Z-text User Guide

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Part I Z-text SMS Modem Overview

1.1 Introduction

Z-text allows a Personal Computer to be used as a convenient method of sending and receiving an SMS using a "proper" keyboard and display.

The Z-text:

- Will work using the BT Landline SMS Service (requires Caller Display for receiving messages) to land line telephones and to certain mobile phone operators.
- Is plug and play compatible.

The Z-text software:

- Allows you to send and receive SMS messages using the NTS Telecom Z-text SMS Modem.
- Has the familiar Inbox/Outbox/Phonebook features.
- Has the option for sending the same message to multiple recipients.

Z-text Helpfile Conventions

This helpfile uses special text and design conventions to make it easier to find the information you need.

BOLD	Bold is used to indicate text that you type or select on your computer
Green Text Underlined	Underlined green text are links to other pages that are contained in this helpfile
Blue Text Underlined	Underlined blue text are links to websites on the Internet. These links will not work unless access onto the Internet is available.

1.2 General Technical Information

Z-text is compatible with the British Telecom United Kingdom analogue public switched network. Kingston Communications also provide Fixed Line SMS using the BT network. This product may also be compatible with other networks that support ES 901 912 Protocol 1.

Further information regarding the British Telecom Service is available at www.bt.com/bttext.

Registering
No subscription or Internet access is required to use the British Telecom Fixed Line SMS service. Registering your line to receive messages as text is done automatically when you send your first message. The number dialled is a network short code, (1470) 17094009 and is unaffected by Carrier Pre-Selection. Least Cost Routing devices should be programmed to ignore calls beginning with (1470) 17094.

Service Centres
Messages are sent by dialling the network operators Fixed Line SMS Service Centres. Currently, the maximum cost of sending a text message in the UK is 10p. The sent messages are individually itemised on your normal telephone bill.

The Service Centres will not accept messages from a line that has its number permanently withheld. However, Z-text overrides normal barring by appending 1470 to the Service Centre number. Your telephone number will then be shown as the "message from" number on the recipients telephone.

The reception of text messages relies on Z-text (or other SMS reception equipment) recognising that the Service Centre is calling with a message. The default receiving Service Centre number is 08005875290. Caller Display must be enabled on the line. If Caller Display is not available, then it is not possible to receive text messages and any incoming messages will be received as Text To Speech. BT will attempt to deliver messages later if the line

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is in use. If you have diverted your line, you will receive messages as speech at the diverted number. It is suggested that you set the divert to "divert if no reply", this way Z-text will still receive your text messages.

Multiple Telephone Numbers
If you have a service that allows multiple numbers on the same line, such as Call Sign, the telephone number shown as sending the message will be the primary number. Incoming messages to all numbers will be received.

1.3 Who Can I Z-text With?

This depends on your telephone service provider. New destinations and features are being added all the time. Eventually, you should be able to send a message to any mobile or fixed line in the world.

As of September 2004, the British Telecom service "BT Text" supports the following:

- The sending to a UK mobile or fixed line telephones. If the recipient does not have the ability to receive a text message, the message may be delivered as speech. It should be noted that it is possible for a fixed line subscriber to opt out of receiving text messages.
- The reception of messages sent from a BT fixed line.
- The reception of messages sent from O2, T-Mobile, 3 and Vodafone mobile phones that have UK numbers. Problems may exist with a ported number that involves any other operator.
- It is not possible to send to a short code or premium rate numbers.

How long does it take?
From selecting send, the message will normally be sent in under 15 seconds. If your telephone line is in use, the message will be sent when the line has become available. The time it takes for a message to be received depends upon your recipients and your telephone service provider.

Some exceptions may apply; more information can be found at www.bt.com/bttext.

1.4 Switchboards, Home/Business Highways and Terminal Adaptors

Use with a switchboard
The essential requirements are similar to a single line, in that your line must not withhold its identity and to receive messages, Caller Display (CLI) is required.

Z-text is suitable for connection to analogue (POTS) ports of a PABX, the message sending number will require the addition of a line access code such as "9" and a comma to be added prior to the number (9,147017094009).

To receive messages, CLI must be passed to the Z-text. This is rarely available on POTS ports of a PABX. A possible work around is if your PABX can be configured to route calls based on CLI to a particular extension, if this is the case, program your PABX with the incoming Service Centre for your operator (0800587529) and route this to the extension your Z-text is connected to. One of the 3 Z-text receiving numbers needs to be "*", this will cause it to answer all calls.

A DDI or MSN number may be used for receiving messages. The PABX should be programmed to direct these calls to the extension with the Z-text attached. As before, add the line access code to the sending Service Centre number, and make a receiving number "*". Consideration should be given to programming the CLI that the PABX presents for outgoing text messages. To receive messages as text (rather than speech), you will need to send a message from each DDI/MSN.

If you have a Presentation Number, this will not be shown on messages you send and your normal billing number will be shown.

Use with Home/Business Highway
The analogue sockets on Home or Business Highway can be considered as normal single lines.

Use with a terminal adaptor
A terminal adaptor can be considered as a PABX. It should be noted that BT do not offer the option of CLI on the digital port of Home Highway.

