

Video VoxPhone

GOLD

Version 2.0

User's Guide



100 Amber Street, Unit 8
Markham, Ontario, CANADA
L3R 3A2

Tel: (905)479-9696 Fax: (905)479-9582
support@voxphone.com info@voxphone.com
www.voxphone.com www.etch-canada.com

BY OPENING THE SEALED CD-ROM PACKAGE YOU ARE CONSENTING TO BE BOUND BY THIS AGREEMENT. IF YOU DO NOT AGREE TO ALL OF THE TERMS OF THIS AGREEMENT, PLEASE RETURN THE WHOLE PACKAGE WITH THE UNOPENED CD-ROM AND THE ACCOMPANYING PRINTED MATERIAL TO THE PLACE WHERE YOU OBTAINED IT.

LICENSE AGREEMENT FOR VIDEO VOXPHONE™ GOLD 2.0

Installation of Video VoxPhone™ GOLD 2.0 (the "Product") is contingent on your (hereinafter "Recipient") agreement to the following terms:

- 1. GRANT OF LICENSE.** Subject to the terms, conditions and limitations below, E-Tech Canada, Inc. ("E-Tech Canada") grants to Recipient (and only Recipient) a limited, non-exclusive license to use one copy of the executable code of the Product on a single CPU residing on Recipient's premises. Recipient may only transfer the Product (and all (and only all) of his rights in the Product) to an individual, provided that (i) such transfer is not for commercial purposes, (ii) the individual agrees to be irrevocably bound by all the terms, limitations and conditions set forth in this Agreement. All other rights are reserved to E-Tech Canada. Recipient shall not rent, lease, sell, sublicense, assign, or otherwise transfer the Product, including any accompanying printed materials. Recipient may not reverse engineer, decompile or disassemble the Product. E-Tech Canada shall retain title and all ownership rights to the Product.
- 2. PRODUCT MAINTENANCE.** E-Tech Canada is not obligated to provide maintenance or updates to Recipient for the Product. However, if E-Tech Canada should provide any maintenance or updates, such maintenance or updates shall be covered by this Agreement.
- 3. DISCLAIMER OF WARRANTY.** Product is deemed accepted by Recipient. The PRODUCT is provided AS IS WITHOUT WARRANTY OF ANY KIND. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, E-TECH CANADA FURTHER DISCLAIMS ALL WARRANTIES, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NONINFRINGEMENT. THE ENTIRE RISK ARISING OUT OF THE USE OR PERFORMANCE OF THE PRODUCT AND DOCUMENTATION REMAINS WITH RECIPIENT. THIS DISCLAIMER OF WARRANTY IS AN ESSENTIAL PART OF THIS AGREEMENT. BECAUSE SOME STATES/JURISDICTIONS DO NOT ALLOW THE EXCLUSIONS OF AN IMPLIED WARRANTY, THIS DISCLAIMER MAY NOT APPLY TO RECIPIENT AND RECIPIENT MAY HAVE OTHER LEGAL RIGHTS THAT VARY FROM STATE TO STATE OR BY JURISDICTION.
- 4. LIMITATION ON LIABILITY.** UNDER NO CIRCUMSTANCES AND UNDER NO LEGAL THEORY, TORT, CONTRACT, OR OTHERWISE, SHALL E-TECH CANADA OR ITS AGENTS BE LIABLE TO YOU OR ANY OTHER PERSON FOR ANY INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY CHARACTER INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF GOODWILL, WORK STOPPAGE, COMPUTER FAILURE OR MALFUNCTION, OR ANY AND ALL OTHER COMMERCIAL DAMAGES OR LOSSES, EVEN IF E-TECH CANADA SHALL HAVE BEEN INFORMED OF THE POSSIBILITY OF SUCH DAMAGES, OR FOR ANY CLAIM BY ANY OTHER PARTY. THIS LIMITATION OF LIABILITY SHALL NOT APPLY TO LIABILITY FOR DEATH OR PERSONAL INJURY TO THE EXTENT APPLICABLE LAW PROHIBITS SUCH LIMITATION. FURTHERMORE, SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THIS LIMITATION AND EXCLUSION MAY NOT APPLY TO YOU.



5. U.S. GOVERNMENT RESTRICTED RIGHTS AND EXPORT RESTRICTIONS.

The Product is provided with RESTRICTED RIGHTS. Use, duplication, or disclosure by the Government is subject to restrictions as set forth in subparagraph c(1)(ii) of The Rights in Technical Data and Computer Software clause of DFARS 252.227-7013 or subparagraphs c (1) and (2) of the Commercial Computer Software-Restricted Rights at 48 CFR 52.227-19, as applicable. Manufacturer is E-Tech Canada, 100 Amber Street, Unit 8, Markham, Ontario, Canada, L3R 3A2. Recipient acknowledges that the Product licensed hereunder is subject to the export control laws and regulations of the U.S.A., and any amendments thereof. Recipient confirms that with respect to the Product, it will not export or re-export it, directly or indirectly, either to (i) any countries that are subject to U.S.A. export restrictions (currently including, but not necessarily limited to, Cuba, the Federal Republic of Yugoslavia (Serbia and Montenegro), Haiti, Iran, Iraq, Libya, North Korea, South Africa (military and police entities), and Syria); (ii) any end user who Recipient knows or has reason to know will utilize them in the design, development or production of nuclear, chemical or biological weapons; or (iii) any end user who has been prohibited from participating in the U.S.A. transactions by any federal agency of the U.S.A. government. Recipient further acknowledges that the Product may include technical data subject to export and re-export restrictions imposed by U.S.A. law.

6. GOVERNING LAW; ATTORNEYS FEES. This Agreement shall be governed by the laws of the Province of Ontario, Canada and Recipient further consents to jurisdiction by the province and federal courts sitting in the province of Ontario. If either E-Tech Canada or Recipient employs attorneys to enforce any rights arising out of or relating to this Agreement, the prevailing party shall be entitled to recover reasonable attorneys' fees.

7. ENTIRE AGREEMENT. This Agreement constitutes the complete and exclusive agreement between E-Tech Canada and Recipient with respect to the subject matter hereof, and supersedes all prior oral or written understandings, communications or agreements not specifically incorporated herein. This Agreement may not be modified except in a writing duly signed by an authorized representative of E-Tech Canada and Recipient.

8. THIRD PARTY BENEFICIARY. E-Tech Canada, Inc. shall be deemed a third party beneficiary of this Agreement.

One-Year Limited Warranty For The Telex Nomad Computer Headset

The headset is warranted for one year from the date of purchase by E-Tech Canada Limited or the distributor. It is free of defect in material and workmanship. In event of such defect, the product will be repaired promptly without charge, or at our option, be replaced with a new product of equal value if delivered to E-Tech Canada Limited, prepaid, together with the sales slip or other proof of purchasing date. This warranty excludes defects due to normal wear and tear, abuse or failure to use product in accordance with instruction. This warranty is void in the event of unauthorized repair or modification, or removal or defacing of the product labeling.

Registration And Technical Support

All registered users are entitled to customer support, as well as notification of new product releases and upgrades. Simply fill out and return the enclosed registration card.

For technical support, please call (905)479-9419 or E-mail: support@voxphone.com.

Table of Contents

GETTING STARTED	8
Welcome to A New Form of Communications	8
System Requirements	9
Installing Optional Hardware Bundles	9
Installing Headsets	9
Installing Microphones	9
Installing Webcams/Video Cameras for Use with Video VoxPhone GOLD	9
Installation of Video VoxPhone™ GOLD from the CD-ROM	10
Installation of Video VoxPhone™ GOLD from the Internet	11
The Setup Wizard	12
Navigating Through The Setup Wizard	12
Setup Wizard – Step One: User Information Screen	12
Setup Wizard – Step Two: Audio Device Detection	14
Setup Wizard – Step Three: Audio Play Test	15
Setup Wizard – Step Four: Audio Record Test	15
Setup Wizard – Step Five: Voice Activation Level	16
Setup Wizard – Step Six: Internet Connection Type	17
Setup Wizard – Step Seven: Performance Test	18
Setup Wizard – Step Eight: Phone Directories	18
Setup Wizard – Step Nine: Setup Summary	19
Setup Wizard – Step Ten: Finish	19
 WELCOME TO VIDEO VOXPHONE GOLD	 20
Features	20
Video VoxPhone™ GOLD Main Window	21
Customizing Video VoxPhone GOLD – The TOOLS MENU	22
User Options	22
Directories Options	23
Blocking Options	23
Audio Option	24
Selecting Full-Duplex Or Half-Duplex	24



Selecting A Codec	25
Other Audio Options	26
Adjusting the Playback Delay	26
Adjusting The Pause Window	26
Adjusting Echo Cancellation	26
Enabling and Disabling Sounds	26
General Option	27
Setting the Incoming Call Reject Time	27
Changing Your Internet Connection Type	27
Customizing Video VoxPhone GOLD – The PHONE MENU	27
Hands Off	28
Auto Answer	28
Enable Block Calls	29
Enable Publish Name	29
Customizing Video VoxPhone GOLD – The VIEW MENU	29
Features	30
Audio Controls	30
Status	30
Announcements	30
Address Book	30
Show All	30
Show None	30
Save/Restore Desktop	30
 USING VIDEO VOXPHONE GOLD	 31
Starting Video VoxPhone GOLD	31
Placing Calls	31
Placing Calls – From the Online Users List	31
Placing Calls – From Your Local Address Book	32
Placing Calls – Directly	32
Placing Calls – Dial Button	33
Using Your Address Book	33
Placing A Call From Your Local Address Book	33
Automatically Adding Callers to Your Address Book	33
Adding Callers to your Address Book Manually	34
Updating Caller Information in Your Address Book	34
Deleting Callers Information from your Address Book	34
Voice-Mail	34

Voice Messages	34
Setup for Voice Messages	35
Who Can Receive Voice-Mail?	35
When Can I Use Voice-Mail?	35
Recording and Sending A Voice-Mail	35
Playing Voice-Mail	36
Text Messages	36
Using Text Chat	36
Voice Fonts	37
Testing VoiceFonts	37
Disabling VoiceFonts	38
Answering A Call	38
Using Auto Answer	38
Conference Calling	39
To make a conference call:	39
Adding a User to Conference Call	39
Removing a User from a Conference Call	39
Ending A Conference Call	39
Multiple Calls	40
File Transfer	40
Sending A File	40
How a User Receives a File	41
Receiving A File	41
Ending A Call	41
ADVANCED SETTINGS	42
Changing Your Sound Settings In The Main Menu	42
Microphone Sensitivity and Speaker Volume	42
Setting the Voice Activation Level	42
Turning the Microphone Or Speaker On/Off	42
Finding My IP Address	43
PC-To-Regular Phone Calls	43
About The Online Directories	43

Type Of Online Directories	43
Publishing in Multiple Directories	44
Selecting Directories for Publishing User Information	44
Web-Based Calls	44
FREQUENTLY ASKED QUESTIONS	45
TROUBLESHOOTING	46
Microphone Problems	46
Audio Speaker Problems	46
PC-To-Phone Problems	47
TECHNICAL SUPPORT	48
IMPORTANT POINTS TO NOTE	49

Getting Started

Welcome to A New Form of Communications

Alexander Graham Bell, the father of the modern telephone kicked us into a technological revolution, even he could never have seen coming. From the very beginnings of grainy, static-filled conversations, to the pin-drop clarity of today, the telephone has come a long way from Graham Bell's day.

The telephone is one of the greatest inventions of all time, enabling us to talk to our neighbors next door, or our relatives on the other side of the world, simply and effectively.

Since Graham Bell's days the telephone hasn't changed much. Analogue pulse signals have been replaced with digital beeps and buzzes, fiber optic cables have replaced older phone wires, and Silicon Sally, the voice of voice-mail has become the most recognized voice the world over.

Nothing since the invention of the telephone, not touch-tone, nor fiber optics, has revolutionized communications like the Internet.

Swing step into a new era in communications. Alexander Graham Bell's telephone meets the Internet. Introducing a new way to not only talk, but also a new way to **see**.

Conventional telephones were great for their time, but this is the Internet generation. Seeing is believing and with Voice/Video over the Internet Protocol, you not only hear the person on the other end, but you see that person too!

See the people you're talking to smile, cry, laugh, smirk, wink or just stare back at you -- as they can see and hear you as well. Watch what you do -- you're on camera!

Using small, but powerful video/web cameras, Voice/Video over the Internet Protocol bridges the communications gap, so that you can see who you are talking to.

Bigger bandwidths and faster computers have improved Voice/Video over the Internet Protocols to the point where the sound quality is comparable to a normal telephone conversation.

Our Video VoxPhone GOLD software is the latest in the evolution of Voice/Video over the Internet Protocol communications. Our software utilizes the most advanced voice and video technologies, to enable crisp and clear communications over the Internet.

Thank you for purchasing Video VoxPhone GOLD and welcome, to a new and more powerful way to reach out and touch the ones you love, work and play with.

