

# Guide to VDOPhone Internet

Software Version 2.0

Documentation Version 2.01

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# VDOnet Corporation

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[\*http://www.vdo.net\*](http://www.vdo.net)

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# How To Use This Manual

## Chapter Divisions: Where to Look

This Manual is divided into chapters, each of which provides a specific type of information. The following list will help you locate the chapter that holds the information you are looking for.

- **Welcome to the VDOPhone:** provides an overview of the VDOPhone interface and features.
- **Installing your VDOPhone:** look here for the list of system hardware, software and connectivity requirements as well as instructions on how to install your VDOPhone.
- **Setting up your VDOPhone:** guides you through defining and making adjustments to audio, video and connectivity settings, session preferences and your personal profile using the VDOPhone Setup Wizard or the Setup windows of the VDOPhone.
- **Connecting with other VDOPhone Users:** explains how to locate other VDOPhone users and call them. Also describes various ways of handling incoming calls.
- **Using your VDOPhone:** describes how to use the various video, audio and text forms of VDOPhone communication as well as ways to monitor the performance of your VDOPhone.
- **Getting Customer Support:** lists the various sources of customer support information and where to find them.

- **Glossary:** all the features and elements of the VDOPhone and its interface are defined here, as well as some supplementary terms. Look here for basic explanations and definitions, as opposed to operating instructions. This section is arranged in alphabetical order and begins on page 54.
- **Troubleshooting Guide:** lists some common problems and suggested solutions, as well as some tips for getting better results from your VDOPhone.

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Refer to the Glossary often as you go through the Manual. Definitions in the Glossary are not repeated in the earlier sections which include operating instructions.

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## Visual Cues

Type Used	For...
<b>Bold</b>	<b>Emphasis within text, such as terms used for the first time.</b>
Shaded Text	Notes and Tips
SMALL CAPS	NAMES OF KEYBOARD BUTTONS / FUNCTIONS

# Welcome to the VDOPhone

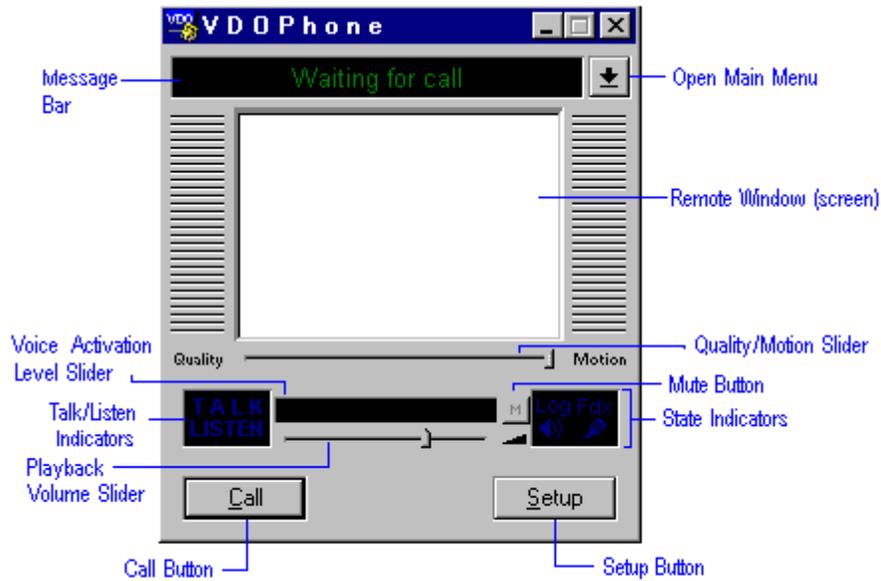
VDOnet's VDOPhone is a full-featured PC desktop video telephony application which offers you the ability to communicate with other people over the Internet in color video and with high-quality audio. It is a software-only solution, which means you don't need costly video conferencing hardware to benefit from your new VDOPhone

VDOPhone opens a world of new communication possibilities to you!

Among the features VDOPhone offers you are:

- Easy dialing: reach other people by using their e-mail address.
- Lookup email addresses in your address book or locate people from the VDOPhone Online Directory.
- Support for full duplex audio, so you can listen and talk at the same time.
- NetAnalyzer™ helps you monitor VDOPhone performance.
- You choose whether to send video, audio or both.

## Map of the VDOPhone



Call Button	Opens the Call Remote Party box.
Main Menu	Provides access to most VDOPhone functions.
Message Bar	Displays Greeting Messages, Quick Notes and brief status or error messages.
Mute Button	Allows you to speak without being heard by the other party until this button is released.
Playback Volume slider	Lets you adjust volume of sound being received from the other VDOPhone user.
Quality/Motion slider	Lets you adjust the quality of video you receive during a conversation.
Setup Button	Provides access to Setup pages.
State Indicators	Group of four lights: Log (new message in Event Log), Microphone (sending audio), Speaker (receiving audio) and Fdx (full duplex).
Talk/Listen Indicators	Display current audio state of the VDOPhone. When <i>TALK</i> is lit, VDOPhone is picking up and sending your audio to the remote party. When <i>LISTEN</i> is lit, VDOPhone is accepting and playing audio from the remote party.
Video Screen	Displays video you receive.
Voice Activation Level slider (includes VU Meter)	Allows you to adjust Voice Activation level during a conversation. VU Meter color bars represent outgoing audio intensity level. Green represents lower intensity; higher intensity audio represented by brighter green, yellow and red.

