



Nero Sipps Manual

Nero AG



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1 Introduction

1.1 Purpose of the Nero Sipps manual

This manual tells you how to use and configure Nero Sipps.

It is intended for all users who want to find out how to use Nero Sipps.

1.2 About Nero Sipps

Nero Sipps is a powerful Nero 7 application which provides the functions for making calls on the Internet on any standard PC. Nero Sipps helps you reduce your phone bill by placing calls from PC to PC over the Internet - you pay only your normal online charges. You can also use the Nero calling card to make low-cost calls to fixed network and mobile numbers anywhere in the world.

Not only does Nero Sipps enable you to make calls over the Internet, the application also offers functions such as call recording, call forwarding, and chat messaging.

Nero Sipps is also closely integrated with the My Nero communication network, whose members can swap information and ideas at no charge. The My Nero community puts you in touch with friends, relatives, and other like-minded people online.

This is done using SIP voice over IP technology. SIP (Session Initiation Protocol) represents a new form of voice transmission via the Internet or IP network. SIP supports the transmission of data, voice, and video over the Internet. The speech is digitized, compressed, and then packed into language packets before being sent to the IP network.



For more information, go to

<http://my.nero.com>

<http://www.sippstar.com>

<http://www.nero.com>

2 System requirements

2.1.1 Operating systems supported

Nero Sipps runs on the following operating systems:

- Microsoft® Windows® 2000
- Microsoft® Windows® XP
- Microsoft® Windows Server® 2003

Microsoft® DirectX® 9.0 (or higher) must also be installed on your computer. You can download the latest version of DirectX® from <http://www.microsoft.com/windows/directx>.

2.1.2 Minimum requirements

Operating system:	Microsoft® Windows® 2000
Processor:	400 MHz
Main memory:	128 MB
Hard drive space:	40 MB
Graphics card:	AGP 64 MB
Internet access:	56 kb modem
DirectX:	DirectX® 9.0
Webcam:	USB 1.1 webcam (for video telephony)
Plus:	Sound card, microphone, headphones or speakers

2.1.3 Recommended requirements

Operating system:	Microsoft® Windows® XP
Processor:	1.8 GHz
Main memory:	256 MB
Hard drive space:	40 MB
Graphics card:	AGP 128 MB
Internet access:	DSL
DirectX:	DirectX® 9.0 or higher
Webcam:	USB 2.0 webcam (for video telephony)
Plus:	Sound card, headset



You will get the best call quality using the headset.

2.1.4 Firewall and router settings

To be able to make calls using Nero Sipps, you must have the following ports in your firewall open and forwarded to your router.

- UDP: Ports 5070 / 30000-30009
- UDP: Ports 3478 / 3479 (for NAT / STUN)

Instructions for configuring your firewall can be found in the document entitled "Firewall Configuration" in the support area of <http://www.sippstar.com>.

Please consult your router manual for instructions on how to configure your router.

2.2 Conventions followed in the manual

In order to make best use of this manual, please note the following conventions:

Symbol	Meaning
	Indicates warnings or instructions that have to be followed strictly.
	Indicates additional information or advice.
1. Start...	A number at the beginning of a line indicates a request for action. Carry out these actions in the order specified.
	Indicates an intermediate result.
	Indicates a result.
OK	Indicates text passages or buttons that appear in the program interface of Nero Sipps. They are shown in bold face.
<u>Chapter</u>	Indicates references to other chapters. They are executed as links and are shown in red and underlined.

3 Basic information on making phone calls over the Internet

3.1 What is voice over IP?

Voice over IP (VoIP), also known as Internet telephony, is the designation for making phone calls via a computer network using an Internet protocol.

The essential difference between this and standard telephony is that the voice information is not transmitted via a line in a telephone network but is divided up into IP packets which are reassembled at the receiver's end. The big advantage over traditional telephony is that voice over IP uses the existing network infrastructure, so all you need is one network.

At the moment there is a great deal of hype about voice over IP, but the underlying concept for this technology is by no means new. Back in the late 1990s various companies were already working on Internet telephony but were hampered by the enormous demands which the network could not meet at the time.

By the beginning of the 21st century the facilities were available to enable this technology with massive potential to be implemented. Networks had become more powerful, and broadband connections were becoming ever more widespread, so the world was ready for voice over IP.

To ensure that the technology could be used by different companies and in different countries, various protocols were defined which control voice and data transfer. The main protocol is SIP (Session Initiation Protocol).

3.2 How does voice over IP work?

Human speech starts out as an analog signal. In order to transport it, it is digitized and reduced using various compression processes so that it can be sent across the Internet.

Whereas a standard telephone call requires a connection to be set up between the participants and reserved for the duration of the call, Nero Sipps uses existing Internet connections which transmit the call much more economically.

The compressed data is divided up into packets and transported to the destination. When they arrive there, for example at another Nero Sipps client or any other SIP compliant client, the data packets are reassembled and converted into voice signals.

Using interfaces like the My Nero gateway you can also make calls to the fixed network or mobile network using Nero Sipps, as this gateway not only forwards calls to the Internet but also to the public fixed and mobile networks.

4 Installation and configuration

4.1 Installing Nero Sipps

The following prerequisite must be met:

- You have administrator rights.

To install Nero Sipps, proceed as follows:

1. Double-click on the installation file.
 - ➔ The **Nero Sipps** window opens.
 - ➔ The **Install Yahoo! Toolbar** window opens.



Fig. 1: Install Yahoo! Toolbar window

2. If you want to install Nero Sipps with the Yahoo!® toolbar, select **Install Nero software with the Yahoo! Toolbar - I accept the above mentioned conditions from Yahoo.**
If you want to install Nero Sipps without the Yahoo!® toolbar, select **Install Nero Software without the Yahoo! Toolbar.**
3. Click on the **Next** button.
 - ➔ If you have decided to install Nero Sipps with the Yahoo!® toolbar, it will be installed in the background.
 - ➔ The **Nero Sipps Installation Wizard** opens.
4. Click on the **Next** button.
5. Read the licence agreement carefully.
6. Select **I accept all terms of the preceding License Agreement.**



You can only continue installing Nero Sipps if you agree with the licence agreement.

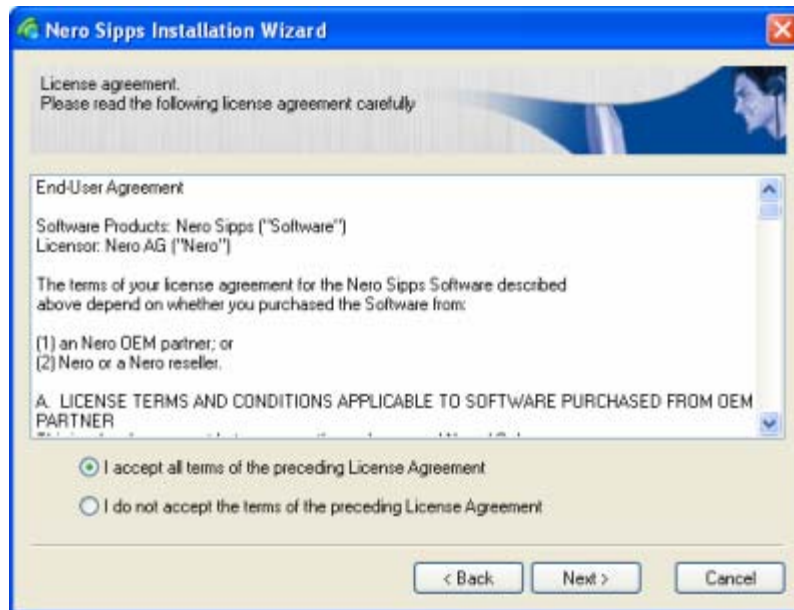


Fig. 2: Nero Sipps Installation Wizard – **License agreement** window

7. Click on the **Next** button.
8. If you want to install Nero Sipps in a different directory than the one suggested in the **Install to...** field:
 1. Click on the **Browse** button.
→ The **Nero Sipps Installer** dialog box opens.
 2. In the directory tree, click on the folder in which you want to install the software.
 3. Click on the **OK** button.
9. Click on the **Install** button.
→ Nero Sipps will now be installed. When it is successfully installed, a dialog box will open.



Abb. 3: Nero Sipps Installation Wizard – **Shortcuts** window

10. If you do not want to create a shortcut to Nero Sipps in the Quick Launch bar, uncheck the **Add a shortcut to Nero Sipps in the Quick Launch bar** box.
11. If you do not want to create a shortcut to Nero Sipps on your desktop, uncheck the **Add a shortcut to Nero Sipps on the desktop** box.
12. Click on the **OK** button.
13. Click on the **Finish** button.

➔ You have now installed Nero Sipps.

4.2 Registering with My Nero

The following prerequisite must be met:

- The **Nero Sipps - My Nero Registration** window is open.

To register with My Nero, proceed as follows:

1. If your software firewall asks you whether you want to continue blocking Nero Sipps, click on the **Do not block** button.



Fig. 4: Windows security warning dialog box

2. If you do not yet have a My Nero identity, read [Creating a My Nero identity](#).
3. If you already have a My Nero identity, read [Registering with an existing My Nero identity](#).

4.2.1 Creating a My Nero identity

The following prerequisite must be met:

- You are connected to the Internet.

To create a new My Nero identity, proceed as follows:

1. Read the license conditions carefully.
 2. Check the **I agree to these license terms** box.
 3. Click on the **Next** button.
- ➔ The **Create your own account** window will open.



Your nickname must not contain any periods, underscores or other special characters, and must be between 5 and 20 characters long.

4. Enter a name you want your friends to use to find you in the **Nickname** input field.
5. Enter your first name in the **First name** input field.
6. Enter your last name in the **Last name** input field.
7. In the **Country** drop-down menu, select the country you are in at the moment.



You can only register with My Nero once with the same email address.

8. Enter your email address in the **Email** and **Email (retype)** input fields.



If you cannot read the character combination in the **Security code** field, click in the field again and a new combination will be displayed.

9. Enter the combination of letters and numbers you can see in the **Security code** display field in the **Security code** input field.



Choosing a safe password

Make sure your password consists of numbers, letters, and special characters. This will minimize the risk of your data being misused by unauthorized persons.

10. Enter a password with at least 6 characters in the **Password** input field.
11. Enter the password again in the **Password (retype)** input field.
12. Click on the **Register** button.
 - ➔ The **My Nero Login** screen will appear.
You will receive an activation email from My Nero.
13. Follow the instructions in the activation email.
14. When you have activated your account, click on the **Login** button.
 - ➔ You are now registered with My Nero with a new identity.
The **Your Internet connection** screen will now be displayed. For instructions on how to configure this, see [Setting up an Internet connection](#).

4.2.2 Registering with an existing My Nero identity

The following prerequisite must be met:

- You are connected to the Internet.

To register with an existing My Nero identity, proceed as follows:

1. Select the **I already have an account at My Nero** radio button.
 - ➔ The **My Nero Login** screen will appear.
2. Enter your nickname in the **Nickname** input field.
3. Enter your password in the **Password** input field.



If you have forgotten your password, click on the **Forgot your password?** link and you will be taken to a My Nero web page where you can have a new password sent to you by email.

4. Click on the **Login** button.

- ➔ You are now registered with My Nero with an existing identity. The **Your Internet connection** window will now be displayed. For instructions on how to configure this, see [Setting up an Internet connection](#).

4.3 Setting up an Internet connection

To set up your Internet connection, proceed as follows:

1. Select the radio button for the type of connection your computer uses to connect to the Internet.



The type of connection affects the audio and video quality.

Choose the most suitable connection type and bandwidth for your Internet connection. If the bandwidth you set is higher than the bandwidth actually available, this may cause a deterioration in audio and video quality.

2. If you selected **Broadband and DSL**, select the bandwidth of your Internet connection in the drop-down menu.
3. Click on the **Next** button.

➔ The **Select your Video Device** screen will open.
4. If you have a webcam connected to your computer:
 1. Check the Activate video functionality box.
 2. Select your webcam in the **Capture Device (Webcam)** drop-down menu.
5. Click on the **Next** button.

➔ If there is more than one audio device installed on your computer, the **Select your Sound Device** screen will open.

 1. Select the playback device you require in the **Device for Playback** drop-down menu.
 2. Select the recording device you require in the **Device for Recording** drop-down menu.
 3. Select the audio device you require in the **Audio device for ring tone and hands-free talking** drop-down menu.
6. Click on the **Finish** button.

➔ You have now set up the Internet connection.



