

Introduction

Focus TeleContact was created with the following goals in mind:

- 1) To make sending and receiving files as effortless as a simple telephone call. This task is achieved by automatically configuring and adjusting the parameters transparently such that the user is relieved of the cumbersome task of setting baud rate, bit parity, compression method, auto-answer and maximum transmission, etc.
- 2) Provide an elegant yet simple and intuitive interface to the file transfer process. As it would be described later in this manual, user can simply drag and drop any file on to the TeleContact and have it send the contents to any location in the world!
- 3) Combine the functionality of a modem protocol and the ease of use of a fax machine with some added features not offered by either methods of communication. For example, when a document is faxed, a picture of the document is sent to the target location. Should the recipient of the faxed document wish to make changes to the document, The have to retype the text or use some sort of OCR program to extract the text which often leads to loss of formatting. Using TeleContact, the recipient can simply use their word processor or graphics program to edit or print the document at a higher resolution that of the 200 dpi offered by a fax machine.

Using The Online Help

The help module consists of two lists. The list on the left, is the topics. User can select a topic by scrolling up or down and clickin the desired subject. The list on the right would display the help text associated list item selected. The help window is a standard window which can be dragged around by click-dragging in the title bar. User can quit the help module by clicking the go-away box on the top left corner.

Minimum System Requirements

Minimum system requirements for the Focus TeleContact are as following:

- 1) Macintosh® Plus or newer. (i.e. all models of Macintosh except the 128K, 512K, 512KE)
- 2) A modem.
- 3) System 7 or higher.
- 4) 350 K of free memory.
- 5) A telephone line.

Menus

Certain features of the TeleContact can only be accessed through the items in the menu bar. The following is a description of those and other features available to the user through the menu bar.

Apple Menu:

- **About Focus TeleContact:** This menu item would activate the introductory screen which displays information such as a brief description of the program and address to which comments and suggestions can be sent.
- **Help:** Detailed description of the features available to the user are described in the on-line help module which can be activated using this menu item.

File Menu:

- **Send:** This menu item can be used to initiate the file transfer. After selection, user would be presented with a dialog which would allow the user to select the file to send. After selection of the file, the next dialog would request the phone number of the location to which the file needs to be sent. For more details, please see the section on sending files.

- **Receive:** If the user expects to receive a file from a remote location, selecting this menu item would force the application in to the auto-answer mode if the modem that is attached supports this feature. In this mode, TeleContact continually scans the phone line for a ring and after it detects the first ring it enters the answer mode. Optionally, user can instruct the application to always answer the incoming call automatically and on which ring to answer on. For more details on this subject please see the section on communication preferences.

- **Hide/Show Main Window:** Desktop space is often very limited. In the case when many applications are open, to make windows of other applications visible or to simply put away the main window so that other windows in the TeleContact could be made visible, this item can be used. When the main window is needed again, selecting this menu item would make the main window visible and active again.

- **Quit:** Selecting this menu item would cancel any ongoing file transfer and release the modem so it can be used by other applications.

Edit Menu:

- **Undo/Cut/Copy/Paste/Clear:**

The Undo, Cut, Copy, Paste, and Clear item are not used by TeleContact and are provided for use with Apple Menu Items (Desk Accessories) only.

- **Preferences:** Selecting this menu item would activate the preferences dialog. All user adjustable communication parameters are accessed through the preferences dialog. For more details see the section communications parameters and setup.

Windows Menu:

- **Main/Phone Book/Communication Log/Help:** These menu items and their corresponding key commands can be used to easily navigate through the open windows. When either of the aforementioned windows become active or is selected, the corresponding menu item becomes active and available to the user.

- **Iconize:** If the user wishes to hide all windows temporarily in order to move to another application or view the desktop, selecting this menu item would hide all open windows and remember their order and location. When the icon window is expanded, all windows would reappear and they are returned to their original state.
- **Tile:** If all open windows of the TeleContact are cluttered and are covering one another, user can tile them so they are more readily accessible on the desktop.

Manual Transfer Menu:

A file transfer can be initiated manually using the **Send** and **Receive** menu items. Please refer to the section titled **Manual File Transfer** for more details.

