



**British Telecom Business Systems**

## M1822 Messaging

## Tonto personal information centre

The Merlin logo features the word "Merlin" in a large, bold, serif font. The letters are white with a black outline and are set against a dark, textured background that resembles stone or rough paper. Below the main text, there is a smaller, repeating pattern of the words "Business Systems" in a sans-serif font, arranged diagonally.

# Introducing Messaging

Messaging enables you to send written messages from your TONTO to other TONTO users, and receive messages back, over the telephone network. Messaging provides written communication with the speed and convenience of a telephone call.

Messaging is suitable for much of the correspondence you typically need to send, in or out of the office. Using Messaging, you can now send messages when before you'd have sent:

- ☐ Telexes
- ☐ Memos
- ☐ Letters
- ☐ Agendas and minutes of meetings

Messaging can also act as a useful backup to the telephone, enabling you to confirm the contents of a call immediately, or leave a message for someone who has not answered the phone.

Messaging is straightforward, because to send a message all you need are the telephone numbers of the TONTOs you want to receive the message. Unlike telex (and some other systems) Messaging ensures that the text of your message is received exactly as you sent it.

Messaging also provides the TONTO with a notepad in which you can jot down notes for your own use. If you choose, notes can be addressed and then sent, just like other messages.

Messages can be edited on the screen until the text is just right. They can be stored in the TONTO, and sent or printed whenever you need them.

Everything you need to know to use Messaging is explained in this manual. It does, however, assume you are familiar with some of the basic features of the TONTO, such as the keyboard, which are explained in the *Handbook*.

The manual contains several cross references to the *Advanced Operations* manual. If you have the third (or later) edition of the *Handbook*, you will find the corresponding material in that manual. Use the index to obtain the page reference.







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# 1

## How Messaging works

Messaging is not complicated and needs only a little introduction, which this section provides.

### Messages

Messaging is best suited to sending concise communications; those you would at present send as memos or telexes.

Any text sent by Messaging is sent as a *message*. Each message can have a number of headings, with text written below in whatever form is required, just as in a letter. Each message can contain up to about 12,000 characters, which is approximately equivalent to two closely-typed A4 pages.

The TONTO displays messages one at a time for you to read, as described later.

### The In-Tray, Notepad and Out-Tray

Messaging uses three areas of the TONTO's store for messages:

- ☐ The In-tray, where messages sent to you are stored
- ☐ The Notepad, where you write and edit messages and notes
- ☐ The Out-tray, where messages waiting to be transmitted are stored

You can move messages between these areas as you require.

### Importing and exporting text

When you're writing a message or note in the Notepad, you can use the *Import* facility to incorporate text files (held on cartridge) into the message text. Similarly, you can use the *Export* facility to copy the message text into a file, on cartridge, for use by other applications. In particular, text prepared using the Xchange word processing application, Quill, can be incorporated into your message, while messages you receive or write can be transferred into Quill documents. These facilities also allow you to transfer text from one message into another.

## Sending and receiving messages

Your TONTO can send a message over the telephone network to any other TONTO that has Messaging. Each message can be addressed to a number of other TONTO users. All you have to do is provide the telephone numbers of the other TONTOs, and move the message to the Out-tray. The TONTO then transmits the message automatically as soon as it can, to each of the addresses in turn. If transmission fails for some reason, the TONTO will usually retry automatically, up to six times altogether, before giving up.

To get the full benefits of Messaging, people you deal with must know that they can use Messaging to communicate with you. Whenever you give your address or voice telephone number, tell them you have a TONTO with Messaging and give the number you want them to use for Messaging. (If you work in an organisation equipped with TONTOs, there may be a directory of Messaging numbers available to you.)

Messages can be received by your TONTO whether or not you are at your desk. No action is required from you, and there's no disruptive effect on anything else you may be doing on the TONTO. The TONTO informs you when a message is received: you can read it straight away, or leave it to read later.

## Controlling messages from the keyboard

Messaging provides certain functions that let you deal with messages electronically, in ways similar to those you use at present to deal with letters. The functions mirror the tasks that are often involved in dealing with correspondence at a typical desk. So, for example, while an unwanted letter would get thrown in the bin, an unwanted message is deleted from, say, the In-tray.

These functions can all be performed just by pressing a couple of keys on the TONTO keyboard. And the functions available at any one time are always displayed on the screen — so you're never left in doubt about what you can do.

## The In-tray

You can do much the same with a message arriving in the In-tray of your TONTO as with a letter arriving on your desk:

- ☐ You can *print* the message and work from the paper copy or file it away
- ☐ You can leave the message in the In-tray, displayed on the screen. However, it's more advisable to *move to Notepad* to ensure there's room in the In-tray to receive further messages. Once a message is in the Notepad, you can edit it



- ☐ To send the message to someone else, you can *print* it and send the paper copy. But the easiest way to send a message to another TONTO owner is to *move to Notepad* to re-address the message, then send it via the Out-tray
- ☐ If you don't want to keep a message that is in the In-tray you can simply *delete* it

### The Notepad

You can look through stored messages and notes in the Notepad and then manipulate them using the *create*, *amend*, *send*, *print* and *delete* functions, as follows:

- ☐ When you have written a message or note in the Notepad (that is, you have *created* it) you can correct the text until you are happy with it. If you want to change the text of an existing message or note, you can *amend* it
- ☐ You can keep a message or note, whether finished or not, in the Notepad
- ☐ If you want a paper copy of a message, you can *print* it
- ☐ You can *send* a message from the Notepad. The message is placed in the Out-tray, from where it is transmitted automatically to other TONTOS
- ☐ If you don't want a message or note that is in the Notepad, you can *delete* it

### The Out-tray

The TONTO lets you re-use your copy of a message that you've sent from the Out-tray:

- ☐ To send another version of a message you can *move to Notepad* to amend the message
- ☐ If you want a paper copy of a message you can *print* it
- ☐ If you don't want your copy of a message you've sent, you can *delete* it

## Software version

This manual describes version 2 of the Messaging software, which provides additional facilities not available with version 1. Messages can be interchanged between TONTOS which use version 1 or version 2 of the software, since the two versions are compatible. There are one or two restrictions, however, which are described in the relevant parts of this manual.

# 2

## Starting off

Messaging is supplied on a pair of capsules. To use Messaging, you must insert the capsules in the TONTO and then do a few things to prepare the TONTO, as described below. This section also explains how to select Messaging when you want to use it in your daily work.

### Preparing your TONTO

Your TONTO may have been prepared for you already; if so, you can skip to *Selecting Messaging*, on page 14. If you're not sure, follow the procedures laid out here to check everything has been set up correctly. If you ever have to unplug the TONTO for any reason, you won't have to repeat this preparation when you next plug it in. The values you set are held in the TONTO's permanent store. (However, the contents of the In-tray, Notepad and Out-tray are erased by a power failure.)

### Changing your Messaging software

If you currently use version 1 of Messaging but are about to change to version 2, you may want to save your messages on a cartridge before removing the version 1 capsule. You do this using the **Save / Load messages** option of the Messaging Housekeeping Menu. Then remove the version 1 capsule, as described in the *Handbook*, and continue with the instructions below. Keep the cartridge; you will need it later to reload the messages (see *Reloading messages*, page 14, for guidance).

### Inserting the Messaging capsules

If the Messaging capsules are not already inserted, follow the instructions below to insert them:



- 1 Stop any applications that are running, and switch off at the mains or pull out the plug. When you switch off the power, everything in the TONTO's store is lost. If need be, take a copy of stored data to reload afterwards (using the Data Record feature, as described in the *Handbook*)
- 2 Pull out the Rompack from the control unit and insert the Messaging capsules in the usual way (as described in the *Handbook*). Each capsule fits in either slot, but only fits one way round
- 3 Plug the Rompack back into the control unit. Restore the power and, if necessary, reload data into store

Note that when you switch on the power, the Initialisation display may appear twice. Don't worry about this; it is caused by a special program in one of the Messaging capsules, which ensures your system can handle all the capsule applications you have fitted. For more information about managing several applications together, see the Appendix, page 53.

