Video VoxPhone

MONITOR

User's Guide

E⋅TECH

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

Tel: (905)479-9696   Fax: (905)479-9582

sales@voxphone.com   support@voxphone.com
www.voxphone.com   www.etech-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 ™ MONITOR 2.0
Installation of Video VoxPhone ™ MONITOR 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

Have piece of mind, by remotely monitoring your home or office through **Video VoxPhoneMONITOR**.

Keep watch of your house while on vacation, make sure the kids don't get into trouble by watching their play areas, remotely monitor dangerous, hazardous and inhospitable industrial areas or maintain a safe and secure office from the comfort of your computer -- wherever you are.

Remote monitoring over the Internet is the next generation in Voice/Video over Internet Protocol technologies. Instead of spending thousands on expensive hardware, software and leased high-speed lines, all you need is an Internet connection and our software does the rest.

Now you can see all over the world, for free. Thanks to Video VoxPhoneMONITOR!

Using Video VoxPhoneMONITOR, in conjunction with our award-winning Internet Telephony application Video VoxPhone GOLD, changes the way you communicate by expanding your options.

Using Video VoxPhone GOLD, you can call into Video VoxPhoneMONITOR to remotely watch and hear another location, be it next door, around the corner, or around the world.

As a Video VoxPhone GOLD user, not only can you connect to your Video VoxPhoneMONITOR location, you now can make free long-distance calls over the Internet, by connecting with other Video VoxPhone users. Video VoxPhone GOLD also allows you to connect to other Internet telephony applications which support the H.323 standard for Internet telephony.

Thank you for purchasing Video VoxPhoneMONITOR and welcome to a whole new way of seeing the world.

System Requirements
MINIMUM 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
* Video VoxPhone GOLD 2.0 Internet Telephony Software installed and configured correctly on the monitoring station's computer
* A webcam or video camera installed and configured correctly on the remote location's computer

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

Installing Optional Hardware Bundles

Video VoxPhoneMONITOR is sold by itself, or bundled with various hardware components. To fully configure Video VoxPhoneMONITOR 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 VoxPhoneMONITOR

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

How Remote Monitoring Software Works

Remote monitoring software requires two or more computers, one in the location which you'd like to watch remotely, the other wherever you'd like to watch from.

The computer in the location which you'd like to remotely monitor is called the **Remote Location**. The computer located elsewhere, wherever you'd like to watch from is called the **Monitor Station**.

Remote Location:	The location of the computer and webcam/video camera which is being monitored from another location.
Monitor Station:	The location of the computer from which you are able to see and hear the location which you are monitoring (the Remote Location).

With Video VoxPhoneMONITOR, you may have as many Monitor Stations as you'd like. These Monitor Stations can be anywhere around the world. You must purchase and install Video VoxPhone GOLD 2.0 on each computer you'd like to turn into a Monitor Station, but so long as you have Internet access and Video VoxPhone GOLD 2.0 at each Monitor Station, you can watch the Remote Location from anywhere – be it Toronto, New York City, or even Timbuktu.

The same holds true for the Remote Location – you may have as many Remote Locations as you'd like to watch. These locations can be anywhere around the world. You must purchase and install Video VoxPhoneMONITOR and a webcam or video camera on each computer you'd like to turn into a Remote Location. So long as you have Video VoxPhoneMONITOR, a webcam or videocamera and Internet access at each location, you can turn each location's computer into a Remote Location for Video VoxPhoneMONITOR.

How Video VoxPhoneMONITOR Works

Video VoxPhoneMONITOR is the Remote Location software, which works in conjunction with Video VoxPhone GOLD 2.0, making Video VoxPhone GOLD 2.0 the Monitor Station software.

You must install and correctly configure Video VoxPhone GOLD 2.0 on the Monitor Station's computer. If you purchased Video VoxPhoneMONITOR without Video VoxPhone GOLD 2.0, you can purchase Video VoxPhone GOLD 2.0 from the VoxPhone website, by going to www.voxphone.com Please note, previous versions of Video VoxPhone will **not** work correctly with Video VoxPhoneMONITOR. For optimum performance, you must use Video VoxPhone GOLD 2.0 or later.

After installing and correctly configuring Video VoxPhoneMONITOR, along with a webcam or video camera at the Remote Location (the area you are going to watch from another location), you leave the Remote Location's computer on, connected to the Internet and running Video VoxPhoneMONITOR. Then, you install and correctly configure Video VoxPhone GOLD 2.0 at the Monitor Station (the location from which you will watch the other location).

At the Monitoring Station's computer, you connect to the VoxPhone server over the Internet and from there you can log-in and connect to your Remote Location's computer. Now you can sit back and watch the Remote Location, using Video VoxPhone GOLD 2.0.

Installation of Video VoxPhone™ MONITOR from the CD-ROM

> For instructions on installing Video VoxPhone GOLD 2.0, please see the Video VoxPhone GOLD 2.0 User's Guide.

1. Insert the **Video VoxPhoneMONITOR CD-ROM** into your CD-ROM drive, on <u>the Remote Location's computer.</u> This is the computer which you will remotely monitor, (see previous sections "How Remote Monitoring Software Works" and "How Video VoxPhoneMONITOR Works" for more details on the differences between the Remote Location and the Monitor Station).

