

5

User Manual

RELEASE



Bonus User Information

If you have purchased a license code for Internet Phone Release 5, you are entitled to a bonus user license code for Internet Phone Release 4 to start talking with someone right away.

To receive your bonus code, please do the following:

- Choose **Install License** from the Internet Phone Help menu and install your license code.
- Click on **Bonus Code** on the left-hand navigation bar of the Web page and follow the on-screen instructions.

Do not lose or misplace your license code. It can not be reissued.

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Internet Phone Release 5

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Preface

Welcome

Thank you for purchasing Internet Phone™ Release 5, the latest version of VocalTec's award winning software. We are pleased to welcome you to our growing worldwide family of Internet Phone users who have discovered how to enjoy long-distance communication without paying long-distance bills.

How to Use This Manual

This easy-to-read user manual is intended to serve as an introduction to the software, covering important features in a step-by-step process.

The Internet Phone user manual contains the following chapters:

- *Chapter 1* gives you a brief introduction of the main features of Internet Phone. You should read this chapter first, if you are new to the product.
- *Chapter 2* describes how to install and start Internet Phone.
- *Chapters 3* describes how to make calls, accept calls, and conduct conversations.
- *Chapter 4* describes how to locate people to call, browse and create chat rooms using the Community Browser™.
- *Chapter 5* describes how to call a regular phone over the Internet from your computer and how to create your own Personal Directory.
- *Chapter 6* describes how you can transmit and receive video, send and receive voice mail, share documents and images with others using the Whiteboard, use the Text Chat and exchange files easily using the File Transfer feature.
- *Appendix A* describes the Parental Control issue.
- *Appendix B* gives a list of answers to Frequently Asked Questions and troubleshooting.
- *Appendix C* is a quick reference of the Internet Phone window icons and symbols.
- *Glossary* of terms.
- *Index*.

If You Have a Problem

Before calling VocalTec for technical support on a specific problem try the following:

- Use the on-line help, to see if there is a fix for the problem you are experiencing.
- Consult the release notes (readme.htm) for late-breaking news that did not make this manual before press time.
- Choose **Technical Support** from the Internet Phone Help menu to find easy solutions to common problems.
- If you have a problem with audio record and playback, use the **Audio>Test...** option on the Options menu.

If, after following these procedures you still need to contact VocalTec technical support, please follow these guidelines:

- Have your product license code number ready. Support requests cannot be processed without one. You can find your product license code number in the *About* dialog box or on the first page of this manual.
- E-mail support provides the fastest method of feedback.

VocalTec has established several forms of support. Choose the method that suits you best from the following:

- Choose **Support Wizard** from the Internet Phone Help menu. Send a support request to VocalTec's technical support. Please make sure to include a detailed description of your problem.
- Send an e-mail message with the details of your problem to *support@vocaltec.com*.
- Call our technical support at 201-768-9400.

Product and General Information

- Choose **Customer Services** from the Internet Phone Help menu to receive updated information and easy solutions to common problems.
- Look for the latest company information, product releases, and news on our Web site, at *www.vocaltec.com*.

Chapter 1

Introduction

Internet Phone™ Release 5 sets the new standard in Internet communication software with enhanced audio and video quality and a revolutionary Internet Phone-to-Telephone calling feature. With its expanded suite of multimedia features, such as a live video, voice mail, a whiteboard, text chat and file transfer, Release 5 provides a comprehensive solution for your Internet/Intranet communication needs.

The new Community Browser™ makes it easy to find people with similar interests from around the world.

Whether you're calling a family member, business associate or just looking for a new friend in another part of the world, Internet Phone will connect you in a way you never thought possible. Now, more than ever, there is no need to worry about long distance, the whole world is just a local call away!

Chapter 2

Installing Internet Phone

This chapter describes how to install and start Internet Phone™. Before starting, make sure your system meets the minimum system requirements. To be able to call people and to receive calls you must connect to the Internet, *see* “Running Internet Phone” on page 13.

Minimum System Requirements

Before starting, make sure your system meets the following minimum requirements:

- Pentium processor 75 MHz or higher
- 16 MB RAM
- Windows 95 or Windows NT 4.0 or higher
- 32-bit Winsock Internet TCP/IP connection, SLIP or PPP; 14.4kbps (28.8kbps recommended)
- Windows-compatible sound card
(A full-duplex sound card is needed for full-duplex mode)
- Microphone and speakers
- Windows-compatible video capture device
(only needed to send video)

TIP For a better display of the Community Browser™, it is recommended to install Microsoft Internet Explorer. You may skip this recommendation if Microsoft Internet Explorer 3 or higher version is already installed on your computer.

Installation

To install Internet Phone

- 1 Download Internet Phone Release 5 and select a directory to save the file in. Run the self-extract file from the directory you saved it in.
- 2 During the setup program, enter the requested information in the dialog boxes.
- 3 When you want to continue to the next dialog box, click the **Next** button.

Entering your Personal Information

During the setup process, you will be asked to enter your personal information and your license code. In the dialog box, type your personal information. You need to enter at least your *Nickname*. It should include up to 9 characters without spaces or other special characters.

Entering Your License Code

Type your license code in the **License Code** text box exactly as it appears - i.e., type all the dashes, slashes or any other symbol.

The license code is required to use Internet Phone regularly. Without it, Internet Phone will only function as a limited version.

It is possible to install your License Code from within Internet Phone. To do this, choose **Install License...** from the Help menu.

NOTE Installing your license code would enable you to use the Internet Phone-to-Telephone calling services offered only to licensed users of Internet Phone; see *“Web Setup” on page 11*.

Additional Personal Details

In the next dialog box, type additional personal information. Please note that this information will be viewed by other users on the Community Browser and during a conversation.

In order to use the Voice Mail feature it is imperative you enter your e-mail address in the **E-mail** text box. If you do not want to show your e-mail address to other users but you want to use the Voice Mail feature please check the **Use e-mail for Voice Mail only. Do not show it to others** checkbox.

In the **Comment** field, you can add a short remark about yourself.

TIP It is possible to change your personal information from within Internet Phone. To do this, choose **Personal Information** from the Options menu.

Entering Your Internet Connection Speed

In the next step of the setup process, select your Internet access or modem speed to enable the optimal use of bandwidth for audio and video communication over the Internet.

Web Setup

After the software installation is completed, you will have the option to continue the setup on the Web. Choosing to do so will bring you to the *Internet Phone Customer Services* page.

NOTE You need to connect to the Internet in order for this option to work. For more information on how to connect to the Internet; see *“Running Internet Phone” on page 13*.

If you have installed your license code, follow the instructions on your screen to join services such as the *Telephony Services* and the *Addressing Service*. Register as an Internet Phone user and you will be able to receive special information, news, software updates and other benefits.

Choosing an Internet Telephony Service Provider

One of the new features of Internet Phone Release 5 is the Telephony Service - *Internet Phone-to-Telephone calling service*. This service expands your communication capabilities by enabling you to call a regular telephone from your computer using Internet Phone; see “*Calling a Regular Phone*” on page 33.

