

Internet Phone Help Index



Quick Tour

A quick tour of Internet Phone for newcomers.



Using Internet Phone

Step-by-step instructions for all the Internet Phone functions



Reference Information

Glossary, window parts, menu commands and the keyboard



Troubleshooting

Easy solutions to common problems and errors



Technical Support

How to get technical support from VocalTec if all else fails.



Reference Information

Glossary

Window parts

Quick-Dial button modes

Menu commands

Tool Bar commands

Keyboard Guide



Using Internet Phone

Basics

- [What is Internet Phone?](#)
- [Starting Internet Phone](#)
- [Quitting Internet Phone](#)

The Internet Phone network

- [Connecting to an Internet Phone server](#)
- [Disconnecting from the Internet Phone network](#)
- [Joining and creating topics](#)
- [Leaving a topic](#)
- [Using private topics](#)

Calling and talking over the Internet

- [Making a call to a person](#)
- [Receiving a call from a person](#)
- [Conversation with a person](#)
- [Disconnecting a call or a conversation](#)
- [Automatic confirmation of calls](#)
- [Setting the Voice Activation level](#)
- [Choosing the Audio Quality mode](#)

Full Duplex Conversations

- [Switching to full duplex mode](#)
- [Full duplex conversation with a person](#)

Using the Quick-Dial buttons

- [Setting a Quick-Dial button](#)
- [Using the Quick-Dial buttons](#)
- [Setting a custom title for a Quick-Dial button](#)

Internet Phone and the Web

- [Adding Internet Phone links to Web sites](#)

Fine-tuning Internet Phone

- [The Manual Activation mode](#)
- [Setting the volume level](#)
- [Internet Phone statistics](#)

Other Internet Phone options

- [Working with Internet Phone in minimized form](#)
- [Working with Internet Phone in toolbox mode](#)
- [Setting the Internet Phone preferences](#)
- [Testing your system configuration](#)
- [Setting Hot Keys](#)

Setting your user information
Setting the audio indications
The Message Log
The Information window

Menu Commands

Phone	
<u>C</u> all...	F2
<u>D</u> isconnect	F9
Connect To Server ...	
Disconnect From Server	
Register...	
Send Registration Info...	
Exit	

Options	
<u>A</u> uto Accept Calls	
<u>M</u> anual Activation	
Full Duplex	
Dock Window	
Preferences...	
<u>U</u> ser Info...	
<u>H</u> ot Keys...	
Set Voice <u>A</u> ctivation Level	
Set Volume Level	
Test System Configuration...	
View as Toolbox	
View Info	
<u>V</u> iew Log	
<u>C</u> lear Log	
View <u>S</u> tatistics	
Reset Statistics	

Quality
<u>S</u> tandard Audio Quality
High Audio Quality for 1 <u>4</u> .4K connection
High Audio Quality for 2 <u>8</u> .8K connection

WWW
View Users' <u>L</u> inks
Go to Users' <u>D</u> irectory
Go to <u>V</u> ocalTec's home

Help[C](#)ontents[S](#)earch for Help On...[H](#)ow to Use Help[T](#)roubleshooting[T](#)echnical Support[H](#)ow to [O](#)rder[L](#)icense Agreement[Q](#)uick Tour[S](#)how [P](#)opup Tips[A](#)bout Internet Phone...

Keyboard Guide

Function Keys

Keyboard Shortcuts

Hot Key Shortcuts

Tool Bar Commands

The tool bar commands are identical to the equivalent menu commands.



Disconnect



Call



Auto Accept Calls



Voice/Manual Activation



Full Duplex



View Info



Connect To Server

Quick-Dial Button Modes

The image on the [Quick-Dial buttons](#) changes to indicate the current mode.



Button empty



Button set



Making a call



Getting a call



Speak mode



Listen mode



Idle mode (Half Duplex)

Hot Keys Shortcuts

When another application is active, You can use special hot key combinations that don't interfere with keyboard shortcuts used by the application.



Hot Key shortcuts

To _____	Press _____
Make a call to the person under the numbered button	Hot key+ <i>Digit</i>
Make a call to a person	Hot key+F2
Bring the Internet Phonewindow to front; if already in front, to minimize it and bring the last-used application to front.	Hot key+F8
Disconnect a call or conversation	Hot key+F9
Same as clicking on a person's button with the left mouse button	Hot key+ENTER

What is Internet Phone?

Internet Phone is a unique software product that opens a new and exciting dimension for Internet users. Up to now you could only use the Internet to transfer text and graphics. You could send e-mail to other users, or even have text "chats" with them, but didn't you ever wish you could actually speak with them?

With Internet Phone you can use the Internet to speak, with your own voice, with Internet users all over the globe! Yes, real-time real-voice conversations over the Internet!

All you need is Internet Phone, an Internet connection and a Windows-compatible audio device. Plug in a microphone and speaker, run Internet Phone and, by clicking a button, get in touch with Internet users all over the world at the price of a local phone call. Whether you want to meet new friends, get information personally, or make the direct business contact, Internet Phone is for you. A friendly graphic user interface and a smart Voice-Activation feature make conversation a snap. VocalTec's sophisticated voice compression and transfer technology makes sure your voice gets across in a flash and using only a fraction of the bandwidth.

Users that have two audio boards installed or that have an audio board that supports full duplex, can conduct conversations with two-way audio, as with a real telephone. This means that they can speak and listen to the other person at the same time. Others users have to take turns speaking during conversation.

Internet Phone uses the Internet Phone network as a global phonebook, always presenting you with an updated list of topics and on-line users. By connecting to an Internet Phone server you can access this list and call anyone on it. You can create new topics or list your name under existing ones, waiting for people with shared interests to join in. When you get to know a person, you can put his or her name under a Quick-Dial button. To call the person, simply click on her Quick-Dial button and a call to her is made, even if you are both listed under different topics. Once you establish contact with a person, communication is carried out directly over the Internet, and not through the Internet Phone network.

You and others can use private topics to block out unwanted callers, when you are waiting for important business or intimate calls. Private topics also let the members of world-wide organizations or groups easily locate each other without interference.

Of course, the quality of voice communication depends on the quality of your Internet connection. We recommend that you use Internet Phone on systems with an Internet connection of 14400 baud or more. Installing a voice compression card, such as VocalTec's VC Card, can also increase the efficiency and quality of communication considerably. With this version of Internet Phone, you can even add direct links to Internet Phone users to your Web pages. When a user uses a Web browser to view these pages, he or she can choose such a link in order to automatically open Internet Phone and start a call to the user to which the link points. This means that now the people that browse your home page can also call you and speak with you using the Internet Phone! You can also use this feature to maintain your own private phone-book of Internet Phone users that you call often.

Starting Internet Phone

To start Internet Phone

- 1 Switch to the Program Manager window.
- 2 Open the group window that contains the Internet Phone icon.
- 3 Do one of the following:
 - Double-click the Internet Phone icon.
 - Use the arrow-keys to select the Internet Phone icon, and the ENTER key to start it.

• _____ Internet Phone Icon

Quitting Internet Phone

When you quit Internet Phone, the Quick-Dial buttons setup and the current Voice Activation level are automatically saved to disk. If you were connected to the Internet Phone network, Internet Phone disconnects you.

To quit Internet Phone

Do one of the following:

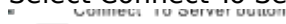
- Choose Exit from the Phone menu.
- Press ALT+F4.
- Double-click the window's Control-menu box in the upper-left corner of the window.

Connecting to an Internet Phone Server

Internet Phone uses the Internet Phone server as a global phonebook, always presenting you with an updated list of [topics](#) and of on-line Internet Phone users. By connecting to an Internet Phone server, you gain access to the Internet Phone network, and you can access this list and call anyone on it. Note that once you establish contact with a person, communication is carried out *directly* over the Internet, and not through the Internet Phone network.

To connect to an Internet Phone server

- 1 Select **Connect To Server** from the Phone menu or from the Tool bar.



The **Connect To Server dialog box** appears.

- 2 The first time you try to connect to the Internet Phone network, the **Internet Phone Servers dialog box** automatically opens. This dialog box displays a list of countries and Internet Phone servers. It also includes a list of servers that are publicly accessible from any country. Choose your country, and from the list that opens, choose an Internet Phone server. Now choose "OK" and the selected server is added to the dialog box.

To access this dialog box again, choose the **Servers** button.

- 3 If you want to enter the Internet address of an Internet Phone server manually, type it in. Internet Phone also keeps a list of the last five servers to which you connected, letting you choose one of them.

You can connect to the Internet Phone network through any Internet Phone server.

However, if you want to reduce response time and increase performance, it is recommended that you try to connect to an Internet Phone server in your vicinity.

If the Internet Phone server that you want to connect to does not use the default port, uncheck the **Use default port** option and type in the correct port number.

If you want to automatically connect to this Internet Phone server each time you run Internet Phone, check the **Connect Automatically on Startup** option.

- 4 Choose "OK".

Internet Phone tries to connect to the Internet Phone server. While the connecting process is in progress, the [IPS indicator](#) blinks in yellow. When the connection is successful, the indicator turns green.

If the [Nick Name](#) you entered in the [User Info](#) is already used by another person, you will have to change it. Choose [User Info](#) from the Options menu and enter a new Nick Name.

The first time you connect to the Internet Phone network, Internet Phone joins you to the *general* topic. The next times you connect to the network, Internet Phone automatically joins you to the topics under which you were listed when you last exited the Internet Phone network.

Disconnecting From the Internet Phone Network

When you disconnect from the Internet Phone server, Internet Phone saves to disk the names of the topics under which you were listed, and will automatically list you under these topics the next time you connect to the network.

To disconnect from an Internet Phone server

- Select Disconnect From Server from the Phone menu.
Internet Phone disconnects from the Internet Phone server.

Internet Phone Servers dialog box

This dialog box is used to locate an Internet Phone server. You must connect to the Internet Phone network (via one of the servers) if you want to use Internet Phone: this network is like an address book, and is used to locate other users or to browse for topics of conversation. Remember that ANY of the server listed can be used to connect to the Internet Phone network. You can download the updated list of Internet Phone servers from our Web server (at <http://www.vocaltec.com/>). Download the file and replace the older file in your Internet Phone directory.

Dialog Box Options

- Choose **Public Internet Phone Servers** from the State list to get a list of servers you can connect to from any country.
- Choose your country or state from the State list to get a list of local servers.
- Choose one of the servers in the list that appears and choose OK to add the selected server to the **Connect dialog box**.
- If you connect to any one of the listed servers, you will be connected to the Internet Phone network. However, finding a server that is closer will result in better response time as the data does not have to be routed through several countries/sites to get there.

Joining and Creating Topics

Once you are connected to the Internet Phone network, you can start looking for persons to call, or wait for them to call you. The topic list makes this easy. By joining various topics, you can see the other users listed under these topics, and you can contact them. Your name is now listed under this topic, letting others that share your interests to easily locate and call you. It is possible to join up to ten topics at any one time. Of course, topics can have any name: you can create topics that only you and your friends will recognize. When there are no persons connected to a topic, it is removed from the topic list.

The resources of the Internet Phone network are not unlimited. You should not multiply topics unnecessarily. If you are no longer using a topics, and are the only user listed under it, leave it. This will help prevent network overload.

To join or create a topic

- 1 Select Call from the Phone menu, or choose the tool bar Call button.



Click on the Call button

The **Call dialog box** opens. The topics you are now listed under appear on the **Joined Topics** list on the right.

- 2 Choose the **Join Topic** button.
The **Join Topic dialog box** opens. This dialog box gives a global list of all the available Internet Phone topics. Of course, this list constantly changes as persons create new topics or leave existing ones.
- 3 Since updating the topic list can take some time, you must choose the **Refresh** button to get the updated list of topics.
 - If you already know the name of the topic you wish to join, you can simply type its name in the **Topics** box, without having to update the entire list.
 - To join one of the topics on the list, select it.
 - To create a new topic, type its name in the **Topics** box even without updating the list. Of course, if such a topic already exists, you will simply join it.
- 4 Choose the **Join Topic** button. The selected topic is added to the **Joined Topics** list on the other dialog box and the other users listed under it appear on the **Users list**.
- To join another topic, repeat steps 3 and 4.
- 5 To exit the dialog box, choose **Close**.
The Join Topic dialog box closes.
- 6 You can now call one of the persons in the topics you have joined, or wait for others to join and call you.



Leaving a Topic

When you leave a topic, the other users connected to it cannot contact you, unless they share other topics with you, or have set your name under a [Quick-Dial button](#).

To leave a topic

- 1 Select Call from the Phone menu, or choose the tool bar Call button.



Click on the Call button

The **Call dialog box** opens. The topics you are now listed under appear on the **Joined Topics** list on the right.

- 2 Select the topic you wish to leave from the **Topics** list.
- 3 Choose the **Leave Topic** button.
Your name is removed from the topic.

Using Private Topics

If you don't want to be accessible to all the other Internet Phone users, you and other users can use private topics to access each other. Private topics are identical to listed topics, but cannot be seen in the global topic list. Only users that know the exact private topic name are able to join it. Private topics can be used by members of world-wide organizations and groups to access each other without interference.

Of course, for a private topic to be of any use, it is preferable that you remove your name from any listed topics. It is especially important to leave the "General" topic, or many other Internet Phone users will be calling you constantly.

To create or join a private topic

- 1 Select Call from the Phone menu, or choose the tool bar Call button.



Click on the Call button

The **Call dialog box** opens. The topics you are now listed under appear on the **Joined Topics** list on the right.

- 2 Choose the **Join Topic** button.
The **Join Topic dialog box** opens. This dialog box gives a global list of all the available Internet Phone topics.
- 3 Type the private topic's name in the **Topics** box.
- 4 Choose the **Join Private** button.
If there is no such topic, it will be created. If a listed topic of that name exists, you will be informed.
The private topic is now added to your **Joined Topics list**.
- 5 To exit the dialog box, choose **Close**.
The Join Topic dialog box closes.
- 6 You can now call one of the persons listed under the private topic, or wait for others to join it and call you.

Leaving a Topic
Using Private Topics
Making a call to a person

Making a Call to a Person

You can use Internet Phone to call and talk with other users that are connected to the Internet Phone network and have Internet Phone running. You can call a person with the Call command, or by choosing a [Quick-Dial button](#) set for him or her.

If you want to conduct a [full duplex](#) conversation with the other person, make sure the Full Duplex option is on before you make the call.



You should also make sure that you are using the highest audio quality mode that your system and Internet connection support.



To call a person

- 1 Select Call from the Phone menu, or choose the tool bar Call button.



Click on the Call button

The [Call dialog box](#) opens. The **Joined Topics list** displays the topics under which your name is now listed. The **Users list** displays the other persons listed under the topic that is selected in the Joined Topics list. To see the names of *all* the users that are listed under *all* the joined topics, check the **Show Users of all Joined Topics** option.

- 2 Locate the desired person in one of the joined topics. If you cannot locate the person, you can try looking for him or her under other topics.
- 3 Select a person from the Users list.
- 4 Choose "OK".
 - A message appears on the [message line](#), accompanied by a dialing sound, indicating that the call is in progress. One of the Quick-Dial buttons depicts a hand knocking on a door. This button will be used for interaction with the person. If one of the buttons already holds the person's name, it will be used. If all the buttons already hold other names, the [wild-card button](#) will be used.
 - On the other person's Internet Phone, a Quick-Dial button representing you starts ringing. He or she can answer your call by clicking on this button.
 - If your call is answered, you will be able to talk with the other person; if she is already engaged in another conversation, the message line will report "**BUSY**".



When contact with the other person's system is established, conversation starts.



TIP:

If you want a much faster way to call a person, set a Quick-Dial button for him or her. If one of the Quick-Dial buttons is empty, it is automatically set to hold the person's name. Whenever you want to call the person, simply point to the Quick-Dial button and click on the left mouse button. This has the advantage of being not only much faster, but also lets you contact the person even if you are both listed under different topics.



Receiving a Call from a Person


When another person calls you, the Quick-Dial button representing the caller changes its appearance to that of a ringing phone, accompanied by a ringing sound. The [message line](#) shows the caller's name. If none of the [Quick-Dial buttons](#) is set to represent this caller, the [wild-card button](#) is used to interact with the caller.


