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# Buttons

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# Troubleshooting

Frequently Asked Questions (FAQ)

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## The IC Phone Window

The main IC Phone Window gives you access to any features you need. Click on the different areas of the graphic displayed here to find out more.



## Configure your user details

Configuring your user details enables you to register your Email address and user information with the IC Phone server. In this way, other IC Phone users can locate you.

### To configure your user details

1. Click the **Setup** button in the main IC Phone window. The IC Phone Setup dialog is displayed, presenting your User Setup information.
2. Fill in the User Setup dialog fields.
3. Choose the **Ok** button to save your changes and close the IC Phone Setup dialog. If you wish to enter information in the other dialog, choose the **Apply** button and then click the tab for the desired dialog.

### Related Topics:

User Setup Dialog

## User Setup Dialog

### **Email Address**

Type your Email address in the space provided. If you've already configured your [IC Phone](#), you should see the Email address you typed previously. You must enter your Email address.

### **Load**

Click this button to fill the dialog's fields with the user details relevant to the current Email address. This comes in handy if you want to use the IC Phone on someone else's computer. To do this, enter your own address in the Email address field, click the **Load** button, fill in your password in the Password field, and then click the **Apply** button. At this point, you can use the IC Phone to call other users.

### **Password**

Type your IC Phone password here. Your IC Phone password may contain up to 8 alphanumeric characters and can be changed at any time. This password prevents other users from registering under your Email address.

### **Change Password**

Click this button to change your password using the Change Password dialog.

### **First Name**

Fill in your First name. This field is optional, and is used to provide other IC Phone users with additional information.

### **Last Name**

Fill in your Last name. This field is optional and provides other IC Phone users with additional information.

### **Country**

Fill in the name of the Country where you reside. This field is optional and provides other IC Phone users with additional information.

### **Organization**

Fill in your Organization. This field is optional and provides other IC Phone users with additional information.

### **User Information**

In the User Information field, type any text you like. This text will appear next to your name when other users look through the List of IC Phone Users. This field is optional.

### **Remove me from the IC Phone server when I exit**

This option 'unregisters' you from the IC Phone server when you exit the application. When this checkbox is selected, after exiting the application, you will not appear listed among the inactive users in the [List of IC Phone Users](#).

### **IC Phone Server**

Click the down arrow and select a server from the drop-down list, or enter the name or address of the desired IC Phone server. Alternatively, click the **Server List** button and select a server from the IC Phone Server List dialog.

Select 'None' if you wish to call users via their IP address, without going through an IC Phone server.

### **Server List**

Click this button to open a list of IC Phone servers available for selection.



## Change your IC Phone password

Your IC Phone password prevents other people from registering using your Email address. You do not have to supply a password in order to use the IC Phone, however, you must enter a password in order to create interest groups.

### To change your IC Phone password

1. Click the **Setup** button in the main IC Phone window. The IC Phone Setup dialog is displayed, presenting your User Setup information.
2. Click the **Change Password** button. IC Phone displays the Change Password dialog.
3. Fill in the Change Password dialog fields.
4. Click the **Ok** button to save your changes and close the dialog.

### Related Topics:

[Change Password Dialog](#)

## Change Password Dialog

### **Current password**

Type your current password in this field.

### **New password**

Type the new password you want to use. Your password may contain up to 8 alphanumeric characters.

### **Confirm new password**

Retype your new password to confirm.

## Select an IC Phone server

When you configure your IC Phone parameters, you should select the server that will enable you to locate other IC Phone users.

### To select an IC Phone server

1. Click the **Setup** button in the main IC Phone window. The IC Phone Setup dialog is displayed, presenting the User Setup information.
2. In the IC Phone Server field, click the down arrow and select a server from the drop-down list, or enter the name or address of the IC Phone server. Alternatively, click the **Server List** button. The Server List dialog is displayed.
3. Select the desired server and click the **Ok** button. IC Phone enters your selection in the Setup dialog.
4. Click the **Apply** button to save your changes, or the **Ok** button to save your changes and close the Setup dialog.

## Configure voice mode

If your computer has a full duplex sound card, you can configure the IC Phone for use with your computer speakers or with headphones.

### To configure the Voice Mode for your IC Phone

1. Click the **Setup** button in the main IC Phone window. The IC Phone Setup dialog is displayed.
2. Click the Voice Mode tab to display your Voice Mode information.
3. Select the appropriate options in the Voice Mode dialog.
4. Click the **Apply** button to save your changes, or the **Ok** button to save your changes and close the Setup dialog.

### Related Topics:

Voice Mode Dialog

Advanced Parameters Dialog

## Voice Mode Dialog

### Full duplex speakerphone

Select this radio button to listen to callers on your computer speakers. This option is available if your computer has a full duplex sound card.

### Full duplex headphones

Select this radio button to listen to callers on your headphones. This option is available if your computer has a full duplex sound card.

### Half duplex auto mode, Half duplex manual mode

If your computer has a half duplex sound card, you can configure the IC Phone for either Automatic or Manual mode. In Automatic mode, the IC Phone software automatically controls the Speaking/Listening mode. In other words, as soon as you stop talking, the IC Phone switches to Listening mode, so you can listen to the other user talking. In Manual mode, you control the voice mode by using the **Push to Talk** button. When you finish talking, click the **Push to Listen** button to switch the IC Phone to Listening mode.

Select the Half duplex Auto mode radio button to switch the Speaking/Listening mode automatically.

Select the Half duplex Manual mode radio button to switch the Speaking/Listening mode manually.

### Coder Selection

Click the down arrow to select a different voice compression algorithm. Most computers work best using the G723/6.3 lite coder. If, for example, you are using a 486 computer, you should select the GSM/VQ coder which demands less computer's resources.

In order for the G723/6.3 compression algorithm to work properly, you need at least a Pentium 100MHz. (See the system requirements in the readme.txt file.)

### Advanced

If necessary, click this button to open the Advanced Parameters dialog where you can determine advanced IC Phone configuration parameters. In general, these values should only be changed by users who received specific instructions from IBM technical support staff, or those who have advanced knowledge regarding Internet telephone parameters.

## Related Topics

Push to Talk/Listen Button

## Advanced Parameters Dialog

These values should only be changed by users who received specific instructions from IBM technical support staff, or those who have advanced knowledge regarding Internet telephone parameters.

### Port Number

This field enables you to change the port number used for the IC Phone server. It is highly recommended that you do not change the default value of 80 that is displayed in this field, unless directed to do so by IBM technical support staff. This field is meant to enable special IC Phone configurations that are not intended for the standard IC Phone user.

### Frames per period

This field enables you to change the number of frames per packet of data transmitted. This value may require adjustment if you are using the IC Phone over a LAN or within an environment other than the Internet. If you increase the number of frames per period, the quality of voice transmission will improve but you will experience a longer delay.

### Auto-answer

Select this checkbox if you want your computer to automatically answer all incoming calls without first displaying the Incoming Call dialog.

### Debug Level

Selecting a Debug Level generates a log file that reports on problems regarding IC Phone operation and performance. To do this, click the down arrow and select a debug level between 0 to 4. If you select 0, no problems will be reported. If you select level 4, all problems, no matter how trivial, will be reported. This feature is used to help IC Phone developers and technical support staff debug potential problems.

### Microphone AGC

When this checkbox is selected, the IC Phone automatically maintains a constant microphone gain. Using this feature, the remote party will hear your voice at a constant strength, even if you are moving closer to, or farther from, the microphone as you speak.

### Speakerphone AGC

When this checkbox is selected, the IC Phone automatically maintains the volume of the remote party's voice at a constant level.

### Comfort noise

This checkbox enables you to add background noise while you are speaking. When both you and the remote party use full duplex communication that provides echo suppression, background noise is suddenly cut off as you begin speaking. This feature enables you to add in the comforting background noise.

### Ok

Click this button to save your changes and close the Advanced parameters dialog.

## Call another user

The IBM IC Phone lets you place calls to other users.

### To call another IC Phone user

1. Choose the **Call** button in the main IC Phone window. IC Phone opens the IBM IC Phone Call dialog.
2. Click the appropriate radio button to determine whether you want to contact users by entering their Email address, IP address, or telephone number. You can enter the user's telephone number only if you have a PSTN gateway.
3. Fill in the appropriate details.
4. Click the **Call** button. The Call Status area displays a message describing the current status of your call.

Alternatively, you can click the User List button.

### Related Topics

User List Button

## IC Phone Call Dialog

### **Email** address, IP address, or Telephone number

Click the appropriate radio button to determine whether you want to contact users by entering their Email address, IP address, or telephone number. You can enter the user's telephone number only if you have a PSTN gateway.

### **Address**

In the space provided, type the Email address, IP address, or telephone number of the user you want to call. Alternatively, click the down arrow to select an address from a list of the users you've called previously.

### **Called You**

Click the **Called You** button to open a list of users who tried to call you. For more information, see [Call back previous callers](#).

### **Call**

Click the **Call** button to place a call to the user whose address appears in the dialog's Address field. The Call Status area displays a message describing the current status of your call.



## Hang up

You'll want to hang up once you've finished your call.