Just as you need to register with an *Internet Service Provider* (ISP) in order to connect to the Internet, you must select an *Internet Telephony Service Provider* (ITSP) in order to call a regular telephone from your computer. The Internet Phone Customer Services page contains a list of ITSPs from which you can choose a provider who will supply your connection to the public telephone network. Follow the instructions on your screen to choose and then register with an ITSP.

TIP It is possible to register with an ITSP later from within Internet Phone. To do this, choose **Telephony Services** from the Help menu and follow the on-screen instructions.

Internet Phone Registration

By registering as an Internet Phone user, you will be able to receive special information, news, software updates and other benefits. As an additional bonus, you can join to VocalTec's Addressing Service, which will enable others to locate you at greater ease. Follow the on-screen instruction to register as an Internet Phone user.

Joining the Addressing Service

The Addressing Service allows other Internet Phone users to call you using your unique Internet Phone address. People that have joined the Addressing Service can also contact you using your e-mail address, which you should type correctly during the registration process in the on-line registration form, see “*The Addressing Service*” on page 37.

TIP It is possible to register and join the Addressing Service later from within Internet Phone. To do this, choose **Addressing Services** from the Help menu and follow the on-screen instructions.

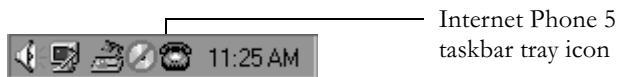
Running Internet Phone

After the software installation is completed, you can run Internet Phone. To be able to call people and to receive calls you must connect to the Internet via a direct Internet connection, or via a modem SLIP/PPP connection of 14,400 bps or faster (see “*Minimum System Requirements*” on page 9.) You can also run it on a TCP/IP LAN. If you are using a modem, make sure it is working and properly connected to the Internet.

To run Internet Phone

- Click the **Start** button, point to Programs and Internet Phone 5, and then click **Internet Phone 5**.

TIP You can keep Internet Phone running in the background and start it whenever you want by double-clicking its taskbar tray icon at the right bottom of Windows desktop.



To quit Internet Phone

- Choose **Exit** from the Phone menu.

When you quit Internet Phone, the current settings are automatically saved and used the next time you run the program.

Setting Up the Audio

The first time you run Internet Phone, the *Audio Test* window appears. Use it to test your audio configuration and to make sure your microphone and sound card are set up correctly.

To perform the audio test

- 1 Click the **Start Test** button and speak into your microphone for a few seconds.
- 2 Stop speaking, then listen to your recording as it plays back automatically.

If your microphone is connected properly and your sound card is properly installed, you should hear yourself speaking through your speakers during playback. If you do not hear yourself, check your sound card configuration and that your microphone and speakers are connected properly. Adjust the playback level by dragging the playback slider to the desired volume.

TIP You can change your audio settings from within Internet Phone by pointing to Audio in the Options menu and clicking **Test...**

Setting Up the Video

Internet Phone Release 5 supports various video capture devices (e.g., a camera or camera and video capture card combination) that allow you to transmit video images to others.

NOTE If you do not have a video capture device you cannot transmit video, however, you can still receive video from another user. You may skip this section, as it is relevant only to people with a video capture device.

Before you begin using Internet Phone, make sure your video capture device is properly connected by choosing **Self View** from the Options menu. A video capture window is displayed, and you should be able to view what the video device is directed at; if not, check your video connection.

You should also perform the *Video Test* to confirm that your Self View and transmitted video are functioning properly.

To perform the video test

- 1 Point to **Video** in the Options menu and choose **Preferences**.
- 2 Click the **Video Test** tab.
- 3 Click the **Start Test...** button.
Two windows are displayed - the *Source* window displaying the video as sampled by your video device and the *Output* window displaying the video quality and speed you will send to the remote user after video compression.
- 4 Drag the **Quality** slider to adjust the quality and frame rate of your transmitted video. If the quality is higher, the video speed is slower. If the quality is lower, the video speed is higher.

Chapter 3

Using Internet Phone

Internet Phone window is the communication tool for making calls.

The *Community Browser™* is a real-time directory of on-line Internet Phone users.

Open the Community Browser and use it to select users to call.

Conduct the conversation from the Internet Phone window.

The Internet Phone Window

The Internet Phone window provides tools for making a call and performing other calling functions. In the Internet Phone window, you can:

- Call other people by typing their e-mail, IP or Internet Phone address in the *Call Line*.
- Call a regular telephone using the *Dialer*.
- Add *Multimedia Features* to your calls such as sending and receiving video, voice mail, text chat, whiteboard session, and file transfer; see “Chapter 6 Multimedia Sessions” on page 41.
- View the *Animated Assistant* for information about your call.
- See the *User Information* of the person you are speaking with.
- Control the *Video Settings*.
- See the status of your call in the *Message Line*.
- Perform calling functions such as *Answer*, *Hold*, *Hang Up*, answer to *Call Waiting*, *Redial*, and *Return Call*.
- Control the *Audio Settings*.
- Keep a record of recent calls in the *Session* list and redial anyone you want.
- Maintain a list of *NetPals* who you may want to call more often.
- Find more information by the *Status Indicators*, e.g., do you share data with



the other person, what is your conversation mode (half-, full-duplex), are you connected to the addressing server and what is your Internet connection quality; see “Appendix C: Internet Phone Icons” on page 54.

- Click the connection quality indicator to view incoming and outgoing audio and video *Statistics*.

The Community Browser Window

The Community Browser window provides access to virtual communities, or chat rooms, in which you can search for and contact people who share similar interests.



In the Community Browser window, you can:

- Search and call people in *Public Chat Rooms*, which VocalTec maintains for Internet Phone users.
- Search and call people in *Member Chat Rooms* that you and other Internet Phone users create.
- Create your own public or private chat room, adding textual and graphic web content to supplement the chat room’s topic.
- Create a list of your *Favorite* chat rooms.
- Search for a person to call in a user directory.
- Participate in an on-line conference.


Making Your First Call



You are now ready to make your first call.
Perform the following procedure to make an Internet
Phone call from the Community Browser window.



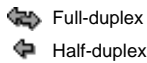
To make your first call

- 1 Run Internet Phone. The Internet Phone window appears on the screen.
- 2 Click the **Community Browser** tool button. 
- 3 In the Community Browser window, you are automatically joined to one of the *Public Chat* rooms.
- 4 On the left-hand side of the chat room is a list of currently on-line Internet Phone users. Call a person from the user list in one of the following ways:
 - Double-click on the person's name.
 - Right-click on the person's name and then choose **Call**.
- 5 The call is in progress and Internet Phone Release 5 attempts to reach the person you selected. The Animated Assistant shows that you are connecting, and you can hear simulated telephone ringing sounds. If the person accepts your call, you can have a conversation.
- 6 Speak clearly into the microphone. Be careful not to speak too closely to the microphone, or your voice will sound high and distorted on the other side. Make sure that the *Record Level* bar in the *Audio Settings* of the Internet Phone window is always bright green and does not reach deep into the red zone. If it does, you are speaking too loudly.
- 7 End the conversation in one of the following ways:
 - Click the **Hang Up** button in the Internet Phone window.
 - Point to **User** in the Phone menu and choose **Hang Up**.

The conversation ends.

For other ways of making a call; see “Chapter 5 Additional Ways to Make a Call” on page 33.