The first time you open Nero Sipps, the **Nero Sipps Callto** dialog box will open.

If you do not want Nero Sipps to check whether it is the default application for Internet calls, check the **Do not bother me again** box. Nero Sipps will now be the default telephone for all callto links.

5 User interface

5.1 Main screen

The Nero Sipps main screen offers you fast access to all functions via the menu and buttons.

The message field lets you see the most important messages at a glance.

The tabs allow you to access your contacts, the telephone, and the call list as well as to call up the functions you require.



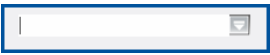
Fig. 5: Main screen

5.1.1 Menu

File menu	
My Status	Displays a drop-down list from which you can select your online status.
Configuration	Opens the Nero Sipps configuration.
Exit	Exits Nero Sipps.
View menu	
Silver	Selects the Silver skin for the user interface. This box is checked by default.
Action menu	
Call handling	New call: Dials the number shown in the dialing field.
	Conference call: Starts a conference call to the number shown in the second dialing field.
	Start recording: Records a call in progress. This item is only available if there is a call underway.
Video call	Starts video transmission. The Preview window is opened.

Contact management	Add contact / Find friends on My Nero: Finds your friends on My Nero. A browser window containing the Search contact page is opened. Add contact / Add a contact manually: Adds a new contact to the contact list manually. The New contact window is opened. Contact details: Shows the details for the highlighted contact. The Edit contact window is opened. Invite friends: Invites your friends into My Nero. Contact synchronization: Synchronizes your contacts with other applications. The Configuration window is opened with the Contact Synchronization tab.
Search for Contacts	Find friends on My Nero: Finds your friends on My Nero. A browser window containing the Search contact page is opened. Search after contact local: Searches the local contact list. The Begin Search dialog window is opened.
File transfer	Starts a file transfer between you and another My Nero member.
Online shop	Opens the Nero Sipps online shop in which you can purchase further Nero products and call credit.
My Nero menu	
My profile	Edits your profile. A browser window containing the My profile page is opened.
Info services	Opens a drop-down list containing information services to which you can subscribe. Information on the services to which you have subscribed is displayed in the message field.
My Nero account	Edits your My Nero account. A browser window containing the page for your user account is opened.
Help menu	
Quick start	Opens the QuickStart guide.
Help	Opens the online help.
Tutorial	Opens a tutorial on Nero Sipps in pdf format.
About	Opens a window containing information about Nero Sipps.

5.1.2 Areas

	Message field Shows your online status, messages relating to subscription information services, and any changes to the status of your contacts. Clicking on the message for an information service opens a window containing further information. Clicking on the message about a change in status opens a chat window with the contact in question.
	Dialing field Lets you enter digits using the keyboard and shows the number to be called.
	Keypad Lets you enter digits using the mouse.

5.1.3 Buttons

	Status indicator Indicates whether you are logged into the My Nero network. If the status indicator is red, you are either not connected to the Internet or your connection with My Nero has been interrupted.
	Opens a drop-down menu. Find friends on My Nero: Finds your friends on My Nero. A browser window containing the Search contact page is opened. Add a contact manually: Adds a new contact to the contact list manually. The New contact window is opened.
	Connects you to My Nero. A browser window containing the My Nero start page is opened.
	Opens the Video preview window.
	Opens a drop-down menu. Find friends on My Nero: Finds your friends on My Nero. A browser window containing the Search contact page is opened. Search after contact local: Searches the local contact list. The Begin Search dialog window is opened.
	Connects you to My Nero. A browser window containing the My Nero start page is opened.
	Selects the online status. A drop-down menu containing the various online states is opened.
	Sends the selected contact a chat message. The chat window is opened.
	Calls the highlighted contact or dials the number in the dialing field.
	Ends a call in progress. This button is only active if there is a call underway.
	Forwards a call in progress. The Call Forward dialog is opened.



If the status indicator is red, you are either not connected to the Internet or your connection with My Nero has been interrupted. Check your Internet connection and restart Nero Sipps if necessary.

5.1.4 Context menu

Right-clicking on a free area opens a context menu.

Connections area	
IP Address	Selects the network adapter via which Nero Sipps receives and transmits voice packages using its IP address. This item is only displayed if there is more than one network adapter installed in the computer.
Extended area	
Session logfile	Opens the Logfile Viewer window.

Nero Sipps configuration area	
Configuration	Opens the Nero Sipps configuration.
Wizard	Opens the Nero Sipps configuration wizard.
Help	Opens the online help.
About Nero Sipps	Opens a window containing information about Nero Sipps.
Exit	Exits Nero Sipps.

5.2 Contacts tab

This tab shows your contacts and their current online status. You can edit and delete your contacts.

Contacts that are online have a colored avatar .

Contacts that are offline have a gray avatar .

Highlighting a contact opens a detailed view. This includes a larger version of the avatar together with a small icon on the bottom right showing the contact's online status. Next to this you will see the contact's IM account and telephone number.



You can only view the online status of your contacts if they have authorized you to do so. To find out how to authorize a contact yourself, see [Authorizing a contact](#).

5.2.1 Buttons

	Sorts the contacts. Show all: Shows all contacts. Online: Shows only contacts who are online in My Nero and whose online status is online, away or busy.
	Opens the Nero Sipps configuration.

5.2.2 Context menu

Edit contact	Edits the highlighted contact. The Edit contact window is opened.
Delete contact	Deletes the highlighted contact.

5.3 Telephone tab

This tab lets you call people using their number or nickname on My Nero. You can do this using the keyboard of your computer or the keypad in Nero Sipps. You can also carry out all actions relating to calls here.

5.3.1 Buttons

	Holds the call in progress. This button is only active if there is a call underway.
	Starts a conference call. If a call is not yet underway, the number in the first dialing field will be called directly. If a call is already underway, the next number will be called.
	Records the call in progress.



Legal information

Please note that unauthorized recording of calls is illegal in many countries and is a prosecutable offence. If you live in such a country, you are obliged to tell the other party that the call is being recorded. Please inform yourself therefore of the statutory regulations for your country before recording your telephone call. If you are unsure about the legal position in your country, we recommend that you consult your legal advisor. Nero AG accepts no liability in the event of misuse of this program function and the resultant violation of the respective national law.

In Germany, this problem is addressed in the penal code, § 203.

More detailed information can be found under: <http://bundesrecht.juris.de/stgb/>

	Opens the Nero Sipps configuration.
	Regulates the microphone volume. The changes will only take effect if the Automatic Gain Control (AGC) box on the Audio Devices tab under the Basic settings menu icon in the configuration is unchecked. The top button mutes and restores the microphone volume.
	Regulates the speaker volume. The top button mutes and restores the speaker volume.
	Shows and hides the keypad.

5.3.2 Context menu

The context menu for the **Telephone** tab corresponds to the context menu for the main screen.

5.4 List of calls tab

The list of calls provides information on successful and unsuccessful calls, their date and time, the person called, and the duration.

Successful calls are indicated by a green telephone symbol .

Unsuccessful calls are indicated by a red telephone symbol .

Reasons for an unsuccessful call include the caller hanging up too early or you rejecting the call.

5.4.1 Buttons

	Opens the Nero Sipps configuration.
	Plays a recorded call. This button is only displayed if the call was recorded.
	Deletes the call.
	Deletes all calls in the list of calls. A dialog window to confirm this action is opened.

5.4.2 Context menu

Call	Calls the originator of the highlighted call.
Delete call	Deletes the call.
Add contact to address book	Adds the originator of the highlighted call to the contacts. The New contact window is opened.

6 Outgoing calls

6.1 Calling someone on My Nero



Calls to others logged into My Nero are free.

To call someone on My Nero, proceed as follows:

1. Click on the **Telephone** tab.
2. Click in the dialing field.

Fig. 6: Dialing field

3. Enter the Nero nickname of the person you want to call in the dialing field.
4. Click on the  button.

➔ The call is made.

6.2 Calling someone in the public telephone network



DTMF dialing is only available if you are using the Nero Sipps keypad.



Composition of the telephone numbers

The composition of the telephone numbers change when calling the public telephone network via Internet telephony.

Enter the numbers in the following format:

Country code – area code (without 0) – telephone number

Example: 49891234567

The following prerequisite must be met:

- Your Nero calling card is in credit.

To call someone in the public telephone network, proceed as follows:

1. Click on the **Telephone** tab.
2. Click in the dialing field.
3. Enter the number of the person you want to call in the dialing field.

4. Click on the  button.

➔ The call is made.

6.3 Calling someone as a contact

The following prerequisite must be met:

- A contact has been created.

To call someone as a contact, proceed as follows:

1. Click on the **Contacts** tab.
2. Select the contact you want to call in the drop-down list.
3. Click on the  button.

➔ The call is made.

6.4 Calling someone with video transmission



Video calls are not possible to the public telephone network

Note that video calls to the public telephone network are not possible at present.

The following prerequisites must be met:

- There is a webcam connected to your PC and you have installed and set up the software.
- The telephone of the person you are calling supports SIP-based video telephony.

To call someone with video transmission, proceed as follows:

1. Click on the  button.
- ➔ The **Preview** window is opened.
2. Click on the **Telephone** tab.
3. Click in the dialing field.
4. Enter the number of the person you want to call in the dialing field.
5. Click on the  button.

➔ The call with video transmission is made.

7 Incoming calls

7.1 Accepting a call

The following prerequisite must be met:

- There is a call coming in.

To accept a call, proceed as follows:

1. Click on the  button.
→ You have accepted a call.

7.2 Rejecting a call

The following prerequisite must be met:

- There is a call coming in.

To reject a call, proceed as follows:

1. Click on the  button.
→ You have rejected a call.

8 Current call

8.1 Ending a call

The following prerequisite must be met:

- There is already a call underway.

To end a call, proceed as follows:

1. Click on the  button.
→ You have ended the call.

8.2 Holding and resuming a call

The following prerequisite must be met:

- There is already a call underway.

To hold and resume a call, proceed as follows:

1. Click on the  button.
→ The call is put on hold.
→ The affix **Hold** appears in the connection on hold in the dialing field.

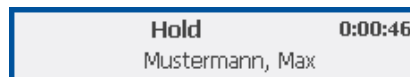


Fig. 7: Dialing field – Hold

2. Click on the  button.
→ The call is resumed.
3. Continue with your call.
→ You have held and resumed a call.

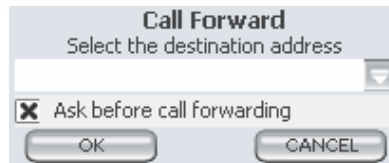
8.3 Forwarding a call

The following prerequisite must be met:

- There is already a call underway.

To forward a call, proceed as follows:

1. Click on the  button.
→ The **Call Forward** dialog is opened.

Fig. 8: **Call Forward** dialog

2. Select the number to which you want to forward the call in the drop-down menu or enter it in the field.
3. If you want to ask before forwarding the call:
 1. Check the Ask before call forwarding box.
 2. Click on the **OK** button.
 - The call is made to the person to whom forwarding is to take place. Inform the caller of the planned forwarding.
 3. Click on the  button.
 - The call is forwarded.

If you do not want to ask before forwarding the call:

4. Uncheck the Ask before call forwarding box.
5. Click on the **OK** button.
 - The call is forwarded.

→ You have forwarded a call.

8.4 Recording a call



Legal information

Please note that unauthorized recording of calls is illegal in many countries and is a prosecutable offence. If you live in such a country, you are obliged to tell the other party that the call is being recorded. Please inform yourself therefore of the statutory regulations for your country before recording your telephone call. If you are unsure about the legal position in your country, we recommend that you consult your legal advisor. Nero AG accepts no liability in the event of misuse of this program function and the resultant violation of the respective national law.

In Germany, this problem is addressed in the penal code, § 203.

More detailed information can be found under: <http://bundesrecht.juris.de/stgb/>



Note that for legal reasons, the person you are calling will be made aware that the call is being recorded by means of a beep at the start and end of recording.

The following prerequisite must be met:

- The person you are calling has been informed that the call is being recorded and has agreed to this.

To record a call, proceed as follows:

1. Click on the  button.
 - ➔ There is a beep. A red symbol appears in the message area.
 - ➔ The call is recorded.
2. Click on the  button.
 - ➔ Recording is terminated.
 - ➔ You have recorded a call.



Recorded calls are stored as WAV files in the folder **C:\Documents and Settings\<Identity>\Local Settings\User Data\SIPPS\<Identity>** where <Identity> stands for the identity under which you logged onto Windows®.