Windows

The following paragraphs describe various windows and dialogs of the TeleContact application and their respective components.

Main Window

The main window of the TeleContact Provides access to the key features of the program. It consists of the following:

- **Date & Time Display:** This portion of the window displays the current date and time. The displayed values of the current date and time can be changed using the "General Controls" Control panel in the system folder.
- **Progress:** The progress bar shows how much of the current task has been completed. When the file transfer has been initiated, the file or folder is converted and then the destination is dialed and the

actual transfer begins. The progress bar will display each of these tasks separately.

- **Elapsed & Remaining Time:** During the file transfer, the TeleContact application would display the elapsed time and using the rate of the transfer and compression level provides the user with an approximate time remaining. However, if the program encounters a bad connection and has to lower the transfer rate or the line contains excessive noise and errors are encountered, the remaining time would increase.

- **Status:** This portion of the main window displays the current task being performed. When the TeleContact is neither sending or receiving data the message "IDLE" is displayed.

- **Remote System Info:** When the TeleContact application has established a connection with a remote system, it would acquire certain information about the remote system and display it in this portion of the main window. The displayed information are the connection speed, name and identification number of the remote user, and if available the address and phone number of the remote location.

- **Current File:** After the file or folder the user wishes to send is selected, the name and the corresponding icon is displayed in this section of the main window. When the TeleContact begins receiving a file, it would search the desktop database for the corresponding icon. In the event the corresponding icon could not be located in the desktop database, a generic document or application icon is displayed.

- **Send Button:** This button can be used to initiate the file transfer. Upon selection, the user would be represented with a dialog allowing the file to be selected. Optionally, the user can simply drag and drop the desired file on the TeleContact application icon from the Finder.

- **Cancel Button:** If for any reason user wishes to cancel the file transfer at any stage, this button can be used. When selected, any open files are closed and the TeleContact would reset the modem and return to the idle state.

- **Receive Button:** If the user expects to receive a file from a remote location, pressing this button would force the application into

the auto-answer mode if the modem that is attached supports this feature. In this mode, TeleContact continually scans the phone line for a ring and after it detects the first ring it enters the answer mode. Optionally, user can instruct the application to always answer the incoming call automatically and on which ring to answer on. For more details on this subject please see the section on communication preferences.

- **Log Button:** The TeleContact keeps a brief log of any file send or received at all times. Using this button the user can view all transfers taken place in any particular month of any year. The log for each transaction would include such information as date and time of transfer, was the file sent or received, whether the transaction was completed successfully, the amount of time the transfer took, who sent or received the file, and if available, the name and address of the sender or recipient of the file.

- **Phone book Button:** An integrated feature of the TeleContact is an on-line phone book in which the user can store phone numbers for frequently accessed remote locations. User can customize and group these numbers by creating separate phone books for different groups of contacts. For example, a phone book can be used for personal contacts, where a separate phone book can contain all numbers for the contacts related to a certain project. For more details on this subject, please see the section on on-line phone book.

- **Help Button:** The TeleContact contains an on-line help module which could be accessed by selecting this button. This on-line help contains the complete text of the manual and allows the user to see the description of any feature for the program while using the TeleContact application. Optionally, the user can use the help item in the apple menu to activate the on-line help. For more detailed description see the section on on-line help.

Communication Preferences

Since Focus TeleContact has been designed to be able to use any modem that is connected to the Macintosh it is running on, certain parameters are required to be adjusted for full utilization of all available features of the modem. Additionally, through the

preferences dialog, user can customize the modem to their working habits and requirements. The following sections would describe how to setup the TeleContact application and a detailed description of each component.

- **Modem Model:** This popup menu contains all configuration strings for numerous make and model of modems available for your computer. To select a pre-defined configuration for the modem required, simply click in this popup menu and scroll to the appropriate modem and release the mouse on the desired modem. All the required definitions for the modems listed in this menu are included within the TeleContact application. If you can not find the your model of modem in this list please read the later section titled **How To Setup An Unlisted Modem** for more details.

