



## **VoIPVoice Skype Integration**

# **User Guide**

Last Updated 17 May 2005

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## **1 Getting Started**

Welcome to the Skype VoIPVoice Integration User Guide.

This User Guide will help you get the most out of using your VoIPVoice product with Skype.

Please read the user guide carefully and keep it in a safe place for future reference.

Thank you for purchasing your VoIPVoice product. We hope that you spend many happy hours using it and chatting with Skype!

### **Who are VoIPVoice?**

VoIPVoice are the manufacturers of the hardware, we also provide the VoIPVoice Integration software to enable you to use our hardware with Skype. More information about VoIPVoice is available from our website [www.voipvoice.com](http://www.voipvoice.com)

### **What is Skype?**

Skype is a simple bit of software. It will let you make \*free calls to your friends all over the world.

Skype also offer paid services such as Skype Out, Skype In and Skype Voicemail.

Skype Out is a service that allows you to call ordinary phones at low cost.

Skype In is a service where you are assigned your own telephone number and people can call you from ordinary phones

Skype Voicemail is a voicemail service for taking messages if you are away or your line is busy.

For more information about Skype and additional Skype services you should visit the Skype website at [www.skype.com](http://www.skype.com)

\*Requires the Skype Out service for landline calls.

## **Glossary of Terms**

Below is a glossary of terms used within this User Guide.

### **ADSL (Asymmetric Digital Subscriber Line)**

A broadband Internet connection where the download speed is faster than the upload speed.

### **Application**

A piece of software running on your computer, such as the VoIPVoice Integration software.

### **CPU (Central Processing Unit)**

This is the main chip within any computer. It does all of the work. Processor speeds are measured in MHz (Mega Hertz) or a million instructions per second and GHz (Giga Hertz) or a billion instructions per second, the higher the number the faster it is.

### **HDD (Hard Disk Drive)**

This is the permanent memory within your computer, it stores programs and settings.

### **MB (Mega Byte)**

The size of HDD or RAM, 1MB is equal to one million bytes.

### **RAM (Random Access Memory)**

This is temporary memory within your computer, the larger the RAM the faster applications will run.

### **USB (Universal Serial Bus)**

A socket on your computer to connect USB hardware such as your VoIPVoice USB Phone, keyboards or mice.

### **Username**

A name used to gain access (*login*) to a locked system. Usernames may contain letters and numbers.

### **Password**

A code used to gain access (*login*) to a locked system. Good passwords contain letters and numbers and are not simple combinations.

## Glossary of Terms Continued...

**PC** (Personal Computer)  
Your computer!

**POTS** (Plain Old Telephone Service)  
A POTS can be a telephone exchange or other PBX system.

**PSTN** (Public Switched Telephone Network)  
This is a public telephone service from your telephone company.

**SysTray** (System Tray)  
The area on your computers desktop next to the clock display, it shows various icons for applications that are running.

## Minimum System Requirements

Before continuing any further with the installation please make sure you have the minimum system requirements as specified here:

- PC running Microsoft Windows 2000 or XP
- 400MHz Processor (CPU)
- 128MB RAM
- 15MB Free Hard Disk Space
- One Free USB port (USB1.1 or USB2.0)
- An Internet connection (dialup: 33kbps minimum or broadband: Cable, ADSL etc.)

And, additionally for the uConnect

- A telephone (Caller ID optional) that supports DTMF (Dual Tone Multi Frequency / Tone) dialling.
- \*A working telephone line (required for PSTN calls)

## 2 Hardware Overview

This User Guide covers both VoIPVoice hardware models designed for use with Skype.

### VoIPVoice Skype Cyberphone-K

The VoIPVoice Skype Cyberphone-K V652SkMLR is a two-piece USB phone with keypad and a built in ringer that connects to your computers USB port.

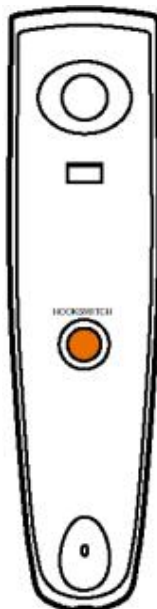


*VoIPVoice Skype Cyberphone-K V652SkMLR*

Apart from the usual number buttons, there are some special buttons on the VoIPVoice Skype Cyberphone-K.



Hook  
switch  
button



Dial  
button



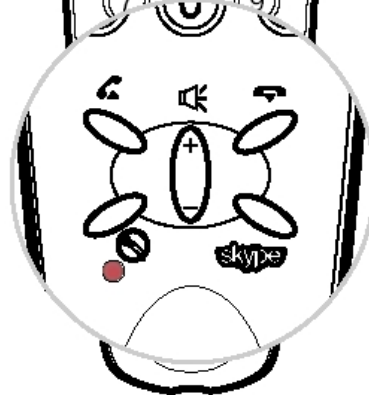
End  
call  
button



Volume  
& Up /  
Down  
buttons



Mute  
button  
with  
LED

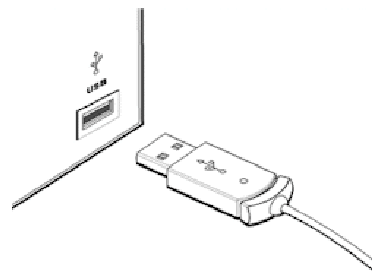


Skype  
button

The functions of these buttons are described elsewhere in this User Guide.

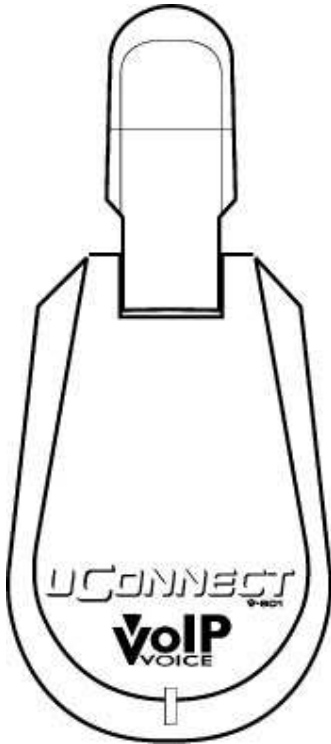
### Connecting the CyberPhone-K

To install the VoIPVoice Skype Cyberphone-K, simply plug the USB lead from the phone into a free USB socket on your computer or into a powered USB hub.



