

## Contents for WinTel Help

To use this help, click the left mouse button on the colored underlined text or use the tab key to highlight the text and press enter. Help is available on following topics:

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## Introduction

WinTel is a full featured communication software that connects you to other computers. Following features are included:

- \* Phonebook which stores your remote service names, phone numbers and communication settings
- \* File transfer using ASCII, xmodem, xmodem 1k, ymodem batch, zmodem and Kermit protocols
- \* A realtime and an offline GIF/JPEG viewer
- \* DEC VT100, VT52, ANSI Color, TTY and a raw mode terminal emulations
- \* Redialing and batch dialing capability.
- \* Programmable script language which automates your logins to remote system.
- \* Chat mode, which lets you chat with the user at the remote end.
- \* Resizeable fonts, scroll back buffer, printing log file and session capture.
- \* uuencode and uudecode internet files.
- \* Run multiple instances of this application.

## Connecting to Remote Computer

Open phonebook by selecting phonebook command from either the File menu or Toolbar. Your login session is started by either double clicking an existing entry or by selecting an existing entry in the name listbox and then clicking on the dial button. A dial window would open up showing you the phone number dialed. You can cancel the dial operation by clicking on the Cancel button. The system will inform you once the connection has been established. If you want to dial in batch mode then enable the dial batch check box in the phonebook dialog box. Double click on entries which you want to be added to the batchlist. Once you have added all your desired entries to the batchlist, click on the dial button. The system will dial batch numbers sequentially until connection is established.

### Related topics:

[Adding a new entry](#)

[Phonebook](#)

[Opening Communication Port](#)

[Troubleshooting](#)

## Adding a New Entry to the Phonebook

To add a new entry to the phonebook, open the phonebook by selecting phonebook command from the file menu. Click on the New button in the phonebook. A Communication setting window would open up. You must already know your required settings for the remote computer with which you want to communicate. Most services publish their communication settings as: 2400,8,N,1. This indicates a 2400 baud modem speed, 8 data bits, no parity and 1 stop bit. If you do not know the port where modem is connected then click on the default setting button. This program will figure out the port and make following settings for you:

**Baudrate**

2400

**Databits**

8

**Parity**

None

**Stopbit**

1

**Flow Control**

Both XON/XOFF and Hardware (RTS/CTS)

**Phonetype**

Tone

**Port**

Port where your modem is connected.

**Terminal**

VT100 (Ansi Color) with auto wrap

**File transfer Protocol**

ZMODEM

**Modem**

Hayes compatible

**Retry dial count**

5

**Connect timeout**

60

You only make entries to the online service name and its phone number.

### Related topics:

[Opening Communication Port](#)  
[Troubleshooting](#)

## Opening Communication Port

If you want to connect your computer to another computer in the same room or you want the other computer to dial in to your computer, then you must first open a communication port. You do this by making an entry in the phonebook. Follow same steps as you do when you add a new entry to the phonebook but leave the phone number field in the communication settings dialog box as empty and choose the phonetype field to none. Click on the dial button. Your communication channel would open up.

### **Related topics:**

[Adding a new entry](#)

[Phonebook](#)

[Chat Mode](#)

[Troubleshooting](#)

Baud

The number of bits transferred per second.

## Phonebook

You open phonebook either from the toolbar or by selecting phonebook command in the File menu. A list of all phonebook entries would be shown in the listbox. Here is a summary of all the buttons in the phonebook:

### Cancel

Removes the phonebook from the display.

### Dial

Dials a selected entry or batch dials.

### New

Adds a new entry in the phonebook.

### Delete

Deletes a selected entry from the phonebook.

### Copy

Copies an existing entry to a new entry with a new name and a phone number.

### Autologin

Executes the Script for the selected entry.

### Options

You select a timeout period for a connection. You can also specify a retry dial count here.

### Batch Dial

By enabling this option, you can dial numbers stored in the batch list. You make entries to batch dial list by first enabling the batch dial check box. A check mark would appear when enabled.

You double click on service name listbox entries. The double clicked entry would be added to the batch list.

### Remove

You can delete a batch dial entry by first selecting it and then clicking on the remove button.

