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The WebTalker Window

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

Configure network parameters

Configuring your <u>WebTalker</u> network parameters enables you to register your <u>Email</u> address with the <u>WebTalker server</u>. In this way, other WebTalker users can locate you.

To configure your WebTalker network parameters

1. Click the **Setup** button in the main WebTalker window. The WebTalker Setup dialog displays.

2. Type your Email address in the space provided. If you've already configured your system, you should see the Email address you typed previously.

3. In the User Information field, type any text you like. This text will appear next to your name when other users look through the User List.

4. In the WebTalker Server field, enter the name or address of the WebTalker server. Alternatively, click the **Server List** button and select a server from the WebTalker Server List dialog.

5. Choose the **Ok** button.

Select a WebTalker server

When you <u>configure</u> your network parameters, you should select the server that will enable you to locate other <u>WebTalker</u> users.

To select a WebTalker server

1. Click the **Setup** button in the main WebTalker window. The WebTalker Setup dialog displays.

2. In the WebTalker Server field, enter the name or address of the WebTalker server. Or click the **Server List** button. The Server List dialog displays.

3. Select the desired server and click the **Ok** button. WebTalker enters your selection in the Setup dialog.

Configure voice mode

If your computer has a full duplex   sound card, you can <u>configure</u> the <u>WebTalker</u> for use with your computer speakers or with headphones.

To listen to callers on your computer speakers

◆ Click the Speakerphone radio button in the Setup dialog.

To listen to callers on your headphones

• Click the Headphones radio button in the Setup dialog.

If your computer has a half duplex sound card, you can configure the WebTalker for either Automatic or <u>Manual mode</u>. In <u>Automatic mode</u>, the WebTalker software automatically controls the Speak/Listen mode. In other words, as soon as you stop talking, the WebTalker switches to Listen mode, so you can listen to the other user talking. In Manual mode, you control the voice mode by using the Speak/Listen button. When you finish talking, you click the Speak/Listen button to switch the WebTalker to Listen mode.

To switch the Talk/Listen mode automatically

◆ Click the Automatic radio button in the Setup dialog.

To switch the Talk/Listen mode manually

◆ Click the Manual radio button in the Setup dialog.

Related Topics
<u>Speak/Listen</u>

Call another user

The IBM <u>WebTalker</u> lets you place calls to other users.

To call another WebTalker user

1. Choose the **Call** button in the main WebTalker window.   WebTalker opens the Calling to dialog.

2. In the space provided, type the <u>Email</u> address of the user you want to call.

3. Choose the **Ok** button.

Alternatively, you can click the **User List** button.

Related Topics
<u>**User List**</u>

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 <u>WebTalker</u> window.

Receive a call

You can receive a <u>WebTalker</u> call at any time. When you receive a call, WebTalker opens the Receiving Call dialog. The dialog displays the <u>Email</u> address of the caller.

To accept a call

◆ Choose the **Yes** button and begin speaking.

To refuse a call

◆ Choose the **No** button. WebTalker will not connect the caller.

Call back previous callers

IBM <u>WebTalker</u> allows you to easily call back previous callers.

To call back a previous caller

1. Click the **Call** button in the main WebTalker window. WebTalker displays the Calling to 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. WebTalker places the call.

Find other users

You can locate other IBM <u>WebTalker</u> users who are on-line.

To locate other WebTalker users

1. From the main WebTalker window, click the **User List** button. The User List dialog displays.

2. To search for a specific user, type his or her <u>Email</u> address (or part of it) in the Search String field, and click the **Search** button. To stop the search, click the **Stop** button.

3. To see a list of all the WebTalker users currently on-line, click the **All Users** button. The User List window opens displaying the names of all on-line users. To stop the User List display, click the **Stop** button.

4. Click the name of the user you want to call and then click the **Ok** button. Or, double-click the name of the user you want to call. WebTalker puts a call through to the selected user.