If the **Bring To Top On Call** preferences option is on, the Internet Phone window will pop up whenever a person calls you.

Receiving a call


Do one of the following:

- **To accept the call, choose the caller's Quick-Dial button.**
- **To reject the call, choose Disconnect from the menu or tool bar.**

If you accept the call, conversation with the  other person starts.

It is possible to make access to  your system immediate, by turning on the [automatic confirmation](#) mode. If another person tries to call you while you are speaking with someone, the message line shows the caller's name, and the caller gets a "**BUSY**" message.

Conversation with a Person

Conversation starts when contact  is established between two persons.


The message "**CONNECTED!**" appears on the [message line](#).


Rules for conversation

- During a conversation, you and the other person must take turns speaking. You cannot speak at the same time.
- There are three modes: **Speak**, **Idle**, and **Listen**. The other person's [Quick-Dial button](#) changes its appearance according to the current mode, and the current mode is displayed on the message line.
- When **Speak** mode is on, what you say is transmitted to the other person. When **Listen** mode is on, you hear what the other person is saying. When **Idle** mode is on, no one is currently speaking.
- Internet Phone uses its [Voice Activation](#) interface to recognize when you are speaking, and automatically transmits what you say to the other person, if he is not speaking. (For information on fine-tuning the Voice Activation interface during conversation, see: [Setting the Voice Activation level](#))
- Whenever you can speak, the Internet Phone logo on the Status bar changes to the Speak Indicator.
- The window's title shows the name of the person you are talking with. If the Internet Phone window is in minimized form, the minimized icon functions like a Quick-Dial button,

and the other person's name is shown below it.

Talking with a person over the Internet

- 1** Speak.
When your audio device registers a sound, Internet Phone activates **Speak** mode, and what you say is heard on the other person's system.
- 2** When you are finished speaking (that is, when Internet Phone recognizes that you are silent) **Idle** mode is automatically activated.
- 3** When the other person is speaking, the button changes to **Listen** mode.
- 4** When the other person has finished speaking, the button changes back to **Idle** mode. You can then respond by speaking again.
- 5** When the conversation is over,  disconnect it with the Disconnect command.

Conversation can also be  conducted manually, by clicking the person's Quick-Dial button to start speaking, then clicking it again to let the other person speak. In this way it is also possible to burst in and start speaking even when in **Listen** mode.

Receiving a Call from a Person **Making a Call to a Person**

Switching to Full Duplex Mode

If you have two audio boards installed on your system, or if you have an audio board that supports full duplex audio, you will be able to conduct full duplex conversations. When in full duplex mode, Internet Phone records and plays audio simultaneously, letting you speak and hear the other person at the same time, as with a real telephone.

When you first run Internet Phone, it automatically runs the system configuration test. This test checks the connected audio devices, and if full duplex audio is possible, it will notify you that full duplex conversations will be available.

- If you install an additional audio board, or switch to one that supports full duplex audio, run the test again to configure Internet Phone to full duplex.
- If you are using two audio boards, make sure the audio input and output devices are connected to the correct boards (the input device should be connected to the board listed under **Speak** in the Preferences dialog box. The output device should be connected to the device listed under **Listen**.)

Once Internet Phone is configured to full duplex, you can switch to full duplex mode at will. Note however that a complete full duplex conversation will only be possible with another user whose system supports full duplex audio. When conversing with users that only have half duplex audio, you still have the advantage of being able to burst into their speech without having to use the keyboard or to select their button.

To switch to full duplex mode

- Select Full Duplex from the Options menu or from the Tool bar.

Now you are in full duplex mode, and you can conduct full duplex conversations with other people.



You can also switch to full duplex mode in the middle of a conversation.

- To exit Full Duplex mode, deselect the Full Duplex options.

Full duplex conversation with a Person

Full duplex conversation starts when contact is established between two persons that have the Full Duplex option on.



The message "**CONNECTED!**" appears on the message line.

If the other users system also supports full duplex, the status bar will indicate **Full Duplex**.

If the other users system only supports half duplex, the status bar will indicate **Local FDX** (On the other users system, it will indicate **Remote FDX**). In this case a complete full duplex conversation *will not be possible*, but you still have the advantage of being able to burst into the other users speech without having to use the keyboard or to select his or her button.

Rules for conversation

A full duplex conversation is identical to a standard conversation, except for the following:

- During a conversation, both you and the other person can speak simultaneously. Note that there can be a short delay before what you say is transferred and played on the other users system.
- There are only two modes: **Speak**, and **Idle**. The other person's Quick-Dial button changes its appearance according to the current mode, and the current mode is displayed on the message line.


<u>Button mode</u>	<u>Meaning</u>
--------------------	----------------



SPEAK mode. When in this mode, what you say is transmitted over the Internet to the other person's system.



IDLE mode. When in this mode, you are not speaking.

- The other user can speak at any time. When he or she does speak, a small speaker symbol appears at the top left corner of the Quick-Dial button.
- It is now possible to try switching between full and half duplex modes even in the middle of a conversation.
- When the conversation is over, disconnect it with the 

Switching to Full Duplex mode


Making a Call to a Person

Disconnecting a Call or Conversation

The Disconnect command can be used to terminate calls and conversations.

To disconnect a call

Do one of the following:

- Choose Disconnect command from the Phone menu.
- Choose the Disconnect button in the tool bar.
 Disconnect button
- Press F9 or ESCAPE.
- Move the pointer over the button, press the right mouse button and choose Disconnect from the pull-down menu.
- Choose another Quick Dial button to terminate the current call and start a new call. Internet Phone will report "**DISCONNECTED**" on the message line.

Automatic Confirmation of Calls

The Auto Accept Calls mode determines how easy it is for callers to reach you: when it is on, access is immediate, and callers can immediately start talking with you. When it is off, you need to click the caller's Quick-Dial button to answer his call, or choose Disconnect to reject it.

To set the Auto Accept Calls option

- Select Auto Accept Calls from the Phone menu, or the tool bar. A check-mark appears next to the menu item, and the tool bar button is highlighted.



If a person calls you now, there is no need for you to answer his or her call. Conversation with her automatically starts.

To disable the Auto Accept Calls option

- Reselect the command from the Phone menu or its button in the tool bar. The check-mark will disappear, and the automatic confirmation mode is disabled.

Setting Quick-Dial Buttons

When Internet Phone is first started, the ten Quick-Dial buttons are empty. When you call a person with the Call command, one of the empty buttons is set to hold the person's name, if one does not hold it already. When all the buttons hold names, the bottom-right button -- the wild-card button -- is temporarily used to represent another person who is calling or being called. The Quick-Dial buttons are used for interaction with other persons, and change their appearance to indicate the current mode.

The Quick-Dial buttons also serve another purpose. They can serve as your computerized phone book, giving you direct access to other persons connected to the Internet Phone network. The Quick-Dial button setup is saved to disk, and remains the same each time you run Internet Phone. Once a button has been set, you can simply choose it to call the person. There is no need to locate the person's name on the topic list each time, or to be listed under the same topic.

To set a Quick-Dial button

- 1 Move the pointer over the desired Quick-Dial button. Click the right mouse button and keep it pressed. If the button is vacant, you can also click the left mouse button.




A pull-down menu appears next to the button.

- 2 Choose **Set Button** and release the mouse button. The **Set Button dialog box** appears.
- 3 From the Users list, choose the person name that you want the button to hold.
- 4 Choose "OK".
The dialog box closes, and the button is set to hold the person's name. The new name appears on the lower part of the button.

Follow this procedure to customize the rest of the Quick-Dial buttons. Remember that your wild-card button setting will be overridden when a person that is not represented by one of the buttons calls you.

• A person can appear on only one Quick-Dial button. If you set a button to represent a person who is already set on another button, the first button will be cleared.


• Select **Clear Button** from the Quick-Dial button's pull-down menu to clear it.

Once a Quick-Dial button is set,  you can use it by clicking on it with the left or right mouse button.

Using the Quick-Dial Buttons

Once a Quick-Dial button has been set to hold a person's name, it can be used for direct communication with the person. There is no need to locate the person on the topic list each time, or to be listed under the same topic. A pull-down menu for a Quick-Dial button lets you call the person it is set to hold, or to set it to another person.

To call the person set under the button

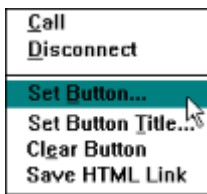
1 Set a Quick-Dial button to hold  the person's name, if you have not already done so.

2 Do one of the following:

- Choose the Quick-Dial button with the left mouse button.
- Press ALT and the digit which appears on the top left side of the Quick-Dial button. A call to the person is made.

To access the Quick-Dial pull-down menu

1 Move the pointer over the Quick-Dial button and press the right mouse button, without releasing it.
The Quick Dial pull-down menu appears. Commands which are currently disabled for the button appear in gray.



2 Select the desired command and release the mouse button.
Internet Phone performs the command.

THE QUICK DIAL PULL-DOWN MENU

Call

Make a call to the person.

Disconnect

Disconnect a call or conversation in progress.

Set Button

Set the button to hold the name of another person.

Set Button Title

Set a custom title to the button.

Clear Button

Clear the button.

Save HTML Link

Adds an HTML link to this user to the IPHONE.HTM file in your Internet Phone directory.

Setting a Custom Title for a Person's Quick-Dial Button

You can substitute a custom title for the default name of each person which appears on the Quick-Dial button set for him.

Setting a custom title

- 1** Move the pointer over the desired Quick-Dial button. Click on the right mouse button and keep it pressed.
A pull-down menu appears next to the button.
- 2** Choose **Set Button Title** and release the mouse button.
The Button Title dialog box appears.
- 3** Type in the new title. It can be up to 8 characters in length.
- 4** Choose "OK".
The new title replaces the person's name on the Quick-Dial button.

To reset the person's Quick-Dial button to the default name, simply set the button again to the same person.

Choosing the Audio Quality Mode

Before starting a call, you should choose the audio quality mode appropriate for your system and type of Internet connection. The quality mode is chosen from the Quality menu.

There are three quality modes:

Standard Audio Quality

This is the default mode. It provides the same audio quality during conversation as did the previous versions of Internet Phone. Use this mode if you have a bad Internet connection or a slow computer, and if the higher quality mode do not give good results.

High Audio Quality for 14.4K connection

This mode provides high audio quality during conversation. It is intended for use with 14.4K Internet connections.

High Audio Quality for 28.8K connection

This mode provides high audio quality during conversation. It is intended for use with 28.8K Internet connections. This mode provides the same audio quality as the 14.4K high quality mode, but with smaller delay and better handling of lost audio packets.

Try choosing the highest quality which your system and Internet connection can support. You cannot change the quality mode during a conversation.

Note that the actual conversation quality depends on both parties: The mode that will be used is the mode using less bandwidth. For example, if one party chooses standard quality and the other selects high quality, standard quality will be used.

The conversation quality is indicated by the IN and OUT indicators which will flash with green for standard quality, yellow for 14.4K high quality and cyan for 28.8K high quality.

When talking to older versions of Internet Phone the standard quality will be used (you can see the remote party build number by selecting the User Info option in the options menu).

The Manual Activation mode

Sometimes, when the changing background sound makes conversation with the Voice Activation interface hard to use, you may want to use Manual Activation. Manual Activation can also be used like the MUTE option in many phones: it lets you talk without being heard on the other person's system.

To turn the Manual Activation on

- Choose Manual Activation from the Options menu or the tool bar.



A check-mark appears next to the menu command, and the Manual Activation button is highlighted.

To turn Voice Activation back on

- Choose Manual Activation again.
The Manual Activation button returns to its default look, and Voice Activation is now on.

Conversation in Manual Activation mode

Conversation in Manual Activation mode is identical to one with the Voice Activation interface, but is conducted manually. To activate **Speak** mode, choose the person's Quick-Dial button. To put **Idle** mode back on, choose the button again.

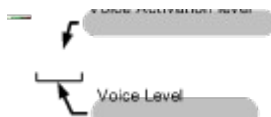
Note that it is not necessary for both systems to be in the same activation mode. One person can use Voice Activation, and the other Manual Activation.

Setting the Voice Activation Level

During conversation, Internet Phone uses a Voice Activation interface to automatically recognize when you start or stop speaking. The Voice Activation interface will operate differently with different input devices and with different levels of background noise. To make the Voice Activation interface run as smoothly as possible, you should set Voice Activation to the correct level.

To set the Voice Activation level

- 1 Choose Set Voice Activation Level from the Options menu or choose the button next to the colored bar at the bottom-right part of the window. The Voice Activation level tool is now on, and the message "**SET VOX**" appears. It displays the level of audio recorded by your microphone or other audio input device.
- 2 Speak to the microphone. The bright colored bar should respond. This bar indicates the **Voice Level**. If it does not respond, make sure your microphone is plugged in and that there is no other open application that is using your audio board.



The level bar (the colored bar at the bottom of the screen) should rise in response to the level of sound recorded by your microphone. If it does not respond, then your microphone is not properly connected or another application is using the audio device. When the bar is at the far left, there is little or no sound. When it reaches the red part at the far right, it is very loud. The message line indicates how Internet Phone would respond during conversation:

IDLE means that the current sound level would not be recognized as voice, and **Idle** mode would be activated. This happens when you stop speaking or when the voice level is lower than the Voice Activation level.

SPEAKING means that **Speak** mode will be triggered at the current level of sound. This happens when the voice level is higher than the Voice Activation level

- 3 If the messages do not correspond to your speech, drag the knob to raise or lower the Voice Activation Level. Set the Voice Activation level to high values, if there is considerable background noise around your system, or if the connected audio input device is very sensitive. Set it to low values if you are not close to the audio input device, or if it is not very sensitive.
- 4 Try speaking again and see if the response is now smooth. If it is not,

repeat step 3.

5 Deselect **Set Voice Activation Level** from the Options menu.

• During conversation, you can change the Voice Activation level in the way described above, without having to choose the menu command first. Internet Phone saves the Voice Activation level setup on disk, so there is no need to repeat this process again unless you change your audio input device or unless it seems the Voice Activation interface is still not working smoothly.

Setting the Volume Level

If the volume level of your output audio device can be controlled by software, you can use the volume slider to set the volume level.

To set the volume level

Do one of the following:

- Click on the thumb in the volume slider. Drag it to the left in order to decrease the volume level, or to the right to increase the level. Clicking to the left or right of the thumb will move it in that direction, thereby decreasing or increasing the volume by a small amount.






- Press the numeric keypad PLUS key to increase the volume, and on the MINUS key to lower the volume.

Working with Internet Phone in Minimized Form

It is possible to use Internet Phone while working on other applications, by reducing it to an icon with the Minimize button. Unlike other applications, Internet Phone is still active when it is minimized. Calls are still received and heard. When Internet Phone is minimized, its icon is not static: it changes its appearance exactly like a [Quick-Dial button](#). In this way you can not only receive calls, but also initiate them and engage in conversation while actively working on another application.

The name of the person who is calling you, or with whom you are talking, appears below the icon. If the **Minimized On Top** option is on, the minimized icon is always in full view. If you also turn on the **Bring To Top On Call** option, The Internet Phone window will pop up whenever you get a call. You can see who is calling, minimize the window, and continue the conversation.

Suggestions for working with Internet Phone as a minimized icon

- 1 Make sure [Voice Activation](#)  is on.
- 2 Set up a [hot key](#) combination. 
- 3 Turn on the **Minimized On Top** and/or the **Bring To Top On Call** options in the [Preferences](#) dialog box. 
- 4 Minimize the Internet Phone window by clicking on its Minimize button (the top right button on the Internet Phone window). Internet Phone is now reduced to an icon.
- 5 Move the Internet Phone icon to a position that does not interfere with work on other applications.
- 6 Use the hot keys to initiate calls. When a conversation starts, the icon changes its appearance like a Quick-Dial button.
- 7 To expand Internet Phone back to normal size, double-click on it.

Setting the Internet Phone Preferences

The Preferences dialog box is used to set various options.