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:setup** (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 <u>must</u> 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 VoxPhoneMONITOR 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 VoxPhoneMONITOR's icons will be placed. You may select a folder, or simply click **Next** to use the default setting, which creates the **Voxphone MONITOR 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 VoxPhoneMONITOR, 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 VoxPhoneMONITOR 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™ MONITOR from the Internet

For instructions on installing Video VoxPhone GOLD 2.0, please see the Video VoxPhone GOLD 2.0 User's Guide.

If you downloaded the latest version of Video VoxPhoneMONITOR from the Internet, before installing the program you must first uncompress the install files. You must uncompress and install the install files on the <u>Remote Location's computer</u>, (see previous sections "How Remote Monitoring Software Works" and "How Video VoxPhoneMONITOR Works" for more details on the differences between the Remote Location and the Monitor Station).

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 VoxPhoneMONITOR.

7. Click **Next** to begin the installation.
8. Before installing the program, you <u>must</u> 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 VoxPhoneMONITOR 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 VoxPhoneMONITOR's icons will be placed. You may select a folder, or simply click **Next** to use the default setting, which creates the **Voxphone MONITOR 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 VoxPhoneMONITOR, 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

VoxPhoneMONITOR 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.

13. 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 VoxPhoneMONITOR, so that you can easily and quickly start using the program. **The Setup Wizard starts automatically the first time you run Video VoxPhoneMONITOR,** however it can be run at anytime from the Video VoxPhoneMONITOR 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 VoxPhoneMONITOR user information. This section takes you step-by-step through the Setup Wizard, however, if you ever want to run the Setup Wizard, just:

1. Go to the main Video VoxPhoneMONITOR screen.
2. Click on **Help**.
3. Click on **Setup Wizard**.

Navigating Through The Setup Wizard

The Setup Wizard consists of several steps which ensures Video VoxPhoneMONITOR is configured for peak performance on your system. When you first run Video VoxPhoneMONITOR, 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 VoxPhoneMONITOR, you must enter certain user information. This information is published in the Online Users Directory. Any information you enter can be viewed by other Video VoxPhone users in the Call window, if you enable Publish Name from the **Call** menu.

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.

Location Name*
The broad name by which you will refer to this location. It should be specific enough that it makes sense to you. For example, "My House" or "Home Base" or "My Office."

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

Description*
The specific location within the area which you are monitoring. For example, say you named your Location Name "My House" then you might want to describe location as the room in your house which you are watching, for example "Kids Room."

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.

Email*
Your email address. Video VoxPhoneMONITOR requires an email address to enable you or others to remotely call it. Your email address cannot exceed 47 characters.

Comment
Any remarks you'd like to have online.

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 so that you can remotely monitor the location from a Monitor Station.

## 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 VoxPhoneMONITOR, your soundcard and drivers <u>must</u> support full-duplex audio.

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 VoxPhoneMONITOR in half-duplex mode

If you have more than one sound driver 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.
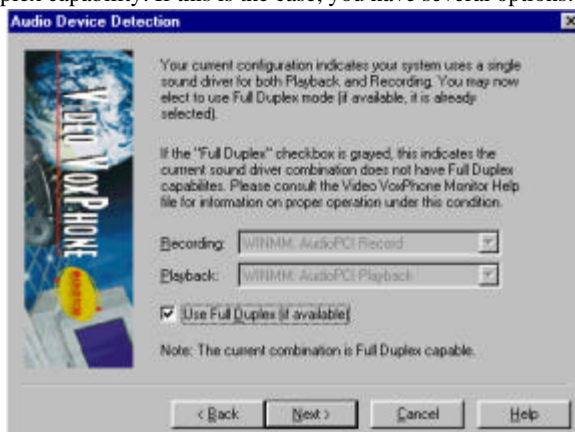
Setup Wizard – Step Three: Audio Play Test

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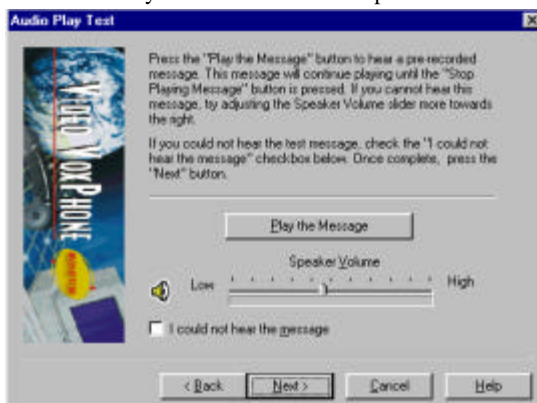
In the Audio Play Test window (shown to the left), click on **Play the Message**. Video VoxPhoneMONITOR responds by playing a pre-recorded message.

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 VoxPhoneMONITOR'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 VoxPhoneMONITOR, however, it is important to set the recording levels correctly, otherwise no one will hear the Remote Location.

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**.
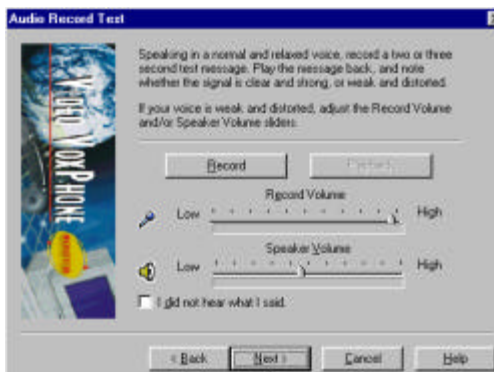
Setup Wizard – Step Five: Voice Activation Level

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

To help Video VoxPhoneMONITOR 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 VoxPhoneMONITOR compensate for different noise levels and microphone sensitivities.

