

How to

Activate your NetSpeak WebPhone

Press the [DIR] button to open the *Personal Directory* window and double click on the "NetSpeak Sales" party. You will be connected to a NetSpeak sales agent.

You may also go to NetSpeak's home page at <http://www.netspeak.com> with your Web browser and click on the *Activate Your WebPhone* icon.

Add parties to your Personal Directory

Press the [DIR] button to open the *Personal Directory* window.

To add a party from scratch:

Press the *Add* button to open the *Add Party* dialog, fill in the information, then press the "Add Party" text on the top of the dialog to add the party.

To add a party you are talking to:

Drag the Line [L1], [L2], etc.. button, which contains the party you wish to add, into the *Personal Directory* window. If you drag a Line containing a conference call, all the participants will be added to your Personal Directory. The Line may be in any state (i.e., IN USE, BUSY, ON HOLD...).

To add parties returned from an Information search:

Press the [INF] button to open the *Information* window. Perform your search (See: **How to Find someone to talk to**). Select one or more returned parties and drag them into your Personal Directory.

Adjust your Microphone and Speaker Volumes

Press the flip door latch (the triangular button under the [DIR] button) to open the flip door. Move the MIC or SPK volume slider to the right to increase the volume or to the left to decrease the volume of your microphone or speakers respectively,

To set the volume levels:

Run Window's *Sound Recorder* application and record and playback a WAV file. Adjust the MIC and/or SPK volumes to the desired levels and re-record and playback a WAV file to verify your settings are satisfactory. Repeat as necessary until the MIC and SPK volumes are set properly.

If your sound card supports Automatic Gain Control (AGC), enable it with the mixer application which accompanied your sound card. Win 95 users may use the *Volume Control* application.

Adjust your Voice Activation Level

Press the flip door latch (the triangular button under the [DIR] button) to open the flip door. Move the VOX slider while speaking into the microphone with your normal voice until the green bar obscures the red bar and the word SPEAKING is annunciated. When you stop talking, the word SILENCE should be annunciated.

Note: if you increase/decrease your MIC volume, your VOX level will need to be increased/decreased to maintain the same voice activation level.

If you are using speakers and a microphone and talking in full duplex mode:

Lower your SPK volume and raise your MIC volume and VOX level to prevent feedback of what you hear into the microphone.

Answer a call

Push in the Line button which has the flashing green LED. The caller's identification is in the

WebPhone display.

See also: **How to Get caller information.**

Assign a party to a speed dial button

Press the [DIR] button to open your Personal Directory window. Drag the party from your Personal Directory onto the desired speed dial button ([0], [1], [2],...[9]).

To see which party is assigned to a speed dial button:

Right click on the speed dial button to view the assigned party's information in the WebPhone display. If no party is assigned, no party information will be displayed.

See also: **How to Speed dial**

Assign OGMs to specific parties

Press the [DIR] button to open the *Personal Directory* window. Press the [MSG] button to open the *Voice Mail Messages* window then press the OGMs button to open the *Outgoing Messages* window. Drag the OGM from the *Outgoing Messages* window onto the desired party in your Personal Directory. You may assign the same OGM to multiple parties in your Personal Directory.

See also: **How to Create custom Outgoing Messages.**

Auto Answer

Select *auto answer calls* in the *WebPhone Parameters* section of *Configure*, if you would like to have incoming calls answered automatically. If this option is selected, you do not need to click on the line button to answer a call when no other calls are active. Calls that are answered automatically are announced with a sound effect that can be customized under the *Sound Effects* page in Webphone Configuration. Blanking out the sound effect specified for auto answer will result in calls being answered without any audible notification.

Block calls from a party

Press the [DIR] button to open the *Personal Directory* window. Right click on the desired party to open the *Update Party* dialog. Check the *Reject Calls* radio button then press the "Update Party" text on top of the dialog to save your change. You may also force all calls from the party to the voice mail system by checking the *Accept Voice Mail Only* radio button.

If you only wish to receive calls from parties in your Personal Directory, press the flip door latch (the triangular button under the [DIR] button) to open the flip door. Press the [CFG] button to open the *Configure* window then press the *WebPhone Parameters* radio button to view the WebPhone parameters. Push in the *reject calls from parties not in directory* radio button then press the "Configure" text on top of the *Configure* window to save the change.

