VocalChat

User's Guide

Version 2.0

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GUIDE101.DOC 5/13/94

VOCALCHAT USER'S GUIDE

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Contents

Introducing VocalChat

Welcome to VocalChat, the first Windows application that allows real time vocal communication and voice messaging between network users who have a speaker, a microphone and any Windows-compatible sound board.

Here are a few reasons why VocalChat is perfect for you:

Communicate in your own voice   With VocalChat, users communicate with their own live voice. No need to read long text messages or try to struggle through unintelligible computerized voice. VocalChat communicates clear real time voice over the network. It was designed to maximize the sound quality of existing Windows compatible audio devices, turning out the best sound your audio device can produce.

It has all the communication options you need   VocalChat supports two-way conversation between any two users on the network, or a one-way broadcast by one user to all other users, or to a network group. You can exchange voice messages with other network users and set an outgoing message for users who call you when you are away or busy.

It's incredibly easy to use   VocalChat fully exploits of the Windows graphic interface. Calling and talking to a user takes a simple mouse click. Customizable Quick-Dial buttons serve as your digital phone book to the network users. A unique "voice activation" interface recognizes when you start or stop talking, allowing hands-free operation. A dynamic minimized icon mode and hot keys allow for easy multitasking with other applications.

A Voice Box that's easier than Voice mail   Each of the network users has a personal Voice box. Users can leave voice messages of any length on any user's voice box. An answering machine feature automatically directs callers to the Voice Box when you are away or busy, and greets them with a personalized message which you can record in seconds. A powerful browser lets you listen to new voice messages, and organize them in a flexible folder system. Voice mail was never this easy!

Getting Started

The VocalChat User's Guide includes all the information you need in order to use VocalChat. All the features, functions and commands are covered in detail. If you prefer to begin immediately, we suggest that you first install and run the VocalChat Tutorial, which is included on a separate diskette. The Tutorial is a good way to learn the VocalChat basics. In addition, full on-line help is readily available from within VocalChat, letting you learn the program while you use it.

The VocalChat User's Guide is divided into the following parts:

■ **Chapter 1: Introduction**   Describes the main VocalChat features and specifies the minimum network and system requirements. Instructs you how to install VocalChat.

■ **Chapter 2: Using VocalChat**   Start VocalChat. Learn about the VocalChat window and interface. Talk with other users over the network, and broadcast to network users or groups. Access network users with the Address Book and Quick-Dial buttons.

■ **Chapter 3: The Voice Box**   Leave and receive voice messages. Learn to use the Voice Box browser, and to set the Automatic Answering mode.

■ **Chapter 4: Fine-tuning VocalChat**   Fine-tune VocalChat to your unique needs with the many options which VocalChat provides. Learn how to use VocalChat in the background while working on other applications.

■ **Chapter 5: Reference**   Contains concise descriptions of menu and toolbar commands and of the Quick Dial button modes, for quick reference.

Chapter 1

Introduction

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Introduction

Network and System Requirements

Installation

Introduction

VocalChat is a unique office voice communications system. It works side by side with traditional communication systems, such as phones, PBXs and intercoms, and lets users talk or leave voice messages over the network. With VocalChat, there are fewer occupied phone lines, less overload, and lower expenses. VocalChat is much easier to install and use, and significantly less expensive than existing voice-mail systems. VocalChat doesn't require additional hardware: all you need to do is install VocalChat on your network, run the quick user installation for each user, and connect audio devices to the workstations. VocalChat doesn't interfere with work on other applications: you only notice it's there when you need it.
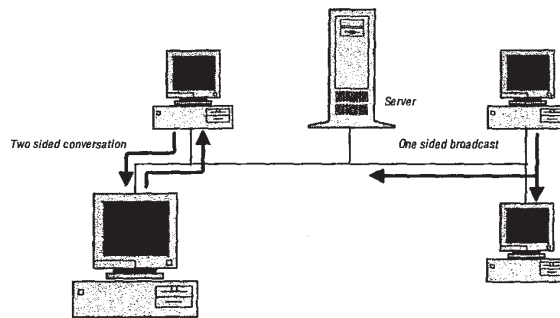
VocalChat transmits voice across the network from one workstation to another. The number of conversations and broadcasts that can take place at any one time is limited only by available network resources, although only two users can participate in one conversation. VocalChat maximizes the sound quality on each of the systems and supports different sound formats on different systems. Any Windows compatible sound board can be used.

VocalChat supports the following real-time voice communication options:

- Two-way natural voice conversation between any two users on the network.

- One-way global voice broadcast to all the network segment users.

- One-way voice broadcast to a network group or workgroup (only on Novell NetWare or Microsoft Windows for Workgroups).

All the users who have VocalChat installed are registered in VocalChat's **Address Book**. The Address Book contains each user's name, phone number, E-mail address and other information. The VocalChat users can open the Address Book by clicking on a tool bar button, and access any of the users listed. A direct listing of all the network users is provided as an optional way of accessing them. The user can also set **Quick-Dial buttons** to represent frequently accessed users and groups, and call or leave them a voice message with one mouse click.

Other options include real-time software compression, hot keys for remote control, and full functionality while in minimized mode. A powerful voice-activation interface makes conversation easy, and enables hands-free operation.

In addition to real-time voice communication, VocalChat provides full support for voice messaging between network users. Each of the VocalChat users can have a server-based **Voice Box** and users can leave voice messages on the Voice Box of any other user, even when the user is away and his system is not working.
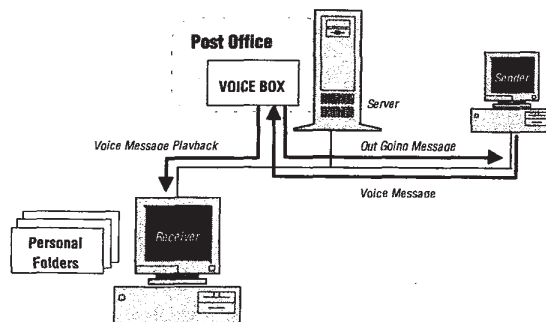
VocalChat supports the following voice messaging options:

- Record a voice message on the fly onto another user's Voice Box.

- Record and send a voice file to the Voice Box of one or more users. The file can be any sound file in the standard Windows WAV format.

- The Automatic Answering mode directs VocalChat callers to a user's Voice Box when he is away or busy, and lets them leave a voice message on it.

The different Voice Boxes are located in the VocalChat **Post Office**, which is created during installation, and which also includes the Address Book.

The **Automatic Answering** mode, which automatically directs callers to your Voice Box when you are not available, can be toggled on by clicking a tool bar icon, or automatically triggered after a caller has been ringing you for a number of seconds.

With VocalChat's Automatic Answering mode, you get some unique features that you will not see in other voice-mail systems. Users who call you when you are away or busy hear a personalized message recorded by you. You can easily record a new outgoing personalized message, or choose one from a set of messages you recorded beforehand. It works just like an answering machine. It is also possible to hear the voice messages while they are being recorded into your Voice Box.

Messages can be played back with the easy to use **Voice Box browser**, which is a full-blown separate application. It can be accessed from within VocalChat or directly from the Program Manager. All the messages can be played sequentially or separately. Playback is controlled by familiar tape recorder-like buttons: play, stop, pause, rewind and fast forward. Important messages can be copied into a set of personal folders and organized by subject or date. The personal folders can be in the Post Office directory, or in any directory that you desire.

The Voice Box browser can do even more: it lets you turn VocalChat into a full-blown dictation system!. You can use hot keys to play back a dictation you received as a voice file from another user, while typing it in a word processor or spreadsheet.

Network and System Requirements

Before starting, take a minute to make sure your network and system meet the minimum requirements needed to run VocalChat.

Supported Networks:

- Novell NetWare 2.x or higher

- Microsoft Windows for Workgroups

- TCP/IP

- Other networks that use the NetBIOS or IPX protocols

Further Information   For detailed information on the networks supported by VocalChat, and on how to install, set up and use VocalChat on your network, refer to the **VocalChat Information** Help file, which appears as an icon in your VocalChat Program Manager group. You can read it on screen, or print out relevant topics.

Your system must have the following minimum configuration:

- 386SX or higher IBM-compatible computer

- 4 MB RAM

- Windows 3.1 or higher

- A Windows-compatible sound board

- A compatible speaker or earphones

- A compatible microphone, handset, or headset

Installing VocalChat

You have the following installation options:

■ **Server installation**   Installs the VocalChat program files, directories and sound indication files on a network drive, for all network users. Creates the VocalChat Post Office and Address Book.

■ **User Installation**   Creates a VocalChat program manager group and an INI file with the user's individual preferences, and directs the workstation to the server or workstation drive that holds the VocalChat program files and directories. Also updates the Address Book to include the user and user information, and creates a Voice Box directory for him, if he so desires.

Further Information   For more information on the installation and setup options, refer to the **Networks Information** document in your VocalChat Program Manager group.