To set the Internet Phone Preferences

- 1** Choose Preferences from the Options menu
The **Preferences dialog box** opens.
Options that are on are marked by an **x**.
- 2** Select the options that you want to set.
- 3** Choose "OK".

Setting Hot Keys

Since Voice Activation enables you to talk without using the mouse or keyboard, Internet Phone allows you to make or disconnect calls with keyboard shortcuts even when the Internet Phone window is not in front, or not in focus. This is done by pressing a hot key combination with one of the keyboard shortcuts.

The hot key combinations don't interfere with the keyboard commands or shortcuts used by most other applications.

To set a Hot Key combination

- 1** Choose Hot Keys from the Options menu.
The **Hot Keys dialog box** opens.
- 2** Select the hot key combination that you want to use.
- 3** Choose "OK".

For a list of shortcuts you can use with the hot keys, see:

Hot Key Shortcuts

Changing Your User Information

You entered your User Info when you first started Internet Phone. You can change this information with the User Info dialog box. You can also use it to change your Nick Name to a unique one.

To change your user information

- 1** Choose User Info from the Options menu.
The **User Info dialog box** opens.
- 2** Type in the new user information.
- 3** Press ENTER or choose "OK".
Your new user information is saved to disk.

Testing your System Configuration

The system configuration test does two things. First, it checks the audio devices installed on your system to determine if your system can support full duplex conversations. Second, it checks your systems performance in order to make sure it is fast enough to run Internet Phone.

The system configuration test runs automatically the first time you run Internet Phone. If you install a and additional audio device on your system, or one that supports full duplex audio, you will have to run the test in order to configure Internet Phone to full duplex audio.

Before running the test, make sure there is no open application that uses your audio device.

To test your system configuration

- Choose Test System Configuration from the Options menu.
The system configuration test starts.
 - If the test cannot find an audio device, it will issue an error. In such a case check again that no open application is using your audio device.
 - If the test detects more than one audio device on your system, it will automatically open the preferences dialog box, and will ask you to set one device for input (under **Speak**), and another device for output (under **Listen**).
 - If your systems performance is not fast enough to run Interent Phone, a message will report your systems performance mark as compared to the one required.

The Audio Indications

The audio indications are Internet Phone's ring, no answer, indication and busy tones.

You can customize the audio indications by assigning other sound files to them. You can use any sound file which is in the WAV format, and in one of the WAV audio formats supported by Internet Phone. It is also possible to turn the audio indications off, or use your system's internal speaker with or without the audio indications.

To set the audio indications

- 1 Choose Preferences from the Options menu.
The **Preferences dialog box** opens.
- 2 Choose the desired audio indications setup:
 - **Use Wave Audio**
 - **Internal Speaker**

You can set both of these, one, or none. If the Use Wave Audio option is on and Internet Phone cannot access the sound board on your system, the internal speaker will be used, even if not set.

To Customize the Audio Indications

- 1 Open the Windows Control Panel.
- 2 Double-click the Sound icon in the Control Panel window.
The Control Panel Sound dialog box opens.
- 3 Match the Internet Phone Attention, Busy, Call or Ring events with the alternate sound files.

The default audio indication files are located in your Internet Phone directory.

The Message Log

Internet Phone records all the messages which appear on the message line. It also records information that was received from the Internet Phone network. You can use the Message Log window to view these. The time the message was displayed appears next to it. The Message log is useful when a number of calls take place when you are busy or talking with a person. Just open up the Message Log and see who tried to call you during this time. Note that when you exit Internet Phone, the Message Log is cleared.

Opening the Message Log

- 1 Choose View Log from the Options menu or press F4.
The Message Log window appears. The last message is the most recent one.
- 2 Use the scroll bar to browse through the messages.

Clearing the Message Log

- Choose Clear Log from the Options menu.
The Message Log is cleared.

Closing the Message Log

Do one of the following:

- Double-click on the Message Log window's Control menu box
- Press the F4 key
- Re-select View Log from the Options menu

The Information Window

The Internet Phone Information window is used to view the user information of persons you contact. When you are not contacting another person, the Information window displays the user information of the person set under the Quick-Dial button currently in focus. One of the advantages of the Information window is that it displays the full user information of a person, while the information about a person that appears in the Call dialog box is only partial (the comment line is truncated).

Opening the Information window

- 1 Choose View Info from the Options menu or tool bar.



The Information window appears.

Closing the Information window

Do one of the following:

- Double-click on the Information window's Control menu box
- Re-select View Info from the Options menu

Internet Phone Statistics

The Internet Phone Statistics window displays input and output statistics about data sent and received, and can be kept open while Internet Phone is working. Most of the information presented in this window is technical, and may not be of special interest to you. The information in the Internet Phone Statistics window is updated even when the window is not open.

Opening the Internet Phone Statistics Window

- Choose View Statistics from the Options menu.
The Internet Phone Statistics window appears.

Clearing the Internet Phone Statistics Window

- Choose Reset Statistics from the Options menu.
The counter in the Internet Phone Statistics window are reset.

Closing the Internet Phone Statistics Window

Do one of the following:

- Double-click on the Internet Phone Statistics window's Control menu box.
- Re-select View Statistics from the Options menu.

INPUT AND OUTPUT STATISTICS

The statistics window displays the the following information:

Incoming packets: number of packets received.

Outgoing packets: number of packets sent.

Average Roundtrip Delay: average time for the loopback packet to get back to the sender.

Lost Packets: number of packets lost on their way to your system.

Remote Lost Packets: number of packets lost on their way to the other person's system.

Send Errors: number of packets that were not sent due to a TCP/IP, modem or CPU problem (is also counted in the Remote Lost Packets counter on the other person's system).

Adding Links to Internet Phone Users to Web Pages

When a user installs Internet Phone on his or her system, Internet Phone reconfigures the available Web browser (this only works if the Web browser is either Netscape or the Internet Explorer). This allows the Web browser to open Internet Phone and start a call to a specified person, whenever a user chooses a hypertext link on a Web page. The link can be to a specific person, or to a topic.

This means you can add an Internet Phone link to your Home Page. Internet Phone users that browse this page will now be able to call you and start talking to you (of course, you should also specify the hours you are on-line next to the link). Organizations can use this feature to offer on-line information or technical support to Internet users.

Internet Phone maintains an HTML file, `IPHONE.HTM`, in your Internet Phone directory. You can use Internet Phone to add links to Internet Phone users to this file. One use of this file is as a custom phone-book with links to persons that you often call. This file also includes a link to yourself. You can use any text editor (such as Notepad) to copy the links from this file to other HTML documents, which you can then add to your Web site.

It is not possible to add links to unregistered Internet Phone users.

To add a link to an Internet Phone user to an HTML file

- 1** Set a **Quick-Dial button** to the users name, if you have not done so already.
- 2** Point to the Quick Dial button and press the right mouse button. A popup menu opens.
- 3** From the popup menu, choose Save HTML Link. The HTML link to the user is added to the `IPHONE.HTM` file.
- 4** To add a link from this file to another HTML file, use a text editor such as Notepad to copy the text of the link and paste it into the desired file. You can also use the text editor to delete links from the `IPHONE.HTM` file.
- 5** Now you can add this link to your Home page or other HTML file on your Web site. The `IPHONE.GIF` file, included with the Internet Phone software, is the standard symbol to use in order to mark a link to an Internet Phone user. You can find more information about adding such links to Web sites on our own Web site, at **<http://www.vocaltec.com>**.
- 6** You can also open the `IPHONE.HTM` file as a local file from your Web browser, and use it as a private phone-book to access internet phone users you often call. To open it from within Internet Phone, use the WWW menu.

To add a link to an Internet Phone topic

You can also add links to Internet Phone **Topics** instead of to specific users. This is done manually, by adding a link in the following format to an HTML file:

```
<A HREF=iphone:TOPIC/topic name>Link Title</A>
```

For example, this link will be to the topic surfing:

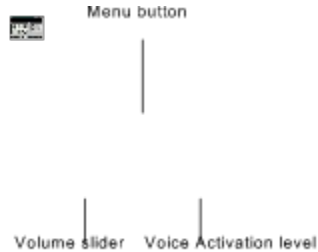
```
<A HREF=iphone:TOPIC/surfing>Surfing Information</A>
```

Add ;IPRIV=1 to the link to open it as a private topic, as in the following example:

```
<A HREF=iphone:TOPIC/secret;PRIV=1>Join a very secret topic</A>
```

Working with Internet Phone in Toolbox Mode

It is possible to turn the Internet Phone window into a compact toolbox. This option allows you to save precious desktop space, and makes it easier to use Internet Phone while working on other applications.



When Internet Phone is in toolbox mode, you can still view and access the **Message line**, the important tool bar buttons, one **Quick-Dial button**, and the Volume and **Voice Activation level** sliders.

To turn Internet Phone into a Toolbox and back

- 1** Choose View as Toolbox from the Options menu.
The Internet Phone turns into a toolbox.
- 2** To access the Internet Phone menu, choose the Menu button (see image above).
- 3** To switch back to the full sized window, choose the View as Toolbox option again.
Internet Phone changes back to its normal shape and size.

The Call dialog box



The Call dialog box is used to call persons over the Internet. You can also use it to join or leave topics, browsing them to locate new persons.

Dialog box options

This dialog box has two lists: the list on the left is the **Users list**, and the list on the right is the **Joined Topics list**. The Joined Topics list displays the topics you have joined. You can join up to ten topics at one time. When you select one of the topics, the Users list displays the other persons that are listed under it now. If you want to see the persons listed under *all* the topics you have joined, check the **Show Users of All Joined Topics** option.

- To call a person, select the person from the Users list and choose "OK".
- To leave a topic, choose it from the Joined Topics list and choose the **Leave Topic** button.
- To join or create a new topic, choose the **Join Topic** button to open the **Join Topic dialog box**.
- You can sort the names in the Users list by **Nick Name, First Name** or **Last Name**.

The Join Topic dialog box



The Join Topics dialog box is used to join or create new topics. When you join a topic, your name is listed under it, and you can contact the other persons listed under it.

Dialog box options

The **Topics** list shows all the available Internet Phone topics.

- Since getting the full and updated list of topics can take some time, the list is not automatically updated. To update the list, choose the **Refresh** button. Remember that this list is constantly changing as persons create new topics or leave existing ones.
- To join a topic, choose it from the list and choose the **Join Topic** button. Internet Phone joins you to the topic and updates the **Joined Topics list** and **Users list** in the other dialog box. You can then either join another topic, or exit the dialog box by choosing **Close**.
- To create a new topic, type it in the **Topics** box and choose the **Join Topic** button. The topic is created and other persons can join it. Of course, if the topic already exists, you simply join it. This can be a fast way to join a topic without having to refresh the list.
- You can also create or join private topics. These topics are hidden from other Internet Phone users and can be joined only by other persons that know the exact name of the private topic. To create or join a private topic, type its name in the **Topics** box and choose the **Join Private** button. The private topic is now added to your topics list, but cannot be seen by other persons. If a listed topic of the same name already exists, Internet Phone reports it.

The User Info dialog box



The User Info dialog box is used to set your user information.

Dialog Box Options

First Name

Enter your first name in this box.

Last Name

Enter your first name in this box.

Nick

Enter a Nick Name that will uniquely identify you on the Internet Phone network.

Comment

Enter any information you want other persons to see when they select your name in the Users list. Note that only part of the comment can be seen in the Call dialog box. The full comment is displayed in the Internet phone Information window.

Phone

Enter your phone number.

E-Mail

Enter your E-mail address.

The Preferences dialog box



The Preferences dialog box is used to set different Internet Phone options. Choose the **Advanced** button to open the **Advanced Preferences dialog box**.

Dialog Box Options

Application Window

Minimized On Top

When on, the Internet Phone window will always be on top of other applications when in minimized mode.

Bring to Top On Call

When on, the Internet Phone window will pop up whenever a person calls you.

Audio Indications

Use WAVE Audio

When on, the external audio device is used for the audio indications.

Use Internal Speaker

When on, the internal speaker is used for the audio indications.

The Advanced Preferences dialog box



The Advanced Preferences dialog box is used to set advanced Internet Phone options. Most of these are not of special interest to the general user.

Dialog Box Options

Audio Devices

Listen

If more than one audio device is available on your system, sets the preferred device to be used for audio output.

Speak

If more than one audio device is available on your system, sets the preferred device to be used for audio input.

Some devices require a special configuration for Internet Wave to work properly with them. Internet Wave will usually recognize the device which is set in the **Audio Device** box, and will automatically display the matching type in the **Device Type** box. In some cases, if there are problems with the audio, you may try to manually change the device type. Note that for most devices, Generic 16 bit Audio Device is the appropriate type and gives the best results.

If you are using full duplex audio, you must set **Speak** and **Listen** to different audio devices.

Default

If you manually changed the Device Type, you can choose this button to make Internet Phone detect the installed audio device, and to automatically select the matching device type.

SERVER

Connect Timeout (Sec)

Determines how long (in seconds) Internet Phone will try to connect to an Internet Phone server before reporting failure.

WINSOCK

Asynchronous DNS

Determines whether to use synchronous or asynchronous DNS (default is synchronous). If you have problems resolving hosts, you should try changing this option.

The Hot Keys dialog box



The Hot Keys dialog box is used to set a hot key combination, that allows you to control Internet Phone while the focus is on another application. To start a shortcut, press the hot key combination with the desired keyboard shortcut.

Dialog Box Options

Select one of the following:

- **NO HOT KEYS**
- **CTRL-ALT**
- **CTRL-SHIFT**
- **ALT-SHIFT**

The Set Button dialog box



The Set Button dialog box is used to set a Quick-Dial button to hold a person's name. You can also use it to join or leave topics, browsing them to locate new persons. When a Quick-Dial button holds a person's name, you can use it to contact the person without having to locate him in the topics list or having to be listed under the same topic as him.

Dialog box options

This dialog box has two lists: the list on the left is the **Users list**, and the list on the right is the **Joined Topics list**. The Joined Topics list displays the topics you have joined. You can join up to ten topics at one time. When you select one of the topics, the Users list displays the other persons that are connected to it now. If you want to see the persons connected to *all* the topics you have joined, check the **Show Users of All Joined Topics** option.

- To set the Quick-Dial button to hold a person's name, select the person from the Users list and choose "OK".
- To leave a topic, choose it from the Joined Topics list and choose the **Leave Topic** button.
- To join or create a new topic, choose the **Join Topic** button to open the **Join Topic dialog box**.
- You can sort the names in the Users list by **Nick Name**, **First Name** or **Last Name**.

The Connect dialog box



The Connect dialog box is used to connect to an Internet Phone server. **You cannot communicate over the Internet if you have not connected to an Internet Phone server.** This should be an official Internet Phone server. When you connect to a server, Internet Phone automatically lists your name under the topics you were listed under when you last disconnected from the Internet Phone network.

Dialog box options

- The **Internet Phone Server** box should hold the Internet address of the Internet Phone server to which you want to connect. The drop-down button opens a list of the last five servers to which you were connected. To connect to one of them, choose it.
- If you do not know the Internet address of an Internet Phone server, choose the **Servers...** button to open the **Internet Phone Servers dialog box**. This dialog box offers a list of Internet Phone servers to choose from. Note that you can connect to the network through any Internet Phone server, even one that is not in your country.
- If the Internet Phone server you want to connect to does not use the default port, uncheck the **Use default port** box and type the number of the port. Most Internet Phone servers use the default port.
- To automatically connect to the Internet Phone server whenever you run Internet Phone, check the **Automatically-connect on startup** option.

The Registration File dialog box

The Registration File dialog box is used to locate and install the unique registration code you received from VocalTec.

Choose the directory that contains the file and choose it from the file list. Now choose OK to install the unique registration code.

Remember that this code is unique. If others use it, you will not be able to connect to the Internet Phone network or to use Internet Phone.

CONNECT TO SERVER...

Connect to an Internet Phone server. You must connect to an Internet Phone server to be able to talk with persons over the Internet.

DISCONNECT FROM SERVER

Disconnect from an Internet Phone server.

CALL...

Make a call to a person. Can also be used to join, create and leave topics in order to locate persons.

