

2dial User-Manual

General

2dial is built to automate handling of calls to/from automated phone systems, such as IVRs, voicemail systems, etc.

It displays a screen of 12 buttons, which you can program with various commands (digit sequences) and/or PIN numbers, etc.

So when you are on a call, you do not need to listen to lengthy voice menus, or remember the different touch tone presses required for operations, but instead visually see on the screen of your Treo the various commands, and just tap the button to execute them.



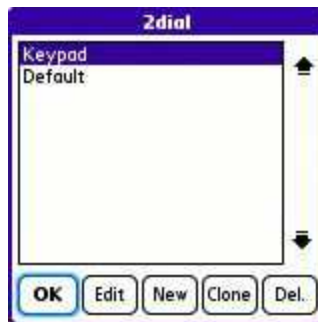
New: You can configure 2dial to automatically turn speaker phone ON whenever ANY call is connected. You can set this in the general preferences screen, or by taping the speaker phone icon on top of the main screen (near the radio and battery icons).

New(2): Whenever you are in a call, and in the built-in "Current call/s" screen, you can press and hold the blue "Option" button to launch 2dial manually.

Managing profiles

2dial can handle multiple "profiles". Each profile can be used to handle a different target system – you carrier voicemail, your work voicemail, your home voicemail, your bank IVR, etc.

To manage the profiles (edit, create, clone, delete) – select "Edit all profiles" from the main menu. You will see the following dialog:



Select a profile to edit, clone or delete it.

Press "New" to create a new one. You will be displayed a list of preloaded profiles for various carriers. You can select one, or start a fresh new profile.

You can also change profiles ordering using the arrows on right.

(On the main screen, you can use the 5way left/right to swap profiles).

Editing a profile

For every 2dial profile, you can configure the 12 screen buttons, as well as setting a condition/s for it to be automatically popped up when a call to a specific number is connected.

To configure a profile – select “Edit current profile” from the main menu, or access it from the “all profiles” dialog (above). (You can also tap the “edit” button on the left of the “Profile” name in the main screen).

The following screen will appear:



As said above, you can use the “Buttons” tab to edit the 12 on-screen buttons – tap a button to edit it. See the section below on editing the button.

You can also configure the way this profile will be launch when a call connects, by tapping the “Auto-activate” tab:



When enabled (see “General preferences” below), 2dial monitors the phone state in the background, and tries to detect when a phone call (outgoing or incoming) connects. When it does – it tries to match the phone number for that call (as seen below) with the number entered in the top field of the “Auto-activate” tab for EVERY profile in 2dial.



If such a match is found, 2dial will be launched with the matching profile open. Please make sure the number you enter matches **EXACTLY** the number as it appears on the dialer screen (above).

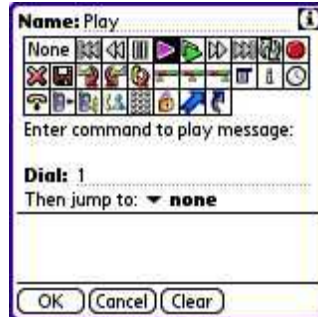
You can set 2dial to prompt you before launching, or to launch automatically.

You can also set 2dial to perform two action when launching:

- Turn on SpeakerPhone (automatically) – if a headset is not connected.
- Dial a DTMF (touch-tone) sequence (a password, a PIN, an extension etc.) immediately after the call is answered. You can use '0'-'9', '#', '*' and/or 'H' to hangup, 'T' or a comma for a pause, and a 'X' or 'P' for a “Hard” pause. Tap the 'lock' button on the right to mask this dial command (see above).

On some devices/carriers, and for some target numbers, the built-in dialer application seems to "barge in" a few seconds after the call connects, so even though 2dial is launched after the call connects, a few seconds later it is terminated automatically, and the "Current call/s" screen reappears. To handle this situation, you can select from the bottom drop-down list to re-launch 2dial 5-20 seconds after the initial call connection.

Editing a button



You can tap/select an icon for the button, then enter/edit the command for that button in the "Dial" field. A command is the DTMF (touch-tone) digit/s sequence used to execute the specific command (e.g. 'Play', 'Delete' etc.)

The "Name" field on top is the text that will be displayed on the button at the main screen. You can leave it as the default, or edit it as you wish.

New: Added an advanced option - "Then jump to" - you can set to jump to another profile right after the command for that button is dialed. For example – say you have a voice mail system with a command for "Record new OGM". You press "34" for this command, but once you start recording, you can press a whole new set of command for editing / saving / etc. The OGM. So you create a new profile called "OGM profile" with all the new 'sub-menu' commands & buttons, and in the main profile you create a button named "OGM", and enter "34" in the "Dial" field, then select "OGM profile" at the "Then jump to".

When you are in a call, and the main profile pops up, you can select the "OGM" button, and 2dial will dial "34", then jump automatically to the "OGM profile".

Note: the bottom row of icons have special meanings:



Hangup current call.



Go directly to the "Current Call/s" screen.



Toggle Speaker-Phone state (return to 2dial).



Dial a contact (use the "Lookup" button at the bottom to lookup one).



Dial a DTMF (touch-tone) sequence.



Dial a DTMF (touch-tone) sequence, but keep it private – do NOT show it on screen when dialing. Also – if system security setting is "Masked" or "Hide" - allow viewing/editing only with a password.



Launch another Palm application (use the "Select" button at the bottom to select).



Jump to another profile. This allows you to toggle between profiles while on a call.

General preferences

The general preferences page has a few general options:



- "Remember last profile" causes 2dial to always launch with the last viewed profile when launched MANUALLY (not when a call is connected).
- "Hide unused buttons" hides buttons with no commands defined.
- "Monitor calls" - if you turn this option OFF – 2dial will stop monitoring for calls, and will not auto-activate on calls connection. You should turn this option OFF if you want to delete 2dial, or update it (when ON, 2dial is locked in memory).
- "Launch with Options button": when on, you can launch 2dial whenever you are in the built-in dialer's "Current Call/s" screen, and there is a call active, by pressing & HOLDING the blue "Options" button on the keyboard.
- "Fast DTMF" allows for shorter dialing.
- "SpeakerPhone" - when on, 2dial will turn the Speaker-Phone ON whenever ANY call is connected (unless this call matches a profile set to auto-activate in 2dial – then the profile setting override this one).

Upgrading/deleting 2dial

To be able to monitor calls and auto-activate profiles, 2dial is locked in memory, and thus can not be replaced or deleted. So – if you want to update the application or delete it, you have to first go to "General preferences") and check the "Monitor calls" option OFF.