

TraiTel Telecommunications

TTMessenger 4.xx

User Manual

Contents

Getting Started	5
What is TTMessenger?	5
System Requirements	5
Operating System	5
Hardware requirements Minimum Recommended	5
Network requirements	5
Installing TTMessenger	5
Account Settings	6
Contacts	7
The TTMessenger phonebook	7
Creating a new contact	7
Managing your contacts	7
Phonebooks	8
Creating a new Phonebook	8
Importing contact lists	8
Creating a CSV file of contacts	8
Defining default values	10
Matching your data to the correct fields	10
Instant Messaging	12
About Instant Messaging	12
Adding IM contacts	12
Using Instant Messaging	12
Detaching and using the contact list	13
VSMS	13
About VSMS	13
Recording a VSMS using TTMessenger	14
Greeting	14
Recording	14
Saving to file	14
Opening from file	14

TTMessenger 4.xx User Manual

Sending a VSMS	15
Adding recipients	15
Getting pricing details	15
Adding Alternative Numbers	15
Scheduling delivery	16
VSMS Reply Options.....	16
Record and send a response back to you.....	16
Transfer the call to:	16
Limit total call time to one minute	16
Verify the recipients identity before playing.....	16
Finalizing	17
SMS.....	17
SMS overview	17
Sending an SMS	18
Typing your message	18
Abbreviate	18
Adding recipients	18
Reply options.....	18
Receiving an SMS.....	19
SMS Reply Forwarding	20
Scheduling an SMS	20
SMS Settings	20
Message format	21
Multipart Messages	21
Phone	21
Phone functions overview	21
Equipment setup	22
Making a phone call	22
Receiving a phone call.....	23
Making a video call.....	24
Voicemail.....	24
Listening to voicemail messages	25
Auto Answer	26
Hold	26
Transferring Calls.....	27
Recording Phone calls	27
Fax.....	27

TTMessenger 4.xx User Manual

Fax functions overview	27
Preparing a fax	27
Cover page	27
Main content	28
Printing to TTFaxer	29
Adding recipients.....	29
Previewing and Ordering your fax document	29
Sending.....	30
Scheduling.....	30
The TTMessenger Logs.....	30
Sent Fax Log.....	31
SMS Log.....	31
Voice Call Log.....	32
Voicemail Log.....	33
VSMS Log.....	34
IM Log.....	34
Multiple Installations of TTMessenger	35
Managing Phone Numbers	36
Adding credit to your account.....	37
Creating PDFs.....	37
Changing the appearance of TTMessenger	37
Exiting TTMessenger	37
Troubleshooting	37
Phone number formats.....	37
Connection problems.....	37
Not Logged In / balance reported as \$0	39
Windows 98 specific problems.....	39
Fax Settings	39
Fax preview fails	39
Video call problems.....	39
Technical Support.....	40

Getting Started

What is TTMessenger?

TTMessenger is an integrated communications application, enabling users to send and receive voice and video phone calls, SMS and VoiceSMS messages, Faxes, and Instant Messages.

System Requirements

Operating System

Minimum supported OS is Windows XP or Windows Server 2003. TTMessenger **may** work on older versions of Windows (98, 2000, ME) however they are not officially supported.

Hardware requirements	Minimum	Recommended
RAM (Memory)	64 MB	256 MB
Disk	20 MB	100 MB
Processor	1.5 GHz (Pentium 3)	2.0 GHz+
Display	800 x 600 16 bit	1280 x 1024 32 bit
Sound	16 Bit Sound card / headset – (note using speakers and mic instead of headset will cause echo in calls)	

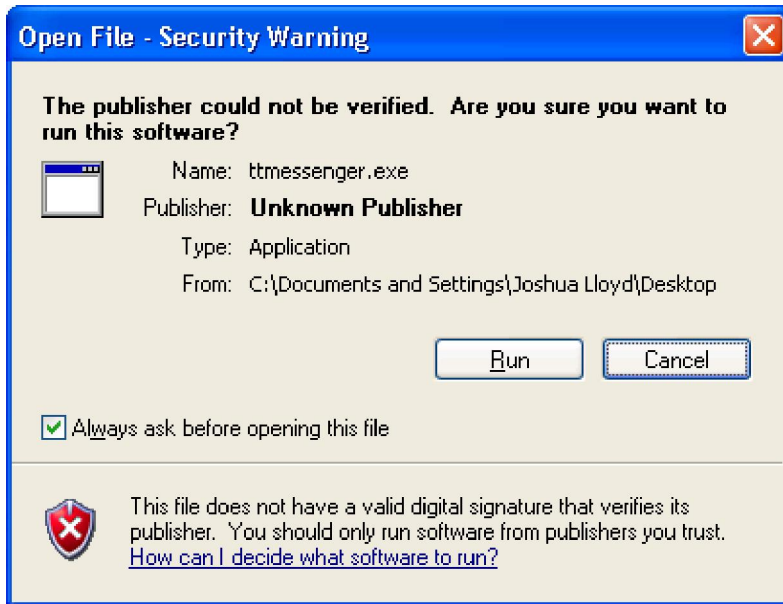
Network requirements

TTMessenger requires a working internet connection to perform most of its functions

Installing TTMessenger

Double-click the installer – ttmessenger.exe to start the installation process.

You may see the following window appear:



Click **Run** to install

Account Settings

TTMessenger won't function without being connected to a TraiTel account.

If you haven't set up your account yet, go to <http://www.traitel.com.au/signup.html> and sign up.

To set up TTMessenger with your TraiTel account settings click **Options -> Account Settings**

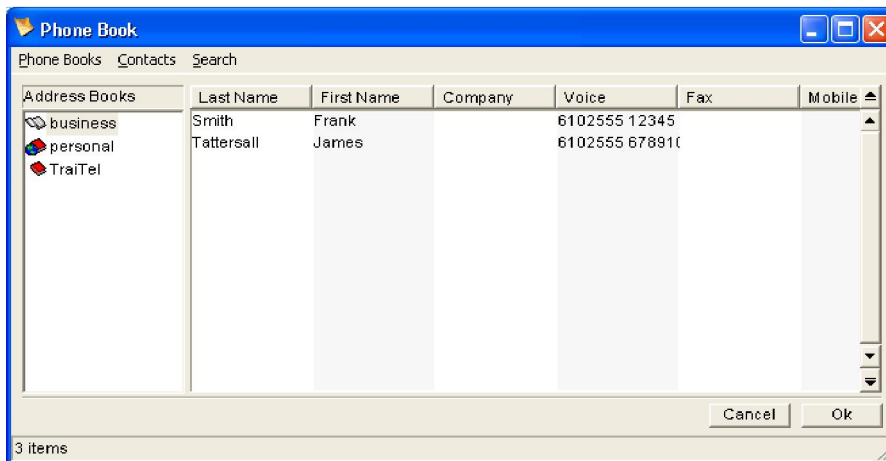


Enter your username and password and click **Ok**.

Contacts

The TTMessenger phonebook

To open the phonebook click **Contacts**



Creating a new contact

To create a new contact click **Contacts** in the phonebook and select **New**

Enter their details and click **Add**.

Managing your contacts

Double click on a contact to open the edit panel, where you can add, remove, and change any details for a contact record, and update their record by clicking **Ok**.

The screenshot shows a window titled "Editing contact" with a close button in the top right corner. The window contains the following fields:

- First name: Frank
- Last name: Smith
- Company: [Empty]
- Email: [Empty]
- Country: Australia (dropdown)
- Area: 02
- Number: 555 12345 8910
- Voice/IM: Australia (dropdown)
- Fax: Australia (dropdown)
- Mobile: Australia (dropdown)
- Address: [Empty]
- City: [Empty]
- State: [Empty]
- Country: Australia (dropdown)
- Postal: [Empty]
- P.O. Box: [Empty]

Buttons: Cancel, Ok

Phonebooks

TTMessenger can handle multiple Phonebooks, to help manage contacts into groups.

There are two default Phonebooks available when you first start TTMessenger – Business and Personal, which synchronize online. Updates to these books appear in your web messaging address book, and vice versa, and are also shared across sub-accounts. You can create new Phonebooks to suit your needs; however they will be local to your machine.

Creating a new Phonebook

To create a new Phonebook click **Phone Books -> New**

Enter a name for the new phonebook and click **Ok**.

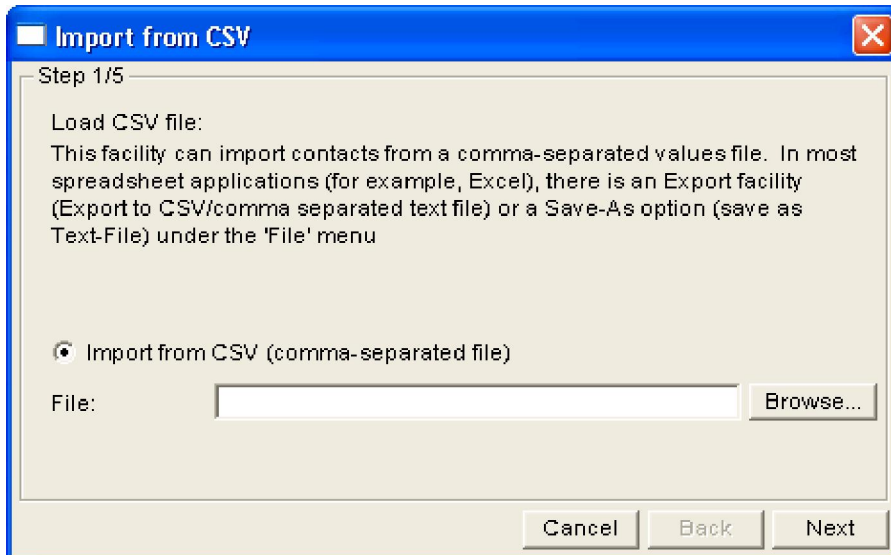
Importing contact lists

Creating a CSV file of contacts

If you have an existing database of contact details, it should be possible to import them via the CSV file format.

