SkyATA-102 User Manual
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1. Introduction

Thank you for choosing SkyATA-102 VoIP USB Adapter. SkyATA-102 allows you to make a traditional PSTN call or Skype™ call, the internet software telephony, using a regular analog wired/cordless phone or DECT (Digital Enhanced Cordless Telecommunications) phone. Even SkyATA-102 is not plugged into PC USB port, PSTN line is still available for emergency call. It supports both Multi-Call (call switch among multiple Skype contacts) and Conference call (talking to several Skype contacts simultaneously) either through PSTN line or Skype line. With these functions through SkyATA-102's user friendly interface, it is simple and convenient for you to chat with some Skype contacts during the same period of time. SkyATA-102 also supports landline and phone RJ11 ports Auto-detection and Auto-swapping function to prevent user's neglect to have wrong connection for both RJ11 ports. Through Cheese Button function, user can quickly switch to SkypeOut™ or PSTN call to your contact by pressing two keys through phone keypad whenever PC to PC Skype communication quality is not good. User doesn't need to look for phone book and then make the call.

SkyATA-102 offers simple and convenient user interface for operation. You can easily operate it on a regular analog telephone. By connecting SkyATA-102 with a cordless or DECT phone, you can make/ receive a Skype call through the handset keypad without having to stay close to your computer. With PSTN and Skype through one cordless or DECT phone, you can carry the handset away from computer and won't worry about missing any PSTN or Skype call.

Now SkyATA-102 also supports other IM/Softphone as an audio device. User can make/receive an IM call from PC, then pick up phone for conversation.

The document of SkyATA-102 comprises of several parts as follows: A quick installation guide to help install and use SkyATA-102 quickly. For any questions about this product, please refer to the SkyATA-102 user manual or SkyATA-102 on-line help. On-line help can be read from the SkyATA-102 system tray icon at the right-bottom corner of Windows desktop once the SkyATA-102 AP program is installed. Also, FAQs (Frequently Asked Questions) can be found from on-line help and user manual. For further questions, please feel free to contact us directly. The contact information for customer service is provided in on-line help and our company website. Thank you again.

1.1 Package Contents

- SkyATA-102 VoIP USB Adapter

- Type B USB cable(Male A to male B)

- Installation CD including SkyATA-102 AP setup program, quick installation guide and user manual

1.2 Product Specification

Model Number   SkyATA-102
Dimensions   L x W X H: 95 X 66 X 22 mm
Operating System Support   Microsoft Windows 7, Vista, Windows XP
                        or Windows 2000(SP4 or later)
Skype Version Support   2.5 or above
Interface Ports
        One USB port for computer
        One Phone port for an analog phone
        One Line port for PSTN line
LED Indicator: Blue(Skype), Green(PSTN)
        Stand by (Slow on/off)
        Ringing (Fast on/off)
        Call Active (Always on)
        Error (Always off)
Audio   16 bit PCM
Power   USB power and no external power needed
Operation Temperature   0 to 55 degrees Celsius
Regulatory Compliance   FCC Class B, CE
Warranty   1 year

Note: Specifications are subject to change without notice.

1.3 Main Features

Flexibility

- Make both Skype and PSTN calls with an existing regular or cordless phone

- Support 20, 25, 30 and 50Hz ring frequency

- Support 2 REN standard loads

- Support standard windows USB audio device with unique device ID

- Support international busy tone generation to connect with PBX feasibly

- SkyATA-102 is at PSTN mode by default (even without PC) for emergency call

Mobility

- Connect Skype through your phone, no need of microphone and speaker
- Support various cordless phones including DECT, 2.4GHz, 900 MHz or others

Simplicity

- Support Skype/ SkypeOut speed dial and SkypeOut direct number dial through the phone keypad
- Auto-configure Skype audio device after SkyATA-102 is connected to PC USB port and initialized completely
- When PSTN line is not connected, auto-switch to Skype line
- Receive a Skype call in the way as you do with your existing phone line
- Similar dialing behavior as a traditional PSTN call
- Support FSK caller ID for Skype calls with speed dial number for easy call back
- Easy of use and user friendly interface
- SkyATA-102 AP program automatically live updates from internet
- Cheese Button: If Skype audio quality is not good or Skype contact doesn't answer the call.… Just press two keys through phone keypad to switch to a presetting SkypeOut/PSTN call
- Phone and Line RJ11 ports Auto-Detection and Auto-Swap:

Normal Wiring   Wrong Wiring but Functional

Functionality

- USB internal power
- Switch between Skype and PSTN mode by pressing phone key "＃"
- Create a Multi-Call and switch between held calls circularly by phone key "＊1"

- Create a conference call and join new calls (Skype or PSTN call) into the conference sequentially by phone key "＊2"
- Support call waiting (Skype ⟷ PSTN)

1.4 Minimum System Requirements

To keep normal functions of SkyATA-102, user needs to make sure his/her system to meet the following minimum requirements:

- One Computer running at 800 MHz or better, 128 MB RAM with a USB port, and a CD-ROM drive
- Microsoft Windows 7, Vista, Windows XP or 2000(SP4 or later)
- 50MB free hard disk space
- Skype version 2.5 or above(free download from http://www.skype.com/)
- Internet connection(WiFi, ADSL, 56kbps Modem, ..., etc

1.5 SkyATA-102 LED

Skype LED

LED Indicator:
•Standby (Slow on/off)
•Ringing (Fast on/off)
•Call active (Always on)
•Error (Always off)

PSTN LED

2. Install Skype Software

The first step of setting up SkyATA-102 is to install Skype on the computer. This chapter describes Skype version 2.5 installation procedures in two sections: Install Skype and Quick Start and Set a Speed-Dial Number.

2.1 Install Skype and Quick Start

If Skype has been installed, check if it is the version which SkyATA-102 claims to support as this user manual section 1.4 Minimum System Requirements. If the answer is yes, user can skip this section and go to the next section. If not, download the most updated Skype version. Since Skype might change API for the new release, we can't guarantee our current SkyATA-102 AP can work with the new update seamlessly. You should be able to adopt it for basic Skype talk, but you always can download the latest SkyATA-102 AP program from our web site or get help from our supporting people.

1. Open an Internet browser, and, in the address bar, enter:
   http://www.skype.com/

2. When the Skype web page appears, click Download Skype. The download is free.

3. After downloading, double-click on the SkypeSetup.exe icon.

4. The Skype welcome window as below will appear. Follow blue circles 1~3 to select a language by scrolling the bar, accept Skype End User License Agreement and click Install.
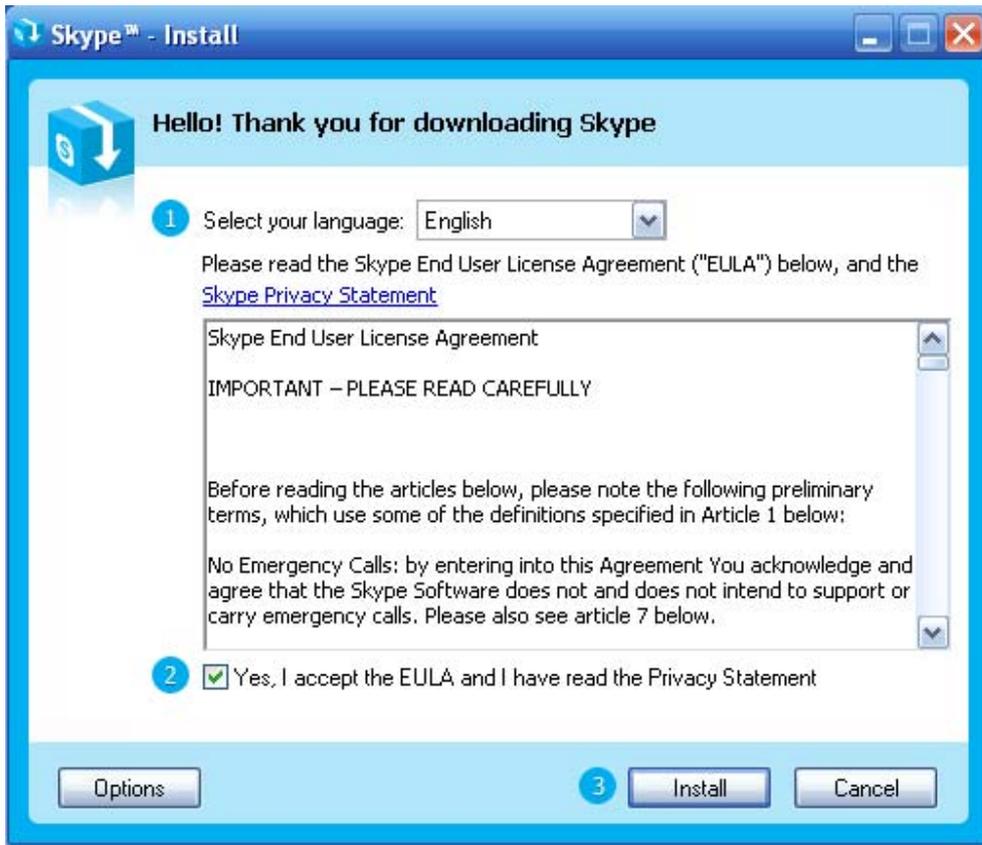
5. If user choose Options button in the previous step. An Options window will pop up and user can choose preferred installation folder by Browse. User can choose to check boxes for Create a desktop icon, Launch Skype after installation, or Start Skype when the computer starts. Then click Install.
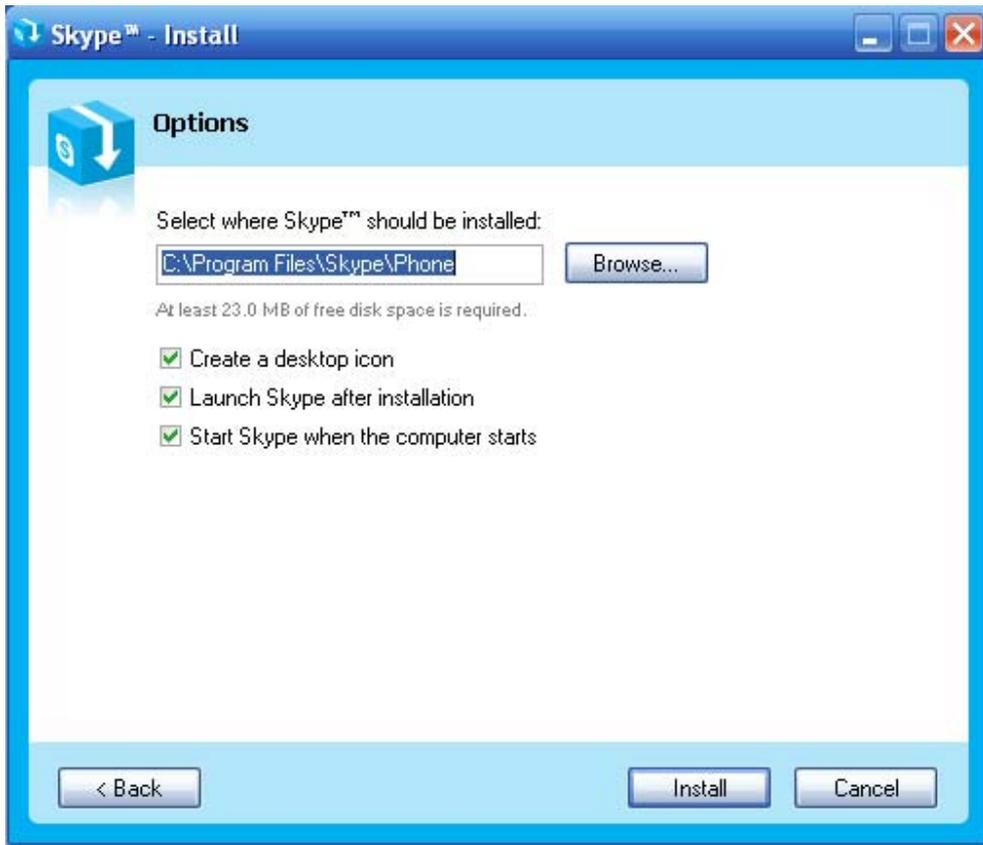
Note: user can always click Back to go back to the previous step.

6. After installation, Skype will ask for Create Account. Then click Next.

7. User can provide e–mail address and country information and then click Sign
In.

8. A Getting Started window comes up. Press Start button to get a simple guide for setting up Skype.
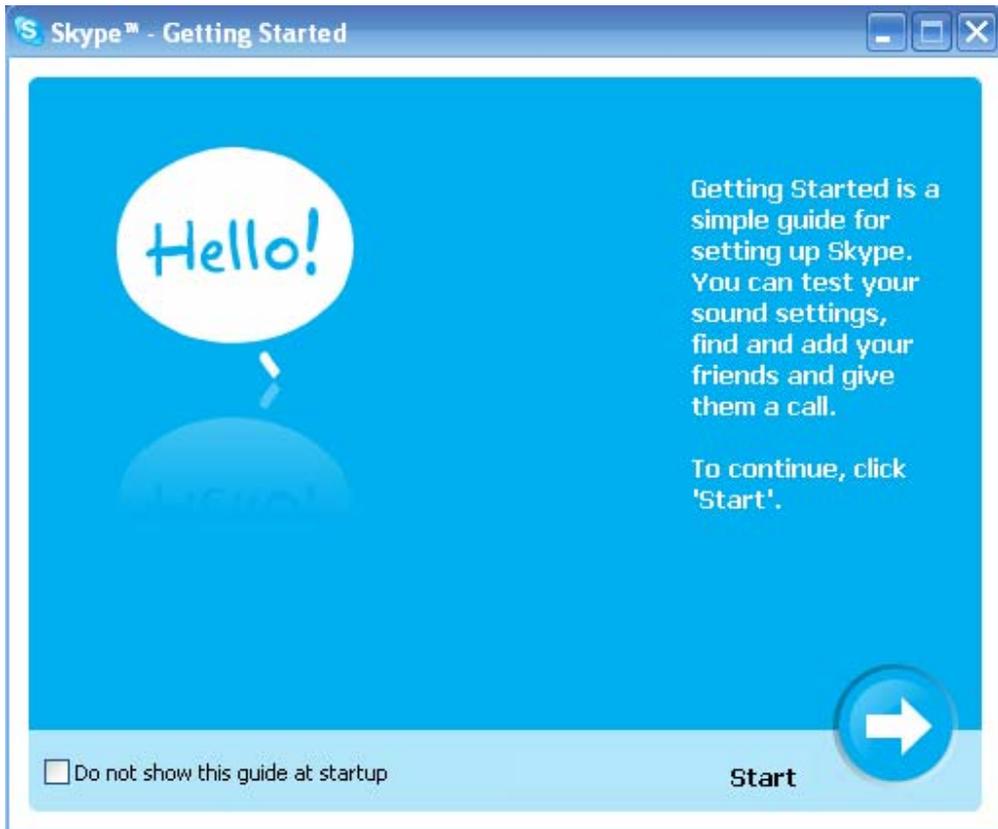
9. The next window will help user to check your sound settings by making a Skype test call. Click Next.