Conversation Modes



There are two modes of conversation: *Full-Duplex* and *Half-Duplex*. In a full-duplex conversation, both users can speak at the same time; in a half-duplex conversation, users take turns speaking.

In order to be able to conduct a full-duplex conversation, both users' systems must support full-duplex mode. A full-duplex sound card must be installed. If your system supports full-duplex mode but the other user's system supports only half-duplex mode, Internet Phone will automatically switch to half-duplex.

During a conversation you can switch between full-duplex and half-duplex mode at will.

To switch between full-duplex and half-duplex mode

Point to **Audio** in the Options menu and choose **Full Duplex** depending on your requirement:

- *When selected:* Full-duplex mode. If both users' systems support full-duplex, both of you can speak simultaneously.
- *When cleared:* Half-duplex mode - both of you must take turns speaking.

At the bottom of the Internet Phone window, the *Conversation Mode* icon displays the current mode (see "*Appendix C: Internet Phone Icons*" on page 54.)

NOTE If the mode automatically switched to half-duplex because the other user has only half-duplex capability, the conversation mode icon is changed, indicating that your system is now in half-duplex mode. This mode will remain only during the current conversation.

Full-Duplex Conversation

During a full-duplex conversation, both you and the other person can speak simultaneously, just as easily as if you were using a phone. Note that there can be a short delay before what you say is transferred and played on the other user's system.

The following events occur in the Internet Phone window:

- The Animated Assistant shows that you are talking with each other.
- The Message line indicates the current mode of conversation. The different modes are:

No one is talking	Talking	Listening	Both
Nobody is speaking. You or the other person can start speaking.	What you say is transmitted over the Internet to the other person.	What he or she says is transmitted over the Internet to you.	What you both say is transmitted over the Internet to each other.

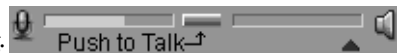
Half-Duplex Conversation

A half-duplex conversation is identical in nature to a full-duplex conversation, except for the following:

- 1 During conversation, you and the other person must take turns speaking (more like using a ham radio than a telephone).
- 2 The Animated Assistant and the Message Line supply you with information about the remote side status. The Message Line indications are as follows:

No one is talking	Talking	Listening
You can start speaking.	Your voice is being transmitted over the Internet to the other person.	What the other person says is transmitted over the Internet to you.

- 3 You can interrupt the other person in the middle of speech. Press the **Push to Talk** button in the Audio Settings area in the Internet Phone window. Do not release this button until you wish to stop talking.



NOTE Internet Phone sets full-duplex mode as the default value. To set half-duplex mode as the default choose **Audio>Preferences** from the Options menu. Click the **Devices** tab and clear the **Use Full Duplex** to start Internet Phone in half-duplex mode as the default.

Receiving a Call



You can easily recognize an incoming call when:

- You hear a telephone ringing sound.
- The Animated Assistant shows that you are receiving a call.
- The **Answer** button text blinks in red.
- The Message Line displays the message *Ringing*.
- The caller's user information is displayed in the User Information section.
- A new entry is displayed in the Session list with a ringing telephone icon at its left.

If you accept the call, the conversation with the other person starts. You can also see the name of the person who called you on the Internet Phone window title bar.

To accept an incoming call

- Click the **Answer** button or point to **User** in the Phone menu and choose **Answer**.
- Double-click on the new entry in the Session list.

TIP The Session list can help you track the calls from other users that arrived while you were in the middle of another conversation. After you disconnect, the names of the people who tried to call you appear on the Session list with a small grayed icon displayed to the left. You can return a call to a person by double-clicking on his or her name.



Blocking Calls



To block all incoming calls, choose **Do Not Disturb** from the Phone menu.

The **Do Not Disturb** icon appears near the Message Line indicating you are in the *Do Not Disturb* mode.

Choosing this option allows you to conduct a conversation or perform other

functions without any interruptions.

You can receive calls from specific people in the NetPals list even if the Do Not Disturb mode is active. *See “NetPals” on page 39.*

To disable the Do Not Disturb mode

Do one of the following:

- Click the Do Not Disturb icon. The icon disappears indicating you are no longer in the Do Not Disturb mode.
- Clear the Do Not Disturb command in the Phone menu.

Other Calling Features

Call Holding



You can put the current session on hold if you want to call or answer someone else without disconnecting your current call. In the Session list you can maintain several on-hold sessions and move between them, keeping only one session active while the rest are on hold. The icon to the left indicates the status of each session.

See “Appendix C: Internet Phone Icons” on page 54.

To put the current session on hold

Do one of the following:

- During a conversation, click the **Hold** button. The text on the **Hold** button changes to **Resume**.
- Select another user from the Session list.

To resume a session on hold

Do one of the following:

- Click the **Resume** button.
- Select a user on hold from the Session list and resume the conversation.

Call Waiting



When you are in the middle of a conversation and someone calls you, the text on the **Answer** button blinks in red and changes to *Call Waiting*. To answer a waiting call, click the blinking **Call Waiting** button. The previous conversation is automatically put on hold.

Call Muting



To mute your microphone, click the microphone icon on the Audio Settings.

Choosing this option when you are in a full-duplex mode prevents picking up background noise and interrupting the other person while he or she is speaking.

Chapter 4

Exploring the Community Browser

The Community Browser™ makes it easy for you to locate and call people. In the Community Browser, you can gain access to chat rooms covering a wide range of subjects to find Internet Phone users to call. You may also search for a specific user using the Community Browser *Find* option.

A *Chat Room* is an interactive environment which functions as a “virtual community”. Each chat room contains a list of users from which you can select a person to call. At the same time, you view a chat room’s graphic and textual Web content, which adds interesting and fun aspects to the conversation.

Using the Community Browser



To open the Community Browser

Do one of the following:

- In the Internet Phone window, choose **Community Browser...** from the Go menu.
- In the Internet Phone window, click the **Community Browser** button at the right of the Call Line.

The Community Browser window appears.

TIP If you want to open the Community Browser window each time you run Internet Phone, choose **Preferences** from the Options menu in the Internet Phone window. Select the General icon and click the **Display** tab. Check the **Open Community Browser on Startup** checkbox and click the **OK** button.

When you open the Community Browser for the first time, you automatically join one of the *Public Chat* rooms, and your personal information is displayed as an entry in the user list. Each entry in the user list represents an Internet Phone user and includes his or her personal information such as *Nickname*, *Comment* and *Country*.

When you open the Community Browser window at other times, you will join, by default, the last chat room that you were in before you logged off. If you want, you can choose to *Auto Join* a *Favorite* chat room; see “*The Favorites View*” on page 30.

The Community Browser Views



The Community Browser is arranged in an easy to navigate hierarchy. Below the menu bar is the *Index* which contains a list of different views:

- *Public* - The Public view contains chat rooms divided by topic, which are accessible to all Internet Phone users. You can switch between the various topics and chat rooms and call anybody who appears on a user list. Unique chat rooms found in this view are the on-line conference rooms where you can have a conversation with several people; see “*Conferences*” on page 31.
- *Member* - The Member view contains chat rooms that you or other Internet Phone users create. Here, you can also add Web content to make your chat room more attractive to other callers with similar interests.
- *Favorites* - The Favorites view contains your personal list of chat rooms that you select, so that you may store them in one place and access them easily. Your private chat rooms are also listed in this view.
- *Find* - The Find view contains a Web page in which you can search for specific users according to information that you provide.

