

SkyGW4C-S

User Manual

V1.0.19

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1. Introduction

Nowadays Skype™ has been a popular IM for voice/chat application and there has been a big Skype community worldwide. However, Skype scares enterprises for its strict security. In order to prevent employee sending out confidential information easily, many companies prohibit Skype usage in office. With the increasing Skype user base and benefits of phone bill reduction, many companies are eager to have the Skype voice application, but are still worry about security issues. SkyGW4C-S, a four port Skype gateway, can help enterprise solve the dilemma. It supports up to 12 ports in one PC now.

By connecting SkyGW4C-S with company's existing PBX, employees can make/receive Skype calls through their extension phones. Employees don't need to install Skype in personal PC to increase MIS's burdens and security concerns. With SkyGW4C-S installed, different location offices can have a free communication via this platform. International calls for foreign remote office can be achieved at low cost via such an intra-office communication platform. Through Skype Button function, 800 service call can be replaced by the free Skype web call or SkypeIn. Enterprise can benefit cheaper communication fee and even better communication platform for B2B or B2C through SkyGW4C-S.

After DID function integrates with SkypeIn service, Skype gateway can provide well customer service call like 800 service call. With DOD function, employee just gets a PBX trunking line and then has a direct connect with their foreign factory or branch office through Skype/SkypeOut. SkyGW4C-S supports two kinds of phone books, public phone book and private phone book. MIS maintains the public phone book and employees can take care of own private phone book through web without MIS's help.

Furthermore, SkyGW4C-S provides a very simple way to contact colleagues via its Cheese button function. Usually you call colleague's office extension number first and then call his/her mobile number if he/she is not reachable. With Cheese button function, you call colleague's speed dial number and then press "#?" key all the way until you find the colleague. You don't need to memorize lengthy phone numbers. User presets a contact table with contact's reachable phone numbers and enjoys the convenience of Cheese button function.

In addition, SkyGW4C-S has flexible Skype call log management and statistics. MIS can manage SkyGW4C-S remotely. SkyGW4C-S will send out Skype or SMS alert to MIS if any failure happens.

Thanks for choosing this innovative and user friendly SkyGW4C-S product.

1.1 Package Contents

- One PCI-E SkyGW4C-S device
- One dedicated USB dubon cable
- Four telephone cables(RJ-11)
- One installation CD
- One quick user guide

1.2 Product Specification

- PCI-E card form factor for PCI or PCI-E bus
- One USB port connector for 4 Pin USB header of PC motherboard
- One 4 Pin 5/12V power connector for PC power supply connector
- 4 FXS ports for PBX's trunking lines or analog phones
- One red power LED, one reset button and 4 green LEDs for 4 FXS ports status
- Skype V6.18.0.106(or 6.16.0.105) Windows 8 、 7 or Windows XP SP3

1.3 Main Features

- Employees out of office can call back office via Skype to reduce high international roaming fee of mobile phone
- International calls at remote office country can be achieved at low cost via such an intra-office communication platform
- Most suitable for free company intranet voice communication, 800 service call, B2C/ B2B voice communication
- Make Skype calls through existing office extension phones, no need of microphones, speakers and Skype for every employee's PC. Or make Skype calls via analog phones or cordless phones
- Support DID(Direct Inward Dial): After DID integrates with SkypeIn service, Skype or SkypeIn incoming calls can be forwarded directly to one office extension for customer support like 800 service call
- DOD(Direct Outward Dial): With the DOD feature, employees just get one

PBX trunking line and the call will be directed to their foreign factory or branch office through Skype or SkypeOut.

- Support Skype to Skype call forward(Need to enable)
- Support Skype fair usage policy
- One PCI-E card supports four independent Skype calls concurrently
- Support 4 FXS ports for Skype application. One PC can run up to 3 pcs PCI-E cards(12 ports)
- Skype speed up button to accelerate Skype login and Skype call connection
- System default doesn't allow Skype file transfer and set not to be Skype's super node
- Skype calling out control with/without account and password verify
- One unique corporate Skype account/SkypeIn™ number
- Support Speed Dial(up to 20 digits) or SkypeOut™ calls
- Receive a Skype call in the way as you do with your office extension phones
- Cheese Button: Need to find your colleague? All you need to remember now is his/her extension number. Ex. Dial speed dial(like extension "168") no matter he/she is in office or not. If the voice quality is bad or there is no answer, then press "#?" keys(Cheese Button) before hanging up to dial his/her preset alternative connections (Home, remote office, SkypeOut,...,etc.) without dialing or memorizing lengthy phone numbers
- Support international busy tone
- Simple web management
- Ease of use and user friendly interface
- Support CDR (Call Detail Record) for view and back up
- Support public and private phonebook
- Support phonebook and user information back up
- Allow admin/every user to export personal Skype contacts into the public/private phonebook via web interface (IE, Internet Explorer)
- System utilization and occupied line statistics for each port
- Low SkypeOut credit alert via SMS for MIS
- Advanced management messages like HW/SW error, Skype/SkypeOut status & call connection status
- System default speed dial number "999999" for Skype testing account Echo123 to test whether SkyGW4C-S is functional properly or not
- Default speed dial number "999998" to record company welcome IVR
- Auto-allow Skype contact authorize inquiry

- All system applied Skype accounts send out contact authorize request toward Skype contacts in public and private phonebook to increase successful dialing rate of Skype calls
- Prevent denial of service attack, SkypeOut call limit time frame and Black/White list
- Support popular PBXs

1.4 Minimum System Requirements

- One computer running at 2.8 GHz or quicker, 1024 MB RAM with a USB port and a CD-ROM drive
- Microsoft Windows 8 · 7 or Windows XP SP3
- 250MB Free Hard Disk Space at least
- Skype V6.18.0.106(or 6.16.0.105) 256 kbps(4 ports) upstream and downstream Internet connection (ADSL, Cable Modem...)
- Four available PBX trunking lines or four analog phones.

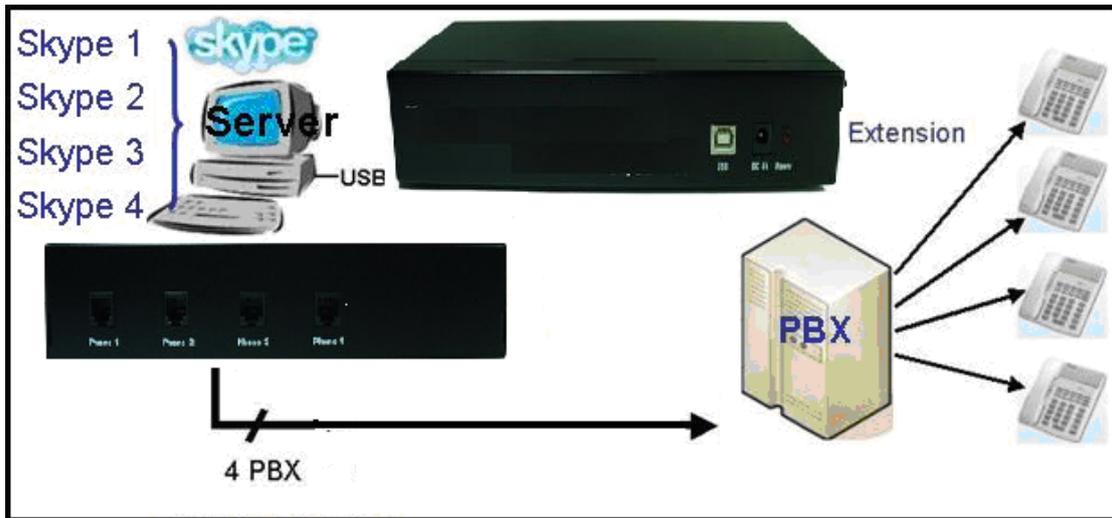
2. SkyGW4C-S Application and Installation Procedure Diagram

This section will guide user how to use SkyGW4C-S and illustrate installation procedures.

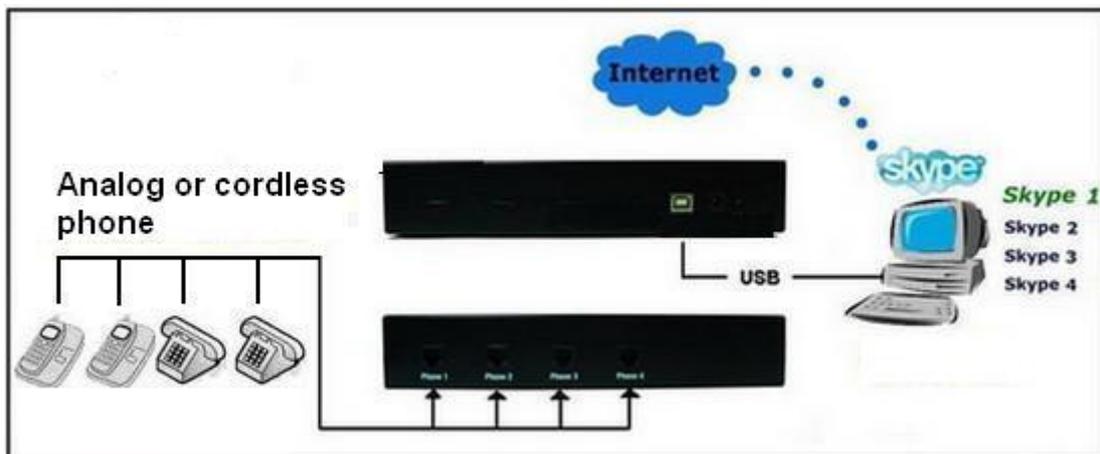
2.1 SkyGW4C-S Application

SkyGW4C-S can integrate with enterprise PBX system as application A. Or SkyGW4C-S can be a SOHO IP-PBX as application B.

【Application A】 Connect SkyGW4C-S with PBX: User can connect 4 FXS ports of SkyGW4C-S to PBX trunking lines.



【Application B】 As a simple IP-PBX: Connect 4 FXS ports of SkyGW4C-S with 4 analog phones or cordless phones.



2.2 Before Proceed

Before user starts to install SkyGW4C-S, please pay attention to following items:

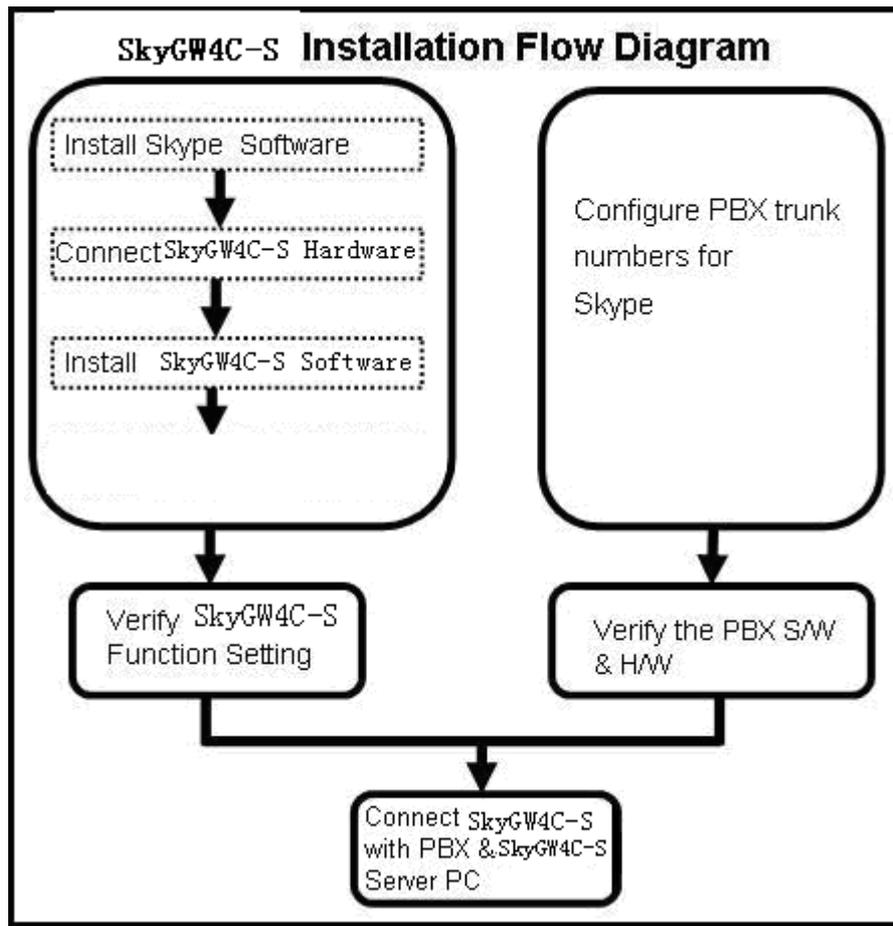
1. Make sure to install SkyGW4C-S under Windows 8、7 or Windows XP with Service Pack 3.
2. Make sure SkyGW4C-S server PC has a dedicated broadband (at least 256 kbps upstream and downstream) to ensure voice quality.
3. Make sure the login OS user has administrator privileges for installing SkyGW4C-S software

Note : 1. For later content in the user manual, we name the PC installed with SkyGW4C-S as SkyGW4C-S server PC.
2. We suggest there are less application programs installed on the SkyGW4C-S server PC except applications like Anti-virus and Skype to ensure SkyGW4C-S working well.

2.3 SkyGW4C-S Installation Procedure Diagram

Below is SkyGW4C-S installation flow diagram.

SkyGW4C-S Installation Flow Diagram



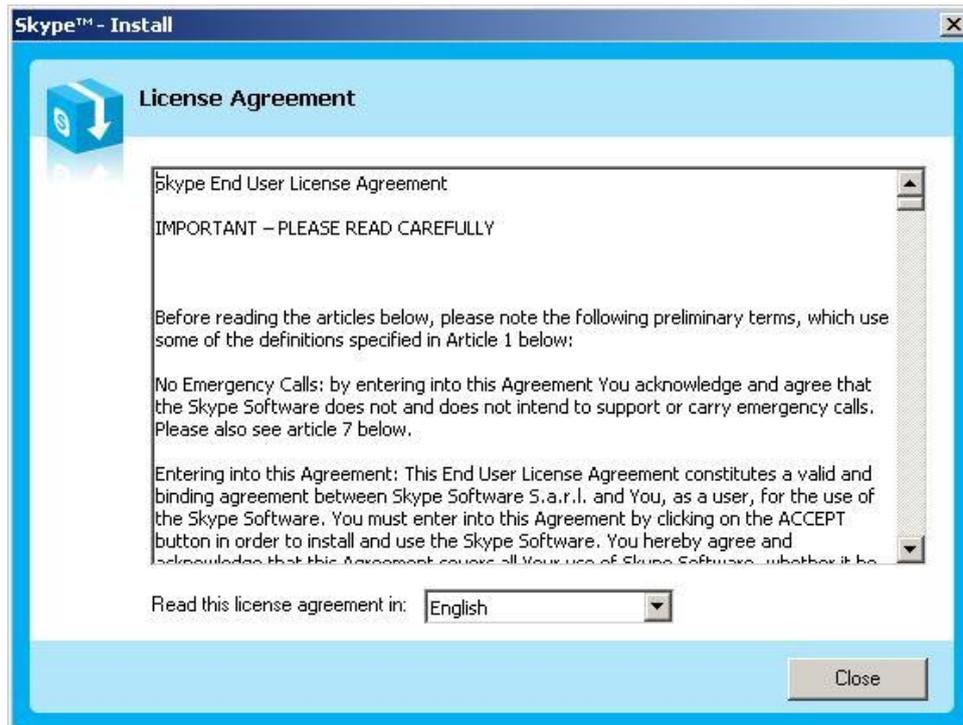
3. Install Skype Software

Before installing SkyGW4C-S hardware or software, user should install Skype software on SkyGW4C-S server PC first. User needs to install Skype V6.18.0.106. If Skype is installed, user can skip this section and move to chapter 4 SkyGW4C-S Hardware Setup of this manual. If not, please use the Skype program within the Installation CD. **Before getting an updated SkyGW4C-S software for a new Skype version, we strongly recommend you not to upgrade Skype version to prevent possible troubles.**

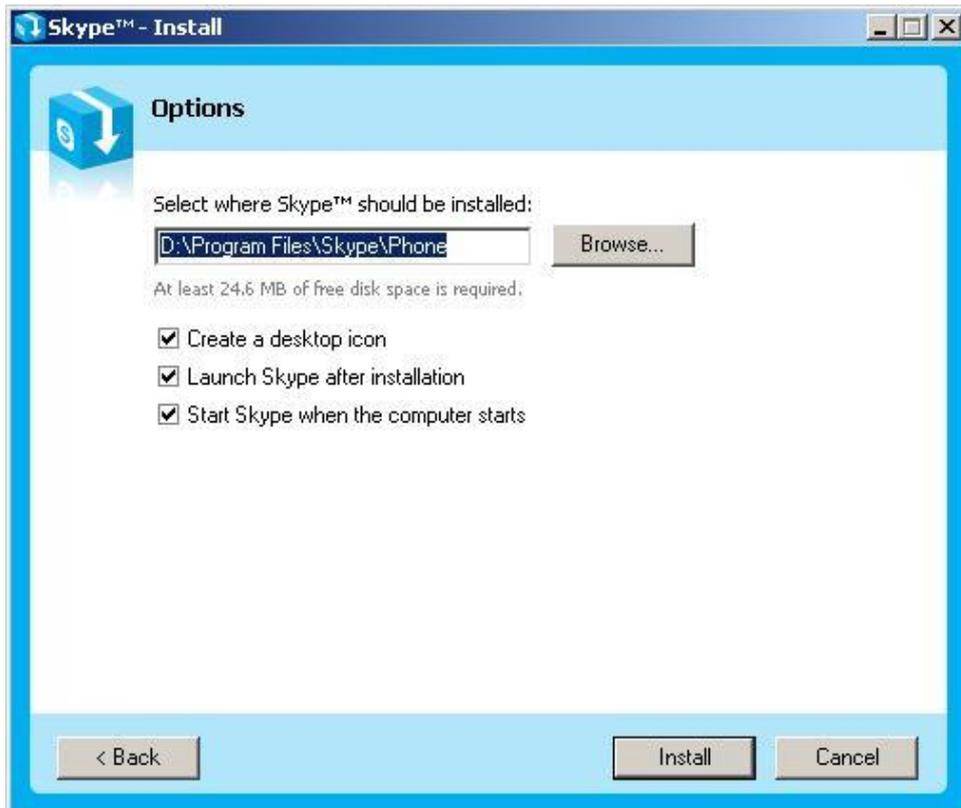
To install Skype software:

1. Run the Skype Setup program within the installation CD.
2. There appears a Skype welcome window as below. Follow blue circles 1~3 to select a language by scrolling the bar, accept **Skype End User License Agreement** and click **Install**.





3. If user chooses **Options** button in the previous step, an **Options** window will pop up and user can choose preferred installation folder by **Browse**. User can choose to check boxes for **Create a desktop icon**, **Launch Skype after installation**, or **Start Skype when the computer starts**. Then click **Install**. If user doesn't click Options for configuration, the default setting will enable these three settings.



Note: User can always click “Back” button to go back to the previous step.

4. The **Free! Google Toolbar for Internet Explorer** screen will pop out. User can choose to check boxes for **Install the free Google Toolbar**. Then click **Next** to Install.



5. After installation, Skype will ask for Create a new Skype Account. Then click **Next**.

Skype™ - Create Account

Create a new Skype Account

Full Name

* Choose Skype Name
Between 6 and 32 characters

* Password
Minimum 4 characters

* Repeat Password

* Yes, I have read and accept the [Skype End User License Agreement](#) and I have read the [Skype Privacy Statement](#)

* Fields marked with an asterisk are required

Next > Cancel

6. User can provide e-mail address and country information and then click **Sign In**.

Skype™ - Create Account

Create a new Skype Account

E-mail 
E-mail is optional, but it is the only way to retrieve your password.

Yes, send me Skype news and special offers

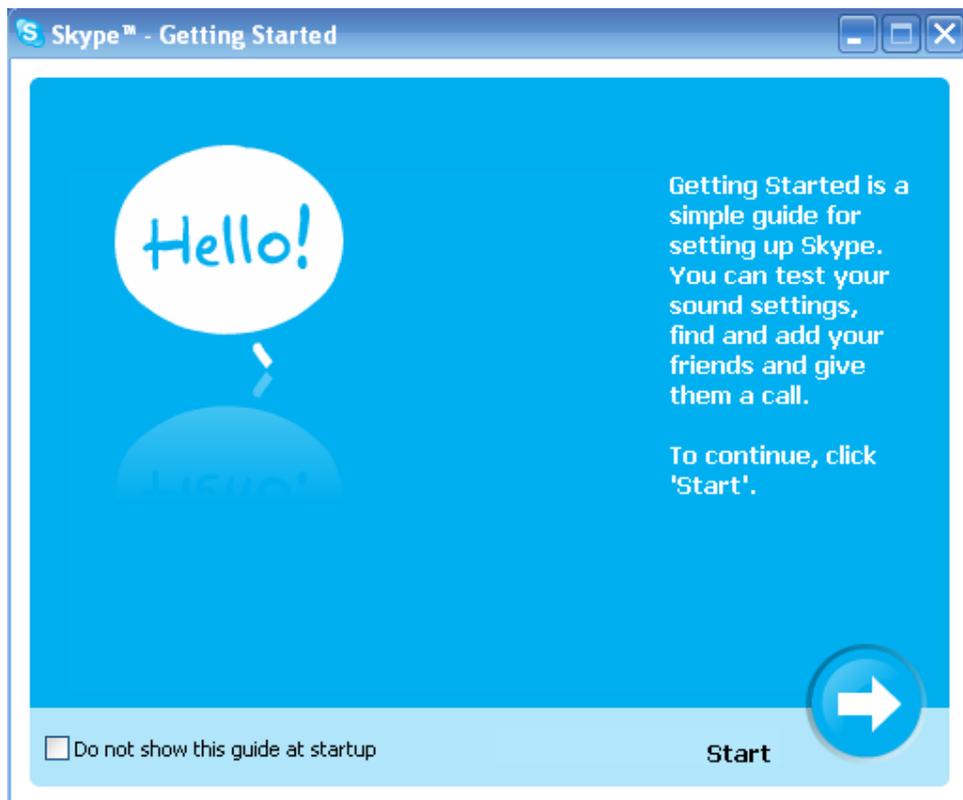
Country/Region

City

Sign me in when Skype starts

< Back Sign In Cancel

7. A **Getting Started** window comes up. Press **Start** button to get a simple guide for setting up Skype.



8. The next window will help user to check your sound settings by making a Skype test call. Click **Next**.



9. The next window will guide user to add friends to user's Skype contact list. Click **Next**.



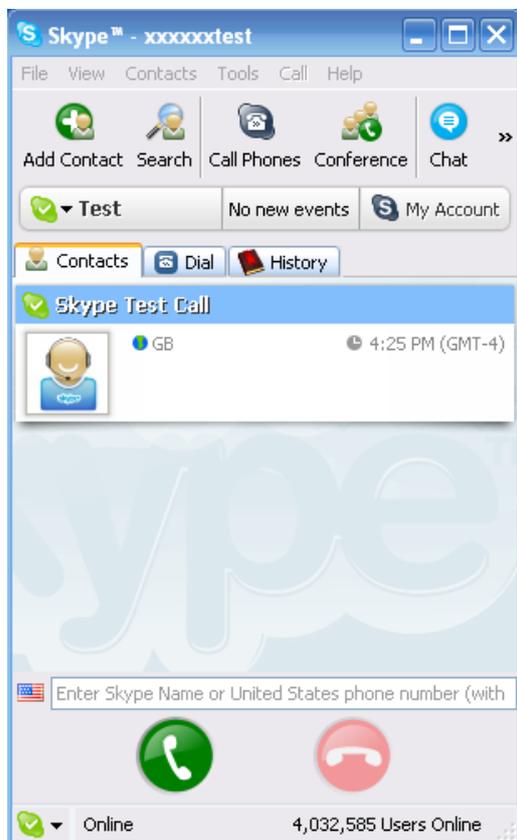
10. Then user can try to call friends. Click **Next**.



11. Next window will guide user to call ordinary phones with SkypeOut and click **Finish**.



12. Next, Skype main window will pop up and user can start to enjoy Skype.



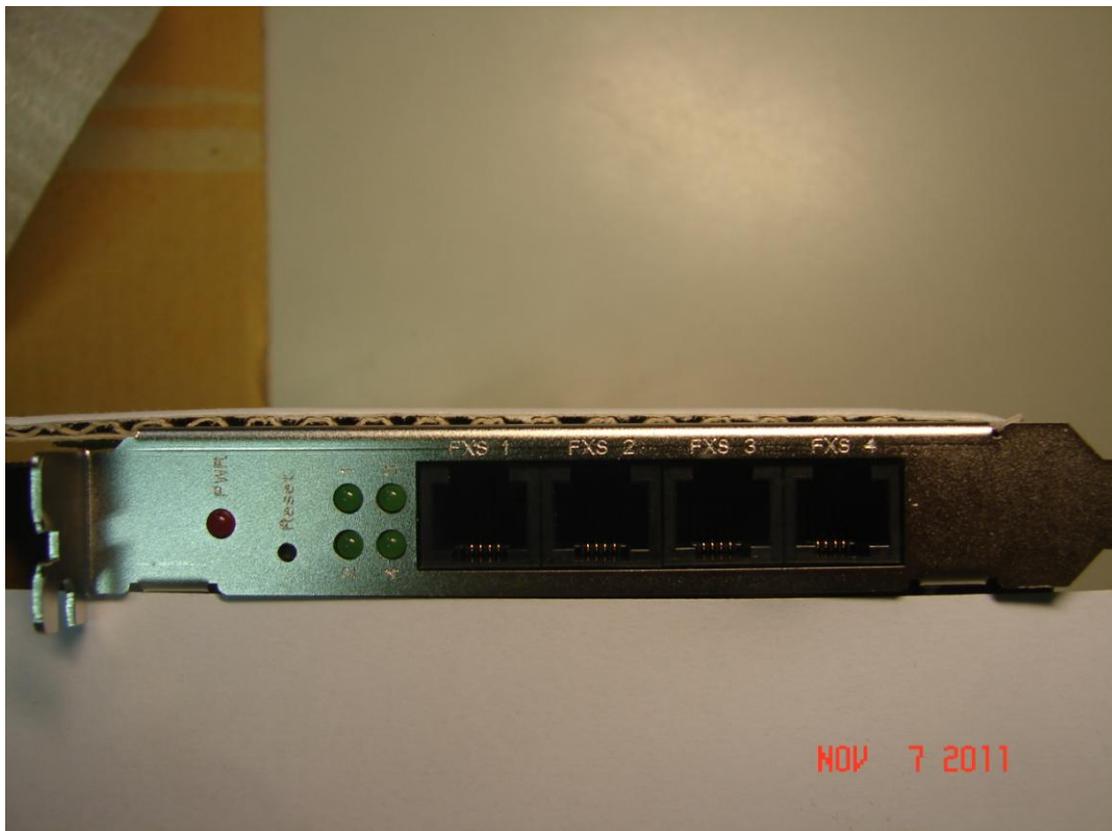
4. SkyGW4C-S Hardware Setup

This section shows how to connect PCI-E SkyGW4C-S card to PCI-E or PCI bus of SkyGW4C-S server PC and PBX.

