Common Problems

This section contains a compilation of the most common problems users have encountered using CyberPhone.   This list will gow as we discover more problems and figure out the solutions.

One-Way Conversations - *You can hear others, but they can't hear you.*

This problem occurs when your microphone is not setup properly.   A good test of your microphone is to call yourself.   Select your own name off the Phone Book and place the call.   If you can't hear yourself when you make a call to yourself, no one else will be able to hear you when you call them or they call you.   When CyberPhone is working properly, you should see a red XMIT light come one when you speak.   If this light does not come on when you speak, then others will NOT be able to hear you.

This problem can usually be corrected by using an Audio Mixer program to turn up your microphone record level.   Mixer programs are usually bundled together with your soundcard software.   If the problem persists, try using an audio record tool to test your microphone.

Another common solution is to turn the Voice Detection level down in the Configuration Window.   Try setting this value to around 10 or 20.   Seeting the Voice Detection level lower makes CyberPhone more sensitive in detecting speech.

Choppiness - *Other users sound like they are talking underwater or there are pauses in the incoming speech.*

This problem usually occurs when one user in a converstation is using a 14.4 Internet connection.   Currently, CyberPhone works best on 28.8 modems.   One of our top priorities is to make CyberPhone work better for 14.4 users.   If you have a 14.4 modem, one thing to try is to change the voice slowdown on the Configuration Window to a value around 500 (this is only allowed in half-duplex).   This slows the play of received voice and allows the 14.4 modem time to receive the data.

Poor quality can also occur because of a poor Internet connection.   This a largely out of the user's control, but is usually not the reason for bad connections.   Often connection quality will improve.if you hang up and call the other user again.

System Hangs - *While using CyberPhone, my system hangs.*

This is generally our fault.   If you experience a system hang, please report it to us immediately and tell us as much as possible about your system and what you were doing with CyberPhone at the time.   We'l   l do our best to figure out the problem.   We've discovered and eliminated two bugs that caused system hangs for some users, so if you've had problems in the past, give it another try!

Configuration

CyberPhone configuration is accomplished by configuration files and the Configuration Window.   Both types will be covered here.

Configuration Window

The Configuration Window is opened by the "Config" Button on the Main Window.   This section summarizes the different parameters controlled by the window.

Voice

Phone Volume: This controls the volume of the sound card.   Values range from 0-100 with 100 being the loudest.   This volume is independent of a volume control on an external amplifier.

Voice Detection: To avoid clogging the Internet by transmitting unneccessary data, CyberPhone only transmits data when it detects voice.   The voice detection level is the voice level below which no data will be transmitted.   Setting the voice detection level at 100, for example, means that even screaming is interpreted as silence.   Setting the level at 0 causes constant transmission.   A normal setting for voice detection might be around 20 or 25.

Ringer

Ringer On/Off: This parameter turns on and off the audible ring.

Seconds Until Auto Reject: This parameter sets the time that the phone will ring before informing the other user that you are not answering.   The connection is terminated once this time expires.

Soundcard

Soundcard Input/Output Device: This sets the type of input and output sound card. The choices are detected automatically.

Full Duplex: By pressing Auto Detect, CyberPhone checks the sound card and determines if full-duplex communication is possible.   A message will be displayed with the results of the test and the check box will be set according to the result.

Use 8 Bit Input/Output: This sets whether 8-bit sound is used instead of 16-bit.

Output Slowdown: This feature is available only in half-duplex mode.   Output slowdown slows the rate that incoming data is played by the sound card.   The effect of this is to allow more time for incoming data to arrive.   With 14.4 modems, this can

improve sound quality.

Misc

Network Timeout: The network timeout is the period before certain network connections are timed out.

Netscape Path: This sets the path that CyberPhone looks for Netscape.   Netscape is used to display WWW pages associated with the advertisements displayed at the bottom of the Main Window.

Automatic Login: Setting this option causes CyberPhone to automatically log into a server when CyberPhone is started.   The server and userid will be the same as the last login.

Supress Daily Message: Setting this option supresses the Daily Message normally displayed when one logs into a server.

