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NexTalk 4.0

User's Guide

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NTS™ Version 4.0

Manual Version. 4.0

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About NexTalk 4.0

Product Overview/New Features

NXi Communications, Inc. has had an Internet powered phone system in operation for over a year for many of the organizations using our NTS product. This system already has many NTS users linked to it, including five federal agencies, many state agencies, large corporations and non-profit organizations. With the introduction of the NexTalk Freeware and our new NexTalk.net Service, consumers can link to this special phone system as well.

NXi has many different NexTalk products available for use by both businesses and consumers. NexTalk for Windows was our first stand-alone product, designed to work with our special NexCom 300vi modem. NexTalk for Networks is the client software used by those running our NXi Text Services (NTS) product. NexTalk VM was created with a special TTY emulation method that allows users to make TTY calls with standard voice modems rather than special TTY modems.

With the release of our 4.0 Generation, NXi Communications, Inc. brings together the NTS client communications software (NexTalk for Networks) and the consumer software for home/standalone use (NexTalk VM), into one code base. The original BETA version of NexTalk 4.0, which works in conjunction with the Beta release of Nextalk.net, will be expanded on in the future to include more options and features.

Our NexTalk products are designed for person-to-person "text telephone" use, providing compatibility with the TTYs used by the deaf and hard of hearing. The latest release includes additional Internet functionality that provides compatibility with Internet browsers. The ability to call TTYs through an Internet browser is made possible by the NexTalk.net Service (see www.nextalk.net). NXi's servers are connected to TTY compatible equipment that subscribers to NexTalk.net can access for their calls. See the guidelines for use and pricing information on the website for more details.

The network version, NexTalk for Networks, allows direct calls to and from any TTY or modem through shared network modems that are TTY-compatible. By connecting NTS sites to NXi Communications' Internet-powered Backbone, NexTalk for Networks also supports calls from Internet browsers. With NexTalk for Networks, you can carry on text conversations and exchange messages with other NexTalk users on a LAN or WAN (without the use of a modem), and with other users in domains linked to the communication backbone.

The Freeware version of NexTalk 4.0 includes a personal phonebook for storing information about other NexTalk.net users and making calls/sending messages to these users. If you know the special domain address (Nextalk address) for users at linked NTS sites, you can also create phonebook entries for them. Future releases, and the NexTalk for Networks version now, will include domain phonebooks with entries showing users in linked NTS sites/domains. NexTalk.net users can place calls or send messages from these phonebook entries.

New to this version, paging support is now done via email. Most paging services have moved to email capable pager/page forwarding methods. Now text messages left for NexTalk users can be forwarded to email capable pagers, cell phones, PDAs, etc. (Contact your paging service provider to ask if your pager can receive email messages.)

Another new feature in the latest release of NexTalk 4.0 is support for JAWS screen readers for enhanced accessibility. If a person has JAWS installed on their computer, NexTalk 4.0 will automatically detect it and will install the support files and scripts needed by the client to navigate with JAWS. There are also a few options in the Conversation Window that can be set to work with JAWS.

Getting Started

Using the NexTalk Toolbar

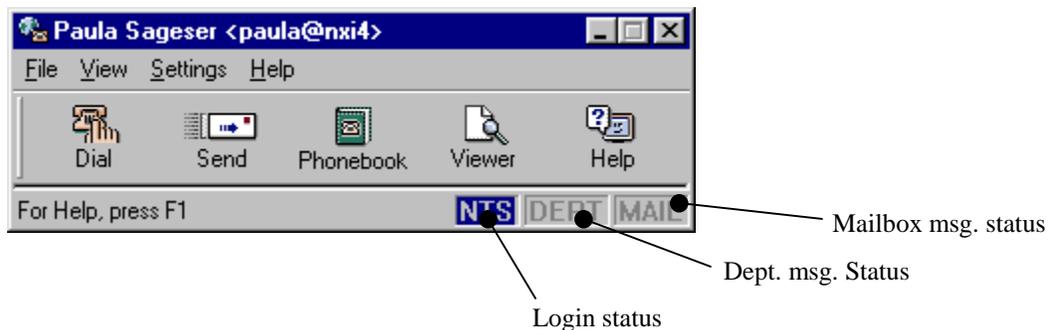
If you are reading these instructions, you have either downloaded a copy of NexTalk 4.0 to run on your own computer, or you are part of an NTS system and are running the client software. Many of the calling features are also available from the NexTalk.net website as well as from the downloaded software. Whether you are running the software from your computer, or making calls through the website, you will need to login with your user name and password. For nexttalk.net consumer users, user names and passwords are set up when you first sign up for our service. For NTS client users, login names and passwords are set up by the NTS administrator. NTS users log in to the main server within their organization, which in turn logs in to the Backbone (if that option is chosen).

Our NexTalk software is ideal for those who make and receive frequent calls, as well as those who will use NexTalk only rarely—primarily to receive text messages and return the occasional call.

In its standard operating mode, NexTalk displays a simple toolbar that provides access to all basic NexTalk functions. The toolbar provides feedback regarding the status of your login to the NexTalk.net system as well as whether you have unread messages in your mailbox. For NTS clients, the toolbar will also show whether they have text mail in a department mailbox.

NexTalk Toolbar Buttons:

- Dial (accessed via keyboard F3): Call a phone number or NexTalk user
- Send (accessed via keyboard F4): Send an Instant Message
- Phone Book (accessed via keyboard F5): Set up entries or make calls
- Viewer (accessed via keyboard F6): Read saved conversations and new messages
- Help (accessed via keyboard F1)



See also *User Preferences* (page 21).

Calling and Answering Basics

Carrying on a Text (TTY) Conversation

The following conventions apply when carrying on a text conversation with someone using a TTY:

When you finish typing your text you then type **GA** (for “go ahead”) to let the other party know that it is his/her turn to type back. It is important to wait until the other party has typed GA before beginning to type back (unless you are in a split-screen mode). When you are ready to end your TTY conversation you type **SK** (for “stop keying”). Sometimes people type **GA to SK**, which means that they are done typing but lets the other person add comments if he/she wishes. These conventions are important because in TTY connections each person must take turns typing rather than being able to type at the same time.

With our NexTalk products, it is possible to use split screen modes when connected at modem speeds higher than TTY or when connected via a network or browser. In split screen, each person is able to type at the same time. This mode is only available if each person is using software that supports a chat mode. All of our NexTalk software products support split-screen chat for non-TTY connections.

To separate incoming and outgoing text, select a split-screen view mode. In the Settings menu, Preferences, you can also choose font type, size, and color schemes for conversations and instant messaging to help track which text is incoming and which is outgoing.

Receiving a Call

Answering any type of call in NexTalk is simple (incoming calls from TTYs are not yet supported by nextalk.net). When your software is running and logged in to your NTS domain, a Ring box will flash on your computer screen to alert you that there is an incoming call. With special X-10 hardware, the system can also activate lamp flashers. If additional information has been attached to the call, the Ring box can tell you whether the incoming call is from another NTS user, an Internet caller, or from an outside caller/phone number. If the caller is an NTS user or Nextalk.net user, the Ring box will display the caller’s user name. To provide an audible alert, NexTalk can also play a wave file (you must have a sound card and speakers), when a new call is received.

When a call rings to your computer, you choose whether or not to answer the call. Click the ANSWER button to take the call, the TAKE MESSAGE button to route the caller directly to your text mailbox to leave a message, or the DON’T ANSWER button to ignore the call.

To take an incoming call:

1. Click the **ANSWER** button on the **Ring** form.
2. Your greeting message will automatically be sent to the caller and you can begin your text conversation. (see User Preferences for information on configuring a greeting)
3. When you have finished your conversation, click on the **HANG UP** button to hang up the call.
4. A **Save Conversation** dialog box will appear. To save the conversation, give it a descriptive name (or accept the default), select a Conversations category/folder from the list box and click **SAVE**. To delete the conversation click **DON’T SAVE**. You will learn how to create your own conversation categories/folders in the Viewing Saved Conversations section.