- **Modem Connected To:** All desktop an some notebook Macintosh models are equipped with two serial ports, namely, the modem and printer/AppleTalk ports. Certain Powerbook models contain only one serial port externally and one internal port for use with an internal modem. This popup menu allows the user to select the port to which the modem is connected. For computers with two external serial ports please select the modem or the printer port. For the computers with the internal modems, please select the **Modem Port** menu item since the external serial port is the printer/AppleTalk port. If after setup you receive a message saying that the modem could not be found, please check the cables, whether or not the correct port is selected, the modem is turned on and try again.

- **Speaker:** Most modems are equipped with an internal speaker which provides the user with audio feedback for dialing, connection to a remote modem, and during communication. This popup menu allows the user to select when the internal speaker should be active. The **On Until Carrier Detect** option allows the user to hear the modem open the phone line, dial the phone number and negotiate with the remote modem and after the connection, the speaker is turned off. Optionally, the user can turn the speaker always on or off using the **Always on** and **Always Off** options respectively.

- **Loudness:** The loudness of the modem's internal speaker can be adjusted through this popup menu. Certain modems by various manufacturers are equipped with a dial on the modem which adjusts the speaker volume. For such modems, the selected loudness level in

this popup menu would have no effect and the loudness control dial on the modem must be used.

- **Dial Type:** Although in most of the United states and many countries the touch tone has become standard, the pulse mode used by rotary telephones is still used in certain areas. This popup menu allows the user to select the correct dial type. If your telephone company provides both dialing methods, it is suggested to use the **Touch Tone** option for faster dialing and more complete set of dialing capabilities. In some European countries the dial tone is either to low or it takes slightly longer to be activated. In such cases, user can select the **Blind Touch tone** or the **Blind Pulse** options to eliminate any problems the modem may have sensing the dial tone.
- **Hardware Handshaking:** This popup menu can be used to turn the hardware handshaking on or off. If your modem supports hardware handshaking and you have the proper serial cable (should have been shipped with the modem if you purchased it as a Macintosh modem), please select this option if possible for more reliable communications. If you are not sure if your modem supports hardware handshaking please consult your modems manual.
- **Auto Answer Mode:** Certain modems support the auto answer mode of the TeleContact. In this mode, TeleContact uses the modem to continually scan the telephone line for incoming calls. It will then take the phone off hook and begin the negotiation with the remote computer. In the event the telephone line is shared with other devices such as an answering machine or a fax machine, user can select the number of rings the TeleContact application would wait before answering the incoming call. For example, if the answering machine is set to answer on second ring, and TeleContact is set to answer on the first ring, the TeleContact takes control before the answering machine has a chance to greet the caller. It is highly recommended to use one of many telephone line managers available commercially. Such line managers would analyze incoming calls and connect the call to the correct device. See your local computer dealer on availability and pricing of these devices.
- **Connection Speed:** The maximum speed attainable by two communicating modems can greatly be effected by the quality of the phone connection. This may be more evident in some European phone systems which still employ the pulse dialing method. If you

continually experience loss of connection or the transfer takes longer than expected, you may wish to reduce the maximum speed to eliminate the problem. The default setting for the connection speed is "Maximum Possible" which allows the modems to negotiate for the highest speed possible. Other options which are available to the user are 1200, 2400, 4800, 9600, 14400, 19200, 28800, 34800, and 56700 BPS. The best approach to finding an optimum speed if you are experiencing connection problems are to begin with the speed of your modem and reducing the speed one level at a time until you achieve a reliable connection. For example, if you own a 28.8 modem, begin at 28800 setting and if not successful, 14400, 9600, ... until a reliable connection has been established. Only the calling modem needs to adjust its speed. The receiving modems setting should remain at the "Maximum Possible". The TeleContact application at the receiving end will take care of speed adjustment automatically.