### Checking connection to the telephone network

Check that the connection of your TONTO to the telephone network is suitable for Messaging. If your TONTO is connected directly to the public telephone network (PSTN) you can send messages to any other TONTO that is similarly set up for Messaging (provided the receiving TONTO can receive calls directly, without operator intervention).

If your TONTO is connected via a private exchange (PABX) you can interchange messages with any other extension that has Messaging. You can also send messages over the public telephone network to other Messaging users, provided you can dial out automatically. To receive messages from the public telephone network, your TONTO must be capable of receiving calls directly, without operator intervention. To achieve this, the line you use for Messaging must have DIA (Direct Inward Access) or DDI (Direct Dialling In).

### Setting the TONTO to auto-answer messages

If you want to receive messages as well as send them, you must set the TONTO to auto-answer data calls. The procedure will vary, depending on the number of telephone lines your TONTO has. It is fully described in the *Handbook*.

#### *On a two line TONTO*

Follow the steps below. If you get lost, just press the START key and try again.

- 1 With the Top Level Menu displayed, select **Telephone Control** by pressing 2
- 2 Select **Auto-answer Control** by pressing 2
- 3 Select **Set Auto-answer** by pressing 1. The details for line 1 are displayed
- 4 You may want to receive messages on line 2 instead. If so, press *f*2 to display the details for line 2
- 5 If the line is not already SET FOR AUTO DATA, press *f*5 to switch Data Auto-answer ON
- 6 Press the START key to return to the Top Level Menu



**On a two line TONTO**, if you set one line to auto-answer voice calls and the other to auto-answer data calls, an incoming voice call will not be auto-answered while a message is being received on the other line. The phone will ring, but the voice call will not be auto-answered until the message has finished.

#### *On a one line TONTO*

You may find it convenient not to set the TONTO to auto-answer while you are at your desk. This gives you the chance to answer all calls yourself. You can take voice calls as usual, but if you hear a whistling noise on the line you are trying to answer a data call. Press the AUTO key (SHIFT/SPKR) within 15 seconds and replace the handset, to pass the call to the TONTO to answer. When you leave your desk, set the TONTO to auto-answer data calls. To do this:

- 1 Follow steps 1 to 3, above
- 2 Press *f*5 to switch Data Auto-answer ON for line 1
- 3 Press *f*6 to set the time delay ON. The time delay gives you 14 seconds to answer incoming calls, before they are auto-answered

#### **Setting the protocol for Messaging**

Data communication between computers is controlled by a set of rules called a *protocol*. When the TONTO leaves the factory it is set up to use T-Link (the Microcom Networking Protocol, MNP). Unless you've ever changed the protocol setting, there's nothing you need to do.

Messaging uses T-Link to control the way messages are sent over the telephone line. If the TONTO is currently set to use a different protocol, you'll have to reset it to use T-Link. Refer to the *Advanced Operations* manual for instructions.

#### **Setting up the modem for Messaging**

The TONTO contains a *modem* which converts messages into a form suitable for transmission over the telephone line. When the TONTO leaves the factory, its modem is set up for sending messages using T-Link. Unless you've ever changed the modem settings, there's no setting up to do.

If the modem is not set up to use T-Link, you'll have to change the modem settings to one of the two groups that is suitable. For two TONTOS to interchange messages, they must both have modems set up in the same way — you may need to check what settings your correspondents use. Refer to the *Advanced Operations* manual for details.

#### **Pre-setting values for Messaging**

Using the **Set Defaults** option of the Messages Housekeeping Menu, page 36, you can specify the FROM name and number that are automatically included whenever you address a message. Though not essential, specifying this now saves time later.

#### **Setting the date and time**

Before you start using Messaging, it is important that the date and time are set correctly, since Messaging relies on this when automatically retrying failed messages. If you're not sure, use the **Set date and time** option of the TONTO Housekeeping Menu to check the date and time, and correct them if necessary (as described in the *Handbook*).

#### **Reloading messages**

If you have just changed from version 1 of the Messaging software to version 2, and you saved your messages on a cartridge before removing the version 1 capsule, you can now reload them. You do this by selecting the **Save / Load messages** option from the Messages Housekeeping Menu as described on page 36. When the Save/Load Messages Menu appears, use the **Merge-Load** option to reload your messages. (If you use the **Load** option, you will lose the messages you are trying to load.)

#### **Selecting Messaging**

Once the TONTO is prepared, you can begin using Messaging. With the Top Level Menu displayed, press 3 to select **Messaging Control**. The Messaging Control Menu appears.

#### **Choosing what you want to do**

From the Messaging Control Menu you can reach all the facilities of Messaging. The menu looks like this:

MESSAGING CONTROL	
© ICL 1984	
1	In-tray
2	Notepad (Edit & Send)
3	Out-tray
4	Housekeeping
/1 clear In-tray flag    /3 auto-save ON/OFF <input checked="" type="checkbox"/> ON /2 clear Out-tray flag    /4 sending ON/OFF <input checked="" type="checkbox"/> ON <span style="float: right;">/0 EXIT</span>	

To select one of the options from the menu, press the key corresponding to the number of the option you want:

- 1 **In-tray**. This option displays the In-tray. You can look through the In-tray and deal with messages sent to you. *Dealing with messages you receive*, page 29, explains how to do this
- 2 **Notepad (Edit & Send)**. This option displays the Notepad. You can use the Notepad as a work area to write, edit or send messages, or to write notes. *Handling messages and notes in the Notepad*, page 19, explains how to do this
- 3 **Out-tray**. This option displays the Out-tray. You can check through the messages placed in the Out-tray for transmission to other TONTOs. *Checking the Out-tray*, page 31, explains how to do this
- 4 **Housekeeping**. This option displays the Messages Housekeeping Menu. You can empty the In-tray, Notepad or Out-tray, change the amount of space available for storing messages, save a copy of the In-tray, Notepad and Out-tray on cartridge, or reload a saved copy into store. *Housekeeping*, page 35, explains how to do this

All the options may then display a message, or part of a message, with some extra information:

- ☐ At the top of the display is a heading reminding you where you are in Messaging, for example in the In-tray
- ☐ At the foot of the display are the options available at that point. You can select one of these by pressing a combination of the *f* key and a numberpad key. As usual, options that aren't available appear in dark grey (on a black and white monitor) or in red (on a colour monitor). For example, you can't *delete* when the In-tray is empty, so the *delete* function appears in dark grey (or red)

To get back to the Messaging Control Menu press *f*0.

### Keeping track of your messages

You can always keep track of messages you have sent and received, by looking out for indicators in the Messaging area of the TONTO noticeboard. Some indicators just provide you with information; others signal conditions to which a response is advised. The figure below shows what the noticeboard indicators look like (in this case the **I** indicator is shown):



The indicators you may see are described briefly below. For more details, including how to respond, see *Noticeboard indicators* (page 43).

- I** In-tray flag. This means you have received one or more messages. You can go to the In-tray and read the messages straight away, or leave them till later
- X** This means someone tried to send you a message but it could not be received because the In-tray was too full or because the TONTO's store was too full. You should make some space available to ensure messages can be received



- F Out-tray flag. This means the Out-tray contains at least one message that the TONTO tried, but failed, to transmit to at least one of its destination addresses, and that it has now stopped trying. If you look at the message in the Out-tray, it will display a failure code, indicating the reason for failure. *Failure to send a message* (page 45) explains what to do if this happens
- M This means the Out-tray contains at least one message that has not yet been transmitted to all its addresses
- A This means the Messaging Auto-save facility has failed to save two copies of the Messaging database. See *Setting the Auto-save feature* (page 35) for more details

For more information about messages, you can look through the In-tray, Notepad or Out-tray. In the Out-tray, status indicators inform you whether the messages have been sent (see *Checking the Out-tray* (page 31) for more details).

