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TeleFinder™/User 2.0

About TeleFinder™

TeleFinder is a Macintosh application that allows you to connect to other Macintosh computers using a modem and your phone line. This program, TeleFinder/User 2.0, is part of the TeleFinder Group Edition package which includes host software and tools for controlling user access privileges. It is developed and distributed by Spider Island Software.

TeleFinder/User allows you to connect only to your parent host program, and to Spider Island Software's support BBS, at (714) 730-5785.

How to use this guide

This guide is grouped by function of the program, Making a connection to a TeleFinder™ Host, File Transfers, Electronic Mail, Text Editing, Miscellaneous and Trouble Shooting.

Everyone should read the "Making your first connection to a TeleFinder™ Host" section, but experienced Macintosh users may want to skip ahead to Miscellaneous for short-cut tips and use with

MultiFinder.

About this guide

This document is formatted in MS Word 4.0 for the LaserWriter, using Helvetica and Times fonts. As revisions take place with TeleFinder, we will post the revised manual pages on the Spider Island system, with a notice that revised documentation has been posted.

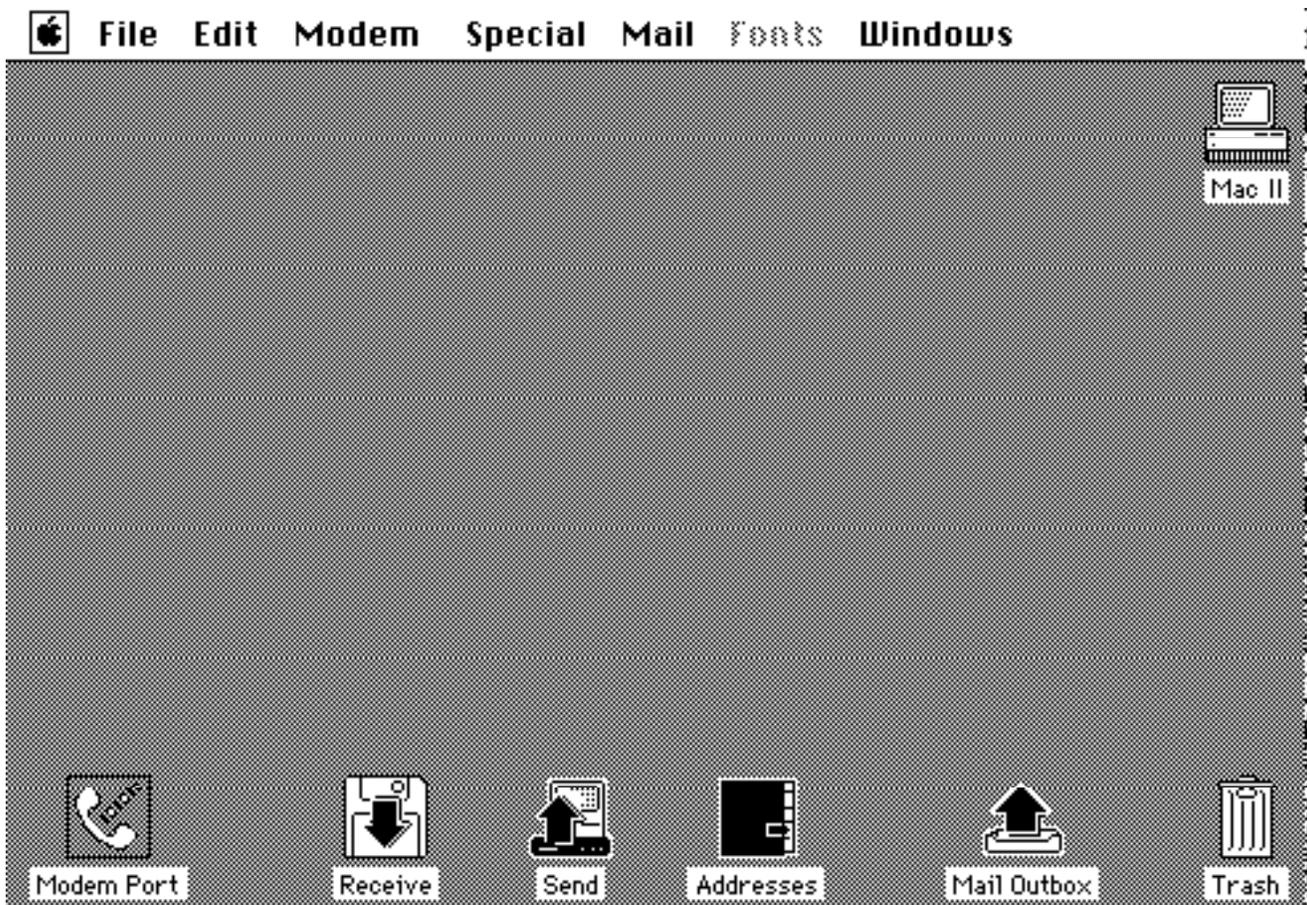
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(714) 669-9260 voice
(714) 730-5785 Spider Island BBS
V.32/V.42 9600 bps

Getting Started

Making your first connection to a TeleFinder™ Host

TeleFinder lets you take advantage of the same techniques you learned in operating Apple computer's "Finder®" and apply them to remote access. If you are using a modem that conforms with the industry standards, TeleFinder will be ready to use with the factory default settings. This includes virtually every 1200, 2400 bps and V.32 modem using the Hayes AT command set.



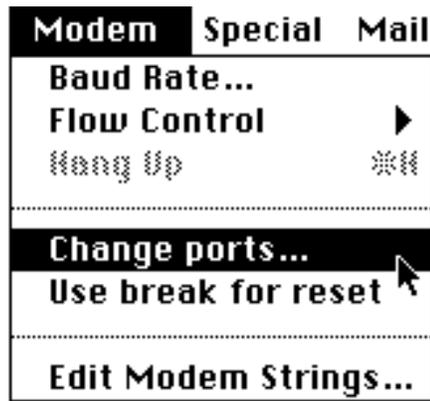
The initial screen for TeleFinder.

The Icons along the bottom of the screen have special actions for TeleFinder. Double-click the "Modem Port" Icon to access the Auto Dialer; the "Receive" and "Send" icons are involved in moving files between your Macintosh and Host; and the Trash icon can be used to delete local documents and items in your mailbox. New in v2.0 are the Addresses and Mail Outbox icons.

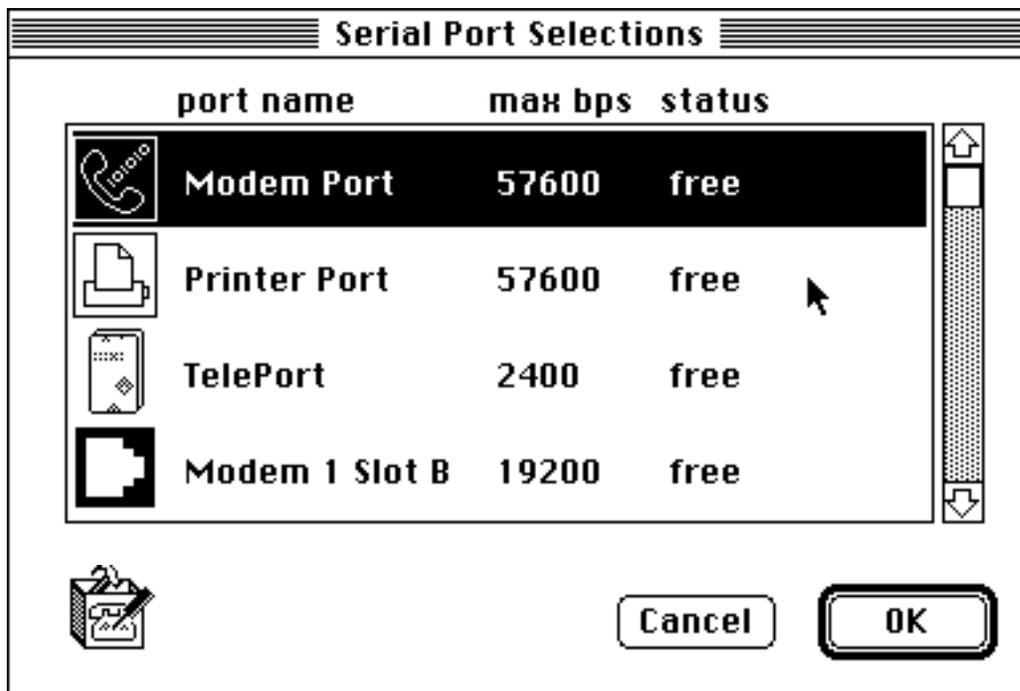
You can re-position these icons to where ever you want them, simply by dragging them.

Selecting a serial port

To change which serial port you want to use, select the **Change ports...** from the Modem menu.

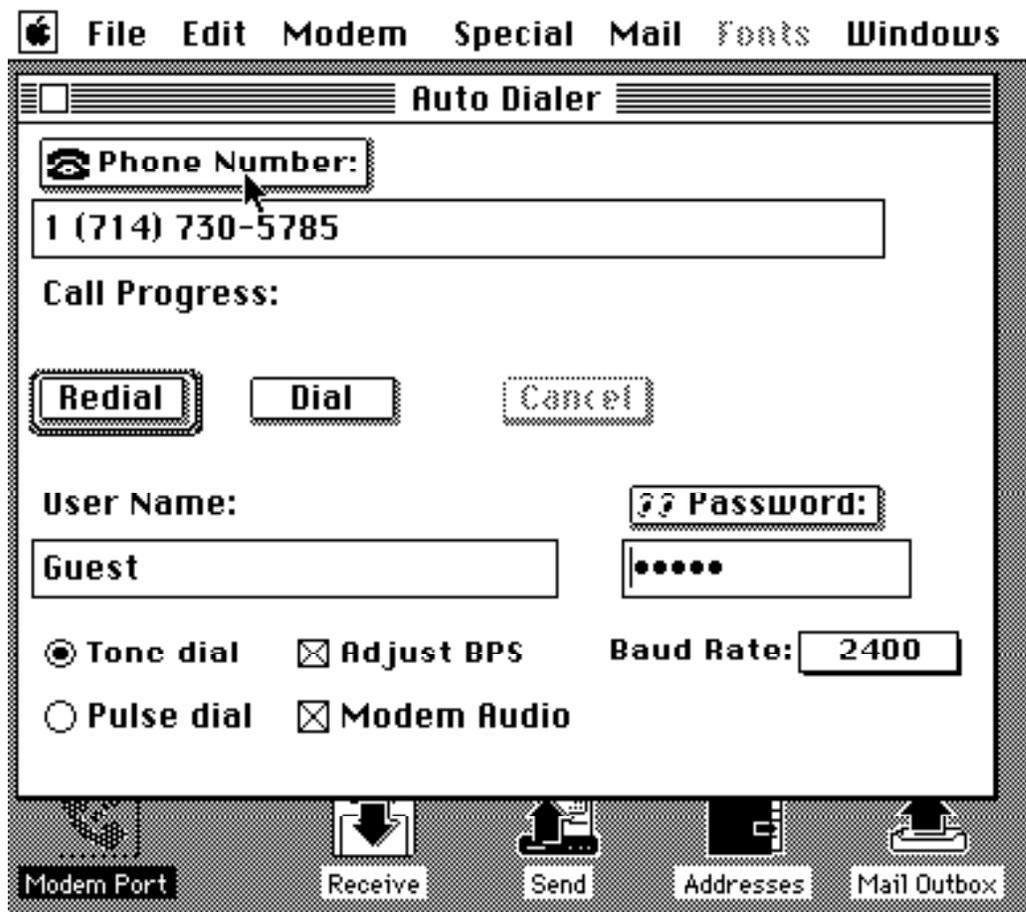


TeleFinder is set to Modem Port as the default. Version 2.04 also supports internal modems and serial ports registered with Apple's "Comm Toolbox". The serial port list indicates the port's icon, its maximum speed and whether or not the serial port is currently being used (free or busy).

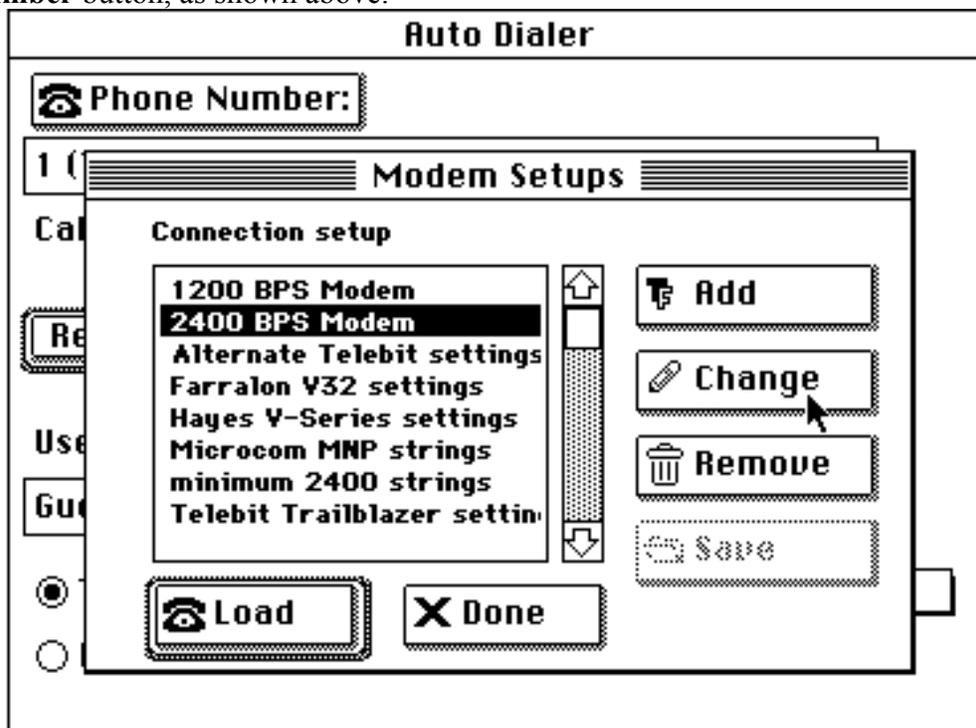


When the Comm Toolbox is installed its icon will appear in the lower left hand corner of the serial port selections list as shown above.

Configuring TeleFinder
TeleFinder uses a Modem Setups file for configuring the User Name and Password, along with the modem initialization.



TeleFinder's Auto Dialer has all the controls necessary to make a connection to the Host. Simply click the **Phone Number** button, as shown above.



This presents the **Modem Setup** window, which contains a number of setup parameters for most of the popular modems now available. In the above example, we have selected the **2400 BPS Modem** Connection setup.

Modem Setup buttons

- "Load" - copies the selected connection setup to the Auto Dialer.

- "Done" - returns to the Auto Dialer window.
- "Add" - adds a setup to the directory.
- "Change" - opens an edit dialog for the selected host.
- "Remove" - deletes the selected host from the directory.
- "Save" - saves changes made to the directory.

Now click the **Change** button.

Setup Update

Connection name: 2400 BPS Modem Host Phone Number: 1 714 730-5785

User Name: Guest Password: *****

Modem wake-up: ATE1

Modem initialization: ATSO=OS7=40QOU1H4

Adjust BPS Baud Rate: 2400

Use "Break" for reset

Cancel OK

Enter your **User Name** and **Password** just as it was supplied to you by your Host operator or Sysop. (Default is Guest) Remove the area code from the phone number, if appropriate. When you enter your Password the letters will be displayed as "*****". Select **OK**.