To install VocalChat on your system

1   Insert the **VocalChat Disk** in drive A.

2   Start Windows by typing "WIN" and pressing [Enter↵].

3   Choose RUN from the Program Manager FILE menu.

4   Type "A:\SETUP" in the command line box and press [Enter↵].

5   Follow the installation instructions on the screen.

Chapter 2

Using VocalChat

Chapter Contents

Starting and Quitting VocalChat

After installing VocalChat on your system, the Setup program creates a VocalChat program group. In this group are the VocalChat and the Voice Box browser icons.

Starting VocalChat

1   Switch to the Program Manager window.

2   Open the program group that contains the VocalChat icon.

3   Do one of the following:

- Double-click the VocalChat icon.

- Use the arrow-keys to select the VocalChat icon, and the [Enter↵] key to start it.

VocalChat icon

VocalChat

Quitting VocalChat

When you quit VocalChat, the Quick-Dial setup, preferences and the audio options settings are automatically saved to disk. Note that the Voice Box browser, if open, does not close when you exit VocalChat.

Do one of the following:

- From the Chat menu, choose Exit.

- Press [Alt]+[F4].

- Double-click the Control-menu box in the upper-left corner of the VocalChat window.

The VocalChat Window

When you open VocalChat, the VocalChat window appears as it was the last time you used it. It includes a menu bar, a tool bar, a message line, a Quick-Dial button panel and a status bar.

Menu bar — *Tool bar* — *Message line*

Status bar — *Quick-Dial buttons*
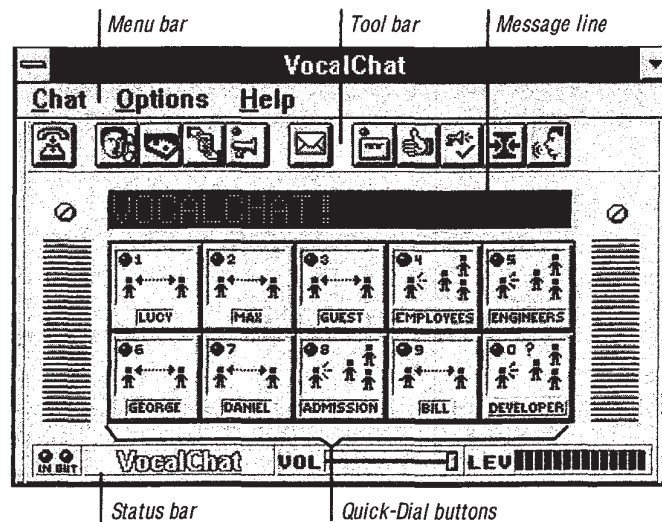
The **menu bar** is used to access all the VocalChat commands. Some menu items are options which can be turned on or off. Options which are on have a check mark next to them. Some items lead to dialog boxes, which are used for more complex operations. The **tool bar** buttons give quick access to the important commands and options. Tool bar options which are toggled on are highlighted in white. On-line descriptions pop up when your pointer pauses over a tool bar button.

The **message line** displays information about current status, commands being carried out and problems. All the messages displayed on the message line are stored for later reference in the Message Log.

The **Quick-Dial buttons** are used as a computerized phone book. Each of the buttons can be set to represent a network user or group. Once a button has been set to represent a user, it takes just a mouse click on the button to call the user or leave him a voice message. Choosing a Quick-Dial button with the right mouse button produces a pull-down menu for the button, which can be used to manipulate it, or to set it to represent another user. The Quick-Dial buttons are interactive. Throughout conversation or message leaving, the graphical image on the button changes to indicate the current mode. When you talk or leave a message to a user that is not represented by one of the buttons, the bottom-right button (called the **wild-card button**) is used for interaction.

Quick-Dial button when not in use

Quick-Dial button during interaction

The **status bar** shows the current status, indicating network information input or output, and the audio level. The **volume slider**, which is also located in the Status bar, is used to set the volume level of connected audio devices whose volume level is software controllable.

Network input/output   *Volume slider*   *Audio level*

On-Line Help

VocalChat includes extensive on-line help which you can access with one keystroke. It includes both reference information and step-by-step instructions for all the VocalChat commands. In addition to the VocalChat Help, two other Help files are available: a separate Help for the Voice Box browser, and the Troubleshooting Help, which gives instant solutions to different problems you might encounter while setting up or using VocalChat. It includes explanations of all the VocalChat problem and error messages. Both of these Helps can be accessed directly, or from within the VocalChat Help.

Getting Help

- Choose Contents from the Help menu, or press [F1].

   The VocalChat Help index appears. If a dialog box was open, specific help for it appears.

Searching for a specific Help topic

1   Choose Search from the Help menu, or choose the Search button in the Help window).

   The Search dialog box opens.

2   Choose a subject and press [Enter←].

   The relevant topics for this subject appear.

3   Choose a topic and press [Enter←].

Accesing the Troubleshooting Help

- Choose Troubleshooting from the Help menu (or double click on the Troubleshooting icon in the VocalChat Program Manager group).

   The Troubleshooting Help menu appears.

Talking with a Network User

Making a Call

You can use VocalChat to call and talk with any user on your network who has a sound board and VocalChat running.

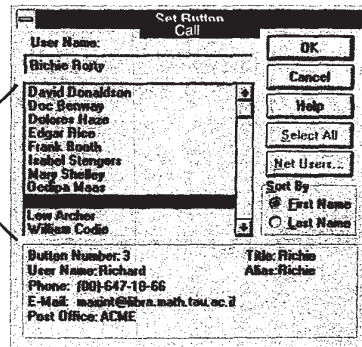1   Select Call from the Chat menu, or click on the tool bar Call button.

Click on the Call button

The Address Book opens up.

2   For now, just select a user from the user list, and choose "OK".

Address Book user list

♦ A message appears on the message line, accompanied by a dialing sound, indicating that the call is in progress. One of the Quick-Dial buttons depicts an animated hand knocking on a door. This button will be used for interaction with the user. If one of the buttons is already set to represent the user, it will be used. If none is set, the Wild Card button (bottom-right button on the Quick-Dial buttons panel) will be used.

Calling a user

♦ On the other user's VocalChat, a Quick-Dial button representing you starts ringing. He can answer your call by clicking on this button.

♦ If your call is answered, you will be able to talk with the other user. It is also possible that one of the following messages will be displayed on the message line:

  • **BUSY**   The other user is already engaged in a VocalChat conversation.

  • **VOICE BOX**   The other user has switched his VocalChat to Auto-Answer mode, or is not available. If a user does not answer a call, it is directed to his Voice Box after a few seconds. His personalized message is played, and you can either leave a message, or disconnect.

Conversation

A conversation starts when contact is established between two users. The message "CONNECTED!" appears on the message line.

♦   During a conversation, the two users must take turns speaking. They cannot both speak at the same time.

♦   There are three modes: *Speak*, *Idle*, and *Listen*. The user's button changes its image according to the current mode, and the current mode is displayed on the message line.

Speak   Idle   Listen
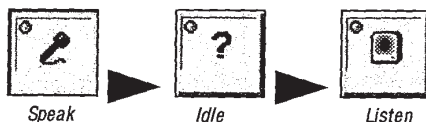
♦   When *Speak mode* is on, what you say is transmitted to the other user. When *Listen mode* is on, you hear what the other user is saying. When *Idle mode* is on, nobody is currently speaking.

♦   VocalChat uses its Voice-Activation interface to recognize when you are speaking, and automatically transmits what you say to the other user, if he is not speaking.

♦   Whenever you can speak, the VocalChat logo on the Status bar changes to the Speak Indicator.

————Speak Indicator

♦   The window's title shows the name of the user you are talking with. If the VocalChat window is in minimized form, the minimized icon functions like a Quick-Dial button, and the other user's name is shown below it.

Once you are connected to another user:

1 Speak.

Any sound registered on your audio device activates *Speak mode*, and is heard on the other user's system.

2 When you are finished speaking (that is, when VocalChat recognizes that you are silent) *Idle mode* is automatically activated.

3 When the other user is speaking, the button changes to *Listen mode*.

4 When the other user has finished speaking, the button changes back to *Idle mode*.

You can then respond by speaking again.

Conversation can also be conducted manually, by clicking the user's Quick-Dial button to start speaking, then clicking it again to return to *Idle mode*. In this way it is also possible to burst in and start speaking even when in *Listen mode*.

Further Information   For more information on making a conversation while working on another application, see **Chapter 4, Multitasking with VocalChat**. If VocalChat does not seem to respond correctly to your voice, see **Fine-tuning Voice Activation: the Audio Options** in **Chapter 4, Manual and Voice Activation**.

Disconnecting Calls and Conversations

To disconnect a call or conversation

Do one of the following:

- Choose the Disconnect command from the Chat menu.

- Choose on the Disconnect button in the tool bar.

  [icon]— *Disconnect button*

- Press [Esc] or [F9].

- Choose another user's Quick-Dial button.

  The current call is terminated, and a new call is made to the selected user.

VocalChat will report "DISCONNECTED".