If you cannot see this folder, click in Windows® Explorer on the **Tools** menu > **Folder Options**, then on the **View** tab and select the **Show hidden files and folders** radio button in the **Advanced settings** area. Click on the **OK** button.

8.5 Muting the microphone

To mute the microphone, proceed as follows:

1. Click on the  button.
 - ➔ You have muted the microphone.

8.6 Restoring the microphone volume

The following prerequisite must be met:

- The microphone has been muted.

To restore the microphone volume, proceed as follows:

1. Click on the  button.
 - ➔ You have restored the microphone volume.

8.7 Regulating the microphone volume

The following prerequisite must be met:

- The **Automatic Gain Control (AGC)** box on the **Audio Devices** tab under the **Basic settings** menu icon in the configuration is unchecked.



Fig. 9: Microphone volume slider

To regulate the microphone volume, proceed as follows:

1. To reduce the volume:
 1. Click on the microphone volume slider.
 2. Drag the slider downwards while keeping the left mouse button pressed.
 2. To increase the volume:
 1. Click on the microphone volume slider.
 2. Drag the slider upwards while keeping the left mouse button pressed.
- ➔ You have regulated the microphone volume.

8.8 Regulating the speaker volume



Fig. 10: Speaker volume slider

To regulate the speaker volume, proceed as follows:

1. To reduce the volume:
 1. Click on the speaker volume slider.
 2. Drag the slider downwards while keeping the left mouse button pressed.
 2. To increase the volume:
 1. Click on the appropriate volume slider.
 2. Drag the slider upwards while keeping the left mouse button pressed.
- ➔ You have regulated the speaker volume.

9 Conference call

9.1 Inviting someone to join a call in progress

In this section you will learn how to hold a conference call with three participants by inviting someone to join a call already in progress.

The following prerequisite must be met:

- There is already a call underway.

To invite someone to join a call in progress, proceed as follows:

1. Click in the second dialing field.
→ The dialing field is framed in blue.

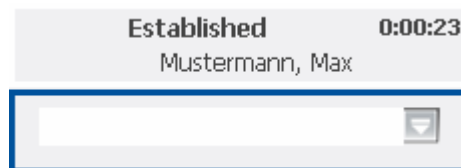


Fig. 11: Conference call

2. Enter the number of the person you want to invite to join the conference call in the dialing field.
3. Click on the  button.
→ The second person is called.
The first person will be put on hold until the second person has answered the call.



Fig. 12: Conference call established

- You have invited someone to join a call in progress.

9.2 Ending a conference call

The following prerequisite must be met:

- There is a conference call underway.

To end a conference call, proceed as follows:

1. Click on the  button.
→ You have ended a conference call.

9.3 Disconnecting individual call partners from a conference call

The following prerequisite must be met:

- There is a conference call underway.

To disconnect an individual call partner from the conference call, proceed as follows:

1. Click in the dialing field of the connection with the call partner you want to disconnect.
→ The dialing field is framed in blue.

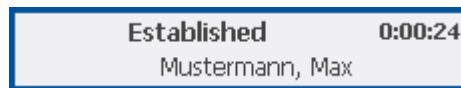


Fig. 13: Dialing field framed

2. Click on the  button.
→ You have disconnected an individual call partner from the conference call.

10 List of calls

10.1 Deleting a call from the list of calls

To delete a call from the list of calls, proceed as follows:

1. Click on the **List of calls** tab.
2. Select a call you have recorded in the drop-down list.
3. Click on the  button.

➔ You have deleted a call from the list of calls.

10.2 Deleting all calls from the list of calls

To delete all calls from the list of calls, proceed as follows:

1. Click on the **List of calls** tab.
2. Click on the  button.
➔ The **Delete all entries in last call list** dialog window is opened.
3. Click on the **Yes** button.

➔ You have deleted all calls from the list of calls.

10.3 Listening to a recorded call

The following prerequisite must be met:

- You have recorded a call.

To listen to the recording of a call, proceed as follows:

1. Click on the **List of calls** tab.
2. Select a call you have recorded in the drop-down list.
3. Click on the  button.

➔ The recorded call is played back.

➔ You have listened to a recorded call.

10.4 Deleting a recorded call

The following prerequisite must be met:

- You have recorded a call.

To delete a recorded call, proceed as follows:

1. Click on the **List of calls** tab.

2. Select a call you have recorded in the drop-down list.
3. Click on the  button.
 - ➔ A dialog window is opened.
4. Click on the **Yes** button.
 - ➔ You have deleted a recorded call.

11 Chat

11.1 Changing your online status

Your online status shows your contacts whether you are available for a call or chat.

To change your online status, proceed as follows:

1. Click on the  button.
2. Select the online status you want in the drop-down menu.

Online	Shows you as being online and available for calling and chatting.
Away	Shows you as being presently unavailable for chatting. If you do not use the mouse and keyboard for a defined time, Nero Sipps will automatically select this online status (so-called auto-away) and revert to the original online status upon your return. You will still be shown any chat messages sent to you.
Busy	Shows you as being busy. You will still be shown any chat messages sent to you.
Offline	Shows you as being offline. Any chat messages sent to you will be buffered on the server and shown to you as soon as you change your online status. You will continue to be made aware of calls to you in this online status.

➔ You have changed your online status.

11.2 Sending a chat message



Nero Sipps only supports offline messages for the instant messaging services of My Nero, ICQ, and AOL.

An offline message is a message that you send to a contact while they are offline. The message is buffered on the chat server and shown to the contact as soon as they go online.

To send a chat message to a contact, proceed as follows:

1. Click on the **Contacts** tab.
2. Select the contact you want to chat with in the drop-down list.
3. Click on the  button.
 - ➔ The **Choose IM Account** dialog window is opened if there are a number of IM accounts assigned to a contact.
1. Select the IM account to which you want to send the message in the drop-down list.
2. Click on the **OK** button.
- ➔ The **Chat** window is opened.

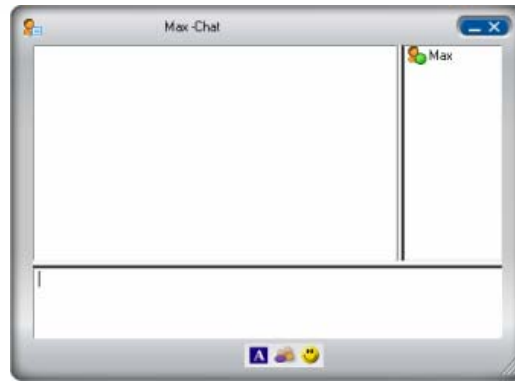


Fig. 14: Chat window

4. Enter your message in the input area.
 5. Press the Enter key.
- ➔ You have sent the contact a chat message.

11.3 Inviting someone to join a chat in progress

The following prerequisite must be met:

- You are already chatting with a contact.

To invite someone to join a chat in progress, proceed as follows:

1. Click on the  button in the **Chat** window.
- ➔ The **Invite contact** dialog window is opened.
2. Select the IM account of the contact you want to invite to join the chat in the drop-down list.

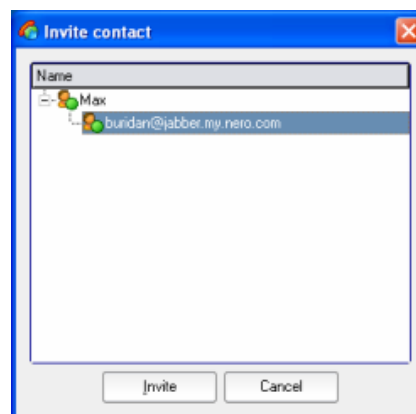


Fig. 15: Invite contact dialog window

3. Click on the **Invite** button.
 4. The message "The user x has joined the chat" is shown in the display area.
- ➔ You have invited a contact to join a chat in progress.

11.4 Setting up a further chat identity



My Nero supports the following instant messaging protocols:

ICQ (<http://www.icq.de/>)

MSN (<http://www.msn.de/>)

AOL (<http://www.aol.de/>)

This manual does not describe how to create an identity within the individual instant messaging services. Please refer to the individual providers for more information.

To set up a further chat identity, proceed as follows:

1. Click on the **File** menu > **Configuration**.
→ The **Configuration** window is opened.
2. Click on the **Instant Messaging** menu icon.
3. Enter your ID or UIN in the appropriate input field in the Identity area.



ID stands for IDentification and UIN for Unique Identification Number. They are the user IDs within the respective instant messaging services.

4. Enter the password for your identity in the **Password** input field.
5. Check the **Active** box.
6. Click on the **OK** button.

→ You have set up a further chat identity.



Chat messages in My Nero are transmitted using the Jabber instant messaging protocol. This is why you can set up a further Jabber identity in Nero Sipps.

12 Contact management

12.1 Adding a contact to the contact list

To add a contact to your contact list, proceed as follows:

1. Click on the  button > **Find Friends on My Nero.**
 → The browser opens with the **Search contact** page.
2. Enter the first name, last name or nickname of the person you want to add to your contact list in the input field.
3. Click on the **Search** button.
 → The search results are displayed.
4. Click on the link containing the contact's nickname.
 → The contact's profile is displayed.
5. Click on the **Add to contact list** link.
 → You have added a contact to your contact list.

12.2 Creating a contact manually

To create a contact manually, proceed as follows:

1. Click on the  button > Add a contact manually.
 → The **Nero Sipps - New contact** window is opened.



Fig. 16: **New contact** window

2. Enter the contact's last name in the **Last name** input field.
3. Enter the contact's first name in the **First name** input field.
4. Enter the contact's nickname in the **Nickname** input field.
5. Enter the contact's home number in the **Home** input field.



Enter all numbers with country code as in the following example: +49 89 1234567

6. Enter the contact's work number in the **Business** input field.
7. Enter the contact's mobile phone number in the **Mobile phone** input field.
8. Enter the SIP number in the **SIP** input field.



The SIP number in My Nero has the following format: **sip:nickname@sip.my.nero.com**.

9. Select the radio button for the preferred number to be dialed by Nero Sipps when the contact is double-clicked in the **Telephone number** area.
10. Enter your contact's IM accounts in the input fields in the **IM accounts** area.



An IM account can only ever be allocated to one contact. In other words you cannot create two contacts with the same IM account allocated to them.



The My Nero IM account must end with @jabber.my.nero.com.

11. Enter your contact's e-mail addresses in the input field in the **E-mail address** area.
12. Select the radio button for the preferred e-mail address in the **E-mail address** area.

Fig. 17: **New contact** window

13. Click on the **OK** button.
➔ You have created an account manually.

12.3 Editing a contact

To edit a contact, proceed as follows:

1. Click on the **Contacts** tab.
 2. Right-click on the contact that you want to edit and select **Edit contact** in the context menu that is displayed.
- ➔ The **Edit contact** window is opened.

Fig. 18: **Edit contact** window

3. Make the necessary changes.
 4. Click on the **OK** button.
- ➔ You have edited a contact.

12.4 Deleting a contact

To delete a contact, proceed as follows:

1. Click on the **Contacts** tab.
 2. Right-click on the contact that you want to edit and select **Delete contact** in the context menu that is displayed.
- ➔ The **Confirmation** dialog window is opened.
3. Click on the **Yes** button.
- ➔ You have deleted a contact.

12.5 Authorizing a contact

The following prerequisites must be met:

- The contact has added you to their contact list.
- The **Buddy authorization request** dialog window is open.

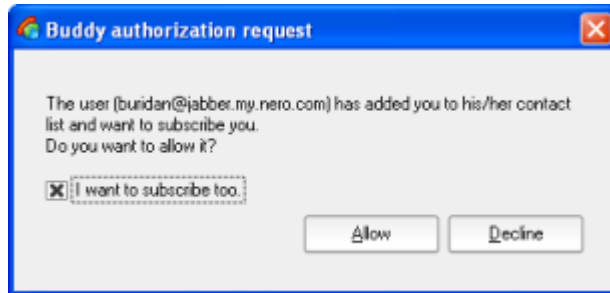


Fig. 19: Buddy authorization request dialog window

To authorize a contact, proceed as follows:

1. Check the **I want to also be added to his/her contact list** box.
2. Click on the **Allow** button.
 - ➔ The contact is automatically added to your contact list.
 - ➔ You have authorized a contact.

12.6 Editing your own profile

To edit your profile, proceed as follows:

1. Click on the **My Nero** menu > **My profile**.
 - ➔ The browser opens with the **My profile** page.



Fig. 20: My Nero – My profile browser window

2. Click on the **General** link.
3. Click on the **Edit** button.
4. Make the necessary changes to your profile.
5. Click on the **Save** button.
6. Click on the **Personal** link.
 - ➔ The **Personal information** page is displayed.
7. Click on the **Edit** button.

