system and a compatible modem. Different makes and brands of computer can access Typetalk.

## **2. CHOOSING A MODEM**

Following are some tips when choosing a modem to use for this purpose.

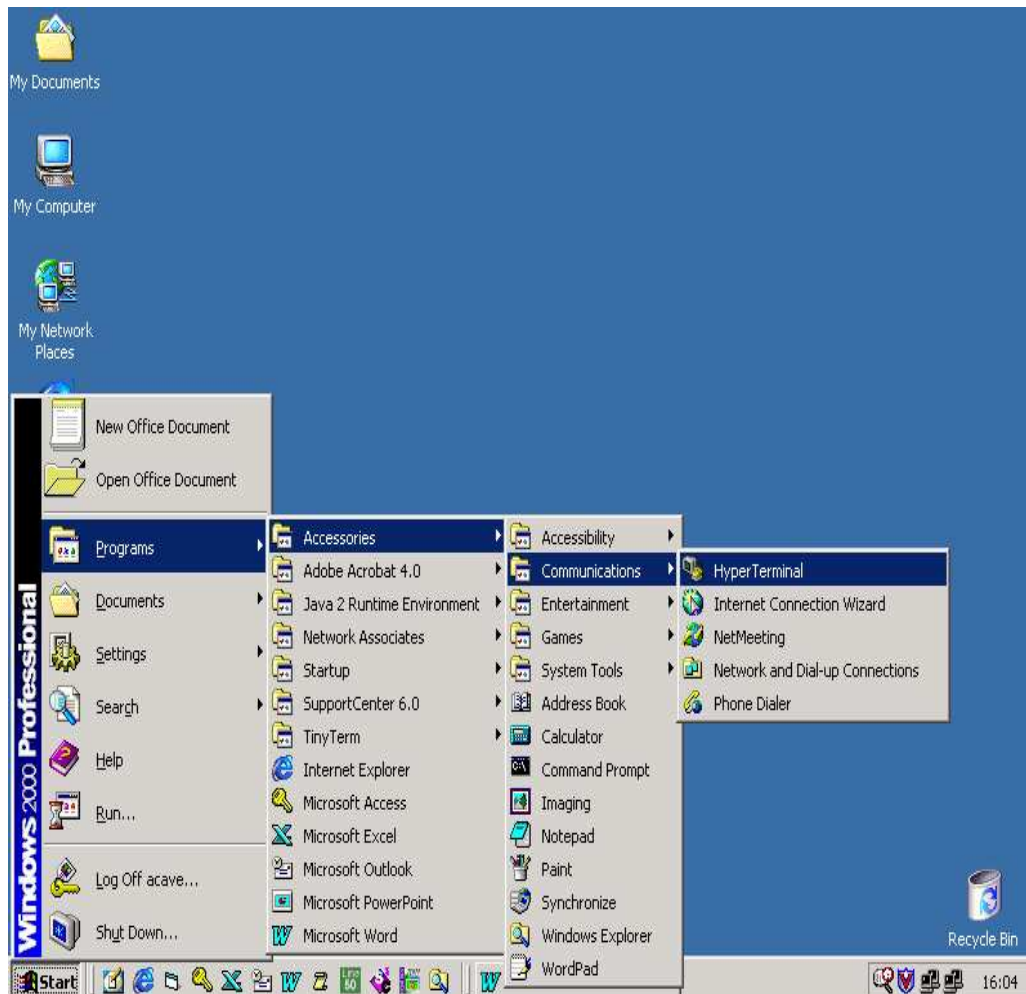
- Your modem must be able to operate at a connection speed of 300 baud/V21. Please check this before purchase if possible.
- Even when the correct connection speed is set in your communications package, the modem will ignore these settings and operate at its lowest default speed. In this instance it is possible to force the modem to 300 baud using additional settings. This is covered later in this factsheet.
- When you connect and install your modem, follow the manufacturer's instructions.

Please note certain versions of HyperTerminal may have screen variations to those demonstrated in this fact sheet.