### To hang up at the end of a call

- ◆ Click the **Hangup** button in the main IC Phone window.

## Receive a call

You can receive an [IC Phone](#) call at any time. When you receive a call, IC Phone opens the Incoming Call dialog. The dialog displays the [Email](#) address of the caller.

### To accept a call

- ◆ Click the **Ok** button and begin speaking when the connection is established.

### To refuse a call

- ◆ Click the **Cancel** button. IC Phone will not connect the caller.

**Note:** You can [configure](#) the IC Phone to automatically answer all incoming calls, without displaying the Incoming Call dialog. For information, see [Advanced Parameters Dialog](#).

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## Call back previous callers

IBM IC Phone allows you to easily call back users who called you.

### To call back a previous caller

1. Click the **Call** button in the main IC Phone window. IC Phone displays the IBM IC Phone Call dialog.
2. Click the **Called You** button to open a list of users who tried to call you.
3. Select the user you want to call and click the **Call Back** button. Or, double-click the name of the user you want to call. IC Phone places the call.

## Find other users

You can locate other IBM IC Phone users who are active (on line) or inactive (not currently using their IC Phone).

### To locate other IC Phone users

1. From the main IC Phone window, click the **User List** button. IC Phone opens the List of IBM IC Phone Users.
2. Once you've selected a user from the list displayed, click the **Call** button to place a call to the selected user.

**Note:** Instead of using the **Call** or **User Details** buttons, use the right mouse button to click a user's Email address. The menu that appears displays Call and Details options. Select the Call option to call the selected user, or the Details option to see the user's details. The Call option will be greyed out if the selected user is inactive at this time.

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### Related Topics:

List of IBM IC Phone Users

## List of IBM IC Phone Users

This dialog displays a list of the IBM IC Phone users arranged alphabetically by Email address. The list also displays users' last names, first names, IP addresses, country, and organization.

### Select one of your interest groups

To search for users in one of your interest groups, click the down arrow and choose one of the interest groups you joined. Alternatively, type the name of the interest group in this field.

### Interest Groups

If you would like to join an interest group at this time, click the **Interest Groups** button. For more details on how to join an interest group, see Join an Interest Group.


### Alphabet Tabs


To narrow down your search for a specific user, click the tab containing the first letter of the user's Email address. For example, if you are searching for the user Friend@somewhere.com, click the **F** tab to see a list of all IC Phone users whose Email address begins with the letter F. Alternatively, you can click the Filter **Set** button and conduct a detailed search using the Filter Setup dialog.

### All


To see a list of all IC Phone users click the All tab or press the **All** button. The User List window alphabetically arranges the names of all registered users.

### Display inactive users

Select this radio button if you want the list to include those users who are not currently on line. The User List alphabetically arranges the names of active and inactive users. A green  indicates active users, and a purple

 indicates an inactive user.

### Filter Set

The  button opens the IC Phone Filter Setup dialog where you can specify how you want IC Phone to search through the list of users.

### Filter on

Select this radio button if you want IC Phone to filter the users displayed in the User List.

### Filter off

Select this radio button if you want IC Phone to display the User List without applying any search criteria that are set in the Filter Setup dialog.

### Stop

Click this button to stop the User List display.

### Refresh

Click this button to bring the User List up-to-date. The refreshed list includes any users who registered

since your last search or since you opened the IC Phone.

### **Call**

Click the Email address of the user you want to call and then click the **Call** button. Or, double-click the name of the user you want to call. IC Phone puts a call through to the selected user.

### **User Details**

Click the user's Email address so that it is highlighted and then click the **User Details** button. IC Phone displays the selected user's details. The information displayed includes details such as the user's Email address, first name, last name, country, organization, and IP address.

**Note:** Instead of using the **Call** or **User Details** buttons, use the right mouse button to click a user's Email address. The menu that appears displays Call and user Details options. Select the Call option to call the selected user, or the Details option to see the user's details. The Call option will be greyed out if the selected user is inactive at this time.

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### **Related Topics**

[Search through the list of users](#)

[See a user's details](#)

## Search through the list of users

The List of IBM IC Phone Users displays a list of active and inactive IC Phone users. This feature lets you find other users by searching for their Email address, first name, last name, and IP address. You can also use this dialog to search for users that belong to the interest groups you have joined.

### To search for other IC Phone users

1. From the main IC Phone window, click the **User List** button. IC Phone opens the List of IBM IC Phone Users.
2. Use the various dialog options to narrow down your search.
3. Click the Filter **Set** button. IC Phone opens the IC Phone Filter Setup dialog.
4. Click the **Ok** button to save your filter settings and close the Filter Setup dialog. IC Phone activates the Filter on radio button and displays the list of users that match your search criteria.

Once you've selected a user from the list displayed, you can place a call by clicking the **Call** button in the User List dialog.

### To search for users in one of your interest groups

1. In the List of IBM IC Phone Users, click the down arrow in the Select one of your Interest Groups field and choose one of the interest groups you've already joined. Alternatively, type the name of the interest group in the Select one of your Interest Groups field.
2. Click the **Ok** button. IC Phone returns your search results in the List of IC Phone Users dialog.

If you would like to join an interest group at this time, click the **Interest Groups** button. For more details on how to join an interest group, see Join an Interest Group.

### Related Topics:

IC Phone Filter Setup Dialog

## IC Phone Filter Setup Dialog

The IC Phone Filter Setup dialog allows you to search for a specific text string and use checkboxes to specify the user details in which IC Phone will search for this string. For example, if you select the First name checkbox and then type **lynda** in the Search text field, IC Phone will search for users whose first name is Lynda. The search is not case sensitive, so it doesn't matter whether you use upper or lower case letters.

### Search text

Enter the text you want IC Phone to search for. You can type the first few characters found in any of the user's details. You can use the character \* (asterisk) to replace any regular expression. For example, if you are searching through Email addresses, by typing Fr\*re, you could locate Friend@somewhere in addition to Friend@rare. IC Phone will search among users who joined the interest group that is currently listed in the List of IBM IC Phone Users dialog.

### Match whole word only

Select this checkbox to look for all occurrences of your Search text, where the text is separated from other characters by spaces or tabs.

### Email address

Select this checkbox to look for your Search text among users' Email addresses.

### IP address

Select this checkbox to look for your Search text among users' IP addresses.

### Last name

Select this checkbox to look for your Search text among users' last names.

### First name

Select this checkbox to look for your Search text among users' first names.

### Country

Select this checkbox to look for your Search text among users' countries.

### Organization

Select this checkbox to look for your Search text among users' organizations.

### User Information

Select this checkbox to look for your Search text within the text listed for users' information.

### Ok

Click the **Ok** button to save your filter settings and close the Filter Setup dialog. IC Phone activates the Filter On radio button and displays the list of users that match your search criteria.



## See a user's details

Once you have selected a user from the IC Phone User List, you can view his or her personal details.

### To find out more about a selected user

1. From the IBM IC Phone User List, click the user's Email address so that it is highlighted.
2. Click the **User Details** button. IC Phone displays the selected user's details. The information displayed includes details such as the user's Email address, first name, last name, IP address, country, organization, and user information.
3. Click the **Call** button to call the selected user, or click the **Cancel** button to close the User Details dialog.

**Note:** The **Call** button is disabled (greyed out) if the selected user is currently inactive.

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## Adjust the volume

The volume level of your loudspeaker determines how loud or soft you hear the voice of your caller.

### **To adjust the volume of your loudspeaker**

- ◆ On the Volume control slider, drag the scroll box to the left to lower the volume, or to the right to raise the volume.

Or

- ◆ On the Volume control slider, click the right scroll arrow to raise the volume by small increments. Click the left scroll arrow to lower the volume level by small increments.

## Adjust microphone sensitivity

The microphone sensitivity determines how far the speaker must be from the microphone in order for his/her voice to be picked up. For example, if you don't want the microphone to pick up other people speaking in the room, you may need to decrease the microphone sensitivity. Alternatively, if the remote party has difficulty hearing you, you may need to increase the microphone sensitivity.

In versions that support this feature, the Voice Activity Indicator lights up when the IC Phone detects that you are speaking. If the indicator lights up even when you are not speaking, your microphone sensitivity is too high. Lower the microphone sensitivity until the indicator lights up only when you are speaking. If, during a call, the Voice Activity indicator does not light up when you are speaking, you should raise the microphone sensitivity.

### To adjust the sensitivity of the microphone

- ◆ On the Mic Sensitivity control slider, drag the scroll box to the left to lower microphone sensitivity, or to the right to raise it.  
Or
- ◆ On the Mic Sensitivity control slider, click the right scroll arrow to raise the sensitivity by small increments. Click the left scroll arrow to lower the sensitivity by small increments.

### Related Topics

[Check for voice activity](#)

## Mute the microphone

IC Phone allows you to 'mute' or turn off microphone input. Callers will not be able to hear your voice or other noise in your room.

### To turn off microphone input

- ◆ Click the **Mute** button (so that it looks pressed in) in the main IC Phone window.

### To let the microphone pick up your voice

- ◆ Click the **Mute** button (so that it no longer looks pressed in) in the main IC Phone window.

