WinAssist

Toolbar Buttons

Below is a listing of all of the buttons on the Toolbar. Click on either the icon, or the text to be brought to a description of each utility.

Self Test

Setup

Edit PRODIGY.INI

Memory

Resources

Com Ports

Select a Modem

Pull Down Menus

Below is a listing of all of the functions available from the Pull Down Menus. Simply click on the text to be brought to a description of each topic.

File Menu
Edit Menu
View Menu
Tools Menu

File Menu

Save Changes Report
Printer Setup
System Fonts

Report of Items Changed

When Save Changes Report is selected from the File menu, a report of all items modified is created and saved as CHANGES.AV3 in the same directory as Assist. This file is useful if, after making a change to your PRODIGY setup, you can not connect to the service. You can then view this report by selecting CHANGES.AV3 from the View Menu, or by opening it using any text editor, such as Windows (TM) Notepad.

Printer Setup

This displays the current Printer Setup reported by Windows (TM). Please consult your Windows (TM) manual or printer manual for instructions on customizing printer settings.

System Fonts

This is a listing of the fonts currently installed in the Windows (TM) environment. If True Type Fonts are not enabled on your system, some PRODIGY screens may appear distorted or contain garbled characters. Please consult your Windows (TM) manual for more information about installing and removing fonts.

Troubleshooting

A brief listing and description of all error messages that can be remedied by Assist. For all other error messages, sign on to Prodigy and Jump: Error Codes.

CM 4 and CM 6 Errors on Connection

The connection between the PC and PRODIGY's local site was lost.

Check in Setup that you have the correct Network Symbol for the telephone number you are calling.

Click on Select a Modem and see if your modem is listed. If not, try selecting a similar modem from the list. If none of the existing modem settings work, please refer to your modem manual for the proper modem commands that will disable MNP Error Correction, Software (XON/XOFF) Flow Control and/or Data Compression. Please see Appending a Modem Command for instructions on adding the proper command to your Setup.

There may be a communications port or IRQ conflict. Use the Com Ports utility included with Assist to help locate the problem. If a conflict is detected, please consult your modem manual for instructions on changing the modem's setup.

There may be excessive noise on the line. Try dialing another nearby PRODIGY phone number.

Appending a Modem Command

From Setup click on Modem Command and append a modem command that performs the following:

- <--- Click here if High Speed Modem Support is Off
- <--- Click here if High Speed Modem Support is On

CT 8 Errors

The modem's response to the dial command was not valid. The modem initialization string that the PRODIGY software has selected does not appear to be working with your modem.

Click on Select a Modem and see if your modem is listed. If not, try selecting a similar modem from the list. If none of the existing modem settings work, please refer to your modem manual for the proper modem commands that will disable MNP Error Correction, Software (XON/XOFF) Flow Control and/or Data Compression. Please see Appending a Modem Command for instructions on adding the proper command to your Setup.

There may be a communications port or IRQ conflict. Use the Com Ports utility included with Assist to help locate the problem. If a conflict is detected, please consult your modem manual for instructions on changing the modem's setup.

CT 15 and CT 42 Errors

Modem response to the ATE0 command was not valid.

If you have an external modem, exit the PRODIGY software, turn the modem off and on, and restart PRODIGY.

Your modem may not support the modem speed you specified in the Set-up window of the PRODIGY software. Choose a lower modem speed and try dialing the PRODIGY service again.

There may be a communications port or IRQ conflict. Use the Com Ports utility included with Assist to help locate the problem. If a conflict is detected, please consult your modem manual for instructions on changing the modem's setup.

If you have set your modem speed to 14,400 bps, be sure that High Speed Modem Support is enabled in your Setup.

The PRODIGY spftware may be attempting to communicate with your modem at a DTE rate not supported by your modem. Please see DTE Rate under Setup.

CT 17 Errors

The modem was unable to detect a dial tone.

Check to make sure that your telephone line from the modem to the wall jack is plugged in and working properly. For example, plug a telephone cable into your wall jack, then plug the other end of the cable into your modem where it says "Line", "Wall", or "Telco".

CT 16 and CT 25 Errors

The modem dialed and returned "No Carrier".

If you have been able to connect to the PRODIGY service before, then the number you are dialing may be busy or having technical difficulties. Try using your alternate phone number or try the service again later.

Make sure you are not dialing your own phone number.

Check to make sure that your telephone line is plugged in and working properly.

Check to see that you are not dialing an invalid prefix such as 1 , 1170, *70 or your area code when it is not needed. If you are calling from an office you may need a 9 to get an outside line.

You may have selected the wrong Modem Speed. Please refer to your modem manual to ensure that your modem supports the speed you have selected in Setup.

Check to see if you have the type of phone service set to the correct setting (i.e., PULSE if you have a rotary dial phone or TONE if you have a touch tone phone).

Click on Select a Modem and see if your modem is listed. If not, try selecting a similar modem from the list. If none of the existing modem settings work, please refer to your modem manual for the proper modem commands that will disable MNP Error Correction, Software (XON/XOFF) Flow Control and/or Data Compression. Please see Appending a Modem Command for instructions on adding the proper command to your Setup.

There may be a communications port or IRQ conflict. Use the Com Ports utility included with Assist to help locate the problem. If a conflict is detected, please consult your modem manual for instructions on changing the modem's setup.

If you are running a fax program in the background, try disabling it before running the PRODIGY software.

CT 20 and CT 24 Errors

The PRODIGY Software cannot communicate with your modem.

Use the Com Ports utility included with Assist to determine the Com Port of your modem.

Check your Setup to insure that the Com Port is set to the setting of your modem.

Open the Main group. Click on Control Panel. Click on Ports. Click on the Com Port that your modem is on. Be sure that the address and IRQ match the configuration of your modem.

There may be a communications port or IRQ conflict. Use the Com Ports utility included with Assist to help locate the problem. If a conflict is detected, please consult your modem manual for instructions on changing the modem's setup.

Try changing your Modem Type to "1" in your Setup.

If you have set your modem speed to 14,400 bps, be sure that High Speed Modem Support is enabled in your Setup.

The PRODIGY software may be attempting to communicate with your modem at a DTE rate not supported by your modem. Please see DTE Rate under Setup.

CT 29 and CT 46 Errors

The modem connected to the PRODIGY network but was unable to logon to the PRODIGY service.

The PRODIGY phone number that you dialed may be having technical problems. Please try again later.

Check your Setup to make sure that you are using the correct Network Symbol for the number you are dialing.

Click on Select a Modem and see if your modem is listed. If not, try selecting a similar modem from the list. If none of the existing modem settings work, please refer to your modem manual for the proper modem commands that will disable MNP Error Correction, Software (XON/XOFF) Flow Control and/or Data Compression. Please see Appending a Modem Command for instructions on adding the proper command to your Setup.