- **Disable Call Waiting By Dialing:** This portion of the communication preferences dialog contains a check box and an editable field which allow the user to disable call waiting if they subscribe to such a service. If you have call waiting service, it needs to be disabled since it would result in a session loss if a second call comes in during a file transfer. A default value of 1170 is entered as default, if not sure, please contact your service provider for the correct combination for disabling the call waiting feature. After the correct combination is entered in the editable text field, to turn call waiting on or off, simply click in the check box on the left.
- **Reach Outside line By Dialing:** This feature allows you to access the outside line if you are calling from an internal phone system which requires certain numbers dialed before accessing the outside line. The default number, 9, is entered. If required, change the number according to your system requirements. If you do not operate the TeleContact from an internal phone system, leave this option unchecked.
- **Overwrite The Init String With:** This portion of the communication preferences window gives the user the ability to write a custom initialization string. The use of this feature is provided for expert users only. For example, if the user would be operating the computers at sending and receiving ends, it may be desired to make minor adjustments to increase the efficiency of the file transfer. Furthermore, if the specific modem use by the user is

not included in the modem list, it would be possible to enter an initialization string to use for the modem in this field. Since modem manufacturers produce new models every year as the telecommunication technology advances, the list in the modem model menu is continually updated. Please check the bulletin boards and on-line services for the updates of this list. The updates would be in form of a standalone application which would update the installed version of the Focus TeleContact application.

- **Description:** The description field dynamically displays brief help text for various parts of the communication preferences window. To view a brief description user can simply move the mouse on top of the desired item.
- **OK Button:** This button can be use to save all modifications to the setting and return to the main window. After the changes are saved, the modem is reinitialized to reflect the modifications.
- **Cancel Button:** The cancel button allows the user to return to the main window without saving any changes made and resetting of the modem.

File Transfer Log

The TeleContact keeps a brief log of any file send or received at all times. From the log window the user can view all transfers taken place in any particular month of any year. The log for each transaction would include such information as date and time of transfer, was the file sent or received, whether the transaction was completed successfully, the amount of time the transfer took, who sent or received the file, and if available, the name and address of the sender or recipient of the file.

- **Current Log File:** User can select the month and year of the desired log file using the two popup menus provided. If however there are no record available for the month and year chosen, a message would be displayed to that effect. For example, "There are no records of any file transfers for July 1995" would be displayed if no transaction took place during July of 1995.

- **Log Display:** This area which is located immediately below the popup menus is the area in which the actual records of the selected log file are displayed. The entries are displayed starting with the most recent transaction first and later file transfers are displayed further down the list.
- **Up And Down:** If the length of the log content extends behind the view area of the display these two buttons can be used to navigate through the log file.
- **Done:** Selecting this button would close all corresponding files and return the control to the main window of the TeleContact application.

Online Phone Book

The Focus TeleContact allows the user to create and maintain on-line phone books in which the user can store related information about the individuals. These information such as address and telephone number can be created when the individual is first contacted. After the above information is saved in a phone book, the user can refer to them thereafter when the individual needs to be contacted again. The following is the description for various sections of the phone book and their features.

- **Phone Book Popup Menu:** This popup menu to create or delete a phone book, or optionally select a previously created phone book to search in or view. The phone book contains various field in which the user can store pertinent information about each individual. If a phone book is currently selected, the name is displayed in the popup menu.

To create a new phone book, user can select the "**New Phone Book...**" item. Upon selection, the user is presented with a dialog asking for a name for the new phone book. After the name is entered and the **OK** button is pressed, the new phone book is created and made the current phone book. The process of creating a new phone book can be canceled by pressing cancel. If the **Cancel** button

is pressed, the TeleContact would return to the phone book which was selected prior to the new phone book dialog.

To delete a previously created phone, user can select the "**Delete The Current Phone Book...**" item. If the phone book that is to be deleted different than the currently selected phone book, user must first select the desired phone book before selecting this item. When this item is selected, the user is presented with a dialog asking to confirm whether or not to delete the currently selected phone book. To go ahead and delete all records in the phone book, user would select the **YES** button or **NO** to cancel the deletion process.

All of the available phone books are listed in alphabetical order at the end of the phone book popup menu. When a phone book is created or deleted the TeleContact sorts the list automatically to reflect the changes made.