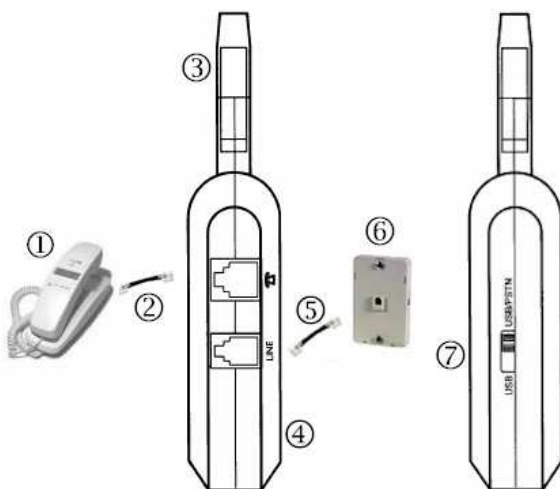
## VoIPVoice uConnect

The VoIPVoice uConnect V901M is a small compact USB telephone adaptor that connects to your computers USB port, telephone line and telephone. It enables you to make calls using Skype or ordinary telephone calls from the same corded or cordless telephone.



VoIPVoice uConnect V901M

## Connecting the uConnect



VoIPVoice uConnect V901M connections and Switch

- ①+② Your existing telephone + Line cord
- ③ USB Plug & Protective Cover
- ④ uConnect V901M
- ⑤ uConnect Line Cord
- ⑥ Existing telephone wall socket
- ⑦ USB – USB/PSTN Switch

To begin installing the uConnect, first unplug your telephone from your telephone wall socket.

Connect the socket on the uConnect marked **LINE** to your telephone wall socket using the cable provided.

Connect your telephone to the socket on the uConnect marked ☎ using line cord from your telephone.

Remove the protective USB cover on the top of the uConnect and plug into a free USB socket on your computer or into a powered USB hub.

Once your hardware is connected as described above lift the handset on your phone and you should hear a dial tone, if not check the connections and try again.

\*NOTE: There are different uConnect models available for the UK and Europe / USA.

Depending on what model you have the sockets may be different to suit your country from those shown in this picture.

### uConnect USB – USB/PSTN Switch

Set this switch to USB/PSTN if you have connected your uConnect to a telephone line in this case you must dial \* \* to initiate a Skype call or just dial numbers as usual for PSTN calls.

Set this switch to USB if no telephone line is connected and you only want to make and receive Skype calls. There is no need to dial \* \* first if the switch is set to USB.

### 3 Software Installation

This section describes step by step how to install the software.

There are two parts to the software installation the first part is the VoIPVoice Integration and the second part is the Skype software installation.

Your VoIPVoice hardware should already be connected before installing any software, see **Hardware Overview** elsewhere in this User Guide.

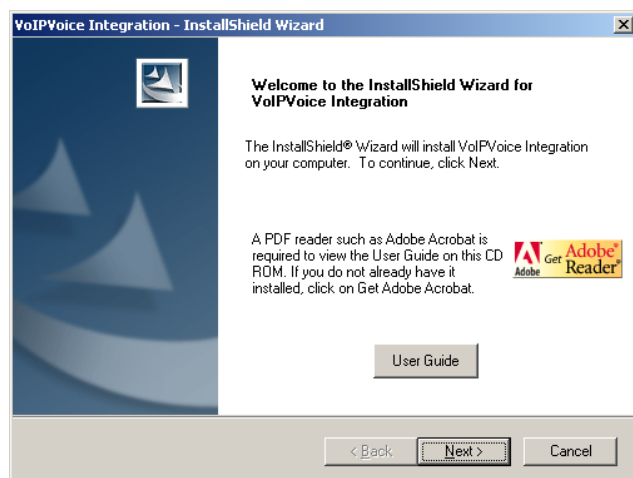
If you already have a previous version of this software installed ensure it is not running and then remove it first, see **Troubleshooting** elsewhere in this User Guide for software removal instructions.

If you already have the Skype software installed and it is running, please close it now.

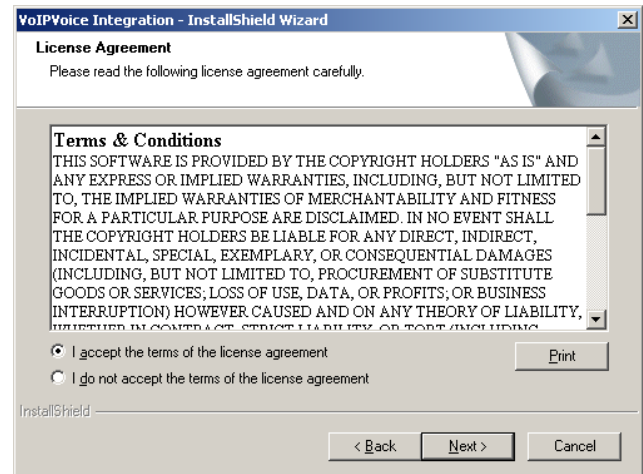
#### VoIPVoice Software Installation

First insert the CD ROM into your computers CD ROM Drive the setup should now start automatically.

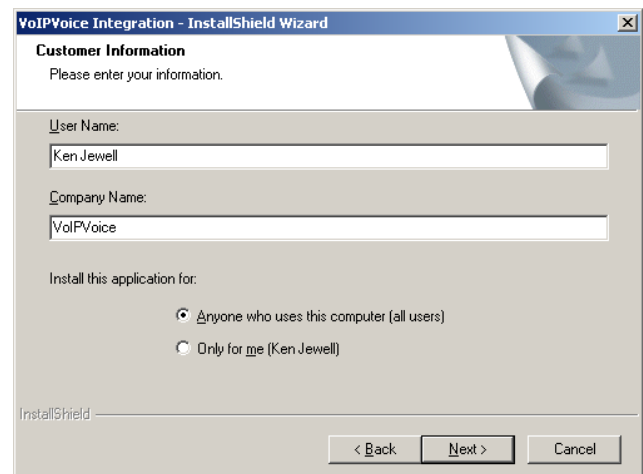
If it does not start automatically, browse to the CD ROM Drive on your computer using **My Computer** or **Windows Explorer** and click **setup.exe**



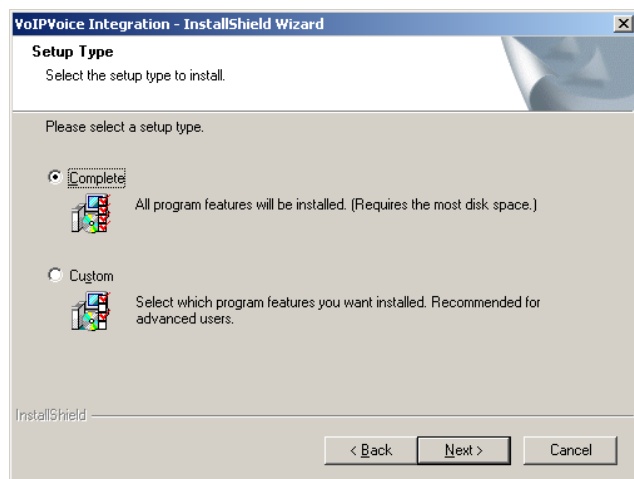
At the Install Wizard welcome screen, click **Next** to continue or click **Cancel** at any screen to abort the installation.