DISCONNECT

Disconnect any call or conversation in process.

REGISTER...

Fill out an order form in order to purchase the Internet Phone Registration code.

RESEND REGISTRATION INFO...

Send your registration info over the internet to VocalTec in order to be added to the registered users list. Users on this list enjoy better service and other benefits.

EXIT

Exit Internet Phone. Internet Phone saves to disk the current preferences, audio options, hot keys and joined topics.

AUTO ACCEPT CALLS

Give callers immediate access to your system.

MANUAL ACTIVATION

Disable the Voice Activation interface. Conduct conversations manually with the keyboard or mouse.

FULL DUPLEX

Switch to full duplex mode, in which both users can speak and listen at the same time.

DOCK WINDOW

This option is disabled.

PREFERENCES...

Set the Internet Phone preferences with the Preferences dialog box.

SET VOICE ACTIVATION LEVEL

When on, you can set the Voice Activation level. During conversation, you can set the Voice Activation level even if this option is not on.

SET VOLUME LEVEL

When on, you can set the Volume level. Note that this is possible only if your audio card supports software control of volume. With other audio cards, you will have to change the volume manually.

TEST SYSTEM CONFIGURATION

Test if your system's audio configuration and performance meets Internet Phone's requirements. Also used to configure Internet Phone to full duplex operation.

HOT KEYS...

Set a hot key combination with the Hot Keys dialog box.

USER INFO...

Change your user information.

VIEW AS TOOLBOX

Turn the Internet Phone into a compact toolbox, or back to a full window.

VIEW INFO

Open the Information window which displays the user information of persons under Quick-Dial buttons or of persons you contact.

VIEW LOG

Open the Message Log window.

CLEAR LOG

Clear the contents of the Message Log.

VIEW STATISTICS

Open the statistics window which displays various technical information about the quality and speed of your Internet communication.

RESET STATISTICS

Clear the information registered in the statistics window.

CONTENTS

Bring up the Internet Phone Help index.

SEARCH FOR HELP ON...

Search for help on a specific subject.

HOW TO USE HELP

Get instructions on using Windows Help.

TECHNICAL SUPPORT

Get information on getting technical support from VocalTec.

TROUBLESHOOTING

Bring up the Troubleshooting Help.

HOW TO ORDER

Get information about how to order Internet Phone.

LICENSE AGREEMENT

View the Internet Phone license agreement.

SHOW POPUP TIPS

When on, on-screen help pops up when your pointer pauses over a tool bar button.

QUICK TOUR

When on, the Quick Tour help guides you through the Internet Phone features.

GO TO VOCALTECS HOME

Open your Web browser and link to VocalTecs home page. On our Web site, you can download the latest version of the Internet Phone software, read news and updates, and find tips and troubleshooting to common problems.

GO TO USERS DIRECTORY

Open your Web browser and link to the Internet Phone Users Directory on VocalTecs web site. This directory can be used to see the Internet Phone users that are currently on-line, and to call them directly from within your Web browser.

VIEW USERS LINKS

Open your Web browser and view the Users Links page (IPHONE.HTM). This page is your personal phone-book. You can use it to call Internet Phone users directly from within your Web browser.

ABOUT INTERNET PHONE...

Internet Phone copyright notice and version number.

It also displays your registration status, your Windows Socket version, and the audio devices used for audio input and for audio output. This information can be copied to the Clipboard.

STANDARD AUDIO QUALITY

This mode provides the same audio quality during conversation as did the previous versions of Internet Phone. If you have a bad connection or a slow computer, and you seem to get bad results with the higher quality modes, try to use this quality mode. This is the default quality mode.

HIGH QUALITY AUDIO FOR 14.4K CONNECTION

This mode provides high audio quality during conversation. It is intended for use with 14.4K Internet connections.

HIGH QUALITY AUDIO FOR 28.8K CONNECTION

This mode provides high audio quality during conversation. It is intended for use with 28.8K or higher Internet connections. This mode provides the same audio quality as the 14.4K high quality mode, but with smaller delay and better handling of lost audio packets.

Function Keys

The function keys can be the fastest way to access many of the Internet Phone commands.

Function Keys

To _____	Press _____
Get Help	F1
Make a call to a person	F2
Minimize or expand the Internet Phone window	F8
Disconnect a call or conversation	F9

Keyboard Shortcuts

You can use keyboard shortcuts instead of using the mouse.

Keyboard shortcuts

To	Press
Select a Quick-Dial button*	Arrow keys
Make a call to a person	ENTER
Make a call to the person under the selected button	SPACE
Disconnect a call or conversation	ESCAPE
Make a call to the person under the so numbered button	ALT+ <i>Digit</i>
Raise volume level	PLUS**
Lower volume level	MINUS**

* The name of the person under the selected button is highlighted.

** In the numeric keypad



How to Order a Registration Code

If you have not purchased the full version of Internet Phone, you do not have a unique registration code.

Using a non-registered copy of Internet Phone

The non-registered copy of Internet Phone can be used to evaluate Internet Phone, free of charge.

It is a fully functioning version of the software, but has the following limitations:

- It limits you to only 60 seconds of speech.
- It closes automatically after you hold a conversation.

You may try the Internet Phone software for 30 days before registering.

To be able to fully use Internet Phone, you should purchase a full version with a unique registration code.

Purchasing a full version of Internet Phone with a unique Registration Code is easy, and can be done directly over the Internet by sending us a short order form and providing us with your credit card information. You can also contact us by phone or fax.

To send us the order form, do one of the following:

- You can fill out the order form at our WWW site.
Our home page: <http://www.vocaltec.com/>
- If you have the order form file, use a text editor to fill it out and then send it to us by e-mail.
- Send us an e-mail message with the string "ORDER INTERNET PHONE" in the message body.
Our E-mail address: info@vocaltec.com

Reaching VocalTec by FAX:

USA: 201-768-8893

EUROPE: (972)-9-561867



Technical Support

If you have a problem or question about Internet Phone,

- First, consult the On-line help. All of the Internet Phone functions are described in detail.
- Whenever Internet Phone issues an error message, you can get context-sensitive help by choosing the Help button or pressing the F1 key.
- You can also check error messages and other problems in the Troubleshooting help.
- Technical updates and more troubleshooting help can be found at our WWW site, <http://www.vocaltec.com/>.
- If these do not help, send us an e-mail message. Technical support experts will provide you with an answer as promptly as possible.

Getting Support via E-mail

Prepare an e-mail message.

It should include the following information:

- **What is the problem or question?**
 - Specify as clearly as possible what happened. If there was an error message, include it in the e-mail message.
- **Specify any other information that seems relevant.**
 - How many times did the problem occur? Can you repeat it?
 - Were other application or utilities running when the problem occurred?
 - Do you have a non-standard system configuration? Are you running Internet Phone on a non-Windows native environment (NT, Unix, Mac, OS/2)?
 - If the problem occurred during a conversation, add relevant information about the other person, if possible. This information appears when you choose the **View Info** command from the Options menu.
- **Add the information in the Internet Phone About to the e-mail message.**

To do this, Do the following:

 - Choose **About Internet Phone** from the Help menu.
 - Choose the **Copy Information to Clipboard** button. This copies the information that is displayed in the dialog box to the Clipboard.
 - Paste the information from the Clipboard into your e-mail message.
- **Add the IPHONE.INI file to the e-mail message.**
 - The IPHONE.INI file should be in your WINDOWS directory.

Send the e-mail message to support@vocaltec.com.

We will send you a reply or contact you as soon as possible.

Internet Phone Window Parts

To get more information on a part of the Internet Phone window, do one of the following:

- Point and click on it with the mouse.
- Press the TAB key until the desired part is highlighted, and then press ENTER.



Glossary

-A-

Audio Indications
Auto Accept Calls mode

-C-

Call
Control menu box

-D-

Dialog box
Disconnect

-F-

Full Duplex

-H-

Half Duplex
Hardware compression
Hot keys

-I-

Idle mode
In/Out Indicators
Internet Phone server
IP address
IPS Indicator

-L-

Listen mode

-M-

Manual Activation
Menu bar
Message line
Message Log
Minimize button
Minimized window

-N-

Nick Name

-P-

Preferences
Private Topic

-Q-

Quick-Dial buttons

-S-

Scroll bar
Software compression
Sound board

Speak mode
Status bar

-T-

TCP/IP
Tool bar
Topic
Title bar

-U-

User info

-V-

Voice Activation
Voice Activation level
Volume slider

-W-

Wild-Card button
Winsock

NICK NAME

An **Nick Name** is a unique nine letter name that identifies you on the Internet Phone network. You must be the only one using this Nick Name. If another person that is on-line is already using this name, you will be have to enter a new Nick Name. To enter a new Nick Name, choose User Info from the Options menu.

AUDIO FORMAT

A WAV file can be in one of a number of **Audio Formats**. Each audio format can give a different sound quality and take a different amount of memory per second of recorded sound. You can record and play sound only in the audio formats which your audio device supports.

AUDIO INDICATIONS

The **Audio Indications** are the sounds you hear when making or receiving a call, and when the line is busy. They can be set to play from the sound board or from the internal speaker.

AUTO ACCEPT CALLS MODE

The **Auto Accept Calls mode** determines how easy it is to reach you with a call: when it is on, access is immediate, and callers can immediately start talking with you. When it is off, callers have to wait for you to answer them (by clicking on their Quick-Dial button).

CALL

A **Call** is an attempt to reach a person through the Internet, in order to engage in conversation with him.

TOPIC

A **Topic** is a section of the Internet Phone network that persons can create or join. Any name can be used to define a topic, although it is recommended to give topics intelligible names. When a person joins a topic, his or her name is listed under it, and other persons that join the topic can contact the person. When there are no persons listed under a topic, it is closed.

COMPRESSED VDF

Compressed VDF is an audio format created to fully utilize the hardware voice compression capabilities of the VocalTec VC Card. It compresses human voice to less than 1KB/second. When the VC Card is installed, Compressed VDF automatically becomes the default audio format.

CONTROL MENU BOX

The **Control menu box**, located on the right side of the title bar, is used to access the Internet Phone window's control menu.
Double click it to exit Internet Phone.

DIALOG BOX

A **Dialog Box** is a box that displays the available command options for you to review or change.

DISCONNECT



Disconnect button

Select the **Disconnect** command from the menu or tool bar whenever you want to terminate a call or conversation.

FULL DUPLEX

Some audio cards support **Full Duplex** - they can play and record audio simultaneously. It is also possible to achieve full duplex audio by installing two standard audio boards on one system. Full duplex audio means that you can conduct conversations in which you can speak and listen to the other person at the same time; there is no need to take turns speaking. To switch to full duplex mode, select the Full Duplex option from the options menu.

HALF DUPLEX

Some audio cards only support **Half Duplex** - they cannot play and record audio at the same time. This means that during conversation, you and the other person have to take turns speaking.

SOFTWARE COMPRESSION

Software Compression is used by Internet Phone to compress and decompress voice in real-time, allowing for efficient communication that utilizes only a fraction of the available bandwidth.

HARDWARE COMPRESSION

When you have the **VocalTec VC Card** installed on your system, Internet Phone uses **hardware compression** to dramatically improve the speed and efficiency of voice communication. Unlike software compression, hardware compression is achieved through hardware, using a powerful algorithm designed especially for human voice compression.

HOT KEYS

The **Hot Keys** let you use Internet Phone when the focus is on another application, by pressing a hot key keyboard combination with a Internet Phone keyboard shortcut.

IDLE MODE



During conversation, Internet Phone activates **Idle mode** when none of the two persons is speaking.

INTERNET PHONE SERVER

In order to access other Internet Phone users, you must connect to the Internet Phone network. This network is reached by connecting one of the **Internet Phone servers**. These servers are servers that are dedicated solely to allow communication between Internet Phone users. You *cannot* connect to the Internet Phone network through standard IRC servers. The Internet Phone network provides the on-line phone book that gives you the names of available users and topics. Note however that actual communication between you and other users is carried out *directly* over the internet, and not through any go-between.

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.




An IP address must be in the following format:

xxx.xxx.xxx.xxx

Where xxx is a decimal number from 0 to 255.

IN/OUT INDICATORS

The **IN/OUT indicators** indicate your communication status:

Color	Status
	No information received or sent
	Receiving information from the other system.
	Sending information to the other system.





During conversation, these indicators show the audio quality mode used: green for standard quality, yellow for 14.4K high quality, and cyan for 28.8K high quality.

IRC

The **IRC (Internet Relay Chat)** is a network where users can textually chat with each other. Users connect to the IRC network by connecting to one of the available IRC servers. The Internet Phone network uses the standard IRC protocol. Any way, you must connect to an official Internet Phone server. Other IRC servers will not do.

IPS INDICATOR

The **IPS indicator** indicates your current Internet Phone network status:

Color	Status
	Not connected to the Internet Phone network
	Connection in progress
	Connected to the Internet Phone network
	Receiving information from the Internet Phone network

*Blinking

LISTEN MODE



During conversation, when **Listen mode** is activated, what the other person says is transmitted through the Internet and played on your workstation.

MANUAL ACTIVATION

You can turn off the Voice Activation interface and conduct a conversation manually with the **Manual Activation** mode. This mode is useful when background voice makes Voice Activation hard to use, or when you don't want the other person to hear all that you say (similar to MUTE in ordinary phones).

MENU BAR

Use the **Menu bar** to choose commands from pull down menus. Some of the commands are options that can be toggled on and off by selecting them. Options that are on have a checkmark next to them.

MESSAGE LINE

The **Message line** is the information line located below the tool bar. Internet Phone uses it to report ongoing operations, to display the current mode during conversation, and to report problems or errors.

All the messages that were displayed on the message line can be viewed with the Message Log. Explanations for all the error messages are available in the Troubleshooting Help (to access it, choose Troubleshooting from the Help menu).

MESSAGE LOG

The **Message Log** is a window which can be used to view the messages and errors that appeared on your Message line during the current Internet Phone session. It also records information received from the Internet Phone network.

MINIMIZE BUTTON

The **Minimize button**, located at the right end of the title bar, is used to reduce the Internet Phone window to an icon.

MINIMIZED WINDOW

When the Internet Phone window is reduced to an icon with the Minimize button, it is a **Minimized Window**.

PREFERENCES

The Internet Phone **Preferences** are a set of options which you can use to customize Internet Phone to your unique needs.

QUICK-DIAL BUTTONS

The **Quick-Dial buttons** are the ten buttons in the middle of the Internet Phone window. The buttons are used for interaction with persons, and as a shortcut for accessing often called persons. Each of the buttons can be set to hold the name of a person. During interaction with a person, the image on the Quick-Dial button changes to indicate the current mode. To access a pull-down menu of commands for a Quick-Dial button, move the pointer over the button and press the right mouse button without releasing it. It is also possible to call a person simply by clicking a Quick-Dial button with the left mouse button.

SCROLL BAR

A **Scroll Bar** is used to scroll up or down a list box.

SOUND BOARD

A board connected to your computer and enables audio input and output.

SPEAK MODE



During conversation, when **Speak mode** is activated, what you say is transmitted through the Internet and played on the other person's system.

STATUS BAR

The **Status bar**, located at the bottom of the Internet Phone window, shows information flow, using colored light indications. It also includes the Volume Slider, which lets you set the sound volume, and a Level Bar, which gives a graphical indication of the audio level while speaking or listening. Whenever it is possible to speak, the Internet Phone logo on the Status Bar changes to the Speak Indicator.

TCP/IP

TCP/IP is an IP network protocol used to connect to the Internet. Internet Phone uses TCP/IP for voice transfer over the Internet.

TITLE BAR

The **Title bar** is located along the top of the Internet Phone window and displays the name of the person that you are talking with.

TOOL BAR

The **Tool bar** is the row of buttons at the top part of the Internet Phone window. It includes the important menu commands, allowing you to access them by simply pointing and clicking the mouse. When a button is selected or toggled on, it appears highlighted.

PRIVATE TOPIC

A **Private Topic** is a topic that cannot be seen on the topic list. This means that only persons that know its exact name can join it. Unlisted topics can be used by members of world-wide organizations or groups to locate each other without interference.

