

PhoneTray Dialup

© 2003-2007 Traysoft Inc.

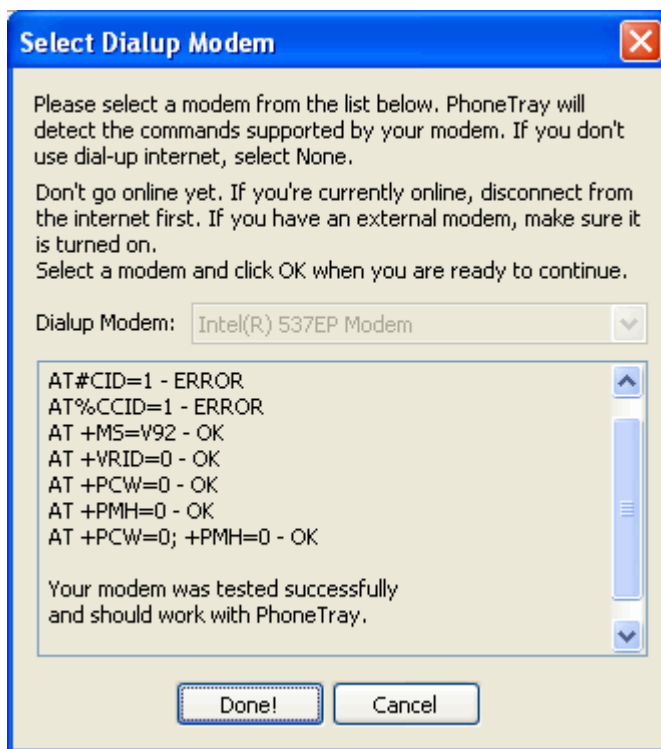
1 Quick Start

1.1 Setting up PhoneTray

PhoneTray loads automatically on start up and places PhoneTray icon in Windows taskbar area in the bottom-right corner of the screen. You can click the icon to bring up PhoneTray. If you want to shutdown PhoneTray right-click the icon and select **Shutdown** from the pop-up menu.



When PhoneTray loads for the first time it will pop up a dialog asking what modem you use to connect to the Internet. Do not go online yet, select your modem from the list and click OK. PhoneTray will test the modem to find out what features your modem supports. You might see some ERROR lines like on the screen below. This is normal. PhoneTray tries different modem commands and most modems do not support all of them. PhoneTray will tell you if the modem was tested successfully.



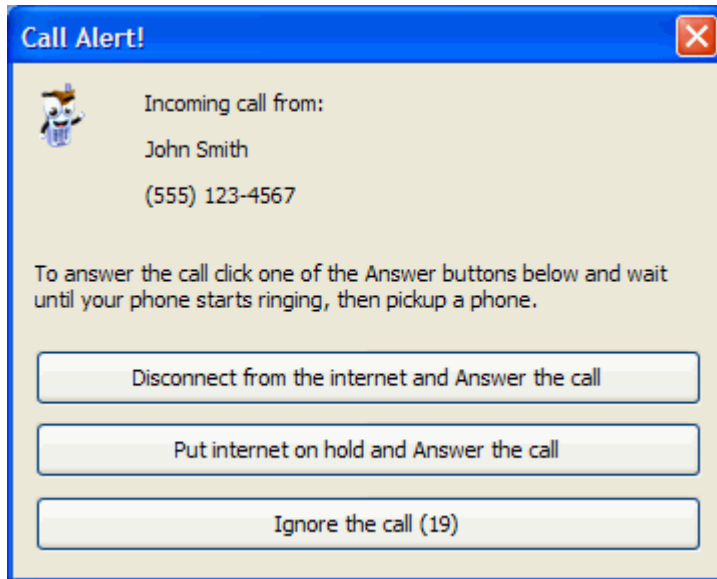
After PhoneTray completes the testing click **Done** button. Now PhoneTray is set up and you can dial to the Internet. For additional dial-up settings please check Dialup Screen.