- **Entry List:** This list appears below the phone book popup menu and contains all individuals recorded for the currently selected phone book. The name of individuals are listed in alphabetical order. When a new contact is added or deleted, the list is adjusted automatically to reflect the changes made. The data entered in the name field of the individuals is used for the sorting of the data in the entry list. Therefore, if the user wishes the list to be sorted using the last name, the name of an individual must be entered as **Last Name, First Name Initial** (i.e. Smith, John H.). To help locating contacts more efficiently, user is encouraged to group contacts together in different phone books. For example, all contacts involved with a particular project, all contacts in a particular company, all personal contacts, etc. can be placed in separate phone books. The aforementioned grouping method and subsequent phone books can be used to search and retrieve contacts more effectively.

- **Description:** The description field dynamically displays brief help text for various parts of the phone book window. To view a brief description user can simply move the mouse on top of the desired item.

- **Current Selection:** This portion of the phone book window consists of 11 sections. The user can store a name or title, an

address, and up to 3 phone numbers for each entry in the phone book.

The first field is used for the name of the individual. This information in this field would be used to sort (alphabetically) and display in the **Entry List**. Therefore, if the user wishes the list to be sorted using the last name, the name of an individual must be entered as **Last Name, First Name Initial** (i.e. Smith, John H.). To help locating contacts more efficiently, user is encouraged to group contacts together in different phone books. For example, all contacts involved with a particular project, all contacts in a particular company, all personal contacts, etc. can be placed in separate phone books. The aforementioned grouping method and subsequent phone books can be used to search and retrieve contacts more effectively.

The second field of the current selection can be used for storing any address or special notes the user wishes to attached to a particular entry. The information in this section is not used when the TeleContact is used to establish a connection with a remote user and is only used for reference purposes by the user.

The remaining fields of the **Current Selection** portion of the phone book window are the actual phone numbers that TeleContact uses to dial and connect to the remote individual. Each of the three phone numbers consist of three fields. First, is a circular button which is used to select the preferred phone number user wishes TeleContact to use for dialing. Second portion, an editable text field, is the label for the phone number . User can edit this field and enter a label to describe the type or location of the phone number (i.e. Home, office, Night, Day, etc.) Finally, , an editable text field, which can store the phone number to use for dialing the remote location. All necessary area codes and long distance access codes must be entered along with the phone number. For example, in United States, 1 is the long distance access number, a three digit area code followed by the actual 7 digit phone number (i.e. 1 (XXX) XXX XXXX). Blank spaces, parentheses and dashes can be used to format the phone number for better appearances and readability and are ignored by the TeleContact when dialing the phone number.

- **New:** This button is used to create a new entry in the currently selected phone book. Upon selection, a new record is created and the label new enter appears in the name field of the **Current Selection** field. At least one phone number must be entered for each

individual before attempting to create another entry, moving to another phone book, or going back to the main window.

- **Delete:** This button can be used to permanently remove an entry for an individual from any phone book. Upon selection, user is presented with a dialog to confirm that the record is to be deleted. After confirmation, all related data for the current selection would be removed from the database of the phone book it resides in. Since once a record is deleted it can never be recovered, therefore, this button should be used with care.

- **Select:** When a file transfer to a remote location has been initiated and **Look In Phone Book** option is selected, user then can navigate through all available phone books and select the phone number they desire using this button. To select a phone number, user must first select the individual from the entry list and then clicking the mouse in the radio button next to the phone number and finally pressing the **Select** button. Once this procedure has been performed, the preferred phone number is stored and the next time the individual is selected, the same phone number becomes the default phone number. If any information about any individual is modified (including the preferred phone number) and was not saved, user would be presented with a dialog asking whether the modifications should be saved.

- **Save:** This button can be used to force all changes made to the current record to be saved to the disk. It is recommended that changes be saved frequently to avoid data loss due to power failure or system crashes. All changes to any record must be saved before moving to another record. When the dialog is presented asking whether the changes should be saved, user can press the **Cancel** button to discard any changes.

- **Return:** When the user is finished using the phone book dialog, this button can be used to close the window and return to the main window of the TeleContact. If the user had selected **Look Up In Phone Book** option from the destination dialog, Pressing this button would return to the destination dialog without selecting any phone number.