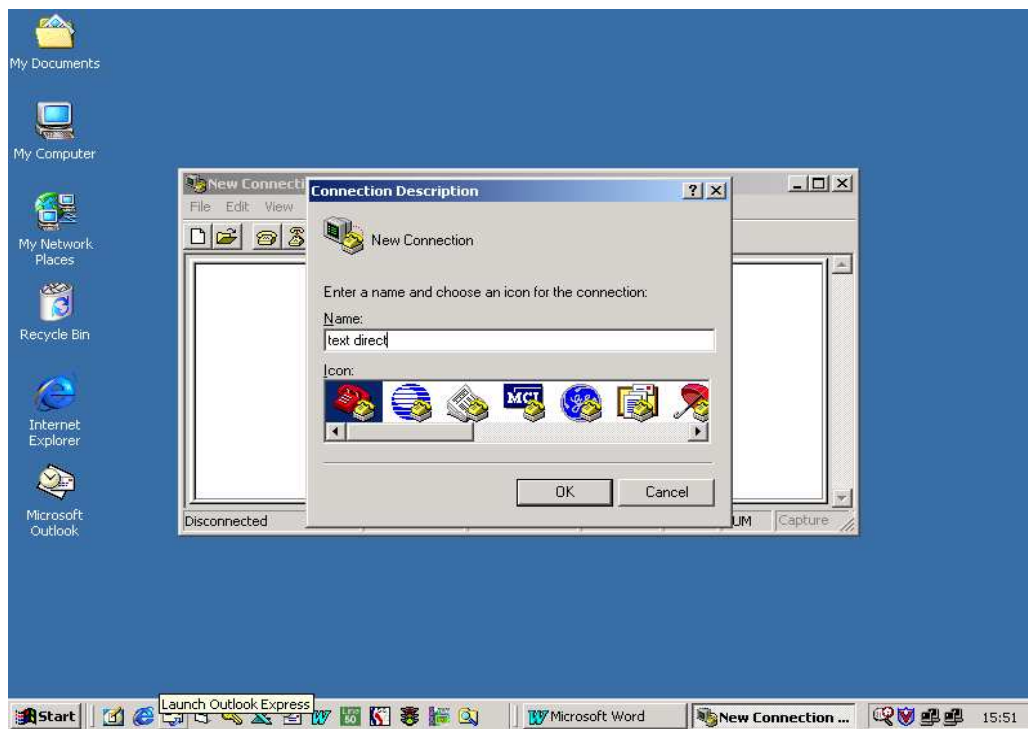
### 3. CONNECTING WITH TYPETALK USING HYPERTERMINAL

You are now ready to make a call on the PC through BT Text Direct.

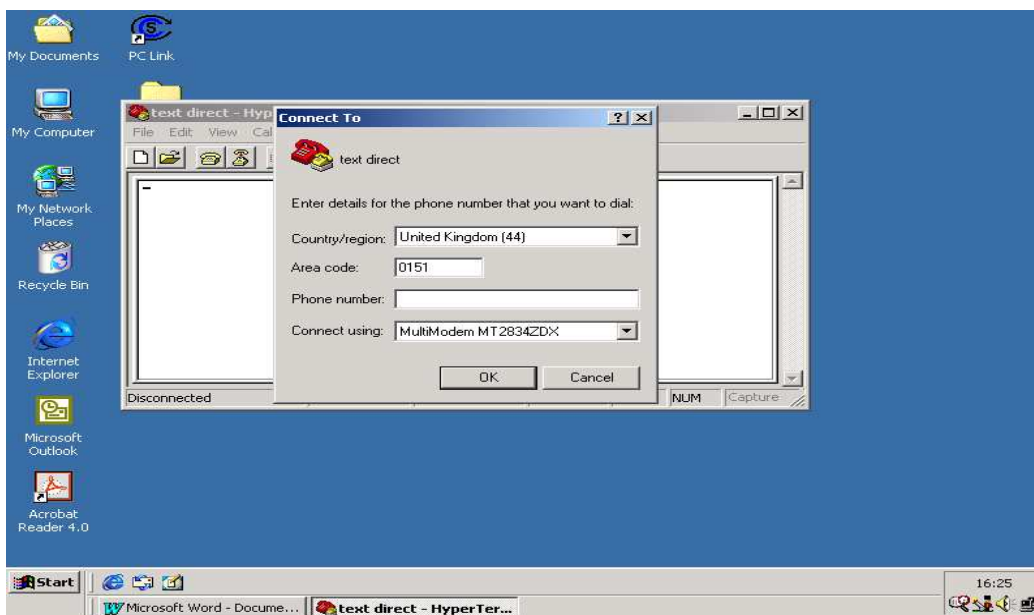
- Go into HyperTerminal from the start button bottom left on the PC screen:
- You should see something similar to this:



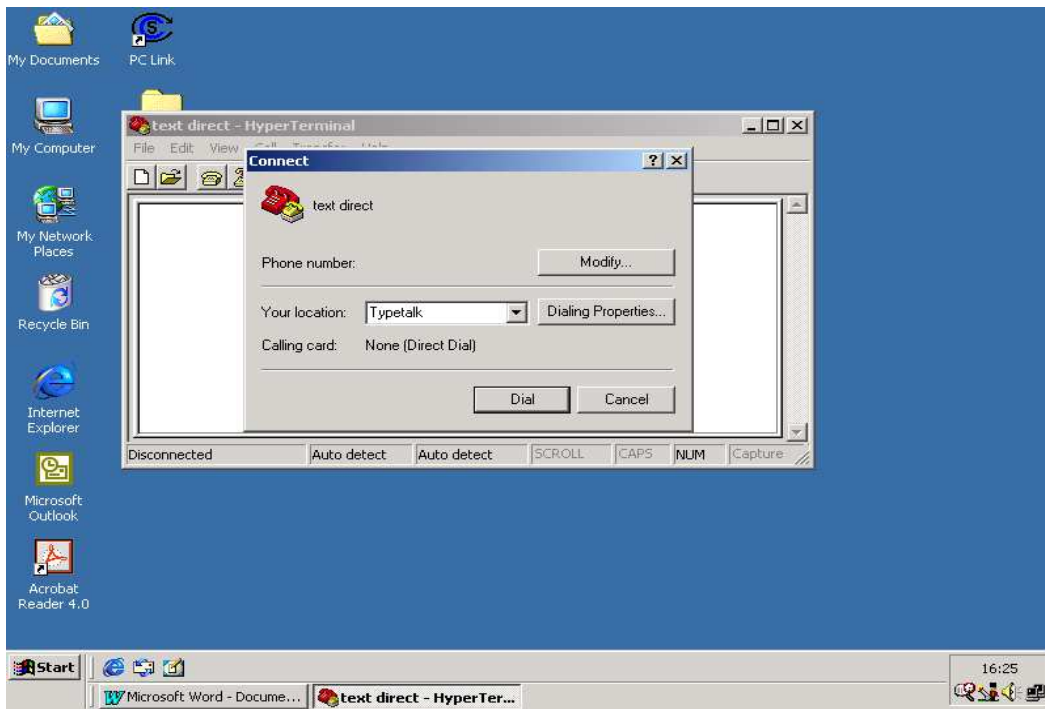
- Once you have selected HyperTerminal, you will receive a screen similar to the screen on the next page:



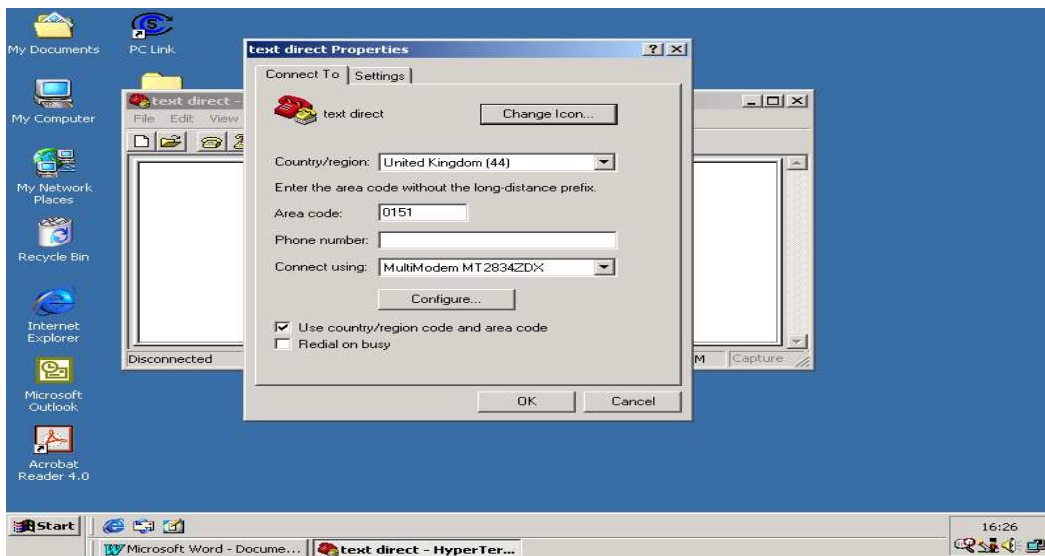
- You will now be able to give the call a name, put the name of the person you are calling. You can also select a picture. Once completed click OK.
- This then brings you to this screen:
- This screen shows you the area of which you wish to dial. Country / Region is where you are calling from, in this case the UK. Area code is the code where you are calling from. Phone number is the number of the call you wish to make. **DON'T** forget to include 18001, area code and full telephone number. The 'connect using' is the modem name.



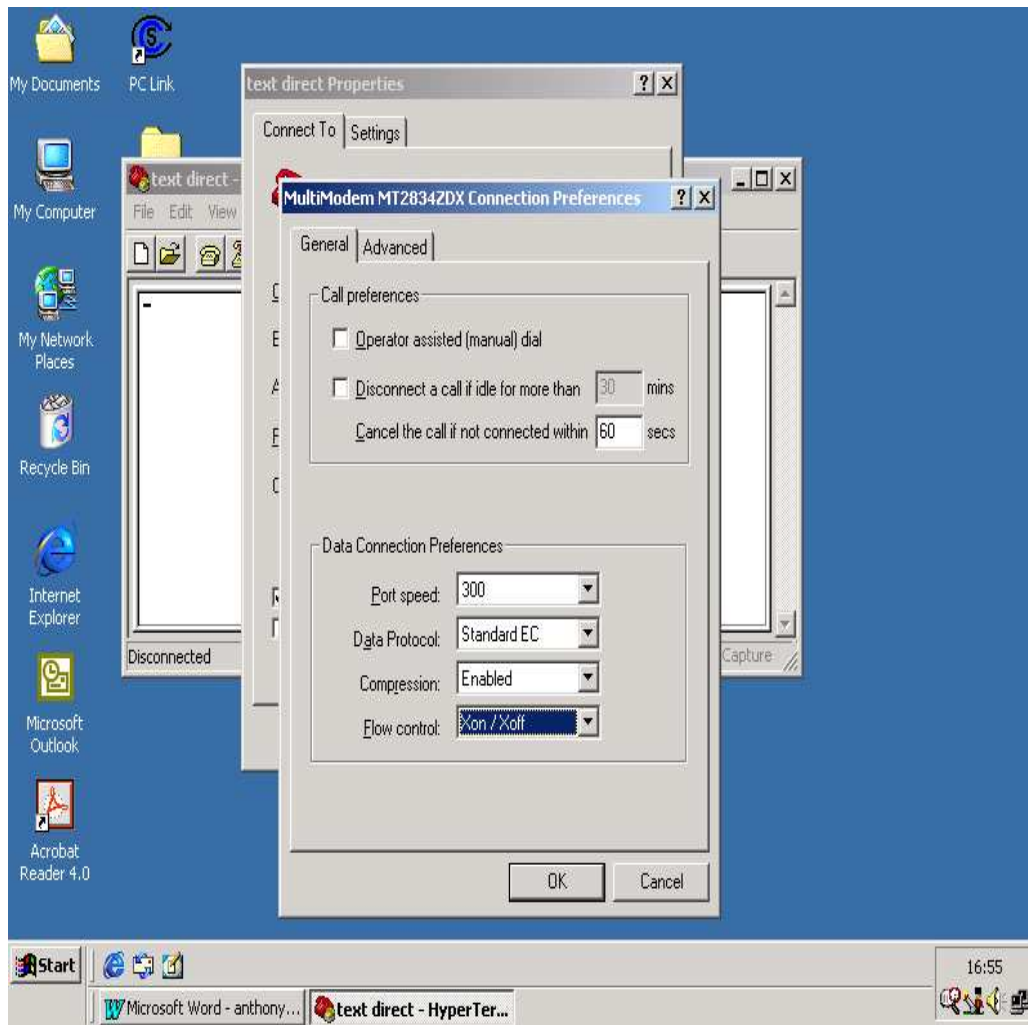
- In this case we are using an external modem shown on previous page, but this may be different to the one you are using.