## Before you Begin

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## System Requirements

### System Hardware/Software

The following are minimum requirements for any system on which you run the VDOPhone.

- PC with a Pentium processor, 75 MHz or faster.
- 8 MB RAM
- Windows 95 operating system
- 5 MB free disk space

## Video / Audio Requirements

- To send Audio:
  - Microphone
  - Sound card with supporting drivers, Windows 95 compatible
- To receive Audio:
  - Earphones or speakers
  - Sound card with supporting drivers, Windows 95 compatible
    - For full-duplex Audio capability:
      - Sound card + drivers that support full duplex
- To send Video:
  - Video capture card compatible with Windows 95.
  - The card must be capable of capturing uncompressed (raw) video.
  - Any standard Camcorder, VCR, VTR or Camera compatible with Windows 95 and your capture card.

For a list of capture cards tested with the VDOPhone refer to the VDOnet web site:  
**<http://www.vdo.net>**

## Connectivity

To use the VDOPhone, you must first be connected to the Internet either with a modem connection (14.4 kilobits per second or faster) or via a network connection.

## Checking TCP/IP

The following communications components must be installed on your computer before you run VDOPhone:

- Windows 95 Dial-Up Networking
  - Windows 95 Dial-Up adapter
  - Windows 95 TCP/IP protocol
- To install these components (which are all included in Windows 95)
1. Open the Control Panel (Start|Settings).
  2. Double click on the Network icon.
  3. Click the Add button.
  4. In the Select Network Component Type box, select Adapter and click the Add button.
  5. In the Select Network Adapters box, for Manufacturer select Microsoft and for Network Adapters select Dial-Up Adapter then click OK.
  6. Return to the Select Network Component Type box.
  7. Select Protocol and click Add.
  8. In the Select Network Protocol box for Manufacturer select Microsoft and for Network Protocol select TCP/IP and click OK.
  9. Return to the Control Panel.
  10. Select Add/Remove Programs.
  11. Click the Windows Setup tab.
  12. Double click on Communications.
  13. Select Dial-Up Networking and click OK.

# Installing your VDOPhone

## Uninstalling previous versions

If you have a previous version of VDOPhone installed on your computer, remove it using the VDOPhone uninstall program.

➤ To run the Uninstall program:

1. Open the VDOPhone folder
2. Select the Custom Uninstall option
3. Select all files in each step of the uninstall process.

## Installing

➤ To install the VDOPhone software:

1. Double-click on the self-extracting executable (.exe) file.
2. Follow the on-screen instructions until the installation is complete.

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## Using the VDOPhone Setup Wizard

Use the VDOPhone Setup Wizard for setting up and making adjustments to:

- Audio and Video device settings
- Identity (filling in the details for your profile)
- Picture (adding a picture to your profile)
- Session preferences
- Internet connection settings.

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The Wizard can be accessed either during installation of the VDOPhone or at any time by opening it from the VDOPhone program group.

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➤ To open the Wizard any time after VDOPhone installation:

1. Click on the Windows 95 Start button
2. Select Programs
3. Select VDOPhone
4. Select VDOPhone Setup Wizard

## Using the VDOPhone Setup Pages

To open VDOPhone Setup:

1. Click the Setup button  
–or –  
select VDOPhone Setup from the Main Menu.
2. Click on the tab of the page you want to open.

Setup includes the following tabbed pages; each page contains a group of settings related to the title of that page.

- Session
- Identity
- Picture
- Devices
- Internet

Click on the tab of the page you want to open.

## Audio Functions

### Testing and Setting the Voice Activation Level

#### About the Voice Activation Slider

Use the Voice Activation slider to test and set the Voice Activation level.

The red indicator on the Voice Activation Slider appears only when you are testing the Voice Activation Level.

The **left** end of the Voice Activation Slider (closest to the LISTEN/TALK indicators) is the **highest sensitivity** setting. This means the greatest amount of voice, as well as other audio data such as background noise, will be picked up and transmitted to the remote VDOPhone user.

The **right** end of the Voice Activation Slider (closest to the Mute and Talk buttons) are the **lowest sensitivity** setting. This means very little audio data will be picked up and transmitted to the remote VDOPhone user. You may have to speak very loud in order for your voice to be transmitted at this setting.

Voice Activation settings are sometimes referred to as “VOX” settings.

## Testing and Setting Voice Activation using the Setup Wizard

The best way to learn about and adjust Voice Activation settings is by using the VDOPhone Setup Wizard.

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Run the Wizard when prompted during VDOPhone installation, or at any time by opening it from the VDOPhone folder.

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➤ To open the Wizard any time after VDOPhone installation:

1. Click on the Windows 95 Start button
2. Select Programs
3. Select VDOPhone
4. Select VDOPhone Setup Wizard

The Audio Configuration page of the Setup Wizard guides you through the steps of testing and adjusting the Voice Activation settings best for your equipment (such as your microphone) and surroundings (background noise level, for example).

## Testing and Setting Voice Activation using the VDOPhone

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Test the Voice Activation level when you are not connected with another VDOPhone user.

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➤ To Set the Voice Activation Level from the VDOPhone:

1. Select Test Voice Activation Level from the Main Menu. A check mark appears next to the menu item and the red place indicator appears on the Voice Activation Slider.
2. Speak into your microphone.

