



What is Tel-Me?

- Tel-Me is an intelligent information retrieval system that is fast and easy to use.
- Tel-Me provides instant access to a constantly updated database covering a wide range of useful information.
- Tel-Me's intuitive user interface makes information retrieval fast and extremely cost effective.
- Tel-Me is of significant value for both business and individual use.



See also

[How Do I Use Tel-Me Products?](#)

[What Can the Products Do?](#)



What is Tel-Me?

- Tel-Me is an intelligent information retrieval system that is fast and easy to use.
- Tel-Me provides instant access to a constantly updated database covering a wide range of useful information.
- Tel-Me's intuitive user interface makes information retrieval fast and extremely cost effective.
- Tel-Me is of significant value for both business and individual use.

Tel-Me enables access to a range of information sources supplied by leading data providers and is designed so that no technical skills are required. The "easy to use" approach ensures that once one Tel-Me product has been mastered, all can be used with ease.

PhoneLink's proprietary "Data Engine" technology which drives Tel-Me, locates and extracts information to answer all enquiries in seconds. Answers are stored automatically allowing the information to be accessed immediately or at any time, at no additional cost.

PhoneLink's commitment to enhancing existing products and an extensive development programme means that new services will be provided to Tel-Me subscribers without charge.

See also

[How Do I Use Tel-Me Products?](#)

[What Can the Products Do?](#)



Main Contents

[What is Tel-Me?](#)

[What Can the Products Do?](#)

[Using the Tel-Me Products](#)

[A Typical Enquiry Sequence](#)

[Enquiry Charges](#)

How to:

[Find Out About a Destination](#)

[Decide Which Company Profiler to Use](#)

[Manage the Tel-Me Library](#)

[Change your Password and/or User ID](#)

The Tel-Me Product Range:

[Internet E-Mail](#)

[PA News](#)

[British Rail](#)

[Worldspan Travel](#)

[AA Journey Planner](#)

[AA Travelogue](#)

[Expotel](#)

[Mapper](#)

[Thomson Classified](#)

[Business Finder](#)

[Teledirectory](#)

[Weather](#)


[CCN Profiler](#)

[Infocheck Profiler](#)

[DeskMail](#)

[Postcoder](#)

[What's New](#)

When you see this button  , press it to see more about the current topic.



What Can the Products Do?



[Internet E-Mail](#)



[PA News](#)



[British Rail Planner](#)



[Worldspan Travel](#)



[AA Journey Planner](#)



[AA Travelogue](#)



[Expotel](#)



[Mapper](#)



[Thomson Classified](#)



[Thomson Business Finder](#)



[Teledirectory](#)



[Weather](#)



[CCN Company Profiler](#)



[Infocheck Company Profiler](#)



[DeskMail](#)



[Postcoder](#)



[What's New](#)

See also

[How Do I Use Tel-Me Products?](#)



What Can I Find Out About a Destination?

- Use [Journey Planner](#) to find the most suitable route by road to your chosen destination. The AA RoadWatch option within Journey Planner then allows you to check if there are any roadworks, traffic accidents or other hold-ups which should be avoided on your chosen route.
- Use [Mapper](#) to look at the major roads around your destination and then get a detailed street plan for the precise location. You can customise the maps using the Colours dialogue box and the Lines option accessible from the Extended Information Screen and print the result.
- Use [Worldspan Travel](#) to discover, and optionally book, airline flights to almost any destination world-wide.
- Use [British Rail Planner](#) to discover the best route and times for traveling there by train.
- Use [AA Travelogue](#) to find Hotels, Restaurants, Guest Houses, Camping Sites, Days Out and Golf Clubs near to your destination.
- Use [Expotel](#) to locate and book Hotels near to your destination.
- Use [Weather](#) to see the forecast at your destination, including European cities and resorts.
- Use [Thomson Classified](#) to find a list of companies in a particular line of business.

See also

[How Do I Use Tel-Me Products?](#)

[What Can the Products Do?](#)



Using the Tel-Me Products

All Products in the Tel-Me range have been designed around a common format to minimise the learning process. Having started Tel-Me, you can select any product using one of three methods.

The main Tel-Me screen is split into two main sections:

The Product Area on the left, and the Library on the right.

Enquiries are typed into the Product Area and the replies are stored in the Library. Although part of the answer will be displayed immediately in the Product Area, the full answer is always accessible by double clicking on the Library entry. This opens an Extended Information Screen.