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**

E+TECH Video VoxPhoneMONITOR User's Guide   Page 17

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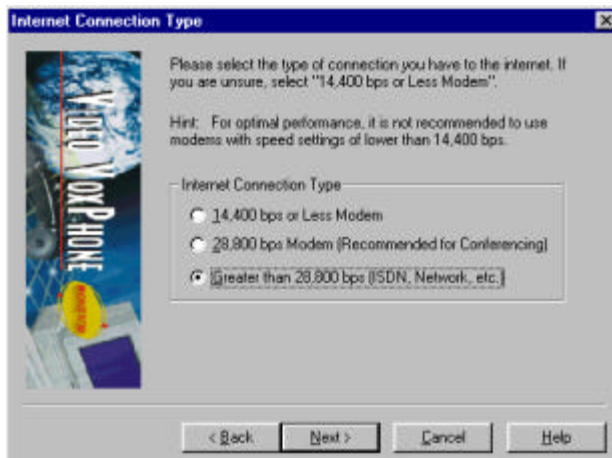
This is where you set your connection to the Internet in Video VoxPhoneMONITOR. Video VoxPhoneMONITOR will work under any connection to the Internet, however, the higher the bandwidth (essentially the faster the connection) the better.

The Internet Connection Type window is shown to the left. 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

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

After a few seconds, Video VoxPhoneMONITOR 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.
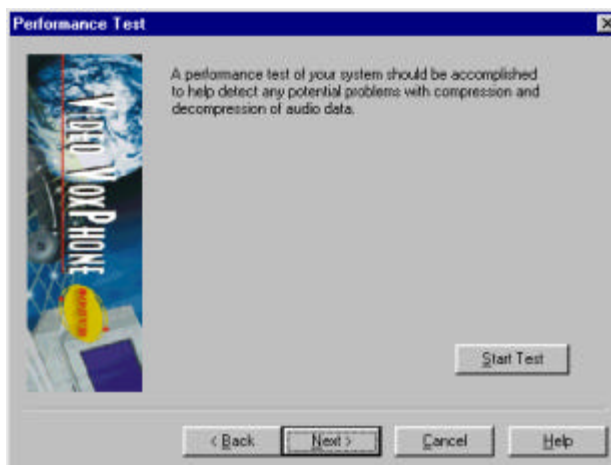
Setup Wizard – Step Eight: Phone Directories

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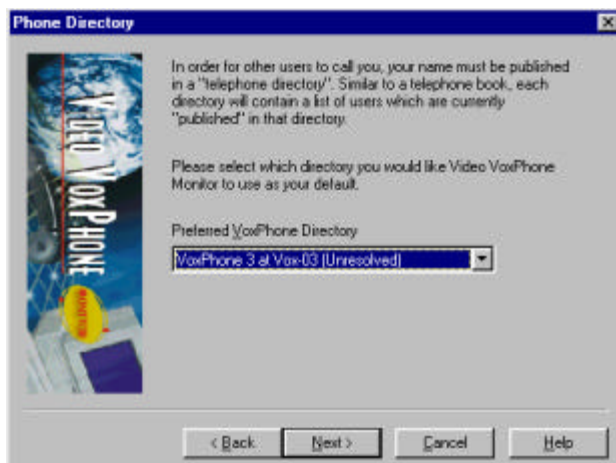
You can set a default directory for publishing your Remote Location in Video VoxPhoneMONITOR. When you are online and publish your Remote Location, other users who view this directory can see that your Remote Location is online, this allows your friends, family and co-workers to know your Remote Location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

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

Setup Wizard – Step Nine: Setup Summary

This window summarizes the Setup Wizard results.
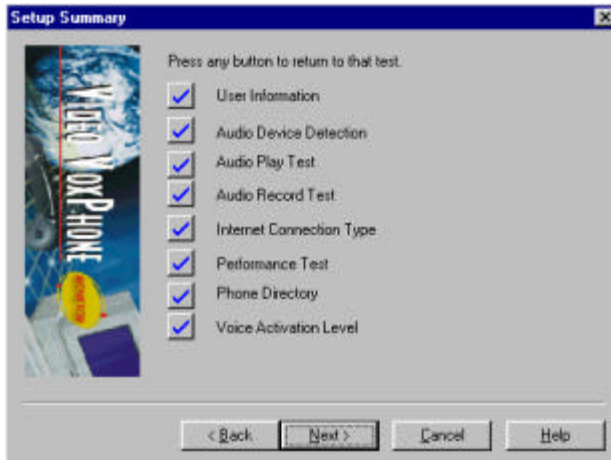
♦   A blue checkmark indicates that a test completed with acceptable results.
♦   A blank gray box indicates that a test was bypassed.
♦   A red checkmark indicates that a test completed with unacceptable results.

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 on **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.

Video VoxPhone^{TM} MONITOR Main Window

Video VoxPhone^{TM} MONITOR Main Window

1. The top menu bar includes the PHONE, VIEW, TOOLS and HELP menu.
2. The message window shows you what action is taking place.
3. The HANG UP button disconnects a session.
4. The multi-line display shows who is connected and who is active and on hold.
5. The VIDEO button brings up the video configuration window.
6. The AUDIO scroll bars control the level of the microphone and the speaker.