You should read the software Licence Agreement before continuing click **I accept the terms of the licence agreement** then click on **Next** to continue with the installation.



Enter your **User Name** and **Company Name** we recommended the **Anyone who uses this computer (all users)** option should be selected then click **Next** to continue with the installation.

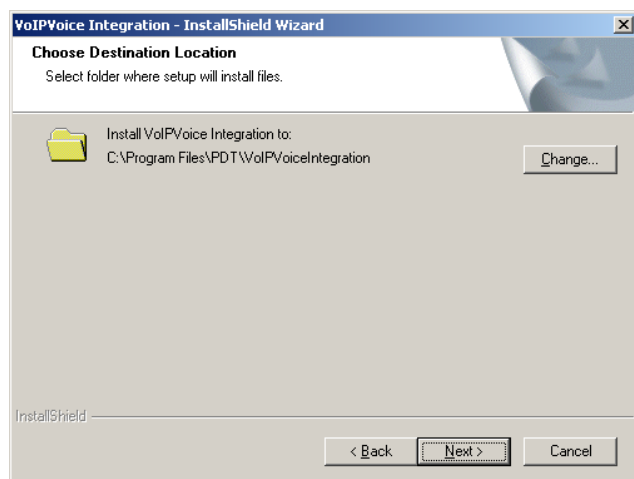


For ease of installation select **Complete** then click **Next** to continue with the installation.

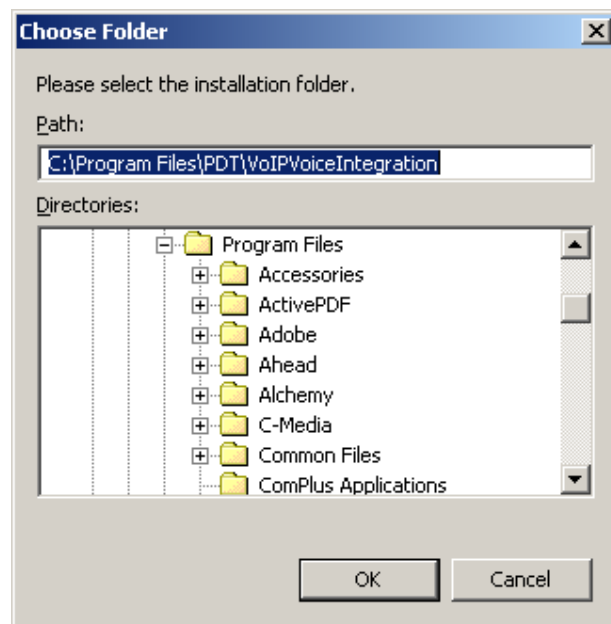
For expert users, the custom install option may be used if required.

### Custom Install

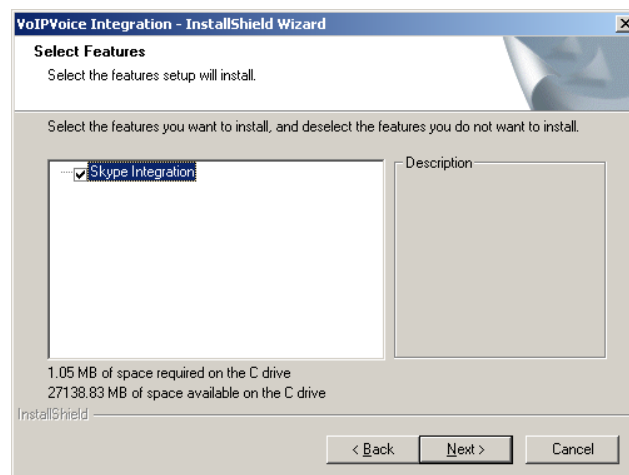
If you have previously selected a **Complete** setup type please skip to directly to the heading **Ready to Install the Program** on page 9 of this User Guide, otherwise follow the instructions below:



Click **Change** only if you need to change the default installation folder otherwise click **Next** to continue with the custom installation.



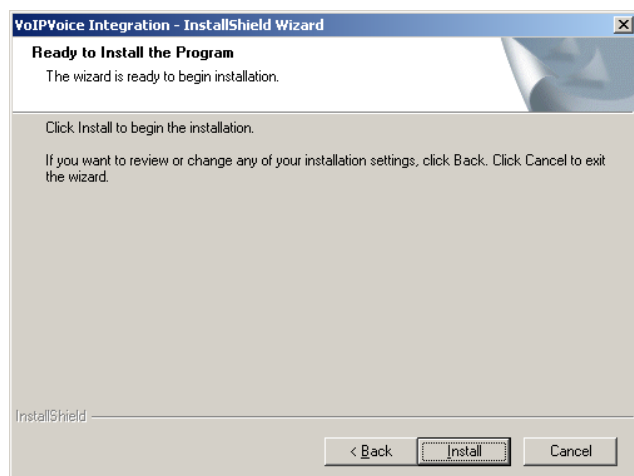
Select the folder location you require then click **OK** to continue with the custom installation.



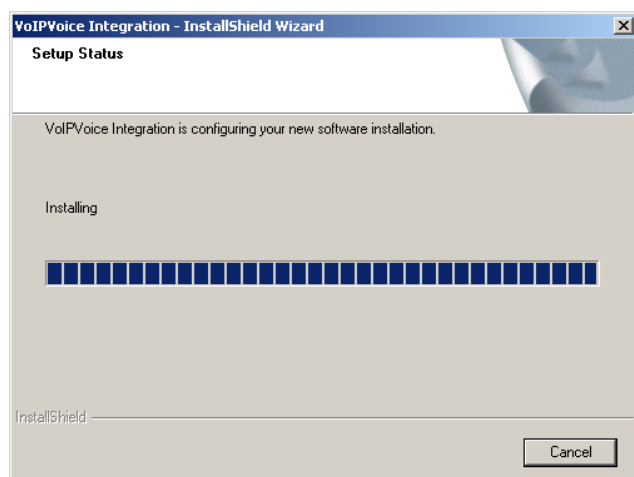
Ensure **Skype Integration** is checked then click **Next** to continue with the custom installation.



