

Dialer Help Index

The Windows Telephony Dialer allows you to place calls using your modem or another Windows Telephony device. You can enter numbers into Dialer directly. Dialer can also place calls on behalf of other applications when those applications, using the appropriate Assisted Telephony functions, pass the number to be dialed.

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Dialing a Call

To dial a call

- 1 Select the Number to Dial field by clicking in it, typing Alt-N, or tabbing to it.
- 2 If a number is already displayed in the field and is already selected, but it is not the number you want to call, or if no number is displayed, type the number you want to dial. The number may be in either dialable form or international form.
- 3 You can edit the phone number before dialing, if you wish.
- 4 When the number is correctly entered, press Enter, Alt-D, or click the **Dial** button to dial it.

If you frequently dial the same number, you may want to store it on a speed-dial button.

See Also

Redialing the Last Call; Redialing a Previous Call; Redialing a Call from the Call Log; Redialing a Call from another Application; Stopping a Call that is Being Dialed; Setting Dialing Options; Defining Dialing Locations; Defining Telephone Calling Cards

Editing the Telephone Number before Dialing

You can use standard Windows procedures to edit numbers you have entered before dialing. For example:

- 1 All standard keyboard and mouse techniques are available, including using arrow keys and mouse keys for positioning the cursor, using the shift key to extend the selection, using the Home and End keys to move the cursor to the beginning or end of the number, and typing to replace selected text.
- 2 The commands on the Edit menu can be used to cut or copy digits to the clipboard, paste from the clipboard, and delete digits.
- 3 You can also use the shortcut keys indicated on the Edit menu.
- 4 After a call is placed, the dialed number remains in the **Number to Dial** field so that you can edit it for redialing if there was a problem (or even if the called line was busy). The entire number is automatically selected. This means that typing a new number replaces the previous number (you do not need to use the Delete or Backspace keys to remove it first).

See Also

[Editing Speed-dial Button Settings](#)

Redialing the Last Call

To redial a call you just attempted

- 1 After you hang up to disconnect a call (if it is busy, there is no answer, or so on), Dialer retains the number just dialed in the **Number to Dial** field.
- 2 Press Enter, Alt-D, or click the **Dial** button to try the call again.

See Also

[Dialing a Call](#); [How to edit the telephone number before dialing](#); [Redialing a Previous Call](#); [Redialing a Call from the Call Log](#)

Redialing a Previous Call

Dialer keeps track of the last 20 distinct numbers that you dialed (if you dial the same number more than once, it appears in this list only once).

To redial a previous call

- 1 Click the drop-down button that appears to the right of the **Number to Dial** field. The list of previously dialed numbers will be displayed below the **Number to Dial** field.
- 2 Select the number to be redialed from the list. If there are more numbers than can be displayed at once, you can scroll through the list. The number you click will be displayed in the **Number to Dial** field.
- 3 You can edit the number before dialing if you desire.
- 4 Press Enter, or Alt-D, or click the **Dial** button to dial the number.

Note that the most recently dialed numbers appear at the top of the redial list and the last number dialed is moved to the very top of the list.

See Also

[Dialing a Call](#); [How to edit the telephone number before dialing](#); [Redialing the Last Call](#); [Redialing a Call from the Call Log](#); [Storing Frequently Dialed Numbers in Speed-dial Buttons](#)

Redialing a Call from the Call Log

To redial a call from the Call Log

- 1 If the Call Log window is not already visible, open it by selecting **Show Log** from the Options Menu.
- 2 Use the scroll bar, page up, page down, home, end, and arrow keys to select the entry in the log containing the number you want to redial.
- 3 Press Enter, or double-click the log entry to dial the call.

See Also

Dialing a Call; Redialing the Last Call; Redialing a Previous Call; Viewing the Call Log

Dialing a Call from another Application

Windows Telephony allows other applications to pass requests to call-manager applications such as Dialer for dialing calls.

If the application you are using supports this feature, follow these steps

- 1 Select the spreadsheet cell, database form field, phone number, or other information to be dialed.
- 2 Invoke the dialing operation in the application, which may appear, for example, as a "phone" icon on the Toolbar, or as a "Dial..." command on a menu or button.
- 3 The application passes the phone number to Dialer through Windows Telephony functions. Dialer receives the number, and places the call as though you had typed the number yourself into the **Number to Dial** field and clicked the **Dial** button.