Try using the Network Symbol "R" for the number you are dialing.

CT 39 Errors

The modem did not respond correctly to the initialization commands.

There may be an invalid custom modem command appended to your modem string. Try removing it or appending another modem command in your Setup.

There may be a communications port or IRQ conflict. Use the Com Ports utility included with Assist to help locate the problem. If a conflict is detected, please consult your modem manual for instructions on changing the modem's setup.

Try changing your Modem Type to "1" in your Setup.

Setup

Below is a description of each of the options found within the Setup screen.

Edit Menu

A listing of all options available via the Pull Down Menu that appears when you click on Edit.

Setup
Prodigy Settings
Modem String
Video Settings

Prodigy Settings

Use this utility to edit the settings for your PRODIGY Sessions.

To change a line, highlight the desired line, and type the new value of the highlighted line in the field at the bottom.

To add a line, click on Add a Tag and type the new line in the provided space.

Please note, any changes made using this utility will affect your future sessions. Be sure that any changes made here are correct before you save them.

Below is a listing of possible parameters and their values:

adv_modem_str=string
Allows the user to modify the command string sent to the modem. The Communication Manager checks the validity of the ROM ID of the modem and the modem ID specified in the command string. If the ROM ID and modem ID are valid, the string is accepted. If invalid ID's are defined (e.g. the information does not match the modem attached to the user's machine) a valid command string extracted from the MODM0002.TXT file overwrites the string. The string is automatically modified each time the Prodigy Service is run with a new modem.
Default: If adv_modem_str does not exist in the configuration file, the Communication Manager inserts it.

anetsym=Q|Y|R|A
This option specifies the network calling code for the alternate phone number. The following parameters are recognized:
Q = Direct Connection to a PRODIGY Local Site
Y = TYMNET/MCI
R = 9600 bps TYMNET/MCI
A = Alascom
Option pnetsym specifies the network calling code for the primary phone number.
Default: Direct telephone connection to a PLS (Q).

aspect_ratio=str
This option sets the NAPLPS window's aspect ratio for the current session. <str> is a floating point value like 0.75. If this keyword doesn't appear, or if <str> is null, or if the value given is frivolous, the default bounds are 0.5 and 1.5.

async_logon_off=1
When this is set the ability to cancel dialing from the window is turned off.
Default: Async verbs are enabled and canceling the dialing is an option.

bitmap compress=R | 1 | 2 | 3
Specifying this option sets the bitmap compression mode. This option turns off bitmap save and restore, which leads to all windows being repainted.
This option does not affect custom cursors.
Default: 2

bps=12 | 24 | 48 | 96 | 144 | 192
This option specifies the communication line speed. The parameter options represent baud rates of 1200, 2400, 4800, 9600, 14400, and 19200 respectively.

bps2 = str

Reserved for a phone number with a specific baud rate.

cachepath=[d:][path]filename.ext
This option specifies an alternative location for the cache file.
Default: CACHE.DAT is in the current drive and path.

call_waiting=0|1
This option allows a call waiting interrupt. If this option is enabled, an incoming call interrupts the service and results in a fatal error. If the option is disabled, an incoming call does not affect thes service.
Default: Call ignored.

CopyDDBToClipboard=0
Turn off the feature to Copy a Device Dependent Bitmap to clipboard.

CopyDIBToClipboard=0
Turn off the feature to Copy a Device Independent Bitmap to clipboard.

cug=string
This option specifies a Closed User Group (CUG) the user belongs to. The string onsists of two ASCII characters. Currently the possible values are:

TL - General Prodigy user
Default: TL

DialogTimerStackReserve=str
Sets the amount of stack space needed for background processing. If there is not enough stack space to do any processing (such as put up an inactivity dialog), wait until the next timer click.
Default: 3K

DialogTimerTime=str
While the native dialogs are on the screen, the Reception System needs to regain control for background processing. The timer click will stimulate the Reception System to do something about inactivity or any other background task.

disable background=0|1
Reception System 9 supports transactions of multiple priorities. Transactions that have a low priority can be preempted by transactions of a higher priority. At logon time, the Reception System can turn on the multiple priority handling in the PLS by sending it a logon message of specific format. However, if the disable background option is set to 1, the Reception System sends a logon message of a different format, and the PLS never turns on the multiple priority processing. This means that all transactions exchanged in that session will be of one (default) priority.
Default: Messages of different priorities are enabled.

elog=[d:][path]filename.ext
This option is used to specify a filename for the error log file that is used to store RS data points collected for initialization, connection and fatal errors.

elog disable=0|1
This option will disable error log reporting.
0 - error log reporting enabled
1 - error log reporting disabled
Default: Error log reporting is enabled.

ExtraForfeit=n
Bitmaps are allocated in 2K chunks. When forfeit request comes from the system to get some more memory, the minimum value is set up with this option to a higher amount of bytes to increase performance.
Default: 10000

FontExt<n>=string
This is for extended font information required by TrueType fonts.
The decimal value n is variable and indicates a font ID. The entry will be parsed as follows:
FontExt<n>=<design_pt_x>:<design_pt_y>,<associated_font_id>,
<i=number_text_sizes_following>,
<text_x1>:<text_y1>,
<text_x2>:<text_y2>,
<text_xi>:<text_yi>
<n> is a font ID corresponding with one of the entries in FontList(described above).
<design_pt_x>:<design_pt_y> are the x and y design point deltas for the font.
<associated_font_id> is the font id of the next font in a circular list.
<i=number_text_sizes_following> is the number of text x and y's that will follow this entry.
<text_x>:<text_y> are the NAPLPS domain 5 text delta x's and delta y's.

FontList=string
Lists ids of the fonts that will be described in Font<n>. All fonts that are described must be listed here.
Example: FontList=13,12,0,1
Order isn't significant. ID's should be unique decimal values from 0 and 255 inclusive.
Obviously it's not possible to enter all 256 ID's on one line. In fact we should be able to get away with a single 128-char line.
Fonts 0, 1 and 255 are always associated with the default monospace, proportional, and special-kludge-purpose font ID's.
If FontList=...0,1 is not specified, 0 and 1 are assumed anyway.

FontLogging=n
When set to 1 the font information will be logged in a POINTS.TXT file.
Default: No log file.

Font<n>=string
Describes the font mapping to be done at startup time by the Reception System.
Format:

Font<n>=<name>,<technology>,<packaging>,<features>,<tolerance>,<is_proportional>
where:<n> is a font ID corresponding with one of the entries in FontList.
Special-case treatment is given where the entire line is:
Font<n>=NONE
with <n> set to either 0 or 1. In such special cases, suppress the default assignments otherwise guaranteed for fonts 0 and/or 1.<name> is the name of a font face (e.g., Helvetica); case is significant. This field is mandatory.
<technology> may be "TType" or "ATM" or "Bitmap" -- case is not significant. There is no default value, but not all fonts require this field.
<packaging> is the filespec of the font file. This field is optional, required only if the requested font has to be installed at runtime. If a font resource file must be created, its name will be derived from the base name given in this field. If the font is not installed, Reception System looks for the file in the Prodigy directory. There is no default value.