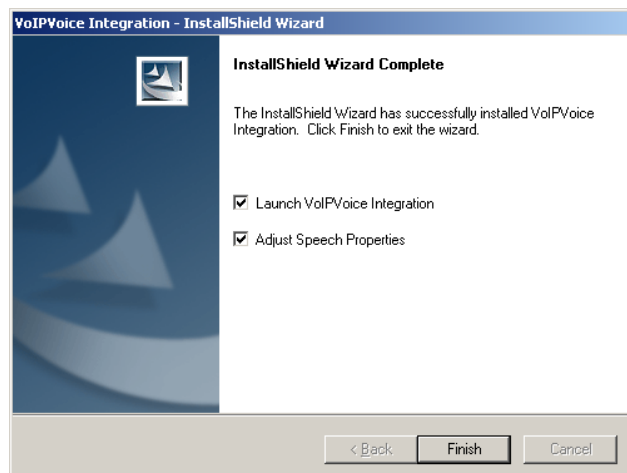
## Ready to Install the Program



Click **Install** to continue with the installation.



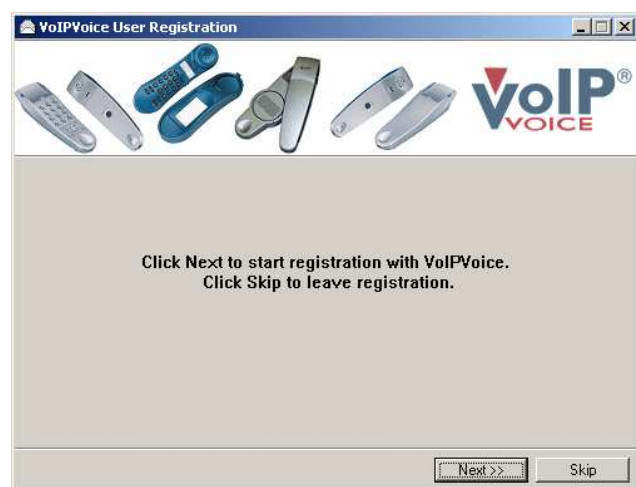
This screen shows the software installation progress, please be patient this may take several minutes to install.



Ensure that **Launch VoIPVoice Integration** is checked then click **Finish** to complete the install of the VoIPVoice Integration software.

If **Adjust Speech Properties** is checked, the Microsoft speech properties window will be shown after registration. See **Configuration** elsewhere in this user guide.

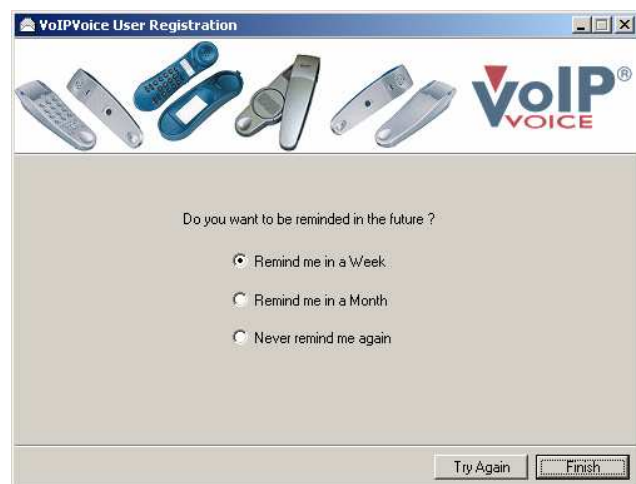
## Software Registration



It is not mandatory to register your VoIPVoice Integration software, however we recommend you do to keep up to date with latest VoIPVoice has to offer.

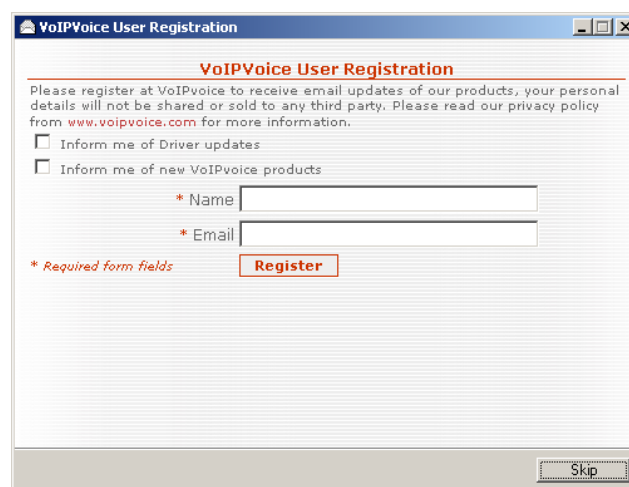
Click **Next** to register now or click **Skip** to register at a later date.

## Skipping the Registration



If you have chose to skip the registration, you have a choice to be reminded at a later date or never again. Please select an option then click **Finish** or click **Try Again** to register now.

## Filling in the Registration Form



Please select the **options** you require, enter your **Name** and a valid **Email** address then click **Register** or click **Skip** to register at a later date.



Click **Finish** to complete.

## Skype Software Installation

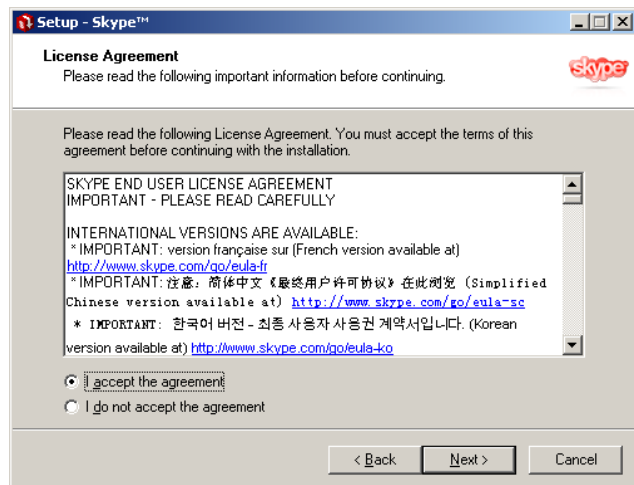
If you already have the latest version of the Skype software installed you can cancel the Skype installation at this point and ignore this section.

### Skype Install Welcome Screen



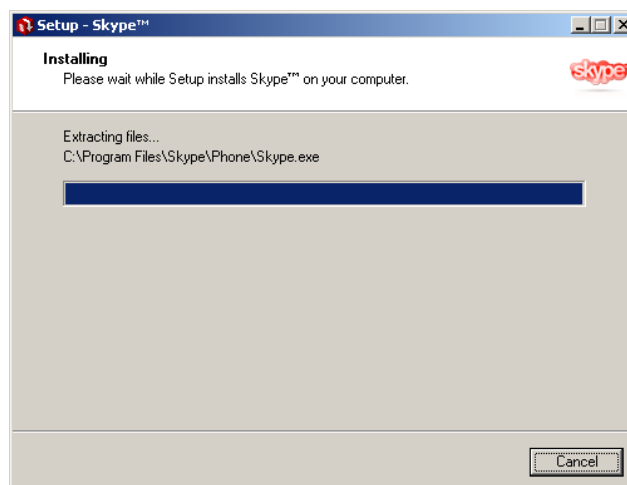
To continue installing Skype, select a language from the drop down list then click **Next** to continue with the Skype installation.