To add dialing capabilities to an application or macro you are writing yourself, first read the Assisted Telephony section of the *Windows Telephony Application Programmer's Guide*. To illustrate the simplicity of this interface, passing phone numbers to Dialer from a Visual Basic application can be done with two simple statements.

First, declare the function:

```
Declare Function tapiRequestMakeCall& Lib "TAPI.DLL" (ByVal DestAddress$,  
ByVal AppName$, ByVal CalledParty$, ByVal Comment$)
```

Then, to pass the request to Dialer, simply invoke the function using code such as:

```
retval& = tapiRequestMakeCall&(NumberToDial$, "", Name$, "")
```

You may also want to examine the returned value to determine whether the request was accepted (value 0) or an error occurred (a negative value), and display an appropriate message to the user. See the *Programmer's Guide* for details on possible error return values.

See Also

[Dialing a Call; Storing Telephone Numbers to Work from any Location](#)

Stopping a Call that is Being Dialed

To stop a call that is being dialed

- 1 If a call is still in the process of being dialed, but dialing is not yet complete, click the **Cancel** button in the Dialing dialog. You can also press the **Escape** key, or press the **Enter** key if the **Cancel** button is highlighted as the default button.
- 2 If dialing has completed but the call has not yet been connected, click the **Hang Up** button. Note that some *Telephony Service Providers* (the low-level drivers that control telephone hardware) display their own dialogs that offer a "hang up" capability. The service provider for AT command-set devices included with Windows Telephony is an example of such a provider.

See Also

[Using a Modem as a Dialer \(special considerations\)](#)

Using a Modem as a Dialer

To use your modem as a dialer for voice calls

- 1 If you have not already done so, use the Telephony Control Panel to install and configure the Windows Telephony Service Provider for AT-command-set-based Devices that is included with Windows Telephony (ATSP.TSP), or another service provider that supplies similar features. Be sure to specify the correct serial port to which your modem is attached. The Online Help for ATSP.TSP (ATSP.HLP) gives detailed instructions about how to connect the wiring between your computer, your modem, and your telephone so that the modem can be used as a dialer.
- 2 Many modems (such as those from Hayes Microcomputer Products, Inc.) include a "cut off" device which, when your modem is "off hook" (the "OH" light is on the front panel, indicating the modem is using the phone line), prevents you from interfering with the modem's phone call by disconnecting any equipment attached to the "phone" port on the modem.

If your modem has such a device, the *Telephony Service Provider* that controls the modem must place the modem **on hook** before you can talk on a call that you have dialed. However, the modem cannot detect and report that the called party has answered, and it also cannot detect that you have lifted the attached telephone and are ready to talk. That is why ATSP.TSP (and similar service providers) ask you to press a **Talk** button in a dialog after the complete dialing. It is important that you **lift the telephone receiver before** you click the **Talk** button; otherwise, your call is disconnected when you click **Talk**. These requirements are discussed in greater detail in the Online Help for ATSP.

See Also

[Dialing a Call](#)

Storing Frequently Dialed Numbers in Speed-dial Buttons

To store a number in a speed-dial button

- 1 If the number you want to store is already on your screen (in the **Number to Dial** field, in another application, or in the Call Log), select it, and use the **Copy** command on the Edit menu to place the number on the Clipboard.
- 2 Click an "empty" speed-dial button (one for which no text appears on the button). If there are no empty buttons, select a button for which you want to replace the settings, and click it using the **right** (secondary) mouse button. This will open the Program Speed Dial dialog.
- 3 In the **Name** field, type the text that is to appear on the button. Note that the field is the same width as the button, so if your text fits in the field without scrolling, it will also fit in the button. Also note that if you used the **Copy** command in the Call Log window to copy an entry from the Call Log onto the clipboard, Dialer pastes only the Name portion of the entry into the **Name** field.
- 4 In the **Number to Dial** field, enter or paste the number you want to dial when you click the selected speed-dial button. Note that if you used the **Copy** command in the Call Log window to copy an entry from the Call Log onto the clipboard, Dialer pastes only the Number portion of the entry into the **Number to Dial** field.
- 5 Click **Save** to store the information on the button. Click **Save and Dial** to both save the information and dial it immediately. Click **Cancel** to discard the changes.
- 6 When you want to dial a call to the number stored on the speed-dial button, simply click the button.