USER INFO

A person's **User Info** is the information which is displayed when the person's name is selected in the Users List. It is set the first time you run Internet Phone, and can be changed with the User Info command. The User Info is also used to enter your Nick Name.

VOICE ACTIVATION

Internet Phones unique **Voice Activation** interface lets you talk with other persons without having to use the mouse or keyboard at all. Internet Phone automatically recognizes when you start and stop speaking, and transmits or receives in accordance to this. You can fine-tune the Voice Activation by setting the Voice Activation level.

VOICE ACTIVATION LEVEL



The **Voice Activation level** displays the level of outgoing audio and determines the audio level that Internet Phone recognizes as voice during conversation. When the sound level recorded on your microphone is higher than the Voice Activation level (i.e. the position of the slider), Internet Phone will recognize this as voice to transmit during conversation.

VOLUME SLIDER



The **Volume slider** is used to set the volume level and displays the level of incoming audio. To change the volume level, drag the slider thumb, and set it. **It works only with audio devices that support software volume control.**

WILD-CARD BUTTON

The bottom-right button of the Quick-Dial buttons is called the **Wild-Card button**, and is used for interaction with persons who are not set on any of the other buttons. When you are called by such a person, the Wild-Card button automatically changes to represent him, and its previous setup is erased.

WINSOCK

WinSock is The standard Windows TCP/IP programming interface. Comes in the form of a DLL file called WINSOCK.DLL which is provided with most TCP/IP software packages.

Q u i c k T o u r



Welcome to Internet Phone!



Click on a part to get more information about it.

Internet Phone is a unique software product that opens a new and exciting dimension for Internet users.

Up to now you could only use the Internet to transfer text and graphics. You could send e-mail to other users, or even have text "chats" with them, but didn't you ever wish you could actually speak with them?

With Internet Phone you can use the Internet to speak, with your own voice, with Internet users all over the globe! Yes, real-time real-voice conversations over the Internet!

Plug in a microphone and speaker, run Internet Phone and, by clicking a button, get in touch with Internet users all over the world. Whether you want to meet new friends, get information personally, or make the direct business contact, Internet Phone is for you.

What's even better, global or long-distance conversations with Internet Phone cost only as much as does your standard Internet connection!

This version of Internet Phone supports Full Duplex conversation - letting you speak and listen at the same time, just like with a real telephone.

Q u i c k T o u r



What can I do with Internet Phone?

- **For Fun and Recreation**, you can meet and talk with other people from all over the world, like with a HAM radio.
- **For Communication**, you can talk with your family or friends, saving money on international and long-distance calls.
- **For Business**, you can talk with your associates or colleagues from all over the world, dramatically reducing monthly telephone bills.

For fun and recreation, use the **Internet Phone topic list**, where users can create and join different topics of conversation.

For private communication and for business, use **Private Topics**. These can be used only by the users that know their exact name.

The Quick Tour will explain how to do all of these.





Q u i c k T o u r







System Requirements

Before starting, let's make sure your system meets the system and audio requirements to run Internet Phone.

To be able to use Internet Phone, you need:

-  486SX PC - 25MHZ (recommended)
-  8MB RAM (recommended)
-  Windows 3.1
-  A Winsock 1.1 compatible TCP\IP Internet connection (minimum connection: a modem SLIP\PPP connection of 14,400 baud)

Audio requirements:

-  A Windows compatible audio board.
-  To be able to use full duplex mode, you will need either a second half duplex audio board, or a single audio board that supports full duplex audio.
-  An audio input device, such as a microphone
-  An audio output device, such as a speaker

Q u i c k T o u r



Setting Up the Audio

Now, let's fine-tune Internet Phone to your specific input device. During conversation, Internet Phone uses a Voice Activation interface to automatically recognize when you start and stop speaking.

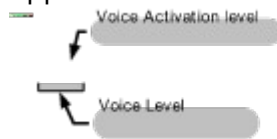
To make sure your audio devices are set up correctly and to make the Voice Activation interface run as smoothly as possible, you should set Voice Activation to the correct level.

- 1 Choose **Set Voice Activation Level** from the Options menu.



The Voice Activation level is now on, and the message "**SET VOX**" appears. The level bar displays graphically the level of audio recorded by your microphone or other audio input device.

- 2 Speak to the microphone. The bright colored bar should respond. This bar indicates the **Voice Level**. If it does not respond, make sure your microphone is plugged in and that there is no other open application that is using your audio board.



When the Voice Level is higher than the Voice Activation Level, Internet Phone will recognize this as voice, and it reports **SPEAKING**. When you stop speaking or if the Voice Level is lower than the Voice Activation Level, Internet Phone reports **IDLE**. The **SPEAKING** and **IDLE** messages should correspond accurately to your actual speech.

- 3 If they do not correspond to your speech, drag the knob to raise or lower the Voice Activation Level, and then try speaking again. When you feel that Internet Phone responds correctly, you are ready to go on.

- 4 Deselect **Set Voice Activation Level** in the Options menu.

When you speak into the microphone, now or during actual conversation, do not speak too close to the microphone. The voice level is a good indication of this: if it reaches far into the red zone, it is too high. Sometimes this will not work, and you will need to change your microphone's gain level to fix this problem. The software that is bundled with your audio board should be used to do this.

Internet Phone saves the current Voice Activation level to disk, so there is no need to repeat this process again unless you change your audio input device or unless it seems the Voice Activation interface is not working smoothly.

Don't forget to use the **Quality** menu to choose the highest audio quality that your system and Internet connection can support. Using a higher audio quality can dramatically improve the quality of audio during a conversation!

You can also choose this button:



Q u i c k T o u r



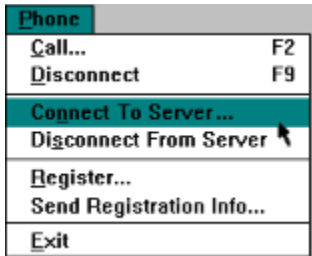
Connecting to an Internet Phone Server

Before you can really start using Internet Phone, you must be connected to the Internet via a TCP/IP connection, or a modem SLIP\PPP connection of 14,400 baud or higher.

- Before proceeding, make sure your Internet connection is in order. Now we can try to connect to an Internet Phone server. By connecting to such a server, you enter the **Internet Phone network**. The Internet Phone network is your global phonebook, and presents you with an updated list of topics and on-line Internet Phone users. You must connect to an Internet Phone server to be able to talk over the Internet.

To connect to an Internet Phone Server,

- Choose **Connect To Server** from the Phone menu.



The Connect dialog box opens up.

Q u i c k T o u r



Connecting to an Internet Phone Server



Click on a part to get more information about it.

Internet Phone offers a list of Internet Phone servers world-wide for you to choose from. You can connect to the Internet Phone network through ANY of these servers.

The first time you run Internet Phone this dialog box automatically appears. It is used to locate an Internet Phone server, in case you do not know the address of one. The next times you try to connect to the Internet Phone, another dialog box will appear first, one that lets you connect directly to the Internet Phone (see the next topic).

Remember that you can connect to any of the servers, even if they are in another country. Of course, if you want to maximize performance, it is recommended that you connect to one in your vicinity.

- 1 Select your state or country from the **State** list.
- 2 Select a server in from the **Server** list.
- 3 Choose "OK".

The Internet Phone Connect dialog box appears, and the address of the server you selected is entered in the **Internet Phone Server** box.

STATE

This box lists states and countries. If your country is not on the list, you can choose a country that is geographically close to yours.

INTERNET PHONE SERVERS

This box gives a list of Internet Phone servers in the state or country selected in the **STATE** box.

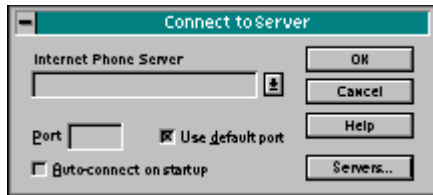
SHORT DESCRIPTION

This box displays short description of the selected Internet Phone server.

Q u i c k T o u r



Connecting to an Internet Phone Server



Click on a part to get more information about it.

This dialog box is used to connect to an Internet Phone server. If you want to access the list of Internet Phone servers dialog box again, choose the **Servers** button.

It is also possible to type the address of an Internet Phone server directly into the **Internet Phone Server** box.

• After you have located a server, choose "OK" to connect to it. Internet Phone now tries to connect to the Internet Phone server. Notice the IPS indicator: it blinks in yellow while the connection is in progress, and when connection is established, it turns green.

When Internet Phone manages to connect to the Internet Phone server, the message "**CONNECTED TO SERVER**" appears on the message line. You are now connected to the Internet Phone network and can call and talk with persons over the Internet.

Q u i c k T o u r



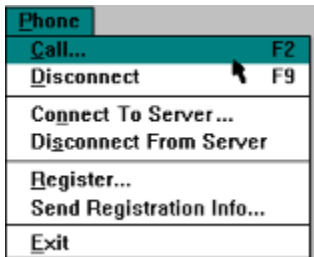
Calling a Person

Internet Phone users locate each other through a list of topics. Any person can create a new topic or join an existing one. You can browse the topic list and locate a person you want to call. Later, you can use the Quick-Dial buttons to try and call a person directly, without having to locate him or her in the topic list.

To browse the available topics and locate a person,



Choose **Call** from the Phone menu.



If one of the Quick-Dial buttons already holds the person's name,



Simply choose the button to call the person.

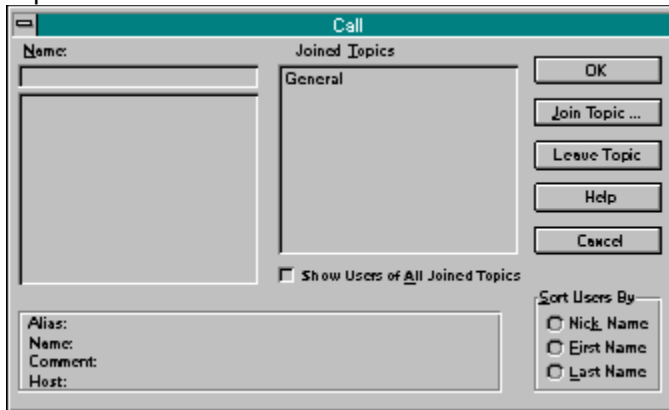


Quick Tour



Locating a Person

The Call dialog box is used to call persons over the Internet. It is also used to join topics and see who is listed under them. The first time you run Internet Phone, it lists you under the topic "General".



Click on a part to get more information about it.

The name "General" should appear under the **Joined Topics** list. If you have joined other topics, they should also appear under this list. The selected topic is highlighted. If there are persons listed under this topic, they will be listed on the users list (under **Name**).

- If you want to call one of the persons on the users list, select the person and then choose "OK".
- If you want to look for other persons, or if there are no persons under the selected topic, you can select another topic and try looking under it.
- If you want to join more topics, do the following:

To join another topic,

- 1 Choose the **Join Topic** button.
Another dialog box opens up. This dialog box displays all the topics now available.
- 2 Choose one of the topics and then choose the **Join button**.
We are now back with the first dialog box. The topic you selected is added to the Joined Topic list, and the name of the other persons listed under this topic are displayed on the second list.
- 3 You can now join other topics, if you wish. You can join up to ten topics at any one time. To see who is listed under one of the topics, select it in joined Topics list, and the names appear in the users list. To remove your name from a topic and the topic from the Joined Topics list, choose the **Leave Topic** button.

Once you have joined topics, you can speak with one of the other persons connected to these topics. You are now listed under this topic when other persons join it, and they can start calling you.

NAME

This box displays the name of the selected user. You can also type the starting letters of a users name to locate him or her in the users list.

USERS LIST

This box list the users under the topic selected in the Joined Topics list.

JOINED TOPICS LIST

This box list the topics you have joined. You can join up to ten topics at any one time.

SHOW ALL USERS IN JOINED TOPICS

Select this option to view in the the users list all of the users listed under all the topics you have joined, and not only the users in the selected topic.

USER INFO

This box displays the user information of the user selected in the users list. Note that only part of the comment line about a person is displayed. To view the full comment, use the Internet Phone Information window.

JOIN TOPIC...

Choose this button to open a dialog box with a list of all the currently available topics, letting you join new topics.

LEAVE TOPIC

Choose this button to exit the topic that is now selected in the Joined Topics list. It removes your name from the list of users under this topic.

SORT USERS BY...

Sets the way users are sorted in the users list.

Q u i c k T o u r



Using a Private Topic

If you want to use Internet Phone only for your private conversations, you probably don't want to be bothered by calls from all the other Internet Phone users. Private topics are what you need: these "unlisted" topics cannot be seen on the topic list, and can be accessed only by users that know the exact name of the private topic. If you try to join a private topic that does not exist, it is automatically created.

To create or join a private topic,

- 1** In the Call dialog box, choose the **Join Topic** button.
The Join Topic dialog box opens.
- 2** Type in the name of the private topic in the Topics box.
- 3** Choose the **Join Private** button.
If there is no such private topic, it will be created.
- 4** If you do not want to be bothered by unwanted called, you should remove your name from the public topics, especially from the "General" topic. To do this, choose each topic from the Joined Topics list, and then choose the **Leave Topic** button.
- 5** Now you can close the dialog box by choosing the **Close** button.
- 6** When the desired person also joins the private channel, his or her name will appear on the user list. Select it and choose OK to call the person.

Now you are listed under your private topic. Of course, if the other persons you want to talk to do not know the exact name of the private topic, they will not be able to reach you! (you should decide on a name beforehand). Remember that when you connect to the Internet Phone network, you automatically get joined to the topics you were connected to when you left. If all you want to do is make private conversations, make sure you are only joined to the private topic. You will automatically connect to this topic each time you connect to the Internet Phone network.

Q u i c k T o u r



Calling a Person

After you click on a Quick-Dial button, or choose a name from the Call dialog box user list and choose OK, a call starts to the selected user.

The image on one of the Quick-Dial buttons will be animated and you should hear a ringing sound. If you don't hear anything, check if your speaker is connected properly.

Button mode

Meaning



Not in use. The button is not in use.



Making a Call. You are trying to call the person whose name appears under this button.



Receiving a Call. The person whose name appears under this button is trying to call you. You can receive the call by selecting the button.

Calling another person with Internet Phone is just like calling someone over the phone: the line may be busy, or the person may not wish to speak with you.

If the person does answer, the message "**CONNECTED**" appears and conversation starts.

Q u i c k T o u r



Conversation

Conversation now starts, and as you will see, speaking over the Internet is fun and easy. During conversation, you and the other person take turns speaking (this is the only difference from a "real-life" telephone conversation).

One of the Quick-Dial buttons is used for interaction with the other person. The person's name button is now displayed under the button, and the button changes its appearance to indicate who is now speaking.

Button mode

Meaning



SPEAK mode. When in this mode, what you say is transmitted over the Internet to the other person's system.



LISTEN mode. When in this mode, what the other person says is transmitted over the Internet to the your system and played on your speaker. You should not try to speak now.



IDLE mode. When in this mode, nobody is speaking. You or the other person can start speaking.

- Hold the microphone close to your mouth and speak clearly. When you finish speaking, the other person can respond.

Be careful not to speak too close to the microphone, or your voice will sound high and distorted on the other side. Make sure that the voice level (bright green bar) does not reach deep into the red zone. If it does, your voice is too high.



- If the Voice Activation interface is not working smoothly, you can change the Voice Activation level by dragging the knob to lower or raise it.

To end the conversation,

- Choose **Disconnect From Server** from the Phone menu.



The conversation ends.

When you exit Internet Phone, it automatically disconnects from the Internet Phone server. You can also manually disconnect by choosing Disconnect From Server from the Phone menu.

Q u i c k T o u r



Full Duplex Conversation

If your audio board supports full duplex audio, or if you have two standard (half duplex) audio board installed, then you can conduct full duplex conversations. Full duplex conversation is identical to one with a real telephone - you and the other person can speak at the same time. There is no need to take turns speaking. Of course, to be able to conduct such a conversation, both of your systems should support full duplex audio.

Before you call the other person, switch to full duplex mode (you can also try switching between half and full duplex modes during conversation).