4.1 PCI-E SkyGW4C-S Hardware

Description

PCI-E SkyGW4C-S bracket



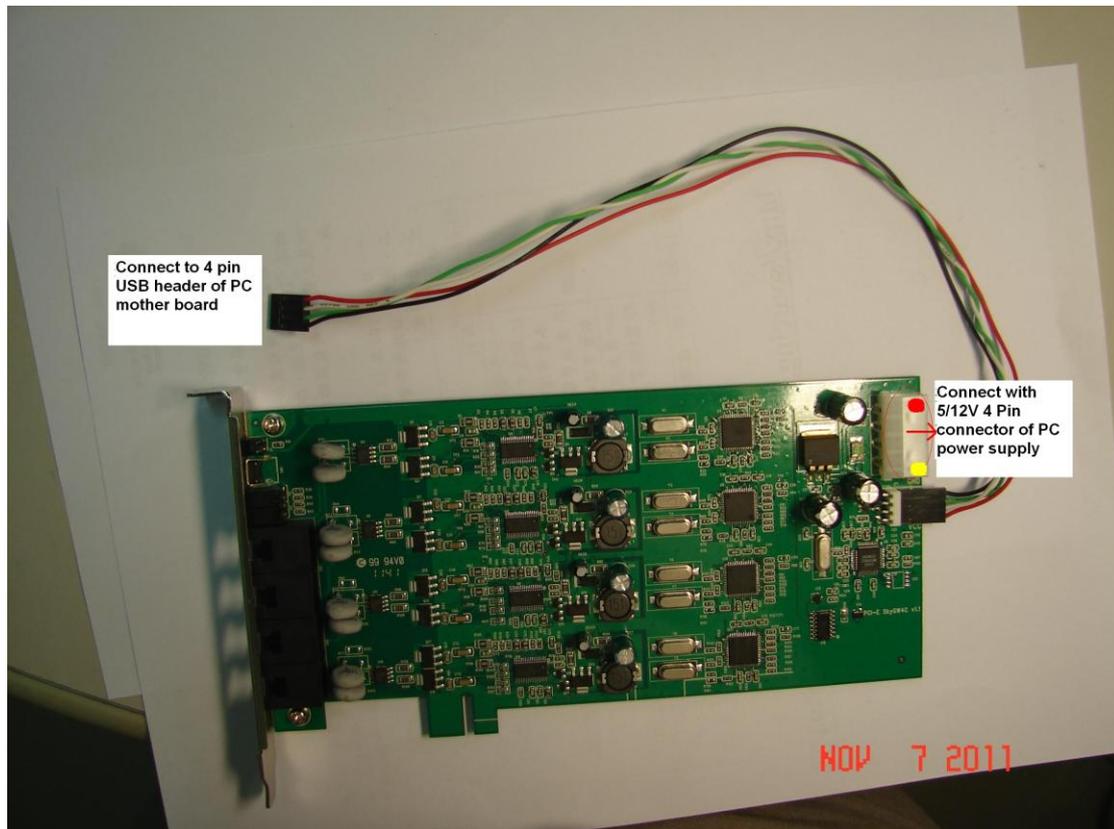
1. Power LED: Red LED is light when power is on
2. Reset button: Push button to reset hardware
3. 4 FXS ports LED: Green LED on indicates device is ready, Green LED blinking indicates an incoming call or on a call
4. 4 FXS RJ11: Connect to analog phones or PBX trunking lines

【Note】

1. PBX : Private Branch Exchange
2. PSTN : Public Switched Telephone Network.
3. FXS : Foreign Exchange Station which can connect with regular phone,

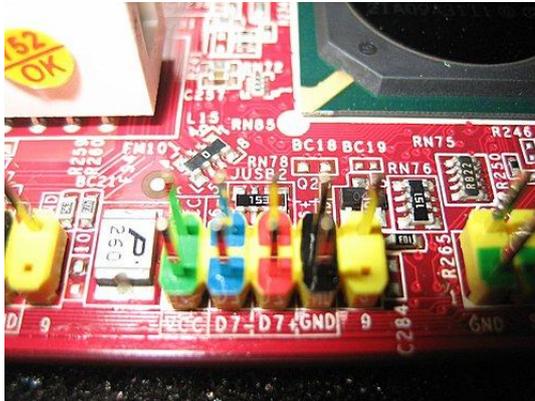
electrograph, or PBX PSTN card.

4.2 Connect SkyGW4C-S to a server PC



1. Securely fix PCI-E card on PCI-E or PCI bus of desktop PC via bracket screw.
2. **As above figure, connect J1 (red arrow) with 5/12V 4 Pin power connector of PC power supply. Please be careful on the connection although the connector is fool-proofing. Wrong connection will make PCI-E card being damaged! One site with red round label on J1 needs to be connected to 5V (red wire) and the other J1 site with yellow round label needs to be connected to 12V (yellow wire).** Once PC power is on, red LED of PCI-E card will be solid on.
3. As above figure, connect JP1 to 4 pin USB header of the server PC with the supplied USB cable. Red wire of the USB cable needs to be connected to VCC(5V) and black wire of the USB cable needs to be connected to GND. Please pay attention to the VCC/GND indication near JP1 of PCI-E card. **If the USB cable is not correctly connected, PCI-E card won't be found**

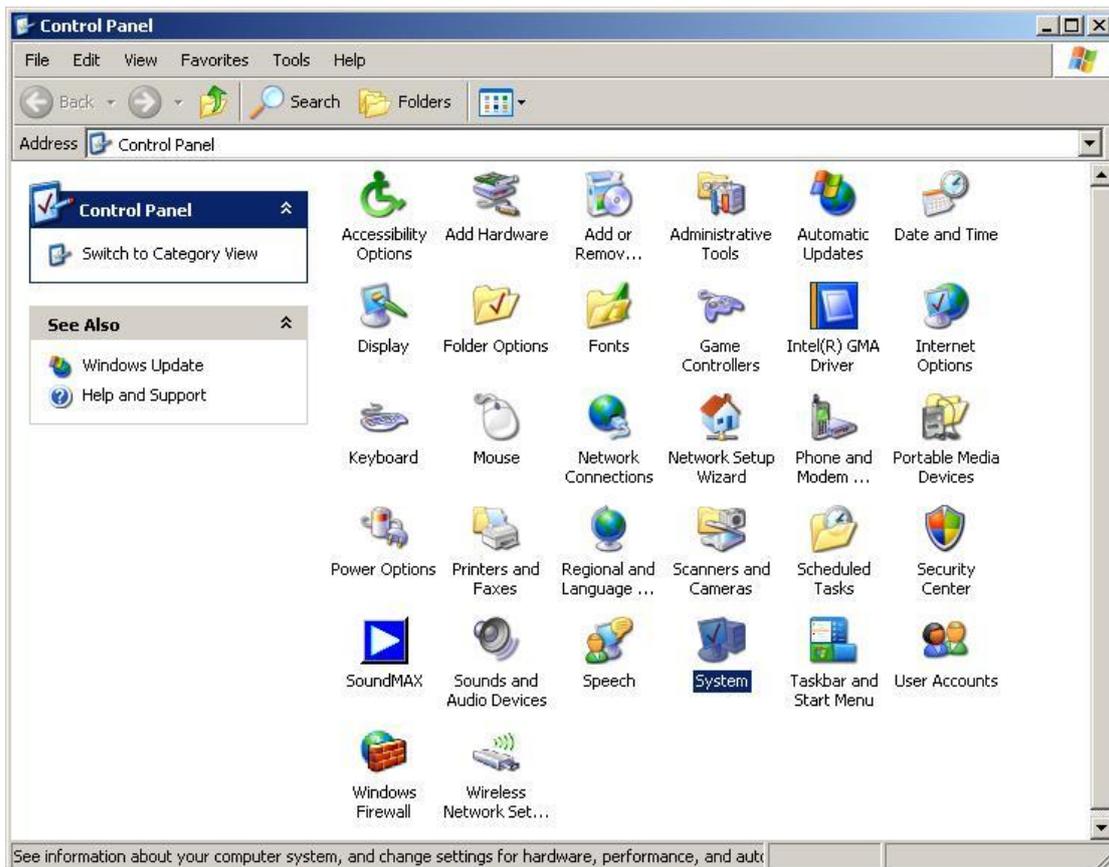
by PC system and is possibly damaged. Below figure is motherboard USB connector. There are usually 10 pins for USB connector, Pin 9, 10 should be left open.

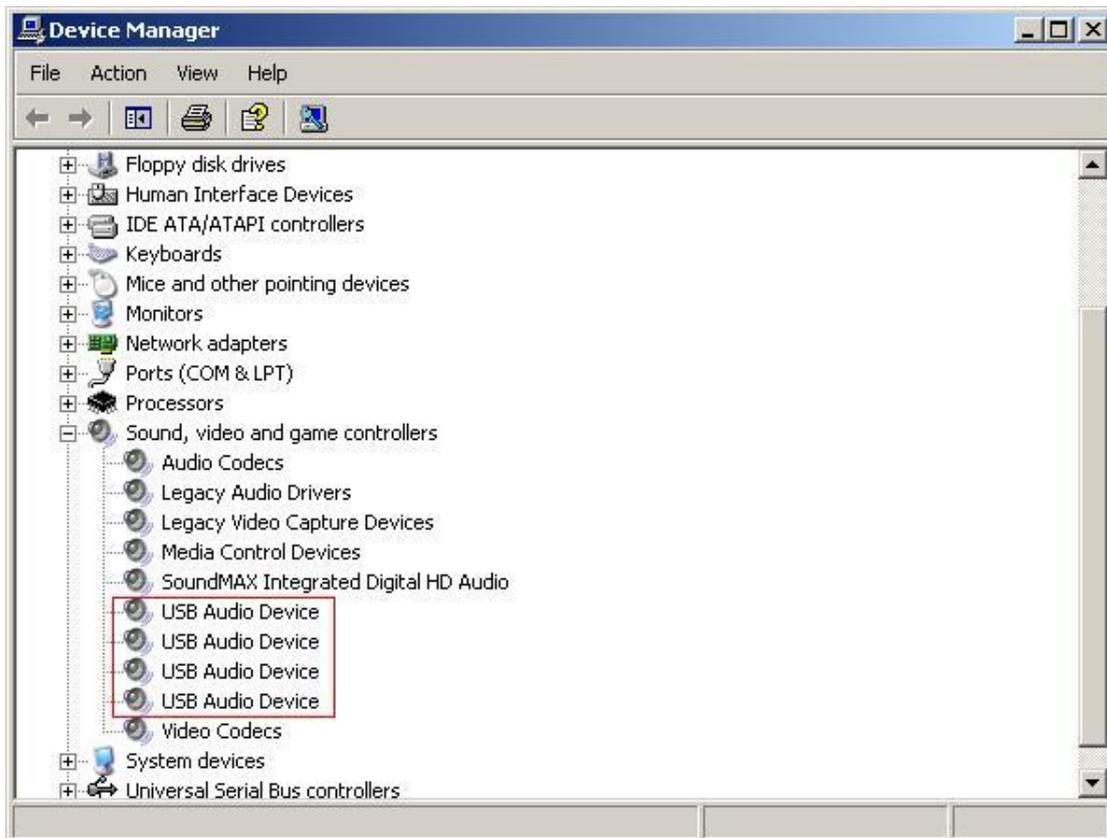
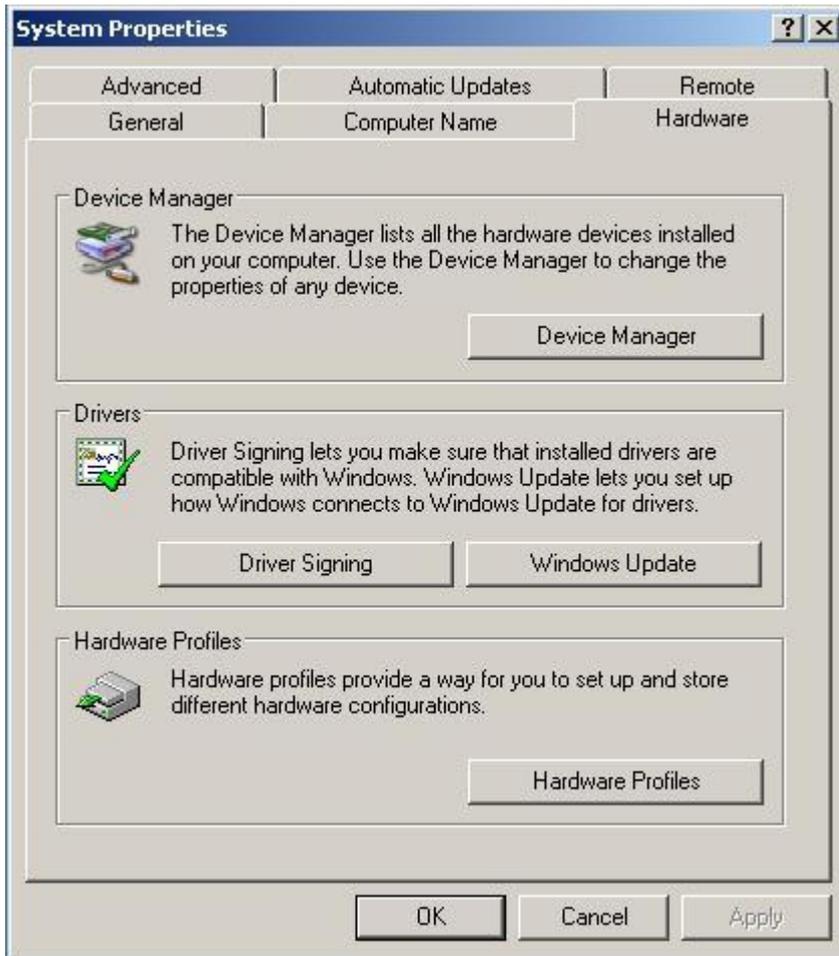


4. After PCI-E SkyGW4C-S is connected to the computer, the “**Found New Hardware**” window will show up in the right down corner of Windows desktop as below figure:

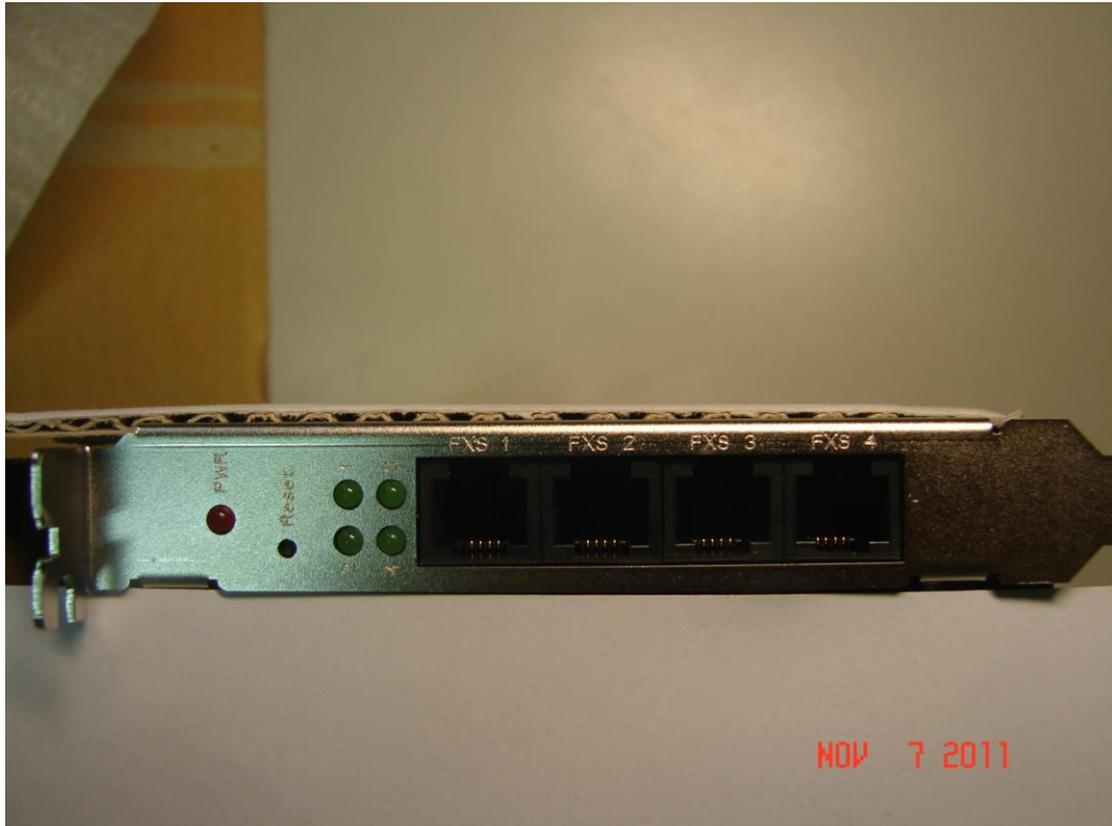


5. If SkyGW4C-S connects with the server PC successfully, user will find four USB audio devices (USBAudio00 ~ USBAudio03) in Windows Device Manager. Go to “**Start**” menu from the left bottom corner of Windows desktop→“**Control Panel**”→“**System**”→“**System Properties**”→“**Hardware**”→ “**Device Manager**”, and then click “**Sound, video and game controllers**” to check USB audio devices.

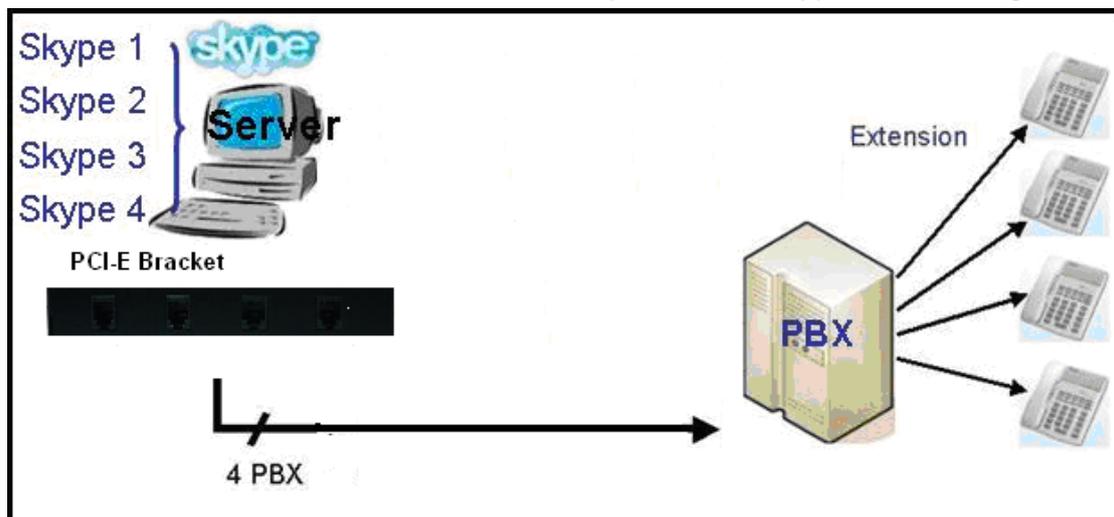




4.3 Connect SkyGW4C-S to PBX



1. Connect PCI-E SkyGW4C-S FXS 1 port to PBX's trunking line 1, FXS 2 port to PBX's trunking line 2, FXS 3 port to PBX's trunking line 3, and FXS 4 port to PBX's trunking line 4.
2. Assign a hunting group number for these PBX trunking lines.
Example: Set number "0" for PBX landline hunting
and number "9" for PCI-E SkyGW4C-S Skype line hunting.



5. Install SkyGW4C-S Software

This section guides user how to install SkyGW4C-S software into a SkyGW4C-S server PC.

5.1 SkyGW4C-S Software

Installation

Before installing SkyGW4C-S software, please verify the following items.

1. Please make sure Skype 6.18.0.106 is installed.
2. Please make sure there are 4 registered Skype accounts including one enterprise account.
3. Please make sure SkyGW4C-S is connected with SkyGW4C-S server PC

To install SkyGW4C-S software:

Step1: Insert the **Installation CD** into the CD-ROM drive of the computer.

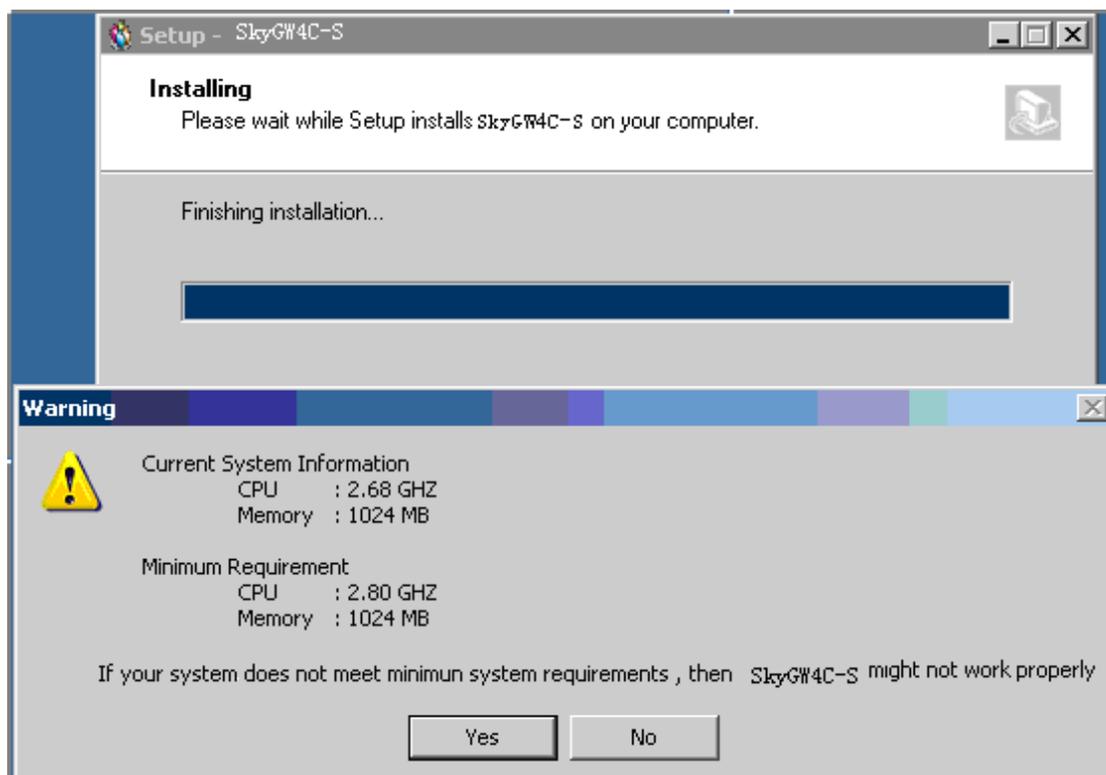
SkyGW4C-S installation screen will pop out. Click **Install** to start to install SkyGW4C-S software.



Step2: There comes a window to recommend administrator to close all other applications before continuing to install SkyGW4C-S as below:



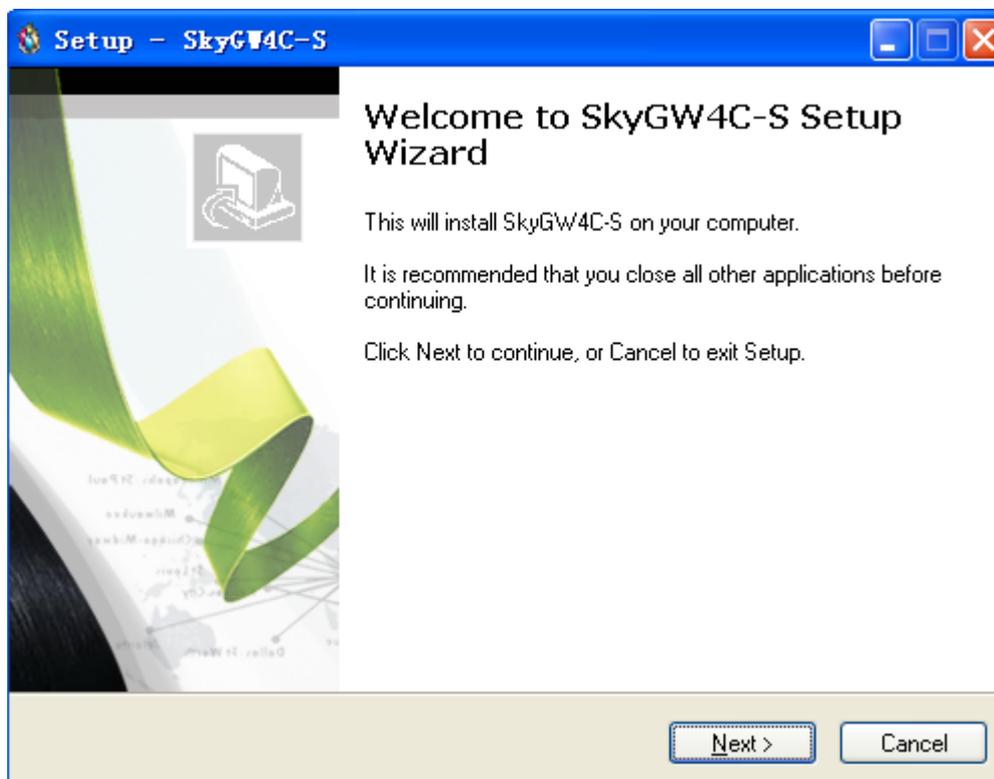
After clicking Next button, if SkyGW4C-S server PC can't meet minimum system requirements, a warning message will pop out. User can choose to continue installation or not.



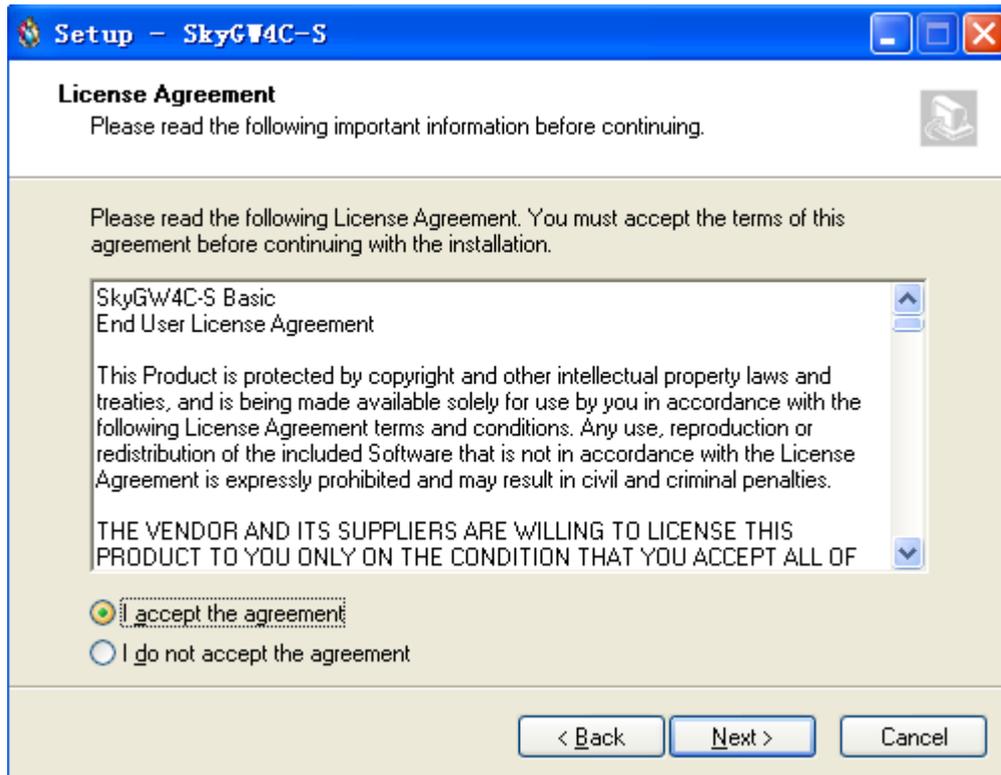
Step 3: The window of “**Select Setup Language**” will show up, administrator can select a preferred language by scrolling down the selection bar as the figure below, and then click “**OK**” to continue next step.



Step 4: The window of “**Welcome to SkyGW4C-S Setup Wizard**” pops out. Read the on-screen instructions and click “**Next**” to continue next step, as the figure below:

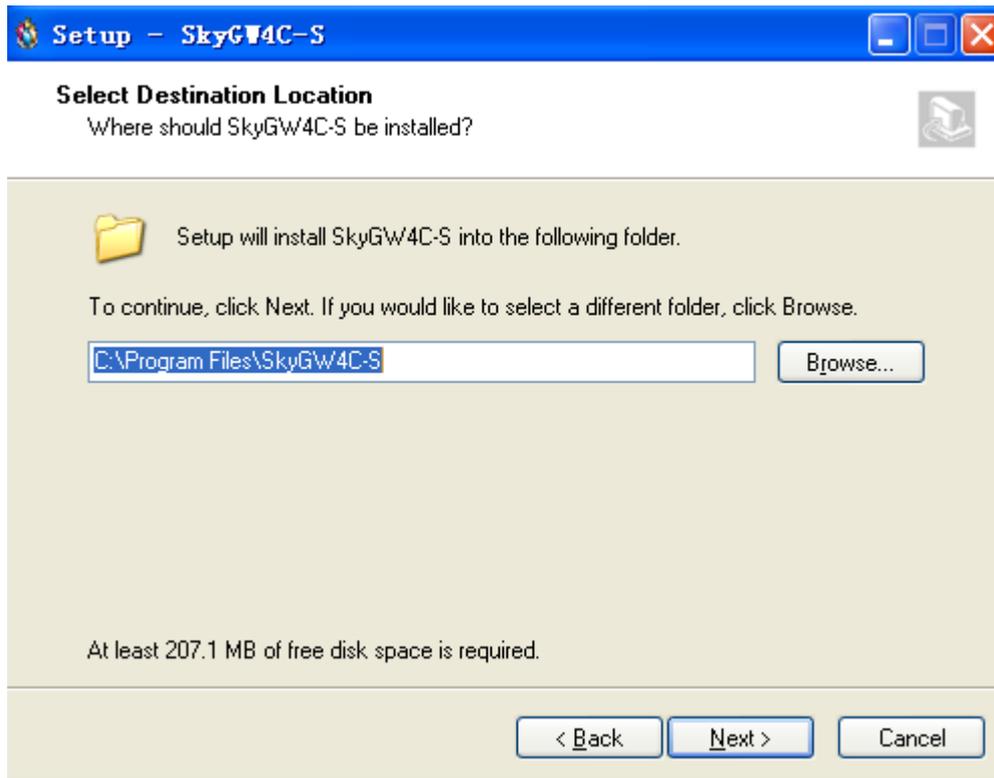


Step 5: The window of “**License Agreement**” pops out. After reading content of the agreement carefully, please check the box of “**I accept the agreement**”. And then click “**Next**” to continue next step.