3. Check to see that the Talk / Listen Indicators indicator lights up when you speak, and does not light up when you are not speaking. The colored bars that appear while you are speaking are from the VU Meter and indicate the audio intensity level.
4. Use your mouse to drag the pointer on the Voice Activation Slider:
5. Drag to the left for higher sensitivity. Drag to the right for less sensitivity.
6. Return to the Main Menu and deselect the Test Voice Activation Level option. The checkmark next to it will disappear.

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When you deselect Test Voice Activation level from the Main Menu (after you are done testing the setting), the pointer of the Voice Activation Slider appears to reset to the left-most end of the Slider. This indicates that test mode has been disabled; it does not mean that your setting was canceled.

If, while connected to a other party, your Talk Listen Indicators light flashes even after you have stopped talking, move the Voice Activation slider further to the right.

If the remote party is receiving broken audio, move the Voice Activation slider to the left.

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## Video Functions

### Testing and Adjusting Video Settings using the Setup Wizard

The best way to learn about and adjust video settings is by using the VDOPhone Setup Wizard.

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Access the Wizard when prompted during installation of the VDOPhone, or at any time by opening it from the VDOPhone folder.

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➤ To open the Wizard any time after VDOPhone installation:

1. Click on the Windows 95 Start button
2. Select Programs
3. Select VDOPhone
4. Select VDOPhone Setup Wizard

The Video Configuration page of the Setup Wizard guides you through the steps of adjusting your camera for best results sending video to other VDOPhone users.

## Testing and Adjusting Video Settings from the VDOPhone

### The Setup Devices Window

➤ To access the Devices window:

1. Click on the Setup button on the main VDOPhone window

–or–

Select Setup from the Main Menu.

2. Click on the Devices tab.

The Devices window includes the following areas: video capture settings, and encoders.

### Video Capture Settings

These settings are relevant only when you are using a capture card or camera to capture and send video, not if you are using the VDOPhone for audio only.

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This area of the Devices dialog box will be active only when a video capture device is detected by the VDOPhone. If you do not have a capture device (card, camera, etc.) installed, this area will be inactive.

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### *Format*

The options available in this area will be determined by your specific capture card, but usually allow users to adjust image size and quality.

Refer to the documentation for your capture hardware for detailed explanation of the various functions in this dialog box.

Image sizes supported by the VDOPhone are:

- From 160 to 352 pixels wide
- From 120 to 288 pixels high

### *Source*

The options available in this area will be determined by your specific capture card, but usually allow users to adjust color functions such as brightness and contrast.

Refer to the documentation for your capture hardware for detailed explanation of the various functions in this dialog box.

### *Display*

The options available in this area will be determined by your specific capture card, but usually allow users to define the appearance of video on screen during capture.

Refer to the documentation for your capture hardware for detailed explanation of the various functions in this dialog box.

### *Overlay*

Overlay is the most efficient way to display video in the self view window as it does not use CPU resources. However, not all capture devices support overlay; refer to the documentation for your capture device to find out whether or not it supports overlay.

In overlay mode, video is displayed directly from the capture device to your monitor without using any CPU resources. It will give you a clear picture in the self-view window, but will not necessarily reflect what the other party is actually seeing. The alternative mode is called Preview.

Use overlay for self view to reduce the amount of work your computer needs to do to run the VDOPhone and free CPU resources for other functions.

### *Video Capture Rate Slider*

Use this slider to adjust the rate, in frames per second, at which you send video to other VDOPhone users.

More frames per second will achieve better motion but may reduce the quality of the video, depending on available bandwidth. A lower capture rate is likely to improve the quality of video, but reduce the motion.

Use your mouse to drag the slider to the desired setting.

---

Adjust this setting before you connect to another VDOPhone user; the slider is disabled once you are connected to another VDOPhone. If, during a session, you see the rate should be changed, disconnect, adjust the capture rate, and reconnect. As you gain experience with your devices and the VDOPhone it will be easier to know the rate that's best for you.

---

### Audio and Video Encoders

The audio and video encoders are auto-selected and cannot be changed by the user.

#### Use Full Duplex

Your VDOPhone checks to see if the audio hardware being used can support half-duplex only or full-duplex as well.

If the “Use Full Duplex” check box in the dialog box is disabled, the VDOPhone has identified the audio hardware being used as capable of only half-duplex.

If the “Use Full Duplex” checkbox is enabled in the Setup|Devices dialog box, the VDOPhone has identified the audio hardware as capable of supporting full duplex. Check this box to use full duplex; uncheck box to use half-duplex.

# Connectivity Functions

## Defining Connectivity Settings using the Setup Wizard

The best way to learn about and define connectivity settings is by using the VDOPhone Setup Wizard.

---

Access the Wizard when prompted during installation of the VDOPhone, or at any time by opening it from the VDOPhone folder.

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➤ To open the Wizard any time after VDOPhone installation:

1. Click on the Windows 95 Start button
2. Select Programs
3. Select VDOPhone
4. Select VDOPhone Setup Wizard

The Internet page of the Setup Wizard guides you through proper setup of your VDOPhone connectivity.

## Defining Connectivity Settings from the VDOPhone

### The Setup Internet Window

To open the Internet page:

1. Click on the Setup button on the main VDOPhone window

–or–

Select VDOPhone Setup from the Main Menu.

2. Click on the Internet tab.

In order for you to use the VDOPhone, you must first be connected to the Internet, either with a modem, or by a network connection.

For connecting to your Internet Service Provider, the VDOPhone provides you with a transparent interface to Windows 95 Dial-Up Networking; you may, however, choose to connect using any other method.