- The above screen will appear on your terminal, you then need to click on Modify



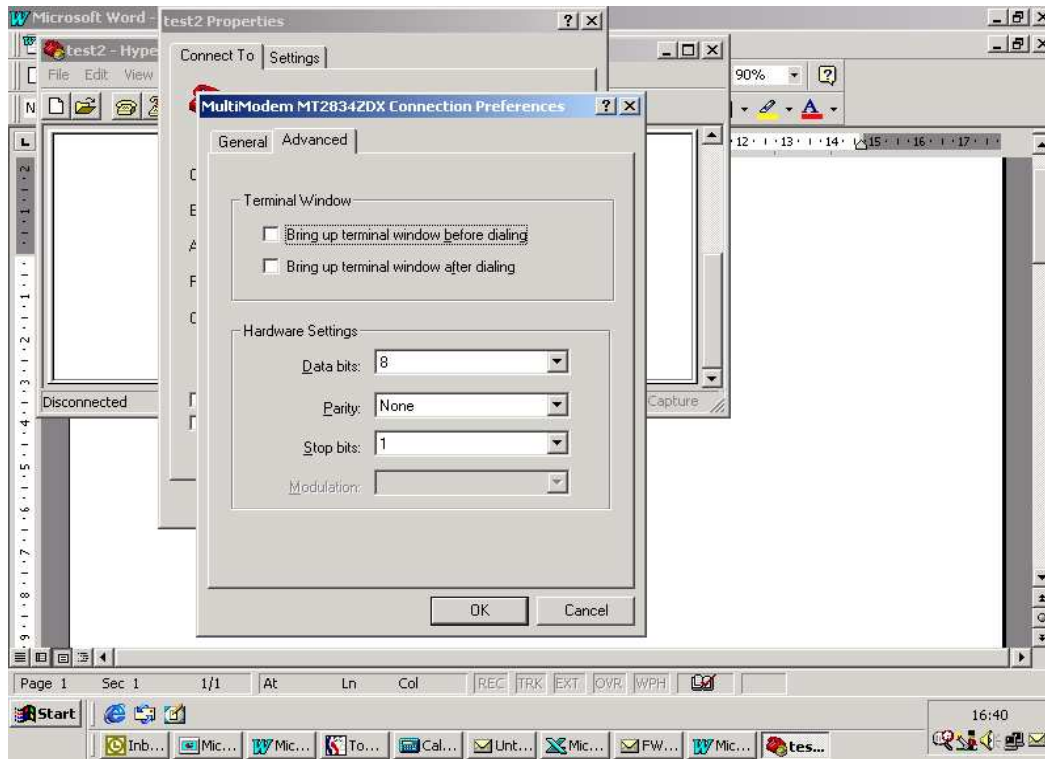
- \* Remove the tick in Use country/region and area code. This box should be blank. If there is a tick in the box like above, simply click it once to remove it. You now need to click on **CONFIGURE** to start the process of setting the modem to react accordingly. You will see the following screen:



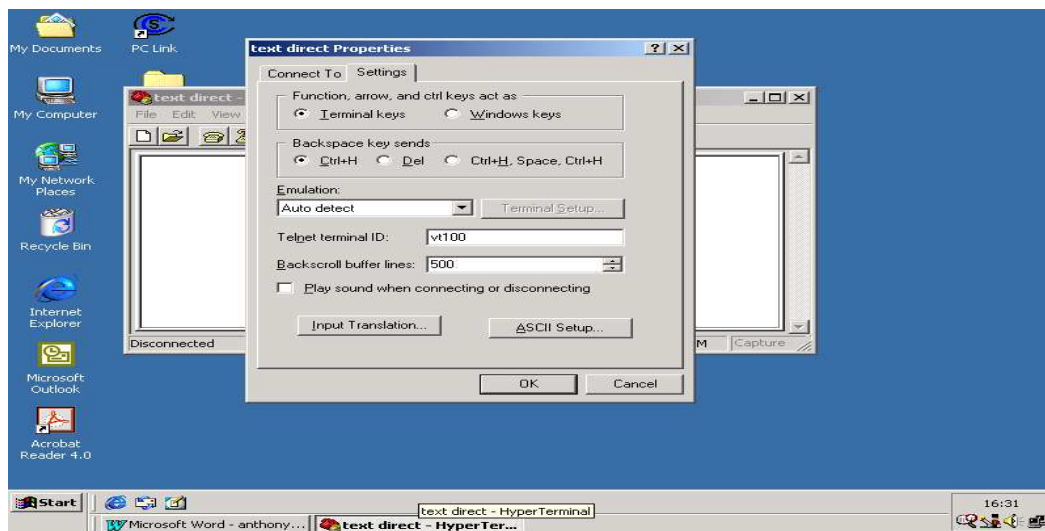
On the above screen you will see a number of functions which you will need to change.