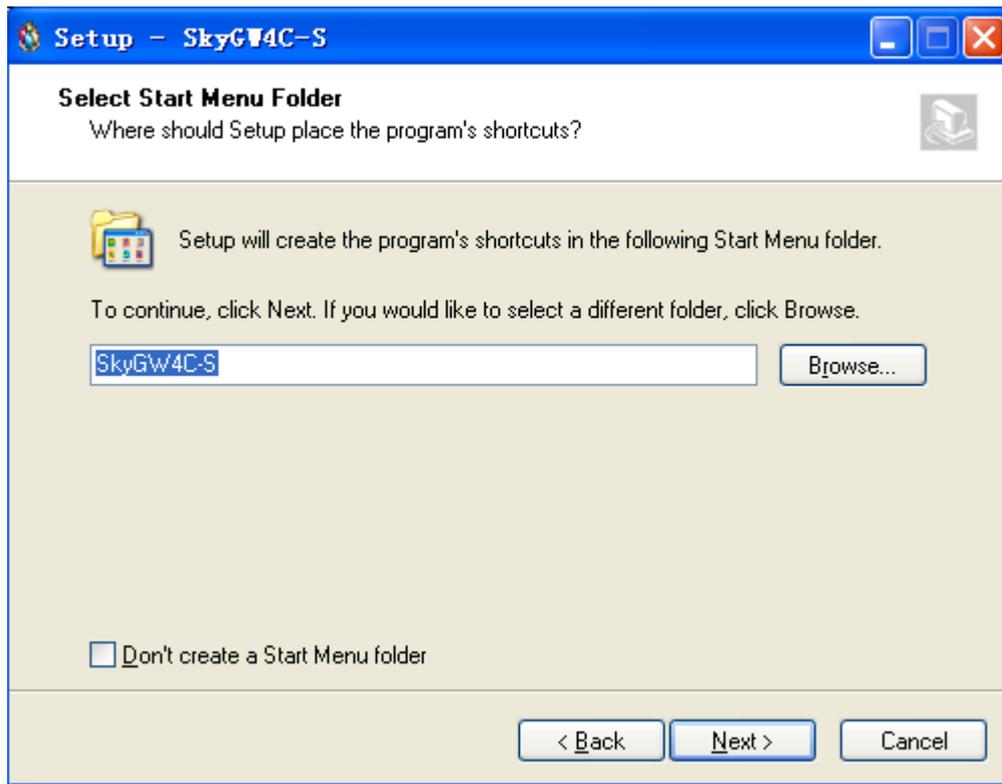


【Notice】 User can click “ **Back**” to go back to the previous step anytime during the installation.

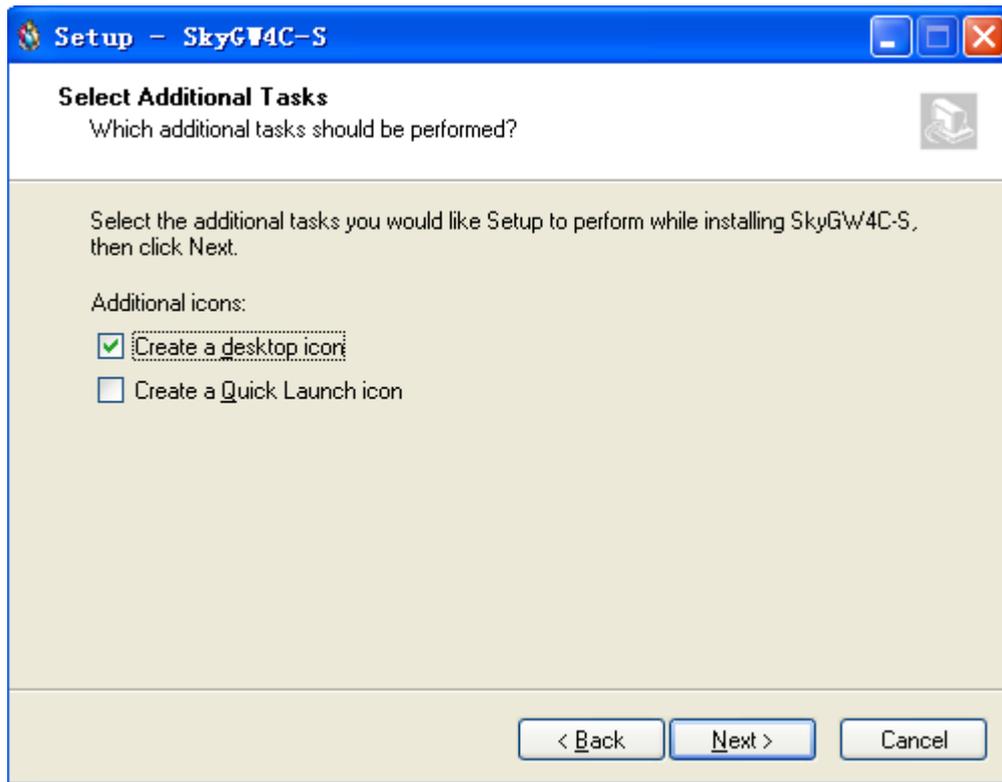
Step 6: In the next window of “**Select Destination Location**”, designate a folder for the installation. If this is not a preferred folder for administrator, click” **Browse**” and choose a folder from the list. After deciding which folder for the installation, user can click” **Next**” to continue.



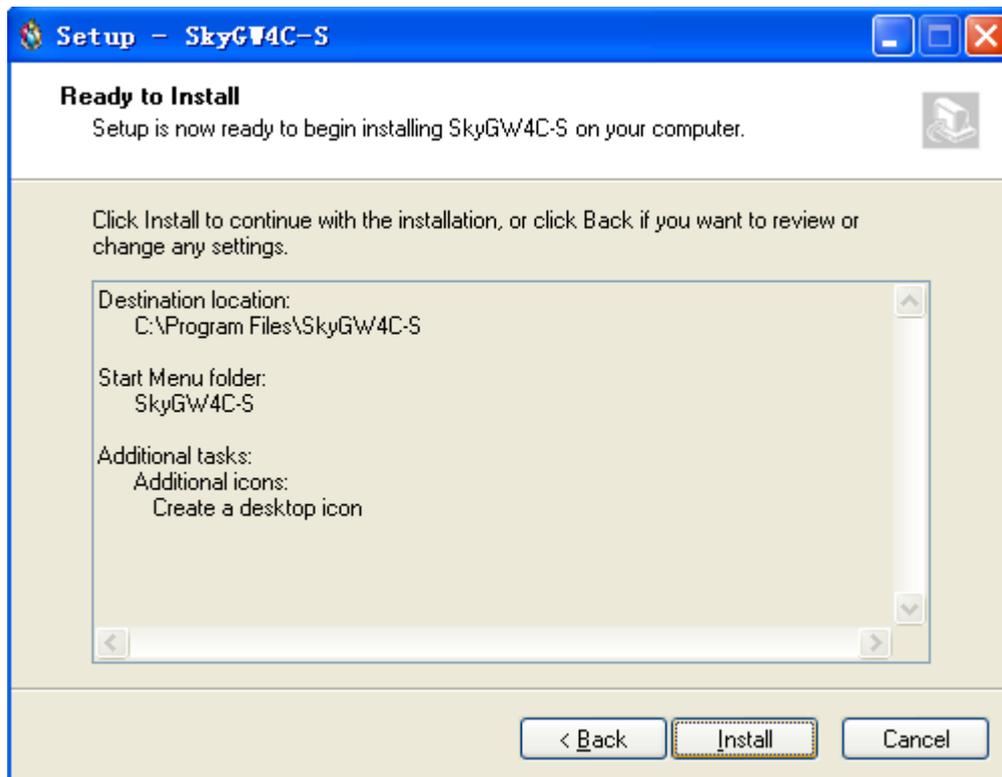
Step 7: In the next window of “**Select Start Menu Folder**”, choose a preferred folder for SkyGW4C-S program’s shortcuts in Start Menu folder. If this is not a preferred folder, click “**Browse**” and choose a folder from the list. User can choose not to create a Start Menu folder by check the box of “**Don’t create a Start Menu folder**”, and click “**Next**” when the setting is done.



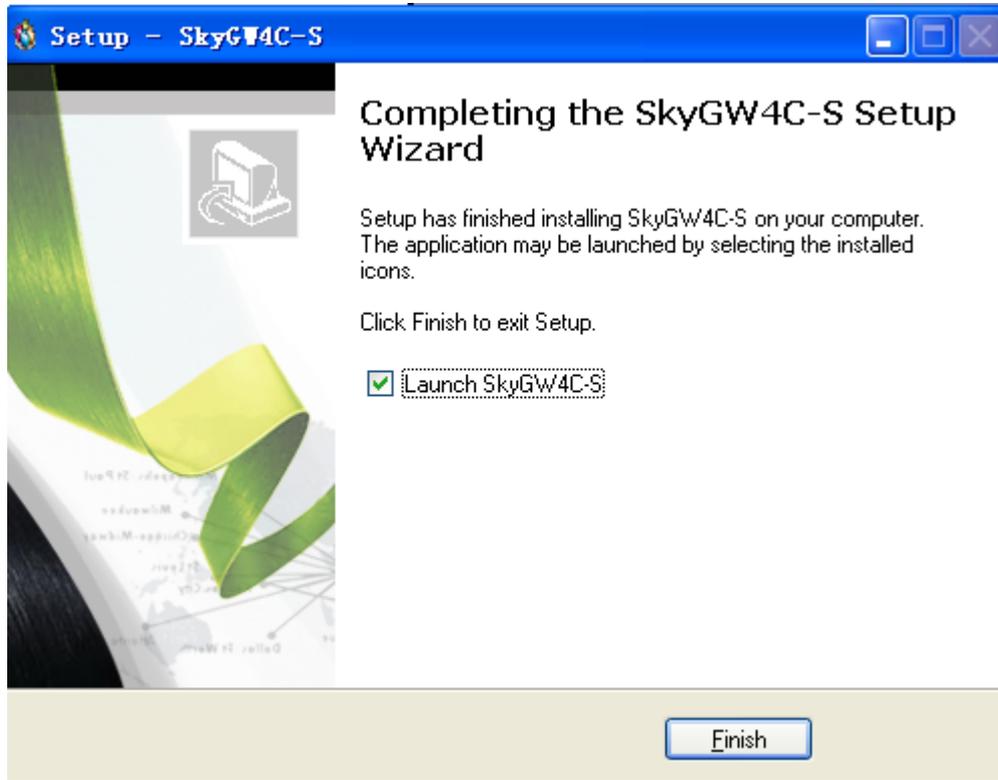
Step 8: In the next window of “**Select Additional Tasks**”, there are options “**Create a desktop icon**” or “**Create a Quick Launch icon**”. Check the appropriate box as desire. After SkyGW4C-S AP is launched, the desktop icons will appear on the computer desktop and the quick launch icon will appear in the left bottom corner of the Windows screen. Click “**Next**” to continue.



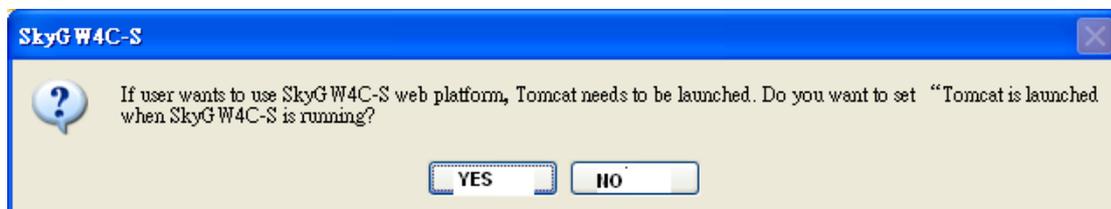
Step 9: The next window contains the related installation information and allows the user to select to start the installation. Carefully examine the configurations. If configurations need to be changed, click **“Back”** to make necessary modifications. If not, click **“Install”** to start the installation.



Step 10: After finishing installation of SkyGW4C-S, the window of “**Completing the SkyGW4C-S Setup Wizard**” will pop out and user can choose to check the “**Launch SkyGW4C-S**” boxes. Click “**Finish**” to finish the setup, as the figure below.



Step 11: Then following window will pop out to ask administrator if Tomcat will be launched when SkyGW4C-S is launched. Tomcat is used for administrator to manage public phonebook, create user and check call log via web remotely. However, **Tomcat will open port 8080(default port) and possibly make system at risk. Please be careful on the setting.** Administrator can launched Tomcat later via general page of Option in SkyGW4C-S system tray icon.



Step 12: After finishing SkyGW4C-S setup successfully, Skype Accounts setting window will pop out. Administrator could set 1 to Skype accounts according to needs. First Skype account is usually company’s unique Skype account for call in and there is an option to decide if “Take the incoming call” or not. The remaining accounts can

choose to accept the forwarding call from the first Skype account or not. The default setting is enable.

The screenshot shows the 'SkyGW4C-S - Skype Account and Forward' configuration window. At the top left, there is a dropdown menu for 'Enabled ports' set to '4'. To the right, there are three checkboxes: 'Skype FWD. Skype' (unchecked), 'Use PBX IVR' (checked), and 'Use GW IVR' (unchecked). Below these are two 'Setting' buttons. The main part of the window is a table with 12 rows, each representing a port. The columns are: Port, a checkbox for call handling, DOD, DID code, Skype name, Password, and Confirm password. The first row is '1' with 'Take the incoming call' checked. The remaining rows are '2' through '12', all with 'Accept call forwarding' checked. At the bottom of the window are 'Apply' and 'Cancel' buttons.

Port		DOD	DID code	Skype name	Password	Confirm password
1	<input checked="" type="checkbox"/> Take the incoming call					
2	<input checked="" type="checkbox"/> Accept call forwarding					
3	<input checked="" type="checkbox"/> Accept call forwarding					
4	<input checked="" type="checkbox"/> Accept call forwarding					
5	<input checked="" type="checkbox"/> Accept call forwarding					
6	<input checked="" type="checkbox"/> Accept call forwarding					
7	<input checked="" type="checkbox"/> Accept call forwarding					
8	<input checked="" type="checkbox"/> Accept call forwarding					
9	<input checked="" type="checkbox"/> Accept call forwarding					
10	<input checked="" type="checkbox"/> Accept call forwarding					
11	<input checked="" type="checkbox"/> Accept call forwarding					
12	<input checked="" type="checkbox"/> Accept call forwarding					

Enter Skype name and password and select **“Apply”**.

Step 13: There will come out below window. SkyGW4C-S will send out Skype contact authorize request for all the setting Skype accounts toward the Skype accounts in public or private phonebook. It is highly suggested to modify "This is XXX company" in the below "invite request message" as your company name to increase the possibility of getting request approval.



Step 14: Administrator could see the correct Skype icons shown at the right corner bottom of Windows desktop as the figure below. Then the whole installation is complete now.



6. Configure Skype Option

After SkyGW4C-S is completely installed and launched, some Skype options will be adjusted for better operation. **This chapter is for reference only.** SkyGW4C-S programs should have made these settings. However, user can recover Skype setting if SkyGW4C-S won't be used in the future.

6.1 Allow Anyone Call In/Chat

If user wants to let any Skype user call SkyGW4C-S, below steps can be followed to enable this function.

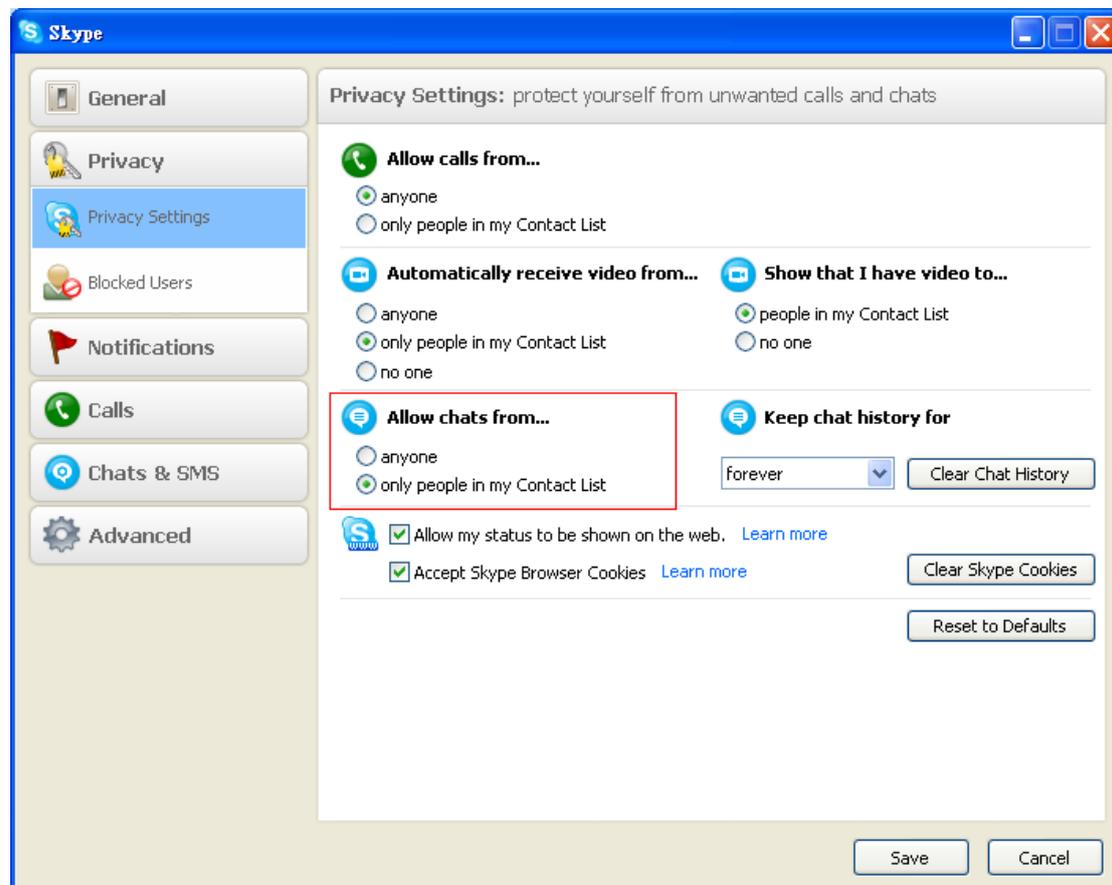
Step 1. Select **“Tools”** tab from Skype main window.

Step 2. Select **“Options”**.

Step 3. Select **“Privacy”**.

Step 4. Check anyone box of **“Allow calls from...”**.

Step 5. Check only people in my Contact List box of **“Allow chats from...”**.



Click **“Save”** button to save configuration.

6.2 Set Skype Always Online

By default, Skype status will show as “Away” when you are inactive for 5 minutes, and shows as “Not Available” when you are inactive for 20 minutes. Please set both value to “0” minutes to show the Skype status as always “online” by following steps.

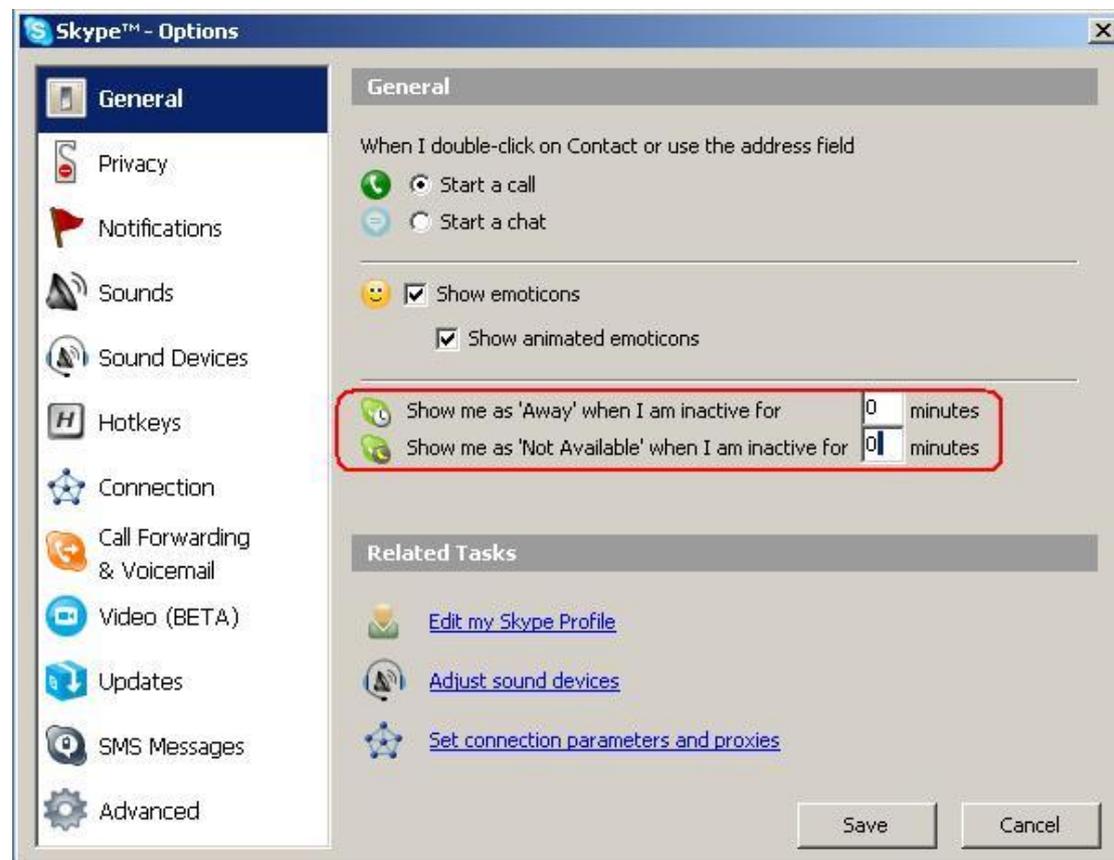
Step 1. Select “**Tools**” tab from Skype main window.

Step 2. Select “**Options**”.

Step 3. Select “**General**”.

Step 4. Fill 0 for “Show me as “Away” when I am inactive for _ minutes”

Step 5. Fill 0 for “Show me as “Not Available” when I am inactive for _ minutes”



Click “**Save**” button to save configuration.

6.3 Disable Skype Sounds

User needs to disable Skype generated sounds in SkyGW4C-S server PC to avoid in-progress Skype calls to hear other incoming Skype call prompt. connecting call, hang-up and knocking sounds can be disabled as following steps.

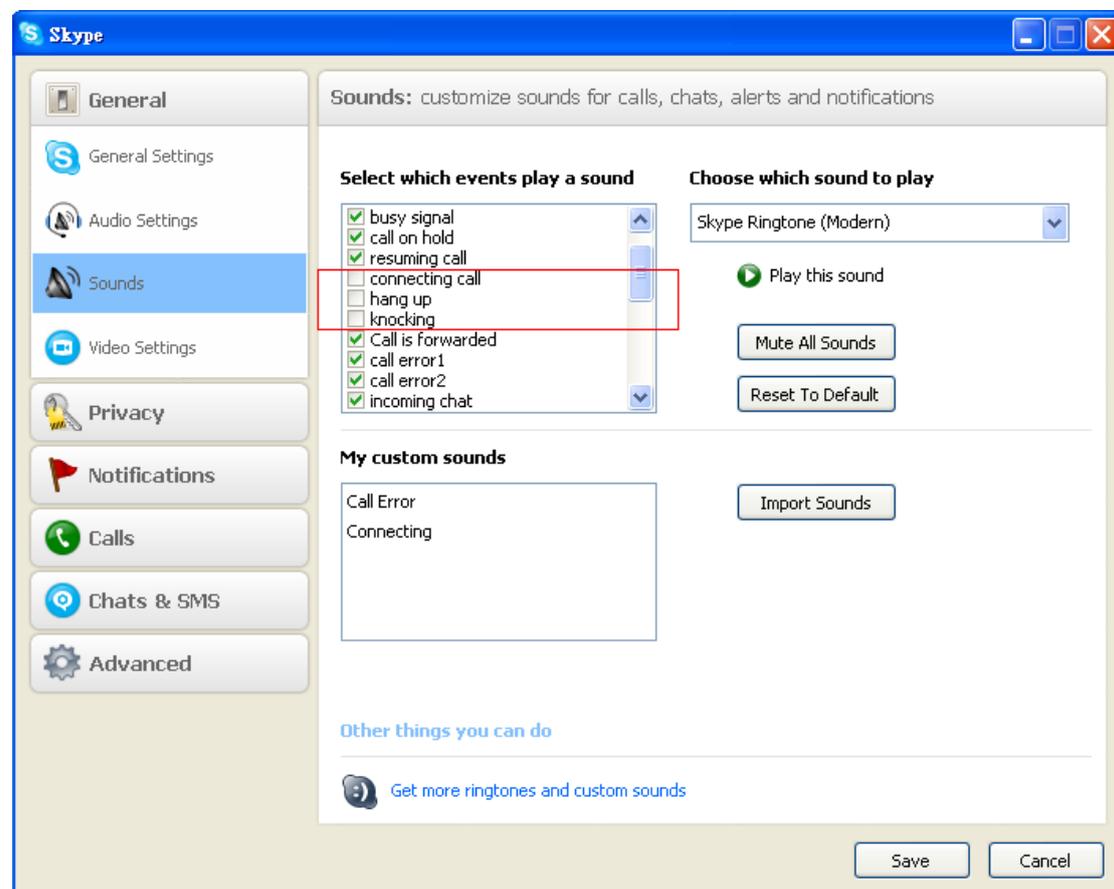
Step1. Select “**Tools**” tab from Skype main window.

Step2. Select “**Options**”.

Step3. Select “**Sounds**”.

Step4. Cancel settings of “**connecting call**”, “**hang-up**” and “**knocking**”.

And then press “**Save**”.



6.4 Disable Skype Video

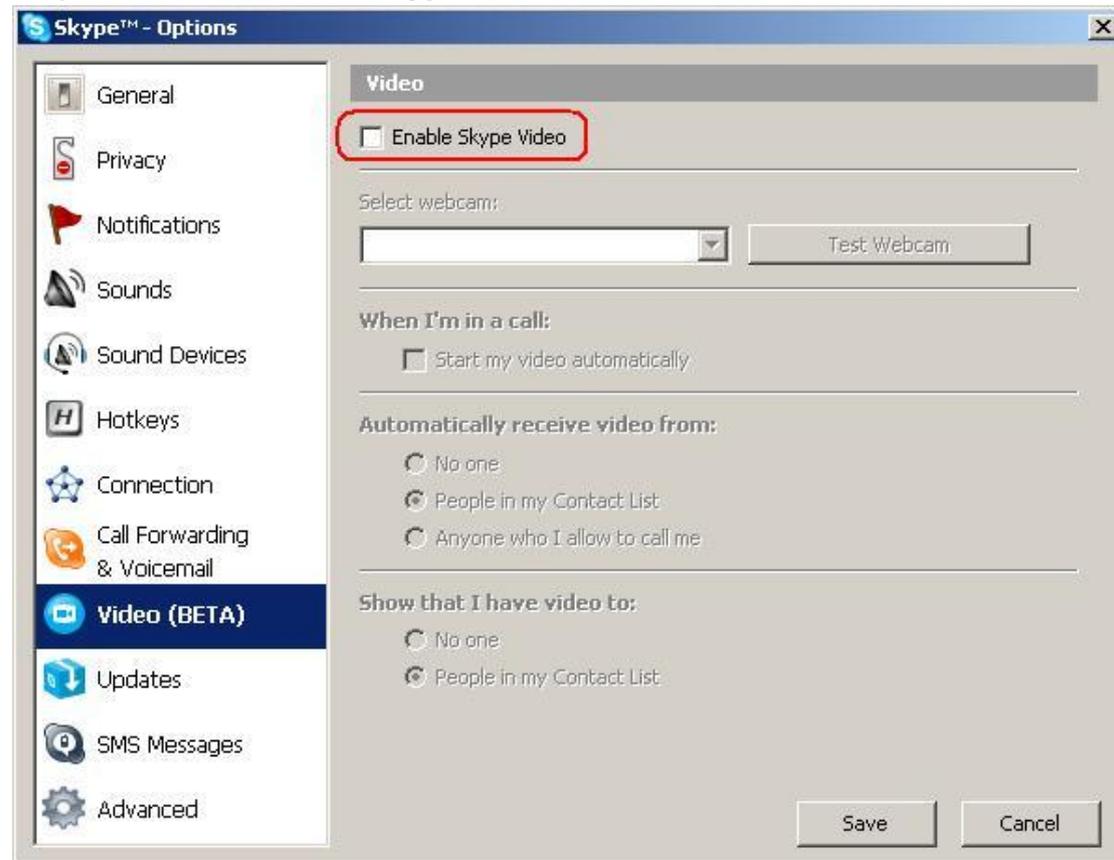
Skype video function can be disabled to avoid consuming internet bandwidth and SkyGW4C-S server CPU resource. Please disable Skype Video support as following steps.