Auto Dialer

Phone Number: 1 ()

Modem Setups

Connection setup

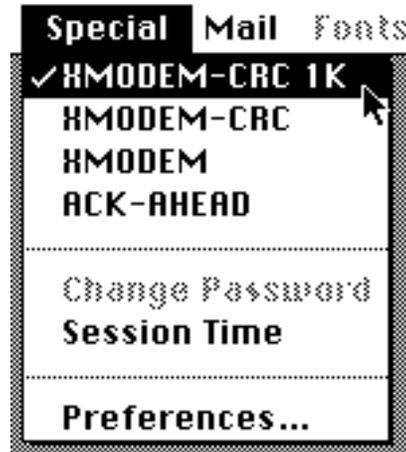
- 1200 BPS Modem
- 2400 BPS Modem**
- Alternate Telebit settings
- Farralon V32 settings
- Hayes V-Series settings
- Microcom MNP strings
- minimum 2400 strings
- Telebit Trailblazer settin

Buttons: Add, Change, Remove, Save, Load, Done

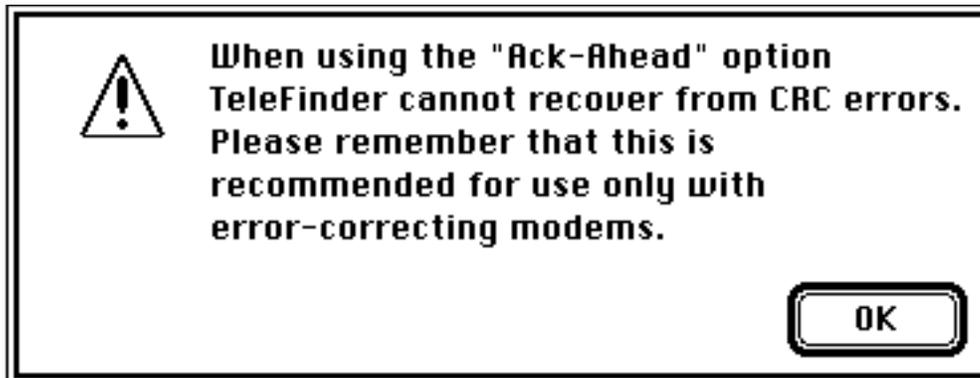
Save your changes, when you return to the Modem Setups window. Now simply select **Load** or double-click on the modem setup. You are returned to the Auto Dialer window, where you simply select **Dial**.

A few words about protocol

You can change file transfer protocols from the Special menu. TeleFinder™ User comes set for CRC error checking and 1K byte transfer blocks. You may want to switch to XMODEM-CRC if you encounter a large number of retransmissions. However, this will result in much slower file transfer speed.

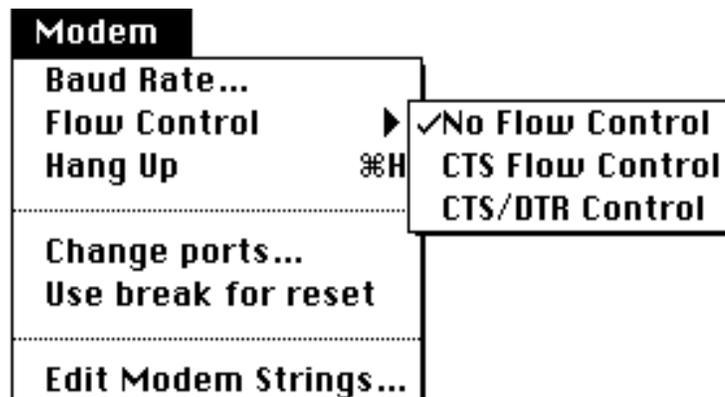


You should always use CRC error checking for the highest reliability.
XMODEM is provided for compatibility reasons only.



This option provides for much faster file transfer times, but it requires the use of error correcting type modems, such as those that use MNP or V.42 protocols.

Use **CTS**, or **CTS/DTR Flow Control** with high-speed modems and cables wired for high-speed modems. (hardware handshake) For example, Hayes Part No. 08-00309, Mac Plus/SE/II to Smartmodem cable, for Hayes V-series products.



A few words about high speed modems

The data in the Modem Setups will take care of high speed modem initialization strings, but if you have any problems, make sure these are set as follows:

Hayes V-series 9600 V.42

- Enable CTS Flow Control from the modem menu
- Set your Baud Rate to 19.2K
- Turn On the Adjust BPS option in the dialer

Hayes V-series V.42 Modem Enhancer

- Enable CTS Flow Control from the modem menu
- Set your Baud Rate to 9600
- Turn On the Adjust BPS option in the dialer

Hayes ULTRA

- Enable CTS Flow Control from the modem menu
- Set your Baud Rate to 38.4k
- Turn On the Adjust BPS option in the dialer

Microcom MNP

- Turn off the Adjust BPS option in the dialer
- Set your Baud Rate to 9600, (or 19.2K with the AX96)

Telebit T2500 (in Enhanced Mode)

- Select the Use break for reset item from the modem menu
- Set your Baud Rate to 19.2K
- Turn On the Adjust BPS option in the dialer

Many users have become confused about their modems “baud” rate and the settings used in TeleFinder™ for connecting. “How come I am setting my Hayes 9600 bps modem to 19.2k bps?”, is a fairly common question. Also, the problem of setting it at “9600” and why the modem’s performance isn’t as advertised, is a common question, too.

The reasons why are greatly over simplified, but we’ll give it a shot. The new breed of high speed modems communicate with your Mac (via the cable between your Mac and your modem) at speeds higher than the carrier speed (the signal going over the telephone line between your modem and the one you’re connected to) which is typically known as 1200, 2400 and 9600 baud. Dial-up telephone lines have a limited bandwidth, or ability to handle only so much data per second.

What the modem people have done is to figure out how to compress and encode the modem data, so that it appears smaller in size, or bandwidth, and the telephone line doesn’t lose it (because it was too much data per second to handle) and how to decode and decompress it at the other end, including error correction to fix any problems that occurred during the whole process.

The net result is more actual data per second, than the telephone line could actually otherwise deliver. Since the data is coming and going between your Mac and your modem at speeds higher than the telephone line knows about, your Mac and modem need to communicate with each other at that higher speed. That’s why high speed modems are setup at 19.2k or 38.4k bps.

This is also why a high speed modem, designed to connect to your Mac at 19.2k, connected at 9.6k (9600) won’t deliver the performance it’s really capable of. And lastly, all this special high speed handling of data, that these new modems perform, means you need to pay attention to modem cable configurations and protocols, too. The wrong cable or protocol, can put a big damper on the performance of these modems.

OK, now you can click the **Dial** button. TeleFinder will dial the number using your modem and then wait for the Host to answer your call. If the number is busy, TeleFinder will wait a few seconds and then call again (only if you click the Redial button). You should see these messages:

Waking up the modem...
Dialing the number...
Waiting for an answer...
Connected at 2400 bps. (or 1200, 9600, etc.)

After the modems make the connection, TeleFinder will "log" you on to the Host. This is when the Host will verify your name and password as being valid, and that your software serial number matches the Host serial number. The Host must start this process and you should see these messages displayed in the dialer as this takes place:

Waiting for the host...
Sending name and password...
Waiting for verification...
Sending confirmation...
Successful connection!

If your logon fails, it is usually because your name or password didn't match your user record on the host. Sometimes it is because the modems did not make a good connection. If it fails, check your password. Before re-dialing, wait several seconds to allow the Host system to reinitialize itself. See the Trouble Shooting section for more information.

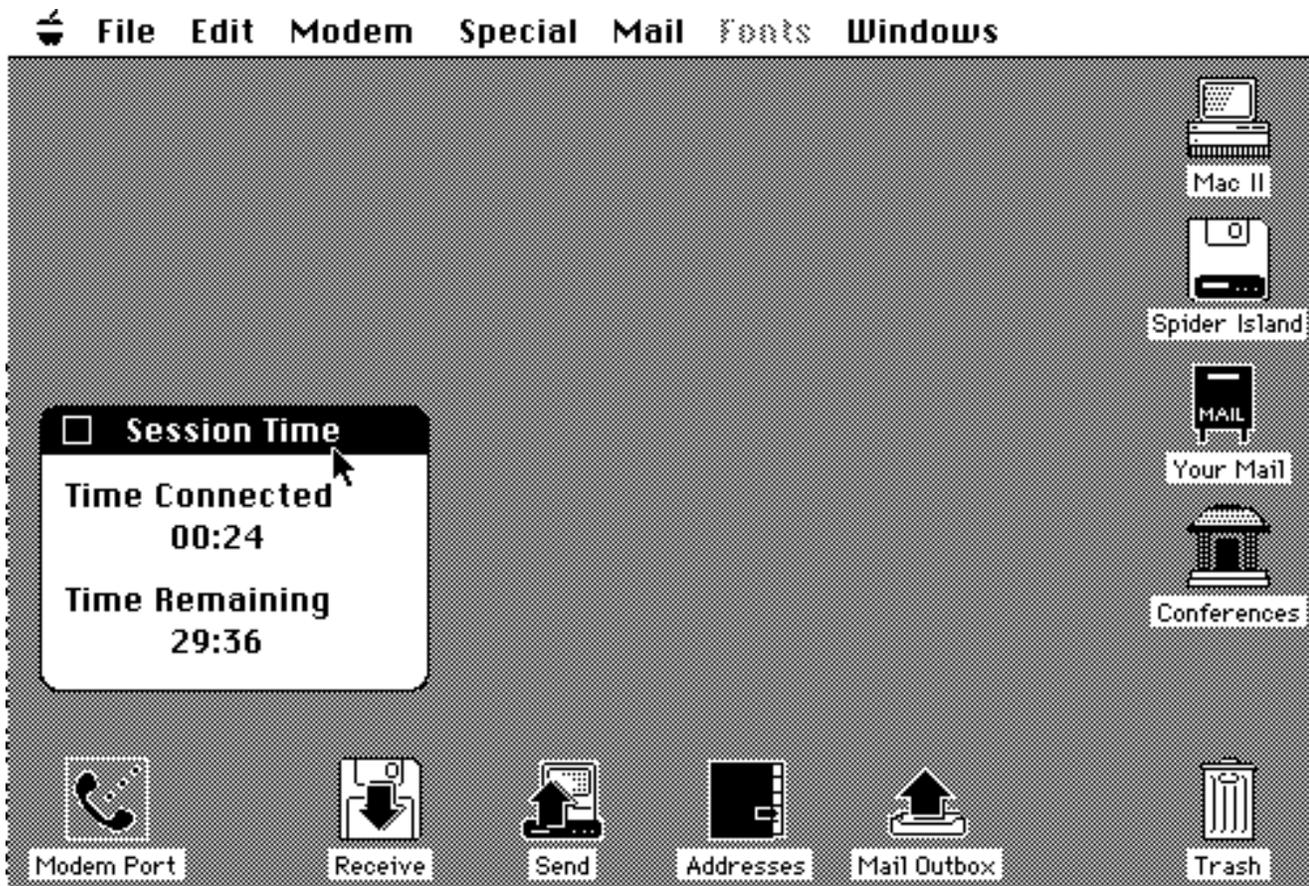
If your Host is using "callback", TeleFinder will hang-up the phone, reinitialize the modem, and wait for the Host to return the call. Callback can be used to increase the security for sensitive data since a user can only connect from a predetermined phone number.

If you call a host which is not the parent for your copy of TeleFinder, the dialer will display the message: **"Sorry, you cannot connect to this host."**

Only matching Group User applications can connect to a matching Host system. Other people and organizations using their TeleFinder application can not connect to your Host system, nor can you connect to their Host system.

Icons received from the Host

After a successful connection, the Host will send the icons you have access to. These will be added to your desktop on the right hand side of your screen. You can open them just as you would a folder or a disk icon by double-clicking on it.

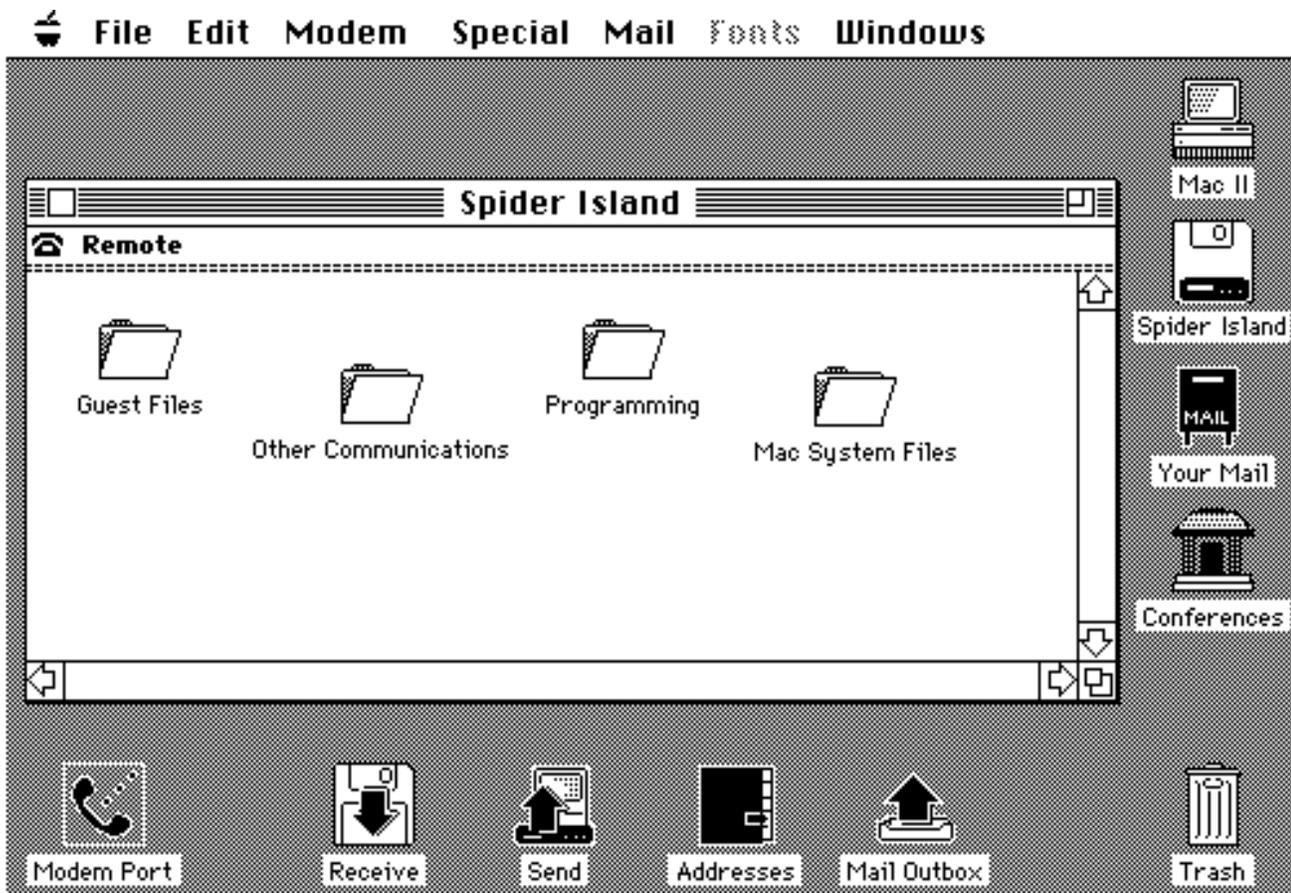


The screen above is an example of what you will see after connecting to the Spider Island Software Host system. TeleFinder displays the Spider Island Files icon to indicate access to files on Spider Island's

disk, a Mailbox where your mail resides and a Conferences folder for the news and information area. Also a Session Time window, indicating amount of time you've been connected and the time remaining. The Session Time window can be positioned where you want it, or closed and opened as you need it, from the Special menu.

