

Telewin For Modems Help FileTelewin For Modems (Telepower Pro
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Telewin Help Contents

Overview

[Introduction To Telewin](#)

[Main Features:](#)

[Getting Started](#)

How To Set Up Telewin

[Configuration](#)

Guide To Using Telewin

[Using Telewin For Modems](#)

[Dialling Telephone Numbers](#)

Trouble Shooting.

[Trouble Shooting](#)

Upgrading The Software.

[Upgrade](#)

Trade Marks And Copyright Notices

[Trade Marks & Copyright](#)

Your Licence Agreement

[Licence Agreement](#)

Introduction To Telewin

TELEWIN is a simple, logical and practical way for today's telecommunications both in the office and home. You can save time and money by using Telewin with your existing Windows software applications where you keep your telephone numbers, to make efficient and effective outbound calling a reality.

Telewin helps you to stay in control of your telephone calls. It actually finds/extracts telephone numbers from your favourite applications, including Personal Information Managers (PIMs), Contact Management software/Databases, Spreadsheets, etc. Telewin can also remind you to call those people who have not answered or whose telephone was engaged when you called. It isn't necessary to set up or duplicate a database of telephone numbers within Telewin, since it will pick them up from where you want to keep them or already have them stored. There is however a Directory for frequently called numbers in which you may store either external or extension numbers for quick-dialling.

Ease Of Use

Telewin enables simple dialling of numbers found from existing applications software - you simply hot-key Telewin into action. If it finds more than one telephone number on a database record, you simply click the one you want from the list you are provided. In conjunction with TELEpower PRO, you can make your calls direct from the CD-ROM directory by the click of a mouse!

Telewin keeps you informed of what is happening, not just by monitoring through the modem loudspeaker, but also by call progress messages displayed on your screen - far beyond what you would normally expect from a modem. Simply pick up the telephone hand set and press Enter (or click on OK) when ready.

If the number dialled is busy Telewin will automatically repeat the dialling, or you can queue the number to redial later. Telewin will remind you every few minutes to redial. Up to ten numbers can be placed in the redial queue, and you have complete control to chose the order in which you call them.

Compatibility

Telewin can be used on both direct and PABX lines. It has user-definable dialling buttons for calling via a wide range of service providers, calling cards, and other PIN number services etc.

Telewin conforms with Microsoft's Windows software specifications, and is DDE (Dynamic Data Exchange) compatible. Teleint's Application Program Interface (TAPI) can be linked with Microsoft's Telephony API - ideal for integrating with other applications.

This version of Telewin is designed for use with a modem (Telewin For Modems), and is compatible with BAPT approved modems for dialling. It also requires an IBM or compatible PC running Windows 3.1, 3.11 or Windows 95.

Main Features

Telewin works with Windows applications software, such as databases, contact management software, spreadsheets etc., it picks up or extracts telephone numbers you want to dial, from wherever they are stored. This provides you with a common dialling system across your applications.

- ◆ Easy to use - hot key Telewin into action from whatever task you are running, then click/dial!
- ◆ Repeat dialling and Redial control functions..
- ◆ Call monitoring and progress reporting - keeps you informed.
- ◆ Telewin eliminates hand-over problems between your modem and telephone.
- ◆ Direct line & PABX support.
- ◆ Additional telephone service providers supported (e.g. Mercury & Energis)
- ◆ Calling card & PIN number services supported
- ◆ Abbreviated number directory for up to 500 frequently called numbers or extensions.
- ◆ Compliant with Windows Dynamic Data Exchange (DDE)
- ◆ Easy to install and use
- ◆ TAPI developers kit available for integration with other software programs.

Getting Started

Suitable Hardware & Software

Telewin works on any IBM compatible PC running Microsoft Windows 3.1, 3.11, or Windows 95. This version (Telewin For Modems) uses your modem as a means to dial, it is therefore necessary to have a BAPT Approved modem correctly installed and working with your PC, connected to your telephone line.

Configuration - Set Up Telewin

Most of the main parameters to enable you to use Telewin are already set up, there are however a few basic changes that need to be carried out before you start. Please take time to read the section about [Basic Configuration](#). At the very least, before you can start to use Telewin you will need to make a few changes as explained in [Setup Dialling \(Modem\)](#).

Working With TELEpower PRO

TELEpower PRO directly supports Telewin. By clicking on the Telephone icon next to the telephone number displayed, Telewin will automatically launch. There are a number of ways to dial a number, by simply clicking on the appropriate dial button. See [Using Telewin With TELEpower PRO](#)

Working With Other Software

Telewin for Modems is loaded as a task and activated by a hot-key combination. Before activating Telewin, you simply place the cursor over, or click on the desired telephone number in your Windows application. For further information see the section on **Using Telewin With Other Windows Software** in the section [Using Telewin For Modems](#)

Configuration

Basic Configuration.

Almost all of the parameters that Telewin needs to use, and how to edit the settings. Also a summary of normal Telewin settings when first installed.

[Basic Configuration](#)

[Summary of Normal Settings](#)

Telewin and Modems.

Notes about modems, the way in which Telewin issues commands to the modem, and how the initialisation string can be configured.

[Telewin and Modems](#)

Advanced Configuration

You can set up Telewin to use the Windows DDE standard, to extract telephone numbers from other applications such as Databases, Personal Information Managers (PIMs), Spreadsheets etc.

[Telewin And DDE](#)

Integrating the Teleint API with other software

An overview on the ability to include the TAPI within other programs, by means of the Teleint developer's toolkit.

[Integrating Telewin](#)

Basic Configuration

Telewin For Modems is installed by the TELEpower PRO installation program. You can edit the main dialling settings by selecting the Telewin **Options** which enables you to configure:

Setup Telewin

Use to determine what constitutes a valid telephone number in conjunction with Windows software, what hot-key combination will open Telewin, and how to set up quick dialling for frequently used (abbreviated) numbers.

Setup Dialling (Modem)

Controls the main modem settings, as well as other important functions including your local Area Code, PABX or direct line working, and the dialling method employed.

Setup DDE

Dynamic Data Exchange (DDE) is a Windows function which enables the sharing of information between different applications, based on the Client-Server principle.

Setup Service

Configure up to three alternative dial buttons, for dialling via alternative carriers, typically provided by companies such as Mercury & Energis, or for using Calling Card services etc.