## Related topics:

[Adding a new entry](#)

[Opening Communication Port](#)

[Troubleshooting](#)

# Settings

Note: All settings excepting that of color and scroll back buffer apply locally to a given service.

Communication Setting

Modem Setting

Terminal Emulation

Color

Keyboard

Fonts

Default Directory

Protocol

## Communication Setting

Communication settings dialog box can be invoked from the phonebook's edit button. This command allows you to define your communication parameters. Here is a list of options available to you:

### Cancel

Removes the box from display

### Name

Enter your service name. Any text after the space or first eight characters is taken as comment to the service name.

### Phone number

The phone number of remote computer.

### Phone prefix

This field is required for an internal phone system to connect to an outside line or to wait for a dialtone. This usually is 9,.

### Baud Rate

Select the speed of your modem. The most common setting is 2400 baud.

### Data Bits

Specify the number of data bits in each data packet exchanged between yours and the remote computer. This field usually is either 8 or 7.

### Parity

Select the type of parity. Select no parity for 8 data bits and an even/odd parity for 7 data bits.

### Port

Here you specify your communication port where you have your modem connected. This usually is either 1 or 2.

### Flow Control

This selection specifies which action is to be taken when the incoming data buffer gets full. The default is set for both XON/XOFF and hardware (RTS/CTS) flow control.

### Phone type

For touch tone phone select phone type as tone. For pulse dialing select pulse and for direct connection and manual dialing select none.

### Related topics:

[Modem Setting](#)

[Terminal Emulation](#)

[Color](#)

[Keyboard](#)

[Fonts](#)

[Default Directory](#)

[Protocol](#)

[Troubleshooting](#)

## Modem Setting

This option can either be selected from communication settings dialog box or from the settings menu. You select your modem by clicking on your modem type in the list box and then selecting OK. If you do not find your modem in the listbox then select a custom modem option. If you wish to modify modem strings then click on the select button. This would open up modem string setting dialog box.

## Terminal Emulation

WinTel can emulate most of the popular terminal types. Perhaps the most popular terminal emulation used in the industry is VT100(ANSI). You select terminal preference either from the communication settings dialog box or from the settings menu. In VT100 and VT52 mode, your function keys F1 to F4 behave like those of DEC's PF1 to PF4. Keep the Num Lock key down to emulate the DEC VT100 keypad. Codes sent by numeric keypad 9 to . are same as those sent by DEC's VT100 terminal. Your PC's insert key sends the same code as sent by keypads enter key on a VT100 terminal. To emulate BBSs graphic characters, choose the terminal fonts from the fonts menu option.

WinTel also has a raw terminal emulation mode. This allows you to view all the characters sent by the remote computer. These include control keys. This feature is extremely useful in examining the raw codes sent by the remote computer.

Following options in the terminal preferences may also be selected:

### Local Echo

This option is useful when the remote computer does not echo your typed in characters. This is the case when the remote computer operates in an half duplex mode. Do not make this selection as most computers operate in full duplex mode.

### CR->CR/LF

Specifying this option enables carriage return and a line feed to be sent to the remote computer when you press an enter key . As most computers send you a linefeed, do not select this option.

### Buffer Lines

Here you specify the number of lines this program should save. The default is 200 lines. You may save upto 400 lines in the buffer for later viewing.

### Terminal Width

Here you specify width of the terminal. The default is 80 columns.

### Auto Wrap

Here you specify whether or not text wraps to next line when it reaches right margin. The default setting is auto wrap as most of the BBSes assume.

### Backspace -> Delete

Here you specify whether backspace character should be treated as a destructive delete character or simply a backspace character i.e. cursor moves to the left without deleting the character. For ANSI terminal, by default, the backspace key is treated as a destructive delete key.

### OK

Clicking on OK will save your settings.

### Cancel

Cancel will cancel all the changes you have made to the terminal prefs dialog box.

## Keyboard

This command can be invoked either from Settings menu or from communication settings dialog box. You can examine keycode sent to the remote computer by clicking on the desired key. Here you can also define function keys F5 to F12 for your purposes.

## Color

This command can be invoked either from the settings menu or from the communication settings dialog box.

