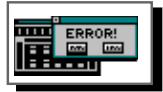


VocalChat Troubleshooting



[MESSAGE LINE ERROR MESSAGES](#)



[VOCALCHAT ERROR MESSAGES](#)



[VOICE BOX BROWSER ERROR MESSAGES](#)



[PROBLEMS AND SOLUTIONS](#)

Message Line Error Messages

AUDIO DEVICE BUSY

BAD AUDIO FORMAT

CAN'T RUN VOICEBOX

CONNECTION TIMED OUT

NETWORK ERROR!

NO VOICEBOX

REMOTE AUDIO BUSY

REMOTE BAD AUDIO FMT

REMOTE ICM PROBLEM

REMOTE OGM ERROR

REMOTE UNKNOWN DATA

REMOTE UNKNOWN ERROR

UNKNOWN DATA

VOICEBOX ICM ERROR

VOICEBOX OGM ERROR

"AUDIO DEVICE BUSY"

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

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

"BAD AUDIO FORMAT"

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

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

"CAN'T RUN VOICEBOX"

An error occurred while trying to run the Voice Box browser from VocalChat.

- ◆ If there is not enough memory (you can't run any other Windows application), try to quit one or more applications, then try to run the Voice Box browser again.
- ◆ If you still can't run the Voice Box browser by clicking the Voice Box browser icon in the VocalChat program group, and the problem is not memory, run the VocalChat Setup program again.

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