- **Port Speed** – Click on the little triangle and change to 300
- **Data Protocol** - Click on Standard EC
- **Compression** – Click Disabled
- **Flow Control** – Xon/Xoff

Once you have completed this click on 'Advanced' settings. This will bring the following screen:

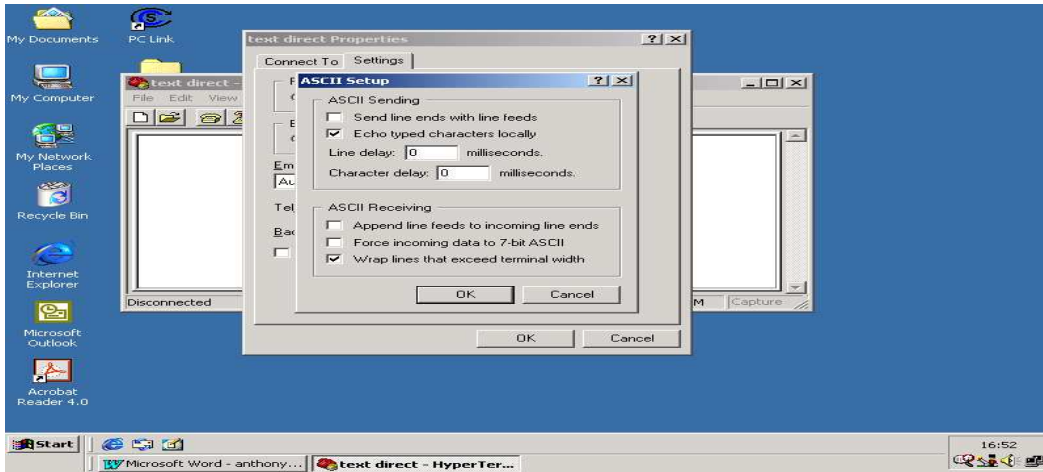


- \* In the advanced settings, we are shown Data Bits, Parity and stop bits are showing **8 N 1**. Depending on your modem you may find settings **7 E 1** may suit your connection. Once you have completed that click ok to return you to the “connect to” screen. Click on Settings and the following screen will appear:
- The screen below is showing some data that effects the communication process. Change **Emulation** and **Telnet Terminal ID** and to **VT100**. The Buffer lines are quite important make sure this is set to **500**.

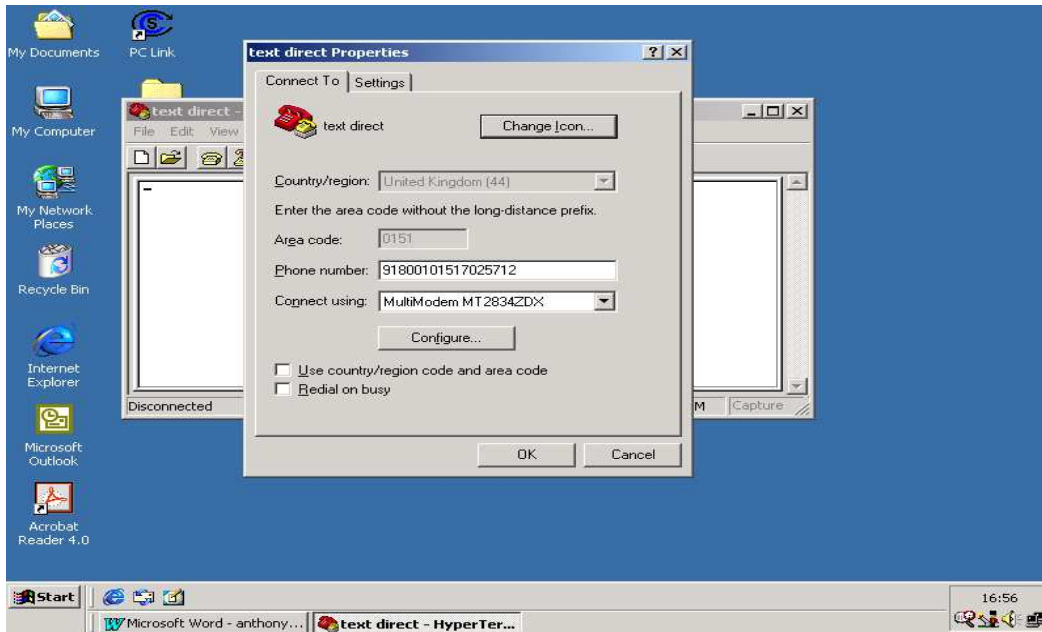




- Click on the ASCII **Set-up**. When you click on this box, you will see the following:

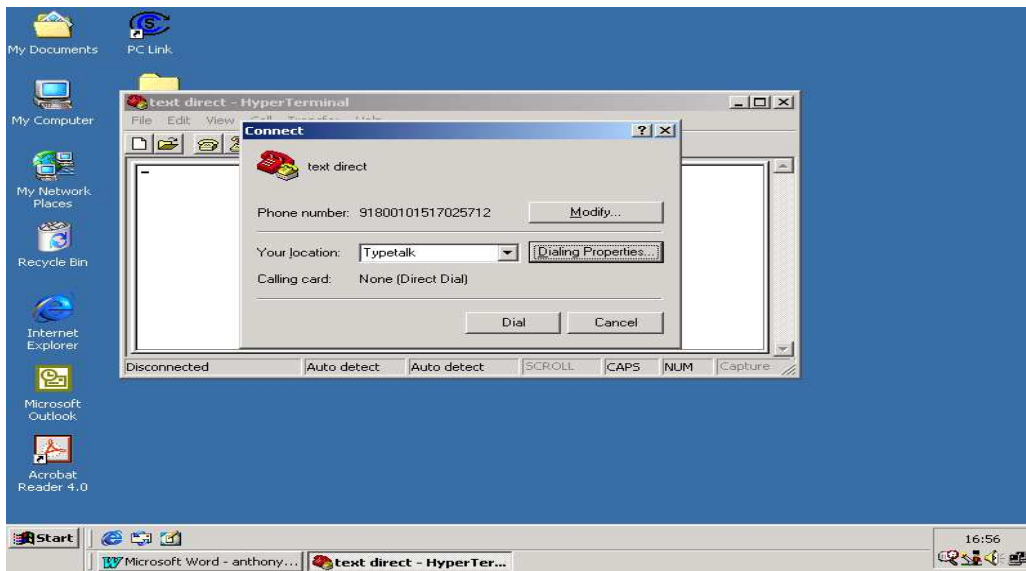


- \* Make sure Echo Typed Characters locally and Wrap lines that exceed terminal width boxes are ticked. As explained previously this should solve the problems of invisible text but if not the Hilgraeve download may be able to.
- \* Once you have completed the above click 'ok'. Then click on the 'Connect To' screen, which will bring you to this screen:

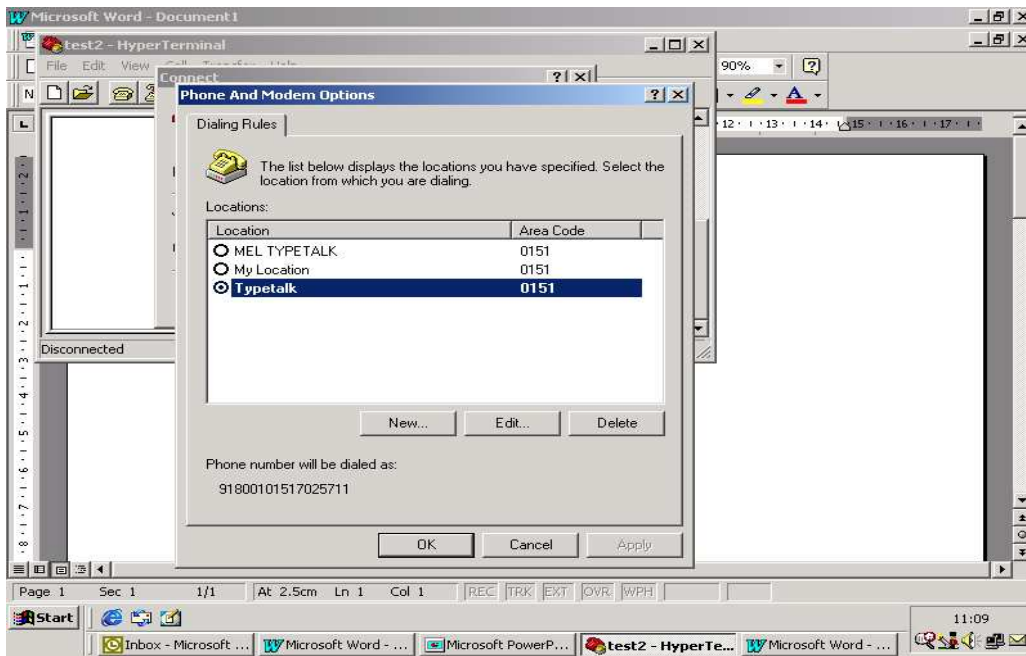


- \* This screen is blanking out the 'Area code', as the tick is no longer next to the "use country/region code and area code". This is to enable you to use 18001 prefix.
- \* Click 'ok'