To browse between the Community Browser views

Click a view in the Index, then do one of the following:

- In the Public and Member views, select a topic in the *Topic* list, click a chat room icon in the *Chat Room* list, and view the room content. Click the **Join** button to see the list of users and then select a user to call.
- In the Find view, follow the instructions to perform a user search and then call the person directly from this page.

To update the Community Browser

Each section of the Community Browser window is updated periodically. You can update each section manually by right-clicking on the section you want to update in the Community Browser and choosing **Refresh**.

Chat Rooms



The chat rooms in the Community Browser are categorized by topic to attract users who share similar interests. A chat room contains a list of currently on-line users who have joined that specific chat room, as well as graphic and textual Web content pertaining to the room's subject. The user lists contain the names of the currently on-line chat room participants, along with their user information and Internet Phone capabilities.

Periodically, the Community Browser automatically updates itself. It adds new users who logged on and removes those who logged off.

You can easily join, leave and create chat rooms of your own. After joining a chat room, you can call other people on the chat room's user list and communicate with them using a variety of multimedia features; see *"Chapter 6 Multimedia Sessions" on page 41*.

Joining and Leaving Chat Rooms

You can view and then choose to join any chat room that appears in the various views of the Community Browser window. In the *View* mode you can see the chat room Web content. When you choose to join the room you can also see the users that are on-line in this room.

NOTE You can restrict access to chat rooms that have content ratings by exercising parental control; see *"Appendix A: Parental Control" on page 53*.

To view a chat room

- Click any chat room icon. The Web content appears.

To join a chat room

Do one of the following:

- Click on the blinking **Join** button (located on the left of the chat room title).
- Choose **Join** from the Chat Room menu.

You are now joined to the selected chat room, and you can see the on-line users and your name is added to the user list. Furthermore, the chat room icon appears in the *Joined Chat Room* list at the bottom of the Community Browser. This list contains the icons of all your currently joined chat rooms, regardless of view and topic.

To join more than one chat room at the same time

Each time you want to join a new chat room, you may keep previous chat rooms you have joined active. In this way, you will be able to receive calls from people in chat rooms that you are not currently in. All of your active chat room icons will appear in the Joined Chat Room list.

- 1 Click the **Join** button to join a chat room. The chat room icon is added to the Joined Chat Room list.
- 2 Browse the hierarchy of the Community Browser window and click another chat room icon.
- 3 Repeat steps 1 and 2 each time you want to join another chat room.

To leave a chat room

Do one of the following:

- Choose **Leave** from the Chat Room menu to leave the current chat room.
- Select a chat room icon from the Joined Chat Room list. Click the **Leave** button.
- Select a chat room icon from the Joined Chat Room list. Right-click on it and choose **Leave**.

When you leave a chat room, its icon is removed from the Joined Chat room list. Your name is also removed from the user list, and you return to the View mode.

Creating a Chat Room



In Internet Phone Release 5, you can easily create new chat rooms and wait for others to join.

When you create a chat room, you must choose if it will be *Public*, which is open to all Internet Phone users, or *Private*, which is open only to specific people who know the room name. If the new chat room is Public, it appears in both the Member and your Favorites views. If the new chat room is Private, it appears only in your Favorites view.

To create a public and/or private chat room

- 1 Choose **New...** from the Chat Room menu.
The *New Chat Room* form appears.
- 2 Enter all of the requested information.

After a short interval, the new chat room will be active. Other users will see your room after they update the Community Browser window or after they log in at a different time.

Private Chat Rooms

If you want to conduct private conversations, you can create a private chat room. This “unlisted” chat room cannot be seen on the Member chat room list, and can only be accessed by users who know the exact name of the private chat room.

When another person wants to join this private chat room and reach you there, he/she must open a private chat room with exactly the same name. When a person joins this chat room, his or her user name appears on the User list and one of you can double-click the other’s name to place a call.

To join an existing private chat room

- 1 Point to **Open** in the Chat Room menu.
- 2 In the form, select **Private** and enter the name of the private chat room that you want to join.

The Favorites View

The *Favorites* view contains your personal list of chat rooms that you want to visit on a regular basis. This list is not limited by number, and you can use it to quickly join chat rooms and call users. The Favorites view also contains private chat rooms.

To add a chat room to the Favorite view

From the Joined Chat Room list, do one of the following:

- Select a chat room icon and then choose **Add to Favorites** from the Chat Room menu.
- Select a chat room icon, click the right mouse button and then choose **Add to Favorites**.

The procedure for joining and leaving chat rooms in the Favorites view is the same as in any other view; see *“Joining and Leaving Chat Rooms”* on page 27.

To automatically join a chat room when you start Internet Phone

Do one of the following:

- Right-click on the Favorite chat room icon representing the chat room that you want to join when you start Internet Phone. Choose **Auto Join**.
- Right-click on a chat room icon from the Joined Chat Room list and select **Auto Join**. This room is also added to the Favorites chat rooms.

By default, you will join this chat room every time you open the Community Browser. You can be joined to more than one chat room on startup.

Conferences



Real-time on-line conferences are becoming popular and Internet Phone Release 5 enables you to join these conferences easily.

To join an on-line conference

- 1 Select **Public** in the Index.
- 2 Click a topic in the Topic list (e.g, **General**).
- 3 Click the Conference icon in the Chat Room list.

You have now entered the conference room via the VocalTec Conference Server¹. A participant list displays the names of all the current conference participants. The name of the current speaker is highlighted in real-time. Only one person at a time can speak.

Follow the on-screen instructions to join the conference. After joining the conference you can listen and talk to the other conference participants.

1. Subject to availability.

Chapter 5

Additional Ways to Make a Call

If you want to call someone you know and you already have that person's addressing information, you can make a call in a variety of other ways:

- *Dialer*: Call a regular telephone from your computer.
- *Personal Directory*: Reach the people you call most often from your own Internet Phone Personal Directory.
- *Outgoing and Incoming History*: Return calls to users listed in the Incoming and Outgoing History folders.
- *The Addressing Service - E-mail Address*: Contact users directly using their special Internet Phone address or their e-mail address. Type the address in the Call Line.
- *IP Address*: Type an IP address or host name in the Call Line.
- *Session List*: Call people with whom you spoke recently by double-clicking names in the Session list.
- *NetPals*: Call Internet Phone users with whom you like to speak regularly by double-clicking names in the NetPals list.
- *Web Link*: Add a hypertext link to your home page that, when clicked, starts a call. You can also call someone else from a Web site with a similar link.

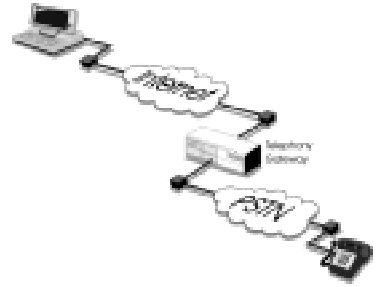
Calling a Regular Phone



Using the *Dialer*, you can call a regular telephone from your computer. The dialer uses VocalTec's Telephony Gateway technology, but the gateway service is provided by an Internet Telephony Service Provider (ITSP). Not all ITSPs are able to place calls in all parts of the world — choose a service provider that suits your needs¹. The call passes via the Internet through a gateway to the Public Switched Telephone Network (PSTN). When a user answers the telephone, the two of you can have a normal conversation. The Message Line displays Internet Phone and the gateway call progress messages (such as *Busy* and *Invalid Number*).