See Also

[Dialing a Call](#); [Viewing the Call Log](#); [Storing Telephone Numbers to Work from any Location](#)

Editing Speed-dial Button Settings

To view and modify the contents of all speed-dial buttons at the same time

- 1 Select **Speed Dial...** from the Edit menu. The Edit Speed Dial dialog is displayed. It shows all the speed-dial buttons.
- 2 To display the contents of a particular speed-dial button, click the button. The button is highlighted to indicate that it is the button being viewed.
- 3 To change the button setting, edit the **Name** and **Number to Dial** fields at the bottom of the dialog. Note that changes to the **Name** field are reflected in the button caption displayed in the upper portion of the dialog.
- 4 When you are finished changing the contents of one speed-dial button, you can click a different speed-dial button to view and edit its contents; this saves the changes you made to the button that was previously being viewed. Or, you can click the **Save** button at the bottom of the dialog to save all your changes.
- 5 To discard all the changes you have made to all the speed-dial buttons, click the **Cancel** button.

See Also

[Dialing a Call; Storing Frequently Dialed Numbers in Speed-dial Buttons; Storing Telephone Numbers to Work from any Location](#)

Viewing the Call Log

To view the contents of the Call Log

Select **Show Log** from the Options Menu. The Call Log window is displayed. It may be necessary to move or resize the Call Log window to make the portions you want visible.

See Also

Redialing a Call from the Call Log; Hiding the Call Log; Selecting Types of Calls to Be Entered into the Call Log; Placing the Name of the Person Called in the Call Log; Purging Old Calls from the Call Log; Using Call Log Entries in other Applications

Hiding the Call Log

To close the Call Log window

Select **Hide Log** from the Options Menu in the main Dialer window. Or, double-click the System Menu box in the upper-left corner of the Call Log window itself (or select **Close** from the System Menu of the Call Log window). Note that Call Log entries continue to be stored while the Call Log window is not visible; the updated log is displayed if you later select **Show Log**.

See Also

[Viewing the Call Log](#); [Selecting Types of Calls to Be Entered into the Call Log](#); [Placing the Name of the Person Called in the Call Log](#); [Purging Old Calls from the Call Log](#); [Using Call Log Entries in other Applications](#)

Selecting the Types of Calls Enter into the Call Log

To select the types of calls to be logged

- 1 Select **Log...** from the Options Menu in the Dialer window, or **Options...** from the **Log** menu in the Call Log window. Either choice displays the Call Log Options dialog.
- 2 To have Dialer log incoming calls, check the **Incoming Calls** box. Note that the Telephony Service Provider included with Windows Telephony (ATSP.TSP) does not handle incoming calls, so unless you've installed another service provider no information will actually be logged. Also note that the ability for Dialer to log information such as the name and number of the person calling is dependent on information provided by the service provider, which is likely to be further dependent on information provided by your telephony hardware. For example, you may have to subscribe to Caller*ID® in order to receive this information.

If you do not want incoming calls to be logged, click the **Incoming Calls** box to remove the check mark.
- 3 To have Dialer log outgoing calls placed through Windows Telephony, check the **Outgoing Calls** box. Dialer obtains the Name information for the Call Log from one of several sources, depending on whether Dialer or another Windows Telephony application placed the call:
 - If the call was placed by another application, Dialer includes in the log whatever name and number the other application provided to Windows Telephony as the call was placed.
 - If the call was placed by Dialer, you are offered the opportunity to enter or edit the name to be stored in the log in the Active Call dialog displayed while the call is active, or the Disconnected Call dialog displayed after the call terminates. See Placing the Name of the Person Called in the Call Log for more information.
- 4 Click **OK** to save the updated Call Log Options settings, or **Cancel** to discard your changes.