Step 1. Select “**Tools**” tab from Skype main window.

Step 2. Select “**Options**”.

Step 3. Select **“Video”**.

Step 4. Disable **“Enable Skype Video”**.



Click **“Save”** button to save configuration.

7. SkyGW4C-S Setting

There are nine options (**Option**, **Skype fair Usage Policy**, **Status**, **Dialing rule and limit**, **Skype setting**, **IVR make up**, **Check for latest update**, **About** and **Exit**) when user clicks SkyGW4C-S system tray icon at the right-bottom corner of Windows desktop.



■ Option

Basic settings of SkyGW4C-S. Please refer this user manual section 7.1~7.5 for details.

■ Skype fair Usage Policy

Setting to prevent infringing Skype fair policy for Skype programs like unlimited world.

Choose “**Skype fair usage policy**” by right-clicking SkyGW4C-S system tray at the right bottom corner of Windows desktop as below.



Then Skype fair usage policy page pops out as below.

Skype Fair Usage Policy

Port: Port 1: [redacted]

Program: Unlimited World [New Skype program]

	Current	Skype limit(Max.)	User limit
Count of different SkypeOut numbers today	0	50	50
SkypeOut minutes today	0	360	360
SkypeOut minutes this month	0	10000	10000

Prohibit SkypeOut

When reach user limit

When reach Skype limit

Warning message

Report status via Skype chat

Report status to mobile phone via Skype SMS(Make sure SkypeOut credit available!)

Current skype account: [redacted] Buy date: []

Select date by double click mouse!

[Set]

User needs to choose the Skype program for each Skype account. SkyGW4C-S will automatically bring up the Skype call limit based on Skype fair usage policy. If the subscribed Skype program is not within the default list, user can create the new Skype program and set the calling limit according to this Skype program. In addition to Skype limit, user can set user's own limit. The accumulative call counts of different Skypeout number and SkypeOut call minutes are statistic for each Skype account instead of per port.

Prohibit SkypeOut

User can also set the situation for "Prohibit SkypeOut". User can choose to prohibit Skypeout call when the accumulative call counts of different SkypeOut numbers or SkypeOut minutes reach either user's limit or default Skype limit. User limit can't be larger than Skype limit.

Warning message

User has two situations to send out warning messages. When the

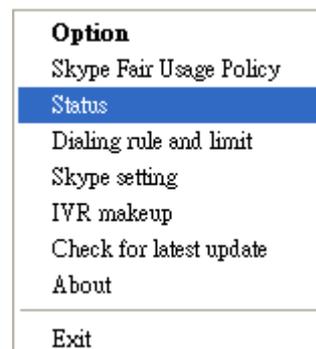
accumulative call counts of different SkypeOut number or SkypeOut minutes reach limit, SkyGW4C-S will send out the corresponding warning messages via free Skype chat to the assigned Skype accounts or SkypeOut Short Message Service(SMS) to the assigned mobile numbers. You need to have enough SkypeOut credits for this SMS service.

Skype backup account

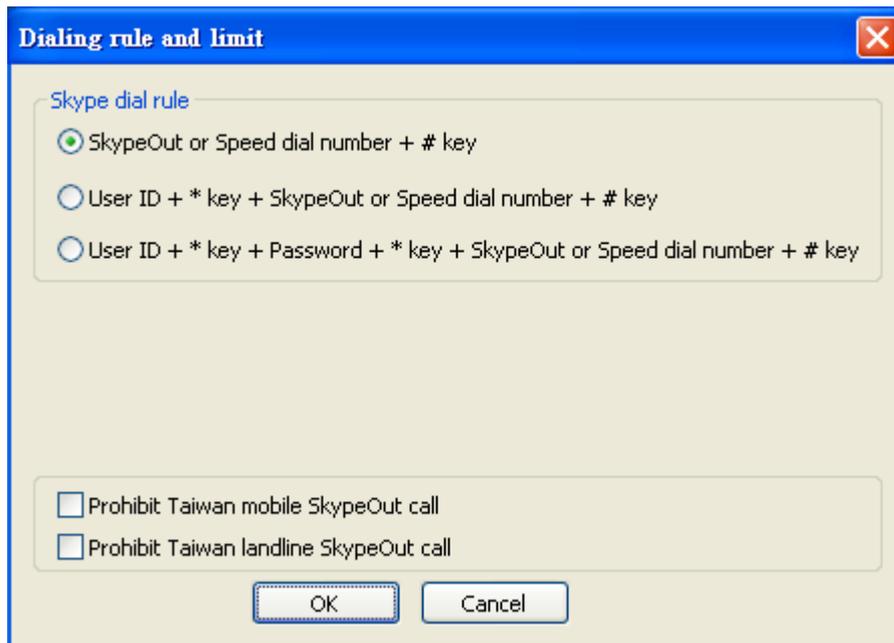
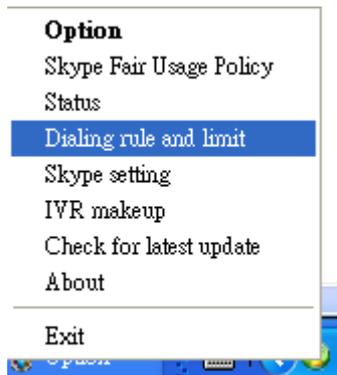
The main company Skype account is unique and it should not have back up accounts. When the sub Skype accounts reach the calling limit, SkyGW4C-S can automatically prohibit this account from SkypeOut and replace the Skype account with the Skype backup accounts. Once the limit is lifted, this Skype account will become an active Skype backup account. Each sub Skype account can support two Skype backup accounts. The backup Skype accounts need to have same Skype service program like “unlimited World” as the per port assigned Skype service.

■ **Status:** Status for all ports

Choose “**Status**” by right-clicking SkyGW4C-S system tray at the right bottom corner of Windows desktop as below.



Then SkyGW4C-S status window pops out as below. It can provide administrator information of each port status(like line use, Skype status and SkypeOut credit). User can refer to [section 7.5 Alert](#) page of this manual for more information.



Skype dial rule

Admin can choose one of the three Skype dialing rules for dialing management. The default setting is rule 3: User ID+ * +password+ * +Speed dial or SkypeOut. **If rule one is chosen, only public phonebook can be used and private phonebook can't be used. And there runs the risk of hack's possible Skype/SkypeOut calls.** Rules 2 & 3 can be deployed for all speed dial numbers in public and private phonebooks. **But the speed dial number for public and private phonebook can't be duplicated!!**

Prohibit Taiwan Mobile SkypeOut call

Prohibit Taiwan Landline SkypeOut call

■ Skype setting

Choose “**Skype setting**” by right-clicking SkyGW4C-S system tray at the right bottom corner of Windows desktop as below.

Option
Skype Fair Usage Policy
Status
Dialing rule and limit
Skype setting
IVR makeup
Check for latest update
About
Exit

There are two functions for this option:

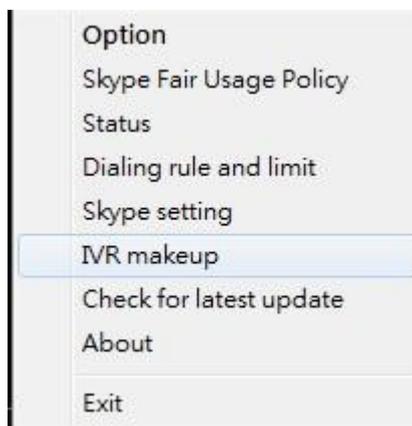
Auto-allow Skype contact's authorize request: If the setting is enabled, SkyGW4C-S will automatically allow incoming Skype contact authorize inquiry. However, admin can use black list to prevent incoming or outgoing calls from/for this Skype contact. Please refer this user manual [section 8.5](#) for details. Default setting is enabled.

Auto-send Skype contact's authorize request for phone book contacts: If this option is enabled, SkyGW4C-S will send out Skype contact's authorize request for all Skype contacts in public/private phone books. Sending authorize request will be done for all the Skype accounts used for SkyGW4C-S. If the authorize request is accepted, then both will become friends and Skype to Skype calls between both parties will have an obvious successful rate. Admin can have own "invite request message" or Skype's default invite request message will be sent out. **Suggest to add customized "invite request message" to make the request easy to be confirmed!** The Skype contact's authorize request will be sent out for one time, admin can press button "Resend Skype contacts authorize request" if he wants to resend request. Only non-authorized contacts will receive the inquiry message. Existing Skype contacts won't be bothered by this action. The default setting is enable.



■ IVR makeup

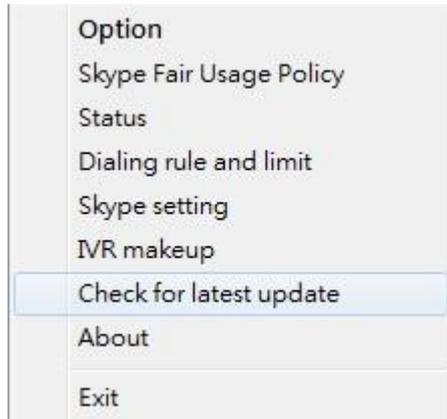
Choose “IVR makeup” by right-clicking SkyGW4C_S system tray at the right bottom corner of Windows desktop as below.



There are two default IVRs supporting Chinese and English. User can record own IVR by dialing speed dial number 99998#, then start to make IVR recording. After recording function is activated, system will pop out GUI for stop recording, play back and storage location option.

■ Check for latest update

Choose “**Check for latest update**” by right-clicking SkyGW4C-S system tray at the right bottom corner of Windows desktop as below.

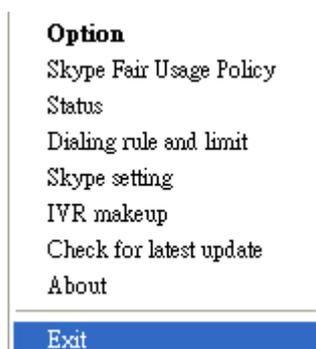


SkyGW4C-S supports on-line update now. When there is a new software release, admin can get a pop-out notice. Admin can decide to go with the update or update later. Admin can check for latest update anytime especially when the system has problems to use. There is no need to uninstall the old SkyGW4C-S version in order to update the new version.

- **About:** The version of SkyGW4C-S software.



- **Exit:** Close SkyGW4C-S software , Tomcat and Skype accounts.



7.1 General Setting Page

Option

The Option includes the settings most commonly selected by users. When user clicks the “**OK**” button at the bottom of Option dialogue after making a new setting, the new setting will be activated and Option dialogue closes immediately. If user clicks the “**Apply**” button at the bottom of Option dialogue after making a new setting, the new setting will be activated immediately and user can continue to make more changes if necessary. User chooses both “**OK**” or “**Apply**” button, the new setting will be saved and user has the updated setting when user launches SkyGW4C-S again. User can use “**Cancel**” button to cancel the changes and Option dialogue closes immediately. Besides, user can click “**Default**” button to refresh settings to default settings in every pages. There are following five pages:

General Setting Page

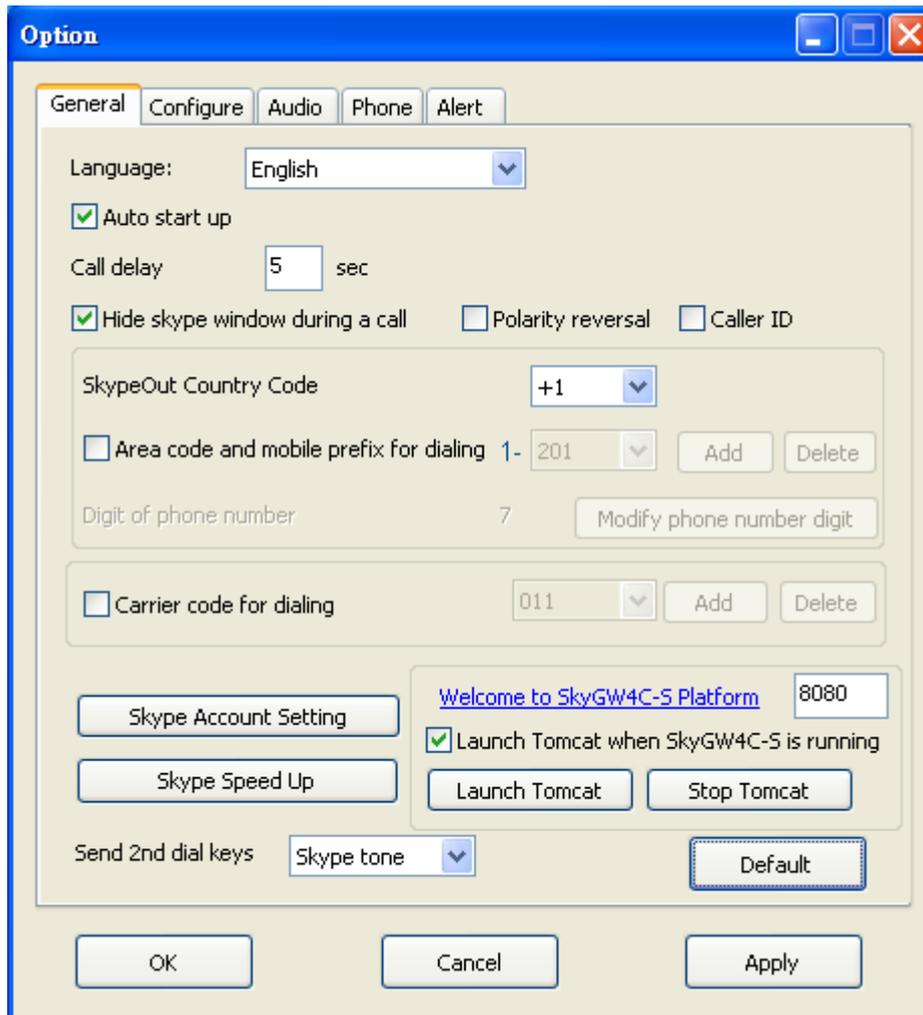
Configure Setting Page

Audio Setting Page

Phone Setting Page

Alert Setting Page

This general page provides the basic operation settings, including Language, Auto start up, Call delay, Hide Skype window during a call, Polarity reversal, Caller ID, SkypeOut country code, Area code and mobile prefix, Carrier code for dialing, Skype Account Setting, Welcome to SkyGW4C-S platform, Launch Tomcat when SkyGW4C-S is running, Launch Tomcat and Stop Tomcat and Send 2nd dial keys as the below figure.



1. **Language:** Three languages are supported: English, Simplified Chinese, and Traditional Chinese. If user installs SkyGW4C-S in one Windows operation system and the operation system's language is not in the three language supporting list, then Language will be set to English automatically. The default language is decided by the "Select Setup Language" setting during SkyGW4C-S setup program is installing. However, the user interface language can be adjusted by changing the language selection. SkyGW4C-S web language is also decided by the "Select Setup Language" setting when SkyGW4C-S setup program is installing.
2. **Auto Start Up:** If this setting is enabled, SkyGW4C-S program will be automatically loaded and executed when the computer operating system is started. The default setting is enable.

3. **Call delay:** Call delay means how long the Skype call will be dialing out if user doesn't add "#" key after pressing the Skype speed dial number or SkypeOut number. User can input number like 5, then the Skype number will be dialed out after 5 seconds if user doesn't add "#" key after the Skype number. The delay time between dialing each digit of the speed dial or SkypeOut number can't exceed call delay time 5 seconds, or an incomplete number will be dialed out.

The default setting is 5 seconds.

Note: For country code- Taiwan, China, USA and Canada, Smart dialing is supported now. After enough SkypeOut dialing digits are dialed, the call will be dialed out without waiting for the delay time.

4. **Hide Skype window during a call:** If this setting is enabled, Skype window won't pop out when there is a call in progress. The default setting is enable.
5. **Polarity reversal:** With this function enabled, call billing machine or PBX built in billing machine can get signals for a call start and end to come out call billing information. Default is disable.
6. **Caller ID:** Support Skype FSK type I caller ID. The default setting is disable.
7. **SkypeOut Country Code:** Standard SkypeOut call number format is "00" or "+" key + country code + local PSTN/Mobile number. With a correct country code setting, user can omit 00 + country code when making a domestic call.
8. **Area code and mobile prefix:** Only support area codes for Taiwan, China, USA and Canada now. For other countries, user need to fill in complete area code numbers, otherwise wrong number is possible. Choose the local area code and users can dial the local number directly without adding area code just as users did for a landline call.
9. **Carrier code for dialing:** Some companies might have telecom company's dialing code to save money and

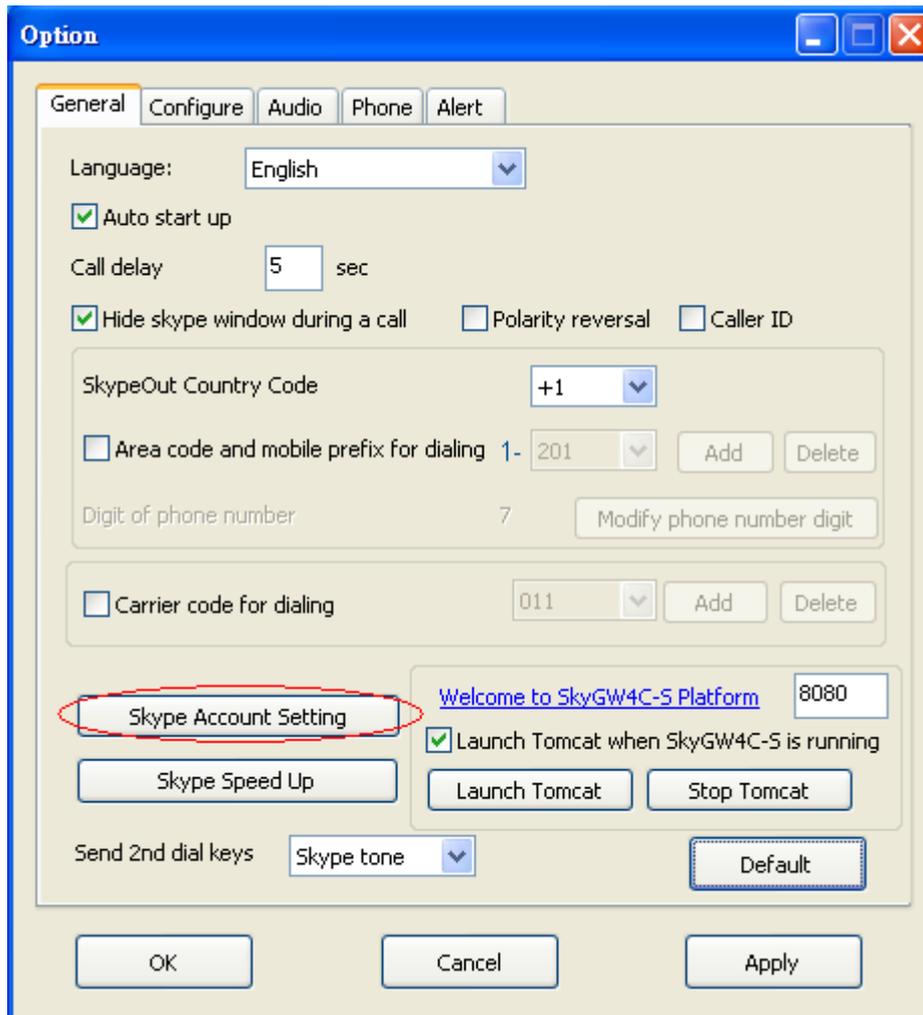
this function can keep user's dialing habit unchanged. User can add or delete carrier code and all the listed carrier codes will be valid.

10. **Skype account setting:** Please refer section 7.1.1 of this user manual.
11. **Speed up Skype login button:** If sub Skype accounts have slow login or slow Skype calls connection, admin can try this button to accelerate.
12. **Welcome to SkyGW4C-S platform:** Please refer chapter 8& 9 of this user manual. Port 8080 is adjustable.
13. **Launch Tomcat when SkyGW4C-S is running:** Enable this option, Tomcat will be launched whenever SkyGW4C-S is running. **Launching Tomcat will open system port 8080(default) and possibly make system at risk. Administrator needs to be careful on this setting.** The default setting is user's choice during SkyGW4C-S installation.
14. **Launch Tomcat and Stop Tomcat**
15. **Send 2nd dial keys:** The ways to send out DTMF keys after establishing a Skype/SkypeOut call. It is usually for PBX extension number dialing. The default is Skype tone.

7.1.1 Skype Account Setting

SkyGW4C-S software will ask user to fill in Skype accounts information during setup. However, user can follow below steps to change Skype accounts.

Step 1: Click "**Skype Account Setting**" button of General page in the GUI.



Step 2: Choose how many ports user needs and fill in Skype accounts and passwords. The main Skype account of the first Skype gateway PC can be the enterprise Skype account as shown Skype “Call me” button on enterprise web site.

For example, user needs two Skype lines for SkyGW4C-S, then user can select “2” ports. For the first port, user can choose to take the incoming Skype call or not. For other ports, user can select to accept call forwarding from the first port by checking Accept call forwarding box. The default setting is enable. DID code is sent to the PBX when the corresponding Skype has an incoming call and the call is answered by PBX. This function can be used for customer service. Once customers call this Skype, the call will be directed to a dedicated service person. Once the DID function is enabled, accept forwarding call function will be disabled.

With DOD function, employees can get one PBX trunking line and have a direct connect with their foreign factory or branch office. But setting this DOD feature needs to have a dedicated trunking number for the DOD setting port. That's to say, the trunking number of the DOD enabled port can't be the same as the preset trunking number for the Skype gateway. Otherwise, the call will be wrong dialed out once the DOD connecting trunking line is picked up.

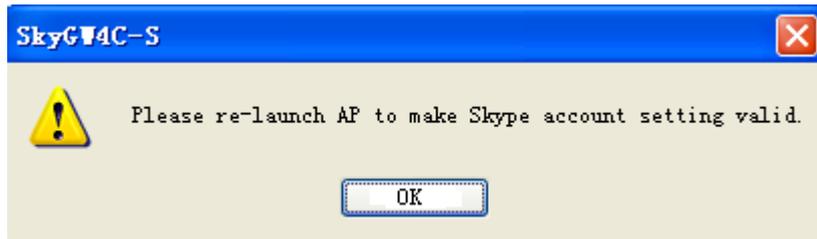
User can use above settings to plan which ports will be used for taking incoming calls and which ports will be used for call out.

The screenshot shows the 'SkyGW4C-S - Skype Account and Forward' configuration window. At the top, there is a dropdown menu for 'Enabled ports' set to '4'. Below this are three checkboxes: 'Skype FWD. Skype' (unchecked), 'Use PBX IVR' (checked), and 'Use GW IVR' (unchecked). Each checkbox has a 'Setting' button next to it. The main part of the window is a table with 12 rows, each representing a port. The columns are: Port, DOD, DID code, Skype name, Password, and Confirm password. The first row (Port 1) has a checked checkbox for 'Take the incoming call'. The remaining rows (Ports 2-12) have checked checkboxes for 'Accept call forwarding'. The DOD, DID code, Skype name, Password, and Confirm password fields are empty for all ports. At the bottom of the window are 'Apply' and 'Cancel' buttons.

Port		DOD	DID code	Skype name	Password	Confirm password
1	<input checked="" type="checkbox"/> Take the incoming call					
2	<input checked="" type="checkbox"/> Accept call forwarding					
3	<input checked="" type="checkbox"/> Accept call forwarding					
4	<input checked="" type="checkbox"/> Accept call forwarding					
5	<input checked="" type="checkbox"/> Accept call forwarding					
6	<input checked="" type="checkbox"/> Accept call forwarding					
7	<input checked="" type="checkbox"/> Accept call forwarding					
8	<input checked="" type="checkbox"/> Accept call forwarding					
9	<input checked="" type="checkbox"/> Accept call forwarding					
10	<input checked="" type="checkbox"/> Accept call forwarding					
11	<input checked="" type="checkbox"/> Accept call forwarding					
12	<input checked="" type="checkbox"/> Accept call forwarding					

Step 3: Enter Skype name or password- the maximum length allowed is 31 alphanumeric characters. Click **“Apply”** to save the changes.

Step 4: After the changes is saved, a warning message will come up to remind user to re-launch SkyGW4C-S software. Then click **“OK”**.



Step 5: **Skype FWD. Skype (Skype forward to Skype)**

The default setting for this function is disabled. Admin can enable this function whenever it is needed and allow this function for the users who are authorized.

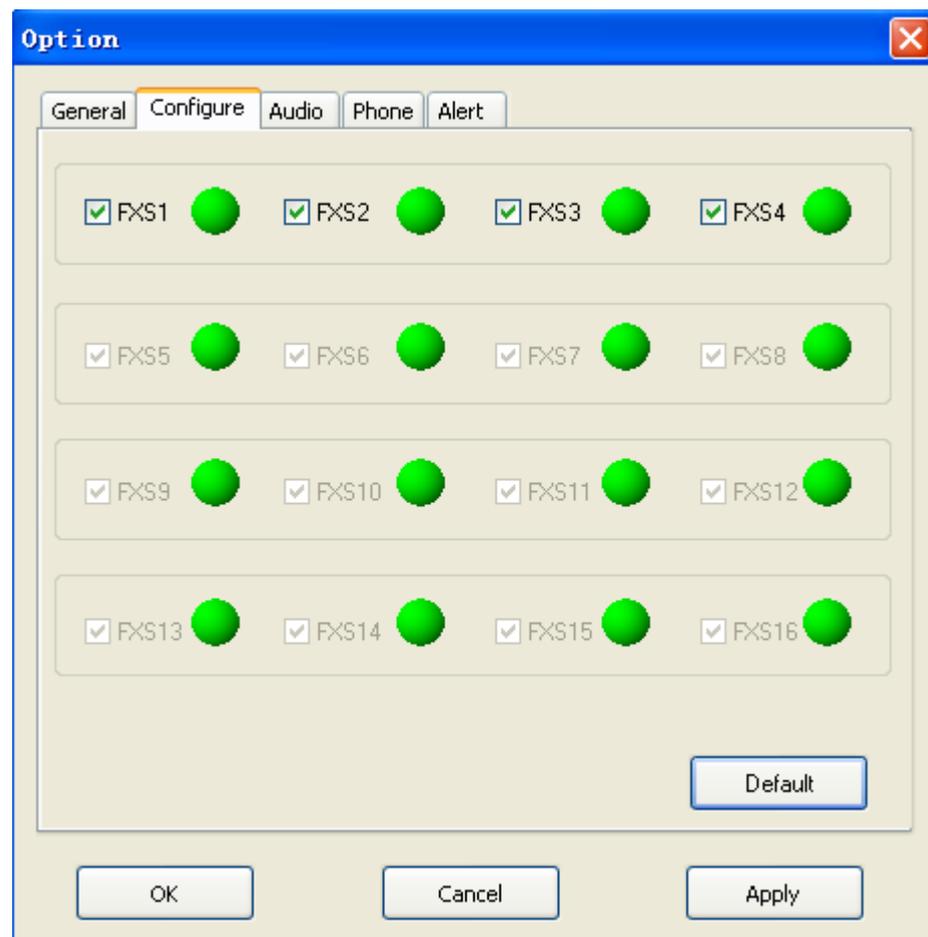
To enable Skype to Skype forward function, user needs to fill in company's PBX extension number digit, or this function won't be enabled. And the digit of the setting speed dial number can't be the same digit of PBX extension number. If both digits happen to be the same, system will treat the dialing out speed dial number as one extension number and might get a wrong call. Skype to Skype forward call applies rule one as the Skype dialing rules setting of the system. Speed dialing setting needs to be avoided to be a possible SkypeOut number(especially SkypeOut number for a local call), otherwise such SkypeOut number will be treated as a matched speed dial number and be dialed out incorrectly. SkypeOut number format for landline number is area code(W or W/O) + phone number and the corresponding format for or international number is 00 + country code + area code+ phone number. When user tries to make a Skype to Skype forward call and gets a busy tone, system might be fully occupied. User can try later.

Step 6: **Gateway IVR:** There are two default IVRs supporting Chinese and English. User can record own IVR by dialing speed dial number 99998#, then start to make IVR recording. After recording function is activated, system will pop out GUI for stop recording, play back and storage location option.

7.2 Configure Setting Page

User can configure SkyGW4C-S to enable or disable each FXS port. When user enables one FXS port, status LED of this port will be green and Skype for this port will work. However, SkyGW4C-S will set this port as busy status with red status LED even the corresponding Skype account is running if this port is

disabled.