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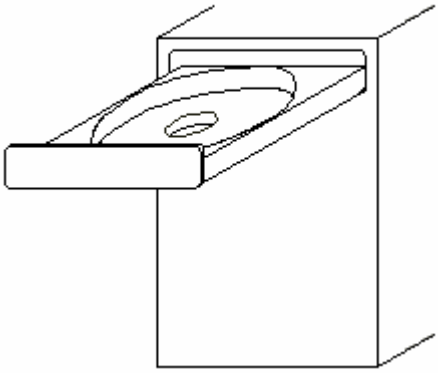
Part II Beginning

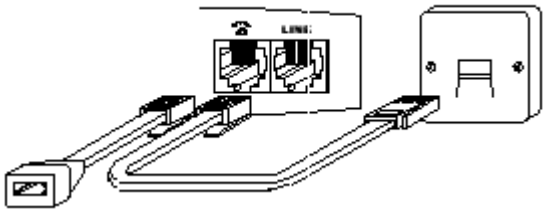
2.1 Hardware Installation

The software has to be installed before connecting the Z-text SMS Modem.

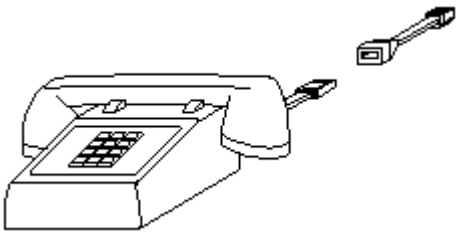
Insert the CD in the CD-ROM drive. If the installation program does not start automatically, locate and display the contents of the CD. Then double-click on **ztextsetup.exe** and follow the instructions on the screen.



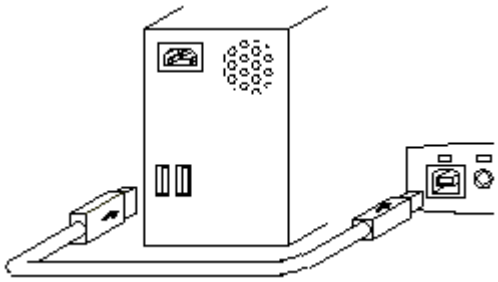
Unplug your telephone and using the telephone extension cable connect the LINE input (socket furthest to the right) to the wall socket. Connect the telephone dongle into the telephone socket indicated with the telephone symbol.



Connect your telephone to the telephone dongle.



Next connect the USB cable to any available USB socket on your computer or USB hub and to the USB socket (furthest to the left) on the Z-text SMS Modem.



2.2 Starting Z-text

Z-text is configured to run when the computer is switched on. When the Z-text software is running, the Z-text icon will be seen in the Notification Area.

The Z-text SMS modem should not be disconnected from the computer whilst the Z-text software is running. This includes whilst Z-text is running in the background. If the program closes for any reason, Z-text can be reopened by: **Start/Programs (All Programs in XP)/Z-text/ztext**.

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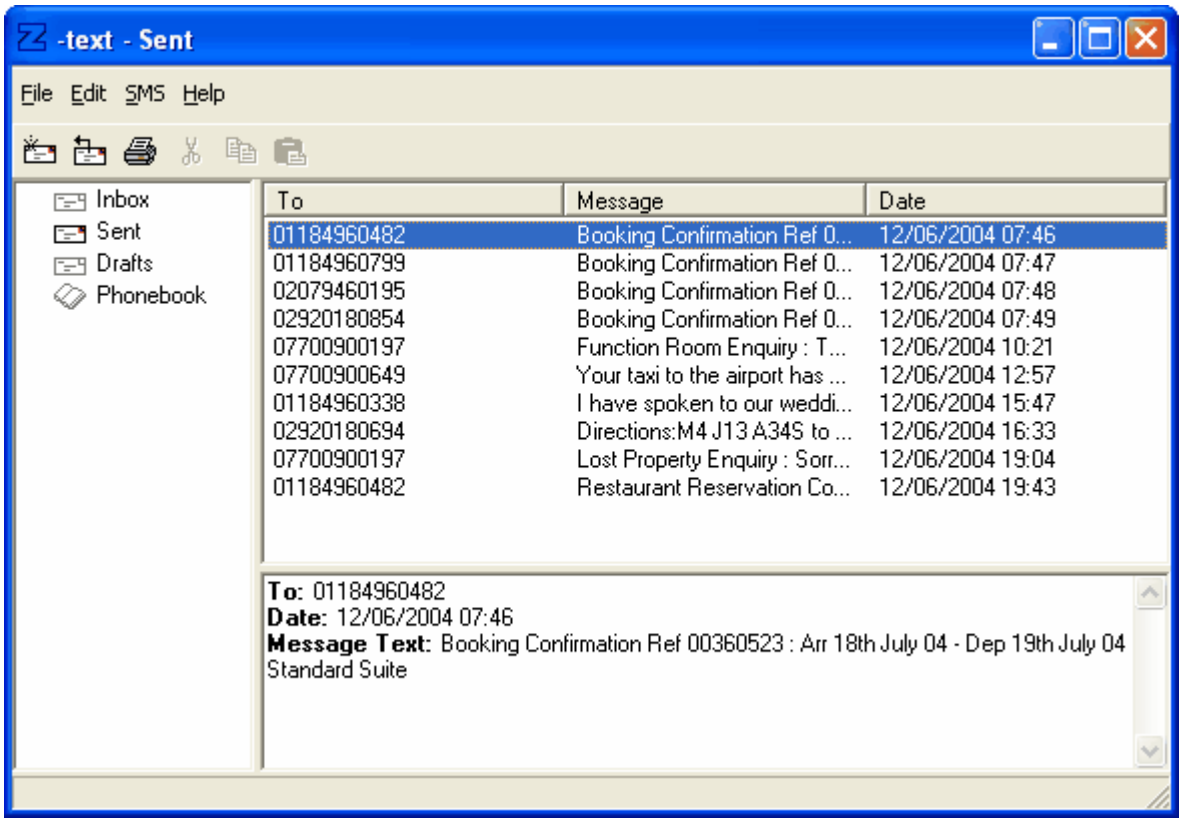
Double-clicking on the Z-text icon will display the Z-text Main Screen.