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 lower the volume by small increments. Click the left scroll arrow to raise the volume level by small increments.

Adjust microphone sensitivity

This feature is only supported in the Mwave version.

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.

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 lower the sensitivity by small increments. Click the left scroll arrow to raise the sensitivity by small increments.

Adjust voice quality

If you find the voice quality a bit choppy, you may need to adjust the Voice Quality.

To adjust voice quality

◆ On the Voice Quality control slider, drag the scroll box to the left to lower the voice quality, or to the right to raise the voice quality.

Or

◆ On the Voice Quality control slider, click the right scroll arrow to lower the voice quality by small increments. Click the left scroll arrow to raise the voice quality by small increments.

Note: As voice quality increases, the delay of the remote party's voice also increases.

Mute the microphone

WebTalker allows you to turn off microphone input. Callers will not be able to hear your voice.

To turn off sound

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

To turn sound back on

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

Configure the Mwave modem

Your Aptiva PC is equipped with IBM's <u>Mwave card</u>, which functions both as a <u>modem</u> 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.

The current version of IBM <u>WebTalker</u> can only be used when the Mwave modem is connected in 14400 (V.32bis) mode.

To change the Mwave mode to 14400:

1. Disconnect from your <u>Internet</u> provider. If you are using the IBM Internet connection, click the **Disconnect** button.

2. From the Windows95 Start menu, make the following selection: Programs | Aptiva Productivity | IBM Information Superhighway.

3. From the IBM Information Superhighway application, click the Mwave Modem icon. The Mwave Modem main window displays.

4. From the Options menu of the Mwave Modem application, select Settings.... The Options dialog displays.

5. In the Maximum Speed box, choose the radio button labeled "14400 (V.32 bis)".

6. 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.

7. Connect to your <u>Internet provider</u> again. If you are using the IBM Internet Connection, click the IBM Internet Connection icon on the IBM Information Superhighway application, and then click the **Connect** button.

8. Activate the WebTalker application.

Exit the application

If you no longer want to place or receive calls on the IBM <u>WebTalker</u>, you can exit the application.

To exit the WebTalker

1. Click the **Exit** button in the main WebTalker window. If you are in the middle of a call, WebTalker asks you to confirm that you want to end the call.

2. Choose **Yes**. WebTalker hangs up and exits the WebTalker application.

 Setup

You can use the WebTalker Setup dialog to configure your WebTalker. Clicking this button opens the WebTalker Setup dialog. This dialog allows you to set up your Email address, WebTalker server, and audio hardware.

To configure your WebTalker network parameters

1. Type your Email address in the space provided. If you've already configured your system, you should see the Email address you typed previously.

2. In the User Information field, type any text you like. This text will appear next to your name when other users look through the User List.

3. In the WebTalker Server field, enter the name or address of the WebTalker server. Alternatively, click the **Server List** button and select a server from the WebTalker Server List dialog.

4. Choose the **No** button.

To configure the WebTalker voice mode

If your computer has a full duplex sound card, you can choose to use either your computer speakers or headphones by selecting the appropriate radio button.

If your computer has a half duplex sound card, you can choose either Automatic or Manual mode. In Automatic mode, the WebTalker automatically switches to Listen mode when you stop talking, and switches to Talk mode when the other user stops talking.   In Manual mode, you click the Speak/Listen button to change from Talk to Listen mode and vice versa.

Call / Hangup

Clicking the **Call** button opens the Calling to dialog. Type in the Email address of the person you want to call.

The Calling to 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 User List dialog, where you can search for or call other <u>WebTalker</u> users.

To search for a specific user, type his/her <u>Email</u> address (or part of it) in the Search String field, and click the **Search** button. To see a list of all the WebTalker users currently on-line, click the **All Users** button. The User List window opens displaying a list of all on-line users' Email addresses. Select the user you want to call and click the **Ok** button, or double-click the Email address of the user you want to call. WebTalker places a call to the selected user.

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.