PhoneTray requires Call Waiting service from your phone company to work. Call Waiting Caller ID service (also known as Call Waiting ID or Visual Call Waiting or Call Waiting Deluxe) is needed to see caller's name and number when online. Please contact your phone company to

activate these services.

1.2 Using PhoneTray

When a call comes in while you're online PhoneTray pop ups a window with caller's name and number. You can choose to disconnect from the internet and answer the call, put internet on hold and answer the call, or ignore the call.



If you choose to disconnect and answer your internet connection will be terminated and your phone will start ringing within 6-8 seconds. You can pick up the phone and talk to the caller.

If you choose to put internet on hold and answer PhoneTray will try to put internet connection on hold and connect the call. Depending on your internet provider, you will have 3-8 minutes to talk to the caller before internet connection terminates. **Your internet provider must support V.92 and allow to put internet on hold for modem-on-hold to work with PhoneTray. If your internet provider does not support V.92 PhoneTray still shows incoming calls and allows to disconnect from the internet and answer the calls.** When you are online PhoneTray displays current connection type on the Dialup Screen. If connection is not V.92 you will not be able to put internet on hold, and internet will be disconnected if you choose to answer the call.



After you finish talking hang up the phone and click **Restore** button. PhoneTray will restore your internet connection, which takes about 10-15 seconds, and you can continue using the Internet. If you want to talk to the caller for a long time, click **Cancel** button to terminate your internet connection.

1.3 Uninstalling PhoneTray

To remove PhoneTray from your computer click **Start** button, select **Programs (All Programs)** on Windows XP), then **PhoneTray**, then **Uninstall PhoneTray**. Restart your computer after Uninstall Wizard finishes.