Receiving a Call

When another user calls you, the Quick-Dial button representing the caller changes its appearance to that of a ringing phone, accompanied by a ringing sound. The message line shows the caller's name. If none of the Quick-Dial buttons is set to represent this caller, the wild-card button is used to interact with the caller.

If a user calls you and the VocalChat window is not currently displayed, it will pop up. A variety of options, discussed later on, give you full control on how VocalChat behaves when you receive a call while using another application.

- **To accept the call, click on the caller's button or press [Enter←].**

- **To reject the call, choose Disconnect from the menu or tool bar.**

If you accept the call, conversation with the other user starts. If you reject it, the call is disconnected.

It is possible to make access to your system immediate, by turning on the Auto Accept Calls option. More on this below.

Granting Callers Immediate Access

The Auto Accpet Calls options determines how easy it is for callers to reach you: when it is on, access is immediate, and callers can immediately start talking with you. When it is off, you need to click the caller's Quick-Dial button to answer his call, or click on Disconnect to reject it.

This option is most useful when you are running VocalChat in the background, while working on another application. In this way you don't have to switch to the VocalChat window whenever you get a call. Remeber that you can conduct a full VocalChat conversation even if the focus is not on the VocalChat window.

To grant immediate access to callers

- Select Auto Accept Calls from the Options menu, or the tool bar.

  A check-mark appears next to it in the menu, and the tool bar button is highlighted.

  —Auto Accept Calls button

If a user calls you now, there is no need for you to answer his call. Conversation with him starts immediately.

To disable Auto Accept Calls

- Re-select the command from the Options menu or its button in the tool bar.

  The check-mark disappears, and the Auto Accept Calls option is disabled.

Using the Quick-Dial buttons

When VocalChat is first started, the ten Quick-Dial buttons are vacant. When you call user with the Call command, a vacant button changes to hold the user's name if one does not hold it already. When all the buttons are used, the bottom-right button -- the wild-card button -- is temporarily used to represent another user who is calling or being called. As you have already seen, the Quick-Dial buttons are used for interaction with other users, and change their appearance to indicate the current mode.

The Quick-Dial buttons also have another purpose. They can serve as your computerized phone book, giving you direct access to frequently called network users and groups. The Quick-Dial button setup is recorded on disk, and remains the same each time you run VocalChat. Once a button has been set, simply click on it to trigger a call to the user or to leave him a voice message. There is no need to locate his name in the Address Book each time.

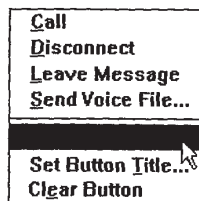|		
Empty button	*User button*	*Group button*

Setting a Quick-Dial Button

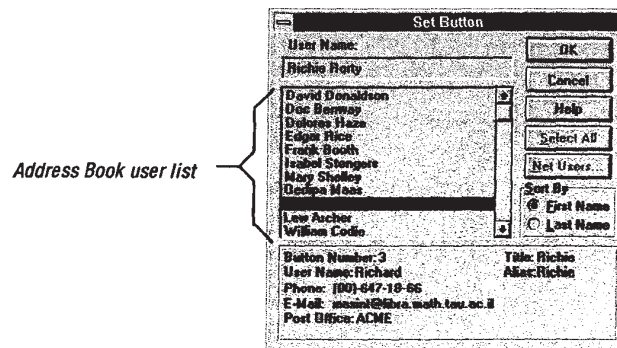**To set a Quick-Dial button**

1   Move the pointer over the desired Quick-Dial button. Click on the right mouse button and keep it pressed. If the button is vacant, you can also click the left mouse button.

   A pull-down menu appears next to the button.

   <u>C</u>all
   <u>D</u>isconnect
   <u>L</u>eave Message
   <u>S</u>end Voice File...

   Set Button <u>T</u>itle...
   Cl<u>e</u>ar Button

2 Choose Set Button and release the mouse button.

The Address Book dialog box appears.

Address Book user list

3 From the user list, choose the user name that you want the button to hold.

4 Click on "OK".

The Address Book closes, and the user's name appears on the lower part of the button.

Follow this procedure to customize the rest of the Quick-Dial buttons. Remember that the wild-card button setting will be overridden when a user that is not represented by one of the buttons calls you.

A user can appear on only one Quick-Dial button. If you set a button to represent a user who is already set on another button, the first button will be cleared. It is possible to set a button for yourself, and use it to leave voice messages on your Voice Box. In this way you can record notes and remarks, and play them back later.

Selecting Clear Button from the pull-down menu for a Quick-Dial button clears it.

On the Novell Netware or Windows for Workgoups networks, it is possible to set a button to hold a group name, and use it for group broadcasts.

Using the Quick-Dial Button Shortcut

Once you have set a button to hold a user's name, he is just a mouse click away. By clicking it with the left mouse button you can trigger a call or leave a voice message. The action which is triggered by clicking the left mouse button over a Quick-Dial button is set in the VocalChat Preferences.

Setting the left mouse button shortcut

1   Choose Preferences form the Options menu.

   The Preferences dialog box opens.

2   Select the desired action from the Quick Dial Buttons Default Action combo box.

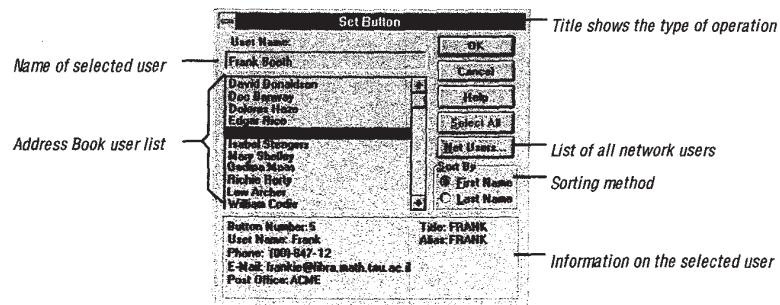3   Choose "OK".

To trigger the mouse shortcut

1   Set a Quick-Dial button to hold the user's name, if you have not already done so.

2   Do one of the following:

   • Choose the Quick-Dial button with the left mouse button.
   • Press ⟦Alt⟧ and the digit which appears on the top left side of the Quick-Dial button.

   The shortcut action is triggered for the button.

A Closer Look at the Address Book

Let's return for a closer look at the VocalChat Address Book.

The Address Book contains the names of all the network users who have VocalChat installed. It also contains information about each user, such as his alias, network name, phone number, E-mail and a line of comments. This information is set during installation, and can be changed by each user.
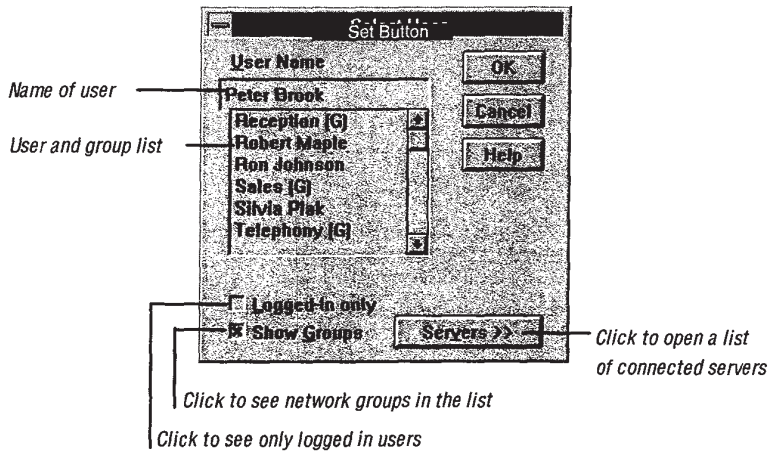
Name of selected user ————

Address Book user list ————

Title shows the type of operation

List of all network users

Sorting method

Information on the selected user

Using the Address Book

♦   The title of the Address Book dialog box indicates which action is triggered when "OK" is clicked: Call, Leave Message, or Set Button.

♦   Select a name from the user list. The selected name appears at the top, under "User Name". Information about the selected user appears in the frame at the bottom of the Address Book.

♦   You can sort the names in the user list by first or by last name.

♦   To set a button to hold a network group name, or to access a full list of the network users, click on the Net Users button.

A dialog box pops up, listing all the network users. You can select a user or group from the user list, like in the Address Book. Network group names are marked by a "(G)". Names of users which you set through this dialog box are temporarily added to the Address Book.

Name of user

User and group list

Click to open a list
of connected servers

Click to see network groups in the list

Click to see only logged in users

This is the dialog box for Novell NetWare users. This dialog box is slightly different on other types of networks. Click on the Help button to get full instructions on this dialog box for your specific network.

Changing Your Address Book User Information

It is possible to change the user information set for you in the Address Book. This is the information that other users see when they select your name in the Address Book list.