You can select color settings for the text and the window background by selecting color command from the settings menu for terminals other than VT100 (ANSI Color) terminal. For ANSI Color terminal, by default, light gray text is shown on the black background. Select the element and then choose the desired color from 16 predefined VGA colors. If these colors do not suit your needs then create your own colors with the help of three RGB scroll bars. By changing the red, green and the blue component of a color, any desired color can be achieved. Once you have made your choice, save them by clicking the OK button. You may revert back to your original window colors by clicking on the default button.

### Summary of Color controls:

#### Color Element Listbox:

Here you specify the element whose color you want to modify.

#### Default

When you click on this button, the window text and the background color would revert back to default colors of the window.

#### Color Boxes

You click here to choose one of the 16 colors for your background and text.

#### Red, Green and Blue scrollbars

These three scrollbar controls would enable you to customize your color. You change the red, green and blue component of a color to obtain a desired color. The color thus obtained is displayed in a rectangle. The RGB values are shown to the left of the scrollbars.

## Fonts

You can select font command from the settings menu or from communication settings dialog box. A list of all the fixed size fonts are shown in listbox. A font is selected by clicking on the desired entry in the listbox. Font size is not shown as this program adjusts the size of the font based on your window size.

## **Default Directory**

This command can be invoked either from the settings menu or from the communication settings dialog box. Here you specify the default directory for the file transfer and your session logs. If the session log option is enabled then the log file would be stored in the directory you specify in the session log edit box. Your downloaded files from the remote system will go to the directory specified in the default download directory edit box.

## Protocol

You select the file transfer protocol by first invoking the protocol dialog box from the settings menu or from the communication setting dialog box. Select the desired protocol from the listbox. The default and the recommended protocol for file transfer is ZMODEM. You may specify maximum number of errors allowed before the transfer aborts. The default value is 5. You can also specify if the system should make a backup file in case the file you are receiving has same name as the existing file. This however does not apply if in the ZMODEM protocol, you have selected crash recovery option.

### Related topics:

[Description of Protocols](#)

[Receiving Files](#)

[Sending Files](#)

[ASCII Transfer options](#)

[ZMODEM options](#)

[KERMIT options](#)

**Protocol**

Protocol is a set of rules which define how computers can communicate.

## **File Transfer and Protocols**

Once you have established a connection to the remote system. You can exchange text and binary files. In order to transfer files, you must first select a protocol which both your system and the remote system recognize. A text file is a file created by a text editor known as an ASCII file. A binary file is a file of any kind. This could be a bitmap image or an executable file. It is recommended that you use binary file transfer protocol for all your file transfers. This is due to the fact that ASCII file transfer protocol does not do any error checking. For binary transfers, you may opt for one of the protocols described below:

### **XMODEM/Checksum**

This protocol transfers data in 128 byte packets. It does error checking of the data with checksum. It is reliable but is slow because of the small packet size. Also it does not have a batch transfer capability.

### **XMODEM/CRC**

This protocol transfers data in 128 byte packets. It does error checking of the data with 16 bit CRC. It is reliable but is slow because of the small packet size. Also it does not have a batch transfer capability.

### **XMODEM (1K)**

This protocol transfers data in 128 and 1024 byte packets. It is an extension of XMODEM/CRC. This protocol is also known incorrectly as YMODEM. This is not a batch protocol therefore only one file can be transferred per transfer.

### **YMODEM(BATCH)**

Like XMODEM(1K), this protocol transfers data in 128 and 1024 bytes data blocks but in its first block it sends the filename, filesize and the file creation date. This protocol is fast, reliable and has a batch transfer capability.

### **YMODEM(BATCH -g )**

Like XMODEM(1K), this protocol transfers data in 128 and 1024 bytes data blocks but in its first block it sends the filename, filesize and the file creation date. This protocol does not have intermediate acks and naks. Therefore it is more suited for the hardwired connection. This protocol is extremely fast but not recommended because a single error would cause the retransmission of the entire file. This protocol has a batch transfer capability.

### **ZMODEM**

This is perhaps the most popular protocol today. It is fast because it can do full streaming, very reliable and allows batch file transfers. Also it allows the transfer of partial files (known as crash recovery) in case transfer was aborted.

### **KERMIT**

This protocol was developed at Columbia University and is available for almost any operating system. This protocol would work over any communication channel as long as it is capable of receiving and sending printable ASCII characters. The maximum size of a packet in

the original kermit is limited to 94 bytes. But with the extended packet option, this size has been extended to 9024 bytes. WinTel supports extended packet size option.