<features> are specified as a hex word in conventional notation, e.g., 0x0001. This field is optional. Default value is 0.
<tolerance> gives the dx and dy values as a pair of decimal integers separated by a blank, e.g., 0 1.
<is_proportional> is 1 if the font is proportional, else 0.
Default value is 0. This should be construed as a hint to the decoder; if it's omitted, the decoder can tell whether or not the font's proportional -- it just takes more time.
Typical valid entries are as follows:
Font0=NONE
Font2=Arial
Font2=Arial,,,0x0001,0 0
Font3=Helvetica,,,0x0000,1 1,0
Font5=BellBottom.Laser,TType,BELB____.TTF,0x0001,0 0,1
Font9=MVDI,bitmap,mvdi.fon
If a font ID is listed in the FontList but not defined in its own entry, that ID will be ignored.
If a font is defined in its own entry but not listed in the FontList, it will be ignored. FontList definitions that are out of range will be ignored.
Fonts 0 and 1 are the defaults and will always be assumed, so there's no need to specify them. They may be specified as NONE to suppress the default assignment.
Special consideration is given for fonts 0 and 1. If the user specifies, say, both Font0=Arial and Font0=none then what happens depends on which comes closer to the head of the file. That entry takes precedence.
If 0 and 1 aren't respecified, they default to:
Font0=ProdigyBaseSansMono,TType,PRBSMO.TTF,0x0000,0 0,0
Font1=ProdigyBaseSansPropor,TType,PRBSPO.TTF,0x0000,0 0,1
Default: MVDI spacing.
FontResources=filespec1,filespec2,....filespecn
The filespecs contain the resource strings for Fontn and FontExtn. Current file names in use are as follows:
BMAPTTYP.DAT for bitmap and truetype fonts
BMAP.DAT for bitmap fonts
TTYP.DAT for truetype fonts
If these files are used, the resource strings do not have to be specified in Fontn and FontExtn.
Default: MVDI spacing.

FontSnapSizes=<i=count of snap sizes>,
<snap_size_x1>:<snap_size_y1>
<snap_size_x2>:<snap_size_y2>
<snap_size_xi>:<snap_size_yi>
where:
<i=count of snap sizes> is the number of snap size x:y points that will follow this entry.
<snap_x>:<snap_y> are the screen snap sizes.

FontSnapSizes=<@filespec>
where:
<@filespec> is indirection to another file specified by filespec that contains the actual font snap sizes.

granularities=size,n,size,n,size,n.....
This option is used for finetuning downstream data. It provides the granularities command to be used for background.
where:
size is quantum size.

n is number outstanding. 1st pair for parity 0, 2nd for parity 1, etc.
If all 8 pairs are not specified, remaining ones repeat the last pair.

macrolog=filespec
This option is for logging what goes on to a specified file when the macro is in playback mode. It replaces the ascikeys.log functionality under RS 8.

macros=filespec
When the macros option is set, the Reception System takes the input not from the keyboard, but from a PRODIGY.MAC file (or any file with extension *.mac). This is to launch a macro at startup if a valid file is found. This option does not need to be set when recording or playing back a macro when selected from the Goodies menu. A separate initialization file (PROD_MAC.INI) is used to keep information on macro filenames and descriptions.

MacrosInDialog=n
If n is nonzero, enables macro playback/record in dialog boxes.

MemAbsoluteCeiling=str
Maximum amount of memory allocated for data only. If there is not enough memory, a fatal error will occur.
Default: 100,000,000

MemRequired=n
This option sets the number of bytes available for data we MUST have to run the service. The amount is dependent on the resolution. If not available, the Reception System will quit.
Default: 204,000 + x * y * w / 64 (e.g. 204000 + 640 * 480 * 4 / 64)

MemDesired=n
Sets the number of bytes for data we would LIKE to have. The amount is dependent on the resolution. If not available, forfeit will occur. If nothing to forfeit, go over the limit anyway.
Default: 404,000 + x * y * w / 64 + x * y * w / 4 + x * y * min(w,4) * 3 / 32

MemChunk=n
Sets bitmap_chunk_size (grphutil.c) to n, the chunk size in bytes. Bitmaps are saved in pieces.
Default: 16K

modem type=0|1|2|3
At the start of the session the Communication Manager needs to know what type of modem is attached to the system. If the modem type option is not present in the configuration file, the Communication Manager defaults to a Hayes compatible modem. If the modem present is not compatible, the modem initialization sequence fails and the user gets a CT error, which aborts the session. The following values refer to:
0 - Null modem (used if the computer does not have a modem attached, but is on a network that has a pool of modems).
1 - A slow modem. These modems are Hayes compatible but take longer to respond to commands than the Hayes modems.
2 - Hayes non-compatible modem
3 - A Hayes compatible modem.
Note: Refer to your modem User's Manual for details and usage of various Hayes commands.
Default: 3.

naplps_log=[d:][path]filename.ext
As the NAPLPS decoder processes the display information, it can output it to a file in addition to displaying it on the screen. There are two different ways to enable this option.
1. Include naplps_log option in the configuration file, the parameter has to specify the output file. This starts the recording as soon as the session begins.
2. At any time during the session, press SHIFT-F9 key combination. This brings up a dialog box. The box lists various decoder options, one of which is the Copy NAPLPS to file option. The option has a file name box associated with it. Enter the file name in the file box. To turn the recording off at any time during the session press the SHIFT-F9 key combination which brings up the dialog box. To disable the option erase the output file name in the file box.

nc_logging=0|1|2|3
Sets the Native Code diagnostics with the following options:
0 -no action;
1 -native code installation logging;
2 -native code patcher logging;
3 -both kind of logging
NCTEST.LOG file will be created on the PC. This should be sent to Prodigy for further analysis.

nc2=n,n,n,n,n
Saves the Prodigy Service window size and position between sessions as specified automatically during shutdown. Delete this line to turn off the position-saving feature. To restore the feature, insert nc2= with no parameters.
Note: Try not to set this by editing in the configuration file.
Default: Default window size and position.

nohang=0|1
When the Reception System encounters a fatal error, it displays the Fatal Error dialog and waits for a keystroke from the user before returning to the operating system. When the nohang option is enabled, the Reception System exits immediately after the fatal error, without waiting for user input. In addition to that, when the option is enabled, the Reception System appends an error code for the responsible fatal error to a "HANG.OUT" text file.
This option is primarily used for automated Reception System testing. When a batch of keytraces is run on the Reception System consecutively, this option takes away the possible need for a tester's intervention.
Default: Reception System waits for a keystroke after a fatal error. An error code is not appended to the HANG.OUT file.