For more information about specific products:

Internet E-Mail

PA News

British Rail

Worldspan Travel

AA Journey Planner

AA Travelogue

Expotel

Mapper

Thomson Classified

Business Finder

Teledirectory

Weather

CCN Profiler

Infocheck Profiler

DeskMail

Postcoder

What's New



What Each Company Profiler Tells You

Two separate company profilers are available using data from different organisations, namely Infocheck and CCN. The reports are designed to be complementary, offering a fairly comprehensive view of a company. Another advantage of having separate sources available, is the ability to have a "second opinion".

Both datasets are divided into sections, the contents of which are explained on screen. Both reports contain analyses of the company's financial position.

Click on the subjects below to see a comparison of how each profiler provides the relevant information:

[The Type of Company Information Available](#)

[Searching for Previous Company Names](#)

[How the Profile Information is Presented](#)

[The Structure of the Profile Information](#)

For more about each profiler:

[The Infocheck Company Profiler](#)

[The CCN Company Profiler](#)

Tel-Me Tel-Me

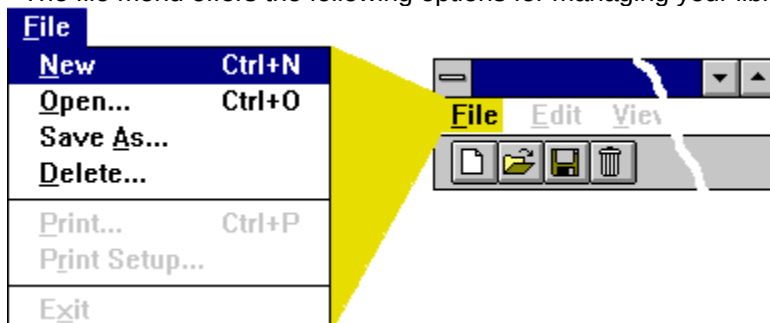
The Library Area

Tel-Me automatically maintains a library of enquiries and the subsequent responses. The library is located on the right hand side of the main Tel-Me screen and each enquiry is stored using the icon from its originating product.

The name of the library is displayed at the top of the window and the thin bar running down the left side indicates when the window has focus. To focus on the library window, either click directly on it with the mouse or select the Library option from the Window menu. Double clicking on an entry will open the appropriate Extended Information Screen.

During installation, Tel-Me creates a library called **Default** in a directory of the same name. All enquiries are saved to this directory and some periodical management may be needed to avoid occupying too much storage space.

The file menu offers the following options for managing your libraries:



Click on the required item for more information.

See also

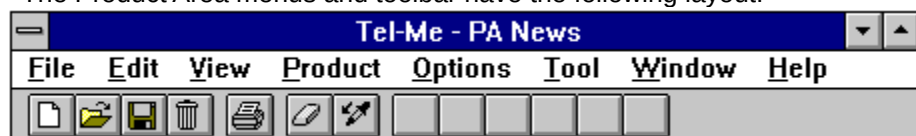
Disk Space Requirements and Deleting Library Items.

Tel-Me Tel-Me

The Product Area

The Product Area occupies the left side of the main Tel-Me screen and is provided by the currently selected product, though its overall layout follows a common theme. Keyboard entry is only accepted when the window is selected (i.e. it has focus) and this is indicated by the colour of the thin bar running down the left side.

The Product Area menus and toolbar have the following layout:



Click on the required item for more information.

Enquiries are entered into the Input Area at the top of the Product Area and then sent across the communications line. When the answer is received, the Tel-Me logo in the lower portion of the screen is replaced by the **Immediate Results Area** giving part, or all, of the answer. In some products you can make further selections from this area. A magnifying glass button will also appear and clicking on this will open an Extended Information Screen for detailed viewing of the results.

At the foot of the Tel-Me screen is the Status Bar.

See also

[Transferring to and from the Product Area](#)

[Typical Enquiry Sequence](#)

[Managing Libraries](#)



The Input Area

This is the top portion of the Product Area, that is situated in the main Tel-Me screen. Its precise format depends on the current product, though it will always include a series of fields (boxes in which you can type your enquiry), in addition to **Send** and **Cancel** buttons.

To enter information into a field, first shift the focus to it either by clicking on it with the mouse or by pressing the TAB key repeatedly until it is selected.

Having entered the appropriate information, you may wish to add your own reference. Finally, pressing **Send** will request the information. Even while the enquiry is in transit you can make further enquiries.