The window has a familiar look with the Menu Bar at the top and Tool Bar underneath. There are three sub-sections, on the left is the list of folders. The top sub-section will display the Z-texts that have been sent or received or a list of telephone recipients depending on the selected folder. The bottom section displays a preview of the Z-text message that has been sent or received and has been selected from the area above. This area is not needed when viewing the Phonebook.

2.3 The Folders

The sub-section on the left is the list of folders, Inbox, Sent, Drafts and Phonebook.

The Inbox will contain all of your received Z-texts.

The Sent folder will contain all of the Z-texts that you have sent.

The Drafts folder is used so that Z-texts can be saved and sent later.

The Phonebook will contain the names and telephone numbers of your recipients.

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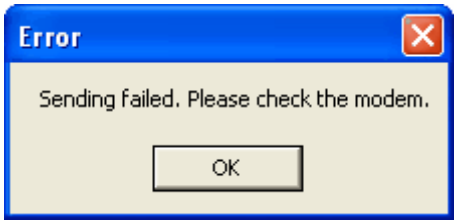
2.4 Z-text Lights

Will illuminate when the USB cable is connected to a computer that is switched on. It will start to blink to indicate that the Z-Text SMS Modem is powered from the internal battery. This allows for Z-text messages to be received even when the computer is switched off.

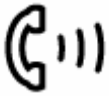
Will illuminate or blink (if running off the battery) when the Z-text SMS Modem has received a Z-text message. It will flash rapidly when the Z-text message store is full and is also trying to either receive or send a Z-text. Usually this condition will indicate that the telephone line has been in use or has been disconnected .

If you are trying to send a Z-text when the Z-text message store is full then the following message will be displayed:



Will illuminate or blink (if running off the battery) to indicate that your telephone provider has sent an FSK Voice Message Waiting Indication. BT do not currently support this feature.

Will blink to indicate that Z-text SMS Modem is waiting, before it tries to send the Z-text message again.



Will illuminate or blink (if running off the battery) to indicate that the telephone line is in use. It will flash when the Z-text SMS Modem is sending or receiving messages.

2.5 Registration

By sending a Z-text message you will automatically be registered with BT as a Z-text (SMS) user. Shortly after sending your first Z-text you will receive confirmation from BT that registration was successful. If you already subscribe to Caller Display the welcoming message will be in the form of a text message, otherwise the welcoming message will be sent as a voice message.

You can test your line and equipment by sending a test Z-text. Type "register" and send to "00000", the BT platform will send you a reply message, this will prove that your line and equipment is working.

2.6 Audio Output

The audio output provides a convenient method of recording, monitoring or amplifying conversations taking place on the telephone line. The recording of telephone conversations may be prohibited or restricted by law.

The audio level is suitable for the microphone inputs of most computer sound cards and recording equipment. Connection is by a 3.5mm connector and uses both tip and ring to produce a mono signal. The actual level of the audio signal is dependant on many factors, including the telephone equipment and how the person on the other end of the telephone line is speaking. There will be no audio signal when the telephone line is not in use, or when a Z-text is being sent or received.