phone type=T|P
Specifies the type of phone connection. The two options are:
T = tone
P = pulse
Default: P

phone1=string
Specifies the primary phone number. The Reception System uses this number to establish the session.

phone2=string
Specifies the secondary phone number. The Reception System uses this number only if it is selected by the user at run time.

plp_compression=0|1|2|3|4
This gives us a way to specify Microstar's bitblt compression mode.
Possible values:
0 = no compression
1 = compression by equal rows
2 = compression by run length
3 = native mode, no compression
4 = native mode, full compression.
To avoid problems with local-bus drivers (like ATI's), try plp_compression=3.
Note: Used mainly for turning off compression.
Default: 2

pnetsym=Q|Y|R
Specifies the network calling code for the primary phone number.
Q = Direct Connection to PRODIGY Local Site
Y = TYMNET?MCI
R = 9600 bps TYMNET/MC
A = Alascom
Option anetsym specifies the network calling code for the alternate phone number.
Default: Direct telephone connection to a PLS (Q).

port=n
This feature allows the Reception System to direct I/O to any port. The user simply specifies the COM port to be addressed and the Reception System will use the specified port number for I/O. Therefore a user can have a mouse connected to COM port 1 and have the Reception System communicate through a different COM port as specified by "n" in the port parameter. Current settings can be modified using the control panel.
Note: The only ports available for the Macintosh are 1 and 2. In the Windows environment there are 4 available ports, numbered 1 through 4. To modify the address and IRQ of a given port under Windows 3.1, the user must use the COM control panel. There is no way of modifying these settings under Windows 3.0.

prntype=0|1|4
Describes printer options. Possible values are:
0 - no printer
1 - full printer support
4 - no dialog. Disables the standard Operating System print dialogs.
Default: The default is 1.
Note: Option 4 is supported currently for testing only. Options 2 and 3 are ignored.

profile=0|1
If the option is set to 0 that means that the user has just installed and the user profile hasn't been uploaded yet. If the option is set to 1, that means that the user profile has been uploaded.

propagations=n1,n2,n3,n4...,n16
Sets the anticipated propagation delay (in ms) for various connection types:
ACS_CONNECTION 1
ICS_CONNECTION 2
TCS_CONNECTION 3
LAN_CONNECTION 4
PDN_CONNECTION 5
Delays for up to 16 connection types can be specified. Any not specified defaults to last supplied.

Default: 200,200,200,150,350

repaint key=0|1
If the option is set, and the user hits CTRL-R key combination at any time during the session, the screen will be repainted.

sav_modem_regs=0|1
If this option is set, the Communication Manager will save the settings of the modem registers prior to connecting to Prodigy Service. When the user logs off the Prodigy Service, the modem registers are set back to their original settings.

smtimer=n
Sets a time-out period for messages. N is in units of 1/10 of a second.

stagepath=[d:][path]filename.ext
Optional specification of the stage file path.
Default: Stage file in the current drive and path.

SystemSoundsOn=n
If n is 1 the system should make full use of sounds: beeps, .wav files and greeting cards. If 0, be quiet no beeps, wavs or greeting cards.

typeahead=0|1
0 disables typeahead
1 enables typeahead
Default: No typeahead.

use_gdi=n
If n is nonzero, sets USE_NAPLPS_GDI bit in GLOBS::bitstring and makes PLP call to turn on GDI function.
Default: On.

vCompat1=<video compatibility flags>
<video compatibility flags> are specified as a hex word in conventional notation, e.g. 0x0001. This field is optional. Currently used for ATI video compatibility where the extended text causes problems versus a character at a time. The ATI video setting uses bit 0.

Modem String

This is a listing of the commands sent to your modem during the initialization process. Not all commands can be changed using this utility and it is intended for use by experienced users only.

Brief Description of Important Fields: Pg. 1

Result Codes Display Cmd

More Settings

Up to six digit ID code returned by the modem in response to the ATI command sent to it.

Up to six digit ROM checksum code returned by the modem in response to the ATI1 command sent to it.

Up to fifteen digit identifier string sent by the modem in response to the ATI4 command sent to it.

This value is loaded into the wait for carrier register, (usually s7). If the modem does not detect carrier within this time the modem hangs up and sends a 'no carrier' indication. Value is specified in seconds.

Sets the time in seconds that the modem control software will wait for a response from the modem after the dial command is sent to the modem.

Specifies the dial command which enables all dial result codes.

Specifies the command used to track the presence of a carrier.

Specifies the command used to enable the modem to track the DTR lead.

Specifies the custom command needed by the modem to ensure connection. The type of command needed depends upon the setting of High Speed Modem Support in Setup.

Command needed for Non High Speed Enabled Sessions
Command needed for High Speed Enabled Sessions

Custom Modem Command When High Speed Modem Support is Off

All advanced features in the modem must be disabled in order to ensure proper connection to the PRODIGY service. Please consult your modem manual for commands that perform the following:

- Put the modem in "Direct Mode", disabling all error correcting features.
- Disable all flow control.
- Disable all data compression.
- Report the actual connect (DCE) rate, and not the DTE rate.

Enter the command as a single string, preceded by "AT". For example, if the command to place your modem in "Direct Mode" is \N1, the command to disable flow control is &K0, the command to disable data compression is %C0, and the command to report the DCE rate is W2, place AT\N1&K0%C0W2 in this field. Please consult your modem manual for the proper commands for your modem.

This command can be entered by clicking on Modem Command from Setup

Custom Modem Command when High Speed Modem Support is On

Most advanced features in the modem must be disabled in order to ensure proper connection to the PRODIGY service. Please consult your modem manual for commands that perform the following:

- Put the modem in "Normal Mode", disabling all error correcting features.
- Enable CTS flow control.
- Disable all data compression.
- Report the actual connect (DCE) rate, and not the DTE rate.
- Disable DTE rate adjustment.

Enter the command as a single string, preceded by "AT". For example, if the command to place your modem in "Normal Mode" is \N0, the command to enable CTS flow control is &K3, the command to disable data compression is %C0, the command to disable DTE rate adjustment is \J0, and the command to report the DCE rate is W2, place AT\N0&K3%C0\J0W2 in this field. Please consult your modem manual for the proper commands for your modem.

This command can be entered by clicking on Modem Command from Setup

Resources

The total resources available on your PC, as well as any sound support.

Sound devices located on your system. Prodigy's online sound clips are recorded and played at 8 KHz. If your sound device does not support 8KHz sounds, you will encounter some problems listening to some of the sounds online.

RAM (Random Access Memory) available on your computer. This is displayed in several formats under this menu. If the values are below 6,000 KB free, or 75% resources free, please close down some of your other applications in order to reliably run a Prodigy session.