Changing your Address Book user information

1   Choose User Info from the Options menu.

The User Info dialog box appears.

```
┌──────────────────── User Info ────────────────────┐
│ First Name:   Martin                               │
│ Last Name:    Amos                                 │
│ Alias:        Marty                                │
│ Phone:        (00)-776-345                         │
│ E-Mail:       none                                 │
│ Comment:      Technical Writer                     │
│ ┌────────────────────────────────────────────────┐│
│ │ Post Office: ACME                               ││
│ │ VoiceBox: R:\VOCLCHAT\TEST\VCPO\USERS\MARTY     ││
│ │ User Name: MARTY              Protocol  IPX     ││
│ │ Network:  Novell NetWare                        ││
│ │ Network Address:  0000E100-000021237601         ││
│ └────────────────────────────────────────────────┘│
│         ┌──────┐  ┌──────────┐  ┌──────┐           │
│         │  OK  │  │  Cancel  │  │ Help │           │
│         └──────┘  └──────────┘  └──────┘           │
└────────────────────────────────────────────────────┘
```

2   Click on a text box whose information you want to change.

3   Type in the new information.

4   Choose "OK".

The revised user information is saved in the Address Book.

Setting a Custom Name for a User's Quick-Dial button

You can substitute a custom name for the default name of each user which appears on his Quick-Dial button. For example, instead of "Barbara", you could put "Lobby".
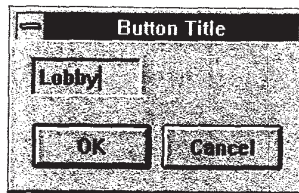
Setting a custom name

1 Move the pointer over the desired Quick-Dial button. Click on the right mouse button and keep it pressed.

A pull-down menu appears next to the button.

2 Choose Set Button Title.

A dialog box appears.

3 Type in the custom name. It can be up to 8 characters in length.

4 Choose "OK".

The new name replaces the user's name on his Quick-Dial button.

To reset the user's Quick-Dial button to the default name, set the button again with the Address Book.

Broadcasting

You can broadcast to the users in your network segment or to a network group. The broadcast will be heard on all relevant workstations which are running VocalChat, and which are not set to block broadcasts. Users that are engaged in conversation while a broadcast is being made will not hear it. Unlike calls, broadcasts do not affect the Quick-Dial buttons. The message line displays the name of the broadcaster, and whether it is a group or global broadcast.

Broadcasting to All Network Users

You can make a global broadcast **only to users on the same network segment as you**. Users in other segments will not hear or receive any message about the broadcast.

Sending a broadcast to all network segment users

1 Choose Broadcast from the Chat menu or from the tool bar, or press ⬚F7⬚.

⬚ — *Click on the Broadcast button to start a global broadcast*

The Broadcast button is highlighted.

2 Speak.

What you say is heard on all the workstations that are running VocalChat and are not set to block broadcasts.

3 To stop the broadcast, re-select the Broadcast command or button, or click on Disconnect.

⬚ — *Disconnect button*

Broadcasting to a Network Group

Broadcasts to network groups are possible only on the Novell NetWare and Microsoft Windows for Workgroups networks. To set a button to hold a group's name, use the Net Users button in the Address Book dialog box to access the full user and group list.

To broadcast to a network group

1 Choose the Quick-Dial button that represents the network group.

   This triggers a broadcast to that group.

   Group button   Broadcast to a group

2 Speak.

   The broadcast is heard on all workstations in the group that are running VocalChat.

3 When you have finished speaking, choose Disconnect from the menu or Toolbar.

   Disconnect button

Receiving a Broadcast

When another user makes a broadcast, you hear it and see the message: "BROADCAST FROM [NAME]" on the message line.

If the broadcast is to a network group, the wild-card button will be set to that group.

To turn off a broadcast made by another user

Do one of the following:

- Choose Disconnect from the Chat menu or from the tool bar.

- Any call or broadcast you make turns off the broadcast.

- Choose Ignore Broadcasts from the Options menu.

  This will turn off the broadcast, and ignore all incoming broadcasts.

Blocking Broadcasts

To block incoming broadcasts

- Select Ignore Broadcasts from the Options menu or from the tool bar.

  — Ignore Broadcasts button

  A check-mark appears next to it, and the button is highlighted.

  Now all broadcasts sent to your workstation are ignored and not heard. VocalChat does report that there is a broadcast in progress, and the broadcaster's name. Note that the Ignore Broadcasts option has no effect on calls and conversations.

- To re-enable broadcasts, re-select Ignore Broadcasts.

Setting the Volume Level

If the volume level of your output audio device can be controlled by software, you can use the volume slider to set the volume level. The volume level of the Voice Box browser can be set in a similar way, with the volume slider located on its window.

VOL ⬛—— *Volume slider*

To set the volume level

Do one of the following:

- Click on the thumb in the volume slider. Drag it to the left in order to decrease the volume level, and to the right to increase the level. Clicking to the left or right of the thumb will move it in that direction, thereby decreasing or increasing the volume by a small amount.

- Press the numeric keypad ⊞ key to increase the volume, and on the ⊟ key to lower the volume.

The Voice Box

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Leaving Voice Messages

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Setting the Out Going Message

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What is the Voice Box?

The **Voice Box** is used by VocalChat network users to leave voice messages for each other. When VocalChat is installed on the network, it creates a **Post Office** directory. Inside the Post Office, there can be a Voice Box for each of the users who has VocalChat installed. The Voice Box can include a number of **message folders**, in which the voice messages are stored. The default folder is the NEW folder, and in it are all the new voice messages which users leave for you. This folder is mandatory and must be in the server-based Post Office. You can also create personal folders, which can be located on any hard disk, and move voice messages into them from the NEW folder. Note that VocalChat marks voice messages as new until you play them once.

There are a number of ways to leave a voice message for a user: you can record it directly into a user's Voice Box; you can prepare your message beforehand and then send it to one or to several users; or you can send a user any standard WAV sound file.

Another type of message used by VocalChat is the outgoing personalized message, the **OGM**. As with an answering machine, this message is played to users who try to call you when you are away or busy, before they are directed to your Voice Box by the **Automatic Answering** function. A default OGM file is set for each user during installation. You can also easily record your own custom OGMs, and even create a set of OGMs for different purposes. In a few mouse clicks you can set one of these to be used as the current OGM. For example, you could have one OGM which says you are at a meeting, and another which says that you have left for the day.

The **Voice Box browser** gives you direct access to your Voice Box: it is used to play back voice messages, create and organize folders, and set the current OGM. It can also be used to record custom OGMs for different occasions.

The Voice Box browser functions as a separate application, which can be run from within VocalChat or directly from the Program Manager. It can run concurrently with VocalChat, and you can still call and receive calls while it is open.

Leaving Voice Messages

VocalChat makes voice-mail easy. You can record a voice message directly into a user's Voice Box. You can also prepare the message beforehand, and send it as a WAV file. In fact, you can send any sound file in the WAV format: voice, a musical sequence or even a voice message which was originally sent to you.

Leaving a Voice Message on a User's Voice Box

To leave a message on a user's Voice Box

1   Do one of the following:

* Choose Leave Message from the Chat menu or the tool bar.

  — Leave Message button

  The Address Book opens. Choose the desired user and choose "OK".

* Move the pointer over the user's Quick-Dial button and press the right mouse button.

  A pull-down menu appears next to the button. Choose Leave Message and release the mouse button.

The "VOICE BOX" message appears on the message line.

After the attention beep is played, the Quick-Dial button changes to the *Record Message mode*. A blue bar appears at the bottom of the VocalChat window. This bar indicates how much time is still left for the recording.

— Quick-Dial button in Record Message mode

2   Speak into the microphone.

What you say is recorded as a voice message. A single message can be up to one minute in length. While you are speaking, the blue bar slowly shrinks. When it is depleted -- after one minute -- the recording is automatically stopped.

3   To stop the recording, choose Disconnect.

— *Disconnect button*

Your voice message is posted on the other user's Voice Box.

Leaving a voice message when calling a user who is not available

When you make a call to a user who is not available, or who has set VocalChat to Auto-Answer mode, your call is automatically directed to the user's Voice Box.

The steps to leaving a voice message in this case are similar to those described above for leaving a voice message, with the following differences:

- Before you can leave the other user a voice message, you hear the outgoing message he has set:

  The user's Quick-Dial button on your screen changes to the *Play Message mode*, and the user's OGM is played.

— *Quick-Dial button in Play Message mode*

- To interrupt the playback, press [Enter↵].

  After the attention sound, you can record your message as described above.

If the other user is actually present when you are recording the message (after being directed to the Voice Box by the Automatic Answering function), the following may apply:

- The other user has the option of hearing you record the message into the Voice Box.

- The other user may stop the recording and start a conversation with you, if he wishes.

Using the Quick-Dial button shortcut to leave a voice message

As we have seen, it is also possible to start recording a message to a user by simply choosing on the user's Quick-Dial button with the left mouse button. For more on that, see **Chapter 2, Using the Quick-Dial Button Shortcut**.