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Part III Phone Book

3.1 Phone Book Overview

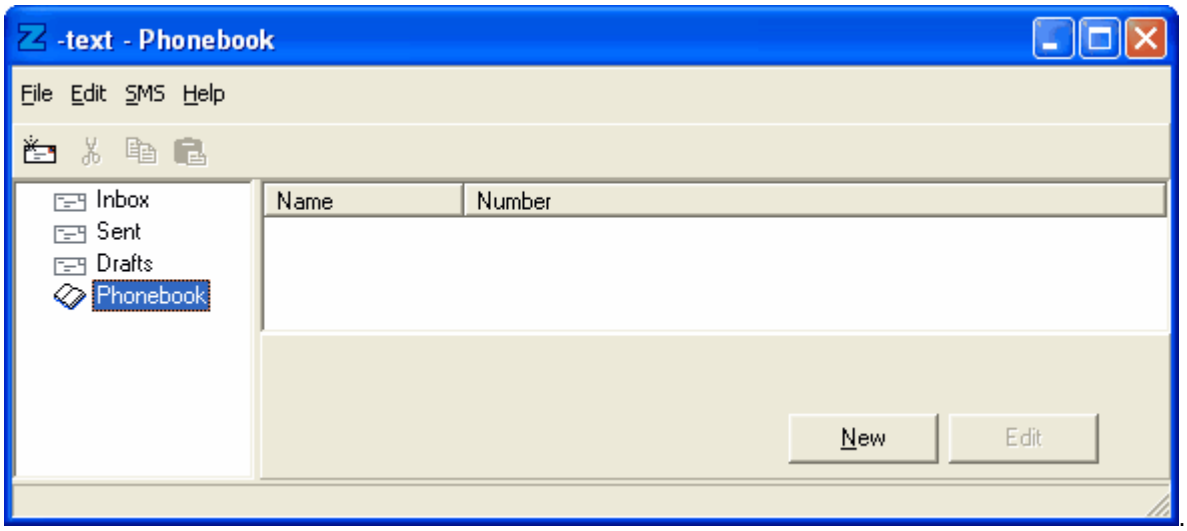
As with most programs of this nature the Phonebook gives you the ability to store telephone numbers for repeated use. It is easier and more reliable to select a name, rather than repeatedly entering the telephone number.

Editing A Telephone Number
Entering A Telephone Number
Importing Telephone Numbers

3.2 Entering a New Telephone Number

To enter the details of a new recipient click on the Phonebook from the folder list.

Then select the New button.



Enter the recipients name and telephone number in the relevant boxes and click on the OK button.

The entry is now placed automatically in the list of telephone numbers and is ready to use.

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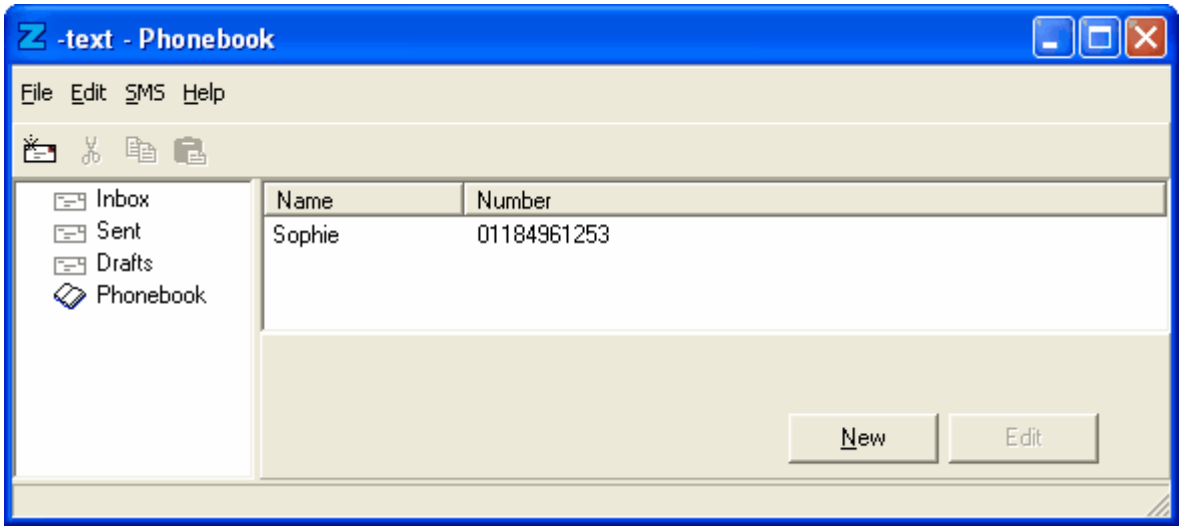


3.3 Editing a Telephone Number

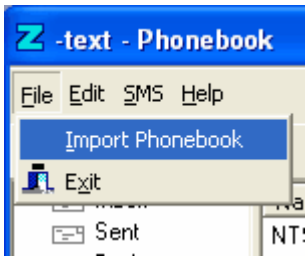
Should there ever be the need to change the details of any recipient simply click on the line containing the telephone number and/or name and select the Edit button.

Make the alterations and click the OK button to confirm the changes.

3.4 Importing Telephone Numbers

It is possible to enter multiple names and telephone numbers using the Import Phonebook option. This feature adds entries to the Phonebook, but does not affect the current entries already stored. Therefore it is possible to have duplicated entries within the Phonebook.The CSV file format is used to import the telephone numbers.

Select **File/Import Phonebook** from the Menu Bar.



Select the CSV file and click the Open button.

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Part IV New Z-text Message

4.1 Composing a New Z-Text Message

There are 3 different ways of composing a new Z-text.

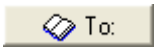
They are by using the:

Phonebook;
Menu Bar;
Tool Bar.

When entering a Z-text the maximum length is 160 characters. A character is any number (0-9), any letter (a-z or A-Z) or any of the special characters like !"£$%^&*()-=_+ etc. There is a handy countdown counter in the bottom left hand corner of the window showing the number of available characters remaining.

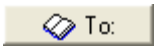
Entering A Telephone Number
New Z-text using The Phonebook
New Z-text Using The Menu Bar
New Z-text Using The Tool Bar

4.2 Entering theTelephone Number

Simply enter the recipients telephone number in the first space next to the 

button.