System Requirements

MINIMUM REQUIREMENTS

- * Pentium 75 MHz PC
- * Windows 95/NT 4.0
- * 8 MB RAM
- * 5 MB free on your Hard Drive
- * 256-color monitor
- * 8-bit soundcard
- * Microphone and speakers/headset
- * Winsock 1.1
- * Internet access (direct or SLIP/PPP dial-up)
- * 14.4 kbps modem if using a dial-up connection

RECOMMENDED REQUIREMENTS

- * Pentium 100 MHz PC or higher
- * Windows 95/98/2000/NT 4.0 or higher
- * 16 MB RAM
- * 5 MB disk space
- * 256-color monitor
- * 16-bit soundcard
- * Microphone and speakers/headset
- * Winsock 1.1 or higher
- * Internet access (direct or SLIP/PPP dial-up)
- * 28.8 kbps modem if using a dial-up connection

A full-duplex soundcard and driver is needed for full-duplex mode.

Installing Optional Hardware Bundles

Video VoxPhone GOLD is sold by itself, or bundled with various hardware components. To fully configure Video VoxPhone GOLD with your new hardware, please install it prior to installing the VoxPhone software.

Installing Headsets

The Telex Nomad headset included in some packages provides superior audio in a comfortable headset. Insert the plug with the microphone symbol into the "MIC IN" of the soundcard, and then plug the loudspeaker symbol into the "SPEAKER" jack.

Installing Microphones

The Telex VOICE Commander microphone included in some packages provides high quality audio, while reducing background noise distortions. Insert the microphone plug into the "MIC IN" jack in your soundcard.

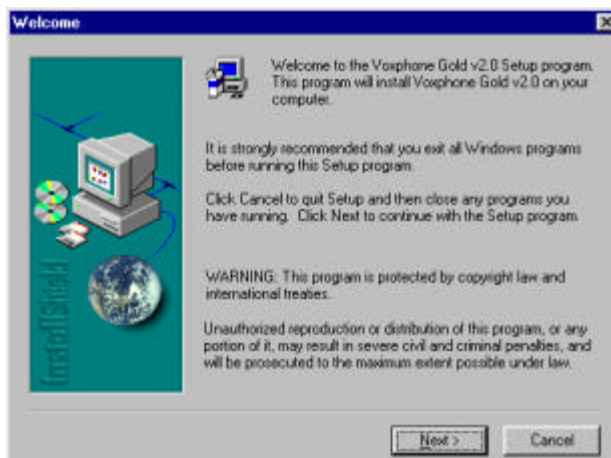
Installing Webcams/Video Cameras for Use with Video VoxPhone GOLD

Follow the instructions which came with your webcam or consult the webcam's manufacturer for assistance.

Installation of Video VoxPhone™ GOLD from the CD-ROM

You must uninstall any previous versions of VoxPhone before installing this version.

1. Insert the **Video VoxPhone GOLD CD-ROM** into your CD-ROM drive.
2. If you have autorun enabled in Windows, the Install Shield will automatically load. If not, just click the **Start** button, then choose **Run** from the menu, then type: **x:\AutoRun.exe** (where x: represents your CD drive) and you'll see the Install Shield's Welcome screen.
3. Click **Next** to begin the installation.
4. Before installing the program, you must agree to the software license. The software license appears on your screen, after reading it, click on **Yes** to accept the terms and conditions of the license and continue with the installation. Clicking **No** will end the installation.
5. You will be prompted for a destination location – the hard drive and directory on that hard drive in which to place the Video VoxPhone GOLD software. You can click on **Next** to accept the default location, or click on **Browse** to view the file structure of your hard drive and select where you'd like to place the program files. When you have selected the location for the program, click **Next** to go to the next step.
6. All programs on your system are accessible from the **Start** menu, under the **Programs** menu. Choose which program folder from the Programs menu Video VoxPhone GOLD's icons will be placed. You may select a folder, or simply click **Next** to use the default setting, which creates the **Voxphone Gold v2.0** folder on your Programs menu. Once you have selected which folder to place the program in, click **Next** to begin the installation.
7. The Install Shield will uncompress the program files to your hard drive. Once it is done, you will be prompted to click on **Finish** to end the installation and return you to Windows.
8. When you first run Video VoxPhone GOLD, you will be prompted for your **First** and **Last** name as well as the **serial number** included in your package. You must enter a valid serial number to run and use the program. **Do not give out your serial number.** When Video VoxPhone GOLD connects to the VoxPhone servers, it uses your serial number to identify you as a valid user. If someone else is already using your serial number, you will not be connected to the server and you will be unable to use the program.
9. After entering a valid serial number, the program will automatically run **The Setup Wizard**, after an initial install.



Installation of Video VoxPhone™ GOLD from the Internet

You must uninstall any previous versions of VoxPhone before installing this version.

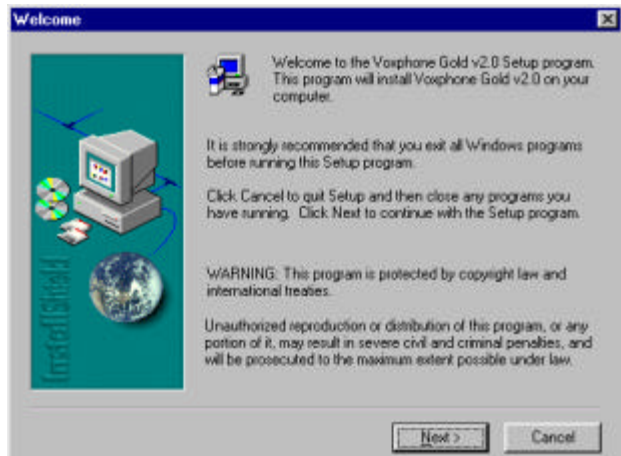
If you downloaded the latest version of Video VoxPhone GOLD from the Internet, before installing the program you must first uncompress the install files.

1. Locate the executable (.exe) file which you downloaded on your hard drive.
2. From the Windows **Start** menu, click on **Run**.
3. Click on **Browse** or enter the drive path and file name of the location of the .exe file.
4. Click **OK** to run the install file.



5. The window at the left appears on your screen. Click on **Setup** to uncompress the temporary install files to your hard drive.
6. After the files have been uncompressed, the **Install Shield** will automatically load and begin the installation of Video VoxPhone GOLD.

7. Click **Next** to begin the installation.
8. Before installing the program, you must agree to the software license. The software license appears on your screen, after reading it, click on **Yes** to accept the terms and conditions of the license and continue with the installation. Clicking **No** will end the installation.



9. You will be prompted for a destination location – the hard drive and directory on that hard drive in which to place the Video VoxPhone GOLD software. You can click on **Next** to accept the default location, or click on **Browse** to view the file structure of your hard drive and select where you'd like to place the program files. When you have selected the location for the program, click **Next** to go to the next step.
10. All programs on your system are accessible from the **Start** menu, under the **Programs** menu. Choose which program folder from the Programs menu Video VoxPhone GOLD's icons will be placed. You may select a folder, or simply click **Next** to use the default setting, which creates the **Voxphone Gold v2.0** folder on your Programs menu. Once you have selected which folder to place the program in, click **Next** to begin the installation.
11. The Install Shield will uncompress the program files to your hard drive. Once it is done, you will be prompted to click on **Finish** to end the installation and return you to Windows.
12. When you first run Video VoxPhone GOLD, you will be prompted for your **First** and **Last** name as well as the **serial number** included in your package. You must enter a valid serial number to run and use the program. **Do not give out your serial number.** When Video VoxPhone GOLD

- connects to the VoxPhone servers, it uses your serial number to identify you as a valid user. If someone else is already using your serial number, you will not be connected to the server and you will be unable to use the program.
- After entering a valid serial number, the program will automatically run **The Setup Wizard**, after an initial install.

The Setup Wizard

The Setup Wizard automates the configuration process of Video VoxPhone GOLD, so that you can easily and quickly start using the program. **The Setup Wizard starts automatically the first time you run Video VoxPhone Gold**, however it can be run at anytime from the Video VoxPhone GOLD main menu. The Setup Wizard will also automatically run if it detects a new soundcard, or codec.

The Setup Wizard helps you verify essential system components, adjust initial settings, and enter Video VoxPhone GOLD user information. This section takes you step-by-step through the Setup Wizard, however, if you ever want to run the Setup Wizard, just:

- Go to the main Video VoxPhone GOLD screen.
- Click on **Help**.
- Click on **Setup Wizard**.



After you first install Video VoxPhone GOLD, or when you choose Setup Wizard from the Help menu, you see the Setup Wizard's welcome screen (at left).

Navigating Through The Setup Wizard

The Setup Wizard consists of several steps which ensures Video VoxPhone GOLD is configured for peak performance on your system. When you first run Video VoxPhone GOLD, we suggest you follow the steps in order. However, you can page through the various steps, as the

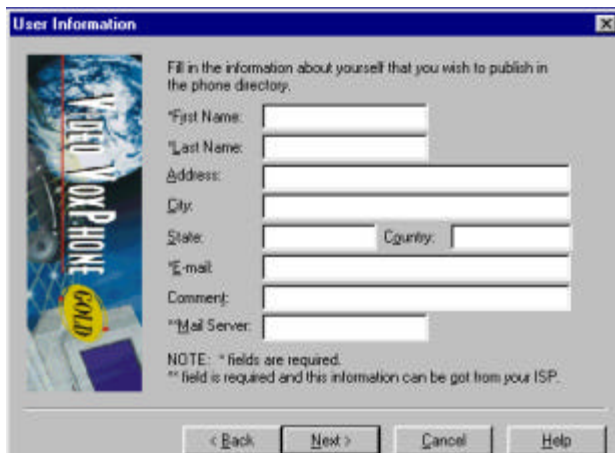
chart below shows.

TO . . .	DO THIS . . .
Go to the NEXT window	Click on Next
Go to the PREVIOUS window	Click on Back
SAVE setup information and EXIT	Click on Finish from the last window
QUIT without saving setup information	Click on Cancel at any time
Get HELP	Click on Help or press F1

Setup Wizard – Step One: User Information Screen

To use Video VoxPhone GOLD, you must enter certain user information. This information is published

in the online users directory so other users can call you. Any information you enter can be viewed by other Video VoxPhone users in the Call window.



This is the User Information Screen (on the left). You can change this information at any time from the Tools menu, under Options, or by using the **Setup Wizard**.

You can TAB between fields – after entering information in the required field, simply hit the TAB key to go to the next field.

The fields are described in more detail below. Fields listed with an asterisk (*) are required.

First Name*

Your first name. During a call, Video VoxPhone GOLD displays first and last names in the Session list on the main Video VoxPhone Gold window.

If you publish your user information in the online directory, the name you enter is displayed in the online directory in the Call window. Also, the search feature in the Call window uses first names to find a user.

Last Name*

Your last name. During a call, Video VoxPhone GOLD displays first and last names in the Session list on the main Video VoxPhone Gold window.

If you publish your user information in the online directory, the name you enter is displayed in the online directory in the Call window.

Address

Your street or P.O. Box address, if you want to publish it.

City

Your city, town or village, if you want to publish it.

State

Your state, province, or territory, if you want to publish it.

Country

Your country, if you want to publish it. As Video VoxPhone users are from around the world, it is nice to see what country someone is calling from.

Email*

Your email address. Video VoxPhone GOLD requires an email address to enable users to search for your name in the Online Users directory. To be used with Video VoxPhone GOLD, your email address

cannot exceed 47 characters.

Comment

Any remarks to help other users identify you, such as a note about special interests or hobbies.

Mail Server

Host name of the mail server used by your Internet email program for outgoing mail. If you do not know the name of your SMTP server, **ask your Internet Service Provider or system administrator for the name of the SMTP server used for outgoing mail.**

Your SMTP mail server information is required in order to send voice-mail successfully and to register with web-based directory services.

Setup Wizard – Step Two: Audio Device Detection

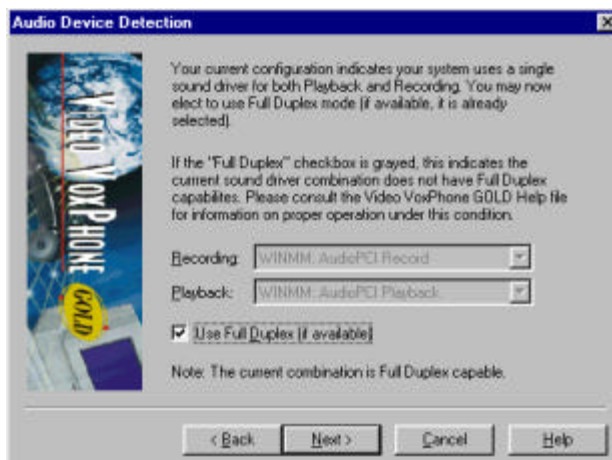
The Audio Device Detection screen enables or disables full-duplex audio. In full-duplex, you can transmit and receive voice simultaneously, just like a regular telephone. In half-duplex, you can only transmit or receive—but not at the same time. Communications with half-duplex are similar to communicating over a walkie-talkie.

In order to use the full-duplex capabilities of Video VoxPhone GOLD, your soundcard and drivers must support full-duplex audio.

The Audio Device Detection screen is shown on the right.