File Compression

There are two ways to reduce the file transfer time through compression. The first method is to allow the modem to use its built-in compression capability. The modem manufacturers have devised a common method that different modems can use to reduce the connection time by reducing the amount data that is transferred without disturbing the content. This method utilizes the fact that most data streams contain redundant data and by reducing the repetitive data, reduce the overall data size.

The second method to compress the files that are transferred using the TeleContact is to use a compression program. A compression program achieves the same task as the compression circuitry of the modem (hardware compression) through the use of a special program (software compression).

Both aforementioned methods achieve approximately the same amount of compression, however, in some certain cases software compression yields slightly better results. In general, it is recommended to use the software compression method when using the Focus TeleContact since the compression is done prior to the actual transfer of the file and therefore save a small amount of time which otherwise would be spent compressing the file "on-the-fly".

Errors & Telephone Line Condition

When the originating and receiving parties of a file transfer reside close to each other geographically, the amount of noise introduced by the phone lines is relatively negligible. If however, the file transfer takes place across state or country lines, since the signal must travel a greater distance and perhaps be relayed by satellite, the amount of noise introduced is increased dramatically. The TeleContact application continually tests the line condition and integrity of the incoming signal and if required corrects any errors encountered. Additionally, for reducing errors and increasing the efficiency of the file transfer, it is recommended for users to transfer files during off-peak-hours when possible. Lower volume of call placed during night time and off-peak-hours greatly increase the clarity of the

connection and reduce connect time through reduction of errors encountered during transmission.

How To Setup An Unlisted Modem

In the case user can not find their model of the modem among the one listed in the modem models menu of the communication preferences window, few solutions are available. Often, the command sets of all modem of a manufacturer are very similar. The first solution for an unlisted modem model is to attempted a different model of modem by the same manufacturer as the unlisted modem.

Since many modem manufacturers have licensed various model of Hayes® modems to carry their own brand name, the second solution for an unlisted modem is to use an equivalent Hayes modem definition. If your modem supports the Hayes command set, it is most likely that it would support one or more of the redefined Hayes modem definitions included with the Focus TeleContact application.

Since modem manufacturers produce new models every year as the telecommunication technology advances, the list in the modem model menu is continually updated. Please check the bulletin boards and on-line services for the updates of this list. The updates would be in form of a standalone application which would update the installed version of the Focus TeleContact application.

Manual File Transfer

If the user wishes to call the destination for a file transfer and begin file transfer after he/she has spoken with the recipient, the following steps should be taken:

- 1) The sender of the file should select **Send** from the **Manual Transfer** menu.

2) The receiver should wait until he/she hears three short beeps in their hand set, and select the Receive menu item in the **Manual Transfer** menu..

The modems at both ends begin negotiation and connecting. After the connection has been established successfully, a message would be displayed for approximately 5 seconds confirming the connection and telling the users to hang up their hand sets.

After the file transfer has completed, both modem would go off line and surrender the phone line back to the users.

How To Send A File

To initiate a file transfer one of the following can be done:

1) Using the drag and drop feature, simply drag-and-drop a file you wish to send to a remote location on to the icon of the Focus TeleContact.

2) Pressing the **SEND** button in the main window.

3) Selecting the **Send File** menu item from the **File** menu.

After the file transfer process has been initiated, a standard open file dialog appears which allows the user to navigate through the available hard disks and network servers to select the desired file. After user has located the desired file, pressing the **SEND** button in the open file dialog would select the file, close the dialog, and begin preparing the file for transfer.

If the you wishes to cancel the file transfer at this point, use the **CANCEL** button. Clicking the CANCEL button would remove the file transfer command from the queue, reset the modem, and return the TeleContact to the **IDLE** state.

Upon completion of the selection process, a second dialog would be displayed requiring the phone number to use for dialing the remote system. This dialog consists of a text field in which the phone number is entered. If the call is long distance or to a foreign country,

all appropriate access and area codes must be entered here (i.e. in the United States a long distance number would be something like: 1-XXX-XXX-XXXX). All blank spaces and dashes are ignored by the TeleContact application when dialing the entered phone number. Therefore, user can use these characters to make the phone number more readable.