Speak/Listen

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

 Help

Clicking this button opens the WebTalker On-line Help window. For information on how to use on-line help, press **F1** on your keyboard.

 Exit

Clicking this button closes the WebTalker application.

If you are in the middle of a call, WebTalker will ask you to confirm that you want to hang up, and then exits the WebTalker application.

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.

Initialization Problems:

"Failed to initialize WebTalker device"

"Failed to communicate with WebTalker server"

"Failed to initialize WinSock"

"Connecting to WebTalker server. Please wait..."

"Invalid WebTalker server"

"Failed to initialize WebTalker device"

Cause

Another application is currently using the sound card.

Recommended action

Close all other applications that are using the sound card.

"Failed to communicate with WebTalker server"

Cause

This problem may be due to one of the following:

1. Your <u>Internet</u> provider software is not working properly.

2. The <u>WebTalker server</u> specified in the Setup dialog is incorrect.

3. Heavy network load.

Recommended action

1. Check and reestablish Internet connection if necessary.

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.

"Connecting to WebTalker server. Please wait..."

Cause

This message displays when the WebTalker 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.

"Invalid WebTalker server"

Cause

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

Recommended action

1. Press the **Setup** button and select a WebTalker server from the Server List.
2. Check that you are connected to an Internet provider.

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.

Setup Problems:

"Please fill in your Email in the Email field"

"Spaces are not allowed in the Email address field"

"Please fill in the Email and Server fields"

"Invalid WebTalker server"

"The IBM WebTalker application cannot be used when..."

"To call, you must connect to an IBM WebTalker server"

"To view the user list..."

"Connection in progress...please wait."

"The WebTalker application could not connect to the..."

"Connecting to WebTalker server Please wait..."

"Please fill in your Email in the Email field"

Cause

When filling in the Setup dialog fields, you left the <u>Email</u> field empty.

Recommended action

Fill in your Email address.

"Spaces are not allowed in the Email address field"

You are advised to "Please enter a valid <u>Email</u> 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 <u>Email</u> or Server field empty.

Recommended action

Fill in your Email address.

Choose a server from the Server List.

"Invalid WebTalker server"

Cause

Could not connect to the server specified in the Setup dialog.

Recommended action

1. Press the **Setup** button and select a <u>WebTalker server</u> from the Server List.

2. Check that you are connected to <u>Internet</u> provider.

"The IBM   WebTalker application cannot be used when..."

the Mwave   <u>modem</u> is connected in 28800 mode (V.34)

To use the IBM <u>WebTalker</u> application:

1. Disconnect from your <u>Internet</u> provider.

2. Set the Mwave modem to 14400 mode.

3. Reconnect to your <u>Internet provider</u>.

4. Activate the Web 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 WebTalker cannot work in this mode.

Recommended action

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

"To call, you must connect to an IBM   WebTalker server"

Cause

The server specified in the Setup dialog is invalid.

Recommended action

Click the **Setup** button to <u>configure</u> the <u>WebTalker</u> parameters.

"To view the user list..."

you must connect to an IBM   WebTalker server."

Cause

The server specified in the Setup dialog is invalid.

Recommended action

Click the **Setup** button to configure the WebTalker parameters.

"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.

"The WebTalker application could not connect to the..."

WebTalker server.

To connect to the WebTalker server:

1. Make sure you are connected to your Internet provider.

2. Press the WebTalker **Setup** button and select a server from the Server List."

Cause

WebTalker 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 WebTalker server selected in the Setup dialog.

Recommended action

1. Make sure you are connected to an Internet provider.

2. Click the WebTalker **Setup** button and select a server from the Servers List.

"Connecting to WebTalker server   Please wait..."

Cause

Could not connect to the server specified in the Setup dialog.

It is possible that you are not connected to an <u>Internet</u> provider, or you do not have a valid <u>WebTalker server</u> selected in the Setup dialog.

Recommended action

Wait for the connection to complete.