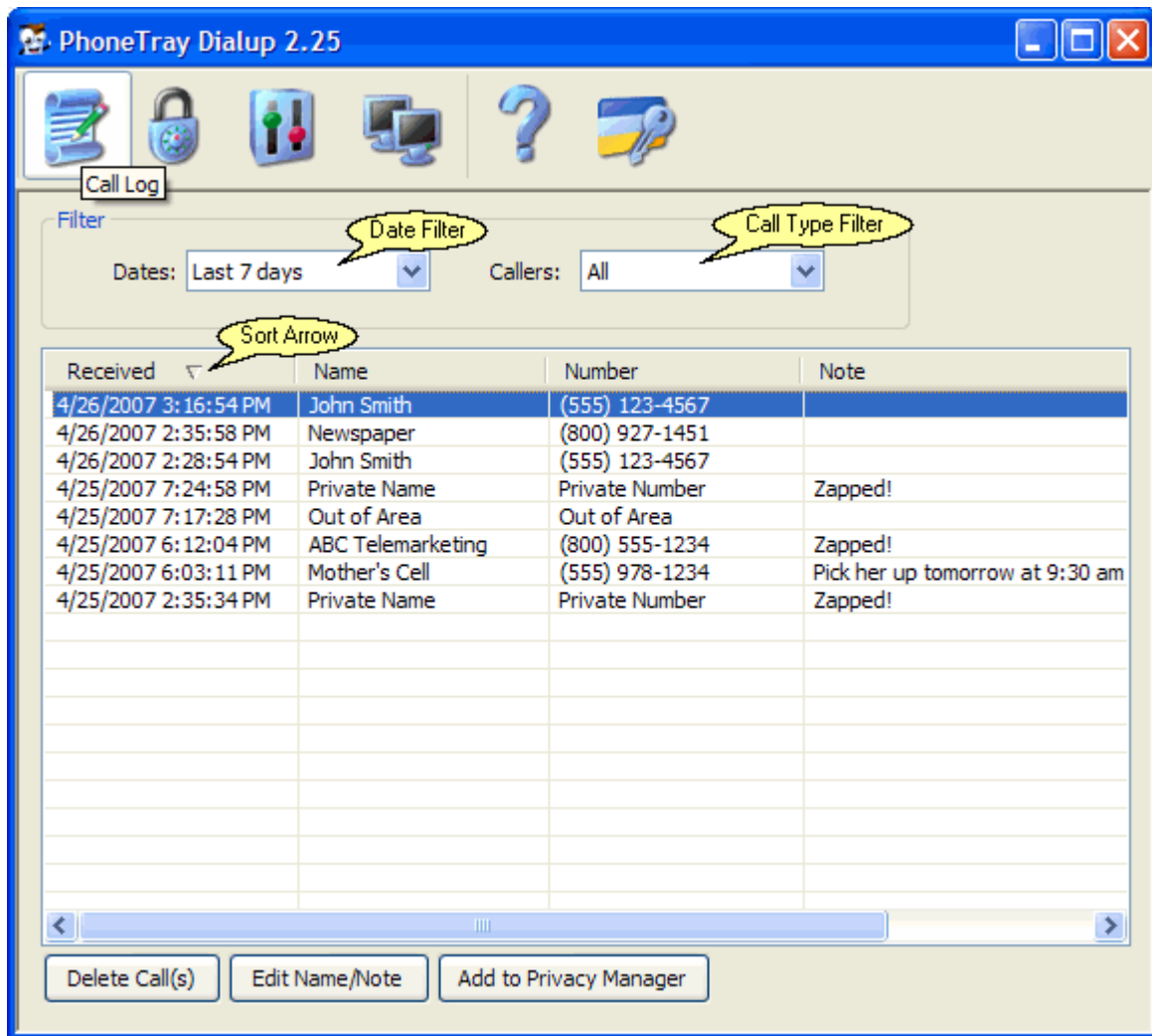
1.4 Technical Support

If you have any questions please contact technical support at phonetray@traysoft.com. We will answer your e-mail within 1-2 business days.

2 User Interface

2.1 Call Log Screen

To access **Call Log** click PhoneTray icon in Windows taskbar area in the bottom-right corner of the screen then click first button on the PhoneTray toolbar.



Call Log displays a list of logged calls. Use **Date Filter** to select the calls received *Today*, *Last 7 days*, *Last 30 days* or *All calls*. Use **Call Type Filter** to select what type of calls to show: *All calls*, *Local calls*, *Long Distance calls*, *Toll Free calls* or *Other calls*.

Call Log can be sorted by call date/time, caller's name and caller's number. To sort by date/time click **Received** column header. Click **Name** header or **Number** header to sort by caller's name and number accordingly. **Sort Arrow** next to the column header displays sort direction (ascending/descending). Click the arrow to change sort direction.

To delete a call from the Call Log click a call you want to delete to select it then click **Delete Call(s)** button. You can also delete multiple calls at once: click first call you want to delete, press and hold Shift button on the keyboard, then click the last call you want to delete while holding Shift. All calls that you want to delete will be selected. Click **Delete Call(s)** button to delete selected calls.