Controls

Apply: Apply causes CyberPhone to recognize any configuration changes.   Changes will also be saved to the configuration file so they will be available the next time CyberPhone is run.

Defaults: Defaults sets all Configuration settings to default values predetermined to work on the majority of systems running CyberPhone.   Configuration will not be updated until they are Applied.

Dismiss: Closes the Configuration Window without saving or Applying configuration changes.

CyberPhone On-Line Help

Welcome to CyberPhone on-line help!   This is the first version of our help system and it will continue to evolve over the coming weeks as we prepare for our release of Version 1.0.   We welcome any comments on this help system or on CyberPhone in general. The new features included in Version 0.8 are the direct result of feedback we've received on earlier versions.   We're listening to your comments, so don't hesitate to drop us a line!

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Controls

Main Window:

Call
The call button initiates a call to the user shown in the display window.   Calls may also be placed by double clicking a name in the Phone Book

Hangup
The hangup button terminates a call.   After hanging up CyberPhone is ready to place another call.

Login
The Login Button logs the user in and out of a server. When the user logs in the Login Window prompts for the server to register with.

Phone Book
The Phone Book button opens the Phone Book Window.   The Phone Book allows users to select from all the users currently running CyberPhone around the world

Config
The Config Button opens the Configuration Window.   On the Configuration Window all CyberPhone's adjustable parameters are controlled.

Event
The Event Button opens the Event Window.   The Event Window displays a list of events that have occurred during the current session. .

Talk: The Talk toggle button is used in half-duplex mode when the Hands-Off option is turned off.   The talk button acts similarly to a walkie-talkie's transmit button.   When "Talk" is selected, voice will be transmitted.

Mute: When Mute is selected, no voice will be transmitted.

Block: The Block toggle button activates CyberPhone's Call Blocking feature.   Call Blocking prevents other users from placing calls to you.   When Call Blocking is activated, the BLOCK indicator will appear in the Main Window Display.

Phone Menu:

Login/Logout: Acts the same as the Login Button described above.

Call: Acts the same as the Call Button described above.

Hangup: Acts the same as the Hangup button described above.

Phone Book: Acts the same as the Phone Book Button described above.

Event Messages: Acts the same as the Event Button described above.

Configuration: Acts the same as the Configuration Button described above.

Exit: Acts the same as the Exit Button described above.

Options Menu:

Local User Info: This selection opens the Local User Information Window.   This window allows users to add new users to CyberPhone and to change information on existing users.

Remote User Info: This selection is currently disabled.

Statistics: This selection opens the Statistics Window.   This window displays detailed information about packet transmission and reception and can provide an indication of the quality of the audio transmission.

Call Blocking: This selection opens up the Call Blocking Window.   This window allows users to enter and delete names from the list of users who can call you when call blocking is enabled.   If a name does not appear on this list they will not be able to contact you when call blocking is enabled.

Manual Call: This selection opens the Manual Call Window.   This feature is not fully implemented, but if you type the IP and Port of the person you wish to call, then when the call button is pressed, the call will be completed even if you (and they) are not logged into a server.

Download Ad: This selection downloads the next ad from the CyberPhone server.

Hands-Off: This selection toggles hands-off mode.   Hands-off mode only applies to users using half-duplex.   When hands-off mode is on, then the sound of your voice automatically triggers CyberPhone to transmit.   When hands-off is off, then you will have to press the Talk button on the Main Window to transmit.   Note that when hands-off is on, then you will only be able to speak when the other person is not talking (the sound card can not hear you speaking when it is playing).

Smoothing: The smoothing option is not fully implemented.   In theory, this selection should bridge the gap between packets received from the other user.   These breaks between packets result in popping noises and other distortion.   You must judge whether Smoothing currently improves sound quality.

Sound Effects: This option toggles the sound effects that CyberPhone uses (dial tone, etc).

Auto Accept: This option, when activated, causes all incoming calls to be automatically accepted.