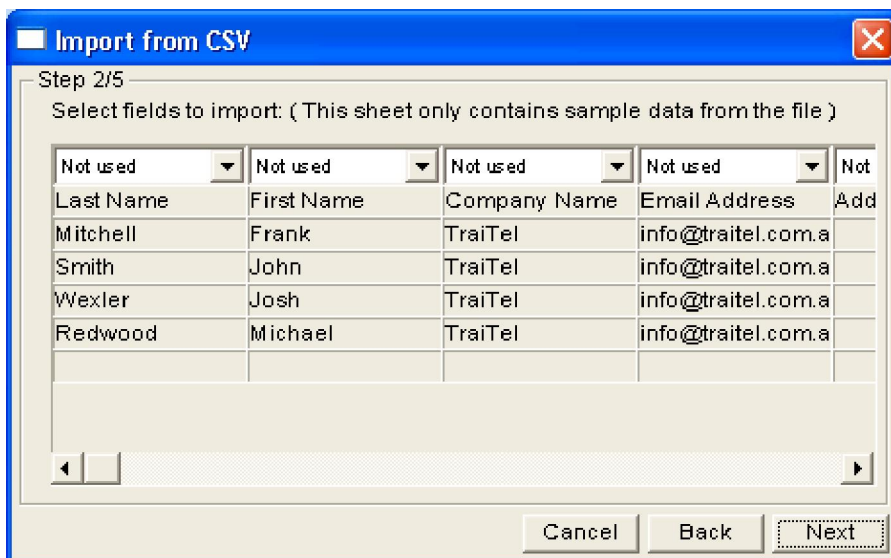
If your database is in an Excel spreadsheet, you can simply save it as a CSV file and try to import it, if you have another database system you may be able to export to CSV, or arrange for your database administrator to do this for you.

To import a CSV file of contacts into a phonebook, click **Phone Books->Import->Import from CSV**



Select a CSV of contacts to import by clicking **Browse** and navigating to the file on your computer.

Click **Next**



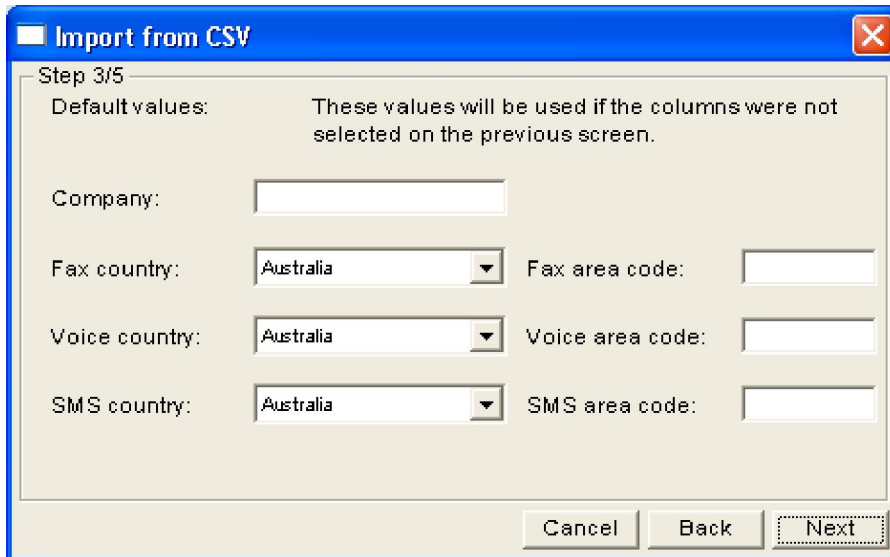
You will be presented with a sample of the data in your file organized into columns.

Match the columns of data to the desired fields in TTMessenger by selecting the correct field in the drop-down menus and click **Next**.

If your area and country codes are in separate fields, you should select those column fields appropriately (See Matching your data to the correct fields below).

Defining default values

Default values will be used for required columns which were not defined in the previous step.



The screenshot shows a dialog box titled "Import from CSV" with a close button in the top right corner. The dialog is at "Step 3/5". Below the title bar, there is a section for "Default values:" with the text "These values will be used if the columns were not selected on the previous screen." Below this, there are four rows of input fields:

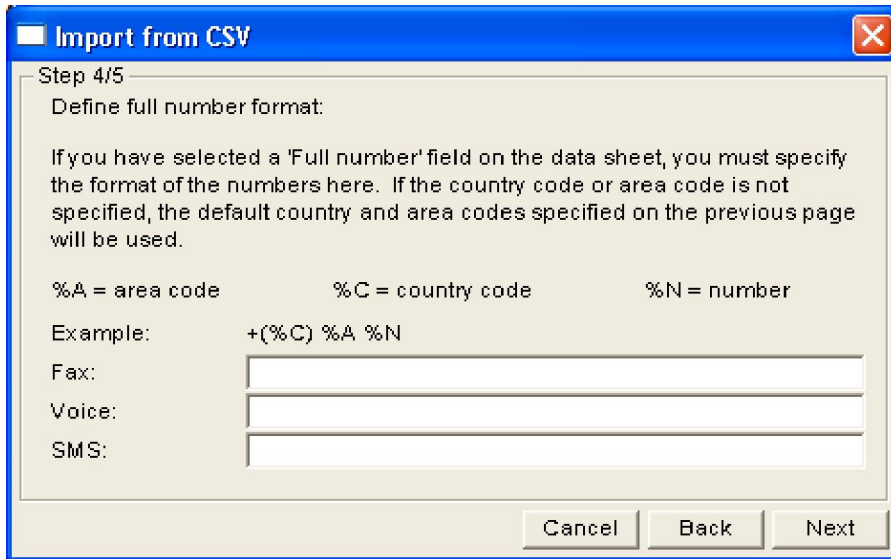
- Company: [Text input field]
- Fax country: [Dropdown menu with "Australia" selected] Fax area code: [Text input field]
- Voice country: [Dropdown menu with "Australia" selected] Voice area code: [Text input field]
- SMS country: [Dropdown menu with "Australia" selected] SMS area code: [Text input field]

At the bottom of the dialog, there are three buttons: "Cancel", "Back", and "Next".

Matching your data to the correct fields

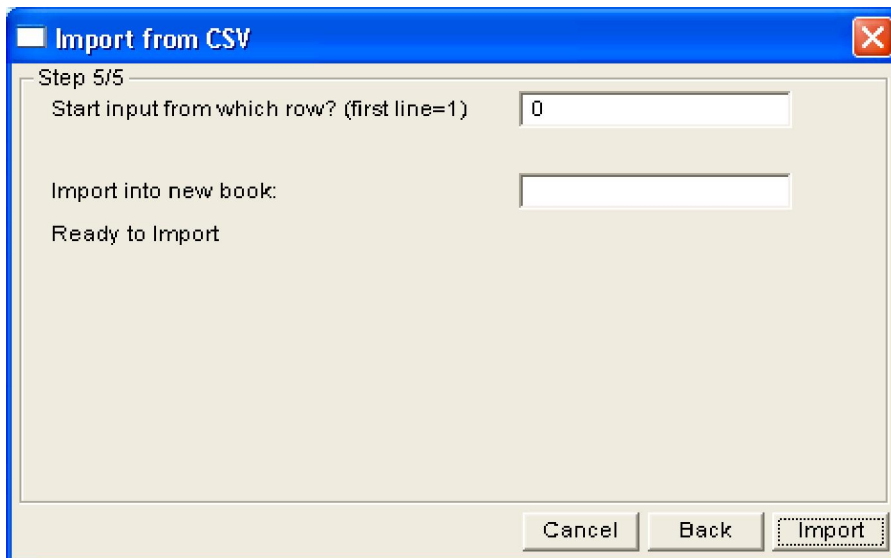
Most field names in step 2 should be self-explanatory, however it is important to correctly select the field-types of the phone and/or fax numbers for your contacts.

If the phone numbers are in international format; that is they include the country and area codes you should select an appropriate 'full number' format and you will be presented with the following screen to define the format which your numbers are in for processing. This can include symbols such as brackets and +'s, as long as you define the format in full on this screen.



Click **Next** to continue

Step 5 sets the first line of data to start importing from (useful if the first line contains field labels rather than data), and also the name for the new Phonebook to be created on import.



Click **Import**

Click **Close** once the Import is complete.

Instant Messaging

About Instant Messaging

Instant messaging provides text based messaging over the internet to other TTMessenger users.

Adding IM contacts

Any contacts with TraiTel phone numbers in your Phonebook will appear in your IM contact list.

Otherwise:

Click the  icon

Enter a TraiTel phone number or email address and click **Add**

The user will be asked to authorize you as an IM contact and once you have both added and authorized each other, you will be able to exchange Instant Messages.

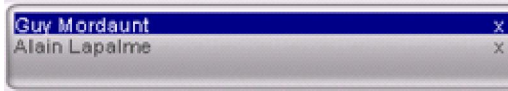
Using Instant Messaging



Double click a contact name in the list on the left to open a new conversation.

Type a message, then press **enter** to send it.

Multiple conversations can be open at once, and are selected in the open conversations panel directly above the message panel:



To close a current conversation, click the **X**.

If a user is on the phone, or typing a message, their status is updated on the TTMessenger interface.

Detaching and using the contact list

The IM contact list can be detached from the main interface and dragged to the left or right of your screen where it will remain as a pop up. To detach click the **^** in the top right of the contact list. Drag the panel wherever you like, if you drag it all the way left or right on your display it will attach to the side of your desktop and minimize itself. Hover your mouse pointer over it to restore the window to full width.