To switch to Full Duplex mode,

- Choose **Full Duplex** from the Options menu.



If Internet Phone is not set to Full Duplex audio, a message box will appear. To set it to Full Duplex audio, either choose the Test button in the box, or choose Test System Configuration from the Options menu.

Now you can call the person.

When you connect to the other persons system, the status bar should indicate **Full Duplex**. If it indicates **Local FDX**, then the other persons system does not support full duplex audio, and you will not be able to conduct a complete full duplex conversation. In such a case, you still have the advantage of being able to burst into the other users speech without having to select the users Quick-Dial button.

Conversation

During conversation, one of the Quick-Dial buttons is used for interaction with the other person. The person's name button is now displayed under the button, and the button changes its appearance to indicate who is now speaking. Unlike half duplex conversations, there are only **Idle** and **Speak** modes. When the other person is speaking, a small speaker symbol appears on the upper left corner of the Quick-Dial button.

Button mode

Meaning



SPEAK mode. When in this mode, what you say is transmitted over the Internet to the other person's system.



Idle mode. When in this mode, you are not speaking.

- Hold the microphone close to your mouth and speak clearly.

NOTE

During a full duplex conversation, you may encounter a feedback problem: The sound will reverberate and become incomprehensible (If the other user has half duplex audio, then the other users speech may get cut constantly). This happens because the incoming sound played on your speaker is recognized as speech by the Voice Activation interface, and is sent back to the other user. To prevent this problem, we recommend using a handset or earphones instead of a speaker. If you don use a speaker, try to lower the volume of your speaker, and to lower the Voice Activation level to a level that does not respond to the sound coming from the speaker.


To end the conversation,



Choose **Disconnect From Server** from the Phone menu.


The conversation ends.

When you exit Internet Phone, it automatically disconnects from the Internet Phone server. You can also manually disconnect by choosing Disconnect From Server from the Phone menu.

 Tool bar shortcut



Tool bar shortcut

 Tool bar shortcut



Tool bar shortcut

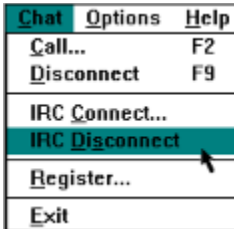
Q u i c k T o u r



Disconnecting From the Internet Phone Server

To disconnect from the Internet Phone,

- Choose **Disconnect From Server** from the Phone menu.



Internet Phone disconnects you from the Internet Phone server.

OK

Accept the dialog box setup and perform the operation.

CANCEL

Cancel the operation and close the dialog box.

HELP

Get context-sensitive help about this dialog box.

INTERNET PHONE SERVER

This box is used to enter the address of an Internet Phone server you want to connect to. It also opens a list of the last servers you connected to, in case you want to connect to one of them again.

PORT

This box lets you enter a custom port value which will be used to connect to the server. Unless you know otherwise, most servers use the default port value.

USE DEFAULT PORT

When on, will use the default port value to try to connect to the server.

AUTO-CONNECT ON STARTUP

When on, Internet Phone will automatically try to connect to the selected server whenever you run Internet Phone.

SERVERS...

Opens a list of Internet Phone servers world-wide, in case you do not know the address of a server in your vicinity.



Troubleshooting



Message Line Error Messages

Explanations of message line errors and messages.



Pop Up Error Messages

Explanations of pop up error messages.



Problems and Solutions

Miscellaneous problems you might encounter and their solutions.

Problems and Solutions

General Tips

Registration Tips

Sound Problems

Both users hear an increasing feedback whistling sound

I don't hear the Ring, Call, or Busy sounds

The other person's voice gets cut off every now and then

The other person's voice sounds too loud and distorted

The Volume control does not work

Your voice sounds a little distorted on the other side

Voice Activation Problems

After I stop speaking, SPEAK mode stays on

When I speak, Internet Phone toggles quickly between SPEAK and IDLE modes

When I speak, the other user hears "clicks" between words

Full Duplex Problems

I hear a feedback sound when conducting a full duplex conversation

The other user has half duplex audio, and his speech gets cut constantly

The other user is speaking, yet I hear nothing

Internet Phone Network Problems

General connection problems

Communication with the network seems extremely slow

I get a Nick Name clash message from the network

I get a Registration violation message

I get disconnected from the Internet Phone server during a session

Nobody is on-line on the Internet Phone network

Problems with TIA

The topic scan (Refresh button) gets stuck

Using Internet Phone Over a SLIP/PPP Connection

Multitasking Problems

Memory Problems

When I use a Full-Screen DOS application, the sound is cut off, or does not play at all

Message Line Error Messages

The messages are listed in alphabetical order.

"AUDIO DEVICE BUSY"

"BAD AUDIO FORMAT"

"BAD IP ADDRESS"

"CANT GET IP ADDRESS"

"CANT RESOLVE HOST"

"CONNECTION LOST"

"CPU TOO SLOW"

FULL DUPLEX FAILED

"HOST UNREACHABLE"

"NETWORK ERROR!"

"NETWORK UNREACHABLE"

"NO COMPRESSED AUDIO"

"NOT AN IPHONE USER"

"REMOTE AUDIO BUSY"

"REMOTE BAD AUDIO FMT"

"REMOTE CPU TOO SLOW"

"REMOTE UNKNOWN DATA"

"REMOTE UNKNOWN ERROR"

"RESOLVING IP ADDRESS"

"UNKNOWN DATA"

"UNKNOWN ERROR"

"USER NOT ACCESSIBLE"

Pop Up Error Messages

The messages are listed in alphabetical order.

"Another application is using the audio device. Stop the audio in this other application and select OK to try and test again"

"Application Loading Error. [...]"

"Audio Device not found or not properly installed. "

"Can't find the Servers list file [...]"

"Can't load VCAUDWL.DLL"

"Can't load VCWAVE.DLL"

"Disconnected from server [...]. Reconnect to the server ?"

"Error Trying to Initialize Network DLL."

"Failed to bind socket address, error code=[...]."

"Failed to connect to server. [...]"

"Failed to create socket, error code=[...]."

"Failed to establish a TCP connection with the server."

"Failed to initialize TCP/IP (error [...])."

"Failed to load server support from VCIRC.DLL, Error [...]"

"Failed to login to server."

"Failed to resolve server address."

"Failed to run [...].EXE [...]"

"Failed to set socket options, error code=[...]. The TCP/IP software on your computer was not properly set up."

"Full duplex audio configuration detected"

"Half duplex audio configuration detected"

"Internet Phone evaluation version. "

"Internet Phone found that you have more than one audio device installed"

"Internet Phone requires Enhanced Mode."

"Internet Phone requires Windows 3.1 or higher."

"Internet Phone will now test your system audio configuration"

"Internet Phone will now test your system performance, please close all background DOS applications before selecting OK. "

"Nick Name already in use. "

"Operation timed out."

"Please confirm that the information you have typed is correct."

"Please enter your personal information."

"Registration completed, Internet Phone will now exit. Reload Internet Phone for the new registration to take effect."

"Server Error [...]"

"This file is not a valid registration file. Please try again"

"This is an evaluation version of Internet Phone. You may try this program for 30 days before registering."

"This is not a valid Nick Name. "

"This user is not a registered user, and has no fixed Internet Phone code. The button will be cleared when Internet Phone is exited."

"Unable to copy registration file."

"Unsupported TCP/IP WINSOCK.DLL version, error code [...]."

"Your user information will be updated on the server only on reconnect."

"You are already connected to the server [...] Choose 'Yes' to disconnect and then connect or 'No' to stay connected."

"You are already registered. Would you like to register again?"

"You must specify at least your Nick Name."

"Your system passed the performance test"

"Your system passed the performance test for half duplex"

"Your system's Internet Phone performance index is [..], which is less than the recommended performance index [..]."

"Application Loading Error. [...]"

The Internet Phone program loader encountered an error while loading various components of Internet Phone. This could occur due to a bad installation or if any of Internet Phones components is already running; In any case, the problems nature is specified in the error dialog.

- Restart Windows and load Internet Phone.
- If the problem isnt solved, run the Internet Phone Setup again.

"Audio device not found or not properly installed."

Internet Phone could not detect the presence of a Windows compatible audio device. This problem could occur if you have no audio device installed at all, or if the audio device installation is erroneous.

- Make sure your audio device is properly installed and run Internet Phone again.

"Can't find the servers list file [...]"

Internet Phone could not locate the file which contains the list of Internet Phone servers it can connect to.

- Run the Internet Phone Setup again.

"Can't load VCAUDWL.DLL."

Internet Phone could not load the VCAUDWL.DLL module.

- Run the Internet Phone Setup again.

"Can't load VCWAVE.DLL."

Internet Phone could not load the VCWAVE.DLL module.

- Run the Internet Phone Setup again.

"Disconnected from server [...]. Reconnect to server ?"

Internet Phone was disconnected from the Internet Phone server it was connected to. This could occur due to some network link problem or due to some problem in the remote Internet Phone server.

- Choose OK if you wish Internet Phone to try to reconnect to the same server
- If you wish to try a different Internet Phone server, choose Cancel and connect to another server by selecting Connect To Server from the toolbar or from the Phone menu.

"Error while trying to Initialize Network DLL."

Internet Phone encountered a problem while initializing its network DLL. This could occur if your TCP/IP networking software is not properly installed.

- Make sure your TCP/IP software is properly installed and running. This could be checked by running other TCP/IP based applications such as Telnet.
- Now run Internet Phone again.

"Failed to bind socket address, error code=[...]."

Internet Phone couldnt properly initialize its TCP/IP components. This could occur if another application uses the same TCP/IP port number used by InternetPhone.

- Try closing any other TCP/IP enabled application which is currently running and rerun Internet Phone. If this operation succeeds, ask your network administrator to find out which of your TCP/IP application is using the same port as Internet Phone.
- If this fails, restart Windows and run Internet Phone again.

"Failed to connect to server. [...]"

Internet Phone failed to connect to the Internet Phone server, due to the reason specified in the error dialog. This could occur if the server you've been trying to connect to is currently down or if your link to the Internet is malfunctioning. An Internet link malfunction could occur either due to a problem in your local host or due to a problem in your Internet service provider's link. The Failed to resolve server address, WSANO_DATA... is a typical error occurring when the Internet link is down.

- If you have a dial-up link (PPP or SLIP) to your Internet service provider, make sure you are connected to your service provider's host by trying to ping it (Using the Ping utility provided with your TCP/IP networking software).
- If you have a direct Internet link, make sure your gateway to the Internet is in order.
- To make sure if you are connected to the outside world, simply ping a remote host such as the Internet Phone server you've been trying to connect to.
- If you are positive your Internet link is ok, simply select a different server to connect to from the Internet Phone servers list accessible from by choosing Connect To Server from the Phone menu or from the toolbar.

"Failed to create socket, error code=[...]."

Internet Phone failed to create its TCP/IP networking socket, needed for accessing the network. It is possible that the limit for open TCP/IP sockets has been exceeded, or that there is some problem with your TCP/IP software configuration.

- Try closing any other TCP/IP related applications which use sockets and run Internet Phone again, or ask your network administrator to properly configure your TCP/IP software.

"Failed to establish a TCP connection with the server."

Internet Phone could not establish a TCP/IP connection with the remote Internet Phone server. This could occur if your Internet Service providers link to the outside world is down, if the remote server is down, or if the remote Internet Phone server is overloaded with other users.

- Simply select a different server to connect to by from the Internet Phone servers list accessible by selecting Connect To Server from the Phone menu or from the toolbar.
- If you cant connect to other servers as well, make sure your Internet Service provider is linked to the outside world by trying to ping some remote host such as the Internet Phone server youve been trying to connect to (Use the Ping utility provided with your TCP/IP networking software).
- Once youre sure you are properly linked to the Internet, try connecting again to the Internet Phone server.

"Failed to initialize TCP/IP (error [...])."

Your TCP/IP networking software is not running correctly. This could occur, for example, if Windows couldn't load some low level TCP/IP drivers.

- Please make sure the TCP/IP software on your computer is properly set up.

"Failed to load server support from VCIRC.DLL, Error [...]"

Internet Phone could not access its server support component. This could occur if the VCIRC.DLL file is not available or if it belongs to an older version of Internet Phone.

- Reload Windows and try again.
- If this fails, run Internet Phone Setup again.

"Failed to login to server"

Internet Phone could not login to the Internet Phone server. This could occur if the server is overloaded with users, if the server refuses to serve remote users, or due to some malfunction with the TCP/IP connection to the server.

- Simply select a different Internet Phone server to connect to by from the Internet Phone servers list accessible by selecting the Connect To Server from the Phone menu.
- If you cant connect to other Internet Phone servers as well, make sure your Internet Service provider is linked to the outside world by trying to ping some remote host such as the server youve been trying to connect to (Use the Ping utility provided with your TCP/IP networking software).
- Once youre sure you are properly linked to the Internet, try connecting again to the server.

"Failed to resolve server address."

Internet Phone failed connecting to the Internet Phone server, due to the reason specified in the error dialog. This could occur if the server you've been trying to connect to is currently down or if your link to the Internet is malfunctioning. An Internet link malfunction could occur either due to a problem in your local host or due to a problem in your Internet service provider's link. The Failed to resolve server address, WSANO_DATA... is a typical error occurring when the Internet link is down.

- If you have a dialup link (PPP or SLIP) to your Internet service provider, make sure you are connected to your service provider's host by trying to ping it (Using the Ping utility provided with your TCP/IP networking software).
- If you have a direct Internet link, make sure your gateway to the Internet is in order.
- To make sure if you are connected to the outside world, simply ping a remote host such as the Internet Phone server you've been trying to connect to.
- Switch the DNS operation to synchronous in the Preferences dialog box by toggling off the asynchronous DNS operation and try again.
- If you are positive your Internet link is ok, simply select a different Internet Phone server to connect to from the Internet Phone servers list accessible by selecting Connect To Server from the Phone menu or from the toolbar.

"Failed to run [...].EXE [...]"

The Internet Phone program loader encountered an error while loading various components of Internet Phone. This could occur due to a bad installation or if any of Internet Phones components is already running; In any case, the problems nature is specified in the error dialog.

- Restart Windows and run Internet Phone.
- If the problem isnt solved, run the Internet Phone Setup again.

"Failed to set socket options, error code=[...]. The TCP/IP software on your computer was not properly set up."

Internet Phone failed to access the TCP/IP networking socket options.

- Please make sure the TCP/IP software on your computer is properly set up.

"Internet Phone requires Enhanced Mode."

Internet Phone can be run only in Windows Enhanced mode.

- Run Windows in Enhanced mode by exiting Windows and running it again with the /3 option.
- Now run Internet Phone again.

"Internet Phone requires Windows 3.1 or higher."

Internet Phone can not run on Windows 3.0 or on lower versions of Windows.

- You must upgrade to Windows 3.1 or higher in order to run Internet Phone.

"Server Error [...]"

Internet Phone has encountered some low level error from the Internet Phone server.

- Try reconnecting to the same Internet Phone server.
- If this fails, try connecting to a different server by choosing Connect To Server from the Phone menu from the toolbar.

"Nick Name already in use."

Internet Phone detected another user with the same Nick Name as yours. As a Nick Name cannot be used twice on the Internet Phone Network, you need to select some other Nick Name for yourself. It is also possible that because you just disconnected from from the Internet Phone server in an unorderly manner, your name is still registered and cannot be used again. It will take some time for the Internet Phone Network to detect the disconnect.

- Select User Info from the Options menu, and type in a different Nick Name.
- Now connect again to the server by selecting Connect To Server from the Phone menu or from the toolbar. If this does not work, wait a bit before trying to reconnect.

"Operation timed out."

Internet Phone encountered a timeout while waiting for a reply from the Internet Phone server. This could occur due to an Internet link failure or due to an overloading of the Internet Phone server.

- Simply select a different Internet Phone server to connect to by from the Internet Phone servers list accessible by selecting Connect To Server from the Phone menu or from the toolbar.
- If you cant connect to other servers as well, make sure your Internet Service provider is linked to the outside world by trying to ping some remote host such as the server youve been trying to connect to (Use the Ping utility provided with your TCP/IP networking software).
- Once youre sure you are properly linked to the Internet, try connecting again to the server.