**Related topics:**

[Receiving Files](#)

[Sending Files](#)

[Troubleshooting](#)

## Receiving Files

If you want to receive files using ASCII, XMODEM or YMODEM Batch protocol. You choose receive command from the File transfer menu. This must be done after the remote system has informed you that it is ready to send you the files. Once you have selected the receive command, you will be asked for a filename of the downloaded file in case of ASCII and XMODEM (All flavors) protocol.

If you have opted for YMODEM batch or KERMIT protocol, no such dialog box appears as the filename is contained in first block of the data packet.

For ZMODEM, do not choose receive file command from the menu. This program will automatically detect the transfer once the downloading starts.

Once the file transfer starts, you will see a window with the statistics such as file name, total number of bytes to receive, number of bytes received etc. You may abort the transfer anytime by clicking on the Cancel button.

## **Sending Files**

First you inform the remote system that you wish to upload files. As for the receiving files, you select the protocol which matches with the remote system. If you need to send multiple files choose YMODEM Batch, ZMODEM or KERMIT protocol. A dialog box would appear asking you for the name of files which you wish to transfer. For batch operations you may review the file list to be uploaded and make more additions or deletions. Once you are done, click on the done button. Another window would appear which shows you the file transfer statistics. If you wish to abort the transfer then simply click on the Cancel button. Once your transfer is complete, you will see a message to this effect in the transfer window. Click on the OK button to remove the transfer window from the screen.

## Utilities

Following utilities/options are available:

Viewing GIF/JPEG File

uuencode

uudecode

Unix/DOS Text Conversion

## Viewing GIF/JPEG File

If you want to view a GIF/JPEG file while downloading it, enable the view GIF/JPEG realtime option from the utilities menu. Any file of type GIF/JPEG would be displayed on a separate window while being downloaded.

You can also view stored GIF/JPEG files by selecting view GIF/JPEG offline command from the utilities menu or from the Toolbar. This would activate a WinGif task. By choosing "Open" from the file menu in WinGif and selecting file of type GIF/JPEG, the file can be viewed. You can resize the picture by selecting stretch/shrink command in the File menu. You exit the GIF/JPEG viewer by choosing "Exit" command from the file menu.

## UUENCODE

uuencode utility allows you to encode a binary file to an ASCII file so that it can be transmitted on Usenet or send as an email on an internet. When you select this option either from the utilities menu or from the toolbar, You will be asked for the file name to encode. Select the file and your file be encoded with the extension uue. If your input file is of large size then the output file is split over into multiple files with sequence numbers appended to the file name. The first line of encoded file contains begin 600 filename and the last line has an end.

## UUDECODE

uudecode utility allows you to decode uuencoded file. Generally on an internet, a uuencoded file is transmitted in a batch because of its large size i.e. file a.uue may be transmitted as a1.uue and a2.uue. You select this option either from the utilities menu or from the toolbar . You would then be asked for the file names which need to be uudecoded. Once you have selected your files, press on the done button and your file will be decoded. Make sure that each of the files contain a begin at the start of the decoded text and an end at the end of the decoded text.

## **Unix-DOS and DOS-Unix Text Conversion**

### ***Unix to DOS Text File Conversion***

This command is executed when you select Unix-to-DOS convert command in the utilities menu. With this utility you can convert a text file downloaded from an Unix machine to the MS-DOS format. This utility essentially changes the Unix newline character NL (ASCII 10) to CR (ASCII 13) and LF (ASCII 10). The DOS file is created with a .DOS extension. This operation can be performed in batch mode.

### ***DOS to Unix Text File Conversion***

This command is executed when you select DOS-to-Unix convert command in the utilities menu. With this utility you can convert a text file in the MS-DOS format to Unix format. This utility essentially changes the CR (ASCII 13) and LF (ASCII 10) characters to single Unix newline character i.e. NL (ASCII 10). The Unix file is named with an .UNX extension. This operation can be performed in batch mode.

# Scripts

Script is a file which would automate your login session.