If the **Use Full-Duplex** check box is grayed, the Setup Wizard has determined that your current sound driver combination does not have full-duplex capability. If this is the case, you have several options:

- ◆ If full-duplex drivers are available on your system, select those drivers
- ◆ Contact your soundcard manufacturer for full-duplex drivers
- ◆ Use Video VoxPhone GOLD in half-duplex mode



If you have more than one sound drive on your system, you'll be able to pull-down from the **Recording** and **Playback** pull-down menus to select the sound device drivers you wish to use. Select the sound device drivers which are full-duplex, to use full-duplex operation.

Setup Wizard – Step Three: Audio Play Test

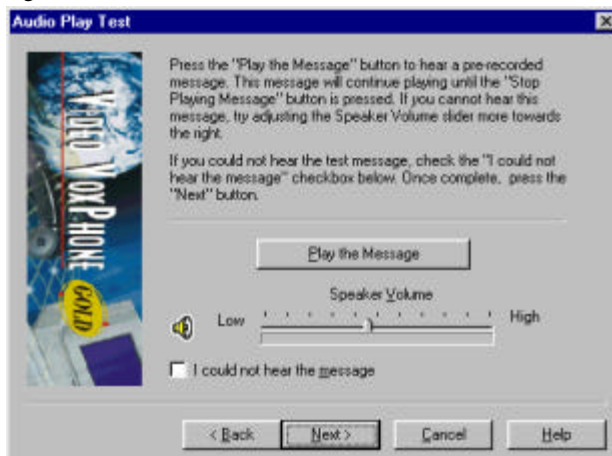
The Audio Play Test enables The Setup Wizard to set the volume levels correctly for audio playback. In the Audio Play Test window (shown below), click on **Play the Message**. Video VoxPhone GOLD responds by playing a pre-recorded message.

If you are unable to hear sound from your computer's speaker system, check the following items to determine the cause of the problem:

- ◆ Ensure your speakers are properly connected to your soundcard.
- ◆ Ensure the speaker volume is turned up.
- ◆ Ensure Video VoxPhone GOLD's Speaker Volume is turned up.

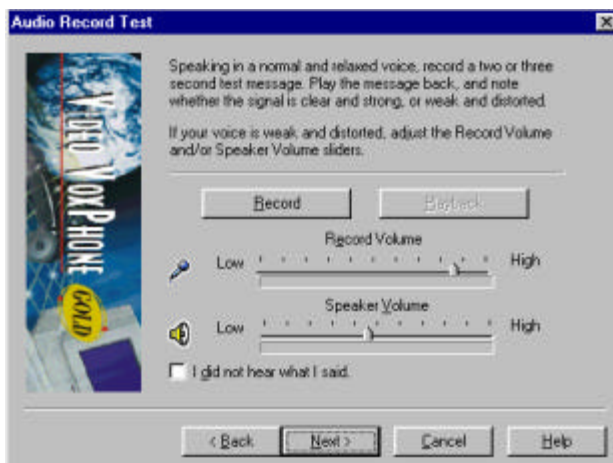
While adjusting the playback levels you can adjust the volume by dragging the slider either to the left or the right.

When the playback volume is at a comfortable level, click on **Next** to go on to the next step.



Setup Wizard – Step Four: Audio Record Test

Similar to the Audio Play Test, the Audio Record Test adjusts the levels of audio properly for Video VoxPhone GOLD, however, it is important to set the recording levels correctly, otherwise no one will hear you talking. The Audio Record Test window is shown below.



Follow these steps to test the audio recording performance and set the recording level:

1. Ensure your microphone is properly connected to the soundcard and the microphone is on.
2. On the Audio Record Test window, click on **Record**.
3. In a normal and relaxed voice, speak a sentence or two into the microphone. A line of blue lights will be displayed under the Record Volume slider when it detects your voice.
4. Click on **Stop Recording** when you want to stop recording your voice.
5. Click on **Playback** to hear your voice played back through your computer speakers or headset.

6. If your voice sounds distorted, adjust the **Record Volume** and/or **Speaker Volume** sliders and repeat steps two through five.
7. After the test, do one of the following:
 - ◆ If you hear your voice over your speakers and are satisfied with the sound, click on **Next**.
 - ◆ If you do not hear your voice at all, select the **I did not hear what I said** checkbox and then click on **Next**.

Setup Wizard – Step Five: Voice Activation Level

While running in "Hands Off" mode, Video VoxPhone GOLD can use Voice Activation to begin recording and transmitting your voice automatically when you speak.

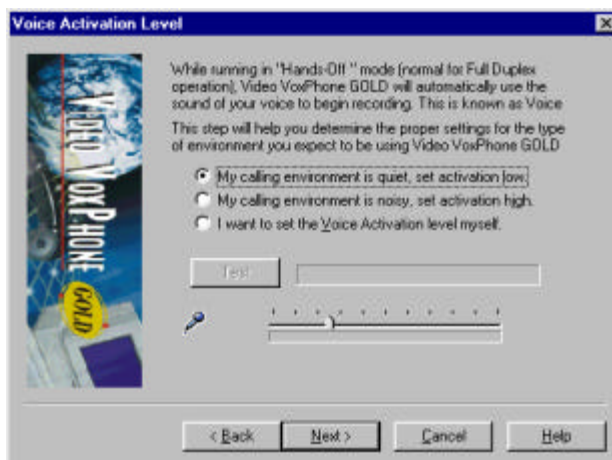
To help Video VoxPhone GOLD distinguish between your voice and background noise, the Setup Wizard Voice Activation Level window requests information about the background noise level. Background noise can be caused by many things, such as fans, electrical appliances, environmental factors like heavy wind or rain, even other people in the room. If you are in an office with many other people running around, chances are there is a lot of background noise. If on the other hand, you are in a room in your own home, or a small office with a door, there is probably less background noise.

Although background noise is the primary factor in determining the voice activation level, another factor is the relative sensitivity of your microphone setup. Some microphones are much more sensitive to background noises than others. Information about the background noise helps Video VoxPhone GOLD compensate for different noise levels and microphone sensitivities.

This is the Voice Activation window, in the Setup Wizard, which allows you to set the noise level for your environment, so that your voice and your voice only, activates Video VoxPhone GOLD.

Setting The Noise Level for Voice Activation

1. To set your environment for voice activation, choose one of the following:
 - ◆ For a low background noise setting, select **My calling environment is quiet** and click on **Next**
 - ◆ For a high background noise setting, select **My calling environment is noisy** and click on **Next**
 - ◆ If you are unsure and want to set the level interactively, select **I want to set the Voice Activation level myself** and go to Step 2.
2. Ensure your microphone is positioned at a comfortable distance from you.
3. Click on **Test**.
4. In a normal and relaxed voice, speak into your microphone.
5. As you speak, notice the recording meter that extends from left to right. The length of the bar



corresponds to the audio level that is sensed by the microphone. The Voice Activation level determines how much sound it takes to activate the microphone. Moving the Voice Activation level slider to the left decreases the sound it takes to activate the microphone, moving the Voice Activation level to the right increases the sound it takes to activate the microphone.

To help you set the Voice Activation level, the Setup Wizard displays one of two messages above the recording meter, depending on whether the microphone is activated:

* **Unable to detect voice** or * **Activated**

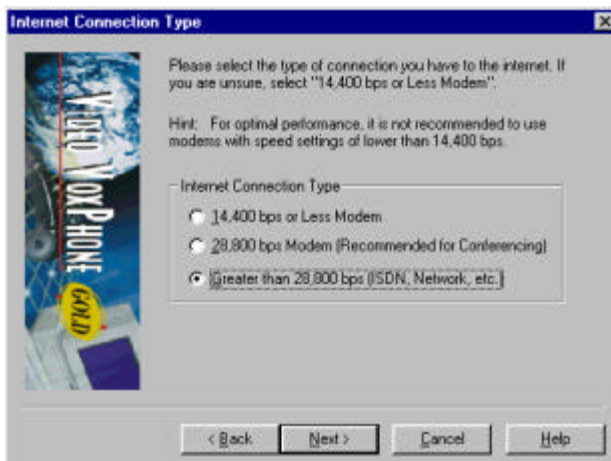
6. Adjust the **Voice Activation level** so that background noise does not activate the microphone, but your speaking does.
7. When you are satisfied with the Voice Activation level, click on **Stop Test**.
8. Click on **Next**.

Setup Wizard – Step Six: Internet Connection Type

This is where you set your connection to the Internet in Video VoxPhone GOLD. Video VoxPhone GOLD will work under any connection to the Internet, however, the higher the bandwidth (essentially the faster the connection) the better.

We recommend a 28,800 bps modem or greater if you plan to use the conferencing feature of Video VoxPhone GOLD.

The Internet Connection Type window is shown below. To select your connection to the Internet:



1. Select the radio button that reflects your connection type. If you are unsure, select **14,400 bps or Less Modem**.
2. If you are using a Local Area Network (LAN) connection, select **Greater than 28,800 bps (ISDN, Network, etc.)**
3. Click on **Next**.

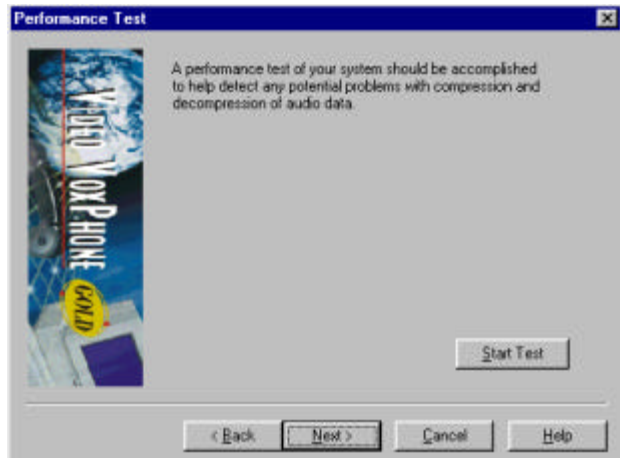
Setup Wizard – Step Seven: Performance Test

The performance test helps detect any potential problems that your computer may have in compressing and decompressing audio data. It also evaluates your system's ability to perform adequately during both normal and conferencing scenarios.

To begin the performance test, click on **Start Test**.

After a few seconds, Video VoxPhone GOLD will show you the test results, along with any suggestions to increase performance during use.

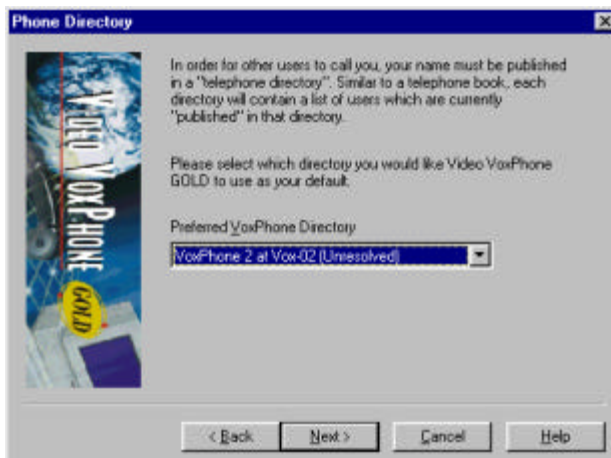
After viewing the test results, click on **Next** to proceed to the next step in the Setup Wizard.



Setup Wizard – Step Eight: Phone Directories

There are various servers that maintain directories of Internet telephone users who are currently online. You can set a default directory for publishing your name in Video VoxPhone GOLD. When you are online and publish your name, other users who view this directory can see that you are online, this allows your friends, family and co-workers to know you online and available for calls.

The **Preferred Video VoxPhone Directory** lists the available directories in which to publish your



name and other user information, which you provided, such as your city, town or village, country and any comments you entered in the comment field.

The directory you select becomes your default directory. However, you can always change which directory you are listed in.

To make use of the enhancements and added features of this version, we recommend leaving the **Preferred VoxPhone Directory** option at the factory default setting, which has been especially set for this version.

Setup Wizard – Step Nine: Setup Summary

This window summarizes the Setup Wizard results.

- ◆ A **blue checkmark** indicates that a test completed with acceptable results.
- ◆ A **blank gray box** indicates that a test was bypassed.
- ◆ A **red checkmark** indicates that a test completed with unacceptable results.

To redo any test, click on the button next to that test. Click **Next** to go to the final step.



Setup Wizard – Step Ten: Finish



Once all steps have been completed, at the Finish screen, just click on **Finish** to save all settings and exit the Setup Wizard. Alternatively, you can click **Back** to go back to the summary screen and redo any steps, or you can click **Cancel** to exit the Setup Wizard without saving any settings.