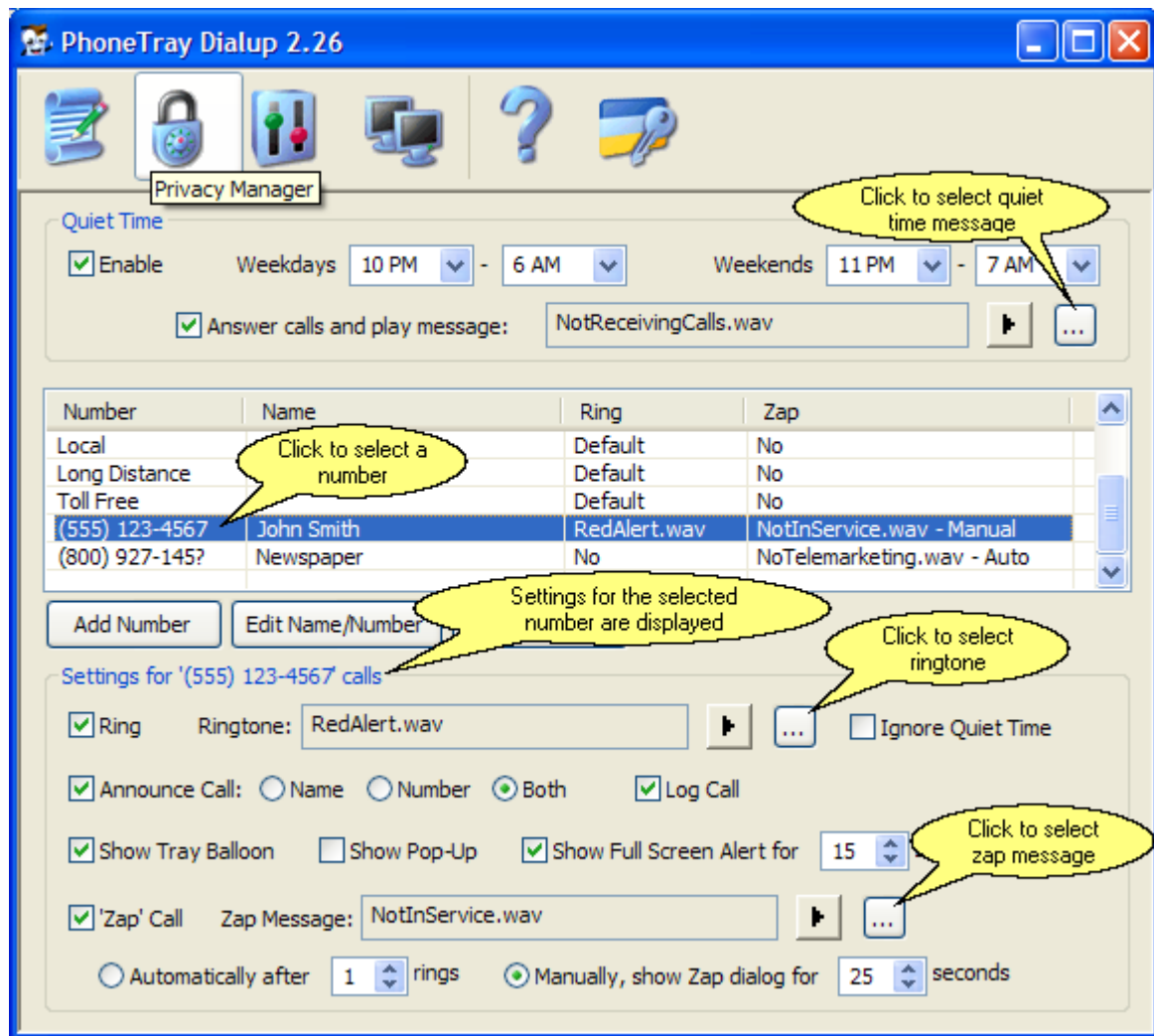
To edit caller's name or add a note to a call double-click a call you want to edit, or click a call to select it then click **Edit Name/Note** button.

If you want to select a ringtone for a caller, zap all calls from a caller or change other settings for calls from a caller, you have to add the caller's number to the Privacy Manager. To add a number to the Privacy Manager click any call from that number then click **Add to Privacy Manager** button.

You can also assign a name to a number without adding the number to the Privacy Manager. To do that click any call from that number then click **Edit Name/Note** button. Change the name on the **Edit Call** dialog, click **OK** and answer **Yes** when PhoneTray asks if you want to assign this name to all calls from this number.

2.2 Privacy Manager Screen

To access **Privacy Manager** click PhoneTray icon in Windows taskbar area in the bottom-right corner of the screen then click second button on the PhoneTray toolbar.