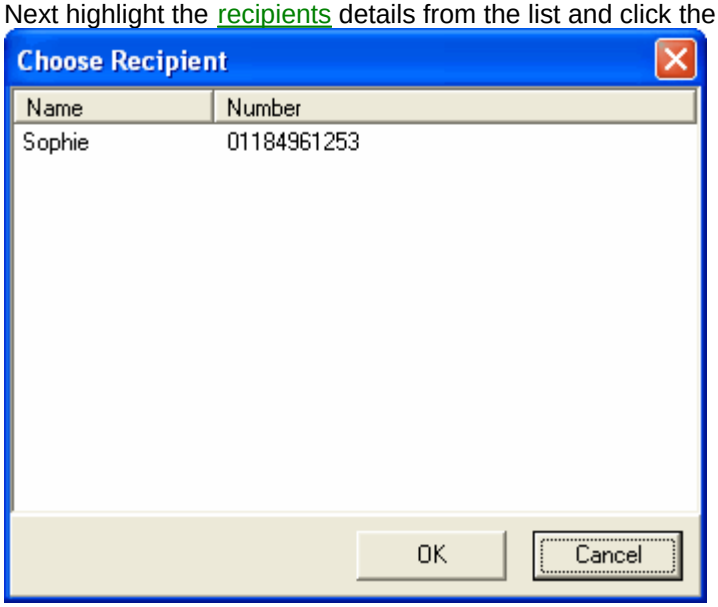
If the telephone number is in the Phonebook, you can either type the recipients name (as stored in the Phonebook), or select the recipient details from the Phonebook by the following.

Click on the 

button.

Next highlight the recipients details from the list and click the

button.



Alternatively, double-clicking on their name or telephone number automatically enters their details into the Z-text.

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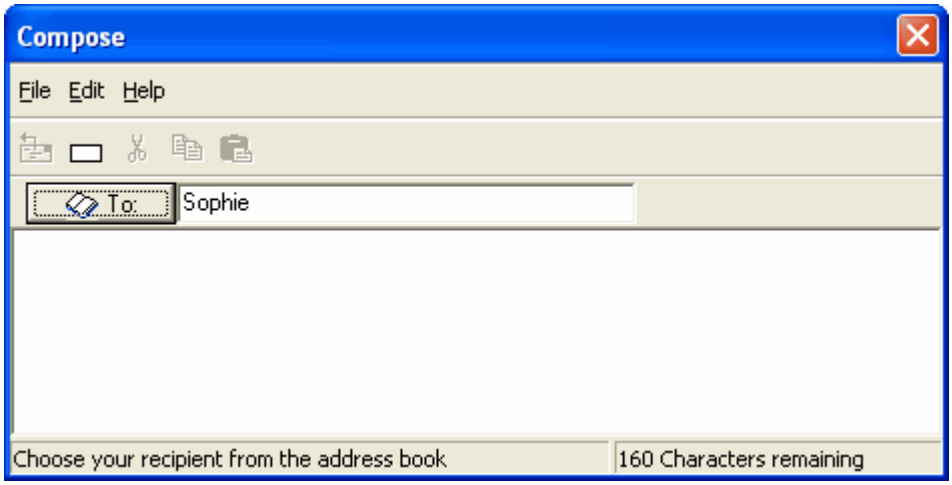
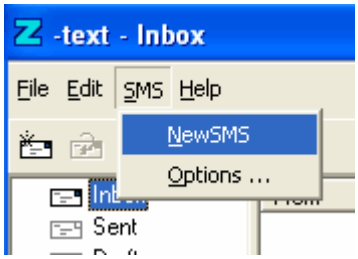


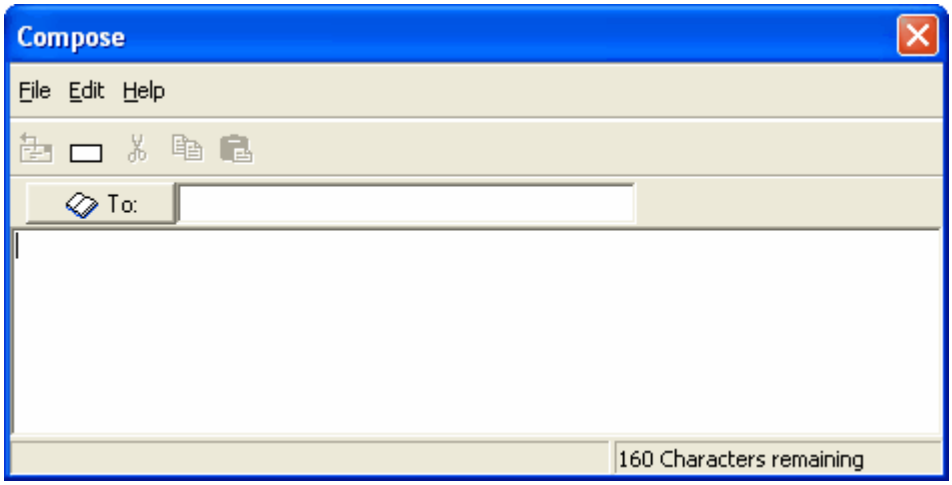
When you are happy with your Z-text click on the Send button or save to the draft folder.

