

## Introduction

ICQphone is ICQ's newest low cost, high quality product for direct voice communications. ICQPhone now makes it possible for users to initiate and participate in PC-to-PC calls, PC-to-Phone, Phone-to-PC and Phone-to-Phone calls. By using the Internet to carry the call over the widest distance possible-we have brought rock-bottom prices, premier service and communications freedom to ICQ users around the world.

ICQphone is accessed either from the [User Menu](#) or the **Services** button. You can use it to contact either people on your Contact List or those on your [Non ICQ Contacts](#) list.

### Requirements:

- Windows 95, Windows 98, Windows 2000, or Windows NT 4.0
- Pentium PC 100 MHz or higher
- 16 MB RAM
- 28.8 kbps modem or higher
- PPP Internet Connection
- Sound Card
- Microphone and Speakers or Headphones with microphone

**Note:** PC-to-PC communication is not available for [Non ICQ Contacts](#), it is available only between ICQ users.

Your Internet provider or system administrator could have a firewall set up or could be using a proxy server. A proxy server and firewall are filtering devices that filter access to protected networks. There may be circumstances in which ICQphone may not work. You can check it out by doing the following: Click Services => ICQphone => Preferences => Settings => Setup Wizard => Click Next until you get to Network and firewall testing dialog. =>Test. The results of the test will be presented to you.

In certain cases, even if you are behind a firewall in a LAN or Intranet Network, and you are not able to communicate with users outside your firewall, you may still be able to use ICQphone inside your Network.

See [Initiating PC-to-PC Calls](#)

See [Initiating a PC-to-Phone Call](#)

See [Initiating a Phone-to-PC Call](#)

See [Receiving a PC-to-PC Call Request](#)

See [Receiving a Phone-to-PC Call](#)

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## Initiating PC-to-PC Calls

The PC-to-PC option allows you to conduct calls from one computer to the other free of charge!

There are two ways to access the PC-to-PC option: through the **User Menu** or the **Services** menu.

**Requirements:** You will need a microphone/headphones and sound card for the call.

Both the initiator of the call and its recipient need to have installed ICQ version 2000b on their computers and be online as the call takes place.

**Note:** PC-to-PC communication is not available for [Non ICQ Contacts](#), it is available only between ICQ users.

### To initiate a PC-to-PC Call using the User Menu:

1. Click on a name on your Contact List then click on the **ICQphone** option from the User Menu.
2. Select **Send PC-to-PC Call**. You have the following options.
  - Click on the **Info**  button to open the **User Details** dialog.
  - Enter a call subject in the blank field.
3. Click on the **Send** button. A request is sent to the party you want to call.
4. If the user accepts your request for an ICQ phone call you get a short message telling you so, click **OK**.
5. If the request is declined, click **OK** and the call function is closed.
6. Click on the **Call/Hang-Up** button to end the call.

### To initiate a PC-to-PC call using the Services button:

1. Click on the **Services** button and choose **ICQphone** from the menu options and then click **Launch ICQphone Client** option.
2. Click **My Contacts** and choose a name from the list. (My Contacts shows only those users who are currently online).
3. Follow instructions 2-6 above.

**Please note:** Sending a PC-to-PC call request will enable the recipient to view the sender's IP address.

The status of the call (Ready, Connecting, Talking) is indicated in the inner window of the **ICQphone** Window, as is the length of the call (see [The ICQphone Window](#) page).

If you have clicked the Busy option in your ICQphone status or if your status has automatically changed, you can still receive ICQphone calls from users other than the person you are talking to. However, accepting another incoming call will automatically terminate your ongoing one.

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## Receiving a PC-to-PC Call Request

When you receive a Request for a PC-to-PC phone call a flashing icon appears besides the user's name on your Contact List. For information on determining your ICQphone availability status, see the [ICQphone Status](#) section.

### To respond to a PC-to-PC request:

1. Double-click the name and an **Incoming PC-to-PC Call Request** window opens up. You have the following options:
  - Click on the **Info**  button to open the [User Details](#) of the user requesting the ICQ phone call.
  - Choose to **Reply** using one of the sub menu options.
  - Click on the **Preferences** button to configure your ICQphone preferences settings. See [ICQphone Preferences](#), [Configuring the Settings tab](#) and [Configuring the Account tab](#).
2. Click on the **Accept** button to accept the call or click on the **Decline** button to decline the call and choose from one of the reasons listed on the menu or enter your own reason.

