Introduction

The SuperDialer templates enable you to use your modem to dial a phone number from your application with very little effort from you or your users. This is a great time saver for users who dial many phone numbers in a day. Not only does it save time, but it also improves accuracy. You can also automatically perform tasks after they have instigated the dial.

All that is necessary is to specify the configuration elements in the global extension and local control/code templates. If you specify a single field with a number to be dialed, it will be dialed immediately. If you specify two or three, the user will be given the choice of which number he desires.

For those of you who are upgrading from an earlier version of SuperDialer, we have eliminated the need for TAPI support.

ABC and Legacy Template Chains

This documentation pertains to both the ABC and Legacy (a.k.a. "Clarion") Super Template sets. In some situations we've implemented features in ABC that are not in Legacy, primarily because the old template chain was to be phased out. Due to customer pressures, however, Soft Velocity decided to reinstate support for the Legacy/Clarion chain.

Some of the Super Template features that are only in the ABC chain would be very difficult to implement in the legacy chain. However, we'll attempt to do this wherever it seems feasible to us. We apologize if this causes you any inconvenience. Please feel free to contact us if there's a particular feature in ABC that you would like to see in the Legacy chain, and we'll see if your needs can be accommodated.

For more information, see:

RTFM Warning!!!

It is very important that you read this documentation. If you follow the instructions step-by-step, then the usage is very simple. It is almost IMPOSSIBLE if you try to do it on your own!

Installation

Install the Files

Once you've finished running the installation program, you should see the following structure under your Clarion directory:

```
C:\CLARION
+-BIN         ST_*.HLP, ST_*.CNT, STAB_CNV.DLL
+-TEMPLATE    STAB_*.TPL, STAB*.TPW              (ABC templates)
|             STCL_*.TPL, STCL*.TPW              (Clarion templates)
+-LIBSRC      STAB*.INC, STAB*.CLW, STAB*.TRN    (ABC templates)
|             STCL*.INC, STCL*.CLW, STCL*.TRN    (Clarion templates)
+-CONVSRC     STAB_CNV.*
`-SUPER
  +-DOC       *.HST (Revision History), ST_*.PDF (Documentation)
  +-IMAGES    *.ICO, *.CUR, *.WMF
  +-SRC_ABC   *.TXD, *.TXA, *.DCT (Source)       (ABC templates)
  +-SRC_CLA   *.TXD, *.TXA, *.DCT (Source)       (Clarion templates)
  +-EX_ABC    *.DCT, *.APP, *.TPS (Examples)     (ABC templates)
  `-EX_CLA    *.DCT, *.APP, *.TPS (Examples)     (Clarion templates)
```

Product Abbreviations for Filenames

AEQB	Super QuickBooks-Export (i.e. Accounting-Export QuickBooks)
BRW	Super Browse
DIA	Super Dialer
FF	Super Field-Filler
IE	Super Import-Export
INV	Super Invoice
LIM	Super Limiter
PCD	Super Passcode
QBE	Super QBE
SEC	Super Security
TAG	Super Tagging
MHSTF	Super Stuff (a.k.a. The "MikeHanson" Templates)

Update the Redirection File

After the files are installed, you must update your Redirection file to update the `*.*` entry. You can do this using the "Setup / Edit Redirection File" pulldown menu option. The entry should look like this:

```
*.*   = .; %ROOT%\examples; %ROOT%\libsrc; %ROOT%\images;
            %ROOT%\template; %ROOT%\convsrc;
            %ROOT%\super\images
```

There `*.RED` examples in the `SUPER\DOC` directory.

Register the Template

Clarion allows you to have multiple template sets accessible in the same application. It does this with the Template Registry. To use a Super Template, you must register it first.

1. Load Clarion, then select the "Setup / Template Registry" pulldown menu option.

2. Press the [Register] button.

3. Select `C:\CLARION\TEMPLATE\STAB_*.TPL` (ABC) or `STCL_*.TPL` (Clarion). The directory name may not exactly match your system.

Assuming this all went without a hitch, you're ready to start using the template.