Call Log

This is not for configuration, but is used to keep a log of previously dialled numbers, and provides redialling facilities from the log.

A summary of parameters that can be changed, and the normal settings as first installed are listed in Settings Summary

Setup Dialling (Modem)

This screen can be set up at any time. For first time users - especially during installation of the software, the main functions to get started are the selection of the correct **COM Port** and entering your **Area Code**; also if used on a **PABX** entering your **Access Code** and setting the tone/pulse **Dialling Procedure**.

Reference to Normal Settings is made to those parameters already set up prior to installation and generally recommended for use in the UK. When changes are made and saved by clicking on OK, they become effective for the next time Telewin is used to dial a number. Some configuration is simply a matter of clicking on the relevant Check Boxes or by selecting from a List Box, other parameters require you to enter the appropriate numbers.

Setup Dialling (Modem) Functions:

COM Port

Timeout

Volume

Speaker State

Signal Tones

Detect Dial Tone

Detect Busy

Access Code

Area Code

Special

Repeats

Delay

Dialling Procedure

COM Port

Click on the COM Port Selection Box field/scroll down arrow within the Setup Dialling (Modem) screen, and select the required setting.

A COM Port is a serial communications port on your PC, where your modem should be connected to. Generally PC's have two COM ports (connectors) at the rear of the PC marked COM1 and COM2, and it is to one of these that you should connect an external modem. If you have a built-in modem (i.e. a modem card inside your PC), this will probably be either COM3 or COM4.

Telewin automatically indicates which COM ports are available and you should select the port to which you have a Modem connected. If you are unsure which COM Port to select, in the first instance check the documentation that was supplied with your PC, check with your PC supplier, .or try to find out the correct COM port by experimentation.

Timeout

Click on the Timeout field within the Setup Dialling (Modem) screen, and enter the appropriate setting.

This setting instructs the modem how long it should wait for a connection, and is measured in seconds. The setting range is 0 to 99. Before changing this setting however, check with your modem documentation since it may affect its proper operation.

Normal setting is **90**

Volume

Click on the Volume list box field/scroll down arrow within the Setup Dialling (Modem) screen, and select the required setting.

This setting specifies the volume of the modem's loudspeaker, and may be set to Low, Medium or High.

This setting is used in conjunction with Speaker State.

Normal setting is **Medium**

Speaker State

Click on the Speaker State list box field (or its scroll down arrow) within the Setup Dialling (Modem) screen, and select the required setting.

For settings other than 'Turned Off', this setting is used in conjunction with Volume. When your modem's loudspeaker is off, you can still monitor the progress of a call by the messages displayed in Telewin's window. 'Speaker State' specifies when your modem's loudspeaker is active, as follows:

Turned Off

Loudspeaker is always off.

After Dialling

Loudspeaker is active after the number has been dialled (i.e. it is off whilst the number is being dialled).

Turned On

Loudspeaker is active before, during and after dialling (until call is taken over by hand set.)

Normal setting is **Turned On**

Signal Tones

Click on the Signal Tones check box within the Setup Dialling (Modem) screen.

Determines whether or not Telewin will issue accompanying alert sounds through the PC loudspeaker along with messages displayed in the Telewin window.

Normal setting is **ON**

Detect Dial Tone

Click on the Detect Dial Tone check box within the Setup Dialling (Modem) screen.

This setting determines whether or not your modem will check for an existing dial tone on your line before dialling.

If you should experience a problem in dialling, it may be due to your modem not recognising dial tone. The modem can be instructed to ignore the dial tone, and dial regardless of whether it exists or not (often referred to as *Blind Dialling*). To overcome problem situations, it may be necessary to turn off the Detect Dial Tone function.

Normal setting is **ON**

Detect Busy

Click on the Detect Busy check box within the Setup Dialling (Modem) screen.

This function determines whether or not your modem will check for a busy number and automatically hang up (go on-hook). If configured for dialling Repeats, Telewin will repeat the dialling process before finally ending the dialling process.

Normal setting is **ON**

Special

Click on the Special field within the [Setup Dialling \(Modem\)](#) screen.

Enter: Digits 0 to 9
 Symbols # or * (Tone Dialling Only)
 , or / (Determined by modem)

You may enter up to a total of 16 digits, symbols and spaces. The 'Special' function may be used to prefix **all** telephone numbers dialled except for Internal (PABX extension) numbers. **It should not be used as a prefix for external line access from a PABX** since this feature is provided by [Access Code](#). Examples of using the Special prefix are:

- 1 Default dialling of all [External](#) calls (including local area calls) via an indirect telephone service provider, where a service access number is required (and in some cases a PIN code).
Note: The normal way of making calls via an indirect service is to configure one of the Service dial buttons, so that you can make local calls via your main service provider (e.g. BT), and long distance calls via an alternative service provider. For further information see [Service](#)
- 2 To invoke some network service commands such as turning off Caller Display (for ex-directory users) etc.

When dialling by means of the main **Dial** button, the Special prefix digits entered are the first digits dialled, followed by the Area Code (unless suppressed) and telephone number. If you have set up a **Service** dial button, the Special function prefix will also be used in the same way. For calls from a PABX via the **External** dial button, the Special function prefix will be dialled after the Access Code and before the telephone number. The following table shows the sequence of dialling for each method:

Dial Button	Dialling Sequence (Codes & Numbers)				
Dial:	Special Prefix	Area Code	Number		
Directory	Special Prefix	Area Code	Number		
Service:	Special Prefix	Service No.	PIN Code	Area Code	Number
External (PABX):	Access Code	Special Prefix	Area Code	Number	

Default Dialling Via Alternative Service Providers

Important: It is not advisable to dial a number via a Service dial button when the Service Number is also entered in the Special field, since this will result in the dialling of an incorrect number. Also, under normal circumstances, your Area Code is suppressed when dialling a number with the same code. Some indirect services will not work in this way. For further information see [Dialling With A Direct Line Only](#).

Modem Pause Commands

In order to use a service requiring the addition of a [PIN Code](#), some services may require a delay between the Service Number and the PIN code being sent. Normal modem delay commands may be added after the number if required. For example, to insert a short delay (approx. 125 milliseconds) add a forward slash (/). For a delay of approx. 2 seconds, add a comma (,). For further information on how your modem is set up for Pause commands during the dialling of a number, please refer to your modem documentation.