## Messaging on a one line TONTO

On a one line TONTO, you use the same line for voice calls and messages. In this case, you may occasionally:

- ☐ Answer a call that turns out to be a data call — a message being sent to you. You'll hear a whistling noise on the line. Press the AUTO key (SHIFT/SPKR) within 15 seconds and replace the handset, to pass the call back for the TONTO to answer
- ☐ Make a voice call while a message is being sent or received. If you do, the message transmission fails, as the line is seized for the voice call, which has priority. You can avoid this as follows. Before starting a voice call, always check on the noticeboard that the line is free, and if it isn't, wait. If the call is urgent, go ahead; the TONTO will automatically retry any messages which fail (up to a total of six attempts altogether)



# 3

## Handling messages and notes in the Notepad

You write messages in the Notepad of the TONTO. When you've written a message, you send it by placing it in the Out-tray. The TONTO then transmits the message automatically, as soon as it can, to each of the destination addresses in turn. If it repeatedly fails to transmit a message, an F flag on the noticeboard informs you. *Troubleshooting*, page 43, explains what to do if this happens.

You can also write notes in the Notepad. Notes are, in effect, unaddressed messages. They remain in the Notepad, where they can be viewed, edited or addressed to form messages (which can then be sent) as you require.

When you're writing a message or note in the Notepad, you can use the Import facility to incorporate external text files (held on cartridge) into the message. You can also use the Export facility to copy the message text into a text file on cartridge, for use in other messages or by other applications.

The Notepad is also where Messaging lets you amend messages or notes. These may be received messages you moved from the In-tray, messages you moved back from the Out-tray, or notes you left in the Notepad.

### Getting to the Notepad

With the Messaging Control Menu displayed, select **Notepad** by pressing 2. The Notepad is displayed, normally showing the last message or note placed in the Notepad. However, if you are returning to the Notepad from elsewhere in Messaging, the last message or note you saw here is displayed.

If you return to the Notepad by pressing the RESUME key, the message or note you left by pressing the START or RESUME key is displayed. (The same rule applies to the In-tray and Out-tray.)

If the displayed message is the one you want, you can send it straight away, or amend it first and then send it. If you want a paper copy you can print the message, or if you don't want the message at all you can delete it. These activities are explained below. Alternatively, you can write a new message or note (also explained below), or look through the Notepad for other messages: press f3 to display the previous message and f4 to display the next one.

If the displayed message extends over more than one screen, you can use the ↑ and ↓ keys to scroll the message text.

Remember that the options open to you for dealing with the displayed message are shown at the bottom of the display. If an option is not available it is displayed in grey (on a black and white monitor) or in red (on a colour monitor) and you cannot select it. This applies to the options open to you in the In-tray and Out-tray too.

### Writing a new message or note

To write a new message or note in the Notepad, press *f*8. A new note is created and placed after any other messages or notes in the Notepad. The Create/Send display appears showing the new note, in which only the time and date are filled in:

CREATE/SEND

CREATED: 16:00 10/03/78

SUBJECT: ■

/1 import      /3 to address      /5 delete address      /9 send  
/2 export      /4 cc address      /0 EXIT

You can now give the note a title, address it to form a message, or write the text. You can leave the message in the Notepad at any time — finished or not — by pressing *f*0.

### Giving the message a title



To give the message a title, position the cursor in the **SUBJECT** field (using the TAB and B/TAB keys if necessary) and then type the title.

### Writing the text

With the cursor in the text area, simply type the message you want to send. Bear in mind these points:

- ☐ You can use upper or lower case as you choose



- ☐ At the end of a line, the cursor and any unfinished word move down onto the next line automatically
- ☐ To indent a new paragraph, press the TAB key
- ☐ To end a paragraph, press the  key. The cursor moves to the next line. You can then press the  key again, to separate the paragraphs by a blank line
- ☐ You can type up to about 12,000 characters, which is approximately equivalent to two closely-typed A4 pages. The text scrolls up as you fill the screen, until you reach the maximum message size

### Correcting the text

To correct text, simply move the cursor back and type over the characters in question. Use the arrow keys and the TAB and B/TAB keys to move the cursor, and the INS and DEL keys to edit text. Cursor control and text editing is fully described in the *Handbook*. Anything in the highlighted areas of the display can be corrected.

### Importing text

You can use the Import facility to incorporate external text files, held on cartridge, into the message. An imported file must conform to the structure of a Quill export file (as described in the *Xchange* manual). Follow the steps below:

- 1 Make sure the cartridge holding the required file is installed in one of the microdrives, then press *f1* to import the file. The following field heading appears:  
  
IMPORT FILE: L \_\_\_\_\_ by PARA
- 2 L indicates that Messaging will look for the file in the left microdrive. If the file is in the right microdrive, position the cursor over the L, then use the *t* and *↓* keys to switch from L to R
- 3 Type the name of the file in the space provided. File names can be up to 12 characters long, in the form *abcdefgh.ijk* — where *ijk* is the file name extension, which usually indicates the file type. If you omit the file name extension, Messaging assumes it is *.exp* (indicating that it is an export file)

- 4 **PARA** indicates that Messaging will import the file by paragraph, in which case the text within each paragraph may be reformatted when it is imported. This is the most suitable mode of import for most text. Alternatively you can import by line, so the text retains its format. This is more suitable for structured text, such as tables, where it is important that the text is not reformatted. To do this, position the cursor over the word **PARA** then use the **↓** and **↑** keys to switch from **PARA** to **LINE**
- 5 When you have set the values as required, press **f1** to import the file (or **f0** to abandon the action). Messaging looks for the specified file and adds its contents to the message. If the cursor was in the text area when you began the Import, the text is inserted at the beginning of the line containing the cursor; otherwise it is appended to the end of the message. If the imported text would cause the message to exceed the maximum message size of about 12,000 characters, the import stops and the warning **TEXT LIMIT REACHED — IMPORT INCOMPLETE** is displayed

Note that while text is being imported, you cannot do anything else in Messaging (although messages will continue to be sent and received). However, you can leave the Import running in the background by pressing the **START** key, and return later by pressing the **RESUME** key.

### Exporting the message text

You can use the Export facility to copy the message text into a file, on cartridge, for use by other applications. The structure of files created in this way conforms to the rules required for importing into Quill documents. To export the text to cartridge, follow the steps below:

- 1 Make sure there is a cartridge installed in one of the microdrives, ready to receive the text
- 2 Press **f2** to export the message text. The following field heading appears:

**EXPORT FILE: L** \_\_\_\_\_

- 3 **L** indicates that Messaging will export the text to the left microdrive. If the cartridge is in the right microdrive, position the cursor over the **L**, then use the **↑** and **↓** keys to switch from **L** to **R**

4 Type the name you wish to give the file, in the space provided. You can use up to 12 characters, in the form *abcdefgh.ijk* — where *.ijk* is the file name extension. You must use the extension *.exp*, to indicate that it is an export file. If you omit the extension, Messaging assumes it is *.exp*. (If the file is to be imported to Quill, the file name without the extension must not exceed eight characters)

5 Press *f1* to export the text (or *f0* to abandon the action). If the specified file already exists, you are asked to confirm that it is to be overwritten. Otherwise Messaging creates the file and copies the text into it

Note that while text is being exported, you cannot do anything else in Messaging. However, you can leave the Export running in the background by pressing the START key, and return later by pressing the RESUME key.