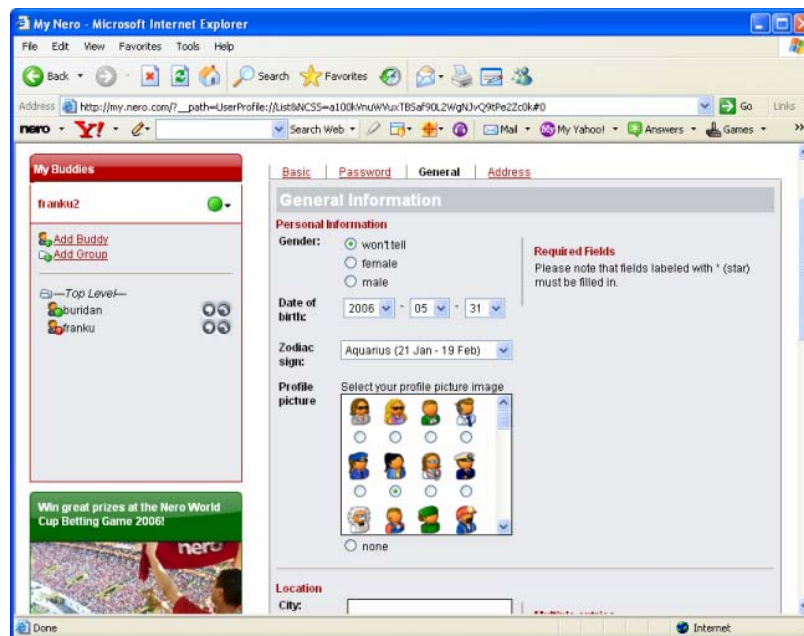


Fig. 21: My Nero – My profile – Personal browser window

8. Make the necessary changes to your profile.
9. Click on the **Save** button.
 - ➔ You have edited your personal profile.

12.7 Adding an avatar to a contact

The following prerequisites must be met:

- You have opened the **New contact** or **Edit contact** window.
- The avatar exists as a JPG, BMP or PNG graphic.

To add an avatar (i.e. a graphical representation of a user) to a contact, proceed as follows:

1. Click on the **Change** button in the **Avatar** area.
 - ➔ The **Select image** dialog window is opened.
2. Select the image you want in the drop-down list.

3. Click on the **Open** button.
 4. Click on the **OK** button.
- ➔ You have added an avatar to a contact.

13 Ring tones

13.1 Setting up custom ring tones

The following prerequisite must be met:

- The ring tone exists as a WAV audio file.

To set up a custom ring tone, proceed as follows:

1. Click on the **File** menu > **Configuration**.
2. Click on the **Signal and ring tones** menu icon.
3. Click on the **General signals** tab.
4. Select the event to which you want to assign a new ring tone in the **Events** drop-down list.
5. Click on the  button.
 - ➔ The **Search for audio files** window is opened.

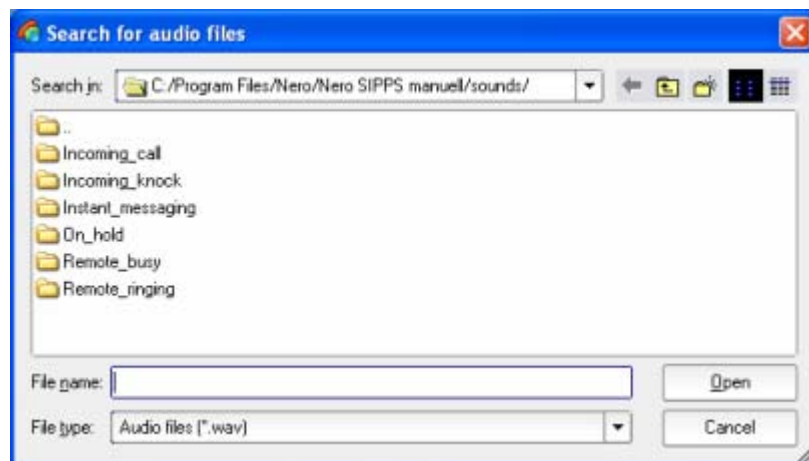


Fig. 22: Search for audio files dialog window

6. Highlight the audio file containing the ring tone you want.



The quality of the audio file is automatically reduced to 128 kbps, 16 bit, mono.

7. Click on the **Open** button.
8. If you want to listen to the ring tone, click on the  button.
 - ➔ The ring tone is played.
9. Click on the **OK** button.
 - ➔ You have set up a custom ring tone.

13.2 Assigning a custom ring tone to a contact

The following prerequisite must be met:

- The ring tone exists as a WAV audio file.

To assign a custom ring tone to a contact, proceed as follows:

1. Click on the **File** menu > **Configuration**.
→ The **Configuration** window is opened.
2. Click on the **Signal and ring tones** menu icon.
3. Click on the **Available audio files** tab.
4. Click on the **Import local ring tones** button.
→ A dialog window is opened.

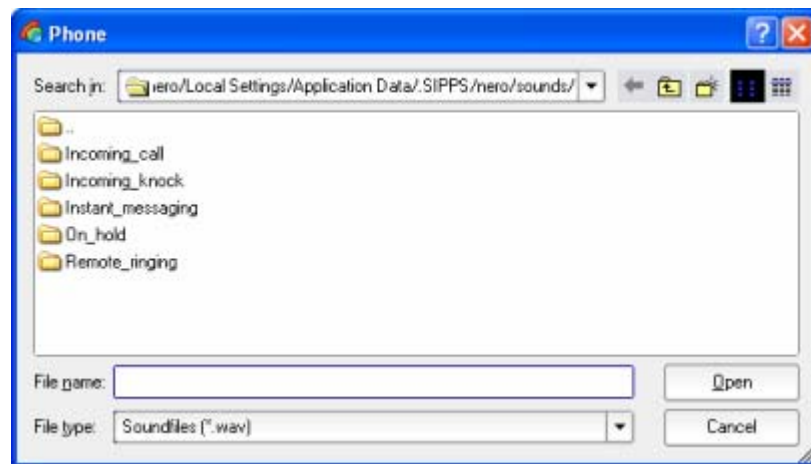


Fig. 23: Dialog window for importing local ring tones

5. Highlight the audio file containing the ring tone you want.



The quality of the audio file is automatically reduced to 128 kbps, 16 bit, mono.

6. Click on the **Open** button.
7. Click on the **Individual ring tones** tab.
8. Click on the **New** button.
→ The **Select contact** dialog window is opened.

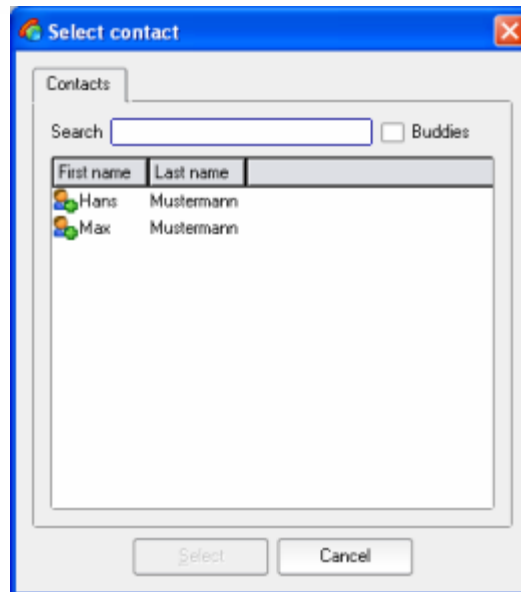


Fig. 24: **Select contact** dialog window

9. Select the required contact in the drop-down list.
10. Click on the **Select** button.
 - ➔ A drop-down menu is opened beside the contact.
11. Select the ring tone you want in the drop-down menu.
12. If you want to listen to the custom ring tone:
 1. Select the contact once more in the **Contact/Group** drop-down list.
 2. Click on the  button.
 - ➔ The ring tone is played.
13. Click on the **OK** button.
 - ➔ You have assigned a custom ring tone to a contact.

13.3 Assigning a custom ring tone to a contact for chat messages

In this section you will find out how to configure a custom ring tone for a contact that will sound each time your contact sends you a chat message.

The following prerequisite must be met:

- The ring tone exists as a WAV audio file.

To assign a custom ring tone to a contact for chat messages, proceed as follows:

1. Click on the **File** menu > **Configuration**.
 - ➔ The **Configuration** window is opened.
2. Click on the **Signal and ring tones** menu icon.
3. Click on the **Available audio files** tab.

4. Click on the **Import local ring tones** button.
→ A dialog window is opened.
5. Highlight the audio file containing the ring tone you want.



You can only use WAV audio files as ring tones.
The quality of the audio file is automatically reduced to 128 kbps, 16 bit, mono.

6. Click on the **Open** button.
7. Click on the **Individual IM signals** tab.
8. Click on the **New** button.
→ The **Select contact** dialog window is opened.
9. Select the required contact in the drop-down list.
10. Click on the **Select** button.
→ A drop-down menu is opened beside the contact.
11. Select the ring tone you want in the drop-down menu.
12. If you want to listen to the custom ring tone:
 1. Select the contact once more in the **Contact/Group** drop-down list.
 2. Click on the  button.
→ The ring tone is played.
13. Click on the **OK** button.
→ You have assigned a custom ring tone to a contact for chat messages.

14 Advanced functions

14.1 Working with Microsoft® Outlook®

14.1.1 Making calls from Microsoft® Outlook®

In this section you will learn how to make calls via Nero Sipps from any TAPI-compatible application at the touch of a button using the TAPI functionality of Nero Sipps. TAPI is a programming interface developed by Microsoft® for telephony applications. As this function is mainly used with Microsoft® Outlook®, the procedure will be described using this program.

The following prerequisites must be met:

- You are using Microsoft® Outlook® 2000 or higher.
- Nero Sipps is running.

To call someone directly from Microsoft® Outlook®, proceed as follows:

1. Launch Microsoft® Outlook®.
2. Click on **Contacts** in the navigation area.
3. Right-click on the contact that you want to call and select **Call contact** in the context menu that is displayed.
 - ➔ The **New telephone call** window is opened.

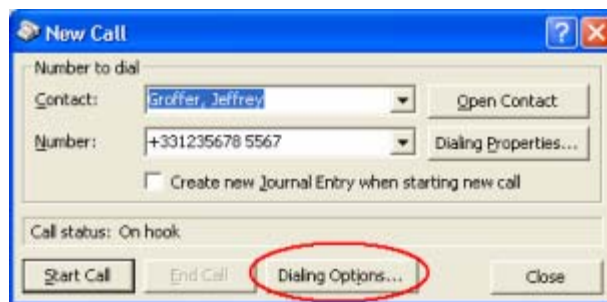
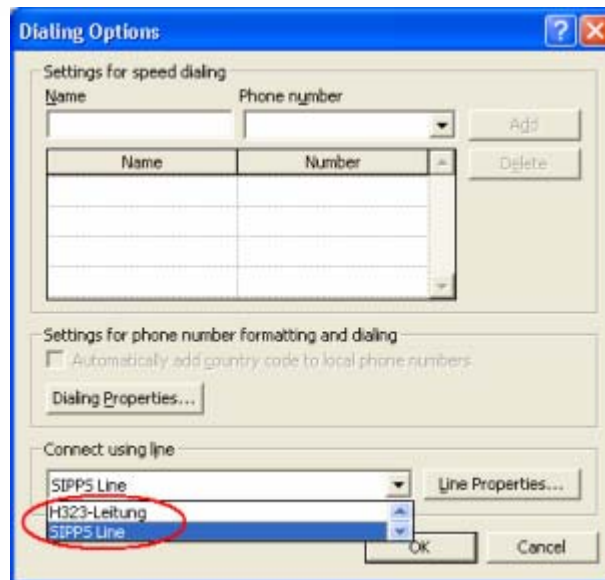


Fig. 25: Outlook – **New telephone call** dialog window

4. Click on the **Dialing options** button.
 - ➔ The **Dialing options** dialog window is opened.
5. Select the **SIPPS Line** entry in the drop-down menu in the **Connect using this line** area.

Fig. 26: Outlook – **Dialing options** dialog window

6. Click on the **OK** button.
7. Click on the **Start call** button.
 - ➔ Nero Sipps is brought to the foreground and dials the required number.
 - ➔ You have called someone directly from Microsoft® Outlook®.