Welcome to Video VoxPhone GOLD

Features

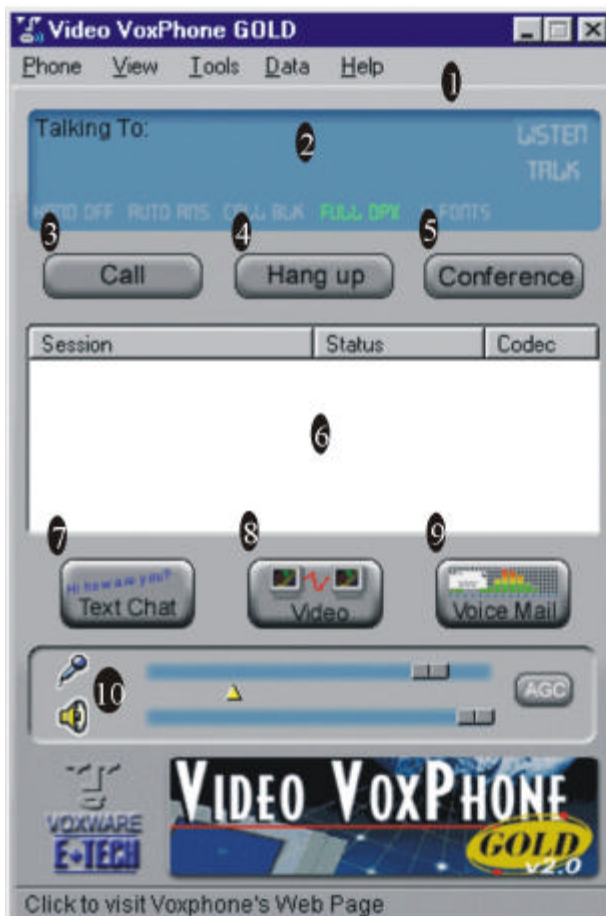
Toss out your old, outdated conventional telephone, with Video VoxPhone GOLD you can do much, much more:

- ◆ Full-duplex real-time computer-to-computer communications anywhere around the world without any long distance charges
- ◆ Computer-to-regular telephone communications at a fraction of the cost of traditional phone-to-phone long distance fees
- ◆ Full live-motion video so you can not only tell, but **show** the other party what you want to say
- ◆ Five party conferencing – make conference calls around the world
- ◆ Voice-email allows you to send voice-mail messages to email addresses worldwide
- ◆ Smart global online user lists and directories tells you when your friends, family and co-workers are online
- ◆ Selectable codecs fine tune Video VoxPhone GOLD for your specific computer
- ◆ Automatic Gain Control (AGC) to control voice input volumes
- ◆ Compliance to the H.323 standard, which ensures interoperability with many other Internet telephone packages including: VocalTec's InternetPhone, Microsoft's NetMeeting and others
- ◆ A Setup Wizard to make configuration a breeze
- ◆ Text chat modes for conversations with others without audio and video capabilities
- ◆ Voice activation makes communications easy and hands-free

In addition to these basic features, Video VoxPhone GOLD provides the following special functionality:

- ◆ Call Blocking to accept or reject certain callers
- ◆ Caller ID to see who is calling
- ◆ Caller selection from a personal Address Book
- ◆ File transfer to send and receive files from other users
- ◆ Voice-mail allows you to leave voice messages to other users when they are away
- ◆ VoiceFonts™ which allow you to change your voice
- ◆ Superior technical support from E-Tech Canada – you can reach our technical support staff anytime by sending us a voice-mail or regular email message to **support@voxbphone.com**

Video VoxPhone™ GOLD Main Window



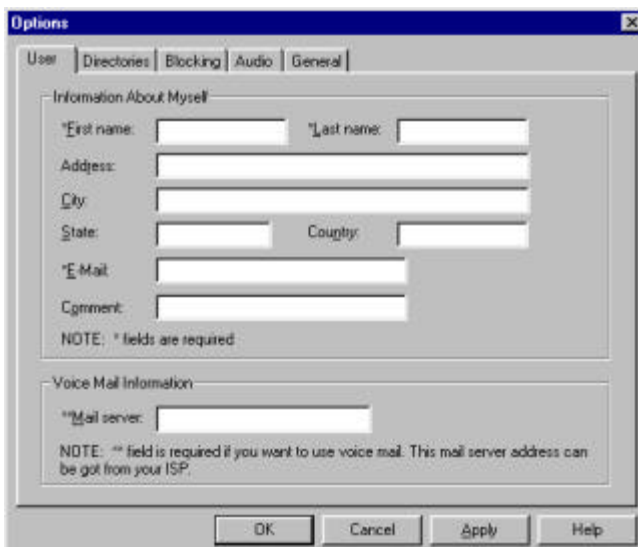
- 1 The top menu bar, includes the PHONE, VIEW, TOOLS and HELP menus.
- 2 The Message Window, shows you what action is taking place.
- 3 The CALL button places calls to VoxPhone users worldwide.
- 4 The HANGUP button disconnects calls.
- 5 The CONFERENCE button establishes full-duplex conference calls with up to five users worldwide.
- 6 The multi-telephone line display, shows who you are connected to and how.
- 7 The TEXT CHAT button invokes text chatting.
- 8 The VIDEO CHAT button invokes a video-telephone call.
- 9 The VOICE-EMAIL button leaves a voice or text message to anyone, worldwide.
- 10 Microphone and speaker volume/mute controls.

Customizing Video VoxPhone GOLD – The TOOLS MENU

You can customize Video VoxPhone GOLD at any time from the main screen, by going to the **TOOLS** menu and selecting **Options**.

The Options window contains the following five tabs:

- ◆ **User** -- Where all your user information is entered and stored.
- ◆ **Directories** -- Sets the directories which Video VoxPhone GOLD uses to place your user information (entered in the User section mentioned above). These directories are also the ones which Video VoxPhone GOLD searches for online users.
- ◆ **Blocking** -- For Call Blocking which prevents callers from getting through to you.
- ◆ **Audio** -- Where you can configure and select soundcards and codecs for Video VoxPhone GOLD.
- ◆ **General** -- Where general communications information is stored.



The screenshot shows the 'Options' dialog box with the 'User' tab selected. The 'Information About Myself' section contains fields for 'First name', 'Last name', 'Address', 'City', 'State', 'Country', 'E-Mail', and 'Comment'. The 'E-Mail' field is marked with an asterisk, indicating it is required. Below this section is a 'NOTE: * fields are required'. The 'Voice Mail Information' section contains a 'Mail server' field, also marked with an asterisk. Below this is a 'NOTE: ** field is required if you want to use voice mail. This mail server address can be got from your ISP.' At the bottom of the dialog are buttons for 'OK', 'Cancel', 'Apply', and 'Help'.

The five tabs are described in greater detail below.

User Options

You can change your Video VoxPhone GOLD user information. For example, you might want to change your comments to reflect a new interest or hobby or use a nickname or handle which others online will know you by.

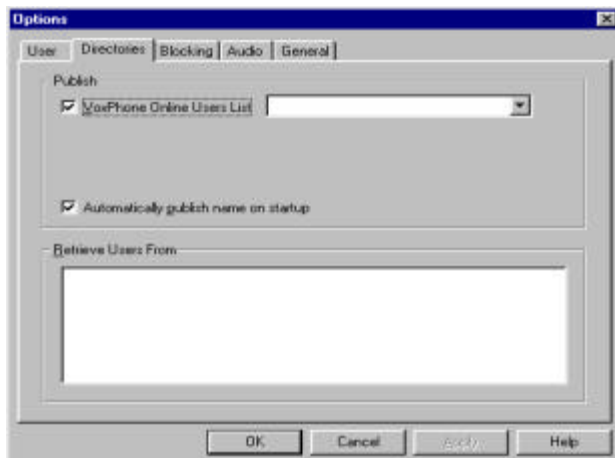
You must have a valid Internet email address set up. The program will not allow you to leave this window without entering an email address. To use the voice-mail features of Video VoxPhone GOLD, you must have a functioning SMTP mail server.

The Users tab is shown above. To change any of the User options:

1. From the **Video VoxPhone GOLD main menu**, select **Tools** then click on **Options**.
2. Go to the **User** tab.
3. Enter the information or changes to your user information.
4. When done click **APPLY** then click **OK**.

Directories Options

The online user's directories contains a master list of currently active VoxPhone users. Video VoxPhone GOLD creates the list from a collection of directories that you choose in your Directory options.



You can make the following selections on the Directories tab in the Options window:

- ◆ The directory in which you want Video VoxPhone GOLD to publish your name.
- ◆ The online directories from which Video VoxPhone GOLD is to retrieve and display user information.
- ◆ Whether or not to publish your name automatically when you start the program.

You can select the default calling directories to publish your name and the directories from which to retrieve

the names of other users:

1. From the **Video VoxPhone GOLD main menu**, select **Tools** then select **Options**.
2. Go to the **Directories** tab.
3. Select how you want to publish your user information in online directories.
4. Select the directories you want retrieved and displayed in your online users calling list.
5. Click **APPLY** then click **OK**.

Blocking Options

Call blocking lets you automatically filter incoming calls based on a list that you set up in your call blocking options. You can make the list instruct Video VoxPhone GOLD to only accept or reject calls from the users contained in this list.

It is up to you how you want your call blocking handled by Video VoxPhone GOLD. If you only want to talk to a chosen few, you'll probably want to enter their names in the Blocking list and set Video VoxPhone GOLD to only accept calls from those in your list. If, on the other hand, you want to allow anyone to reach you – like an ordinary telephone – and only have a few users which you don't wish to talk to, you'll probably want to enter those who you **don't** want to talk with in your Blocking list and set Video VoxPhone GOLD to not accept those in your list.

However you set your Blocking list, you must remember which way you arranged your list. If you forget and start placing names in your Blocking list of users who you wish to accept calls from, yet you told Video VoxPhone GOLD **not** to accept calls from those in your Blocking list, you'll never be able to talk to those users.

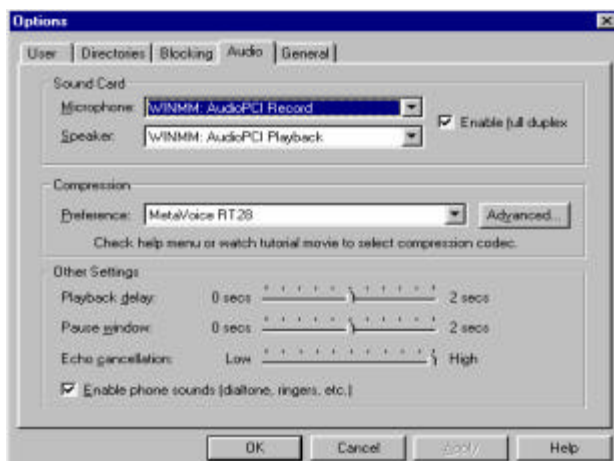
You can always check your Blocking options, from the main screen. Just go to **Tools** then go to **Options** then click on **Blocking**.

Once your call blocking options are set, you can turn call blocking on or off from the main window. To set your blocking options:

1. From the **Video VoxPhone GOLD main menu**, select **Tools** then click on **Options**.
2. Go to the **Blocking** tab.
3. Do one of the following:
 - ◆ To make a list of users to exclusively accept calls from, select **Block all users NOT CONTAINED in the user list**.
 - ◆ To make a list of callers to exclusively reject calls from, select **Block all users CONTAINED in the user list**.
4. Under the User List, do one of the following:
 - ◆ To add names to the list, enter the first and last name of a caller and click on **Add**.
 - ◆ To delete names from the list, highlight a name in the User box and click on **Delete**.
5. Continue adding or deleting names from the list until you are done.
6. Click on **APPLY** then click **OK**.

Your Call Blocking User List can be set up either as a list of users to accept calls from, or as a list of users to not accept calls from. If you originally set your User list to be one to reject calls and you place users which you'd like to receive calls from on your list, those users who you want to talk with won't get through. The opposite is also true if your list is setup as one to accept calls and you place those who you don't want to talk to in your list, those who you wish to block from calling will get through. Make sure you place the correct type of users in your Blocking list.

Audio Option



The Audio Option allows you to select soundcards, drivers and codecs available for use on your particular system.

If the current soundcard driver does not support recording, playback, or full-duplex, you can select a different driver – if available on your system. The Audio tab in the Options window lists the currently available soundcard drivers on your system. To change soundcard drivers:

1. From the **Video VoxPhone GOLD main menu**, select **Tools** then click on **Options**.
2. Click on the **Audio** tab.
3. From the Microphone list, select a soundcard driver.
4. From the Speaker list, select a soundcard driver.
5. Click on **APPLY** then on **OK**.

Selecting Full-Duplex Or Half-Duplex

Full-duplex allows you to listen and talk at the same time and allows for more natural conversations. Since not all soundcard/audio driver combinations support full-duplex, Video VoxPhone GOLD also supports half-duplex operation.

If the Full-Duplex checkbox is disabled in your Audio Options, it is likely that your current microphone and speaker driver combination does not support full-duplex mode. Check your soundcard documentation for more information.

To change from half-duplex to full-duplex:

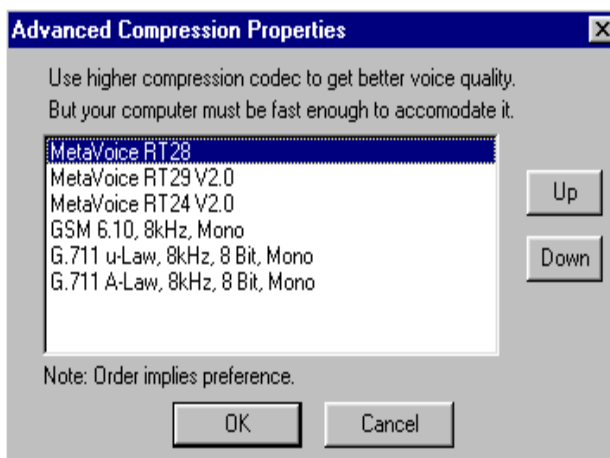
1. From the **main Video VoxPhone GOLD window**, click on **Hang Up** to end any active sessions.
2. From the **Video VoxPhone Gold main menu**, select **Tools** then click on **Options**.
3. Click on the **Audio** tab.
4. Select the **Enable Full-Duplex** checkbox.
5. Click on **APPLY** then click **OK**.