"Please confirm that the information you have typed is correct."

Make sure you type in your correct user information, as this is the information available to other Internet Phone users who talk to you through Internet Phone.

"Please enter your personal information."

Make sure you type in your correct user information, as this is the information available to other Internet Phone users who talk to you through Internet Phone.

"This File is not a valid registration file. Please try again"

You have selected a registration file to be loaded into Internet Phone, but it has been found to be an invalid file.

- Make sure it is the original registration file you have recieved from VocalTec.
- For information about how to order the full version of Internet Phone, see **How to Order a Registration Code.**

"Internet Phone evaluation version."

You are using an evaluation version of Internet Phone. It is similar to the full version, but limits you to only 1 minute of speech and automatically closes after each conversation you make.

To be able to fully use Internet Phone, you will need to purchase the full version with a unique registration code.

• For information about how to order the full version of Internet Phone, see **[How to Order a Registration Code](#)**.

"This is an evaluation version of Internet Phone. You may try this program for 30 days before registering."

You are using a evaluation version of Internet Phone. It is similar to the full version, but limits you to only 60 seconds of speech and automatically closes after each conversation you make. You may use this software for 30 days before registering.

You will need to reload Internet Phone again to continue.

To be able to fully use Internet Phone, you will need to purchase the full version with a unique registration code.

• For information about how to order the full version of Internet Phone, see **How to Order a Registration Code**.

"This is not a valid Nick Name."

The Nick Name you entered is not valid.

• Type in another Nick Name. It should be up to 9 characters long, and should include only letters, digits and these characters: - [] ` ^ { } .

"This user is not a registered user, and has no fixed Internet Phone code. The button will be cleared when Internet Phone is exited."

You have set one of the QuickDial buttons to point to an unregistered Internet Phone user. Since unregistered users have temporary access codes, the button will not point to the unregistered user as soon as he reloads his Internet Phone. Therefore, the button will be cleared when Internet Phone is exited.

"Unable to copy registration file."

Internet Phone could not create a copy of the registration file in your Windows directory.

• Make sure you have the correct WRITE privileges in your Windows directory.

• For information about how to order the full version of Internet Phone, see **How to Order a Registration Code**.

"Unsupported TCP/IP WINSOCK.DLL version, error code [...]."

Internet Phone was set up to use the TCP/IP network protocol for transmitting, but the WINSOCK.DLL module of the correct version was not found. WINSOCK.DLL is a standard component of TCP/IP networking software for windows packages, which is needed by Internet Phone. Internet Phone needs WINSOCK.DLL version 1.1.

- Replace your current WINSOCK.DLL with a WINSOCK.DLL compatible with version 1.1.

"User Information will be updated on the server only on reconnect."

You have updated your user information in the User Info dialog while being connected to some Internet Phone server. As your user information is sent to the server only during the initial connection phase with the server, your revised user information will be updated in the Internet Phone Network only upon the next reconnection to a server.

"You are already connected to the server [...] Choose 'Yes' to disconnect and then connect or 'No' to stay connected."

You have chosen to connect to an Internet Phone server but you are already connected to one. You can either have Internet Phone disconnect from the current server and then connect to the new server by selecting Yes, or stay connected to the current server by selecting No.

"You must specify at least your Nick Name."

The only mandatory item to be filled in the User Info dialog box is the Internet Phone Nick Name, which is the user name other persons will see when they browse through the Call dialog box.

We suggest that you type in all your correct user information, as this is the information available to other Internet Phone users who talk to you through Internet Phone.

I don't hear the Attention, Ring, Call and Busy sounds

- Make sure the Use Wave Audio option in the Preferences is on.
- If it is on, then the audio device in your system is probably being used by another application.

The Volume control does not work

Your sound device does not support software volume control.

Another reason why the volume control does not work might be that Microsoft's Wave Mapper is installed on your system.

- To remove Wave Mapper, remove it from the Control Panel's Drivers section.

When getting a call, I only get an internal beep and a "NO AUDIO" message

Some other application is using the sound device. Only one program at time can use the sound device.

After I stop speaking, "SPEAK" mode stays on

Your microphone is too sensitive.

🔴 Raise the Voice Activation level.

When I speak, Internet Phone toggles quickly between SPEAK and IDLE modes

- Adjust the Voice Activation level.

When I speak, the other user hears "clicks" between words

- Raise the Voice Activation level.

When I open an application while another user speaks, I can't hear the user

This is a well known problem with Windows. Whenever the "Hourglass" mouse cursor appears, it means that one application is running exclusively, thus Internet Phone does not get time to process more voice.

- Try to avoid operations that hold up the computer for a long time while you are in conversation (operations like loading applications, recalculating spreadsheets, etc.)

When I use a full-Screen DOS application, sound is cut off, or does not play at all

Internet Phone does not get enough time to process the voice and play it.

You should do one of the following:

(the first two options are set using PIFEDIT)

- Make sure your DOS application is not flagged to run Exclusively (if it is, deselect the Exclusive check-box).
- Set a lower priority to the DOS box (by clicking on "Advanced", and typing a lower value in the Priorities box)
- Set a higher priority to the Windows in Background (in the Control Panel/386 enhanced options)
- Run your application in a Window, instead of full-screen.

Your voice sounds a little too loud and distorted on the other side

If the person you are speaking with complains that your voice sounds too loud or distorted, it is possible that your microphone is too sensitive or the level of your voice is too high.

- Try to lower the level of your voice or speak a little further from the microphone. The graphic audio level (bottom-right corner of the window) should not exceed the green area. If it reaches into the red section, it is too high.
- If this does not work, it is possible that your microphone's gain level is not at the optimal level. Check your audio card's bundled software for the gain level setting. Try to raise or lower it.
- You can use the Windows Sound Recorder or a similar utility to record and playback your voice and hear if it comes out right. Note however that the voice quality on the other side may be different if the other person is using a different audio board.

The other person's voice sounds too loud and distorted

The problem is probably on the other person's side. Inform him or her about it. It is possible that the other person's microphone is too sensitive or the level of his voice is too high.

You can offer him the following advice:

- Tell the person to try and lower the level of voice or to speak a little further from the microphone. The graphic audio level (bottom-right corner of the window) should not be exceed the green area. If it reaches into the red section, it is too high.
- If this does not work, it is possible that the other person's microphone's gain level is not at the optimal level. Tell the person to check the audio card's bundled software for the gain level setting, and to try raising or lowering it.
- The other person can use the Windows Sound Recorder or a similar utility to record and playback his or her voice and hear if it comes out right. Note however that the voice quality on the other side may be different if the other person is using a different audio board.

Both users hear an increasing feedback whistling sound

The whistling sound is caused because of the close proximity between your microphone and the other user's system (or the other way around). Because of the sensitivity of the microphone, it registers the sound that is being played on the other user's speaker, and the whistling sound starts.

If you are in Full Duplex mode, the problem is probably caused because the incoming sound played on your speaker is recognized as speech by the Voice Activation interface, and is sent back to the other users system.

- Lower the volume on the other user's system (and on yours too, if necessary).
- If you are in Full Duplex mode, lower the volume of your speaker, and raise the Voice Activation level. We also recommend using a handset or earphones instead of speakers.

I hear a feedback sound when conducting a full duplex conversation

The feedback sound is caused because the incoming sound played on your speaker is recognized as speech by the Voice Activation interface, and is sent back to the other users system.

- Lower the volume of your speaker, and raise the Voice Activation level. We also recommend using a handset or earphones instead of speakers.

The other user has half duplex audio, and his speech gets cut constantly

The problem is caused because in Full Duplex mode, the incoming sound played on your speaker may be recognized as speech by the Voice Activation interface, and is then sent back to the other users system, thereby interrupting his or her speech.

- Lower the volume of your speaker, and raise the Voice Activation level. We also recommend using a handset or earphones instead of speakers.

The other user is speaking, yet I hear nothing

If you are using *two* audio boards, the problem is probably caused because the microphone and speakers (or other input and output devices you use) are not connected to the correct audio boards.

- Select Preferences from the Options menu. In the dialog box, check which audio board is under **Speak** and which is under **Listen**. Make sure that a different board is listed under each. Now connect the input device to the board listed under **Speak**, and the output device to the board listed under **Listen**.

"USER NOT ACCESSIBLE"

Although listed on the network, the other person is not accessible.

The most plausible explanation is that the person disconnected (intentionally or due to a hardware or software failure) from the network just after you started your call. A person's name is sometimes listed for a few seconds even after the person is no longer available. Another possibility is that there is a problem in establishing an actual physical connection between you and the other person, although you are both connected to the network.

"BAD IP ADDRESS"

To connect to a remote host running Internet Phone, Internet Phone needs to determine the IP (Internet Protocol) address of that host.

You have tried to call some user, and Internet Phone could not properly resolve his network address or has a corrupt IP address cached in memory.

- Clear the users QuickDial button, and try calling him again.

"CANT GET IP ADDRESS"

To connect to a remote host running Internet Phone, Internet Phone needs to determine the IP (Internet Protocol) address of that host.

You have tried to call some user, and Internet Phone could not resolve his network address.

This error could occur if there's a problem with a domain name server your host depends on or if your link to the Internet is down.

- If you have a dialup link (PPP or SLIP) to your Internet service provider, make sure you are connected to your service providers host by trying to ping it (Using the Ping utility provided with your TCP/IP networking software).
- If you have a direct Internet link, make sure your gateway to the Internet is ok.
- To make sure if you are connected to the outside world, simply ping a remote host such as the Internet Phone server you've been trying to connect to.
- Now try calling the user again.

"CANT RESOLVE HOST"

To connect to a remote host running Internet Phone, Internet Phone needs to determine the IP (Internet Protocol) address of that host.

You have tried to call some user, and Internet Phone could not resolve his network address.

This error could occur if there's a problem with a domain name server your host depends on or if your link to the Internet is down.

- If the problem occurs only intermittently, switch the DNS operation to synchronous in the Preferences dialog box by toggling off the asynchronous DNS operation and try again.
- If you have a dialup link (PPP or SLIP) to your Internet service provider, make sure you are connected to your service providers host by trying to ping it (Using the Ping utility provided with your TCP/IP networking software).
- If you have a direct Internet link, make sure your gateway to the Internet is ok.
- To make sure if you are connected to the outside world, simply ping a remote host such as the Internet Phone server you've been trying to connect to.
- Now try calling the user again.

"RESOLVING IP ADDRESS"

Internet Phone is busy resolving the IP address of the user you are trying to call.

"NETWORK UNREACHABLE"

Internet Phone tried to connect to a remote Internet Phone which belongs to an IP network which is not accessible from your own IP network. This could occur if the remote user's IP address configured in your address book is wrong, or if your TCP/IP software is not configured to route packets to that remote network.

- Please validate the IP address of the remote user and ask your network administrator to make sure there's a network route to the remote network.

"HOST UNREACHABLE"

Internet Phone tried to connect to another Internet Phone which runs on a host which isn't currently accessible from your own host. This may happen if the remote host is not currently connected to the network.

- Please make sure the remote host is connected to the network.

"NETWORK ERROR!"

Some network related error occurred when Internet Phone tried to send or read data from the network.

- Please make sure your networking software and hardware are properly configured.

"FULL DUPLEX FAILED"

You tried to conduct a conversation in full duplex mode, although Internet Phone could only detect half duplex audio on your system.

- Switch back to half duplex mode by deselecting the Full Duplex option.

"CONNECTION LOST"

You were talking to another user but his transmissions have stopped. This could happen if the other user's computer crashed or was reset in the middle of the conversation, and cannot transmit any more.

It is also possible that there is a communication problem between your system and the other user's system.

- Try to call the user again.

"AUDIO DEVICE BUSY"

Internet Phone was trying to play or record sound using your audio device, but the device was being used by another application. When Internet Phone tries to play the audio indications (ring, busy, etc.), and the audio device is busy, it will beep using the internal PC speaker instead.

- Quit or stop any other application that uses audio, before trying to talk with Internet Phone or install another audio card in your computer.
- The other user will get an error message and the call will disconnect.

"BAD AUDIO FORMAT"

Internet Phone could not perform a conversation with another Internet Phone because of incompatible audio formats. For example, this could happen if one side uses only a VocalTec Compression Card which supports only the Compressed VDF format, while the other side has some other audio card.

- Make sure both sides of the conversation use a compatible audio card.

"NO COMPRESSED AUDIO"

You have tried calling a remote user, but your InternetPhone couldnt detect any audio device which supports the audio formats needed by InternetPhone in order to perform either hardware or software audio compression.

- Make sure you have an audio device which supports at least PCM 11Khz audio.

"UNKNOWN DATA"

Internet Phone has received audio data of an unsupported format from the remote Internet Phone at the other side of the conversation. This might happen if the remote Internet Phone is of another version, which is incompatible with your version of Internet Phone.

"UNKNOWN ERROR"

The connection was disconnected by the other user's Internet Phone because of an error unrecognized by your Internet Phone (the other Internet Phone is probably from an incompatible version).

- Try and call the user again. If the problem repeats, check if you are using the latest version of Internet Phone.

"REMOTE UNKNOWN DATA"

The remote Internet Phone at the other side of the conversation has received audio data of an unsupported format from your Internet Phone. This might happen if the remote Internet Phone is of another version, which is incompatible with your version of Internet Phone.

"REMOTE AUDIO BUSY"

You have tried calling a remote user, but the Internet Phone on his/her side could not detect any available audio device.

- Make sure the other side has a free audio device available to his Internet Phone and try calling him again.

"REMOTE UNKNOWN ERROR"

The connection was disconnected by the other user's Internet Phone because of an error unrecognized by your Internet Phone (the other Internet Phone is probably from an incompatible version).

- Try and call the user again. If the problem repeats, check if you are using the latest version of Internet Phone.

"NOT AN IPHONE USER"

The user that you tried to call, although on the users list, is not running Internet Phone. There is therefore no way to reach him or her.

"REMOTE BAD AUDIO FMT"

Internet Phone could not perform a conversation with another Internet Phone because of incompatible audio formats. For example, this could happen if one side uses only a VocalTec Compression Card which supports only the Compressed VDF format, while the other side has some other audio card.

- Make sure both sides of the conversation use a compatible audio card.

"REMOTE CPU TOO SLOW"

Internet Phone could not perform a conversation with another Internet Phone because the remote computers CPU is too slow to support the software compression algorithms needed for conversation over the Internet.

- Make sure both you and the remote user have the VocalTec Compression Card (which performs hardware audio compression thus unloading the CPU) or make sure that the remote user runs his Internet Phone on a computer with a more powerfull CPU.

"CPU TOO SLOW"

Internet Phone could not perform a conversation with another Internet Phone because you chose to disable the software compression feature after the computer speed test failed (As the test found that your computers CPU is too slow to support the software compression algorithms needed for conversation over the Internet).

- You can try using the software compression by selecting the Test Computer Speed option from the Options menu, and choose NOT to disable the software compression once the test completes.

- If you find out that your computer is indeed too slow to support the software compression, make sure both you and the remote user have the VocalTec Compression Card (which performs hardware audio compression thus unloading the CPU) or run your Internet Phone on a computer with a more powerfull CPU.

The other person's voice gets cut off every now and then

One of the following may be the cause of the problem:

Voice Activation problems

- Ask the other person to raise the voice activation level

Packet loss

(due to low speed/quality modem connection or due to Internet overload on the path to the remote user (for example, in the service provider's computers at either side).

- Check the amount of packet loss using the **view statistics** command. Ask the remote side if he has any send errors in his statistics. Send errors mean that the modem connection cannot handle the audio bandwidth, so a higher baud rate modem should be used (at least 14400 baud).

CPU overload

- Try running less concurrent applications
- Try using hardware compression
- Use a computer with a stronger CPU.

I get disconnected from the server during a session

If you suddenly get disconnected from the Internet Phone server (when refreshing the topic list, for example), the following may be the cause:

The server may be overloaded.

There may be a problem with the Internet connection: with the modem connection or with the Service provider's connection itself.

- Try connecting to a different Internet Phone server
- If this fails, make sure your Internet connection is in order.