Privacy Manager allows to set quiet time schedule, adjust call handling settings for a call type or specific number and configure zapping.

PhoneTray has separate settings for different call types, such as *N/A*, *Out of Area*, *Toll Free* etc. If you click a call type the settings for that call type will be displayed below. You can also add specific numbers to the Privacy Manager to set custom ringtone or adjust other settings for those numbers. To add a number to the Privacy Manager click **Add Number** button, enter number and name, and click

Ok. The number you entered will appear on the list. Click that number and the settings for it will be displayed below.

By default PhoneTray is configured to ring on all incoming calls. To disable ringing for a call type or specific number, click on a call type or number and uncheck **Ring** box.

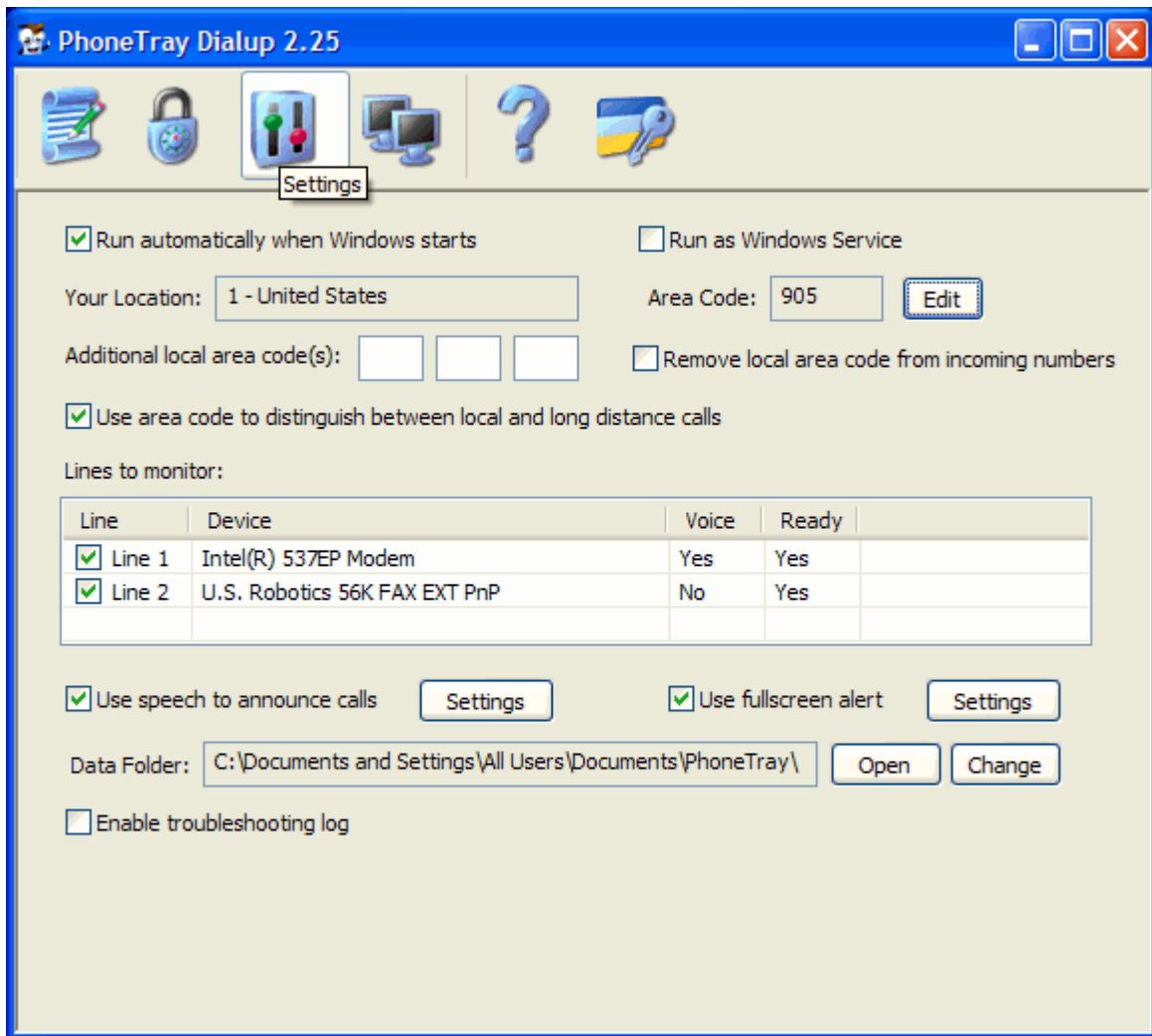
If you want PhoneTray to use another ringtone for calls from a specific number, click on that number in the list to show the settings for the number. Make sure **Ring** box is checked, click **Ringtone Select** button next to the **Ringtone** textbox and browse for a WAV file that you want to use, for example *Digital.wav*. Click **Play** button to test the ringtone.