Customizing Video VoxPhoneMONITOR – The TOOLS MENU

You can customize Video VoxPhoneMONITOR 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 Remote Location information is entered and stored.
♦   **Directories --** Sets the directories which Video VoxPhoneMONITOR uses to place your Remote Location information (entered in the User section mentioned above).
♦   **Blocking –** Contains the User's List, which lists those who have access to call in from a Monitor Station and watch the Remote Location.
♦   **Audio** -- Where you can configure and select soundcards and codecs for Video VoxPhoneMONITOR.
♦   **General --** Where general communications information is stored.

The five tabs are described in greater detail below.

User Options

You can change your Video VoxPhoneMONITOR Remote Location information. For example, you might want to change what you call the Remote Location, the e-mail address, or the comments.

> You must have a valid Internet email address and SMTP mail server set up. The program will not allow you to leave this window without entering an email address and SMTP mail server.

To change any of the User options:
1.   From the **Video VoxPhoneMONITOR 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 VoxPhoneMONITOR creates the list from a collection of directories that you choose in your Directory options. From these directories, Video VoxPhone GOLD 2.0 users can see and access (if they have permission) the Remote Location. That is, Video VoxPhoneMONITOR lists your Remote Location in the Online User's Directories, so that those using Video VoxPhone GOLD 2.0 can call and watch the VoxPhoneMONITOR location.

You can make the following selections on the Directories tab in the Options window:
♦   The directory in which you want Video VoxPhoneMONITOR to publish your Remote Location.
♦   The online directories from which Video VoxPhoneMONITOR is to retrieve and display user information.
♦   Whether or not to publish your Remote Location User Information automatically when you start the program.

To make any changes to these options:

1. From the **Video VoxPhoneMONITOR 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. Video VoxPhoneMONITOR only accepts calls from the users contained in this list. This provides added security, as you do not want everyone to have access to your Remote Location.

Call Blocking is always on in Video VoxPhoneMONITOR and can not be turned off. This prevents unauthorized users from gaining access to your Remote Location. Only those listed in your User's List can access the Video VoxPhoneMONITOR's Remote Location.
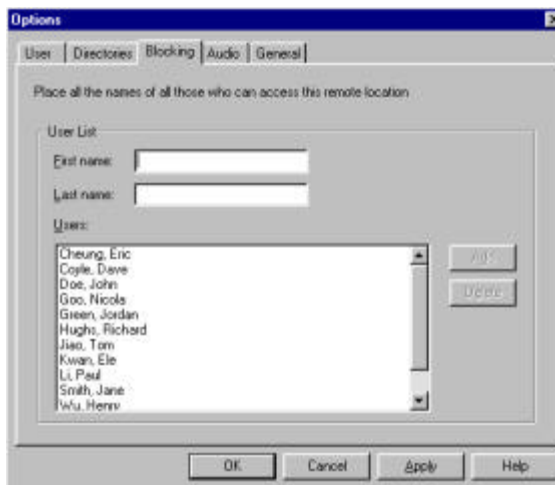
To add or remove people from your User's List:
1. From the **Video VoxPhoneMONITOR main menu**, select **Tools** then click on **Options**.
2. Go to the **Blocking** tab.
3. Under the User List, do one of the following:
♦ To add names to the list, enter the first and last name of a caller and click on **Add**.
♦ To delete names from the list, highlight a name in the User box and click on **Delete**.
4. Continue adding or deleting names from the list until you are done.
5. Click on **APPLY** then click **OK**.

Please note, the names of those in your User's List must match exactly the names of the user's who have access to your Remote Location, or else they will be denied access. Video VoxPhoneMONITOR reads these names from the Online Directories, which take their information from the **User's** screen, under the **Options** menu, in **Video VoxPhone GOLD 2.0**. The **First and Last name** in the Video VoxPhone GOLD 2.0 User's screen, must match exactly with the information in the **User's List** under the **Blocking** menu of Video VoxPhoneMONITOR.

Audio Option

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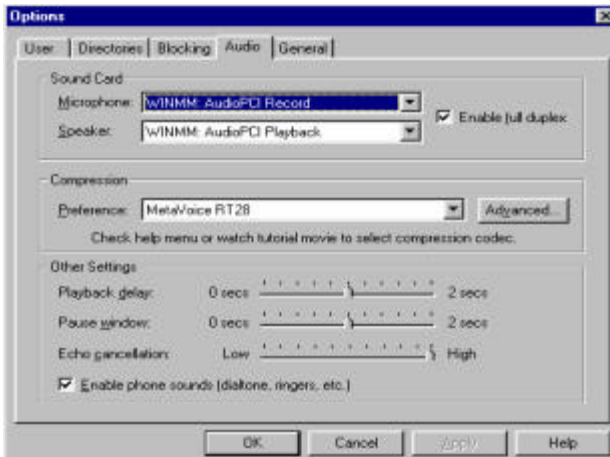
If the current soundcard driver does not support recording, playback, or full-duplex, you can select a different driver – if available on your system. The Audio tab in the Options window lists the currently available soundcard drivers on your system. To change soundcard drivers:

1.   From the **Video VoxPhoneMONITOR 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 VoxPhoneMONITOR 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 VoxPhoneMONITOR window**, click on **Hang Up** to end any active sessions.
2.   From the **Video VoxPhoneMONITOR 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 VoxPhoneMONITOR, your soundcard and drivers <u>must</u> support full-duplex audio.