View Menu

Running Modules
Resources
Last Error Value
Changes.av3
Prodigy.ini
Win.ini
System.ini

Last Error Value

This is the last error recorded by your Prodigy Software. Please refer to Trouble Shooting for a brief description and possible resolution to the most common errors, or click on Self Test to attempt to resolve the problem.

View PRODIGY.INI File

This is the file in which the PRODIGY software stores your computer configuration, modem commands, and communications parameters.

In order to edit this file, select the Edit PRODIGY.INI button, or PRODIGY Settings from the Edit menu.

Memory

A listing of all current components of your Windows (TM) environment and its essential modules including:

Windows (TM) COMM driver - The Windows (TM) component that interfaces with the PRODIGY software and your modem.

Windows (TM) graphics driver - The component used by Windows (TM) to display information on your screen. If you are having video related problems, or are receiving 0E6 errors online, you may want to contact your video card manufacturer for an updated driver.

Windows (TM) sound driver - The component used by Windows (TM) to interface with your sound device. If you are experiencing sound related problems, please contact your sound card manufacturer for an updated driver.

WIN.INI File

The contents of your WIN.INI file. Please consult your Windows (TM) manual for instructions on editing this file, if necessary.

SYSTEM.INI File

The contents of your SYSTEM.INI file. Please consult your Windows (TM) manual for instructions on editing this file, if necessary.

Tools Menu

Dumb Terminal
Com Ports
Modem Trace
Select a Modem

Dumb Terminal

A communications program that interfaces directly with your modem. If you are receiving CT24 or CT39 errors, you can use this tool to test the commands that are being sent to your modem with this utility.

Check the Modem Command that is being sent to your modem in Setup.

Type the commands in the string into the field below "Modem". If you receive an "ERROR" response in the Trace View field, omit that command from the string in Setup.

If you are getting no reponse from the modem, try selecting a different speed or Com Port. If changing either of these improves the reponse from your modem, change your Setup accordingly.

If you are unable to get a response from the modem after trying various speeds and Com Ports, run the Com Ports utility to ensure there is no address or IRQ conflict.

Com Ports

Use this utility to check any devices using your computer's communications ports (COM Ports) and interrupt requests (IRQs). No more than one device can use the same COM port or IRQ at the same time.

Click on Continue to allow Assist to check each Com port on your PC. If your system locks up at any time during this checking, there is most likely a conflict of some kind. Please refer to your modem manual to determine how to change the Com port address or IRQ of your modem.

If your modem is not found, and you are sure that it is in properly, your Windows (TM) Ports settings may not be correct. Click on the Control Panel button and select Ports from Control Panel. Select the port your modem is on and verify that the settings for that port match your modem's settings. Please note, if you make any changes within control panel, you must restart Windows (TM) for them to take effect.

If Assist reports an address and/or IRQ conflict, consult your modem manual for instructions on changing the address and/or IRQ of the modem to an unused address and IRQ. After making these changes, be sure to make any necessary changes to the Ports setttings under Windows (TM) Control Panel. Please consult your Windows (TM) manual for instructions.

Modem Trace

This will display each command that is being sent to the modem as well as the modem's response to that command.

If you are receiving an error before your modem even dials, watch the Command Sent value and look for a response of Error. When the Error response appears, click on the Stop Trace button, and delete the command that is causing the error either using the Modem Command button in Setup, or the Modem String option under the Edit Menu.

If your modem dials, but you are unable to connect to the PRODIGY service, watch for a CONNECT message after the modem dials within Command Trace. If you do not get a CONNECT (followed by a numeric value only) message after connecting, you may need to append a modem command. Please see Appending a Modem Command or Select a Modem.

Select a Modem

Assist includes a collection of modem strings that have been tested and proven to help specific modems connect to the PRODIGY service.

If you are experiencing difficulties connecting to the PRODIGY service, the easiest way to resolve the problem may be to select your modem from this list. If your modem is not listed, you may want to test a string intended for a modem made by the same manufacturer and see if you can connect to the PRODIGY service after selecting that modem.

Detect Modem

Phone Number and Network Symbol

The telephone number that your modem dials to connect to the PRODIGY service, and PRODIGY's Network Symbol associated with it.

The phone number must be entered exactly as you would dial it if you were to pick up your telephone and call that number. Please consult your local telephone company to determine if you need to dial a "1" or the area code to complete this call.

The proper network symbol must be entered for the phone number you are dialing. PRODIGY uses three separate networks to carry the service. Use a "Q" in this field if you are connecting to a PRODIGY owned local access number, a "Y" if you are connecting to a Tymnet/MCI owned local access number and "A" if you are connecting to PRODIGY through Alascom (In Alaska only).

If you are unsure of your local access number and/or the network symbol associated with it, launch your PRODIGY software and select "Setup" from the sign on screen. From within the Setup window, select "Dial the PRODIGY Phone Directory" in order to find the best local access number and associated network symbol.

The primary number is the local access number that is dialed first. If that number is unavailable for some reason, most areas have an alternate number that can be used.

Communications Port

The COM port on which PRODIGY attempts to communicate with your modem.

Be sure that your modem is properly configured to an available COM port address.

Be sure that your Ports settings in Windows (TM) Control Panel match your modem's actual configuration.

If you are unsure of your modem's COM port setting, try running the Com Ports utility included with Assist.

Modem Speed (bps)

The speed at which PRODIGY will attempt to establish a connection with your local access number.

Select the maximum speed supported by both, your modem and your local phone number.

Be sure that you have selected a communications speed supported by your modem, and not a fax speed. Some modems support 9600bps as a fax rate, but only 2400bps as a modem communications rate. Please consult your modem manual to determine what speeds are supported by your modem.

If you have selected a speed greater than 9600bps, be sure that High Speed Modem support is On.

High Speed Modem Support

If you are connecting to the PRODIGY service at high speeds, this option must be toggled On.

When attempting a connection to the PRODIGY service at speeds above 9600bps, be sure that High Speed Support is On.

To turn High Speed modem Support On or Off, simply click on the appropriate selection in Setup.

Phone Type

The type of phone sytem you are using on the line your modem is connected to.

If you have touch tone service, select Tone from this option. If not, select Pulse.

If you are unsure of the type of phone service you have, pick up a phone that is on the same line as your modem and press a button. If you hear a "music like" tone, you have Tone service. If you hear a series of clicks on the line, you have Pulse service.

If you have any additional questions, or are still unsure, please contact your local phone company.

Modem Type

The speed and method used by the PRODIGY software to initialize your modem.

You can change your current Modem Type by clicking on the appropriate selection in Setup.

Modem Type 3 is the default modem type. This is a standard initialization process and is compatible with most modem makes and models.