Telewin Message Box Delay

Telewin displays a message box "Pick up the telephone-hand set and press Enter" when a call has connected (answered or ringing). The addition of modem pause commands introduced in the dialling sequence may affect the operation of this function. For further information see [Delay](#).

Area Code

Click on the Area Code field within the Setup Dialling (Modem) screen.

Enter your local area (STD) code here (digits 0 - 9). Your area code is then automatically suppressed if it has been picked-up with a telephone number from the software you are using.

For example, '0181 123 4567' dialled from area 0181, will only dial '123 4567').

Normal setting is **None** (Left Blank)

Access Code

Click on the Access Code field and enter the appropriate code within the [Setup Dialling \(Modem\)](#) screen.

Enter:	Digits	0 to 9
	Character	W, N, or R (Upper Case Only)
	Symbol	# or * (Tone Dialling Only)

Example: 9N

If you want to operate Telewin from a PABX, you will usually have to dial a specific number (e.g. 9) to access an exchange line, Telewin can do this for you. If you enter a code number here (up to 4 digits/characters), Telewin will dial this access number before the actual (external) telephone number. If no line access is needed, do not enter anything here. The default setting is for no access code (left blank).

Some PABX's generate a second dial tone a short while after you have dialled the external line access code. Note that Telewin defaults to a Wait period (3 to 4 seconds) between dialling the Access Code and the telephone number. This may cause a problem with some PABXs that time out if no digits are dialled within this time period after dialling the Access Code. In this case, use the Nowait function (e.g. 9N). Future versions of Telewin will default to Nowait (i.e. no pause between the Access Code and the telephone number). The Wait function (e.g. 9W) will then be used if your PABX needs such a pause.

The character 'R' emulates the flash (**Recall**) function for getting a line.

Please note that whilst Telewin will work with most PABX's, the connection, signalling & dialling are ultimately controlled by your modem. **You should therefore ensure that the modem you are using (or intend to use) will work with your PABX.** This information is normally listed in the modem manual, or provided directly by the manufacturer. Most modern modems will work satisfactorily. For further information, see the [Trouble Shooting](#) section on "Problem: Modem dials on a direct line but not via my PABX"

Normal setting is **None** (Left Blank)

Repeats

Click on the Repeats field within the [Setup Dialling \(Modem\)](#) screen.

Enter a digit for the number of automatic dialling repeats you require if Telewin detects a busy tone. After sensing a busy number, if the number of repeats is 1, Telewin will wait for at least.30 seconds before dialling the number again. If you do not want automatic dialling repeats, enter 0.

The maximum number of permissible repeats is 3, after which you may store the number and redial it later. See [Dialling Numbers From The Redial Memory](#).

Normal setting is **0**

Delay

Click on the Delay field within the Setup Dialling (Modem) screen.

Due to the many different types and operation of modems, it is necessary to set the time taken for Telewin to display the message box "Pick up the telephone-hand set and press Enter".

The normal value is a delay of 9500 milliseconds (i.e. 9.5 seconds).

If you experience timing problems with the appearance of the message box, you can change the Delay setting.

For example if the message box appears 1 second too late, then shorten the time by 1000 milliseconds. If it appears too early, lengthen the time accordingly. This setting is not dependent on the number you dial. If you configure Telewin features such as Service to include modem pause commands for time delays between dialling **Service Numbers** and **PIN Codes** for example, the Delay time setting may need to be adjusted accordingly.

Note that if you enter a delay which is too small, this may result in Busy Tone not being detected, while still displaying the message box. This may require some experimentation to find the optimum settings for your particular modem.

Normal setting is **9500**

Dialling Procedure

Click on the radio buttons to select the appropriate dialling method within the Setup Dialling (Modem) screen.

Tone **Pulse**

Internal

External

Internal and **External** dialling methods may be set here, by clicking on the buttons. An External number is a telephone number of another company or person dialled via the public telephone network. An Internal number is an extension number on your PABX that is not routed via the public telephone network.

For **Tone Dialling** click on Tone, for **Pulse Dialling** click on Pulse. If both methods are possible it is recommended to use the faster Tone setting.

If an Access Code has been set for PABX use, different dialling settings can be made for Internal and External. For example, 'Internal' can be set to pulse dialling on a PABX to access an external line, and 'External' set to Tone for dialling over the public exchange line. If no Access Code has been set (i.e. left blank), the 'Internal' settings are ignored.

Normal setting is: External **Tone**
 Internal **Tone** (disabled until Access Code entered)

Telewin and Modems

This version of Telewin is designed to work in conjunction with a modem, to provide the dialling mechanism. Clearly, there are many different makes and models of modems which have been produced over the past few years, and no doubt over the years to come.

Modem Standards

Most modems are 'Hayes compatible', that is they conform to a standard produced some time ago, which may change from time to time with the addition of new international telecommunications standards. Please note that some modems whilst claiming to be Hayes compatible, may have some minor differences to the standard, which can produce strange results! Also, modem manufacturers in an effort to introduce new features have been known to launch products that contain proprietary functions. Clearly it is the modem which determines many of the main functions that Telewin is dependent on.

However, it should be noted that Telewin has been tested with a wide variety of modems with great success. If you use a well known make of modem which is BAPT approved (If you are not, you should be!), you should not experience any problems.

Modem Initialisation

The parameters set up within Setup-Dialling make changes to the TW_MODEM.INI file located in the main Windows directory. The Modem Initialisation is a set of instructions sent to the modem so that it will work correctly with Telewin For Modems. This process takes place just prior to dialling, and when Telewin is installed is set to **ATB0E0Q0V1Y0** (note that 0 is zero and not the letter O). These commands are:

Command	Description
AT	<i>Attention</i> - prefix issued before any commands
B0	<i>Communications Standard</i> - ITU-T or European operating mode
E0	<i>Echo Control</i> - disable echo of commands to the screen in command mode.
Q0	<i>Message Control</i> - results will be displayed
V1	<i>Result Codes</i> displayed as words (not numbers)
Y0	Disables <i>Break Disconnect</i>

Modem Initialisation Error

If the modem does not respond to Telewin with the correct response after it has received the initialisation string, Telewin will display an error message box '**Initialisation Error**'. The initialisation string that Telewin sends to the modem is shown in an edit field in the error message box window. If in doubt, write down the numbers and check with the modem manual or supplier. (By clicking on the Cancel button, the screen will be cleared). To rectify the problem once the correct setting for your modem has been ascertained, initiate a dialling process, and when the Initialisation Error message box appears, edit the initialisation string and click on the Retry button. This will update the stored setting, and dial the number again.