Adding the Dialer to your Applications

The SuperDialer is a combination of templates and functions. The templates are designed to make the calling of the functions very simple. If you wish, you can also call the functions directly. (For more information on this, see Function Reference.)

To add the SuperDialer to your application, you must perform the following two steps:

1. Add the Global Extension Template
2. Add the local Control and/or Code Templates

Global Extension

Before adding the SuperDialer Control and Code templates, you must add the Global Extension template to your application. Do this by pressing the [Global] button on the Application Tree window, then press the [Extensions] button. Now press [Insert] to add a new extension, then select "SuperDialer".

You must specify the following settings:

Generate Prototypes for Windows API - If you have already included the prototypes for these functions yourself, then you may want to turn this off. Normally it should be left on.

Preview before dialing - If you wish to give your users the opportunity of editing the number before it is dialed, then turn this ON. The window appears after the user has chosen the number. This is especially helpful if the user wants to change the prefix to "seize" another line. The default is "off".

Options

Communications Port - This is the port where the modem is located. You can hard-code the port (e.g.: COM1), or use a field name (e.g.: !Cfg:CommPort). Make sure that you precede the field name with an exclamation point.

Time During Dial (secs.) - This is the amount of time you want the modem to wait during the dial before hanging up. During this time the user is expected to pick-up their phone. The default is 10 seconds. If you wish to use a variable instead, then precede it with an exclamation point (e.g.: !Cfg:DialTime).

Modem Commands

Dial Prefix - This is the modem command to instigate dialing. Normally the default of "ATDT" is sufficient. You may place a variable name here preceded by an exclamation point. If the user has "pulse" lines instead of "tone", the command must be "ATDP".

If you want to include a "flashhook" in the prefix, make sure that it is not in the first character (because it will be interpreted as a variable name). Instead, precede it with a dash (-) or comma (,).

Dial Suffix - This is an optional modem command to be sent after the phone number. Normally this will be left blank. If your modem is on a different extension than your user's phone, then this command could transfer the modem's outgoing call to the extension. You may use a constant string, or a variable preceded by an exclamation point. The system automatically sends a carriage return after the entire command.

If you want to include a "flashhook" in the suffix, make sure that it is not in the first character (because it will be interpreted as a variable name). Instead, precede it with a dash (-) or comma (,).

Hangup Command - This is the command to hangup the modem. Normally the default of "ATH" is sufficient. You may use a constant string, or a variable preceded by an exclamation point. The system automatically sends a carriage return after the entire command.

If you leave the Hangup Command blank, then the hangup support code will not be generated. This is especially useful if you include the "H" to hangup as the last element in your Dial Suffix.

Once you implement the global extension template, you may go on to implement the SuperDialer Control and Code Templates.

Control and Code Templates

There are two methods for initiating the dial operation. You can do with a Button Control template, or from a Code template. Both perform the exact same operation with the following minor differences.

- The Control template saves you the time and trouble of placing a control on the screen then calling the code template manually. It also places its code into a separate routine, whereas the Code template puts the code at the point of entry.

- The Code template allows you more flexible positioning of the code. You can place it within a series of other code templates at any point, whereas with the Control template you must place other code templates in the "Before" and "After" generated code embeds.

The settings for each of these templates is identical. They are as follows:

Numbers Tab

Numbers - You can specify up to three fields containing the phone numbers to dial. For each of these you can include the descriptive text for the number. The numbers must be from fields or variables, whereas the descriptions can be text or a variable preceded by an exclamation point.

If you need to "massage" the number before the dialer uses it, then create a local variable to hold the intermediate value. Then you can use an embed before the dial operation to determine the desired value.

Long Distance Tab

Long Distance Support - As a default, Long Distance Support is set to *"None"*. This means that the dialer will not include any prefix for long distance numbers, so the long distance dialing prefix would have to be included as part of the number. All numbers will be treated as a "Local Call", with the "Local Call Prefix" being sent.

If you specify *"North American"*, then you can set the following options:

Local Call Prefix - This string is dialed ahead of the number for local calls, determined by the "Is Long Distance?" Condition. This can be a string, or variable (preceded by an exclamation point).

Long Distance Call Prefix - This string is dialed ahead of the number for long distance calls, determined by the "Is Long Distance?" Condition. This can be a string, or variable (preceded by an exclamation point).