See also

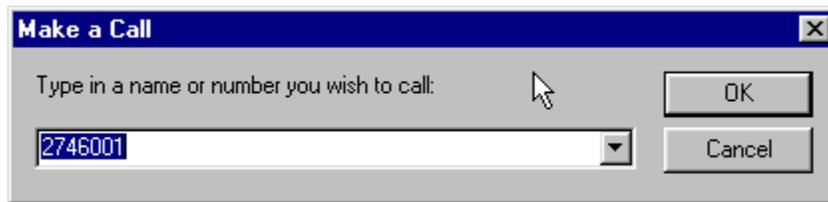
Viewing Saved Conversations

Making a Call

With NexTalk you can make calls directly to any TTY or modem user or to another NTS user. Outside (modem) calls are made by accessing a shared TTY compatible modem hosted by NXi Communications or, (for networked users), hosted by the network that is running your NTS domain. For NTS sites, you can make calls within the network to other NexTalk for Networks users without using a modem. Users must be logged in to NTS in order to make and receive network calls. You can make calls from the NexTalk Phone Books or call directly using Quick Call (the DIAL button).

Currently, Nextalk.net users can only call each other or other NTS users through the Service. In the future, if the user is subscribed to a plan that includes TTY call minutes, Nextalk.net users can call through the TTY modems housed by NXi. **You must be logged into the Service and have access to calling minutes in order to make calls to a phone number.**

If your NTS site is linked to NXi's Communication Backbone, you can make calls from your phone book to other NTS users in organizations that are also linked to the Backbone (other NTS domains). Those users must also be logged in and must be assigned to departments that have been made "public," rather than "private" departments. If the remote domain is not linked to the Backbone, users may still show up in the phone book but calls made to them will not be completed.



To make a quick call using the DIAL button:

1. Click the **DIAL** button on the toolbar to bring up the **Make a Call** box. (Function key F3)
2. Type in a **Phone Number or a Name**, and click **OK**. You must know the exact username of a NexTalk.net or NTS user in order to call them via name. For example, the user "Joe" in an NTS domain named "test" would be dialed by typing joe@test. A Nextalk.net user would be dialed as joe@nextalk.
3. When calling a user in another NTS domain, we recommend dialing through the Phone Book rather than using a Quick Call. However, if you know the exact domain address of the user, you can type that in the Dial box. Users within your own domain can be dialed by typing just their username without the @xxxx.

You can also make calls through the Personal Phonebook entries you have created (see topic).

See also

Phone Books

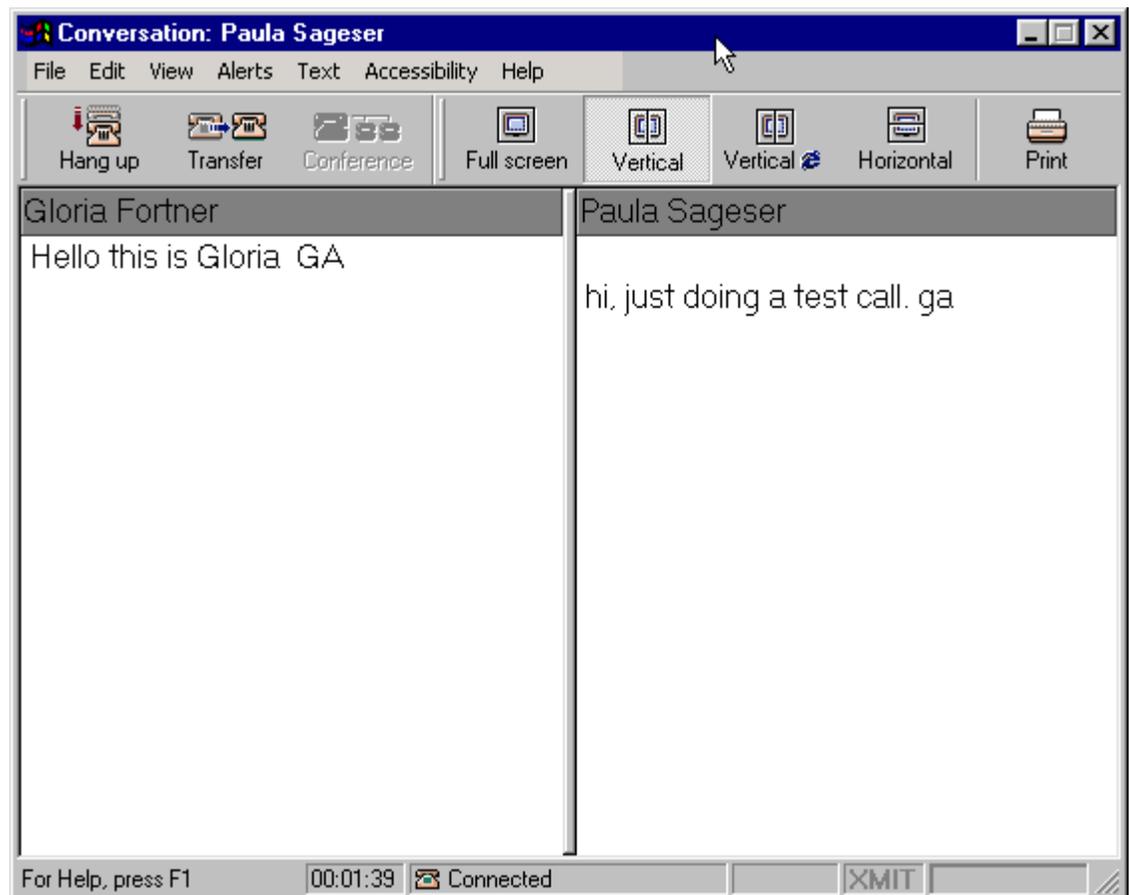
Viewing Saved Conversations

Conversation Window Settings

Messages and Conversations

The Conversation Window

There are several options that can be chosen and configured during an active conversation. The top of the window will show you information about who placed the call. If the call is from another person in your organization or from a Nextalk.net user, their full name will automatically appear in the top line. If the call is from a browser user, then whatever name they typed in the response box (if used) will appear. If the call is coming in through a telephony server (modem, telephony card, etc.), then it will most likely display the name of the server, or the phone number of the server/modem that is handling the call. In future versions, additional information can be added to automatically identify the caller.



Some of the conversation window buttons are:

- Hang up:** Use this button to end your call (from the [File](#) menu, you can also pick [Hang Up](#) or [Ctrl +H](#))
- Transfer:** Use this button to send your call to another NexTalk user. They must be a user within your domain or linked through NXi's Communication Backbone. (from the [File](#) menu, you can also pick [Transfer Call](#) or [Ctrl +T](#))
- Conference:** This button will be grayed out unless you have more than one active conversation in progress. Use this button to create a conference call between linked

users, browser callers, or other users within your domain. (from the [File](#) menu, you can also pick [Conference](#) or [Ctrl +F](#))

Full Screen: See *View Modes (page 15)* for more information. This is the default view for TTY conversations. We recommend this view for screen readers as well. Use this button to select this view in the middle of a call.

Vertical: See *View Modes (page 15)* for more information. When you are connected to other NexTalk users, this mode will automatically be launched. You can select this mode at any time as long as you are not connected via TTY. Use this button to select this view at any time during a call. It will be grayed out if it is not an available option.

VerticalE: See *View Modes (page 15)* for more information. This mode is used with browser callers and will show you a view of the web page from which they called. Use this mode when pushing web content to browser callers. Use this button to select this view at any time during a call. It will be grayed out if it is not an available option.