Optionally, the user may choose to search in all available phone books for the desired phone number. Choosing the **LOOK IN PHONE BOOK** button in the destination dialog would activate the on-line phone book. After the user has located the desired number in the phone book dialog pressing the **SELECT** button in that dialog would return the program to the destination dialog and place a copy of the selected phone number in phone number field.

After the phone number is entered either manually or is selected from the phone book, pressing the **OK** button would cause the TeleContact application to dial the remote system specified by the phone number and begin the file transfer process. After the transfer is completed, TeleContact would close all appropriate file, reset the modem, and return to the idle state.

How To Receive A File

Files can be received in two ways. First method can be used when the user is expecting an incoming call. By pressing the **RECEIVE** button in the main window or selecting the **Receive File** menu item in the **File** menu, TeleContact would enter an auto-answering mode. After the file is received, the modem is reinitialized and TeleContact would return to the **IDLE** state.

The second method of receiving files from a remote location is to setup TeleContact application to receive file unattended. To turn on the auto-answer mode permanently, user must use the **Auto answer mode** popup menu in the **Communication Preferences** dialog. For more details on the auto answer popup menu and usage refer to the description of the communication Preferences dialog. Once this option is selected, after any file transfer (sending or receiving) the TeleContact application enters the auto-answer mode. The popup menu in the communication preferences dialog can be used to turn this feature on or off in between file transfers

The first time a file is received by TeleContact, a folder called **Files Received** is created in the same directory as the Focus TeleContact application. After the file transfer has been completed and session has closed, TeleContact would extract the file that was received and place it inside of a folder in the **Files Received** folder. To distinguish between files that are received, the exact date and time of file transfer is used to name the folder. For example, if a file is received on August 12, 1995 at 7:21:11 PM, the file is placed inside of a folder labeled "8/12/95 @ 7.21.11 PM" in the **Files Received** folder. This method of labeling allows the files to be kept in an orderly fashion and therefore preventing the file that are received to be scattered around different folders. To use these feature effectively, user can use the LOG feature in conjunction with these folder names to quickly locate a received file.

Disk Space Requirements

User must have enough disk space available for receiving files. If the Disk becomes full during a file transfer, the connection is closed, file transfer is canceled, and all subsequent data is lost. The amount of free hard disk space required varies greatly with different users and depends on the average file size received. For example, an average text file or a spread sheet takes approximately 30 Kilobytes (30K) of disk space. Whereas, on the average, graphic files occupy 150K to 4000K of disk space. It is recommended that users have approximately 5000K (5 Megabytes) of free space available on the drive which the Focus TeleContact is installed. However, as mentioned previously this amount of free space may have to be increased or decreased depending on the average file size transferred to or from the user.

TeleContact Database

The first time the TeleContact application is started, a folder named **TeleContact Database** is created in the same folder as the TeleContact application. The database folder contains all files used by the Focus TeleContact such as on-line phone books, logs of files

transferred, Files that are received, and temporary or scratch files. It is advised that only one copy of the TeleContact application be installed since having several copies may cause TeleContact to place files in different databases and therefore can not find them the next time the aforementioned files are needed.

Files Received Folder

The first time a file is received by TeleContact, a folder called **Files Received** is created in the same directory as the Focus TeleContact application. After the file transfer has been completed and session has closed, TeleContact would extract the file that was received and place it inside of a folder in the **Files Received** folder. To distinguish between files that are received, the exact date and time of file transfer is used to name the folder. For example, if a file is received on August 12, 1995 at 7:21:11 PM, the file is placed inside of a folder labeled "8/12/95 @ 7.21.11 PM" in the **Files Received** folder. This method of labeling allows the files to be kept in an orderly fashion and therefore preventing the file that are received to be scattered around different folders. To use these feature effectively, user can use the LOG feature in conjunction with these folder names to quickly locate a received file.

How To Contact the Author

The Focus TeleContact has been thoroughly tested on numerous computer and modem combinations. However, it is almost impossible to test every conceivable combination of extensions, programs, computers and modems for conflicts. To report any conflicts encountered during usage, or perhaps to suggest an improvement you can contact the author of the TeleContact program directly by Email at: **latifi@aol.com** or by paper mail at: **Afshin Latifi, Focus Softworks, P.O.Box 2401, Santa Clara, CA 95055-2401**. Your comments and suggestions are extremely valuable and greatly appreciated since many other users may benefit from your suggestions for improvement.