In order to use the full-duplex capabilities of Video VoxPhone GOLD, your soundcard and drivers must support full-duplex audio.

Selecting A Codec

Video VoxPhone GOLD currently supports several codecs. A codec is a COMpressionDEcompression algorithm which compresses and decompresses the data while being sent over the Internet. The more powerful the codec, the faster the data travels. The best codecs provide the best quality audio and video. The codec to select as your preference depends on the specific configuration of your computer. The codec actually used during a call

depends on a number of factors, including the codec selected as the preferred codec by other parties in your conversation. You can check the codec used by another caller by clicking on the **Time column** in the Session list. Clicking on the **Time column** toggles between the Codec or Type column.



Use the list below to select the codec that is right for you and your computer.

Codec	Description
RT24 V2.0	E-Tech Canada's low bandwidth, basic 8KHz MetaVoice codec
RT28	E-Tech Canada's low bandwidth, high quality MetaVoice codec. Requires a slightly higher bandwidth than the RT24, but less than the RT29 and delivers superior sound quality. Recommended for Video VoxPhone to Video VoxPhone calls.
RT29 V2.0	E-Tech Canada's high quality 8 KHz MetaVoice codec. Requires more system resources than RT24 and slightly higher bandwidth than RT28, but delivers very high sound quality.
G.711 u-law	Complies with the H.323 standard for Internet telephone interoperability. Recommended for high bandwidth connections at or above 64 kbps, such as on a Local Area Network (LAN) or a T1 line.
G.711 A-law	Complies with the H.323 standard for Internet telephone interoperability. Recommended for high bandwidth connections at or above 64 kbps, such as on a Local Area Network (LAN) or a T1 line.
G.723.1	Complies with the H.323 standard for Internet telephone interoperability.

To select the codecs for your system:

1. From the **Video VoxPhone GOLD main menu**, select **Tools** then click **Options**.
2. Go to the **Audio** tab.
3. Under the Compression area, select a **codec** from the **Preference drop-down** list.
4. If you want to assign an order for preference to the available codecs, click on **Advanced** and adjust the list (shown at right).
5. Click on **OK** in the Advanced Compression Properties list, (if you are on that screen) then click **Apply**.
6. Click **OK**.

Other Audio Options

Adjusting the Playback Delay

The value of Playback Delay can range from 0 to 2 seconds and is set using a slider bar.

1. From the **Video VoxPhone GOLD main menu**, select **Tools** then click on **Options**.
2. Click on the **Audio** tab.
3. Under the Other Settings area, adjust the **Playback delay** slider.
4. Click on **APPLY** then click **OK**.

You may need to repeat these steps until you get the playback delay setting you like.

Adjusting The Pause Window

The value of the Pause Window can range from 0 to 2 seconds, and is set using a slider bar in the Options window.

1. From the **Video VoxPhone GOLD main menu**, select **Tools** then click on **Options**.
2. Click on the **Audio** tab.
3. Under the Other Settings area, adjust the **Pause window** slider.
4. Click on **APPLY** then click **OK**.

Adjusting Echo Cancellation

You can adjust the Echo Cancellation between low and high using a slider bar in the Options window.

1. From the **Video VoxPhone GOLD main menu**, select **Tools** then click on **Options**.
2. Click on the **Audio** tab.
3. Under the Other Settings area, adjust the **Echo Cancellation** slider.
4. Click on **APPLY** then click **OK**.

You may need to repeat these steps until you get the echo cancellation setting you like.

Enabling and Disabling Sounds

Video VoxPhone GOLD features a number of phone sounds:

* Dial tone * Incoming ringer * Outgoing ringer

These sounds are enabled by default. However, if you want, you can disable them.

1. From the **Video VoxPhone GOLD main menu**, select **Tools** then click on **Options**.
2. Click on the **Audio** tab.
3. Do one of the following:
 - ◆ To enable sounds when a checkmark is not displayed in the **Enable phone sounds**



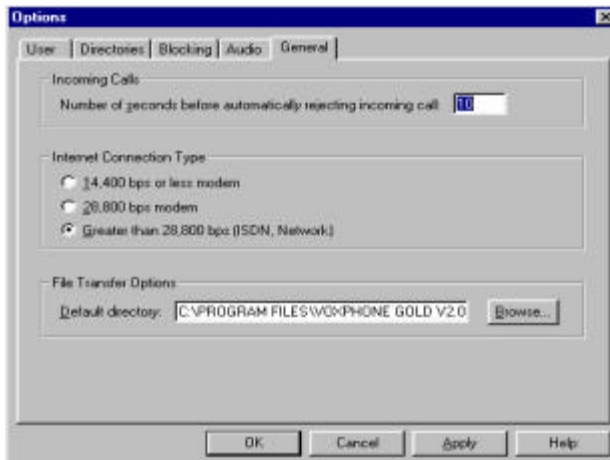
checkbox, select **Enable phone sounds**
or

- ◆ To disable sounds when a checkmark is displayed in the **Enable phone sounds** checkbox, select **Enable phone sounds**

4. Click on **APPLY** then click **OK**.

General Option

The General Option allows you to set the number of rings before Video VoxPhone GOLD automatically rejects a call, your Internet connection type and the directory for file transfers.



Setting the Incoming Call Reject Time

You can indicate how long Video VoxPhone GOLD is to wait for a response from you before automatically rejecting an incoming call. You set this in your general preferences.

1. From the **Video VoxPhone GOLD main menu**, select **Tools** then click on **Options**.
2. Click on the **General** tab.
3. Enter the number seconds between 0 and 60 that you want Video VoxPhone GOLD to wait for a response in the **Number of seconds before automatically**

rejecting incoming call field.

4. Click on **APPLY** then click **OK**.

Changing Your Internet Connection Type

Video VoxPhone GOLD requires information about your Internet connection type.

1. From the **Video VoxPhone GOLD main menu**, select **Tools** then click on **Options**.
2. Click on the **General** tab.
3. Under the **Internet Connection Type** area, select the speed of the modem you are using. If you are unsure, select 14,400 bps.
5. Click on **APPLY** then click **OK**.

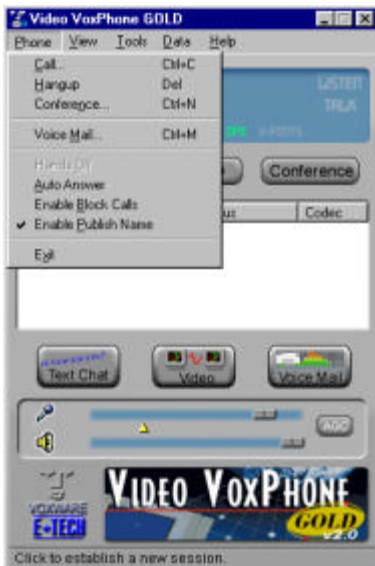
Customizing Video VoxPhone GOLD – The PHONE MENU

You can enable or disable the following features in the Phone Menu

- * Hands Off
- * Auto Answer
- * Block Call
- * Publish Name

You can also place calls, hangup on the current conversation, make conference calls and send voice-mails from this menu. These options will be discussed later, in the Using Video VoxPhone GOLD section.

To enable or disable Hands Off, Auto Answer, Block Calls, or Publish Name, simply click that option.



If the option is enabled, a checkmark appears next to it, if it is disabled, there is no checkmark. If that option is unavailable, it will be grayed out.

These options are described in greater detail below.

Hands Off

If you are using a soundcard in half-duplex mode, you must take turns talking and listening to the other party, similar to a CB or a walkie-talkie. While in half-duplex mode, you must press the **TALK** button to talk to the other party (a **TALK** button appears on the main screen when in half-duplex operation).

The Hands Off option allows you to talk hands-free in half-duplex mode. You still must wait for the other party to stop talking, before you can talk, but in Hands Off mode, Video VoxPhone GOLD will automatically send your audio when you talk, through Voice Activation of the microphone. This way, while in half-duplex mode, you won't have to continuously press the **TALK** button to talk.

Hands Off mode is unavailable in **full-duplex** mode, as it isn't required. In full-duplex mode, all parties can talk at the same time, just like a regular telephone conversation.

In order to use the full-duplex capabilities of Video VoxPhone GOLD, your soundcard and drivers must support full-duplex audio.

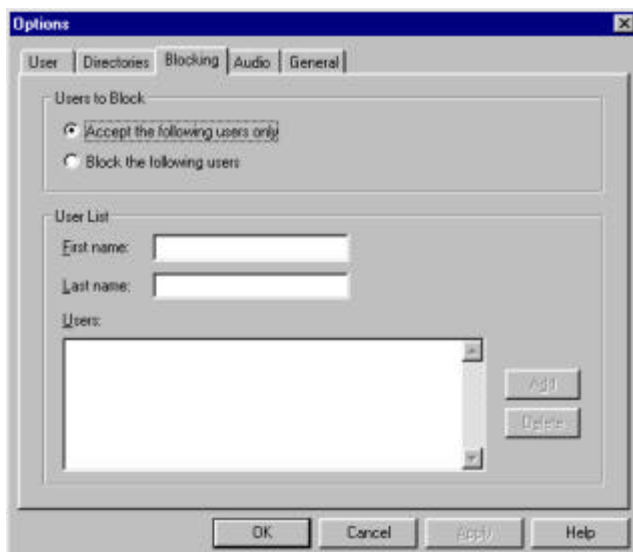
You can check to see if your soundcard and driver combination supports full-duplex mode, by going to the **TOOLS** menu, then selecting **Options**. From the Options menu, select **Audio**. If the **Enable full-duplex** checkbox is checked, you are in full-duplex mode. If it is grayed out, your current audio configuration does not support full-duplex and you are in **half-duplex** mode.

Auto Answer

Auto Answer mode will automatically answer all incoming calls, the phone will ring once – if you have sounds enabled and the call will automatically be connected. To enable or disable sounds, from the Video VoxPhone GOLD main screen, select **Tools** then click on **Options**. Click on the **Audio** tab. If there is a checkmark next to the **Enable phone sounds** checkbox, sounds are enabled. If there is no checkmark, sounds are disabled. To enable or disable sounds, click in the **Enable phone sounds** checkbox.

Enable Block Calls

This option works in conjunction with the Blocking menu shown below.



You can set the Blocking menu at the left to be either a list of users from which to accept calls, or reject calls.

If you have the **Accept the following users only** checkbox selected, then when you enable **Block Calls** from the Phone Menu, **only** those users named in your Blocking list will be able to call you.

If you have **Block the following users** checked, then enabling **Block Calls** from the Phone Menu will prevent only those listed in your Blocking list from calling you, all other users will be able to call you.

If you have **Block Calls** enabled in the Phone Menu and **Accept the following users only** checked in the Blocking menu, but you have no users listed in the Blocking menu, **no one will be able to call you**. This is useful if you want to block **all** calls from getting through.

To go to the Blocking menu, from the Video VoxPhone GOLD main screen, select **Tools** then click on **Options**. Select the **Blocking** tab to view and/or edit your Blocking list.

Enable Publish Name

When enabled, the information you entered in the **USER** menu will be displayed to all VoxPhone users worldwide. When disabled, no one will see your user information and no one will know that you are online.

To view and/or edit your User information, from the Video VoxPhone GOLD main screen, select **Tools** then click on **Options**.

Customizing Video VoxPhone GOLD – The VIEW MENU

The View Menu allows you to customize the views of the main Video VoxPhone GOLD screen. By selecting or de-selecting options, these items will either be displayed or they won't be displayed, on the main screen.

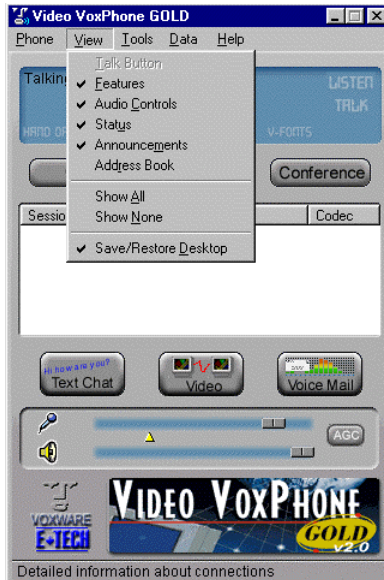
Each option is described below.

Features

When checked, the feature buttons **Text Chat**, **Video** and **Voice Mail** are displayed. These buttons are not displayed if the Features option is not selected in the View menu.

Audio Controls

The microphone, speaker and Automatic Gain Control (AGC) options are displayed on the main screen, when this option is checked.



Status

Controls whether or not the status window at the very bottom of the Video VoxPhone GOLD main screen is displayed. The status window is useful for new users, as it provides short explanations of what you are pointing to – when you move the mouse over anything on the main screen, a short description appears in the status window.

