

# BEFORE installing your software!

In an effort to separate possible hardware and software issues we need to confirm the presence of clear SMDR data (this will tell us if the connection between PBX and computer is intact). To do that we'll use a communications software called HyperTerminal®, which comes bundled with Microsoft® Windows. Please take the following steps:

1. Click **Start** button
2. Click **Programs**
3. Click **Accessories**
4. Click **HyperTerminal®**
5. Double-click **Hypertrm.exe**
6. Enter name for session, i.e. SMDR Test. Click **OK**
7. Using the arrow on the right of **Connect using:** select **Direct to Com X** (where X= the number of the comport connected to the PBX). Click **OK**
8. Configure COM Port settings as per PBX specifications. Click **OK**
9. Proceed with Step 10, unless you get a message **Unable to open Com X**. If you see this message, you will need to change the **X** value (use a different Com Port). Here is what you need to do:
  - Click **File** on the Menu Bar
  - Click **New Connection**
  - Go back to Step 6
10. You should see “Connected” in the Left Lower corner with elapsed time counter.
11. At this stage, if you have everything configured properly, every time you hang up after a completed call, you should see legible call data displayed on the screen.
12. If clear data is displayed write down communication parameters and exit HyperTerminal. Now you can proceed with the installation of Trisys Telecom, Inc. software.
13. However, if NO data or “garbled” is displayed you may have a problem with either your cable (between PBX and the Com Port) or PBX’s SMDR port. At this stage you should contact you Phone Dealer for help.