**Please note:** Accepting a PC-to-PC call request will enable the sender to view the recipient's IP address.

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## Initiating a PC-to-Phone Call

In order to initiate a PC-to-Phone call, the phone number of the person you are calling needs to be entered in his/her [Phone Book](#) of the User Details. Either one of you should enter the information. In case that person is a [Non ICQ Contact](#), only you can enter his/her numbers.

You will need to open an ICQphone account and get your PIN (Personal Identification Number) before you can make the call. You use this account to pay for the ICQphone services, which are charged. Go to the ICQphone page on the Web at <http://icqphone.icq.com>. Or, go to the [Account tab](#) in the ICQPhone icon of your Preferences.

### Requirements:

- Windows 95, Windows 98, Windows 2000, or Windows NT 4.0
- Pentium PC 100 MHz or higher
- 16 MB RAM
- 28.8 kbps modem or higher
- PPP Internet Connection
- Sound Card
- Microphone and Speakers or Headphones with microphone

**Note:** Your Internet provider or system administrator could have a firewall set up or could be using a proxy server. A proxy server and firewall are filtering devices that filter access to protected networks. There may be circumstances in which ICQphone may not work. You can check it out by doing the following: Click Services => ICQphone => Preferences => Settings => Setup Wizard => Click Next until you get to Network and firewall testing dialog. =>Test. The results of the test will be presented to you. In certain cases, even if you are behind a firewall in a LAN or Intranet Network, and you are not able to communicate with users outside your firewall, you may still be able to use ICQphone inside your Network.

### To initiate a PC-to-Phone call:

1. Click on a name either on your Contact List or your Non ICQ Contacts list and then click on the **ICQphone** option in the User menu.

**Tip:** You can enter phone numbers of users on your Contact List by accessing their [User Details](#) in the User menu or by accessing the [Phonebook](#) option in the User menu. For Non ICQ Contacts, click the ICQ button choose the **Non ICQ Contacts** option from the **Add/Invite users** option and then the **Phonebook** option.

2. Choose the phone number you want to call (out of those listed), i.e. work, home, mobile, etc. Or, if you enter the phone manually, take note of the following.

US Users:

- To place a call within the US enter: 1 + Area Code + Phone Number
- To place an international call enter: 011 + Country Code + Area Code + Phone Number

Non-US Users:

- To place a call to the US enter: 1 + Area Code + Phone Number
- To place local and International Calls (outside the US) enter: 011 + Country Code + Area Code + Number (When entering the area code do not include the zero, enter it as you would do when making an international call).

3. Two windows open: the **ICQphone** Window and the **Account** window.

Alternatively, click on the **Services** button and choose **ICQphone** from the menu options and then click **Launch ICQphone Client** option. This brings up the **ICQphone** Window and you can enter the phone number in the dialog box.

4. To make a PC-to-Phone call you need to enter your ICQphone account and PIN number and then click the **OK** button.

If you do not have an ICQphone account and PIN number click on the **Create New Account Now** button. This is a link button to the ICQphone Web site, where you can open a new account and get a PIN number by following the on-screen instructions. Once you have an ICQphone account and PIN number follow the above instructions. If you have already opened an account,

but can't use it or have lost your PIN, contact the ICQphone support team through [support@icqphone.com](mailto:support@icqphone.com) or by calling 1-888-376-2873.

5. To make a PC-to-Phone call, enter a phone number and click on the **Call** button and the call is initiated.

**Note:** When you start to enter a phone number, the **ICQphone Dialing Instructions** window pops up, unless you check the **Do Not Show Again** box in the bottom left hand corner.

**Note:** If you enter the number incorrectly an "error in communications" notice appears followed by the **ICQphone Dialing Instructions** window.

**Tip:** You can also access the **ICQphone Dialing Instructions** window from the Help Menu in the **ICQphone** Window.

6. Click on the **Call/Hang-up** button to end a call.

**Tip:** The status of the call (Ready, Connecting, Talking) is indicated in the inner window of the **ICQphone** Window, as is the length of the call (see [The ICQphone Window](#) page).