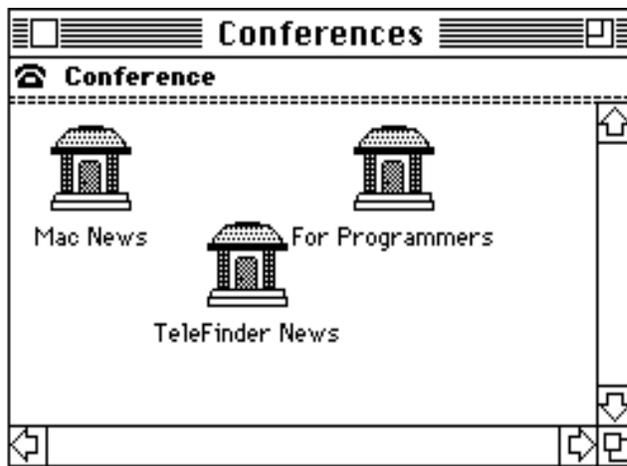


This "TeleFinder Message" may also appear on your screen. It is used for welcome messages and for special or important announcements. It only appears if it has changed since your last call.

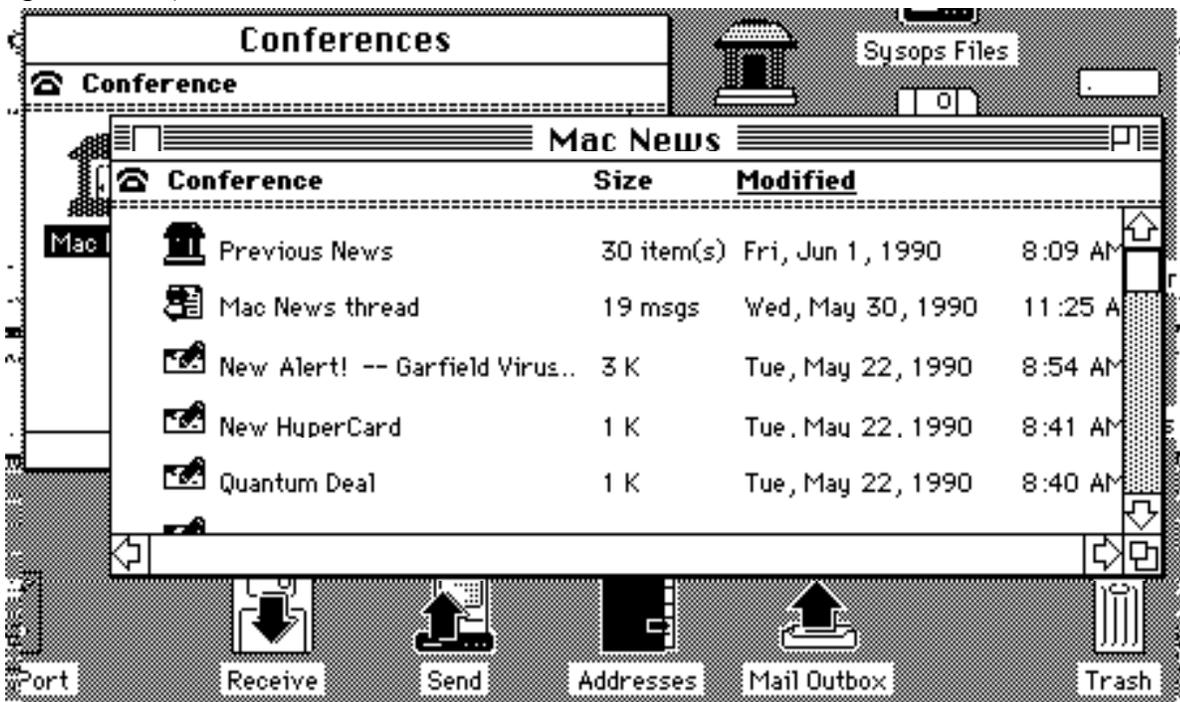


The Spider Island Files window is opened by double-clicking its icon, as shown above.

If you are using a color Mac, you'll see that TeleFinder supports desktop icon colors, so that colors can be assigned to the files on the Host and be replicated on your desktop. You can only download from these folders, you can not upload to these folders.



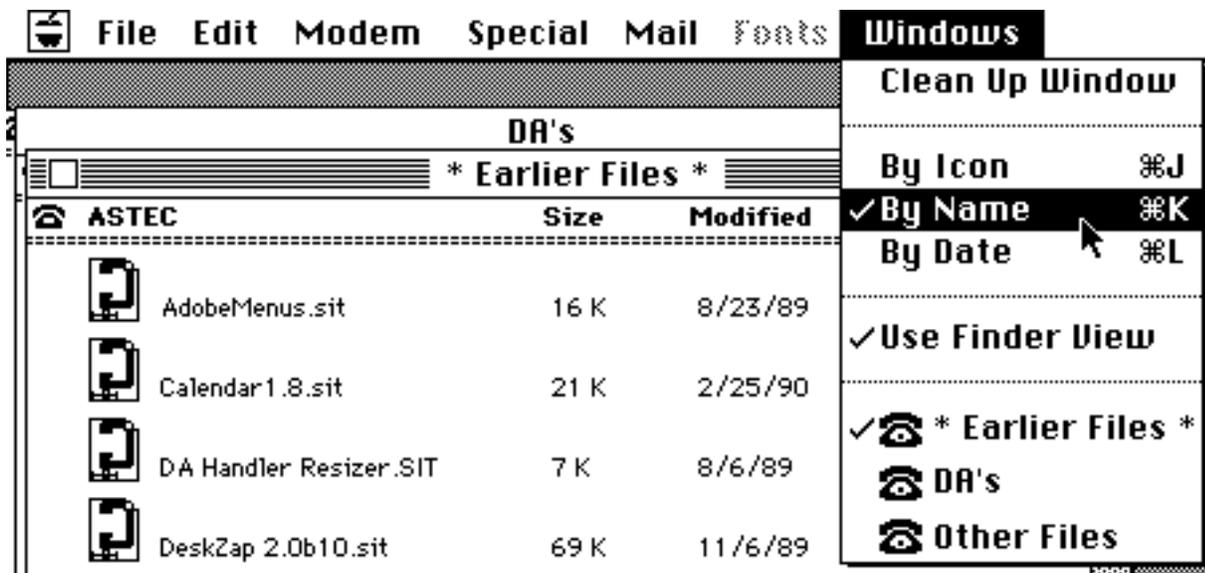
Here, we've opened the Conferences icon, where other icons representing various subjects are seen. The "Conferences" icons are two-way. You can transfer files to and from them, and create Topics (see "Message Threads") within them.



When you open a Conferences icon, such as we've done with "Mac News", above, you'll find other icons related to the Conferences subject. Note how this view of the Mac News items is "View by Date".

Changing the display of windows

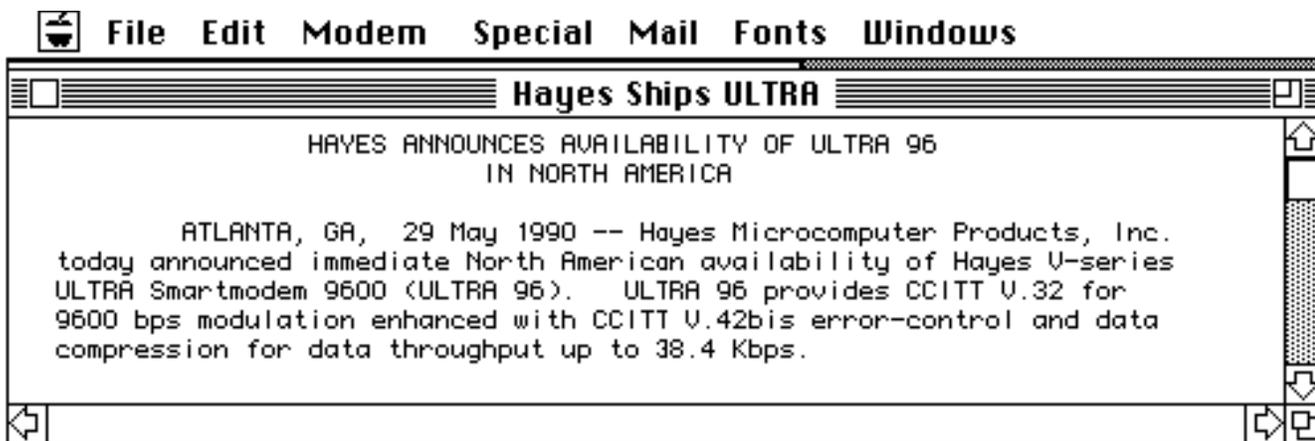
Initially, icons you open from the TeleFinder™ Host will be displayed as the Finder would display them. You can change this to By Name, By Date, or regular icons by using the Windows menu.



The **Windows** menu allows you to change the view of any window you have open. Note that you should use the Windows menu to move from window to window, since closing and opening a window or folder requires that the window data be re-transmitted to you. You can override the Finder view by de-selecting **Use Finder View**, in the **Windows** menu.



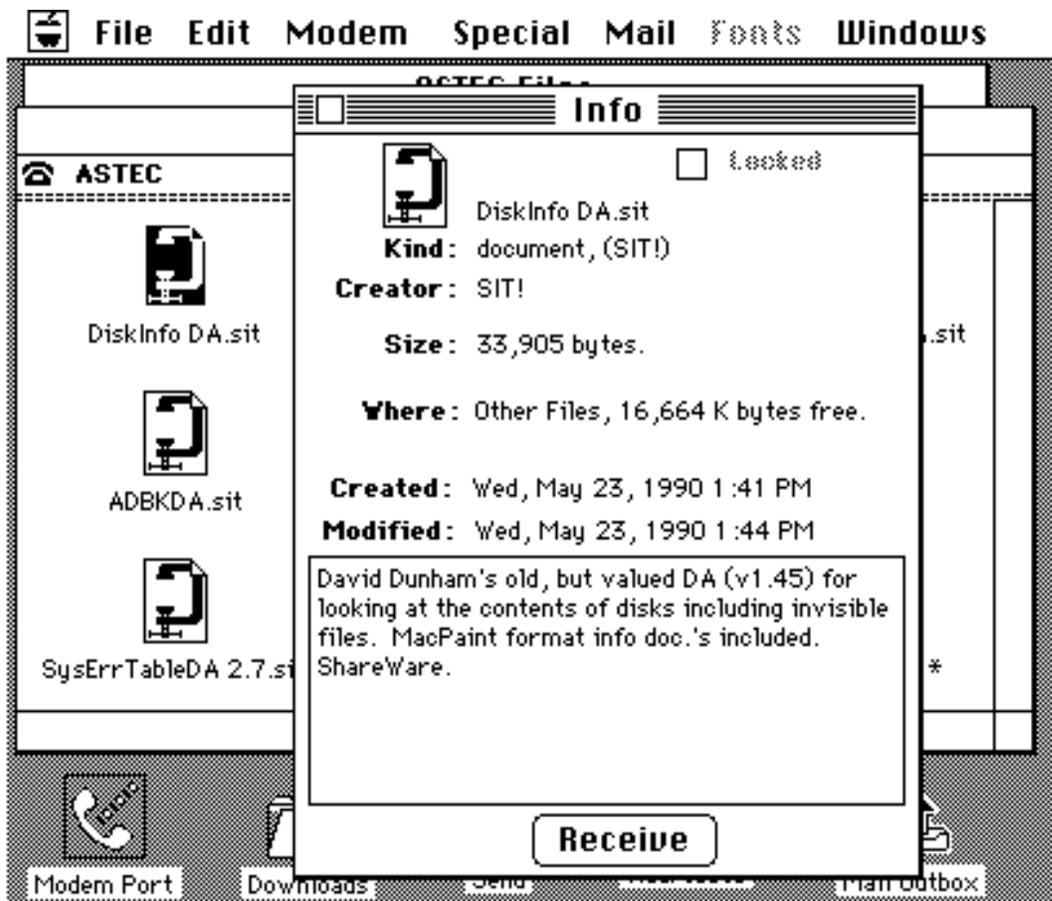
Here is another Conferences window using **View By Icon**. The envelopes with little pencils in them represent text files, which you simply double-click to open and read.



We double-clicked on the “Hayes Ships ULTRA” file and it is transferred to our Mac screen. In this example, we've also re-sized the text window to make it smaller vertically. You can re-size any window that is open on your desktop.

You can prevent the dialog box that asks you if you want to: Save, Discard or Cancel, from appearing every time you read a text file, by simply holding down the “Option” key when you close the text window. You can also have only those files displayed, that are new since your last call, by holding down the “Option” key as you open a folder.

You can make these permanent actions, by using the Preferences settings in the Special menu. **File Information**



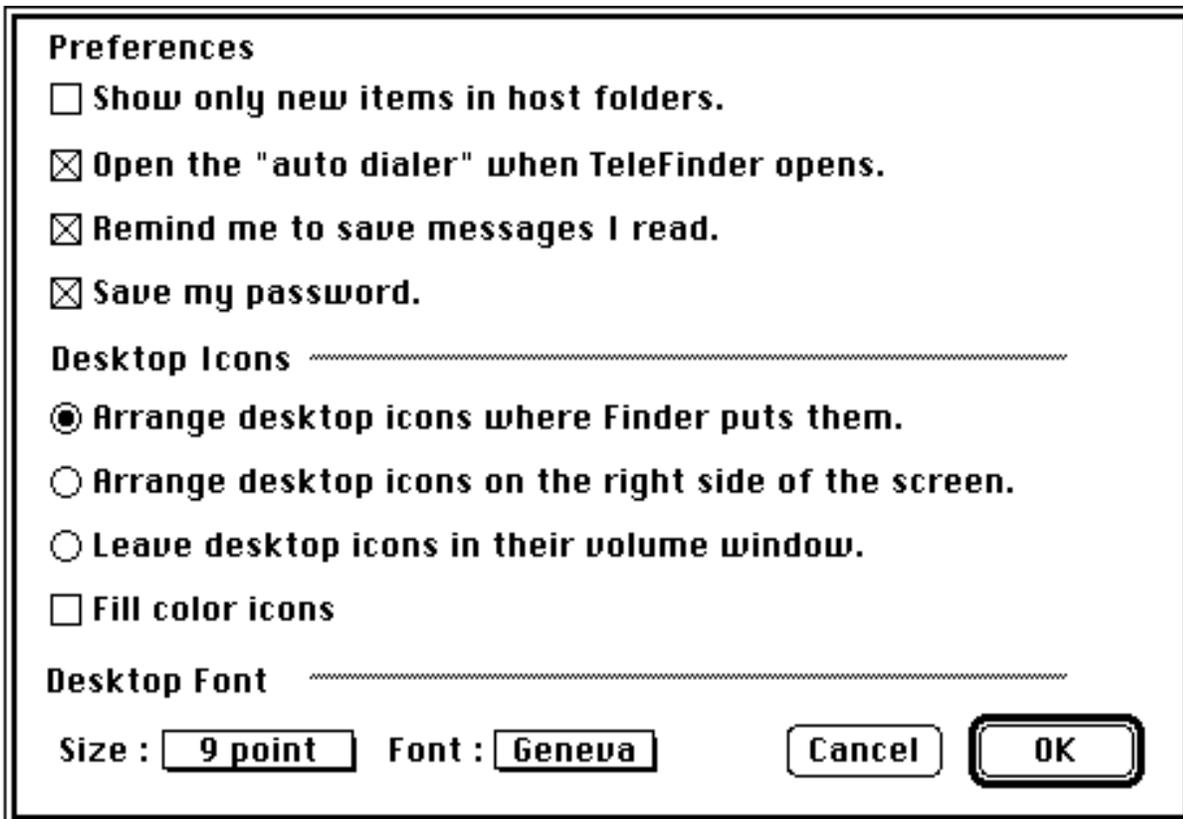
When you double-click on a StuffIt file icon, (or any non-text type file) an **Info** window, much like the one Finder uses, is opened to give you the details about the file icon you double-clicked.