Warranty & Liability

This software is released on an "AS IS" basis. The author and Focus Softworks provide no warranty of any sort. The user of this software assumes complete responsibility for any direct or indirect damages due to use or misuse of this software. This program including but not limited to the code is copyrighted by Afshin Latifi and Focus Softworks and is NOT public domain (strictly enforced). It may not be disassembled copied or modified or otherwise reduced to human comprehensible form. The Focus TeleContact program or any portion of the program may not be distributed for profit or renamed or resold for any purpose and should be considered propriety asset own solely by Afshin Latifi and Focus Softworks.

Troubleshooting

The following section describes some of the common problems users may encounter during operation of the TeleContact and offers some solutions to those problems.

***Problem:** When a file is selected for transfer, an error message with error =-49 appears stating that the file and the TeleContact cancels the file transfer and quits.

***Solution:** This problem occurs when a file is being used by another application when it was attempted to be sent. The solution is to close the document or file from the application that has the file in use before attempting to send the file.

***Problem:** TeleContact fails to recognize an attached modem.

***Solution:** When TeleContact starts up, it begins by testing and resetting the modem. Since most Macintosh computers have two

serial ports to which a modem can be connected, user must specify which port to use. The port selection is done through the **Communication Preferences** dialog. Please make sure that the modem is connected to the specified serial port and it is turn on. Furthermore, power cable or the serial cable make have become loose and cause the TeleContact to fail to recognize the attached modem. If the above is the case, simply check all related connections and try to run the TeleContact again.

***Problem:** TeleContact can not dial a phone number.

***Solution:** In some areas, only the pulse dial mode is supported by phone company and if the touch tone is selected, TeleContact can not dial the number. Please make sure the correct method of dialing is selected from the **Communication Preferences** for proper operation. It is recommended for users to select touch tone dialing method if it is available since it allows for faster dialing and more extensive dialing options.

***Problem:** File transfer is cancel by TeleContact due to loss of connection.

***Solution:** If the quality of the connection is compromised, TeleContact would attempt to lower the speed of connection or correct any errors encountered. This problem is caused by poor connections and the signal traveling through several aerial and ground telephone relay stations, and it is more apparent for connection speeds above 14400 (Baud Per Second) BPS. If the amount of errors become too great or the remote modem stops responding the file transfer is canceled. If you are faced with such cancellation frequently, you would achieve better performance by attempting your file transfers during the off-peak-hour when possible.

***Problem:** When a file transfer has been initiated, TeleContact quits during the conversion with an error of -34 stating that the disk is full.

***Solution:** The size of the file selected for transfer exceeds the available space on the drive. Users can remedy this problem by either removing unwanted files or moving files between available disks to make more free space available and try the file transfer again.

***Problem:** TeleContact appears to operating very slowly on a Power Macintosh computer.

***Solution:** Most common cause of poor system performance are old and outdated system extensions. Since the system software architecture was modified greatly with the introduction of the Power Macintosh computers, user must make sure they have extensions that are compatible with the new architecture. Incompatible extensions would cause a great reduction of system performance. Several shareware and commercial programs test all installed extensions and control panel documents for compatibility. Users must contact the publishers of the incompatible extensions for availability of updates or upgrades.

***Problem:** TeleContact can not recognize the dial tone and refuses to dial out any phone number.

***Solution:** In some European countries the dial tone is either too low or it takes slightly longer to be activated. In such cases, user can select the **Blind Touch tone** or the **Blind Pulse** options to eliminate any problems the modem may have sensing the dial tone. User can select these options from the **Communication Preferences** dialog.

***Problem:** TeleContact calls out and connects to a remote modem, but the connection is lost a few moment later.

***Solution:** Some phone systems my contain an unusual amount of noise and may cause for loss of connection when used for high speed communications. To compensate for this, TeleContact allows the maximum speed to be adjustable. For more information on speed adjustment please refer to the **Connection Speed** section in the description for the **Communication Preferences** dialog.