1. Signing up with an ITSP is optional. The Internet Phone-to-Telephone service is NOT provided by VocalTec and subject to availability of the service provider.

The Internet Phone-to-Telephone Calling Process



- An Internet Phone user dials a certain phone number with the country code and makes a connection to a Telephony Gateway using the selected Internet Telephony Service Provider.
- The gateway validates that the phone number is within its area code limits.
- The gateway dials the phone number and begins transmitting voice to/from the Internet Phone caller.
- The gateway continues with call progress control. It will notify the Internet Phone caller of any change in the call status.

The Dialer supports Dual Tone Multi Frequency (DTMF) signal transmission to the gateway, providing touch-tone capabilities and enabling communication with Interactive Voice Response (IVR) systems. For example, listening to your voice mail on the telephone.

For more detailed definitions of technical terms; see *“Glossary” on page 57*.

NOTE You can call a regular phone only if you have installed the software license and registered with an ITSP.

To call using the Dialer

- 1 In the Internet Phone window, choose **Dialer** from the Phone menu or click the Dialer icon. The *Dialer* window appears.
- 2 In the Dialer window, select the Internet Telephony Service Provider from the list (unless you use the default service); see *“Choosing an Internet Telephony Service Provider” on page 12*.
- 3 Enter the country code, area code and phone number by either manually typing them on your keyboard or clicking numbers on the dial pad with the mouse (e.g., for the US 1 212 5551234). No need to use the international access code. You can easily dial numbers containing letters. When entering numbers manually, you can enter the number with or without hyphens.

- 4 Press the **Call** button (or your keyboard Return key) to place your call.

The call is routed through the selected Internet Telephony Service.

TIP If you communicate with an IVR system (such as your telephone voice mail) with DTMF signals, any additional numbers that you enter after the call starts appear in the Call Line after the original phone number.

The Personal Directory

The Personal Directory gives you direct access to the Internet Phone users you call regularly. Once a person's name has been added to the directory, simply select a person and call.

To access the Personal Directory

- Choose **Personal Directory...** from the Go menu.

The Personal Directory folder appears.

After setting names in your Personal Directory folder, you can easily place calls to users simply by double-clicking on a user's name or right-clicking on a user's name and choosing **Call** from the displayed menu.

Setting names in the Personal Directory folder

During conversation, keep the Personal Directory folder opened to add new names to it by doing one of the following:

- Drag the User icon from the User Information section on the Internet Phone window to the Personal Directory folder.
- Drag the current session entry from the Session list to the Personal Directory folder.
- Drag user names from the Incoming or Outgoing History folders to the Personal Directory folder; see *"The Outgoing and Incoming Call History"* on page 36.

If you wish to keep the Personal Directory folder closed, add names to it by doing one of the following:

- Right-click on the User icon in the User Information section and choose **Add to Personal Directory** from the displayed menu.
- Right-click an entry on the Session list and choose the **Add to Personal Directory** command from the displayed menu.

The Outgoing and Incoming Call History

Internet Phone maintains *Outgoing* and *Incoming History* folders. These folders contain records of Internet Phone users you have called or those who have called you, and include the information needed for calling the listed people.

NOTE Internet Phone might not always be able to locate and call a person from the History folders or the Personal Directory, if that person has not registered the Addressing Service or if they do not have a fixed IP address.

To access the Incoming or Outgoing History folder

Do one of the following:

- Choose **Outgoing History...** from the Go menu to see all the people you called.
- Choose **Incoming History...** from the Go menu to see all the people who called you.

The Outgoing or Incoming History folder appears.

To call a person using the Incoming or Outgoing History folder

Do one of the following:

- Double-click on the person's name.
- Right-click on a person's name and choose **Call** from the displayed menu.

TIP When you right-click on a user's name and select **Properties** from the displayed menu, you can see essential information such as the user's name, e-mail address, IP address and unique Internet Phone address, and more.

The Addressing Service



The Addressing Service is a unique and powerful directory service created especially for all licensed Internet Phone users.

All Addressing Service subscribers get a simple and unique Internet Phone address (similar to an e-mail address) that makes it easy and efficient to locate and call them. Unlike the difficulty of locating non-registered users, having an Internet Phone address guarantees that you and other registered users can easily be found.

Joining the Addressing Service

If you did not join the addressing service during the Setup process (*see "Web Setup" on page 11*) it is possible to register and join the Addressing Service from within Internet Phone. To do this, choose **Addressing Services** from the Help menu and follow the on-screen instructions.

After registering, you will get an Internet Phone address, and other Internet Phone users can use this address to call you. People that have joined the Addressing Service can also contact you using your e-mail address, which you should type correctly during the registration process in the on-line registration form.

To contact others using their e-mail or Internet Phone address

- Type the Internet Phone address or the e-mail address of the person you want to call in the Call Line, and then click the **Call** button.

TIP Send your unique Internet Phone address to others so they can use it to call you. To see what it is, choose **Preferences** from the Options menu, click the User icon, and then click the **User Information** tab.

IP Address

Each Internet host is assigned a unique 32-bit address, which is its IP Address, and is used in all communication with that host. Usually, LANs have fixed IP addresses, but most individual Internet users do not. If another user has a permanent IP address, you can call him or her directly, without having to use the VocalTec Community Browser.

To call directly using an IP address

- Type the person's IP address in the Call Line and click the Call button.
- An IP address has the following format: xxx.xxx.xxx.xxx, where xxx is a number from 0 to 255.
- Another way to enter an IP address is to type the host name.
For example: john.acme.com.

Session List



Use the Session list in the Internet Phone window to return calls or redial to a recent caller. This list displays current incoming and outgoing calls, starting with the most recent call. Each entry shows the call duration, the name of the person who called you or whom you called, and the call status.

To return calls or redial from the Session list

- 1 In the Internet Phone window, click **Sessions** to display the Sessions list.
- 2 Double-click the name of the person to whom you want to return a call or to redial.

TIP The session list is cleared every time you quit Internet Phone, but Internet Phone maintains **Incoming History** and **Outgoing History** lists. These lists contain the names of all the people who once called you or whom you called; see *"The Outgoing and Incoming Call History"* on page 36.

NetPals

The NetPals list contains entries of other people that you want to call without browsing through the chat room lists or typing their addressing information each time.

You can give your NetPals the privilege of overriding the Do Not Disturb state. A key icon is displayed next to the user's entry; *see "Appendix C: Internet Phone Icons" on page 54.*

To initiate a call from the NetPals list

- 1 In the Internet Phone window, click **NetPals** to display the NetPals list.
- 2 Double-click the name of the person whom you want to call.

To add a person to the NetPals list

Do one of the following:

- Drag the person's icon to the NetPals list.
- Right-click a person's entry and choose **Add to NetPals**.