Information about the file is contained here and you should pay attention to this data, as it may include comments about the type of Mac required to utilize the file, such as Mac II only, or color Mac's only, etc.

If you decide that you want the file, you simply click on the **Receive** button and the file transfer process will automatically be handled. See the "File Transfers" section for more information.

StuffIt file comments

While off-line, you can select a StuffIt format file on one of your own volumes and select **Get Info** from within TeleFinder. TeleFinder will read any comments that the StuffIt file contains, as well as allowing you to write comments to StuffIt files. Your comments will be limited to 255 characters. **Preferences**



Show only new items in host folders will screen out files that have "modified dates" earlier than your last logon. When you have this selection made, hold the options key down as you open a folder to see all files. The reverse is true if this item is not selected.

Open the auto dialer when TeleFinder opens will open the auto dialer when selected. Since TeleFinder/User does not open a serial port until the dialer is opened, you can leave this unchecked if you need to make special connections to a network modem through your Macintosh's Control Panel.

Remind me to save messages that I have read will bring up the "save" "discard", or "cancel" dialog each time you close a text file that you have opened from your mailbox or a conference. If this is checked you can also bypass the "remind to save" dialog by holding the option key down as you close those windows.

Save My Password will cause TeleFinder to remember your password and put it in the auto-dialer when it is opened.

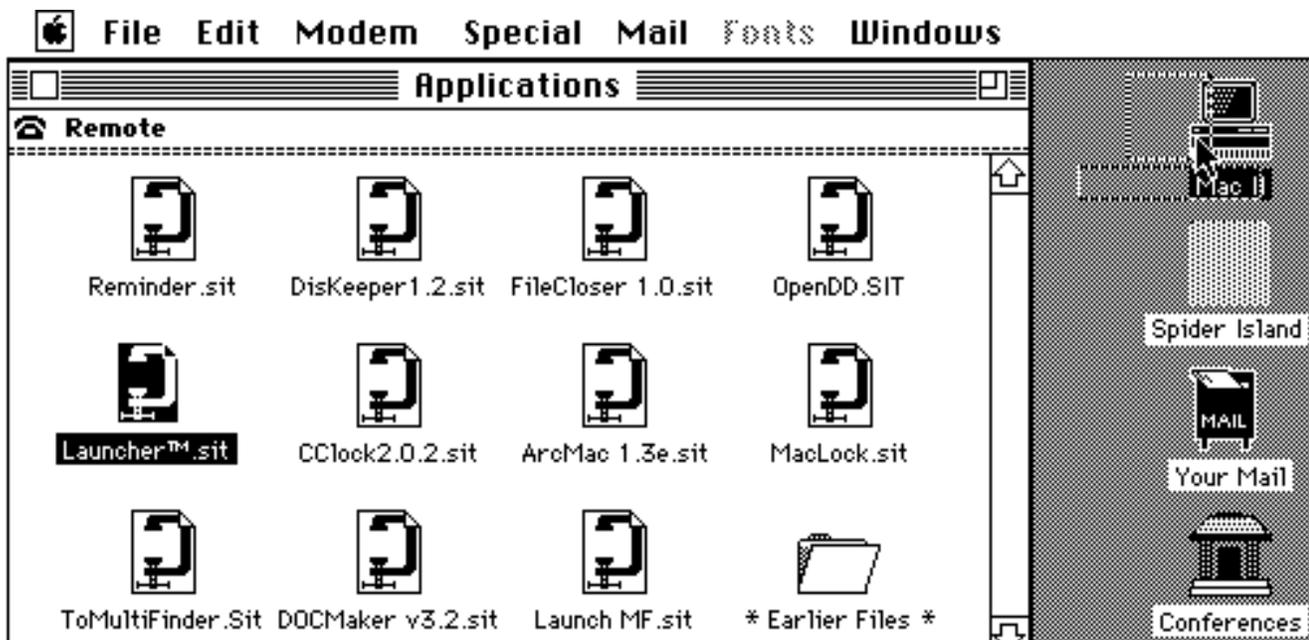
Desktop Icons These selections control the way TeleFinder displays icons that are out on your desktop. Make a selection here, then quit and reopen TeleFinder to see the changes.

Fill Color Icons This option is only present on a Macintosh with color QuickDraw. When selected, it will fill the icon with its color instead of framing the icon with its color.

Desktop Fonts If you are tired of squinting at Geneva 9, use these menus to choose your favorite font and font size for folder windows. Then restart TeleFinder to see it take effect.

Transferring Files

File transfers with TeleFinder are just like copying documents from one disk to another.



In the example above, the user is copying the "Launcher™.sit" file to their disk called "Mac II" from the Applications folder, by simply dragging it.

Note that your Mailbox has a letter sticking out of it... this denotes that you have mail in your Mailbox waiting for you. This will always be present if mail is waiting. No letter means you haven't received any new mail, since your last log-on to the system. Mail remains in your mailbox, until you drag it to the Trash can to remove it.

Sending

Sending files using TeleFinder is very simple. You can send files directly to the Host's "New Upload Folder", to another user via their Drop-Box icon, or to a Conference.

To the Host

To send one of your documents or files to the Host, drag that documents icon to the "Send" icon at the bottom of your screen, this will start sending the document. After it is sent, there will be a copy of your document in a designated folder on the Host system. Users do not have access to this folder.

To another user

If you want to send a document directly to another user, you will need to first get that user's drop-box icon. To do this, choose the menu item "**Get the Drop-box of...**" from the Mail menu. Enter the users name and click O.K., the Host will then send you that users drop-box icon and put it on your desktop.

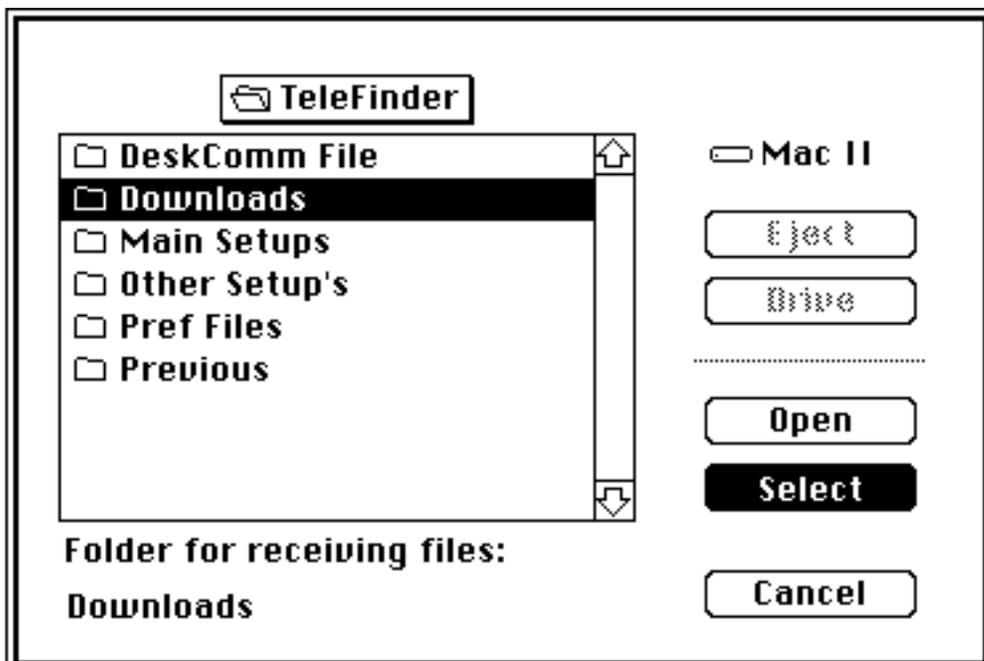
Drag the icon of the document that you want to send to the drop-box and TeleFinder will send a copy of it to the user's Mailbox. When that user logs-on to the Host, they will see the "letter" in their Mailbox and will know that new mail is waiting for them.

For more information on sending mail, please read the "Mail System" section. **Receiving**

You can copy (download) a document or application from the Host system to your disk, folder, or network file-server whenever you are connected to the Host.

Simply click on the Receive button in the file's Info window, or drag the icon you wish to download to the place you want to download it. TeleFinder will then begin the XMODEM file transfer to download the file to your Mac.

TeleFinder uses the "Receive" icon located on your desktop to represent the folder you opened TeleFinder from. This is the "default destination" and you can use this instead of an actual disk or folder icon when copying documents.



If you double-click on the Receive folder at the bottom of your screen, you can select a different folder as a default destination. In the above example, a folder named "Downloads" has been selected.

From your Mailbox

Your Mailbox should always be present after you connect, and you can always copy the documents located within it. After you have made a copy of your mail, please delete the icon from the host by dragging it to the Trash can.

From a remote disk

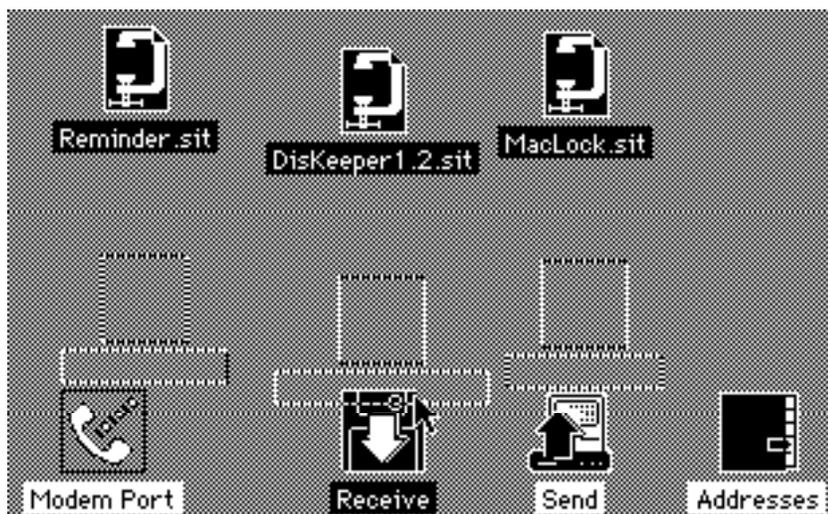
If you have access privileges to the Host disk, you can copy documents from it as described above. You cannot delete files from any Host window other than your mail window.

If you have difficulty sending or receiving files, please read the section on "Communications Failures" in the "Trouble Shooting" section.

Batch file transfers

With TeleFinder, if you have a group of documents that you wish to send or receive, you can select them all at one time by simply drawing a selection rectangle around them. To remove an icon from the group, hold the "Shift" key down while you click on the icon.

If you want to select multiple icons that are in different windows and folders, you must first drag them to the desktop before making your group. Moving the icons around on your desktop has no effect on their placement at the Host. They always remain in their predetermined position, ready for the next user.



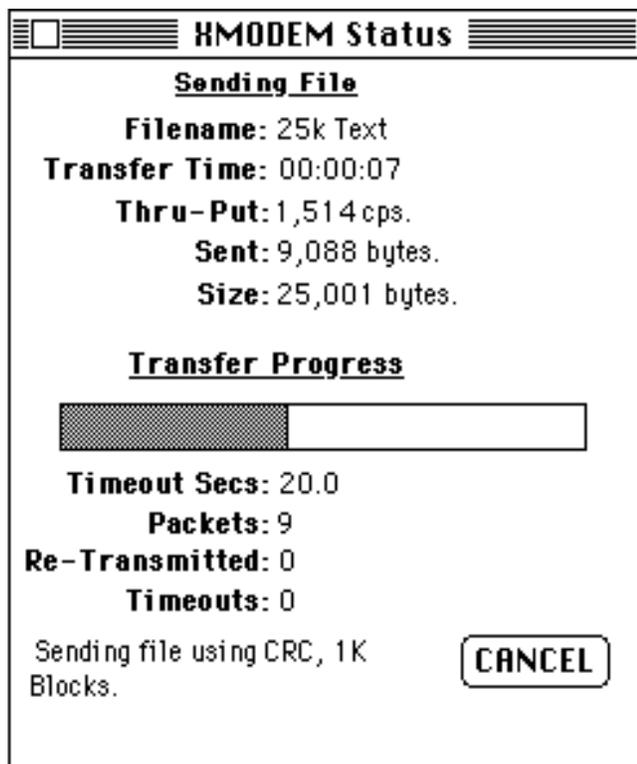
To receive a group of files, draw a selection rectangle around them and drag them to the location you want them placed. In the above example, they have been dragged to the "Receive" icon on our desktop, which will start TeleFinder's automatic download process.

Selecting multiple files off-line

If you leave all the windows you accessed while on-line open, they will remain on your desktop when you Hangup from the Host. Then, you can drag the file icons that you are interested in, on to your desktop, such as was done above. Note, however, that TeleFinder cannot access the file information, after you've hungup, so the comment will be missing from the Info window while off-line. When you call the Host back, your desktop is immediately re-activated, including those files that you dragged out of folders while off-line.

Now, you can simply proceed with the downloads by dragging the files to the location you want them downloaded. **The file transfer dialog**

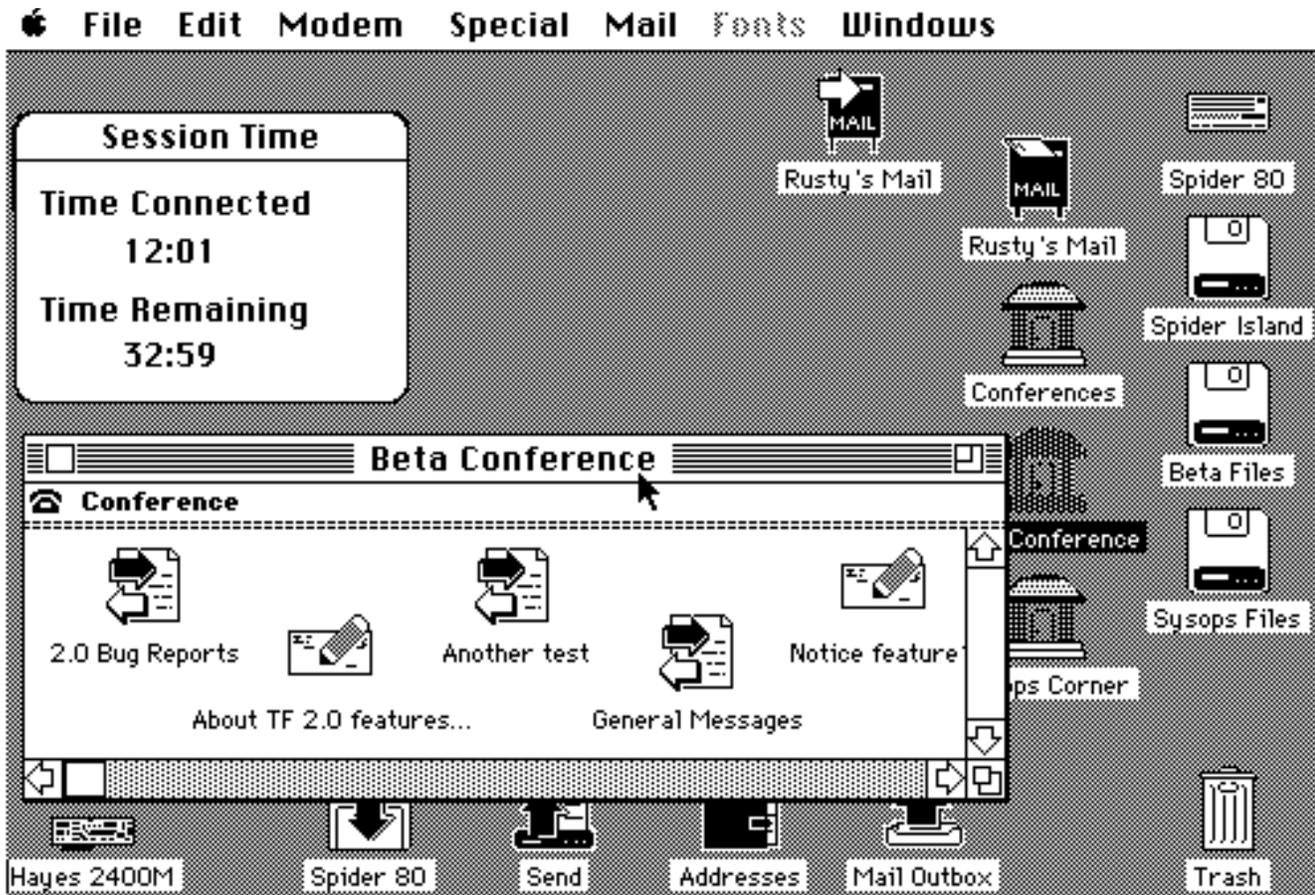
A special dialog is opened during a transfer to keep you up-to-date with its progress. The key points of information are explained below.