Horizontal: See *View Modes (page 15)* for more information. You can select this mode at any time as long as you are not connected via TTY. Use this button to select this view at any time during a call. It will be grayed out if it is not an available option.

Print: At any time during a call, you can send the conversation text to your printer by pressing this button. (from the [File](#) menu, you can also pick [Print](#) or [Ctrl +P](#))

Unscramble TTY Text (Edit menu, Ctrl +U):

This option will be available during a TTY call. Switched case is a common occurrence during TTY calls. A TTY device may miss the character that indicates a change from numbers to letters case or vice versa. It will continue to send the numbers case when letters should be sent, or will send letters when numbers should be sent. You can manually switch the case in NexTalk using the [TAB](#) key. However, any text that was sent before you switched case can be fixed as well. Simply highlight the scrambled text and then select the [Unscramble](#) option from the [Edit](#) menu.

View Menu:

The options in this menu include ways to modify and interact with text during conversations. You can choose to have the screen [Show Erased Characters](#), set a preference that will bring the conversation window on top of any other application open on your desktop, or set the window to display all [Call Tokens](#) included in the call. A Call Token carries important information for routing messages within the system, such as source and destination addresses, system scripts, call type, etc. This menu also has an option for showing a [Conversation Bar](#), which is used by JAWS for its text to speech accessibility features. JAWS is a screen reader used by some to navigate through Windows programs. This feature is currently support for NTS clients only, not NexTalk.net users.

Alerts Menu:

There may be times when you need to turn your attention away from a conversation to answer a question, or take another call. There may also be times when the other caller is typing a very lengthy reply or a long block of information is transmitting very slowly onto your screen or when they have asked you to hold. In these cases, you may want to set up special Alerts to let you know when it is time to again pay attention to the conversation window. If you have minimized the window to work on a second conversation, or another program, you can enable an option that will bring the conversation window back to the foreground when the alert is triggered.

NexTalk provides an “Alert Stopped Typing” option (F10) that will flash on your screen, and can play a sound, whenever the window has stopped receiving text (about a 3 second pause). You can pick your own .wav file for this alert or accept the system default sound. (The .wav file and foreground option is selected in the [Settings | Preferences | Conversation Alerts](#) menu of the Toolbar.)

NexTalk also provides an “Alert Started Typing” option (Ctrl +F10) that will flash, and can play a sound, whenever the window starts receiving text after a pause. If the caller asks you to please hold, you can enable this alert and it will notify you as soon as they start typing again. You can pick your own .wav file for this alert or accept the system default sound. (The .wav file and foreground option is selected in the [Settings | Preferences | Conversation Alerts](#) menu of the Toolbar.)

Text Menu:

It is possible to log in to the client software as a department. You must know the department password in order to do this, thus providing some administrative controls. When logged in as a department, it is possible to create pre-composed text, much as you would as a user, which is made available to all members of the department. This is a valuable tool for sales purposes, technical support, etc. Any text that is commonly used within a department by all its members can be typed/configured once, and then used by all department members during calls. Each department to which you belong will appear in the [Text Menu](#). Those departments that have pre-composed text set up will list the description of each text block when their name is highlighted. By selecting the description or using the hot key combination from the [Text Menu](#), you can transmit department text during a call. Your own precomposed text block descriptions will be displayed in the lower half of this menu. (See [Settings | Preferences | Precomposed Text](#))



Accessibility Menu:

This menu has two options that are designed to work with JAWS screen readers for NTS' NexTalk client software (not yet supported in NexTalk.net). You can set JAWS' voice cues to Speak Faster or Speak Slower from this menu.



Retrieving Saved Messages

Every NexTalk.net and NexTalk for Networks user has a text mailbox. TTY and modem callers, as well as other NTS users or Internet browser callers, can leave text messages for a user in this mailbox. (NexTalk.net users: Please note that in order to receive calls from TTY/modem callers, you must have a phone number assigned by NXi. This is not available during the BETA period.)

Mailbox messages can be read using the NexTalk Viewer and, if desired, can be forwarded to e-mail to be read via your own email program. Message routing to e-mail accounts means that email capable pagers, email capable cell phones, or email capable PDA devices can also receive messages.

When a new mailbox message has been received, the **MAIL** status box on the NexTalk toolbar will change color (blue indicates an unread message(s) in the Inbox). Department mail can also be read by NTS users who have been assigned to a department. The **DEPT** box on the NexTalk toolbar will show blue when a message is in the department's text inbox.

To view your mailbox messages:

1. Click on the **VIEWER** button on the toolbar (Function key F6).
2. Click on the Inbox folder and highlight each message one by one to read it. Personal messages are stored under your name in the Inbox—Text Mail, Conversations are stored in the Inbox—Conversations folder. You may need to click the “+” sign to expand the view to see these folders. Department messages are stored in the Inbox—Text Mail folder under each department name.
3. You can delete, print, or move your messages to another category as you view them, or copy the message to the Windows Clipboard. You can also click and drag to move messages from one folder/category to another. As long as a message is in the Inbox—Text Mail folder, the MAIL and/or DEPT letters on the toolbar will remain blue, even if you have read it. You must move or delete the message to clear this indicator.

To create a new Inbox message category:

1. Select the Inbox—Text Mail or Inbox—Conversations folder.
2. Select **File | New Folder** from the menu.
3. Type in the new folder/category name in the text box and click **OK**.

To move a mailbox message from one category to another:

1. Highlight the message in the main list box.
2. Click on the **File | Move Items to Folder** option.
3. Select the new folder/category from the list box and click **OK**.
4. You can also click on the message and drag it to the desired folder using your mouse.

To copy messages outside the NexTalk mailbox (for use with other applications), highlight the portion of each message you want to copy, go to the Edit menu and choose the Copy to Clipboard option. To copy the entire message, pick the Select All option from the Edit menu. You can now paste the text into another application such as Windows Notepad.