If you are using another TAPI-capable application, you can also select Nero Sipps as a telephony device. Refer to the manual for the respective application to find out exactly how to do this.

14.1.2 Synchronizing contacts with Microsoft® Outlook®

To synchronize contacts with Microsoft® Outlook®, proceed as follows:

1. Click on the **File** menu > **Configuration**.
 - ➔ The **Configuration** window is opened.
2. Click on the **Address book** menu icon.
3. Select the entry **Synchronize with Microsoft Outlook** in the drop-down menu in the **Synchronization settings** area.
4. Click on the **Edit** button.
 - ➔ The **Choose Outlook folder** dialog window is opened.

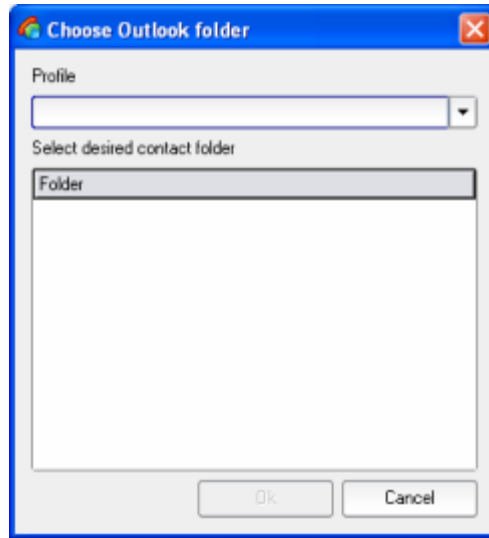


Fig. 27: **Choose Outlook folder** dialog window

5. Select the required contacts folder in the drop-down list.
 6. Click on the **OK** button.
 7. Click on the **OK** button in the **Configuration** window.
- ➔ You have synchronized the contacts with Microsoft® Outlook®.

15 Configuration

15.1 Calling up the configuration

To call up the Nero Sipps configuration, proceed as follows:

1. Click on the **File** menu > **Configuration**.
 - ➔ The **Configuration** window is opened.
 - ➔ You have called up the Nero Sipps configuration.

15.2 Basic settings menu icon

15.2.1 Basic Condition and Language tab

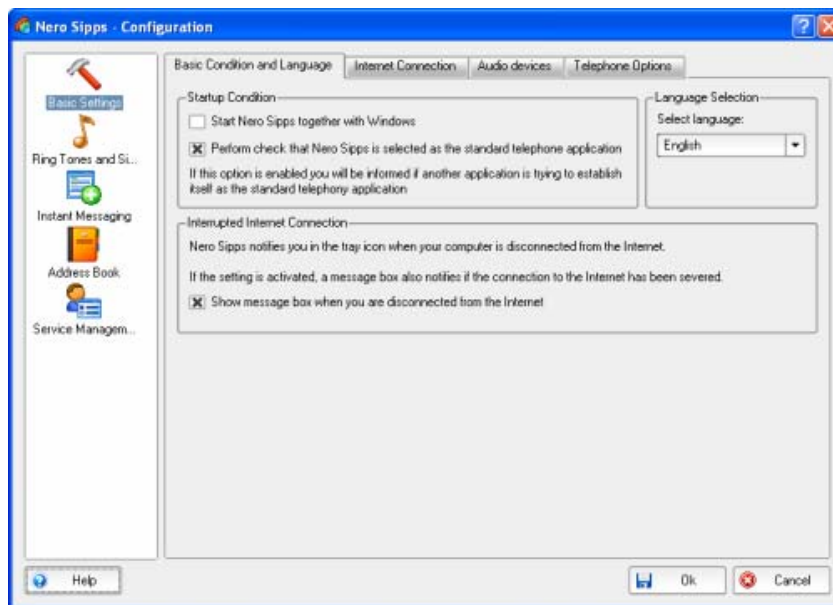


Fig. 28: Configuration – **Basic settings** menu icon – **Basic Condition and Language** tab

Startup Condition area	
Start Nero Sipps together with Windows check box	Loads Nero Sipps automatically each time Windows starts. This box is unchecked by default.
Perform check that Nero Sipps is selected as the standard telephone application check box	Checks whether Nero Sipps is entered as the standard telephone application for Internet calls each time Windows starts. As the standard telephone, Nero Sipps is activated for all callto links. This box is checked by default.
Language Selection area	
Drop-down menu	Selects the language for the Nero Sipps user interface. Nero Sipps must be restarted in order for the change to the language to take effect.

Interrupted Internet Connection area

Show message box when you are disconnected from the Internet check box

Displays a dialog window if you are not connected to the Internet and therefore cannot be reached. This box is checked by default.

15.2.2 Internet Connection tab

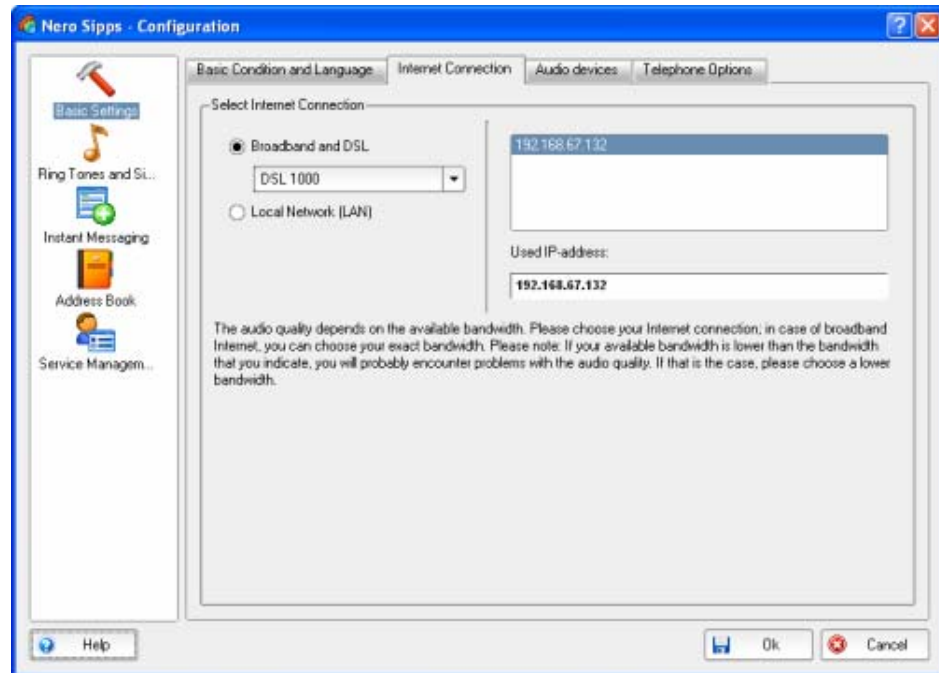


Fig. 29: Configuration – **Basic settings** menu icon – **Internet Connection** tab

Select Internet Connection area

Broadband and DSL radio button	Indicates that dial-up is to take place via a DSL or other broadband connection. You can select the exact type of broadband connection in the drop-down menu under Broadband.
Local Network (LAN) radio button	Indicates that the Internet connection is to be established via a local network.
Used IP-Address display field	Displays the IP address via which Nero Sipps can be reached from the Internet.

15.2.3 Audio devices tab

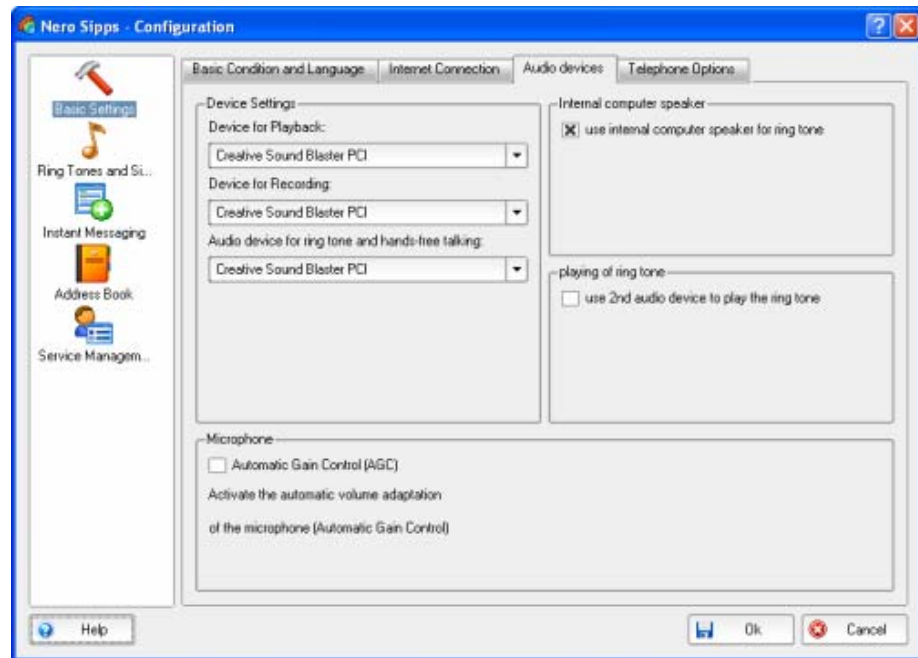


Fig. 30: Configuration – **Basic settings** menu icon – **Audio devices** tab

Device Settings area	
Device for Playback drop-down menu	Selects an audio device for playback.
Device for Recording drop-down menu	Selects an audio device for recording.
Audio device for ring tone and hands-free talking drop-down menu	Selects an audio device for ring tones and hands-free talking.
Internal computer speaker area	
Use internal computer speaker for ring tone check box	The ring tone for incoming calls is output using the speaker built into the computer.
Playing of ring tone area	
Use 2nd audio device to play the ring tone check box	A second audio device is used to play the ring tone. This box is unchecked by default.
Microphone area	
Automatic Gain Control (AGC) check box	Activates the microphone's automatic volume adjustment facility. The microphone sensitivity is automatically set to a comfortable level for the other party; this avoids overloading and compensates any shifts in distance between the talker and microphone. This box is unchecked by default.

15.2.4 Video tab



All control elements on this tab will be grayed out if there is no webcam installed, configured, and connected to the computer.

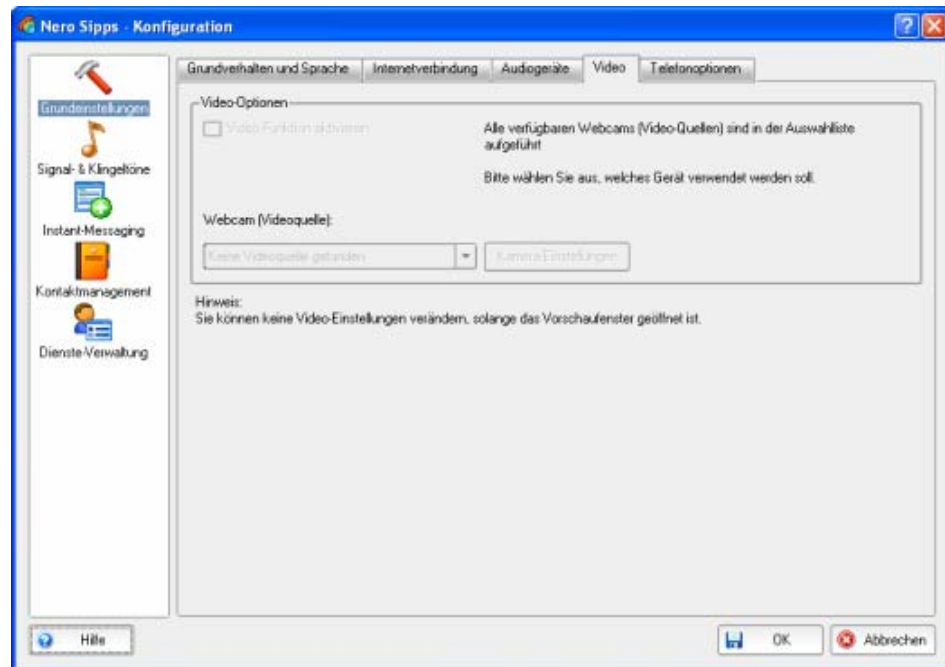


Fig. 31: Configuration – **Basic settings** menu icon – **Video** tab

Video options area	
Activate video functionality check box	Activates the Nero Sipps video transmission functionality.
Capture Device (Webcam) drop-down menu	Selects the webcam for video transmission.
Camera settings button	Allows you to make webcam-specific settings. Webcam-specific setting windows are opened.