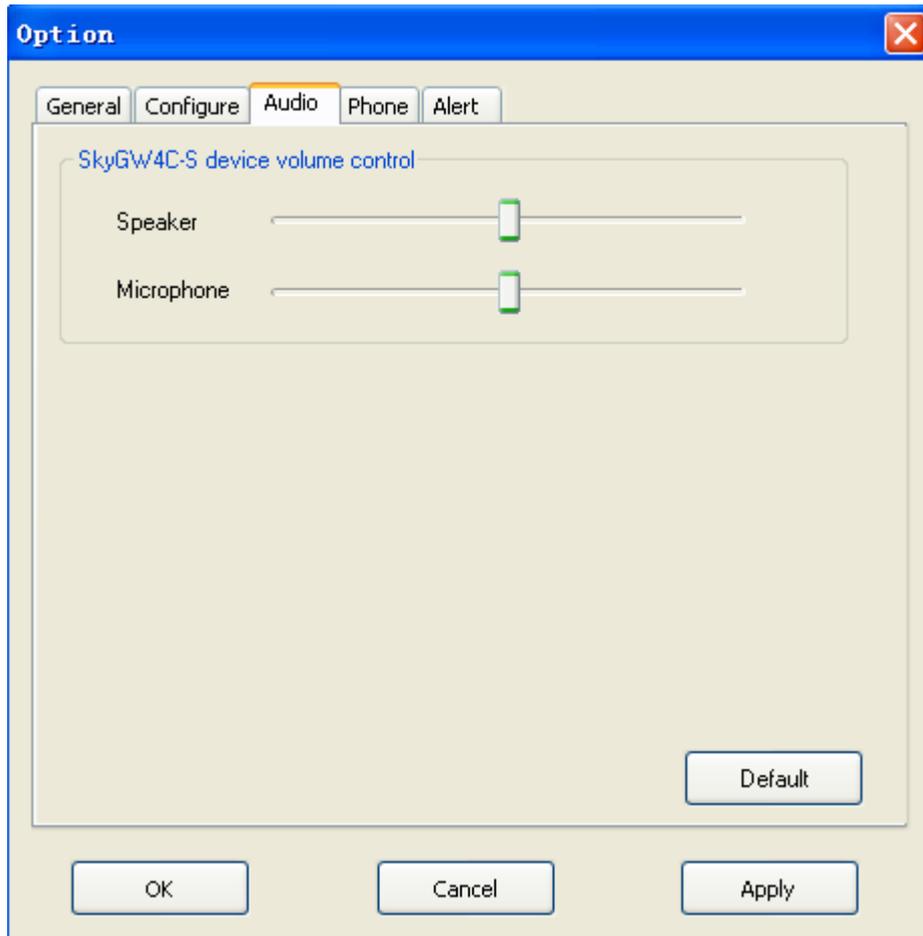
FXS: Foreign Exchange Station which can connect with analog telephone or PBX PSTN card.

User can enable or disable FXS1 to FXS16 ports separately.

【Notice】 It is strongly recommended that user enables all FXS ports for first time setup. If user doesn't enable FXS for one port, SkyGW4C-S will disable the corresponding Skype account for that port.

7.3 Audio Setting Page

In Audio setting page, user can change SkyGW4C-S device volume control.

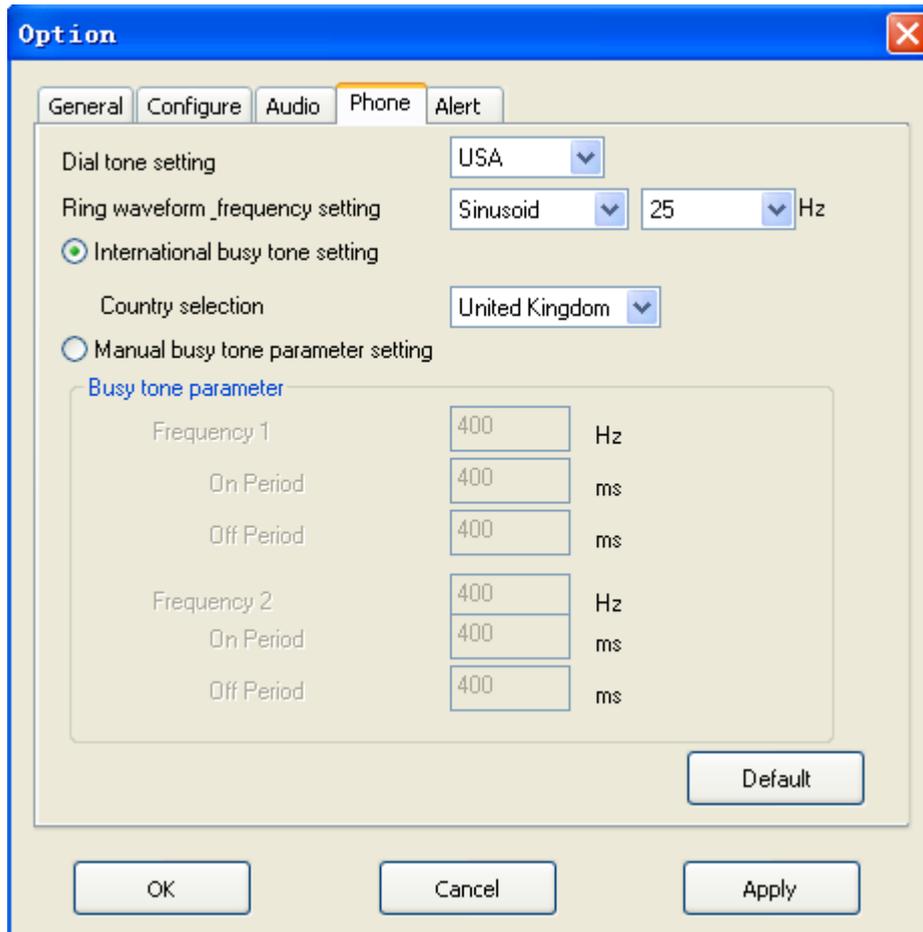


SkyGW4C-S device volume control: User can individually adjust the speaker and the microphone volume of SkyGW4C-S. Once the change is made, the same change will be applied for all ports. To adjust the audio wave input/output volume, drag the Microphone/speaker volume scroll bar.

【Note】 If user attempts to change SkyGW4C-S speaker volume from Sounds and Audio Devices in control panel, SkyGW4C-S program will adjust the volume to its default value. If user attempts to change SkyGW4C-S's microphone volume from Sounds and Audio Devices in control panel and the volume exceeds SkyGW4C-S's default value, SkyGW4C-S will adjust the volume to its maximum value.

7.4 Phone Setting Page

This page provides the related configurations about phone settings, such as Dial tone setting, Ring waveform & frequency setting, International busy tone setting for Country selection and Manual busy tone parameter setting as below.

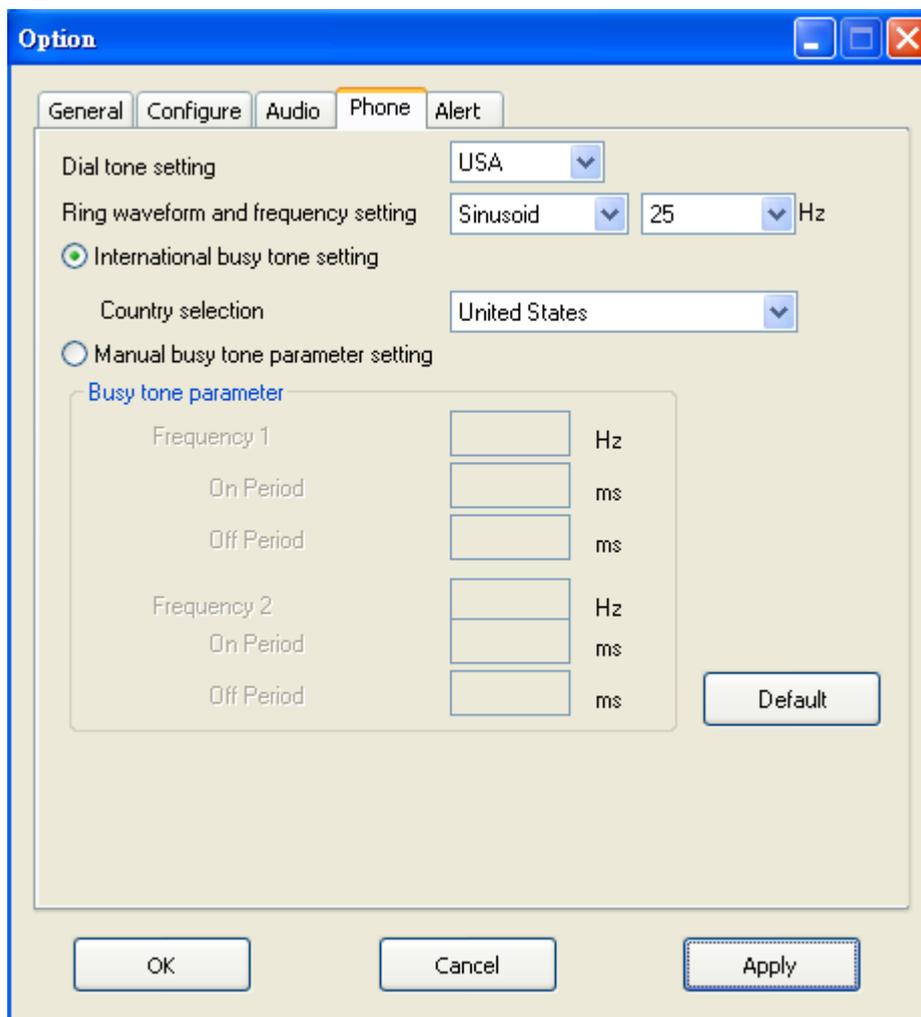


1. **Dial tone setting:** Support USA, Taiwan, China and Tone 1. Tone 1 is a quite different dial tone and it can be used to differentiate with traditional landline dial tone. The default setting is USA.
2. **Ring signal frequency selection:** Here supports four types of ring signal frequency, 20Hz, 25Hz, 30Hz & 50 Hz. User can choose a proper ring signal frequency according to the ring frequency of the phone user adopts. Usually the ring signal frequency adopted in the U.S.A. is 20Hz. The ring signal frequency in Europe is 25Hz. The ring signal frequency adopted by the major countries in the world ranges from 20 to 50Hz. The default setting is 25Hz.
3. **International Busy Tone Setting:** User can choose own living country from country selection list to prevent possible port lock due to incorrect busy tone detection. By selecting a country, the device will activate the specific busy tone frequency and cycle adopted by local Public Switched Telephone Networks in that country. Sometimes, the connecting PBX doesn't have the exact busy tone parameter as defined in user's country. For this case, user might encounter busy tone detection and unfamiliar busy tone problems even selecting user's country. User can configure the

busy tone parameters themselves as below item 4 Manual busy tone parameter setting.

The default international busy tone country setting is decided by the "**Select Setup Language**" selection when SkyGW4C-S is installed. For example, when user selects English during installation, the default country will be United States. SkyGW4C-S supports busy tone for most countries now.

4. **Manual busy tone parameter setting:** When user can't find the living country from the list, user can configure the busy tone parameters themselves if they know the appropriate setting, and then click "**OK**".



7.5 Alert Setting Page

The screenshot shows the 'Option' dialog box with the 'Alert' tab selected. The 'Administrator Skype Account' field contains 'voip_skype_01'. The 'Send Skype SMS alert to(phone number)' field contains '12345678'. The 'SkypeOut credit threshold' is set to '2' EUR. The 'System auto-sends status report to administrator's Skype account' is set to '24' hr. All three checkboxes are checked.

Send alert to Administrator: SkyGW4C-S can send messages to administrator via Skype main account chat or SMS (Short Message Service) for some critical events of each line.

Administrator Skype Account (chat): Input administrator's Skype account which SkyGW4C-S will send an alert message to.

Send Skype SMS alert to Phone number (SMS): When SkypeOut credit will be expired, main Skype account will send a SMS message to these phone numbers.

SkypeOut credit will expire: When the checkbox is chosen, administrator can set the SkypeOut credit threshold. Once SkypeOut credit is lower than the threshold, main Skype account will send a SMS message to these phone numbers to remind administrator.

Administrator can get system status report via Skype chat:

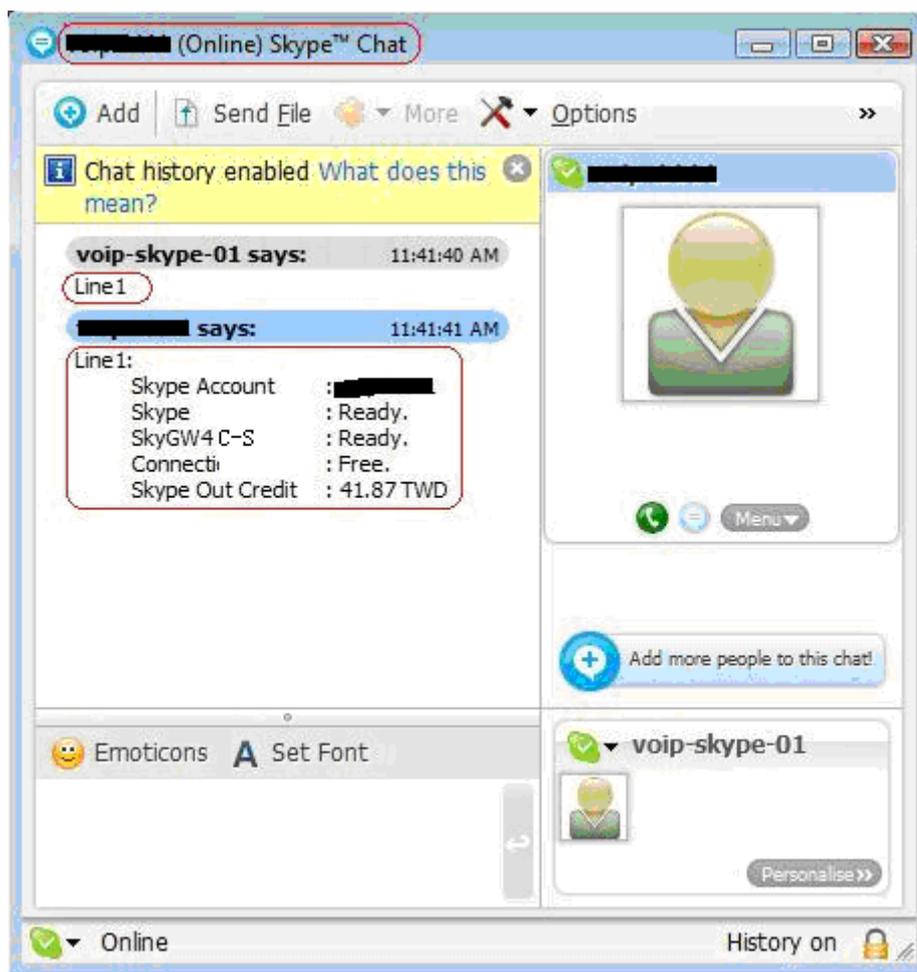
After checking this box, SkyGW4C-S will send line status to administrator's Skype account based on administrator's command. For example, administrator sends command "Line1" to SkyGW4C-S and SkyGW4C-S will reply line 1 detailed status.

System auto-sends status report to administrator's Skype account:

After checking the box, SkyGW4C-S will automatically send all line's detailed status to administrator by a fixed time interval.

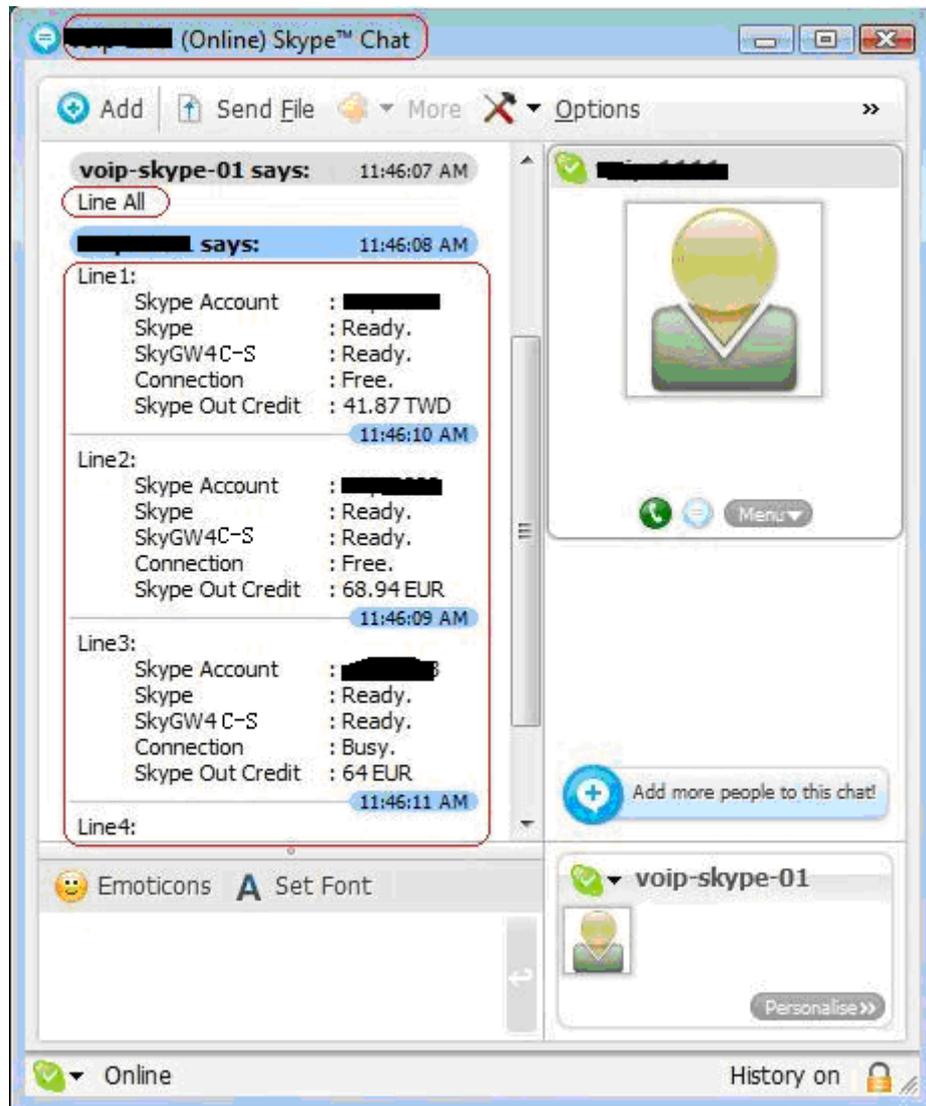
The default setting is 24 hours.

【Example】1. After administrator uses voip-skype-01 Skype account to send a command "Line1" to main Skype account in SkyGW4C-S, SkyGW4C-S will report line 1 detailed status to administrator as below.



2. After administrator uses voip-skype-01 Skype account to send a command "Line All" to main Skype account in SkyGW4C-S,

SkyGW4C-S will report all lines detailed status to administrator as below.



8. SkyGW4C-S Administrator Web Management

8.1 Administrator Login

Administrator can click “Welcome to SkyGW4C-S platform” in General page from choosing Option of SkyGW4C-S system tray at right-bottom corner of Windows desktop. Or open an internet browser and type <http://localhost:8080> or SkyGW4C-S Server PC ‘s IP (like <http://192.168.33.197:8080>) in the address bar of the browser. **(Only support IE and Chrome. Port 8080 can be modified.)** This will open a “Welcome to SkyGW4C-S platform” page. Then user can login by typing user name and password. The default value for both “**User Name**” and “**Password**” are “**admin**”. If administrator doesn’t want to type User name and Password every time when he/she enters the welcome page, please check the “**Remember me**” box.



Welcome to SkyGW4C-S Platform

User Login

User Name

Password

Remember me

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【Note】 We strongly recommend administrator to modify User name and Password from Profile tab and click **Save** button. Please refer to [8.2.1](#) for details.

8.2 Administrator Web Page

After login, administrator can access SkyGW4C-S web platform and has below options.

- **Users:** Add, delete, or modify user account.
- **Phonebook:** Add, delete, or modify public phonebook.
- **Security:** Security setting for incoming/outgoing calls and White and Black list
- **Call Log:** View all call logs.
- **Tool:** Import or export phonebook and user information, back up call log and view system usage statistics.
- **Profile:** Modify administrator's information.
- **Logout:** Administrator logout.

Welcome to SkyGW4C-S Platform

[Logout] Welcome admin 7/1/2013

User Phonebook Security Call Log Tool Profile

User List

All Show 10 data/page Add User Delete User Pages: 1/1 Goto Page: 1

	User Name ▲	User ID	User Type	Contact Number	Comment
<input type="checkbox"/>	henry	123	Normal User	1	

Total: 1 Pages: 1/1 Goto Page: 1

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8.2.1 View & Modify Administrator's Information

Click **Profile** and administrator can view and modify administrator's User name

and Password. Then save it.

Welcome to SkyGW4C-S Platform

[Logout] Welcome admin 3/12/2015

Profile

*User Name

*UserID

*Password

*Confirm Password

Skype FWD. Skype account Enable

User Type

Comments

8.2.2 Administrator Logout

Click **Logout** button at the right top corner of the screen to logout.

Welcome to SkyGW4C-S Platform

[Logout] Welcome admin 7/1/2013

User List

All Show data/page Pages: 1/1 Goto Page:

	User Name ▲	User ID	User Type	Contact Number	Comment
<input type="checkbox"/>	1	henry	123	Normal User	1

Total: 1 Pages: 1/1 Goto Page:

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8.3 User Account Management

Click **Users** and administrator can view the list of all users.

The screenshot shows the 'User List' page in the SkyGW4C-S Platform. At the top, there is a blue header with the text 'Welcome to SkyGW4C-S Platform' and a '[Logout]' link. Below the header is a navigation menu with tabs: 'User', 'Phonebook', 'Security', 'Call Log', 'Tool', and 'Profile'. The 'User' tab is selected. On the right side of the menu, it says 'Welcome admin' and '7/1/2013'. The main content area is titled 'User List'. Below the title, there are controls: a checkbox for 'All', a 'Show' dropdown set to '10', and 'data/page'. There are 'Add User' and 'Delete User' buttons. It also shows 'Pages: 1/1' and a 'Goto Page: 1' dropdown. Below these controls is a table with the following columns: 'User Name', 'User ID', 'User Type', 'Contact Number', and 'Comment'. The table contains one row with the following data: '1', 'henry', '123', 'Normal User', and '1'. At the bottom of the page, there is a footer with 'Total: 1', 'Pages: 1/1', and 'Goto Page: 1' dropdown. The footer also contains the text 'Copyright 2006-2013. All rights reserved.'

- All: Check **All** box to select all users.
- Show 10/20/50 per Page: Show 10, 20, or 50 users in one page.
- User Type: There are two kinds of users: **Normal User** and **Administrator**.

Administrator can sort the list by clicking “**User Name**” or “**User ID**” tab.

8.3.1 Add User

Click **Users** and then click the **Add User** button to add a user.

Administrator must log in as an administrator to add user accounts. The required filled in information includes **User Name**, **User ID**, **Password** and **User Type**. Administrator can allow user to have Skype to Skype call forward function by setting user’s Skype account and enable this function. Every user can use his/her **User Name** to login to manage his/her own private phonebook. Every user is assigned a unique **User ID**. When it is done, click **Save** button to save the configuration, or click **Save& Next** button to save the current entry and continue to add a new user.

Welcome to SkyGW4C-S Platform

[Logout] Welcome admin 3/12/2015

User Phonebook Security Call Log Tool Profile

Add User

*User Name (a~z,A~Z,0~9,-_)

*User ID (0~9)

*Password

*Confirm Password

Skype FWD. Skype account Enable

*User Type

Comments

Save Save & Next Reset Cancel

* Fields marked with an asterisk are required information.

8.3.2 View & Modify User's Information

Click **Users** and administrator can view the list of all users.

Welcome to SkyGW4C-S Platform

[Logout] Welcome admin 3/12/2015

User Phonebook Security Call Log Tool Profile

User List

All Show 10 data/page Add User Delete User Pages: 1/1 Goto Page: 1

Number	User Name	User ID	Skype FWD. Skype	User Type	Contact Number	Comment
<input type="checkbox"/> 1	henry	123	<input checked="" type="checkbox"/>	Normal User	0	

Administrator can click user's name to modify password and comments. When the modification is completed, click **Save** button to save the changes.

【Note】 After viewing the detailed information, administrator can decide to delete the user by clicking **Delete User** button. Or administrator can view the user’s personal phone book by clicking **Phone Book** button.

8.3.3 Delete User

Click **Users** and then check the box of the user whom administrator wants to delete. Click **Delete User** button to delete the user.

Number	User Name	User ID	Skype FWD. Skype	User Type	Contact Number	Comment
1	henry	123	<input checked="" type="checkbox"/>	Normal User	0	

8.4 Public Phonebook Management

Click **Phonebook** to view public contacts list.



- **Add Contact:** Add new public contacts
- **Del Contact:** Delete public contacts
- **Speed-Dial (#0):** Contact's speed-dial number
- **SkypeOut1 (#1):** Contact's SkypeOut number 1
- **SkypeOut2 (#2):** Contact's SkypeOut number 2
- **Group:** There are 6 groups including Colleague, Customer, Family, Friend, Schoolmate and Others. Through an appropriate group setting, user can find a specific contact through Group searching.

Administrator can sort the list by clicking the tab for Skype Account, Nickname, Speed-Dial (#0), SkypeOut1 (#1), SkypeOut2 (#2) or Group.

8.4.1 Add Public Phonebook Contacts

Click **Phonebook** and then click the **Add Contact** button to add a contact.



User needs to log in as an administrator to add public contacts. The required information includes **Skype account**, **Speed-Dial** and **Group**. When it is done, click **Save** button to save the configuration, or click **Save& Next** button to save the current entry and continue to add a new contact.

Welcome to SkyGW4C-S Platform

[Logout] **Welcome admin**
7/1/2013

Add Contact

<p>*Skype Account <input type="text" value="abc"/></p> <p>Nickname <input type="text"/></p> <p>*Speed Dial <input type="text" value="11"/></p> <p>SkypeOut 1 <input type="text" value="12345678"/></p> <p>SkypeOut 2 <input type="text" value="87654321"/></p> <p>Delay Time <input type="text" value="2"/></p> <p>E-mail <input type="text"/></p> <p>*Group <input type="text" value="Others"/> <input type="button" value="v"/></p>	<p>(Skype account or SkypeOut number) Option to add "#" + extension number after Skype account or SkypeOut number for direct extension dialing</p> <p>(0~9 only)</p> <p>(0~9, +, #, * only)</p> <p>(0~9, +, #, * only)</p> <p>second (Delay time for each *) (eg: username@yahoo.com)</p>
---	---

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1. Maximum 32 characters for Skype account.
2. Maximum 20 characters for Nickname, Speed Dial, SkypeOut 1, SkypeOut 2.
3. Delay time for each "*"key: User can add "*" keys after a company's phone number. After dialing to this company, the extension number(digits after "*"key) will be dialed after the delay time. There are options 1~9 seconds for each "*" and the default is 2 seconds.
4. Maximum 50 characters for E-mail address.
5. Group: There are 6 groups including Colleague, Customer, Family, Friend, Schoolmate and Others. Through an appropriate group setting, user can find a specific contact through Group searching.

8.4.2 View & Modify Public Phonebook

Click **Phonebook** to manage public contacts.

Public Phonebook

All Show data/page

 Pages: 1/2

 Goto Page:

	Skype Account ▲	Nickname	Speed-Dial(#0)	SkypeOut1(#1)	SkypeOut2(#2)	Group
<input type="checkbox"/> 1	abc		11	12345678	87654321	Others

If administrator wants to modify contact's information, click contact's Skype account. Any information can be modified except the Skype Account. When the modification is completed, click **Save** button to save the changes.

Contact Information

*Skype Account (Skype account or SkypeOut number)

Nickname

*Speed Dial (number 0~9 only)

SkypeOut 1 (0~9,+,#,* only)

SkypeOut 2 (0~9,+,#,* only)

Delay Time second (Delay time for each *)

E-mail (eg. username@yahoo.com)

*Group ▼

[Next>>](#)

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【Note】 At contact information page, administrator can click **Delete Contact** button to delete the contact.

8.4.3 Delete Public Phonebook Contacts

Click **Phonebook** and click the check box of the contacts. Then click **Del Contact** button to delete the contacts if administrator wants.



8.5 Security

8.5.1 Security setting for incoming call

Incoming call protection limit

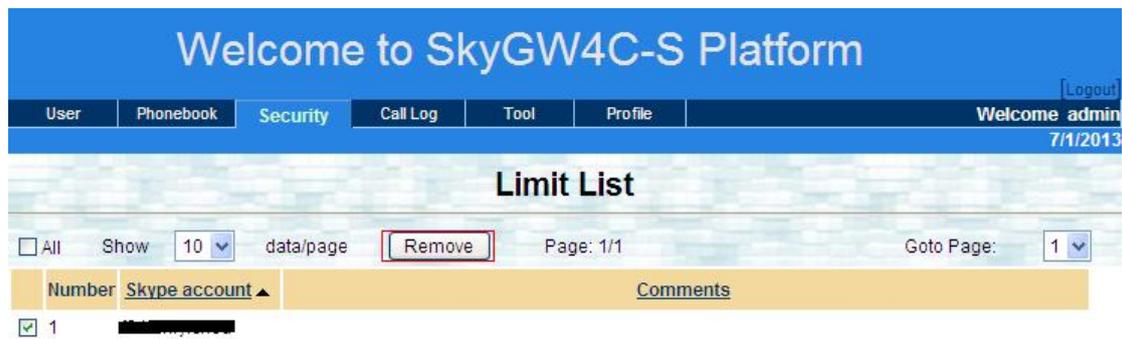
In order to prevent possible malicious attack, SkyGW4C-S has one mechanism to stop denial of service attack. Under **incoming call protection limit**, please set the maximum incoming calls count per minute from the same Skype account. Remember to click “**Save**” button to save your setting and make it valid.