You can abandon the current enquiry by pressing **Cancel** or selecting **Clear** from the Edit menu. Selecting **Restore** from the same Edit menu will reinstate the last enquiry sent. You can also reinstate an older enquiry by highlighting the appropriate entry in the library before selecting Restore.

See also

Typical Enquiry Sequence



Typical Enquiry Sequence

The following steps illustrate the making and viewing of a simple enquiry. The points are all general, so you will need to consult the appropriate help screens for detail on a specific product.

1. Starting from the Product Area, switch to the appropriate product by selecting the Products menu and choosing one from the list. Products can also be selected by pressing the appropriate button on the icon bar.
2. Enter the relevant (product-specific) details in the input fields (with a reference if so desired) and click on **Send**. The Send button is greyed out until the minimum level of information has been entered.
3. Make additional selections in the Product Area where appropriate.
4. Observe the addition of a new entry to the Library area, the text of which is initially grey. When the text turns black, the response has returned and the Product Area should contain at least a summary of the information.
5. Click on the magnifying glass button to open an Extended Information Screen with the full details. At this stage it is usually possible to analyse and manipulate the response.

See also

Input Area



The Extended Information Screen

This is the screen from which you can view the detailed response to any enquiry. It is always available by double clicking on an entry in the [Library](#) area, or, if for the most recent enquiry, by pressing the magnifying glass button in the [Product Area](#).

The Extended Information Screen can be treated just like any other Windows screen for closing, resizing and minimising. The following functions are standard across all products.



Click on the required item for more information.

The help screens for each product contain fully illustrated explanations for their respective toolbars.

See also

[Transferring to and from the Extended Information Screen](#)

[Typical Enquiry Sequence](#)

[Input Area](#)



Changing Your Password and/or User ID

When your Tel-Me package is first installed you are provided with a ten digit User Identification (User ID) and an initial password. If required you can change either of these items at any time (except when an enquiry is in progress). Infact, it is strongly recommended that you change your password at the earliest possible opportunity to ensure that only you know what it is. You should only change your User ID if you have been issued with a new number by PhoneLink or by your Tel-Me administrator.

To change your password:

1. Select the Change Password... option from the Tool menu in the Tel-Me Product Area.
2. Enter your existing password and click on the OK button (characters are echoed on the screen only as asterisks for security purposes).
3. Enter your new password.
4. Confirm your new password and click on the OK button.

An enquiry will be made so that the new password can be registered at the PhoneLink data processing centre.

To change your User ID (use only numbers that are allocated to you):

1. Select the Change User ID... option from the Tool menu in the Tel-Me Product Area.
2. Enter the new ten digit User ID.
3. Enter the corresponding new password assigned to the User ID.
4. Click on the OK button.

An enquiry will be made so that the new User ID and password can be registered at the PhoneLink data processing centre.

To Transfer:

To the **Extended Information Screen** from the **Product Area**, click on the  button or double click on the appropriate entry within the library.

To the **Product Area** from the **Extended Information Screen**, click on the  button or select **Exit** from the File menu.

Selecting Products

Tel-Me offers you three main methods for selecting any of the available products. From the product area you can:

- Click on the toolbar icon for the required product (if it is displayed in the toolbar space available),
or
- Select the Products menu and choose a listed product from there, or
- Use the keystroke shortcut for the required product:
- **ALT + 1 to 0** for products 1 to 10, or
- **SHIFT + ALT + 1 to 0** for products 11 to 20

Reference

Anything typed in a reference field is used to identify the enquiry in the Library area. If the field is left blank, a sensible default is created from the rest of the enquiry.

The Reference field has no effect on the search processing.

PA News

PA News retrieves news stories provided by the Press Association.

The stories consist of the actual copy written by the reporter after it has been checked for accuracy and objectivity.

Tel-Me PA News allows you to limit your selection using a combination of a category or group of categories, time frame, or word search. For the given criteria you will receive a list of headlines, from which you can use the Tag and Retrieve facilities to obtain the complete stories.

Weather

Tel-Me Weather provides a range of forecasts for the UK and Europe from British Weather Services.

The complete response covers several frames (or screens) and you can page through them manually or "play" them automatically.

You can also animate the weather symbols.

AA Travelogue

AA Travelogue is a facility to find Hotels, Restaurants, Camping Sites, Days Out and Golf Clubs which are located within 20km of your specified destination.

The venues are price banded and the full AA description is given about each venue retrieved and the services which it offers. You can use the Preferences filter to highlight those venues which do not have the facilities you require. This is carried out off-line and for example, all hotels which do not have a swimming pool would be greyed out on the screen.