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

11. Then user can try to call friends. Click Next.

12. Next window will guide user to call ordinary phones with Skype(SkypeOut) and click Finish.

13. Next, Skype main window will pop up and user can start to enjoy Skype.
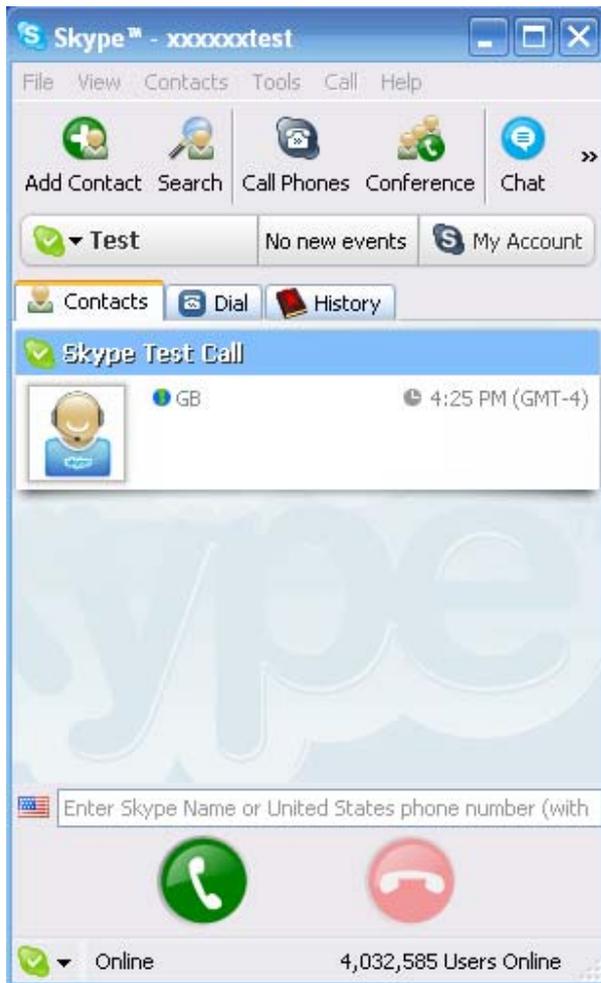
14. When a new Skype contact calls you, Skype will ask for your authorization.
    User can make own decisions and click OK.
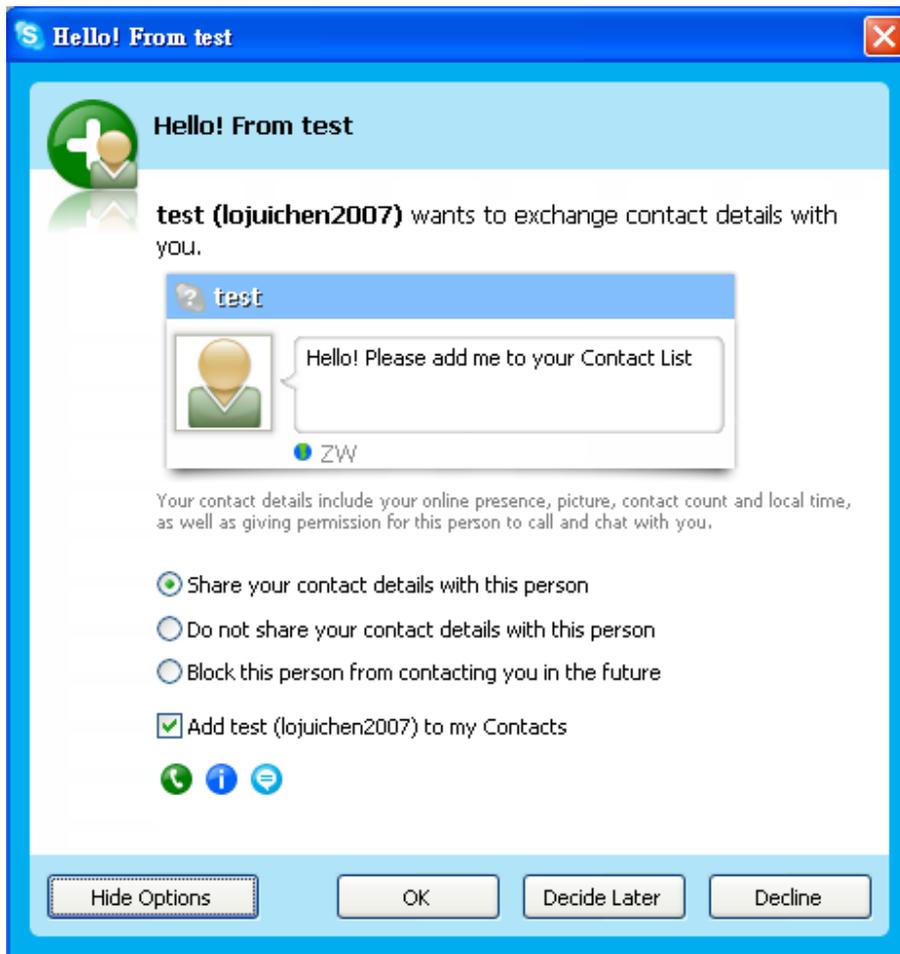
2.2 Set a Speed-Dial Number

1. From the main Skype window, select the "Contacts" tab, choose a contact name and right-click on the contact name and select "Set Speed-Dial" in the appearing menu.
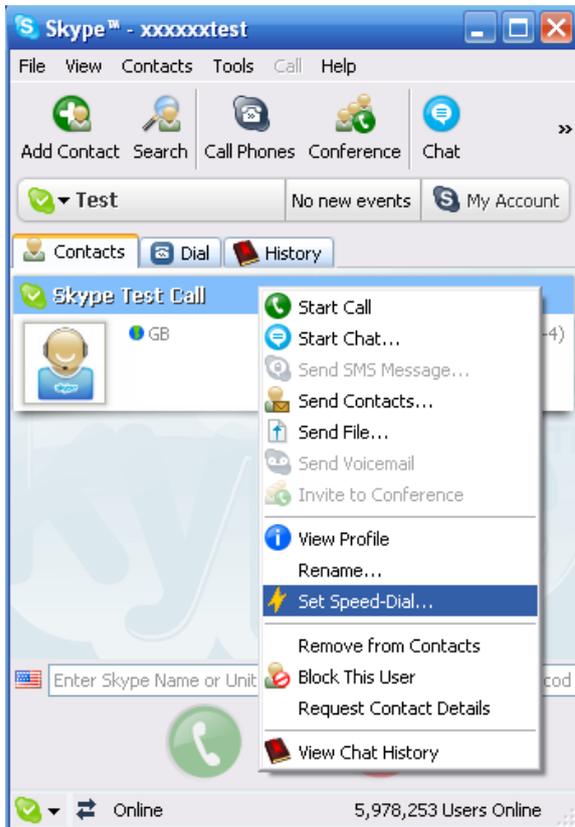
2. In the next window, enter a one or two digits speed-dial number. Then click OK
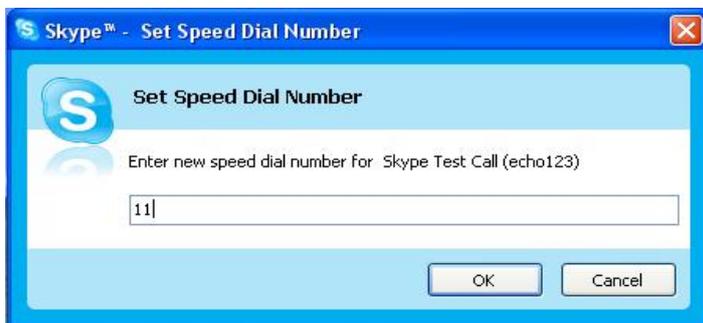
3. The speed-dial number is set to the contact. Follow the same procedure to set a Speed-Dial Number to the other contacts.

3. Setup SkyATA-102

3.1 SkyATA-102 Hardware Setup

1. Get the SkyATA-102 from SkyATA-102 package.

Skype LED

PSTN LED

LED Indicator:
• Standby (Slow on/off)
• Ringing (Fast on/off)
• Call active (Always on)
• Error (Always off)

2. Connect SkyATA-102 USB port with user computer USB port through the USB cable.

3. Connect one telephone cable between the Phone port of SkyATA-102 and the telephone RJ11 port.

4. Connect one telephone cable between the Line port of SkyATA-102 and PSTN line.
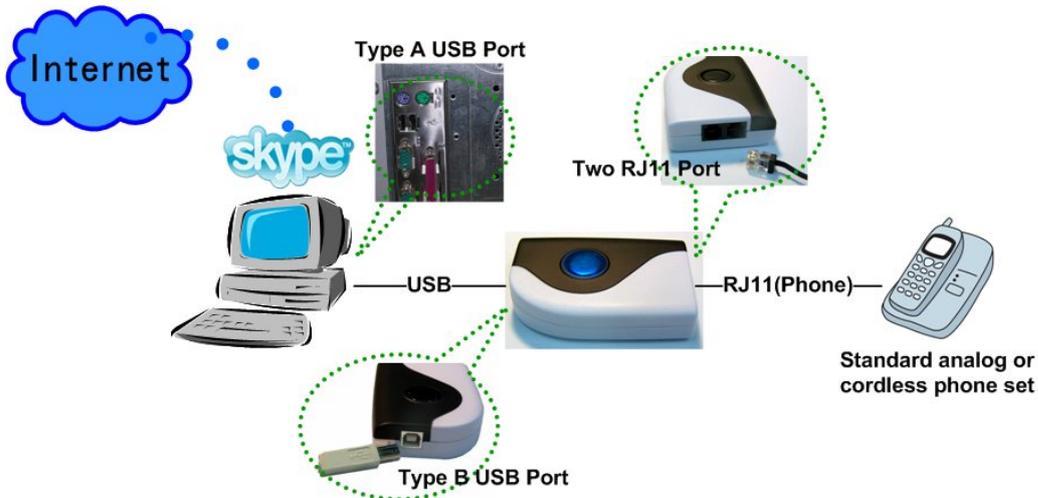
Connect SkyATA-102 to a standard analog or cordless phone set only
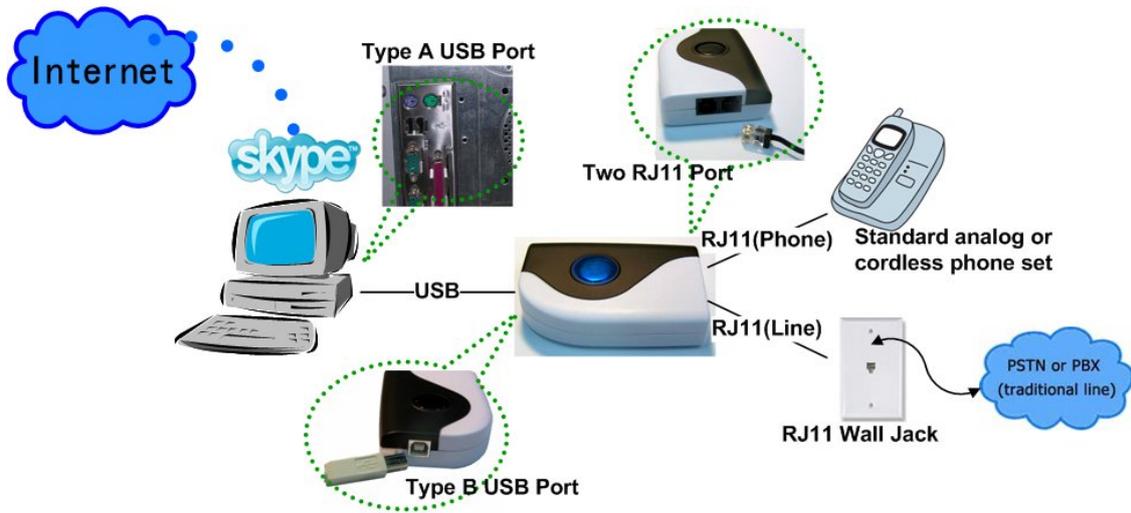
Connect SkyATA-102 to a phone set and PSTN line
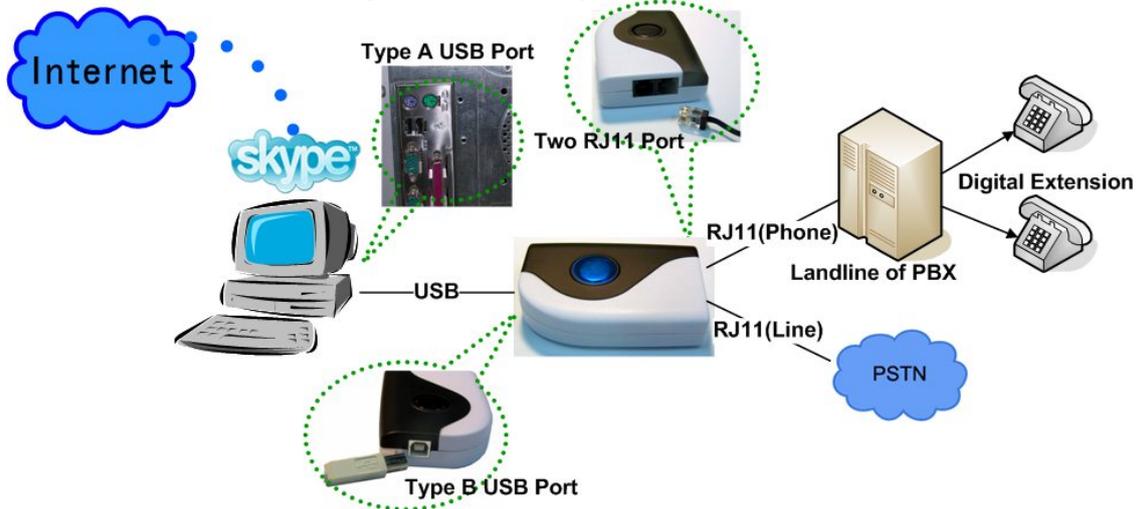
Connect SkyATA-102 to PBX and PSTN line

Important note: Don't connect SkyATA-102 Phone and Line ports to both PSTN lines, otherwise SkyATA-102 might be damaged.

3.2 SkyATA-102 Software Setup

After the installation of the Skype software and the SkyATA-102 hardware setup, the next step is to install the SkyATA-102 AP (Application Program) software into the computer.

To install the SkyATA-102 AP software:

1.   After the SkyATA-102 is connected to the computer, it will take up to 15

seconds for the "**Found New Hardware"** window to appear.

2.   Insert the Installation CD into the CD-ROM drive of the computer. Double
      click the setup.exe file. Then follow the instructions to install the SkyATA-102
      AP program.
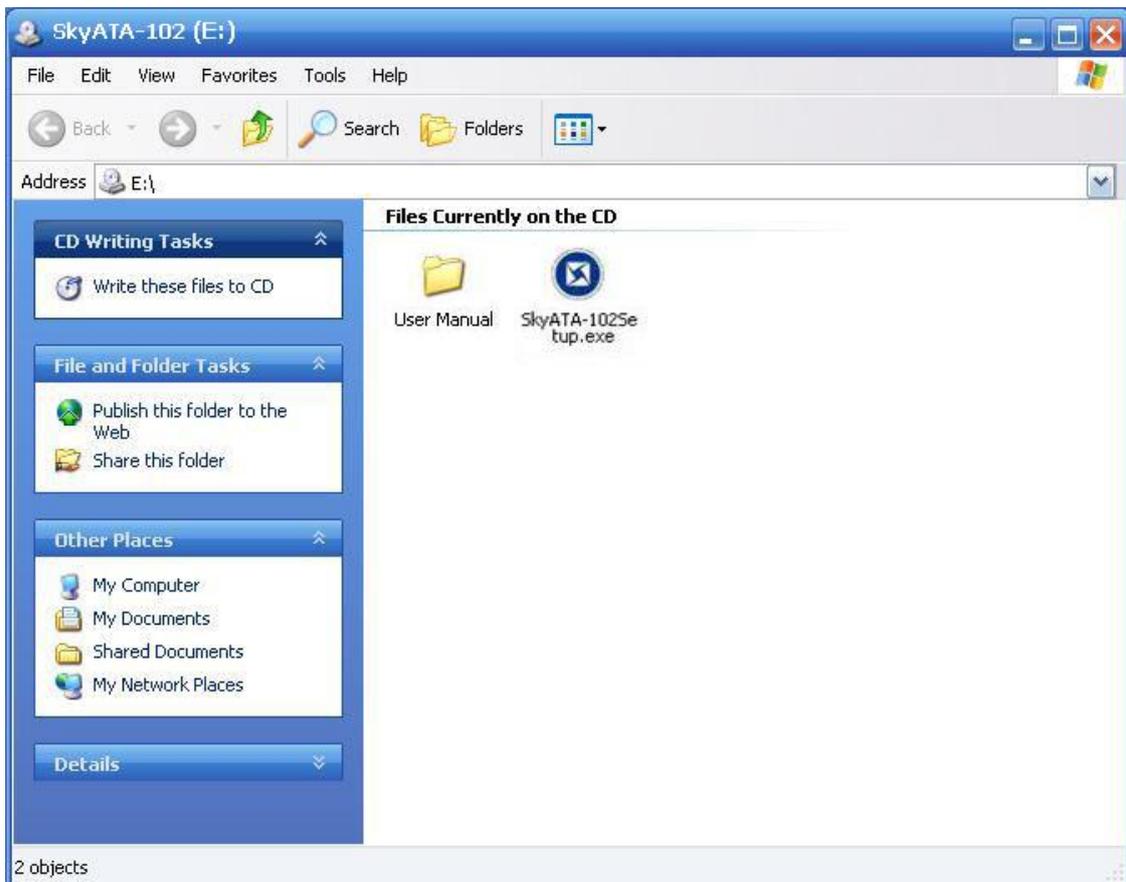
3.   In Windows 2000, user might get below "Digital Signature Not Found" window.
      Click Yes to continue installation.

