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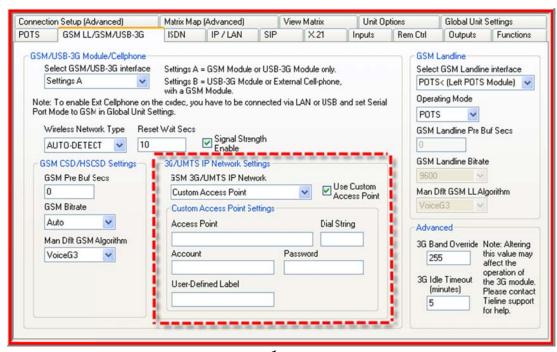
In this scenario it is still possible to program a 'custom access point' into your codec for your preferred network. To do this you will need a PC with **ToolBox** software installed in order to program the access point and then create a .cdc file to load onto the codec.

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.

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.