Only those venues which are registered with the AA will appear in a response.

British Rail Planner

This product provides a choice of (usually) three complete rail journeys, including connections, to match a specified departure or arrival location and time.

The information available for every leg of every journey includes:-

- Arrival and departure times
- Duration
- Type of train
- Catering facilities on the train
- Whether seat booking is permitted
- Whether first and second class seating is available
- The operator (e.g. Regional Railways, Network South East)

Journey Planner

Journey Planner is an intelligent route finding facility that will calculate the most suitable road journey to take between any two locations in mainland Britain.

In contrast to standard route finding software, Journey Planner accesses a live database that is constantly updated by the AA. Thus, you are assured of the very latest information at every enquiry.

In addition, Journey Planner also provides special access to the AA RoadWatch database. This database contains up-to-the-minute information about roadworks, traffic accidents, adverse weather conditions and other such planned or unforeseen hold-ups. As an integral part of Journey Planner, the AA RoadWatch feature allows you to instantly check your intended route for delays and alter it accordingly.

Mapper

Mapper allows you to create detailed street maps for a specified location.

Using Ordnance Survey data, Mapper creates a street plan on your screen showing main roads and side roads, with names, within a 7.5km or 750m square centred on the specified destination. You can specify the destination using the street name, location or the postcode and you can customise the colours on the map.

Infocheck Company Profiler

Infocheck Company Profiler is a presentation of detailed business information about a specified company.

Where possible information is displayed in full colour graphs. The remainder is either tabulated or text. Any one of five different levels of information can be retrieved depending on the depth of report required. Detailed information is available on over 400,000 companies ranging from Company Structure to a full Financial Report with Credit Assessment. If there is more recent information available for a particular company, a message will appear advising you to contact the Tel-Me Support Team.

CCN Company Profiler

A CCN Company Profile is a structured report which includes textual description interspersed with full colour graphs and tables.

The report includes informed comment about the background and position of the company in the marketplace. CCN Profiler also enables a search to be made on a name by which a company has been known in the past. Details on over 800,000 companies are available and the range of reports includes Company Profile, Trading Performance and Capital Structure and Credit Opinion.

Teledirectory

The Teledirectory is a rapid and flexible access facility to British Telecom's Phone Base.

Phone Base is a subset of the central database used by BT Directory Enquiries and from which the Phone Books are printed. Updated some 40,000 times per day, it contains over 17 million names, addresses and postcodes but not ex-directory or "DQR" numbers.

DQR numbers are those which are not published in Phone Books but will be given on request by Directory Enquiries. This is the only Tel-Me database not hosted by PhoneLink.

Thomson Business Finder

Thomson Business Finder allows you to find the address and telephone numbers of a business.

You can use Thomson Business Finder even when you do not know the location of a particular company. It contains those businesses which have opted to have a free listing in the Thomson directory.

Thomson Classified

This is a complementary product to the Thomson Business Finder and presents businesses arranged by classification.

You can use Thomson Classified to search for all the listed businesses in a particular trade classification and location. For those interested in organising mailshots and telemarketing activities, Thomson Classified allows the downloading of details for up to 5,000 businesses which can then be used to print posting labels, call sheets or be exported for use in other software.

Internet E-Mail

Internet E-Mail allows you to contact friends, colleagues and business associates using electronic mail that is distributed by the worldwide Internet network.

The Internet is a collective of some of the largest and most powerful computer networks in the world. By forming links between differing networks around the globe, the Internet offers an unparalleled spread of users in excess of 20 million people.

Ease of use, however, has never been the strong point of the Internet and it can present a number of problems when initially connecting to it and in learning some programs involved. Hence, Tel-Me Internet E-Mail provides an intuitive user interface and takes care of any connection problems.

Royal Mail Postcoder

Royal Mail Postcoder allows you to discover or verify addresses or postcodes using the Royal Mail's 1.8 million postcode database which covers 25 million UK addresses.

Expotel

Expotel helps you to locate suitable accommodation anywhere in mainland UK by searching one of the largest independent hotel databases.

After you have specified the area where you wish to stay using the street name, location name or postcode, Expotel will return up to ten hotels in the chosen vicinity.

Once you have chosen your hotel, you can book it via Expotel with a single free phone call, an email message or by using the on-screen booking form within this product. Using the Expotel booking service means that you will gain discounts of up to 40% off the usual rate.