### Skype Licence Agreement



You should read the Software Licence Agreement before continuing, click **I accept the agreement** then click on **Next** to continue with the Skype installation.

### Skype Installing



This screen shows the Skype software installation progress, please be patient this may take several minutes to install.

### Completing the Skype Setup Wizard



Ensure **Launch Skype** is checked then click **Finish** to complete.

## Registering as a Skype User

Immediately after installing Skype if you may see the **Create a new Skype account** screen.

If you do not have a free Skype user account already, enter your details as requested then click **Next** to continue.

If you already have a Skype user account click the tab **Existing Users – Log into Skype** at the top of the screen.

Enter your Skype username and password then click **Next** to log in.

## Another Program wants to use Skype

The first time you sign into Skype with the VoIPVoice application running, you must authorise the connection access.

To do this select **Allow this program to use Skype** then click **OK** to continue.

## 4 Running the Software

This section describes how to start and close the VoIPVoice Integration with Skype.

### Starting Up

Do not start Skype in the normal way i.e. by clicking the Skype Icon or having the Skype option to **Launch Skype when Windows Starts** selected.

Instead start the VoIPVoice Integration application first before starting Skype.

You can configure the VoIPVoice Integration application to automatically start Skype too by ensuring the option **Start Skype when I start VoIPVoice** is set in the general options, see Configuration elsewhere in this User Guide.

NOTE: if this option is not set you must start Skype manually only after VoIPVoice integration application is running.

There are two ways in which the VoIPVoice Integration application can be started, either automatically as windows starts or manually.

To start the application manually click the **VoIPVoice Integration** short cut icon on your desktop or click VoIPVoice Integration from the program option under **Program Files** in the **Windows Start-up Menu**.

To have the application start automatically when Windows is started, ensure the **Start VoIPVoice when I Start Windows** is checked in the general options, see Configuration elsewhere in this User Guide.

When the VoIPVoice integration is running, you will see a small icon on the computers SysTray along with the Skype icon.



The colour of this icon indicates the current status of VoIPVoice Integration application.



No connection with a VoIPVoice Phone, check the phone is connected to your USB port and the LED's are illuminated on the phone.



A VoIPVoice phone is connected, but Skype could not be connected, this could be because Skype is not running.



The VoIPVoice phone is off hook and Skype is connected, this will show if you are in a call.



A VoIPVoice phone is connected and Skype is connected, this will show if you are not in a call

### Closing Down

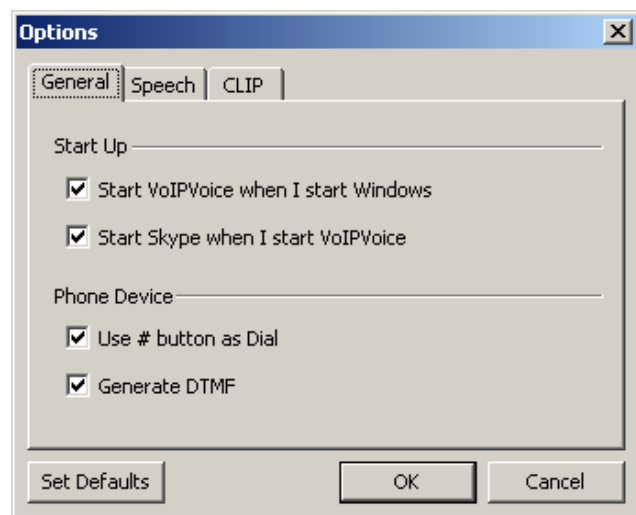
To exit the VoIPVoice Integration application, right click on the VoIPVoice Integration icon on the computers SysTray then click Exit. The application will now close.

## 5 Configuration

To access the configuration settings, right click on the VoIPVoice Integration icon on the computers SysTray then click **Options**.

### General Options

Click the **General** tab on the top of the options screen.



After the required options have been set, click **OK** to make the changes and continue or **Cancel** to continue without making any changes.

### Start VoIPVoice when I start Windows

If this option is checked the VoIPVoice integration will automatically start up when Windows is started, it is recommended to check this box.

### Start Skype when I start VoIPVoice

If checked, this option will automatically start Skype when the VoIPVoice integration starts, if this is not checked you must load Skype manually after VoIPVoice integration is loaded. It is recommended to check this box.

### Use # button to Dial

If this option is checked, the # button can be used to initiate dialling. This option is required when using the uConnect.

### Generate DTMF

If this option is checked DTMF digits will be dialled out using the VoIPVoice Integration application, if this option is off DTMF digits will be sent from the telephone.

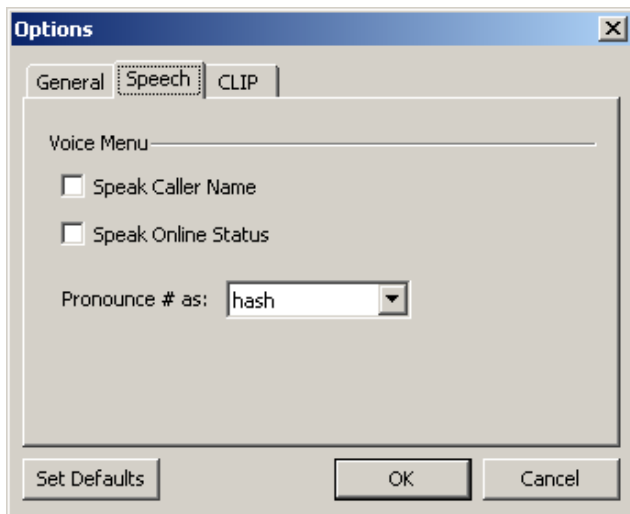
This option should be enabled when using the Cyberphone-K and should be disabled when using the uConnect for services such as telephone banking where you have to enter PIN numbers etc. using your telephone.

### Default Settings

Click Set Defaults to restore the VoIPVoice Integration Software default settings.

## Speech Options

Click the **SPEECH** tab on the top of the options screen.



### Speak Caller Name

If this option is set, the callers name will be announced when an incoming call is received. You then have the option of answering the call by pressing # or rejecting the call by replacing the handset.

### Speak Online Status

If this option is set, the online, offline status will be announced when dialling a number using voice prompted dialling.