### Firewall settings

If you are working from behind a network firewall, ask your System Administrator for the number of the port which can receive data.

Enter the appropriate port number in the Data receive port dialog box.

### Connect using the Modem

Select this option when you are connecting to your Internet Service Provider via a modem, only if you are using Windows 95 Dial-Up Networking.

### *Modem Connection via Windows 95 Dial-Up Networking*

1. Use Windows 95 Dial-Up Networking to define your connection settings. For more information about Dial-Up Networking, please refer to your Windows 95 documentation.
2. Select the “Connect using the modem” option in the Setup|Internet dialog box. The “Modem” area will become active.
3. Enter the connection you will be using, either by adding a new entry using the “Add Entry” option or by selecting it from the pull-down menu (Dial using the following connection). If necessary, configure your modem from these windows.
4. If you are using a scripting tool, enter your user name and password in the appropriate dialog boxes.
5. Click OK.

### **Connect to Internet Automatically**

Select this option to begin dialing your Internet Service Provider automatically each time you open the VDOPhone. This option is only valid when you are using Windows 95 Dial-Up Networking as your dialer.

### *Modem Connection via any other dialer (not Windows 95 Dial-Up Networking)*

1. Select the “Connect using the local area network” option in the Setup|Internet dialog box.
2. Close the VDOPhone.
3. Connect to the Internet as you usually do.
4. Once your connection is established, open the VDOPhone.

### **Connect using local area network**

If you are using a network connection, or are using any dialer other than Windows 95 Dial-Up Networking, use the “Connect using the local area network” option.

1. Click on the “Connect using the local area network” option in the Setup|Internet window.
2. **If** you are using a **modem**, close the VDOPhone, complete the connection with your Internet service provider and then open the VDOPhone. **If** you are using a **network** connection, proceed to placing your call.

## Defining your Session Preferences

### Defining your Session Preferences using the Setup Wizard

The best way to review and define your Session preferences is to use the VDOPhone Setup Wizard.

---

Access the Wizard when prompted during installation of the VDOPhone, or at any time by opening it from the VDOPhone folder.

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- To open the Wizard any time after VDOPhone installation:
  1. Click on the Windows 95 Start button
  2. Select Programs
  3. Select VDOPhone
  4. Select VDOPhone Setup Wizard

## Defining your Session Preferences from the VDOPhone

Use the Session window (part of Setup properties) to display, define or adjust your session preferences. Changes you make here generally will take effect only after you restart the VDOPhone.

- To access the Session properties window:
1. Click on the Setup button on the main VDOPhone window or Select Setup from the Main Menu.
  2. Click on the Session tab.

### The Setup Session Window

Use this window to define or change the following VDOPhone settings:

#### What data will you send?

In the first drop down list box of the Session window, select the type of data you will send to other VDOPhone users. Your options are:

- Audio only.
- Audio and Video.

#### How will you treat incoming calls?

In the second drop down list box, indicate how the VDOPhone should deal with incoming calls. Choose one of the following options:

- Block all incoming calls
- Screen all incoming calls

- Auto-answer incoming calls

### Greeting Message

Enter a greeting message that will be sent to the person you call, once a connection is established. If you prefer not to send a message, leave this field blank.

### Directory Server

The default location of the VDOPhone directory server is listed in this box. The Directory Server enables other users to find and reach you without requiring you to have a fixed IP address and without other users having to know your IP address.

### Event Logging to File

To save the information of the current VDOPhone session to a file, check the Event Logging to File box.

To clear the Event Log each time you close the VDOPhone, uncheck this box.

### Tip of the Day

Check this box to display tips each time you open the VDOPhone.

## Defining your Profile

### Defining your Profile using the Setup Wizard

The best way to fill in the details of your profile and add a picture to it is to use the VDOPhone Setup Wizard.

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Access the Wizard when prompted during installation of the VDOPhone, or at any time by opening it from the VDOPhone folder.

---

- To open the Wizard any time after VDOPhone installation:
1. Click on the Windows 95 Start button
  2. Select Programs
  3. Select VDOPhone
  4. Select VDOPhone Setup Wizard

### Defining your Profile from the VDOPhone

Your profile is defined in two of the tabbed pages of Setup properties:

- Identity
- Picture

Use the Identity window to create your profile by entering details in the appropriate fields. This profile lets other VDOPhone users know who you are.

Use the Picture window to add a picture to your profile.

## Identity Page

### Identity

In order to be listed in the Online Directory, and so enable other VDOPhone users to reach you via your e-mail address, you must **enter your e-mail address** in the appropriate field.

All the other fields in this area are optional.

### Rating

The rating you set for yourself defines the group of users with whom you will be listed and the general content you plan for your VDOPhone communications. This helps other VDOPhone users browsing the Online Directory to assess the similarity of their conversation interests with yours; they can then decide whether to not to contact you.

Please give yourself the appropriate user group/content rating.

## Picture Page

Create a picture using the VDOPhone Wizard, or by loading one from a file.

To create a picture using the Wizard:

1. Click on the Windows 95 Start button.
2. Select Programs.
3. Select VDOPhone.
4. Select VDOPhone Setup Wizard.

5. Use the Next button until you reach the Picture page and follow the instructions on that page.

This picture will be displayed for the other party:

- as soon as your connection is established, before video appears for the other party.
- throughout the connection, if you are sending audio, but not video, to the other party.
- as part of your profile when the other party requests to see your details (by using the Show user details option in the right click menu of the video screen during the connection).