Worldspan Travel

Worldspan Travel allows you to search for, and optionally book, world-wide airline flights that meet your exact requirements.

Worldspan Travel is particularly useful when you need to organise multiple flights that involve numerous connections. After you have entered your basic requirements, a number of alternative solutions can be viewed in a number of different ways. For instance, in the Chronological window your intended flights are displayed as timelines so that you can see the relative length of each stage and the waiting times required for connections. Using this view you can even determine the availability of seats on each flight.

When you have selected a suitable flight from the suggested alternatives, you can opt to make a reservation using the Booking window. Using this facility, you can secure your seats with the minimum of effort and with the assurance that your booking is being handled by one of the world's largest flight reservation systems.

DeskMail

DeskMail allows you to organise and send quick mailshots without the need to even lick a single stamp or seal an envelope.

All you need to do is first create a set of mailing addresses, either by: Typing them in; importing an existing mailing list from another program or importing a list that you have downloaded using Thomson Classified.

Then you simply write a template letter and set the whole process in motion by clicking the Send button. The letter and the mailing list are sent directly to the Royal Mail where they are automatically merged, printed, sealed in special priority envelopes and dispatched immediately to your recipients.

What's New

What's New provides you with a rich source of information in the form of business articles and news stories from around the world.

The articles are stored and indexed using Tel-Me's advanced "Data Engine" technology so that they are immediately available for your use. Using the intuitive What's New program you can then seek out those articles that are appropriate to your needs.

Following your initial search, a collection of descriptive headlines are returned and from these you can choose exactly which articles you wish to download and keep.

The Type of Company Information Available

CCN Company Profiler

A CCN report contains informed comment about the background and position of the company in the marketplace. A credit opinion is offered.

Infocheck Company Profiler

An Infocheck presentation includes company structure, an accounts extract and key mentionings in the press. A credit opinion is offered.

How the Profile Information is Presented

CCN COMPANY PROFILER

A CCN report offers a broad view of the company. It is presented using integrated text and graphics in a readable format.

INFOCHECK COMPANY PROFILER

An Infocheck presentation is strongly graphical and offers an "at a glance" view of a company. The text report is well suited to locating specific details.

Searching for Previous Company Names

CCN COMPANY PROFILER

CCN holds previous names by which the company has been registered and these are included in a name search.

INFOCHECK COMPANY PROFILER

It is not possible to search on previous names, however the information is contained within the report.

The Structure of the Profile Information

CCN COMPANY PROFILER

The availability of the sections varies for each company. These sections can be retrieved in any combination.

INFOCHECK COMPANY PROFILER

The sections are cumulative which means that to get a credit reference it is necessary to obtain a full report.

New

Creates a new library. Initially this will be untitled and will not be saved on the hard disk. When you close Tel-Me, the information will be lost unless you give the library a name and a location (see **Save As** below).

Open

Opens an existing library. This presents a dialog containing a directory tree. You need to locate your library directory (depicted by a red book icon which opens when you click on it).

Save As

Saves the current library in the specified directory. Intended for use with an untitled library, though if used on an existing library it will create a second copy.

Delete

Displays a file dialog box so that you can select library files to delete. Library files are designated with a red book icon and by double-clicking on the required one, you can then select and delete it.

Note: You cannot delete the library that is currently open within Tel-Me.

File

New Creates a new, untitled library.

Open Opens an existing library.

Save As Saves the current library in the specified directory.

Delete Displays a file dialog box so that you can select library files to delete.

Print Sends the response to the currently selected printer.

Print Setup Informs the system which printer you are using.

Exit Closes down the Tel-Me package.

Edit

Clear Removes any entered information from the input fields.

Restore Recalls the currently highlighted item from the library area to the Product Area for editing.

Note: The Tel-Me product selected in the Product Area must be the same as that of the enquiry which is being restored.

View

Toolbar Enables/disables the Product Area toolbar.

Status Bar Enables/disables the Product Area status bar.

Products

This menu provides a selection of all currently installed products.

Options

The contents of this menu are determined by the currently selected product.

Tool

Change User ID... Allows you to alter the user identification number.

Change Password... Permits the user password to be changed.

Register Mail ID... Allows you to define and register your desired Internet E-Mail user identification.

Register Subdomain... Allows you to define and register an E-Mail subdomain name for your organisation.

Window Menu

Product Switches focus to the Product Area of the screen.

Library Switches focus to the Library Area of the screen.

Split Allows you to move the dividing wall between the Product Area and the Library. After selecting this option the window divider moves with the mouse pointer and you can move it to provide the required Product Area/Library sizes. To fix the wall into its new position, click the left mouse button.