If the exported text is later imported into a Quill document, a blank line will be appended to each paragraph which did not already have one. (This only affects versions of Quill which allow importing by paragraph — version 2.5 onwards.)

#### Addressing the message

You can give the message two types of address:

- ☐ TO addresses. These are primary addresses, of people who will be acting on the message
- ☐ CC addresses. These are secondary addresses, of people who should see a "courtesy copy" for information only

Each message can be addressed to a number of other TONTO users. When a message is sent, it is transmitted first to all the TO addresses and then to the CC addresses, in the order in which the addresses were added. You should therefore address the message to the most important recipients first.

To add a TO address, press *f*/3. The address headings appear, which look like this:

CREATE/SEND			
CREATED: 16:00 10/03/76			
<hr/>			
FROM:	Alexander Graham Bell		
NUMBER:	111		
TO:	■		
NUMBER:			CHARGE BAND:
SUBJECT:	Telephone message		
Watson, please come here. I want to see you.			
<hr/>			
/1 import	/3 TO address	/5 delete address	/9 send
/2 export	/4 CC address		/0 EXIT

Your name and telephone number are filled in, provided you have set them up, using the **Set Defaults** option of the Messages Housekeeping Menu (see page 36). If you have not set them up, the **FROM** fields are blank; you should complete them as described below.

#### *Completing the headings*

Use the TAB and B/TAB keys to move the cursor from one heading to another.

- FROM:** If, for any reason, you want to use a different name or number,  
**NUMBER:** you can simply type over the ones shown with a new name or new number
- TO:** Type the name of the person you want to receive the message,  
**(or CC:)** in whatever form you choose. If you intend to use a shortcode for the recipient's telephone number (below) the name will be set automatically from the entry in the telephone directory, although you may change it if you wish

**NUMBER :** Type the telephone number or shortcode of the recipient's TONTO, in the form you would dial it. If two numbers are shown in your telephone directory, use the data number. If you use a shortcode, the recipient's name, data number and charge band will be set automatically from the telephone directory entry, and any details you have typed in will be overwritten. However, you may change them if you wish. If you use a shortcode, any extension number associated with the data number will not be dialled; it is therefore best to omit the extension number from the data number directory entry.



**Never put the Emergency Services number (999) in this field.**

If you have to get an outside line, for example by dialling 9, you may need to separate the 9 from the rest of the number by a full stop. This will ensure a pause for an outside line to be obtained.

If you are sending the message to the United States, it is more likely to succeed if you add three full stops to the end of the number

**CHARGE  
BAND :**

If you want to record the cost of sending this message, you can type the charge band code that applies to the call. The code will only be used to calculate the cost; it will not appear in the message. Charge band codes are fully explained in the *Handbook*.

If you used a shortcode for the recipient's telephone number, the charge band will be set automatically from the entry in the telephone directory, although you may change it if you wish

If you want to add another TO address, press *f*3. New TO address headings appear, below the last TO address. Complete the headings as described above.

If you want to add a CC address, press *f*4. New CC address headings appear, which you should complete as described above. (Don't use a CC address for a destination TONTO which uses version 1 of the Messaging software.)



You can continue adding TO and CC addresses, until the message is addressed as required. Obviously if you add lots of addresses you won't be able to see them all on the screen at once. However, you can use the TAB and B/TAB keys to scroll through the addresses. Once you have completed the address headings your message might look like this:

CREATE/SEND			
CREATED: 16:00 10/03/76			
FROM:	Alexander Graham Bell		
NUMBER:	111		
TO:	Thomas A Watson	CHARGE BAND:	
NUMBER:	112		
CC:	Thomas A Edison	CHARGE BAND:	
NUMBER:	113		
SUBJECT:	Telephone message		
Watson, please come here. I want to see you.			
/1 Import	/3 TO address	/5 delete address	/9 send
/2 export	/4 CC address		/0 Exit

### Deleting addresses

To delete an address, position the cursor in one of the fields of the address you wish to delete. (If the address is not currently displayed, use the TAB and B/TAB keys to scroll through the addresses until you find the one you wish to delete.) Then press *f*5.

You're then given the chance to change your mind. To confirm the deletion, press Y. The address headings disappear and the space is closed. If you don't want to delete the address, press N instead. Note that you cannot delete the FROM address until all TO and CC addresses have been deleted.

### Sending a message

When the message is addressed and complete to your satisfaction, press *f*9 to send it. The message is placed in the Out-tray and a confirmation displayed. The message is transmitted as soon as possible to each of its destination addresses in turn.

After the message has been transmitted, your copy of it remains in the Out-tray.

### Amending a message or note

Note that you cannot send a message until you have given it at least one TO address.

To amend the displayed message or note, press *f7*. The message or note remains displayed, but as part of the Amend/Send display. You can now amend it as follows:

- ☐ To correct the message, type (or type over) the text in any of the highlighted areas
- ☐ To incorporate a text file held on cartridge into the message text, follow the instructions on page 21 for *Importing text*
- ☐ To copy the message text into a file on cartridge, follow the instructions on page 22 for *Exporting the message text*
- ☐ To add a TO or CC address, press *f3* or *f4*, then follow the instructions on page 24 for *Completing the headings*
- ☐ To delete an address, follow the instructions on page 26 for *Deleting addresses*

When you've finished, you can either send the amended message by pressing *f9*, or return it to the Notepad without sending it by pressing *f0*.

### Printing a message or note

To print the displayed message or note, press *f6*

### Deleting a message or note

To delete the displayed message or note from the Notepad, press *f5*. You're then given the chance to change your mind. Press Y to confirm the deletion, or N to abandon it.

### Leaving the Notepad

To exit from the Notepad, press *f0*. The Messaging Control Menu is displayed.



# 4

## Dealing with messages you receive

The TONTO receives messages in its In-tray without action from you. An **I** indicator on the noticeboard tells you when one or more messages have arrived in the In-tray, but you don't have to deal with them until you are ready.

You can look through the In-tray and display messages there one at a time. Once you have read a message, you can leave it in the In-tray. The **I** indicator only goes out automatically when the In-tray is empty, but you can also clear the indicator manually from the Messaging Control Menu if you want to know when another message is received.

Alternatively, you can move the message to the Notepad. If you do this with every message as soon as you've read it, there is less danger of the In-tray getting too full to receive messages. You'll also know when another message is received because the **I** indicator will reappear.

### Getting to the In-tray

With the Messaging Control Menu displayed, select **In - t r a y** by pressing **1**. The In-tray is displayed, normally showing the last message received. However, if you are returning to the In-tray from elsewhere in Messaging, the last message you saw here is displayed. A typical message is shown below:

IN-TRAY	
CREATED:	15:30 10/03/76
RECEIVED:	15:40 10/03/76
FROM:	Alexander Graham Bell
NUMBER:	111
TO:	Thomas A Watson
NUMBER:	112
SUBJECT:	Telephone message
Watson, please come here. I want to see you.	
1:scroll /3 previous /5 delete	
/4 next /6 print /8 move to notepad /0 EXIT	

If the displayed message is the one you want, you can read it and deal with it as explained overleaf.

Alternatively, you can look through the In-tray for other messages that may be there: press **f3** to display the previous message and **f4** to display the next one.

### **Printing a message**

To print the displayed message, press *f6*.

### **Deleting a message**

To delete the displayed message from the In-tray, press *f5*. You're then given the chance to change your mind. Press *Y* to confirm the deletion, or *N* to abandon it.

### **Moving a message to the Notepad**

To move the displayed message from the In-tray to the Notepad, press *f8*. When it has been moved, a confirmation appears over the message display. When you display the message in the Notepad, you'll see that the time of receipt and the sender's name and telephone number are retained as part of the message for reference.