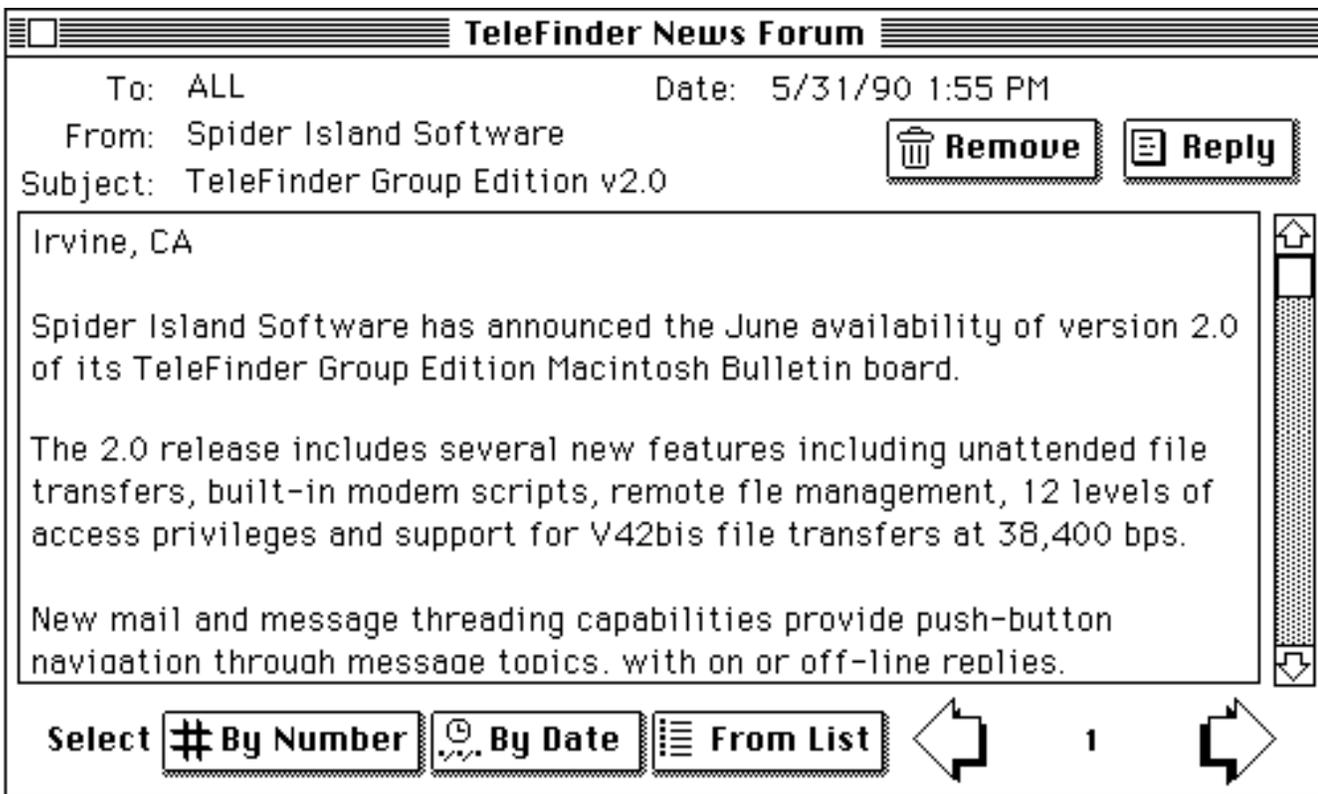
- **TimeOut seconds** - This is how long the program will wait for an acknowledgement ("ACK") from the receiver, or the next packet from the sender.
- **Transfer Time** - A count of how many minutes and seconds have elapsed since the transfer was started.
- **Thru-put** - This tells how many valid characters-per-second have been sent or received. The example above is using a high-speed modem. You can expect 220-230 cps using a 2400 modem, or 110-115 cps using a 1200 modem. Characters-per-second (cps) is obtained by deviding bits-per-second by 10.
- **Filename** - This is the name of the file as it is being sent or received.
- **Size** - The total size of the file being sent of received
- **Packets** - The total number of good packets sent or received. When you are using 1K blocks, each packet is 1K of data, plus protocol overhead.
- **Received** - The total number of good bytes received.
- **Re-Transmitted** - This is the total number of packets that were requested to be re-sent. If you are sending a file, it is the total number of packets that were actually re-sent. TeleFinder will cancel a transfer when a packet has been re-sent unsuccessfully 10 times.
- **Timeouts** - The number of times the sender has not responded to a given ACK, or the number of times the receiver has not ack'ed a given packet. TeleFinder will tolerate up to 3 timeouts on any given packet before canceling the transfer.

Conferences and Message Threads

Another type of document can be added to TeleFinder conferences. These message threads, or message bases contain several messages available from one icon. Users can reply to existing messages, or create new topics in a conference.



"2.0 Bug Reports", "Another Test" and "General Messages" are threaded message icons. Opening a message icon displays the new messages since your last logon.

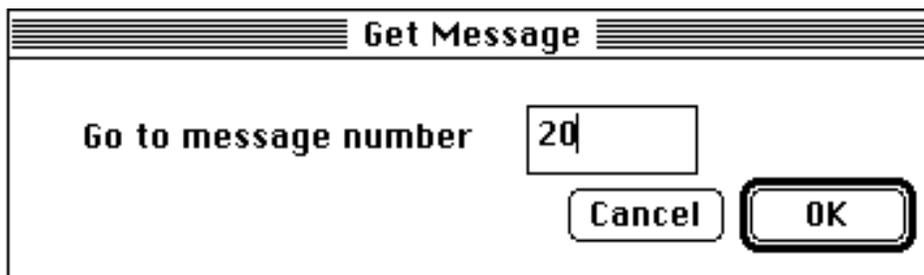


The message viewer window contains buttons to navigate through a message base, remove messages that you have sent, and reply to a given message. Only the sysop, message base administrator, or the person posting a message can remove a message from a message base.

Conference messages can be saved as text files using the Save As item from the File menu. **Message Base Navigation**

The most common way to navigate a message base is to use the left and right arrow buttons to view the previous or next message in the thread.

To select a given message by number click in the "**By Number**" button and enter the number of the message you want to read in this dialog.



If you want to see messages posted since a given date and time, click in the "**By Date**" button and select a starting point in this dialog:



Date/Time Set

Find new messages since:

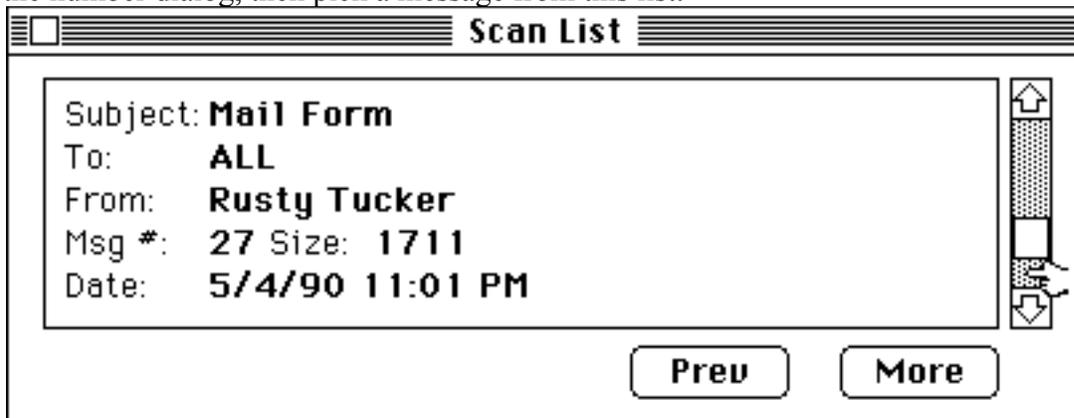
Hour: 4 Minutes: 17 AM
 PM

Month: 5 Day: 07 Year: 1990

Cancel OK

Then use the arrow buttons to navigate forward or backward within the thread from that point in time.

If you'd like to pick messages to read from a list click in the "**From List**" button, enter a starting point for the list in the number dialog, then pick a message from this list:



Scan List

Subject: **Mail Form**
To: **ALL**
From: **Rusty Tucker**
Msg #: 27 Size: 1711
Date: 5/4/90 11:01 PM

↑
↓

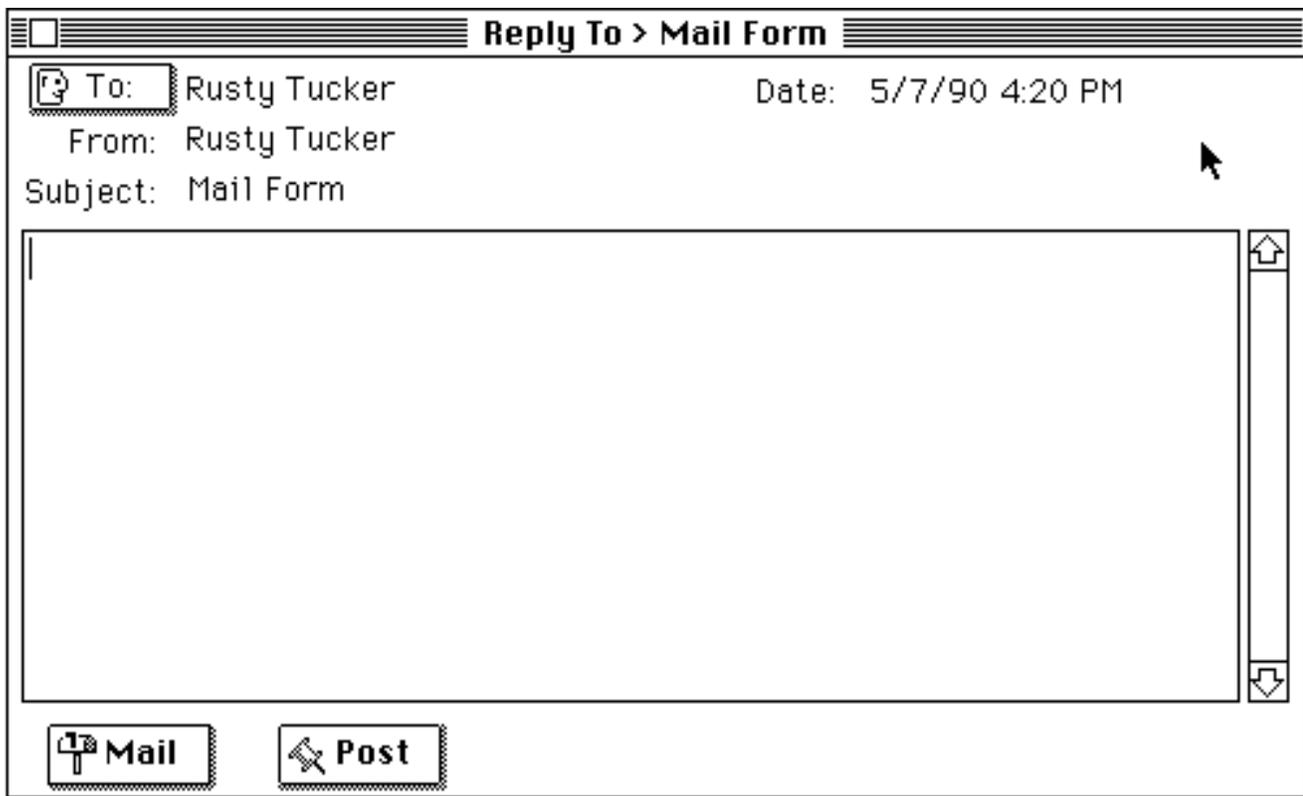
Prev More

Each scan collects up to 10 message headers. Use the scroll bar to see information on each message. When you want to read one of the messages click on its subject area in the middle of the window.

The "**Prev**" button will scan the 10 previous messages starting with the first one in the current list. The "**More**" button will scan the next 10 messages starting with the last message in your current list.

Replying to a Message

Click in the reply button to open a new message form. Your reply can be private (**Mail**), or public (**Post**).



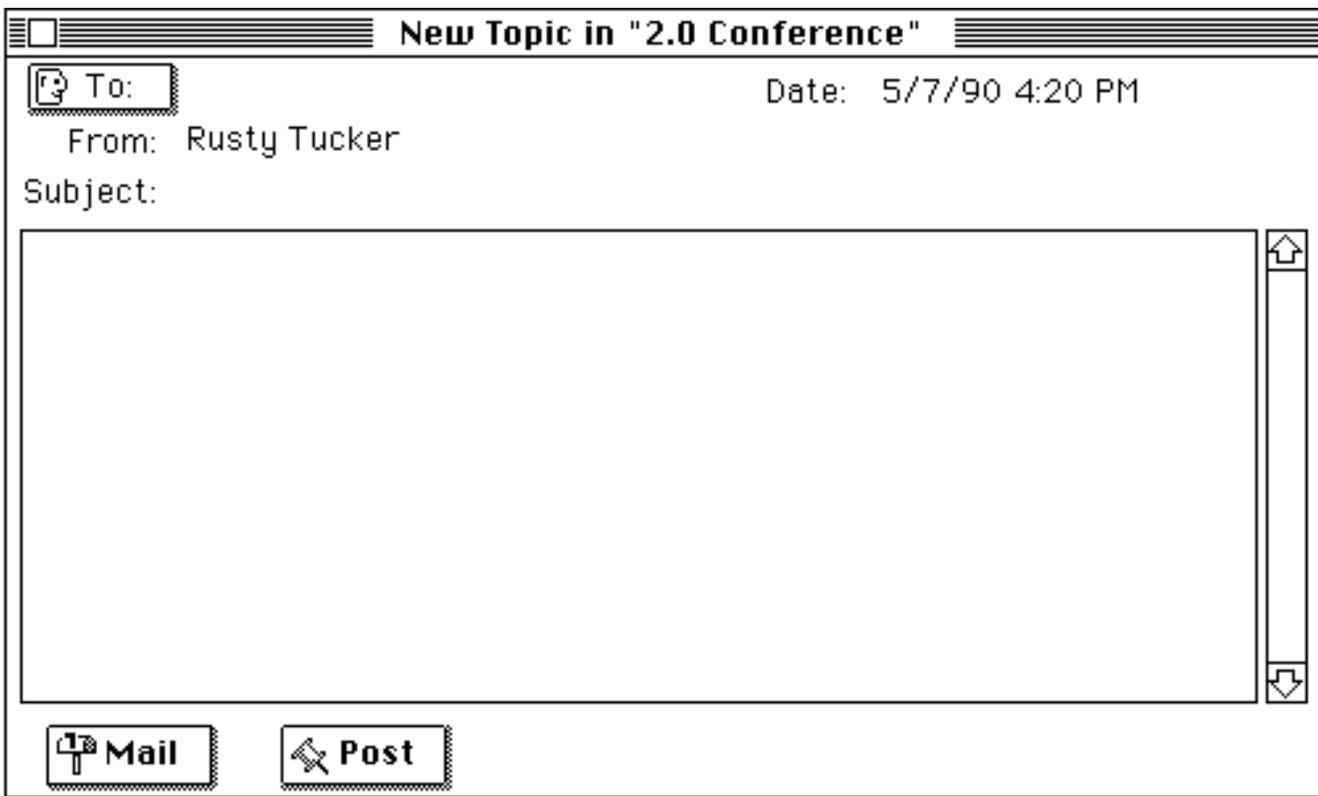
"**Mail**"- Your message is sent to the author of the message you are replying to.