15.2.5 Telephone Options tab

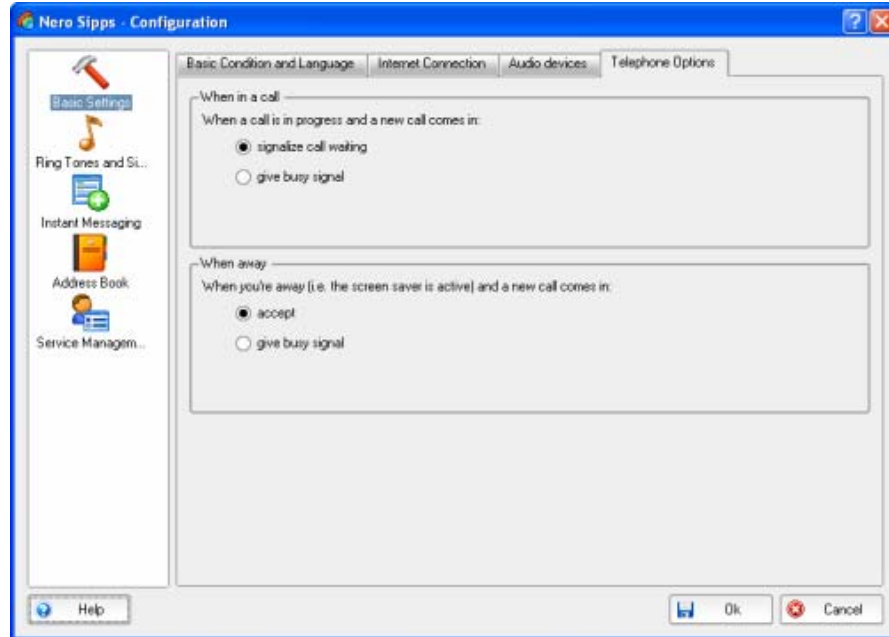


Fig. 32: Configuration – **Basic settings** menu icon – **Telephone Options** tab

When in a call area	
Signalize call waiting radio button	If a new call comes in while another call is underway, a ring tone will sound. This radio button is selected by default.
Give busy signal radio button	If a new call comes in while another call is underway, the caller will hear a busy signal.
When away area	
Accept radio button	If a call comes in while you are away, a ring tone will still sound. This radio button is selected by default.
Give busy signal radio button	If a call comes in while you are away, the caller will hear a busy signal.

15.3 Signal and ring tones menu icon

15.3.1 Available audio files tab

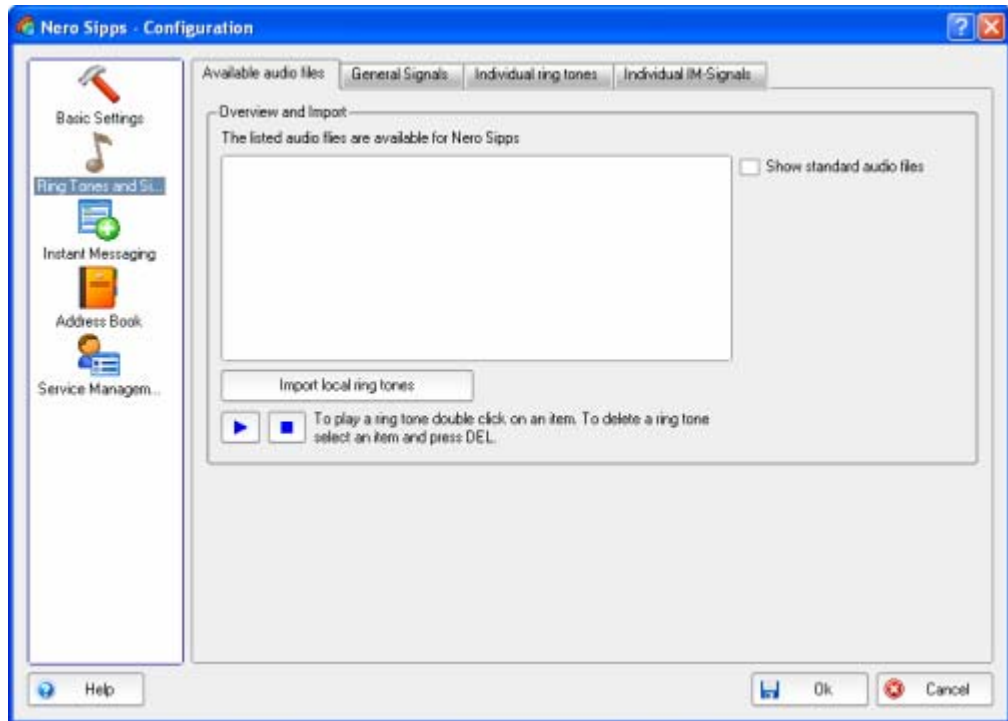


Fig. 33: Configuration – **Signal and ring tones** menu icon – **Available audio files** tab

Overview and Import area	
Display area	Displays the available audio files.
Show standard audio files check box	Shows the audio files supplied with Nero Sipps. This box is unchecked by default.
Import local ring tones button	Imports local ring tones so they can be used as custom ring tones. A window is opened in which you can highlight a single file.
 button	Plays the highlighted audio file.
 button	Stops playback of an audio file.

15.3.2 General Signals tab

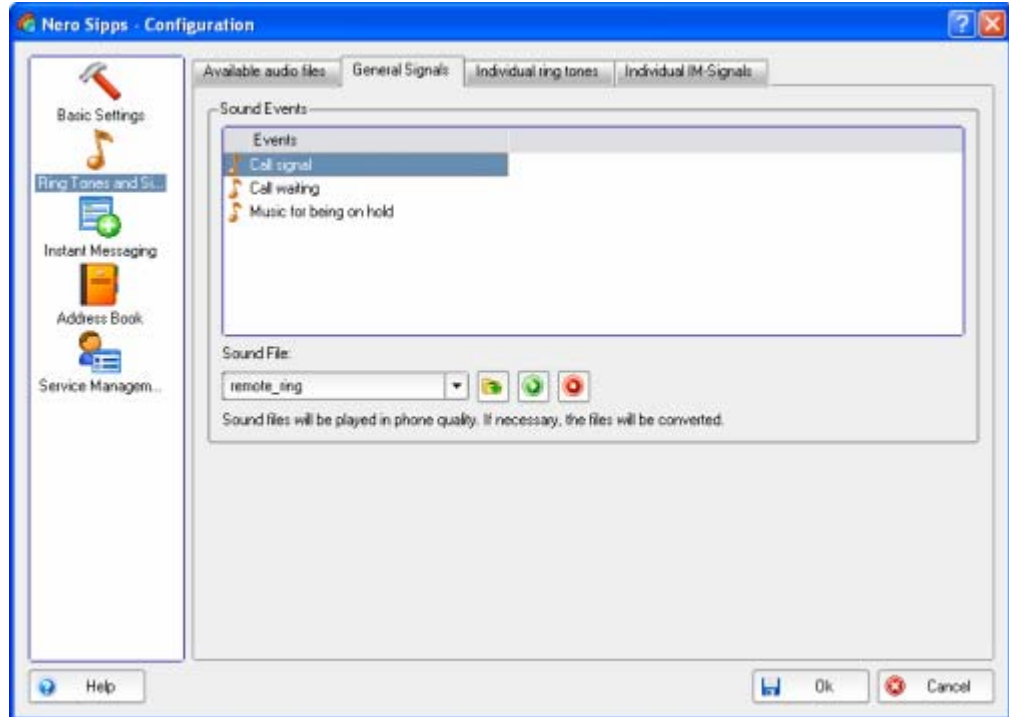


Fig. 34: Configuration – **Signal and ring tones** menu icon – **General Signals** tab

Sound Events area	
Events drop-down list	Selects the event to which the audio file is to be assigned.
Sound File drop-down menu	Selects the audio file for the highlighted event.
	Opens the Search for audio files window in which you can highlight a single file.
	Plays the audio file for the highlighted event.
	Stops playback of an audio file.

15.3.3 Individual ring tones tab

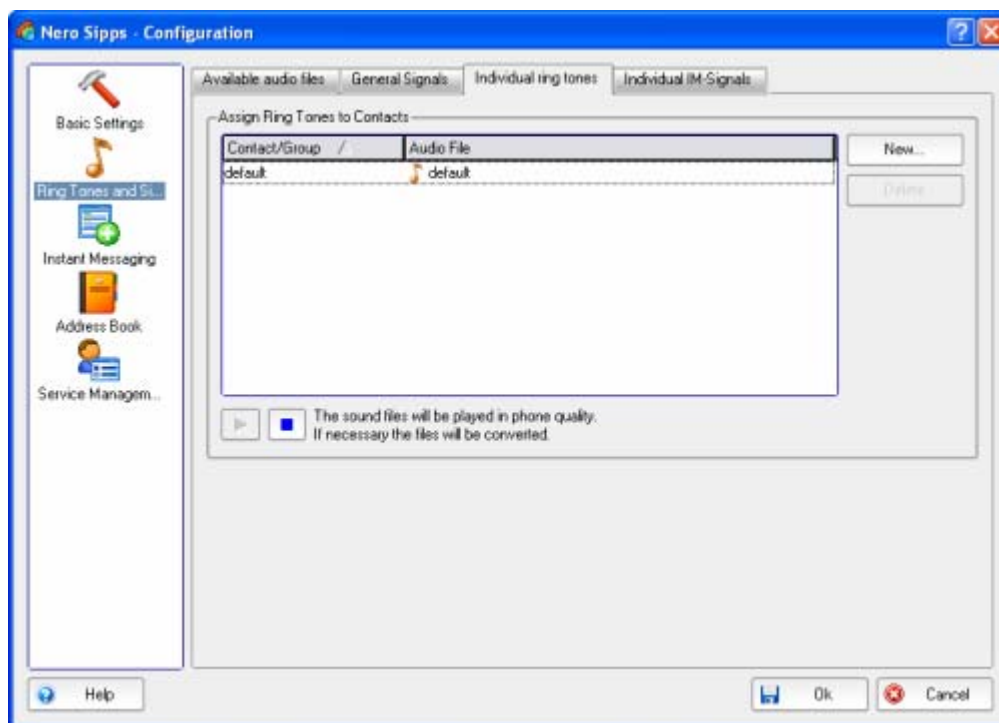


Fig. 35: Configuration – **Signal and ring tones** menu icon – **Individual ring tones** tab

Assign Ring Tones to Contacts area	
Contact/Group drop-down list	Selects the contact or group to be assigned a custom ring tone.
Audio File drop-down list	Selects a custom ring tone for a contact or group. The audio file must previously have been imported under the Available audio files tab.
New button	Creates a new assignment of a custom ring tone to a contact or group. The Select contact dialog window is opened.
Delete button	Deletes the highlighted assignment of a custom ring tone to a contact or group.
 button	Plays the audio file for the highlighted contact/group.
 button	Stops playback of an audio file.

15.3.4 Individual IM-Signals tab

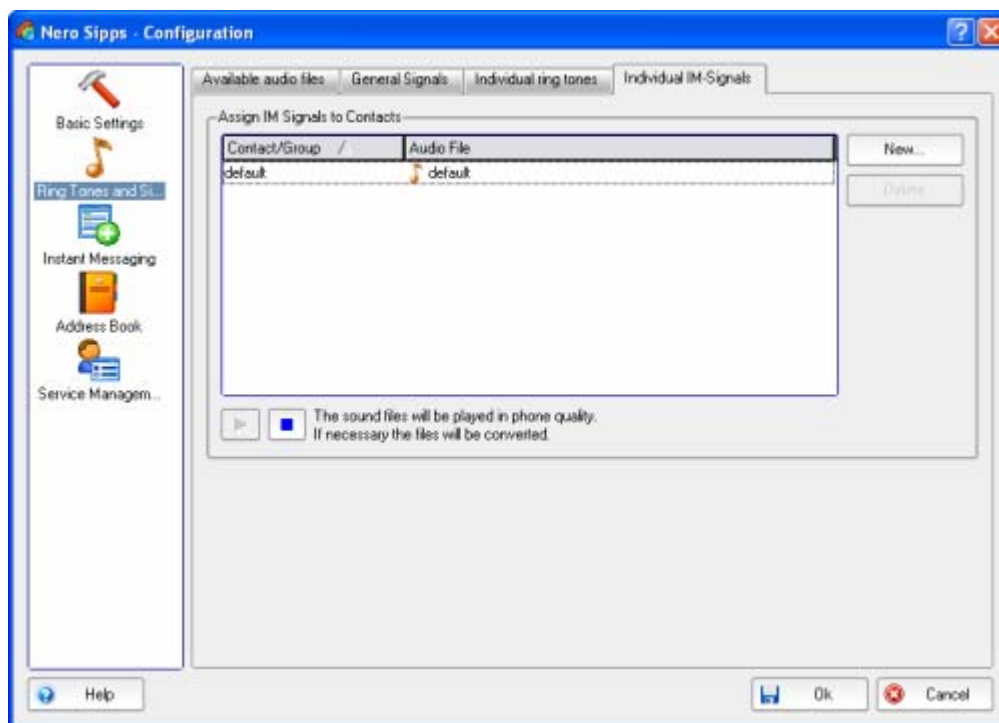


Fig. 36: Configuration – **Signal and ring tones** menu icon – **Individual IM-Signals** tab

Assign IM Signals to Contacts area	
Contact/Group drop-down list	Selects the contact or group to be assigned a custom ring tone for chat messages.
Audio File drop-down list	Selects a custom IM signal for a contact or group. The audio file must previously have been imported under the Available audio files tab.
New button	Creates a new assignment of an IM signal to a contact or group. The Select contact dialog window is opened.
Delete button	Deletes the highlighted assignment of a custom IM signal to a contact or group.
 button	Plays the audio file for the highlighted contact/group.
 button	Stops playback of an audio file.