See Also

Redialing a Call from the Call Log; Viewing the Call Log; Hiding the Call Log; Placing the Name of the Person Called in the Call Log; Purging Old Calls from the Call Log; Using Call Log Entries in other Applications

Placing the Name of the Person Called in the Call Log

To place names into Call Log entries for outgoing calls

When you use Dialer to place a call (including calls requested by other applications, if those requests are processed by Dialer), Dialer displays the Active Call dialog after the call is connected, and the Disconnected Call dialog if the call is terminated by the remote party. The text that appears in the **Name to Place in Call Log** field in each of these dialogs is written into the Call Log when you press the **Hang Up** button, if you have requested (in the Call Log Options) that outgoing calls be logged.

Dialer presents a default entry in the **Name to Place in Call Log** field, if it has certain information available. This information can come from any of several sources:

- If the call was requested by another application, that application may have passed in a called party name as a parameter of the request; that name would be offered as the default.
- If you clicked a speed-dial button to initiate the call, the **Name** stored in and displayed on that button is offered as the default.
- If there is an entry in the Call Log for another call to the same number, and that entry has a name, that name is offered as the default.

Whatever the source of the default, you may edit it for corrections or to add notations for the current call by typing in the **Name to Place in Call Log** field.

See Also

[Dialing a Call](#); [Redialing a Call from another Application](#); [Storing Frequently Dialed Numbers in Speed-dial Buttons](#)

Purging Old Calls from the Call Log

To remove entries from the Call Log

- 1 To empty the Call Log completely, delete the file **CALLLOG.TXT** from the Windows directory while Dialer is not open. Dialer creates a new, empty CALLLOG.TXT file if it finds the file missing when it starts up.
- 2 To remove only some of the entries in the Call Log, open the Call Log window (using Show Log from the Options Menu). Select the entry to be deleted, and then select **Delete** from the Call Log **Edit** menu. You can use the **Delete** key as a shortcut, or **Alt-E, D**. Note that deleting a Call Log entry is not undo-able.
- 3 To delete multiple Call Log entries, select the range to be deleted by selecting the first entry in the range, and then shift-clicking the last entry in the range. Then use the **Delete** function as described above.

See Also

[Viewing the Call Log](#); [Hiding the Call Log](#); [Selecting Types of Calls to Be Entered into the Call Log](#); [Placing the Name of the Person Called in the Call Log](#); [Using Call Log Entries in other Applications](#)

Using Call Log Entries in other Applications

The Call Log file, CALLLOG.TXT, is kept in your Windows directory. The entries in the file are separated by ASCII CR and LF characters (as in any standard text file). The fields in each entry are separated by ASCII TAB characters. In many applications, this format is known as "Tab Delimited." The fields are as follows:

- "To:" is displayed if the call as an outgoing call or "From:" if it was an incoming call
- Name
- Number
- Date, in the format specified in the **International** Control Panel.
- Time the call started, in the format specified in the **International** Control Panel.
- The duration of the call in minutes, followed by the letters "min."

This file can be easily read and its data can be used by many applications. For example, Microsoft Excel can open such tab-delimited text files directly.

See Also

[Viewing the Call Log](#); [Hiding the Call Log](#); [Selecting Types of Calls to Be Entered into the Call Log](#); [Placing the Name of the Person Called in the Call Log](#); [Purging Old Calls from the Call Log](#)

Setting Dialing Options

To select the line and address on which to dial

- 1 Select **Dialing...** from the Options Menu.
- 2 Select the line you want to dial calls on from the **Preferred Line** drop-down list. The names in this list are obtained from the Telephony service providers that control the telephony hardware devices on your system. In general, you can set these names to anything you want to make it easier to know which device is which. This you can do using **Driver Setup** in the Telephony Control Panel.
- 3 Select the address on which to dial calls from the **Preferred Address** drop-down list. Most lines support only a single address, but if your telephone has multiple phone numbers you may be able to choose one on which to dial outgoing calls.
- 4 Select the location from which you are dialing, from among the locations you have specified in the Telephony Control Panel.
- 5 Select the calling card you wish to use for dialing subsequent calls. Note that your selection of location and calling card is relevant only when dialing numbers in international format.
- 6 Click **OK** to save your selections, or **Cancel** to discard your changes.