"**Post**"- Your message is added as the last message in the thread you are replying to.

Creating a new topic



Bring a conference window to the front of the screen and select the **New Topic in “name of window”** item (“2.0 Conference” in this example) from the **Mail** menu. This will open a reply document as shown below:



Enter a subject, and fill in the "To" field (use ALL if you don't want to address it to anyone in particular). The Subject that you enter will become the name of the messages icon in the conference you are creating the topic in.

After you have entered your message, click in the post button to create the document on the host. If you have a long reply, you can hang up the phone and then finish entering it. Then reconnect to post it to the conference. As long as you don't close the reply window, TeleFinder will remember which conference to post it into.

Sending to a Conference folder

Each conference icon operates like the "Send" and "Drop-Box" icons do. Simply create a message with TeleFinder's text editor, or your favorite word processor, then drag the document's icon to the "conference" icon you want your message to be located in.

For example, we created a message named: "Mac IIx For Sale" using TeleFinder's text editor, then saved it, and dragged it to the desktop (on the right). We wanted this message to appear in the "Mac II" folder, in the "For Sale or Wanted" Conferences icon. To post this message in the "Mac II" Conference, drag the document icon to the "Mac II" icon as shown.



After you drag your icon as shown, TeleFinder will copy your message into the chosen conference directory using the file transfer protocol you selected from the Special menu.

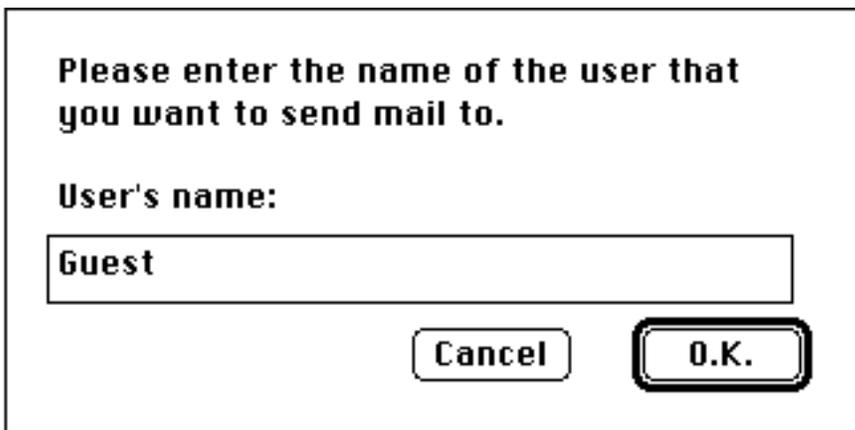
Mail System

The TeleFinder mail system is managed on the Host system using tools provided with the TeleFinder Host program.



Getting a user's drop-box

If a user has a mailbox, you will be able to tell the Host to get a user's drop-box so you can send them mail. Use the "Get the Drop-box of..." function from the Mail menu and enter the user's name.



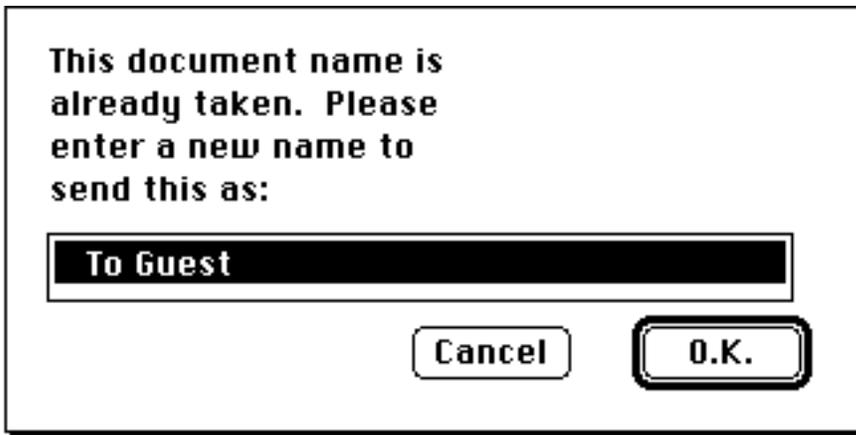
In this example, we are entering the name Guest.

When you click the "OK" button, TeleFinder will get a drop-box icon from the Host and place it on your desktop. The icon will have the name of the user's mail box, which may be something like "Guest Mail", "ABC Company", etc., The "Get Info" for this icon will display the user name that owns it.



The "drop-box" icon for the Guest User account.

Now, all you need to do is drag the icon of the document or file you want to send this person and TeleFinder will copy it into their mailbox. If the name of your document is already being used in the mailbox, you will be prompted with a dialog asking you to change the name.

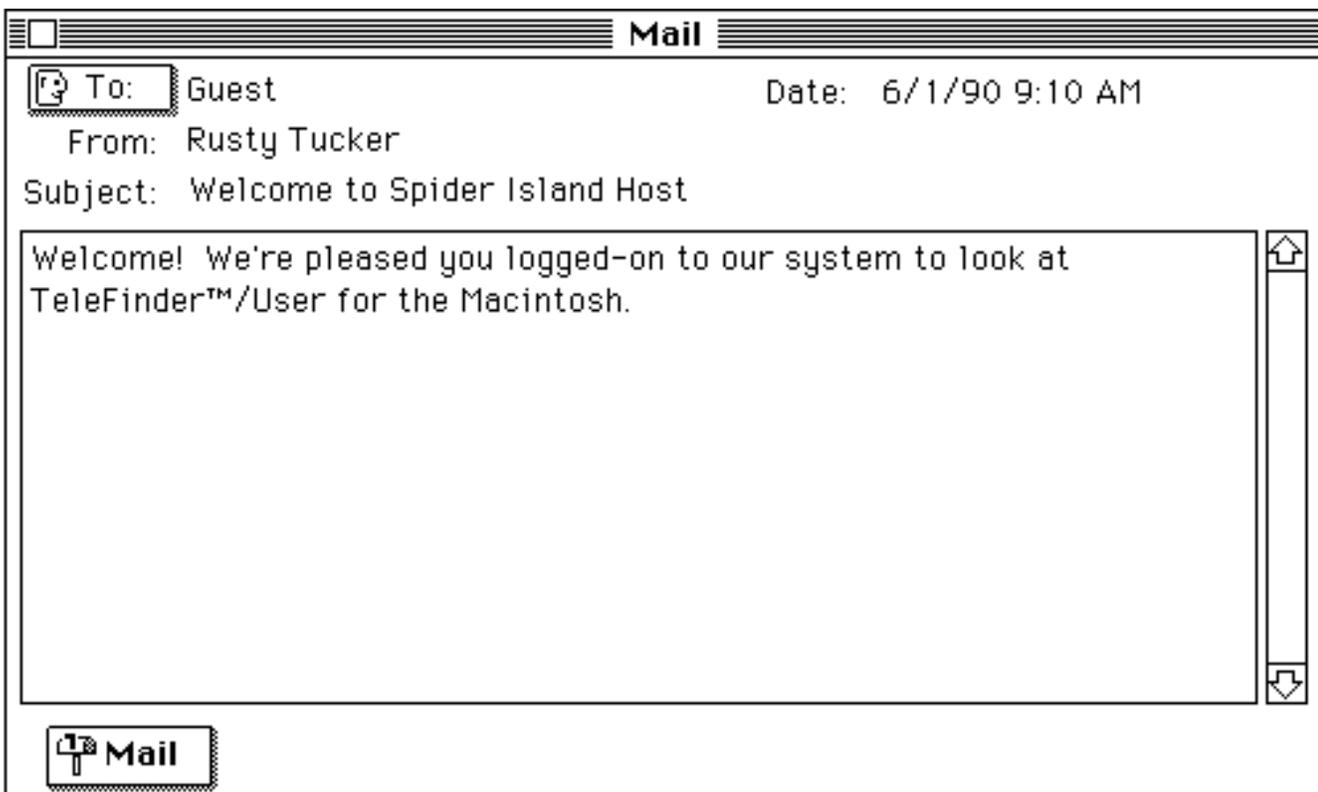


This changes the name of the document as it is sent, not as it appears in your folder window.

Addressable Mail Form

The addressable mail form is a convenient way of sending a text message to another user. It is most useful for short replies that you want to enter while you are still connected to the Host.

Choose "New Mail Form" from the **Mail** menu to open this window:

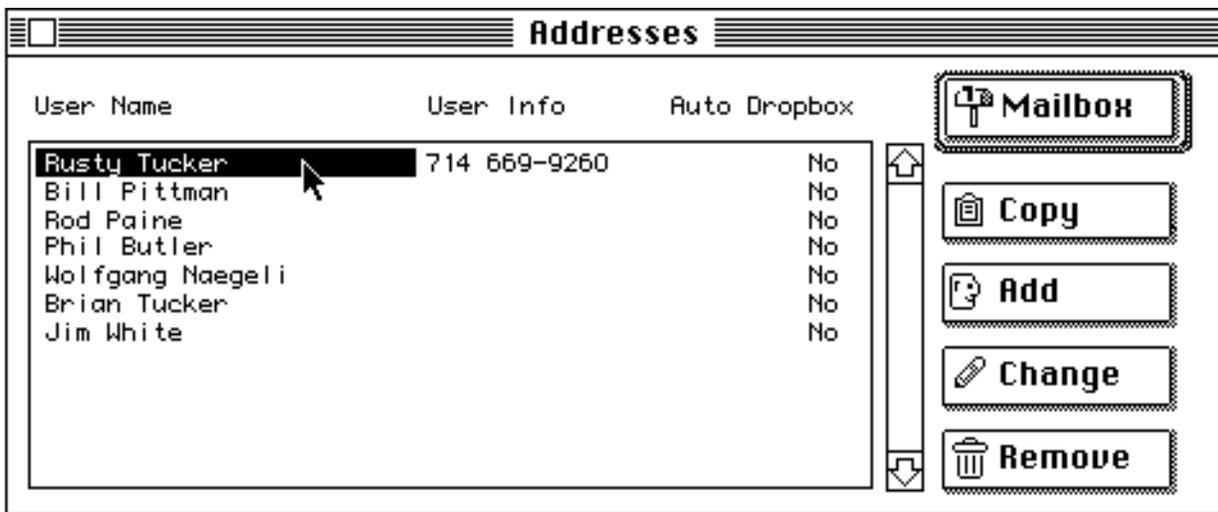


The mail form uses the same text editing commands as the built in text editor. You can address the message by clicking in the "To" button and selecting a name from your address book; or by simply entering a user's name in the field to the right of the button. If you are on-line, the "Mail" button at the bottom of the form will be active and will transmit your message as soon as you click on this button.

To conserve your time and connect costs, you should prepare long messages off-line, and then transmit them when you log-on to the Host system.

Your Address Book

Your user address book is used to store the names of other user's of your host and their phone number (optional). The address book can automatically "get the dropbox" for users entered in it each time you logon. In addition, these names are used by the "outbox" and "mail form" when addressing your mail.



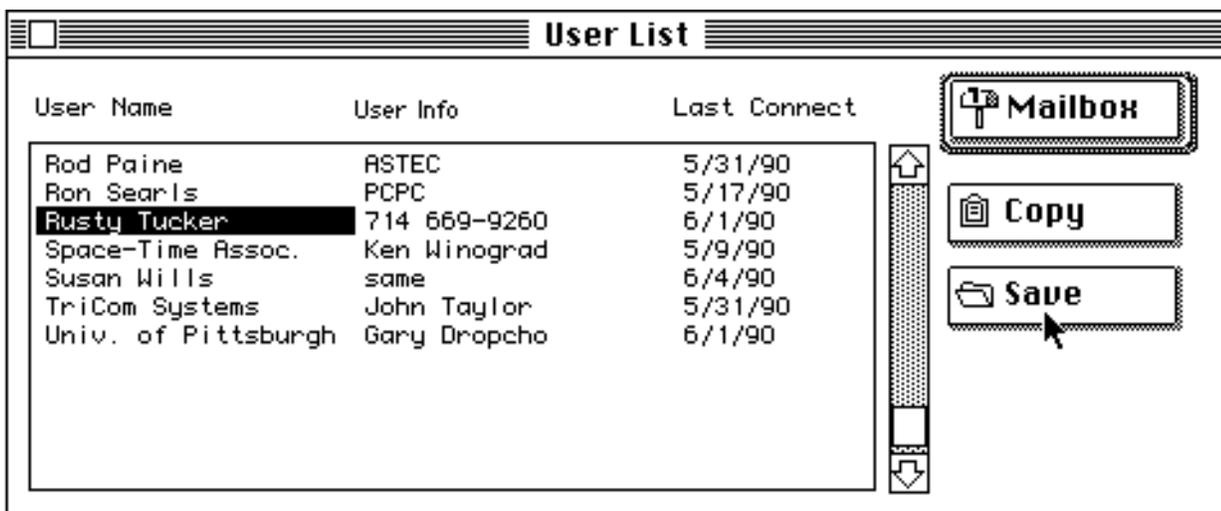
With the User Name selected, the Addresses window buttons become active.

Address Book buttons:

- **Mailbox** - Puts the dropbox of the selected user on your TeleFinder desktop when you are connected to your host.
- **Copy** - Copies the selected name to the clipboard. Once on the clipboard, it can be pasted into mail documents.
- **Add** - Brings up the dialog used to add an additional user to your address book.
- **Change** - Brings up the dialog used to change the name, phone number, or dropbox option for the selected entry.
- **Remove** - deletes the selected entry from your address book. The address book is automatically saved when you close its window or quit TeleFinder.

