

## Tel-Me Version 3.0 - Late Breaking Features

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This document contains important information not available in the Tel-Me User Guide or in On-line Help. Please ensure that you do read the Help on each Product as it contains data limitations specific to each Product. In addition, any limits of liability are included in the On-Line Help.

### Using Write to View This Document

This document will be easier to read if you enlarge the Write window to its maximum size by clicking the Maximise button in the upper-right corner of the window. Alternatively, open the Control menu in the upper-left corner of the Write window (press ALT+SPACEBAR), and then choose the Maximise command.

To move through the document, press PAGE UP or PAGE DOWN or click the arrows at the top and bottom of the scroll bar along the right side of the Write window.

To print the document, choose Print from the File menu.

For Help on using Write, press F1.

To read other documents, choose Open from the File menu.

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#### 1. KNOWN BUGS & INCOMPATIBILITIES

This section describes problems with the software which you may need to be aware of and where possible, workarounds to help minimise difficulties.

Communications Setup

- When installing Tel-Me onto an NEC Versa V33 portable system, with the PCMCIA driver software loaded but no PCMCIA device present, on autosensing, a message box is displayed correctly advising that no PCMCIA device is present. When OK is clicked, the message box is displayed a further two times. The message box is generated by the PCMCIA driver and is not part of Tel-Me Setup.

#### British Rail

- On some colour printers, you may be asked to insert a colour ribbon/cartridge even though the print is totally in black and white.

#### Weather & Infocheck Company Profiler

- If you are using the Windows for Workgroups Clipboard to share screen images, some of the specialised colours will cease to be supported. With the Infocheck Company Profiler it is possible to work around this by setting the background colour to white.
- Due to the time involved in collecting data, Historical Weather information will be available at around noon on the subsequent day.

#### Mapper

- Problems may be experienced if a Main Road map enquiry is made whilst in extended view following a Detailed map enquiry. Any further detailed maps for that entry may not be displayed correctly.
- This problem can be eliminated by initially requesting a Main Road map before any Detailed maps.

#### General

- The Upgrade utility may be run only from a local installation. Users of a Network installation who wish to upgrade their software should first install Tel-Me on a local PC.
- Certain graphics card/driver combinations have been found to experience difficulties when updating screens. Where this happens, we would recommend that an alternate/updated graphics driver be loaded. In the case of Tel-Me E-Mail, an alternative answer would be to edit the TELME.INI file (found within the Tel-Me install directory) and replace the setting

[E-Mail]  
DisableSmallIcons=0

with

[E-Mail]  
DisableSmallIcons=1

The other settings within the [E-Mail] section should be left unaltered.

- To ensure that transferred files are not deleted in error, it will be found that deleting an E-Mail library entry from the main screen will not result in any attached files also being deleted. Should a requirement to delete such files exist, they may be deleted

from the extended information screen, or alternatively manually deleted from the \EMAIL\FILES directory that may be found within the install directory.

## 2. OPTIMISING PERFORMANCE

- It has been found that running IBM PC DOS as opposed to MS DOS, or running Windows for Workgroups on a network may result in reduced communications performance on low to medium specification machines. To counteract this, it is recommended that your system have 32-bit file access enabled where this option is available. The use of the supplied Cybercom.Drv communications driver in conjunction with a 16550 UART based serial port is also highly recommended. For further details on how to utilize the Cybercom.Drv communications driver, please contact Tel-Me Technical Support on 0345 225577.

## 3. OS / 2 CONFIGURATION.

- OS/2 WARP Optional Setting for Tel-Me

OS/2 Settings for a Tel-Me session may need specific changes to WIN-OS/2 settings.

From either the desktop Tel-Me icon or from WIN-OS/2 Group, Tel-Me Group, highlight the Tel-Me icon and press the RIGHT mouse button.

Select Settings and from tab list on right side of window select Session.

Check that WIN-OS/2 window radio button is checked, then select box WIN-OS/2 settings.

Check radio button All DOS and WIN-OS/2 setting, click on OK.