### Pronounce # As

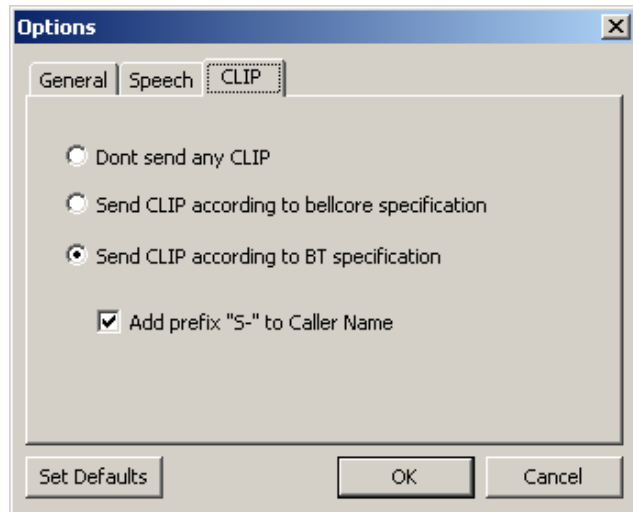
This option is the way that # will be pronounced when making or receiving calls. The options are "Hash" or "Pound".

After the required options have been set, click **OK** to make the changes and continue or **Cancel** to continue without making any changes.

## Caller ID Options

NOTE: The CLIP tab is only available when using the uConnect. It will not show if using the VoIPVoice Skype Cyberphone-K model.

Click the **CLIP** tab on the top of the options screen.



After the required options have been set, click **OK** to make the changes and continue or **Cancel** to continue without making any changes.

### Don't send any CLIP

If selected, no Caller ID will be sent for incoming Skype calls.

### Send CLIP according to bellcore spec.

If this option is selected, the uConnect will send a ring before the Caller ID is sent, this is designed for telephones that conform to the Bellcore specification, such as telephones from the USA.

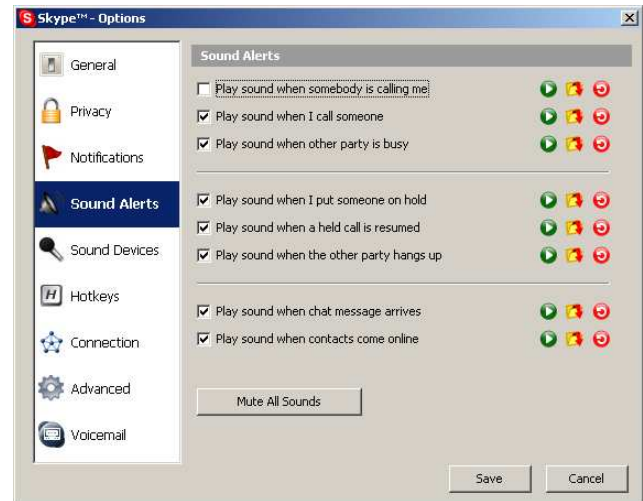
### Send CLIP according to BT specification

If this option is selected, the uConnect will send a momentary line reversal pulse before the Caller ID is sent, this is designed for telephones that confirm to the BT specification, such as telephones from the UK.

### Add Prefix "S-" to Caller Name

If this option is selected, the callers name will be sent with a leading "S-" before the name.

NOTE: If using the caller ID option with the uConnect you must uncheck **Play sound when someone is calling me** within Skype.



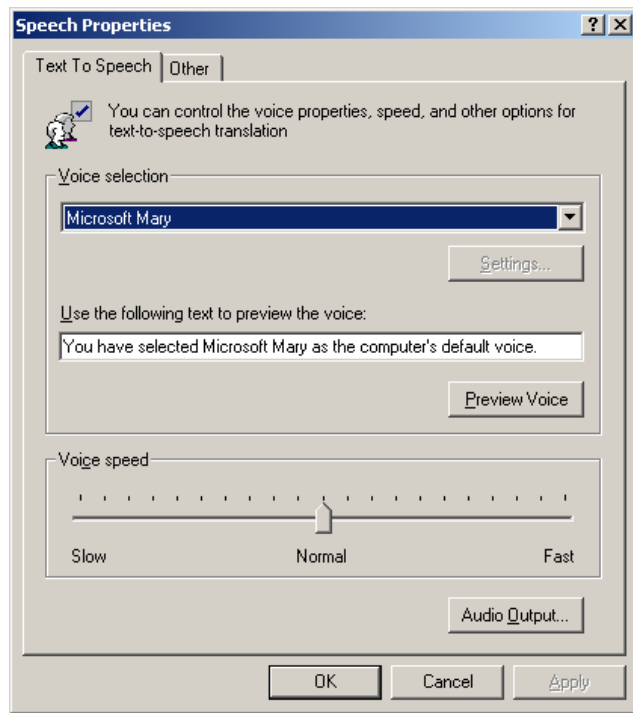
Open Skype then click on **Tools** then click Options choose Sound Alerts from the left side options and uncheck **Play sound when someone is calling me** once this is done click **Save** to save your settings.



## Speech Properties

The speech properties window allows you to configure Microsoft's TTS Engine (Text To Speech). You can access the Speech options by, right click on the VoIPVoice Integration icon on the computers SysTray then click **Speech Options** or through the Windows Control Panel under **Speech**.

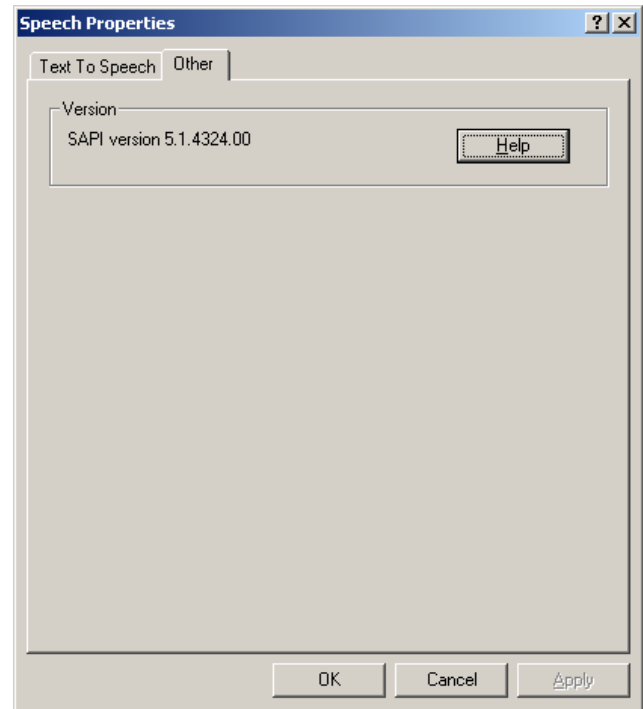
Select the required TTS Voice selection, Microsoft Mary, Microsoft Mike or Microsoft Sam



Set the audio output to your *USB Audio Device* or *VoIPVoice USB Phone* on Windows XP.