4.3 New Z-text Using the Menu Bar

Click on **SMS** at the top of the window and then select **NewSMS**.



The following window will be displayed.



Enter the recipients telephone number and when you are happy with your Z-text, click on the Send button or save to the Draft folder.

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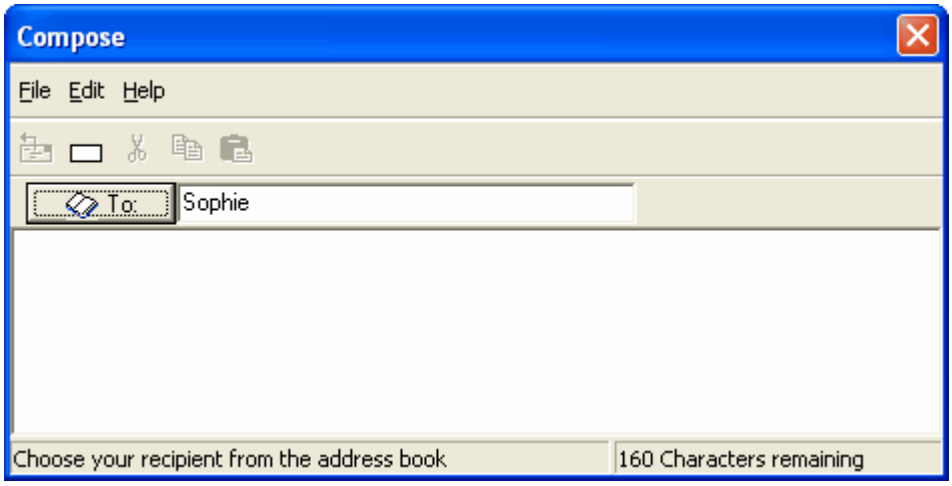
4.4 New Z-text Using the Phonebook

The quickest way to create a Z-text is when the recipients name is stored in the Phonebook. Double-clicking on their name or telephone number automatically enters their details into the Z-text leaving you with only the message to compose.

The following window will be displayed, complete with telephone number or recipients name.

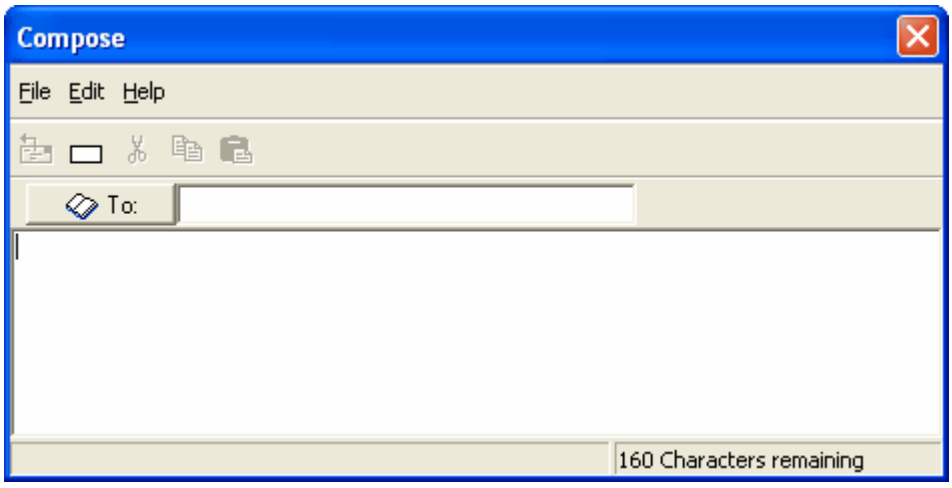


When you are happy with your Z-text, click on the Send button or save to the Draft folder.

4.5 New Z-text Using the Tool Bar

Selecting the New Z-text icon from the Tool Bar is one of the simplest ways of creating a Z-text.

The following window will be displayed.



Enter the recipients telephone number and when you are happy with your Z-text, click on the Send button or save to the Draft folder.

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4.6 Send or Save Your Z-text?

When you are composing your Z-text message you may not want to send the message straight away, or you may want to start a Z-text message and return to it later. You have the option to save the Z-text message to a separate folder called Drafts.

The way to save a Z-text to the Draft Folder is by clicking on the red backed X in the top right hand corner on the Compose window.

You will be presented with the following screen with 3 options.

Select the far right option to save your Z-text message.

Alternatively, you can send your Z-text message straight away or discard the Z-text message.

Should the Z-text message fail to send on the first attempt, then an additional 5 attempts will be made. If the sixth attempt fails, then an error message appears saying that the Z-text SMS Modem was unable to be send the Z-text.