Announcements

Next to the E-Tech Canada logo is the Announcement Window. From time-to-time, we'll send out broadcast messages to all users about updates, new products and services. When there aren't any announcements, clicking in the Announcement Window will take you to the VoxPhone website.

Address Book

By checking this option, your local Address Book will be

displayed to the right of the Video VoxPhone GOLD main screen, allowing you to see when your friends, family or co-workers are online.

Show All

When checked, all the options in the View Menu are displayed.

Show None

When checked, none of the options in the View Menu are displayed, except the Announcements Window, which remains visible.

Save/Restore Desktop

When checked, saves your current view settings when you exit and will restore them when you re-start the program. If unchecked, all view settings return to the default or last saved values.

To get to the Online Users List, from the Video VoxPhone GOLD main screen, select **Phone** then click on **Call**.

To learn more about a particular VoxPhone user online, select that user from the Users Online List and then click **Details**. Any information that person has entered in their User profile, from the User menu will be displayed.

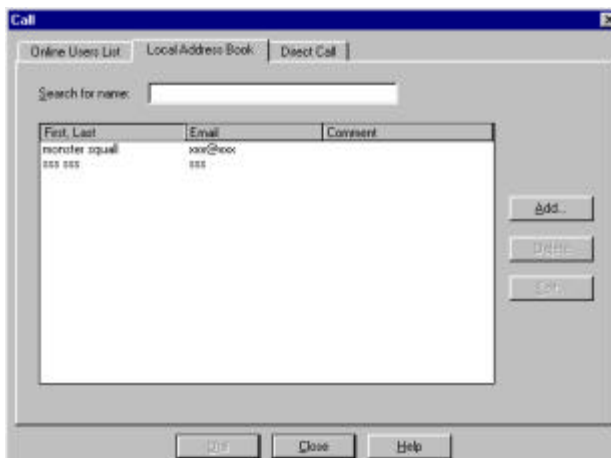
You can add users from the Online Users List to your local Address Book, by selecting a user and then clicking **Add to local**.

Video VoxPhone GOLD automatically refreshes the Online Users List every few minutes, but if you'd like to manually update the list, just click on **Refresh**.

Placing Calls – From Your Local Address Book

To make calls from your local Address Book, simply select a VoxPhone user and click **Dial**. Alternatively, you can double click on that user and Video VoxPhone GOLD will begin to dial that person.

You can access your Address Book in two ways. First, by selecting **Address Book** from the **View Menu** from Video VoxPhone GOLD's main menu. The other way is to click on **Local Address Book** from the Online Users List.



When you view your Address Book from the View Menu, you can dial and refresh the information, however you cannot add, delete or edit users from this screen. To add, delete or edit entries in your Address Book, you must access your Address Book from the **Phone** menu through the **Online Users List**.

To modify any user entries in your Address Book, from the **Local Address Book** screen under the **Call** menu, click the corresponding button – either **Add**, **Delete** or **Edit**. More detailed information on your local Address Book follows in the *Using Your Address Book* section.

Placing Calls – Directly

If you know the email or Internet Protocol (IP) address of the person you wish to call, you may call that person directly by clicking on **Direct Call** from the **Call** menu. You can reach the direct dial screen from the Video VoxPhone GOLD main screen by selecting **Phone** then clicking on **Call**. Now click on **Direct Call**. You can only enter an email address to directly dial another VoxPhone user, otherwise, you'll have to enter that person's IP address.

Placing Calls – Dial Button

You can place calls in any of the three ways mentioned above, by simply clicking the **Dial** button, if you have the **Features** option selected from the **View** Menu.

Using Your Address Book

Your local Address Book contains a list of users who you expect to call frequently. You create and store the list locally on your computer. You can use this list to store specific information about callers (their names, locations, comments, etc.) You can also place calls from the list.

To place calls directly from the Address Book, the following fields must contain information:

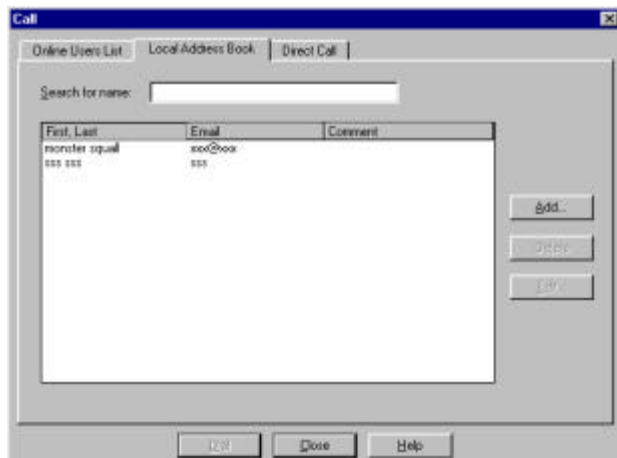
- * First Name
- * Last Name
- * Email or Internet Protocol (IP) address
(enter an IP address only if the user has a static IP address)

Placing A Call From Your Local Address Book

You can easily place a call from your local address book.

1. From the **main Video VoxPhone GOLD screen**, click on **Call** to display the **Call window**.
2. Go to the **Local Address Book** tab.
3. Select a **user** to call.
4. Click on **Dial**.

Video VoxPhone GOLD places the call using either the person's email or static IP address listed in your local address book.



Automatically Adding Callers to Your Address Book

You can easily add a caller to your local address book without entering the information manually.

1. From the **main Video VoxPhone GOLD window**, click on **Call** to display the **Call window**.
2. Go to the **Online Users List** tab.
3. Highlight the name of the user to add to your local address book.
4. Click on **Add to local**.
5. Click **OK**, a message will popup indicating the user was added to your local address book.
6. Click on **Cancel** to exit the Call window.

Because there is no way of checking whether the user's Internet Protocol (IP) address is static or dynamic, Video VoxPhone GOLD does not save the IP address. Dynamic IP addresses change every time the user logs onto the Internet. This prevents saving an IP address for a user that may have changed since you last called from the Address Book.

Adding Callers to your Address Book Manually

You can manually add a caller to your local Address Book.

1. From the **main Video VoxPhone GOLD window**, click on **Call** to display the **Call window**.
2. Go to the **Local Address Book** tab.
3. Click on **Add**.
4. On the **Address Book Entry** window, enter information as needed.
5. Click on **OK**.

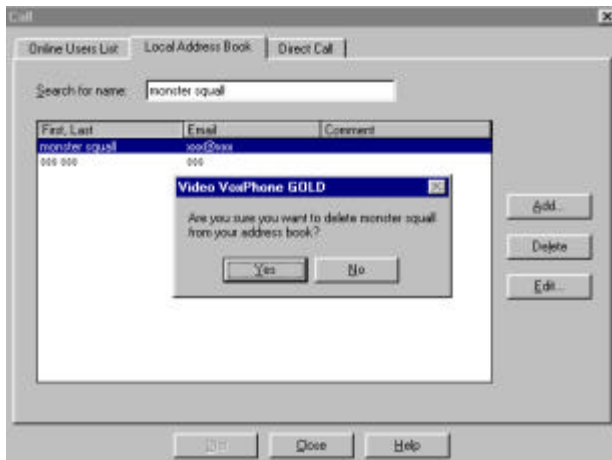
You must enter a **first** and **last** name as well as a valid **email address** to successfully add users to your local Address Book.

Updating Caller Information in Your Address Book

To update your Address Book:

1. From the **main Video VoxPhone GOLD window**, click on **Call** to display the **Call window**.
2. Select **Local Address Book**.
3. Select the **user information** you want to change.
4. Click on **Edit**.
5. In the **Address Book Entry** window, update information as needed.
6. Click on **OK**.

Deleting Callers Information from your Address Book



To delete users in your local Address Book:

1. From the **main Video VoxPhone GOLD window**, click on **Call** to display the **Call window**.
2. Select **Local Address Book**.
3. Select the person you want to delete from the list.
4. Click on **Delete** and then on **Yes** to confirm the deletion or **No** to abort the deletion.
5. Click on **Cancel** to exit the **Call window**.

Voice-Mail

Voice-mail allows you to record a voice message and send it to another person using email. Voice-mail also allows you to send a text message. A single email can contain the following:

- * A voice message only
- * A text message only
- * Or voice and text messages together

Voice Messages

Your recorded voice message is stored in a **.VOX file** that is sent as an email attachment. The person

who receives the email plays the file using a helper application capable of playing **.VOX files**, such as our **ToolVox Player**. The ToolVox player is included in the CD-ROM. You can install the program on your hard disk or you can download a free version of the ToolVox Player from E-Tech Canada's VoxPhone website at: <http://www.voxphone.com>.

Setup for Voice Messages

To play and hear voice messages, the person's PC should be set to play sound. This means that the person should have a PC, soundcard, and speakers that are set up and in working order. The PC must also have a helper application which is capable of playing a **.VOX file**, which is the voice message file format for Video VoxPhone GOLD's voice-mails.

Who Can Receive Voice-Mail?

Because voice-mail is sent via Internet mail servers, anyone who has an Internet email address can receive voice-mail. The setup of the receiving person's PC determines the voice-mail parts that can be accessed.

When Can I Use Voice-Mail?

You can use voice-mail at any time. Typically, you use voice-mail under the following conditions:

- ◆ A caller is online, but is not accepting calls.
- ◆ A caller is offline and cannot be reached.
- ◆ You want to leave a message without talking to the other caller.
- ◆ You want to leave a message for someone who has email, but not an Internet telephone application.

Recording and Sending A Voice-Mail

You can easily record and send voice-mail to another caller. The recorded voice-mail is stored in a **.VOX** file that the other person receives in an email file attachment.

1. From the **Video VoxPhone GOLD** main screen, select **Phone**, then click **Voice Mail**.
2. In the **To** field, enter the email address of the person to whom you want to send a voice message, if the email address is not already displayed. You can easily enter the email address of a person by selecting the person's name from the Online Users List or Local Address Book on the **Call** window while the Voice Mail window is displayed. (To access the Call window, select **Phone** then click **Call**.)

3. If you want to send the voice-mail to other people at the same time, enter the email address in the **Cc** (Carbon Copy) field. Separate multiple email addresses with a **comma**.

4. In the **Subject** field, enter the topic of the email.
5. Click on the **Record** button and begin speaking into your microphone.
6. Click on the **Stop** button to finish recording your voice message.
7. To listen to your message before you send it, click on the **Play** button.
8. If you want to send a text message with your voice message, click on the **Text Message** button and type the text.
9. Click on **Send** to send your message.

Playing Voice-Mail

To play a voice-mail directly from email, you must have a helper application set up that is capable of playing a **.VOX file**. The ToolVox Player is the helper application that comes with Video VoxPhone GOLD.

To play and hear voice-mail requires the following to be set up:

- * Soundcard
- * Speakers connected to a PC and in working order
- * A helper application that plays .VOX files

For more information about setting up helper applications, refer to your email documentation.

To Play the voice-mail:

1. Open the email.
2. Click on the **file attachment** to play the voice message.

Some email systems may require you to download the file before playing it.

Text Messages

Voice Messaging also allows you to type and send a text message. This allows you to enter any comments you might want to send with the voice message. Alternatively, you may send just a text message. A text message is displayed in the body of the email rather than in a separate attached file.

To send a text message:

1. From Video VoxPhone GOLD's **main screen** select **Phone** then click on **Voice-Mail**.
2. In the **To** field, enter the email address of the person you wish to send the message to. If you want to send the message to more than one person, enter the other email addresses, separated by semicolons in the **Cc** field.
3. Type the topic of your message in the **Subject** field.
4. Click on **Text Message**.
5. Enter your message in the message window which popped up.
6. Click on **Send** to send your message or click **Cancel** to abort.

Using Text Chat

The Text Chat feature displays a window for text-based communication. If there is a bad audio connection, Text Chat could be used to verify or communicate critical information.

To begin a text-based chat:

1. If you do not have an active connection with the other user, place a call.
2. From the **main Video VoxPhone GOLD screen**, click on **Text Chat**.
3. In the **Outgoing Dialog**, type in your message.
4. Click on **Send**. Video VoxPhone GOLD notifies the recipient of the Text Chat session by opening

- the Text Chat window automatically, if not already opened.
- To remove all of the information in the Text Chat window, click on **Clear**.
 - To end your Text Chat, click on **Close**.

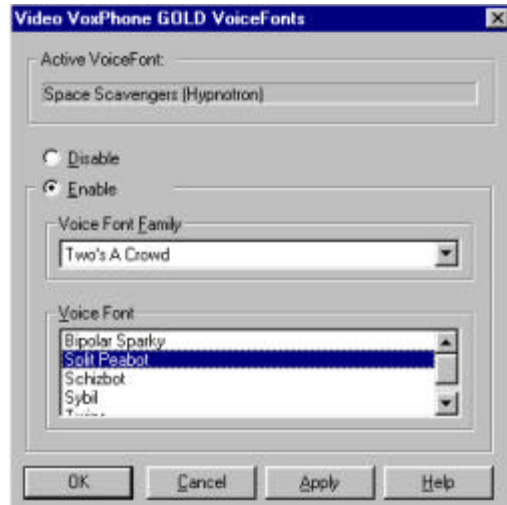
Voice Fonts

You can change the way your voice sounds by using VoiceFonts. Individual VoiceFonts are grouped together into VoiceFont families.