There is a right-click context menu accessible in the contact list, right click on a contact to call, send an IM or delete them from your contact list. If you are currently in a call, you can right click on a contact to transfer the call to them, or add them to create a conference call.

VSMS

About VSMS

VSMS gives you the ability to take a small audio file (recorded with your PC, or pre-recorded) and then send it to a mobile or land line phone. When you send a VSMS, the phone of the receiver will ring and when the phone is answered the VSMS will start to play to the receiver.



Recording a VSMS using TTMessenger

Greeting

In the Greeting menu, choose what type of greeting you want the recipient to receive, if any. The lower options include pre-recorded greetings before playing what you record afterwards. E.g. if you choose 'hello this is a voice message for' you could record a greeting which is just the recipient's name.

Recording

The left hand recording panel is for the greeting portion of your VSMS.

Clicking **Rec** begins recording, and **Stop** ends it. Click **Play** to listen to what you've recorded (very much recommended).

Similarly, the main message is recorded in the right hand recording panel.

Saving to file

With either the greeting or the main message, you can click **Save** to create a file of what you've recorded, for later use.

Opening from file


Clicking **Open** allows you to choose a suitable file from your computer to include

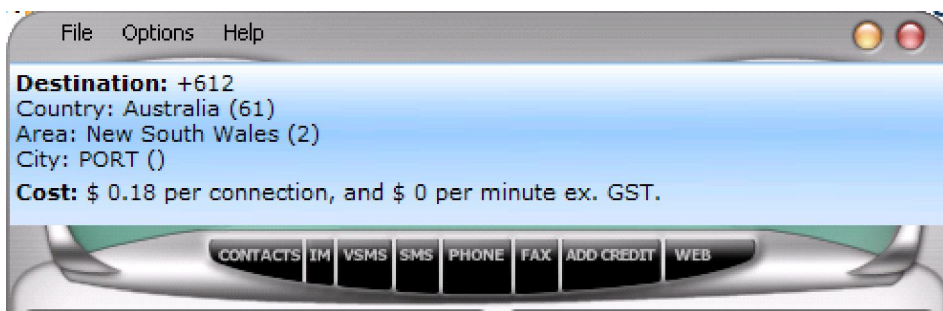
Sending a VSMS

Adding recipients


Add recipients, by selecting them from your contacts, or typing their number in, then clicking **Add**.

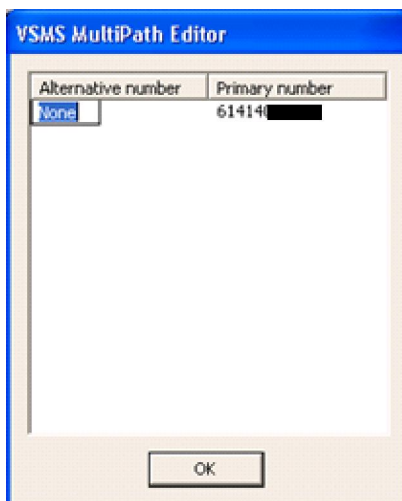
Getting pricing details

To find out how much your VSMS will cost to a specific destination, click the arrow:  then select Get Price Details. A panel at the top of TTMessenger will appear with the pricing information for the current number:




Adding Alternative Numbers

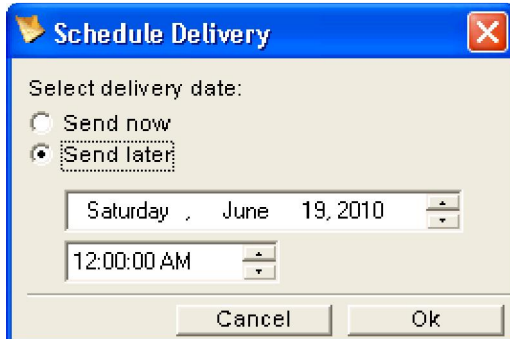
Once you have recipients set for your VSMS, you may like to add alternative numbers for them. If the primary number fails to receive the VSMS, the alternative number will be dialed. To add alternative numbers click the arrow:  and click Setup Alternative Numbers to open the Multipath Editor for VSMS:



Enter the alternative numbers by clicking under that column for each recipient, then click **OK** to save them.

Scheduling delivery

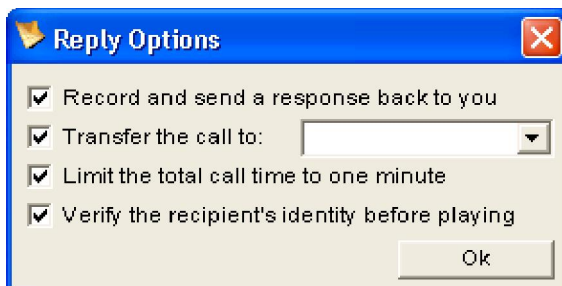
To schedule your VSMS, click the scheduling button: 



To schedule a specific time for your VSMS to be delivered, select Send later, and specify the time and date before clicking **Ok**.

VSMS Reply Options

Click the recipient reply options button: , to open the reply options panel.



You can select which, if any, reply options are available to the recipient(s) of your VSMS.

Record and send a response back to you

The recipient is given the option to record a message into their handset which is then forwarded back to your TTMessenger.

Transfer the call to:

The recipient is given the option to be transferred to a number you (the sender) specify.

Limit total call time to one minute

The total call time is limited to one minute when this option is enabled.

Verify the recipients identity before playing

The recipient is asked to confirm they are the person referenced in the greeting, before the 'body' of the VSMS message is played to them.

Finalizing

To finalize your VSMS, click **Send VSMS**:



SMS

SMS overview

SMS stands for Short Message Service, and is commonly known as a text-message or just 'text'. TTMessenger can send and receive SMS messages to most countries around the world through TraiTel's robust SMS gateways.

To bring up the SMS panel, click **SMS** in the main menu.



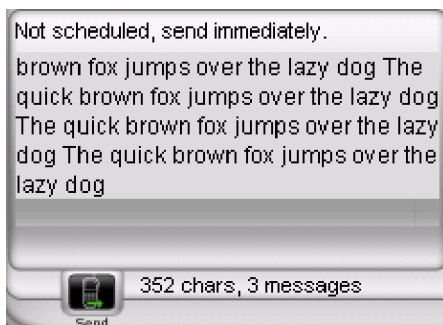
Sending an SMS

Typing your message



Click into the message field and type the message you wish to send.

Depending on your settings, single messages can be 160 or 70 characters long, if you enter more characters than your limit, you will be sending multiple messages. The amount of characters and number of messages required to send your text are displayed below the text entry panel:



Abbreviate

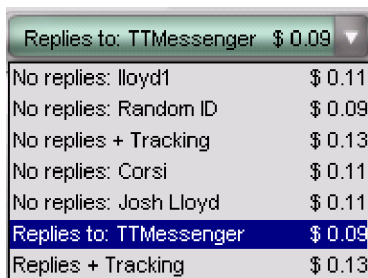


Selecting your text and clicking abbreviate will shorten some words into commonly used abbreviations, or 'text speak'.

Adding recipients

To add recipients from your existing contacts, click in the number field, and then click **Contacts** to open the address book. Select the contact(s) you want to send an SMS to, and then click **Ok**. You can select as many contacts as you like, for a bulk message.

Reply options



In the Reply options menu, you see the various reply, sender ID, and tracking options available, as well as their pricing.

Tracking allows you to determine whether an SMS was received or not, via the TraiTel website.

Recipients will not be able to reply to SMSes from alphanumeric Sender IDs¹.

¹ To request a custom alphanumeric SenderID, log in to your traitel.com.au web account, go to SMS options -> Manage SMS Sender IDs.

Receiving an SMS

You must first send an SMS to a particular number before a reply can be routed to your TTMessenger.


When a reply comes in, a notification will appear above your task bar:



And also in the TTMessenger window:



If the reply is from a contact in your address book, the number will be replaced by their name.

To send a reply yourself to an incoming SMS, click the **Reply** button: , and the originating number will be pasted to the recipient of a new SMS in the send panel.

SMS Reply Forwarding

To forward replies to a mobile number, you must first register that number using Web Messaging on the TraiTel website.

Log in to your account on the website, and under **SMS Options -> Manage SMS IDs** there is a field for adding a mobile number. Enter the number and click **Add**. An SMS will be sent to that number with a password, enter that password into the field on the website (also under Manage SMS IDs) and your mobile number will become available in TTMessenger to forward replies to.

To enable forwarding your replies, click the drop down under the reply pane and select the

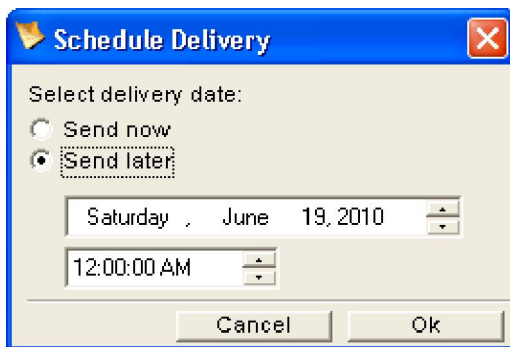


number to forward replies to:

Note that forwarding replies to a mobile incurs a cost per message

Scheduling an SMS

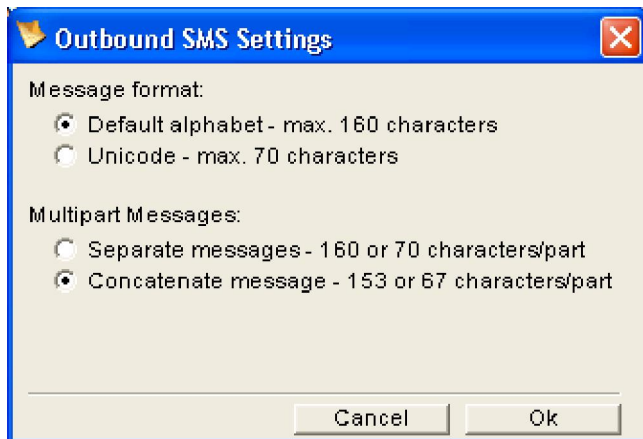
To schedule your SMS, click the scheduling button:



To schedule a specific time for your SMS to be delivered, select **Send later**, and specify the time and date before clicking **Ok**.

