

1.1. What to do if a Wireless Network is Unavailable in your G3 Codec

An expansive list of cell-phone networks covering 52 countries is currently programmed into **Tieline** codecs. Due to the number of new cell-phone networks coming on stream all the time, and changes to existing networks, it is possible that a network you wish to connect to may not be listed in the codec.

In this scenario it is still possible to program a 'custom access point' into your codec for your preferred network. To do this you will need a PC with ToolBox software installed in order to program the access point and then create a .cdc file to load onto the codec.

Before programming the access point some information is required from the network provider you are connecting to. These include:

1. An access point address;
2. A dial string;
3. An account number; and
4. A password.

Once you have been supplied with these details open ToolBox and go to the **GSM LL/GSM/USB-3G** tab and complete the following:

1. Check the *Use Custom Access Point* check-box in the *GSM 3G/UMTS IP Network* menu;
2. Enter the *Access Point* address;
3. Enter the *Dial String*;
4. Enter the *Account* details;
5. Enter the *Password* for the network;
6. Enter a *User-Defined Label* to identify the custom access point.

The screenshot displays the 'Connection Setup (Advanced)' window in ToolBox software, specifically the 'GSM LL/GSM/USB-3G' tab. The interface is divided into several sections:

- GSM/USB-3G Module/Cellphone:** Includes a dropdown for 'Select GSM/USB-3G interface' (Settings A), a note about enabling Ext Cellphone, 'Wireless Network Type' (AUTO-DETECT), 'Reset Wait Secs' (10), and a checked 'Signal Strength Enable' checkbox.
- GSM CSD/HSCSD Settings:** Includes 'GSM Pre Buf Secs' (0), 'GSM Bitrate' (Auto), and 'Man Dflt GSM Algorithm' (VoiceG3).
- 3G/UMTS IP Network Settings (highlighted):** Features a dropdown for 'GSM 3G/UMTS IP Network' (Custom Access Point), a checked 'Use Custom Access Point' checkbox, and a sub-section for 'Custom Access Point Settings' with fields for 'Access Point', 'Dial String', 'Account', 'Password', and 'User-Defined Label'.
- GSM Landline:** Includes 'Select GSM Landline interface' (POTS< (Left POTS Module)), 'Operating Mode' (POTS), 'GSM Landline Pre Buf Secs' (0), 'GSM Landline Bitrate' (9600), and 'Man Dflt GSM LL Algorithm' (VoiceG3).
- Advanced:** Includes '3G Band Override' (255) and '3G Idle Timeout (minutes)' (5), with a note: 'Note: Altering this value may affect the operation of the 3G module. Please contact Tieline support for help.'

Save the settings into a profile, load the configuration file onto the codec and you are ready to connect to the network. The network you have programmed should appear in the **3G/UMTS IP Network** codec menu at the bottom of the available networks.

Custom Network Tip:

If you find that there are multiple networks that you wish to connect to that are not listed in the **3G/UMTS IP Network** codec menu, simply create a new profile for each network and enter the relevant 'custom access point' details into each new profile. Save these profiles together in a *.cdc file and load this file onto the codec you will be using over these networks.

1.1.1. Tell us about a New Network

Tieline will add new networks to each release of codec software. Email support@tieline.com.au with the name of any network you want added along with:

1. The access point address;
2. The dial string;
3. The account number; and
4. The password.