"Is Long Distance?" Condition - This condition determines whether the phone numbers are long distance. The best thing to do is to include an extra field in your file so that the user can check the box if it is long distance. Then you can use the name of this field in your condition (e.g.: Cus:IsLongDistance). If you have a more complex system, then you could include up to 255 characters in your condition (or call a function).

Only the first number is checked for the "Is Long Distance" Condition. If each of your numbers needs to be decided separately, then use the control/code template once for each number.

"Include Area Code?" Condition - This condition determines whether the area code should be stripped from the phone numbers before dialing. Long ago, this would have been a simple check of whether the area code matched the user's area code. Area codes have gotten much more complicated lately, though, and it's best to add a field to your file so

that the user can specify whether to strip it. See the example program for a sample of this.

If you specify *"International"* for a long distance, then you can set the following options:

Local Call Prefix - This string is dialed ahead of the number for local calls, determined by the "Is Long Distance?" Condition. This can be a string, or variable (preceded by an exclamation point).

Long Distance Call Prefix - This string is dialed ahead of the number for long distance calls, determined by the "Is Long Distance?" Condition. This can be a string, or variable (preceded by an exclamation point).

"Is Long Distance?" Condition - This condition determines whether the phone numbers are long distance. The best thing to do is to include an extra field in your file so that the user can check the box if it is long distance. Then you can use the name of this field in your condition (e.g.: Cus:IsLongDistance). If you have a more complex system, then you could include up to 255 characters in your condition (or call a function).

Only the first number is checked for the "Is Long Distance" Condition. If each of your numbers needs to be decided separately, then use the control/code template once for each number.

Pictures Tab

These pictures are used to format your phone when displayed by the dialer window. If your phone numbers are already stored in formatted strings, then you can specify @S20 for all of these.

Return Value Tab

This allows you to trap the return value from Dial_ in a local variable for consequent processing.

Example Program

You'll find an example program in SUPER\EXAMPLES\DIALER. It demonstrates the use of a simple configuration file of dialer settings, plus how to include the SuperDialer in your Browses and Forms.

Function Reference

There are two functions generated by the SuperDialer template:

Dial_(Num1, <Num2>, <Num3>, <Desc1>, <Desc2>, <Desc3>, <Prefix>, <Suffix>)

Note the one underscore.

All parameters except the first are optional. If you specify more than one number, a window will appear allowing the user to choose the desired number. If the optional descriptions are also passed, then this will be included with the number on the window. Finally, the prefix is sent before the dialed number and the suffix is sent after, but neither is displayed. All parameters are strings.

Dial__ (Num, <Desc>, <Prefix>, <Suffix>)

Note the two underscores.

Only the number parameter is required. It is displayed with the optional description while the modem is waiting to hang-up. The prefix and suffix are dialed, but not shown. All parameters are strings.

Troubleshooting

Problem: You get numerous unresolved externals related to the Dialing system.

Solution #1: There is a bug in CW 1.5 that causes the `#PROJECT('???.CLW')` template directive to be forgotten if the code isn't generated. Check your application's project (select Project/Edit from the pulldown menu). You should see `S_DIALER.CLW` in the "External Source Modules" section. If not, add it manually.

If you often make-and-run your APPs when no generation or compilation is necessary, then this solution may be undesirable. In that case, you can go into your APP's modules view, and add `S_DIALER.CLW` as an external module. There is no "Map Include File" necessary for this. If you do this, you will notice that the system recompiles the module twice, every time you make-and-run your APP. There is no solution for this at this time.

Solution #2: If the unresolved externals are related to "Comm" functions, then you have set your application to 32-bit, which is not supported by the Dialer Template at this time.

Problem: When you try to dial a number the system reports error -1, and doesn't dial the number.

Solution: Your system doesn't support that COM port. Try a different port.

Problem: When you try to dial a number, your system reports "Modem in use by another application".

Solution: You have another program (probably a fax receive operation) waiting in the wings, and it's holding the modem. It is not possible to support both applications at the same time.

Contacting Technical Support

If you have any troubles with this product, then please contact:

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