See Also

[Defining Dialing Locations](#); [Defining Telephone Calling Cards](#); [Storing Telephone Numbers to Work from any Location](#)

Defining Dialing Locations

To define a dialing location

- 1 Select **Location Setup...** from the Options Menu. This opens the list of locations from the Telephony Control Panel.
- 2 Click **Add...** to define a new location, or select the location you want to change and click **Edit...**
- 3 Enter the relevant information for the location, including the location name, access codes for local and long distance calls (for example, "9" for an outside line), and area code or city code from which calls are dialed (this may be left blank if the country from which calls are placed does not use city codes). Select the country from which calls are placed from the drop-down list of country codes.
- 4 Click **OK** to save your changes, or **Cancel** to discard them.
- 5 Click **Close** to return to the main Dialer window.

See Also

[Dialing a Call](#); [Setting Dialing Options](#); [Defining Telephone Calling Cards](#); [Storing Telephone Numbers to Work from any Location](#)

Defining Telephone Calling Cards

To define a calling card

- 1 Select **Calling Card Setup...** from the Options Menu. This opens the list of calling cards from the Telephony Control Panel.
- 2 Click **Add...** to define a new calling card, or select the calling card you want to change and click **Edit...**
- 3 Enter the name of the card in the **Name** field, and the card number (if relevant) in the **Card Number** field.
- 4 If you are defining a new card rather than simply assigning a number to a predefined card entry, click **Customize...** and enter the dialing procedures for using the card. Refer to the Online Help information you can obtain from that dialog to learn how to compose these dialing rules. Note that you can also copy the rules from other existing calling cards by clicking **Copy From...** button on the **Customize...** dialog.
- 4 Click **OK** to save your changes, or **Cancel** to discard them.
- 5 Click **Close** to return to the main Dialer window.

See Also

[Dialing a Call](#); [Setting Dialing Options](#); [Defining Dialing Locations](#); [Storing Telephone Numbers to Work from any Location](#)

Storing Telephone Numbers to Work from any Location

Windows Telephony can analyze phone numbers, and, using the information you have supplied for your locations and calling cards (in addition to other information Windows Telephony knows about dialing procedures in specific countries), determine the proper digits to dial. But for Telephony to accomplish this, you must provide phone numbers in a particular format known as the international format. This format is defined in an international standard (ITU-TS E.123).

The international format is:

+cc (ac) number

where *cc* is the country code, *ac* is the area (city) code, and *number* is the local phone number. If *ac* is specified, it must be preceded by exactly one space and a left parenthesis, and followed by a right parenthesis and exactly one space. Only the digits 0 through 9 should appear in *cc* and *ac*. *number* can contain dashes, periods, spaces, and other formatting characters.

Numbers you provide that are not in this format will generally be dialed "as is," without the application of location or calling card information. One exception to this is if you are in any of the countries in the North America Numbering Plan (country code 1), in which the number of digits is fixed (seven-digit local numbers, three-digit area codes). If your current location specifies country code 1, Dialer attempts to convert the numbers you enter that are not in the international format *into* the international format by adding any missing information (such as the "+", the parentheses, and country code or area code from your current location). It does this so that Windows Telephony can then analyze the number and apply the appropriate dialing procedures based on your selected calling card.

If you are designing an application that is meant to pass dialing requests to Dialer, it is best to obtain the phone number information from the user in three separate fields (country code, area code, and local number) to make the conversion of the number into international format easier before passing it to Dialer.

See Also

[Dialing a Call](#); [Redialing a Call from another Application](#); [Setting Dialing Options](#); [Defining Dialing Locations](#); [Defining Telephone Calling Cards](#)

File Menu Commands

The following command is available on the **File** menu:

Exit Close the Dialer application. You may also close Dialer by selecting **Close** from the System Menu or by double-clicking the System Menu box in the upper-left corner of the main Dialer window.