#### Picture Specifications

- Format: Windows Bitmap (.BMP) or .GIF
- Maximum Size: 48 (w) \* 64 (h) pixels
- Color: maximum of 256 colors

## Connecting with other VDOPhone Users

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## Locating People

### Using the Online Directory

➤ To find out who has their VDOPhone open, connect to the VDOPhone online directory in any one of the following ways:

1. From the VDOPhone Main Menu select WWW links|Who's Online

–or–

2. Point your browser to the VDOnet home page <http://www.vdo.net> and click to the VDOPhone Online Directory.

### Looking up an Email address

You must have a personal address book configured in Microsoft Exchange™ in order to use the lookup function.

➤ To lookup an e-mail address from your address book:

1. Click on the Call button on the main window of the VDOPhone (the Call Remote party dialog box opens).
2. Click on the Lookup button. (a menu drops down).

## Mailing an Invitation

Send e-mail to a friend or colleague asking them to please open the VDOPhone so you can call. The VDOPhone provides you with a convenient interface to your mailer as well as a pre-formatted message

➤ To mail an invitation:

1. Choose Mail Invitation from the Main Menu.
2. An e-mail window will be opened; it contains a pre-formatted message.
3. Enter your party's address. You can edit the subject line and/or message before sending.
4. Send the letter.

## Calling

- You've set up your VDOPhone, and you've found the identifying information you need (e-mail address, or IP address) of the person you want to reach. This is how you call:

### Calling directly, using an Email address, IP address or Host Name

Place a call by entering the dialing information of the person you wish to reach in the Call Remote Party dialog box.

➤ To call:

1. Click on the Call button (on the main window of the VDOPhone)
2. In the list box under the instruction "Enter ...of remote user" enter an e-mail address, IP address or host name.

3. Click on the Dial button to place the call.

You can use the VDOPhone to look up email addresses from your address book if you use Microsoft Exchange™, or you can use the Directory Server to call people without having to know any of their details.

### Calling from the Online Directory

You can use the Online Directory to call anyone who is online. Access the Directory Server either from your VDOPhone, or just using your web browser.

- To access the Online Directory from your VDOPhone:
  1. From the VDOPhone, select WWW links from the Main Menu.
  2. Select Who's Online? Your browser will open and navigate automatically to the Online Directory, which is part of the VDOnet web site.
- To access the Online Directory from your web browser:
  1. Point your web browser to the VDOnet home page, <http://www.vdo.net> and click to the VDOPhone online directory.
- To call a person listed in the Online Directory:
  1. Follow the directions on the Online Directory web site.

## Answering Incoming Calls

Use the second listbox in the Setup|Session window to select an option:

- Automatically accept any call received by your VDOPhone by selecting Auto Answer incoming calls.

- Screen incoming calls. If you select this option and refuse a call, the caller will get a “no answer” response.
- Refuse to take any calls at all by selecting the Block all incoming calls option.

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Most of the functions described in this section work only once you are already connected with another VDOPhone user.

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## Video Communications

### Remote View window (video screen)

The primary function of this window is to display video sent to you by the other party. Other information may also be displayed:

- If the other party has no capture card: the screen will be black.
- If the other party has a capture card but is not sending video: the other party's picture (from his profile in Setup). If s/he has not included a picture, the VDOPhone "mystery user" picture will be displayed:



### Quality / Motion Slider

The video Quality/Motion slider is located on the face of the VDOPhone, directly under the video screen.

Use this slider to adjust the quality of the video you receive from the remote VDOPhone user.

By moving the slider towards the “Quality” end, you tell the VDOPhone to display fewer than the maximum possible number of frames per second of incoming video, but receive a higher quality video image for those frames that are displayed.

You can also move the slider in the direction of “Motion” to tell the VDOPhone to display as many frames as possible of the incoming video. The maximum number of frames per second that you can receive is determined by the what the other party is sending (as set in Setup\Devices).

## **Showing/Hiding Self View**

Check the Self View item in the Main Menu to open the Self View window. This also sets it to open each time you start the VDOPhone.

Uncheck the Self View item in the Main Menu to close the Self View window.

## **Show User Details**

Display a profile of the remote VDOPhone user while you are connected by right-clicking on the video screen and selecting this option from the right-click menu. The details you see are determined by what the other VDOPhone user entered in the Identity and Picture windows of his/her VDOPhone.

If you are using a MAPI compliant mail program such as Microsoft Exchange™, you can choose to add the other party to your address book.

## **State Indicators**

Three of the Four State Indicators relate to audio function. Please see page 48 for information.

## Magnifying the VDOPhone screen

You can enlarge the size of the video screen. There are only two sizes, regular and magnified; no intermediate sizes are available.

Magnify works only when you are connected to another VDOPhone user.

➤ To enlarge the video screen:

1. Open the Main Menu and click on Magnify. A checkmark appears next to Magnify.

–or–

2. Double-click on the video screen.

–or–

3. Right-click in the video screen and select Magnify from the right-click menu.

## Audio Communications

### Adjusting the Playback Volume

Increase or decrease the volume of audio you are receiving from another VDOPhone user by using your mouse to drag the marker on the Playback Volume Slider to the right for higher volume, or to the left for lower volume.

### Mute Outgoing Audio

While you are connected with another VDOPhone user, this function allows you to speak without being heard by the other party.