PhoneTray can 'zap' incoming calls from selected callers. Let say you want to automatically zap all incoming calls from private (blocked) numbers with a message that says to unblock the number and call again. Click Private Number on the list to select it. Bellow the list you will see call handling settings for the 'Private Number' calls. Check **'Zap' Call** box at the bottom and select **Automatically**. Select the number of rings before calls are zapped, for example 1. To select a message for the callers, click **Zap Message Select** button and browse for a WAV file that you want the callers to hear, for example *Blocked.wav*. You can click **Play** button to play selected file on your computer speakers. Now PhoneTray should answer all calls from private numbers, play selected message and hang up. If you select **Manually** instead of **Automatically**, PhoneTray will popup **Zap Dialog** on every incoming call from private numbers. **Zap Dialog** has a button that you can click to zap a call. You can zap specific numbers as well. Add a number you want to zap to the Privacy Manager as described above. The number will appear on the list and you will be able to configure it the same way. If PhoneTray answers the calls but doesn't play selected message, most likely your modem doesn't support voice. To check if PhoneTray detected voice support please go to the Settings Screen. Your modem should be listed in the "Lines in use" list with *Ready - Yes* and *Voice - Yes*. If it says *No* in the Voice column, your modem doesn't support voice. Without voice support PhoneTray will zap the calls but will be unable to play voice message to the caller.

When **Quiet Time** is enabled PhoneTray does not ring or announce calls during specified quiet time intervals. To enable quiet time check **Enable** box below the **Quiet Time** label. You can adjust quiet time interval for **Weekdays** and **Weekends** by clicking down arrows in the corresponding drop-down boxes. If you check **Answer calls and play message** checkbox PhoneTray will answer incoming calls during quiet time, play selected message to the caller and hang up. To select what message the callers will hear during quiet time click **Quiet Time Message Select** button and browse for a WAV file that you want callers to hear. Click **Play** button to listen to the selected message on your computer speakers. You can allow specific numbers to ring through during quiet time. To do that, add a number to the Privacy Manager as described above, click that number and check **Ignore Quiet Time** box.

2.3 Settings Screen

To access **Settings** screen click PhoneTray icon in Windows taskbar area in the bottom-right corner of the screen then click third button on the PhoneTray toolbar.



Check **Run automatically when Windows starts** box if you want to load PhoneTray on startup (recommended). Check **Run as Windows Service** box if you want to run PhoneTray all the time, even when no one is logged in (not compatible with "Switch User" feature on Windows XP).

Your Location boxes display your country code and area/city code (3 digits in USA and Canada). To change the country or area code click **Edit** button. If you live in a city that has more than one local area code, enter additional codes into **Additional local area code(s)** boxes.

If you want PhoneTray to display numbers within your area code without the area code, like 123-4567 instead of (555) 123-4567, check **Remove local area code from incoming numbers** box.