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## Initiating Phone-to-PC Calls

ICQphone enables ICQ users to receive phone calls to their PC. To make a call from a regular telephone to a personal computer you need to be an ICQ user and have an ICQphone account.

You will need to open an ICQphone account and get your PIN (Personal Identification Number) before you can make the call. You use this account to pay for the ICQphone services, which are charged. Go to the ICQphone page on the Web at <http://icqphone.icq.com>. Or, go to the [Accounts tab](#) in the ICQPhone icon of your Preferences.

### To initiate a Phone-to-PC phone call:

1. Dial the access number for the country you are calling from (to view the access numbers' list click the help tab, choose Access numbers).
2. Enter your ICQphone account number.
3. Enter your PIN.
4. Dial the ICQ# of the person you wish to call.

**Note:** You will only be able to make the call if the user you are calling is online and connected to ICQ.

The Phone-to-PC call can originate from the following countries: United States, Canada, Australia, Brazil, China, Denmark, France, Germany, Hong Kong, Israel, Italy, Japan, Malaysia, New Zealand, Philippines, Russia, Spain, Sweden, The Netherlands, United Kingdom. This list of countries may change without prior notice.

The ICQ user you are calling can be located anywhere in the world.

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## Receiving Phone-to-PC Call Request

When you receive a Request for a Phone-to-PC phone call a flashing icon appears besides the user's name on your Contact List. If the user is not on your Contact List, the icon will appear on your Contact List next to his/her nickname under the Not on List divider.

For information on determining your ICQphone availability status, see the [ICQphone Status](#) section.

### To respond to a Phone-to-PC request:

1. Double-click the name and an **Incoming Phone-to-PC Call Request** window opens up. You have the following options:
  - Click on the **Info** button to open the [User Details](#) of the user requesting the phone call.
  - Click on the **Preferences** button to configure your ICQphone preferences settings. See [ICQphone Preferences](#), [Configuring the Settings tab](#) and [Configuring the Account tab](#).
2. Click on the **Accept** button to accept the call or click on the **Decline** button to decline the call.

**Note:** You can still receive ICQphone calls from users other than the person you are talking to. However, accepting another incoming call will automatically terminate your ongoing one.

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## **Sending Voice Mail**

You can choose to send a voice mail. This option appears in the ICQphone Window. Voice Mail enables you to record voice messages of up to fifteen seconds in length (120kb) and attach text messages as well. For more information on the Voice Mail option see [ICQ Email – Sending to ICQ Users on Your Contact List](#).

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## ICQphone Window

### To access the ICQphone window:

1. Click the **Services** button.
2. Select **ICQphone**.
3. Click **Launch ICQphone Client**.

The ICQphone window includes the following functions:

- ICQphone logo
- **Menu** button- sub menu:
  - **Preferences**- opens the ICQphone preference tabs.
  - **Always on Top**- when checked, the ICQphone Window will always appear on top of other applications. Can also be checked in the preference tab.
  - **Setup Wizard**- tests whether your sound card and speakers are working properly. May also be accessed from the preference tab.
  - **Exit**- click to close the ICQphone window.
- **Account** button – opens the ICQphone account tab (in ICQphone preferences window).
- **Help** button- sub menu: Technical Support; Call Rates; Access Numbers; Call Customer Service; ICQphone Home; Help.
- **Mute** button – clicking this button will allow you to hear what the other person is saying but your end of the conversation will be muted.
- **Voice Mail** button – for voice mail option, see [ICQ Email – Sending to ICQ Users on Your Contact List](#).
- **My Contacts** button – list of ICQ users on your Contact List currently online. Choose a contact from the list to send him/her a PC-to-PC call request.
- **ICQphone Status** button – your ICQphone status: Don't Show/Off; Show/On; Busy. See [ICQphone Status](#) page.
- **Close and Minimize** buttons.
- **Volume** button – turn the volume up or down, of what you hear, by moving the flower symbol up/down the scale of the volume button.
- **Call/Hang up** button – click button to start and end calls.
- Numbers + letters keypad.
- **Call duration** – timer of the call sessions (min' + sec') and the current phone call status:
  - Ready – waiting to start call, when no call is progress
  - Connecting – when the connection between the two parties is being established
  - Talking – session is in progress
- Phone number dialog box.