➤ To mute outgoing audio:

1. Click on the mute button (marked M) to silence outgoing audio.  
Click on the mute button again to cancel mute.

## Text Communications

Why use text, when you can communicate using video and audio?  
Here are some reasons:

- You or the other party cannot send or receive video, *or*
- You or the other party have no microphone, *or*
- You or the other party have no speakers.

- You and the other party share a common written, but not spoken, language.
- The other party, or you, has insufficient bandwidth for both good video and audio and so prefers text.

For one of these, or any other, if you want to communicate using text, two VDOPhone options are available to you. *Quick note* is meant for short messages, and chat for conversations of any length.

## **Sending a Quick Note**

While you are connected to another VDOPhone user, you can send a quick text note that will scroll across the other party's message bar.

➤ To send a quick note:

1. Right click in the remote view window. The Quick note dialog box opens.
2. Type in the text of the message.
3. Click the Send button.

## **Chatting**

If you'd like to have a text based conversation, instead of just sending quick notes, use the VDOPhone's Chat function. This option will only become active once you are connected with another user.

➤ To open a chat window:

1. Select Chat from the Main Menu
2. Type your text in the top section of the Chat window.
3. Both sides of the conversation will be displayed in the bottom part of the Chat window.

# Monitoring VDOPhone Performance

## On Screen Display

The on screen display includes two elements, which are displayed together:

- A video reception quality monitor.
- A conversation timer.

The **video reception quality monitor** consists of colored arrow pointing towards the right. The more of the arrows that appear in light blue, the better your reception is. Dark blue arrows indicate that some video data is being lost on its way to you. The graphic display represents the overall quality of your reception. More bright blue indicators represent better reception; darker blue bars indicate poorer reception.

The overall quality of your reception depends on many factors, and most importantly on the bandwidth available over your Internet connection. These indicators help you monitor the actual conditions under which your VDOPhone is operating.

The **conversation timer** displays the length of time passed since you established a connection with another VDOPhone user. The time is displayed in hours:minutes:seconds format, two digits for each unit of time (hh:mm:ss).

➤ To Show/Hide the On Screen Display:

To **display**: click next to the On screen display item in the Main Menu. A checkmark appears next to this item.

To **hide**: uncheck the On screen display item in the Main Menu.

## NetAnalyzer™

NetAnalyzer is a unique tool which monitors the current bandwidth, display rate and behavior of other VDOPhone parameters. NetAnalyzer displays information both numerically and graphically.

### NetAnalyzer Options

- Right-click in the NetAnalyzer™ window to open the NetAnalyzer menu.
- Select Show All to display the numerical values of the parameters in the NetAnalyzer menu.
- Select any menu option to plot a Graphical Representation of the NetAnalyzer for the selected parameter.

### Numerical Representation of the NetAnalyzer

The main screen of the NetAnalyzer™ displays the name of each of the parameters followed by a numerical value:

Return to this window, after Graphical Representation of the NetAnalyzer, by choosing Show All from the NetAnalyzer menu. Graphical Representation of the NetAnalyzer

Choose any item from the NetAnalyzer menu to see that value plotted:

The NetAnalyzer™ Plot refreshes approximately every 3 seconds.

To return to Numerical Representation of the NetAnalyzer, choose Show All from the NetAnalyzer menu.

## Event Log

Four types of events are documented in the Event Log; each type is associated with an icon. Recommended corrective action, if any is required, is listed in the Solution column of the Event Log.

**Errors** are indicated by a **yellow** skull. Errors indicate that something is interfering with the proper functioning of the VDOPhone.

**Alerts** are indicated by a **red** exclamation point.

**Warnings** are indicated by a **green** exclamation point.

**Remarks** are indicated by a **blue** check mark. Remarks are for information only and do not require any action on your part.

### Show / Hide Event Log

➤ To display (open) the Event Log:

1. Check the Event Log item in the Main Menu,

–or–

2. Double-click on the Log indicator when lit. (Log light is part of the State Indicators, see page 48.)

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Checking the Event Log option in the Main Menu sets the Event Log to open each time you start the VDOPhone.

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Hide the Event Log by unchecking the Event Log item in the Main Menu –or– by closing it.

## Saving Event Log Data

Save information from the Event Log to a file copying it to a file:

Select the “Event logging to file” option in the Setup| Session window.

Uncheck the “Event logging to file” box to clear the Event Log each time you close the VDOPhone.

## State Indicators

These display various states of activity during an active VDOPhone session:

 Log

When lit, indicates “important message in the Event Log”.

 Full Duplex Indicator

When lit, Full Duplex Audio is enabled and active.

 Incoming Audio Indicator

When lit, indicates that audio signals are being received by your VDOPhone.

 Outgoing Audio Indicator

When lit, indicates that audio is being picked up and transmitted by your VDOPhone.

## Hanging Up

Once you have completed a call, the button that previously said “Call” button will say “Hangup”.

To conclude the call, click on “Hangup”.

## **Disconnecting your VDOPhone from the Internet**

If you are connected to the Internet using a network connection, simply shut down the VDOPhone when you are done.

If you are using a modem connection to the Internet, return to the Connected To window and click on “Disconnect”.

# Getting Customer Support

## About Box

The About Box is an easy-access source of reference information about the following:

- Version of VDOPhone in use
  - Type of processor used by your computer
  - Your IP address
  - Status (enabled or disabled) of your audio and video devices. Details about the audio and/or video devices in use may also be displayed.
  - Type of Windows sockets in use
  - Expiration date of this version of the VDOPhone
- To open the About Box:
1. Select About from the VDOPhone Main Menu,  
–or–
  2. Select About from the VDOPhone System Menu.