See also

Sending Messages
User Preferences

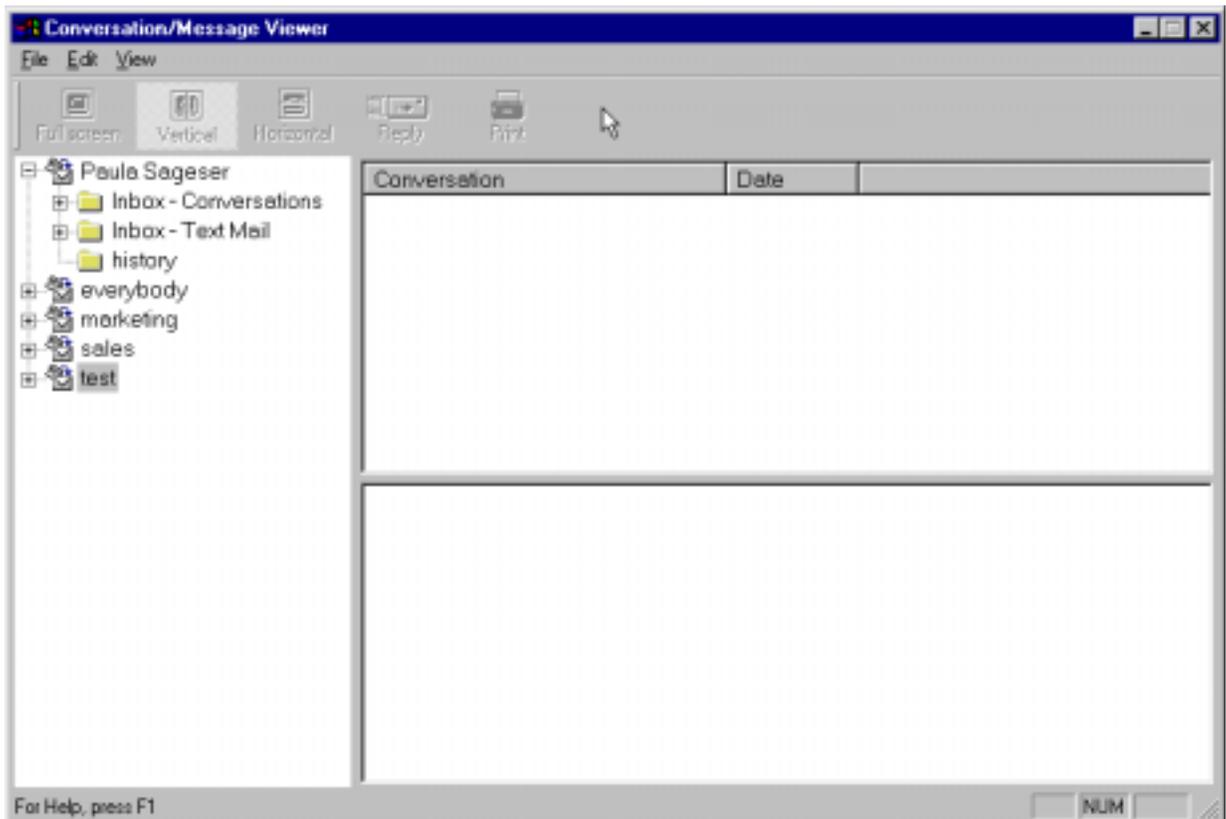
Viewing Saved Conversations

Your NexTalk conversations can be easily saved and stored for future reference. When you hang up a call, a dialog box appears where you can give the conversation a brief description and save it to a category for easy reference. NexTalk allows you to create your own unique categories for storing conversations and messages. Once a conversation has been saved, it can be accessed through the NexTalk **Viewer**. Saved conversations can be printed, deleted, or moved to a different category, much the same way that mailbox messages can.

To view a saved conversation:

1. Click on the **VIEWER** button on the toolbar (Function Key F6).
2. Open the Inbox—Conversations folder in the left hand list box (you may need to click on the “+” sign next to your name to expand the list).
3. Highlight the desired conversation in the top right list box to view it in the lower text box. The top and bottom list boxes can be resized to allow more or less viewing area. Conversations will be displayed in the view mode in which they were conducted. To display the conversation in a different view mode, click on either the Full Screen , Vertical, or Horizontal mode buttons. If a view mode button is grayed out, it is not available for that conversation.
4. To print the conversation, highlight it and click the **PRINT** button.

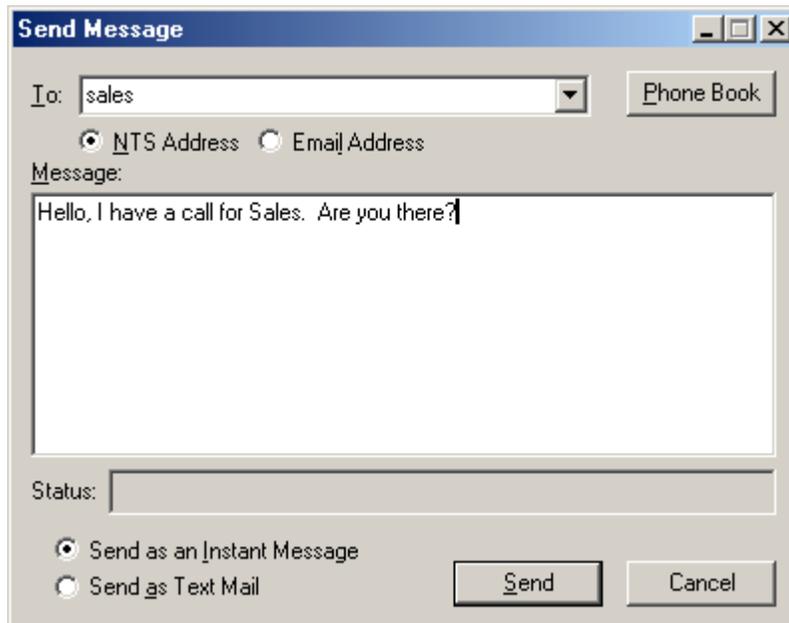
Follow the same procedures to move, delete, or create new Conversation categories as you do for Text Messages. You can also drag and drop conversations from one folder to another using your mouse. To copy conversations outside the NexTalk mailbox (for use with other applications), highlight the portion of each saved conversation you want to copy, go to the Edit menu and choose the **Copy to Clipboard** option. To copy the entire message, pick the Select All option from the Edit menu. You can now paste the text into another application such as Windows Notepad.

**See also**

Conversation Window Settings
Retrieving & Routing Messages

Sending Messages

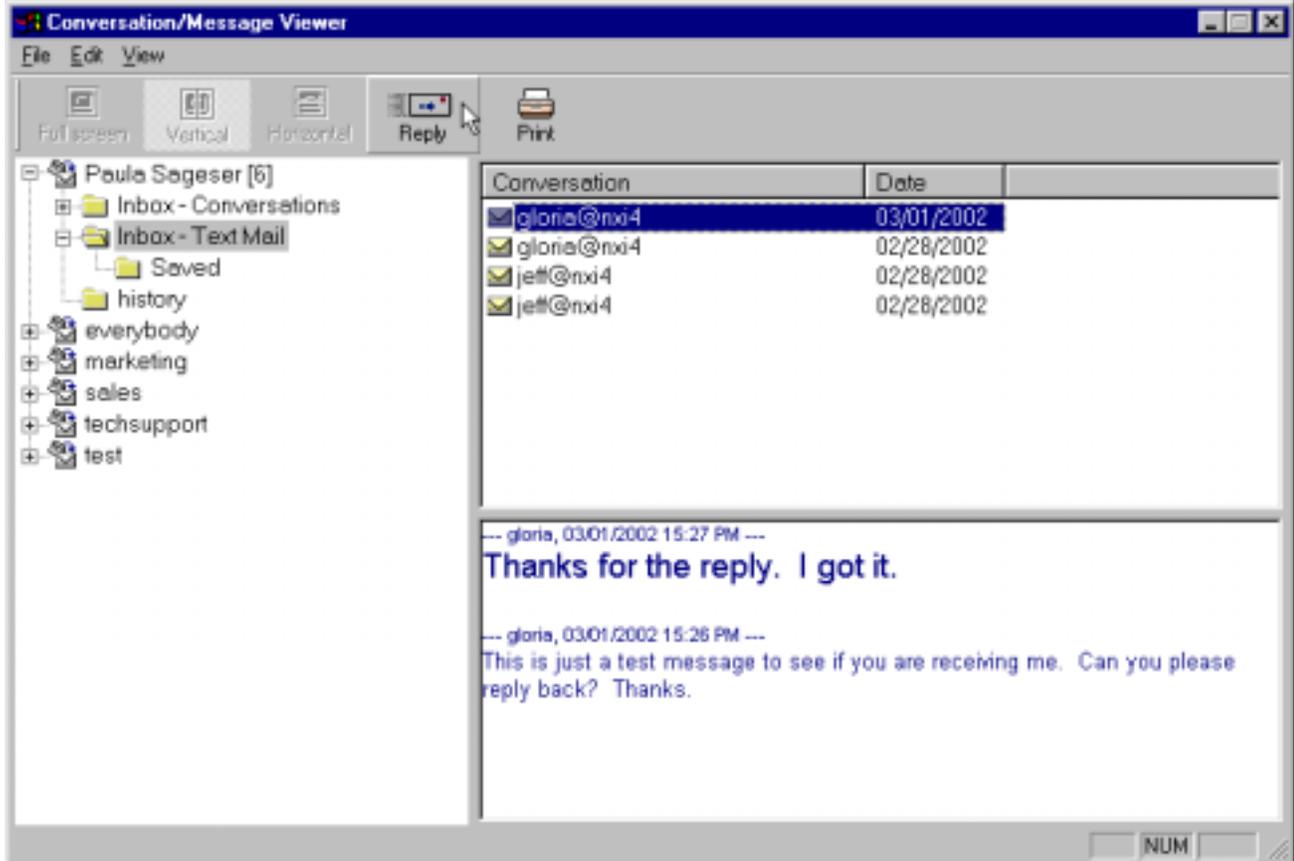
With NexTalk you can easily send text messages to any user/department on your own NTS system. If you are linked to NXi's Communication Backbone, you can send messages to NexTalk.net Service users or you can also send text messages to a user in a linked NTS domain. Messages can be sent directly, with the **SEND** button on the NexTalk toolbar, or from the NexTalk Phone Books. One interesting new feature of NTS 4.0 is that messages in your Inbox—Text Messages can be replied to directly from the viewer.