4. Then next window will recommend user to close other application programs before continuing to install. After other applications are closed, click Next.
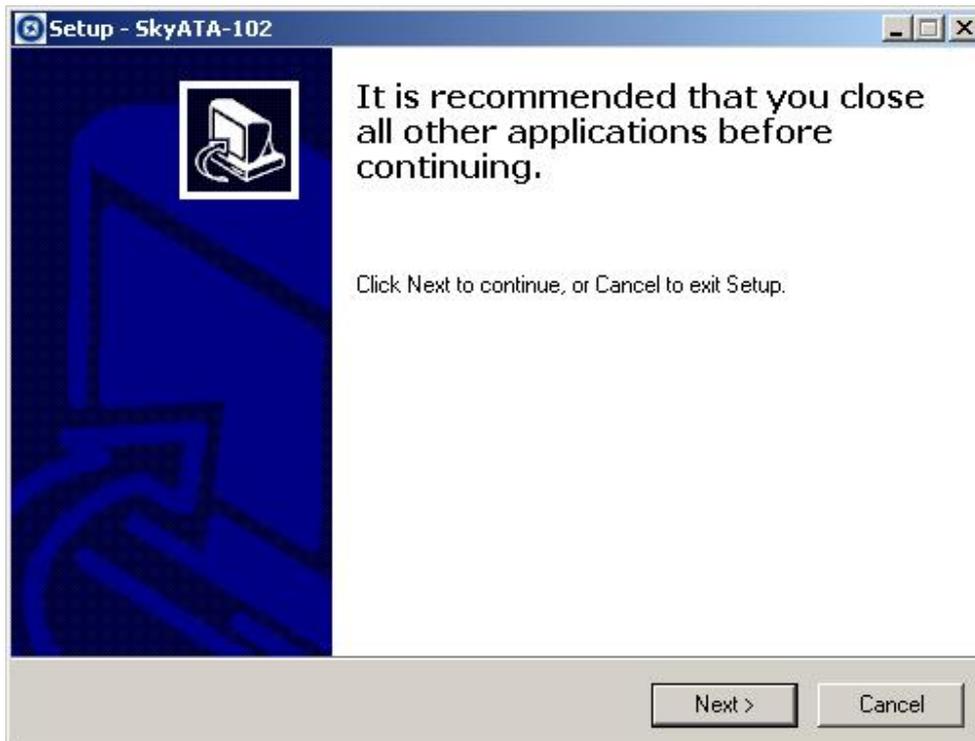
5. The "**Select Setup Language**" window pops up. Choose a preferred language by scrolling down the selection bar. After choosing the language, click OK.

6. The "**Welcome to the SkyATA-102 Setup Wizard"** appears. Read the on-screen instructions and click Next.

7. In the next window, check the box of "I accept the agreement" after reading the agreement carefully. Then Click Next.

Note: User can click Back to go back to the previous step anytime during installation.
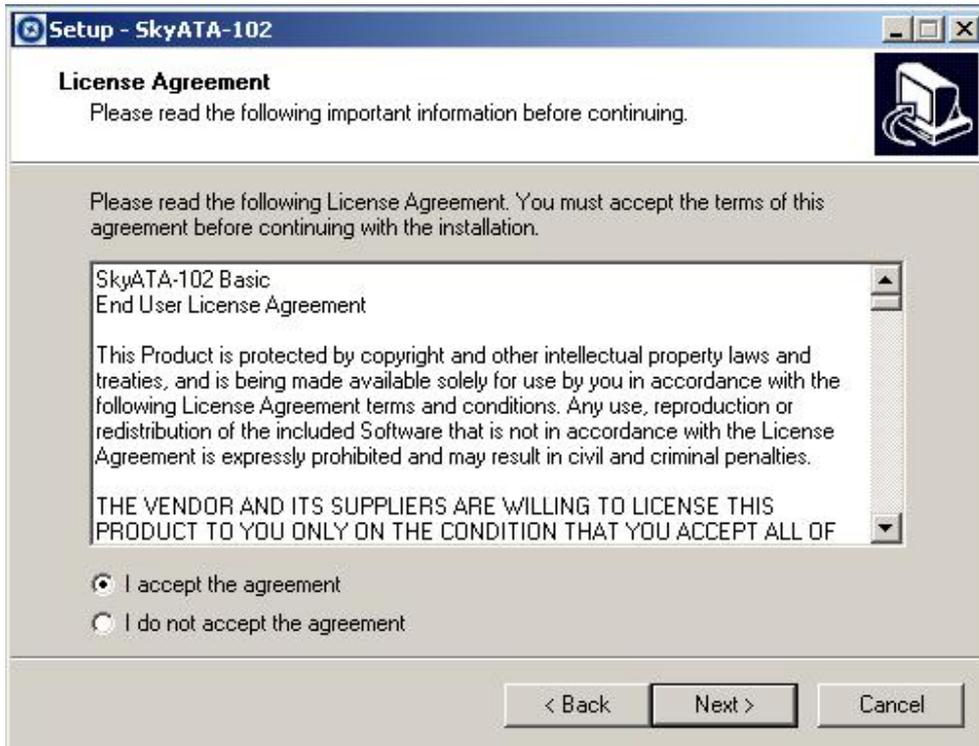
8. In the next window, designate a folder for the installation. A default folder will appear. If this is not a preferred folder for user, click Browse and choose a folder from the list. After deciding folder for the installation, click Next.

9. In the next window, choose a preferred folder for SkyATA-102 program's shortcuts in Start Menu folder. A default folder will appear. 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. If this is the case, check the box of "Don't create a Start Menu folder". Click Next when the setting is done.
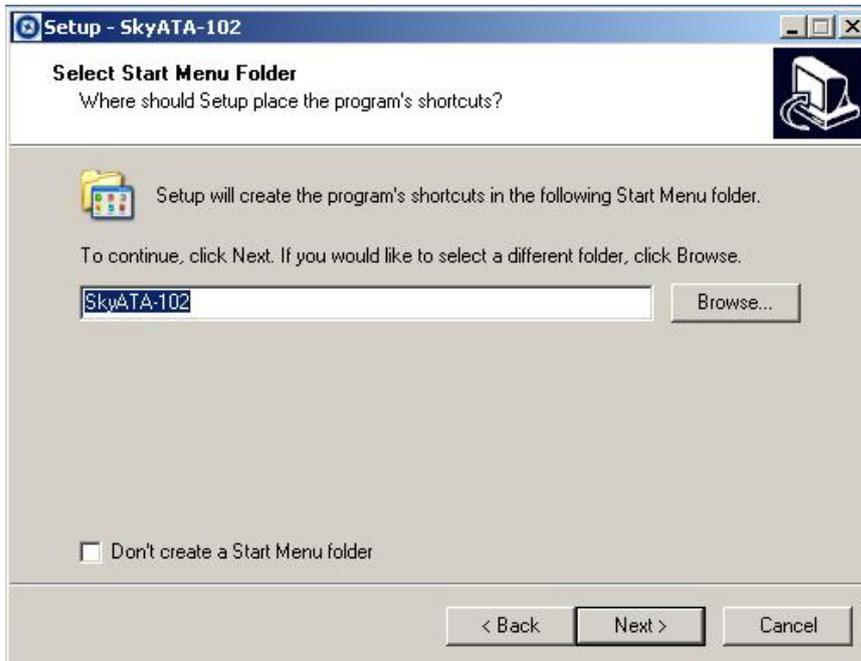
10. The next window is to create the Desktop icon or the Quick Launch icon. Check the appropriate box as desired. After SkyATA-102 AP is launched, the Desktop icon will appear on the computer desktop and the Quick Launch icon will appear in the left bottom corner of the Windows screen. Click Next.
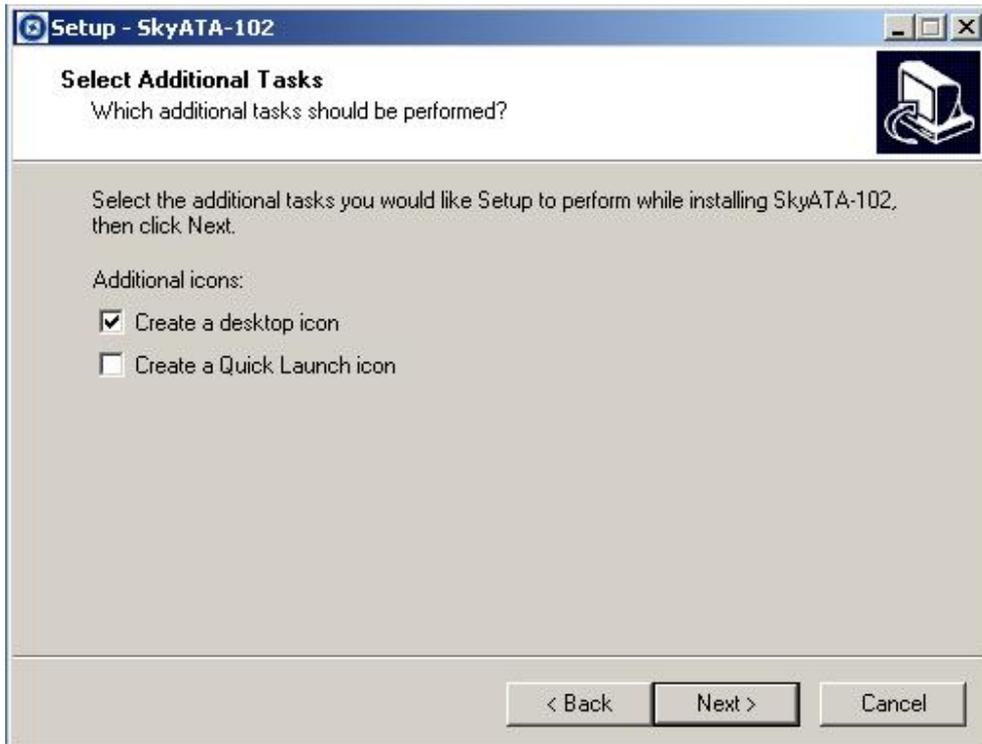
11. The next window contains the related installation information and allows the user to select to start the installation. Carefully examine the configurations. If configurations need to be changed, click Back to make necessary modifications. If not, click Install to start the installation.
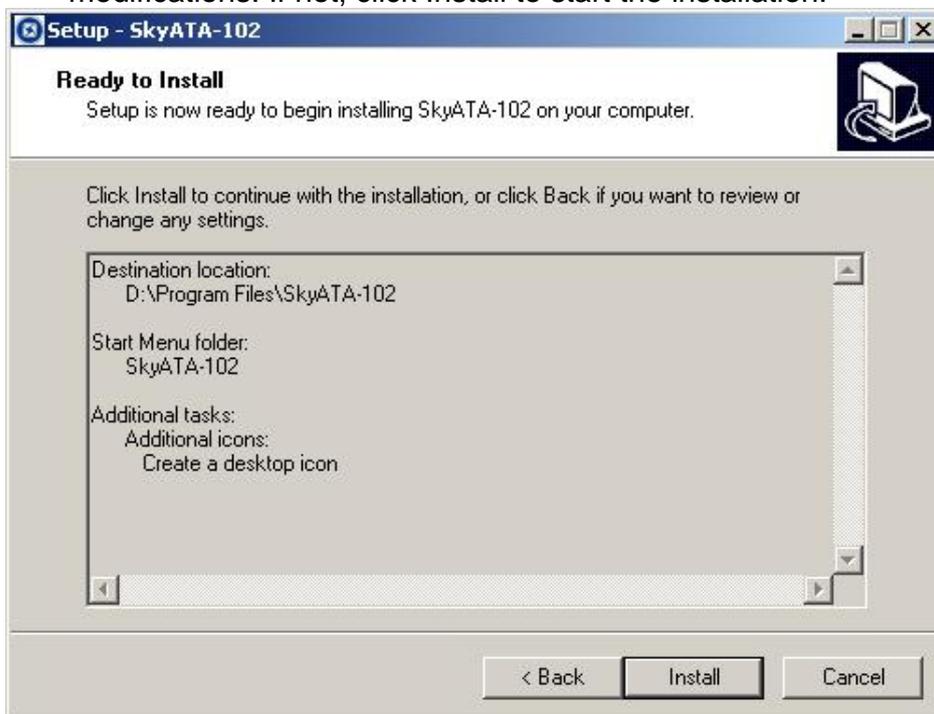
12. In the next window, user can choose to launch SkyATA-102. Check the "Launch

SkyATA-102" box (default is enable). Click Finish to finish the setup.

13. If user chooses to launch SkyATA-102 in previous step, Skype will invoke one
    warning window "Another program wants to use Skype". Choose "Allow this
    program to use Skype" or "Allow this program to use Skype, but ask again in the
    future". Check the appropriate box. Then click OK.

**Note: Please do not choose the option of "Do not allow this program to use
Skype". If this option has been chosen, and user still wants to use
SkyATA-102, please refer to Q7 of Chapter 5 FAQs for solution.**

4. Use SkyATA-102

4.1 Before Making a Call

Before making a call using SkyATA-102, please make sure the following requirements have been met:

- The whole computer system and internet connection meet or exceed the minimum system requirements in this user manual Sec. 1.4 [Minimum System Requirements]

- The computer is connected to the Internet

- SkyATA-102 is connected to one computer USB port

- A telephone is connected to the SkyATA-102 Phone port and SkyATA-102 Line port is connected to PSTN line via phone cables

- A Skype program version 2.5 or above is installed and launched

- A Skype account has been created and contacts have been added

- User sets a Skype Speed-Dial number for a contact as below:

  From the main Skype window, select the "Contacts" tab, choose a contact name and right-click on the contact name and select "Set Speed-Dial" in the appearing menu.

- SkyATA-102 AP program is installed and launched successfully by checking if SkyATA-102 system tray icon at the right-bottom corner of Windows desktop shows

- When user picks up the phone receiver, there is a PSTN dial tone coming up

- Blue or green LED is slow blinking when SkyATA-102 is ready

  solid-on when the phone is off-hook

  fast blinking when the phone rings

  off when Sky911 has any problem

4.2 SkyATA-102 Icons

Desktop and Quick Launch icon

System tray icons at the right-bottom corner of Windows desktop

Hardware Initializing

Communicating with Skype

Ready

Off Hook

Hardware failure

Skype unavailable

VoIP Only

IM Mode

4.3 SkyATA-102 GUI

There are five choices (**Option**, **About**, **Help**, **IM Mode** and **Exit**) when user clicks SkyATA-102 system tray icon at the right-bottom corner of Windows desktop. **Option** has all settings for SkyATA-102. **About** will tell user SkyATA-102 AP software version. The on-line help will be launched when user chooses **Help** from SkyATA-102 system tray icon. On-line help supports language English, Traditional Chinese and Simplified Chinese. **IM Mode** can be an audio device for other IM/Softphone. **Exit** will close SkyATA-102 AP (Application Program) program.

Following are detailed descriptions about SkyATA-102 **Option** settings.

4.3.1 Option

The Option dialogue 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 either OK or Apply button, the new setting will be saved and user has the updated setting when user launches Sky911 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 seven pages:

General Setting Page

Speed Dial Setting Page

Audio Setting Page

Multi-Call and Conference Setting Page

Phone Setting Page

Call Forward Setting Page

Cheese Button Setting Page
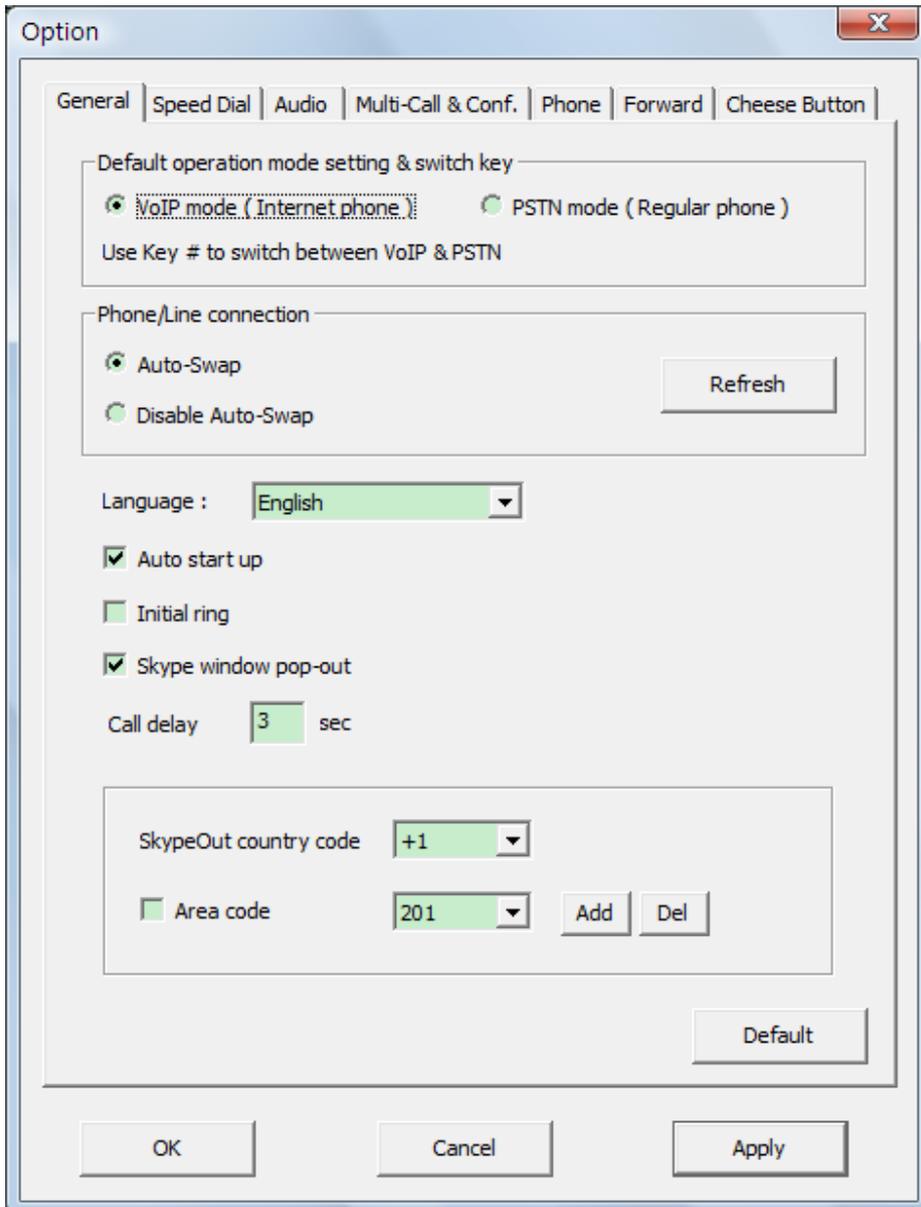
4.3.2 General Setting Page