Edit Menu Commands

The following commands are available on the **Edit** menu:

- | | |
|----------------------|--|
| Cut | Cuts the selected text in the Number to Dial field to the clipboard. You may want to do this in order to paste the number into a speed-dial button setting. |
| Copy | Copies the selected text in the Number to Dial field to the clipboard. You may want to do this in order to paste the number into a speed-dial button setting. |
| Paste | Pastes the contents of the clipboard into the Number to Dial field at the insertion point, or replacing any selection. If the clipboard contains an entry from the Call Log, only the Number portion of the entry is pasted into the Number to Dial field. |
| Delete | Deletes the selected text from the Number to Dial field. |
| Speed Dial... | Opens the Edit Speed Dial dialog, which allows you to make changes to any or all the speed-dial buttons at one time. This makes it easier to cut and paste between buttons, in case you want to rearrange them or create similar entries. |

Note that the shortcut keys for the Edit operations (Ctrl-X, Ctrl-C, Ctrl-V, and Delete) are also available when you are editing fields in dialogs such as [Edit Speed Dial](#) and [Program Speed Dial](#), even though the Edit menu itself is not available.

See Also

[How to edit the telephone number before dialing](#); [Storing Frequently Dialed Numbers in Speed-dial Buttons](#); [Editing Speed-dial Button Settings](#)

Options Menu Commands

The following commands are available on the **Options** menu:

- Dialing...** Opens the Dialing Options dialog so that you can set the line and address on which you can to dial calls, and select the location and calling card to use.
- Log...** Opens the Call Log Options dialog so that you can select whether or not to place entries in the Call Log for incoming and outgoing calls.
- Location Setup...** Opens the **Locations** dialog from the Telephony Control Panel to allow you to add, remove, and edit locations.
- Calling Card Setup...** Opens the **Calling Cards** dialog from the Telephony Control Panel to allow you to add, remove, edit, and customize calling cards.
- Show/Hide Log** Opens and closes the Call Log window.

See Also

Dialing a Call; Viewing the Call Log; Hiding the Call Log; Selecting Types of Calls to Be Entered into the Call Log; Setting Dialing Options; Defining Dialing Locations; Defining Telephone Calling Cards

Help Menu Commands

The following commands are available on the **Help** menu:

Contents Displays this Help information, beginning at the [Contents](#) page.

About Dialer... Displays the version and other information about Dialer.

Dialing

This dialog box is displayed when you click the **Dial** button on the main Dialer window (or one of the other operations which causes a call to be dialed). It displays the number entered, any name Dialer identified associated with that number, the location selected, the calling card selected, and the actual digits Windows Telephony decided should be dialed based on those selections.

- Click the **Cancel** button to stop the dialing and return to the main Dialer window.
- Click the **Change Options** button to stop the dialing and open the Change Options and Redial dialog. In the Change Options and Redial dialog, you can adjust the location and calling card settings, modify the toll list, or directly modify the digits to be dialed, and then retry the dialing. You may decide to do this if, after clicking **Dial**, you discover that one or more of the settings is incorrect and that the call is being dialed improperly.

Click the Contents button above to see a list of other Help topics.

Dialing Paused

This dialog box is displayed when the digits being dialed specified that it was necessary to wait for a particular event on the telephone line, but the Telephony Service Provider for the line you selected cannot automatically listen to the signals on the phone line and continue dialing at the proper time. You must listen (most likely, through the speaker on your modem or similar device) and tell Dialer when to proceed with dialing the remainder of the telephone number.

- Click **OK** to continue dialing, after you hear the tone or signal specified in the dialog message.
- Click **Cancel** to stop dialing and hang up.

Click the [Contents](#) button above to see a list of other Help topics.

Active Call

This dialog box is displayed after the called party answers. It displays the number you entered, the digits actually dialed, the name associated with the number, and the location and calling card used to decide which digits to dial. It also provides a field in which you can enter the name to be stored in the Call Log for the entry to be created for this call.

- Click **Hangup** when you are done speaking. When you click **Hangup**, the name in the **Name to Place in Call Log** field is written to the Call Log along with other pertinent information.

Click the [Contents](#) button above to see a list of other Help topics.