## Check for voice activity

During a call, the Voice Activity Indicator lights up when the IC Phone detects that you are speaking into the microphone. You can use this indicator to check whether or not the microphone sensitivity is adjusted properly. This feature is not supported in the IC Phone Mwave version.

If the Voice Activity indicator lights up even when you are not speaking, your microphone sensitivity is too high, or there is a lot of 'voice-like' noise in the background. The microphone is probably picking up other sounds in the room. Lower the microphone sensitivity until the indicator lights up only when you are speaking.

If the Voice Activity indicator does not light up when you are speaking, you should raise the microphone sensitivity.

### Related Topics

[Adjust microphone sensitivity](#)

## Exit the application

If you no longer want to place or receive calls on the IBM IC Phone, you can exit the application.

### To exit the IC Phone

1. Click the **Exit** button in the main IC Phone window. If you are in the middle of a call, IC Phone asks you to confirm that you want to end the call.
2. Click the **Ok** button. IC Phone hangs up and exits the IC Phone application.

### You can also exit the IC Phone by

- ◆ Clicking the **X** at the top right corner of the application window.
- ◆ Double-clicking on the control box at the top left corner of the application window.
- ◆ Pressing ALT+F4 from your keyboard.

## Configure the Mwave modem

If your PC is equipped with IBM's Mwave card, the card functions both as a modem and as a multimedia sound card. As a modem, the Mwave card can connect in 14400 (V.32bis) mode or in 28800 (V.34) mode.

Currently, the IBM IC Phone cannot be used when the Mwave modem is connected in 28800 mode with error correction. To enable IC Phone operation, you should disable the Mwave modem's error correction or set the modem to work in 14400 mode.

### To disable the Mwave modem's error correction in Windows95

1. From the My Computer folder, open the Dial-Up Networking folder.
2. Using the right mouse button, click **IBM Global Network**, and select Properties from the popup menu.
3. In the Properties dialog, click the Configure button. The Configure dialog is displayed.
4. In the Configure dialog, choose the Connection tab.
5. Click the **Advanced...** button. The Advanced Connection Settings dialog is displayed.
6. In the Advanced Connection Settings dialog, unselect the Error Correction checkbox.
7. In the Extra Settings field, type "AT\*TH8\N0".
8. Click the **Ok** button in all open dialogs.

### To disable the Mwave modem's error correction in Windows 3.1

- ◆ Add "AT\*TH8\N0" to the modem initialization string in your dial-up software.

### To change the Mwave mode to 14400

1. Disconnect from your Internet provider. If you are using the IBM Internet connection, click the **Disconnect** button.
2. Open the Mwave Modem application. The Mwave Modem main window is displayed.
3. From the Options menu of the Mwave Modem application, select Settings.... The Options dialog is displayed.
4. In the **Maximum Speed** box, choose the radio button labeled **14400 (V.32 bis)**.
5. Choose the **Ok** button to close the Options dialog. Click the **X** button at the upper right corner of the main window to exit the Mwave Modem application.
6. Connect to your Internet provider again.
7. Activate the IC Phone application.

## Work with interest groups

Interest groups are used to bring together people that would like to chat over the Internet. This feature makes it easy for you to locate and call other IC Phone users who share common interests, or to search for users who belong to specific interest groups.

You can join a group, leave a group, view or search through the list of users who belong to an interest group, create, or modify your own groups.

### Related Topics:

[List interest groups](#)

[List users in an interest group](#)

[Create an interest group](#)

[Modify an interest group's details](#)

[Join an interest group](#)

[Leave an interest group](#)

[Edit Groups Dialog](#)

[Join Groups Dialog](#)



## List interest groups

You can see a list of all the [IC Phone](#) interest groups. At this time, you can look at a group's details to find out more information, or join one of the groups in the list.

### To see the list of available interest groups

1. Click the **Setup** button in the main IC Phone window. The IC Phone Setup dialog is displayed.
2. Click the Join Groups tab. The All Interest Groups list displays the list of available interest groups.

### To see more information about a group

- ◆ In the All Interest Groups list, double-click the name of the group whose details you want to view. IC Phone displays the group's name, description, and the [Email](#) address of the group's [owner](#).

## Related Topics

[Join an interest group](#)

[List users in an interest group](#)

[View an interest group's details](#)

## List users in an interest group

You can see a list of all the [IC Phone](#) users who are currently members of one of your interest groups. You cannot view a group's user list unless you yourself belong to the group.

### To see a list of interest group members

1. From the main IC Phone window, click the **User List** button. IC Phone opens the List of IBM IC Phone Users.
2. Click the down arrow in the Select one of your Interest Groups field and choose one of the interest groups listed, or type the name of the interest group.
3. Click the **Ok** button. IC Phone returns your search results in the List of IC Phone Users dialog, where it alphabetically arranges the names of the users belonging to the interest group you selected.
4. If you would like to join an interest group at this time, click the **Interest Groups** button. For details on how to join an interest group, see [Join an Interest Group](#).

To search through the list of users in alphabetical fashion, click any of the alphabetical ordering tabs. For example, to look for users whose E-mail address begins with the letter S, click the **S** tab.

## Create an interest group

You can create or modify your own interest groups.

### To create an interest group

1. Click the **Setup** button in the main IC Phone window. The IC Phone Setup dialog is displayed.
2. Click the Edit Groups tab. The Edit Groups dialog is displayed with your Email address in the Owner field.
3. In the Name field, enter a name for the group. You must fill in a name for the interest group.
4. In the Description field, enter a few phrases describing the interest group. The information in this field will help other users decide if they want to join the group.
5. Click the **Create** button. IC Phone creates the group and adds it to the list of Groups I've created.
6. Click the **Ok** button to save your changes and close the Setup dialog.

## Modify an interest group's details

You can change the description of any group you created.

### To modify an interest group

1. Click the **Setup** button in the main IC Phone window. The IC Phone Setup dialog is displayed.
2. Click the Edit Groups tab. The Edit Groups dialog is displayed.
3. Select the name of the group you want to modify. The group's details are displayed in the dialog's fields.
4. Make any necessary changes to the group Description.
5. Click the **Modify** button.
6. Click the **Apply** button to save your changes, or the **Ok** button to save your changes and close the Setup dialog.

## Join an interest group

You can join one or more interest groups at any time. After you have joined an interest group, you can see a list of the group's members and chat with active users.

### To join an interest group

1. Click the **Setup** button in the main IC Phone window. The IC Phone Setup dialog is displayed.
2. Click the Join Groups tab. The Join Groups dialog is displayed.
3. Select the desired interest group from the All Interest Groups list. This list displays all available IC Phone interest groups. To select more than one interest group, hold down the CTRL key while you click on each additional group you want to select.
4. Click the **Join** button. The names of the interest groups you selected appear in the list of My Interest Groups. This list displays all the interest groups to which you currently belong.
5. Click the **Apply** button to save your changes, or the **Ok** button to save your changes and close the Setup dialog.

### Related Topics

[Leave an interest group](#)

[Create an interest group](#)

## Leave an interest group

You can leave an interest group at any time.

### To leave an interest group

1. Click the **Setup** button in the main IC Phone window. The IC Phone Setup dialog is displayed.
2. Click the Join Groups tab. The Join Groups dialog is displayed.
3. Select the interest groups you want to leave from the My Interest Groups list. This list displays all the interest groups to which you currently belong. To select more than one interest group, hold down the CTRL key while you click on each additional group you want to select.
4. Click the **Leave** button. The names of the interest groups you chose to leave are removed from the My Interest Groups list.
5. Click the **Apply** button to save your changes, or the **Ok** button to save your changes and close the Setup dialog.

### Related Topics

[Join an interest group](#)

[Create an interest group](#)

## Edit Groups Dialog

### Groups I've created

This is a list of the interest groups you created. Select one of the groups in this list if you would like to modify the group description.

### Name

This field contains the interest group's name. You must fill in a name when creating an interest group.

### Description

This field contains a few phrases describing the interest group. The information in this field is optional and will help other users decide whether or not they want to join the group.

### Owner

This field displays your Email address.

### Create

Click this button to create a new interest group. IC Phone creates the group and adds it to the list of Groups I've created.

### Modify

Click this button to save your modifications to the group's description.

### Ok

Click the **Ok** button to save your changes and close the Setup dialog.

## Join Groups Dialog

### All Interest Groups

This list displays all available IC Phone interest groups. Click on the group you want to join. To select more than one interest group, hold down the CTRL key while you click on each additional group.

### My Interest Groups

This list displays all the interest groups to which you currently belong.

### Join

Click this button to join the groups that are currently highlighted (selected) in the All Interest Groups list. IC Phone adds the names of the groups you joined to the list of My Interest Groups.

### Leave

Click this button to leave the groups that are currently highlighted (selected) in the My Interest Groups list. The names of the interest groups you chose to leave are removed from the My Interest Groups list.

### Ok

Click the **Apply** button to save your changes, or the **Ok** button to save your changes and close the Setup dialog.





## Setup

Clicking this button opens the IC Phone Setup dialogs where you can set up your Email address, IC Phone server, audio hardware, and interest groups. Click the tab for the dialog you need.