This option dialogue provides the basic operation settings, including Default operation mode setting & switch key, Phone/Line connection, Language, Auto start up, Initial ring, Skype window pop-out, Call delay, SkypeOut country code and Area code.
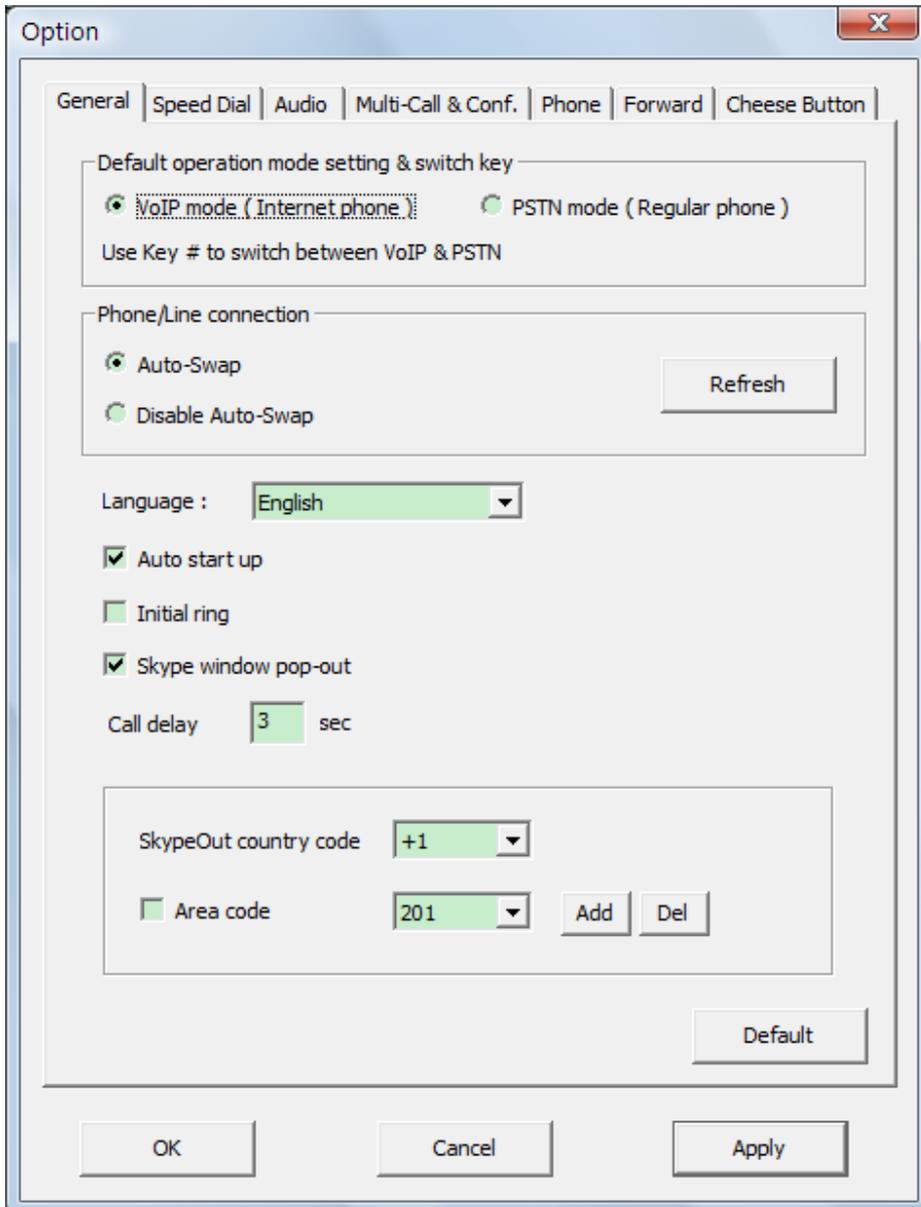
Default operation mode setting & switch key

SkyATA-102 supports either VoIP or PSTN default operation mode. User can distinguish which operation mode by LED or the different dial tones. LED is blue for VoIP mode and green for PSTN mode.

When user selects VoIP as the default operation mode, user can dial a Skype call directly after user picks up phone. For PSTN call, user needs to dial "#" key first and then hears a PSTN dial tone. Make a PSTN call as user did in the past.

When user selects PSTN as the default operation mode, user can dial a PSTN number directly after user picks up phone. For Skype call, user needs to dial "#" key first and then hears a Skype dial tone. Then make a Skype call.

User can use "#" key to switch between VoIP and PSTN modes to add more contacts when calls have been put on hold during a Multi-call or Conference. User can't switch operation mode when there is any call in progress.

Default is VoIP mode.

Phone/Line connection

If user changes Phone/ Line connection status after SkyATA-102 AP program is launched or something abnormal happens for Skype or PSTN application, please press Refresh button to force Auto-Swap function. It will automatically swap both line connections internally even user has a wrong connection.

If user chooses Disable Auto-Swap function, user needs to make sure Phone/ Line ports have correct connection. Otherwise SkyATA-102 might not work properly.

Default is Auto-Swap enable.

Language

Three languages are available: English, Simplified Chinese, and Traditional Chinese.

If user installs SkyATA-102 in the operation system whose language is not in our supported languages list, then Language will be set to English automatically.

The default language is determined by the "Select Setup Language" setting during SkyATA-102 setup program is installing.

Auto start up

If this setting is enabled, SkyATA-102 program will be automatically loaded and executed when the computer operating system is started.

The default setting is enable.

Initial ring

If this setting is enabled, an initial ring from the connected phone will be activated to inform user SkyATA-102 is now ready for use, once the device initialization is successfully completed.

The default setting is disable.

Skype window pop-out

If this setting is enabled, SkyATA-102 program will automatically bring up the Skype window when user picks up the phone receiver and bring down the Skype window when user hangs up the phone.

The default setting is enable.

Call delay

Call delay means how long the Skype call will be dialing out if user doesn't add "#" key after pressing the Skype 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 default setting is 3 seconds.

SkypeOut country code

User can choose the country code number where the user stays, then user doesn't need to add country code when user makes a SkypeOut call within this country.

The default setting depends on user's Window operation system language. For example, the default SkypeOut country code setting is +1(USA & Canada) for English Windows operation system.

Area code

Only Taiwan, China, USA and Canada area code are supported now. User needs to click Area code checkbox and choose the appropriate area code. After that, user doesn't need to dial the area code of a traditional local number for a SkypeOut call. Sky911 program tries to collect the complete area code numbers, but user needs to add area code by himself in case there is any area code missing or new added to prevent possible wrong number dialed out. After user clicks "Add" button, there will be one "Input a new area code" window pop out, user needs to fill in the area code or mobile prefix number and the digit of the tradition local number or mobile number. Then click OK to make it valid.
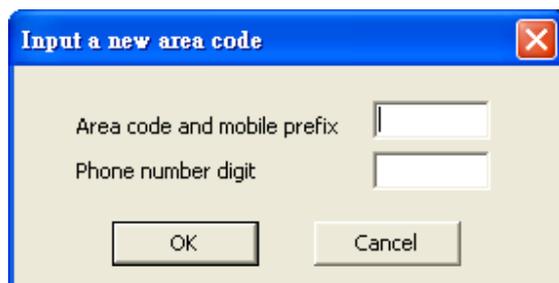
4.3.3 Speed Dial Setting Page

Skype doesn't support speed dial function for version 4.0 and later. User can use this page to set speed dial for any Skype user or SkypeOut number. There are up to 5 digits for setting. If user's Skype version is earlier than Skype 4.0 and user has set some speed dial numbers in Skype GUI, these settings still work unless they conflict with the settings in SkyATA-102 Speed Dial setting page. If there is a speed dial setting conflict between both settings, SkyATA-102 will choose SkyATA-102 speed dial setting page as the first priority.

4.3.4 Audio Setting Page

In Audio setting page, user can change audio settings including SkyATA-102 device volume control and Windows default audio device setting.
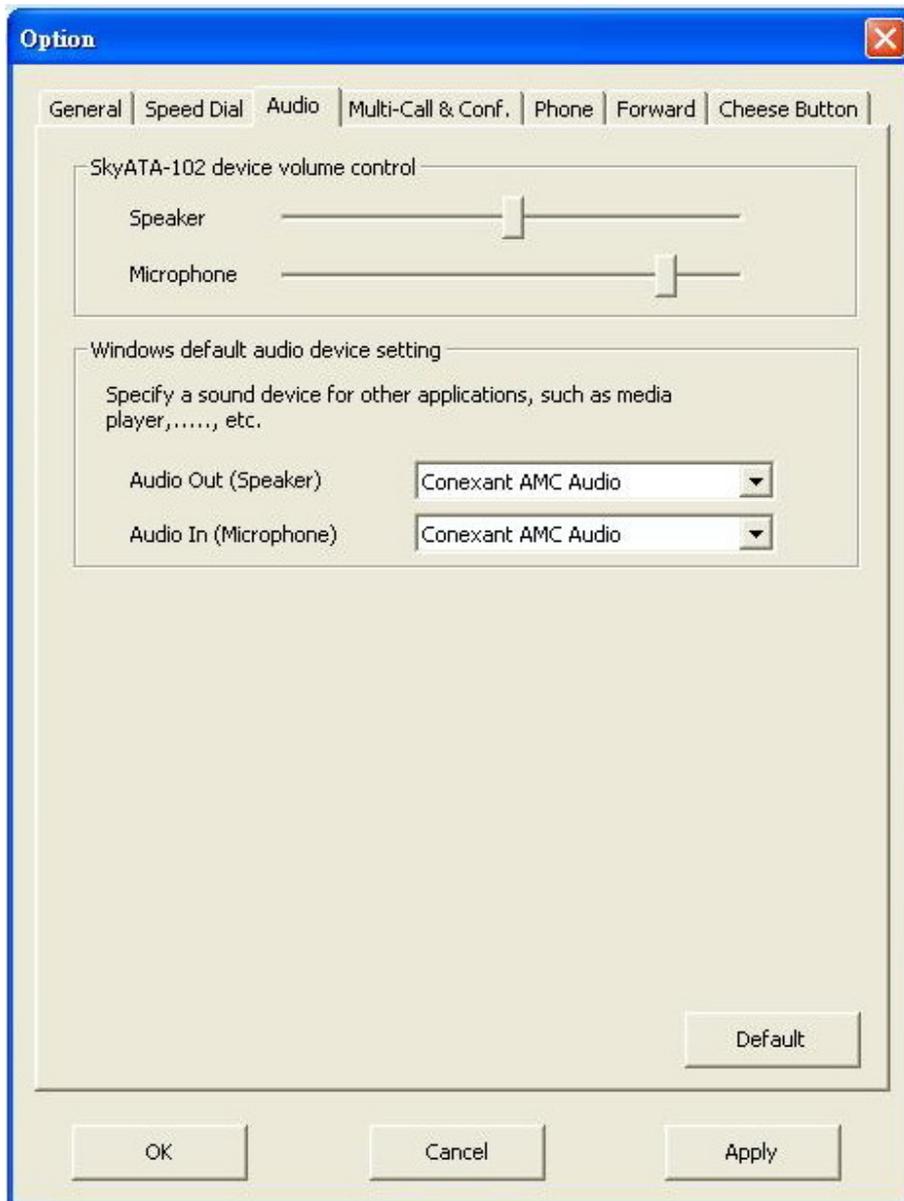
SkyATA-102 device volume control

User can individually adjust the speaker volume and the microphone volume of SkyATA-102.

To adjust the audio wave output volume, drag the speaker volume scroll bar.
To adjust the audio wave input and recording volume, drag the microphone volume scroll bar.
Notice: If user attempts to change SkyATA-102 volume from Sounds and Audio
Devices in control panel, SkyATA-102 program will adjust the volume to its default value. If user attempts to change SkyATA-102's microphone volume from Sounds and Audio Devices in control panel and the volume exceeds SkyATA-102's default value, Sky911 will adjust the volume to its maximum

value.
Windows default audio device setting

User can select an audio device for other Windows application including audio in and audio out device. Some USB audio devices might change Windows default audio device. With this function, user can easily change Windows default audio device for different applications.

4.3.5 Multi-Call and Conference Setting Page

User can select to enable the functions of Multi-Call and Conference individually. The page includes settings for Multi-Call setting & Function key and Conference setting & Function key. After Multi-Call or Conference function is enabled, the corresponding function key is selected.
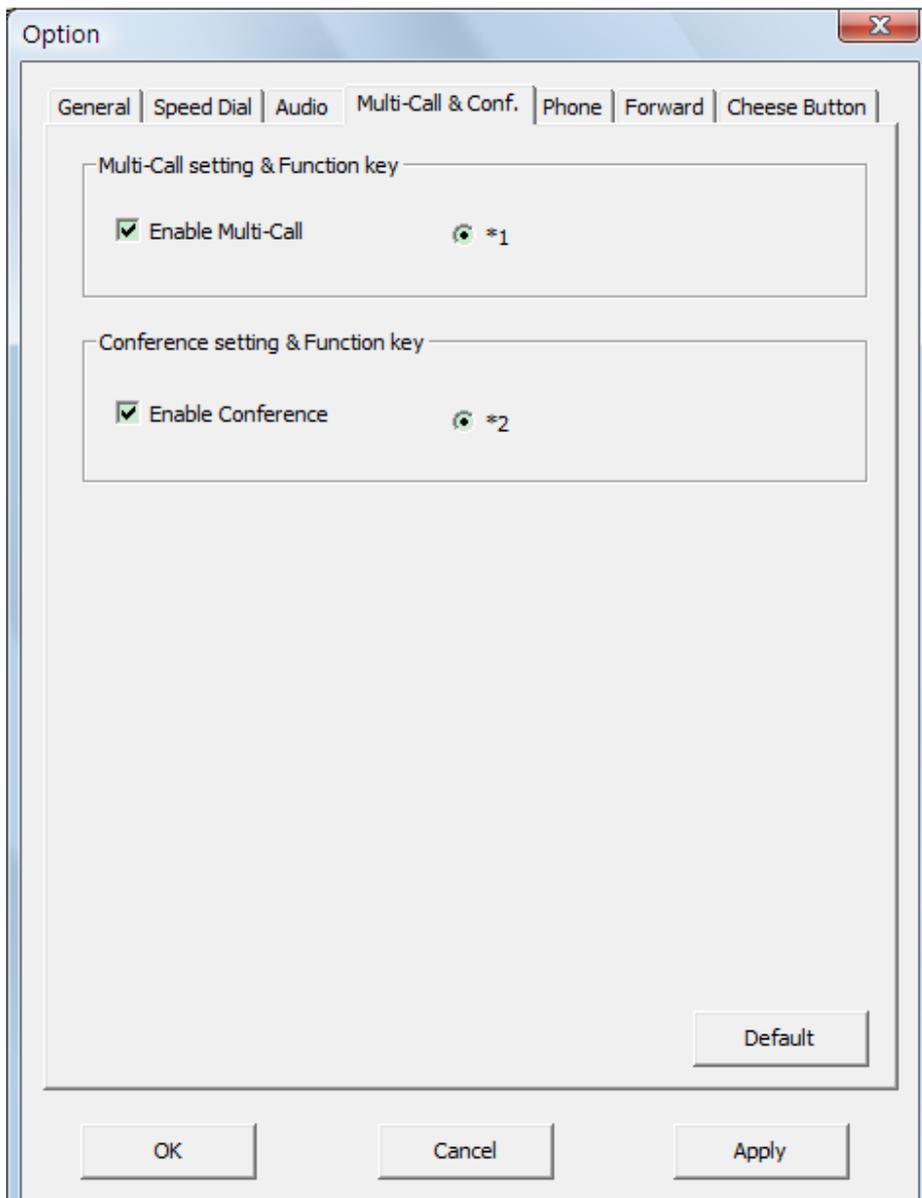
Multi-Call setting & Function key

When Multi-Call function is enabled, the function keys for Multi-call are "＊1". Then user can make a one-on-one talk with the maximum of 3 Skype contacts and 1 PSTN contact during the same period of time. User can switch talk within the reserved Skype/PSTN calls by pressing function keys "＊1". For detailed operation instructions, please refer to this user manual section 4.10 Make a Multi-Call.

The default setting for Multi-Call is enable.

Conference setting & Function key

When Conference function is enabled, the function keys for Conference are "＊2". Then user can make a one-on-many talk with the maximum of 4 Skype contacts and

one PSTN contact simultaneously. For detailed operation instructions, please refer to this user manual section 4.11 Make a Conference Call.