To remove a person from the NetPals list

- Select the person's entry and press the **Delete** key on your keyboard.
- Right-click the person's entry in the NetPals list and choose **Remove from List**. To remove all NetPals from the list, right-click an entry and choose **Clear All**.



To permit a specific NetPal to override the Do Not Disturb mode

Do one of the following:

- Choose User from the Phone menu and check the **Override Do Not Disturb** menu command.
- Right-click the person's entry in the NetPals list and check the **Override Do Not Disturb** option.

Calling Through a Web Link

Internet Phone works with Internet Explorer and Netscape Navigator browsers to enable you to make a call from a Web page by clicking a hypertext link. You can also create links to your IP address, e-mail address or Internet Phone address, and add them to your home page. Internet Phone users who browse your page can call you by clicking those links.

For example, if you have joined the Addressing Service, you can create a link to call you by your Internet Phone address. Add the following line to your home page HTML code:

```
<A HREF=iphone:myname@internetphone.com>Call me with Internet Phone 5</A><P>
```

where `myname@internetphone.com` is your Internet Phone address.

Chapter 6

Multimedia Sessions

In addition to its conversational capabilities, Internet Phone Release 5 provides a complete interactive environment to enhance your conversations.

The full suite of multimedia features include:

- Live Motion Video
- Voice Mail
- Data sharing: Whiteboard, Text Chat, File Transfer

NOTE To use the Internet Phone data sharing features with another user, the other user must have Internet Phone Release 4 or higher.

Video Sessions

You and your partner can view each other in live motion video while conducting an Internet Phone conversation. If you have the proper video equipment, you can both transmit and receive video. Your partner will receive your transmitted video even if he/she does not have a video device.

The Self View Window

The Self View window displays your picture (or the focus of your installed video device). The person that you call will see the contents of your Self View window on his/her screen.

For instructions on setting up the Self View window; see *“Setting Up the Video”* on page 14.



To open the Self View window

Check the **Self View** command from the Options menu.

TIP If **Self View** is selected when you quit Internet Phone, the video window will be displayed automatically when you run Internet Phone again.

Transmitting and Receiving Video



After completing the Video setup, click the **Video** icon in the Internet Phone window to automatically transmit and receive video each time you begin a conversation.

Received video frames are viewed on the main window, replacing the Animated Assistant. You can detach the *Remote View* window and enlarge the video size of your received video frames.

To enlarge the size of your received video frames

- 1 Choose Preferences from the Options menu. Select the General icon and click the Display tab.
- 2 Check the **Detach Remote View** checkbox and click OK. The remote user video is displayed in a separate window next to the Internet Phone window.
- 3 Point to the right bottom of the Remote View window and drag your mouse to resize the window. The video is resized.

The Video Icons



The Video icons on the Internet Phone window show you the status of your transmitted and received video frames during a conversation; the camera icon shows if you can transmit video and the monitor icon displays if you can receive video from others; see “Appendix C: Internet Phone Icons” on page 54.

TIP You can see other users video capabilities on the Community Browser user list. The video icons indicating the capability: a camera icon indicates video transmitting capabilities, and a monitor icon indicates video receiving capabilities.

While talking, you can disable either or both receiving and transmitting video by clicking on the buttons. If one of the buttons is dimmed, it means that the other

user has either disabled receiving or sending video or does not have these capabilities.

Sending and Receiving Voice Mail



With Internet Phone you can send and receive voice mail, edit your messages, and send text messages as well.

These activities are done via the Internet Phone Voice Mail window shown here.



You receive your voice mail in your regular e-mail program. To listen to incoming messages, use the Voice Mail Player included with the Internet Phone software.

NOTE You can send the Voice Mail Player to other users so that they can listen to your messages, even if they do not have Internet Phone; see *“The Voice Mail Player”* on page 48.

To access the Internet Phone Voice Mail

Do one of the following:

- Click the **Voice Mail** tool button in the Internet Phone window.
- Choose **Voice Mail...** from the Phone Menu.
- Right-click a user’s entry (e.g., in the Community Browser, NetPals or Session list etc.) and choose **Send Voice Mail**.

Sending Voice Mail and Text Messages

The following steps lead you through the process of creating and sending a new voice mail message:

- Type the recipient e-mail address
- Enter a subject (optional)
- Record your message
- Add a text message (optional)
- Add a file attachment (optional)
- Send your voice mail message with text and file attachments
- Attach the Voice Mail Player (optional)

To select recipients and secondary recipients

Do one of the following:

- Type the e-mail address of the person to whom you want to send voice mail in the **To:** box. Type the e-mail address of the secondary recipient in the **cc:** box or of a hidden secondary recipient in the **bcc:** box.

TIP **Bcc** means *blind carbon copy*. Primary and secondary recipients will not see the bcc names. If you type more than one name in the **bcc:** text box, recipients will see only their own name in that box; that is, their names are hidden from each other.

- Click the **To:** button. From the Personal Directory folder, select a person and click the **Open** button at the bottom of the dialog box. If the selected person has a valid e-mail address, it is displayed in the **To:** box in the Internet Voice Mail window. For secondary recipients click the **cc:** or the **bcc:** buttons and select people from the Personal Directory folder.

NOTE You can type more than one address into each text box.

To Enter a subject

To title your message or briefly describe the subject, type this information into the **Subject** box in the *Address* panel. This information is optional.

To record a message

- 1 Click the **Record** button on the *Tape Recorder Controls*. The Message Line displays the message *Recording....*
- 2 Speak into the microphone to record your speech.
- 3 When you speak, make sure that the *Record Level Bar* is always bright green and does not reach deep into the red zone. If it does, you are speaking too loudly.
- 4 The number to the right of the *Time Bar* indicates the length of your recorded message.
- 5 Click the **Stop** button on the Tape Recorder Controls.



To play back a message

- Play back the recorded message using the **Pause**, **Rewind**, **Forward** and **Play** buttons.
- The Message Line displays the message *Playing....*

You can adjust the volume level using the **Volume Slider**. Drag the slider to the right to increase the volume.

During playback, the number to the left of the Time Bar shows the elapsed playing time of your recorded message.

TIP If you do not hear yourself through your speakers during playback, check the microphone connection and sound card configuration.

To add a text message to your voice mail

- Type your message into the text box just as you would with a regular e-mail message. Use the scroll bar to scroll text.

To add a signature to the end of your message

- 1 Choose **Preferences** from the Options menu, click the Voice Mail icon and the **Signature** tab.
- 2 Select **Always Sign Your Message**.
- 3 In the **Your Signature** box, type the signature and click **OK**.

To attach a file(s)

Click the **Attach** button and choose **File...** to open the *Select File To Attach* dialog box. Do one of the following:

- Select the file you want to attach and click the **Open** button.
- Double-click the file you want to attach.

The total amount and size of attached files is indicated on the right side of the File Attachment panel.

TIP You can send the Voice Mail Player to recipients who do not have Internet Phone; see *“The Voice Mail Player”* on page 48.

It is recommended that you compress all non-text files before attachment.

To remove a file(s)

- 1 If you decide not to send a file, you can remove it. In the file list, select the file you want to remove.
- 2 Press the **Delete** key.

To send your message

- Click the **Send** button.