## **Related topics:**

[Editing Scripts](#)

[Executing Scripts](#)

## Editing Scripts

Use Edit command in the script menu to call the notepad editor to edit a script file. Here is an example of a script file to connect to delphi service via a local sprintnet number:

All comments in the script file begin with !.

```
!  
! connect to delphi  
! define timeout for waitstring command. The default is 10 seconds. You may place this  
! timeout anywhere before waitstring command.  
timeout 5  
!  
! Transmit string in quotation to remote  
send "@D"  
! Wait for string "terminal" from the remote computer  
waitstring "terminal: "  
! once it finds string "terminal" it sends a carriage return  
send "^M"  
! transmit "c delphi"  
send "c delphi"  
! wait for string "username:" from remote"  
waitstring "username:"  
! Send the username "jjohn"  
send "jjohn"  
! waits for string "password:" from remote  
waitstring "password:"  
! sends password "abcdef"  
send "abcdef"  
! exit from script  
exit
```

## **Executing Script**

Once you have created a script file and you have made an entry of the service in the phonebook, you can execute it either from the command execute in the Script menu or by clicking on the Autolog button in the phonebook.

## **Edit**

Following commands are available:

Copy and Paste

Clearing Scroll Buffer

## **Copy and Paste**

If you want to send the text from the clipboard, first copy the text to the clipboard. This can be done either from some other application or from your own screen. You select the text to be copied to the clipboard by pressing on the left mouse button and dragging over the text you want copied. Once the text is selected, choose copy command from the edit menu. Your text will be copied to the clipboard. Next choose the transmit command from the edit menu. Your text will be transmitted.

## **Clearing Scroll Buffer**

When you receive text from the remote computer, this text is placed in a buffer which can be viewed by using vertical scroll bar. If you want to clear this buffer, use the clear buffer command from the Edit menu.

## Printing

You can print your session log file by selecting print logfile command from the File menu. You will be asked for the file name to be printed. Select the desired file and your file would be printed. You can also print the saved scroll back buffer by selecting print buffer command from the File menu.

### **Related topic:**

[Session Capture](#)

## Session Capture

Select session capture command from the session menu. You can direct all your incoming data from the remote system onto to a file for later viewing and printing. Your session log file name would be the name of the online service you are connected to with log extension. You can stop capturing the session by reselecting the capture session command from the session menu.

### **Related topic:**

[Printing](#)

## Chat Mode

With this option you can chat with the user logged onto a remote computer. When you make this selection, your window will split into two halves. The upper window will display the text you type in and the bottom window would show you the response from the remote user. Before you can commence chatting, you must first establish a connection. This can be done either your dialing in to his/her system or wait for a call from the other end. If the other end wants to dial in to your system, you must first open your communication port. Use the phonebook, make an entry with no phone number and phonetype set to none and click on the dial button. This would open up the communication channel. From the session menu, enable the "Answer " command and then wait for the call. However, If this option is disabled, then any incoming call would result in a "RING" text on your screen. You type in "ATA" and the connection would be established. Enable the chat mode if you have not already done so. Now you are ready to chat. Disconnect the connection by choosing "Hangup" command from the session menu or hangup button in the toolbar.

## Disconnecting

If you want to disconnect from a session, you must first hangup. This is done by selecting "Hangup" command from the session menu or the toolbar hangup button. You may then either exit from the program or dialin to another service. You exit the program by selecting Exit command from the File menu or exit button in the toolbar.

## How to Register

### WinTel 2.3.2 Registration

NOTE: If you are registering through CompuServe , then at the GO prompt type SWREG and follow their instructions for registration. The CompuServe registration ID is #2863

For all others, please fill out this order form:

Item	Price
WinTel 2.3.2 Disk ( 3.5 ____ or 5.25 ____ ) with manual	\$39.95
Shipping and Handling	\$ 5.0 ( U.S. & Canada ) \$ 10.0 ( Foreign )
Tennessee residents, please add 8.25 % sales tax	\$ 3.25

---

Total Amount \_\_\_\_\_

---

Name \_\_\_\_\_

Address 1 \_\_\_\_\_

Address 2 \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_

Country \_\_\_\_\_

Phone (     ) \_\_\_\_\_ - \_\_\_\_\_

Signature: \_\_\_\_\_

Online service where you downloaded WinTel from: \_\_\_\_\_

Please mail this form with your Check/Money Order (payable to Satyavrat Mehrotra):

Satyavrat Mehrotra  
SMSOFT  
1345 Oak Ridge Turnpike, Suite # 287  
Oak Ridge, TN 37830

Please allow 2 - 3 weeks for delivery.