The Other tab shows the SAPI (Speech API) version number.



Click **OK** when finished or click **Cancel** to exit without making any changes.

## 6 Making a Call

### Dialling using the uConnect

To dial ordinary phone numbers using the uConnect using a POTS, lift the handset and dial the number in the usual way.

If the USB – USB/PSTN switch is set to USB /PSTN then to dial any Skype number lift the handset, dial \* \* then follow the instructions below otherwise do not dial the \* \* first.

### Dialling from the Skype Contacts List

NOTE: This option is only available when using the Cyberphone-K

Lift the handset, use the + and - keys to scroll through the list, once the desired contact is highlighted simply press the dial key

### Skype to Skype using Speed Dial

Ensure that you have associated speed dial numbers with your contacts. Simply enter the speed dial number followed by the dial key or # when using the uConnect.

### Dialling Skype Out Calls

Dial 00 followed by the country code, followed by the area code (excluding the first zero), followed by the phone number, then press dial or # when using the uConnect.

### Using VoIPVoice Dialling

Press the \* key, type the first few letters of the contacts name using the letters on your phone keypad (e.g. for David you would dial 32843) You can make the software read a list of matching contacts by dialling just 1 or 2 letters followed by the # key. Let the voice guide you the rest of the way.

### The Skype Button

Pressing the Skype button toggles between Start, Contacts, Dial and Calls List in Skype.

### Hook switch Button

Pressing the hook switch button on the handset is the same as replacing the handset and picking back up again. It is useful if you

are making a follow on calls so you don't have to keep replacing the handset.

## 7 Receiving Calls

When a Skype incoming call is received, the telephone will ring with a different cadence (ring pattern) from ordinary telephone calls.

### Answering calls

When your phone rings, lift the handset and answer the call.

### Rejecting calls

For incoming Skype calls, if **Speak Caller Name** is enabled in the general options a voice prompt will announce for example *"Press hash to accept the call from David"*. Press the # button to accept the call or simply hang up to reject the call.

### Caller ID

NOTE: The caller ID option is only available if you are using the uConnect.

If you are using a telephone that supports text or name Caller ID the Skype username will be shown on your telephone if enabled in the **CLIP Options**, see Configuration elsewhere in this user guide.

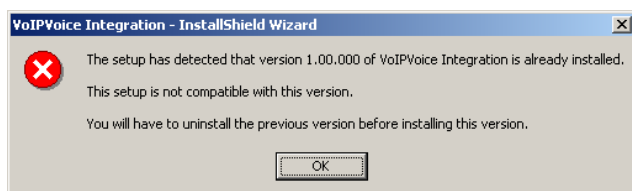
NOTE: for Caller ID to function for ordinary phone calls, you may have to subscribe to the Caller ID service available from your own telephone service provider.

## 8 Troubleshooting

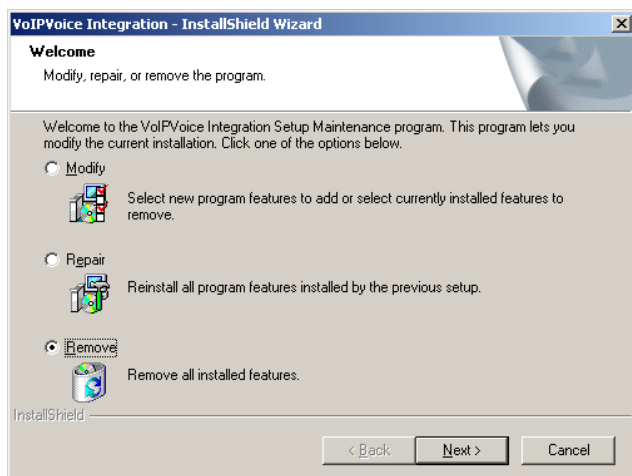
This section covers uninstalling the software as well as a general troubleshooting guide.

### Uninstalling VoIPVoice Software

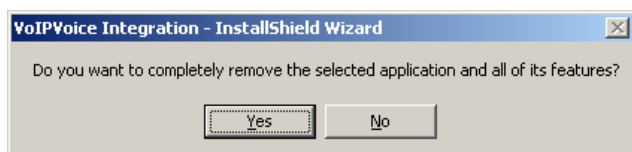
To uninstall the VoIPVoice Integration Software go to **Add/Remove** programs in the Windows Control Panel, select *VoIPVoice Integration* then click **Remove**, then simply follow the on screen instructions.



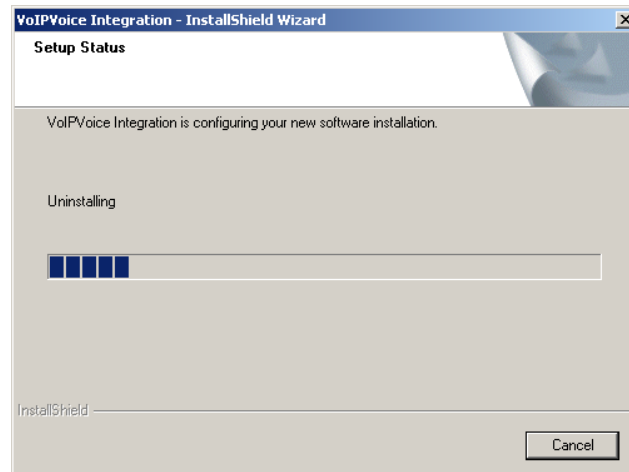
If you try to install a newer version of the software with an older version already installed you will see the above dialogue. With an up to date version installed, you can just run *setup.exe* again from the CD ROM and follow the instructions below to remove the software.



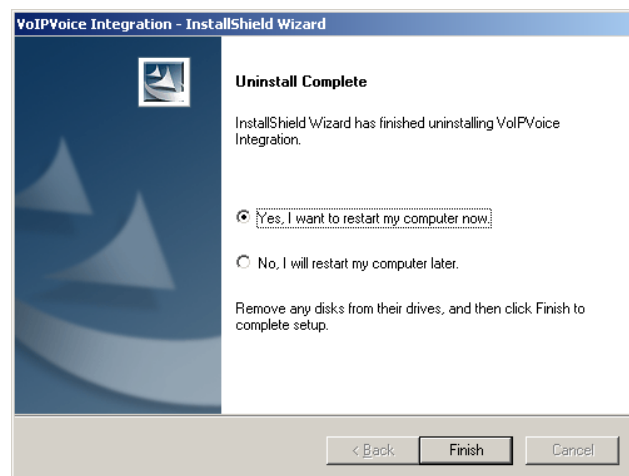
Select the **Remove** option then click **Next** to continue.