Selecting A Codec

Video VoxPhoneMONITOR 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 session depends on a number of factors, including the codec selected as the preferred codec by the Monitor Station(s).
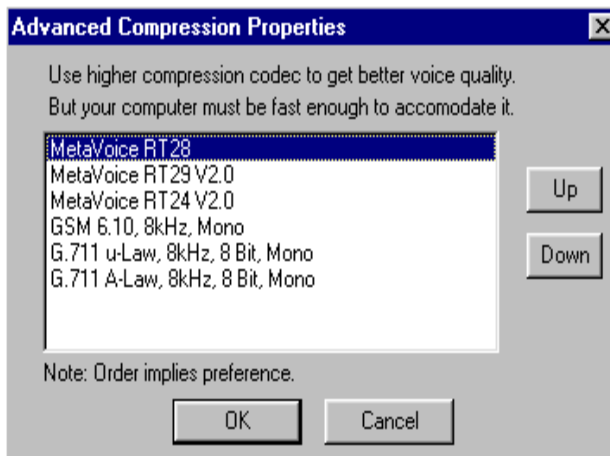
Use the list below to select the codec that is right for you and your computer.

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 VoxPhoneMONITOR 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 above).
5. Click on **OK** in the Advanced Compression Properties list, (if you are on that screen) then click **Apply**.
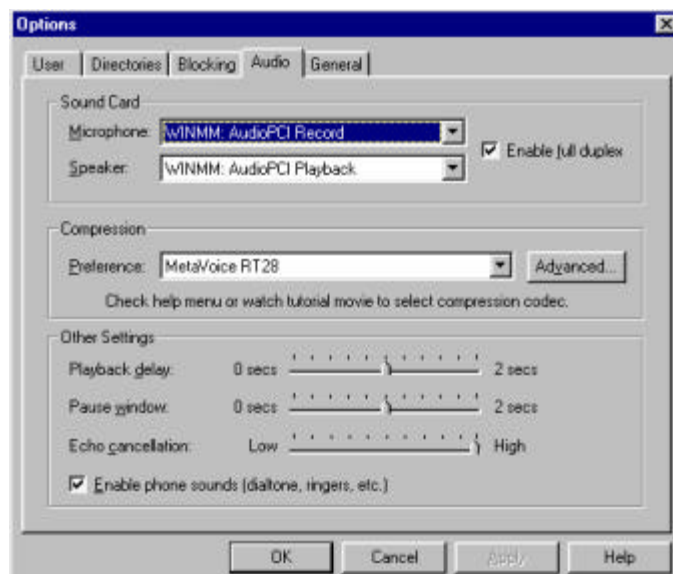6. Click **OK**.

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 VoxPhoneMONITOR 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 VoxPhoneMONITOR 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 VoxPhoneMONITOR 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 VoxPhoneMONITOR 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.
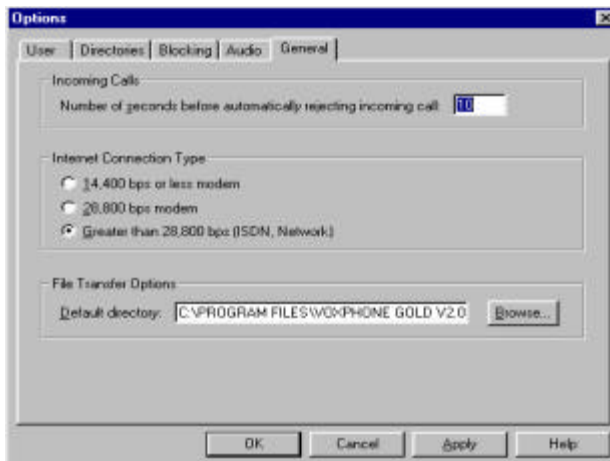1. From the **Video VoxPhoneMONITOR main menu**, select **Tools** then click on **Options**.
2. Click on the **Audio** tab.
3. Do one of the following:

♦ 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 VoxPhoneMONITOR 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 VoxPhoneMONITOR is to wait for a before automatically rejecting an incoming call. You set this in your general preferences.

1. From the **Video VoxPhoneMONITOR 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 VoxPhoneMONITOR 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 VoxPhoneMONITOR requires information about your Internet connection type.
1. From the **Video VoxPhoneMONITOR 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 VoxPhoneMONITOR – The PHONE MENU

From the Phone menu, you can either enable or disable whether or not the Remote Location is published in the online user directories. You can also exit the program from this menu.

When **Enable Publish Name** is active, the information you entered in the **USER** menu will be displayed to all VoxPhone users worldwide. When disabled, no one will see your Remote Location's

user information and no one will no that your Remote Location is online, waiting for calls. This is handy if you don't want to publish your Remote Location.

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

Customizing Video VoxPhoneMONITOR – The VIEW MENU

The View Menu allows you to customize the views of the main Video VoxPhoneMONITOR 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 button **Video** is displayed. This button is 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 VoxPhoneMONITOR 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.