## **Miscellaneous Commands**

Check Modem Port

Send break to remote

Communication status

Switch to MS-DOS

## **Arrow and Keypad Key Dialog Box**

This dialog box is invoked from the keyboard dialog box. The dialog box displays the arrow and keypad sequence sent to remote in application mode ( this mode is set by the host) when you press any of these keys. The codes sent depend on the type of terminal emulation you have chosen. With the num lock key down, the codes sent by keys 9 thru . are same as those of DEC's VT100 and VT 52 terminals. If you have chosen VT100 as your terminal emulation then page up/down key take you 1 page forward/backward while using DEC's EDT and home/end key take you to the top/bottom of a file.

## **Batchlist Dialog Box**

Batch list dialog box is invoked when you want to upload file using ZMODEM or YMODEM protocols. It is also invoked when you want to uudecode internet files. Following buttons are available:

[Done](#)

You click on this button when you are done with creating a batchlist and ready to execute previous command.

[Delete](#)

You click on this button to delete an entry from the batchlist.

[Add](#)

Add button is clicked when you want to add a file entry to the batchlist.

## **Copy phonebook entry to a new entry**

This dialog box is invoked from the copy button of the communication settings dialog box. Once you have created an entry in the phonebook, you can copy all the settings to a new entry.

Following controls are provided:

### **Service name**

Here you type in your new service name. Note that the maximum number of characters allowed is 8.

### **Phone number**

Here you type the phone number of new service.

### **Phone prefix**

Phone prefix is a number which modem must dial before it dials the actual number. For example many PBX systems require you to dial 9 to obtain a outside line. In this case you would be entering 9 in the phone prefix field.

## ASCII File Transfer Dialog Box

This dialog box is invoked from the protocol dialog box. Most systems require you to send a character to initiate the file transfer. This usually is a "return". Type in ^M if the remote system requests you to send a carriage return for downloading ASCII file. Some systems send a control character as an end of file transfer. This usually is control T. Type in ^T in the EOF character edit box.

There are three items in this dialog box:

### Summary of ASCII transfer dialog box controls:

#### Strip Linefeed when Sending

In a MS-DOS text file, a line is terminated by a carriage return (ASCII 13) and a line feed (ASCII 10). You enable this option if the remote system requires you to strip away the line feed.

#### Character to Initiate transfer

Remote system may require you to send a character to initiate ASCII file transfer. This usually is a carriage return. Enter that character in the edit box here.

#### Character to end file transfer

This is the character which remote computer sends to indicate the end of file transfer. You type in this character in the edit box.

#### Inter-line delay

Here you specify the delay in milliseconds after each transfer of a line of text. The default is no delay.

#### Inter-character delay

Here you specify the delay in milliseconds for each transfer of a character. The default is no delay.

## **ZMODEM option dialog box**

This dialog box is invoked from the protocol dialog box. There are three check buttons in this dialog box. They are:

### **Send skip if file exists**

If you are downloading a file and this file already exists in your directory and it is of the same size then the system would inform the remote to skip sending this file if this option is enabled. A check mark would appear when this option is enabled.

### **Crash recover**

If you are downloading a file and this file already exists in your directory and the size of the file is smaller, then the system would inform the remote of sending the file starting from the current size of the file.

### **Segmented streaming**

This option enables segmented streaming i.e. there are intermediate acknowledgments. This would slow down the file transfer. This option however is useful if you are storing your data onto a floppy.

### **Escape control**

This option enables all control characters to be escaped. This is useful if the network you are connected to does not pass control characters. For example, if you are telnetting to another unix machine and the mode of connection is ASCII, then by enabling this option, you would be able to do file transfer directly to your machine

## Communication Status

This dialog box is invoked by selecting comm status from the Misc. menu and it displays the communication status. It is an important diagnostic tool if your remote computer is not responding. Following fields are provided:

### Transmission is waiting as a result of clear to send signal

If you are using hardware flow control, then this condition indicates that the transmission of your data is waiting for clear to send signal.