Lines to monitor list displays modems or other telephony devices detected by PhoneTray. If **Voice** column says *No* this modem doesn't support voice functions. Without voice support PhoneTray will be unable to play messages to the callers. It will still zap incoming calls according to the Privacy Manager settings but callers will not hear zap messages. By default PhoneTray monitors all available lines. If you don't want to monitor a line uncheck checkbox next to the line number.

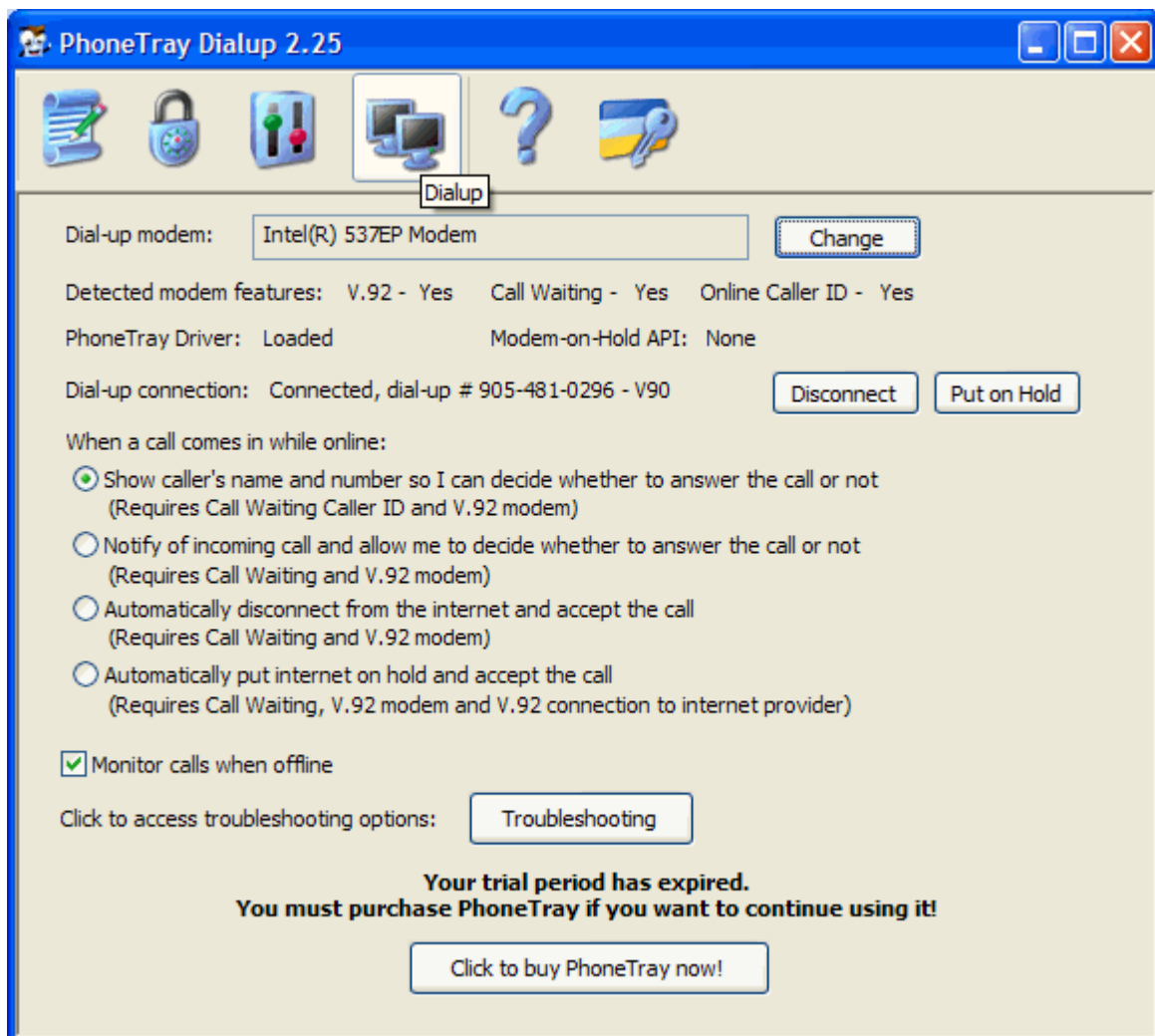
Settings screen also allows adjusting of call notification options. Check **Use speech to announce calls** checkbox if you want PhoneTray to announce incoming calls using computer voice. Click **Settings** button to select announcer voice and adjust the volume. Check **Use fullscreen alert**