Making Changes

Before making any changes to the initialisation string in the edit field of the error message box, please ensure that you have the technical documentation of the modem you are using, or that you have sought the advice of your modem supplier/manufacturer. Hayes compatible modems should work perfectly well with the normal setting.

Setup Telewin

This screen can be set up at any time after Telewin has been installed. Any new configuration parameters you enter are saved by clicking on the OK button. If the Cancel button is selected, then the Setup window will be closed without saving any changes. The Tab, or <Shift+Tab> keys can be used to move between the input fields.

Activating Telewin - Changing The Hot-Key Combination.

Hot-Key

Activating Telewin - Changing The Mouse Button Combination

Mouse Activation

Setting The Way Telewin Determines A Telephone Number

Minimum Digits

Maximum Spaces

Entering Telephone Numbers Into The Quick (Abbreviated) Dialling Directory

Abbreviated Numbers Directory

Hot-Key

Click on the Hot-Key field/scroll down arrow and select the appropriate hot-key combination within the Setup Telewin screen.

The hot-key combinations that may be used are:

Alt, '-'

Alt, '.'

Alt, '+'

Control, '-'

Control, '.'

Control, '+'

The normal setting is <CTRL+'-'>, which means you can start Telewin by holding down the Control key and simultaneously pressing the minus key. If you prefer a different key combination, just select it from the list.

Please note that some other software applications use hot-keys for special functions, e.g. <ALT+'Tab'> in Windows to switch between tasks. Make sure that your selected hot-key is not used for controlling other applications on your PC.

You can also activate Telewin by means of clicking a combination of mouse buttons, for further information see Mouse Activation

Mouse Activation

Click on the Mouse Activation field/scroll down arrow and select the appropriate mouse key combination within the Setup Telewin screen.

Telewin can be activated by clicking on a combination of mouse buttons, by:

- * Clicking on the Left button, quickly followed by the Right button
 - * Clicking on the Right button, quickly followed by the Left button
 - * Clicking on both buttons simultaneously
- Note that the last method technically has the effect of one of the first two functions.

Please note that some other software applications may use mouse button combinations for special functions. The mouse button combination to activate Telewin can be preset, or you may use any combination. It depends entirely upon the way in which the software program running at the time reacts to mouse button combinations, as to whether or not it will cause a conflict.

The settings that may be used are:

Left, then Right
Right, then Left
Any Combination
Turned Off

If the function is turned off, you may activate Telewin by using the hot-key function.

Normal setting is **Turned Off**

Minimum Digits

Click on the Minimum Digits field and enter the appropriate number within the Setup Telewin screen.

The minimum number of digits to constitute a valid telephone number may be specified for all telephone numbers, in order to avoid incorrect selection of other numbers from applications e.g. post/zip codes, account numbers etc. The range is 1 to 9. If you intend to use Telewin on a PABX, remember that a higher number may exclude extension numbers when scanned from your Windows application.

Every digit string contained in the scan area which has less than the specified minimum number of digits will not be recognised as a telephone number.

Normal setting is **6**

Maximum Spaces

Click on the Maximum Spaces field and enter the appropriate number within the Setup Telewin screen.

You can specify the maximum number of continuous spaces which may be contained in a telephone number string within your windows applications. The individual parts of this number will then be selected as a single telephone number, provided that the number of spaces does not exceed the pre-set value.

The range is from 0 to 9. If the number of spaces exceeds this, the string will be split and shown as separate numbers, provided that each element is equal or greater than the Minimum Digits setting.

Normal setting is **2**

Abbreviated Numbers Directory

This is a directory for storing frequently used numbers, located in the [Setup Telewin](#) screen. To enter a name and number:

Name and Phone Number Fields

- 1) Click on the scroll down arrow to the right of entry number 1.
- 2) Click on a free position from the list (scrolling down if necessary)
- 3) Enter a name in the Name field.
- 4) Enter the telephone number in the Phone Number field.
- 5) Click on OK

By clicking on an existing entry, you may edit its contents as above

Target Carrier Field

If you have an [Access Code](#) selected, you will be given the choice to mark a new entry as an [Internal](#) or [External](#) number. If you have configured any of the additional user configurable dial buttons ([Setup Service](#)), each Service dial button when enabled will also be listed in the Target Carrier field. This enables you to determine which method you normally want to use for dialling each number.

You can store up to 500 frequently used telephone numbers.

For dialling numbers entered, see [Dialling Numbers From The Directory](#).

Setup DDE

Click on the check box within the Setup Telewin screen.

Telewin supports DDE, and can be used to extract telephone numbers from, for example, a specific field within a database. A large number of Windows applications software from a variety of different sources support the Windows DDE function. In order for Telewin to use this method of obtaining telephone numbers you should ensure that the particular software you wish to use does support DDE as a Server. It will also be necessary to have the relevant software documentation to explain how it should be set up.

If you intend to use DDE, the check box must be selected. When this is set ON, Telewin checks for any application(s) that have been configured to provide data to see if they are open, and if so extract the required data. A Timeout setting allows for this process to take place, the value of which should not be set low (data may not be found) or too high (causes delay before any other Telewin functions may take place).

A detailed explanation of how Telewin uses DDE, and how to configure it to work with your Windows applications, is described in Telewin And DDE.

Normal setting:	Check box	OFF
	Timeout	1000ms (1 second)

Telewin And DDE

DDE (Dynamic Data Exchange) is a mechanism available in Microsoft Windows for the communication between different applications and processes. The data exchange is based on the client - server principle. This means that a Windows application as a server holds ready the data which can be ordered by client applications. Therefore the client must know how to address the server, and what data the server places at its disposal. The Telewin program is able to receive the actual telephone number (displayed on the screen) of your application (such as a contact manager / database), by DDE. Telewin works as a client building up a connection to the application. For this to work it is necessary for the software application (e.g. database) to support DDE and the corresponding data must be available as server.