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.
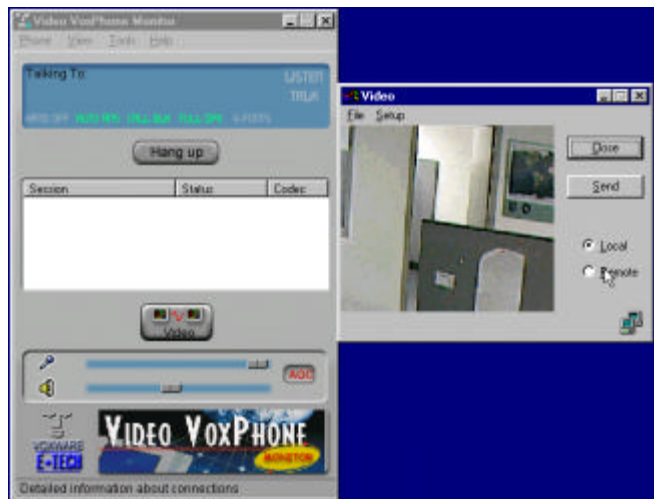
Save/Restore Desktop

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.

Using Video VoxPhoneMONITOR

Starting Video VoxPhoneMONITOR

Once you have an online connection to your Internet Service Provider, you can start Video VoxPhoneMONITOR. Video VoxPhoneMONITOR automatically publishes your Remote Location in an online directory (if automatic publishing is set in your preferences).

The photo at the left shows Video VoxPhoneMONITOR in standby mode, waiting for a call. Next to the main screen, a video window has popped-up, showing the video which will be sent to any authorized caller.

To Start Video VoxPhoneMONITOR go to your **Start** menu. From the **Programs** option go to the VoxPhoneMONITOR item and click on **MONITOR**. Alternatively, if you have created a shortcut on your desktop, just click the Video VoxPhoneMONITOR icon to load the program.

Receiving Calls

Once Video VoxPhoneMONITOR is loaded, connected to the Internet and correctly configured, it is automatically in standby mode, waiting for a call. Once a call comes in, it will automatically accept or reject the call, depending on whether or not the person calling has permission to access your Remote Location.

Remote Location Access – Blocking

To prevent unauthorized users from gaining access to your Remote Location, Video VoxPhoneMONITOR has Call Blocking on at all times. You can not turn on or off Call Blocking, it is on the second the program loads and can not be disabled.

This means only those listed in your User's List, under the Blocking tab of the Options menu, can access your Remote Location. To add or remove users from your User's List:

1. From the **Video VoxPhoneMONITOR main menu**, select **Tools** then click on **Options**.
2. Go to the **Blocking** tab.
3. 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**.
4. Continue adding or deleting names from the list until you are done.
5. Click on **APPLY** then click **OK**.

Please note, the names of those in your User's List must match exactly the names of the user's who have access to your Remote Location, or else they will be denied access. Video VoxPhoneMONITOR reads these names from the Online Directories, which take their information from the **User's** screen, under the **Options** menu, in **Video VoxPhone GOLD 2.0**. The **First and Last name** in the Video VoxPhone GOLD 2.0 User's screen, must match <u>exactly</u> with the information in the **User's List** under the **Blocking** menu of Video VoxPhoneMONITOR.

Calling Your Remote Location

You can call your Remote Location, from anywhere around the world. All you need is a computer with an Internet connection and Video VoxPhone GOLD 2.0 installed and correctly configured.
To call your Remote Location (the location with the Video VoxPhoneMONITOR computer), simply place a call to the Remote Location. There are several ways to place a call in Video VoxPhone GOLD 2.0, each of which, is described in detail below.

Placing Calls – From the Online Users List

If the Remote Location is listed in the Online Users List (Enable Publish Name is set to on) you will see the Remote Location listed in the Online Users List. You can call the Remote Location from the Online Users List, by simply selecting the Remote Location and clicking **Dial**. Alternatively, you can double click the Remote Location and Video VoxPhone GOLD 2.0 will automatically dial the location.
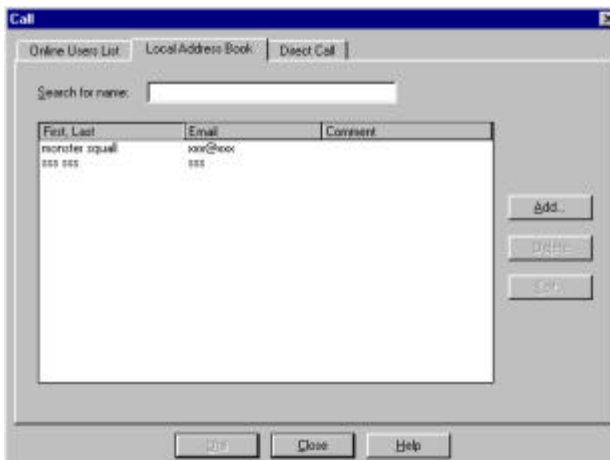
To get to the Online Users List, from the Video VoxPhone GOLD 2.0 main screen, select **Phone** then click on **Call**.

You can add the Remote Location to your Local Address Book from the Online Users, by selecting the Remote Location and then clicking **Add to local**.

Placing Calls – From Your Local Address Book

To call the Remote Location from your local Address Book, simply select the Remote Location and click **Dial**. Alternatively, you can double click on the Remote Location and Video VoxPhone GOLD will begin to dial that location.

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.

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**.