15.4 Instant Messaging menu icon

15.4.1 My User Accounts tab

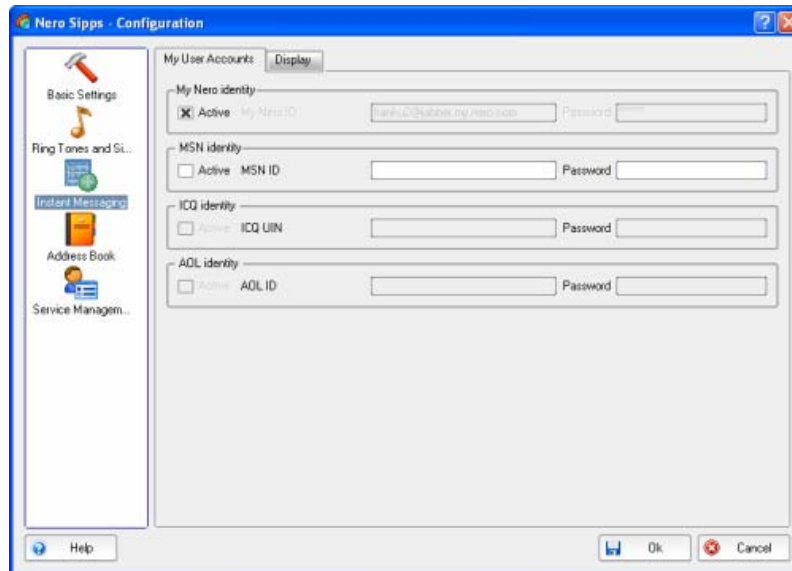


Fig. 37: Configuration – **Instant Messaging** menu icon – **My User Accounts** tab

My Nero identity area	
Active check box	Activates the My Nero identity. This box cannot be unchecked.
My Nero ID display field	Displays the identity used by Nero Sipps to log into My Nero. The identity cannot be changed here.
Password display field	Specifies the password used by Nero Sipps to log into My Nero. The password cannot be changed here.
MSN ID area	
Active check box	Activates the MSN identity.
MSN ID input field	Specifies the MSN ID used by Nero Sipps to log into MSN.
Password input field	Specifies the password used by Nero Sipps to log into MSN.
ICQ identity area	
Active check box	Activates the ICQ identity.
ICQ UIN input field	Specifies the ICQ UIN used by Nero Sipps to log into ICQ.
Password input field	Specifies the password used by Nero Sipps to log into ICQ.
AOL identity area	
Active check box	Activates the AOL identity.
AOL ID input field	Specifies the AOL ID used by Nero Sipps to log into AOL.
Password input field	Specifies the password used by Nero Sipps to log into AOL.

15.4.2 Display tab

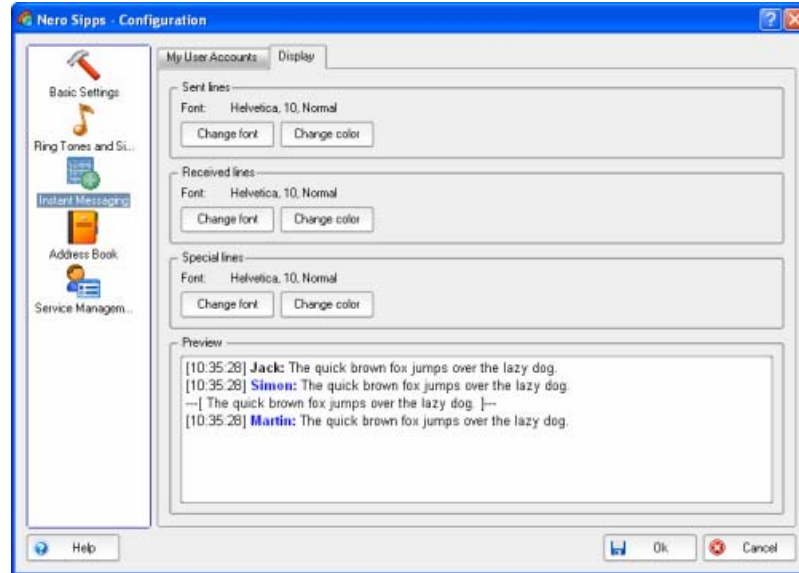


Fig. 38: Configuration – **Instant Messaging** menu icon – **Display** tab

Sent lines area	
Font display field	Displays the current font format. Sent lines of text are displayed in the specified format.
Change font check box	Changes the format. The Select Font window is opened.
Change color check box	Changes the font color. The Select color window is opened.
Received lines area	
Font display field	Displays the current font format. Received lines of text are displayed in the specified format.
Change font check box	Changes the format. The Select Font window is opened.
Change color check box	Changes the font color. The Select color window is opened.
Special lines area	
Font display field	Displays the current font format. Special lines of text are displayed in the specified format.
Change font check box	Changes the format. The Select Font window is opened.
Change color check box	Changes the font color. The Select color window is opened.
Preview area	
Display area	Displays the current font format. The current lines of text are displayed in the specified format.

15.5 Address Book menu icon

15.5.1 Synchronization tab

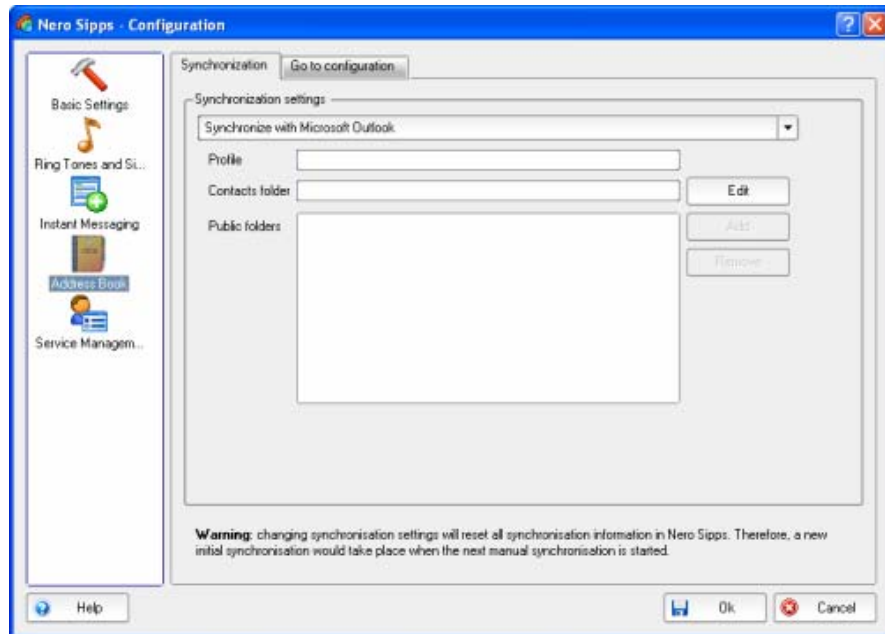


Fig. 39: Configuration – Address Book menu icon – Synchronization tab



Changes to synchronized contacts are global!

Note that changes to synchronized contacts in Nero Sipps will also be reflected in the contacts in Microsoft® Outlook® / Outlook® Express. Local changes to contacts are only possible if synchronization is disabled.

Synchronization settings area

Drop-down menu

Do not synchronize: Nero Sipps will not be synchronized with another address book. Contacts can only be used within Nero Sipps.

Synchronize with Microsoft Outlook Express: Synchronizes the Nero Sipps contacts with Microsoft® Outlook® Express. Changes made in one program will be automatically reflected in the other program.

Synchronize with Microsoft Outlook: Synchronizes the Nero Sipps contacts with Microsoft® Outlook®. Changes made in one program will be automatically reflected in the other program.

15.5.2 Contact behavior tab

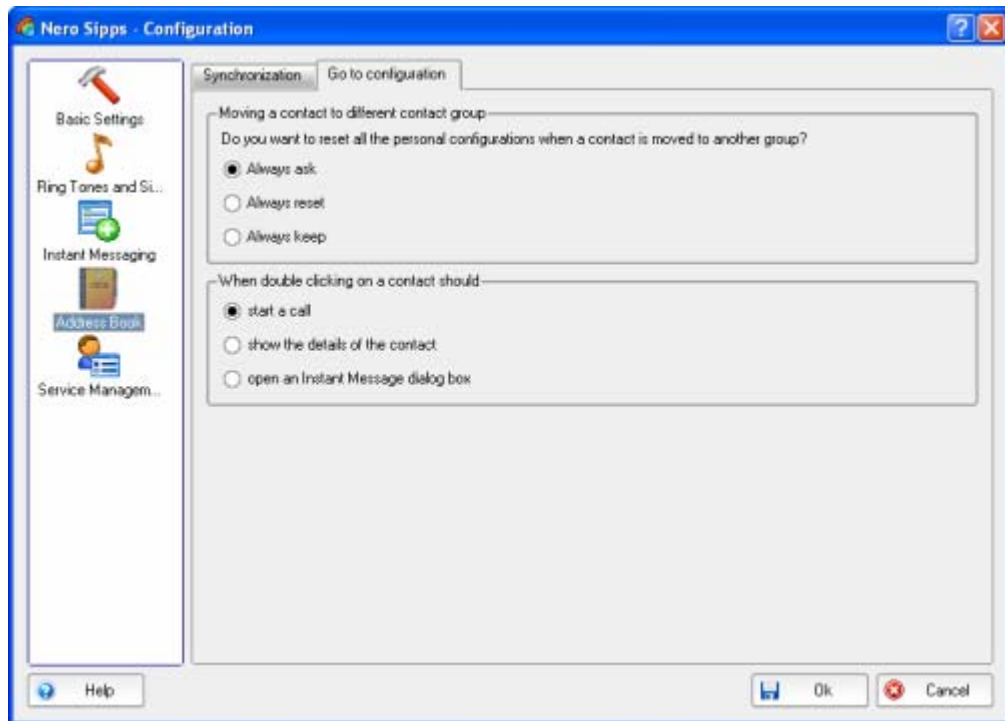


Fig. 40: Configuration – **Address Book** menu icon – **Contact behavior** tab

Moving a contact to different contact group area	
Always ask radio button	Always ask whether custom settings for a contact are to be deleted if this contact is moved to another group.
Always reset radio button	Deletes custom settings for a contact if it is moved to another group.
Always keep radio button	Keeps custom settings for a contact if it is moved to another group.

When double clicking on a contact should area	
Start a call radio button	Defines that double-clicking on a contact calls that contact.
Show the details of the contact radio button	Defines that double-clicking on a contact displays that contact's details.
Open an Instant Message dialog box radio button	Defines that double-clicking on a contact opens a chat window.