Recording and Sending a Voice File to a User

If you don't want to record a voice message directly into a user's Voice Box, it is possible to record it beforehand and then send it to the user or to several users. Any existing sound file in the standard WAV format can be sent to a user's Voice Box in this way.

Recording and Sending a voice file to a user's Voice Box

1 Do one of the following:

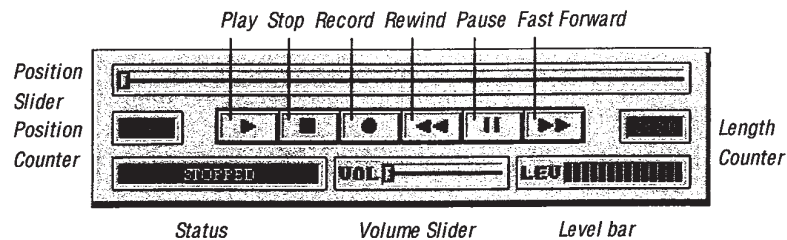- Choose Send Voice File from the Chat menu or the tool bar.

  ☐— *Send Voice File button*

- Move the pointer over the user's Quick-Dial button and press the right mouse button.

  A pull-down menu appears next to the button. Choose Send Voice File and release the mouse button.

The VocalChat Recorder appears.

Play Stop Record Rewind Pause Fast Forward

Position Slider

Position Counter

Length Counter

Status   Volume Slider   Level bar

2 Choose the Record button (or press Ctrl+R).

The recording starts.

3 Speak into the microphone.

4 When you finish, choose the Stop button (or press ESCAPE).

- Choose the Save As button to save the voice file to disk before sending it.
- Choose the New button to erase the contents of the VocalChat recorder.

5 Choose "OK".

- If activated from a user's Quick-Dial button, the voice file will be sent to that user's Voice Box.

- If activated with the Send Voice File command, the Address Book opens.

  1 Select, from the users list, the users that you want to send the voice file to. It is possible to select one user, a number of users, or to choose the Select All button and select all the users.

  2 Choose "OK" to send the voice file to the selected users.

Sending an existing WAV file to a user's Voice Box

1 Repeat step **1** as described in the previous section.

2 Choose Open

A dialog box opens.

3 Locate the WAV file in the file list, select it, and choose "OK".

The dialog box closes and the name of the selected WAV file appears on the title of the VocalChat Recorder.

4 Choose "OK".

- If activated from a user's Quick-Dial button, the WAV file will be sent to that user's Voice Box.

- If activated with the Send Voice File command, the Address Book opens.

  1 Select, from the users list, the users that you want to send the WAV file to. It is possible to select one user, a number of users, or to choose the Select All button and select all the users.

  2 Choose "OK" to send the WAV file to the selected users.

Automatic Answering

The Automatic Answering mode is VocalChat's internal answering machine. When it is on, users calling you are directed to your Voice Box, and hear your outgoing personalized message (OGM). This means that when you are not available, you can easily set a message in your own voice that says where you are and when you will be back. In addition to this, VocalChat automatically directs callers to your Voice Box, if you do not answer their call for a specified number of seconds. Turn on the Auto-Answer mode when you are away or busy. You can use this mode to screen your calls by listening to the messsage while it is being recorded, and begining to speak with the caller if you wish.

Turning On the Auto-Answer mode

To turn on Auto-Answer mode

- Select Auto Answer from the Options menu, or from the tool bar.

  — Auto-Answer button

  A check-mark appears next to the menu command, and the button is highlighted. All incoming calls are automatically directed to your Voice Box.

To turn off Auto-Answer mode

- Re-select Auto Answer from the Options menu or from the tool bar.

  The Quick-Dialbuttons still function when VocalChat is in Automatic Answering. When a user is leaving you a voice message, his Quick-Dial button changes shape to the *Record Message mode*.

To talk with a user who is leaving a message on your Voice Box

- Choose the Quick-Dial button which represents the caller.

  The recording of the voice message is interrupted, and conversation starts.

Setting the Automatic Answering Time

Instead of using the Auto-Answer mode, you can set a low automatic answering time in the VocalChat preferences. When a user's call is not answered within the time peiod specified by you, the user is directed to your Voice Box. The automatic answering time can be set to a any value between 5 and 60 seconds.

To set the automatic answering time

1   Choose Preferences from the Options menu.

The Preferences dialog box opens.
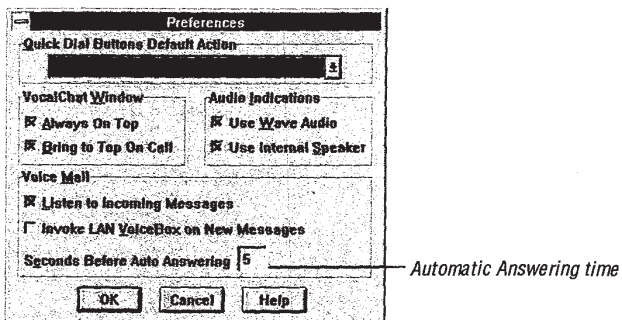
2   Choose the Seconds Before Auto Answering box, and type in the desired number of seconds.

3   Choose "OK".

The Voice Box Preferences

There are two other Voice Box options in the Preferences dialog box:

- **Listen to Incoming Messages**   When on, you can hear, as they are being recorded, the voice messages left for you through automatic answering.

- **Run Voice Box Browser on New Messages**   When on, the Voice Box browser automatically opens whenever you start VocalChat and there are new messages on your Voice box.

The Voice Box Browser

How do I know that there are new messages on my Voice Box?

When there are new messages on your Voice Box, the image on the Browse Messages button changes from a that of a closed envelope to that of an envelope containing a cassette. After the new messages have been read, it reverts back to its default image. In addition to this, an audio indication is played whenever a user leaves you a new voice message.

— Browse Messages button

— Browse Messages button when there are new messages

To open the Voice Box browser

Do one of the following:

- Choose Browse Messages from the Chat menu or the tool bar.

- Press F6.

- Double click on the Voice Box browser icon in the VocalChat Program Manager group.

— Voice Box browser icon

VoiceBox

To close the Voice Box browser

Do one of the following:

- Choose Exit from the Messages menu.

- Press Alt + F4.

- Double click the browser window's Control-menu box.

The Voice Box Browser Window

Menu bar   Tool bar   Folder box

VoiceBox Browser

Folder   Message   OGM   Help

NEW

From	Date	Time	Size
Douglas Hope	05/05/94	11:49:54	0:06.4
Kathy Walker	05/08/94	16:55:46	0:02.6
John Racine	05/08/94	16:57:07	0:41.7

Message list

MESSAGE 1 OF 3   VOL   LEV

Status line   Playback panel
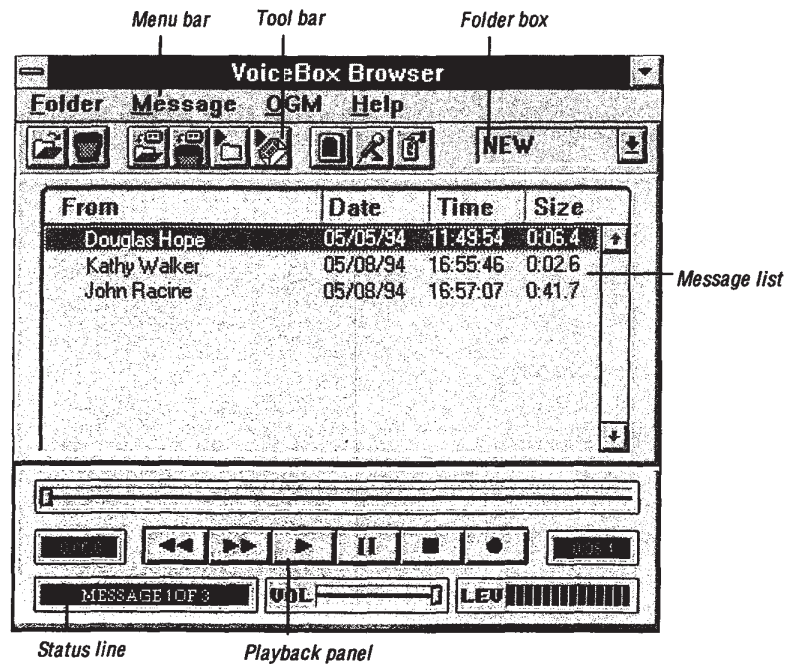
Like the VocalChat window, the Voice Box browser window includes a **menu bar**, which is used to access the browser commands, a **tool bar**, which gives direct access to the important commands, and a **status line**, which displays useful information.

In addition to these, it includes the **folder box**, which is used to select the current folder, the **message list**, which lists the voice messages in the current folder, and the **playback panel**, which is used to control the playback of voice messages. All the information about a message appears on-screen: who sent it, the date and time it was sent, its length and whether its a new one.

Playing Back Voice Messages

There are three playback options: You can play back a single message, play all the messages in the folder or play all the new messages.

Playing All the Messages in a Folder

1   Choose Play All from the Message menu or tool bar.

▢— *Play All button*

The Play All button is highlighted. All the messages in the folder are played, starting with the first one.