The Progress Bar and Message Line indicate that the voice mail is being sent.

TIP The **Send** button switches to **Cancel** while sending; click it to stop the sending process.

Retrieving a Voice Mail Message

The voice mail message may be composed of a text message, file attachment(s) and/or voice message; all are easily retrieved using your mailer application.

A voice mail that was sent to you appears as an e-mail message with an attached voice file (Voice.VMF).

To listen to your voice mail message

Do one of the following:

- Double-click the voice file attachment (if your e-mail program enables you to open an attachment this way).
- Save the voice file attachment to your hard drive according to your mailer application's method. Double-click the voice file to open the Voice Mail Player and play the message.

Use the Tape Recorder Controls **Play**, **Forward**, **Rewind** and **Stop** to replay the message.

The Voice Mail Player

You can send the Voice Mail players to Macintosh and Windows users, enabling even users who do not have the Internet Phone software to listen to your messages.

Attach the Voice Mail Player to your message by clicking the **Attach** button and choosing **Attach PC Player** (for Windows users) or **Attach Mac Player** (for Macintosh users) and send your voice out to family, friends and colleagues. After a quick installation process, they can listen to your message and save the player for future voice mail. To assist these recipients, they will receive installation instructions together with the Voice Mail Player.

Data Sharing

You can share text and graphics with another person by using the Whiteboard workspace, send and receive textual messages using the Text Chat window and transfer files to each other using the File Transfer feature.

All data sharing activities - Whiteboard, Text Chat and File Transfer - constitute a single *data sharing* session. Either you, or the person you are currently connected to, can start a data sharing session.

NOTE You can participate in only *one* data sharing session at any one time and share data with only one user at a time.

If you are engaged in a data sharing session with one user, and you want to share data with another user, you must end the data sharing session with the first user and start another one with the other.

To start a data session with another user

Do one of the following:

- Click on the **Share Data** icon at the bottom of the Internet Phone window.
- Select User from the Phone menu and check the **Share Data** command.

This action will terminate any ongoing data sharing activities which involve other users.

The Internet Phone Whiteboard



The Internet Phone *Whiteboard* is a virtual workspace for sharing text, graphics and data in real-time with another user. The Whiteboard is ideal for visually describing ideas and concepts. You can import or capture graphics from other software or from your Web browser and show scanned photographs of family and friends.

Or, if you are using the Whiteboard to work collaboratively, you and the other user can use the Whiteboard tools to annotate (i.e., make comments or notes) on the contents of the workspace, without marking or changing the image or document. Some of the supported tools are: shape tools (arrowhead lines, rectangles, diamonds, ellipses), highlighters, pens, line draw and freehand erasers. Every change you make on your side of the Whiteboard will appear shortly on the other user's screen, and vice versa.

To access the Internet Phone Whiteboard

During an Internet Phone conversation, do one of the following to establish a whiteboard session:

- In the Internet Phone window, click the **Whiteboard** tool button.
- In the Internet Phone window, choose **Whiteboard...** from the Phone menu.

Internet Phone Whiteboard is displayed and you can start sharing data.



Using the Shared Whiteboard

All the tools for the Whiteboard are displayed in the side bar of the screen. They can also be activated from the Tools menu. Experiment by drawing a line, changing the color or thickness of the pen, adding text, drawing shapes, etc.



Erasing Annotations

Internet Phone Whiteboard assigns ownership of annotations to the local machine on which they were made. To erase annotations do any combination of the following:

- Clear only *your* annotations by clicking the icon on the toolbar.
- Clear all the annotations on both participants' machines by clicking the icon on the toolbar.
- Use the freehand erase tool for minor errors.

TIP The **Erase** tool, **Clear My** and **Clear All** operations only clear annotations. None of them affect images or objects in the frame.



Capturing Regions

Internet Phone Whiteboard enables you to “snap” or capture any part of the Windows desktop or windows themselves.

To capture a region of the screen

- 1 Clear all the marks from the Whiteboard workspace.
- 2 Click the Capture Region icon; the Whiteboard screen will disappear, returning to the desktop or to a previously opened application.
- 3 Drag the dotted line box over the region you want to capture.
- 4 Release the left mouse button and you will return to the Whiteboard frame; the captured region will be indicated by a dotted line box. Position the region within the workspace by moving the mouse.
- 5 Click the left mouse button to place the region in the workspace.

To move the region

Do one of the following:

- Click the **Object Select** button.
- Click on the image. The image is now surrounded by a gray border.
- Drag the object around the whiteboard workspace.

To delete the image

- 1 Click over the image. The image is now surrounded by a gray border.
- 2 Press the **Delete** key or cut the image to the clipboard using the **Cut** command from the Edit menu.

To save your work

Do one of the following:

- Click the **Save** icon.
- Select **Save** from the File menu.

Frames are saved in “Conference” file format and the file names have a .CFR extension.

File Transfer



During a conversation, you may want to exchange files. To send any file from your hard disk or local network to the other user, do one of the following:

- Click the **File Transfer** tool button in the Internet Phone window.
- Choose **File Transfer...** from the Phone menu.

A dialog box appears from which you can select the file to transfer. Click the **Open** button. The *Transfer File* dialog box prompts you to *Compress File Before Sending*. It is recommended you check this option. Click the **OK** button in the Transfer File window to send the selected file to the person you are speaking with.

Text Chat



Either you, or the person you are currently connected to, can start a text chat session. This feature is useful when the Internet connection is slow, or you cannot hear each other well.

To access the Internet Phone Text Chat window

Do one of the following:

- Click the **Text Chat** tool button in the Internet Phone window.
- Choose **Text Chat...** from the Phone menu; Internet Phone Text Chat session and the Text Chat window open simultaneously on your screen and the other person's screen.
- Type your message in the line at the bottom of the window and then press the **Enter** key to send it. The message is added to the window above, and the other user can reply.

TIP You can copy and paste text to and from the Text Chat window using its Edit menu commands. You can also save your Text Chat session as a text file by choosing **Save** from the Text Chat window File menu.

Appendix A: Parental Control

Internet Phone Release 5 provides the option of restricting access to certain chat rooms.

To enable Parental Control

- 1 In the Internet Phone window, choose **Preferences** from the Options menu and then click the Community Browser icon.
- 2 Click the **Enable Parental Control** button.
- 3 Type your supervisor password, confirm it, and then click **OK**.

Parental control is now enabled. When you click a chat room icon that has been defined as offensive or problematic, you will be prompted to type the supervisor password.

To disable Parental Control

- 1 In the Internet Phone window, choose **Preferences** from the Options menu and then click the Community Browser icon.
- 2 Click the **Disable Parental Control** button.
- 3 Type your supervisor password and click **OK**.

Appendix B: Troubleshooting

Frequently Asked Questions

After I perform an audio test, other users still cannot hear me speak. How can I make them hear me?

- 1 Point to **Audio** in the Options menu and then choose **Audio Mixer...**
- 2 In the Volume Control dialog box, choose **Properties** from the Options menu.
- 3 In the Properties dialog box, select **Recording** in the **Adjust Volume For** area. Click the **OK** button.
- 4 In the Recording Control dialog box, click the **Advanced** button.
- 5 In the Advanced Controls for Microphone dialog box, select **1 AGC for WaveIn** and click the **Close** button.