### Transmission is waiting as a result of xoff character being received

This condition would result if you are using xoff/xon flow control and the remote computer sends you an xoff character. It can also result if you abort your binary file transfer or as result of garbled character received. Clear this box and the transmission would resume.

### Number of characters in receive queue

When remote sends you data, this data is placed in a receive queue before being processed by this program.

### Number of characters in transmit queue

When you send data to the remote, this data is first placed in the transmit queue and then transmitted. If your modem or remote is not responding then you would see transmit queue number to increase.

### Reset term

When you click on this button, the system resets the terminal i.e. sets the scroll region to default and clears the xoff flag.

**Check Modem Port**

This command is invoked from the Misc. menu and it checks for the port where your modem is connected.

**Break**

By selecting this command from the Misc. menu, you would suspend character transmission and place the communication device in the break state for 150 ms.

## **Switch to MS-DOS**

When you select switch to MS-DOS command from the misc. menu, you would switch to MS-DOS. You switch back to this program by typing EXIT at the MS-DOS prompt.

## **Definition of function keys**

You invoke this dialog box from the keyboard dialog box. You make an assignment to the function key by typing in the string in the edit box. Remember to type Enter key as ^M.

Similarly all control keys are prefixed by a caret ^. For example if you want to define key F5 as control-Z then you would enter ^Z in the edit box. If you want the definition to contain an escape character (ASCII 27) then you would enter ^[.

## Dial Option Dialog Box

This dialog box is invoked from the options button in the phonebook. Here you can specify following fields:

### [Retry dial count](#)

If you attempt to connect and connection fails (busy line or no reply etc.) then the program would retry to connect. The default number of retries is set to 5 but you can change this field by typing in new number in retry dial count edit box.

### [Timeout](#)

This field tells the system how much time the program should wait for the connection before it times out. The default is set to 60 seconds. But you may modify this field by typing in the new value in the timeout edit box.

## Modem string dialog box

This dialog box is invoked from the select button of modem setting dialog box. These strings enable WinTel to initialize, reset, dial and hangup the modem. Following is the description of modem strings:

### Dial

This command places the modem in originate mode and dials a number and attempt to make a connection. The dial string is built from the command in the prefix string, P(Pulse) or T(tone) and the phone number. The default prefix string is ATD and the suffix string is a carriage return (^M). You may never have to modify this.

### Hangup

The command in here forces the modem to hangup. The default string is ATH.

### InitString

This is an initialization string which is sent to the modem. The default Hayes compatible string is ATSO=0Q0V1E1. Different modem vendors may specify own their initialization string. Consult your modem manufacturers user guide in case you experience a problem with the initialization.

### Reset

The string in here soft resets the modem. Reset restores the default factory setting or a stored profile setting. The default is ATZ

### Escape

This is a sequence to switch modem from data mode to command mode. The default is <guard time>+++<guard time>. When you are connected to remote, you can type in +++ in succession and the modem would switch from data mode to command mode. You can reestablish the connection by typing ATO.

### Valid dial characters

The characters in here are the valid characters in a dial string. However, you may add any dial modifiers not found in here but listed in your modems documentation.

## Modem result code dialog box

This dialog box is invoked from the result code button in the modem string dialog box.

Following result codes are available:

### Busy

This string is sent by your modem to your computer when the number you dial is busy. The default is BUSY

### Dialtone

This string is sent by your modem when there is no dialtone. The default is NO DIALTONE.

### Carrier

This string is sent by modem to your computer when there is no carrier. The default is NO CARRIER.

### Answer

This string is sent by modem to your computer when there is no answer. The default is NO ANSWER.

### Error

This string is sent by your modem to your computer if the command sent to the modem is invalid. The default is ERROR.

### OK

This string is sent by your modem to your computer when the modem acknowledges a command. The default is OK.

### Timeout

This string is sent by your modem to your computer when modem timeouts while making an connection. The default is TIMEOUT.

### Connect

This string is sent by modem to your computer when connection has been established. The default is CONNECT.

## Keycode dialog box

This dialog box appears when you click a key on a keyboard. It shows you ASCII code and its ASCII value. You can also view shifted, alt and control key codes by enabling their check boxes.