Call a party

From the WebPhone display:

Enter the party's e-mail address or IP address in the top part of the WebPhone display at the > prompt then press the [SND] button. You may also press [Enter] on your keyboard instead of pressing the [SND] button. If the party you wish to call is in your Personal Directory, you may enter the party's alias or their first and last name in the top part of the WebPhone display and press the [SND] button. You may also enter portions of the party's first and last name (e.g., *sh mat* instead of shane mattaway).

From your Personal Directory:

Press the [DIR] button to open the *Personal Directory* window. Double click on the party you wish to call or drag the party you wish to call onto the desired Line button on the WebPhone.

From Information window:

Press the [INF] button to open the *Information* window. Perform your search (See: **How to Find someone to talk to**). Double click on the returned party you wish to call or drag the returned party you wish to call onto the desired Line button on the WebPhone.

Change your default OGM

The default outgoing message is played to all parties with unassigned OGMs who call you and get your answering machine. Press the [MSG] button to open the *Voice Mail Messages* window then press the OGMs button to open the *Outgoing Messages* window. Right click on the OGM entitled "default outgoing message" to open the *Outgoing Message Composer* dialog and re-record the OGM.

Change your User Information

Press the flip door latch (the triangular button under the [DIR] button) to open the flip door. Press the [CFG] button to open the *Configure* window then press the *User Information* button to view the User Information parameters. Make the desired changes then press the "Configure" text on top of the dialog to save your changes.

Conference calls

An example: assume party A is on Line [L1] and party B is on Line [L2]. To conference parties A & B simply drag the [L1 o] button onto the [L2 o] button. Line 1 will go IDLE and Line 2 will change to [C2 o] to indicate it is a conference line containing parties A & B. You could also drag the [L2 o] button onto the [L1 o] button to conference the parties.

To add an additional party to the conference, drag the Line containing the additional party onto the existing conference Line.

To end a conference call:

Make the Line containing the conference the active Line if it not already the active Line and press the [END] button. Any conference call participant may add other parties to the conference call and any participant may exit the conference call (even the conference call initiator).

To find out which parties are on a conference call:

Right click on the Line button containing the conference call to obtain a list of participants in the WebPhone display or look in the *Noteboard* display list.

To talk to a conference call participant privately:

Right click on the Line button containing the conference call to obtain a list of participants in the WebPhone display then drag the desired participant onto a free Line button.

Configure your NetSpeak WebPhone

Press the flip door latch (the triangular button under the [DIR] button) to open the flip door. Press the [CFG] button to open the *Configure* window. Press the radio O button of the desired category to view that category's parameters. Make the desired changes then press the "Configure" text on top of the dialog to save your changes. You may press the [CFG] button anytime before saving your changes to restore all parameters to their original settings.

The categories of configurable parameters are:

- User Information
- Network Parameters
- WebPhone Parameters
- Sound Card Devices
- Sound Effects

Contact NetSpeak Corporation

NetSpeak is located at 902 Clint Moore Road, Suite 104, Boca Raton, Florida 33487.

Sales and Technical Support hours of operation:

10:00AM to 1:00AM EST, 7 days a week

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E-mail addresses:

Information: info@netspeak.com

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Web site URL:

http://www.netspeak.com

Create custom OutGoing Messages (OGMs)

Press the [MSG] button to open the *Voice Mail Messages* window then press the OGMs button to open the *Outgoing Messages* window. Click on the *Add* button to open the *OGM Composer* dialog. Enter a textual description for the outgoing message. Press the Record [O] button and record your message, then press the Stop [REL] button when you are finished. Press the Play [>] button to hear the recorded outgoing message.

See also: **How to Assign OGMs to specific parties.**

Delete parties from your Personal Directory

Press the [DIR] button on the WebPhone to open the *Personal Directory* window. Select the parties to be deleted and drag them to the *Delete* button. You can also highlight the party in the *Personal Directory* then click on the *Delete* button, then click on *Delete Party*.

Delete voice mail messages

Press the [MSG] button to open the *Voice Mail Messages* window select the voice mail messages to be deleted and drag them to the *Delete* button.

Delete outgoing messages

Press the [MSG] button to open the *Voice Mail Messages* window then press the OGMs button to open the *Outgoing Messages* window. Select the outgoing messages to be deleted and drag them to the *Delete* button.