15.6 Service Management menu icon

15.6.1 Registration tab

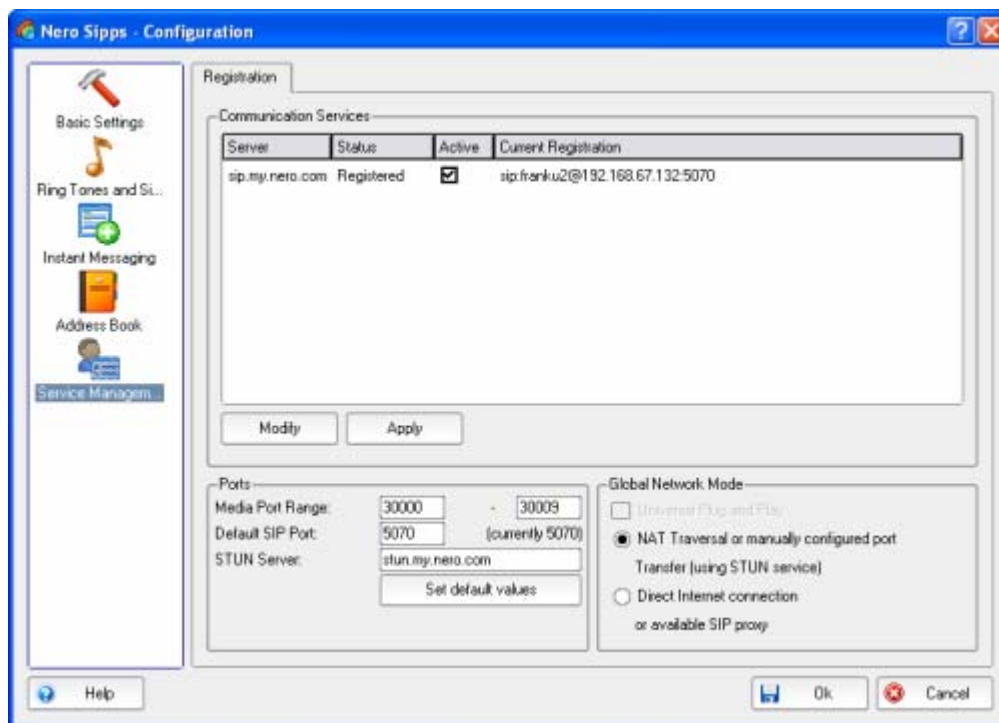


Fig. 41: Configuration – **Service Management** menu icon – **Registration** tab



Changes should only be made by advanced users!

Make sure that you do not make changes to the settings on this tab without knowing what effect they will have.

Communication Services area	
Modify button	Edits the Nero Sipps communication service. The Modify Nero Sipps user window is opened.
Apply button	Applies the modification to the identity. Nero Sipps will initially log off from the server, but will then log back in.
Ports area	
Media Port Range input field	Specifies the port range in which the voice and video packages are transmitted.
Standard SIP Port input field	Specifies the port via which the SIP packages are transferred.
STUN Server input field	Specifies the STUN server. A STUN server permits the traversal of firewalls and NAT routers for the purpose of data transmission.
Set default values button	Resets the input fields to the default settings.

Global Network Mode area	
Universal Plug and Play (UPnP) check box	This box is checked if Universal Plug and Play has detected the router and automatically made all the necessary settings on it.
NAT Traversal or manually configured port/Transfer (using STUN service) radio button	Defines that the computer on which Nero Sipps is installed should use the STUN server to traverse firewalls and NAT routers for the purpose of data transmission.
Direct Internet connection/or available SIP proxy radio button	Defines that the computer on which Nero Sipps is installed is directly connected with the Internet or that an SIP proxy is available.

16 Context menu

16.1 System tray in the taskbar

If Nero Sipps has been started and is not active in the foreground, the system tray in the taskbar will contain the  icon. You open Nero Sipps by double-clicking on this icon. You open the context menu by clicking with the right mouse button.

Display Nero Sipps	Opens the Nero Sipps window.
Hide Nero Sipps	Hides the Nero Sipps window.
Nero Sipps configuration	Opens the Nero Sipps configuration.
About Nero Sipps	Opens a window containing information about Nero Sipps.
Help	Opens the online help.
Exit	Exits Nero Sipps.

17 Uninstallation

17.1 Uninstalling Nero Sipps

The following prerequisites must be met:

- You have administrator rights.
- Nero Sipps is not running.

To uninstall Nero Sipps, proceed as follows:

1. If you are using the Windows XP start menu, click on **Start > Control Panel**.
If you are using the classic start menu, click on **Start > Settings > Control Panel**.
→ The **Control Panel** window is opened.
2. Click on the **Add or Remove Programs** icon.
→ The **Add or Remove Programs** window is opened.
3. Click on the **Nero Sipps** menu icon.

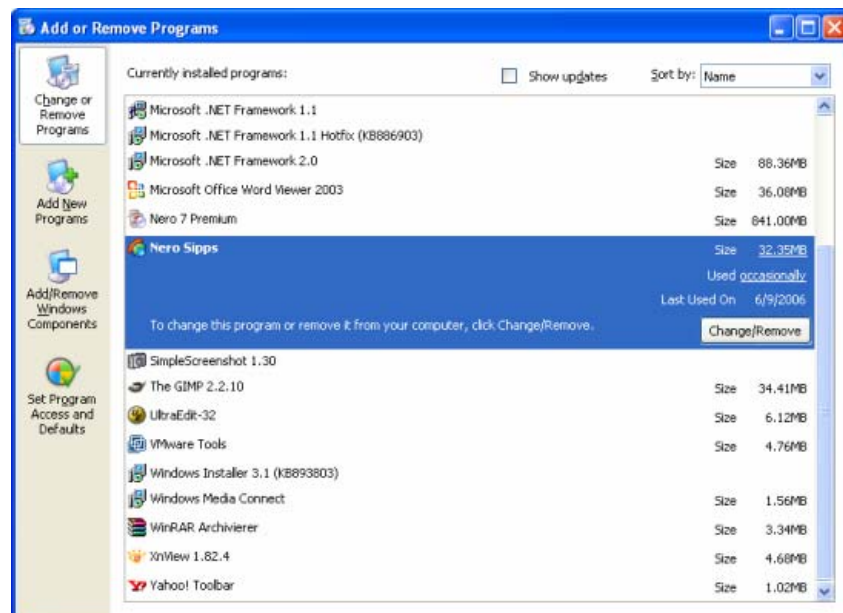


Fig. 42: Control Panel – Add or Remove Programs – Change or Remove Programs

4. Click on the **Change or Remove Programs** button.
→ The **Nero Sipps Uninstallation Wizard** window is opened.
5. Click on the **Next** button.
→ A dialog window is opened.
6. If you want to retain your personal settings and your contact list on your computer, click on the **Yes** button.
→ Nero Sipps is uninstalled.

7. Click on the **Exit** button.

➔ You have uninstalled Nero Sipps.



The Nero Sipps uninstallation wizard will not automatically uninstall the Yahoo!® toolbar. If you want to uninstall the Yahoo!® toolbar, repeat these steps for the **Yahoo! Toolbar** menu icon.

18 Troubleshooting

18.1 Troubleshooting



I don't hear a ring tone/I can't hear the other person when I make a call.

Check the following possible causes:

- A) The microphone and speaker volume is set very low.
- B) There are a number of audio devices installed in your computer.

Solution for A):

1. Increase the microphone and speaker volume in Nero Sipps as described in [Regulating the microphone volume](#).
2. Click on **Start > Programs > Accessories > Entertainment > Volume Control** in Windows®.
 - ➔ The **Volume Control** window is opened.
3. Move the volume slider in the **Volume Control** area upwards.
4. Move the volume slider in the **Wave** area upwards.

Solution for B):

1. Click on the **File** menu > **Configuration**.
2. Click on the **Audio devices** tab.
3. Select the respective audio devices in the drop-down menus in the **Device Settings** area.
4. Click on the **OK** button.



The voice of the person calling is clipped.

Check the following possible causes:

- A) Your sound driver is outdated.
- B) You have other programs open that need bandwidth.
- C) Your Internet connection is slower than you indicated in the configuration wizard.

Solution for A):

1. Launch your browser.
2. Enter the URL for the manufacturer of your sound card.
3. Download the latest driver for your sound card.
4. Install the new driver. Refer to the instructions of the sound card manufacturer for more information.

5. Restart your computer.

Solution for B):

Close all other programs that need additional bandwidth.

Transmission of the telephony data can be hindered by other programs that need bandwidth from your Internet connection. Make sure therefore that there are no e-mail, file sharing or download programs active during a telephone call.

Solution for C):

1. Click on the **File** menu > **Configuration**.
2. Click on the **Internet Connection** tab.
3. Select the appropriate radio button for your Internet connection.
4. If you have selected the **Broadband and DSL** radio button, select the exact connection type in the drop-down menu.
5. Click on the **OK** button.

19 Technical data

19.1 SIP conformity

Nero Sipps conforms to the SIP standard (Session Initiation Protocol), an RFC (Request for Comments) of the IETF (Internet Engineering Task Force).

SIP is an open standard, i.e. Nero Sipps can communicate with any device as long as it is based on SIP (telephones, gateways, etc.).

19.2 Codecs supported

19.2.1 Audio

- PCMA
- PCMU
- GSM
- G726-24
- G726-32
- ILBC

19.2.2 Video

H.263

19.3 Encryption

Calls between two call partners, both of whom use Nero Sipps, will be automatically encrypted. This encryption does not have to be specially enabled.



Not all calls are encrypted!

Encrypted calls are only possible between call partners using Nero Sipps. The protocol used does not provide for standardized encryption so Nero Sipps uses its own encryption system which is not supported by other products in the IP telephony sector.

19.4 Automatic update

Nero Sipps automatically checks whether there is a newer version available on the download server each time it starts.

If there is a new version of Nero Sipps available, the **Update Information** dialog window from which you can call up the download page directly is opened.

19.5 Other functions

- Echo suppression (automatically enabled)
- NAT traversal via STUN server (automatically enabled)

19.6 Plug-ins

Nero Sipps can be enhanced with plug-ins that unlock additional functions.

The individual plug-ins can be downloaded in the Nero online shop under <http://www.nero.com>.

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21 Glossary

Automatic Gain Control

The Automatic Gain Control (AGC) automatically levels out the volume of the microphone recording so that recordings with varying volume levels do not produce cracks and the like.

Automatic Codec Adaption

Automatic Codec Adaption checks the bandwidth available for the Internet connection and selects the compression codec to be used based on this.

Firewall

A firewall is a piece of protective software or hardware that guards a secure internal network that is linked to a public network (such as the Internet) against viruses, hackers, and other dangerous data.

Gateway

A gateway is an interface for the exchange of data between two different networks. For example, the Sippstar IP-PBX gateway function translates the SIP protocol into the ISDN protocol and so represents the interface between voice over IP and conventional telephony, which means that others without a VOIP telephone can also be called.

NAT

Network Address Translation (NAT) is a procedure for increasing the number of IP addresses within company networks. The NAT procedure registers the IP addresses of a private network and assigns them publicly registered IP addresses. The advantage of this procedure is that computers which only communicate with one another within the company network do not require any public IP addresses. The computers that establish communication to other external computers are given a table entry when routing.

Port

The term port is used for the logical representation when addressing interfaces in computer networks. Ports can be open or closed. For example, certain ports on a router must be open and forwarded to target computers (port forwarding) in order for a virtual private network (VPN), file transfer (FTP server) or online games to work.

You will find a detailed overview of ports and what they do at the Internet address <http://portforward.com/>

Router

A router is a switching computer in a network that ensures that the protocol data arriving at it is forwarded to the designated target.

Routing

Routing refers to the switching of data packets between a number of subnetworks.

SIP

The Session Initiation Protocol (SIP) is a standard protocol (RFC 3261) for Internet multimedia conferences, for example when making calls via the Internet.

STUN

STUN stands for 'Simple Traversal of UDP over NATs' and is a simple network protocol that detects the presence of firewalls and NAT routers and permits their traversal.

TAPI

The Telephony Application Programming Interface (TAPI) is a programming interface developed by Microsoft® for telephony applications. It lets you make telephone calls directly from the software and informs you of incoming calls.

UDP

User Datagram Protocol (UDP) is a network protocol that governs wireless data exchange between computers.

UPnP

Universal Plug and Play (UPnP) is based on a series of standardized network protocols and data formats. It is used for manufacturer-neutral actuation of devices (stereo systems, routers, printers, house controllers) via an IP-based network.

22 Contact

22.1 Contact details

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Im Stoeckmaedle 18
76307 Karlsbad
Germany

Tel.: +49 724 892 80
Fax: +49 724 892 8499

22.2 Web

You will find the manufacturer's homepage at the following Internet addresses:

<http://www.nero.com>
<http://my.nero.com>
<http://www.sippstar.com>