

Frequently asked questions about Photophone

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1. What is the difference between Photophone and Email?

- Photophone is a direct, real-time link between two computers - peer-to-peer transmission. It allows you to not only send images and data files but to have voice and/or chatbox communication at the same time.
- Photophone is fully interactive; everything you do on your screen is mirrored on the other screen simultaneously, and vice versa. You can point to parts of the picture to bring to the other user's attention areas of specific interest.
- Photophone is much faster than email. It takes only a few seconds to transmit even large images and files from one Photophone unit to another.
- The other user does not have to be present; a user in a remote environment can send, annotate and edit images and leave chatbox correspondence for their colleagues to view the next day.
- As well as voice communications over a DSVD (Digital Simultaneous Voice and Data) modem, users can transmit voice files using Photophone Radio across data-only communication links.

2. Can the other person access data on my computer during a Photophone call?

On-screen images and shared applications are not physically sent between computers. Only a copy of the image or screenshot is transmitted. The link is purely from Photophone to Photophone; users have no access to each other's computers, only to the copies of the image that have been sent. Data is only transferred at the sender's initiation.

Photophone is a direct link between two computers. It is not possible to link to more than one other user at a time, therefore no-one can 'break in' to your Photophone call.

Secure data communications are available with the addition of the Photophone Shield module, offering 128-bit Public Key encryption.

3. Can Photophone share a telephone line with a fax machine or other telephony software?

No. Photophone requires exclusive use of the modem and telephone line. All other active applications requiring the use of the modem must be closed prior to making a Photophone call. Dual PSTN/modem telephone sockets cannot be used.

4. When I first open Photophone the screen says 'Modem Not Responding'.

When Photophone first opens it goes through a checking procedure, including detecting the modem. If you are using an external modem, make sure it is switched on and all cables are attached correctly. Some external modems must be on before the computer is switched on in order to be properly recognised. If the modem is on and fully plugged in, go to the Photophone Menu Bar and select **Comms / Settings / Modems**. At the top of the Communication Settings screen is a drop-down list containing a large number of standard modem settings. Ensure that your modem is the one shown, that the Com Port and Baud Rate are correct for your modem (see your modem handbook if you are not sure of the correct setting) and that the Auto-Answer box is ticked. Click OK.

If 'Modem Not Responding' appears again, set the modem up as if new. Select **Auto Modem** from the drop-down list in the Communication Settings screen, select the correct Com Port and Baud Rate and tick Auto-Answer. Click on Auto Setup, say 'Yes' to delete the existing entry and wait while Photophone establishes the modem settings. When it has done so, click OK to set it as the default modem.

Should Photophone still be unable to recognise the modem, use **Control Panel / Modems / Diagnostics** to check if the computer can recognise it and, if necessary, re-install the modem drivers.

5. I can't contact anyone because my Dial button is greyed out.

If the Dial icon and Menu Bar commands are greyed out (as well a number of other functions) this indicates that your trial period of Photophone use has expired. If you have purchased Photophone and it has not yet been registered, please complete the Registration Form in the front of your Photophone manual and send it to ImageBase. If you are using an evaluation copy of the software please contact ImageBase about extending the trial period or purchasing Photophone.

6. I'm trying to dial over PSTN but can't get a line out.

Photophone cannot share a telephone socket with any other device. If you are using a dual socket for the Photophone modem and any fax, telephone or other modem, Photophone will not function. If it is a dedicated Photophone line you should also check it using a normal telephone. If your modem has Line and Phone ports, ensure that the cables are connected correctly - Line connects the modem with the wall or floor socket, Phone goes to the handset.

7. How do I dial into / out of a telephone exchange?

In order to dial into or out of an automated telephone exchange you may need to introduce a 'delay' into the telephone number. Delays are set by adding commas to the number dialled. Entering 0208 876 5432,,345 in the Dial box would allow you to access Extension 345 when a recorded message has to be played. If another character is needed, for example #, it should also be entered in the Dial box, as if you were making a normal voice call. Vary the number of commas according to the length of delay required.

8. I can't connect over Photophone using a GSM phone.

You can only dial to or from a GSM phone that is data-enabled. These phones will have a separate data number; ensure you are dialling this, not the normal voice number. Modem cards with GSM connectors require specific software and connecting cables for each type of mobile telephone. Ensure that your cable is plugged in correctly and that the modem card has been 'flashed' with the correct software for your phone. Refer to your hardware manual for instructions if necessary.