## Toolbar

The toolbar at top of your screen provides you with shortcuts for commonly used WinTel functions. When you are offline the toolbar appears as:



### Related topics:

[Phonebook](#)

[GIF/JPEG viewer](#)

[UUENCODE](#)

[UUDECODE](#)

When you are online, the toolbar appears as:



### Related topics:

[Sending files](#)

[Receiving files](#)

[Hangup](#)

### **KERMIT options**

This dialog box appears when you click on the options button in the protocol dialog box and you have selected KERMIT protocol in the listbox. For the block check option, WinTel supports block check type 1 and 2.

Following are the options available:

#### [Maximum buffer size](#)

Here you specify maximum possible packet size for KERMIT. The maximum size allowed is 9024 bytes. However, your remote computer must be capable of sending and receiving packet of this size. The bigger the packet size, faster would be the file transfer.

It is recommended that you use 1024 bytes as the packet size.

#### [Eight bit prefixing](#)

Enable this option if your communication channel is 7 bit wide.

## **Troubleshooting**

Setting Problems

Connecting Problems

File transfer Problems

GIF/JPEG & uuencode problem

## Setting Problems

### Problem

When entering service name in the communication setting dialog box, the system gives an error message saying no service name or invalid service name specified

### Solution

Following characters are not allowed in the name i.e. /, \, [, ], , |, , <, +, =, ., \*, ?. These are the same characters not allowed in a DOS file naming convention. Any text following a space or first 8 characters is treated as a comment to the name.

### Problem

When entering phone number and you want non-numeral characters and the system tells you that it is an invalid phone number.

### Solution

Edit your modems string dialog box. There is a field called valid dial characters. You may add any characters you want to be included in the phone number field.

## Connecting Problems

### Problem

Can not open comm port

### Solution

Your comm port may be in use by some other application. Also check the comm port setting in the communication setting dialog box. You can find out the ports available in your computer by running a program called MSD. See if the assigned port is available in your computer.

### Problem

Can not connect at 14.4K

### Solution

This problem is observed with some modems. Try selecting the baud rate of 19200. You would still get the carrier of 14.4K but the baud rate between your computer and the modem is set for 19200.

### Problem

Can not open communication port for manual dialing or in answerback mode.

### Solution

In the phonebook, make an entry with no phone number field specified and set the phone type field to none.

### Problem

No response from modem

### Solution

Check your port. In the Misc. menu, select check modem port command. This would tell you which port your modem is connected to. Then make this port selection in the communication setting dialog box. If you are still experiencing the problem then check your Init string. Consult your modems documentation for the right Init string. Type in the Init string in the InitString edit box of modems setting dialog box. If even this fails then check the baud rate. If it is 14.4K then try selecting 19200 as your baud rate in the communication setting dialog box.

### Problem

After connecting, the program loses the carrier immediately.

### Solution

Make sure you set either the hardware (RTS/CTS) or both (hardware & xon/xoff) as your flow control.

### Problem

After connecting, garbage characters appear.

### Solution

Perhaps, you are connected to 7 databit communication channel. Select 7 databits and even or odd parity in the Communication Parameter dialog box.

## **File Transfer Problems**

### **Problem**

While receiving, if you cancel zmodem file transfer, garbage characters appear and the system stops responding.

### **Solution**

Try typing 5 consecutive CTRL-X (control X) characters.

### **Problem**

To many errors while receiving files in zmodem.

### **Solution**

Make sure you are using either the hardware or both (hardware and xon/xoff) flow control. The flow control can be set in the terminal preference dialog box.

## **GIF/JPEG and uuencode problem**

### **Problem**

GIF/JPEG picture colors do not seem to be right

### **Solution**

Your display card or the display driver you have selected may not support 256 colors.

### **Problem**

While uuencoding, system warns of an illegal line number.

### **Solution**

Some uuencoded file lines have an extra character at the end of line. In that case ignore this message. This message is also caused when instead of begin text at the start of uuencoded text you have some other text such as section. In that case ignore this message

## **Communication Parameter Dialog Box**

Here you can modify your communication parameters such as databits, parity and stop bit after you have made a connection to an online service. If after connecting, the characters appear to be garbage then modify the communication parameters to 7 databit, even/odd parity and 1 stopbit.