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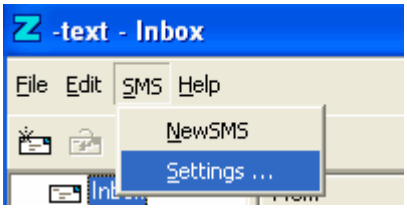
Part V Settings

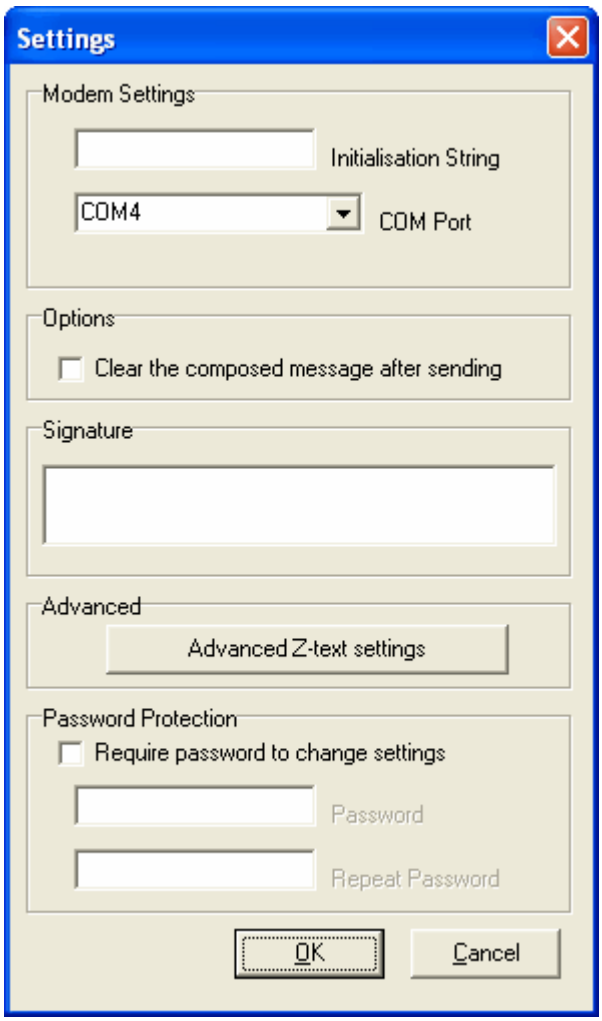
5.1 Settings Overview

Within **SMS**, **Settings** you will find options. Here you will be able to add a signature, a password, be able to send the same Z-text to multiple recipients and check which communications (COM) port the Z-text Modem is connected to.

Click on **SMS** at the top of the window and then select **Settings**



The following window should be displayed.



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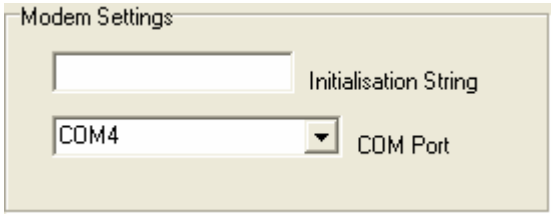
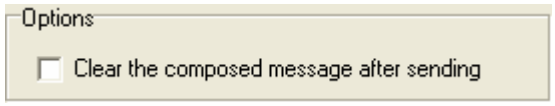
5.2 Modem Settings

In the example shown, the Z-text is connected to COM Port 4. This will help with troubleshooting should there be any conflicts.



5.3 Multiple Z-text Sending

By leaving the tick box clear the previous Z-text in the message entry box is ready for the next recipient. Ticking the box and starting a new Z-text clears the message but does not affect the signature in the message box.



5.4 Signature

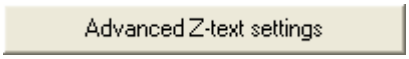
The Signature Box allows every Z-text to be signed off in the same way every time. However this reduces the total length of the Z-text.

"Regards from NTS Telecom" is 24 characters in length (21 letters and 3 spaces)

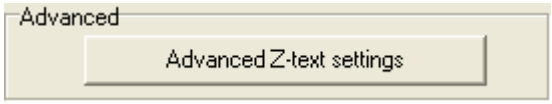
(Max Number Of Characters)	-	(Signature)	=	Max Length Of Z-text
160	-	24	=	136

Therefore the total length of each Z-text is 136 when using this signature.

5.5 Advanced Z-text Settings

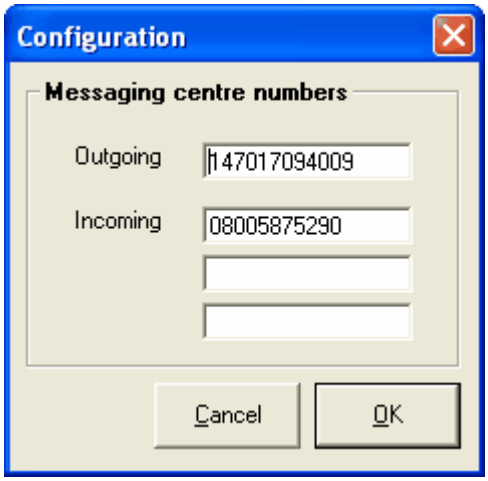
Clicking on the 

will display the telephone settings of the Z-text SMS Modem.



When you send a Z-text, the Z-text has to be sent to a Message Service Centre. The Z-text SMS Modem is pre-programmed with the BT text service.

Similarly, when receiving a Z-text the telephone number is also pre-programmed. It is possible to receive messages from up to 3 SMS Service Providers.