Determine which party is assigned to a speed dial button

Right click on the speed dial button (one of the [0], [1], [2], ... [9] buttons) to view the assigned party's caller identification in the WebPhone display.

Enable/Disable Do Not Disturb

Do Not Disturb routes all inbound calls to the integrated Voice Mail System. Make sure your answering machine is enabled in the *Configure* window in the *WebPhone Parameters* section. See: **How to Configure your WebPhone.**

To enable Do Not Disturb:

Press in the [DND] button. The DND annunciator Ø appears in the WebPhones display.

To disable Do Not Disturb:

Pop out the [DND] button. The DND annunciator Ø disappears from the WebPhones display.

Note: you will still receive calls from parties in your Personal Directory for which you have selected the *ring through DND* option.

See also: **How to Block calls from a party**

End a call

Make sure the Line button containing the call you wish to end is pressed in then press the [END] button on the WebPhone.

Exit WebPhone

Press the exit X button on the bottom right of the flip door to exit WebPhone.

WebPhone will minimize for a few seconds while it notifies the NetSpeak Connection Server you are going off-line. If you exit WebPhone after losing your Internet connection, WebPhone will remain minimized while it attempts to notify the NetSpeak Connection Server. WebPhone will give up after about 60 seconds. You may restore WebPhone and exit again to force WebPhone to disappear from the desktop (or taskbar on Win 95) faster.

Find someone to talk to

Press the [INF] button to open the *Information* window. Enter search criteria about the party or parties you wish to call in the upper *query* window pane and press the *Search* button. Parties matching the search criteria are returned in the lower *results* window pane.

Search criteria may consist of partial words (e.g., City: MIA instead of City: MIAMI) and the wildcard characters * and ?. Where * represents *any number of any character* and ? represents *any one character*. For example: To find everyone with a last name ending in "sky", enter Last Name: *sky in the *query* window pane.

To call one of the parties returned from your search:

Press the [DIR] button to open the *Personal Directory* window. Double click on the party you wish to call or drag the party you wish to call onto the desired Line button on the WebPhone.

To save one of the parties returned from your search into your Personal Directory see: **How to Add parties to your Personal Directory.**

Get caller information

Right click on the Line button containing the party to be identified and the full name, alias, e-mail address and current IP address of the party will appear in the WebPhone display for 5 seconds or until you click the mouse button, whichever comes first.

For more complete information, add the party to your Personal Directory (see: **How to Add parties to your Personal Directory**) and right click on it to open the *Update Party* dialog.

Get details on Voice Mail Messages

Press the [MSG] button on the WebPhone to open the *Voice Mail Messages* window. Right click on the desired message to open the *Voice Mail Details* window. Once opened, you may view the details for other messages in the *Voice Mail Details* window by selecting the desired messages in the *Voice Mail Messages* window.

Get off-line Voice Mail

Off-line voice mail is voice mail sent to you by other WebPhone users while your WebPhone was

not running or you were off-line.

Press the [MSG] button on the WebPhone to open the *Voice Mail Messages* window. Press the *Retrieve* off-line voice mail button. This opens the *Retrieving Off-line Voice Mail* indicator window. To cancel press the [x] button. If off-line voice mail exists, a red cassette will appear in the WebPhone display and the retrieved off-line voice mail messages will appear in the *Voice Mail Messages* window.

Your correct E-mail login, E-mail password and POP Server address are required in order to fetch your off-line voice mail. See: **Configure your WebPhone** to learn how to assign these parameters.

Get technical support

Press the [DIR] button to open the *Personal Directory* window and double click on the "NetSpeak Tech Support" party. You will be connected to a NetSpeak technical support agent.

To get technical support from NetSpeak's Web site:

Go to NetSpeak's home page at <http://www.netspeak.com> with your Web browser and click on the *Help Desk* icon.

Hold Calls

Place a call on Hold:

Make sure the Line button containing the call you wish to hold is pressed in then press the [HLD] button. The LED on the Line button will blink red and "ON HOLD" will appear in the display. You may also place a call on hold by simply popping out the desired Line button.

Take a call off Hold:

To take a call off hold, press the Line button in.