To send a message directly to a user's computer screen:

1. Click on the **SEND** button on the toolbar (Function key F4) or highlight the user in your **Phone Book** (Function key F5) and click **SEND**.
2. A Send Message box will appear. Either type the person's username in the **To:** box, or click the **Phone Book** button and select him/her from your phonebook entries. If you are sending to another NTS or NexTalk.net user, select the NTS Address option. If you are sending to an email address, select the Email Address option (email messages can't go out as Instant Messages, only as Mail) and type in the email address. Type your message, and click **Send** (or **CANCEL** if you don't want to send). To select the method by which the message will be sent, click the circle next to the desired option. "Send via" options include Text Mail (for a NexTalk user's Inbox—Text Mail) or Instant Message (to pop directly to his/her screen).
3. For Instant Messages, if the NTS user is currently logged in or a NexTalk.net subscriber is connected to the Service, they will immediately see your message on their computer screen. The recipient can reply to your message, or close without replying.
4. If the user is not currently logged in, a message will pop up saying "unable to send" and will ask if you want to send it to the user's Text Mailbox instead. If you click YES, the message will be saved in his/her text mailbox, which can then be forwarded to an email address if he/she has selected that option.

When a text message is in the "Inbox—Text Messages," you can highlight that message and then click the **REPLY** button to send a message back to the NTS or Nextalk.net user who originally sent it to you.

**See also**

Retrieving & Routing Messages
Phone Books

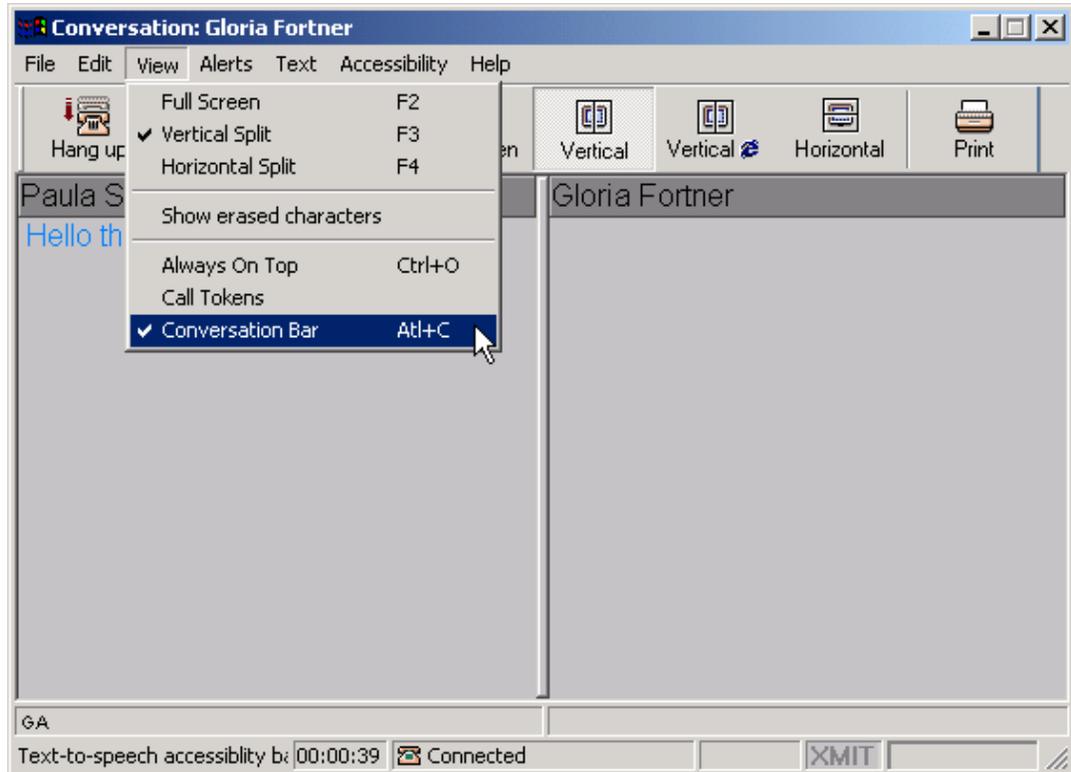
Conversation View Modes

NexTalk allows you to select from three different conversation view modes—Full Screen, Vertical Split-screen, or Horizontal Split-screen. You can select a new view mode at any time during a conversation by clicking on one of the view mode buttons (except for TTY calls that can only be viewed in Full Screen mode). With automatic recognition of NexTalk callers, the view mode may automatically change to split-screen when you connect to another NexTalk user. Conversations will be saved in the view in which they were conducted. You can also change the view mode of a saved conversation in the Viewer. If a view mode button is grayed out, that view is not available for that conversation.

The default view mode for TTY connection speeds is Full-screen (Terminal). Split screen is not available for TTY calls. In Full Screen mode, incoming and outgoing text is displayed on alternating lines. If a call automatically goes into split-screen mode, you can manually change it to Full Screen if you prefer.

Vertical or Horizontal Split-screen is available for Internet, Network, and 300 baud or higher ASCII modem connections, as long as the other party's software also supports this mode. For Vertical mode, the screen is divided in half vertically - incoming text is displayed in the right

window and outgoing text in the left. For Horizontal mode, the screen is divided top and bottom with your text in the top window and the other person's text in the bottom window. The benefit of Split-screen modes is that each person can type at the same time. This allows a more natural conversation flow, where one person can comment on remarks or break in if needed without interrupting the other person.



Special Calling Features

Phone Books

You can use your NexTalk Phone Book to store frequently called numbers and contact information, make text calls, and send instant messages. In addition to a personal phonebook, NexTalk for NTS users provides a built-in phone book of linked and shared NTS sites, public departments and their users for Network/Internet calls. Built-in department phonebook entries are read-only—you cannot make changes to entries in the network phonebooks. If your organization is linked to NXi's Communication Backbone, then you will be able to view public network phone books from other linked NTS domains.

NexTalk provides a Personal Phonebook for user-defined personal calls. You can add entries to this phonebook and edit your entries. To help you sort your contacts in meaningful ways, you can also create subfolders with unique names that you choose (for example, a TTY Friends folder and a NexTalk Users folder to sort calls made via TTY versus calls made via the Internet).

To create a new personal phone book entry:

1. Click on the **PHONE BOOK** button on the toolbar (Function key F5).
2. Highlight the **Personal Phonebook** folder in the left column and click on the **ADD** button or select **New Entry** from the **Phonebook** menu. If you want to put the new entry in a subfolder, highlight the subfolder first (you may need to click the “+” sign next to Personal Phonebook to expand the list).
3. Type the requested information into the text boxes and click **OK**.

Note:

Dial Scripts are not currently supported in NexTalk. This will be released in future versions, to add support for special dialing features when making calls.