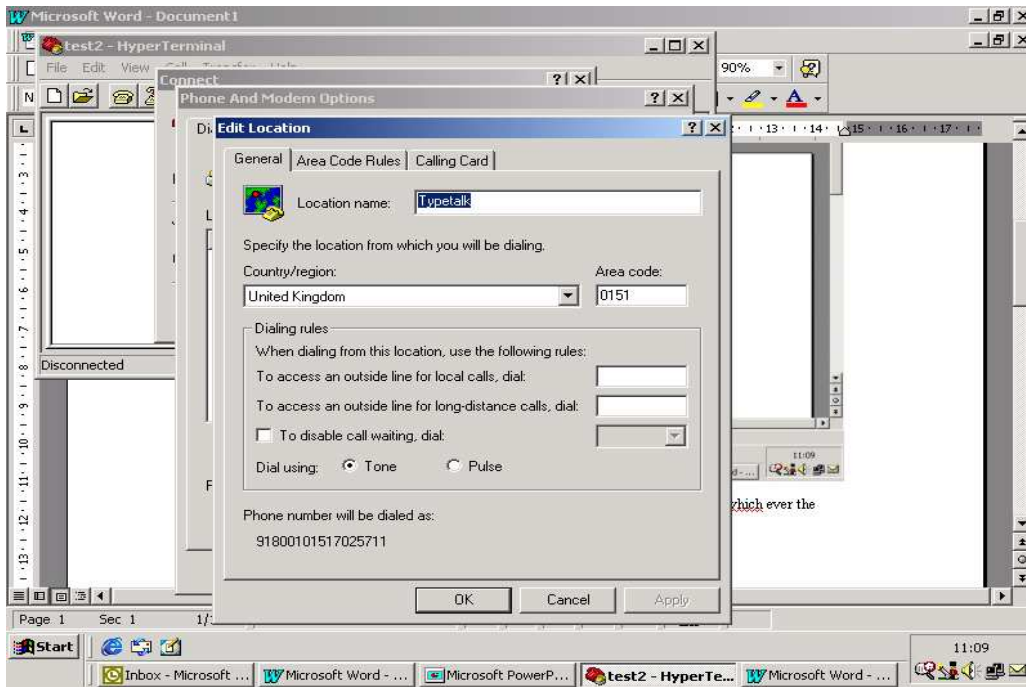
- \* The screen below appears



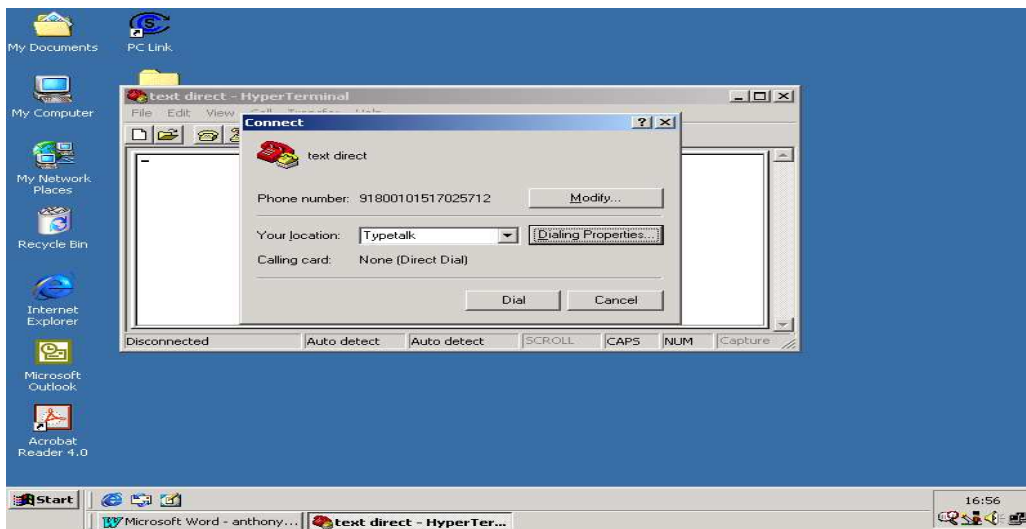
- \* Then click on dialing properties, the following screen appears:



- \* Double click on 'my location'. (Typetalk is demonstrated above)



- \* The main sections you should concentrate on here is **Dial using**. This should be set to **Tone** as with all phones / textphones when using text direct. Now click ok twice, you will return to the following screen:



- You are now ready to make your call. Now Click “dial”

## 4. MAKING A CALL

Once all the settings are in place it is possible to make a call via BT Text Direct

**To make a call with the Connect Screen still open: -**

- If the 'Connect' dialogue is still open, Click on to the Dial button, This will now try to connect with the number you have specified.
- You will know you have connected to the BT Text Direct Platform when you receive the message TXD DIALLING, TXD RINGING.

**To call the last number you dialled: -**

- Open HyperTerminal following the steps above.
- Click on to the 'Connect' button on the HyperTerminal Toolbar.



## 5. DISCONNECTING A CALL

### Hanging Up

Once you have conducted your call and wish to hang up this is done quite simply. Just click on to the 'Disconnect' button on the HyperTerminal Toolbar.