If some Skype account calls any Skype account of SkyGW4C-S very often and the total incoming calls count from this Skype account within one minute exceeds the maximum number, this Skype account will be added into the “Limit List”. After this, any incoming call from this Skype account will be blocked by the system until this limit is lifted.



If you want to remove the call limit on one specific Skype account, click “**Limit**

List” and check the Skype account you want to remove the limit. Then click “Remove” and the limit for this Skype account is removed.

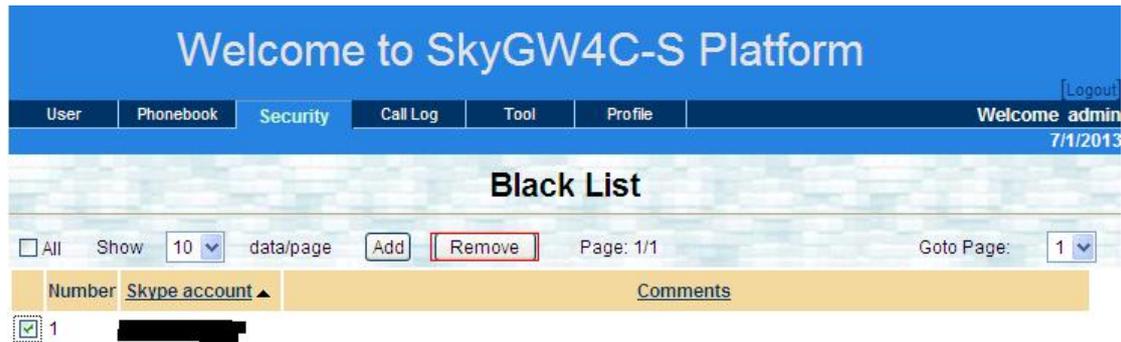


Enable/Cancel Black/White list

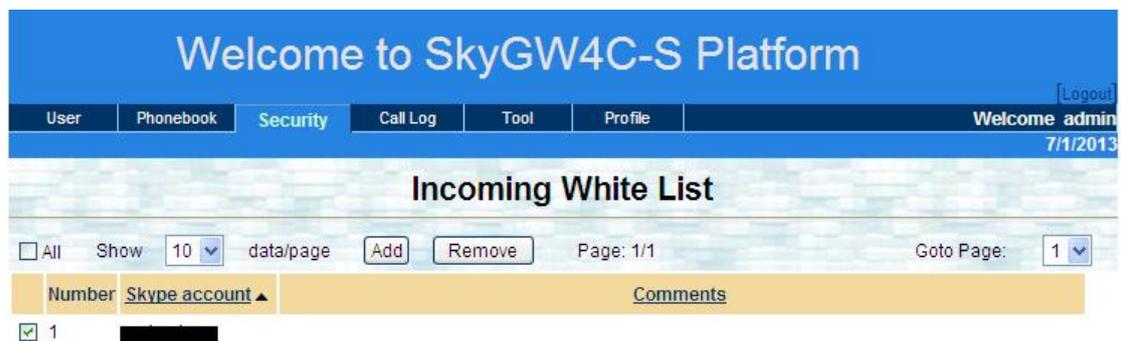
For SkyGW4C-S incoming calls, you can choose “Enable Black List” to prevent any incoming call from the Skype accounts within the black list. Or you can choose “Enable Incoming White list” to only allow incoming calls from the assigned Skype accounts within the incoming white list. Either black list or outgoing white list can be chosen.



After black list is enabled, any incoming call from a Skype account within the black list will be blocked. By clicking “Black List” at the bottom of the “Security” page, you can choose “Add” to add a new Skype account. Or if you want to remove a Skype account from the black list, you can check the Skype account and click “Remove” as the below figure.



After incoming white list is enabled, only Skype accounts within the incoming white list are allowed to call SkyGW4C-S. Any other Skype calls will be rejected. By clicking "Incoming White List" at the bottom of the "Security" page, you can choose "Add" to add a new Skype account. Or if you want to remove a Skype account from the incoming white list, you can check the Skype account and click "Remove" as the below figure.



Note: Once the black list is enabled, any Skype contact in the list can't dial in SkyGW4C-S and SkyGW4C-S can't make calls to these contacts.

8.5.2 Security setting for outgoing call

SkypeOut limit time frame

To prevent improper usage of SkypeOut, Admin can set SkypeOut call limit after office hours or anytime. There are two kinds of limit. One is to set the maximum total SkypeOut calls count within certain minutes. The other one is to set the maximum length of per SkypeOut call. Either one setting can be chosen or both can be chosen. After your decision is done, please remember to click "Save" button to save your setting and make it valid.

Welcome to SkyGW4C-S Platform [Logout]

User Phonebook **Security** Call Log Tool Profile Welcome admin
7/1/2013

Security

Security setting for incoming call

Incoming call protection limit

Total incoming calls count per minute from the same Skype account can't exceed Limit List

Enable/Cancel Black/White list

No Black/White list
 Enable Black list
 (With Black list enabled, black list contacts won't be allowed for calling in or calling out)
 Enable Incoming White list

Security setting for outgoing call

SkypeOut call limit

At the limited time frame, total SkypeOut calls count can't exceed per minutes
 At the limited time frame, per SkypeOut call length can't exceed minutes

SkypeOut Limit Time Frame

By clicking “**SkypeOut Limit Time Frame**”, you can choose daily limit time frame. The input format is XXXX. For example, 2230 is for 1030PM. After your setting is complete, please remember to click “**Save**” button to save your setting and make it valid.

Welcome to SkyGW4C-S Platform [Logout]

User Phonebook **Security** Call Log Tool Profile Welcome admin
7/1/2013

SkypeOut Limit Time Frame

	Limit 1	Limit 2
	Please input format XXXX. For example: 2230 is for 1030PM	
<input type="checkbox"/> Monday	From <input type="text" value="0000"/> To <input type="text" value="0900"/>	From <input type="text" value="1800"/> To <input type="text" value="2359"/>
<input type="checkbox"/> Tuesday	From <input type="text" value="0000"/> To <input type="text" value="0900"/>	From <input type="text" value="1800"/> To <input type="text" value="2359"/>
<input type="checkbox"/> Wednesday	From <input type="text" value="0000"/> To <input type="text" value="0900"/>	From <input type="text" value="1800"/> To <input type="text" value="2359"/>
<input type="checkbox"/> Thursday	From <input type="text" value="0000"/> To <input type="text" value="0900"/>	From <input type="text" value="1800"/> To <input type="text" value="2359"/>
<input type="checkbox"/> Friday	From <input type="text" value="0000"/> To <input type="text" value="0900"/>	From <input type="text" value="1800"/> To <input type="text" value="2359"/>
<input type="checkbox"/> Saturday	From <input type="text" value="0000"/> To <input type="text" value="2359"/>	From <input type="text"/> To <input type="text"/>
<input type="checkbox"/> Sunday	From <input type="text" value="0000"/> To <input type="text" value="2359"/>	From <input type="text"/> To <input type="text"/>

Save
Back

Enable/Cancel Black/White list

For SkyGW4C-S outgoing calls, you can choose “**Enable Black List**” to

prevent any outgoing call for the specific Skype accounts or SkypeOut numbers within the black list. Or you can choose “**Enable Outgoing White list**” to only allow outgoing calls for the assigned Skype accounts or SkypeOut numbers within the outgoing white list. Either black list or outgoing white list can be chosen.

After black list is enabled, any outgoing call for a Skype account or a SkypeOut number within the black list will be blocked.

Add a new or remove an existing Skype account or SkypeOut number in black list for outgoing call is the same as add or remove Skype accounts for incoming call black list in section [8.5.1 Security setting for incoming call](#).

After outgoing white list is enabled, SkyGW4C-S only allows outgoing calls for Skype accounts or SkypeOut numbers within the outgoing white list. Any other outgoing calls will be blocked.

After clicking “**Outgoing White List**” at the bottom of the “**Security**” page, you can choose “**Add**” to add a new Skype account or SkypeOut number. Or if you want to remove a Skype account or SkypeOut number from the outgoing white list, you can check the Skype account or SkypeOut number and click “**Remove**” as the below figure. Echo123 is for free device operation check, please don’t remove it without careful consideration.

Welcome to SkyGW4C-S Platform

[Logout] Welcome admin 7/1/2013

User Phonebook Security Call Log Tool Profile

Outgoing White List

All Show 10 data/page Add Remove Page: 1/1 Goto Page: 1

Number	Skype account	Comments
<input type="checkbox"/> 1	echo123	Echo/Sound Test Service
<input checked="" type="checkbox"/> 2	[REDACTED]	

8.6 Call Log

Click **Call Log** to view detailed call record list of all users.

Welcome to SkyGW4C-S Platform

[Logout] Welcome admin 3/19/2015

User Phonebook Security Call Log Tool Profile

Call Logs

From Mar / 01 / 2015 to Mar / 19 / 2015 Retrieve

Show 10 data/page Pages: 1/1 Goto Page: 1

	Date	User ID	Contact	Direction	Dest. Rate	Duration
1	2015-03-19 14:55:47	Public	+8880800024365	SkypeOut outgoing	Taiwan/0(TWD)	00:00:08

- **Retrieve:** Get a call log in the assigned period
- **Date:** dialing starting time per call
- **User ID:** It will show "public" for calls without user ID and "user name" for calls with user ID(dialing rule 2 & 3).
- **Contact:** call out Skype account or SkypeOut number
- **Direction:** Skype incoming call or Skype/SkypeOut outgoing call
- **Dest. Rate:** call out destination country and SkypeOut rate
- **Duration:** per call period

8.7 Tool

User must log in as an administrator to export or import data and back up call logs. Click **Tool**.

Welcome to SkyGW4C-S Platform

[Logout]

User

Phonebook

Security

Call Log

Tool

Profile

Welcome admin

7/1/2013

Import / Export Data & Statistics

Export Data to an Excel File:

All Users Information

Public Phonebook

Private Phonebook All ▾

Export

Import Data from an Excel File:

Browse...

Import

Backup Call log:

From Jul ▾ / 01 ▾ / 2013 ▾

to Jul ▾ / 01 ▾ / 2013 ▾

Backup

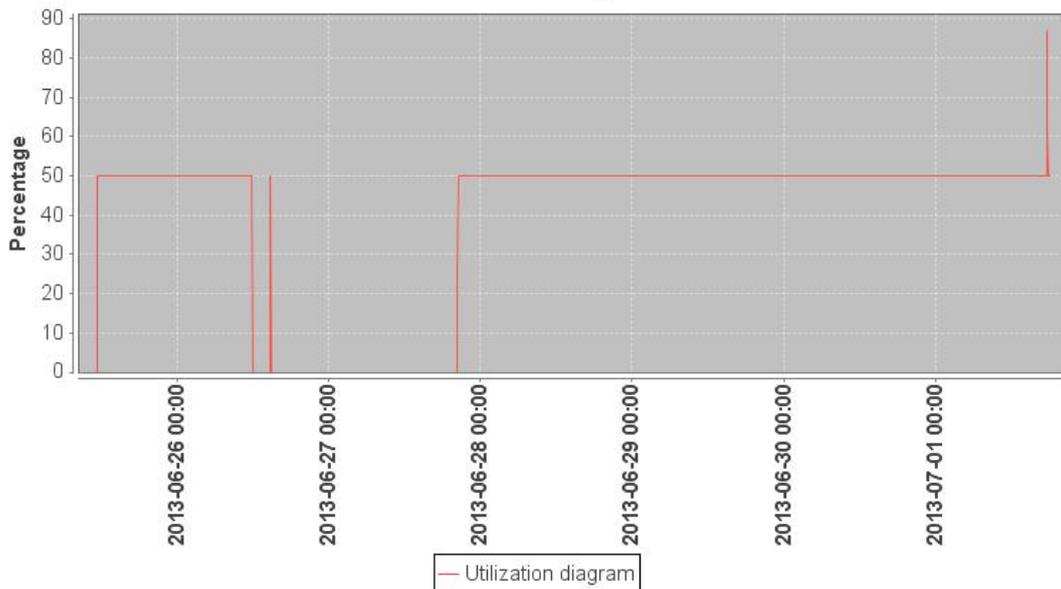
Statistics:

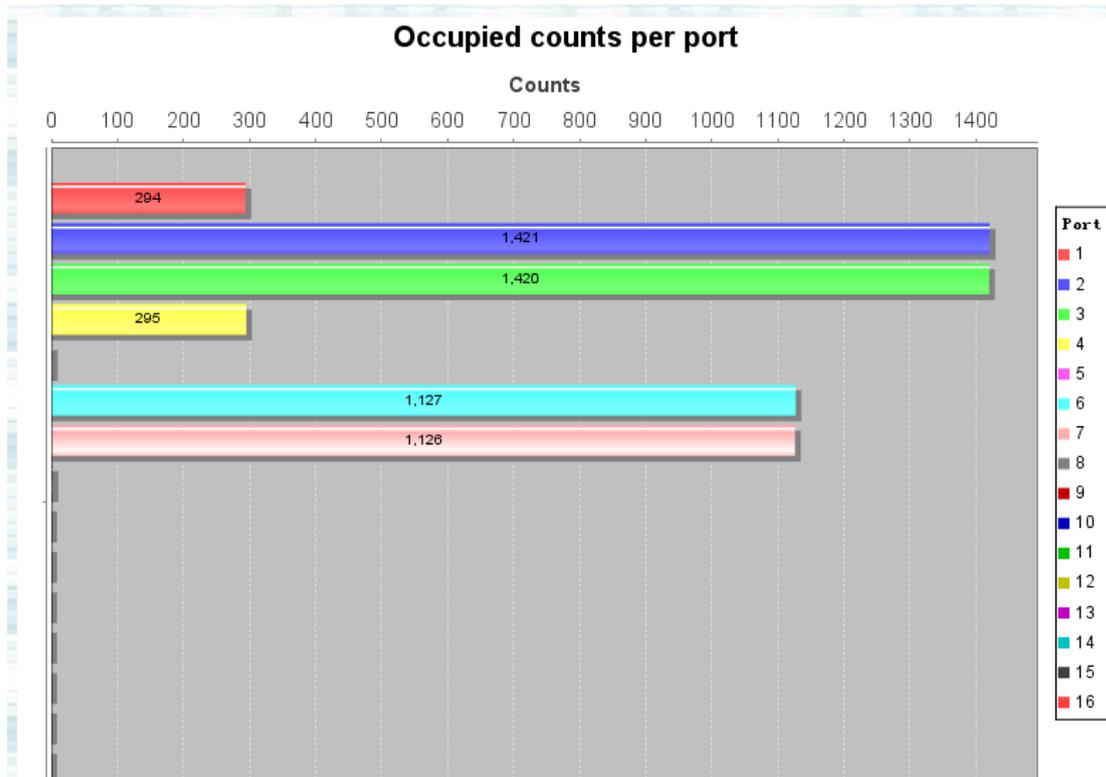
From Jun ▾ / 01 ▾ / 2013 ▾

to Jul ▾ / 01 ▾ / 2013 ▾

View

Utilization diagram





Export Data to an Excel File: Only supports excel file format now.

Administrator can use this function to export contacts data to an excel file for easier modification and then use Import Data from an Excel File function to upload to SkyGW4C-S for use. Check the boxes of **All Users Information**, **Public Phonebook**, or **Private Phonebook** which administrator needs and then click **Export** button to export data to a file.

Note: Administrator can back up the public phonebook regularly to prevent data lose due to virus attack or PC crash.

Import Data from an Excel File: Only supports excel file format now.

Administrator can use this function to upload All user information and Phonebook to SkyGW4C-S. Click **Browse** button to choose a file, then click **Import** button to import the file.

Backup Call log: Select the period which administrator is interested, then click **Backup** button to back up the call logs.

Statistics: Administrator can use this function to get system utilization and occupied counts per port for certain period.

System utilization: Statistics per every 5 minutes, the percentage of the occupied port count versus available port count in the system. This information can use as a reference if

system is close to its usage limit.

Occupied counts per port: Check each port if occupied or not every 5 minutes. Count one if the port is occupied. The purpose is to know if all ports are utilized in balance.

9. SkyGW4C-S Web Management for non-Administrator

After administrator adds an account for one user, this user can use his/her own account to login SkyGW4C-S via IE. Open user's IE browser and type in <http://IP:8080> (like <http://192.168.33.197:8080>) in the address bar of the browser. This will open the SkyGW4C-S Welcome page. Please type user name and password to log in. If user doesn't want to type user name and password every time for login, please check the "**Remember me**" box.



Welcome to SkyGW4C-S Platform

User Login

User Name

Password

Remember me

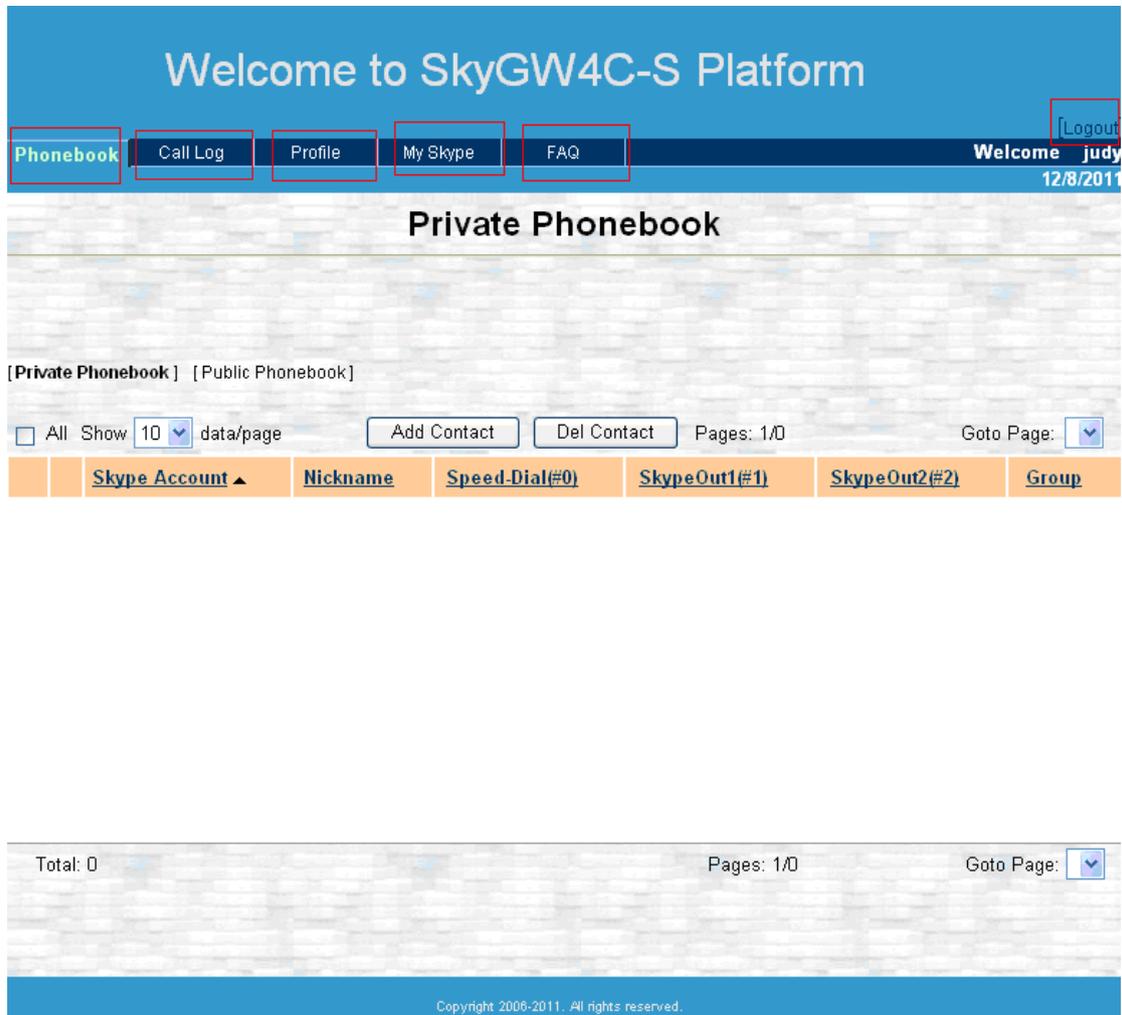
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9.1 User Setting Page

After login, user can access SkyGW4C-S platform and has below options.

- **Phonebook:** Add, delete, or modify private phonebook. View public phonebook.

- **Call Log:** View personal call log.
- **Profile:** Modify user's information.
- **My Skype:** Get user's Skype contact list for private phonebook.
- **FAQ:** Frequently asked questions.
- **Logout:** User logout.



9.1.1 View & Modify User's Information

Click **Profile** and user can view and manage user's information.

Welcome to SkyGW4C-S Platform

Phonebook Call Log Profile My Skype FAQ

Welcome judy 4/10/2015

Profile

*User Name

*UserID

*Password

*Confirm Password

Skype FWD. Skype account Enable

User Type

Comments

Save

User can modify password and comments data from Profile page. Click **Save** button to save after modification.

9.1.2 User Logout

Click **Logout** button at the right-top corner of screen to log out.

Welcome to SkyGW4C-S Platform

Phonebook Call Log Profile My Skype FAQ

Welcome judy 4/10/2015

Private Phonebook

[Private Phonebook] [Public Phonebook]

All Show data/page Pages: 1/0 Goto Page:

Skype Account ▲	Nickname	Speed-Dial(#0)	SkypeOut1(#1)	SkypeOut2(#2)	Group
-----------------	----------	----------------	---------------	---------------	-------

9.2 Private Phonebook Management

Click **Phonebook** to view private contacts list.



- **Public Contact:** User can view public contact list.
- **Private Contact:** User can add, delete or edit his/her own contact list in private phonebook.
- **Add Contact:** Add new private contacts.
- **Del Contact:** Delete private contacts.
- **Speed-Dial (#0):** Contact's speed-dial number
- **SkypeOut1 (#1):** Contact 's SkypeOut number 1.
- **SkypeOut2 (#2):** Contact 's SkypeOut number 2.
- **Group:** There are six groups including Colleague, Customer, Family, Friend, Schoolmate and Others.

User can sort the list by clicking the tab of Skype Account, Nickname, Speed-Dial (#0), SkypeOut1 (#1), SkypeOut2 (#2) or Group.

9.2.1 Add Private Contacts

Click **Phonebook** and choose **Private Contact**, then click **Add Contact** button to add contacts.



User needs to fill in required information like **Skype Account**, **Speed-Dial** and **Group**. When it is done, click **Save** button to save the configuration, or click **Save& Next** button to save the current entry and continue to add a new private contact.

Welcome to SkyGW4C-S Platform

[Logout]

Phonebook

Call Log

Profile

My Skype

FAQ

Welcome **judy**

12/8/2011

Add Contact

*Skype Account	<input type="text" value="blue"/>	(Skype account or SkypeOut number)
Nickname	<input type="text" value="Blue"/>	
*Speed Dial	<input type="text" value="999"/>	(0~9 only)
SkypeOut 1	<input type="text"/>	(0~9,+,* only)
SkypeOut 2	<input type="text"/>	(0~9,+,* only)
Delay Time	<input type="text" value="2"/> second	(Delay time for each *)
E-mail	<input type="text"/>	(eg: username@yahoo.com)
*Group	<input type="text" value="Others"/>	
	<ul style="list-style-type: none">ColleagueCustomerFamilyFriendSchoolmateOthers	

Save

Save & Next

Reset

Cancel

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1. Maximum 32 characters for a Skype account.
2. Maximum 20 characters for Nickname, Speed Dial, SkypeOut 1, SkypeOut 2.
3. Delay time for each "*"key: User can add "*" keys after a company's phone number. After dialing to this company, the extension number(digits after "*"keys) will be dialed after the delay time "*" keys stands for. There are options 1~9 seconds for each "*" and the default is 2 seconds.
4. Maximum 50 characters for E-mail address.
5. Group: There are 6 groups including Colleague, Customer, Family, Friend, Schoolmate and Others. With appropriate group setting, user can find specific contact through Group searching.

9.2.2 View & Modify Private Contacts

Click **Phonebook** and then click **Private Contact** to view private phonebook.

The screenshot shows the 'Private Phonebook' section of the SkyGW4C-S Platform. At the top, there is a blue header with the text 'Welcome to SkyGW4C-S Platform' and a 'Logout' link. Below the header is a navigation bar with tabs for 'Phonebook', 'Call Log', 'Profile', 'My Skype', and 'FAQ'. The 'Phonebook' tab is selected. The main content area is titled 'Private Phonebook' and includes a sub-header '[Private Phonebook] [Public Phonebook]'. There are controls for 'All Show 10 data/page', 'Add Contact', 'Del Contact', 'Pages: 1/1', and 'Goto Page: 1'. Below this is a table with columns: 'Skype Account', 'Nickname', 'Speed-Dial(#0)', 'SkypeOut1(#1)', 'SkypeOut2(#2)', and 'Group'. A single contact is listed with the following details: '1', 'blue', 'Blue', '999', and 'Friend'.

If user wants to modify contact's information, click contact's Skype account. Any information can be modified except the Skype account. When the modification is completed, click **Save** button to save the changes.

The screenshot shows the 'Contact Information' form in the SkyGW4C-S Platform. The header is the same as the previous screenshot. The form contains the following fields and options:

- *Skype Account: blue (Skype account or SkypeOut number)
- Nickname: Blue
- *Speed Dial: 999 (0-9 only)
- SkypeOut 1: (0-9,+,* only)
- SkypeOut 2: (0-9,+,* only)
- Delay Time: 2 second (Delay time for each *)
- E-mail: (eg: username@yahoo.com)
- *Group: Others (dropdown menu with options: Colleague, Customer, Family, Friend, Schoolmate, Others)

At the bottom of the form, there are four buttons: 'Save', 'Save & Next', 'Reset', and 'Cancel'. The footer of the page reads 'Copyright 2006-2011. All rights reserved.'

9.2.3 Delete Private Contacts

Click **Phonebook** and then click **Private Contact** to view private contacts list. Check all contact's box which user wants to delete and click **Del Contact** button to delete.

The screenshot shows the 'Private Phonebook' section of the SkyGW4C-S Platform. The header includes 'Welcome to SkyGW4C-S Platform' and a navigation menu with 'Phonebook', 'Call Log', 'Profile', 'My Skype', and 'FAQ'. The user is logged in as 'judy' on 4/10/2015. The main content area is titled 'Private Phonebook' and includes a sub-menu with 'Private Phonebook' and 'Public Phonebook'. Below this, there are controls for 'All Show 10 data/page', 'Add Contact', and 'Del Contact' (highlighted with a red box). A table lists private contacts with columns for 'Skype Account', 'Nickname', 'Speed-Dial(#0)', 'SkypeOut1(#1)', 'SkypeOut2(#2)', and 'Group'. One contact is listed: 'blue' with nickname 'Blue' and speed-dial '999', belonging to the 'Friend' group.

9.2.4 View Public Contacts

Click **Phonebook** and then click **Public Contact** to view public contacts list. Only administrator can modify public contacts information.

The screenshot shows the 'Public Phonebook' section of the SkyGW4C-S Platform. The header is identical to the previous screenshot. The main content area is titled 'Public Phonebook' and includes a sub-menu with 'Private Phonebook' and 'Public Phonebook'. Below this, there are controls for 'All Show 10 data/page' and 'Pages: 1/1'. A table lists public contacts with columns for 'Skype Account', 'Nickname', 'Speed-Dial(#0)', 'SkypeOut1(#1)', 'SkypeOut2(#2)', and 'Group'. Two contacts are listed: 'echo123' and 'IVRmakeup', both with speed-dial '999999' and belonging to the 'Others' group.

9.3 View User's Call Log

Click **Call Log** to view personal call log.

The screenshot shows the 'Call Logs' section of the SkyGW4C-S Platform. The header includes 'Welcome to SkyGW4C-S Platform' and a navigation menu with 'Phonebook', 'Call Log', 'Profile', 'My Skype', and 'FAQ'. The user is logged in as 'judy' on 3/19/2015. The main content area is titled 'Call Logs' and includes search filters for 'From' (Mar 01 2015) and 'to' (Mar 19 2015), a 'Retrieve' button, and 'Show 10 data/page' controls. A table lists call logs with columns for 'Date', 'User ID', 'Contact', 'Direction', 'Dest. Rate', and 'Duration'. One call log is listed: '2015-03-19 15:08:17' by user 'judy' to contact '+8860800024365' via 'SkypeOut outgoing' to 'Taiwan/0(TWD)' with a duration of '00:00:05'.