### **The Setup dialogs include the following dialogs**

- ◆ User Setup dialog, where you can configure your IC Phone parameters such as Email, personal details, and IC Phone server.
- ◆ Edit Groups dialog, where you can create or modify interest groups.
- ◆ Join Groups dialog, where you can join or leave interest groups.
- ◆ Voice Mode dialog, where you can set up the voice mode appropriate for your audio hardware and determine advanced configuration parameters.



## Call / Hangup

Clicking the **Call** button opens the IBM IC Phone Call dialog.

Click the appropriate radio button to determine whether you want to contact users by entering their Email address, IP address, or Telephone number. You can enter the user's telephone number only if you have a PSTN gateway. Select the IP address radio button if you wish to call other users without selecting an IC Phone server in the Setup dialog.

In the space provided, type the Email address, IP address, or telephone number of the user you want to call. Alternatively, click the down arrow to select an address from a list of the users you've called previously.

The IBM IC Phone Call dialog contains a **Called You** button. Clicking this button opens a list of the last 10 users who placed calls to your Email address since you registered. The button is disabled if you did not previously receive calls. Select one of the users in the Callers List to call him/her.

The **User List** button opens the User List.

The **Hangup** button is enabled when you are in the middle of a call. Clicking this button terminates your call.



## User List

Clicking this button opens the List of IBM IC Phone Users dialog, where you can search for, or call, other on-line IC Phone users. You can select from lists of users that belong to the various IC Phone interest groups.

You can conduct a detailed search through the List of IBM IC Phone Users. This feature lets you find other users by searching for their Email address, first name, last name, IP address, or user information.

### To see a list of IC Phone users currently on-line

- ◆ Click the All tab. The User List window alphabetically arranges the names of active and inactive users. A green tick ✓ indicates an active user, and a purple ✕ indicates an inactive user. To stop the User List display, click the **Stop** button.

### To call a user from this dialog

- ◆ Select the user's Email address and click the **Call** button. Alternatively, double-click the user's Email address. You can also select the desired user, click the right mouse button, and then select the Call option from the menu displayed.

### To search for other IC Phone users

1. Click the Filter **Set** button. IC Phone opens the IC Phone Filter Setup dialog.
2. Select one or more user details checkboxes to choose the information IC Phone will search for. Available selections are Email, IP address, Last name, First name, Country, Organization, and User Information. For example, if you select the First name checkbox and then type **lyn** in the Search text field, IC Phone will search for users whose first name contains the characters **lyn**.
3. Click the **Ok** button to save your filter settings and close the Filter Setup dialog. IC Phone activates the Filter On radio button and displays the list of users that match your search criteria.

### To search for users in an interest group you've joined

1. Click the down arrow in the Select one of your Interest Groups field and choose one of the interest groups you joined, or type in the name of the interest group.
2. Click the **Ok** button. IC Phone returns your search results in the List of IC Phone Users dialog.

If you would like to join an interest group at this time, click the **Interest Groups** button. For more details on how to join an interest group, see [Join an Interest Group](#).



## Mute

Clicking this button turns the microphone input on or off. When the microphone input is off, callers will not be able to hear your voice.

To turn microphone input off, click the **Mute** button so that it looks pressed in. To turn microphone input on, click the **Mute** button so that it no longer looks pressed in.



## Push to Talk/Listen

Clicking this button switches you from Speaking to Listening mode and vice versa. To begin talking in Speaking mode, click the **Push to Talk** button and begin talking. When you finish saying something, click the **Push to Listen** button so you can listen to the other user. This button is available only if you selected Manual mode in the Setup dialog.



## Help

Clicking this button opens the IC Phone Online Help window.



**Exit**

Clicking this button closes the IC Phone application.

If you are in the middle of a call, IC Phone asks you to confirm that you want to hang up, and then exits the IC Phone application.

## Frequently Asked Questions (FAQ)

If you have any problems or questions regarding your IC Phone, it's a good idea to look through this list first.

### Related Topics:

Q. How do I get an updated copy of the IC Phone and how much does it cost?

Q. Is there an IC Phone version available for Windows 3.1?

Q. Can the IC Phone be used under Windows NT?

Q. Does the IC Phone work with all modems?

Q. Other users can't hear me(Windows 95).

Q. When I call other users, they hear frequent breaks in my voice. What adjustments should I make?

Q. How can IC Phone recognize the duplex capability of my sound card?

Q. How do you select a microphone for IC Phone and IBM Voice Mode?

Q. Which is better? The IC Phone Mwave version or the native Windows 95 version?

Q. Do I need Mwave support to run the IC Phone?

Q. What is an Mwave card? Is it the same as a Sound Blaster?

Q. Do I need an updated driver to get full duplex operation?

Q. If I have a duplex speakerphone and the person I am talking to doesn't, can you only have a one-way conversation?

Q. What IC Phone servers are available?

Q. I can't reach the IC Phone server.

Q. Does server traffic affect voice quality?

Q. Does IC Phone support command line access?

Q. Does the IC Phone work through firewalls?

Q. Can I call use the IC Phone to call someone who does not have Internet access?

Q. The transmission breaks up periodically. Is it because of the lines and routers, or the modem?

Q. Can we use IC Phone over our own network?

Q. Who provides support for IC Phone?



**Q. How do I get an updated copy of the IC Phone and how much does it cost?**

The IC Phone is absolutely free and can be downloaded from one of two sites:

- ◆ <http://www.ics.raleigh.ibm.com/ics/icphone>
- ◆ <http://www.internet.ibm.com/icphone>

**Q. Is there an IC Phone version available for Windows 3.1?**

A Windows 3.1 version of IC Phone is available only for IBM Mwave technology sound cards (it is not available for other sound cards such as Sound Blaster ).

The Mwave technology enables computers with slower processors (386+) and non-real time operating systems, such as Windows 3.1, to perform real time processing.

**Q. Can the IC Phone be used under Windows NT?**

Yes. The IC Phone native (Windows 95) version runs under Windows NT.

**Q. Does the IC Phone work with all modems?**

Yes. IC Phone works with any type of modem.

## Q. Other users can't hear me(Windows 95).

Ensure that your Windows 95 Volume Control settings and your IC Phone volume and microphone settings are correct. To do this:

1. Double-click the microphone icon in the bottom right corner of your screen. The Windows 95 Volume Control settings are displayed. You can make sure they are set properly as follows:
    - The Volume slider (leftmost column) should not be positioned at the very bottom of the range.
    - The Wave slider (next column) should not be positioned at the very bottom of the range.
    - From the Options menu, select Properties.
    - Make sure the Playback radio button is selected.
    - In the 'Show the following volume controls' list, make sure the Microphone checkbox is selected.
    - Click the **Ok** button. The dialog closes and control returns to the Volume Controls.
    - The Microphone Balance slider at the top right corner, should be positioned in the middle of the range.
    - The Mute checkbox at the bottom right of the dialog should not be selected.
  2. Close the Volume Control dialog by clicking the **X** at the top right corner or by pressing ALT+F4.
  3. In the IC Phone main window, check that the **Mute** button is not depressed.
  4. If necessary, on the IC Phone main window, adjust the Microphone slider.
- ◆ <http://www.ics.raleigh.ibm.com/ics/icphone>
  - ◆ <http://www.internet.ibm.com/icphone>

**Q. When I call other users, they hear frequent breaks in my voice.  
What adjustments should I make?**

Recommended action:

1. Check if you have other open applications that are using a lot of CPU resources. If yes, close them.
2. If you are using a computer that does not have a Pentium 100MHz processor (or higher), select the GSMVQ coder algorithm when you configure the Advanced Parameters for your Voice Mode.
3. If there is a lot of noise in either your room or near the user you are calling, you should configure your IC Phone to work with your headphones instead of the computer's speakerphone. For information, see Configure voice mode.

### **Q. How can IC Phone recognize the duplex capability of my sound card?**

IC Phone automatically detects if your computer has a full duplex sound card with full duplex drivers. You should see the full duplex option enabled so that you can chose either headphones or speakerphones when you configure your Voice Mode.

## Q. How do you select a microphone for IC Phone and IBM Voice Mode?

The IC Phone should be able to work with any microphone. If you are using the Windows 95 version, you can adjust your volume control settings by opening the **Start** menu and selecting **Accessories:**

**Multimedia: Volume Control.**

The IC Phone automatically detects whether you have a half duplex or a full duplex sound card. If the full duplex option is disabled, it means that either your sound card , your sound drivers, or both of them are half duplex. For more information, see [Configuring your voice mode.](#)



### **Q. Which is better? The IC Phone Mwave version or the native Windows 95 version?**

If you have Windows 95 installed, even if you are using an Mwave card, we recommend that you install the native version of IC Phone.

If you are running Windows 3.1 you can only use the Mwave version.

An OS/2 version is available for all sound cards that work with OS/2.

### **Q. Do I need Mwave support to run the IC Phone?**

If you are running Windows 95 and have a non-Mwave sound card installed, you do not need Mwave support.

## Q. What is an Mwave card? Is it the same as a Sound Blaster?

An Mwave card is IBM's multimedia card, that provides both modem and sound functions in one card.