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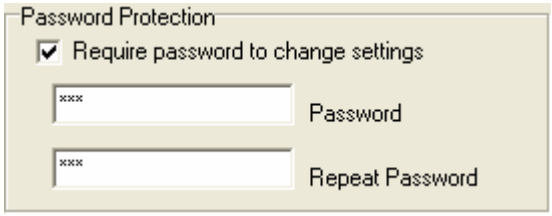
5.6 Password Protection

To protect your settings from other users of your computer simply add a password. Your password, which is case sensitive, can be any length from a single character up to the limit of your memory. Your password can consist of characters that are numbers (0-9), letters (a-z or A-Z) or any of the special characters like !"£$%^&*()-=_+ and spaces.



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Part VI Printing & Tips

6.1 Printing

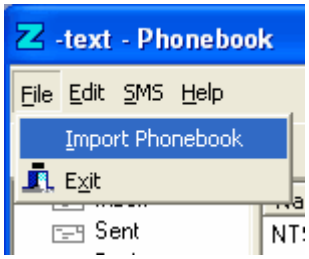
The printing of Z-text messages is possible by clicking on the standard printer icon or by right clicking on the Z-text and selecting Print.

Clicking on the printer icon will display the standard Print Window showing your default printer that allows you to configure your printer. The contents of the Preview Screen will be printed.

6.2 Shortcut Tips

Throughout the Z-text program you the user have 2 ways of selecting the various functions without using the mouse pointer.

The first way is using the right mouse button. This displays a series of options that are available for that part of the Z-text software. Some are greyed out and will only become active when certain criteria is met e.g. the Copy command will only become active when you have highlighted some character(s).



The second way is by using the ALT key (to the left of the spacebar) and the letter that is underlined on the Menu Bar. Press and hold down the ALT key and then select the letter of the function is the easiest way of using this shortcut.

For example, to import telephone numbers into the phonebook you could use ALT + F followed by ALT + I.

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Part VII Glossary

7.1 Glossary List

Default Printer
FSK
Hardware and Software Definitions
Menu Bar
Modem
Notification Area
PABX System
Phone Book
Plug and Play Compatible
Port
Printer Driver
Recipient
SMS
Tool Bar
USB
Z-text Message Store

7.2 Default Printer

The printer to which a computer sends documents if you select the Print command without first specifying which printer you want to use. You can have only one default printer at one time.

7.3 FSK

Is short for Frequency Shift Keying

7.4 Hardware and Software

The system needs both hardware and software, as neither can perform any useful function without the other.

Hardware
The term 'hardware' is used to describe all physical electronic and mechanical elements forming part of a computer system
e.g. Z-text SMS Modem.

Software
The term 'software' describes the instructions or programs which the hardware needs in order to function e.g. Z-text program stored on the CD-ROM.

7.5 Menu Bar

The Menu Bar, is located directly under the Z-text Title Bar, displays the common headings, Files, Edit, SMS and Help. By clicking on each, or using a keyboard shortcut, of the main headings further commands are available. A further mouse click or keyboard shortcut will activate the required command.

7.6 Modem

A MOdulator/DEModulator, a device which forms the interface between a computer and a telephone line used for data transmission.

7.7 Notification Area

Was formerly known as the System Tray or the Status Area. The Notification Area contains items that are useful to have displayed all the time e.g. Z-text icon or the system clock which is displayed by default.

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7.8 PABX System

Is short for Private Automatic Branch Exchange.

7.9 Plug and Play Compatible

Is a feature that allows a computer (Windows) to automatically detect and configure a device when it's plugged into the computer.

7.10 Port

A connection point on a computer that data can pass into and out of, most commonly today is the USB port. Some ports are physical, such as the port that connects a printer to a computer and some are virtual, such as TCP/IP ports that a computer uses to communicate with other computers on the Internet.

7.11 Printer Driver

A program designed to allow other programs to work with a particular printer without concerning themselves with the specifics of the printer's hardware and internal language. By using printer drivers that handle the subtleties of each printer, programs can communicate properly with a variety of printers.

7.12 Recipient

Is the person to whom you are sending a Z-text message.

7.13 SMS

Short Message Service (SMS) is the ability to send and receive text messages between suitable telephony devices. Z-text uses your fixed BT telephone line for SMS's in a similar manner to mobile phone text messaging.

A Z-text can be up 160 characters in length and the message can comprise of letters, numbers, symbols or an alphanumeric combination.

7.14 Tool Bar

The Tool bar is a pictorial version of the Menu bar and only displays the icons that are relevant to that portion of the program. However, some icons are 'greyed out' which means that they are not accessible at that precise moment. For example, the Copy Icon is not available until you have selected some characters when composing a Z-text.

7.15 USB

Universal Serial Bus (USB) is a quick and convenient way of connecting peripherals (equipment) to a computer. The USB technology does away with the need for serial and parallel ports and other configuration hassles. USB devices are plug and play compatible, are very easy to install and if you run out of ports, USB hubs are a cheap and easy way to expand your computer system.

7.16 Z-text Message Store

Is the space where Z-texts are stored when they are being sent/received and is inside the Z-text SMS Modem itself. This memory allows Z-texts to be received when the computer is switched off and/or holds sent Z-text while the phone line is unavailable.

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