E·TECH Video VoxPhoneMONITOR User's Guide   Page 31

Placing Calls – Directly

If you know the email or Internet Protocol (IP) address of the Remote Location, you may call that location directly by clicking on **Direct Call** from the **Call** menu in Video VoxPhone GOLD. 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 a Remote Location which has been listed in the Online Users List, otherwise, you'll have to enter that Remote Location's IP address.

For more detailed information on using Video VoxPhone GOLD, please consult the Video VoxPhone GOLD User's Guide.

Communicating With Your Remote Location

From your Monitor Station, using Video VoxPhone GOLD 2.0, you can not only watch your Remote Location, you can communicate with those at the Remote Location. You can videoconference with them, send an e-mail or send them a voice-mail message.

Once a connection is established between the Monitor Station (using Video VoxPhone GOLD 2.0) and the Remote Location (using Video VoxPhoneMONITOR), you can easily talk with anyone. If both sides have microphones and/or headsets, you can talk to each other. If both sides have webcams or video cameras, you can see each other.

Those at the Monitor Station can send voice-emails to the Remote Location, however those at the Remote Location can not send voice-emails out. For more information on voice-mail, please see the Video VoxPhone GOLD 2.0 User's Guide.

Multiple Calls

Video VoxPhoneMONITOR allows multiple calls. A call can be thought of as a session. Video VoxPhoneMONITOR 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.
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.

Video VoxPhoneMONITOR allows you to receive multiple calls. When you have multiple calling sessions, Video VoxPhoneMONITOR lists each call in the Session list in the main Video VoxPhoneMONITOR window. In the Session list, each call is designated by a phone icon. 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. However, if you are sending video from Video VoxPhoneMONITOR, even when a call is on hold, the video will continue to be sent. You may talk to only one Monitor Station at a time, however all the Monitor Stations will see what is taking place at the Remote Location.

Ending A Call

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

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

Video VoxPhoneMONITOR removes the call from the Session list.

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 VoxPhoneMONITOR'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 VoxPhoneMONITOR automatically controls the Voice Activation level and therefore does not display the yellow triangle in the Audio Control area of the main Video VoxPhoneMONITOR 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 VoxPhoneMONITOR 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 VoxPhoneMONITOR main menu**, select **Tools** then click on **Network Information**.
2. When you finish viewing the information, click on **OK**.

Viewing Internet "Packet" Data Flow

Video VoxPhoneMONITOR allows you to view complete Internet data transfer information, which may come in handy if you have to resolve connection problems with your Internet Service Provider (ISP). Video VoxPhoneMONITOR breaks audio and video messages into pieces called packets and transmits the packets over the Internet

If Video VoxPhoneMONITOR is not receiving information from a Monitor Station, or others are not receiving information from you, you may want to check the packet flow, to see if Video VoxPhoneMONITOR is receiving packets, sending packets, missing packets or having other problems with the Internet data flow. These problems can be due to a number of factors, including the other parties connection to the Internet, and the load demand on either your computer or the other parties' computer.

> You must have an active session (be connected to a Monitor Station) in order to view packet data from the statistics screen. If there is no active session, no packets are being sent or received, so there is no data to view.

To view the packet flow of information being sent and received:

1. From the **Video VoxPhoneMONITOR main screen** click on **Tools**.
2. Then click on **Statistics**.
3. Talk into the microphone, you should see the number in the **Transmitted** field increase.
4. Have the other party talk into their microphone, and the number in the **Received** field should increase.
5. Note and **Missed, Duplicated,** or **Late** packet information.
6. More details on what each field represents are described below.
7. When you are done viewing this information, click **Close**.
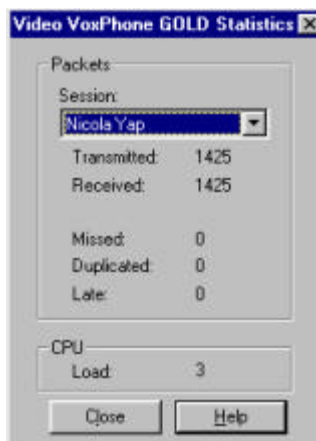
Each Statistic field is described in detail below.

Session: Indicates which session the statistics are about. Video VoxPhoneMONITOR considers each connection between itself and a Monitor Station a *session*. If you have more than one session active (you are connected to more than one Monitor Station) you may view the packet flow (transmission of data over the Internet) for each session. To pick a session, click on the pull-down menu and choose from the active sessions.

Transmitted: Indicates the number of packets your machine has transmitted during the selected session. If it is zero, your machine is not sending information. If you talk into the microphone and/or are sending video, this number should consistently be increasing – indicating information is being sent.

Received: Indicates the number of packets your machine has received during the selected session. If it is zero, your machine is not receiving information and/or the other machine is having a problem sending information.

Missed: Indicates the number of packets that were sent to, but never received by, your machine. It is not unusual for approximately 5% of the packets transmitted to be missed. Video VoxPhoneMONITOR is able to operate satisfactorily with up to 10% missed packets. If more than 10% of the packets transmitted are missed, audio and video quality becomes choppy.

Duplicated: Indicates the number of packets your machine received that were duplicates of packets already received by your machine. Video VoxPhoneMONITOR ignores duplicate packets. A large number of duplicate packets is not a cause for concern.