checkbox if you want PhoneTray to display large fullscreen alert on incoming calls. Click **Settings** button to select fullscreen alert color, size and position.

Data Folder box shows a path to the folder where PhoneTray stores call log and other data. By default PhoneTray stores the data in *My Computer* -> *Shared Documents* -> *PhoneTray* folder. Click **Open** button to open this folder using Explorer if you want to explore the contents of the folder. Click **Change** button to change the location where the data is stored. Make sure to select a folder that all users can write to.

2.4 Dialup Screen

To access **Dialup** screen click PhoneTray icon in Windows taskbar area in the bottom-right corner of the screen then click fourth button on the PhoneTray toolbar.



Your dial-up modem should be displayed in the **Dial-up modem** box. If this box is empty or if you use another modem to dial to the Internet, click **Change** button to select and test your dial-up modem. The features supported by your modem are displayed below. If **V.92** is *No* your modem does not support

V.92 commands and might not work with PhoneTray.

PhoneTray Driver status is *Loaded* when the driver is running and working properly. **Modem-on-Hold API** version is displayed next. Some modems do not have Modem-on-Hold API support but PhoneTray works fine with most of those modems using PhoneTray driver.

When you are online **Dial-up connection** status changes from *Offline* to *Connected*. Connection type is displayed next. If connection is not V.92 you might be unable to put internet on hold but PhoneTray should display who's calling and allow answering the calls anyway. However some modems, for example Conexant SoftV92 modems or some U.S.Robotics modems, can detect incoming calls **only** on V.92 connection. If connection is not V.92 please try to disconnect from the Internet and re-connect again. You can also try other dial-up numbers in your area. Sometimes not all dial-up numbers support V.92. You can also select **Automatically disconnect from the internet and accept the call** option. This option might work if **Show caller's name and number** does not work with your modem when connection is not V.92.

When you are connected to the internet **Disconnect** and **Put On Hold** buttons become enabled. Click **Disconnect** if you want to quickly disconnect from the internet. Click **Put On Hold** if you want to put internet connection on hold and make an outgoing call. Depending on your internet provider you will have 4-8 minutes to make a call before internet connection terminates. Please note that you need 3-way calling on your phone line to make outgoing calls while online, otherwise you will get a busy signal after dialing a number. If you do not have 3-way calling try to dial *71 before the number you want to call (per-usage charges from your phone company may apply).

You can uncheck **Monitors calls when offline** box if you prefer PhoneTray not to display and announce calls when you are offline. Unfortunately there are many modems that do not support offline Caller ID. All V.92 modems support Caller ID when online, but offline Caller ID decoding requires additional hardware parts on a modem, and some modem manufacturers do not install those parts to reduce cost. When offline PhoneTray will display N/A instead of caller's number with such modem.

You need Caller ID on Call Waiting service from your phone company to see who is calling when you are online. This is not the same as usual Caller ID. There are 2 types of Caller ID service: 1) Regular Caller ID which gives the caller's name and number on regular calls and 2) Caller ID on Call Waiting, which gives the caller's name and number on call waiting. Make sure you got the second type. Phone companies can call it Call Waiting Caller ID or Call Waiting ID or Visual Call Waiting or Call Waiting Deluxe.