SMS Settings

To open SMS settings, click **Options -> SMS Settings**



Message format


This option determines the encoding of your SMSes. The default SMS alphabet is only suitable for languages like English, French, and Spanish; it does not contain characters for languages such as Arabic, Chinese, Korean, Japanese or Cyrillic alphabet languages (e.g. Russian). For those characters, you must select Unicode encoding, which has a much larger alphabet, at the expense of the number of characters able to be sent.

Multipart Messages

For messages made up of multiple SMSes, you can choose whether or not they are reassembled into a single long message on the recipient's handset (dependent on the handset capability).

Phone

Phone functions overview

To open the phone panel, click the Phone button: 

The Phone functions in TTMessenger provide the ability to:

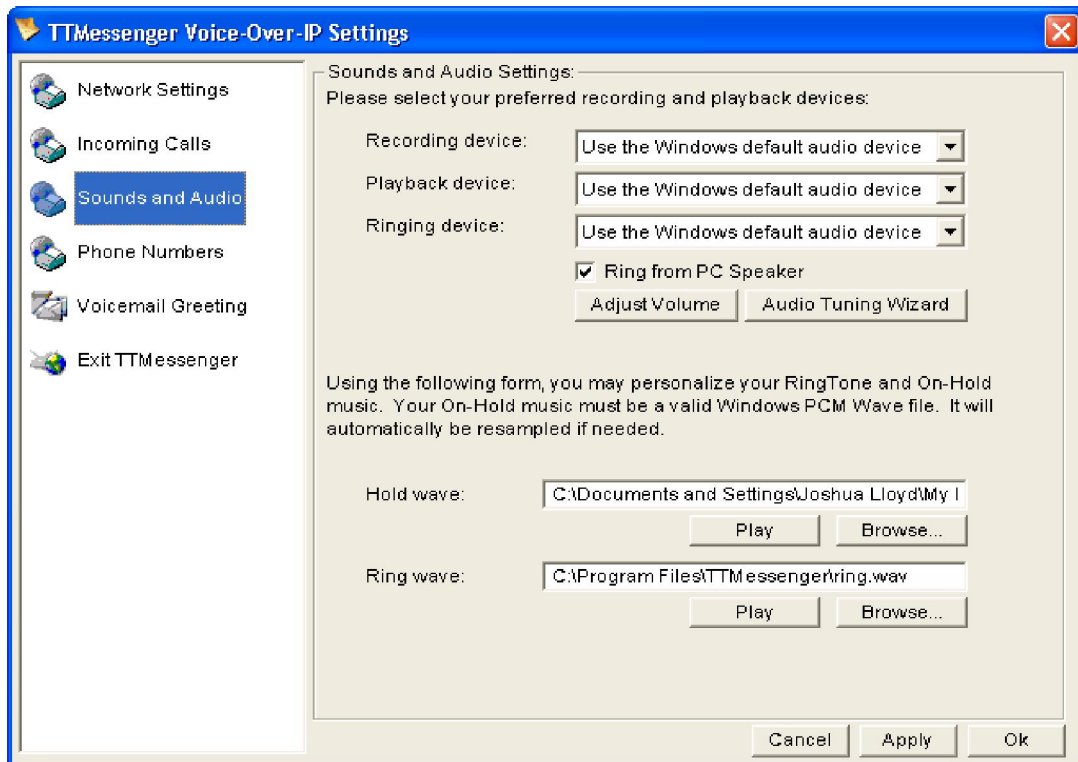
- Make and receive VoIP phone calls
- Make and receive Video calls
- Record and organize voicemail
- Put callers on hold
- Transfer calls to local extensions
- Record phone calls
- Make conference calls

Equipment setup

TTMessenger operates best when using either a telephony headset, earpiece, or handset.

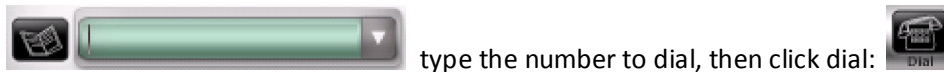
Follow the manufacturer's instructions for setting these up correctly. Then select the appropriate device in the Sounds and Audio settings panel.

To open the settings panel, click **Options -> Phone settings -> Sounds and Audio**



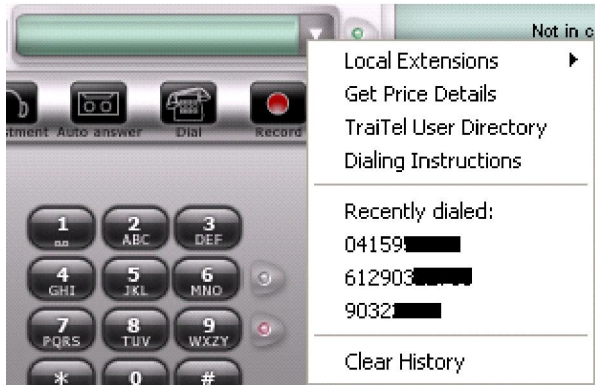
Making a phone call

To place a phone call using TTMessenger, click into the number to dial panel:



type the number to dial, then click dial:

You can also click Contacts and select someone from your address book to dial, or find local extensions and the last 10 dialed numbers by clicking the down arrow to the right of the number field:



You can also type the name of one of your contacts into the number field, and as long as there is not more than one contact with that name, TTMessenger will know who to dial.

Receiving a phone call

When a call is placed to your TTMessenger, two things will happen;







A blue alert pop-up will appear over your task bar:

And the call details will be displayed inside the TTMessenger Voice panel:





To answer the call, click inside the red box on the alert pop-up, or click answer inside TTMessenger.

To place the call on hold, click the **hold** button in the alert pop-up:  or click **On-Hold** inside TTMessenger: .

To transfer the call to voicemail without answering it, click the red X in the pop-up: , or click End Call in TT Messenger: .

Making a video call

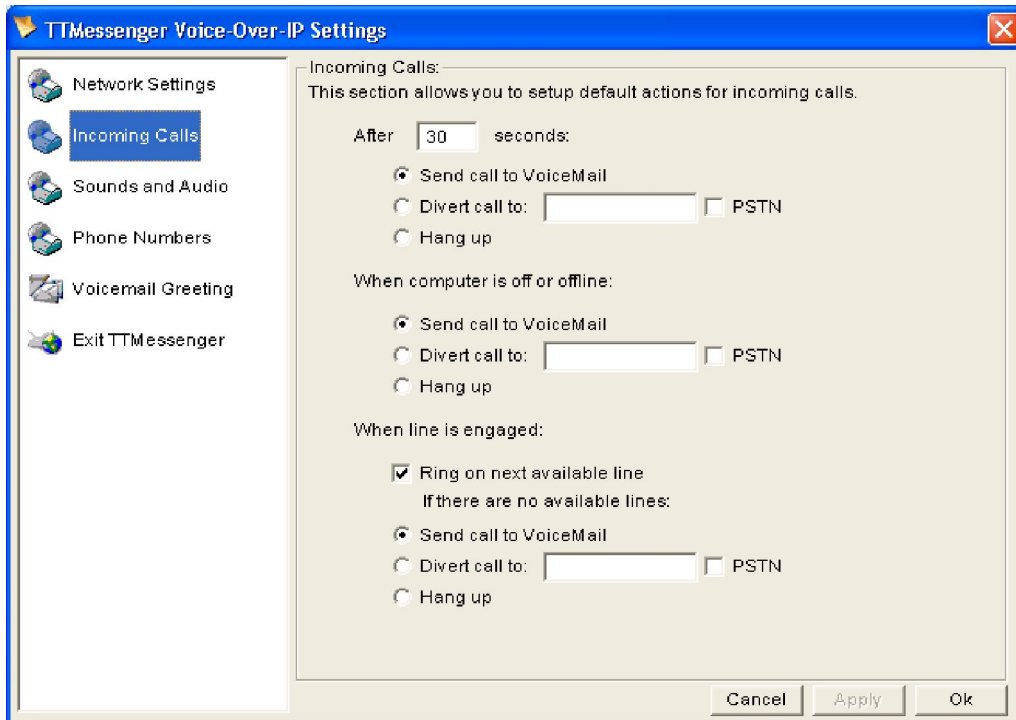


If you have a webcam set up on your machine, video calling becomes available. To make a video call place a normal phone call to a TTMessenger contact, and click **Record**: . The other caller's **Play** button:  will become available, once they click **Play**, they will see what is being captured by your webcam. Likewise once the other caller clicks **Record**, you will be able to click **Play** to establish a two-way video call ¹.

¹Note that two-way video calls require a broadband internet connection

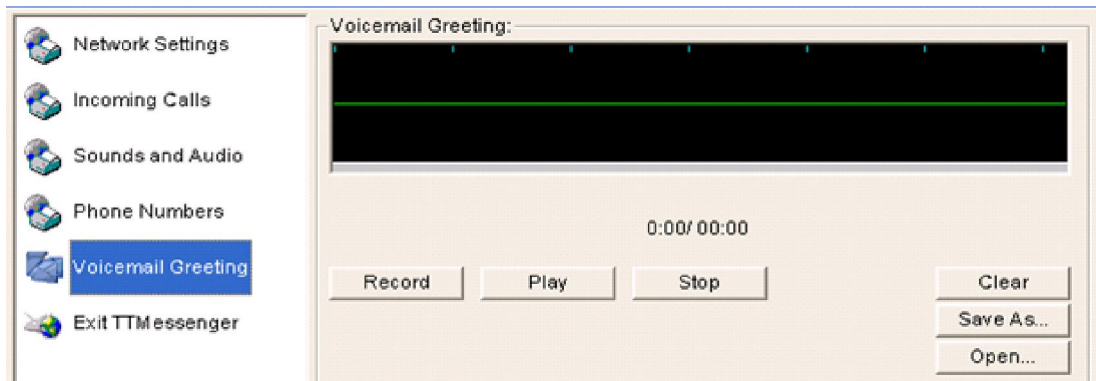
Voicemail

To setup your voicemail options, go to **Options -> Phone Settings -> Incoming Calls**



Select where you would like callers to be directed should their call go unanswered for various reasons.