The topic scan (Refresh button) gets stuck

Topic scan overloads both the network and the Internet Phone server. So it could become very unresponsive up to the point of not advancing.

- Disconnect from the server and reconnect to it.

I get a Nick Name clash message from the server

There is another person that uses the same Nick Name as you.

After an unorderly disconnect from the Internet Phone server, which takes time to detect the disconnect.

- Change your Nick Name by selecting the User Info item from the Options menu.
- Or wait a bit and try connecting again.

I get a registration violation message

Someone else is using your unique registration code. It is not possible for more than one person to connect to the Internet Phone Network with the same registration code.

- Don't spread your copy of Internet Phone! It is both illegal and immoral!

Problems with TIA

Since TIA users have the address of the UNIX host they're connected to, multiple TIA users cannot run Internet Phone while connected to the same UNIX host.

A TIA user can only CALL others but not be called by them, since the TIA on the UNIX side doesn't listen to the Internet Phone socket.

"You are already registered. Would you like to register again?"

Internet Phone detected that your copy of the product is already registered.

- Choose **Yes** to perform the registration process again.
- Choose **No** to abort the new registration process and keep using your existing registration.

"Internet Phone will now test your system performance, please close all background DOS applications before selecting OK."

Internet Phone performs an automatic test of your CPU performance, to find out if your computer is powerful enough to execute the advanced software audio compression algorithms used by the Internet Phone.

- Close all background DOS applications and any other CPU consuming application.
- Choose OK to start the test.

"Your system passed the performance test. It scored [...], which is more than the recommended performance index ([...] for half duplex and [...] for full duplex)."

Internet Phone performed the automatic test of your CPU performance, and detected that your computer is powerful enough to execute the advanced software audio compression algorithms used by the Internet Phone, in both half and full duplex modes.

"Your system passed the performance test for half duplex. It scored [...], which is more than the recommended half duplex performance index ([...]), but less than the recommended full duplex index (65). You might have performance problems in full duplex."

Internet Phone performed the automatic test of your CPU performance, and detected that your computer is powerful enough to execute the advanced software audio compression algorithms used by the Internet Phone, in half duplex mode. It may not be powerful enough to run Internet Phone in full duplex mode.

Your system Internet Phone performance index is [...], which is less than the recommended performance index ([...] for half duplex and [...] for full duplex). You might have system performance problems while speaking with other users."

Internet Phone performed the automatic test of your CPU performance, and detected that your computer might not be powerful enough to execute the advanced software audio compression algorithms used by the Internet Phone, in either half and full duplex modes.

• If your performance index is close to the recommended performance index, you should try calling another user with your Internet Phone and make sure you have no performance problems during the conversation. It is recommended you quit other applications when running the Internet Phone.

• If your performance index is much lower than the recommended performance index, your system will probably freeze during an Internet Phone conversation.

• If you are a VC Card (Vocaltec Compression Card) owner, and you wish to disable the software audio compression option and use only the VC Card, you should:

1 Quit Internet Phone.

2 Modify the following entry in the IPHONE.INI file (which resides in your Windows directory) :

[Audio]

FormatDisabled17=NO ->Change from "NO" to "YES"

3 Now rerun Internet Phone.

Note that while this option is set to YES, you can only have Internet Phone conversations with other owners of the VC Card.

"Registration completed, Internet Phone will now exit. Reload Internet Phone for the new registration to take effect."

Internet Phone has successfully completed performing the registration process, and is now ready to be rerun.

- Choose OK and Internet Phone will exit.
- Run Internet Phone again for the registration to take effect.

Internet Phone Registration

Use this dialog box to choose the appropriate registration format.

You can register only if you have a unique registration code. You can receive this code as a file on disk or by e-mail, or receive it written on a coupon or on a diskette label.

- If you have the code on file, choose **From File**.
- If you have the code on a coupon or a diskette label, choose **Manual**.
- For more information about how to order a unique registration code from VocalTec, see **How to Order a Registration Code**.

Internet Phone Registration Information

To complete the registration, you will have to enter your personal details. It is important that you type in the correct details. Note that this is your unique registration code. It can only be used by one user on the Internet phone network.

if you do not deselect the **Automatically Send User Information to VocalTec** option, the information you entered will be sent over the Internet to VocalTec, and you will be added to VocalTecs database of registered Internet Phone users. This will ensure you get the best support we can give, and that you will receive the latest updates and information.

- In the **First Name, Last Name, Company, Address, City, State/Country, Zip, Telephone** and **Fax** boxes, please type in the required information.
- In the **E-mail** box, type in a your e-mail address. You will not be able to complete the registration if you do not type in a valid e-mail address.
- If you have the code on a fax or a coupon, type it in the **Registration Information** box. Make sure you typed it accurately before proceeding.
- If you have the code on a file, your code should now appear in the **Registration Information** box. Do not alter it. (We assume that you used the previous dialog box to select the file containing the registration code).
- When you finish entering the information, choose **Register**.

Internet Phone Registration Information

This dialog box can be used to resend your registration information to VocalTec. This Use it if you want to update the information you sent, or if for some reason you have still not sent the information to VocalTec.

The information you enter will be sent over the Internet to VocalTec, and you will be added to VocalTecs database of registered Internet Phone users. This will ensure you will get the best support we can give, and the latest updates and information.

- In the **First Name, Last Name, Company, Address, City, State/Country, Zip, Telephone** and **Fax** boxes, please type in the required information.
- In the **E-mail** box, type in a your e-mail address. You will not be able to complete the registration if you do not type in a valid e-mail address.
- You cannot alter the code in the **Registration Information** box.
- When you finish entering the information, choose **Register** to send it to VocalTec.

Add Your Name to VocalTecs List of Registered Users

VocalTec maintains a list of the registered Internet Phone users. The users on this list receive notice on new software updates and other useful information. They will also be able to receive better technical support and special offers on upgrades or new products, if such become available. We highly recommend that you join the registered users list.

- If you choose the **Send** button, Internet Phone will send the registration information directly over the Internet to VocalTec. If this is not possible now (if you are not connected to the Internet, for example), it will try doing this again later.

- If you do not want to send the information now, choose the **Cancel** button. You will be able to send the information later by choosing the **Send Registration Info** item from the Phone menu.

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- If you choose the **Send** button, Internet Phone will send the registration information directly over the Internet to VocalTec. If this is not possible now (if you are not connected to the Internet, for example), it will try doing this again later.

- If you do not want to send the information now, choose the **Cancel** button. You will be able to send the information later by choosing the **Send Registration Info** item from the Phone menu.

Memory Problems

If you get an "**Insufficient memory to run application**" message, although you still have enough free memory, the problem is probably due to a lack of DOS memory. Most applications require at least 0.5K of DOS Memory - and it is a scarce resource. A simple solution is to close other applications. About Internet Phone. locate memory section. network drivers audio cards etc. Try changing the order of loading

- A simple solution is to close one of the open applications and run Internet Phone. Some applications (including Internet Phone) use more DOS memory than is necessary. Try to open the applications in a different order.

- To make sure the problem is DOS memory, choose About Internet Phone from the Help menu. In the About dialog box, locate the memory section. It reports how much DOS memory was free before Internet Phone started, and how much is free now.

- It is possible that network drivers or audio board drivers are using up your DOS memory. Check if you can close or change them.

Communication with the server seems extremely slow

If actions such as connecting to the Internet Phone server, joining topics or refreshing the topic list seem slower than usual, it is possible that the server you are connected to is overloaded.

- Choose View Log from the Options menu. Search for a message from the server reporting overload.
- Disconnect and reconnect to another server.

Nobody is on-line on the Internet Phone network

It is possible that nobody is on-line at the moment. A more probable explanation is that the Internet Phone server into which you connected is not properly connected to the server. View the log. It reports how many servers on the network.

- Choose View Log from the Options menu. Browse the messages back to the point you connected to the server. When you connect to a server, It reports how many users and other servers are connected. If no other servers are connected (or if their number is low - less than 100), the server is probably temporarily disconnected.
- Try connecting to another Internet Phone server.

"Internet Phone will now test your system audio configuration. Please stop all applications that use audio before selecting OK. You can repeat the test later by choosing Options/Test System Configuration."

This message appears before the system audio configuration test is started. This test checks your audio devices to detect if full duplex mode is possible.

• Close all the applications that use audio. If you dont, the audio configuration process will fail.

"Another application is using the audio device. Stop the audio in this other application and select OK to try and test again."

Internet Phone detected another application that is using your audio device. Please close all applications that use audio, if you want to successfully finish the audio configuration process.

• Close all the applications that use audio. If you dont, the audio configuration process will fail again.

"Full duplex audio configuration detected. You will be able to have full duplex conversations if the Options/Full Duplex option is selected. If your audio configuration changes repeat the test by choosing Options/Test System Configuration."

Internet Phone detected on your system an audio device that supports full duplex audio. You will be able to use this mode to conduct full duplex conversations.

"Half duplex audio configuration detected. You will not be able to have full duplex conversations. If your audio configuration changes repeat the test by choosing Options/Test System Configuration.

Internet Phone detected on your system an audio device that supports only half duplex audio. You will not be able to conduct full duplex conversations. If you install a device on your system that does support full duplex, run this test again to configure Internet Phone to full duplex audio.

"Internet Phone found that you have more than one audio device installed. Select OK to choose the preferred devices for Speak and Listen. You can repeat this procedure later by choosing Options/Preferences."

Internet Phone detected on your system two audio devices. You will be able to use them to conduct full duplex conversations. Select OK to open the preferences dialog box.

In this dialog box, set the following:

- Under **Speak**, set one device as your input device. You will need to connect your microphone or other input device to this board.
- Under **Listen**, set another device as your output device. You will need to connect your speakers or other output device to this board.

Your system does not support full duplex audio.

Internet Phone is configured only to half duplex audio, and therefore cannot switch to full duplex mode.

• You can override this message and switch to full duplex mode by choosing **Continue**. If you do so, you will probably not be able to conduct conversation at all.

If you do not want to see this message box again, you can select the **Dont display this message again** option. If you do so, this message will reappear only after you run the system configuration test again.

• If your system does support full duplex audio, you should rerun the system configuration test by choosing the **Test** button. This will start a test that will try to detect a full duplex audio device on your system.

Using Internet Phone Over SLIP/PPP Connection

The Internet Phone requires that your modem is configured properly in order to work.

Checking your modem configuration:

- 1 If your modem is an external modem, then you must make sure that your serial port has a proper UART, that is capable of high-speed transmissions. The normal UART is called 8250. While it may be enough for DOS programs to communicate, its performance is too low for high-speed transmissions under Windows. You must have 16550 UART in order to use the full bandwidth of your modem.

To check the UART type, run MSD from DOS prompt. After MSD finishes examining the system, select "COM Ports". For each COM port on the system, MSD will show whether it uses the 16550 UART or not.

- 2 If your modem is internal, then it probably has the 16550 UART built in. Some modems require a vendor-specific driver. Make sure to use the latest version of the vendor's drivers for the modem.
- 3 Make sure to have the following line in your SYSTEM.INI file, under the [386Enh] section:

COM2FIFO=1 (assuming your modem is on COM2).

Note that you cannot use "Yes", or "True" for the value, although it is incorrectly documented so in the SYSINI.WRI file. The value must be "1".

- 4 In order to use Full-Duplex mode on you must disable modem compression. This might degrade somewhat text transfer, but will improve binary transfers (pictures, compressed files, binaries, etc). There is no general way to disable modem compression. It depends on your modem and Winsock stack. First check your Winsock documentation and setup to see if a "Modem Compression" option exist, and if so, then disable it. Otherwise, you'll need to add an initialization command to disable modem compression. The initialization string for Hayes-compatible modems (most of the modem in the market) start with the letters "AT", and thus called AT commands. Your modem initialization string might look like "ATZ&C1&K3". Depending on your modem configuration, it can be much longer. The AT-command to disable modem compression is different for different type of modems. For most modems, the command is AT%CO. e.g. modems of the following companies: AT&T, Boca, Zoom, Compaq, Gateway2000, Intel, NEC, Supra, Motorola and others. USRobotics, Zyxel: AT&K0

For other modems, check the documentation.

General Connection Problems

Internet Phone is an application program that uses an Internet Connection. This connection is made by a separate software that you will need to have installed before you can access the Internet.

The type software you use to connect to the Internet is known as TCP/IP software. Its job is to dial your modem and establish a connection to your Internet Provider using the Internet Protocol. Examples are: Internet In a Box, Chamelion or Trumpet Winsock. Sometimes this software is supplied by your Internet Service Providers (e.g. Netcom supplies Netcruiser).

In order for Internet Phone to work, your TCP/IP software needs to be installed properly and your Internet connection should be started before starting Internet Phone.

If your TCP/IP software is not setup properly or connected you may receive one of the following error messages when you start Internet Phone:

- Winsock.dll not found
- Failed to initialize TCP/IP
- Socket error
- Can't connect to server

The most common solutions to these problems are given below:

The file WINSOCK.DLL is a standard component of the TCP/IP software for Windows packages. The winsock.dll file acts as the Interface between application programs (such as Internet Phone, Netscape, E-mail, and Telnet) and the Internet connection established by your TCP/IP software.

Make sure that the directory that contains your winsock.dll file is listed in the PATH statement in your AUTOEXEC.BAT file. This will ensure that applications can find and access your winsock.dll file.

NEVER MOVE your winsock.dll file to the IPhone directory or any other directory where it is separated from the rest of the TCP/IP software.

If you still fail to connect, or if you have more than one TCP/IP software installed on your system (i.e more than one winsock.dll file), please try one of the following:

- Each TCP/IP software package uses a different WINSOCK.DLL file and can't use the WINSOCK.DLL from another TCP/IP software. If you have more than one WINSOCK.DLL on your system make sure only the path to the winsock.dll file you are actually using is included in the PATH (in autoexec.bat).
- You can also set Internet Phone's working directory (this is done by highlighting (single click) the icon and selecting FILE/PROPERTIES from program manager) to the directory that contains the proper winsock.dll file. (NOTE: Setting properties is different in Win95. Please refer to your Windows 95 documentation)

If after the above you still cannot resolve server addresses then, in Internet Phone, select Preferences from the Options menu, and choose the Advanced button. In the dialog box, change your selection for Asynchronous DNS.

If you still have problems send e-mail to support@vocaltec.com. Be sure to provide the error message and the name of the TCP/IP software you are using. Also the PATH from your c:\autoexec.bat file. NEVER send ATTACHMENTS send TEXT ONLY.

If you continue to have have problems with your TCP/IP installation, you may need to contact your TCP/IP software provider for help.

Registration Tips

When registering Internet Phone ALL the fields on the form must be filled out before the Register button will work.

After choosing the Register button Internet Phone will attempt to send your information to us (you must be connected to the Internet) for our user database. This database is used to provide users with better support and service. Even if Internet Phone fails to send the information, it will complete the registration successfully. It will try to send the information again the next time. You can choose not to send the information by removing the check mark on the top of the form.

If you do FAIL to register properly, Internet Phone will give you a message indicating that you are not registered after you talk for 60 seconds on a single conversation.<P>

If you bought Internet Phone in a store, the registration code should be on the inside cover of the manual. The number on the blue card is a serial number and cannot be used to register Internet Phone.

Note that the registration code must be entered exactly as it appears on the manual.

If you received your registration code by E-mail, you must choose to register "FROM FILE" in the registration dialog box. Make sure not to alter the E-mail message in anyway. If you have a problem, be sure to send the info from the file (as text NO attachments) to support@vocaltec.com with a description of the problem.

The information in the E-mail registration is for use by the program. The information seen by other users is configurable by selecting USER INFO from the Options menu in Internet Phone.

IMPORTANT

When you register Internet Phone, it creates a file called vcreg.dat in your windows directory. This file is how Internet Phone knows it is registered. This is important for several reasons.

You should immediately back up this file to a floppy disk so you can put it back in your windows directory in case of a mishap. You will need to move this file from your old windows directory to the new one if you change machines or upgrade to Win95.

In order to uninstall or unregister your copy of the Internet Phone software, you will need to delete this file.