Modem Type 1 is for modems that need some additional time to respond to the initialization commands. If you are receiving CT39, CT24, or other "pre-dial" errors, try changing your Modem Type to 1. Please be aware that using Modem Type 1 will substantially increase the time that it takes for your modem to begin dialing.

Modem Type 2 is for modems that are not 100% compatible with the PRODIGY software. It is not recommended unless there is no other way to get your modem to dial. Please use Com Ports to check for an address or IRQ conflict before using Modem Type 2. Please note, if you use Modem Type 2 at speeds above 9600bps, and your modem does not support the DTE rate specified in your Modem Speed setting, your modem will not dial.

High Speed On Command

The command sent to your modem when High Speed Support is On during the initialization process.

This string of commands is issued to your modem during the initialization process, before any custom commands, only when High Speed Modem Support is On. Do not include the prefix of "AT" when entering commands in this field.

The commands issued in this field should enable CTS (hardware) flow control, and place the modem in Normal mode. Please consult your modem manual for the commands that need to be used to accomplish this.

In order for this command to be issued, High Speed Modem Support must be on, and there must be a command in the High Speed Off Command field. Otherwise, the software will ignore it.

High Speed Off Command

The command sent to your modem, when High Speed Modem Support is On, after your PRODIGY session ends.

Use this field to issue a command to the modem after your PRODIGY session. Do not use the prefix "AT" when entering commands in this field.

If you need for your modem to be in a specific mode for another application after using PRODIGY, enter the commands here. Once your PRODIGY session is over, these commands will be issued to your modem.

In order for this command to be issued, High Speed Modem Support must be on, and there must be a command in the High Speed On Command field. Otherwise, the software will ignore it.

DTE Rates Supported

A listing of DTE rates at which the PRODIGY software will attempt to communicate to your modem only when High Speed Modem Support is On.

The DTE rate is the speed at which your PC attempts to communicate with your modem. This can be different from the speed at which your modem communicates with the PRODIGY service.

This field contains a listing of possible DTE speeds, divided by 100, and separated by a "\". For example, if this field reads 12\24\96\192\384, the PRODIGY software assumes that your modem supports DTE rates of 1,200, 2,400, 9,600, 19,200 and 38,400 bps.

When High Speed Modem Support is On, the PRODIGY software looks for the value indicated in Modem Speed within this field. If that exact value is not found, the software will use the next highest DTE rate listed in this field.

If you are receiving CT24, CT15, or CT39 errors with High Speed Support On, check this field for an unsupported DTE rate. For example, if you are receiving a CT24 error with High Speed support On, and you are trying to connect at 14,400bps, check this field for a \144 entry. If it exists, try removing it and see if you can connect to the PRODIGY service.

Self Test

Assist has the capability to diagnose and resolve most common errors on its own.

Select Self Test and let Assist try to fix any problem automatically.

Select the error you are receiving, and follow the on screen prompts to attempt to remedy the problem.

If Assist is unable to fix the problem via Self Test, review the Trouble Shooting topic in this help file.

Using Help

This file is intended to help you better use Assist to remedy any problems that may occur when running the PRODIGY service.

In order to better use Assist , you may want to keep the help file open and visible as you step through the functions of the program. If you have a question or any difficulty running the program, locate the associated Help topic and "walk through" the steps.

Several of the more common error messages are located in the Troubleshooting topic. Browse this topic to learn the cause and possible resolution to these messages.

Each feature of Assist is described in detail within this file, as well as how to use it. In an attempt to make it easier to find what you are looking for, some key phrases will be underlined within the text. Simply click on an underlined word or phrase and the associated topic will be displayed. For example, anywhere you see Setup, all you need to do is click your mouse on it, and you will be brought to the Help screen for information on that topic. To return to the previous screen, just click on "Back" under the title bar.

Several key words and phrases can be found quickly by selecting "Search". If you want to quickly find any topic, simply click on "Search" and scan through the listed selections.

If after running Assist and using this Help File, you are unable to fix this problem, you can reach PRODIGY Technical Support by calling 1 (800) PRODIGY (776-3449)

OE6 Errors and Graphics Problems

The PRODIGY software has encountered a Windows (TM) general protection fault. This is more than likely due to compatibility issues with your current video drivers.

Select Video Settings from the Edit Menu, and try selecting the More Compatible video decoder. This will only effect your PRODIGY sessions, and has no bearing on any other application.

If, after trying the more compatible video decoder, you still experience OE6 errors, or "garbled" characters on your screen, please contact your video card manufacturer for an updated video driver.

Video Settings

PRODIGY is able to use 2 different graphic decoders to better enhance and improve the reliability of your sessions.

If you are seeing random lines on your screen, garbled characters, or are receiving OE6 error messages, you may need to use PRODIGY's More Compatible video decoder.

Click on the preferred decoder and close the dialog box to change your video decoder.

This will only affect the PRODIGY software, and has no effect on any other applications installed on your system.

If you still encounter video related problems or OE6 errors after trying the More Compatible decoder. please contact your video card manufacturer for an updated Windows (TM) video driver.

Identifies the maximum rated speed of the modem, not the speed that will be used when dialing.

Up to three character code recognized by the modem as the escape sequence. Note all characters must be the same. Modem register s2 is set to this value at modem initialization.

One of 'cr' or 'lf'. Designates which command terminator will be appended to the end of every modem command string.

Used to determine how a modem response is terminated by the modem. Currently not supported.

Sets the amount of time in seconds which must elapse both before and after the escape sequence is sent in order to return the modem to command state. The escape code guard time register (usually s12) is set to this value.

Sets the maximum time in seconds that the modem control software will wait after sending a command to the modem if there is no response from the modem. Note the dial command has a separate response timer.

Sets the time in tenths of seconds that the modem control software will wait for the next character after the last character is received. If a character is not received before this timer expires then the modem response is assumed to have been completely received.

'Y' or 'n'. This flag determines whether the modem register values will be saved upon startup of the service, and restored upon exit.

This value is loaded into the wait for dialtone register, (usually s6). This value in seconds determines how long the modem will wait for dialtone after going off hook if dialing modes x0, x1 or x3 are used.

This value is loaded into the cd response time register, (usually s9). This value in tenths of seconds determines how long a carrier signal must be present for the modem to recognize it.

This value is loaded into the carrier loss hangup delay register, (usually s10). This value in tenths of seconds specifies the time between loss of carrier and remote hangup. This permits carrier to disappear momentarily without causing the modem to hang up.

One of 'y' or 'n'. Determines whether extended commands will be sent to the modem. Unless replaced with other commands, &c1 and &d1 will be sent to the modem.

One of 'y' or 'n'. 'Y' indicates that the modem being used contains the internal hardware/software that is necessary to interpret and notify the modem control software of a 'call waiting' situation. Currently not supported.