To record a Voicemail Greeting directly into TTMessenger, go to Voicemail Greeting in **Options - > Phone Settings**.



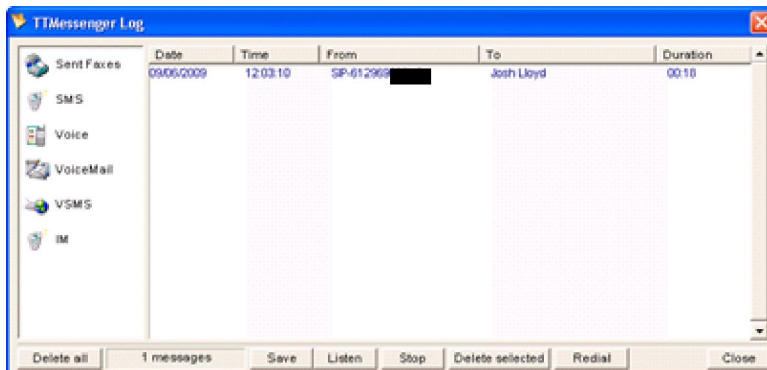
Click **Record** to begin recording your greeting and **Play** to hear what you have recorded.

You can also load a Voicemail Greeting from file by clicking **Open** and browsing to the desired file in your computer.

Listening to voicemail messages

If you have voicemail message, the green light next to the keypad will be lit:  and flashing.

Click it to open the voicemail log:




Highlight a logged message and click **Listen** to playback the message. You can also **Save** messages to a file, **Delete** them, and **Redial** the caller.

Auto Answer




The **Auto Answer** button: toggles on and off when clicked and when enabled directs all incoming calls to voicemail. You will still receive notification that you have missed a call.

Hold

To place a call on hold, click the **On Hold** button 

Their name or number will appear in the caller's panel.


To take them back off hold, highlight their name, and click **Answer:** 

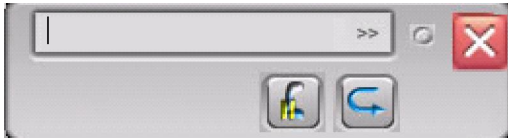
To customize the hold audio which callers on hold hear, you can load a file in the **Options->Phone Settings->Sounds and Audio** menu.


Using the following form, you may personalize your RingTone and On-Hold music. Your On-Hold music must be a valid Windows PCM Wave file. It will automatically be resampled if needed.

Hold wave:


Transferring Calls

While in a call, click transfer: 



Then to select from local extensions click the >> and **local extensions** to see a listing, or you can type any number you would like to transfer the call to, before clicking the  button to make the transfer.

Recording Phone calls

While in a call, click the **Record** button:  once to begin recording, then again to finish the recording.

Date	Time	From	To	Status	Duration
03/06/2009	13:56:45	6129032	Guy Mordaunt	• Answered	00:00:27

Once the call is over, in your call log, you will see the call has a red dot in the status column, indicating that it has a recording associated with it. Click **Listen** with a call highlighted to hear the recording played back.

Fax

Fax functions overview

In TTMessenger you can send faxes, either singularly or in bulk. To open the Fax panel click **Fax:**

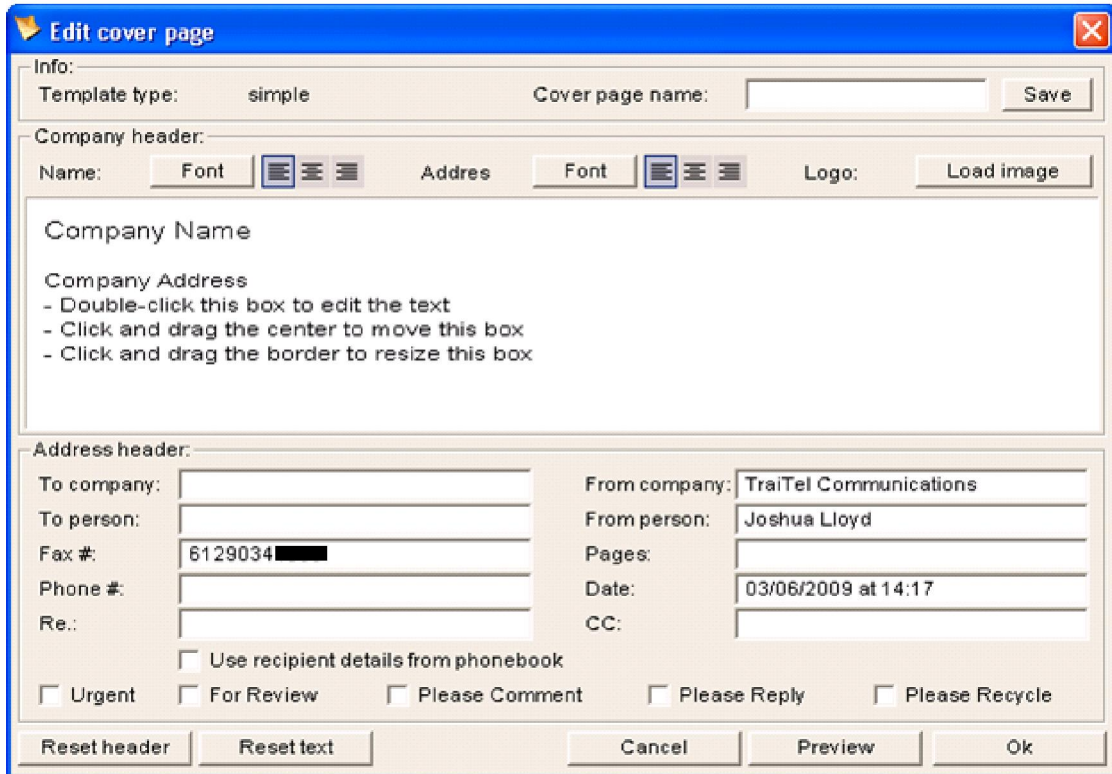


Preparing a fax

Cover page

Click **Add a page** to add a cover page.

You can customize a simple template cover page by selecting **Add generic cover page**.



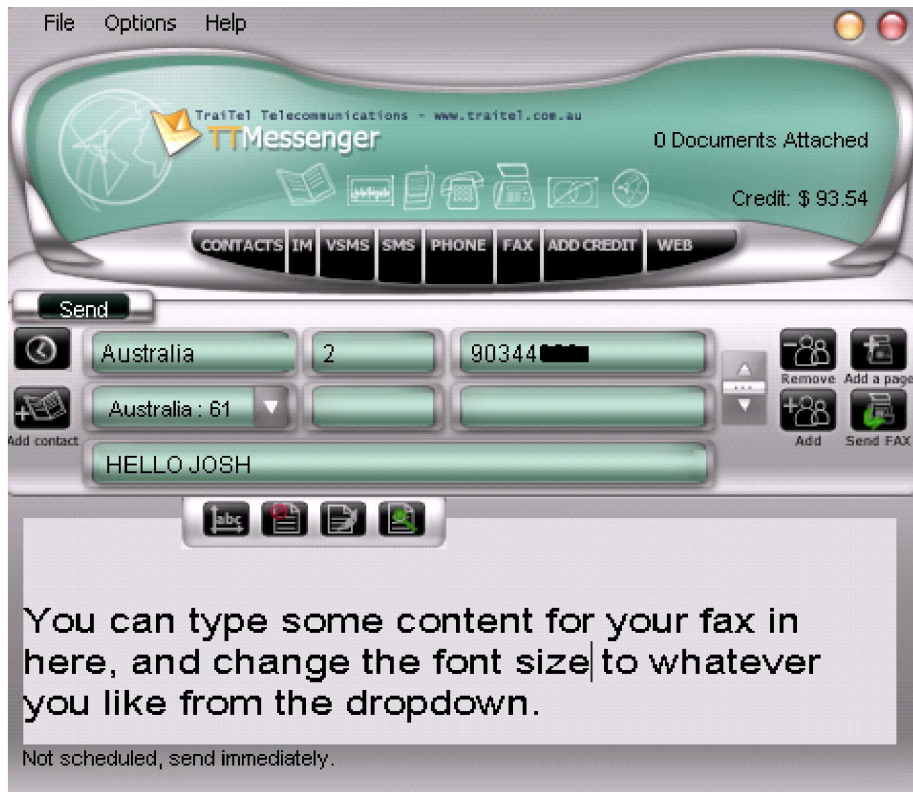
You can add a Logo image by clicking **Load image**, and selecting it from your computer.

Once you're happy with the content, type a name and click Save to save it for future use, and click Ok to add it to your Fax.

Main content

There are two ways to add content to your fax message.

Typing directly into the content panel:



Or

Printing to TTFaxer

TTFaxer is a virtual printer which is available to your system while TTMessenger is running. When you print a document to the TTFaxer printer, TTMessenger 'catches' it and adds it to your fax.


Adding recipients

You can manually type in the number of the recipient, or select any number of recipients from your **Contacts** address book and click **Ok** to add them.