You have to enable VoiceFonts before using them.

- From the **main Video VoxPhone GOLD screen**, select **Tools** then click **VoiceFonts**.
- Select the **Enable** radio button.
- Select a **VoiceFont Family** from the **VoiceFont Family** drop-down list.
- Select a VoiceFont from the list.
- Click on **APPLY** then click **OK**.

Video VoxPhone GOLD displays "V-Fonts" in the LCD area of the main screen to remind you that you have a VoiceFont applied to your voice.



Testing VoiceFonts

You can test how a VoiceFont changes the way your voice sounds before using it. Individual VoiceFonts are grouped together into VoiceFont families. Follow the process below to test VoiceFonts.

- Select a VoxPhone MetaVoice codec.**

Make sure you have a MetaVoice codec set up in your Audio options. See Selecting a Codec for instructions. VoiceFonts only work with MetaVoice codecs.

- From the **main Video VoxPhone GOLD screen**, select **Tools** then click **VoiceFonts**.
- Select the **Enable** radio button.
- Select a VoiceFont Family from the **VoiceFont Family** drop-down list.
- Select a VoiceFont from the list and click on **Apply** then click **OK**.
- Call Yourself.** To do this, from the main screen, click on **Phone**. Then go to the **Online Users Listing** and select yourself from the online list. (You must **Enable Publish Name** from the **Phone** menu to call yourself.)
- Start talking to yourself to hear how the VoiceFont sounds with your voice.
- Repeat steps 4 through 7 to test how you sound with other VoiceFonts.
- Do one of the following:
 - To close the Video VoxPhone GOLD VoiceFont window without applying a VoiceFont, select the **Disable** radio button. Then click on **APPLY** and then **OK**.
 - To apply a VoiceFont to your voice, select the VoiceFont to be used and click on **Apply**, then click on **OK**.

If you apply a VoiceFont, Video VoxPhone GOLD displays "V-Fonts" in the LCD area of the main Video VoxPhone GOLD window to remind you that you have a VoiceFont applied to your voice.

Disabling VoiceFonts

You can turn VoiceFonts off if you no longer want a VoiceFont applied to your voice.

1. From the **main Video VoxPhone GOLD window**, select **Tools** then click **VoiceFonts**.
2. Select the **Disable** radio button.
3. Click on **APPLY** then click **OK**.

Answering A Call

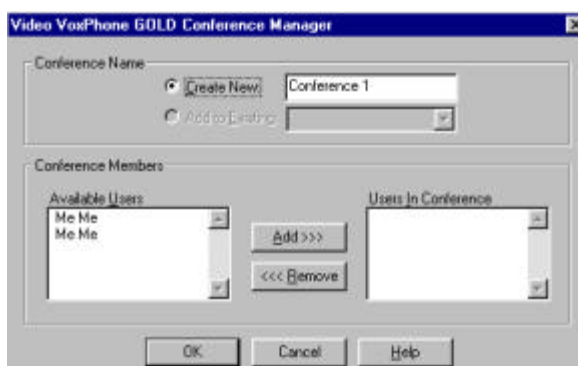
Video VoxPhone GOLD allows you to place and receive multiple calls. A call can be thought of as a session. Video VoxPhone GOLD lists each session on the main window. Each call session is designated by a telephone icon. A session can be in any of the following states:

Status	Description
Blocked	Indicates the other user's blocking preference has prevented a connection.
Conference	You are participating in a conference call.
Failed	Indicates the loss of a network connection between you and the other user.
On Hold	You are connected to another user and the other user has switched to another session.
Ready	You are connected to another user, but not transmitting or receiving.
Recv	You are receiving information from another user or conference of users.
Xmit	You are transmitting information to another user or conference of users.
Xmit/Recv	You are transmitting and receiving information from another user or conference of users.

Using Auto Answer

If Auto Answer is on (enabled), Video VoxPhone GOLD automatically answers the call after one ring and then displays it in your Session list. Video VoxPhone GOLD also displays "**AutoAns**" in the LCD area of the **main Video VoxPhone GOLD screen**.

If Auto Answer is off (disabled), a message is displayed to alert you about the incoming call. You may accept the call by clicking on **Accept** or reject it by clicking on **Reject**. If you do not respond to this message within the number of seconds specified in your **General Options**, Video VoxPhone GOLD automatically notifies the caller that there was no answer.



Conference Calling

Video VoxPhone GOLD allows you to group several individual sessions into one session called a conference. Establishing a conference connects all callers together. There may be a maximum of **five participants** in a conference call.

To make a conference call:

1. Make the first call.
2. Repeat Step 1 for as many people you wish to invite to the conference.
3. From the **main Video VoxPhone GOLD screen**, click on the **Conference** button or you can go to the **Phone** menu and select **Conference**.
4. On the **Conference Manager window**, click on the **Create New** radio button.
5. Under Conference Name, enter the name you wish to refer to for this conference.
6. From the list of Available Users, select a user who you would like to participate in your conference and click **Add**.
7. Repeat Step 6 to add other users to the conference. Including yourself, there can be up to **five participants** in the conference at any one time.
8. Click on **OK** to begin the conference.

Adding a User to Conference Call

Once a conference call is established, any participant can add additional users to the conference. There can be a maximum of five participants in a conference call. To add users to a conference call already in session:

1. From the **main Video VoxPhone GOLD window**, click on **Conference**.
2. On the **Conference Manager window**, click on the **Add to Existing** radio button.
3. From the drop-down list, select the conference to which you want to add users.
4. From the list of Available Users, select a user who you would like to participate in your conference call. Click **Add** to add the user to the list of Users in Conference.
5. Click **OK**.

Removing a User from a Conference Call

Once you are a participant in a conference call, you can remove other users from the conference. You can remove a user who has "new" next to their name. You cannot remove a user who previously joined the conference and has "joined" next to their name.

To remove a user from a conference call:

1. Select the **conference** from which you want to remove a user.
2. Under the Users In Conference list, highlight the name of the user to remove.
3. Click on **Remove**.

Ending A Conference Call

You can end your conference call at any time:

1. Select the **conference to end**.
2. Click on **Hang Up**.

Hanging up on a conference simply removes you from the conference. Hanging up on a conference call does not necessarily end the conference. As long as there are two people connected, the conference remains.

Multiple Calls

Video VoxPhone GOLD allows you to place and receive multiple calls. When you have multiple calling sessions, Video VoxPhone GOLD lists each call in the Session list in the main Video VoxPhone GOLD window. In the Session list, each call is designated by a phone icon (for Video VoxPhone GOLD calls) or an H.323 icon (for H.323 calls made to other Internet telephony applications). You can switch between calls by clicking on the icon.

Since you can only have one active call at any one time, switching from one call to another has the effect of placing the previous call **on hold**. Calls that you have placed on hold by switching calls have a status of **Ready** on your end and **On Hold** on the other end.

To make more than one call:

1. Place the first call. Let the caller know you will be placing them on hold.
2. Place the second call and begin speaking to the second caller as soon as the call is established.
3. To switch to the previous call:
 - ◆ Let the second caller know that you will be placing them on hold.
 - ◆ Select the previous caller from the Session list on the main Video VoxPhone GOLD window.

The call you just left has a status of Ready and your present call is now active.

File Transfer

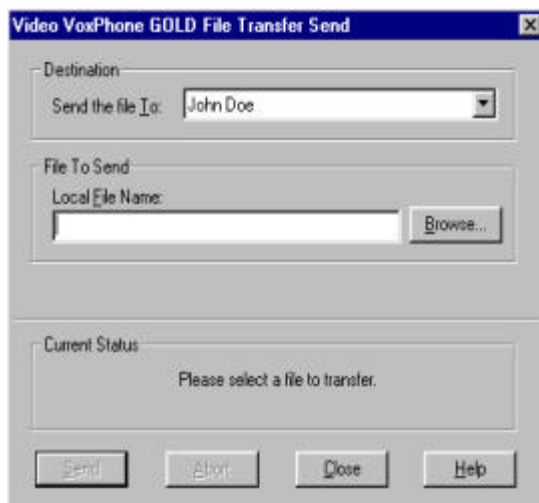
You can send a file to another Video VoxPhone GOLD user during a call.

You must have an active connection to the other caller to transfer a file.

Sending A File

To send a file:

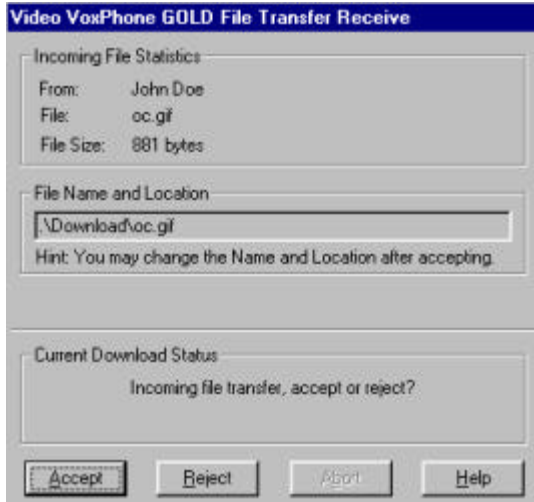
1. If you do not have an active connection with the other user, place a call.
2. From the **main Video VoxPhone GOLD screen**, select **TOOLS** then click on **File Transfer**.
3. Select a user from the **Send the file To list** in the File Transfer Send window.
4. In the **Local File Name field**, enter the name and path of the file you wish to send. If necessary, click on **Browse** to find the file on your system.
5. Click on **Send** to send the file or click on **Abort** to cancel the operation.



You cannot transfer a file to more than one user at a time. If you wish to send a file to all participants of a conference that you are involved in, you must repeat steps 2 through 5 for each participant of the conference.

How a User Receives a File

Video VoxPhone GOLD displays the **File Transfer Receive window** on the recipient's machine. This window gives the recipient the opportunity to accept or reject the file. When the recipient accepts the file, it is sent. The status of the file transfer is displayed under **Current Status** window.



Receiving A File

You can receive a file from another Video VoxPhone GOLD user while a call is established. To receive a file:

1. In the **File Transfer Receive window**, select **Accept** to authorize the file transfer. Alternatively, you may select **Reject** to refuse the file.
2. In the **Save As window**, choose the directory where you would like to save the file and the name of the file to save.
3. Click on **Save**.

To interrupt the file transfer at any time, click on **Abort**.

Ending A Call

Similar to a conventional phone call, when you have finished with a Video VoxPhone GOLD call, you just hang up. To do this:

1. From the **main Video VoxPhone GOLD window**, highlight the session you want to end.
2. Click **Hang Up**.

Video VoxPhone GOLD removes the call from the Session list. If the call is a conference call, you are removed from the conference, however the other participants in the conference call remain connected to each other.

Advanced Settings

Changing Your Sound Settings In The Main Menu

Microphone Sensitivity and Speaker Volume

During the conversation, you can adjust the sensitivity of the microphone and the speaker volume by adjusting the sliders in the main menu, if you have enabled Audio Controls from the View Menu.

To enable the Audio Controls from the View Menu:

1. From Video VoxPhone GOLD's main screen, select **View**.
2. If there is a checkmark next to **Audio Controls** then you already have them visible from the main screen. If there is no checkmark, select the Audio Controls option, to activate the audio sliders.

Setting the Voice Activation Level

The **Voice Activation level** adjusts the volume at which your voice is sent.



When Automatic Gain Control (AGC) is on, Video VoxPhone GOLD automatically controls the Voice Activation level and therefore does not display the yellow

triangle in the Audio Control area of the main Video VoxPhone GOLD window.

To set the Voice Activation Level:

1. Place a call to yourself.
2. Speak into the microphone. As you speak, you should see a **horizontal bar** to the right of the microphone icon. Notice how the **length** and **color** of this bar changes with the volume level of your voice. This bar is called the **recorder level bar**.
3. Adjust the **Voice Activation level slider (the yellow triangle)** so that you stop transmitting when you stop speaking, but low enough that you start transmitting when you start to speak. The **Status column** in the Session list displays **"Xmit"** when you are transmitting.
4. Continue speaking. The **recorder level bar** should extend well past the **Voice Activation level**. If the recorder level bar does not extend past the Voice Activation level, move the **Voice Activation level slider to the left**.
5. Stop speaking. If your microphone is very sensitive, background noise will trigger the microphone. If this occurs, the recorder level bar will extend past the Voice Activation level even when you are not speaking, so move the **Voice Activation level slider to the right**.

Turning the Microphone Or Speaker On/Off



Click on the **microphone or speaker icon** to **enable** or **disable** the microphone or speaker.

* The microphone is on by default.

- * When the microphone is off, even if you have an active session, your voice will not be transmitted.
- * The speaker is on by default.
- * When the speaker is off, even if you have an active session, speech that is transmitted to you will not be heard through your speakers.

A red circle with a slash through it appears over the microphone or speaker icon when either one is tuned off.

Finding My IP Address

Video VoxPhone GOLD allows you to view your Internet Protocol (IP) address in the **Network Information** window. If you do not publish your name in an online directory, other users cannot look up your IP address. The Network Information window allows you to view your IP address and decide whether to give it to others.