This value in seconds sets idle timeout register which is used to drop carrier after a specified interval. If the idle timeout register field (#39) contains a register name (usually s30), this value will be sent to the register specified in field #39.

Specifies the character that will be used to query the modem for its register settings.

Specifies the register the modem designates as the ring to answer on register (usually s0). This register will be set to 0 (zero).

Specifies the register the modem designates as the ring count register, (usually s1). Currently not supported.

Specifies the modem verbose response to a successful Dial attempt at 9600 baud.

Specifies the modem numeric response to a successful dial attempt at 14400 baud.

Specifies the register the modem designates as the escape code character register. The escape sequence character will be assigned to this register.

Specifies the register the modem designates as the carriage return character register, (usually s3). Currently not supported.

Specifies the register the modem designates as the line feed character register, (usually s4). Currently not supported.

Specifies the register the modem designates as the back space character register, (usually s5). Currently not supported.

Specifies the register the modem designates as the wait for dialtone register, (usually s6). This register Is initialized with the value of blind dial wait time.

Specifies the register the modem designates as the wait for carrier register, (usually s7). This register Is initialized with the value of carrier wait time.

Specifies the register the modem designates as the pause time register, (usually s8). Currently not supported.

Specifies the register the modem designates as the carrier detect response time register, (usually s9). This register is initialized with the value of carrier detect response time.

Specifies the register the modem designates as the carrier loss to hangup delay register, (usually s10). This register is initialized with the value of carrier detect response time.

Specifies the register the modem designates as the duration of dtmf tones register, (usually s11). Currently not supported.

Specifies the register the modem designates as the escape code guard time register, (usually s12). This Register is initialized with the value guard delay.

Specifies the register the modem designates as the uart status register. Currently not supported.

Specifies the register the modem designates as the option register. Currently not supported.

Specifies the register the modem designates as the flag register. Currently not supported.

Specifies the register the modem designates as the dtr change detect register. Currently not supported.

Specifies the register the modem designates as the rts to cts delay register. Currently not supported.

If a register is specified in this field, the value set in idle timeout field (#19) will be sent to the register Specified. Note, if this register is specified, the idle timeout field (#19) must contain a non-zero value.

Specifies the register the modem designates as the call waiting options register. Currently not supported.

Specifies the register the modem designates as the call waiting loop disconnect timing register. Currently not supported.

Specifies the command which causes the modem to use words when sending back command results.

Specifies the command which causes the modem to send back result codes in response to commands.

Modem String

This is a listing of the commands sent to your modem during the initialization process. Not all commands can be changed using this utility and it is intended for use by experienced users only.

Brief Description of Important Fields: Pg. 2

Modem Connect 4800 Resp Verbose

More Settings

Specifies the dial command which enables a 'connect xxxx' response. This is the command that will enable the basic result codes inclusive of 'connect xxxx'. Currently this field is not in use. Change the enable all result codes command below to x1 to send an x1 to the modem.

Specifies the dial command which enables a 'no dialtone' response. This is the command that will enable the basic result codes inclusive of 'no dialtone'. Currently this field is not in use. Change the enable all result codes command below to x2 to send an x2 to the modem.

Specifies the dial command which enables the 'busy' response. This is the command that will enable the basic result codes inclusive of 'busy'. Currently this field is not in use. Change the enable all result codes command below to x3 to send an x3 to the modem.

Specifies the dial command which enables all dial response codes.

Specifies the wait for silence command. Currently not supported.

Specifies the dialing command.

Specifies tone dialing.

Specifies pulse dialing.

Specifies the command used to enable speaker output until carrier is detected.

Specifies the command which causes the modem to hang-up.

Specifies the dial sub-command command which causes the modem to hook flash. Currently not supported.

Specifies the command used to recall the factory configuration for the modem (usually &f). If a value is entered in this field, it is sent to the modem.

Specifies the command used to enable the modem to track carrier. Note: any modem command could be used in place of this command. This command will only be sent if the extended commands field is set to 'y'.

Specifies the command used to enable the modem to track the dtr lead. Note: any modem command could be used in place of this command. This command will only be sent if the extended commands field is set to 'y'.

Specifies the command that disables call waiting. Currently not supported. Fields #58 to #67 are place holders for future enhancements to call waiting support.

Specifies the command that enables the modem to detect call waiting on one tone. Currently not supported. Fields #58 to #67 are place holders for future enhancements to call waiting support.

Specifies the command that enables the modem to detect call waiting on two tones. Currently not supported. Fields #58 to #67 are place holders for future enhancements to call waiting support.

Specifies the command that enables the modem to detect call waiting on one loop disconnect. Currently not supported. Fields #58 to #67 are place holders for future enhancements to call waiting support.

Specifies the command that enables the modem to detect call waiting on two loop disconnects. Currently not supported. Fields #58 to #67 are place holders for future enhancements to call waiting support.

Specifies the command that disables call waiting reporting. Currently not supported. Fields #58 to #67 are place holders for future enhancements to call waiting support.

Specifies the command that causes the modem to toggle dcd on call waiting. Currently not supported. Fields #58 to #67 are place holders for future enhancements to call waiting support.

Specifies the command that causes the modem to toggle cts on call waiting. Currently not supported. Fields #58 to #67 are place holders for future enhancements to call waiting support.

Specifies the command that causes the modem to toggle ri on call waiting. Currently not supported. Fields #58 to #67 are place holders for future enhancements to call waiting support.

Specifies the command that causes the modem to send result codes for call waiting. Currently not supported. Fields #58 to #67 are place holders for future enhancements to call waiting support.

Specifies the modem verbose response to a sucessfully executed command.

Specifies the modem numeric response to a sucessfully executed command.

Specifies the modem verbose response to a sucessful dial attempt.

Specifies the modem numeric response to a sucessful dial attempt command.

Specifies the modem verbose response to a successful dial attempt at 19200 baud.

Specifies the modem numeric response to a successful dial attempt at 19200 baud.

Specifies the modem verbose response when carrier is lost or not detected.

Specifies the modem numeric response when carrier is lost or not detected.

Specifies the modem verbose response when the modem detects an invalid command, an invalid checksum, or a command line that exceeds the maximum number of characters.

Specifies the modem numeric response when carrier is lost or not detected.

Specifies the modem verbose response to a sucessful dial attempt at 1200b.

Specifies the modem numeric response to a sucessful dial attempt at 1200 baud.

Specifies the modem verbose response when dialtone cannot be detected.

Specifies the modem numeric response when dialtone cannot be detected.

Specifies the modem verbose response when a busy signal is detected.

Specifies the modem numeric response when a busy signal is detected.

Specifies the modem verbose response when the remote modem does not answer.

Specifies the modem numeric response when the remote modem does not answer.

Specifies the modem verbose response to a sucessful dial attempt at 2400 baud.