The default setting for Conference is enable.

4.3.6 Phone Setting Page

This page provides the related configurations about phone settings, such as Ring signal frequency selection and International busy tone setting which includes Country selection and User's busy tone parameter setting.

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.

International busy tone setting

User can choose the living country from country selection list to get the familiar busy tone. 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. Then click OK. It is not necessary for user to change this setting for general application. However, user needs to set proper busy tone if user wants to use Call Forward function, otherwise there would be forwarding call non-disconnection problem even the caller has hung up the initial call.

This feature also allows user to set the appropriate settings of busy tone when Sky911 is connected with one PBX for different application. 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 if they know the appropriate setting. Enable user's busy tone parameter setting option as below figure and fill in appropriate parameters, then click OK. The parameter will be saved and active.

The default international busy tone country setting is decided by the "Select Setup Language" selection when SkyATA-102 is installed. For example, when user selects English, the default country will be United States. SkyATA-102 supports busy tone for 23 countries now.
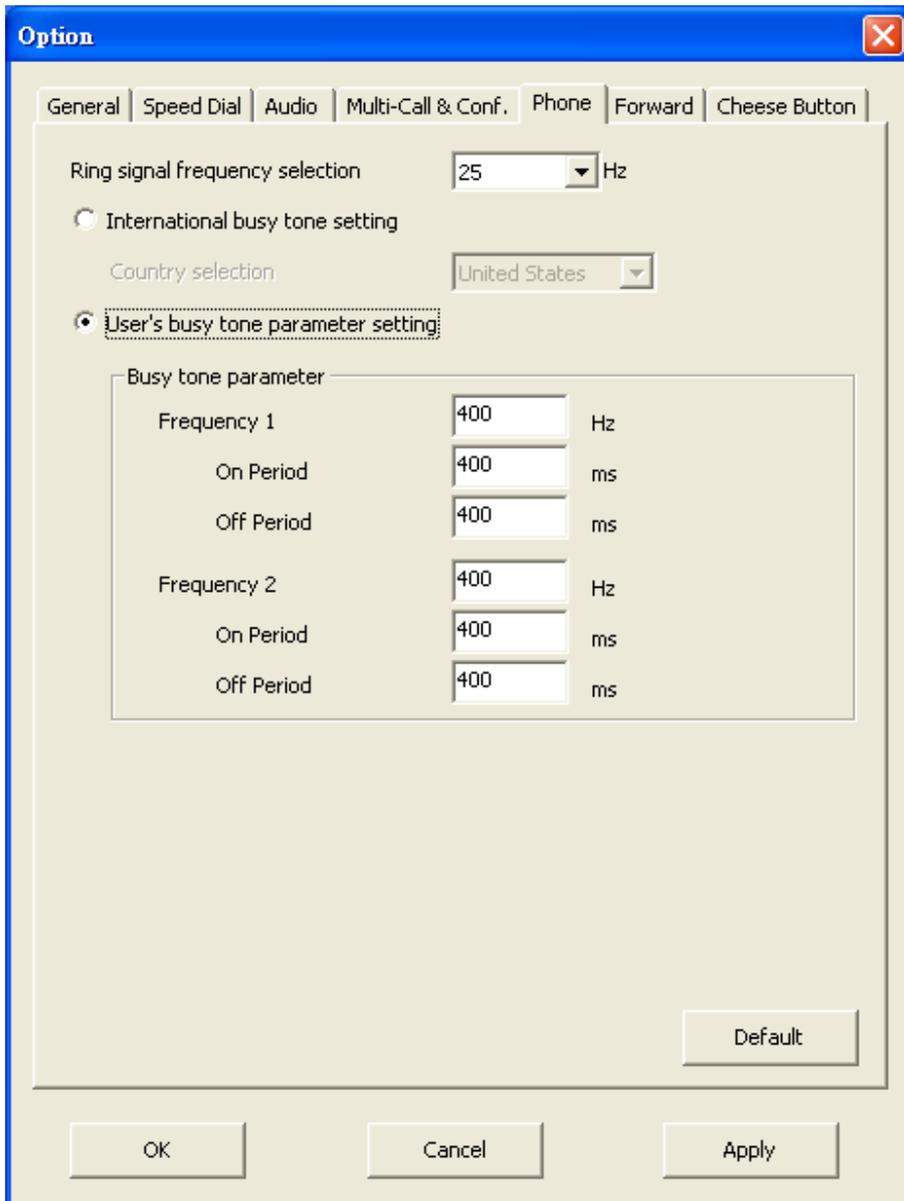
4.3.7 Call Forward Setting Page

This page provides two kinds of Call Forward settings including Incoming PSTN call and Incoming Skype call.
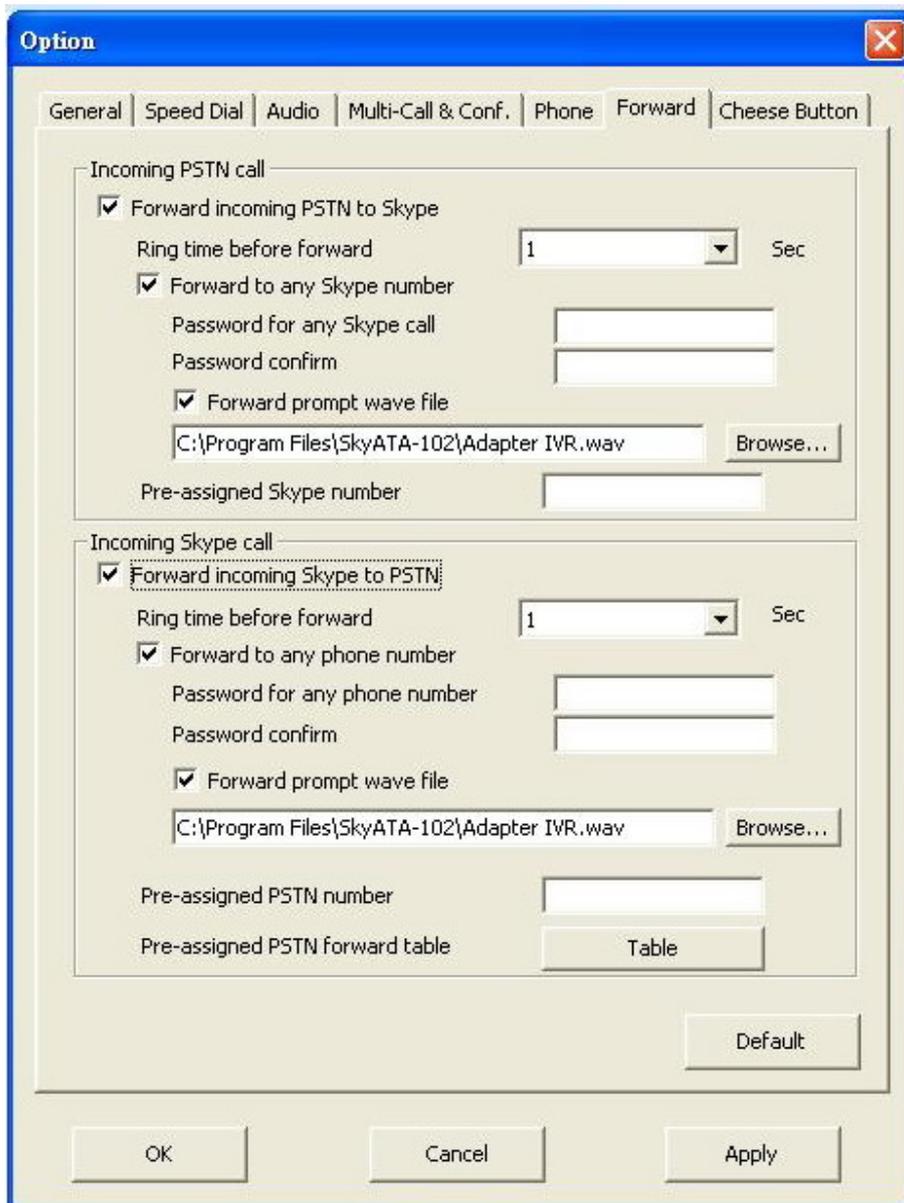
Incoming PSTN call

Forward incoming PSTN to Skype

User can utilize this device remotely to make a long distance or international SkypeOut call through PSTN to Skype forwarding function by checking Forward incoming PSTN to Skype box.

Default is disable.

Ring time before forward

User can choose preferred Ring time before forward. For example, if user chooses 1 second as the Ring time before forward, any incoming PSTN call will be forwarded if user doesn't pick up phone after 1 second. There are options from 0 to 30 seconds.

Default is 1 second.

Forward to any Skype number

Only this option is also enabled, then user can make a PSTN to any Skype/SkypeOut forwarding.

Default is disable.

Password for any Skype call

User needs to type up to 6 digits 0~9 Arabic numerals as password to prevent unwanted Skype/SkypeOut call forwarding. This password can protect user from any unwanted Skype/SkypeOut call forwarding. Suggest user to change password regularly to protect possible password leak and only enable Call Forward function when it is necessary.

Forward prompt wave file

There is a default Forward prompt wave file(two "Beep" tones) to inform user it is time to place a Skype forward call when Forward to any Skype number box is checked. User can also record personal Forward prompt message in wave file and browse the file to enable it.

Pre-assigned Skype number

User can set a fixed Skype number for PSTN to Skype call forward. With Forward incoming PSTN to Skype function enabled, any incoming PSTN call will be forwarded to the Pre-assigned Skype number if user doesn't pick up the incoming call within the preset Ring time before forward.

Incoming Skype call

Forward incoming Skype to PSTN

User can utilize this device remotely to make a PSTN call through Skype to PSTN forwarding function or forward any incoming Skype call to the assigned PSTN number by checking Forward incoming Skype to PSTN box.

Default is disable.

Ring time before forward

User can choose preferred Ring time before forward. For example, if user chooses 1 second as the Ring time before forward, any incoming PSTN call will be forwarded if user doesn't pick up phone after 1 second. There are options from 0 to 30 seconds.

Default is 1 second.

Forward to any phone number

Only this option is also enabled, then user can make a Skype to any PSTN number

forwarding.

Default is disable.

Password for any phone number

User needs to type up to 6 digits 0~9 Arabic numerals as password to prevent unwanted PSTN call forwarding. This password can protect user from any unwanted PSTN call forwarding. Suggest user to change password regularly to protect possible password leak and only enable Call Forward function when it is necessary.

Forward prompt wave file

There is a default Forward prompt wave file(two "Beep" tones) to inform user it is time to place a PSTN forward call when Forward to any phone number box is checked. User can also record personal Forward prompt message in wave file and browse the file to enable it.

Pre-assigned PSTN number

User can set a fixed PSTN number for Skype to PSTN call forward. With Forward incoming Skype to PSTN function enabled, any incoming Skype call will be forwarded to the Pre-assigned PSTN number if user doesn't pick up the incoming call within the preset Ring time before forward.

Pre-assigned PSTN forward table

In addition to one Pre-assigned PSTN number for all incoming Skype calls, user can use the Pre-assigned PSTN forward table to assign different Skype contacts with different PSTN forwarding numbers. User can type the forwarding numbers and click Save button to keep the forward table settings for future usage as below figure.
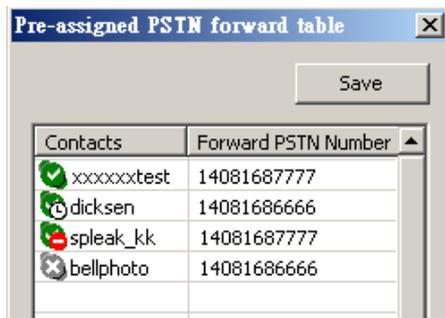
4.3.8 Cheese Button Setting Page & Usage

This page includes setting for Cheese Button enable, "*" key delay time and Refresh.

Cheese Button

User needs to make sure Cheese Button function is enabled by checking Cheese Button box before using this function.

Default is enable.

"*" key delay time

Sometimes user needs to use one or more "*" keys as delay time before dialing PSTN number. User can choose appropriate delay time for each "*". There are options for 1~5 seconds.

Default is 2 seconds.

Refresh

Skype contact list might not be updated in time, user can click Refresh button to update Skype contact list immediately.

User can add friend's SkypeOut & PSTN numbers in below Cheese Button mapping table and make sure Cheese Button box is checked, then start to enjoy the convenience of Cheese Button function whenever there is a bad Skype communication or the contact unavailable.

Through Cheese Button, user can quickly switch to a SkypeOut or PSTN call by pressing two keys through phone keypad during a PC to PC Skype call with a bad communication quality or the contact unavailable. **It is not necessary and prohibitive to hang up the current Skype call if user wants to use Cheese button function.** After pressing keys " # + (1, 2, 3 or 4)", user can either talk to the contact through SkypeOut or PSTN line. User can continue the conversation without the efforts of looking for phone book and then making a call again.

Press "#1" keys to call the SkypeOut number 1 as user set.

Press "#2" keys to call the SkypeOut number 2 as user set.

Press "#3" keys to call the PSTN Number 3 as user set.

Press "#4" keys to call the PSTN Number 4 as user set.

Notice: 1. If user didn't set the Cheese Button mapping table in advance, pressing keys " # + (1, 2, 3 or 4)" won't have any effect.

2. User might need to use "＊" in the phone number to add delay for PSTN line to dial out in some cases.

3. SkyATA-102 has a live-update of Skype status for contacts in Cheese Button list. However, Refresh button in below figure is for user to easily and immediately update the new added or removed contacts after SkyATA-102 AP is launched.

4. When user wants to use Cheese Button function, user needs to press key "1, 2, 3, or 4" after "#" key within 3 seconds. Otherwise the function won't work.

4.4 Make a Skype/PSTN Call

Make an internet phone call or a PSTN call using SkyATA-102. User might encounter trouble for service call such as 800 when user presses"＊"or "#" key during the service call.

Default Operation mode: PSTN

1. Pick up the phone receiver and user can find SkyATA-102 green color LED

solid-on. After hearing a familiar PSTN dial tone, user can make a regular PSTN call just as user did in the past.

2. User can press "#" key from phone keypad and find SkyATA-102 blue color LED solid-on and then a Skype dial tone comes up. Dial the speed dial number of the Skype contact and wait for 3 seconds for the call to be dialed out. Or, to make an immediate call without wait by adding "#" key after the speed dial number. Speed dial number will also be displayed in Skype user interface in addition to being displayed in phone.

3. Use the Skype window interface to make a Skype call. Choose the contact name in the Skype window and click the Call/Answer button at the bottom of the Skype window with the mouse or keyboard. Then pick up the phone receiver and wait for the contact to proceed with the call.

4. User will hear a busy tone until phone is on-hook if the Skype contact is Offline, rejects to take user's call or hangs up before user does. The busy tone will be generated when user's status is Offline and phone is picked up or user dials a wrong speed dial number.

Default Operation mode: VoIP

1. Pick up the phone receiver and user can find blue color LED solid-on. Follow above steps 2~3 in default PSTN operation mode procedures to make a Skype call.

2. User will hear a busy tone until phone is on-hook if the Skype contact is Offline, rejects to take user's call or hangs up before user does. The busy tone will be generated when user's status is Offline when phone is off-hook or user dials a wrong speed dial number.

3. If user needs to make a PSTN call, user can press "#" key from phone keypad to switch to PSTN mode. Then SkyATA-102 green LED is solid-on and a familiar PSTN dial tone comes up. User can make a regular PSTN call just as user did in the past.

4.5 Make a SkypeOut Call

User needs to subscribe for SkypeOut credits in advance of making a SkypeOut Call. Subscription can be made on Skype web site http://www.skype.com/. When the on-line subscription has been completed, user should be able to find one "service" message bar with account status added in the Skype window. Then user can start to use SkypeOut service. Calls, even the international calls, can be made at PSTN numbers or at mobile phone numbers. The rate is much cheaper than the regular PSTN rate.

1. Set a Speed-Dial number for the SkypeOut contact. User can refer to this user manual Sec. 4.3.3 Speed dial Setting Page. Pick up the phone receiver. Wait for

a dial tone. Then dial the speed dial number of the Skype contact. Wait for 3 seconds for the call to be dialed out. Or to make an immediate call without wait by adding "#" key after the speed dial number.

2. Use the Skype window interface to make a call. Choose the SkypeOut contact name in the Skype window and click the Call/Answer button at the bottom of the Skype window with the mouse or keyboard. Then pick up the phone receiver and wait for the contact to proceed with the call.