To enable the client to build up a connection between the two Windows applications the following information concerning the server is required:

- 1) The Name the client has to address to (usually the name of the program)
- 2) The Item of which the client and the server want to exchange data (typically the filename)
- 3) The Field Name in which the desired data can be found

It is necessary to configure the Telewin program with this information, which is entered into the fields by selecting Setup DDE. Before doing so, you are strongly advised to check the documentation of your application(s) that you wish to use, for DDE support.

Configuration Of DDE

Telewin As A DDE Client

Configuration Of DDE

To start the configuration, from the menu bar of the Telewin window select the option **Setup DDE**. To use DDE, the check box 'Use DDE' must be selected in the **DDE-Setup** window.

In the list box 'Applications' you can enter up to 5 names of applications software with which you want to exchange data. By clicking on the '**Add**' button you can add a new application to the list, which will display the '**DDE-Setup / Application [Add]**' window to enable this. This window contains two entry fields for the '**Application Program**' (Name) and '**Topic**' (Item) for the application you wish to use. The list box '**Fields**' will be empty until you add these. To add an application, type the correct name that describes it and the filename where the data is stored (this is generally not the application's executable file, but a data file). For further information regarding the correct naming conventions when using DDE, you should refer to the documentation of the software involved.

In the window '**DDE-Setup / Application [Add]**', you may set up the record fields where Telewin will scan for numbers. To enter an application click on the Add button. There is a '**Number Field**' and an '**Auxiliary Field**'. Enter the name of the field where the desired number can be found, in the Number Field. In the Auxiliary Field you can enter other information concerning the number, this may be the field name containing a name of a person to be phoned. Alternatively this may be additional text information which must be enclosed in double quotation marks (e.g. "Number 1"). By special instructions added to the entry you can format the output format. Note that the field names may also be very specific and you should refer to the relevant software documentation regarding the use of DDE.

If a field contains a complete salutation, e.g. 'Dear Mr Jones' and you only want 'Mr Jones' to be listed when the located numbers appear in the Telewin window, you can suppress the first characters. For this purpose you should add the number of the first character to be printed to the field. Adding another number determines that only a certain amount of characters are shown. For example, 'SALUTATION 5 30' in the Auxiliary Field means that the field 'Salutation' is shown from digit 5 to digit 30. The two numbers should be separated by a space.

For each application up to five Number Fields can be named. This results in a maximum of 25 numbers to be found when Telewin is activated with the use of DDE. These numbers are then shown in a list box.

Entries in the DDE-Setup window can be modified by clicking on the **Edit** button, or deleted by clicking on the **Delete** button. Each entry has to be confirmed by clicking on **OK**.

After configuration Telewin is able to obtain numbers from the named applications if these are running.

Telewin As A DDE Client

When the Telewin hot-key is pressed and a number has not been selected by the cursor, Telewin tries via DDE to obtain numbers from the named applications. This DDE connection can only be made if the application is present on the screen (i.e. not as a icon). When more than one number is found a list of all numbers will appear on the screen. By double clicking on the desired number it will be transferred to the Telewin window. A connection to the current application can also be made by clicking on **'DDE'** from the Telewin main screen. An example of how DDE may be used to pick up telephone numbers from a Microsoft Excel Worksheet (*phone.xls*) is as follows:

Excel	Spreadsheet Software, Microsoft Corporation.
Application Program:	Excel
Topic:	Phone.xls (file name where the data is stored)
Field Name:	RC (marked element / row and column)
Auxiliary Field:	"Excel file"

By setting up the Telewin DDE function in this way, a valid telephone number in the marked cell will be picked up when Telewin is activated by the hot-key.

Integrating Telewin

Teleint Application Program Interface

Since 1990 a TAPI (Teleint Application Program Interface) developers kit has been available which includes detailed documentation and many examples of how to integrate the Teleint dial function with different programming languages, such as BASIC, Pascal, C, and Clipper. Also included are macros for Winword and Excel.

The TAPI is a hardware independent interface! Applications that have integrated the TAPI can dial on any configuration that supports Teleint. Currently these are:

1. Teleint Dialler Module, Teleint Computerfon / Teleint Phoneboard
2. Telewin for Modems
3. Some ISDN cards
4. Xo-Interfaces for ISDN telephones (plus AEI)
5. Dial interfaces for PABX's
6. Suitable telephone interfaces

Microsoft's Telephony - API

Microsoft has introduced MS-TAPI, (the Microsoft Telephony - API). For those Windows applications supporting or wishing to use the Teleint API (TAPI) a link to Microsoft's TAPI is now possible with our 'TAPI transformer'.

Details & Further Information

Please forward your Name (and Company Name), Address, Telephone Number, plus a brief description of your software integration requirements by **Fax to 01449 740509**, or **E-mail to teleintuk@aol.com**

Setup Service

Telewin enables you to define and configure up to three additional dial buttons, for use with alternative telephone services. For example, a number of telephone service providers offer discounts on long distance telephone calls as an indirect service, i.e. by using your existing BT telephone line. Another example is the use of a telephone account charge card/calling card.

These services often require the dialling of an access number (i.e. a prefix to the main telephone number), and some also require the submission of a PIN code before your telephone number is entered. By using the Setup Service function within Telewin, the use of such services is made simple.

To set up a service, you must define the Service Name and the Service Number. The PIN Code is optional since some services do not require this.

How to set up a:

Service - Name

Service - Number

Service - Pin Code

Service - Name

Enter characters in one of the Service Name fields by selecting [Setup Service](#)

In order to set up a dial button for routing calls via an alternative indirect telephone service (e.g. indirect telephone account or telephone charge card), you must enter a Service Name. This may be up to eight characters (A to Z) either in upper or lower case.

Once a Service Name has been entered and saved by clicking on the OK button, this entry is the name that will appear on a new dial button on the main Telewin window. You can configure up to three dial buttons in this way.

Calls will only be made on using this dial button if the appropriate service number or code is entered in the [Service Number](#) field. Also, some services require the addition of a PIN code, which may also be set up in the [Service-PIN Code](#) field.

For further information on how to dial numbers using a Service dial button, see [Dialling Telephone Numbers](#).