Click **Yes** to remove the software or click **No** to abort the removal.



This screen shows the uninstall progress, please be patient this may take several minutes to uninstall.



Once the uninstall has completed, you may be required to restart your computer. Select **Yes I want to restart my computer now** then click **Finish** to restart.

### Uninstalling Skype Software

To uninstall the Skype Software, you should go to **Add/Remove** programs in the Windows Control Panel and select Skype then click **Remove** and follow the on screen instructions.

NOTE: you do not need to remove Skype before installing any Skype software updates.

## Frequently Asked Questions

### Why does my VoIPVoice USB phone not ring for incoming calls?

See below (*I can't dial any numbers what could be wrong?*)

### I can't dial any numbers what could be wrong?

*There could be several reasons for this:*

*If you have just installed the VoIPVoice USB Phone driver or integration try restarting your computer with the VoIPVoice USB phone attached to your computers USB port.*

*Make sure there are no device conflicts in your computers Device Manager.*

*Both the VoIPVoice Integration and Skype icons should be green on the SysTray.*

### How do I dial a '+' sign when making International calls?

*Pressing two zeros "00" is equivalent to entering + when dialling international numbers, or if you prefer press and hold the "0" button until the + appears.*

### How do I rename a Skype contact?

Right click on the username you want to rename then click **Rename** enter a new name then click **OK**.

### Caller ID is not working with my uConnect

Check that Play sound when someone is calling me is unchecked in the Skype options (see page 16). Also check your phone supports caller ID and that the batteries in your phone are working.

### How do I use Skype?

Full details on how to use Skype are available from their website at [www.skype.com](http://www.skype.com)

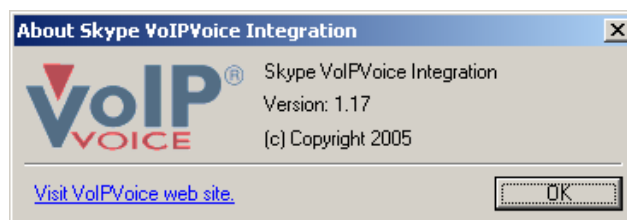
### I have read the FAQ and my VoIPVoice phone still does not work, what next?

*If you have a Skype specific issue please visit [www.skype.com](http://www.skype.com) and check out the Skype Forum.*

For other issues not covered here, please visit [www.voipvoice.com](http://www.voipvoice.com) and read the FAQ section or you can visit the VoIPVoice forums at <http://forums.voipvoice.com> also you can contact support if required.

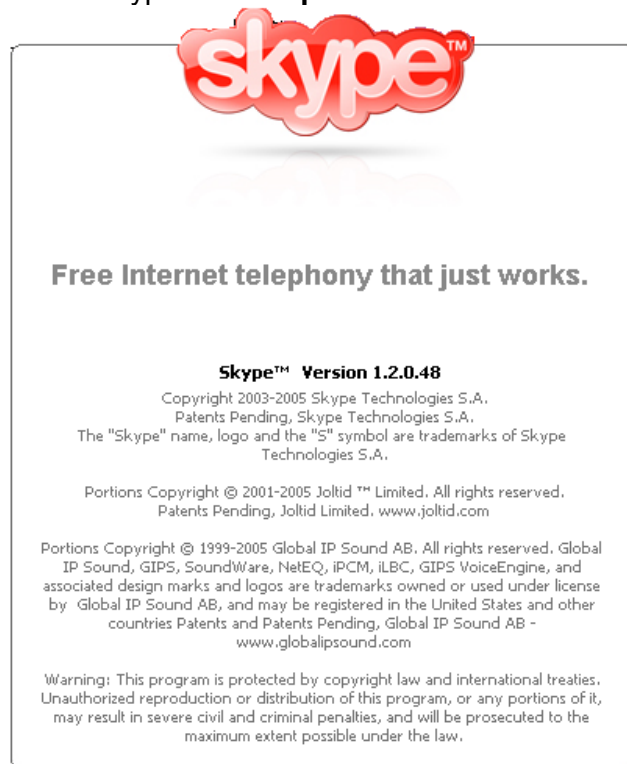
## Identifying Software Versions

To identify the version of the VoIPVoice Integration software, right click on the VoIPVoice Integration icon on the SysTray and click **About**



The software version will be shown, click **OK** to hide the window.

To identify the version of Skype software, within Skype click **Help** then click **About**



Click on the Skype version screen to close it.

## Software Updates

From time to time software updates may become available.

### VoIPVoice Integration Updates

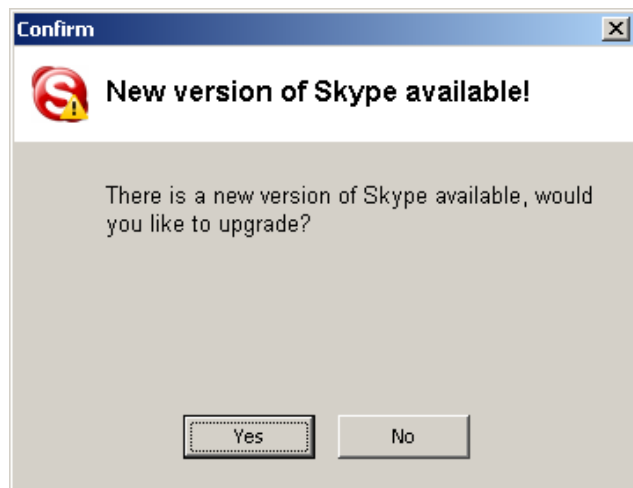
You will be notified automatically if new versions of VoIPVoice Integration become available by a pop up message.



Right click on the VoIPVoice Integration icon on the computers SysTray then click **Update** to begin downloading and installing the update. If no updates are available the Update option will be disabled.

### Skype Updates

If new versions of Skype are available you will be notified automatically by default, unless you have switched off Automatic updates within Skype.



Click **Yes** to go and get the latest Skype update. When updating Skype your Skype login, contacts and call logs will not be deleted.

If automatic updates are disabled in Skype you should visit the Skype website for Skype software updates at [www.skype.com](http://www.skype.com)

## Contacting Support

We can only deal with VoIPVoice USB phone hardware and VoIPVoice Integration software issues. Please visit the VoIPVoice forums at <http://forums.voipvoice.com> or contact support directly, email [support@voipvoice.com](mailto:support@voipvoice.com) giving as much detail as possible.

NOTE: We cannot help with Skype software queries.