It is not the same as a Sound Blaster sound card. If you have a Sound Blaster card in your computer you cannot use the IC Phone Mwave version. Although if you have an Mwave card, you can use the native (non-Mwave) version of IC Phone.

If you are running Windows 95 on your computer, we do not recommend that you use the Mwave version .

### **Q. Do I need an updated driver to get full duplex operation?**

In order to take advantage of full duplex sound capabilities, you require a full duplex sound card and the full duplex drivers from your sound card manufacturer (Creative for Sound Blaster).

If you have a full duplex sound card and half duplex drivers, you will not be able to use the full duplex sound mode.

**Q. If I have a duplex speakerphone and the person I am talking to doesn't, can you only have a one-way conversation?**

To have a two way conversation, you don't need a duplex speakerphone, just a duplex sound card and headphones (or speakers if you don't mind the other side hearing themselves echoed).

The full duplex speakerphone is a feature using the technology developed here at IBM. This technology allows you to talk "naturally" using a speakerphone.

### **Q. What IC Phone servers are available?**

Currently, outside IBM, IC Phone users can use the Advantis server whose IP address is 204.146.47.25.

You will need to log on to IGN or any other Internet service provider.

### **Q. I can't reach the IC Phone server.**

This problem may be due to one of the following:

1. Your Internet provider software is not working properly.
2. The IC Phone server specified in the User Setup dialog is incorrect.
3. Heavy network load.
4. Very infrequently, there may be an actual problem with the server itself.

Recommended action:

1. Check and reestablish Internet connection if necessary.
2. Correct server information in the User Setup dialog.
3. Try again later, when the network load is lighter.

**Q. Does server traffic affect voice quality?**

No. The server is only used as a directory service so users can locate each other. The actual connection is done via the Internet. Internet connections are affected by the amount of traffic on the Internet.



**Q. Does IC Phone support command line access?**

No. The toolkit for developers is not yet released to the public. Right now the IC Phone does not have an interface other than the GUI provided.

**Q. Does the IC Phone work through firewalls?**

No, not at this time.

**Q. Can I call use the IC Phone to call someone who does not have Internet access?**

The type of product needed to call from an Internet phone to a regular telephone, is a PSTN gateway. IBM, as well as other companies are now developing PSTN gateways. When this feature becomes available, it will be possible to call non-Internet users provided that your Internet service provider or your computer is connected to a PSTN gateway through a LAN or other computer network.

**Q. The transmission breaks up periodically. Is it because of the lines and routers, or the modem?**

Transmission may be choppy when there is a lot of traffic on the Internet. Check that your modem's baud rate is at least 14400 bps.

Make sure that the Frames per period parameter in the Advanced Parameters dialog is at least 6. For more information, see [Configure voice mode](#).

**Q. Can we use IC Phone over our own network?**

Yes. However, if you do not have an IC Phone server on your network, you can only call other users using IP addresses or host names. For information on calling other users, see Call another user.

For information on installing your own IC Phone server, contact IC Phone support personnel.

### **Q. Who provides support for IC Phone?**

IBM provides customer support for any questions or problems you may have.

To contact IC Phone Customer Support personnel, send Email to:

icphone@vnet.ibm.com

# Initialization Problems

This section lists some of the error messages and problems you may encounter during initialization. The section lists the problems and their solutions.

## Related Topics:

"Failed to initialize IC Phone device"

"Failed to find host address - Please check..."

"Failed to communicate with IC Phone server"

"Failed to initialize WinSock"

"Connecting to IC Phone server. Please wait..."

"Initializing all devices... Please wait."

## "Failed to initialize IC Phone device"

### **Cause**

This problem may be due to one of the following:

1. Another application is currently using the sound card.
2. Your sound card is not installed properly.

### **Recommended action**

1. Check that your sound card is properly installed.
2. Close all other applications that are using the sound card.



## "Failed to find host address - Please check..."

your Internet/network connection.

### **Cause**

This problem may be due to one of the following:

1. Your Internet provider software is not working properly.
2. You are not connected to your Internet provider.

### **Recommended action**

1. Make sure you are connected to the Internet/network.
2. Check and reestablish connection if necessary. If you are not connected, exit the IC Phone, connect up to your provider, and then open the IC Phone again.

## "Failed to communicate with IC Phone server"

### **Cause**

This problem may be due to one of the following:

1. Your Internet provider software is not working properly.
2. The IC Phone server specified in the Setup dialog is incorrect.
3. Heavy network load.

### **Recommended action**

1. Check and reestablish Internet connection if necessary. If you are not connected, exit the IC Phone, connect up to your provider, and then open the IC Phone again.
2. Correct server information in the Setup dialog.
3. Try again later, when the network load is lighter.

## "Failed to initialize WinSock"

### **Cause**

There is a problem connecting to the Internet. This can occur if your Internet provider software is not configured properly or the modem connection to your Internet provider has dropped.

### **Recommended action**

Check your Internet connection and reestablish it if necessary. If you are not connected, exit the IC Phone, connect up to your provider, and then open the IC Phone again.

## "Connecting to IC Phone server. Please wait..."

### **Cause**

This message is displayed when the IC Phone establishes connection with the server selected in the Setup dialog. Starting communication with the server may take some time.

### **Recommended action**

Wait for the server verification to complete, or cancel the dialog and check the server settings in the Setup dialog.

## "Initializing all devices... Please wait."

### **Cause**

This message is displayed when the IC Phone first starts up. The startup process may take some time.

### **Recommended action**

Wait for the device initialization to complete, or cancel the dialog and check your Internet connection.

## Setup Problems

This section lists some of the error messages and problems you may encounter when using the Setup dialog. The section lists the problems and their solutions.

### Related Topics:

"Spaces are not allowed in the Email address field"

"Please fill in the Email and Server fields"

"Please fill in the Email field"

"Invalid IC Phone server name"

"The IBM IC Phone application cannot be used when..."

"To call, you must connect to an IBM IC Phone server"

"To view the user list, you must connect..."

"Connection in progress...please wait."

"Connecting to IC Phone server. Please wait..."

"Winsock error. Cannot open/create a socket."

"The IC Phone server could not be initialized"

"IC Phone server socket could not be opened."

"Cannot connect to IC Phone server"

"An error occurred while communicating with the IC Phone server"

"IC Phone error. Failed to open IC Phone in full duplex mode."

"An interest group with this name already exists."

"Current or confirmed password is incorrect."

## "Spaces are not allowed in the Email address field"

You are advised to "Please enter a valid Email address."

### **Cause**

When filling in the Setup dialog fields, you used spaces in your Email address.

### **Recommended action**

Fill in your Email address without spaces.

## "Please fill in the Email and Server fields"

### **Cause**

When filling in the Setup dialog fields, you left the Email or Server field empty.

### **Recommended action**

Fill in your Email address.

Choose a server from the Server List.



## "Please fill in the Email field"

### Cause

IC Phone could not connect to the server specified in the Setup dialog. It is possible that you are not connected to an Internet provider, or you do not have valid parameters specified in the Setup dialog.

### Recommended action

1. Make sure you are connected to an Internet provider. If you are not connected, exit the IC Phone, connect up to your provider, and then open the IC Phone again.
2. Click the IC Phone **Setup** button and make sure the Email address field is filled in properly.

## "Invalid IC Phone server name"

### Cause

The name of the server you entered is not a valid IP address or server name.

### Recommended action

1. Press the **Setup** button.
2. In the User Setup dialog, select an IC Phone server from the Server List or click the Server List button and choose one of the available selections.

## "The IBM IC Phone application cannot be used when..."

the Mwave modem is connected in 28800 mode (V.34)

To use the IBM IC Phone application:

1. Disconnect from your Internet provider.
2. Set the Mwave modem to 14400 mode.
3. Reconnect to your Internet provider.
4. Activate the IC Phone application again.

For further information , refer to the online help."

**Note:** This problem can occur only in the MWAVE version.

---

### **Cause**

The Mwave modem is attached in 28800, causing it to overload. The IC Phone cannot work in this mode.

### **Recommended action**

1. Exit the IC Phone.
2. Disconnect from your Internet provider.
3. Set the Mwave modem to 14400 mode.
4. Reconnect to your Internet provider.
5. Restart the IC Phone.

### **Related Topics**

[Configure your Mwave modem](#)

## "To call, you must connect to an IBM IC Phone server"

### **Cause**

The server specified in the Setup dialog is invalid.

### **Recommended action**

Click the **Setup** button to configure the IC Phone parameters.

**"To view the user list, you must connect..."**  
to an IBM IC Phone server."

**Cause**

The server specified in the Setup dialog is invalid.

**Recommended action**

1. Click the **Setup** button on the main IC Phone window.
2. Enter your user information in the User Setup dialog.
3. Select a valid server.
4. Click the **Ok** button.

## "Connection in progress...please wait."

### **Cause**

You called someone. Establishing a connection may take some time, depending on the network load.

### **Recommended action**

You can wait for the call to go through, or cancel the call by pressing the **Cancel** button.

## "Connecting to IC Phone server. Please wait..."

### **Cause**

This message is displayed when the IC Phone first starts, or if you changed the server field in the Setup dialog. Starting communication with the server may take some time.