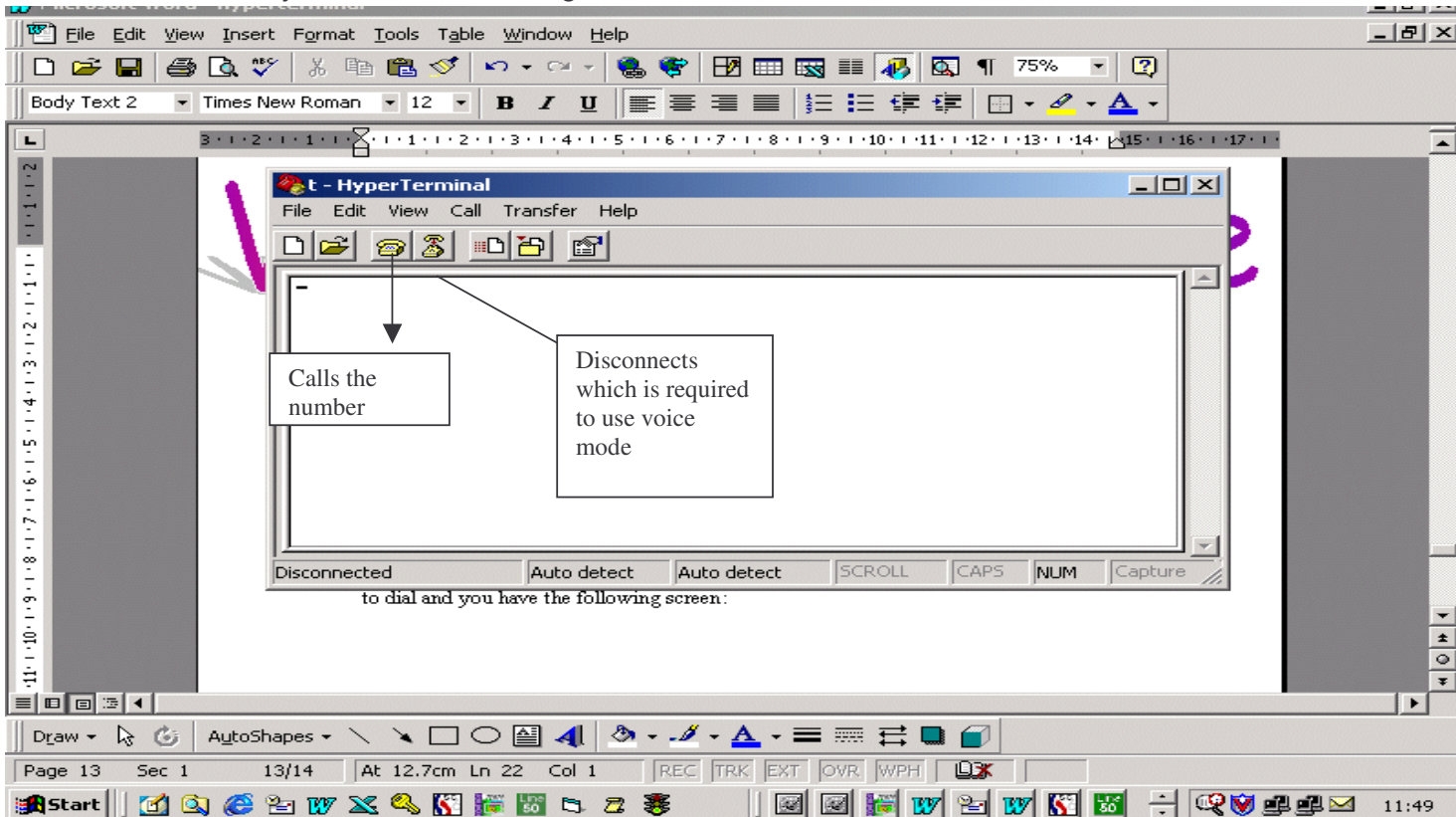


## 6. VCO PROCEDURE USING YOUR PC

Equipment you will require is:

- PC
- (Internal or external modem)
- A working telephone line
- HyperTerminal or similar communication package
- Doubler to plug into phone socket with modem lead and phone lead
- Ordinary phone
- Keyboard and a mouse

Ok so you have completed the previous “set-up procedure” and you are ready to dial and you have the following screen:



## 6.1 VCO PROCESS

When the call is connected to the operator you will receive the usual message. TXD Call Connected you may now resume in your conversation in voice mode, to do this please complete the following:

- When you see 'call connected' you can pick up your handset which should be attached to the phone line where your modem is connected.
- Click on the disconnect button as shown on the previous screen
- Wait **7** seconds and speak
- When finished speaking type **ATA** and press return button
- Wait **7** seconds and put the phone back in the rest place
- Repeat the above sequence each time you wish to speak until ending the call.
- To completely terminate the call simply click on the "disconnect" button.

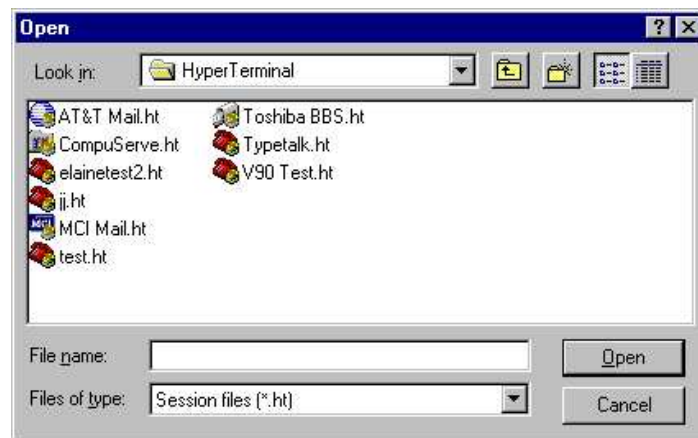
You must wait a full seven seconds in order for the modem to disconnect and the phone to "catch" the call. If you try speaking before this allocated time the person who would be listening to the conversation would not hear the beginning of what you were saying.

## 7. CREATING ANOTHER CONNECTION

You have a connection using BT TextDirect and want to set up a connection to the Customer Support Helpline with the same settings. The only difference is the phone number. Instead of creating the connection from scratch, it is possible to copy the settings from the first and then change the name and the telephone number.

### To create another connection by copying an existing one: -

- Open Hyper terminal and Cancel the 'New Connection' dialogue
- From the File Menu select Open or click on to the Open button on the HyperTerminal Toolbar.
- Select the session that you want to copy e.g. Typetalk



- Click on to the Open button.
- The 'Connect' Screen will open and the name of the Session e.g. Typetalk will appear in HyperTerminal's title bar.
- Click on to the Cancel button to close 'Connect' and then from the File Menu select Save As.
- Type in a new name for the session in the 'Save As' Filename field as shown next.



- Click on to the Save button. The name of the new session should now appear in the title bar.
- Finally, to change the phone number for that session, from the File Menu choose 'Properties'.



- In the Phone Number field, replace the old number with the one for the new connection and choose OK.
- To make a call refer to Section 5, Making a call.



## 8. ANSWERING A CALL VIA HYPERTERMINAL

It is possible to answer a call using the HyperTerminal program and a compatible modem.

The command used to answer a call from most modems is ATA and pressing the enter key, however before trying this out, check your modem manual, as not all modem's settings are the same.

Also additional settings may need to be sent directly to the modem before it is able to answer any calls. This is not always necessary, so when you first try answering a call with HyperTerminal, try the basic answer command (usually 'ATA'). Only if that fails to connect would you add the extra settings. This is found in your modem manual.

### To answer a call: -

- Set up HyperTerminal as you would for making a call.
- Close the 'Connect To' Dialogue box .
- Type AT press return
- Screen shows "OK"
- When a call is received by the modem, you will see the word '**RING**' .

If you have a flashing alert attached to the same phone line, this will also let you know there is a call being received by the modem.

- Type in the letters **ATA** (or whatever the answer command is for your modem) and then **press the Enter** key on your keyboard.
- Wait for approximately 10 seconds until you see the word '**CONNECT**' appear on the screen.
- Type in a simple greeting such as Hello GA and then you will be able to continue your conversation in text.
- When you have finished the conversation, click on to the 'Disconnect' button on the HyperTerminal Toolbar.

The HyperTerminal screen can then be left on to wait for the next call.