### **Clearing the I indicator**

To clear the In-tray flag from the noticeboard, press *f0* to return to the Messaging Control Menu, then *f1* to clear the flag.

Now, even if there is still a message in the In-tray, if the indicator re-appears you'll know another message has arrived.

### **Leaving the In-tray**

To exit from the In-tray, press *f0*. The Messaging Control Menu is displayed.





# 5

## Checking the Out-tray

### Message status

Each message in the Out-tray displays a message status indicator, which tells you whether the message is still **WAITING** to be transmitted to at least one address, is **ACTIVE** (being transmitted to an address now), has been **SENT** to all its addresses or has **FAILED** to be transmitted to at least one address.

### Address status

In addition, each destination address of a message in the Out-tray displays an address status indicator, which is one of:

- ☐ **WAITING**. No attempt has yet been made to send the message to this address
- ☐ **ACTIVE**. The message is being transmitted now to this address
- ☐ **SENT**. The message was transmitted successfully to this address on the first attempt
- ☐ **SENT(*n*)**. The message was transmitted successfully to this address on the *n*th attempt
- ☐ **TRY(*n*) <*xx*>**. Transmission of the message to this address has failed but will be retried. *n* is the number of attempts so far (from 1 to 5)
- ☐ **FAIL(*n*) <*xx*>**. Transmission of the message to this address has failed and will not be retried. *n* is the number of attempts made (from 1 to 6). When this happens, the message status changes to **FAILED** and an **F** flag appears on the noticeboard

In the TRY and FAIL address status indicators, <*xx*> is a two-digit code indicating the reason for which the last attempt failed (see *Troubleshooting*, page 43).

In the example overleaf, the address status indicators show that the message was successfully **SENT** to the TO address on the first attempt, and is still **WAITING** to be transmitted to the CC address.

The message status indicator shows that the message is still **WAITING** to be transmitted to at least one address.

OUT-TRAY			
CREATED:	16:00 10/03/76	WAITING	
FROM:	Thomas A Watson		
NUMBER:	112		
TO:	Alexander Graham Bell	CHARGE BAND:	SENT
NUMBER:	111		
CC:	Thomas A Edison	CHARGE BAND:	WAITING
NUMBER:	115		
SUBJECT:	The first message		
I heard you! you said: "Watson, please come here. I want to see you."			
The first words spoken over a telephone line - what a remarkable achievement! People will be able to talk to each other wherever they are.			
Perhaps, one day, it will even be possible to send written messages over the telephone line. Think of the benefits of having a permanent record of these words.			
/ scroll    /3 previous    /5 delete    /9 retry /4 next        /6 print        /8 move to notepad /0 EXIT			

## When to check the Out-tray

You'll need to check the Out-tray on the following occasions:

- ☐ When you want to move a message back to the Notepad for editing
- ☐ When you want to delete SENT messages. You should do this regularly — say once a day — to stop them cluttering the Out-tray. If you want to, you can print them first
- ☐ When the F flag appears on the noticeboard, indicating that a message has FAILED to be transmitted to at least one of its addresses and will not be retried. This may occur for a number of reasons (see *Failure to send a message*, page 45). You can retry a failed message from the Out-tray.

If you want to leave a failed message in the Out-tray but still be informed if another message fails, you can clear the F flag from the noticeboard

## Getting to the Out-tray

With the Messaging Control Menu displayed, select **Out-tray** by pressing 3. The Out-tray is displayed, normally showing the last message you sent. However, if you are returning to the Out-tray from elsewhere in Messaging, the last message you saw here is displayed.

If the displayed message is the one you want, you can deal with it as explained overleaf. Alternatively, you can look through the Out-tray for other messages: press *f*3 to display the previous message and *f*4 to display the next one.

### **Moving a message to the Notepad**

To move the displayed message from the Out-tray back to the Notepad, press *f*8.

### **Deleting a message**

To delete the displayed message from the Out-tray, press *f*5. You're then given the chance to change your mind. Press Y to confirm the deletion, or N to abandon it.

### **Printing a message**

To print the displayed message, press *f*6.

### **Retrying a failed message**

Before retrying, you should first check a FAILED message, as explained in *Failure to send a message* (see page 45).

To retry the message, press *f*9. The message status changes to WAITING. The TONTO retransmits the message as soon as possible to those addresses which have not yet received a copy of it. As usual, if the transmission fails the TONTO will automatically retry, up to six times altogether, before giving up.

### **Clearing the F indicator**

To clear the Out-tray flag from the noticeboard, press *f*0 to return to the Messaging Control Menu, then *f*2 to clear the flag.

Now, although there is still a failed message in the Out-tray, if the indicator reappears you'll know another message has failed.

### **Leaving the Out-tray**

To exit from the Out-tray, press *f*0. The Messaging Control Menu is displayed.



# 6

## Housekeeping

The term *housekeeping* refers to those things you may want to do occasionally to tailor the way Messaging works. Some housekeeping activities are available from the Messaging Control Menu; others from the Messages Housekeeping Menu.

### The Messaging Control Menu

Two housekeeping activities are available from the Messaging Control Menu, as described below.

#### Setting the Auto-save feature

The Auto-save feature automatically saves two copies of the Notepad and trays on a cartridge, each time a message is sent or received, or if transmission of a message fails. If there isn't room to save both copies, they automatically overwrite earlier copies, starting with the oldest.

Before you switch Auto-save ON, save any messages in the Notepad and trays using the **Save / Load messages** option of the Messages Housekeeping Menu (page 36). This creates a security copy, in case the power fails before the first Auto-save.

To switch Auto-save ON or OFF, press *f*3 when the Messaging Control Menu is displayed.

If Auto-save fails, an **A** flag appears on the noticeboard — perhaps because there is not room on the cartridge for both copies. If this happens, you cannot send or receive any messages until you switch Auto-save OFF; this also clears the **A** flag from the noticeboard.

The Auto-save feature uses the Data Record facility to save the Notepad and trays. This means that while the Auto-save is in progress certain other activities are inhibited. The Auto-save feature is best used, therefore, while you are away from your desk.

#### Setting the Sending feature

The Sending feature can be used to stop the TONTO sending messages from the Out-tray. For example, if you're waiting to receive an important message, you can switch Sending OFF —preventing messages from the Out-tray monopolising the line.

To switch the feature ON or OFF, press *f*4 when the Messaging Control Menu is displayed.



## The Messages Housekeeping Menu

The Messages Housekeeping Menu allows you to:

- ☐ Specify a FROM name and number, which will automatically appear on the messages you send. (Messaging shares the name and number with the Interfile application, so you can supply the details using either application)
- ☐ Set minimum and maximum sizes for the In-tray. The minimum is always reserved, even if the In-tray is empty. The TONTO allocates store as required, up to the maximum
- ☐ Specify a warn-at size for the Notepad and Out-tray. The TONTO allocates store as required, but warns you when this size is reached
- ☐ Empty the In-tray, Out-tray or Notepad of all messages and notes, to prevent them cluttering the store
- ☐ Save the Notepad and trays on a cartridge. This creates a security copy, in case a power failure occurs. Once power is restored, you can reload the saved messages

## Getting to the Housekeeping Menu

From the Messaging Control Menu, press 4 to select **Housekeeping**. The Messages Housekeeping Menu is displayed:

MESSAGES HOUSEKEEPING			
1 Set defaults			
2 Empty trays			
3 Save/load messages			
----- STORE USE -----			
In-tray: 5 Messages	9 blocks	[Reserved: 6 Maximum: 40 ]	
Notepad: 10 Notes			
Out-tray: 3 Messages	25 blocks	[Warn at: 50]	
Free store: 30 blocks			
			/0 EXIT
number of messages/notes in the trays and notepad	amount of store used by in-tray	minimum and maximum sizes of the in-tray	
amount of store remaining unused	amount of store used by Notepad and Out-tray	size of Notepad and Out-tray at which you will be warned	