Specifies the modem numeric response to a sucessful dial attempt at 2400 baud.

Specifies the modem verbose response to a sucessful dial attempt at 4800 baud.

Specifies the modem numeric response to a sucessful dial attempt at 4800 baud.

Modem String

This is a listing of the commands sent to your modem during the initialization process. Not all commands can be changed using this utility and it is intended for use by experienced users only.

Brief Description of Important Fields: Pg. 3

Specifies the modem verbose response to a sucessful dial attempt at 9600 baud.

Specifies the modem numeric response to a sucessful dial attempt at 9600 baud.

Specifies the modem verbose response to detection of a call waiting signal.

Specifies the modem numeric response to detection of a call waiting signal.

Specifies the modem verbose response to an idle timeout condition.

Specifies the modem numeric response to an idle timeout condition.

Specifies the amount of time that the carrier signal must be dropped in order to end a session.

This field contains a listing of possible DTE speeds, divided by 100, and separated by a "\". For example, if this field reads 12\24\96\192\384, the PRODIGY software assumes that your modem supports DTE rates of 1,200, 2,400, 9,600, 19,200 and 38,400 bps.

States the command to use when checking the dte rates.

Specifies a command of up to 16 characters that will enable this modem to connect using advanced features.

Specifies a command of up to 16 characters that will disable the effects of the advanced features command.

Detect Modem

Use this to find you modem

Prodigy Technical Help

Welcome to Tech Help! If you have never used this file, or are not sure how to use it, click on Using Help for a few pointers.

To learn how to use Help, press the F1 key on your keyboard.

Using Help
Error Codes
Using WinAssist
Modem Setup Help

Modem Set-up

The "Modem Set-up" dialog box opens when we detect that the "Previously Configured Modem" is not the same as the modem currently installed.

We then attempt to identify your modem by comparing its Signature (its response to our identification queries) with the Signatures in our modem database. If your modem Signature is uniquely found in our database, that modem will be highlighted in the "List of Modems".

If your modem Signature matches several entries in our database, you are presented with the "Several Matches Found" dialog. If your modem is not in our database and had no close matches, "Default/Generic Modem", is highlighted.

Select OK to set up the highlighted modem, or scroll the list to select any other modem. If you are unsure of the name of your modem, scroll to the top of the list and select "Default/Generic modem" to use our most universal settings. If you know the modem manufacturer but not the model, you could select that manufacturer's "Family of Modems" entry, if it is in the list.

At any time, you may repeat the process of obtaining your modem's signature and having us attempt to identify your modem by selecting (clicking on) "Re-Identify Modem".

If you are still unable to connect and have exhausted other choices (i.e. choosing the appropriate Family of Modems, or Default/Generic Modem) it may be necessary to customize an existing modem profile. See Customize Modem Settings below for more help.

Also See:

Customize Modem Settings
Several Matches Found

Several Matches Found

Your modem was identified as one of many possible modem types.

This dialog occurs when we are unable to uniquely identify your modem by comparing its Signature (its response to our identification queries) with the Signatures in our modem database. In this instance, you are presented with a list of the closest matches.

If your modem is in the list, select it by using the mouse to click on it, and then select (or click on) OK.

If your modem is not in the list, select Cancel. This will bring you to the main "Modem Set-up" dialog. From there, scroll through the "List of Modems" and try to find your modem. See "Modem Set-up" for more help.

Also See:

Modem Setup

Customize Modem Settings

Customize Modem Settings

Your modem setting can be customized to optimize performance and reliability.

This dialog allows you to review and/or provide specific configuration commands for Prodigy to use for a variety of modem command categories. You can then save these custom settings in our database using a name that you provide. Use this if you are unable to connect and have exhausted other choices (i.e. XXX Family of Modems, or Default/Generic Modem).

To create a custom entry in the modem database:

1) Edit the name in the "Modem Name:" box as desired. We have provided a name that you can edit by appending "- custom" to the name of the modem that you selected prior to selecting Customize.

2) Review each of the commands in the following categories, select the settings you wish to have used, and type the commands to be sent. Important: commands must be typed without "AT" as "AT" is provided by our software when we send the command to the modem.

Command Categories:

Modem Speaker:

On - this command is usually M1. Select this option if you want the speaker on while the modem dials and connects.
Off - this command is usually M0. Select this option if you want the speaker off while the modem dials and connects.
Lo, Medium, High - these commands are available only if you selected "On" for Modem Speaker. These commands are often L1, L2, and L3 respectively and control the volume of the modem speaker.

Supported DTE Rates

Use these check boxes to select the DTE rates (computer to modem speed) that your modem supports. Prodigy software will use the lowest of the selected DTE rates that is equal to or greater than the "Modem Speed (bps)" you selected in the Set-up dialog. The "Modem Speed (bps)" is where you specify the maximum DCE rate (your modem to our network modem speed) that your modem supports. For example, if your modem supports DCE speeds up to 28800 bps, then you will want to select 38400 or 57600 in your set of supported DTE rates.

Error Correction

Error Correction implementations and documentation vary from modem to modem. Generally, we recommend that you select "Negotiated" and type the command(s) for "auto reliable or negotiated" error correction. If you wish to specifically use V.42 or MNP error correction, select your choice and type the appropriate command(s). If you do not wish to use error correction, choose "Off".

Retrain

Retrain is the process whereby modems re-negotiate DCE (modem to modem) speed after a connection is made when the quality of the connection has deteriorated or in some cases improved. Retraining causes a pause in the sending of data which can be annoying or confusing to the user. You will have to determine the best strategy for your line and modem specifics, often by trial and error. You may choose to always have Retrain "Off" which may occasionally result in connections being terminated if the line quality goes bad; or you may choose Retrain "On" and get delays followed by a slower but more reliable (fewer errored packets) DCE rate, if the line quality were to deteriorate.

Compression

For your modem to support compression, you must use an "Error Correction" option other than "Off". Generally, we recommend that you use compression that is documented as "auto reliable" or "V.42bis". Select "On" or "Off", and type the appropriate command(s).

Hardware Flow Control

Hardware Flow Control should almost always be enabled. Be sure to type the flow control command for hardware flow control, not the one for "XOFF/XON" flow control.

User Command

This command is your area for any command that does not fit the above categories.

Note that the sum of all characters specified in the chosen (radio-button selected) commands may not exceed 40 characters. If this occurs, you will get an error prompt.

Exit Command

If you would like Prodigy to send any specific commands to the modem after we disconnect but just prior to our application exiting, type them here. You may have another software package that does not automatically configure the modem and if it needs special commands that you do not use with Prodigy, type them here. Or, you may wish to cause a "factory reset" on exit, typically "&F"; or you may want to restore a specific user profile with the command "Z".

Also See
Modem Setup
Several Matches Found