Many PC card modems will not recognise an attached telephone unless it was switched on before the computer itself was switched on. You may need to shut down your computer and re-start it in order for Photophone to dial.

9. I get calls from another Photophone but it says 'No Valid User' and disconnects.

This situation can occur if you are dialling from or into a computer that has the Photophone Shield encryption module installed. If one computer has its encryption switched on and the other is off or does not have the module installed, the encrypted system will see it as an unsecure call and terminate the connection procedure. If the caller's computer has the Photophone Radio module installed but the receiver's machine has no sound card, connection will fail. (A call in the other direction will not be affected in this way). To connect from a computer with Radio to one without a soundcard, the caller must switch off Radio through the Close Program screen, accessed by pressing **CTRL + ALT + DELETE**. This message will also appear if a line failure occurs during the connection process.

10. I'm connected but I can't use any buttons.

If you open the Select Folder menu and then click on another part of the Photophone screen Select Folder will be hidden behind the main program. It remains active and prevents any other Photophone function from being used. Use the Windows Taskbar or **ALT and TAB** to return Select Folder to view.

11. I can't get control of the cursor.

During a Photophone session control over the interactive cursor is taken by the person who first moves their mouse after the cursor has been still for half a second or longer. The controller has a large blue arrow, the receiver a normal mouse pointer. Various Menu Bar and Toolpad commands are greyed out on the non-controller's screen. Two methods can prevent cursor control being traded between users. The first is if a user has activated the Lock Out icon on the Menu Bar. In this case the non-controller will see a key symbol next to the cursor. The second is when the controller has the Annotation Text button selected. De-select either icon to return to trading authority as normal.

12. I saved an image with annotations but they've gone very fuzzy.

If you are using JPG Lossy compression, the compression setting applies not only to data removed during image transfer but also to images saved to and taken from your Photophone folders. Images are saved and sent to Photophone all at same the compression ratio. For this reason we suggest that images be saved to your folders at an adjusted compression ratio of 100% (if this is not the setting used normally). The compression ratio does not affect images saved or opened using the Menu Bar commands Save As or Open.

13. How do I delete the first annotation I did without removing all the rest?

Using Undo or Delete Annotation removes them one at a time in order of creation, with the most recent taken off first. To quickly remove an early annotation, Undo all preceding drawings, Delete the annotation in question and then select **Edit / Redo All** from the Menu Bar. All Undone annotations will be returned, the one Deleted will not.

14. I cannot type in the Chatbox.

The Chatbox is available at any time during a Photophone session and can be opened using the Toolbar icon, Menu Bar command or simply by typing. If these fail to open the Chatbox, one of the following situations has occurred:

- Most commonly, the Text button on the floating Annotations Toolpad is selected. This disables the Chatbox for
- that user only. De-select Text (for example clicking on Arrow or Square) to re-enable it. As having this icon
- selected also prevents the other user from taking control of the interactive cursor it is good practice to de-select
- the Text icon as soon as you have finished typing on screen.
- Photophone Radio is the current active application. Click anywhere on the Photophone screen to make the
- Whiteboard active.
- The Select Folder screen has been opened but is hidden behind the main program. See Problem 13 above.
- There is no open image or Whiteboard. Open an image or go to **File / New** and select New Whiteboard.
- Occasionally when Photophone first opens nothing is selected on the Annotation Toolpad. Go to the toolpad and
- select one of the six drawing icons.
- The Chatbox cannot be used except during a Photophone session. It only becomes available on completion of
- the connection process.

15. I'm trying to type on screen but nothing's appearing.

When you select the Text option to type on screen, you must then click on the image to create a cursor. All text will start at this point. To make new lines use the Enter key or click elsewhere on the image to set a new cursor point.

16. I'm trying to delete the text I typed but it's not going.

In both the Chatbox and on-screen type only the Backspace button can be used to clear text one character at a time. It is not possible to delete a section from the start or middle of any text. Where text is written on an image Backspace cannot remove a line after Enter has been pressed or a new cursor point set. Undo and Delete will not function while a line is still active; you need to click elsewhere on the screen or de-select Text before removing it.