6 - Housekeeping

## Setting defaults

From the Messages Housekeeping Menu select **Set defaults**, by pressing 1. The Set Defaults display appears:

SET DEFAULTS	
FROM address for messages:	
NAME: <b>B</b>	
NUMBER: <b>1</b>	
Store allocation	
IN-TRAY: RESERVED: 0 blocks	NOTEPAD &
MAXIMUM: 0 (of 512 bytes)	OUT-TRAY WARN AT: 40
STORE USE	
In-tray: 5 Messages	9 blocks [Reserved: 0 Maximum: 40]
Notepad: 10 Notes	
Out-tray: 3 Messages	25 blocks [Warn at: 50]
Free store: 30 blocks	
/1 or ENTER to update	
/0 EXIT	

You can change some or all of the fields on the display, as follows:

- ☐ Against the **NAME :** heading, type (or type over) the name you want to appear on messages you send
- ☐ Against the **NUMBER :** heading, type (or type over) the telephone number of your TONTO. On a two line TONTO, this should be the number of the line you use for data calls
- ☐ To set or change store allocation, position the cursor in the relevant highlighted box and type the number of blocks of store you want to allocate. Remember that one closely-typed A4 page uses about 12 blocks of store

When you've finished, press **f1** to register the new settings (or **f0** to abandon any changes you've made). You're then returned to the Messages Housekeeping Menu.

### Emptying the Notepad or a tray

From the Messages Housekeeping Menu select **Empty trays**, by pressing 2. The Empty Trays Menu appears:

EMPTY TRAYS

1 In-tray

2 Notepad

3 Out-tray

STORE USE

In-tray: 5 Messages    9 blocks [Reserved 6 Maximum 40 ]

Notepad: 10 Notes

Out-tray: 3 Messages    25 blocks [warn at 50 ]

Free store 30 blocks

/0 EXIT

Type the number of the tray you want to empty. You're then given the chance to change your mind. Press Y to confirm your choice, or N to abandon the action.

### Saving and loading messages

From the Messages Housekeeping Menu select **Save / Load messages**, by pressing 3. The Save/Load Messages Menu appears:

SAVE/LOAD MESSAGES

1 Save

2 Load

3 Merge-load

STORE USE

In-tray: 5 Messages    9 blocks [Reserved 6 Maximum 40 ]

Notepad: 10 Notes

Out-tray: 3 Messages    25 blocks [warn at 50 ]

Free store 30 blocks

/0 EXIT

Before you start saving or loading, make sure a cartridge is installed in one of the microdrives. You should keep a cartridge exclusively for saving the Notepad and trays.

Messages saved by version 1 of Messaging software cannot be **L**oaded by this version (2) of Messaging. However, messages saved using version 1 can be **M**erge-**L**oaded by version 2.

Don't start saving or loading while a message is being sent or received. If a message is being received, it is abandoned. If a message is being sent, Messaging waits for up to seven minutes for the transmission to finish. If, after seven minutes, it has not finished, the transmission is abandoned and the save or load begins. The message is not lost, and will automatically be retried later.

#### *Saving the In-tray, Out-tray and Notepad*

To save a copy of the In-tray, Out-tray and Notepad on a cartridge, select **S**ave by pressing 1. If there isn't enough room on the cartridge for all the messages and notes, they automatically overwrite earlier copies, starting with the oldest. The In-tray and Out-tray flags are also saved or loaded, along with the messages themselves.

The Notepad and trays are saved even if they are empty. If you later use the **L**oad option to reload an empty Notepad and trays, after creating or receiving any notes or messages, the notes and messages will be lost; you can prevent such a loss by using the **M**erge-**L**oad option to reload instead (see below). The loading process ignores the maximum In-tray size; if the In-tray being loaded exceeds the maximum size, it will still be loaded anyway.

#### *Loading the In-tray, Out-tray and Notepad*

To load the Notepad and trays from cartridge into store, select **L**oad by pressing 2. The latest copy is loaded from cartridge into store, overwriting any messages and notes already there. To prevent the loss of messages already in store, use the **M**erge-**L**oad option instead, see overleaf.

## Messaging, Store Report and Data Record

### *Merge-loading the In-tray, Out-tray and Notepad*

To load the Notepad and trays without destroying messages and notes already in store, select **Merge-Load** by pressing 3. Messages and notes saved on the cartridge are merged with those currently in store. If the Merge-load fails because there is not enough room in store, messages and notes already in store are not affected.

There are certain features you need to remember when you use Messaging, as described below:

### *Messaging applications*

When Messaging is loaded, the Store Report may show that one or both of the following applications is present:

- ☐ Messaging Control
- ☐ Messaging ControlTXFR

(The Store Report is fully described in the *Handbook*.)



If you delete these applications you will affect Messaging, so you should only do so if you urgently need extra store.

If you delete Messaging Control, you cannot RESUME Messaging at the display you left. However, no data is lost and Messaging Control is restarted when you next select Messaging from the Top Level Menu.

If you delete Messaging ControlTXFR, any messages waiting in the Out-tray are not sent and receipt of any message arriving at that time is abandoned. However, apart from a message which may be arriving at the time, no data is lost and Messaging ControlTXFR is restarted when a new message is received (provided there is enough store and you have not deleted the databases, see overleaf) or when you next move a message to the Out-tray.



### *Messaging databases*

When Messaging is loaded, the Store Report may show that the following databases are present:

- ☐ Messaging Control STATUS (which allows the Messaging applications to communicate with each other)
- ☐ Messaging Control STORE1 and STORE2 (which contain the messages and notes of the In-tray, Out-tray and Notepad)



**Do not delete any of these databases. If you do, you will lose any messages currently in store.** If you need to clear some space in store, you should use the **Empty trays** option of the Messages Housekeeping Menu. You can save the contents of the trays before you empty them, using the **Save/Load** option of the Messages Housekeeping Menu.

If you delete any of these databases, a new empty Notepad and trays are created when you next select Messaging from the Top Level Menu.

### *Saving and loading store*

If you use the Data Record facility to save or load store, the Messaging databases are also saved or loaded as part of the process.

The Notepad and trays are saved in this way even if they are empty. If you later use the Data Record facility to reload store, after creating or receiving any notes or messages, the notes and messages will be lost, as they will be overwritten by the empty Notepad and trays. (The Data Record facility is fully described in the *Handbook*.)

The loading process ignores the maximum size of the In-tray; if the In-tray being loaded exceeds the maximum size, it will still be loaded anyway.

Messaging cannot access its databases while a save or load is in progress. Thus if Messaging is operating when a save/load begins, it displays the message:

**WAITING FOR SAVE/LOAD**

While this is displayed you can leave Messaging by pressing the START key or *f*0, but you cannot use any Messaging facilities.

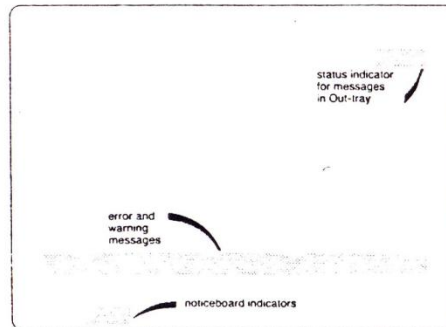
If you leave Messaging by pressing the START key - so that Messaging is **Waiting** — and then begin a save or load, you may not be able to go back to the last Messaging display you were using before you pressed the START key. This is because the Notepad or trays may have been changed by the save/load. When you reselect Messaging, the Messaging Control Menu is displayed.