The **NexTalk Address** box on this form can be used to link personal phone book entries to a person's NexTalk.net or NTS User Name. For NexTalk.net users, this address is a person's username @nextalk. This name is assigned by NXi to each person who signs up for an account, to uniquely identify him/her on the NexTalk.net Service. NTS users' Nextalk usernames are assigned by the company's NTS Administrator. NTS domain names are assigned by NXi to all sites linked to the Communication

Backbone. You do not create the [NexTalk Address](#) for linked users, but if you know this address, you can assign it to entries you create.

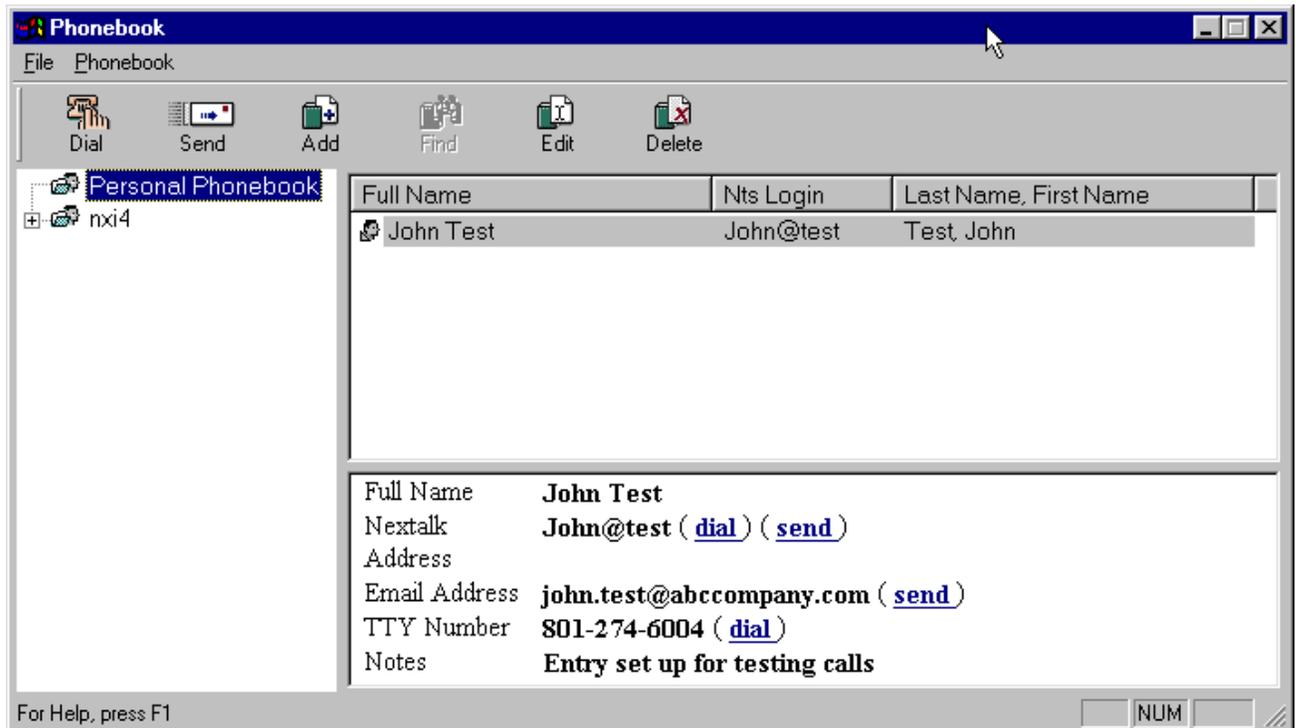
Please note that while entries will appear in the folder in the order in which they were entered, you can sort them alphabetically by clicking on the LastName, FirstName label in the right hand view window. Each time you add a new entry, you will need to re-sort the entries.

To create a new Personal Phonebook subfolder:

You can add your own groupings/folders to your Personal Phonebook. To add a new category, select [New Department](#) from the [Phonebook](#) menu and type in a folder name. For example, a “NexTalk Users” folder could be created for those calls dialed directly to other NexTalk.net users. Click **OK** to save the new folder.

To make a call from the Phonebook:

1. Click on the **PHONE BOOK** button on the toolbar (Function key F5).
2. Click on the personal phonebook folder containing the entry for the person you wish to call.
3. Click on the person’s name in the top right list box and click the **DIAL** button (or from the **File** menu, select [Make a Call](#)). Select the address/phone# to call and click **OK**.
4. You can also click the active links in the bottom right text box for [TTY number](#) (to dial using a modem), or [Email address](#) (to send a text message) or [NexTalk Address](#) (to dial an Internet call or send a message), if you know the person’s [NexTalk Address](#) and have entered it in their record.



The Find option is not currently available but will be added to future versions. Version 3.x phonebook entries are not currently compatible and cannot be imported into version 4.0. An import utility will be available in the future.

To send an Instant Message:

1. Click on the **PHONEBOOK** button on the toolbar (F5).

2. Click on the personal phonebook folder containing the entry for the person you wish to call. You can only send Instant Messages over the Internet to users who have been linked to NXi's NexTalk.net Service, to other NTS users in your own domain, or to NTS users in a linked domain.
3. Highlight the entry for the user in the top right text box and click on the **SEND** button (or select **Send a Message** from the **File** menu). (You must **DIAL** anyone who is not linked to NexTalk.net via their TTY number and a modem, if you have been given access to TTY call minutes).
4. Type your **Instant Message** in the Note box, and click **SEND**. Subscribed home users must be logged on to NexTalk.net in order to receive your message. Your message will go to his/her text mailbox if the user is not logged in when you try to send the Instant Message.

TIP: The **DIAL** button is used for real-time conversations/chats, while the **SEND** button is used for Instant Messaging.

Conference Calls

NexTalk 4.0 supports conference calls between other 4.0 users, browser callers, and Nextalk.net users. This allows you to bring another NTS user and/or NexTalk.net user into a conversation. With the NexTalk.net service and NTS domain linking through the NXi Communication Backbone, conference calls can include users outside your own NTS domain (providing their domain is also using 4.0) as well as Internet browser callers and other NexTalk.net users. A conversation might include participants from several different organizations as well as callers using a web browser, all on a single conference call. The call is held in NXi's patented Split-screen format so each person can comment on the text of another caller and everyone sees each other's comments in vertical columns.

To create a conference call:

1. During an active NexTalk conversation, make a new call to the Linked user you wish to add to the conversation using either the Phone Books or the **DIAL** button.
2. When the new call is established NexTalk will open a second **Conversation Window**.
3. To add the new party to your existing conversation, click on the **CONFERENCE** button and select the person's name from the list of all open conversations. If this button is grayed out, then your second conversation is not compatible with conferencing. TTY callers and TTY machines are not capable of participating in conference calls (their devices can't handle the format).

TIP: One party can leave a conference call by clicking on the **HANG UP** button without disconnecting the other parties.

See also

Making A Call

Call Transfers

With NexTalk 4.0 you can transfer a call to a Linked NTS user or department or to another NexTalk.net user during an active connection. If a caller has been routed to the wrong person, or if you want a caller to speak with someone else in your organization, you can easily transfer that caller to the appropriate person. This can also be useful for NexTalk.net users. For example, if Jane knows the

username of Bob, but doesn't know the username of Bob's wife, Jane could call Bob and ask him to transfer the call to his wife. Bob knows her username and can pass the call along to her.

For NTS' NexTalk Users: In linked NTS domains any NTS user or browser caller can be transferred to other linked users or departments in a different NTS domain. For example, the main office of a bank could transfer a TTY or browser caller to the specific branch in his/her city or vice versa. This type of call transfer is only available to users/organizations who participate in NXi's Communication Backbone, and can only be made to other Linked domains.