- **Retrieve:** Get a call log in the assigned period
- **Date:** dialing starting time per call
- **User ID:** “user name” of the callee
- **Contact:** call out Skype account or SkypeOut number
- **Direction:** Skype incoming call or Skype/SkypeOut outgoing call
- **Dest. Rate:** call out destination country and SkypeOut rate
- **Duration:** per call period

9.4 My Skype

This tool only supports Microsoft IE now.

Click **My Skype page**. Through the tools on the Skype Friends List page, local PC’s Skype contacts can be transferred to phonebook. **Admin or users can use ContactTool to upload Skype contacts to public phonebook.**

If admin wants to use “Connect Skype” tool in the Skype Friend List as below figure as a general user login from the Skype server PC, he needs to access SkyGW4C-S web through the “Welcome to SkyGW4C-S platform” in General page from choosing Option of SkyGW4C-S system tray at right-bottom corner of Windows desktop. It won’t work for the “Connect Skype” tool if admin manually opens IE with SkyGW4C-S server IP. There is no such problem if admin logs in from another PC instead of login from Skype server PC.

The screenshot shows the 'Welcome to SkyGW4C-S Platform' interface. The navigation bar includes 'Phonebook', 'Call Log', 'Profile', 'My Skype' (selected), and 'FAQ'. The user is logged in as 'henry123' on '8/22/2013'. The main content area is titled 'Skype Friends List' and contains a note: 'Note: This utility only supports Microsoft Internet Explorer(IE) and Skype version 2.5 and later version now. Should user encounters troubles to use the "Connect Skype" tool at the bottom of the page, please try to click [ContactTool](#).' Below the note is a table with the following structure:

Status	Full Name	Skype Account	Speed-Dial

At the bottom of the page, there is a summary 'Total: 0' and two buttons: 'Connect Skype' and 'Transfer to Phonebook'. A checkbox is checked next to the text 'Only transfer the contacts with Speed-Dial.'

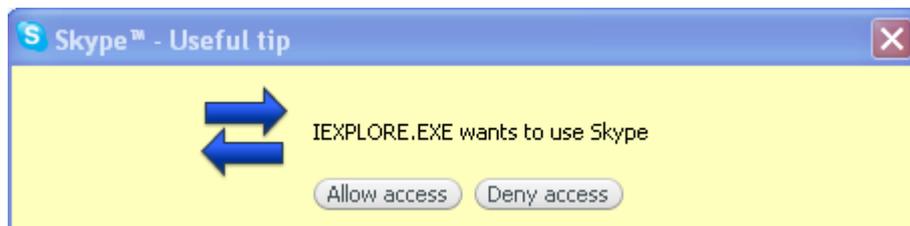
9.4.1 How to get Skype contacts

Click **My Skype** and there will come out below warning message. This webpage wants to run the following add-on 'Skype for COM API' from Skype Technologies SA'. Please allow it and then follow below steps to get Skype contacts from the local running Skype clients.



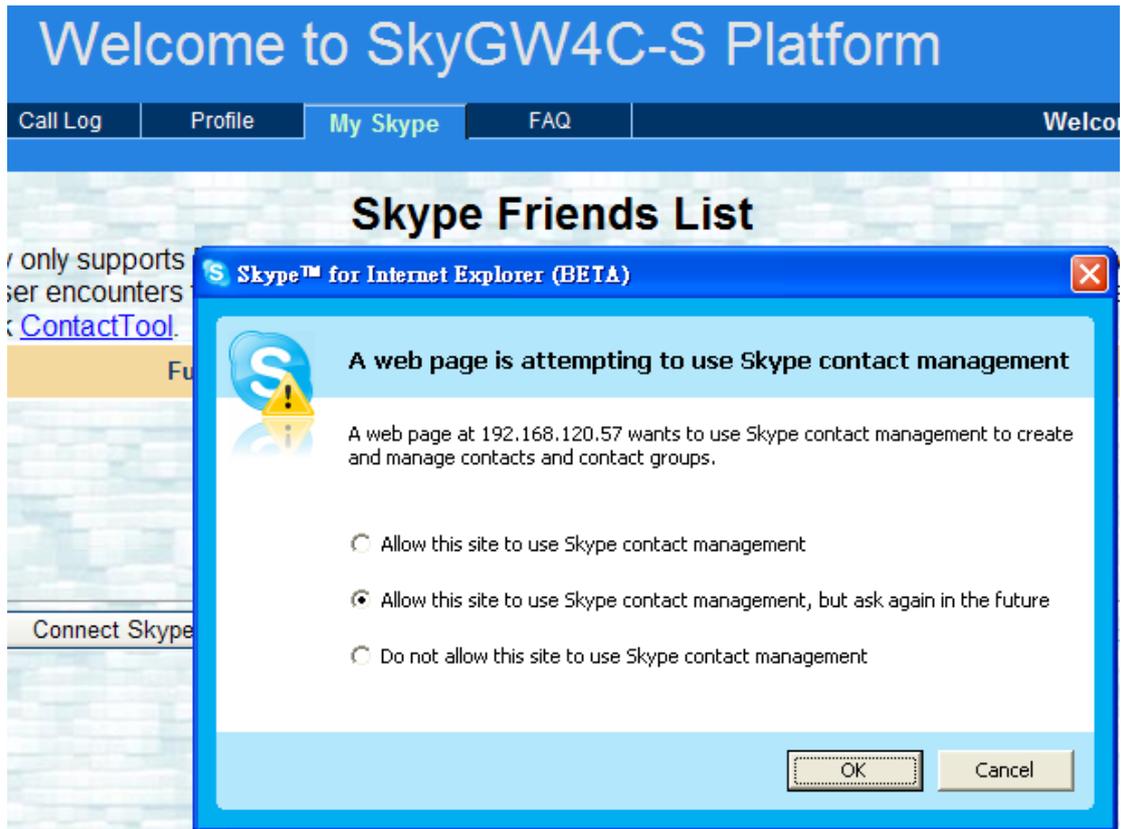
Using Connect Skype button

Step 1: Click **Connect Skype** button. Skype might pops out IEXPLORE.EXE wants to use Skype. Please allow it. If clicking Connect Skype doesn't work, please try click "**ContactTool**" and refer to **Using ContactTool** section.



Step 2: Click **Connect Skype** button again. There might pop out below window. Select "**Allow this site to use Skype contact management**" or "**Allow this site to use Skype contact management, but ask again in the future**" and then click **OK** button.

If users want to upload Skype contacts on the Skype gateway server with multiple Skype sessions running, only allow one iexplore.exe to access one Skype at one time and take following steps to upload Skype contacts into private phonebook. Then allow next Skype to allow iexplore.exe access. Don't allow iexplore.exe to access multiple Skype sessions at the same time! If there is any Skype not receiving "iexplore.exe wants to access" inform, please go back to step 1 to click "Connect Skype" button.



Step 3: Local Skype contacts are uploaded to Skype Friends list page. User can click **Assign** to edit speed dial for each contact. Speed dial number can be up to 20 digits.

Step 4: After finishing adding contacts speed dial number, please click **Transfer to Phone Book** button to transfer contacts to phonebook.



Step 5: Next window shows how many Skype contacts will be saved in phonebook. Click **OK** to save. After finishing transfer contacts, the screen will show the transferred contacts and user can do more modification.

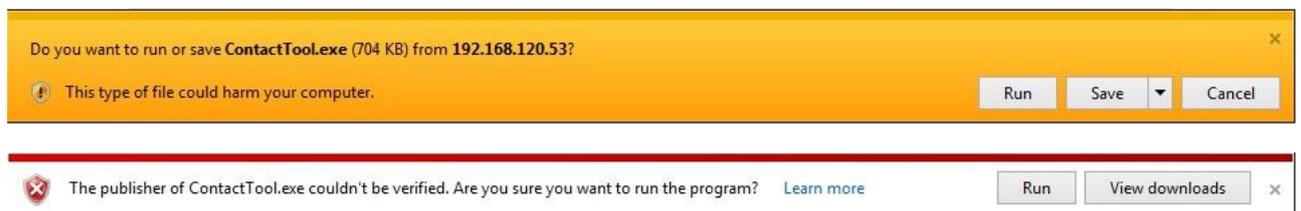


Using ContactTool

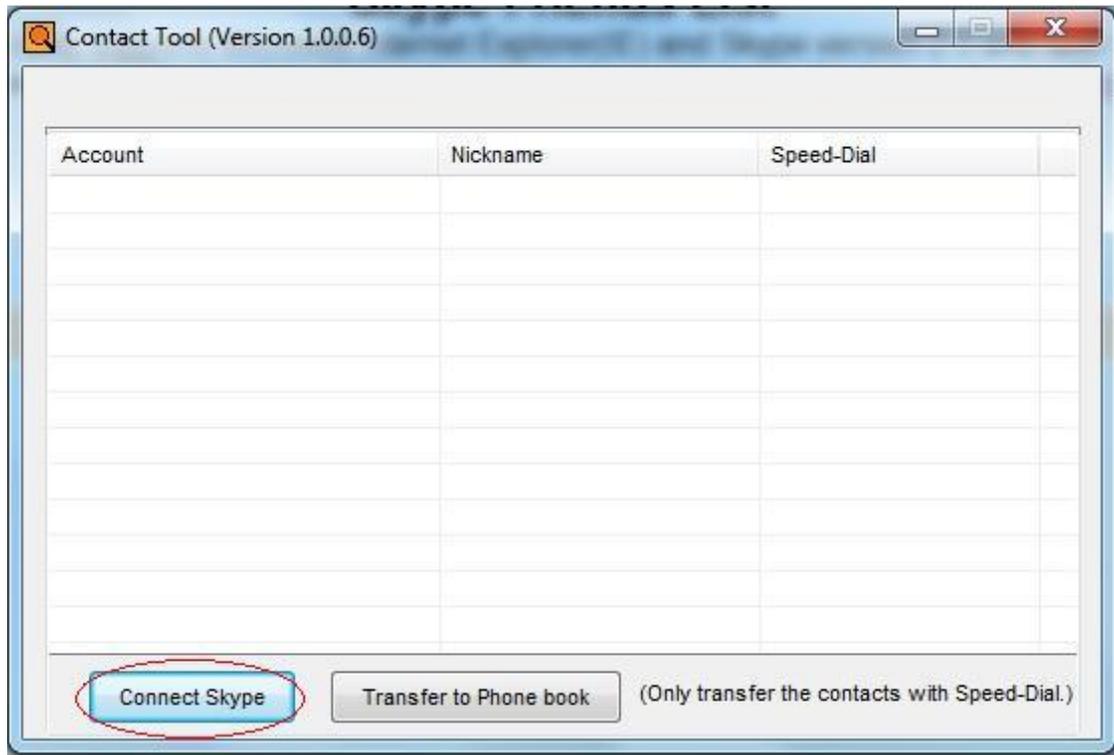
Step 1: Please click **ContactTool**.



Step 2: There pop out two ContactTool.exe warning messages for download and execute. Please allow to run.

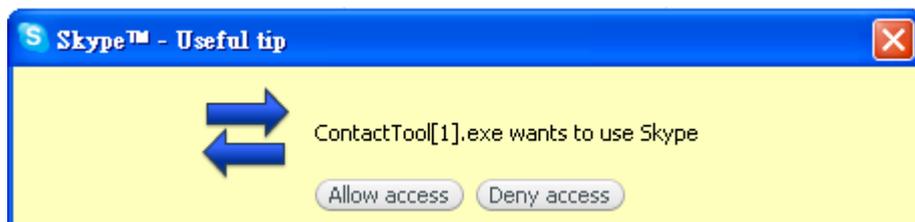


Step 3: There comes out Contact Tool table. Please click **Connect Skype**.



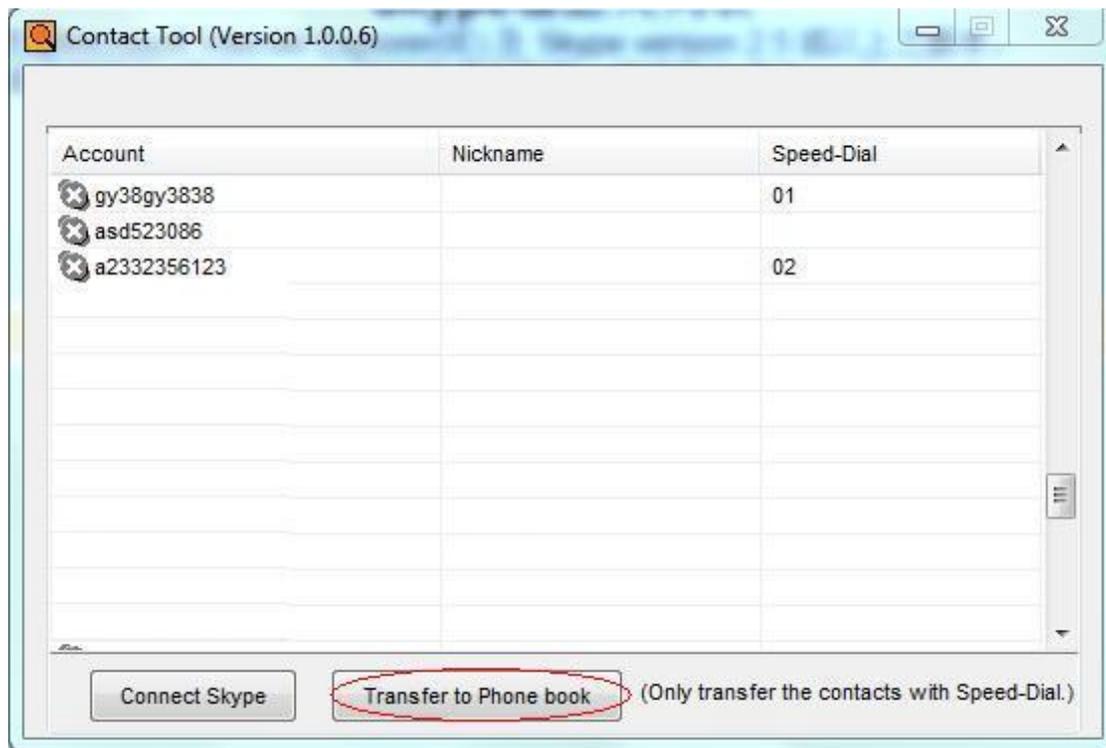
Step 4: Skype pops out one window to warn ConactTool.exe (General_ContactTool or Admin_ContactTool) wants to use Skype. Please allow it.

If user wants to upload Skype contacts on the Skype gateway server with multiple Skype clients running, only allow ConactTool.exe to access one Skype at one time and take following steps to upload Skype contacts into phonebook. Then allow next Skype to allow ConactTool.exe access. Don't allow ConactTool.exe to access multiple Skype clients at the same time! If there is any Skype not receiving "ConactTool.exe wants to access" inform, please go back to step 3 to click "Connect Skype" button.

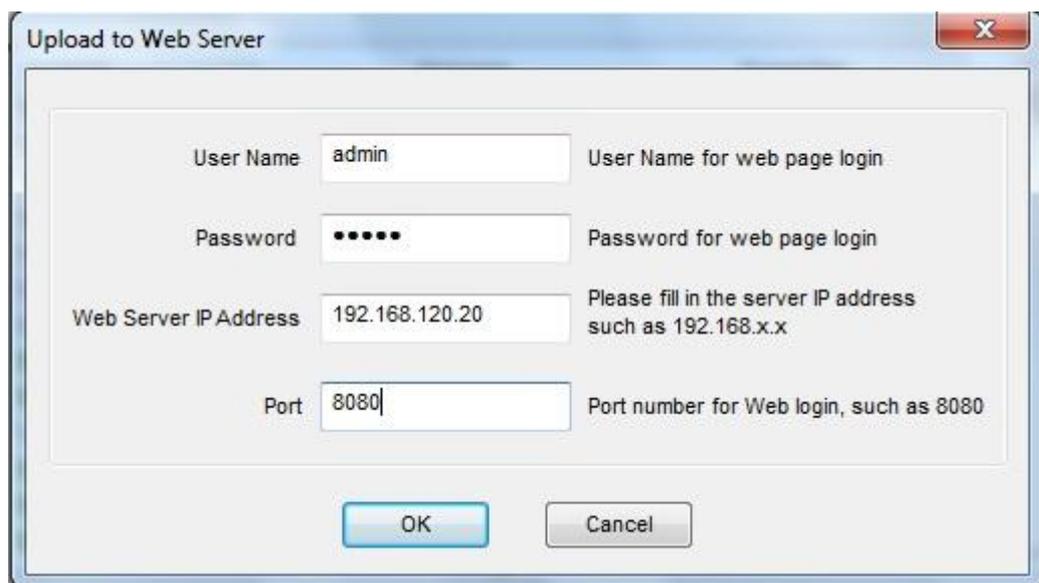


Step 5: User can add speed dial number for the contacts you want to add. Once it is done, please click" Transfer to phonebook". Only contacts

with speed dial will be transferred to phonebook.



Step 6: There comes out the Upload Web Server window. Please fill in User Name, Password, Web Server IP address (Web login IP address) and Port number, then click OK. **Admin also can fill in admin's User Name and Password to upload Skype contacts to public phonebook.**



Step 7: There pops out ContactTransfer.exe open file security warning window.

Please click Run.



Step 8: Contacts with speed dial has been uploaded to phonebook. Please go to Phonebook page to check.



9.5 FAQ

Click **FAQ** to view frequently asked questions.

Welcome to SkyGW4C-S Platform

[Logout] Welcome kevin 4/23/2015

Phonebook Call Log Profile My Skype **FAQ**

FAQ

Q1: How can I make Skype calls for contacts in public or private phonebook?

A: Company's PBX needs to set a trunking number (for example 8) for SkyGW4C-S to make Skype calls. It is the same method to call Skype contacts in public or private phonebook and the dialing method depends on which dialing rules is chosen in "**Dialing rule and limit**" of SkyGW4C-S system tray icon.

Step 1: Check with MIS about system's dialing rule setting

Step 2: Make sure public or private phonebook for contacts is set

Step 3: Press "8" key from extension phone to hunt a free Skype line and user will hear a Skype dial tone.

Step 4: Press Account ID+*+Password+*+contact's speed dial number or SkypeOut number at one time. "#" key can be added after speed dial number or SkypeOut number to accelerate calling out.

Q1: How can I make Skype calls for contacts in public or private phonebook?

A: Company's PBX needs to set a trunking number (for example 8) for SkyGW4C_S to make Skype calls. It is the same method to call Skype contacts in public or private phonebook and the dialing method depends on which dialing rules is chosen in "**Dialing rule and limit**" of SkyGW4C_S system tray icon.

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Welcome to SkyGW4C-S Platform

[Logout]

Phonebook

Call Log

Profile

My Skype

FAQ

Welcome **judy**

12/8/2011

Private Phonebook

[Private Phonebook] [Public Phonebook]

To dial a private contact by pressing keys: " **101** "*" + **Speed Dial** + "#"

All Show 10 data/page

Add Contact

Del Contact

Pages: 1/1

Goto Page: 1

	Skype Account ▲	Nickname	Speed-Dial(#0)	SkypeOut1(#1)	SkypeOut2(#2)	Group
<input type="checkbox"/>	1	blue	Blue	999		Friend

Total: 1

Pages: 1/1

Goto Page: 1

Welcome to SkyGW4C-S Platform

[Logout]

Phonebook

Call Log

Profile

My Skype

FAQ

Welcome **judy**

12/9/2011

Public Phonebook

[Private Phonebook] [Public Phonebook]

To dial a public contact by pressing keys: **Speed Dial + "#"**

All Show 10 data/page

Pages: 1/1

Goto Page: 1

	Skype Account ▲	Nickname	Speed-Dial(#0)	SkypeOut1(#1)	SkypeOut2(#2)	Group

Total: 2

Pages: 1/1

Goto Page: 1

10. How to use SkyGW4C-S to make calls

10.1 Make a Skype call

It is the same way to make a Skype call in public or private phonebook and the dialing method depends on which dialing rules is chosen in “**Dialing rule and limit**” of SkyGW4C_S system tray icon.

Step 1: Set the PBX trunking number for the PBX trunking lines which are connected with SkyGW4C_S is 8.

Step 2: Check system’s dialing rules in “**Dialing rule and limit**” of SkyGW4C_S system tray icon

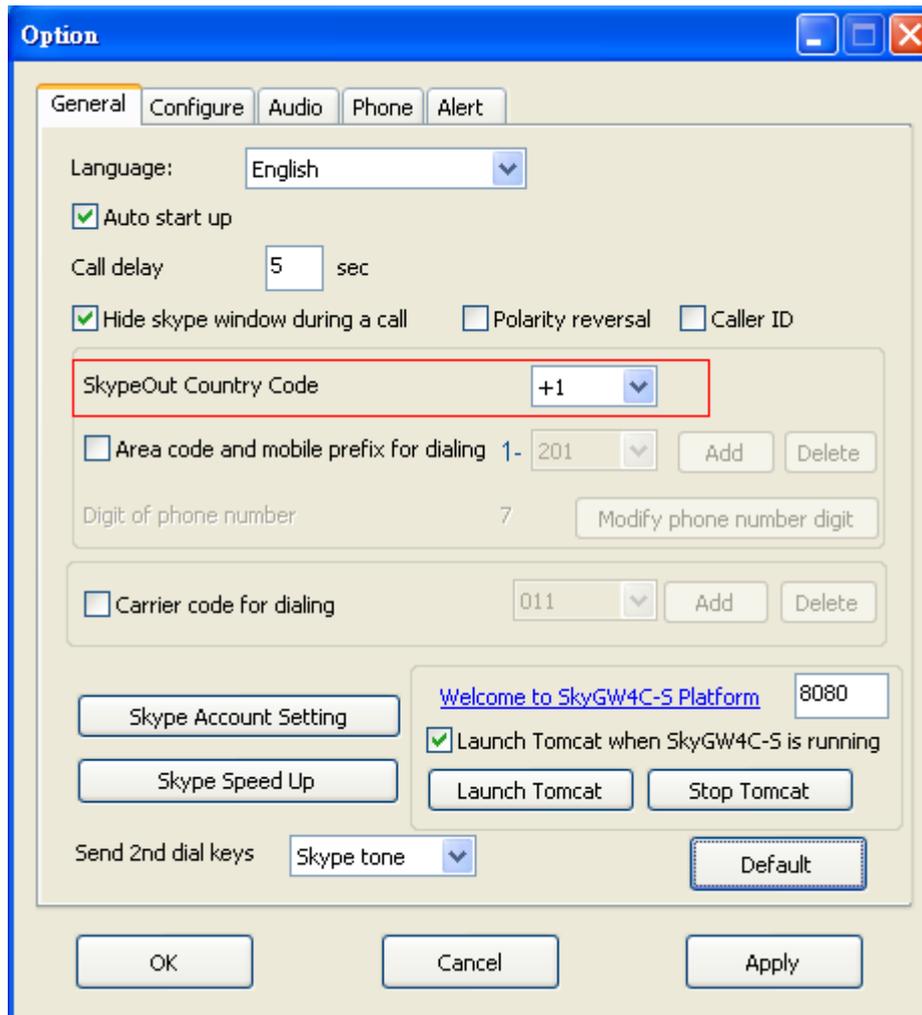
Step 3: Make sure contacts for public or private phonebook is set

Step 4: Pick up desktop phone and dial 8

Step 5: Press Account+ * +ID+ * +contact’s speed dial number or SkypeOut number at one time. “#” key can be added after speed dial number or SkypeOut number to accelerate calling out.

Note:

1. If SkyGW4C-S is connected to analog phones instead of PBX, then step 1 needs to be skipped and follow steps 2~5.
2. Calling SkypeOut number is depending on SkyGW4C_S setting as below picture. When SkypeOut country code is set, then user just needs to dial area code + phone number. For international calls, user needs to dial 00+ country code+ area code + phone number.
3. There is one free Skype testing account Echo 123, user can dial 999999 speed dial to call echo 123 to verify if SkyGW4C_S system is working fine or not.
4. User can call default speed dial 99998 to make a recording wave file for company’s welcome IVR. After recording function is activated, system will pop out GUI for stop recording, play back and storage location option.



10.2 Cheese Button

SkyGW4C-S provides Cheese Button function. User can edit phonebook to add Skype contacts, SkypeOut numbers for each contact, then start to enjoy the convenience of Cheese Button function.

Through Cheese Button function, user can quickly switch to a SkypeOut call by pressing # key through phone keypad if the Skype call has a bad communication quality or the contact is unavailable.

It is prohibitive to hang up the current Skype call if user wants to use the Cheese Button function. After pressing keys #1 or #2, user can talk to the contact through SkypeOut. The beauty of this function is that user can continue the conversation without the efforts of looking for phone book and then making a new call. User can use the same way to swap back to free Skype call by pressing “#0”

Welcome to SkyGW4C-S Platform

[Logout]

Phonebook

Call Log

Profile

My Skype

FAQ

Welcome judy

12/9/2011

Private Phonebook

Private Phonebook | [Public Phonebook]

All Show 10 data/page

Add Contact

Del Contact

Pages: 1/1

Goto Page: 1

	Skype Account ▲	Nickname	Speed-Dial(#0)	SkypeOut1(#1)	SkypeOut2(#2)	Group
<input type="checkbox"/>	1 blue	Blue	999	0086987654321	0086012345678	Friend

Total: 1

Pages: 1/1

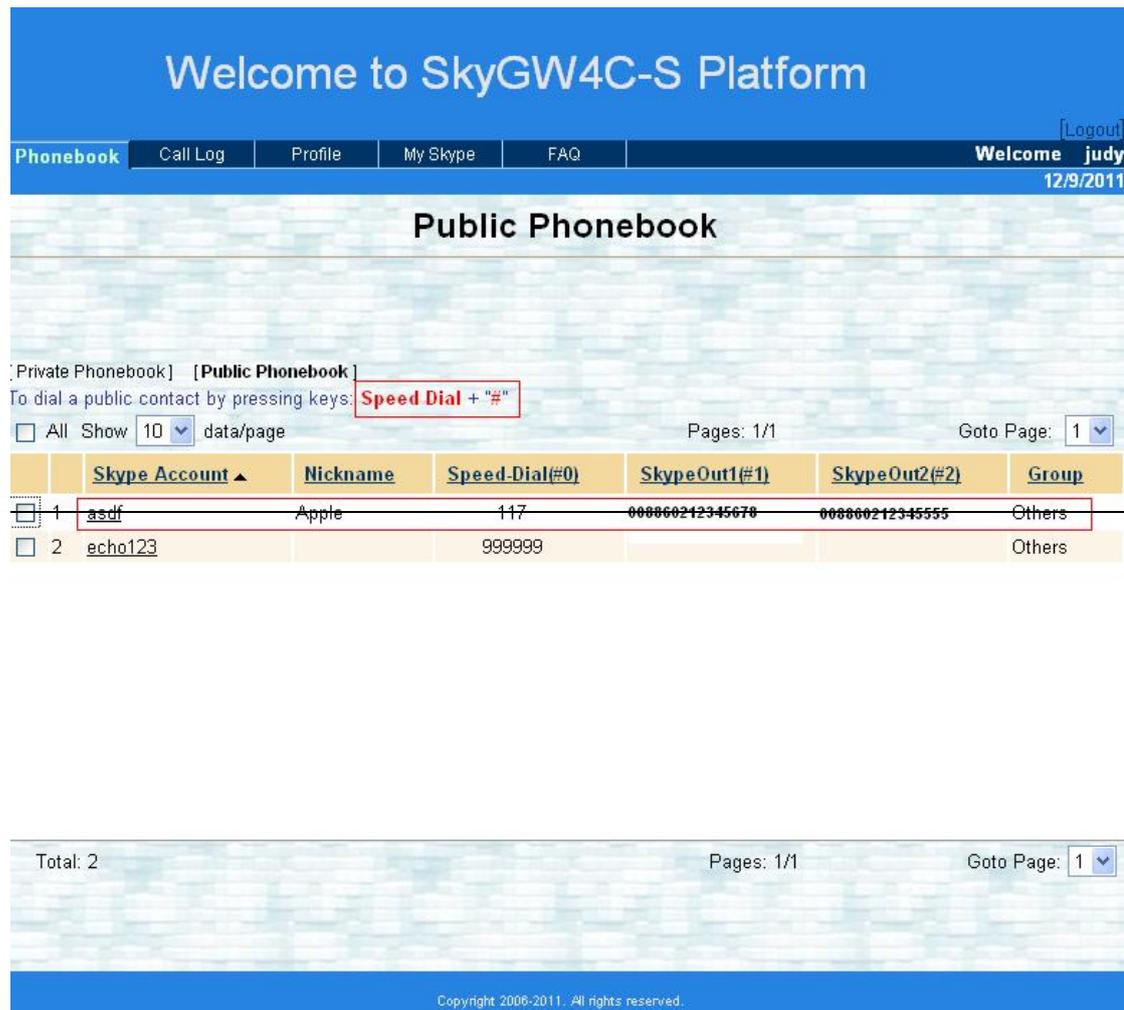
Goto Page: 1

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How does Cheese Button work?