Late: Indicates the number of packets received by your machine out of sequence or too late to be of use. Since Video VoxPhoneMONITOR stores a certain number of packets in a buffer, it can re-sequence and compensate for some late packets. Packets re-sequenced by Video VoxPhoneMONITOR are not reported as late. Video VoxPhoneMONITOR ignores late packets. However, a large percentage of late packets (more than 10%) may cause choppy audio and video.

CPU Load: Indicates the relative load that Video VoxPhoneMONITOR is placing on your computer's CPU. Generally, a number greater than 95% is indicative of a performance related problem. If your CPU Load is high, you may be running too many programs at one time. Try closing programs to see if the CPU Load decreases.

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 <u>either</u> transmit <u>or</u> 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.

<u>*In order to use the full-duplex capability of Video VoxPhoneMONITOR , your soundcard and audio drivers must support full-duplex audio.*</u>

(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 VoxPhoneMONITOR 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) I can't connect to Video VoxPhoneMONITOR – why do my calls get rejected?
*Part of the built-in security with Video VoxPhoneMONITOR is to reject all calls which are **not** from authorized users. You must have your **first** and **Last** name entered letter-for-letter, exactly the way it appears in the **User's Information Screen** of Video VoxPhone GOLD in Video VoxPhoneMONITOR's **User's List** otherwise, your call will be rejected and you won't be able to connect to the Remote Location. This is a security feature, to ensure only those you authorize can view the Remote Location.*

To correct the problem:
1. *First check what name you are using at the Monitor Station. In Video VoxPhone Gold, go to the **Tools** menu and click on **Options**. From the User's tab, see what is entered in the **First Name** and **Last Name** fields.*
2. *Then check to see if these names are entered <u>exactly</u> letter-for-letter in Video VoxPhoneMONITOR at the Remote Location. Go to the **Tools** menu and click on **Options**. Select **Blocking**. You should see the exact same **First** and **Last** names in the **User's List** window, only they will be reversed, separated by a comma.*
3. *If either sides **First** and **Last** names differ, change one to match the other <u>exactly</u> and try connecting again.*

(iv) Why can't I hear my Remote Location?
In order to hear your Remote Location you must have a microphone, soundcard and sound drivers installed and correctly configured at the Remote Location and you must have speakers, a soundcard and sound drivers installed and correctly configured at the Monitor Location. You also may have to turn up the microphone sensitivity volume at the Remote Location and re-position the Remote Location's microphone, depending on how sensitive your microphone is and how big an area you are

attempting to remotely monitor.

*Some microphones are **unidirectional** meaning they only receive sound which is directly in front of the microphone. Other microphones are **bi-directional** meaning they can receive sounds within a certain radius from all sides of the microphone.*

1. Check your microphone, soundcard and sound driver installation and configuration on both the Remote Location's computer and the Monitor Station's computer.
2. Check your microphone at the Remote Location, if it is unidirectional you will have to aim it at a specific location which you'd like to hear.
3. Turn the microphone sensitivity volume up in Video VoxPhoneMONITOR by dragging the slider bar towards the right next to the microphone symbol.

4. Make sure your microphone is not muted (if there is a red circle with a slash through it over the microphone symbol, click on the microphone symbol to un-mute it.)

5. Try turning off Automatic Gain Control (AGC) if you have it on, or turning it on if you have it off.
6. Try different microphones, to see if you can get a more sensitive microphone. You may also be able to buy an extension cord to move the microphone closer to the area which you'd like to remotely listen to – check with the microphone's manufacturer.
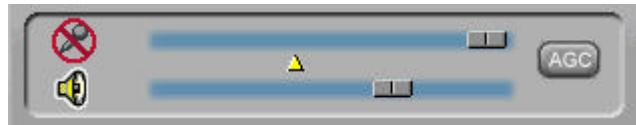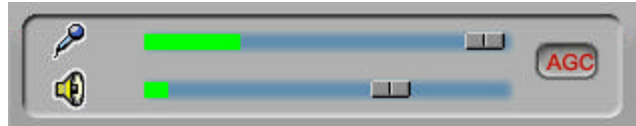
Troubleshooting

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 sep arate 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 VoxPhoneMONITOR'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 VoxPhoneMONITOR window. (Drag the speaker volume slider toward the right.)
   * Use Video VoxPhoneMONITOR 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.

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 VoxPhoneMONITOR 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 VoxPhoneMONITOR.
* 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 MONITOR again and re-establish your call.
* Increase the Playback Delay setting.

Half-Duplex: Cannot Switch Between Talk and Listen Modes
If Video VoxPhoneMONITOR 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.

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 VoxPhoneMONITOR, 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)

Important Points to Note

1. Before starting Video VoxPhoneMONITOR, you should be connected and online with your Internet 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 14 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 VoxPhoneMONITOR can detect and indicate whether your soundcard supports full-duplex audio. Please refer to page 24 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 VoxPhoneMONITOR at any time through your options setting as mentioned on page 22 of this manual.
5. After you have completed the Setup Wizard, the Main Menu will appear on the screen. Then you are ready to 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. You must call in to your Remote Location with Video VoxPhone Gold 2.0 or higher. Previous versions of Video VoxPhone will **not** work properly.
9. The First and Last names in Video VoxPhone Gold's User Information Screen must match exactly the first and last names in Video VoxPhoneMONITOR's User's List, or else Video VoxPhoneMONITOR will not accept the connection. Please see page 23 of this manual for details.