3. Another method to make the call is to dial the number directly from the phone keypad without the effort of making SkypeOut contact. SkypeOut call number format is 00 or "+" key + country code + local PSTN/Mobile number. For example, user can make a call to U.S.A. by pressing 00-1-408-888-8888. User can omit 00 + country code when making a SkypeOut call by selecting SkypeOut country code from General page after choosing "Option" of SkyATA-102 system tray icon. SkyATA-102 supports smart dialing for calling to USA, Canada, Taiwan and China. When user's dialing number for these areas reaches a valid phone number, SkyATA-102 will dial out immediately. For other areas, user needs to add "#" key after the dialing number to call out immediately or wait for 5 seconds call delay. The delay time between two dialing digits of the SkypeOut number can't exceed call delay time 5 seconds, or an incomplete number will be dialed out.
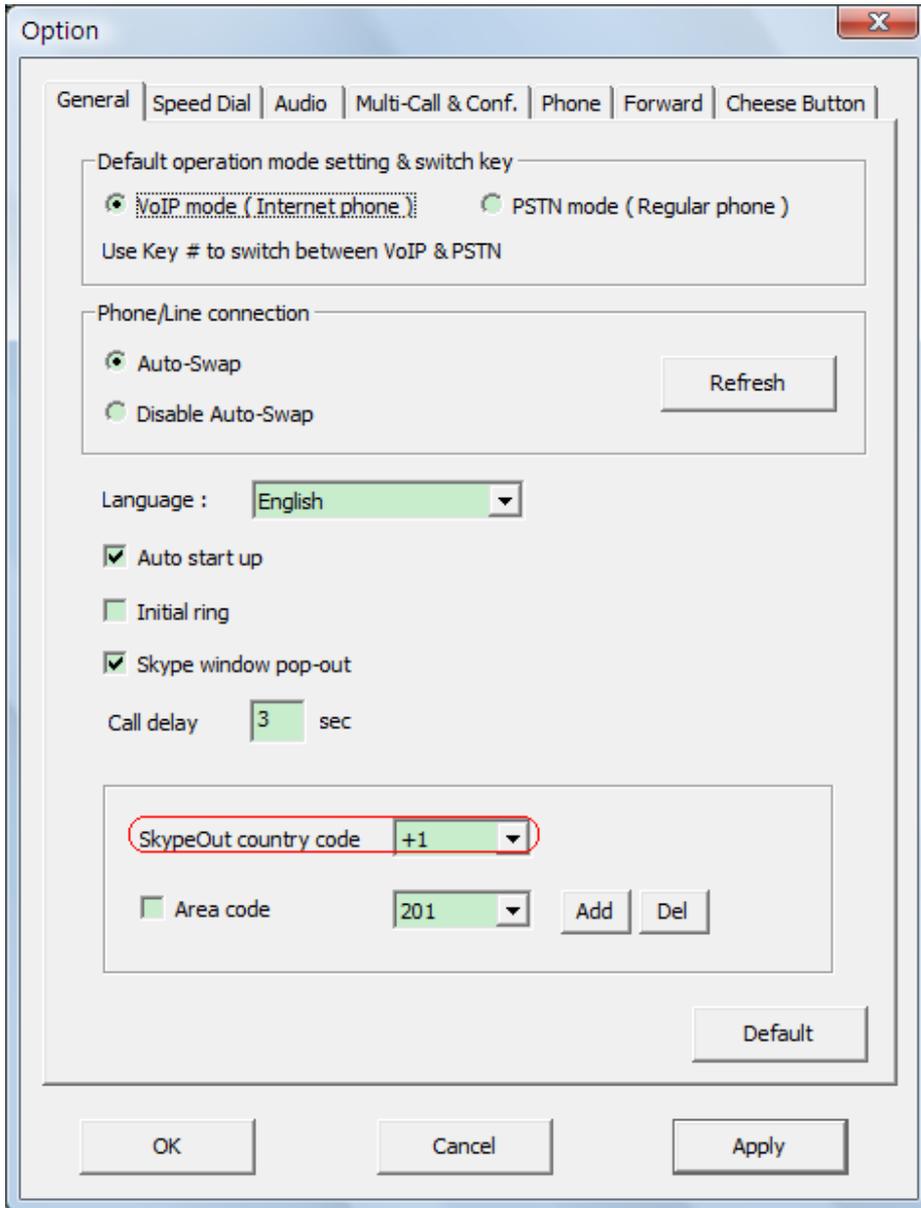
4. User will hear a busy tone if the SkypeOut contact doesn't answer the call. Please refer to this user manual Sec. 4.4 <u>Make a Skype/PSTN call</u> for more information about busy tone.

5. User can't call contact's office number through SkypeOut by adding "＊" key between office number and extension number. User needs to make a SkypeOut call to a contact's office number first and then dial extension number through phone keypad or Skype keypad (can be pulled down from Skype dial tab when you are making the call) when user makes the call through Skype window interface.

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4.6 Answer a Call

1. Pick up the phone receiver and proceed with the call when the phone rings.

2. Use the Skype window interface to answer a Skype call. When there is an incoming Skype/SkypeIn^{TM} call, click the Call/Answer button at the bottom of the Skype window with the mouse or keyboard. Pick up the phone receiver and wait for the contact to proceed with the call.

3. User will hear a busy tone if the caller hangs up the call before user does.

4.7 End a Call

User can hang up the phone to end a PSTN or Skype call or click Skype Hang Up/Reject button to end a Skype call.

4.8 Use Skype Voicemail

After user enables Voicemail by subscribing from Skype, user can leave Voicemail to any contact by choosing the contact and right-clicking mouse to choose Send Voicemail. User with Voicemail enabled can get Voicemail if he didn't answer a call.

User can pick up phone receiver and click History tab of Skype main menu to check Voicemail. Voicemail can be retrieved by clicking play icon to start and stop as below picture. Once Voicemail ends, there will be a dial tone coming up and user can choose to check another Voicemail or make another call.
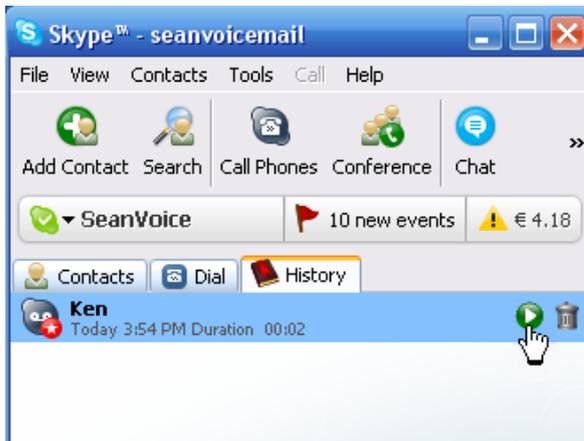
4.9 Skype Caller ID

SkyATA-102 can support Type I FSK Caller ID for Skype call. If SkyATA-102 is connected to one phone with FSK Caller ID support, then user can see the caller's Skype account from display screen when there is an incoming Skype call and the

phone is on-hook. As below figure, our SkyATA-102 program can provide information about caller's Skype account, caller's Skype speed dial number and the calling time.
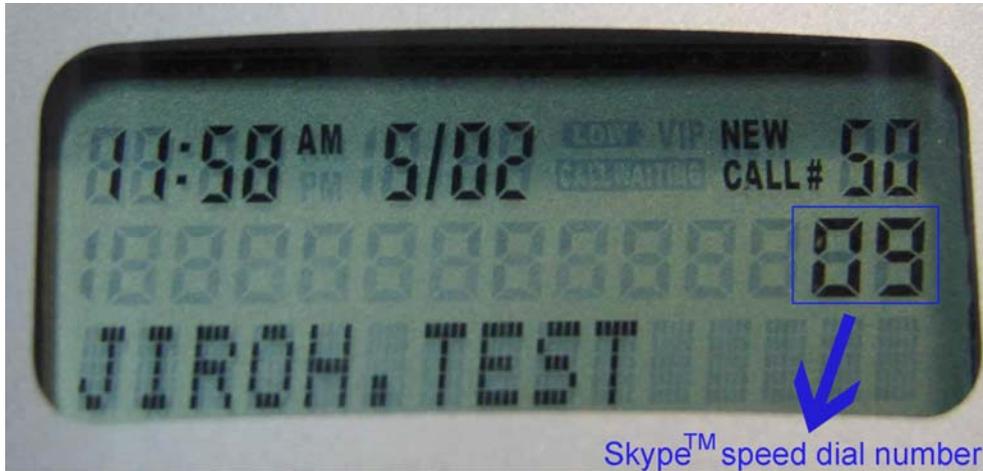
Caller's Skype speed dial number will only be displayed if callee did setup a Skype speed dial number for the caller and callee can call back the Skype contact by using the speed dial number easily without searching efforts. User might be able to use phone's redial function to call back the contact by Skype speed dial number, however, please make sure SkyATA-102 is at VoIP mode by default. If SkyATA-102 is at PSTN mode by default and user wants to press "#" key from phone keypad to switch to VoIP mode and redial contact's Skype speed dial number, it might not work.

The displayed calling time will be the callee's PC local time and the time displayed will also be decided by the phone supporting format and whether the phone supports time display or not.

There are two ways to set Skype speed dial number: One is to set from Skype GUI for Skype version earlier than 4.0. For Skype version after 4.0, Skype doesn't support Skype speed dial and user can use SkyATA-102 GUI to set speed dial number by following this user manual sec 4.3.3 Speed Dial Setting Page. If Skype speed dial number is set in both Skype GUI and SkyATA-102 GUI, Skype Caller ID will take SkyATA-102 setting speed dial number for display.

4.10 Make a Multi-Call

Make sure Multi-Call function is enable before making a Multi-Call and Multi-Call function key is "＊1". User can engage in a one-on-one talk with the maximum of 3 Skype contacts and one PSTN contact and switch between them by using the function key "＊1". Multi-Call can be done when user is making or answering a call.
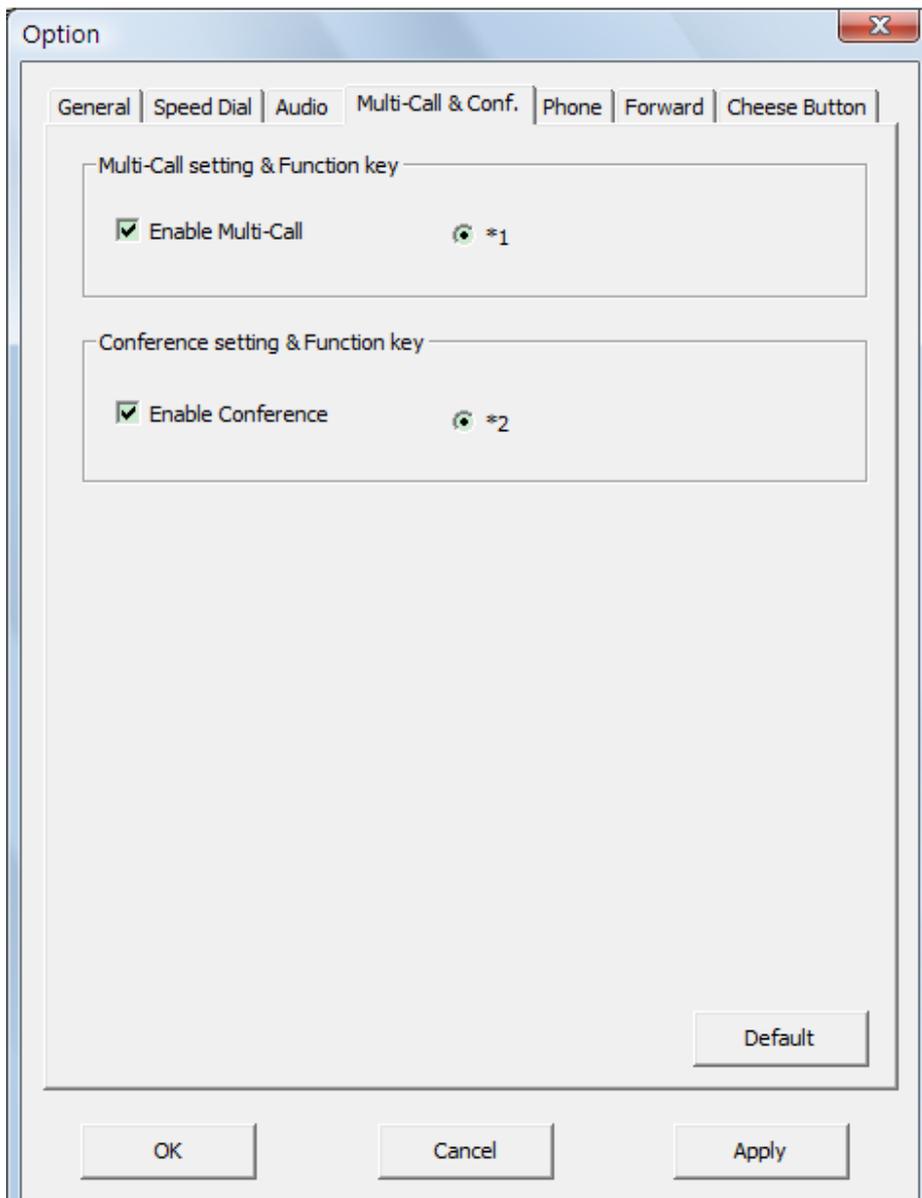
Note: 1. In order to prevent possible troubles when user presses "＊" key during a PSTN service call such as 800, we need user to start a Multi-Call from a Skype call. User can't make a PSTN call first and then add another Skype contacts for a Multi-Call.
2. If user is calling a Skype contact with a voice mail on-going, the call can't be reserved and user can press "＊" key to disconnect the call.

4.10.1 Make a Skype Multi-Call

1. When a Skype call is undergoing, pressing the Multi-Call function key "＊1" will put the current Skype call on hold. There will be a dial tone to inform user it is

time to add another Skype contact by dialing the speed dial number(followed by "#" key for an immediate call). The same procedure can be repeated until the maximum of 3 Skype contacts have been added.

2. User can also use the Skype window interface to make a Multi-Call. Then pick up the phone receiver and wait for the contacts to proceed with the call.

3. When there are more than two Skype users in a Multi-Call, user might hear a busy tone for 5 seconds if the Skype contact doesn't answer the call or hang up during conversation. Then a Skype dial tone comes up and user can decide to add a new contact or press "＊1" keys to switch to the reserved call. However, there won't be busy tone played if the reserved contacts hang up.

4. When user presses Multi-Call function key "＊1", user needs to press key "1" after key "＊" within 3 seconds. Otherwise the current call will be hung up and won't be reserved.

4.10.2 Make a PSTN/Skype Multi-Call

In order to prevent possible troubles when user presses "＊" key during a PSTN service call such as 800, we need user to start a Multi-Call from a Skype call. User can't make a PSTN call first and then add another Skype contacts for a Multi-Call.

1. User can follow previous section - Make a Skype Multi-Call to add Skype contacts. If user would like to add PSTN contact for a Multi-Call, user needs to press Multi-Call function key "＊1" to hold current Skype contact, then press "#" key to switch to PSTN mode and make a PSTN call.

2. Add the waiting call into a Multi-call during a Skype call: When user is talking with a Skype contact and there is another incoming PSTN or Skype call coming, user will hear an interrupt tone. There will be one tip to guide user to press "＊1" keys to reserve the current Skype call and answer the incoming PSTN call. At this moment, user can press "＊" key to cancel the current Skype or PSTN call. If the PSTN contact is disconnected, user needs to press "＊" key to close the PSTN call and get a Skype dial tone. Now user can add a new PSTN call. User can press keys "＊1" twice to switch back to the reserved Skype contact. After pressing "＊1" keys one time, user will hear a Skype dial tone, user can add a new Skype or PSTN(only one PSTN contact in a Multi-Call) contact or switch back to reserved Skype contact by pressing "＊1" keys again. If user doesn't answer the incoming Skype call after 10 seconds and tool tip disappears, the incoming call will be rejected. If the incoming call is PSTN, waiting call tool tip will disappear after 10 seconds, user can still talk to the PSTN contact by pressing "＊1" and "#" keys if the PSTN caller is still waiting. Please be reminded that user will take the waiting PSTN call if the waiting PSTN is still calling you when user wants to add another PSTN for the Multi-Call by pressing "＊1" and "#" keys. After picking the waiting PSTN call, user can press "＊" key to cancel this PSTN

call and get a Skype dial tone. Then add a new PSTN call for the Multi-Call.

3. Add the waiting call into a Multi-call during a PSTN call: When user is talking with a PSTN contact and there is another Skype call coming, user will hear an interrupt tone. There will be one tip to guide user to press "＊1" keys to reserve the current PSTN call and answer the incoming Skype call. User can press keys "＊1" twice to switch back to the reserved PSTN call. After pressing "＊1" keys one time, user will hear a Skype dial tone, user can add a new Skype contact (only one PSTN contact in a Multi-Call) or switch back to reserved PSTN contact by pressing "＊1" keys again. If user doesn't answer the incoming Skype call after 10 seconds and tool tip disappears, the incoming call will be rejected.

4. For busy tone, user can refer to this user manual Sec. 4.10.1 Make a Skype Multi-Call .

5. When user presses Multi-Call function key "＊1", user needs to press key "1" after key "＊" within 3 seconds. Otherwise the current call will be hung up and won't be reserved.

4.10.3 Switch calls in a Multi-Call

When user wants to switch between contacts in a Multi-Call, he/she can press the "＊" and "1" keys and soon there is a Skype dial tone coming up. Pressing the "＊" and "1" keys again after the dial tone, the talk is then switched to the next reserved call.