# 7

## Troubleshooting

When you're using Messaging, the TONTO may communicate with you by displaying information messages on the screen. Three areas of the screen can be used:



Some information messages keep you in touch with the current state of Messaging, in which case they are self-explanatory. For example, **THE NOTEPAD IS EMPTY** means just that. Other information messages report undesirable conditions that require attention from you. None of the conditions requires immediate action, but a reasonably prompt response is needed to keep Messaging operating well.

### Noticeboard indicators

You can always keep track of messages you have sent and messages being sent to you, by looking out for indicators in the Messaging area of the noticeboard. Some indicators just provide you with information; others signal conditions to which a response is advised. The various indicators you may see are explained below.

- I This is the In-tray flag. It means you have received one or more messages. You can go to the In-tray and read them straight away, or leave them till later. The I flag goes out automatically only when the In-tray is empty (although it can be overwritten by an X indicator, see below). If you want to be informed each time a message is received, you should move each message to the Notepad as soon as it arrives.

Alternatively, you can clear the flag manually; even if there is still a message in the In-tray you'll know when another one arrives, because the I will reappear. Refer to *Dealing with messages you receive*, page 29, for more details.

- X This means someone tried to send you a message but it could not be received, either because the In-tray was too full or the TONTO's store was too full. You should check the current size of the In-tray to see if it is approaching its maximum size. (You do this by displaying the Messages Housekeeping Menu, as described on page 36. The menu shows a summary of Messaging's use of store, including the amount used by the In-tray.)

If the In-tray is approaching its maximum size, you should make some space available by selectively deleting messages from the In-tray, or by moving messages to the Notepad, to ensure messages can be received. (See page 30 for instructions.)

If the In-tray is not approaching its maximum size, the problem is that the TONTO's store is too full; make some space available by deleting applications and databases, using the Store Report, as described in the *Handbook*. (Do not delete the Messaging applications or databases.)

Note that an X flag may overwrite an I flag which is already displayed, although an I cannot overwrite an X.

- F This is the Out-tray flag. It means the Out-tray contains at least one message that the TONTO tried, but failed, to transmit to at least one of its destination addresses, and that it has now stopped trying. If you look at the message in the Out-tray, it will display a failure code, indicating the reason for failure; see *Failure to send a message*, overleaf, for more details.

The F flag goes out automatically only when there are no failed messages in the Out-tray. However, you can clear the flag manually; even if there is still a failed message in the Out-tray you'll know when another one fails, because the F will reappear.

- M This means the Out-tray contains at least one message that has not yet been transmitted to all its addresses.



- A** This means the Messaging Auto-save facility has failed to save two copies of the Messaging database — perhaps because there is not enough room on the cartridge. You cannot send or receive any messages until you switch Auto-save OFF; this also clears the **A** flag from the noticeboard. See *Setting the Auto-save feature*, page 35, for more details.

### Failure to send a message

When you look at a message in the Out-tray, it displays a message status indicator (see page 31). In addition, each of its destination addresses displays an address status indicator. If transmission of a message to one of its addresses fails — either on the first attempt or during retries — the address status indicator is either **TRY** or **FAIL**.

#### **TRY**(*n*) <*xx*>

Indicates that transmission to this address has failed so far but will be retried. *n* is the number of attempts so far (from 1 to 5).

#### **FAIL**(*n*) <*xx*>

Indicates that transmission to this address has failed so far and will not be retried. *n* is the number of attempts made (from 1 to 6). When this happens, the message status changes to **FAILED** and an **F** flag appears on the noticeboard (see page 31).

In both the above cases, <*xx*> is a two-digit code indicating the reason for which the last attempt failed. If the address status is **TRY**, Messaging will keep retrying automatically (up to six times altogether). You do not have to take action until the address status is **FAIL**; however, it is worth intervening before this, since you may be able to solve the problem straight away. Make a note of the failure code and take the appropriate action, as described from page 47 onwards.

If the address status is **FAIL**, the message will not be transmitted unless you intervene and solve the problem; make a note of the failure code and take the appropriate action, as described from page 47 onwards.

If you have a one line TONTO, perhaps you picked up the handset while a message was being transmitted; this aborts transmission, as the handset has priority use of the line.



Sometimes the action required to correct the fault involves retrying the failed message from the Out-tray. Instructions for doing this are given in *Checking the Out-tray*, page 31.

At other times the action required involves restarting Messaging or T-Link on the sending or receiving TONTO (or both) as described below. Before restarting, you may be able to check which is at fault, by sending and receiving messages using a TONTO which you know is running Messaging correctly.

### **Restarting Messaging**

To restart Messaging, delete Messaging ControlTXFR and then Messaging Control STATUS from store, using the Store Report (as described in the *Handbook*). If you cannot delete the STATUS database, press f0 at the Messaging Control Menu to ensure Messaging is not waiting. Messaging then creates an empty In-tray, Out-tray and Notepad when you next select it from the Top Level Menu.

### **Restarting T-link**

To restart T-Link, delete it from store, using the Store Report; it will then restart the next time you attempt to send a message. To ensure incoming messages are not lost because of the absence of T-Link, send a message straight away — if need be by sending a dummy message to your own number.

### **The bad number list**

The *bad number list* is a record of those telephone numbers to which data calls, including message transmissions, consistently fail. If the first attempt to transmit a message to an address fails, the destination telephone number is added to the bad number list.

If a later attempt at transmission succeeds, the number is automatically removed from the bad number list. However, if the sixth attempt fails, the number stays on the bad number list. To remove the number from the list, use the **Clear call-failed records** option of the TONTO Housekeeping Menu, as described in the *Advanced Operations* manual.

Usually your TONTO will try six times to transmit a message to an address before giving up. However, sometimes transmission will fail prematurely — usually because the destination telephone number is already on the bad number list.

## Failure codes

The various failure codes, their causes and suggested actions are listed below.

- 11 Indicates failure to establish communication. This can occur for any of the following reasons:
- ☐ The telephone number in the message was wrong, or the receiving TONTO was not plugged in to the telephone socket, was engaged or did not answer
  - ☐ The receiving TONTO auto-answered the call as a voice call only (possibly because the modem was in use sending or receiving a data call on the other line)
  - ☐ T-Link was not running on the receiving TONTO, or did not respond, or failed to maintain communication due to a poor line or poor connection
  - ☐ Your telephony module is set for loop-disconnect signalling, and you typed an invalid character (either # or \*) in the telephone number

**Remedy** If the problem is with the receiving TONTO, you may not be able to do anything. Check the destination number you used is correct; that is, the number is complete, written in a diallable form (according to the rules on page 25) and the number of a TONTO that has Messaging.

If the number is OK, try to send the message again. If the number is incorrect, move the message to the Notepad (press *f8*), amend the number, and then try sending again. If the problem persists, restart T-Link.

- 12 Indicates failure of communication at the sending TONTO. This occurs when T-Link fails to obtain the store space or other resources needed to make the call or connection. It can also occur if the telephone line is poor.

**Remedy** Delete other applications or databases from store and try again. (Do not delete the Messaging applications or databases.)

- 21 Indicates T-Link is unavailable or is not running on the sending TONTO.

**Remedy** Restart T-Link.

22 Indicates T-Link is not functioning properly.

**Remedy** Restart T-Link.

23 Indicates a system problem detected by Messaging.

**Remedy** Try to send the message again. If the problem persists restart T-Link or Messaging (you may have to try both).

24 Indicates there is not enough room in the TONTO's store to complete transmission of the message.

**Remedy** Delete other applications or databases from store and try to send the message again. (Do not delete the Messaging applications or databases.)

31 Indicates failure of T-Link to respond to Messaging, because there is no more store available or the line is poor.

**Remedy** Try to send the message again. If the problem persists, restart Messaging or T-Link. Alternatively, make more store available by deleting other applications or databases from store. (Do not delete the Messaging applications or databases.)