How come I cannot redial people from the Session list?

If a person you are trying to redial from the Session list has not registered for the Addressing Service or if he/she is off-line, Internet Phone might not always be able to find and call that person.

Technical Support

The Support Wizard

You can get additional help and technical support and send a technical support request by doing the following:

- 1 Choose **Support Wizard** from the Help menu.
The Internet Phone Support Wizard window appears.
- 2 Click the **Technical Support** button.
- 3 Follow the on-screen instructions.

You can send the request form with a detailed description of your question or problem to VocalTec's Technical Support. The Support Wizard sends together with your request an essential information about your system that assists our support engineers to easily find a solution to your problem or question.

Appendix C: Internet Phone Icons

This chapter describes all Internet Phone icons, control tools and symbols in the Internet Phone window. Use it as a quick reference guide while working with Internet Phone.


Internet Phone Window



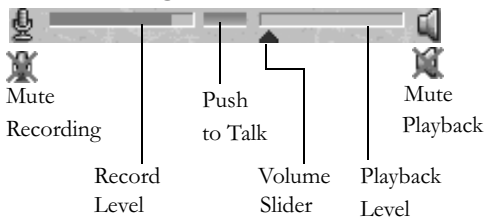
Tool Bar



Dialer Voice Mail Text Chat Whiteboard File Transfer

User Information  Click to open the User Information window

Audio Settings



Video Settings



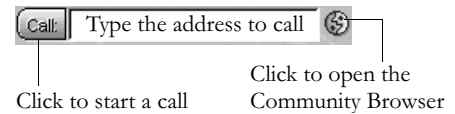
Sending Receiving



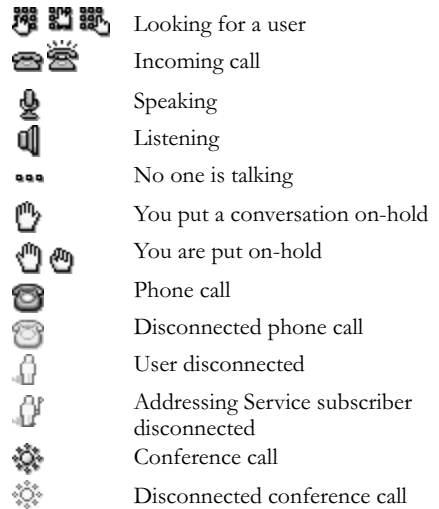
Conversation Mode

Full-duplex   Do Not Disturb
Half-duplex 

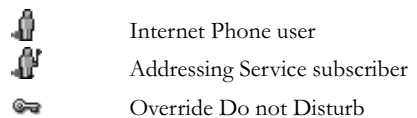
Call Line



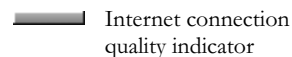
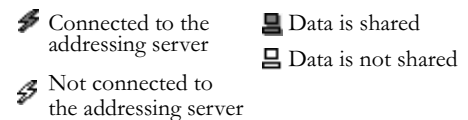
Session List



NetPals



Status Indicators



Glossary

B

Bandwidth

Bandwidth refers to the capacity to move information. In telecommunications, bandwidth is the width of a communications channel. In digital communications, bandwidth is measured in bits per second (bps).

bps

Abbreviation for *Bits per Second*, which is the unit of measure for the speed of data communications. Virtually all digital transmission circuits from WANs to LANs to Internet are defined in bits per second.

C

CODEC

Acronym for *Compression/Decompression*. A codec is a method of digital compression and decompression which enables you to send and receive audio and video. Internet Phone Release 5 supports several different codecs. Quality and video speed varies among the codecs. Available bandwidth and number of lost packets can also affect the quality.

Compression

Reduced form of the information, but not the information itself. Compression saves transmission time or capacity.

D

DTMF

Acronym for *Dual Tone Multi-Frequency*, which describes push-button or touchtone dialing. Each push-button on the telephone makes a combination of one high frequency tone and one low frequency tone. From these tones, the Signal Processing Card determines the dialed number.

F

Full-Duplex

Simultaneous transmission in two directions. Using full duplex transmission, both parties can speak at the same time. Actually, no phone communications are really full-duplex on a point to point connection; the line switches direction so fast that you cannot tell the difference.

G

Gateway

A gateway is an entrance and an exit into a communications network. For example, a gateway can bridge the PSTN (Public Switched Telephone Network) with the Internet, or an Intranet. It's the link which connects both communication mediums and allows telephone-to-telephone calls via the Internet.

H

H.323

The H.323 specification defines packet standards for terminals, equipment and services for multimedia communications over LANs.

Half-Duplex

Data transmission in two directions, but not at the same time (such as speakerphones and CB radios).

I

Interactive Voice Response

Interactive Voice Response, or *IVR* is a technology by which you can access functions of a remote computer by using the keypad on your telephone. For example, a company using IVR may greet a telephone call with a message like, "Welcome to VocalTec Communications Ltd. For the sales department, please dial 1. For customer support, please dial 2... Please enter the phone number you wish to dial"..., etc. You respond to the message's prompts by pressing keys on your telephone's touch keypad.

Internet

The Internet is a worldwide network of many smaller networks and services, such as the World Wide Web, e-mail, FTP, Usenet, Gopher...etc.

Internet Telephony

Internet Telephony is a technology that lets you make voice phone calls over the Internet. VocalTec's Internet Phone uses this technology.

IP Address

An IP address is a unique, 32-bit number for a specific TCP/IP host on the Internet. IP addresses are normally written in dotted decimal form such as 128.127.50.224. A host uses a fixed IP Address as identification by the other equipment in the Network.

Intranet

A private network that uses Internet software and Internet standards like TCP/IP.

ISP

Acronym for *Internet Service Provider*, a for-profit organization supplying inter-connection between an Internet Access Point and end users. ISPs usually offer one or more methods for accessing the Internet, such as dial-up serial connections, ISDN, and T1.

ITSP

Acronym for *Internet Telephony Service Provider*, a for-profit organization supplying Internet Telephony service that lets you make voice phone calls over the Internet.

L**LAN**

Acronym for *Local Area Network*, a short distance data communications network that links together computers and peripheral devices (such as printers) under standard control.

P

PSTN

Acronym for *Public Switched Telephone Network*, the telephone network that connects all users.

PPP

Acronym for *Point-to-Point Protocol*, PPP is the Internet standard for transmission of IP packets over serial lines.

S

SLIP

Acronym for *Serial Line Internet Protocol*, which is currently a *de facto* standard, commonly used for point-to-point serial connections running TCP/IP. It is not an Internet standard; *see* “PPP”.

TCP

Acronym for *Transmission Control Protocol*, a protocol for verifying correct data delivery between two systems. TCP detects errors, or lost data, and triggers retransmission until the destination receives the correct data. TCP generally uses the IP protocol to transmit the information.

TCP/IP

Acronym for *Transmission Control Protocol/Internet Protocol*, a networking protocol that provides communication across interconnected networks, between computers with diverse hardware architectures, and between various operating systems.

W

WAN

Acronym for *Wide Area Network*, a communications network that covers a wide geographic area, such as a state or a country.

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