2   To stop the playback, do one of the following:

 • Choose the Stop button from the Playback panel.

 • Select Play All again.

The playback stops.

Playing All the New Messages in a Folder

1   Choose Play New from the Message menu or tool bar.

▢— *Play New button*

The Play New button is highlighted. All the new messages in the folder are played, starting with the first one.

2   To stop the playback, do one of the following:

 • Choose the Stop button from the Playback panel.

 • Select Play New again.

The playback stops.

Playing Back a Single Message

The messages in the current folder appear on the message list in the middle of the Voice Box browser window. Each message is identified by its sender's name, the date and time it was left, and its length. Messages that you have not played yet are marked as NEW.

You have to select a voice message to be able to play, move, or delete it.

To select a message

1   Use the scroll bar to locate in the message list the voice message that you want to select.

2   Move the pointer over the message and choose it.

The message is highlighted, and is now selected.

The Playback Panel

Position Slider
Position Counter
Play Stop Record Rewind Pause Fast Forward
STOPPED   VOL   LEV
Length Counter
Status   Volume Slider   Level bar
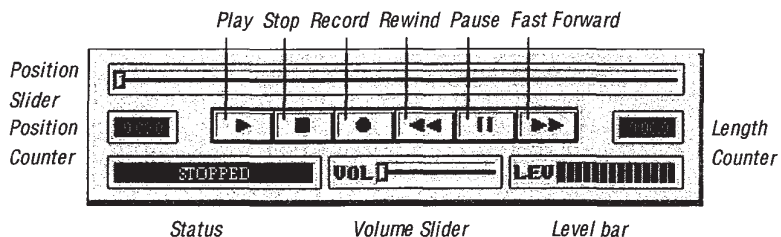
Playing back the selected message

1   Choose the Play button from the Playback panel, or double-click on the message.

The message is played.

2   To stop the playback, choose the Stop button.

To control the playback

•   Use the Rewind and Fast Forward buttons, and the Position slider, to move to specific parts in the message and then play them back by choosing Play.

•   Use the Pause button to pause the playback. Choose it again to resume the playback.

Moving and Deleting Voice Messages

Deleting a single voice message

1 Select the message from the message list.

2 Choose Delete from the Message menu or tool bar.

—— Delete Message button

A dialog box appears, asking you to confirm the deletion.

3 Choose "OK".

The message is deleted from the folder.

Moving a voice message to another folder

1 Select the message from the message list.

2 Choose Move from the Message menu or tool bar.

—— Move Message button

A list of your folders appears.

Destination Folder

JOHN   OK

NEW
NOTES   Cancel
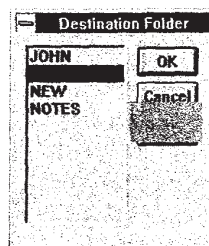
3 Select the destination folder.

4 Choose "OK".

The message is moved from the current folder to the one selected.

Saving the Selected Message as a WAV file

You can save the selected message as a standard Window WAV file. In this way you can export voice messages to other applications, or send them as voice files to the Voice Boxes of other users.

1 Choose Save As from the Message Menu.

A dialog box opens.

2 Type in a file name for the WAV file and choose "OK".

The selected message is saved to disk under the new name.

Using Folders

The voice messages are stored in folders. Folders are like directories, and make it easier to organize the voice messages.

New messages are always stored in the NEW folder, which is located in the server-based Voice Box. If VocalChat cannot find such a folder, it will create one. It is very easy to create other folders, name them according to topic, user name or date, and move important messages into them. You can also clear the contents of a folder, or delete single messages from it.

Setting the Current Folder

To set the current folder

1   Do one of the following:

• Select the Folder box.

The names of available folders appears in the pull-down box.

```
NEW        ▼
JOHN
MEETINGS

NOTES
```
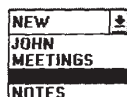
• Select Open from the Folder menu or tool bar.

🗁 — *Open Folder button*

A dialog box lists the available folders.

```
─  Open Folder

MEETINGS    [  OK  ]
NEW
NOTES       [ Cancel ]
```
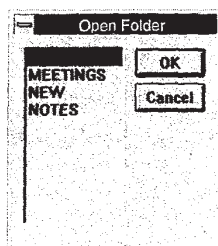
2   Choose the one you want to set as the current folder.

The selected folder is now the current folder, and its contents are displayed on the message list.

Clearing the Current Folder

To delete all the messages in the current folder

1   Choose Clear from the Folder menu or tool bar.

 — *Clear Folder button*

A dialog box appears, asking you to confirm the deletion.

2   Choose "OK".

All the messages in the folder are deleted.

Creating a New Folder

To create a new, empty folder

1   Choose New from the Folder menu.

A dialog box appears.
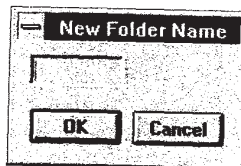
2   Type in the name of the new folder and choose "OK". Note that a folder's name can only be up to 8 characters in length.

A new, empty folder is created, and becomes the current folder.

Deleting a Folder

To delete a folder

1 Choose Delete from the Folder menu.

   A list of your folders appears.

2 Select the folder which you wish to delete.

3 Choose "OK".

   A dialog box appears, asking you to confirm the deletion.

4 Choose "OK".

   The folder and its contents are deleted.

Setting the Personal Folders Directory

The NEW folder, which contains new voice messages users send you, has to be located
in your server-based Voice Box directory. The other folders, however, can be located
on any drive. The Set Folders Directory command lets you set the drive and the
directory that contains these folders.

To set the personal folders directory

1 Choose Set Folders Directory from the Folder menu.

   A dialog box opens.

2 Locate the desired drive and directory.

3 Choose "OK".

   The selected directory becomes the Folders directory.

Setting the Outgoing Message

When users call you and you are not there to answer, or if you switch the Auto-Answer mode on, they hear your outgoing personalized message -- the OGM. You can record a number of OGMs and save them as standard WAV files, but only the one set as the current OGM is actually played to callers.

Playing the OGM

Playing the OGM

1   Choose Play OGM from the OGM menu or tool bar.

— Play OGM button

The tool bar button is highlighted, and the OGM is played.

2   To stop the playback, choose Play OGM again, or choose the Stop button.

Setting another WAV file as the OGM

To set the current OGM

1   Choose Set OGM from the OGM menu or tool bar.

— Set OGM button
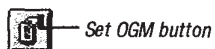
A dialog box appears, listing existing WAV files on disk.

2   Locate the WAV file that you want to set and select it.

3   Choose the "OK" button.

The selected WAV file becomes the current OGM.

Recording a new OGM

It is very easy to record a new OGM. Note that the new OGM replaces the existing one. If you want to keep the current OGM for later use, use the Save As command to save it as a WAV file before recording a new OGM.

To record a new OGM

1   Choose Record OGM from the OGM menu or tool bar.

    — *Record OGM button*

The tool bar button is highlighted, and the recording starts.

3   To stop the recording, choose Record OGM again, or choose the Stop button.

Saving the OGM as a WAV file

1   Choose Save As from the OGM Menu.

A dialog box opens.

2   Type in a file name for the WAV file and choose "OK".

The current OGM is saved to disk under the new name.

VocalChat as an Office Dictation System

Being the ultimate office Voice communication tool, VocalChat provides you with a sophisticated Office Dictation System. For the first time, you can take advantage of having all your dictation facilities integrated under the hood of your PC - Both the dictation tool, the playback tool and the word processor work together. Here are some of the advantages of using VocalChat as a dictation system:

- No more need for tapes. All dictation files are digitally recorded onto your disk as standard WAV files of quality superior to regular dictation tapes.

- Easy management of dictation files in folders on your disk, instead of boxes of tape cassettes on your desk. No more lost or torn dictation tapes!

- Simply delivery of dictation files over the network. You don't have to get up from your desk!

The typist can type the dictation file in the word processor with VocalChat's Voice Box browser in the background. There's no need to pay attention to any external device - not the tape machine nor the foot pedals.

Using VocalChat as a Dictation system

Suppose Harry wishes to dictate some document to his secretary, Sally. He can simply run VocalChat and leave Sally a voice mail message containing the dictation. Upon receipt of the dictation, Sally's VocalChat will indicate that a new dictation has arrived. Sally can now run the Voice Box browser, and listen to the dictation message left to her by Harry. She can run her favorite Window's word processor and type in the document with the Voice Box broswer running in the background. Sally can easily control the playback of the dictation file *while still within the word processor*, for ultimate easy of use and flexibility. Sally can notify Harry about the completion of the document by sending him a VocalChat voice mail message or simply calling him in realtime using VocalChat. Now Harry can review the typed in document and send Sally any comments - again, using VocalChat.

Creating a dictation file

There are two easy ways for creating and sending a dictation file:

1   You can leave a dictation file with a single mouse click by using the 'Leave Message' option. This is the quickest way to leave a message, but there's no way to edit your dictation, so it would suite best dictations of short notes or memos.