To transfer a call:

1. During an active call, click on the [TRANSFER](#) button in the [Conversation Window](#).
2. Select a NexTalk.net user from your phonebook, or type an NTS user or department address in the box. To transfer a call to a linked NTS domain, you must know the full name of the domain and user or dept. in the domain (for example tech@nxi).
3. Click on the [TRANSFER](#) button to activate a ring alert to the new user (for a live conversation).
4. To route the caller directly to a text mailbox to leave a message, click on the [MAILBOX](#) button instead.

Multiple Conversations

NexTalk gives you the ability to carry on more than one conversation at a time on your computer screen. This feature is especially useful for NTS users who answer and route calls and for those who make or receive a high volume of computer-based calls. You must be able to hold multiple conversations in order to conference them together into one call.

Multiple conversations that involve TTY callers and a modem are limited by the number of modems available to take calls. A TTY compatible modem can only handle one call at a time per port and phone line. Note that TTY callers cannot participate in conference calls.

See also

[Conversation Window Settings](#)

Configuring User Settings

Login Procedures

Each NexTalk 4.0 user must be logged in to either their NXi Text Services (NTS) domain or their NexTalk.net account in order to make and receive calls (in BETA, Nextalk.net users cannot receive calls) and read messages. It is not necessary to log in to the service if you are calling via the NexTalk.net website to another NexTalk user, but is necessary when running the software on your own computer or when making TTY calls from the website.

For NexTalk.net users: Login names (user name--also the NexTalk Address) are selected when you first create your NexTalk.net account. You need to remember the user name and password that you select when you set up your account because you will be asked for them each time you start the program.

For NTS domains/networked users—to enter/view NTS login information:

1. When you first start the software you will be asked to enter (or just confirm prior entry of) your **Username** and **Password** in the **Login** screen.
2. Type in your **NTS Login Name** (login names are created by your NTS system administrator in the NTS Administration utility).
3. Enter your **Password** (passwords are created by your NTS administrator). If you want NexTalk to remember your password the next time you login, select the checkbox.
4. Type in a valid **IP Address** and **Port Number** for the NTS Resource Manager (now called the CP) to which you are connecting (contact your NTS administrator if you do not know this information). System defaults should already be in these boxes.
5. Click **OK** to save your login settings. (Click **CANCEL** to exit without saving any changes.)

These settings will remain in effect each time you open NexTalk for Networks until you or your NTS Administrator make changes.

Command Line Parameters:

It is possible to select special startup settings for each person running NexTalk using command line parameters. These options will be in place each time you start NexTalk from either the Windows Start→Run command line, or from a shortcut on the desktop whose "Target" line has been modified with the parameters.

Available command line parameters include: IP address of the NTS CP (-cp=), port number (-port=) used by NTS (usually 2571), login name (-login=), password (-pwd=), and taskbar (-taskbar=) which starts the program minimized to the taskbar.

An example of a command line that includes all these parameters would look like: `c:\program files\nts\nexttalk4.exe -cp=65.6.6.650 -port=2571 -login=john -pwd=password -taskbar=yes`

User Preferences (F8)

NTS allows users to set personal preferences, including Password, Greetings, Message Forwarding options and Ring Alert, Font/Screen Colors, Pre-composed Text and Conversation Alerts. These **Preferences** (Function key F8) are configured under the **Settings** menu.

General Information:

The [General Information](#) category on the [Preferences](#) form displays your User Name and password (passwords are initially created when you sign up for your account or by your NTS Administrator) as well as e-mail and pager addresses for message forwarding and your TTY number. While you can enter a Voice and Fax number on this form, forwarding via Fax or calling via Voice is not currently supported in version 4.0. These fields are for information purposes only. If you do not enter an email address, message forwarding to email will not work.

To change your password:

1. Select [Settings | Preferences](#) (F8) from the toolbar.
2. Highlight [General Information](#) from the category list and then click on the [CHANGE](#) button.
3. Type in your [Old Password](#) (the password originally selected when you set up your account), then type in a [New Password](#) (and confirm it), and click [OK](#).
4. You are not permitted to change your username or full name in the client software. These changes can only be made by the NTS System Administrator.

If you forget your Nextalk.net password, NXi can send it to you, but for security purposes will only send password information directly to the email address assigned to your account.

Startup & Shutdown Settings:

The [Startup and Shutdown Settings](#) category controls how the NexTalk Toolbar behaves whenever you start your computer and/or shut the NexTalk program. NexTalk can be configured to automatically run as soon as you start your computer and run Windows. It can also be configured to minimize to the Windows taskbar tray when you "exit" the toolbar. This allows you to continue receiving calls, but hides the Toolbar from view. You can always restore the Toolbar by right-clicking on NexTalk's telephone icon on the taskbar and selecting "Show." This minimized option is considered NexTalk's icon-only view.

For NTS users, these preferences are logged in the database for your user account and can come into play even if you log in to different computers. However, on each new computer that you use to log into NexTalk, your initial login and startup of the software will not use these preferences until the new computer has "registered" your use of it for NexTalk 4.0.

A minimized toolbar can also be configured using command line parameters as discussed in the previous [Login Procedures](#) section.

Answering Machine:

The [Answering Machine](#) category contains your mailbox greeting and information about your text message forwarding options. In addition to your Nextalk text mailbox, messages can also be sent to an E-mail address (making them accessible to email capable devices) and to a pager. NexTalk creates a default greeting for your text mailbox, which you can change if desired. You can also change the number of rings that NexTalk will wait before sending a caller to your Answering Machine.

To choose Message Forwarding options:

1. Select [Settings | Preferences](#) (F8) from the toolbar.
2. Highlight the [Answering Machine](#) category.
3. For each forwarding option you wish to use, select the checkbox. Make sure you have entered the corresponding email address and pager email in the [General Information](#) category.
4. Set the number of rings (must be at least 2), NexTalk will wait before taking a message.

Answer Greeting:

NexTalk automatically sends an answer greeting when you manually answer a call. This is a different greeting than the one sent when your answering machine takes the call. Although NexTalk creates its own default greeting message(s), you can change the greeting(s) to suit your own needs.

To edit your personal greeting:

1. Select [Settings | Preferences](#) (F8) from the toolbar.
2. Select the [Answer Greeting](#) category.
3. Edit your greeting in the appropriate text box and click **OK**. (We recommend putting a “GA” at the end of the automatic greeting to let your caller know to respond.)

Ring Alert:

The [Ring Alert](#) category gives you the option of selecting an audible alert for incoming calls. NexTalk automatically sends an on screen notification (ring box) each time you get a call. When you enable this option, NexTalk will either make generic sounds, or play a .wav file you have selected, over your computer’s speakers when you have an incoming call. You need to have sound card support and speakers in order to hear the .wav file. NexTalk can still make generic sounds over your computer’s speaker if no .wav file is selected (the Wave File box must be empty, but the option must be enabled). In the future this .wav file will be able to activate a lamp flasher as well, but for now the alert is tied to the computer monitor/speakers.

To turn the audible alert on:

1. Select [Settings | Preferences](#) (F8) from the toolbar.
2. Highlight the [Ring Alert](#) category.
3. Select the checkbox next to “[play sound when ringing](#).”
4. If you want to use a .wav file, select the [Browse](#) button and choose the path and file name of the .wav file.

NexTalk includes a couple of different wave files for your convenience. The default path for these is C:\program files\NTS

Conversation Font/Colors:

NexTalk’s default color scheme and font type/size is black letters on a white background, MS Sans Serif 12 point. You can select your own color scheme to have different colored text and a colored background. You can also decrease/increase the font size and pick a different font style for your conversation window. These settings do not control the way the text appears when printed. You should set your own preferred printer font style/size as well on this form.