Disconnected Call

This dialog box is displayed if the remote party hangs up. It displays the number you entered, the digits actually dialed, the name associated with the number, and the location and calling card used to decide which digits to dial. It also provides a field in which you can enter the name to be stored in the Call Log for the entry to be created for this call.

- Click **Close** when you are done entering the name field. When you click **Close**, the name in the **Name to Place in Call Log** field is written to the Call Log along with other pertinent information.

Click the [Contents](#) button above to see a list of other Help topics.

Change Options and Redial

This dialog box is displayed when you click the **Change Options** button in the [Dialing](#) dialog. Here, you can adjust the [location](#) and [calling card](#) settings, modify the [toll list](#), or directly modify the digits to be dialed, and then retry the dialing. You may decide to do this if you discover after clicking **Dial** that one or more of the settings is incorrect and that the call is being dialed improperly.

Use the **Current Location Name** drop-down list to select a new location. This causes the number you dialed to be reanalyzed and a new set of dialable digits to be displayed based on the new location.

Use the **Calling Card to Use** drop-down list to select a new calling card. This causes the number you dialed to be reanalyzed and a new set of dialable digits to be displayed based on the new card's dialing procedures.

The **Add to/Remove from Toll List** button is disabled if the selected location does not support [toll lists](#). If the button is enabled and the caption is **Add to Toll List**, this means that the prefix portion of the number you dialed was not found in the toll list of the current location; clicking this button adds the prefix to the list and causes Dialer to reanalyze the number and display the updated set of digits to dial. If the button is enabled and the caption is **Remove from Toll List**, this means that the prefix *is already* in the toll list for the current location; clicking this button removes the prefix from the list (so that "1" or "1" plus the area code is not dialed before the local number); the updated digits to dial are displayed.

You can also edit the **Number to Redial** field directly if you want to manually change the digits to be dialed.

- Click **Redial** to cause the digits in the **Number to Redial** field to be dialed.
- Click **Cancel** to close the window and return to the main Dialer window without dialing.

See [Defining Dialing Locations](#) and [Defining Telephone Calling Cards](#) for more details.

Click the [Contents](#) button above to see a list of other Help topics.

Line In Use

This dialog box is displayed if you click **Dial** (or invoke another operation which causes a call to be dialed), but the selected line is in use. Normally, this would occur because either another application on your computer is using the line, or the line is in use by someone else (perhaps on an extension phone) and a dial tone could not be detected.

- Click **OK** to close the dialog, and try again later when the line is available.

Click the [Contents](#) button above to see a list of other Help topics.

Call Log Options

This dialog box is displayed when you select **Log...** from the Options Menu or **Options...** from the **Log** menu in the Call Log window. It allows you to select the types of calls to be entered into the Call Log.

- Check **Incoming Calls** if you want incoming calls to be logged. Be sure it is not checked if you do not.
- Check **Outgoing Calls** if you want outgoing calls to be logged. Be sure it is not checked if you do not.
- Click **OK** to save your changes.
- Click **Cancel** to discard your changes.

See Selecting Types of Calls to Be Entered into the Call Log for more details.

Click the Contents button above to see a list of other Help topics.

Dialing Options

This dialog is opened when you select **Dialing...** from the Options Menu. It allows you to select the line on which you want to dial calls, the address on which to dial, and your current location and the calling card to use for dialing.

- Click **OK** to save your selections.
- Click **Cancel** to discard any changes and return to the main Dialer window.

See Setting Dialing Options for further details.

Click the Contents button above to see a list of other Help topics.

Edit Speed Dial

This dialog box is opened when you select **Speed Dial...** from the Edit menu. It allows you to make changes to any or all of your speed-dial buttons at one time, which is particularly useful for copying the contents of one button into another for making similar entries.

If you make a change to one button and then click another speed-dial button, the changes made to the previous button are remembered, but do not become permanent until you click **Save**.

- Click **Save** to save all your changes.
- Click **Cancel** to discard all your changes.

See Editing Speed-dial Button Settings for more details.

Click the Contents button above to see a list of other Help topics.

Program Speed Dial

This dialog box is opened when you click an empty speed-dial button, or when you right-click any speed-dial button. It allows you to change the Name and Number to Dial associated with that button.