2   You can use the 'Send Voice File' option for sending dictations of longer documents.. The VocalChat voice recording panel provides you with easy to use yet powerful editing of your voice dictation message: You can record over mistaken parts of the dictation, play back various segments of your dictation at any time, and even save the dictation as a WAV file for continuing it later.

VocalChat Dictation Hot Keys

You can playback a dictation file by pressing the hot key combination with the following key shortcuts:

SPACE   Play/Pause/Resume

Left Arrow   Rewind by one second

Page Down   Rewind by ten seconds

Right Arrow   Fast Forward by one second

Page Up   Fast Forward by ten seconds

To be able to use the hot keys, you must first set a hot key combination from within VocalChat. This need be done only once after installing VocalChat.

Retrieving a dictation file

The typist can retrieve the dictation file from within the VocalChat Voice Box browser, with a simple mouse click.

Follow these simple steps:

1   Run the Voice Box browser.

2   Click on the corresponding dictation message within the list of new messages.

3   Switch to your word processor by pressing the ALT-TAB key combination or by popping up Window's task list by pressing the CTRL-ESC key combination.

4   Playback the message using the <Hotkey combination>+SPACE.

Storage of dictation files

Your dictation files can be easily managed under VocalChat's VoiceBox folders. You can save your dictation files to different folders, according to name of the dictating person, subject of the dictation, or type of the dictation (note, memo, document). Dictation files can be easily moved from one folder to the other and deleted when unneeded.

Note that you can use VocalTec' advanced voice compression technology (a separate product, not part of VocalChat) to drastically decrease the disk capacity your dictations occupy.

Tips for better usage of VocalChat as a dictation system

- Use the 'Leave Message' option for leaving short messages and memos.

- Use the 'Send Voice File' option when leaving longer dictations. It provides voice editing functions.

- The typist can use VocalChat to notify the person who dictated the document upon completion of the typing.

- Use audio anotations within the typed in document to return remarks to the typist.

Chapter 4

Fine-tuning VocalChat

Chapter Contents

Manual and Voice Activation

Software Compression

Multitasking with VocalChat

Setting Preferences

Audio Indications

Message Log

Manual and Voice Activation

As you have already seen, VocalChat's Voice Activation interface recognizes sound, and thus allowing you to conduct a conversation without using the mouse or keyboard at all. In this section we will learn how to fine-tune the Voice Activation interface. We will also learn how to turn off Voice Activation, and work in Manual Activation mode.

Fine-tuning Voice Activation: Audio Options

It may sometimes seem as though VocalChat is not always accurate in detecting speech and silence. Sometimes it will only recognize a loud voice. Sometimes it will trigger *Speak mode* because of a background noise. You can use the Audio Options dialog box to fix these problems. The Audio Options dialog box is used to fine-tune Voice Activation to the type of microphone you are using, your distance from it, the volume of your voice, and the background noise. It can also be used to set the WAV audio format used to record and play sound on your system.

To open the Audio Options dialog box

- Choose Audio Options from the Options menu.

  The Audio Options dialog box appears.
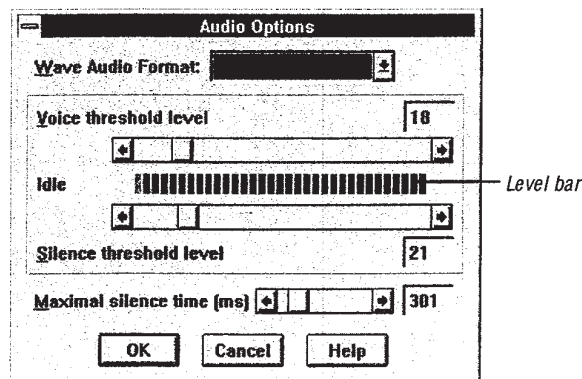
Setting the Voice Activation parameters

In the middle of the Audio Options dialog box is the colored level bar. The bright green bar on the left of the level bar rises in response to the volume of sound recorded by your audio input device. When it is at the far left, there is little or no sound. When it reaches the red part at the far right, it is very loud. The message to the left of the level bar indicates how VocalChat would respond in conversation:

IDLE means that the current sound level would not be recognized as voice, and *Idle mode* would be activated.

SPEAK means that *Speak mode* will be triggered at the current level of sound.

The three scroll bars are used to set the following Voice Activation parameters:

- **Voice Threshold level**   Sets the sound level that is recognized as start of speech.

- **Silence Threshold level**   Sets the sound level that is recognized as silence.

- **Maximal Silence time**   Sets the time VocalChat waits when it recognizes silence, before it puts you back in *Idle mode*. It is measured in milliseconds.

Set the Voice and Silence Threshold levels to high values, if there is considerable background noise around your system, or if the connected audio input device is very sensitive. Set them to low values if you are not close to the audio input device, or if is not very sensitive. If *Idle mode* is activated whenever you pause while speaking, raise the Maximal Silence time value.

After setting the scroll bars, speak to the microphone and see the results on the level bar. Fine-tune the parameters until you get the best results.

To set the WAV audio format

The Format list box lists the WAV audio formats supported by the sound board on your system. The audio format used in conversation or broadcast is determined by VocalChat according to the audio formats set on each of the systems. VocalChat automatically translates sound to the audio format set in the receiving system, if necessary. This means that the final sound quality is that of the lesser audio format.

The following audio formats are supported:

- **VDF 8kHz**   Supported by the VocalTec CatBoard and CAT. Gives very high quality sound and low network overload.

- **Linear PCM 8kHz**   Gives low quality sound and low network overload.

- **Linear PCM 11kHz**   Gives medium quality sound, but utilizes more network resources. Supported by all Windows compatible sound boards.

The Manual Activation Mode

Sometimes, when loud background noise makes Voice Activation hard to use, you may want to use Manual Activation. Manual Activation can also be used like the MUTE option in many phones: it lets you talk without being heard on the other user's system.

To turn the Manual Activation on

- Choose Manual Activation from the Options menu or the tool bar.

  — *Button when in Voice Activation mode*

  A check-mark appears next to the menu command, and the Manual Activation button is highlighted.

  — *Button when in Manual Activation mode*

To turn Voice Activation back on

- Choose Manual Activation again.

  The Manual Activation button returns to its default look, and Voice Activation is now on.

Conversation in Manual Activation mode

Conversation in Manual Activation mode is identical to one in Voice Activation mode, but is conducted manually. To activate *Speak mode*, choose the user's Quick-Dial button with the left mouse button. To put *Idle mode* back on, choose the Quick-Dial button again.

Note that it is not necessary for both systems to be in the same activation mode. One user can use Voice Activation, and the other Manual Activation.

Software Compression

The Software Compression mode uses the ADPCM software compression algorithm to reduce the amount of memory that transmitted voice takes. In this way there is less overload on your workstation and on the network. You will probably notice that when software compression is on, the resulting sound quality is somewhat reduced.

To turn the Software Compression mode on or off

* Select Software Compression from the Options menu or the tool bar.

     — *Software Compression button*

    A Check-mark appears next to the menu command, and the Software Compression button is highlighted.

* To turn off Software Compression, re-select it.

Multitasking with VocalChat

VocalChat was designed to be as easy to use as possible, even when other applications are running. With Voice Activation, there is no need to use the mouse or keyboard during conversation. A variety of other options make it easy to use VocalChat whle working on other applications. Experiment with the different options, until you find the most comfortable combination.

The following multitasking options are available:

- **Always On Top**   Keeps the VocalChat window on top of all other windows, even when it is reduced to an icon.

- **Bring To Top On Call**   Brings the VocalChat window to the top whenever another user calls you.

- **Hot Keys**   Set a hot key combination to get full control over VocalChat even when it is not visible and the focus is on another application. You can use the hot keys to activate most of the functions: call a user, make a broadcast, disconnect a call, leave a voice message, and more.

- **Dynamic Minimized Icon**   VocalChat retains full functionality when it is reduced to an icon. Whenever there is a need for interaction, the icon is used just like a Quick-Dial button. In this way you can easily communicate with other users while using only a small fraction of your screen.

The following sections describe these options in greater detail.

The VocalChat Window Preferences

The Preferences dialog box is used to set the VocalChat window options. We have already used it to set the Quick Dial button shortcut, and the Voice Box preferences.

When the Always On Top option is on, the VocalChat window, in expanded or minimized form, is always on top of other windows. When Bring To Top On Call option is on, the VocalChat window pops up on top of other windows whenever another user calls you.

To set the VocalChat window options

1 Choose Preferences from the Options menu.

The Preferences dialog box opens.
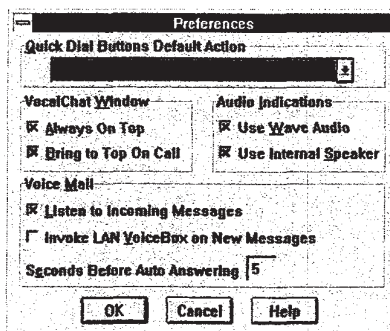
2 Select the VocalChat window options that you want to use.