Intstallation & Operation

Installation:

CyberPhone is easy to install.   Just take the CyberPhone .exe file (a self-extracting zip file) and place it in the directory you want it to run from.   Run the file, and the files will automatically extract themselves.   If they do not extract, check that you downloaded the program in binary mode.   If you did not, the program will not run.

Add the new CyberPhone program item to the Windows group of your choice and you're ready to go.   There's nothing more to it than that.

Basic Operations:

Starting CyberPhone

To run CyberPhone, click on the CyberPhone icon created during installation.   The first time you run CyberPhone, the Local User Information Window will appear.   Enter information about yourself in the appropriate fields.   This information will be uploaded to the CyberPhone server when you login.   When the information is entered, the "Add" button will add the new name to the user list.   Close the window by pressing the "Dismiss" button.   The Local User Information Window will not appear again unless opened from the Options Pulldown Menu.

The CyberPhone Main Window will now appear on the screen and CyberPhone is ready to use.

Logging into a Server

The first thing to do after starting CyberPhone is to log into a server.   Servers are used to maintain lists of users currently running CyberPhone.   When you login to a server, you will be able to select other users from the server's Phone Book, and your user information will be entered into the Phone Book so others can call you.

Press the "Login" button.   The Login Window will appear with a list of available servers. Select a server and the userid you wish to use and press the "Login" button.   The server will be contacted and the server's daily message will appear on the screen (the daily message can be supressed using an option on the Configuration Window).   Press the "OK" button to close the Daily Message.

After the Daily Message is closed, the server will automatically download the list of online users.

Using the Phone Book

Once you have logged into a server, press the Phone Book button to open the Phone Book Window.   This window contains a list of users currently running CyberPhone.   By clicking once on any name in the list, more detailed information on the user is displayed. Double clicking on any name automatically places a call to that person.

To update the list, press the Reload Button.   This contacts the servers selected in the Server Window and retrieves an updated user list.   To change the servers CyberPhone contacts, press the "Server" button.   To close the Phone Book Window, Press the "Dismiss" button.

Placing a Call

Calls may be placed by either double clicking on a name in the Phone Book, or by using the "Call" button on the Main Window.   When the "Call" button is used, the name in the Main Window's display will be called.

Once a call is placed, a connection will be automatically established.   When the

Connection has been Established

message appears in the Display, you may begin talking with the other person.

Hanging Up

When you are finished talking, pressing the "Hangup" button will terminate the conversation immediately.   Both your display and the display of the person you were talking to will indicate that the conversation has ended.   A connection can be reestablished by calling the person back.

Configuration

To configure CyberPhone, press the "Configure" button on the Main Window.   The Configuration Window will appear on the screen.   After modifying the desired parameters, press the "Apply" button to save the changes.   When you are finished, press the "Dismiss" button.   For a complete description of available configuration parameters, check the Configuration Topic.

Call Blocking

Call Blocking prevents you from receiving unwanted calls.   When call blocking is selected, only users entered in the Call Blocking Window are allowed to call you.   All other users will see messages indicating that no calls are being received.

To toggle the blocking option, press the selector on the Main Window.   When Call Blocking is selected, it will be indicated in the Main Window Display with the work "Block".

To select users that are allowed to call you when blocking is enabled, select "Call Blocking" under the Options pulldown.

Technical Support

CyberScience Inc. will make every effort to provide technical support for beta releases of CyberPhone.   This support will only be provided through e-mail.   Unfortunately, no phone support can currently be provided.   We will make every effort to respond promptly to users with problems.

Bug Reports

To report a bug or to tell us about your experiences with CyberPhone, write to:

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cyberphone@magenta.com
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Mailing List

Support may also be available from other users currently using CyberPhone.   The CyberPhone mailing list is the best way to contact these users.   To subscribe to the CyberPhone mailing list, send a message to:

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listserv@magenta.com
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with the line:

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subscribe cyberlist
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in the body (no subject is neccessary).   You will receive confirmation that you joined.

Web Site

For more information about CyberPhone, check our WWW site at

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http://magenta.com/cyberphone
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Our Web page includes more information about CyberPhone and is
the place to go to see the latest CyberPhone announcements.
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