The sequence of the switch circulation is the same as the sequence these calls were established. For example, user sets up call 1 to call 5. After user talks to call 5, the next switch will be call 1.

4.10.4 Hang up the current call

1. During a Multi-Call call (at least 2 contacts), the current call will end after 3 seconds if user presses "＊" key. A Skype dial tone comes up and user can decide to make a new call or switch back to the reserved call.

2. If the current call is a PSTN call, pressing "＊" key will disconnect the PSTN

    call and switch to VoIP mode, and then a Skype dial tone comes up.

3. When user wants to cancel the current dialing call, press the "＊" key. The dialing call can be cancelled and then a dial tone comes up. User can decide to make a new call or press Multi-Call function key "＊1" to switch to next reserved call.

4. When user makes a Multi-Call to a contact with Skype Voicemail function enable, user can decide to hang up the call by pressing "＊" key or Multi-Call function key "＊1" when the call enters contact's Voicemail. Then a dial tone comes up and user can decide to make a new call or switch to a reserved contact by pressing

Multi-Call function key "＊1" again.

5. When user makes a Multi-Call to a contact with an answering machine phone, user can decide to hang up the call by pressing "＊" key when the call enters contact's answering machine voice mailbox. Then a dial tone comes up and user can decide to make a new call or switch to a reserved contact by pressing Multi-Call function key "＊1".

4.10.5 End all calls

User can hang up the phone to end all calls.

4.11 Make a Conference Call

User must make sure Conference call function is enable and the function key is"＊2".
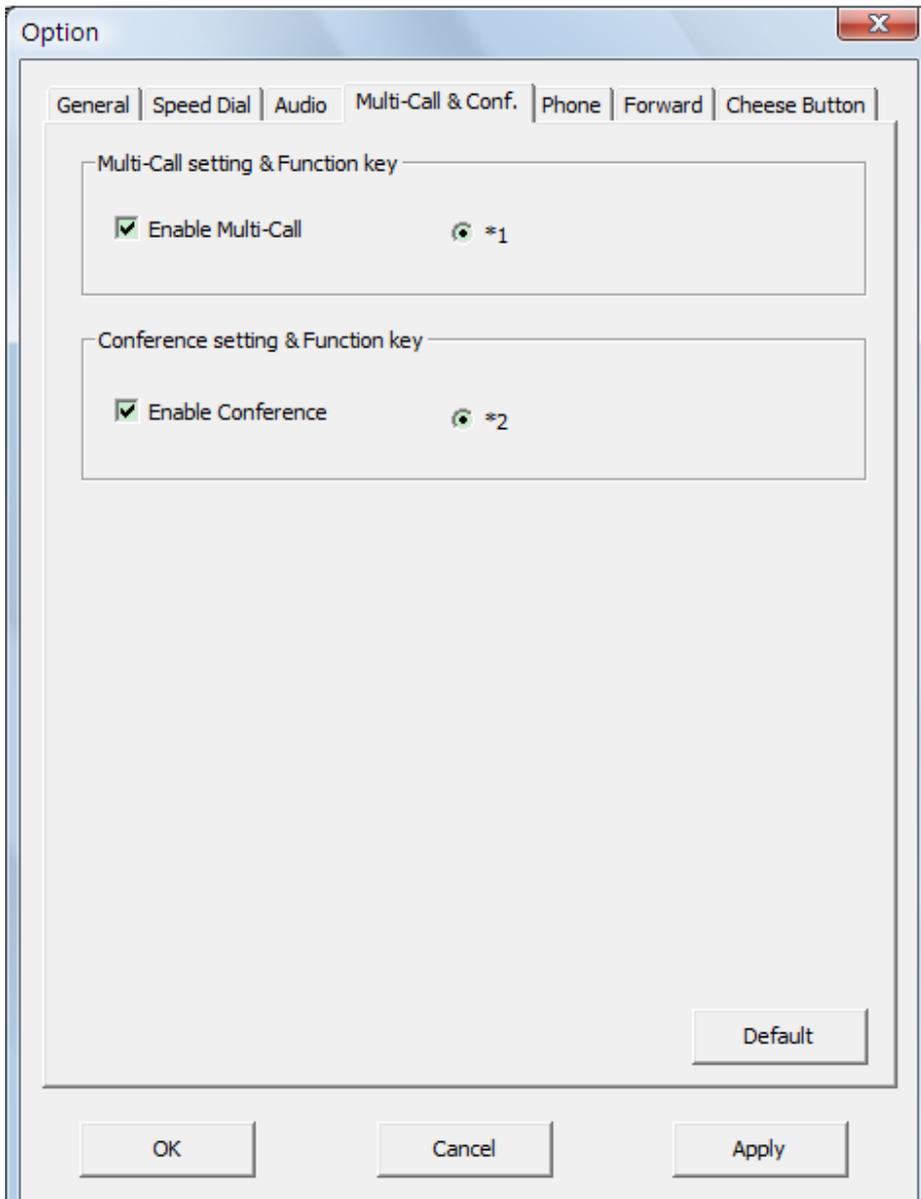
User should be able to setup a one-on-many talk with the maximum of 4 Skype users and 1 PSTN user simultaneously, but it can only be started when user is on a Skype call.

In order to prevent possible troubles when user presses "＊" key during a PSTN service call such as 800, we need user to start a Conference call from a Skype call. User can't make a PSTN call first and then add another Skype contacts for a Conference call.

4.11.1 Make a PSTN/Skype Conference Call

In order to prevent possible troubles when user presses "＊" key during a PSTN service call such as 800, we need user to start a Conference call from a Skype call. User can't make a PSTN call first and then add another Skype contacts for a Conference call.

1. Default operation mode is PSTN mode: Press "#" key to switch to VoIP mode and make a Skype call and then the Conference function key "＊2". The current Skype call will be put on hold. Soon there will be a dial tone coming up to inform user it is time to add another contact. If you want to add one Skype contact, dial the speed dial number of the Skype contact (followed by "#" key for an immediate call). Then three parties will be in a Conference. However, user needs to press "#" key to switch to PSTN mode if user wants to add a PSTN contact. The same procedures can be repeated until the maximum of 4 Skype contacts and one PSTN contact join the Conference.

2. Default operation mode is VoIP mode: Press the Conference function key "＊2" when user is on a Skype call. The current call will be put on hold. Soon there will be a Skype dial tone to inform user it is time to add another contact. If user wants to add another Skype contact, dial the speed dial number of the Skype contact (followed by "#" key for an immediate call). Then three parties will be in a Conference. However, user need to press "#" key to switch to PSTN mode if user wants to add a PSTN contact and then call the contact's phone number. The same procedure can be repeated until the maximum of 4 Skype contacts and one PSTN contact join the Conference.

3. User can also use the Skype window interface to make a Skype Conference call. Then pick up the phone receiver and wait for the contacts to proceed with the call.

4. During a Conference call, when any contact hangs up the call or is disconnected incidentally, there will be a busy tone coming up for 3 seconds. If the hang up call is a PSTN call, user can press "＊" key to only cancel the PSTN call and then make a new PSTN call, otherwise user can't invite another PSTN contact for Conference. However, user can directly add another Skype contact if the hang up contact is a Skype call.

5. When user makes a Conference call to a contact with Skype Voicemail enable, the call will be put separately when Voicemail function starts. The call won't join Conference automatically. User can decide to hang up the call by pressing "＊2" key. Then a dial tone comes up and user can decide to make a new call or go back to the Conference by pressing Conference function key "＊2".

6. When user makes a Conference call to a contact with an answering machine phone, please be reminded the Conference conversation might be recorded by the answering machine. For confidences, user can choose to hang up the phone and re-establish the Conference call for this case.

7. When user presses Conference function key "＊2", user needs to press key "2" after key "＊" within 3 seconds. Otherwise the current call will be hung up and won't be reserved.

4.11.2 Hang up a Conference Call

User can press "＊" key to hang up the established PSTN contact and user can add another PSTN contact. However Skype contact in the Conference won't be hung up by pressing "＊" key.

User can hang up the phone to close the Conference call.

4.12 How to use Call Forward

User can use SkyATA-102 Call Forward function to either make a PSTN-Forward to-Skype call or make a Skype-Forward to-PSTN call after appropriate boxes are checked and forward numbers are assigned.

Important notes: 1. User needs to make sure the international busy tone in SkyATA-102 GUI Phone Setting Page is correctly set, otherwise Call Forward function might not work properly. For example, user might find the forward call is not disconnected although user has hung up the initial call for call forwarding. User needs to set the international busy tone as setting for user's staying country local Public Switched Telephone Networks by selecting proper country or fill in proper busy tone parameters. For details, user can refer to this user manual Sec. 4.3.6 Phone Setting Page international busy tone setting.

2. SkyATA-102 only supports Call Forward function for Windows XP, Vista and Win 7.

4.12.1 PSTN to Skype Call Forward

User can enable PSTN to Skype Call Forward function by checking "Forward incoming PSTN to Skype" box. Choose a preferred Ring time before forward like 1 second and one password(up to 6 digits 0~9 Arabic numerals). This password can protect user from any unwanted Skype/SkypeOut call forwarding. There is a default Forward prompt wave file(two "Beep" tones) to inform user it is time to place a Skype forward call when "Forward incoming PSTN to Skype box" is checked. Or user can record personal Forward prompt message in wave file and browse the file to enable it.
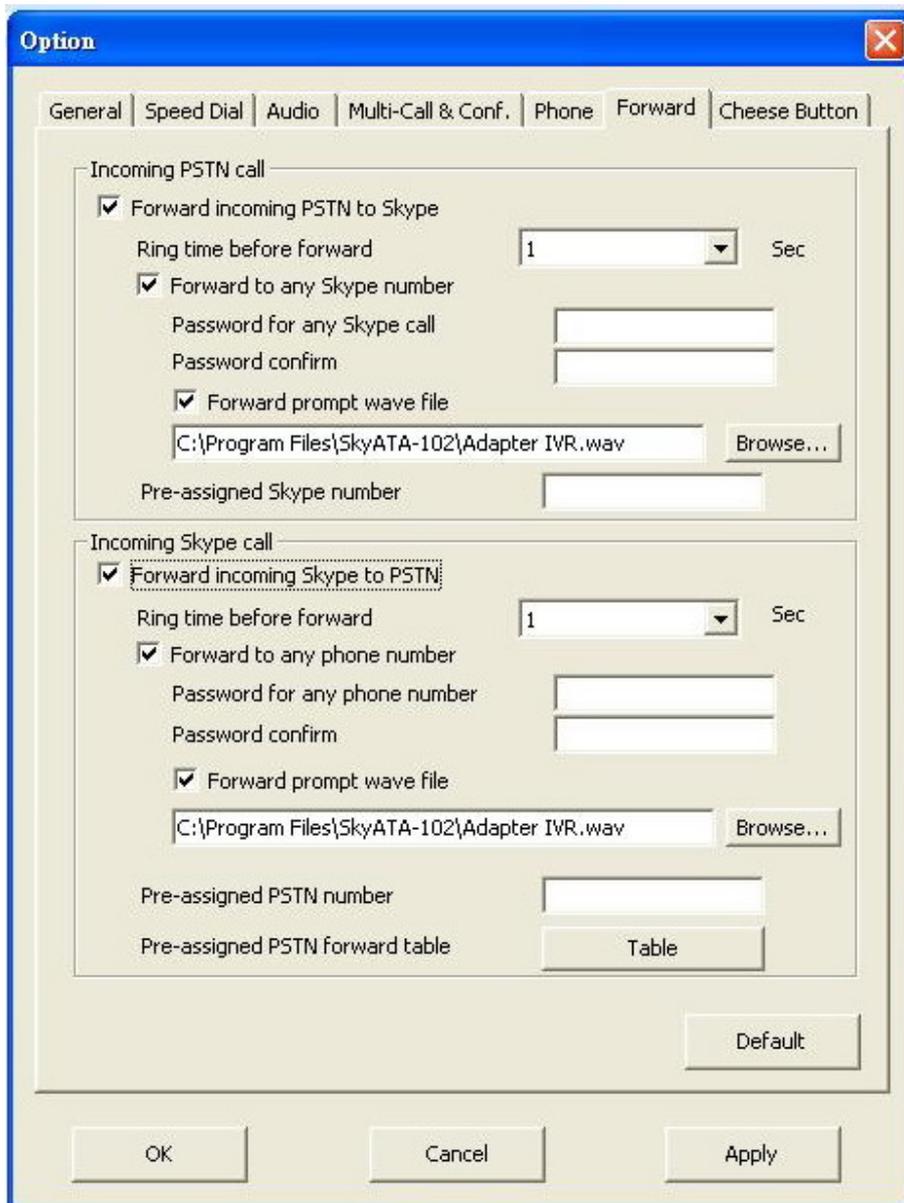
Then user can make a PSTN call remotely to SkyATA-102 PSTN line. With "Forward incoming PSTN to Skype" and "Forward to any Skype number" function enabled, user can make any Skype/SkypeOut call through call forwarding function with or without password protection. User needs to press password +"＊" (or"＊" only if user doesn't set password) from phone keypad after the PSTN call is connected and Forward prompt message (two "Beep" tones as default prompt) is finished. Then user will hear one Skype dial tone if password is pressed correctly, otherwise user will get password incorrect reminding message up to two times. User can press password +"＊" (or"＊" only if user doesn't set password)again. After hearing Skype dial tone, user can dial any Skype speed dial number or SkypeOut number +"#" keys from phone keypad. "#" key can be saved and the call will be dialed out after 3 seconds. The first digit of Skype or SkypeOut number needs to be pressed within 3 seconds, or

the call will be disconnected. And the delay between any two continuous dialing digits can't exceed 3 seconds, or the forwarding calling number might be partially dialed out.

With PSTN to Skype Call Forward function enabled, user can set a pre-assigned Skype number to get the regular PSTN call when the incoming PSTN call can't be picked up within the preset ring time. The incoming PSTN call will be forwarded to the pre-assigned Skype or SkypeOut number.

Note: Recommend user to change password regularly to protect possible password leak and only enable Call Forward function when it is necessary.

4.12.2 Skype to PSTN Call Forward

User can enable Skype to PSTN Call Forward function by checking "Forward incoming Skype to PSTN" box. After choosing a preferred Ring time before forward (like 1 second), then any incoming Skype call will be forwarded if user doesn't pick up the call after phone rings for 1 second. User needs to type up to 6 digits 0~9 Arabic numerals as password. This password can protect user from any unwanted PSTN call forwarding.
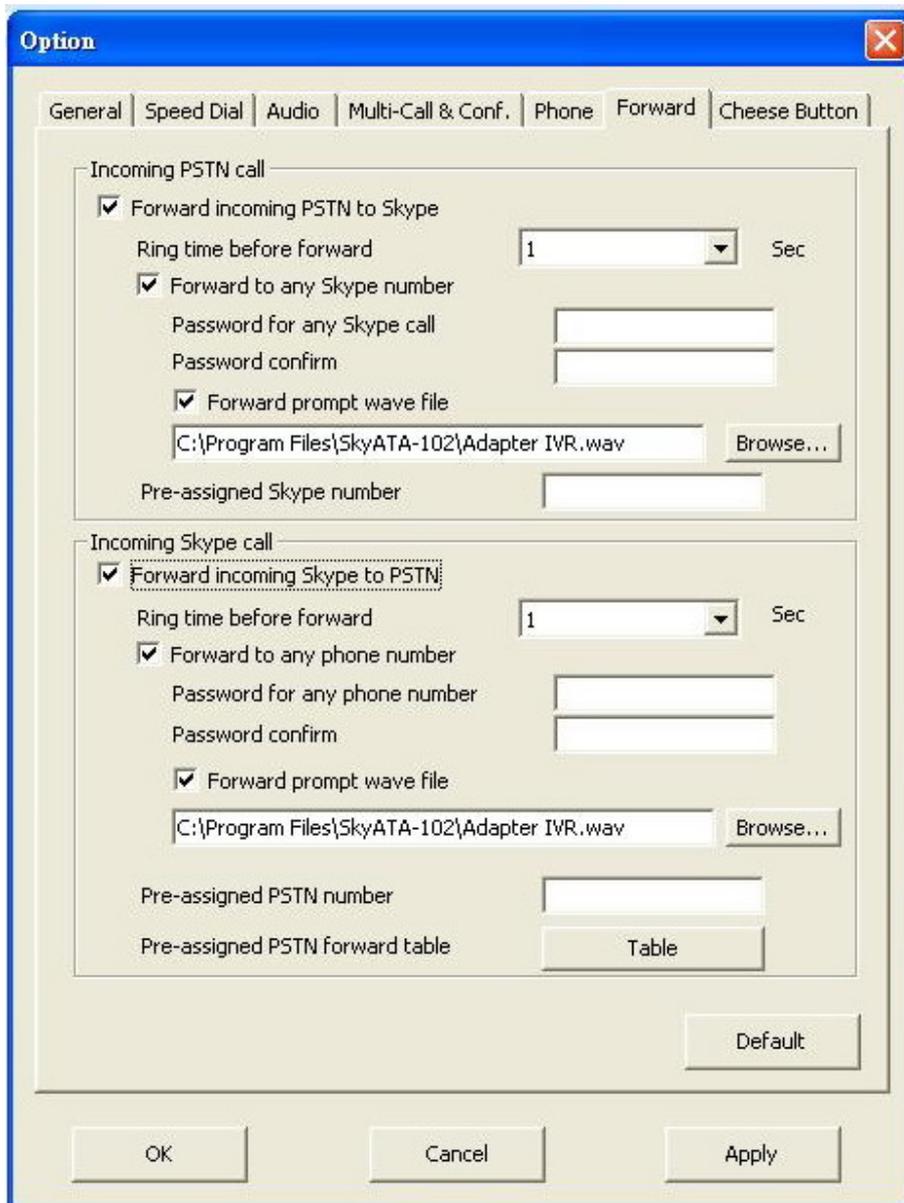
After user enables "Forward incoming Skype to PSTN" and "Forward to any phone number" function, there are three kinds of call forwarding options. The first one is user can make a Skype call to SkyATA-102 remotely. Then user can make any PSTN call through Call Forward function with password protection. The second option is to set up a Pre-assigned PSTN number in advance and any incoming Skype call will be forwarded to the Pre-assigned PSTN number if user doesn't answer the call within the preset Ring time before forward. The third option is user can assign different forwarding numbers for different Skype contacts in the Pre-assigned PSTN forward table.