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## Setting your ICQphone Status

Your ICQphone status indicates to those users on whose Contact List you are on, your availability to accept calls.

For information on configuring other ICQphone preferences, see [Preferences – More Options](#).

You can change your ICQphone status with the **ICQphone Status** button in the [ICQphone](#) window.

### To determine your ICQphone status:

1. Click on the **Status bar** in the bottom right corner of your ICQ Window.
2. Select **ICQphone Status**.

Alternatively, if you are already in the **ICQphone** window, click the **ICQphone Status** button. You have the following options.

- Check **Show** to indicate you are ready to accept calls. A phone icon will appear by your name on other users' Contact Lists.
- Check **Don't Show** to indicate you are not ready to accept calls. There will be no phone icon by your name on other users' Contact Lists.

**Note:** If you have checked **Don't Show** you can still receive and accept call requests.

If you have clicked the Busy option in your ICQphone status or if your status has automatically changed, you can still receive ICQphone calls from users other than the person you are talking to. However, accepting another incoming call will automatically terminate your ongoing one.

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## Configuring the Settings Tab

The Settings Tab enables you to customize your ICQphone settings.

For information on configuring other ICQphone preferences, see [Preferences – More Options](#).

### To configure your Settings:

1. Click on the **ICQ** button and select **Preferences**.
2. Click on the **ICQphone** icon and choose the **Settings** tab.
3. You have the following option:  
General Settings:
  - Check the **Always on Top** box so that the ICQphone Window will always appear on top of other open applications.
4. Voice Settings:
  - This section contains voice and preferred device settings, which, in general, should be left with their default values. Contact Customer Service at support@icqphone.com if you have questions in this regard.
5. Preferred Devices:
  - Select the **Playback** option to see whether or not your sound card and speakers are working properly and whether you should adjust the volume.  
Select which soundcard you want to test by choosing it from the drop menu.  
Click on the **Test** button. You will hear an announcement welcoming you to the ICQphone service. Adjust the volume if necessary either through the volume icon in the desktop tray or for more playback volume options click the **Audio Settings** button and click the **Playback** icon. This opens the **Volume Control** window. Alternatively use the **Setup wizard**.
  - Select the **Record** option to check that your microphone is working properly and whether you should adjust the volume.  
Select which recording device you want to test from the drop menu.  
Click on the **Test** button. The word recording will appear and you should talk into the microphone (you have 2 seconds in which to record), it will automatically switch to playback and you will be able to hear what you recorded. You can repeat the process as often as necessary. If there are any problems click the **Audio Settings** button and click the **Recording** icon. This will open the **Recording Control** window. Make the necessary adjustments. Alternatively use the **Setup wizard**.
6. Settings Buttons:
  - Click on the **Audio Settings** button to bring up the **Multi Media Properties** dialog, which allows you to choose preferred devices and volume levels.
  - Click on the **Setup Wizard** button to test whether your sound card and speakers are working properly.
  - Check the **Use Direct Sound** box if your sound card supports direct sound, for better quality.
7. Click on the **Apply** button to set your changes or click on the **Cancel** button to exit the dialog without saving your changes.

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## Configuring the Account Tab

The Account tab enables you to check your ICQphone account and open a new ICQphone account. For information on configuring other ICQphone preferences, see [Preferences – More Options](#).

### To configure the Account tab:

1. Click on the **ICQ** button and select **Preferences**.
2. Click on the **ICQphone** icon and choose the **Account** tab. You have the following options.
  - Enter your ICQphone account number in the dialog box and click the **Obtain Balance** button to see state of balance. You will be prompted to enter your PIN (Personal Identification Number) before you get your balance.
  - Click on the **Create New Account** button to open a new ICQphone account.
  - Click on the **Add Funds** button to be sent to the Web site where you can pay for more calls on your ICQphone account.

**Note:** You may only create one ICQphone account that will be the same number as your ICQ number. Any additional accounts you create will have a random 12-digit number.

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