- In the **Name** field, type the text that is to appear on the selected speed-dial button.
- In the **Number to Dial** field, enter or paste the number you want to dial when you click the button.
- Click **Save** to store the information on the button.
- Click **Save and Dial** to both save the information and dial it immediately.
- Click **Cancel** to discard the changes.

See [Storing Frequently Dialed Numbers in Speed-dial Buttons](#) for more details.

Click the [Contents](#) button above to see a list of other Help topics.

Call Log

This window is displayed when you select **Show Log** from the Options Menu. It displays, and allows you to perform operations upon, the Call Log.

- Use the **Cut** command on the **Edit** menu to delete selected entries from the log and place them on the clipboard.
- Use the **Copy** command on the **Edit** menu to copy selected entries from the log to the clipboard.
- Use the **Delete** command on the **Edit** menu to delete selected entries from the log.
- Use **Dial** from the **Log** menu (or press Enter with a log entry selected, or double-click a log entry) to redial a call using the number in the log entry.
- Use **Options...** from the **Log** menu to display the Call Log Options dialog to select whether incoming or outgoing calls are logged.

For more details, see Redialing a Call from the Call Log, Viewing the Call Log, Hiding the Call Log, Selecting Types of Calls to Be Entered into the Call Log, Placing the Name of the Person Called in the Call Log, Purging Old Calls from the Call Log, and Using Call Log Entries in other Applications.

Click the Contents button above to see a list of other Help topics.

About Dialer

This dialog box displays the Dialer version and other pertinent information.

- Click **OK** to return to the main Dialer window.

Click the [Contents](#) button above to see a list of other Help topics.

Dialable

Contains exactly the digits you want to dial. This is often used when calling internal extensions, or special numbers such as for reaching an operator, emergency services, or directory assistance.

International

A special format for numbers that allows Windows Telephony to apply the Location and Calling Card settings from the Telephony Control Panel and automatically determine the proper digits to dial for you. This format is:

+cc (ac) number

where *cc* is the country code, *ac* is the area (city) code, and *number* is the local phone number. If *ac* is specified, it must be preceded by exactly one space and a left parenthesis, and followed by a right parenthesis and exactly one space. Only the digits 0 through 9 should appear in *cc* and *ac*. *number* can contain dashes, periods, spaces, and other formatting characters.

Call Log

A text file (CALLLOG.TXT) that holds a record of incoming and outgoing calls, including the name of the party called (if entered), the number dialed, the date and time the call started, and the duration of the call. The file can be displayed in a separate window in Dialer. It is maintained in tab-delimited form so that it can be easily imported into other applications.

Line

A device that Windows Telephony applications may use for placing and receiving calls. Generally, it refers to one connection between your desktop and your telephone company or PBX.

Address

A phone number, usually the number that people would dial to call you on the selected line.

Location

Refers to a set of information Windows Telephony uses when analyzing phone numbers you enter for dialing to determine whether they are local, long distance, or international, and then to dial the correct digits to place the call. Location information includes your *country code*, *area* or *city code*, and, if you are on a PBX, the *access code* you must dial before local and long-distance numbers (for example, "9"). This information is entered and edited in the Telephony Control Panel. You can specify any name you wish for the name of the location.

Calling Card

A set of rules, or dialing procedures, for the way to dial a particular call. Each calling card defines a card number and the procedures for using that card for local, long distance, and international calls. A *calling card* need not necessarily define rules for an actual telephone credit card; you may also define rules when you need to directly dial calls using unconventional procedures (for example, when an account code must be entered after the number called when you are placing a long distance call).

Toll List

In most area codes in North America, from a given location you may dial some numbers using just the seven-digit local number, and other locations within the same area code must be dialed using either a "1" or "1" plus the area code before the seven-digit number. The calls that require more than just the seven digits are known as "toll calls." Generally, you can tell which calls are local and which are toll calls by examining the first three digits of the local number (known as the "prefix").

Windows Telephony maintains, for each of the locations in North America, a list of prefixes that must be dialed, from that location, as toll calls. This list, known as the "Toll List," can be edited through the Telephony Control Panel. Also, applications such as Dialer can allow you to add and remove prefixes from the toll list directly.