When you are reporting VDOPhone problems using the Problem Report, **please include the information** from the About Box. This will ensure that the Technical Support staff will receive the details necessary in order to analyze the problem correctly.

## Event Log

In addition to using the Event Log to monitor the performance of your VDOPhone, you can use messages recorded there to help assess any problem you may be having. When contacting customer support, advise them of any error, warning or alert messages recorded in the Event Log.

➤ To open the event log:

1. Selecting Event Log from the Main Menu

–or–

2. Double-clicking on the LOG indicator.

## Frequently Asked Questions (FAQ)

Refer to the VDOPhone FAQ file at:

<http://www.vdo.net/tech/newfaq/>

## WWW links

Access information about the VDOPhone from the main menu by choosing WWW links.

This will open your web browser. If you have more than one browser installed, the VDOPhone will open whichever one you have associated with HTML files.

The following options are available from WWW links:

## **Who's online**

Choose this option to access the VDOPhone Online Directory.

## **What's New**

Choose this Main Menu option to open your web browser and navigate to the VDOPhone "What's new" page: an online source of news and information about the VDOPhone.

You can access this web page directly, too, using the URL:

**[http://www.vdo.net/vdophone/what\\_new.htm](http://www.vdo.net/vdophone/what_new.htm)**

## **Release Notes**

Use this option to access the release notes for the latest version of the VDOPhone. The release notes contain last-minute details, tips and documentation of problems. To reach this web page directly, use the URL: **<http://www.vdo.net/products/rn/vdophone.htm>**

## **Problem Report**

If you encounter a problem with your VDOPhone and do not see it explained in the online help, the Frequently Asked Questions (FAQ) file or the Release Notes, please e-mail a description of the problem using the report form.

Access the report form from the main menu of the VDOPhone by selecting WWW links and then selecting Problem Report.

# Glossary

## **About**

Select this item from the Main Menu or the System Menu to show the About Box.

## **About Box**

Contains reference information that should always be provided to Customer Support.

## **Audio, Full Duplex**

An audio mode in which data can be sent and received at the same time.

This mode must be supported by the audio hardware you are using. If you have the option of using it, you will probably find that it is more like natural conversation than using half-duplex.

## **Audio, Half Duplex**

An audio mode in which data can travel only in one direction at a time.

This mode is determined by the kind of audio hardware you are using.

## **Call Button**

Used to open the Call Remote Party dialog box.

### **Call Remote Party**

The dialog box in which you enter dialing information: e-mail address or IP address of the person you wish to reach.

### **Chat**

Enables you to have a text conversation with another VDOPhone user.

### **Conversation Timer**

Keeps track of how much time has passed since you established a connection with another VDOPhone user.

Time is shown in hh:mm:ss format.

### **Dial Button**

Used to begin dialing, once you have entered dialing information.

### **Directory Server**

A register of all VDOPhone users who are connected to the Internet with their VDOPhones open at a given time.

The Directory Server uses your e-mail address to enable other users to call you without requiring you to have a fixed IP address and without other users having to know your IP address.

### **Event Log**

Records VDOPhone activity and errors. Lists corrective action, if any is required.

### **Listen**

Indicates, when lit, that the VDOPhone is accepting and playing audio from the remote party.

## **MAPI**

The Microsoft standard for e-mail application interfaces. VDOPhone mail functions (such as Mail Invitation) work with any e-mail application according to MAPI standards. You can install Microsoft Exchange, which is included with Windows 95, to enable the mail functions of the VDOPhone.

## **Magnify**

Doubles the size of your VDOPhone screen. This function toggles on and off; use the same function to magnify and to return the video screen to its previous size.

## **Mail Invitation**

VDOPhone interface function to your MAPI compliant e-mail application, such as Microsoft Exchange™. Opens a pre-formatted letter asking another VDOPhone user to open his/her VDOPhone so you can call; you can edit this message before sending.

## **Main Menu**

Opens from the downward pointing arrow on the right side of the VDOPhone and can be used to access most of the VDOPhone functions.

## **Message Bar**

Status and error messages are displayed here. For example, “waiting for call” or “Connected to”. Messages sent to you by another VDOPhone user will scroll across the Message Bar.

## **MIME**

**M**ultipurpose **I**nternet **M**ail **E**xtension. A standard for e-mail messages and hypertext over the Internet. Enables transfer of non-text data such as audio and graphics.

**Mute Outgoing Audio**

Allows you to speak without being heard by the other party. Enabled only while you are connected with another VDOPhone user.

**Online Directory**

A WWW site where you can browse the list of currently connected VDOPhone users. The directory includes instructions on how to contact a listed party.

**Playback Volume Slider**

A volume control located below the Voice Activation Slider on the main window of the VDOPhone. This function is active only while you are connected to another VDOPhone user.

**Quick Note**

Sends a message scrolling across the message bar of the other party's VDOPhone, while you are connected with the other party.

**Remote User**

The "other party", that is, the person on the other end of your VDOPhone connection.

**Remote View**

The video screen area of the VDOPhone.

**Self View**

Allows you to see a preview, on your screen, of the video being captured. Usually, this is a picture of yourself! This function is active only when video capture is present.