Locate a User Function

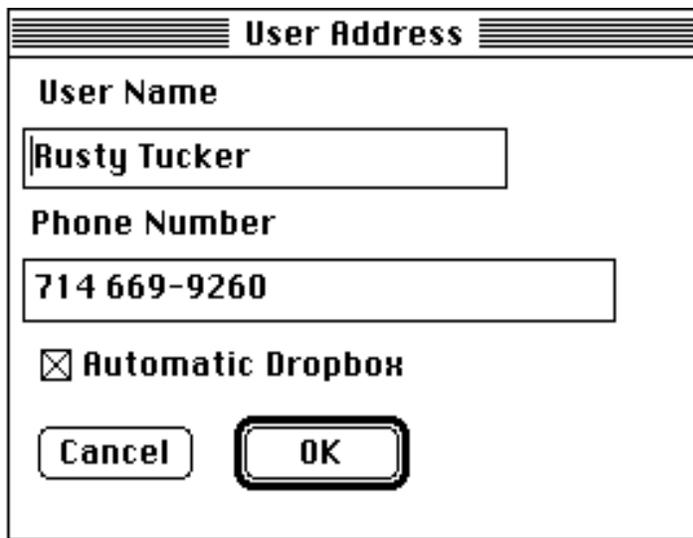
The locate user function in version 2.0 is enhanced with the ability to directly **Save** selected entries in your address book. The user window can also retrieve a users dropbox when you double click on a name, or select a name and click in the **Mailbox** button.



Clicking on the **Save** button will add the selected name to your Address book.

Changing or Adding user names to your address book

Click in the Add or Change button to bring up this dialog to edit user entries.



User Address

User Name

Phone Number

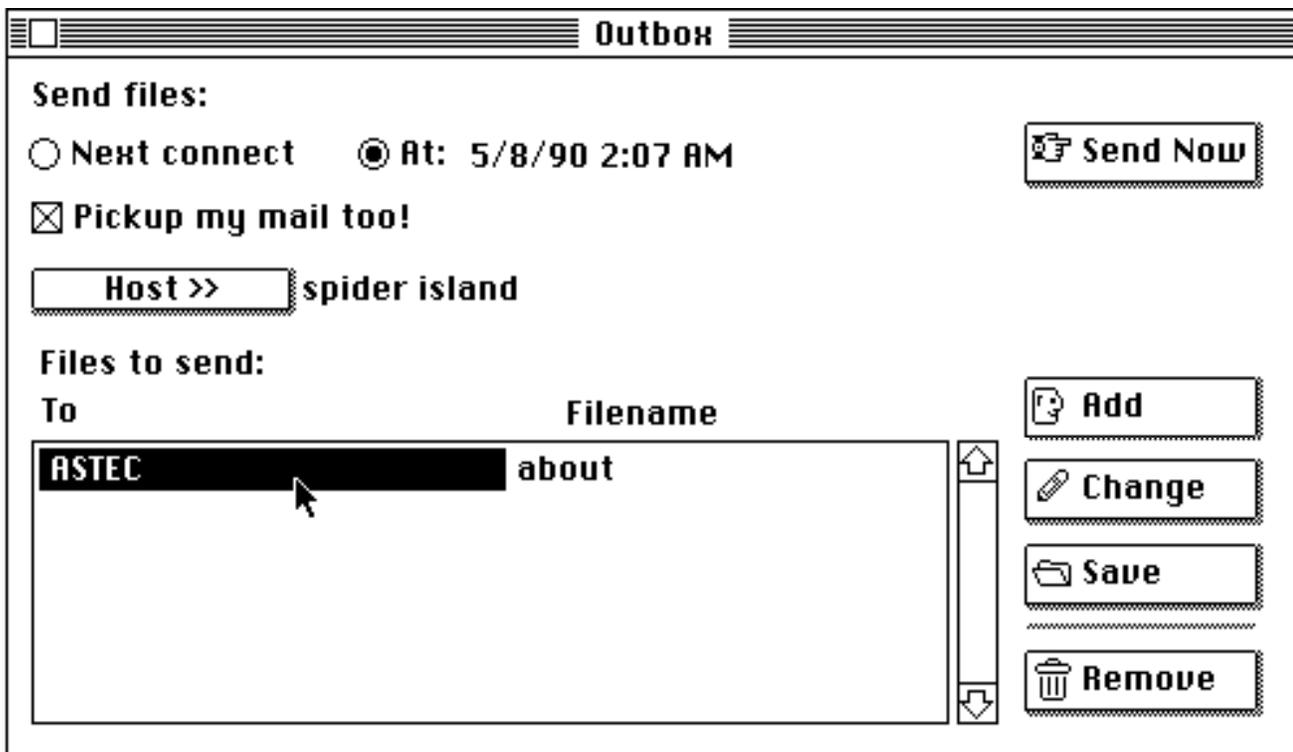
Automatic Dropbox

User names are limited to 31 characters. The phone number is optional and is limited to 19 characters. If "Automatic Dropbox" is checked, the users dropbox will be put on your TeleFinder desktop each time you logon to your host. **Using the Mail Outbox**

Automated mail delivery and pickup

The Outbox is used to automate mail delivery and pickup. Using the Outbox, TeleFinder can be configured to pickup and deliver your mail while you are doing something else. The "Outbox" file contains information from the address book, modem setups, and files on your disk to construct an internal script that TeleFinder follows to send and receive mail.

Up to 250 entries can be added to your outbox.



Outbox

Send files:

Next connect **At: 5/8/90 2:07 AM**

Pickup my mail too!

spider island

Files to send:

To	Filename
ASTEC	about

Outbox buttons

Send Files Next Connection

TeleFinder will prompt you to send files when you select hang up, or quit to end your host connection. If you click in OK the mail in your outbox will be sent, then TeleFinder will hang up the phone.



Send Files At:

When you have selected "**Send Files At:**" TeleFinder will call the Host at the time you have selected. TeleFinder must be open at the time to do this. **Send now** TeleFinder will call the Host if necessary and send your files. If you are already connected it will just send your files, then disconnect from the Host when finished.

Pickup my mail too

With the "**Send now**" or "**Send Files At**" option selected, TeleFinder will download mail from your Mailbox into the folder or disk you have selected as the default location, once it makes a connection to the Host. Mail that is successfully received will be deleted from your Mailbox.

Add

Adds a file to your Outbox.

Change

Changes the name of the user who is to receive the selected file.

Save

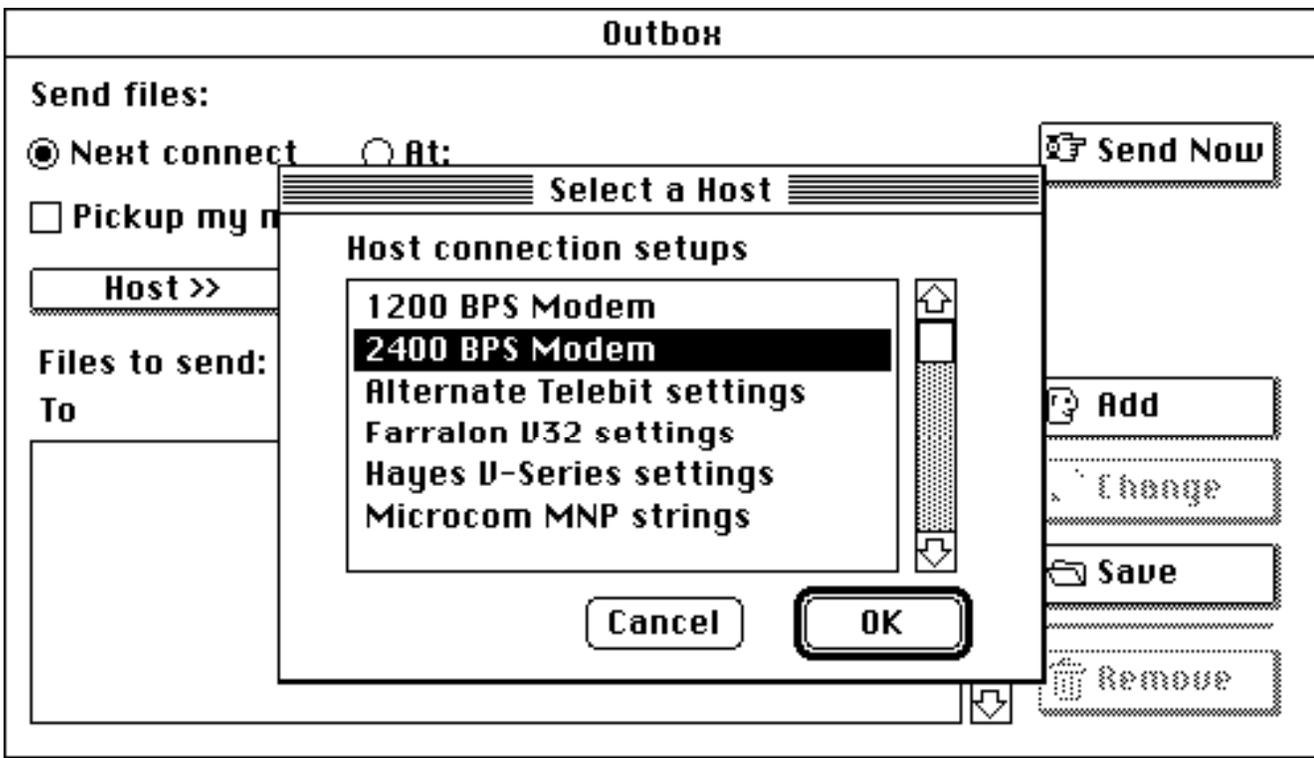
Saves your Outbox on your disk.

Remove

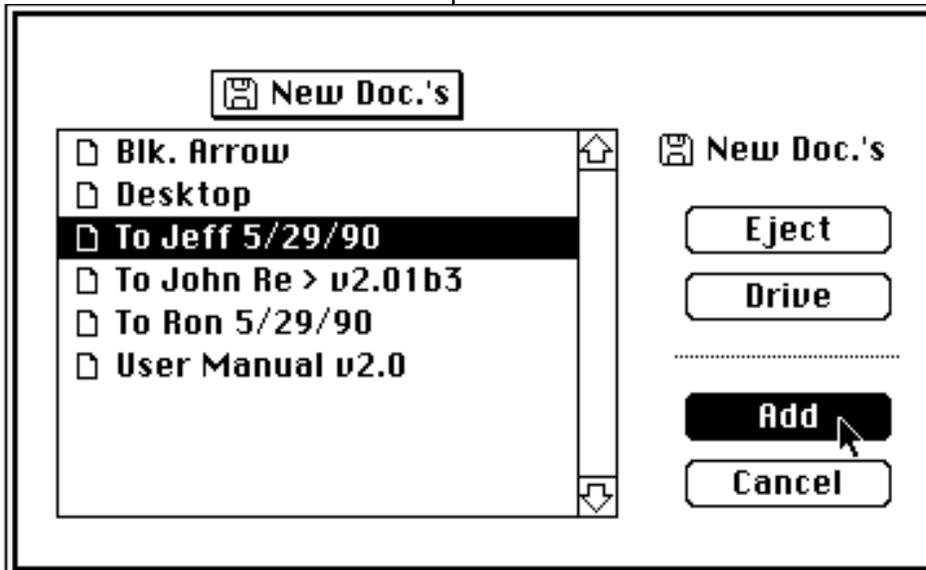
Removes the selected entry from your Outbox.

How to configure your Outbox

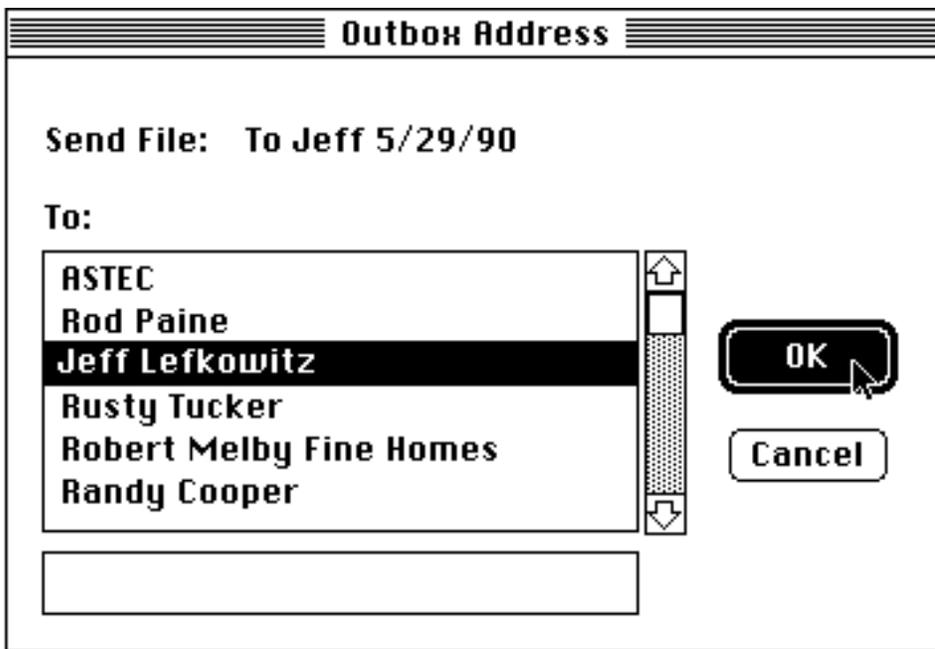
- Click in the **Host**>> button, and select a setup for your modem type from the directory:



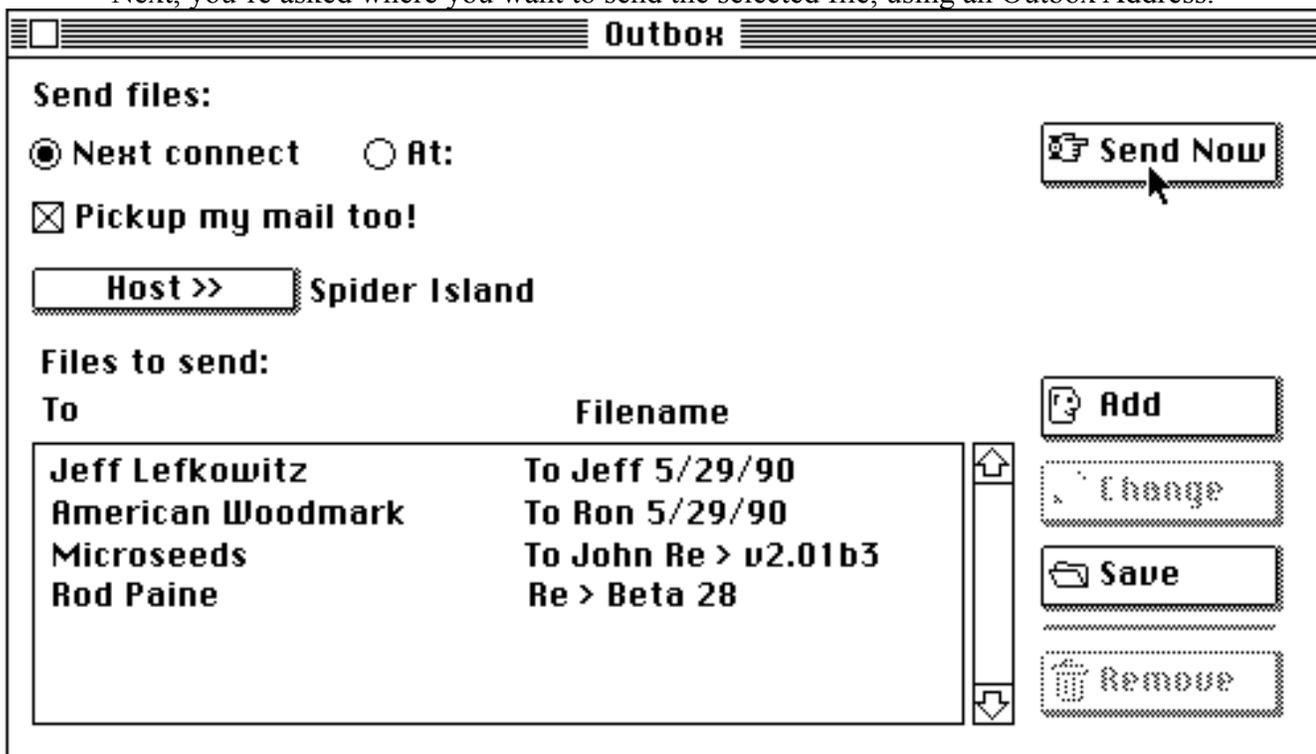
We've selected **2400 BPS Modem** in this example. Click **OK** and then click on the **Add** button.