Leave Voice Mail

When you call someone and get their answering machine or the party is OFF-LINE, a *Voice Mail Composer* dialog will appear. Press the Record [O] button and record your message, then press the Stop [DEL] button when you are finished. Press the Play [>] button to hear the recorded message. You may repeat the procedure until the message is satisfactory.

Press the [END] button on the WebPhone or the Exit X button on the *Voice Mail Composer* dialog to send the voice mail message and end the call. A gray cassette will appear in the WebPhone display while the voice mail message is being transmitted.

If you wish to cancel the voice mail message, press the cancel [x] button before pressing [END] to end the call.

Listen to your Voice Mail Messages

Press the [MSG] button on the WebPhone to open the *Voice Mail Messages* window. Double click on the desired message to open the *Voice Mail Player* dialog and playback the message. Press the Play [>] button to replay the message.

Minimize WebPhone

Press the .z button on the bottom left of the flip door to minimized WebPhone onto your desktop. Win 95 users will find the minimized WebPhone in the Task Bar.

Mute a call

Make sure the Line button containing the call you wish to mute is pressed in then press in the [MUT] button to mute the call. The LED on the Line button will turn yellow.

To take a call off mute, pop out the [MUT] button.

Open the *About NetSpeak WebPhone* dialog

Press the "WebPhone" text on the flip door to open the *About NetSpeak WebPhone* dialog.

Open the flip door

Press the flip door latch (the triangular button under the [DIR] button) to open the flip door. Press the flip door latch again to close the flip door.

Open your Personal Directory

Press the [DIR] button on the WebPhone to open the *Personal Directory* window.

See also: **How to Add parties to your Personal Directory, How to Update a party's information in your personal Directory and How to Call a party**

Move WebPhone

Place the mouse onto any non-interactive part of the WebPhone (the mouse cursor will change to an arrow) and drag the WebPhone to the desired position on your desktop. Move WebPhone's windows and dialogs in the same fashion.

Re-call the last party called

Press the [RCL] button on the WebPhone.

To view the last party called:

Right click on the [RCL] button on the WebPhone and the caller information of the last party called will appear in the WebPhone display for 5 seconds or until a mouse click occurs, whichever comes first.

Speed dial

Press the desired speed dial button (one of the [0], [1], [2],... [9] buttons) and press the [SND] button or press [Enter] on your keyboard.

To see which party is assigned to a speed dial button:

Right click on the speed dial button to view the assigned party's information in the WebPhone display. If no party is assigned, no party information will be displayed.

See also: **How to Assign a party to a speed dial button**

Text chat with other parties

Press the flip door latch (the triangular button under the [DIR] button) to open the flip door then press the [TXT] button to open the *NoteBoard* window.

Enter text (or paste text from other applications) in the lower *text entry* window pane and press [Enter] on your keyboard to send the text to the party or parties selected in the *Send to:* selection box. The transmitted text will appear in the upper *transcription* window pane.

You may receive text messages in the upper *transcription* window pane from any of the parties you are talking to regardless of the states of their respective Lines (IN USE, ON HOLD or HOLDING).

Select party to send text to:

Select the desired party in the *Send to:* drop down list box.

To erase the *transcription* window pane:

Press the erase button.

To save or print the contents of the *transcription* window pane:

Select the text in the *transcription* window pane and press both the [CTRL]+[C] keys on the keyboard to copy the contents to the Window's Clipboard. Run Windows *Notepad* application and press both the [CTRL]+[V] keys on the keyboard to paste the Clipboard contents into the document. Now save or print the *Notepad* document. Win 95 users may also use the *WordPad* application.

Transfer a call to another party

Press the [DIR] button on the WebPhone to open the *Personal Directory* window. Hold the [ALT] key down on the keyboard and drag the Line button containing the party to be transferred onto the party in the *Personal Directory* window to which the call is to be transferred.

Update a party's information in your personal Directory

Press the [DIR] button on the WebPhone to open the *Personal Directory* window. Right click on the party to be updated to open the *Update Party* dialog. Make the desired changes then press the "Update Party" text on top of the dialog to save your changes. Once the *Update Party* dialog is open, you may update other parties by selecting the desired party in the *Personal Directory* window.

View the last party called

Right click on the [RCL] button on the WebPhone and the caller information of the last party called will appear in the WebPhone display for 5 seconds or until a mouse click occurs, whichever comes first.

See also: **How to Re-call the last party called**

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