## **State Indicators**

Lights indicate incoming or outgoing audio, full duplex audio or a new message in the Event Log.

## **System Menu**

Opens from right-click on title bar of VDOPhone.

### **Move**

Allows you to move the VDOPhone to another location on your monitor. Same as dragging the VDOPhone from the title bar.

### **Minimize**

Minimizes the VDOPhone to an icon; look for the icon in the status area of the task bar (bottom right corner of the Windows 95 desktop). The VDOPhone can receive calls even when minimized. You can run other video applications when your VDOPhone is minimized.

### **Close**

Closes the VDOPhone.

### **About VDOPhone**

Opens the About Box.

### **Always on Top**

Keeps the VDOPhone in the foreground as long as it's open.

## **Talk/Listen Indicators**

Indicators that display the current audio state of the VDOPhone.

In Half-Duplex only one state can be active at a time, however, since in Full-Duplex you can receive audio (listen) and send audio (talk) at the same time, both lights may be lit at the same time.

### **Talk**

Indicates, when lit, that your VDOPhone is picking up your audio and transmitting to the remote party.

### **UDP**

User **D**atagram **P**rotocol, an Internet protocol.

### **User Details**

A profile of another VDOPhone user, which includes information from the Identity and Picture dialog boxes of the other user's VDOPhone.

### **Video for Windows™**

Microsoft software that represents a standard for interface between video capture devices and PC video software.

### **Voice Activation Level**

The loudness threshold your voice (or other audio data) must cross in order for it to be picked up and transmitted by the VDOPhone.

### **VU Meter**

Indicates the current level of audio being transmitted; it is part of the Voice Activation Slider. Green indicators at the left end represent lower intensity; higher intensity audio data is represented by additional color bars in bright green, then yellow then red.

## Troubleshooting Guide

For a current Frequently Asked Questions (FAQ) file and troubleshooting information, refer to the VDOnet web site: <http://www.vdo.net>

Below are some tips that may help you make the best use of your VDOPhone.

<b>Online Help</b>	Open VDOPhone Help from the Main Menu or press F1.
<b>Audio problems</b>	Use the Windows 95 Sound Recorder (Start  Accessories  Multimedia). Record and play to see if audio is working properly.
<b>Calling from the Online Directory by clicking on the phone icon does not work</b>	<p>You must have Microsoft Internet Explorer™ 3.0 or Netscape Navigator™ 3.0. If you are using one of these browsers and still not reaching Who's Online, follow these steps:</p> <ol style="list-style-type: none"><li>1. Open your browser and point it to this URL: <a href="http://www.vdo.net/products/vdophone/directory/">http://www.vdo.net/products/vdophone/directory/</a></li><li>2. Click on the link where it says: "If you are unable to call other users with the button, please Click Here!"</li><li>3. Follow the on-screen instructions</li></ol>
<b>CPU tip</b>	To reduce CPU usage, reduce the video capture frame rate(Setup-->Devices) and/or close the Self View window (Main Menu). If CPU usage reaches 100% it may reduce the quality of your connection

<b>Finding out who tried to call you</b>	Look in the Event Log for a record of people who tried calling you while you were either using your VDOPhone, or set to Block all incoming calls, or for calls you rejected while screening.
<b>Full duplex Audio</b>	If the Fdx light is lit and you hear an echo of your voice, ask the other party to turn down speaker volume or to move their microphone further from their speakers.
<b>Picture quality</b>	If you are using a low bandwidth connection, move the Quality / Motion slider further towards Quality. You should see improvement in the video quality after about 30 seconds.
<b>Proper lighting</b>	<p>Use lighting that will make the best of your video:</p> <p>Use natural or incandescent light instead of fluorescent.</p> <p>The subject (usually your face) should be well lit, from the front, and preferably against a dark background.</p> <p>Check the self-view in the VDOPhone, or using the VDOPhone Setup Wizard, before you begin sending video to see how it looks.</p>
<b>Right-click menus</b>	Use your mouse to right-click in the Video Screen and see the floating menu options, including sending a Quick Note and displaying the other party's details (profile).

<b>Video Format</b>	Choose the YUV 4:2:2 format (Setup  Devices  Format button) This minimizes use of CPU resources and can improve video and audio quality.
<b>Video problems</b>	Use the video capture utilities that came with your capture card or camera in order to check that your video capture is setup properly.
<b>Video Screen is black</b>	If you see a black video screen using the YUV 4:2:2 setting, try the RGB16 format instead. If the Overlay box (Setup-->Devices) is checked and you are seeing a black video screen, uncheck the Overlay box.

■ More about Video Capture:

The VDOPhone can interface with any capture device (such as a capture card, or parallel port camera) that is compatible with Microsoft Video for Windows™.

If you are using a capture device that is not compatible with Video for Windows (VFW), it will also not work with the VDOPhone. Therefore, you should check the following for any capture device you plan to use with the VDOPhone before using it with the VDOPhone, or if your capture device is not working properly with VDOPhone:

- Check that there is a Windows 95 Video for Windows driver for the capture device.
- Install the Windows 95 VFW driver before using the capture card or camera.
- Test your capture device with any application(s) that came with it, or with a VFW application such as VidCap™, and see if you succeed in seeing video on your screen. If this works, then you are set up properly for VDOPhone to send video.

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For information about capture cards and/or parallel-port cameras that have been tested for VFW compatibility with VDOPhone, refer to the VDOnet web site: <http://www.vdo.net>.

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