Help Menu

Index Displays the initial Contents page of the Tel-Me help.

Using Help Provides help on using the Tel-Me help.

About Tel-Me Displays copyright and version details for Tel-Me and the currently selected product and also indicates the system resources available.

New Button

Creates a new library. Initially this will be untitled and will not be saved on the hard disk. When you close Tel-Me, the information will be lost unless you give the library a name and a location using the **Save As** command.

This option is also selectable from the File menu.

Open Button

Opens an existing library. This presents a dialog containing a directory tree. You need to locate your library directory (depicted by a red book icon which opens when you click on it).

This option is also selectable from the File menu.

Save As Button

Save the current library in the specified directory. Intended for use with an untitled library, though if used on an existing library it will create a second copy.

This option is also selectable from the File menu.

Delete Button

Displays a file dialog box so that you can select library files to delete. Library files are designated with a red book icon and by double-clicking on the required one, you can then select and delete it.

Note: You cannot delete the library that is currently open within Tel-Me.

This option is also selectable from the File menu.

Print Button

Sends the response to the currently selected printer.

This option is also selectable from the File menu.

Clear Input Button

Removes any entered information from the input fields.

This option is also selectable from the Edit menu.

Restore Enquiry Button

Recalls the currently highlighted item from the library area to the Product Area for editing. Press **F7** as a shortcut for this option.

Note: The Tel-Me product selected in the Product Area must be the same as that of the enquiry which is being restored.

This option is also selectable from the Edit menu.

Product Buttons

These buttons are used to select the various installed Tel-Me products. The icons displayed will depend upon the products installed and the order in which they are arranged.

These options are also selectable from the Product menu.

Copy Button

Places a copy of the displayed information into the Windows clipboard so that it can be transferred to another program. Press **Ctrl** and **C** as a shortcut for this option.

This option is also selectable from the File menu.

Print Button

Sends the displayed information to the currently selected printer for output. Press **Ctrl** and **P** as a shortcut for this option.

This option is also selectable from the File menu.

Print Preview Button

Displays a preview of how the information to be sent to the printer is expected to appear when it is output. Within the preview you can zoom in and out to view specific areas and move between the various pages to be printed.

This option is also selectable from the File menu.

Exit Button

This is the same as using Alt-F4 and will close the Extended Information Screen to return control to the Product Area. This action has no effect on the data which will still be available in the Library for re-examination.

This option is also selectable from the File menu.

Help Button

Access is provided both to the contents page and to a page relevant to the current product.

This option is also selectable from the Help menu.

Deleting Library Items

You can delete one or more library items in a single action by holding down the left mouse button and dragging the mouse over each of the required items. Alternatively, you can use the control or shift keys in conjunction with the cursor keys or the mouse to highlight the appropriate entries. When the required items are highlighted, press the Delete key to remove them from the Library.

NOTE

Please note that if you delete a transaction currently active (indicated by the Reference being greyed out) and queued to be sent as an enquiry, the transaction will still be sent, though no result will be displayed. This will also mean that the enquiries deleted will still be charged to your account. If you wish to stop queued transactions being sent, you should exit Tel-Me, re-enter Tel-Me and opt not to resend the pending transactions when you are prompted. This will correctly mark the transactions as failed and cause them to be ignored.

Disk Space Requirements

There is no limit to the number of enquiries which can be stored in a Library, though you should be aware of the general size of disk storage requirements of the responses which are retrieved.

A telephone number, for example, will take up only a minimal amount of disk space but a large radius search for a business classification or a 30 day news search will yield a massive response.

You can use the Windows File Manager to find the size of a Library and how much disk space is available. The news product indicates the file size of news copy at the headline stage, i.e. before you retrieve the copy itself.

Focus

When you select a particular window or data entry field within Tel-Me, you will notice that the item becomes highlighted in some way. For a window, the horizontal or vertical title bar will change colour; for a data entry field, the field title will be bordered by a faint rectangle and a cursor will be placed in the box if text entry is permitted.

This is called the **focus** of the window or field. As with most Windows programs, Tel-Me provides you with numerous choices of input and response at any one time, so the focus indication allows you to easily spot which item is currently selected.

Status Bar

The left-most box gives an indication of the function being selected and the next box along shows communications status. By watching this space as you make an enquiry, you will be able to see the stages involved and you will be better informed should a problem occur.

More Button

It's as easy as that!