Service - Number

Enter digits in one of the Service Number fields by selecting Setup Service

In order to enable a Service dial button established by entering a Service Name effective, you must enter the indirect service access number or telephone number for the appropriate carrier or service.

For example, Mercury's indirect service is prefixed by 132, Energis is accessed by the prefix 162. You will need an account with an alternative carrier offering indirect access in order for this function to work.

Note that in order to use a service requiring the addition of a PIN Code, some services may require a delay between the Service Number and the PIN code being sent. Normal modem delay commands may be added after the number if required.

For example, to insert a short delay (approx. 125 milliseconds) add a forward slash (/). For a delay of approx. 2 seconds, add a comma (,). For further information on how your modem is set up for Pause commands during the dialling of a number, please refer to your modem documentation.

Service - Pin Code

Enter digits in one of the Service Pin Code fields by selecting Setup Service

If you have established a Service dial button by entering a Service Name and Service Number, you should check the instructions from your telephone service provider if it is necessary to submit a PIN Code to identify your call for security and billing purposes.

If required, enter the PIN Code for the appropriate Service. If no PIN code is required leave this blank. If the Service requires a delay between the sending of the PIN code and the actual number being dialled, delay commands may be added to the end of the PIN Code in the same manner as described in **Service Number**.

The PIN Code function will have the additional security of this data being stored in an encrypted and password protected file, which should be available in future versions from July 1996.

Call Log

The Call Log function is currently under construction, and should be available in future versions from July 1996.

Settings Summary

The following is a summary of the settings of various Telewin parameters when first installed on your PC:

Setup Telewin

Hot-Key	Control '-'
Mouse Activation	Turned Off
Minimum Digits	6
Maximum Spaces	2
Abbreviated Numbers Directory	Sample Entries

Setup Dialling (Modem)

COM Port	Auto Detect
Timeout	90 Seconds
Volume	Medium
Speaker State	Turned On
Signal Tones	On
Detect Dial Tone	On
Detect Busy	On
Area Code	Left Blank
Access Code	Left Blank
Special	Left Blank
Repeats	0
Delay	9500ms
Dialling Procedure (Internal/External) & (Pulse/Tone)	Set for External (see Access Code) Tone Dialling

Setup DDE

Use DDE	Off
Applications	Excel
Application Program	Excel
Topic	Phone.xls
Number Field	RC
Auxiliary Field	Left Blank

Setup Service

Service 1 - Name	Left Blank
Service 1 - Number	Left Blank
Service 1 - PIN Code	Left Blank
Service 2 - Name	Left Blank
Service 2 - Number	Left Blank
Service 2 - PIN Code	Left Blank
Service 3 - Name	Left Blank
Service 3 - Number	Left Blank
Service 3 - PIN Code	Left Blank

Modem Initialisation

Initialisation	ATB0E0Q0V1Y0
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Using Telewin For Modems

Generally, every Telewin process can be aborted by pressing the Escape key. For example, pressing Escape will abort the dialling of a number. If a call is not being made or has been completed, Telewin can be minimised for later use by pressing Escape. Telewin can be controlled with a mouse [click on buttons], or by the keyboard.

Loading Telewin

The Telewin files are installed with TELEpower PRO, they are located in the **Telepro** (default) directory (or any other directory that you may specify during the installation of TELEpower PRO). A list full list of Telewin files and their location can be found in the Trouble Shooting section, see "Problem - What Files Does Telewin For Modems Use?". For information about TELEpower PRO, please refer to the TELEpower PRO Help screens.

Using Telewin With TELEpower PRO

When clicking on the telephone icon next to the telephone number of the business displayed after a search within TELEpower PRO, Telewin For Modems is displayed with that telephone number in its window, ready for dialling. You may dial the number either by pressing Enter, or selecting the appropriate dial button (if for example you have configured a Service dial button to call via another telephone service operator). For further information on how to use TELEpower PRO please refer to the TELEpower PRO Help screens.

Using Telewin With Other Windows Software

You may prefer to place a copy of the Teleint icon in your Windows Startup group, so that Telewin is available whenever you need it. Telewin will then be loaded as a minimised task, ready for use until you activate it.

Before activating Telewin, use the mouse to select a field that contains a telephone number. Depending on the application, there are different ways to pick up the desired number. Often it will be sufficient to place the mouse pointer, or cursor, over the field that contains the number and then activate Telewin by the hot-key combination which has been pre-set. The telephone number will then appear in the 'Telewin For Modem' window and can be edited or dialled directly. If this does not work, first activate the number field by clicking on it, at the beginning of or before the number. If this, too, does not work, you should try to fully highlight the number. If none of these methods succeed, Telewin can read a number from the Windows Clipboard. Which method will work depends on the application from where you want to make the telephone call, usually it is sufficient to place the cursor over or click on the number. It is also possible to read numbers by DDE, the way this works is explained in Telewin and DDE.

Dialling Telephone Numbers

Numbers selected or picked up by Telewin for dialling may be edited before you initiate the call by using the mouse/cursor keys, Delete/Backspace keys, and entering new digits where appropriate.

On selecting the appropriate dial button, Telewin starts the dialling procedure by connecting the modem to the line. The Dialling Procedure Set Up (tone or pulse dialling) determines the appropriate method to be used. During any process, pressing the Escape key will abort the current process. Telewin will wait for a dial tone and then start dialling the number. If the telephone number contains the Area Code which has to be suppressed, Telewin will only dial the digits that follow this area code.

Your telephone hand set needs to remain replaced ('on hook') during dialling. You can monitor the entire dialling process through your modem's loudspeaker (if configured to do so), and by messages/alert tones generated by Telewin. This allows you to carry out other activities while waiting for your call to go through. A message box will appear when you should pick up the hand set, after which you should press Enter or click on the OK button. Doing this releases the modem from the line.

Different Dialling Situations:

Dialling With A Direct Line Only

Dialling From Within A PABX

Dialling Numbers From The Redial Memory

Dialling Numbers From The Directory

Dialling With A Direct Line Only

If your modem is connected to a direct public exchange line (e.g. BT), and you do not have an Access Code set up (for PABX use) or any other Service dial buttons configured, a telephone number found by Telewin can be dialled directly simply by pressing the Enter key, or by clicking on the Dial button.