Or

1. Cancel the connection by pressing the **Cancel** button, and then

2. Verify that you are connected to an <u>Internet provider</u>.

3. Click the WebTalker **Setup** button and select a server from the Server List.

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 WebTalker user.

Calling Problems:

Unable to receive calls, although not connected

Friend@Somewhere is busy

No Answer

"Friend@Somewhere is not active any more"

"Friend@Somewhere is not registered"

"Connecting with   Friend@Somewhere"

"You cannot call yourself"

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 back automatically.)

"Friend@Somewhere is not active any more"

Cause

This may be due to one of the following:

1. *Friend@Somewhere* you are calling, has exited the <u>WebTalker</u> application by disconnecting from the <u>Internet</u> provider. Currently *Friend@Somewhere* is not registered in the Server's User List.

2. Heavy network load.

Recommended action

1. Check the spelling of <u>Email</u> address you are calling.

2. Try selecting the user from the WebTalker User List.

3. Try again later, when the network load has decreased.

"Friend@Somewhere is not registered"

Cause

Friend@Somewhere is no longer listed in the <u>WebTalker server</u> database. Users are registered to the WebTalker server's User List only while they have the WebTalker application running.

Recommended action

1. Check the spelling of <u>Email</u> address you are calling.

2. Try selecting the user from the WebTalker User List.

3. Tell the user you want to call, that they should run the WebTalker application.

"Connecting with   Friend@Somewhere"

Cause

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.

"You cannot call yourself"

Cause

You tried calling your own Email address.

Recommended action

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

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.

User List Problems:

"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 matching users"

"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 <u>WebTalker server</u> specified in the Setup dialog.

Recommended action

1. Try calling again later.
2. Click the **Setup** button and select a WebTalker server from the Server List.

"Search in user list failed. Try again."

Cause

1. Heavy network load.

2. Invalid <u>WebTalker server</u> specified in the Setup dialog.

3. The WebTalker server is down.

Recommended action

1. Try calling again later.

2. Click the **Setup** button and select a WebTalker 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 matching users"

Cause

No users were found in search specified.

Recommended action

You can see a list of all the users by pressing the **All Users** button.

 Or

Change the search letters, and choose the **Search** button again.

"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.

Sound Problems:

No sound is heard

Others can't hear me

Sound is "choppy"

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 panel is too low.
4. The **Manual** button is in Speaking mode (for versions that support this feature).
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 <u>WebTalker</u> 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 slider volume.
4. If you are using <u>Manual mode</u>, 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 panel 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 WebTalker main panel.

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.

Sound is "choppy"

Cause

This may be cause by heavy network load, or you may have the Voice Quality slider adjusted very low.

Recommended action

Adjust the Voice Quality by moving the slider in the WebTalker's main window.

Note: The higher the voice quality, the longer the delay.

_____

Glossary of Terms

automatic mode

configure

dropdown list

Email

full duplex mode

half duplex mode

input sensitivity

Internet provider

Internet

manual mode

modem

Mwave card

WebTalker server

WebTalker

Internet provider

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

automatic mode

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

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.

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. WebTalker uses the Email address as a key for locating on-line 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.

input sensitivity

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

Internet

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

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.

Mwave card

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

WebTalker

IBM WebTalker. Software that enables you to speak to other users who are connected to the <u>Internet</u>.

WebTalker server

The IBM WebTalker server that provides directory services for locating WebTalker users.

Message Bar

The text displayed in this area keeps you informed of the WebTalker'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 WebTalker Setup dialog, where you can set up your Email address, WebTalker server, and audio hardware.

Help Button

Click this button to open the On-Line Help window.

User List Button

Click this button to search for or call other WebTalker users.

Mute Button

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

Exit Button

Click this button to close the WebTalker.

About the IBM WebTalker

Click this button to find out about the IBM WebTalker.

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

In WebTalker versions that support this feature, drag this slider's scroll box to the right or left, to adjust the microphone's sensitivity.