The number of recipients is indicated in the status display of TTMessenger:

0 Documents, 1 recipients

Previewing and Ordering your fax document

Click **Preview**:  to switch to a preview screen of your fax message. If you have multiple PDF documents attached to your fax, you can change the ordering of them using the Actions button and the 'move forward' / 'move backward' functions.

Click **Send**:  to switch back to the Send view.


Sending

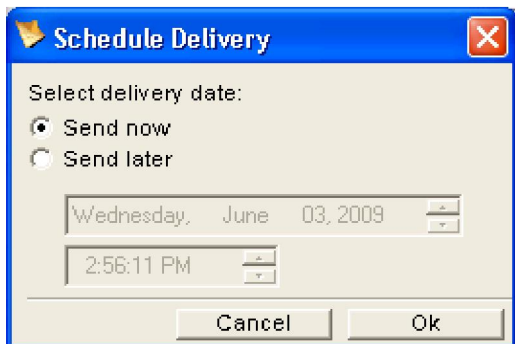
It is a good idea to send a test fax to yourself, to make sure all is functioning properly before sending anything to the public.

You can load an already sent fax from the Fax log by clicking **Open/Resend**

Once you are happy with the content, click **Send FAX**  to send your Fax message.

Scheduling

Click the clock icon  to bring up the scheduling options



And select the desired date and time for delivery before clicking **Ok**.

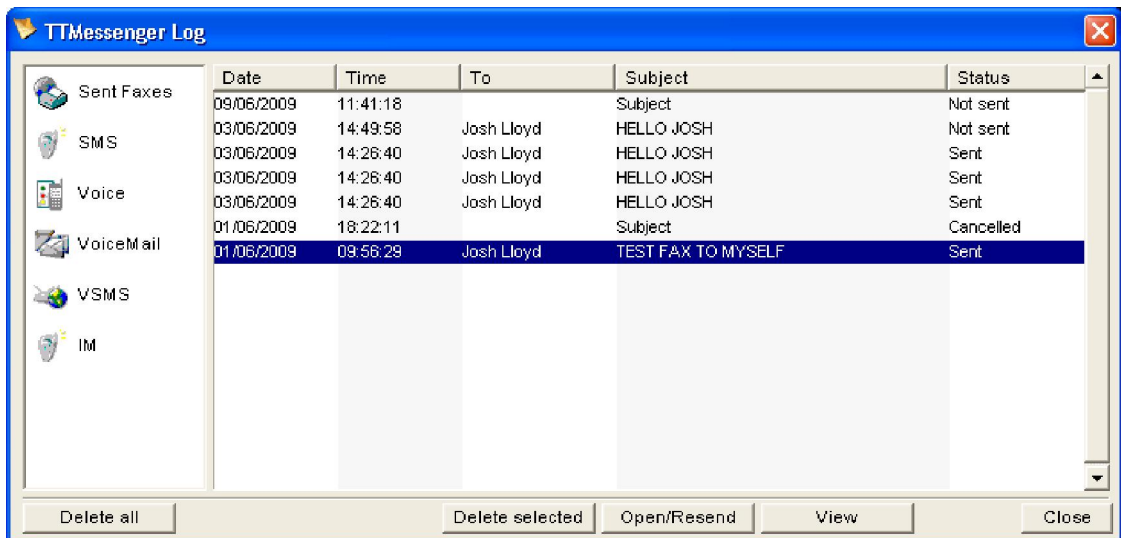
The TTMessenger Logs

TTMessenger has comprehensive logging of all outgoing and incoming communications. This can be useful not just for finding out what has happened previously, but also to resend faxes, SMSes etc.

To open your logs, click on **Options**, and the log you wish to view.

You can sort your logs by any of the columns, by clicking on the column header – e.g. to sort your SMSes by the direction (whether they were sent or received) click on the word 'Direction' at the top of the log.

Sent Fax Log



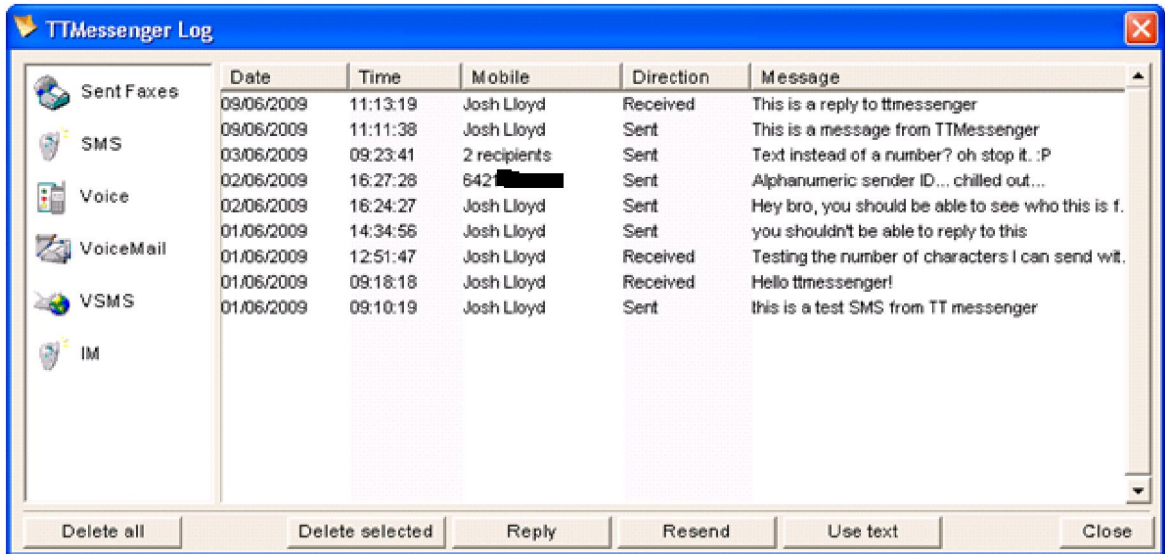
To view a sent fax, highlight it and click **View** to open the fax viewer.

To open it for resending, click **Open/Resend**. Once you've opened a sent fax for resending, it will be in the Fax section of TTMessenger ready for editing or sending again.

You can also **Delete** any selected faxes, or **Delete all** your sent faxes.

SMS Log

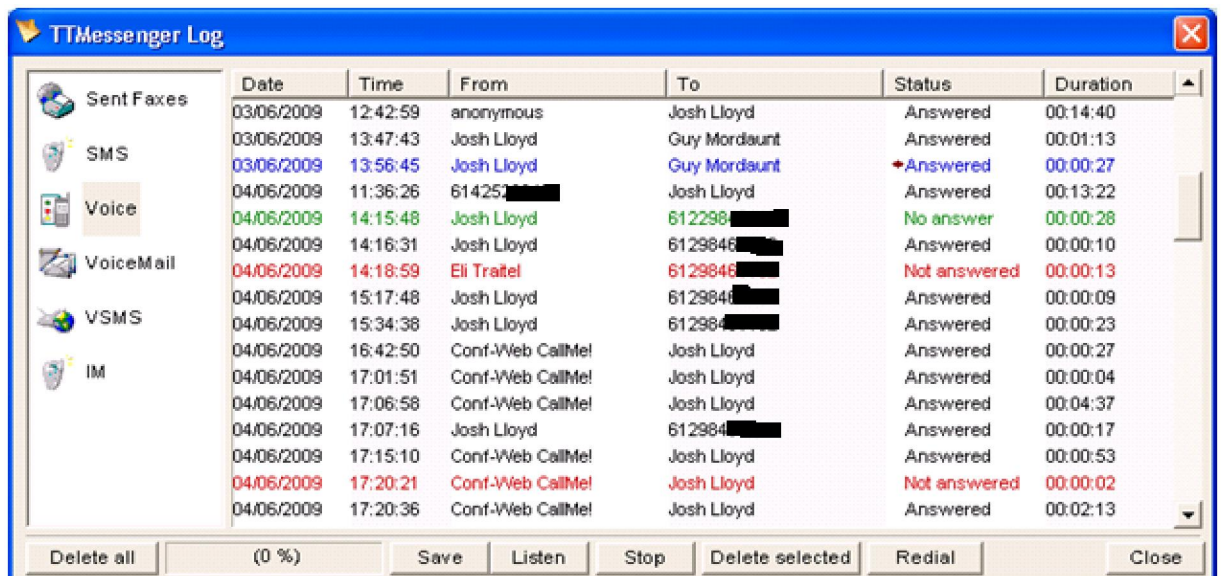
The SMS Log records both incoming and outgoing SMSes (distinguished by the direction column), the date and time they were sent or received, to or from whom, and the message itself.



The SMS log contains both sent and received SMSes. Clicking **Reply** will switch TTMessenger to the SMS panel with the sender’s number ready to be sent an SMS. Likewise **Resend** will open a sent SMS in the SMS panel of TTMessenger, ready to be sent again. Clicking **Use text** while highlighting a sent message will open the SMS panel, with the previously sent text in the text area.

Voice Call Log

The Voice log records all incoming and outgoing voice calls, and colours them according to a few criteria.



Blue is any call that has a recording associated with it.

Green is an outgoing call which was not answered.