### **Recommended action**

Wait for the server verification to complete, or cancel the dialog and check the server settings in the Setup dialog.

## "Winsock error. Cannot open/create a socket."

### **Cause**

There is a problem connecting to the Internet. This can occur if:

1. Your Internet provider software is not configured properly.
2. The modem connection to your Internet provider has dropped.
3. Heavy network load.
4. Application error.

### **Recommended action**

Check your Internet connection and reestablish if necessary. To do this, exit the IC Phone, reconnect to the Internet, and open the IC Phone again.



## "The IC Phone server could not be initialized"

### Cause

IC Phone could not connect to the server specified in the Setup dialog or you have lost the connection to your Internet provider.

### Recommended action

1. Click the **Setup** button and select an IC Phone server from the Server List.
2. Check that you are connected to your Internet provider and reestablish the connection if necessary.  
To do this, exit the IC Phone, reconnect to the Internet, and open the IC Phone again.

## "IC Phone server socket could not be opened."

### Cause

IC Phone could not connect to the server specified in the Setup dialog, or you have lost the connection to your Internet provider.

### Recommended action

1. Click the **Setup** button and select an IC Phone server from the Server List.
2. Check that you are connected to your Internet provider and reestablish the connection if necessary.  
To do this, exit the IC Phone, reconnect to the Internet, and open the IC Phone again.

## "Cannot connect to IC Phone server"

### Cause

1. IC Phone could not connect to the server specified in the Setup dialog.
2. You have lost the connection to your Internet provider.
3. The IC Phone server is down.
4. You are working through a firewall which does not allow you to connect to the selected IC Phone server.

### Recommended action

1. Press the **Setup** button and select an IC Phone server from the Server List.
2. Check that you are connected to an Internet provider. If you are not connected, exit the IC Phone, connect up to your provider, and then open the IC Phone again.
3. Try again later or specify a different server.

## "An error occurred while communicating with the IC Phone server"

### **Cause**

IC Phone could not connect to the server specified in the Setup dialog, or you have lost the connection to your Internet provider.

### **Recommended action**

1. Click the **Setup** button and select an IC Phone server from the Server List.
2. Check that you are connected to your Internet provider and reestablish the connection if necessary.  
To do this, exit the IC Phone, reconnect to the Internet, and open the IC Phone again.

## "IC Phone error. Failed to open IC Phone in full duplex mode."

### **Cause**

You attempted to change the voice mode to full duplex (speakerphone or headphone) and one of the following occurred:

1. Your sound card does not support full duplex mode.
2. Your full duplex sound drivers are not installed properly.
3. Application error.

### **Recommended action**

Make sure that your full duplex sound card and drivers are correctly installed. For more information, see your sound card vendor.

## "An interest group with this name already exists."

### **Cause**

You tried creating an interest group using a name which already exists. The group owner is the only individual authorized to modify a group's name or description.

### **Recommended action**

Create an interest group using a different group name or join the existing group.

## "Current or confirmed password is incorrect."

### **Cause**

While changing your IC Phone password, you entered an incorrect password in either the Current password or the Confirm password field.

### **Recommended action**

Retype the information you entered in the Change Password dialog.

## Calling Problems

This section lists some of the error messages and problems you may encounter when calling other users. The section lists the problems and their solutions. The term *Friend@Somewhere* is used to represent any other IC Phone user.

### Related Topics:

Unable to receive calls, although not connected

Friend@Somewhere is busy

No Answer

The Email radio button is disabled.

"Friend@Somewhere is probably no longer active"

"Connecting with Friend@Somewhere"

"You cannot call yourself"

"Connection already established"

"The IC Phone cannot receive or transmit voice information"

"IC Phone user registration error"

The IC Phone suddenly hangs up

"Friend@Somewhere is not active now. Please try again later."

"This user is not listed in the IC Phone server."

"Invalid IP address"



## Unable to receive calls, although not connected

Display shows: "*Friend@Somewhere* is trying to call you."

### Cause

When the Call dialog is open, it is just like having a real phone off the hook.

### Recommended action

Close the Call dialog, or use the Called You option (from within the Call dialog) to return the call.

## Friend@Somewhere is busy

### Cause

*Friend@Somewhere* is currently connected or calling someone.

In this version, you can receive only one call at a time.

### Recommended action

Choose the **Ok** button, and try calling later.

(*Friend@Somewhere* is notified that you called and can call you back automatically.)

## No Answer

### Cause

*Friend@Somewhere* did not press **Ok**, when asked if they wished to receive your call.

### Recommended action

Choose the **Ok** button, and try calling later.

(*Friend@Somewhere* is notified that you called and can call you back automatically.)

## The Email radio button is disabled.

Only the IP Address radio button is enabled.

### Cause

You are not registered with the IC Phone server.

### Recommended action

Register with the IC Phone server as follows:

1. Click the **Setup** button on the main IC Phone window.
2. Enter your user information in the User Setup dialog.
3. Select a valid server.
4. Click the **Ok** button.

## "Friend@Somewhere is probably no longer active"

### Cause

This may be due to one of the following:

1. *Friend@Somewhere* you are calling, has exited the IC Phone application by disconnecting from the Internet provider. Currently *Friend@Somewhere* is registered in the server's User List but is no longer on line.
2. Heavy network load.

### Recommended action

1. Check the spelling of Email address you are calling.
2. Try selecting the user from the IC Phone User List.
3. Try again later when the network load has decreased.

## "Connecting with Friend@Somewhere"

### **Cause**

Depending on the network load, establishing a connection may take some time.

### **Recommended action**

You can wait for the call to go through, or cancel the call by pressing the **Cancel** button.

## "You cannot call yourself"

### **Cause**

You tried calling your own Email address.

### **Recommended action**

Choose the **Ok** button and call someone else.

## "Connection already established"

### **Cause**

An error has occurred in the IC Phone application. You were still connected when you tried to call, or answer, a remote user.

### **Recommended action**

Hangup and try again.



## "The IC Phone cannot receive or transmit voice information"

### **Cause**

An error has occurred in the IC Phone application. You were still connected when you tried to call, or answer, a remote user.

### **Recommended action**

Hangup and try again.

## "IC Phone user registration error"

### Cause

Application error.

1. You tried to call someone by specifying their Email address or by selecting them from the User List, but you are not registered on the IC Phone server.
2. An error occurred on the server and you are no longer registered as an IC Phone user.

### Recommended action

1. Click the **Setup** button.
2. Fill in the required information in the User Setup dialog.
3. Click the **Ok** button.

## The IC Phone suddenly hangs up

### Cause

You may not be using the correct coder (compression algorithm).

### Recommended action

Check that you are working with a Pentium 100MHz (or higher) if you are using the G723/6.3 coder.

For more information, see [Configure Voice Mode](#).

**"Friend@Somewhere is not active now. Please try again later."**

**Cause**

The remote party is an inactive user right now. (For more information on this topic, see User Setup dialog.)

**Recommended action**

Try again later.

## "This user is not listed in the IC Phone server."

### **Cause**

The name of the user you wish to call could not be found in the IC Phone server.

### **Recommended action**

Click the **User List** button and try calling the desired user's Email address.

## "Invalid IP address"

### Cause

You tried calling another user after selecting the IP address radio button in the IC Phone Call dialog. The remote user's address that you entered is invalid.

### Recommended action

1. Enter a valid IP address.
2. Or, click the **Setup** button, select an IC Phone server and use the IC Phone User List to place calls.

## Server Problems

This section lists some of the error messages and problems you may encounter using the IC Phone server. The section lists the problems and their solutions.

### Related Topics:

"Invalid IC Phone server"

"The IC Phone server could not be initialized."

"IC Phone server socket could not be opened."

"Could not connect to the IC Phone server."

"No data was received from the IC Phone server."

"Please register with the IC Phone server in order to carry out this operation."

"Internal problem with server connection."

"Server sent invalid data."

"You did not enter the correct password..."

"Invalid data was sent to the IC Phone server."

"Server access failed. Please try again."

## "Invalid IC Phone server"

### Cause

1. IC Phone could not connect to the server specified in the Setup dialog.
2. You have lost the connection to your Internet provider.
3. The IC Phone server is down.
4. You are working through a firewall which does not allow you to connect to the selected IC Phone server.

### Recommended action

1. Press the **Setup** button and select an IC Phone server from the Server List.
2. Check that you are connected to an Internet provider. If you are not connected, exit the IC Phone, connect up to your provider, and then open the IC Phone again.
3. Try again later or specify a different server.



## "The IC Phone server could not be initialized."

### Cause

IC Phone could not connect to the server specified in the Setup dialog, or you have lost the connection to your Internet provider.

### Recommended action

1. Click the **Setup** button and select an IC Phone server from the Server List.
2. Check that you are connected to your Internet provider and reestablish the connection if necessary.  
To do this, exit the IC Phone, reconnect to the Internet, and open the IC Phone again.

## "IC Phone server socket could not be opened."

### Cause

IC Phone could not connect to the server specified in the Setup dialog, or you have lost the connection to your Internet provider.