If you have configured one or more Service dial buttons, pressing Enter or clicking on Dial will default to the normal dialling method via your direct line telephone service provider. To dial via an appropriate Service, simply click the corresponding button that you have set up. Telewin will then access the Service, send your PIN Code (if any), and then dial the telephone number for you in the normal way.

Please note that some indirect access telephone service providers generally recommend that local calls are made via your normal direct line service provider (e.g. BT). However, there may be circumstances under which you wish to make such local calls via the indirect service. Often, local calls made this way require you to dial the Area Code, even though it is the same as your own. If Telewin is configured with your Area Code, it will suppress it in the normal manner, which may give rise to an abortive call. Under such circumstances you are advised to delete the Area Code setting which is located in the Setup Dialling (Modem) screen.

Dialling From Within A PABX

When an **Access Code** has been set up in the Setup-Dialling screen, external calls are made by pressing the Enter key, or clicking on the **External** dial button. Call destinations inside of the PABX may be initiated by either CTRL+'Enter', or clicking on the **Internal** dial button. Internal and External dialling methods may be individually configured for tone or pulse, as set up in Dialling Procedure within the Setup-Dialling screen.

Dialling With 'External'

When you have started the dialling process with External, Telewin will dial the necessary digit(s) to access the public exchange line and will then wait for the second dial tone (secondary proceed indication).

Dialling will proceed using the pulse/tone dialling method which has been set up for line access in **Dialling Procedure**, within the Setup-Dialling screen. If an attempt to access the line does not yield a dial tone because it is not generated immediately, you can make Telewin wait three seconds before continuing by specifying 'W' in the Setup menu. See Access Code configuration.

Dialling With 'Internal'

When you have started the dialling process with Internal, Telewin will dial a telephone number without accessing a public exchange line. Dialling will be made using the method pulse/tone dialling method which has been configured for Internal calls in Dialling Procedure, within the Setup-Dialling screen. This function permits the dialling of in-house telephone numbers or quick-dial extension numbers from the Directory.

Dialling Numbers From The Redial Memory

Telewin offers a 'Redial' function for numbers that do not connect (e.g. no answer, or busy). The number store accommodates up to 10 numbers with up to 25 digits each. This is a very useful feature if you want to make several calls in series. If for example you use an address manager to display telephone numbers on your PC screen, you need not toggle between address records if calls do not go through. In the event of a failed call, simply press the **Store** button to add the number to the Memory. When you enter a number in the memory, the Store button changes to **Redial** and the confirmation message **Number Stored** appears.

When one or more numbers are Stored, the Telewin icon will flash and a short tone will be generated every five minutes as a reminder that you have numbers stored for redial. It is not necessary to have Telewin in the foreground for this reminder, the task may be minimised by pressing the Escape key after you store numbers for redial. When it is convenient to you to Redial, simply hot-key Telewin.

Redial of a number stored may be started with the keys <ALT+'R'> or by clicking on the Redial button. If a single number is present, it will appear in the Telewin edit window ready for you to Dial. If there is more than one number in the memory a window prompts you to select one of the numbers from a list. The selection can be made with the mouse, or the cursor keys (up or down) followed by pressing the Enter key or clicking the OK button. A number highlighted may also be deleted from the queue by pressing the Delete button.

Once you have selected a number for redial, you may edit/delete the number in the Telewin dialling window. Also, once a number is placed in the dialling window, by pressing the Escape key or minimising Telewin, the number will be removed from the memory.

Dialling Numbers From The Directory

The **Abbreviated Number Directory** is opened with the **'Directory'** option selected from the main Telewin menu bar, and offers a means of quick dialling frequently called numbers. After highlighting a name, dialling may be started by pressing Enter, by double-clicking on the highlighted name, or by clicking the OK button.

To search for a number from a long list, enter the first character(s) of a name into the **'Search Key'** field, only names starting with these characters will be displayed. Up to 4 characters may be entered in this field.

If you have set up Telewin to use an Access Code for use on a PABX, two radio buttons will be displayed at the bottom of the screen, enabling the selection of either Internal or External numbers to search from. If you have set up any user configurable Service Dial buttons, a radio button will be displayed for each Service. By clicking on a radio button, your search for numbers will be contained within either External numbers, Internal extensions, or External numbers that you have specified to be dialled via a Service.

For entering or editing numbers in the Directory see Abbreviated Numbers Directory (Setup-Telewin).

Trouble Shooting

If you experience problems - please ensure that you check the connecting cables between your modem and the PC, and telephone line. Check to see if your modem is properly installed and working (with, for example, data communications software connecting you to an on-line service). Also, ensure that your telephone line is working correctly and that any numbers and codes etc. are correct (check by dialling the exact sequence manually with a telephone).

Common Problems & Error Messages

Some common problems follow. However, this is not a complete list since many different situations can arise. If you have checked the configuration and you still experience problems, please contact your supplier, specifying the serial/version number found by selecting the **About** screen, after clicking on '?' on the main Telewin menu bar. **Please note that you should refer modem/PC problems to your appropriate hardware supplier.**

Problem: Hot-key does not activate Telewin

With some applications, Telewin may not respond to the normal hot-key combination. Try setting a different Hot-Key combination. Is Telewin loaded (minimised)? - Check that you have not closed the application!

Problem: Configuration changes in the Setup screens do not seem to work

Check the changes again, be sure to click on OK buttons to store changes. Try restarting your computer.

Problem: Telephone number which has not been clicked on, keeps appearing

You may have text in the Windows clipboard containing a telephone number. If you have not clicked on/highlighted a number to dial, and hot-key Telewin, it will scan the Clipboard for a number as well.

Problem: A number dialled from the Directory is incorrect

There may be too many characters and digits entered in the Abbreviated Number entry in Setup Telewin. Check the entry, if the last one or two digits of the number are missing, reduce the length of the name in the Name field.

Problem: Message Box "Pick up the hand set ... etc." appears when called numbers are busy

The message "Pick up the hand set and press Enter" is determined by a time delay, since the modem will only issue a Busy response code, not a call answered response code. The Delay may need to be adjusted for your particular modem - see Delay for further information.