All Chatbox text on the Sender's side is removed by pressing the Clear button. The entire Chatbox is cleared when Photophone is closed. Text on screen can be removed using the Undo and Delete functions except where a line of text is still active. Active text is where the Text option is selected and a cursor is flashing on-screen. De-select the Text icon and that line can be removed.

17. A Photophone Radio message was sent but the recipient did not hear anything.

Photophone Radio operates through the sound card of a computer so if no sound card is installed, Radio will not function. Make sure that the microphones and speakers are plugged in securely and to the correct socket on both computers. Users with DSVD (simultaneous voice and data) modems can have microphone and speaker sets plugged into the modem and the computer at the same time; Radio will only use the latter.

If messages still cannot be heard, the microphone volume may be set too low. Check this in the **Volume Control screen**. Open it by double-clicking on the small Speaker icon on the Windows Task Bar. If this is not displayed, go to **Control Panel / Multimedia** and select 'Show Volume Control on the Taskbar'. In Volume Control select **Options / Properties**, select Recording, make sure that Microphone is ticked and click OK. In the Recording Control screen use the sliding control to alter the microphone volume and make sure the mic is switched on in the tick box at the bottom. Close this screen to complete the process.

18. How do I use Photophone over the internet?

Photophone contact over the internet can occur when both parties are signed on to their Internet Service Provider. One user dials the other using the receiver's Internet Protocol (IP) address. Your IP address can be found by going to **Comms / Settings / TCP/IP**. The modem in the Communication Setting screen (**Comms / Settings / Modem**) should be set to 'Null' and the Com Port to 'None'.

When contact is made the Photophone session takes place as normal, except that you may find that images, while not moving any slower than usual, come through in chunks rather than smoothly. Contact over the internet is explained more fully in the Photophone Help File and manual.

19. Can my computer receive Photophone calls when no-one is around?

Yes. When Photophone is switched on and the modem is set, any other Photophone unit can dial into it at any time. In this way, for example, a remote user can dial a base unit in the middle of the night, send files and pictures, edit and annotate images and type in the Chatbox. All data on screen remains available until the program - not the connection - is closed. Files transmitted using the File Send function stay in the folder **c:/fotofone/mailbox** until moved by a user.

20. What happens to the images on screen when I disconnect?

When you end a Photophone session all on-screen images - including any edits or annotations - and Chatbox text remain in place until a user acts on them. Chatbox text can be saved to the **Snapshot directory** using the Save button and images sent to you can be saved to Photophone Folders or to disk using the **File / Save As** command. When Photophone is closed, all data not saved will be lost.

21. Can another caller see my data from a previous Photophone session?

No. Even if you have many images on your screen the new user cannot see them unless they are shared, i.e. until you send them. Although the previous caller's chatbox text remains visible to you, the new user is starting with a blank screen, hence you will see their text start immediately after the last character of your previous session.

22. What are those dotted lines on my screen?

In many cases images will be viewed at different sizes during a Photophone session. This can result from differences in screen settings or monitor sizes, or where one user is looking at a full-size image and the other has **Auto-Size** selected in the **Application Options** screen (this sets images to a maximum size so that the whole can be seen). The dotted lines indicate the area of the current image that the other viewer is seeing during a Photophone session. It means that if one person is pointing at or annotating an section of the image outside the other's field of view, they can be told to scroll their image to the relevant point. These reference lines are most useful when images have been Tiled. Where there are different numbers of images on each screen or where only one person has used the Tile command the reference lines clearly show the smaller area of the image one viewer can see.

23. Can I remove annotations from a Saved image?

No. Once an annotated image has been saved, either to a Photophone Folder or using the **File / Save As** command, it becomes part of the image. In some cases old annotations can be covered over by new ones, for example a filled rectangle over text.

24. How can I get rid of an entire Folder?

To delete a whole folder and everything in it, open it in Folder View and click once on the Delete Image icon. Photophone will ask you to confirm the deletion process. Click on Yes to remove it from the list and delete all images in it, or No to retain it. There is no undelete function for this process; however, copies of the same image in other folders are not affected.

25. How can I change a Folder name?

To change the name of a Folder, open it in Folder View and click on **Save As**. Type the new name in the dialog box and click OK. The name will be added to the bottom of your list of Folders and contains exactly the same images as the Folder that was Saved. The original Folder can then be deleted.