Check or Amend the following for optimum Tel-Me Communications performance;

WIN_RUN_MODE	3.1 Enhanced Compatibility
WIN_DDE	ON
WIN_CLIPBOARD	ON
WIN_ATM	OFF
COM_DIRECT_ACCESS	OFF
COM_HOLD	ON (Critical to set to ON)
COM_RECEIVE_BUFFER_FLUSH	NONE
COM_SELECT	ALL
DOS_BACKGROUND_EXECUTION	ON
HW_ROM_TO_RAM	OFF
HW_TIMER	OFF
INT_DURING_IO	OFF
VIDEO_ROM_EMULATION	ON

Settings not listed above can be left to their Defaults.

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#### 4. SETTING UP MODEMS

Below is a list of problems that you may encounter when trying to install the Tel-Me software or setting up your modem for the Tel-Me service.

1. Your modem is not on the list of supported modems.

If your modem is not on the list of supported modems, please select the Hayes compatible from the list and try this before contacting technical support.

2. When Tel-Me has finished installing you should have a group of icons, if the install program does not create the icons this may be due to the fact you are using a different shell program. (The default shell for Windows 3.xx is PROGMAN.EXE and for Windows 95 it is EXPLORER.EXE. If the install program does not create the icons on your machine you may have to create them manually. (Please see PROGRAM COMMAND LINES).

3. If when you are loading Tel-Me you get an error message saying HARNESS caused an error in module MFC250.DLL, please copy the file MFC250.DLL from the Tel-Me disk 1 to your WINDOWS\SYSTEM directory and then restart Windows.

4. If you are using your modem through a switch board you may have problems getting it to connect to the Tel-Me service.

Q. Do you get a dial tone when you press 9 to obtain a line.

A. If you do not get a dial tone when you press 9 to obtain a line you will need to change the modems response codes. To do this add X1 to the end of your modem initialization string, this will stop the modem from telling you that it can not find a dial tone. To change this you need to edit the TELME.INI file and add X1 on to the end of the line labeled INITSTR= under the section labeled [MODEM].

Q. Does it take a while for you to get an outside line from your switchboard.

A. Some switchboards can take a long time to give you an outside line, this can causes the modem to time-out before it connects to the Tel-Me service. If this happens on your switchboard you can change the time-out setting in the TELME.INI file, under the section [MODEM] you will see a line that says DEFTIMEOUT=30 change this to 60 and then try again.

Please remember that a modem is an analogue device and can not be used through a Digital switchboard unless you have converters.

#### 5. PRINTING PROBLEMS

When printing in journey planner using a HP Laserjet 4 printer under Windows 95 you may find that the AA road watch icons print as black squares, this can be rectified by changing the printer driver to print using RASTER graphics instead of VECTOR.

If you have this problem using Windows 3.xx make sure your driver is set to use HPGL2 for graphics.

#### 6. PORTING EXISTING E-MAIL ID's TO TEL-ME V3.00

When Tel-Me v3.00 is loaded and E-Mail selected for the first time, a message box will prompt to import your old e-mail address details;

"? Do you wish to import your old E-Mail address book" (Yes / No) !!CAUTION!!

To keep existing e-mail addresses from previous Tel-Me v2.?? and port to the new Tel-Me v3.00, press Enter/Return or Click on YES.

NB: If NO is selected none of the original user e-mail addresses will be ported to the new Tel-Me v3.00

The message "Importing Old E-Mail Address Book...Please Wait" and a gauge bar will be displayed.

Tel-Me v3.00 has an updated e-mail address book with specific requirements, one of which is that each address entry must have a Unique Name.

Some addresses that exist with the previous version of Tel-Me will conflict with address book entries in the new release of Tel-Me v3.00.

- ° Whenever a conflict is found a message box called "Tel-Me Address Book" will appear indicating "Duplicate name found in the old address book" and will prompt for a name change. Click OK to continue.

When the "Edit Person" message box displays, the FULL NAME line will be Highlighted. Hold down the ALT key and press the letter U or press the TAB key.

This will put the existing name into the Unique Name field followed by the message box "Duplicate Name". Press Enter/Return or Click on Edit Existing.

The Edit Person message box will display again with the Cursor flashing at the beginning of the Unique Name line, type in OLD followed by a SPACE and Click OK.

The search for additional e-mails will continue. Any duplicates found refer to ° above