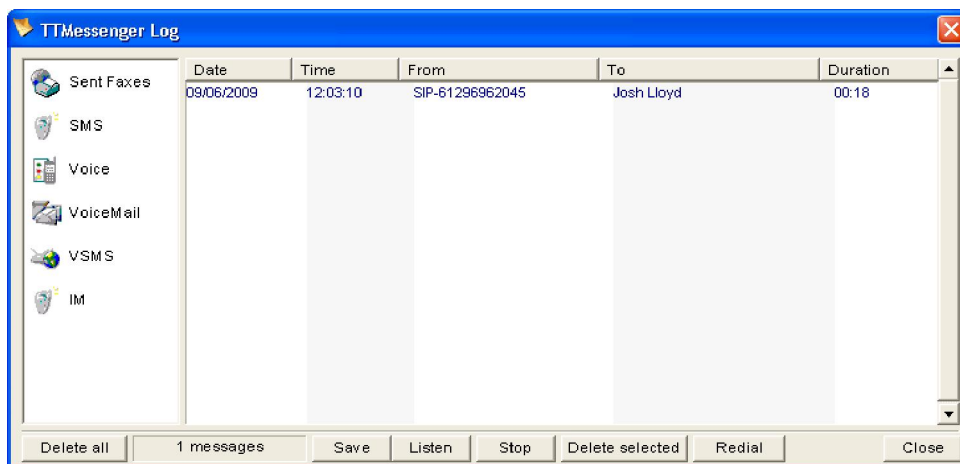
Red is an incoming call which was not answered.

Black means a call was completed successfully (in either direction) and no recording was made of it.

You can **Listen** to a recording or **Save** an associated recording to a file, or redial a number from your log by clicking the appropriate buttons.

Voicemail Log

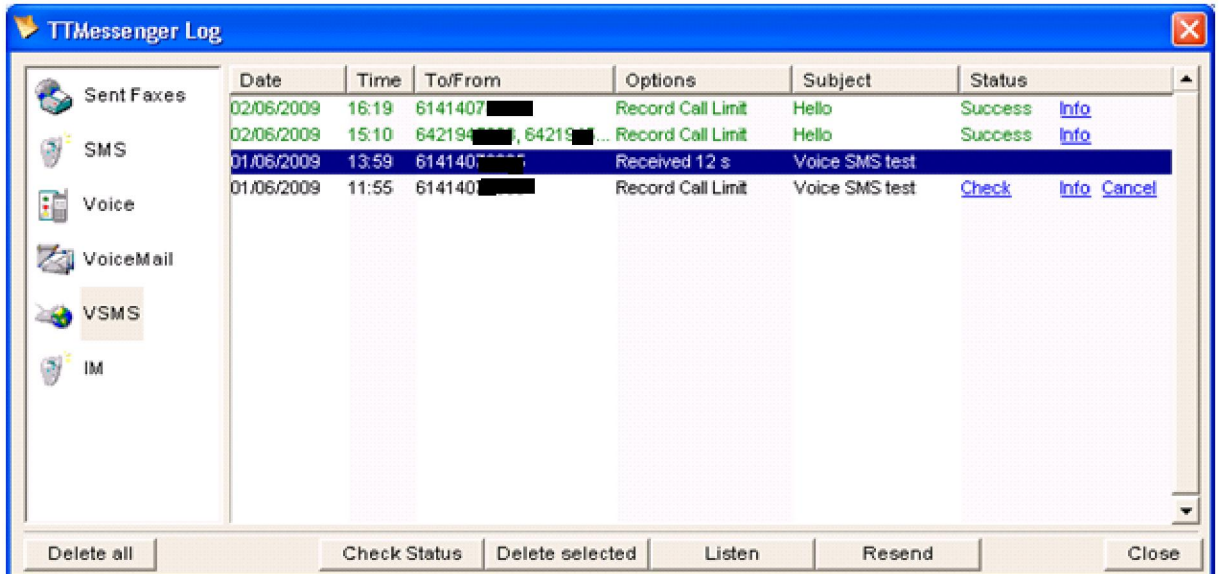
The Voicemail Log holds a record of voicemail messages left on your TTMessenger.



To listen to a message, select it and click **Listen**. To save it to a Wav file, click **Save**.

VSMS Log

The VSMS Log contains information about VSMSes sent, as well as replies which were recorded and emailed back to you.

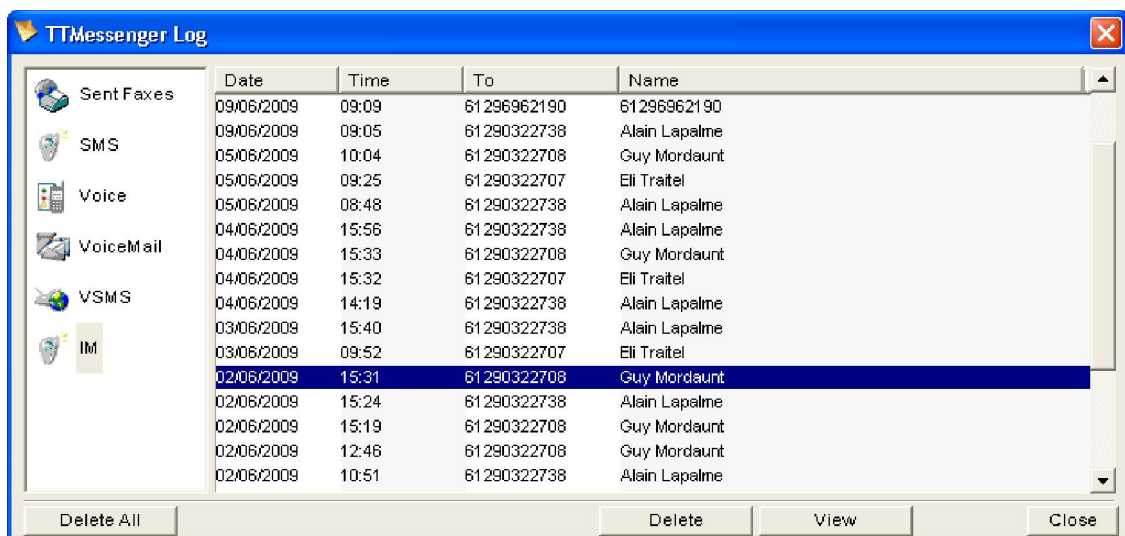


The status column shows information about the result of your VSMS. Click **Check** to determine whether your VSMS was successful. Click **Info** to bring up a detailed log of activity for that VSMS. Click **cancel** on a pending VSMS to cancel its delivery.

With a VSMS highlighted, click Listen to hear what you sent, or what was recorded back to you. Click **Resend** to open up that VSMS for resending.

IM Log

The IM log records your IM conversations



Double click on a conversation to open up the record:



You can copy content from the IM log to the clipboard; something you can't do from the main IM window.

Click **Delete** to remove a record.

Multiple Installations of TTMessenger

With a single user account, only one installation of TTMessenger can be logged-in at any time. All incoming calls and SMS messages are automatically routed to that installation alone. All incoming faxes are also only routed to one email address.

If you wish to run TTMessenger on more than one computer at once you need to enable Sub-Accounts on your account. Without sub-accounts, multiple installations will not function correctly: you will receive not-logged-in notifications, credit balances will incorrectly display \$0, etc.

Sub-Accounts

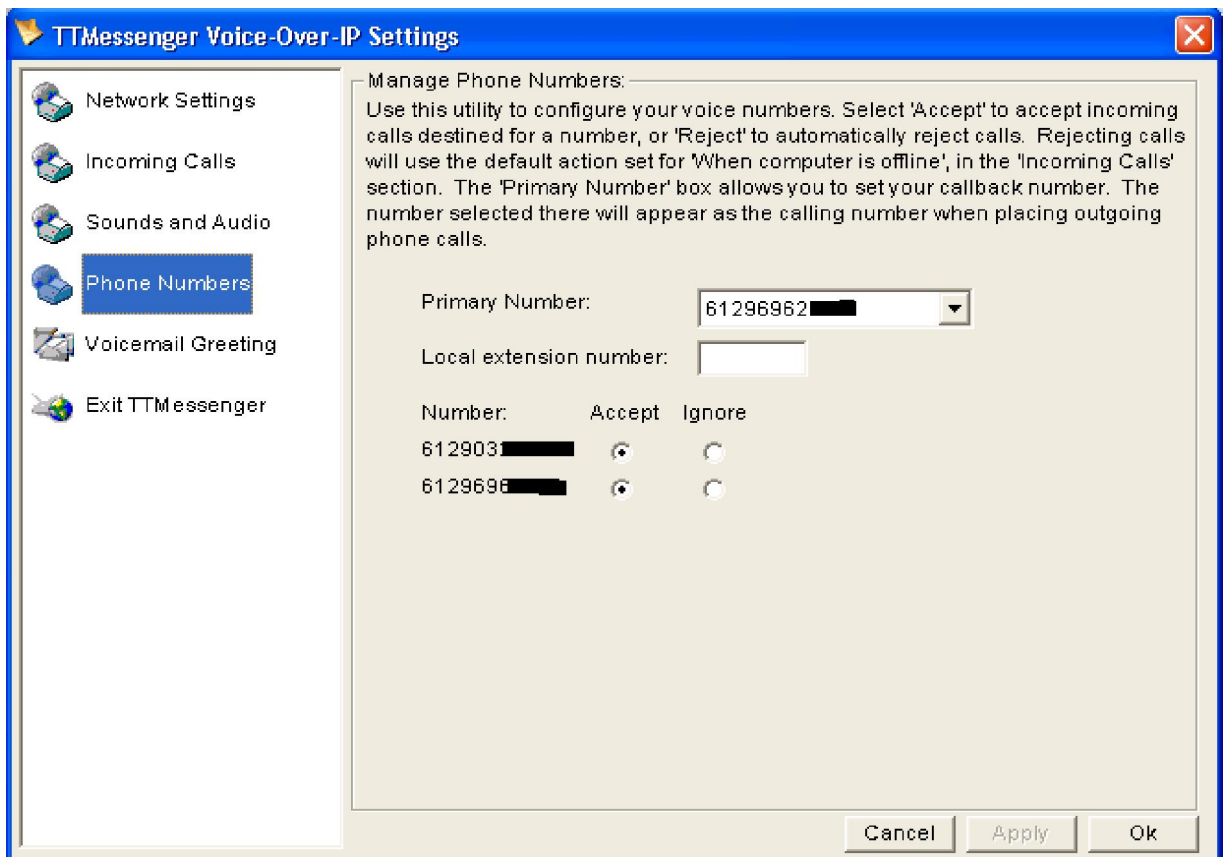
After creating sub-accounts, you can associate voice numbers to each sub-account, so that calls can be routed directly to them. Likewise, two-way SMS messages will also be routed directly to the proper TTMessenger. You may also associate individual fax numbers to each sub-account in order for each user to receive faxes in their own e-mail inboxes.