To See Your IP Address:

1. From the **Video VoxPhone GOLD main menu**, select **Tools** then click on **Network Information**.
2. When you finish viewing the information, click on **OK**.

PC-To-Regular Phone Calls

Video VoxPhone Gold 2.0 will automatically load Net2Phone to make a call from your computer to a regular telephone. **Video VoxPhone GOLD does not make the call. Net2Phone is a completely separate program, developed by Net2Phone.**

Unlike PC-To-PC calls which are carried exclusively over the Internet, when you make a call to a regular telephone, you are going over both the Internet and the regular telephone system. **Long distance charges may apply to calls placed over the phone system.** There are **no** long distance charges for making calls exclusively over the Internet, through a PC-To-PC connection.

For instructions on placing calls from your computer to a regular phone and any related long distance charges, please contact Net2Phone toll-free at 1-800-438-8879, or visit their website at: www.net2phone.com.

All PC-To-Phone services are provided by **Net2Phone**. If you experience any difficulties with the PC-To-Phone plug-in, please contact Net2Phone customer support toll-free at **1-800-438-8879**

About The Online Directories

Type Of Online Directories

An online directory contains a list of users currently connected to one or more servers. Video VoxPhone GOLD can connect you to several servers. Depending on how you set up your Directories options, these connections allow you to view a large number of users. The following are the types of online directories you can access:

- ◆ **Video VoxPhone GOLD Online Users List.** This directory lists published Video VoxPhone GOLD users retrieved from one or more Video VoxPhone Online Users List directory servers. The names are only displayed in the Online Users List in the Video VoxPhone GOLD application.
- ◆ **Four11's Video VoxPhone Users Directory.** This directory lists published Video VoxPhone users only (unless a user's name is unlisted). The names are displayed on webpages on Four11's website.

- ◆ **Four11's Global (H.323) Net Phone Users Directory.** This directory lists published Video VoxPhone and other standards-based H.323 phone users. The names are only displayed in webpages on Four11's Web site.

Publishing in Multiple Directories

As a Video VoxPhone GOLD user, you can publish your name in one of the Video VoxPhone Online User List directories and the Four11 web directories. To view your directory options, from the main screen select **Tools** then click on **Options**. Now select the **Directories** tab.

Selecting Directories for Publishing User Information

You select one or more online directories in which to publish your name in your Directories options. These directories become your default directories. Video VoxPhone GOLD automatically publishes your name in those directories when you start Video VoxPhone GOLD, unless you indicate otherwise.

You can only publish your name in one **Video VoxPhone Pro** directory at a time. You cannot publish in multiple Video VoxPhone Pro directories.

Video VoxPhone Pro vs. Four11 Directories

Publishing in a Video VoxPhone Pro directory causes your name to be displayed in Video VoxPhone Pro's Online Users List. Publishing in the Four11 web directory causes your name to be displayed in Four11's web-based directories (unless your name is unlisted).

Please note, as we are phasing out VoxPhone Pro (all versions) we do not recommend using the VoxPhone Pro directories.

Web-Based Calls

Using Video VoxPhone GOLD there are several ways to place calls with your web browser. Once set up, you can make a web-based call by launching any of the following:

- ◆ A link placed on a webpage created with HTML code, where the link references a .TVX file
- ◆ A link listed on a webpage created for Video VoxPhone directory services
- ◆ A .TVX file on your local PC

For further information on web-based calls, please refer to the "Web-based calls" in the **Help** menu.

Frequently Asked Questions

(i) What's the Difference Between Full-Duplex and Half-Duplex?

In full-duplex, you can transmit and receive voice simultaneously, just like a regular telephone. In half-duplex, you can either transmit or receive voice data.

In half-duplex, you switch back and forth between talking and listening. Full-duplex allows you to talk and listen at the same time.

In order to use the full-duplex capability of Video VoxPhone GOLD, your soundcard and audio drivers must support full-duplex audio.

(ii) How Can I Tell If My Soundcard Supports Full-Duplex?

In order to use full-duplex both your soundcard and audio driver combination must support full-duplex audio.

- 1. End all active sessions.*
- 2. From the main Video VoxPhone GOLD menu, select Tools then click on Options.*
- 3. Click on the Audio tab.*
- 4. From the Microphone list, select a soundcard driver.*
- 5. From the Speaker list, select a soundcard driver.*
- 6. If the Full-Duplex checkbox is grayed out, it is likely that your driver combination does not support full-duplex mode. Check the documentation of your soundcard for more information.*
- 7. Click on OK.*

(iii) Who Can Receive Voice-Mail?

Because voice-mail is sent via Internet mail servers, anyone who has an Internet email address can receive voice mail. The setup of the receiving person's PC determines the voice message parts that can be accessed.

Setup for Voice Messages:

To play and hear voice messages, the person's PC should be set up to play sound. This means that the person should have a PC, soundcard, and speakers that are set up and in working order. The PC must also have a helper application set up that is capable of playing a .VOX file, which is the voice message file format.

Setup for Text Messages

Anyone who has an Internet email address can receive a text message. We recommend that if a person's PC is not set up to play sound, only send them a text message.

(iv) How Do I Sort the Calling Directory?

Sort Mode

You can easily sort information in the online users directory or address book by left-mouse clicking on a column heading. When the column heading button is pressed down, the column is in sort mode. When a column is in sort mode, Video VoxPhone Gold alphabetizes the list beneath that column.

Toggle Mode

You can toggle the column heading button to display the user information column you want.

Sorting by Last Name

You can sort the list of user names alphabetically by first name or last name. To sort by last name, you must first toggle the column heading to the Last, First column heading and then sort the list.

Troubleshooting

Microphone Problems

If you are unable to transmit your voice using your computer's recording/microphone system, check the following items to determine the cause of the problem:

1. Ensure the microphone is properly connected.
 - * Ensure the microphone is plugged into the computer.
 - * Ensure the microphone is plugged into the correct port.
 - * If your microphone uses a separate power supply, ensure that it is connected.
2. Ensure the volume is turned up.
 - * Turn up the volume on the microphone or its amplifier as needed.
 - * Turn up the microphone input volume in the Windows multimedia sound system.
 - * Ensure that any microphone mute switches are off.

Audio Speaker Problems

If you are unable to hear sound from your speakers, check the following items to determine the cause of the problem:

- * Ensure your speakers are properly connected to your soundcard.
- * Ensure the speaker volume is turned up.
- * Ensure Video VoxPhone GOLD's Speaker Volume is turned up.

Cannot Hear Anything

If you can establish a call, but you cannot hear anything, here are some potential solutions:

- * Verify that your speakers and microphone are operational. (You can test your speakers and microphone with the audio application shipped with Microsoft Windows.)
- * Increase the speaker level on the main Video VoxPhone GOLD window. (Drag the speaker volume slider toward the right.)
- * Use Video VoxPhone GOLD in half-duplex mode by clearing the Full-Duplex checkbox on the Audio Tab in the Preferences window. You can only change this checkbox when you are not on a call.

Callers Cannot Hear Me

If you can hear others on a call, but they can't hear you, check to see if your microphone is set up properly. If your microphone level is too low and/or your Voice Activation level is too high, your voice will not be transmitted.

The best way to test your microphone setup is to call yourself.

You can tell if your voice is being transmitted if you see "Xmit" or "Xmit/Recv" in the Status column of the Session list when you speak.

Turning Off Microphone Amplification

If Video VoxPhone Gold seems to be unable to switch between Talk and Listen modes, you may need to modify a microphone setting. This problem may appear as if you are always talking (even though you are not) or always listening—and never switching modes.

If you always seem to be listening, the other party needs to turn off the amplification of their

microphone. If you always seem to be talking, turn off the amplification of your microphone. Consult the documentation of your soundcard and audio drivers for procedures on turning off the microphone amplification.

Audio Sounds Choppy

Occasionally voices can sound choppy or garbled when you are on a call.

Possible causes:

- * Too many applications running on your system.
To improve the performance, close the other applications while you are using Video VoxPhone GOLD.
- * Connecting to the Internet through a firewall.
If any parties are behind a firewall, all parties should connect to the Internet with a dial-up modem, instead of going through a firewall. After reconnecting, start Video VoxPhone GOLD again and re-establish your call.
- * Increase the Playback Delay setting.

Half-Duplex: Cannot Switch Between Talk and Listen Modes

If Video VoxPhone GOLD is unable to switch between Talk and Listen modes when using half-duplex with Hands Off enabled, one of two problems may be occurring:

- * The Talk indicator is always on. This makes it appear as if you are always talking, even if you are not.
- * The Listen indicator is always on. This makes it appear as if you are always listening, even when you are actually talking.

These symptoms can be caused by a low Voice Activation level or an amplified microphone on either party's system.

If you always seem to be talking, you need to do one of two actions:

- * Set the Voice Activation level
- * Turn off the microphone amplification

If you always seem to be listening, the other party on your call needs to perform these actions on their machine.

PC-To-Phone Problems

PC-To-Phone support is provided by **Net2Phone**, *not* E-Tech Canada. For [all](#) questions and comments about calling from your computer to a regular telephone please call the Net2Phone customer service center toll-free, at 1-800-438-8879.

TECHNICAL SUPPORT

NO busy signals.
NO line ups.
NO hassles.
NO problem!

E-Tech Canada provides the best technical support, period. We provide technical support on all of our full releases. We do not provide technical support on free trial versions, demo versions, or BETA-test versions.

If you encounter problems with Video VoxPhone GOLD, please follow these steps:

1. First, please **READ THE USER'S GUIDE**. Sounds simple, maybe even redundant, but most questions can be easily answered by checking with the documentation which came with your software. Our technical writers have spent literally thousands of hours, painstakingly going through each and every aspect of our software, documenting how to install, configure and use the software in plain and simple language.
2. After checking the User's Guide, if you still can't find an answer to your question, please **CHECK THE VOXPHONE WEBSITE**. Occasionally we release patches, updates and revisions to our Frequently Asked Questions (FAQs), User's Guides and other documentation. The VoxPhone website is www.voxphone.com. It is a good idea to periodically check the VoxPhone website for patches, new releases and new products.
3. If you still haven't found the answer to your question, please contact us. The VoxPhone Support team is here, for you. You can reach the VoxPhone Support Team in the following ways:

By E-Mail: support@voxphone.com

By Voice-Email: support@voxphone.com

By Phone: 1-(905)479-9419 (Monday to Friday, 9am to 5pm Eastern Standard Time)

All PC-To-Phone calls are made through **Net2Phone**, please contact them if you have any questions or comments regarding this service. You can reach them toll-free at 1-800-438-8879.

Important Points to Note

1. Before starting Video VoxPhone GOLD, you should be connected and online with your Internet Service Provider or Internet Telephone Service Provider.
2. After you have installed the software into your computer, you should go through and complete the **Setup Wizard**. This is very important because it helps you verify essential system components and to optimize your system performance. Refer to page 12 of this manual.
3. The set-up procedures are simple and easy, just follow the instructions step-by-step.

Your soundcard must support "full-duplex" audio if you want to use full-duplex mode. Video VoxPhone GOLD can detect and indicate whether your soundcard supports full-duplex audio. Please refer to page 14 of this manual.

If your soundcard does not support full-duplex audio, you cannot listen and talk at the same time. You can either speak or listen at a time, just like a walkie-talkie does.

4. You can customize your Video VoxPhone GOLD at any time through your options setting as mentioned on page 22 of this manual. You can also enable and disable some features in the Phone menu. Please refer to page 27.
5. After you have completed the Setup Wizard, the Main Menu will appear in the screen. Then you are ready to make and receive calls.
6. Unlike normal telephone conversations, Internet telephony has short delays on the transmission of your voice to the receiving party. You may have to wait a few seconds before receiving a response from the other party.
7. You can adjust the sensitivity of the microphone and the volume of the speaker any time during a conversation. This allows you to get the best outgoing sound quality.
8. Please pay attention to the small yellow triangle which indicates the voice activation level. This small triangle is under the microphone sensitivity control. If you are working in full-duplex mode, move this triangle fully to the left. If you are working in the hands-off mode, you should adjust the "Voice Activation Level" very carefully. Please study the setting of the Voice activation level section on page 42.
9. Different Internet telephone software applications use different codecs. Video VoxPhone GOLD supports several codecs. Among all codecs, RT28 uses the high quality 8KHz Meta Voice codec and delivers excellent sound quality. It only operates on Video VoxPhone GOLD. RT29 V.20 requires more system sources but delivers ultra high sound quality. To achieve the best results, the other party should also use Video VoxPhone GOLD with the same codec. You can check the codecs used by the other callers by clicking on the **Time** column in Video VoxPhone GOLD main window. (Please refer to page 25 of this manual for details on codecs).
10. Video VoxPhone GOLD allows you to call any user in the Video VoxPhone online user list. You can also make a direct call to any user by entering his/her email address or Internet Protocol (IP) address. You can also go to Four11 or other web-based directories to select and call a user. Please refer to page 23 & 44 of this manual for details.
11. All PC-To-Phone calls are made through **Net2Phone**, please contact them if you have any questions or comments regarding this service. You can reach them toll-free at 1-800-438-8879.