### Recommended action

1. Click the **Setup** button and select an IC Phone server from the Server List.
2. Check that you are connected to your Internet provider and reestablish the connection if necessary.  
To do this, exit the IC Phone, reconnect to the Internet, and open the IC Phone again.

## "Could not connect to the IC Phone server."

### Cause

IC Phone could not connect to the server specified in the Setup dialog. It is possible that you are not connected to an Internet provider, or you do not have a valid IC Phone server selected in the Setup dialog.

### Recommended action

1. Make sure you are connected to an Internet provider. If you are not connected, exit the IC Phone, connect up to your provider, and then open the IC Phone again.
2. Click the IC Phone **Setup** button and select a server from the Server List.

## "No data was received from the IC Phone server."

### **Cause**

An error occurred while receiving data from the IC Phone server. There may be a problem with the server or with this version of the IC Phone.

### **Recommended action**

1. Close the application and try opening it again.
2. Try re-establishing your Internet connection. To do this, exit the IC Phone, reconnect to the Internet, and open the IC Phone again.

**"Please register with the IC Phone server in order to carry out this operation."**

**Cause**

You tried using a feature which requires the IC Phone server. You must be registered in order to use the IC Phone server.

**Recommended action**

1. Press the **Setup** button and select an IC Phone server from the Server List.
2. Check that you are connected to an Internet provider. If you are not connected, exit the IC Phone, connect up to your provider, and then open the IC Phone again.
3. Try again later or specify a different server.

## "Internal problem with server connection."

### **Cause**

An error occurred while interacting with the IC Phone server. There may be a problem with the server or with this version of the IC Phone.

### **Recommended action**

1. Close the IC Phone application and try opening it again.
2. Try again later.

## "Server sent invalid data."

### **Cause**

An error occurred while receiving data from the IC Phone server.

1. There may be a problem with the server.
2. There may be a problem with this version of the IC Phone.
3. You may have lost your Internet connection.

### **Recommended action**

1. Close the IC Phone application and try opening it again.
2. Try re-establishing your Internet connection. To do this, exit the IC Phone, reconnect to the Internet, and open the IC Phone again.

**"You did not enter the correct password..."**

for this user's Email address."

**Cause**

You entered a user name that already exists and is protected by a password.

**Recommended action**

Fill in the correct password for this user or enter a different Email address.



## "Invalid data was sent to the IC Phone server."

### **Cause**

An error occurred while sending data to the IC Phone server. There may be a problem with the server or with this version of the IC Phone.

### **Recommended action**

1. Close the IC Phone application and try opening it again.
2. Try again later.

## "Server access failed. Please try again."

### **Cause**

An error occurred while sending data to the IC Phone server. There may be a problem with the server or with this version of the IC Phone.

### **Recommended action**

1. Close the IC Phone application and try opening it again.
2. Try again later.

## User List Problems

This section lists some of the error messages and problems you may encounter using the User List. The section lists the problems and their solutions.

### Related Topics:

"List of active users failed. Try again."

"Search in user list failed. Try again."

"Loading user list...please wait."

"Searching for matching users, please wait..."

"0 user(s) displayed"

"To call another user from the list, you have to hangup"

## "List of active users failed. Try again."

### **Cause**

1. Heavy network load.
2. Invalid IC Phone server specified in the Setup dialog.

### **Recommended action**

1. Try calling again later.
2. Click the **Setup** button and select an IC Phone server from the Server List.

## "Search in user list failed. Try again."

### **Cause**

1. Heavy network load.
2. Invalid IC Phone server specified in the Setup dialog.

### **Recommended action**

1. Try calling again later.
2. Click the **Setup** button and select an IC Phone server from the Server List.

## "Loading user list...please wait."

Users List status shows: "Loading user list...please wait."

### **Cause**

Retrieving the names in the user list takes time.

### **Recommended action**

Wait for list.

Or

To stop loading, press **Stop**.

## "Searching for matching users, please wait..."

Users List status shows: "Searching for matching users, please wait..."

### **Cause**

Retrieving the names in the user list takes time.

### **Recommended action**

Wait for list.

Or

To stop searching, press **Stop**.

## "0 user(s) displayed"

### Cause

No users were found in search specified. This is because:

1. There are no users listed that meet all the search criteria you selected (this includes Filter settings or alphabetic tabs that you might have clicked in the User List).
2. A problem occurred retrieving user names from the server.

### Recommended action

1. Try again by clicking the **Refresh** button.
2. Change the search criteria and click the **Refresh** button.

**Note:** In the User List, if the Filter is set to Off, you should always be able to see your own name listed when you select the All tab. If you don't, this indicates a problem with the IC Phone server. Try refreshing the User List.

---



## "To call another user from the list, you have to hangup"

### **Cause**

You tried calling a user by double-clicking one of the users in the User List, while you were engaged in another call.

### **Recommended action**

Hang up and try calling again.

## Sound Problems

This section lists some of the sound problems you may encounter during a voice conversation. The section lists the problems and their solutions.

### Related Topics:

No sound is heard

Others can't hear me

No voice activity or stuck in Listening mode

Sound is "choppy"

"Multimedia error. Cannot open Waveout device."

"Multimedia error. Cannot open Wavein device."

"Multimedia error. Cannot play sound."

"Multimedia error. Cannot stop playing sound."

"Multimedia error"

## No sound is heard

### Cause

This may be due to one of the following:

1. The sound card is not installed properly.
2. The speakers or headphones are not attached, or not working properly.
3. The volume in the main window is too low.
4. The **Manual** button is in Speaking mode.
5. The Automatic switching mode is not working properly because there is a lot of background noise.

### Recommended action

1. Click the middle bar in the application. Verify that you can hear the IC Phone logo.
2. Check that the sound card is installed properly and that the speaker/headphones are working, by running the Windows Media Player application.
3. Raise the volume by changing volume slider.
4. If you are using Manual mode, click the **Manual** button to switch to Listening mode.
5. In the Setup dialog, switch to Manual mode by selecting the appropriate radio button.

## Others can't hear me

### Cause

This may be due to one of the following:

1. Sound card may not be installed properly.
2. The microphone may not be working properly.
3. The Mic Sensitivity in the main window is too low.
4. The **Manual** button is in Listening mode.
5. The Automatic switching mode is not working properly because there is a lot of background noise.

### Recommended action

1. Use the Windows Sound Recorder application to check your microphone and sound card installation.
2. Raise the Mic Sensitivity by moving the slider on the IC Phone main window.
3. If you are using Manual mode, click the **Manual** button to switch to Speaking mode.
4. In the Setup dialog, switch to Manual mode by selecting the appropriate radio button.

## No voice activity or stuck in Listening mode

This problem may occur when using Half Duplex Automatic mode or a version that supports voice activity indication.

### Cause

This may be due to one of the following:

1. The other party is continuously talking or sending 'voice-like' noise.
2. The Mic Sensitivity in the main window is too low.
3. You have activated the **Mute** button on the main IC Phone window.

### Recommended action

1. The other party should lower the microphone sensitivity, press the **Mute** button, or stop talking.
2. Raise the Mic Sensitivity by moving the slider on the IC Phone main window.
3. Press the **Mute** button on the main IC Phone window.

### Related Topics

Other party doesn't hear me

## Sound is "choppy"

### **Cause**

This may be caused by heavy network load, or you may not be using the correct coder.

### **Recommended action**

Check that you are working with a Pentium 100MHz (or higher) if you are using the G723/6.3 coder.

For more information, see [Configure Voice Mode](#).

## "Multimedia error. Cannot open Waveout device."

### **Cause**

1. The sound card is being used by another application.
2. The sound card is not installed properly.

### **Recommended action**

1. Close any other applications that are using the sound card.
2. Check that your sound card is correctly installed.

## "Multimedia error. Cannot open Wavein device."

### **Cause**

1. The sound card is being used by another application.
2. The sound card is not installed properly.

### **Recommended action**

1. Close any other applications that are using the sound card.
2. Check that your sound card is correctly installed.



## "Multimedia error. Cannot play sound."

### **Cause**

1. The sound card is being used by another application.
2. The sound card is not installed properly.

### **Recommended action**

1. Close any other applications that are using the sound card.
2. Check that your sound card is correctly installed.

## **"Multimedia error. Cannot stop playing sound."**

### **Cause**

1. The sound card is being used by another application.
2. The sound card is not installed properly.

### **Recommended action**

1. Close any other applications that are using the sound card.
2. Check that your sound card is correctly installed.

## "Multimedia error"

### **Cause**

1. The sound card is being used by another application.
2. The sound card is not installed properly.

### **Recommended action**

1. Close any other applications that are using the sound card.
2. Check that your sound card is correctly installed.

## General Problems

This section lists some of the general problems you may encounter while using the IC Phone. The section lists the problems and their solutions.

### Related Topics:

"Communication error. Could not connect to the remote party."

"Winsock closed. No data from socket."

"Winsock error. Cannot connect to socket."

"IC Phone error. Not unique ID."

"IC Phone error. Cannot activate IC Phone device."

"IC Phone error. Cannot open the audio module."

"IC Phone error. Cannot send voice data."