- Press "#1": Make a SkypeOut call by SkypeOut1 number.
- Press "#2": Make a SkypeOut call by SkypeOut2 number.

- Press "#0": Call contact's Skype account.–



Public Phonebook

[Private Phonebook] [Public Phonebook]

To dial a public contact by pressing keys: **Speed Dial + "#"**

All Show 10 data/page Pages: 1/1 Goto Page: 1

	Skype Account ▲	Nickname	Speed-Dial(#0)	SkypeOut1(#1)	SkypeOut2(#2)	Group
<input type="checkbox"/> 1	asdf	Apple	117	008860212345678	008860212345555	Others
<input type="checkbox"/> 2	echo123		999999			Others

Total: 2 Pages: 1/1 Goto Page: 1

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【Note】

1. If user does not set the Cheese Button contact table, pressing "#"+ 1 or 2 will not have any effect.
2. When user wants to use Cheese Button function, user needs to press key 1 or 2 after "#" key within 3 seconds. Otherwise SkyGW4C-S will call the next available Cheese button number.

11. FAQs

After SkyGW4C-S is running, administrator can pick up phone to dial the system default speed dial number “999999” + # key for Skype free testing account Echo123 to test whether SkyGW4C-S is ready to use or not.

Q1: How can I get SkyGW4C-S software version information?

A: Please click SkyGW4C-S system tray and choose About as following to get version information.



Q2: How can I call Skype contacts in public phonebook or my private phonebook?

A: It is the same way to make a Skype call in public or private phonebook and the dialing method depends on which dialing rules is chosen in “**Dialing rule and limit**” of SkyGW4C_S system tray icon.

Step 1: Set the PBX trunking number for the PBX trunking lines which are connected with SkyGW4C_S is 8.

Step 2: Check system’s dialing rules in “**Dialing rule and limit**” of SkyGW4C_S system tray icon

Step 3: Make sure contacts for public or private phonebook is set

Step 4: Pick up desktop phone and dial 8

Step 5: Press Account+ * +ID+ * +contact’s speed dial number or SkypeOut number at one time. “#” key can be added after speed dial number or SkypeOut number to accelerate calling out.

Welcome to SkyGW4C-S Platform

[Logout]

Phonebook

Call Log

Profile

My Skype

FAQ

Welcome **judy**

12/9/2011

Private Phonebook

[Private Phonebook] [Public Phonebook]

To dial a private contact by pressing keys: "**101**" + "*" + "**Speed Dial**" + "#"

All Show 10 data/page

Add Contact

Del Contact

Pages: 1/1

Goto Page: 1

Skype Account ▲	Nickname	Speed-Dial(#0)	SkypeOut1(#1)	SkypeOut2(#2)	Group
-----------------	----------	----------------	---------------	---------------	-------

Total: 1

Pages: 1/1

Goto Page: 1

Welcome to SkyGW4C-S Platform

[Logout]

Phonebook Call Log Profile My Skype FAQ Welcome **judy** 12/9/2011

Public Phonebook

[Private Phonebook] [**Public Phonebook**]

To dial a public contact by pressing keys: **Speed Dial + "#"**

All Show 10 data/page Pages: 1/1 Goto Page: 1

Skype Account ▲	Nickname	Speed-Dial(#0)	SkypeOut1(#1)	SkypeOut2(#2)	Group
Total: 1 Pages: 1/1 Goto Page: 1					

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Q5 : What is the functions of the Tomcat DOS program which is launched after running SkyGW4C-S software?

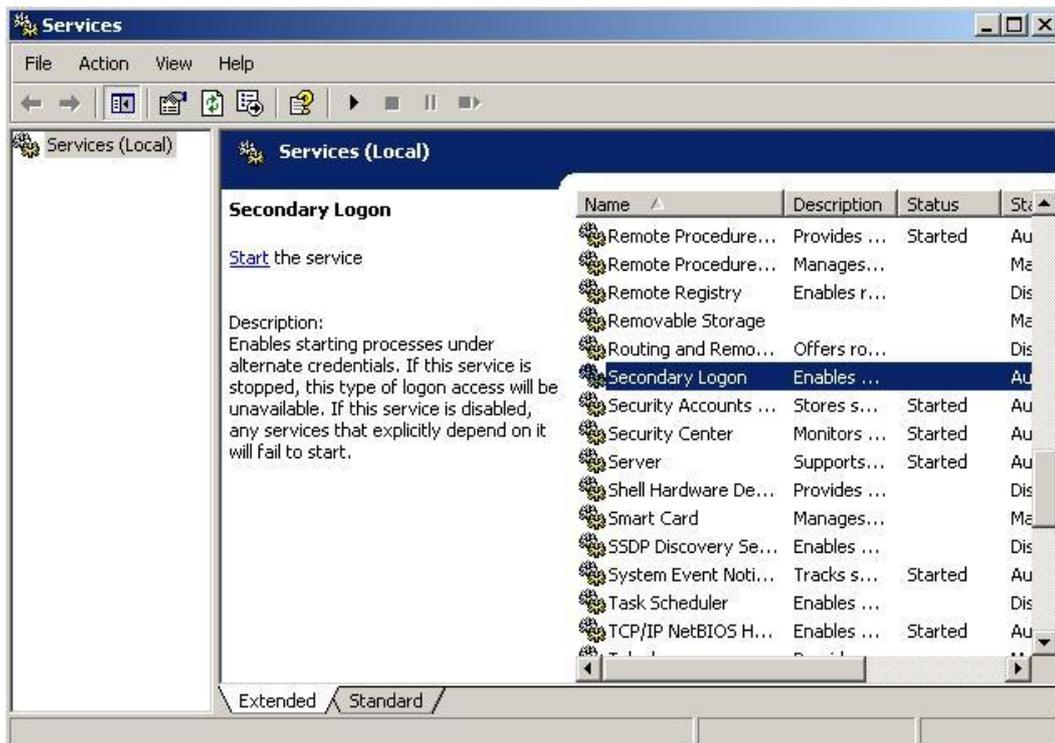
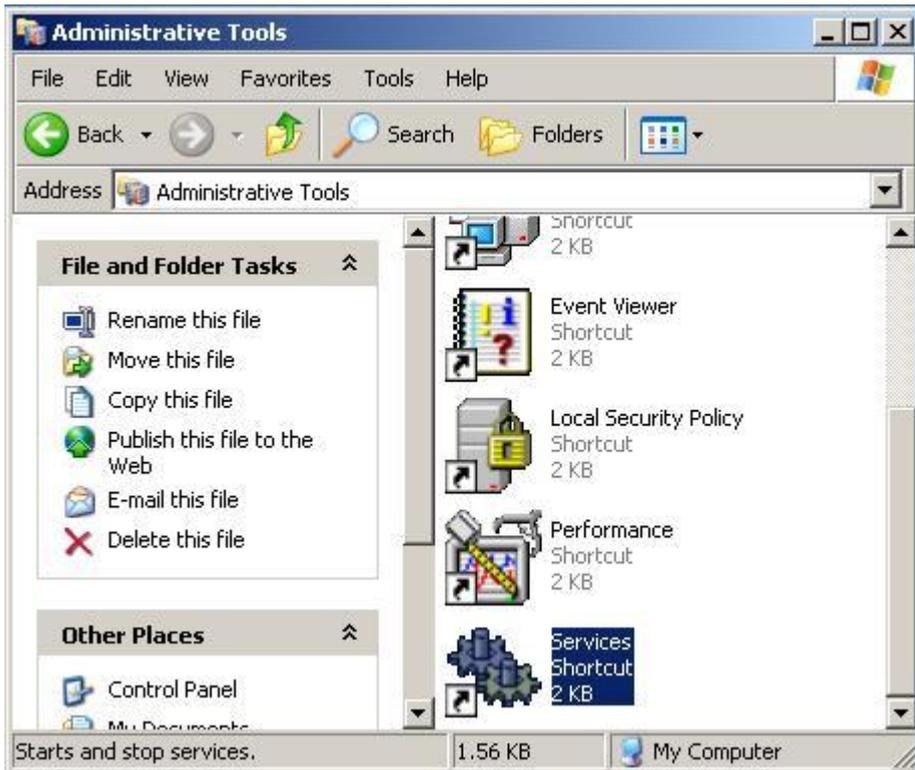
A: The Tomcat DOS program is used for Web server management.

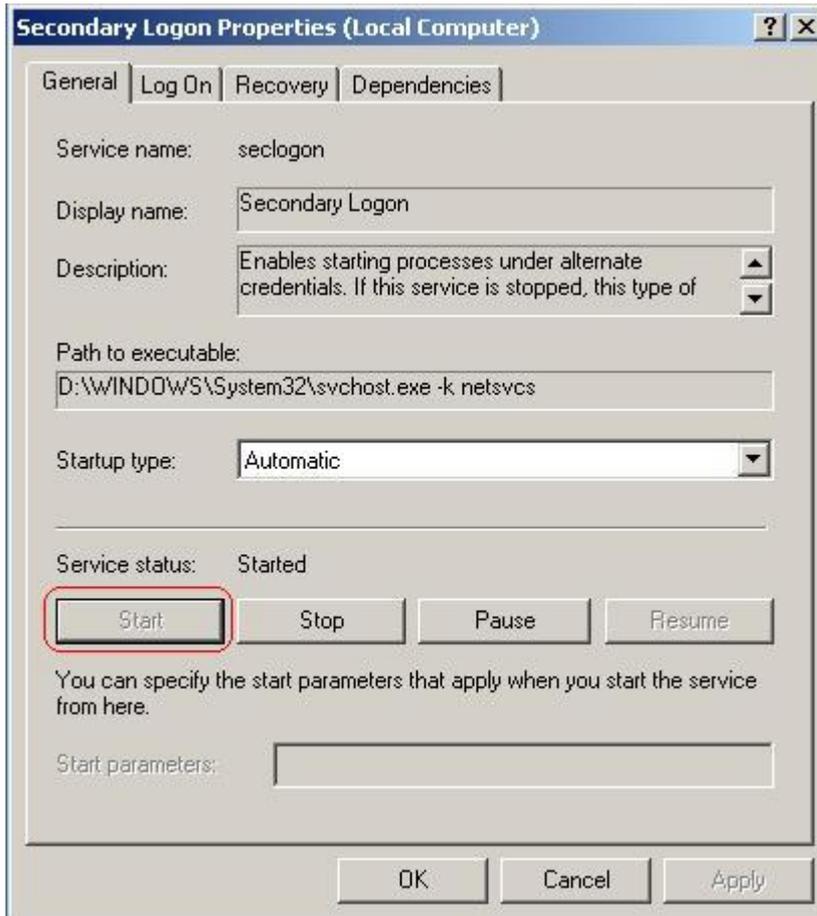
Q6 : Why doesn't SkyGW4C-S launch second Skype account after running SkyGW4C-S program?

A:

1. Please make sure your SkyGW4C-S server PC is installed legal Microsoft Windows software.
2. Please start secondary logon service in SkyGW4C-S server PC as following steps:
 - Step 1. Select "**Control Panel**" from Windows start menu.
 - Step 2. Select "**Administrative Tools**".
 - Step 3. Select "**Services**".
 - Step 4. Double-click "**Secondary Logon**" for secondary logon properties window and click Start, then OK buttons to enable the service.



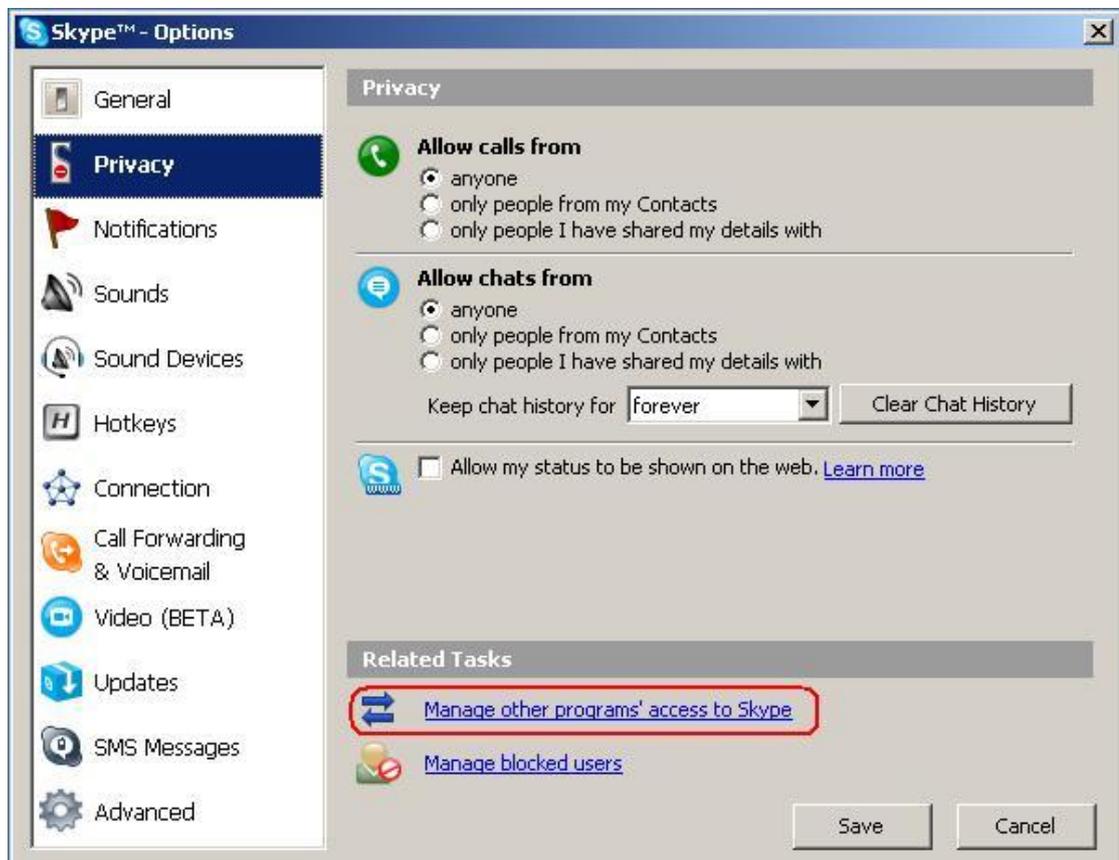


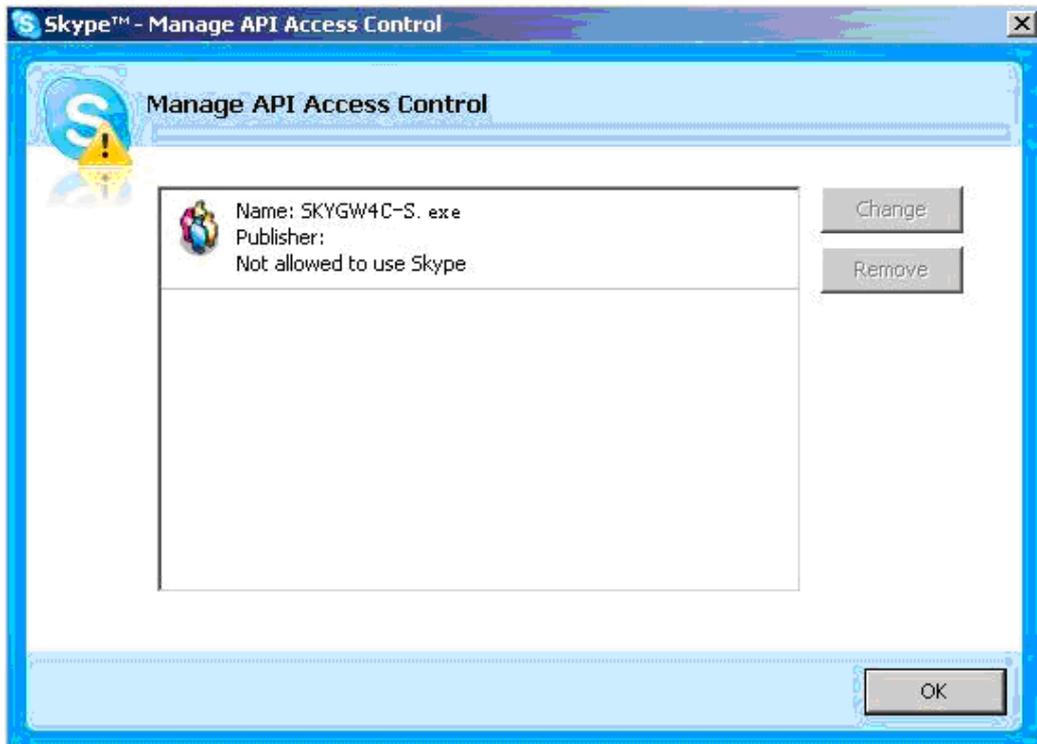


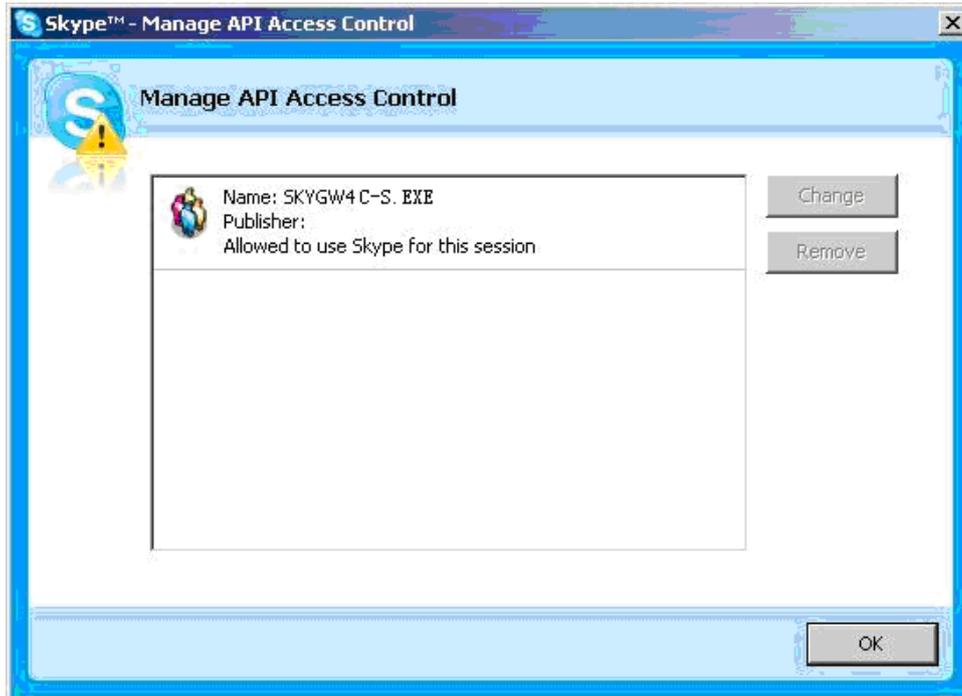
Q7: Why I still can't use SkyGW4C-S after the hardware and software are successfully installed?

- A:** SkyGW4C-S AP is launched and everything seems OK, but administrator can't use SkyGW4C-S for Skype calls. For this case, administrator can configure Skype access control in **Privacy Option** as following steps.
- Step 1. Select **Tools** from Skype main window.
 - Step 2. Select **Options**.
 - Step 3. Select **Privacy**.
 - Step 4. Select **Manage other program's access to Skype**.
 - Step 5. A "**Manage API Access Control**" window will pop out.
 - Step 6. Select "**SkyGW4C-S.EXE**" (**SkyAgent.EXE for sub Skype accounts**) tab, then select **Change** or **Remove** to allow SkyGW4C-S or SkyAgent to access Skype. After setting is changed, SkyGW4C-S or SkyAgent will work when SkyGW4C_S software is restarted. Administer can select "**Allow this program to use Skype**" in order to prevent the warning information popping

out every time.







Q8: Why there is no audio out after finishing SkyGW4C-S hardware and software setup?

A: After SkyGW4C-S hardware is connected to a server PC successfully, SkyGW4C-S is recognized as four USB audio devices(USBAudio00 、USBAudio01 、USBAudio02 and USBAudio03) in the server PC. When SkyGW4C-S software is launched, each USB audio device should correspond with each Skype account's sound device. For example, USBAudio00 corresponds to Skype account voip-1111. Administrator can follow these steps to check.

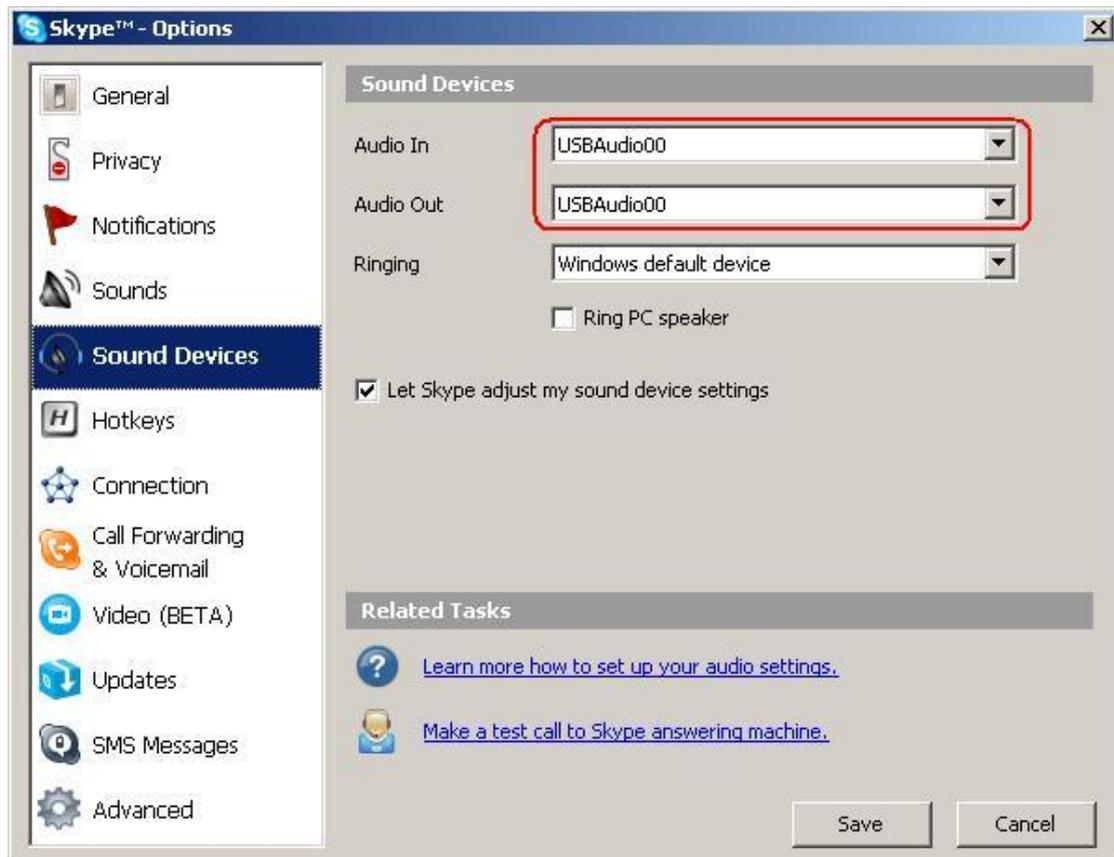
Step 1: Select **Tools** from Skype main window.

Step 2: Select **Options**.

Step 3: Select **Sound Devices**.

Step 4: Check the column of "**Audio In**" and "**Audio out**" and make sure USBAudio00 is chosen.

Step 5: Check if other sub Skype accounts have correct audio devices USBAudio01~ USBAudio03



Q9: Why employees still can't make Skype calls from desktop phones although SkyGW4C-S seems to be running normally?

A: Suggest to connect SkyGW4C-E with regular analog phones and call Skype Echo 123 by dialing 999999+ # to clarify if the problem is related with PBX or not.

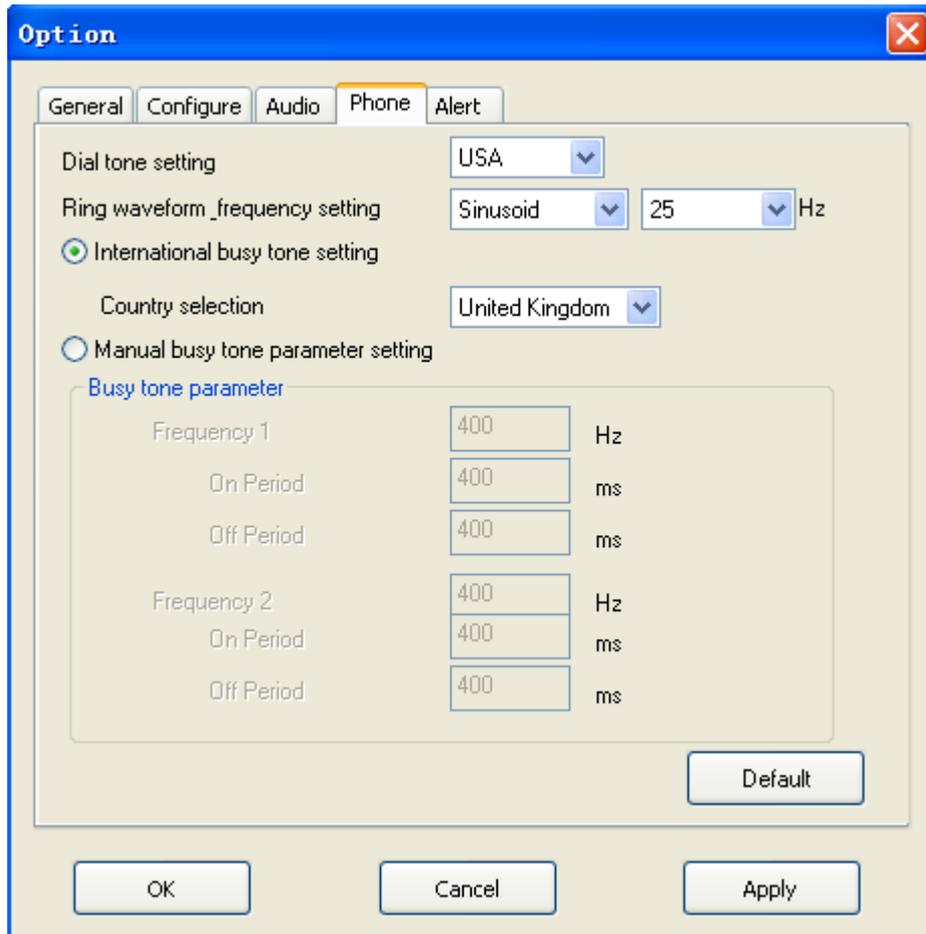
Q10: Why incoming Skype calls can't ring the PBX and PBX auto-attendant can't pick up the calls although SkyGW4C-S is installed successfully and there is no problem for Skype outgoing calls?

A: This problem might be due to ring frequency setting mismatch between PBX and SkyGW4C-S. User can go to SkyGW4C-S Phone setting page to adjust Ring waveform and frequency setting to make it work.



Q11: Why the Skype PBX port is not released after the incoming call party hangs up the call?

A: There could be the busy tone setting mismatch between PBX and SkyGW4C-S. Please go to SkyGW4C-S Phone setting page to check if the selected busy tone country is correct or not. If there is no appropriate country for setting, please enable manual busy tone parameter setting and do the setting based on busy tone information from PBX.

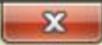


Q12: Why Skype gateway software reports Skype audio setting error and the message indicates the problem might be caused by another machine with Windows remote desktop connection?

A: When one machine connects Skype gateway system via Windows remote desktop connection, the default setting might leave gateway's USB audio device USBAudio0x under the control of the remote connecting machine and cause Skype audio setting error in the Skype gateway. Before connecting Skype gateway system via Windows remote desktop connection, user needs to make sure Skype gateway's USB audio device USBAudio0x won't be used by the remote machine as the setting steps in red of the following figures.



Remote Desktop Connection



Remote Desktop Connection

Remote audio playback



- Play on this computer
- Do not play
- Play on remote computer

Remote audio recording



- Record from this computer
- Do not record

OK

Cancel

12. Regulation

Regulatory Compliance Notices

Class B Equipment

This equipment has been tested to comply with the limits for a Class B device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by implementing one or more of the following measures:

- Reorient or relocate the receiving antenna;
- Increase the separation between the equipment and receiver;
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected;
- Consult the dealer or an experienced radio or television technician for help.

Modifications

The FCC requires the user to note that any changes or modifications made to this device that are not expressly approved may void the users' authority to operate the equipment.

Declaration of conformity for products marked with the FCC logo in the United States only.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference
2. This device must accept any interference received, including interference that may cause unwanted operation.