To Enable Sub-Accounts, go to www.traitel.com.au and log into your account, or click **Web** in TTMessenger. In Web Messaging go to Sub-Accounts and follow the instructions to enable sub accounts.

Once Sub-accounts are enabled for your account, in TTMessenger go to **Options -> Account Settings**, and click **OK** to prompt TTMessenger to log-in to your account immediately. Select the appropriate sub-account for each installation, and click **OK**.

Managing Phone Numbers

All real and virtual TraiTel phone numbers associated with your account (or sub account) can be managed from the Phone Numbers panel. Click Options->Phone Settings ->Phone Numbers to access it.



You can set your Primary Number, and also whether numbers will accept calls or forward them directly to voicemail.

Adding credit to your account

Managing your account is done through Web-Messaging. Go to www.traitel.com.au and log in to your account or click **Web** in TTMessenger. In Web Messaging click on Billing Information, and follow the instructions for adding credit to your messaging account.


Creating PDFs

TTMessenger contains a PDF printer driver which appears in your list of available printers while TTMessenger is running. You can print to TTFaxer, and then in TTMessenger click **File->Save As** to save a PDF file of what you just printed.

Changing the appearance of TTMessenger

There are 3 skins available for TTMessenger, for those wanting another look. Check them out under **Options -> Appearance**.

Exiting TTMessenger

If you click **File->Exit** the TTMessenger window will be closed but the application will still be running in the background, and accessible from the task tray icon: 

To completely exit TTMessenger go to **Options->Phone Settings->Exit TTMessenger** obviously once you exit TTMessenger in this way you will no longer be able to receive any calls or messages until you start the application again.

Troubleshooting

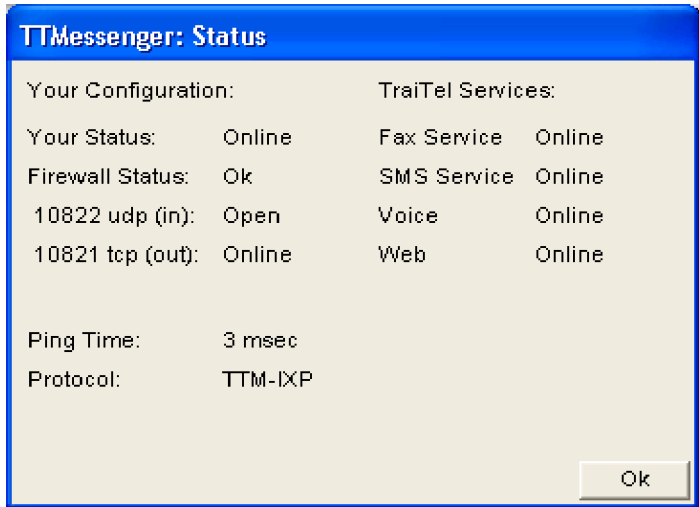
Phone number formats

Phone numbers are like any other addressing system, if you don't have the number exactly correct, your message may not get through. Check the information inside TTMessenger regarding phone number formats for particular functions (this should be displayed adjacent to, or when you're entering a number)

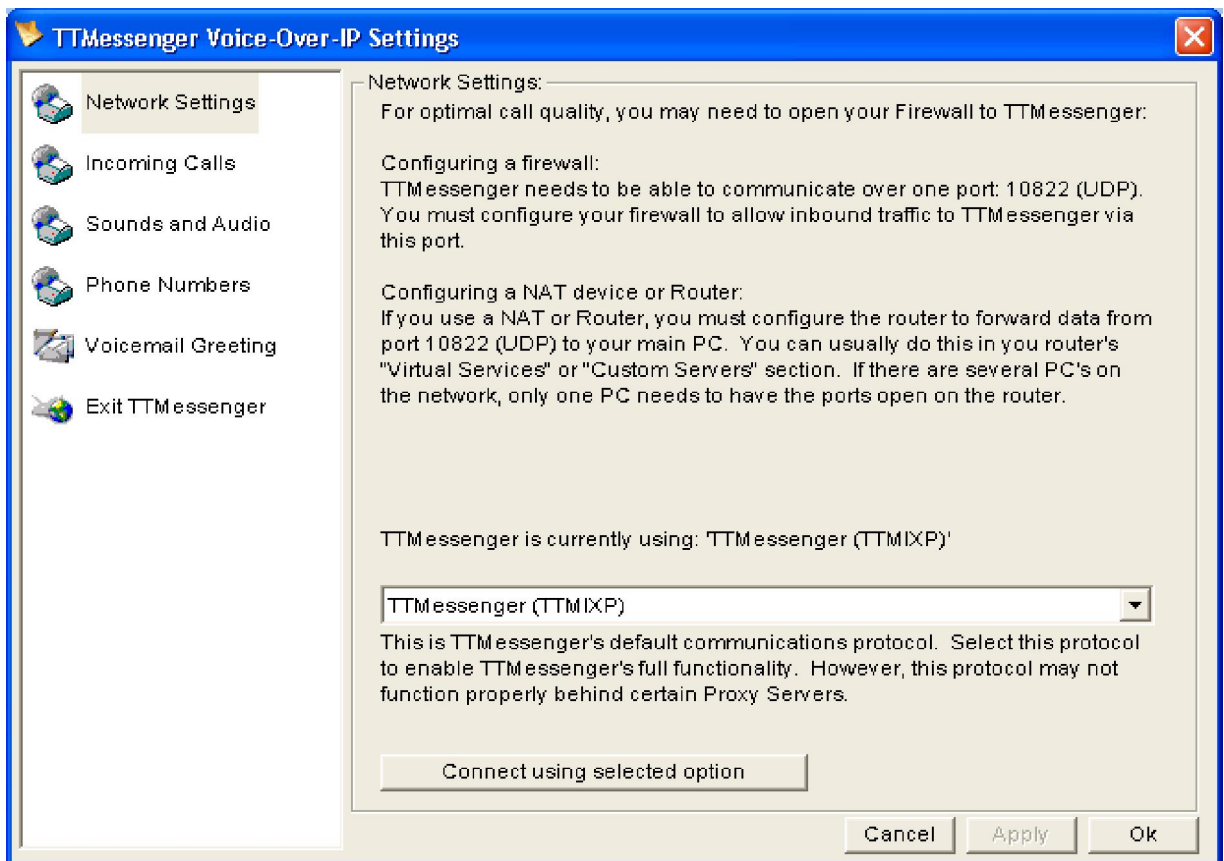
Connection problems

If your TTMessenger is often reporting that it's offline or is unavailable, but your internet connection is working fine, it is likely that it is being blocked by a firewall.

Check the connection status in Help -> Service Status:



And read the instructions in the network settings: (Options -> Phone Settings -> Network Settings)



Not Logged In / balance reported as \$0

Check that multiple computers are not trying to connect using your log-in details. If you require more than one computer to be using TTMessenger at once, enable sub-accounts (see section: 'Multiple Installations of TTMessenger').

Windows 98 specific problems

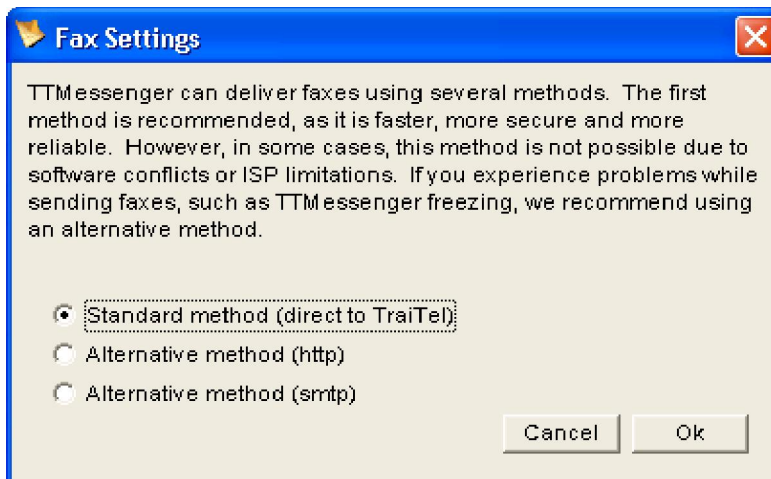
(Please note that Windows 98 is not an officially support Operating System)

TTMessenger cannot share the audio device with other applications which use it.

TTMessenger may not display the 'skinned' user interface correctly, and some elements may not display at all.

Fax Settings

Click Options->Fax Settings to bring up the Fax Settings screen.



If you have problems sending faxes, try changing the method of delivery here, and clicking Ok to confirm.

Fax preview fails

Fax preview requires Internet Explorer 6 or better, and Adobe Acrobat Reader to be installed.

Internet Explorer should be configured to open PDF documents using Acrobat Reader.

Internet Explorer is available from www.microsoft.com and Acrobat Reader from www.adobe.com. To configure Internet Explorer to use Acrobat Reader, enable it under Internet Options -> Programs -> Manage Add-ons.

Video call problems

If you have problems making or receiving a video call, it may be related to the settings of your webcam (check the manufacturer's instructions) or your internet connection (check with your provider).

Also check the status of your connection to TraiTel by clicking **Help -> Service Status**.

Technical Support

For further technical support, visit the forum at http://www.traitel.com.au/tech_support.html or call TraiTel customer service on 1300 76 86 16 (In Australia) or +61 2 9032 2700 internationally.