"IC Phone set mode error"

"IC Phone unsupported compression error"

"IC Phone handshake error"

"IC Phone timeout error"

"IC Phone memory allocation error"

"IC Phone invalid parameter error"

"IC Phone server keyword error"

"Non-compatible versions"

"IC Phone was not properly initialized"

"IC Phone already initialized error"

"IC Phone open window error. Try closing any unnecessary windows."

"IC Phone operating system set priority error"

"IC Phone version error"

"IC Phone unsupported feature error"

## "Communication error. Could not connect to the remote party."

### Cause

IC Phone could not connect to the server specified in the Setup dialog, or you have lost the connection to your Internet provider.

### Recommended action

1. Click the **Setup** button and select an IC Phone server from the Server List.
2. Check that you are connected to an Internet provider. If you are not connected, exit the IC Phone, connect up to your provider, and then open the IC Phone again.

## "Winsock closed. No data from socket."

### Cause

There is a problem connecting to the Internet. This can occur if:

1. Your Internet provider software is not configured properly.
2. The modem connection to your Internet provider has dropped.
3. Heavy network load.
4. Application error.

### Recommended action

Check your Internet connection and reestablish if necessary, To do this, exit the IC Phone, reconnect to the Internet, and open the IC Phone.

## "Winsock error. Cannot connect to socket,"

### **Cause**

There is a problem connecting to the Internet. This can occur if:

1. Your Internet provider software is not configured properly.
2. The modem connection to your Internet provider has dropped.
3. Heavy network load.
4. Application error.

### **Recommended action**

Check your Internet connection and reestablish if necessary, To do this, exit the IC Phone, reconnect to the Internet, and open the IC Phone.

## "IC Phone error. Not unique ID."

### **Cause**

You have entered a name that already exists on this IC Phone server.

### **Recommended action**

Try using a different name or check if you are already listed.



## "IC Phone error. Cannot activate IC Phone device."

### **Cause**

An error has occurred in the IC Phone application.

### **Recommended action**

Close the application and try opening it again.

## "IC Phone error. Cannot open the audio module."

### **Cause**

An error has occurred in the IC Phone application.

### **Recommended action**

Close the application and try opening it again.

## "IC Phone error. Cannot send voice data."

### **Cause**

An error has occurred in the IC Phone application.

### **Recommended action**

Close the application and try opening it again.

## "IC Phone set mode error"

### **Cause**

An error has occurred in the IC Phone application.

### **Recommended action**

Close the application and try opening it again.

## "IC Phone unsupported compression error"

### **Cause**

An error has occurred in the IC Phone application.

### **Recommended action**

Close the application and try opening it again.

## "IC Phone handshake error"

### **Cause**

An error has occurred in the IC Phone application.

### **Recommended action**

Close the application and try opening it again.

## "IC Phone timeout error"

### **Cause**

An error has occurred in the IC Phone application.

### **Recommended action**

Close the application and try opening it again.

## "IC Phone memory allocation error"

### **Cause**

An error has occurred in the IC Phone application.

### **Recommended action**

Close the application and try opening it again.



## "IC Phone invalid parameter error"

### **Cause**

An error has occurred in the IC Phone application.

### **Recommended action**

Close the application and try opening it again.

**Note:** If this problem occurs, please notify IC Phone support by sending an email message reporting the problem to [icphone@vnet.ibm.com](mailto:icphone@vnet.ibm.com).

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## "IC Phone server keyword error"

### **Cause**

An error has occurred in the IC Phone application.

### **Recommended action**

Close the application and try opening it again.

## "Non-compatible versions"

### **Cause**

An error has occurred in the IC Phone application.

### **Recommended action**

Close the application and try opening it again.

## "IC Phone was not properly initialized"

### **Cause**

An error has occurred in the IC Phone application.

### **Recommended action**

Close the application and try opening it again.

## "IC Phone already initialized error"

### **Cause**

An error has occurred in the IC Phone application.

### **Recommended action**

Close the application and try opening it again.

**"IC Phone open window error. Try closing any unnecessary windows."**

**Cause**

An error has occurred in the IC Phone application.

**Recommended action**

Close the application and try opening it again.

## "IC Phone operating system set priority error"

### **Cause**

An error has occurred in the IC Phone application.

### **Recommended action**

Close the application and try opening it again.

## "IC Phone version error"

### **Cause**

An error has occurred in the IC Phone application.

### **Recommended action**

Close the application and try opening it again.



## "IC Phone unsupported feature error"

### **Cause**

An error has occurred in the IC Phone application.

### **Recommended action**

Close the application and try opening it again.

# Glossary of Terms

Access List

Active User

AGC

Automatic Mode

Coder

Configure

Dropdown List

Email

Full Duplex Mode

Half Duplex Mode

IC Phone

IC Phone Server

Inactive User

Input Sensitivity

Interest Group

Internet

Internet Provider

IP Address

LAN

Manual Mode

Modem

Mwave card

Owner

Packet

PSTN

Voice Activity Indicator

**Access List**

A list of the users who are authorized to join a specific interest group. This list is maintained by the group's owner.

**Active User**

Any IC Phone user who is currently on line (their IC Phone application is open right now).

**AGC**

Automatic Gain Control. This is a feature that automatically equalizes the volume of signals, whether the input is large or small.

**Automatic Mode**

If your computer has a half duplex sound card, as soon as you stop talking, the IC Phone automatically switches to Listening mode (where you can listen to the other user talking).

**Coder**

Algorithm used to convert speech, music, or voice to digital form for transmission, and back again to the original analog form.

**Configure**

To setup a system according to specific parameters



**Dropdown List**

A list of options that drops down from the field you are working in. Click one of the options or use your mouse to drag the highlight bar down to the desired option.

**Email**

Electronic mail messages transmitted between Internet users. IC Phone uses the Email address as a key for locating online users.

**Full Duplex Mode**

This refers to communication where data is sent and received at the same time. For example, when two people are engaged in a call, full duplexity means that both people can talk at once and interrupt each other.

**Half Duplex Mode**

This refers to communication where both sides can send and receive data, but not at the same time. For example, when two people are engaged in a call, half duplexity means that each one of them must speak in turn, and the callers cannot interrupt each other.

**IC Phone**

IBM Internet Connection Phone. Software that enables you to speak to other users who are connected to the Internet.

**IC Phone Server**

The IBM IC Phone server that provides directory services for locating IC Phone users.

**Inactive User**

An IC Phone user who is not on line (their IC Phone application is closed right now but they are still listed in the IC Phone server).

**Input Sensitivity**

Determines how far a speaker must be from the microphone in order for his/her voice to be picked up.



**Interest Group**

A group of IC Phone users that share a common interest.

**Internet**

A wide area network connecting thousands of separate computer users all over the world.

**Internet Provider**

A company providing Internet connection services. You use your modem to connect to the company's computer, which then connects your PC to the Internet.

**IP Address**

A user's Internet Protocol address. The computer uses this address to connect up to the Internet.

## **LAN**

Local Area Network.

**Manual Mode**

This mode enables you to manually switch from Speaking to Listening (and vice versa). Use this mode when there is a lot of background noise that is interfering with the automatic switching used in the Half Duplex mode.

**Modem**

A device that takes digital data from a computer, and converts it into a signal that can be transferred over telephone lines. This signal is then converted back into digital data for the receiving computer.

**Mwave card**

IBM's multimedia card, that provides both modem and sound functions in one card.



**Owner**

A group owner is the individual who created the group. Only the group owner can modify group details or transfer group ownership.

**Packet**

Group of digital information transmitted together.

**PSTN**

Public Switched Telephone Network.

**Voice Activity Indicator**

For versions that support this feature, this is an indicator that lights up when the IC Phone detects that you are speaking.

**Message Bar**

The text displayed in this area keeps you informed of the IC Phone's activities.

**Call /Hangup Button**

Clicking this button opens the Calling to dialog, where you can enter the Email address of the person you want to call. If you're in the middle of a call, click this button to hang up.

**Setup Button**

Click this button to open the IC Phone Setup dialog, where you can set up your Email address, IC Phone server, and audio hardware.

**Help Button**

Click this button to open the Online Help window.



**User List Button**

Click this button to search for or call other IC Phone users.

### **Mute Button**

Click this button to turn the microphone input on or off.

**Exit Button**

Click this button to close the IC Phone.

### About the IBM IC Phone

Click this button to find out about the IBM Internet Connection Phone. You can stop the welcome sound file by clicking the **OK** button.

### **Volume Slider**

Drag this slider's scroll box to the right and left, to adjust the volume of your loudspeaker.

### **Voice Quality Slider**

Drag this slider's scroll box to the right or left, to adjust the voice quality.

### **Mic Sensitivity Slider**

Drag this slider's scroll box to the right or left, to adjust the microphone's sensitivity.

**Voice Activity Indicator**

In versions that support this feature, this indicator lights up when the IC Phone detects that you are speaking.



### ***Using the Keyboard***

In addition to clicking buttons with your mouse, you can use your keyboard to access IC Phone commands. Press the ALT key and then press the underlined letter in the button name to choose its command. For example to choose the Setup command from the main application window, press ALT+S.