3 Choose "OK".

To disable these options, deselect them in the Preferences dialog box.

Setting Hot Keys

Since Voice Activation enables you to talk without using the mouse or keyboard, VocalChat allows you to make or disconnect calls with keyboard shortcuts even when the VocalChat window is not in front, or not in focus.

The hot key combinations don't interfere with the keyboard commands or shortcuts used by most other applications.

Setting the hot keys

1 Choose Hot Keys from the Options menu.

The Hot Keys dialog box opens.

```
┌─────────────────────────────┐
│ ▄         Hot Keys          │
│┌─Hot Keys──────────────────┐│
││                           ││
││   ○ No Hot Keys           ││
││   ● Ctrl-Alt              ││
││   ○ Ctrl-Shift            ││
││   ○ Alt-Shift             ││
││                           ││
│└───────────────────────────┘│
│ ┌────┐  ┌──────┐  ┌──────┐  │
│ │ OK │  │Cancel│  │ Help │  │
│ └────┘  └──────┘  └──────┘  │
└─────────────────────────────┘
```
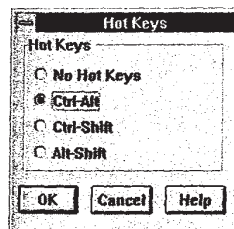
2 Choose the hot key combination that you want to use.

3 Choose "OK".

Using the hot keys

Once you have set a hot key combination, you can use most of the VocalChat keyboard shortcuts even when the focus is on another application and VocalChat is not visible. To activate a keyboard shortcut, press it with the hot key combination. The shortcuts work as in VocalChat, except for [F5], which now brings the VocalChat window to the front. The hot keys do not work with the Voice Box browser keyboard shortcuts.

Further Information   For a list of keyboard shortcuts that work with the hot keys, see **Chapter 5, VocalChat Keyboard Shortcuts**.

Working with VocalChat in Minimized Form

It is possible to use VocalChat while working on other applications, by reducing it to an icon with the Minimize button. Unlike other applications, VocalChat is still active when it is minimized. Calls and broadcasts are still received and heard. When VocalChat is minimized, its icon is not static: it changes its image exactly like a Quick-Dial button. In this way you can not only receive calls, but also initiate them and engage in conversation while actively working on another application.

The name of the user who is calling or broadcasting, or with whom you are talking, appears below the VocalChat icon. If the Always On Top option is on, the VocalChat icon is always in full view. See **Chapter 5, Minimized Icon Modes,** for a list of the VocalChat icon modes.

Suggestions for working with VocalChat as a minimized icon

1   Make sure Voice Activation is on.

2   Set up a hot key combination.

3   Turn on the Always On Top or the Bring To Top On Call options in the Preferences dialog box.

4   Minimize the VocalChat window by clicking on its Minimize button (the top right button on the VocalChat window).

VocalChat is now reduced to an icon.

 VocalChat in minimized form

5   Move the VocalChat icon to a position that does not interfere with work on other applications.

6   Use the hot keys to initiate calls and broadcasts. When a conversation starts, the icon changes its image like a Quick-Dial button.

7   To expand VocalChat back to normal size, double-click on the VocalChat icon.

Indications

The audio indications are VocalChat's ring, no answer, indication and busy tones, and the new messages vocal anouncement.

You can customize the audio indications by assigning other sound files to them. You can use any sound file which is in the .WAV format, and in one of the three WAV audio formats supported by VocalChat (VDF, PCM 8kHz and PCM 11kHz). It is also possible to turn the audio indications off, or use your system's internal speaker with or without the audio indications.

To set the audio indications

1 Choose Preferences from the Options menu.

   The Preferences dialog box opens.

2 Choose the desired audio indications setup:

   - **Use Wave Audio**

   - **Internal Speaker**

You can set both of these, one, or none. If the Use Wave Audio option is on and VocalChat cannot access the sound board on your system, the internal speaker will be used, even if not set.

To Customize the Audio Indications

1 Open the Windows Control Panel.

2 Double click on the Sound icon in the Control Panel window.

   The Control Panel Sound dialog box opens.

3 Match the VocalChat Attention, Busy, Call or Ring events with the alternate sound files.

The default audio indication files are located in your VocalChat directory.

Message Log

VocalChat records all the messages which appear on the message line. You can use the Message Log window to view all the messages which appeared in this session. Each message appears with the time it was displayed on. The Message log is useful when a number of calls or broadcasts take place when you are busy or talking with a user. Just open up the Message Log and see who tried to call you during this time. Note that when you exit VocalChat, the Message Log is cleared.

Opening up the Message Log

1   Choose View Log from the Options menu or use the [F4] keyboard shortcut.

The Message Log window appears. The last message is the most recent one.
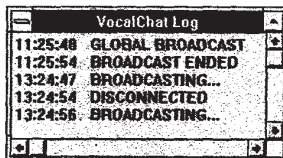
2   Use the scroll bar to browse through the messages.

Clearing the Message Log

● Choose Clear Log from the Options menu.

The Message Log is cleared.

Closing the Message Log

Do one of the following:

● Double-click on the Message Log window's Control menu box

● Press the [F4] key

● Re-select View Log from the Options menu

Chapter **5**

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Leave a voice message to a user

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Record and send a sound file to a user, or send him an existing sound file

Broadcast

Make a global broadcast to the network segment users

Disconnect

Disconnect any call, broadcast or conversation in process

Browse Messages...

Open the Voice Box browser

Exit

Exit VocalChat

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Put VocalChat in automatic answering mode; callers will be automatically directed to your Voice Box

Auto Accept Calls

Give callers immediate access to your system

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Block incoming broadcasts from being heard

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Compress sound transmitted from your system

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Disable Voice Activation; conduct conversations manually

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Voice Box Browser Menu Commands

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New

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Open...

Open an existing folder.

Clear

Clear the contents of the current folder.

Delete

Delete a folder.

Set Folders Directory

Set a directory to contain your personal folders.

Exit

Exit the Voice Box browser.

Message Menu Commands

Move

Move the selected voice message to another folder.

Delete

Delete the selected voice message.

Save As

Save the selected message as a WAV file.

Play All

Play all the messages in the folder.

Play New

Play all the new messages in the folder.

OGM Menu Commands

Play OGM

Play the current OGM.

Record OGM

Record a new OGM.

Set OGM

Set the current OGM.

Save As

Save the current OGM as a WAV file.

VDF 8kHz

Set OGM recording format to VDF 8kHz, which gives very high quality sound and low network overload.

PCM 8kHz

Sets OGM recording format to PCM 8kHz, which gives low quality sound and low network overload.

PCM 11kHz

Sets OGM recording format to PCM 11kHz, which gives gives medium quality sound, but takes more network resources.

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VocalChat Tool Bar Commands

The tool bar commands are equivalent to the menu commands of the same name.

📞	**Disconnect**
👤	**Call**
✉	**Leave Message**
📑	**Send Voice File**
🔊	**Broadcast**
✉	**Browse Messages**
🖥	**Auto Answer**
👍	**Auto Accept Calls**
☑	**Allow/Ignore Broadcasts**
⚙	**Software Compression**
🔉	**Voice/Manual Activation**

ce Box Browser Tool Bar Commands

The tool bar commands are equivalent to the menu commands of the same name.

	Open Folder
	Clear Folder
	Move Message
	Delete Message
	Play All Messages
	Play New Messages
	Play OGM
	Record OGN
	Set OGM

VocalChat Keyboard Shortcuts

F1	Help
F2	Call *
F3	Leave Message *
F4	Send Voice File *
F5	Global Broadcast *
F6	Browse Messages
F8	Minimize\Expand the VocalChat window *
F9	Disconnect *
+	Raise the volume level (numeric keypad)
-	Lower the volume level (numeric keypad)
Alt + 1 - 9	Trigger the shortcut for the button marked by the digit *
← ↑ → ↓	Select a Quick-Dial button
Enter←	Identical to a mouse click on the Quick-Dial button *
Space	Open the pull-down menu for the Quick-Dial button

* These shortcuts can be used with the hot key combinations.

ice Box Broswer Keyboard Shortcuts

F1	**Help**
+	**Raise the volume level** (numeric keypad)
-	**Lower the volume level** (numeric keypad)
Esc	**Stop**
Space	**Play\Pause**
← ⮕	**Rewind/Forward**
Ins	**Move message**
Del	**Delete message**
F7	**Play New Messages**

Quick-Dial Button Modes

	Single user - inactive
	Network group - inactive
	Making a call
	Getting a call
	Speak mode
	Listen mode
	Idle mode
	Listen to outgoing message
	Record message
	Group broadcast
	Receive group broadcast

Minimized Icon Modes

	Inactive
	Inactive - new messages on Voice Box
	Making a call
	Getting a call
	Speak mode
	Listen mode
	Idle mode
	Listen to outgoing message
	Record message
	Group/Global broadcast
	Receive group broadcast