32 Indicates failure to access the Messaging databases.

**Remedy** Try to send the message again. If the problem persists, restart Messaging.

41 Indicates Messaging has abandoned sending the message. This can occur for either of the following reasons:

- ☐ The Messaging ControlTXFR application was deleted from store

- ☐ A save/load operation that had been pending for more than seven minutes took priority over the message

**Remedy** Try to send the message again. (If Messaging ControlTXFR was deleted, this automatically restarts it.)

- 51 Indicates the number of the receiving TONTO is on the bad number list (see page 46) and that the maximum number of attempts allowed has been made.

**Remedy** Remove the number from the bad number list and try to send the message again. (Instructions for doing this are in the *Advanced Operations* manual.)

- 52 Indicates the bad number list (see page 46) is full.

**Remedy** Clear one or more numbers from the bad number list and try to send the message again.

- 61 Indicates communication failure. This occurs if T-Link is disconnected in the receiving TONTO - probably caused by a poor connection. It may also be caused by a save/load operation taking priority, or failure to Auto-save a previous message.

**Remedy** Try to send the message again.

- 66 Indicates the receiving TONTO has detected an error or inconsistency in the protocol data surrounding the message.

**Remedy** The Messaging applications on the sending and receiving TONTOs are not compatible. You cannot send messages between them until they have been made compatible.

- 71 Indicates the destination computer has an incompatible file store type or operating system. This may occur if you try to send a message to another type of computer that does not support this Messaging application.

- 72 Indicates the receiving TONTO is unable to accept the message. This may occur for any of the following reasons:
- ☐ The In-tray of the receiving TONTO is full, or would exceed its maximum size by receiving this message
  - ☐ The receiving TONTO is unable to expand its In-tray because there is not enough free store available
  - ☐ A save/load is in progress on the receiving TONTO

**Remedy** Try to send the message again later.

- 73 Indicates the receiving TONTO has stopped receiving messages. This can occur if:
- ☐ Messaging was deleted from store while a message was being received
  - ☐ Messaging on the receiving TONTO detected a system fault
  - ☐ A save/load operation took priority

**Remedy** Try to send the message again later.

- 74 Indicates the receiving TONTO has rejected the message during final checks on it.

**Remedy** Try to send the message again later.

## Other problems

### Messaging is not available

Other problems you may encounter while using Messaging are described below.

If, when the Top Level Menu is displayed, the **M e s s a g i n g** option appears in dark grey (or in red on a colour monitor) you cannot select it. This is either because there are no Messaging capsules in the Rompack, or the Rompack is not plugged in properly, or you did not switch off the power before you inserted the Messaging capsules.



To use Messaging, make sure the capsules are inserted and the Rompack is plugged in properly. Instructions for inserting the capsules are given on page 11.

**Whistling noise  
on the line**

If you hear a whistling noise when you answer a call, you've answered a data call. Press the AUTO key (SHIFT/SPKR) within 15 seconds and replace the handset, to pass the call to Messaging to answer.

**IN-TRAY FULL**

This message is displayed when your In-tray is full. This won't stop the TONTO working, but any messages sent to you won't be received. You should do something about the In-tray before doing anything else in Messaging; either increase the maximum size of the In-tray (see page 36) or clear out the In-tray by deleting some messages or moving them to the Notepad (see page 30).

**IN-TRAY  
RESERVATION  
NOT ACHIEVED**

This message is displayed when there is not enough store available to reserve the minimum amount specified for your In-tray in the Set Defaults display. Providing there is some store available for the In-tray, you should still be able to receive messages. However, to be sure you should use the Store Report to delete another application and free some store (as described in the *Handbook*). Messaging will keep trying to reserve store, until it succeeds.

**NOTEPAD/  
OUT-TRAY  
AT WARN-AT  
SIZE**

This message is displayed when the Notepad and Out-tray have reached the warn-at size specified in the Set Defaults display. A large Notepad and Out-tray needn't affect Messaging, as blocks of store will continue to be allocated, if they are available. But this may leave insufficient store for other applications. So you should do one of the following:

- ☐ Reduce the size of the Notepad and Out-tray by selectively deleting messages from them (see pages 27 and 33). If you want to keep a copy, print the messages first, or save the Notepad and trays on cartridge (see page 38)
- ☐ Empty a whole Notepad or Out-tray. (see page 38)

TEXT LIMIT  
REACHED —  
IMPORT  
INCOMPLETE

This message is displayed when you have tried to import a text file which would cause the message to exceed the maximum size of about 12,000 characters. The imported text is truncated to fit into the message.

## Appendix

### Managing your system with several applications

There is a limit to the number of cartridge and capsule applications that you can have available at the same time.

One of the Messaging capsules contains a special program which automatically ensures that your system can handle all the capsule applications you have fitted, and additionally offer a choice of about ten applications from the Cartridge Menu. (The precise number of cartridge applications the special program allows for depends on the individual applications and which capsules you have fitted.)

When you switch on the power, the special program runs automatically. Its operation may result in a second initialisation, in which case you will see the Initialisation display twice, as described on page 11. After this, everything works in the usual way. If the message **TOO MANY PROGRAMS** appears on the Initialisation display, check that you have correctly inserted the Messaging capsules, containing the special program, as described on page 11.

Normally no further action from you will be necessary, but if you want to you can make the special program allow for more applications from cartridges, although doing this may take up a small amount of main store. This appendix explains how to increase the number of cartridge applications from which you can choose.

#### Using a cartridge with several applications

Sometimes you may wish to select applications from a cartridge containing more applications than the special program has allowed for. If this is the case, the message **TOO MANY** will be displayed on the noticeboard when you request the Cartridge Menu, and some of the applications you expected may not be listed on the menu. Assuming you have the Messaging capsules correctly inserted, this indicates that you need to adjust the way in which the special program runs. You can do this as follows:

- 1 Insert a BASIC cartridge in one of the microdrives, then select the **BASIC** option from the Top Level Menu. When Basic has loaded, a blank display appears
- 2 Type the following Basic statement:

```
set__pse 28,n
```

where *n* is a number in the range 2 to 5. 2 means that you want to allow for about 20 applications on the Cartridge Menu, 3 means about 30 applications, and so on. Then press the **←** key.

Don't choose a value of  $n$  greater than necessary; the greater the value, the more store will be taken up

- 3 Type **bye** and press the  $\leftarrow$  key, to leave Basic. The Top Level Menu is displayed
- 4 Stop any applications that are running. You may want to take a copy of the data stored (using Data Record, see the *Handbook*), to reload afterwards
- 5 Switch the mains power off then on again. Remember that when you switch off the power the contents of store are lost, with the exception of permanent store. If you have taken a copy of stored data, you can now reload it

If you wish later to free some of the store taken up by allowing for extra applications, you can do so by using the Basic statement **set\_pse 28, $n$**  again, to reduce the value of  $n$ .

Take care when changing the value of  $n$ ; if the value is too low, and you use a cartridge containing several applications, you may not be able to list all the applications on the Cartridge Menu.

If you set  $n$  to 1, you return to the original situation, allowing for about ten applications.

If you set  $n$  to 0, the special program in the Messaging capsules will not have any effect. Bear in mind that this might make some of your applications unavailable, even some of those on capsule.

Remember to switch the mains power off then on again after changing  $n$ , to allow the new value to take effect.

**Screen messages** In the unlikely event that you see either of the messages **PROG TABLE FAILURE** or **PROG TABLE: NO STORE** on the noticeboard, the special program has not worked. You should seek advice from your maintenance authority.

Don't choose a value of  $n$  greater than necessary; the greater the value, the more store will be taken up

- 3 Type **bye** and press the  $\leftarrow$  key, to leave Basic. The Top Level Menu is displayed
- 4 Stop any applications that are running. You may want to take a copy of the data stored (using Data Record, see the *Handbook*), to reload afterwards
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