To select the style of font and the font size for your conversation window:

1. Select [Settings | Preferences](#) (F8) from the toolbar.
2. Highlight the [Conversation Font/Colors](#) category.
3. Select the font from the drop down menu and select (or type) the size. Select the [Conversation Printing Font](#) style and size from its drop down menu.
4. If you want to use the NXi [Color Scheme](#) select it from the drop down menu. Click **OK** when done.
5. For custom colors, choose the [Custom Color Scheme](#) from the drop down menu and then click the [Change](#) buttons next to each Pane to bring up a color palette.

Instant Message Font/Colors:

The look of Instant Messages that pop onto your screen can be customized by choosing the Instant Message Font, the Tag Line font size, the Most recent message size, and Other messages lines font size. You can use the default System Colors of a white background and blue and black text, or set your own background color and text colors.

To customize your color scheme:

1. Select [Settings | Preferences](#) (F8) from the toolbar.
2. Highlight the Instant Message Font/Colors category.
3. Select your desired font style and the font sizes for each type of text line. Your changes will be displayed in the sample window.
4. To change font and screen colors, uncheck the “[Use System Colors](#)” option and then click each [Change](#) button to select different options. Your changes will appear in the sample message window. Click [OK](#) when finished.

Conversation Alerts:

To customize Conversation Alerts:

1. Select [Settings | Preferences](#) (F8) from the toolbar.
2. Highlight the [Conversation Alerts](#) category.
3. To choose different .wav files for your alerts, click the [Browse](#) button next to each type of alert. NXi includes a few sample .wav files in the c:\program files\NTS folder.
4. To prevent the conversation window from moving to the foreground, uncheck that option.

There may be times when you need to turn your attention away from a conversation to answer a question, or take another call. There may also be times when the other caller is typing a very lengthy block or a long block of information is transmitting very slowly onto your screen or when they have asked you to hold. In these cases, you may want to set up special Alerts to let you know when it is time to again pay attention to the conversation window. If you have minimized the window to work on a second conversation, or another program, you can enable an option that will bring the conversation window back to the foreground when the alert is triggered.

NexTalk provides an “Alert Stopped Typing” option that will flash on your screen and can play a sound whenever the window has stopped receiving text (about a 3 second pause). You can pick your own .wav file for this alert or accept the system default sound. The alert itself is enabled within an active conversation window in the [Alerts](#) menu.

NexTalk also provides an “Alert Started Typing” option that will flash and can play a sound whenever the window starts receiving text after a pause. If the caller asks you to please hold, you can enable this alert, and it will notify you as soon as they start typing again. You can pick your own .wav file for this alert or accept the system default sound. The alert itself is enabled within an active conversation window in the [Alerts](#) menu.

(See Also: Conversation Window Settings)

Precomposed Text:

NexTalk’s Precomposed Text™ feature allows you to easily send and resend commonly used text during a conversation. By adding your own special “hot key” combinations, you can quickly access and send pre-written text characters, blocks, etc. This time saving technique can be used for things like the letters “GA,” the letters “SK,” and other text that you commonly use in every conversation. To make this as flexible as possible, any key except for the Function Keys used by our program can be turned into a “hot key.” You should be careful not to pick single letters as hot

keys because every time you use those letters, your pre-composed text will be sent instead of the letter. We recommend using the CTRL, ALT, or SHIFT keys in combination with numbers and letters to set up your Hot Keys.

To create Pre-composed Text:

1. Select [Settings | Preferences](#) (F8) from the toolbar.
2. Highlight the [Precomposed Text](#) category.
3. Click the [New Message](#) button.
4. Give the message a description, type the text you want assigned to the key(s), and then click the [Assign Hot Key](#) button.
5. Press your key combination in the order it will be used or click [CANCEL](#). The Hot Key combination you picked should appear in the [Hot Key](#) box. Click [OK](#).

The list of your pre-composed text options will appear in the window with the description and hot keys used for each. You can choose to edit each option or delete them if they are no longer used. You can review and select your Precomposed Text in the Text menu of an active conversation.

Relay Operator:

This option was added to support NexTalk.net users and is not currently supported for NTS' NexTalk users.

Incoming and Outgoing Modem Settings

For networked users: An NTS system controls a certain number of modems/telephony cards (what we call ports). These ports can be designated by your NTS System Administrator as either "network" or "personal." This shared equipment is used by the NTS site to make and receive calls.

NexTalk.net users make their TTY calls by accessing modems housed at NXi Communications, Inc. Users must be logged in to the service to gain access to these modems. During the BETA period, all NexTalk.net users have permission to use these modems for TTY calls within the United States and Canada of up to 2 minutes in length. After the BETA period, permission to use modems will be assigned based on the type of monthly plan selected by the user. Each plan will include a certain number of TTY calling minutes per month. Once those minutes are used up, further calls will either be denied, or the user may be charged a per-minute fee for additional minutes. NXi is evaluating usage during the BETA period to see how often users are making TTY calls versus Internet calls. When the option to receive TTY calls through NXi's server is made available, Nextalk.net users must log in to receive live calls.

Contacting Support

Technical Support

NXi Communications, Inc. provides technical support through our WWW home page (www.nextalk.com) and by telephone. NXi's Tech Support department hours are Monday through Friday from 8 a.m. to 5 p.m. Mountain Standard Time. Email is monitored during weekdays on a regular basis and will be answered as quickly as possible depending on the volume of tech. support requests.

During the BETA period for NexTalk 4.0, technical support requests should be made via Email only (send email requests to tech@nextalk.com). Because the product is a BETA release, tech. support will be quite limited. Users can report bugs or problems they may encounter with the product via a Bug Reporting form on our website.

Normal support options after the BETA period will vary depending on the type of User Account you have.

NTS Support Options are available through your System Administrator. Most problems/questions with the system can be solved internally by the Administrator. He/She can refer problems outside his/her experience to our technical support department.

License

Program/Programs License Agreement

NexTalk.net Users:

INTRODUCTION/ACCEPTANCE OF TERMS: NXi offers you (the "user" or "Customer") an account for the NexTalk.net Service (the "Service") on the following terms (the "Agreement"). Use of the NexTalk software (the "Programs") is controlled by this agreement.

By using the Service in any way you are agreeing to comply with these terms, which we may update without notice. We encourage you to check here for changes at any time. You must be at least 18 years old and competent to enter into a contract to use the Service. Unless we expressly note otherwise, these terms incorporate and supersede any other terms associated with the files and applications associated with the Service operated by NXi Communications, Inc. ("NXi", "we", or "us").

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change or terminate the Service or any part of it without notice or liability. We may terminate or change your password, account, or use of all or any part of the Service without notice and for any reason, including Technical/development reasons and/or violation of these terms.

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You are responsible for any content that you transmit through the Service. NXi will not accept responsibility for content that:

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- includes personally identifiable information about children;
- infringes someone else's intellectual property or other rights;
- advocates or solicits violence or other criminal conduct;
- violates any law, regulation, or contract;
- promotes participation in multi-level or pyramid marketing initiatives;
- constitutes a raffle, sweepstakes, lottery, or any other form of gambling;
- specifically advertises any product or service that is illegal in Utah or the domicile of either the Distributor or Recipient;
- constitutes unsolicited or unauthorized advertising, or any unsolicited commercial communication;
- contains software viruses or any other computer code, files, or programs that are designed or intended to disrupt, damage, or limit the functioning of any software, hardware, or telecommunications equipment.

You will comply with all applicable laws and regulations regarding online conduct and content. You will not use the Service to collect, store, or use information about others for the purpose of sending unsolicited or unauthorized communications. Except as we specifically authorize (via license or otherwise), you will not reproduce, distribute, or commercially exploit any part of the Service.

ACCURATE INFORMATION: You will provide accurate and current information on all registration forms on the Service. You will not impersonate any person or entity, or misrepresent your affiliation with a person or entity.

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NTS' NexTalk users:

See License Agreement in the NTS System Administrator's Manual, or contact NXi for a copy of this license agreement.

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