Problem: Modem dials on a direct line but not via my PABX

Some modems do have problems with handling calls via certain PABXs. Check your modem documentation or with your modem manufacturer stating the PABX type and modem model number. It may be advisable to get advice on how to use a modem from the PABX supplier. Some new digital systems can be configured so that certain extensions are set up for analogue devices (e.g. modems), to maintain digital feature phone functions it may require the addition of another extension line.

Problem: What files does Telewin For Modems use?

The following files are needed by Telewin For Modems.

Filename	Location
Telewin.exe (full version)	Telepro (or directory you specified when installed)
Telelite.exe (lite version)	as above
Telefunc.dll (full version)	as above
Telelite.dll (lite version)	as above
Telewin.hlp	as above
Readme.doc	as above

Teleint.ini	Main Windows directory
Telenum.txt	Main Windows directory
TW_Modem.ini	Main Windows directory

Telewin Error Message: No exchange line found

Ensure you have set the correct Access Code for exchange line access/dialling for your PABX. Check the setting for your COM Port. Check your Setup Dialling (Modem) configuration parameters. Check all connections between the PC, Modem, and telephone line.

Telewin Error Message: Check Hardware! . . . No dial tone/Error Occurred.

Check that your modem is switched on and working! Check modem connections, and your COM Port setting

Telewin Error Message: Initialisation Error

This occurs if the modem initialisation string is not accepted by the modem. Should this occur, it is necessary to check the modem manual to see what component parts of the initialisation string the modem does not recognise. For further details see Telewin and Modems

Telewin Error Message: Telewin For Modems cannot be closed while DDE is running!

If the DDE function is set to operate, there is a DDE timeout period (normally 1 second). If you try to close Telewin as soon as it appears on the screen, whilst it is looking for a number via DDE links, this message will appear. If you do not have any applications configured for DDE, turn off the **Use DDE** function. If you are using DDE, when Telewin launches into the foreground the DDE title on the menu bar will be greyed out, until after the timeout period. For configuration details see Setup DDE

Telewin Message: Cancelled!

If this message appears after starting to dial, did you press the Escape key?

Check the modem - make sure that it is not faulty. Check modem initialisation command (see 'Telewin and Modems')

Windows Error Message: Hardware Error

If the Windows Hardware Error message box appears with "It is not possible to set up your modem: DTR cannot be activated", it is possible that your PC has an IRQ or configuration conflict for the COM Port selected. In this event you should check your system documentation or seek assistance from the supplier of your PC. If a COM Port is working correctly but does not have a modem connected to it, this will give rise to the Telewin Error Message "Check Hardware! . . . No dial tone/Error Occurred".

Upgrade

Some of the functions in this version of Telewin may be limited. If this is the case, when you select such a function you will be alerted to the fact by a message box, explaining that you should refer to the Upgrade option of this help file.

In order to upgrade the software, please read the information in the **Telepower registration screen**, by selecting the **Registration** option on the **Telepower** menu bar. This option provides you with the reasons to upgrade to Telepower Pro. Upgrading provides you with a full working version of Telepower Pro, as well as a full working version of Telewin For Modems.

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This software has been supplied with TELEpower PRO, and your right to use Telewin For Modems is governed by the terms and conditions of that purchase. By opening TELEpower PRO you accept the terms and conditions, which includes the use of this software.

GENERAL.

This licence agreement (hereinafter Agreement) applies to the purchase and use of the software called Telepower Pro which incorporates Telewin dialling software for modems, hereinafter called the Software.

1. DEFINITIONS.

In this Agreement the following terms shall have the following meanings:

- 1.1 "Applicable Owner" means the owner of software, copyright, patents and other intellectual property rights of the component parts comprising the Software;
- 1.2 "TDS" means TDS Marketing Group Limited;
- 1.3 "Telepower Pro" means the software and copyright owned by TDS;
- 1.4 "Telewin" means the software and copyright owned by Armatura AG;
- 1.5 "Data Protection Software" means the software and copyright owned by Ç-Dilla Limited;
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- 1.7 "Network Licence" means a licence to use the Software by more than one user employed by you or your company who have access to the Software by means of one or more computers connected by means of a Network to a network server, such licence being effective on application to TDS and payment of the appropriate fee;
- 1.8 "Site" means a single building or a collection of buildings which share a common boundary;
- 1.9 "Date Of Installation" means the date you requested and received an official release code from TDS's customer services;

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- 3.1 The duration of this Agreement for Network Licence purposes is limited to 12 months from Date Of Installation.
- 3.2 Your right to use the Software will automatically cease without cancellation if you violate the conditions of this Agreement.

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7. RIGHT OF MODIFICATION.

TDS reserves the right to modify or enhance the Software if this becomes necessary for reasons of availability, serviceability, performance or due to legislation or governmental regulations. The business directory data within Telepower Pro is not one hundred percent accurate since businesses change every day and the performance from a directory will always deteriorate over time. By returning the enclosed registration card you will be informed of updates as and when they are published.

8. DAMAGE CLAIMS.

You agree to ensure that any third party to whom you give instructions to and who has access to the Software will act with due care and diligence as stated in this Agreement, and that you will hold TDS or its agents or distributors harmless of the actions of any such third party. If you become aware that the Software is used in such a way that violates the conditions of this Agreement, you agree to take every action necessary to stop its improper use, and will notify TDS in writing of its improper use.

9. LIMITED WARRANTY.

TDS does not warrant that the Software will be accurate or meet your specific requirements, or that operation will be defect or error free. TDS will not be liable for any damages whatsoever arising from the use of the Software. You expressly acknowledge that the use of the Software is at your own risk. TDS makes no claims, either expressed or implied, as to the fitness of the Software for any particular purpose. Any statements made concerning the utility of the Software are not to be construed as expressed or implied warranties. The warranty period is 30 days from the date of delivery. During this period, defective Software will be replaced free of charge, provided that the original Software disc is returned to TDS at the address shown below complete with a copy of the purchase receipt. This warranty is void if failure of the Software has resulted from accident, abuse or misapplication. Any further damage claims are explicitly excluded.

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12. INVALID CLAUSES.

Should any clause of this Agreement be or become invalid, this does not affect the validity of the remaining clauses. In such a case, the invalid clause will be superseded by another clause which is closest to the intended purpose of the invalid clause.

13. GOVERNING LAW.

This agreement shall be governed by and construed and interpreted in accordance with English law and you agree to submit to the jurisdiction of the English courts.