When you click the **Add** button in the Outbox window, a standard get file window is presented for you to select the file you want to send. We're adding "To Jeff 5/29/90" in the above example.



Next, you're asked where you want to send the selected file, using an Outbox Address.



Once you have selected all the files you want to send and where they are to be sent, you can send them now, along with having any of your own mail picked up during the connection, or click the "Send Files At" button and the Date/Time Set window will appear.

A dialog box titled "Date/Time Set" with a title bar. The text "Send my mail at:" is at the top. Below it are input fields for "Hour" (5), "Minutes" (00), "Month" (5), "Day" (29), and "Year" (1990). There are radio buttons for "AM" (unselected) and "PM" (selected). At the bottom are "Cancel" and "OK" buttons, with a mouse cursor pointing to the "OK" button.

You can set the time that you want the connection to be established and TeleFinder will place the call to the Host, upload all the files to their respective Drop Boxes, download your mail, delete your downloaded mail and log-off.

TeleFinder must be active (IE: operating in the background, under MultiFinder) at the time it is supposed to call. It does not launch itself and perform these actions! Watch out for screen savers which may prevent proper access to the modem port.

Text Editing

In addition to the addressable mail form, TeleFinder has its own text editor to allow you to create, print and edit documents. Remote Text documents and MacPaint format graphics can be opened directly while you are connected to the Host, or from your local disk at any time.

Creating a new document

To open an untitled document, select the "New Text" item from the File menu. This will open an untitled window ready for you to use. The text editor is supported by the standard menu functions from the Edit and File menus including Import and Special Import.

Opening existing documents

To open an already existing text document, select the document icon with the mouse and choose "Open" from the file menu.

Special keys

The text editor supports movement of the insertion point within the document using the arrow keys and extended keyboard page up, page down, home and end keys.

Holding the Option key while using the arrow keys magnifies the movement of the insertion point. Option-up scrolls to the top of the document, Option-down scrolls to the bottom of the documents, Option-left moves to the beginning of the current line and Option-right moves to the end of the current line.

Import Text

The "Import Text" function merges a text file into your Mail Message, Conference Reply, or text documents.

When you import text to a document, the entire text from the file you open is added at the insertion point, and will replace any selected text. Import is undoable.

Special Import

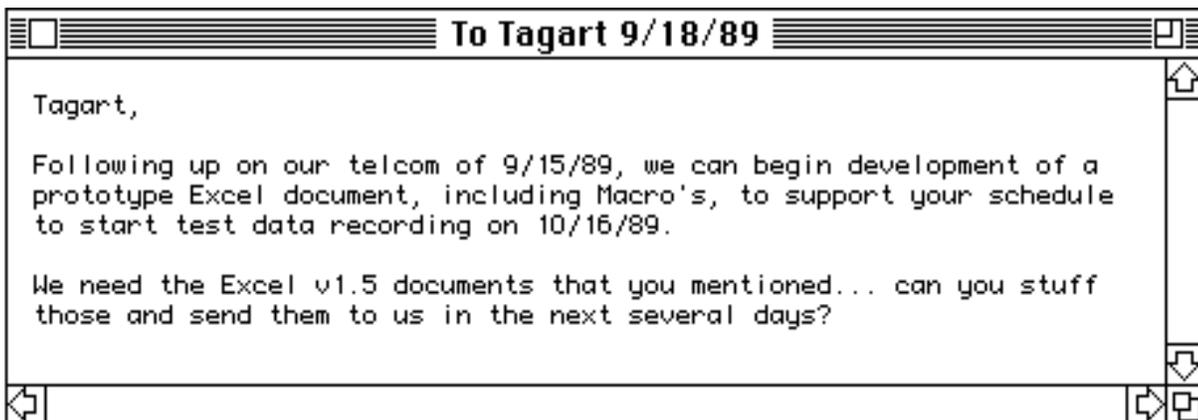
Special Import will strip unused control characters from a text file. Special Import also removes hard-carriage returns from 80 column text to promote better word wrapping.

When you need to add selected portions of a text file to a message use the "Open Text" menu item. Then copy and paste the parts you want to include. **Sending a text file directly**

If you have existing text files, or prefer to generate your text using a word processor, TeleFinder has a feature to make sending these files very easy.



Select **Open Text** and open the text file you want to send.

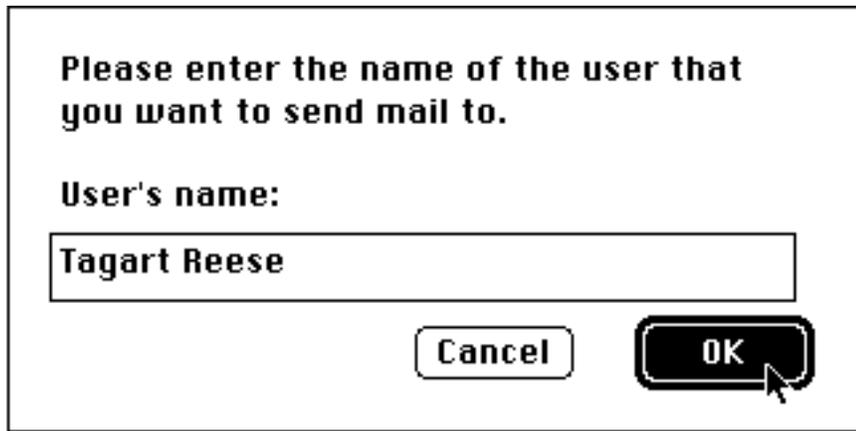


Using **Open Text**, we opened an existing text document, prepared with another application.



The dimmed "Can't send now" has become active and shows the name of our text file.

Select this item and enter the user name as you would in getting a drop-box. TeleFinder will then send your text directly and place the drop-box icon on your desktop to use for sending additional documents.



Printing

You will be restricted from printing text documents while a file is being sent. However, you can print while still connected to the host.



The printing commands will only be active when you are not sending a document, and when a window with text is in front.

If you print an especially long document while connected, the host may disconnect you after a few minutes due to inactivity.

Miscellaneous

Online chatting

The Chat Messenger is used for sending quick notes from you, to be displayed on the screen at the Host. If someone is at the host Macintosh they can send messages back to you.

The Messenger can be used even while a document is being transferred between computers.



The Chat Messenger is accessed in the **Mail** menu.



Disk Management

TeleFinder supports many of the disk management functions you might normally use the Finder for. You can:

- rename files and folders
- move icons to and from the desktop
- move files from one folder to another
- create new folders
- transfer to other applications
- use the Get Info dialog

All of the above functions operate similarly to the same functions in the Finder.

Selecting multiple icons

To select a group of icons, draw a selection rectangle around them with the mouse. A group can only be made from icons in the same window.

To remove an icon from the group, hold the shift key down while you click on the icon again. To deselect the entire group, click anywhere in the desktop. To make a group from icons in different windows, move them to the desktop before creating the group.

Renaming documents and folders

Select the icon, then click on its name. Use normal editing procedures for changing the name.

TeleFinder will not let you rename applications since this will confuse the Finder. Document names are limited to 31 characters in length, and cannot contain a colon (:). Folder names are limited to 27 characters, and cannot contain a colon either.

Ejecting disks

Drag them to the trash can to remove them from the desktop. This will not delete anything on the disk! If you want to eject a disk from the internal drive without closing it, use the Command-Shift-1 keys.

Deleting documents

You can delete a document or application by dragging it to the trash can. TeleFinder empties the trash *immediately* after you confirm it with the O.K. button.

Creating folders

To create a new folder, bring a local folder window to the front and select the "New Folder" item from the File menu. This will create a new "Empty Folder" in that window. If an Empty Folder already exists, you will be prompted with a dialog asking you for a new name.

Configurations for high speed, or special feature modems

You can configure TeleFinder for special feature modems by changing the Wake-up and Initialization strings to whatever you need.

Flow control can be enabled from the Modem menu. TeleFinder selects No Flow control when it is opened. You can change this to CTS Flow control, or to CTS/DTR Flow Control if you have the special cable this requires. TeleFinder does not need to use flow control with standard 1200/2400 baud modems and will use its own internal pacing to insure data integrity.

If your modem is not listed here, please call your Host operator for help, or follow these general guidelines:

- If you are using a 1200, or 2400 bps modem use the settings shown in the "Making Your First Connection" chapter.
- If your modem has settings to adjust its flow control you'll want to be sure you're using either "No Flow Control" or "Hardware Flow control".
- With high-speed modems there is usually a register or AT command that defines how the modem responds to XON and XOFF characters. This must be set to allow the modem to "pass-through" XONs and XOFFs.
- Many modems that are equipped with MNP usually have an option for changing the DTE speed after making a connection. This will be called "Speed Conversion", or "Speed Buffering" in your modem's user manual. If you have "Speed Conversion" enabled on your modem, turn OFF the Adjust BPS in the dialer.

The standard commands used by TeleFinder

TeleFinder works best when the following standard commands are included in your modem strings. If your modem has these options set as default, you may omit them from your dial string.

- E1** - This enables the echoing of commands from the modem.
- X4** - This tells the modem to display full connect messages. TeleFinder needs the full connect message to determine the connection speed.
- Q0** - This tells the modem to display results of commands and connections.
- S7 = 45** - Tells the modem to wait up to 30 seconds to complete a connection.
- V1** - Tells the modem to display results as text, not numbers

Using MultiFinder

TeleFinder can operate within the MultiFinder environment and transfer files while in the background.

If you are transferring a file while TeleFinder is running as a background application you'll need to be careful to avoid operations in the foreground application that can be very time consuming (such as printing, spell-checking or opening very large documents.).

Some applications will fail to give TeleFinder enough of the Macintosh's CPU time. This can cause file transfers to be canceled by the host if your program stops responding to it for an extended period of time. This is not very common unless another application is printing, and with older revisions of some screen-savers.

Memory Considerations

TeleFinder requires a minimum of 375K to connect and transfer files, and 512K to be able to open graphics files. You can adjust the memory partition allocated to TeleFinder in the Finder's "Get Info" dialog.

Trouble Shooting

This section will help you with problems that you may encounter when using TeleFinder. TeleFinder has been designed and extensively tested to avoid problems. However, in many ways computer communications is more of an art, than a science.

Occasionally you may run across modems that you cannot connect with, or poor quality telephone lines that are not suitable for data. This software may not be able to overcome those obstacles, just as it will not run on a disk drive that is malfunctioning.

This chapter will address the problems you can overcome, and help point out when it may not be a software or set-up problem, but rather a hardware or telephone system problem.

Dialing Failures

If you are having trouble getting connected with the dialer, try working through these procedures.

- **The modem does not respond** - TeleFinder will display a message to you saying; the Modem is not responding, please check the cables, baud rate or modem strings. If you get this message, it means that your modem did not respond with the "OK" response after TeleFinder sent it the wake-up or initialization string.

This can occur when:

- 1 One of the initialization strings is too long;
- 2 There is an illegal command in the string;
- 3 The modem is turned off;
- 4 The cable is loose;
- 5 The modem is not connected to the port you have selected;
- 6 Modem will not respond to the speed you have selected.

- First, try changing both the "wake-up" and "initialization" strings to simply "AT". If TeleFinder dials the phone, the problem is probably number 1 or 2, and not the others.
- If it still fails to dial, try power cycling (turning the modem off, then on again). Wait several seconds to redial. If it works now, it usually means that the modem had a system crash. Put your original strings in and try again.
- If you are still having trouble, power cycle again and try dialing at a different speed, say 2400 or 1200 bps. Most modems have a preferred communication speed, for 2400 bps modems it is 2400, 1200 bps modems are 1200. High speed modems may prefer 9600 bps.
- If you think that the problem is in the command string, you can try adding each command back in individually until you have a problem again. Leave the problem command out.
- Sometimes the "wake up" works best if it is simply "AT". If this is the case, you'll need to put the commands in the initialization string only.
- In some cases, using the "Hang Up" command may help to clear the modem and prepare it for dialing.
- Check to make sure the "Use break to reset" option is not selected. The break will confuse a modem if it is not expecting it.

Connection Failures

Connection failures usually occur when incompatible modems try to connect, or when there is a gross mismatch between the settings you are using, compared to the settings the host uses.

When there is a connection failure, TeleFinder will display the message "No computer answered" in the dialing window. This type of failure can often be resolved with different modem settings, but may require a change in hardware.

A connection failure can occur for the following reasons:

- 1 The S7 register did not allow sufficient time to complete the modem's handshaking.

- 2 The host had just completed a call, and is busy reinitializing the modem.
- 3 A very poor quality telephone connection.
- 4 When the host modem does not support the modem you are calling in with.
- 5 The settings on the Host or calling modem are set-up to support higher level protocols (like MNP), and do not "fallback".
- 6 The modem cable is not wired correctly, for the type of modem you are using.

- The first two reasons are the most common. If you try calling the number back after a minute and get a connection, it is likely that the host was busy reinitializing after a call.
- If you still have a problem, make sure that the S7=45 command is in your initialization. Increasing this time may help when you are calling a modem that supports more features than the one you are calling with. For instance, if you are calling a V.32 modem or Trailblazer with a standard 2400 bps modem, the host will try to connect first at its top speed, then fallback rate by rate until it hits upon your speed. This fallback process can be time consuming, and may exceed the 45 seconds that is standard for the S7 connect timer.
- If the connection failed because of a poor quality line, you may be able to call back and make a connection on the second try. This is quite rare with higher quality modems.
- The last two problems can be resolved with a call to your host operator, tell him the modem and settings you are using. He can probably adjust the settings on his end to resolve any difficulty. If problems persist, you will want to call the manufacturer of the modem and ask for a solution.

Communications Failures

This type of failure generally shows up after the connection is made. Symptoms of communications failures are:

- 1 High retransmit rates during file transfers.
- 2 Slow updates of folder windows after opening them.
- 3 Alerts such as: "The host is not responding, do you want to try again?"
- 4 Retransmitting more than 10% of the total number of packets during a file transfer.

- If you only have a problem with high-retransmit rates during file transfers, the first thing you should try is to deselect the 1K blocks feature in the Special menu. TeleFinder will then send your files in smaller pieces, reducing the chance of errors affecting your data.
- This type of problem generally occurs when there are a large number of data-errors occurring. TeleFinder will retransmit data when it is found to contain an error created during transmission. The need to continually retransmit data slows TeleFinder down.
- Sometimes these same symptoms will show up in a very severe fashion. This is most likely caused by your modem failing to accurately transmit certain characters. Text-based systems commonly use XON and XOFF characters to pause text while it is being displayed on a terminal. Some modem manufacturers have built this in to their modems and you will need to disable this feature. Check that the modem settings you are using will allow you to send these characters through your modem.
- If you suspect a problem with your telephone line quality, don't hesitate to call your phone company and ask for your line to be tested. Try the line yourself for voice quality. Is the other person's voice faint, or are there occasional bursts of static? If so, this is a problem your phone company can correct. Most problems like this are caused by a poor connection at the street box, or the telephone closet in your building.