For Forward to any phone number, user needs to press password +"＊" (or "＊" only if user doesn't set password) from Skype dialing pad/PC keyboard or Skype phone device after the Skype call is connected and Forward prompt message (two "Beep"

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tones as default prompt) is finished. Then user will hear the familiar PSTN dial tone if password+"＊" or "＊" is pressed correctly, otherwise user will get password incorrect reminding message up to two times. User can press password +"＊" (or "＊" only if user doesn't set password) again. After hearing PSTN dial tone, user can dial any PSTN number.

With Skype to PSTN Call Forward function enabled, user can set a pre-assigned PSTN number to get the incoming Skype call when the Skype call can't be picked up within the preset ring time. The incoming Skype call will be forwarded to the pre-assigned PSTN number.

User can assign different PSTN forwarding numbers for different Skype contacts. Then the forwarding PSTN number will be decided according to the Pre-assigned PSTN forwarding table and incoming Skype call caller ID if user doesn't answer the incoming Skype call within the preset Ring time before forward. The forward priorities will be Pre-assigned PSTN number, then Pre-assigned PSTN forward table.

Note: Recommend user to change password regularly to protect possible password leak and only enable Call Forward function when it is necessary.

4.13 Skype Remote Monitor

SkyATA-102 can integrate Skype video function and Web CAM to let user monitor home remotely. And it is easy and free. With Remote Monitor function enabled, user can make a Skype call to home's Skype account which is running with SkyATA-102. **(Don't set Skype's built-in call forwarding function in home's Skype account or login this Skype account in another PC. But SkyATA-102's call forwarding function can be set for use simultaneously).** SkyATA-102 will automatically pick up the incoming Skype call and enable PC Skype video after user presses the preset password. With a smart phone which supports Skype video, user can easily make a Skype call to check home status. Compared with many existing IP CAMs which need a fixed IP address for remote access, SkyATA-102's remote monitor function is easy and free. Even when user travels abroad, you can care your pets at home easily and free. This function is only available for latest SkyATA-102 hardware.

User can click SkyATA-102 tray icon at the right-bottom corner of Windows desktop with right mouse and choose Remote Monitor, then Remote Monitor window will pop out. User needs to click "Enable Remote Monitor when receiving a Skype call" and choose to accept all incoming Skype calls or only assigned Skype accounts for this function. Then set password for this function. Password can be up to 6 digits 0~9 Arabic numerals. If user chooses to accept all incoming Skype calls for remote monitor, password is not necessary. But SkyATA-102 call forwarding function can't

be set simultaneously if user doesn't set password for this case. Password is necessary for accepting assigned Skype accounts setting.

If user chooses to accept "All incoming Skype calls" for Remote Monitor function, all incoming Skype calls will be picked up automatically by SkyATA-102 and there is no ring for the phone connected with SkyATA-102 until two beeps are heard by caller and caller doesn't press any key within 5 seconds. If SkyATA-102 doesn't receive any phone key/DTMF tone after two beeps from the caller within 5 seconds, SkyATA-102 will ring the connected phone and then this call will follow the normal call process. If the correct password + "＊" key are pressed within 5 seconds, the Remote Monitor function will start to work. With this option, any caller needs to wait at least 5 seconds (two beeps + 5 seconds) to ring the callee to talk. Or user can press "#" key after hearing two beeps to shorten the ring-time wait if user wants to make a regular call to the Skype account with remote monitor enabled. Even after Skype video is started, user can press "#" key to ring the phone for voice talk with the remote site. For security and privacy reasons, it is not recommended to enable this option unless there is a specific application.

If user chooses to accept the assigned Skype accounts for Remote Monitor function, the assigned incoming Skype calls will be picked up automatically by SkyATA-102 and there is no ring for the phone connected with SkyATA-102 until two beeps are heard by caller and caller doesn't press any key within 5 seconds. If SkyATA-102 doesn't receive any phone key/DTMF tone after two beeps from the caller within 5 seconds, Sky911 will ring the connected phone and then this call will follow the normal call process. User can press "#" key after hearing two beeps to shorten the ring-time wait if user wants to make a regular call with the assigned Skype accounts. Even after Skype video is started, user can press "#" key to ring the phone for voice talk with the remote site. If the correct password + "＊" key are pressed within 5 seconds, the Remote Monitor function will start to work. For incoming Skype calls from unassigned Skype accounts, SkyATA-102 will ring the phone immediately and follow the normal call process once there is an incoming call.
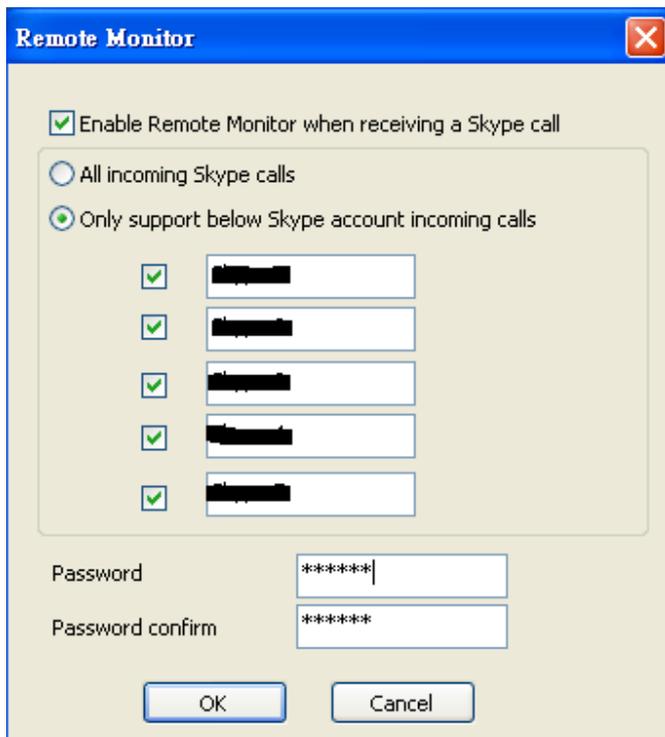
It is strongly recommended to check if Skype can find the camera which user will use for Skype remote monitor and test it before using it. From Skype main window, choose Tools->Options->Video Settings as below figure. User can adjust camera angle for the space which user wants to monitor.
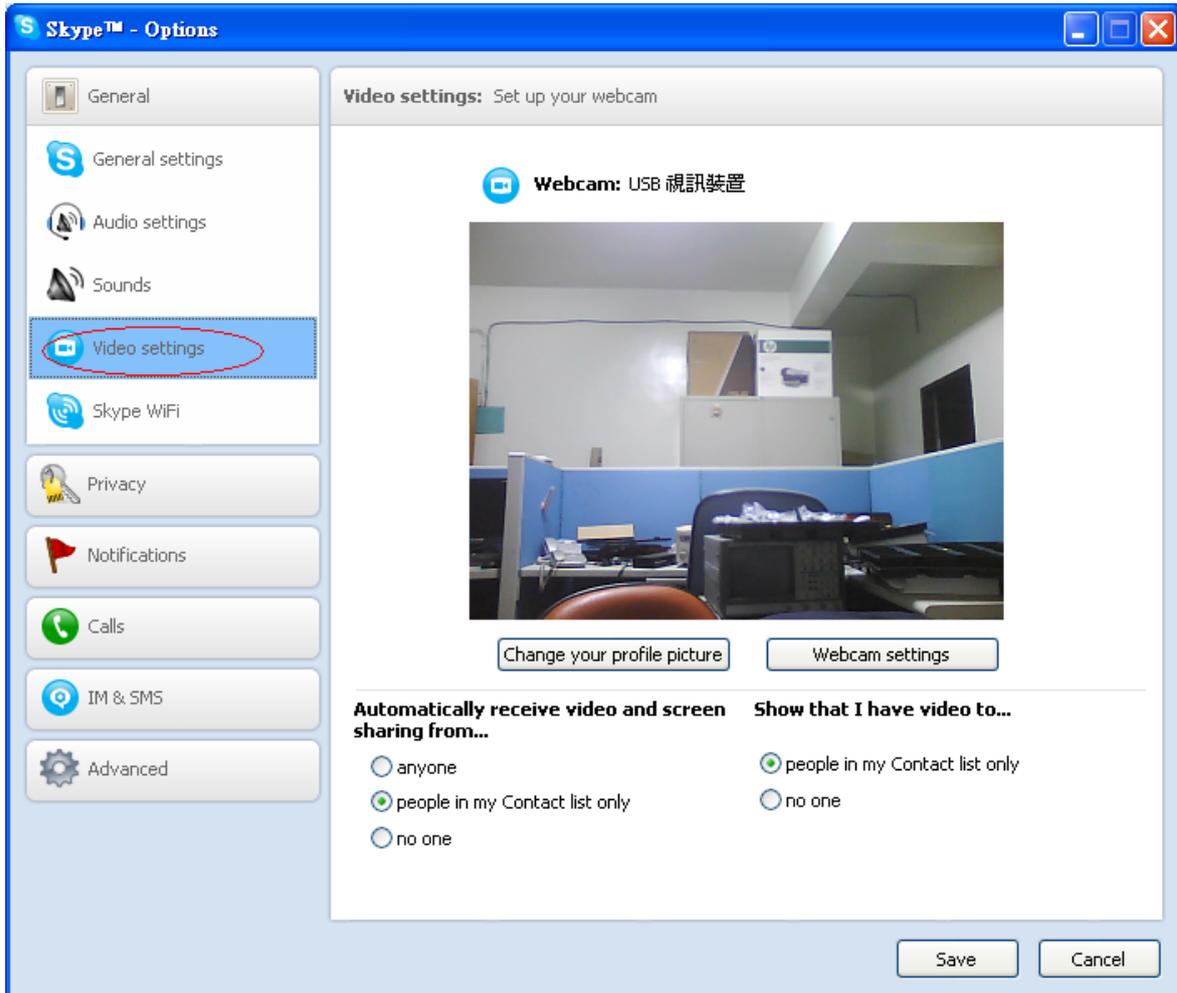
Some camera might have microphone and speakers built-in. With such devices, user can also have voice interaction with the people under monitor. From Skype main window, choose Tools->Options->Audio Settings as below figure to change Skype Microphone and Speakers as the built-in microphone and speaker of camera. When remote monitor function is disabled, SkyATA-102 will automatically change Skype Microphone and Speakers back to SkyATA-102 and user needs to make the change again when he/she wants to use this feature.
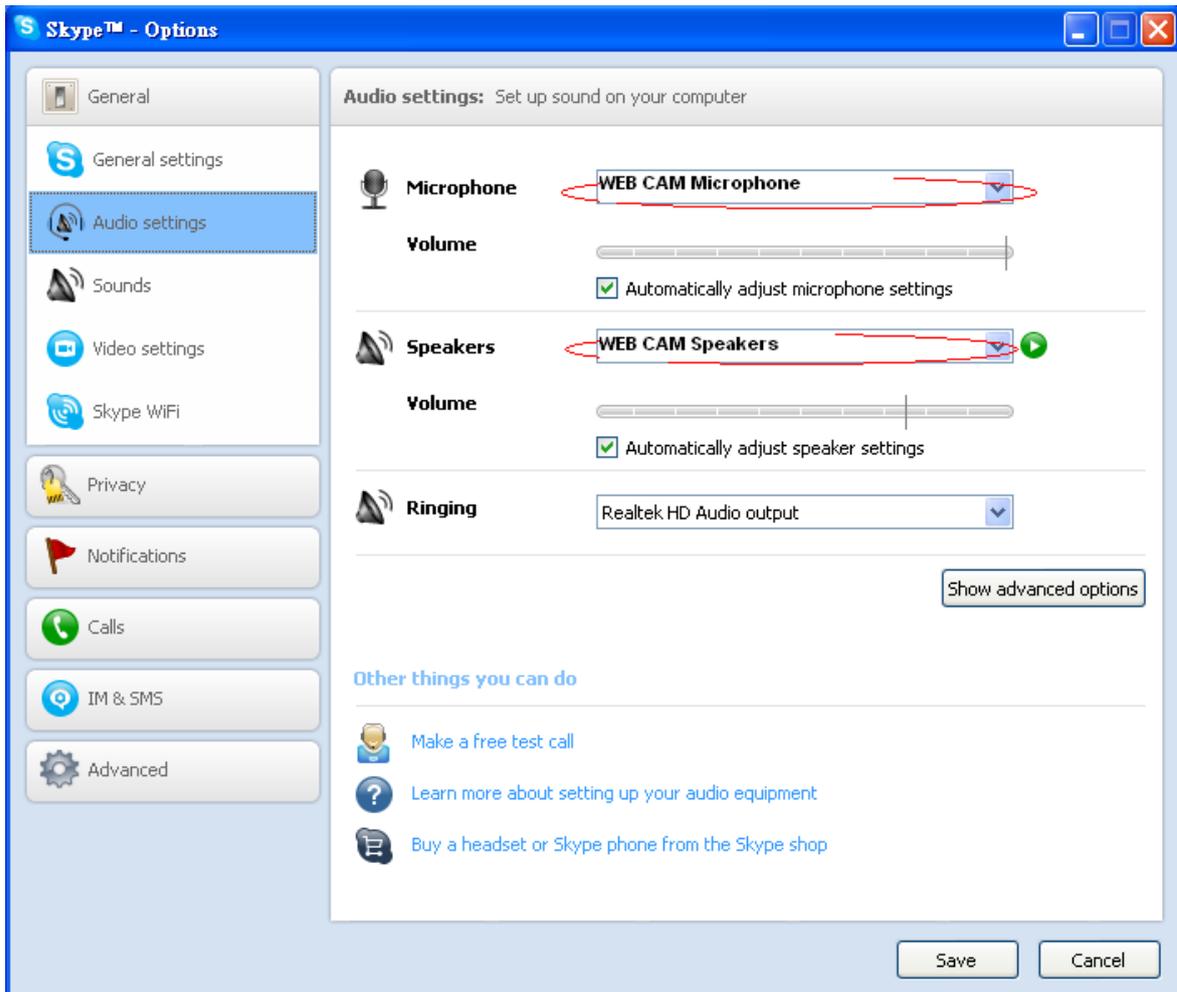
After the setting is done, user can use the assigned Skype account (or any Skype account when user chooses to accept "All incoming Skype calls") to make a call to the Skype account which is running with SkyATA-102 when user is not home. The incoming Skype call will be picked up by SkyATA-102 automatically and two beep tones (prompt message) will be played, then user needs to press preset password + "∗" key within 5 seconds through Skype keypad, PC keyboard or Skype device. If the input is correct, SkyATA-102 will enable Skype video. If the input is incorrect, the call will be disconnected. User can still use the assigned Skype account to make a call to the Skype account running with SkyATA-102 for general voice talk if user doesn't press any phone key within 5 seconds or press "#" key after hearing two beeps. However SkyATA-102 will have a longer delay to ring the connected phone. Even after Skype video is started, user can press "#" key to ring the phone for voice talk with the remote site.

Note:

1. When user wants to use Remote Monitor function, the PC with SkyATA-102

   can't enter into power saving mode. If user doesn't want the PC keep

running, user can disable "When Call Forwarding or Remote Monitor function is enabled, PC won't enter into power saving mode "setting. But user needs to wake up the PC remotely (like sending Magic Packets) or turn on PC automatically via software program when user wants to use this function. Once the Skype account status turns from off-line to on-line, then user can starts to do call forwarding.

2. When user wants to use Remote Monitor function via smart phone, please make sure there is no internet down load or running too many programs when user needs to send out password+ ✳key. Password and ✳key need to be sent in time.

3. Recommend user to change password regularly to protect possible password leak and only enable Skype Remote Monitor function when it is necessary.

4. Skype Dial Pad during a call is located at different locations for different Skype version. Below is the example for Skype 5.6.0.110.
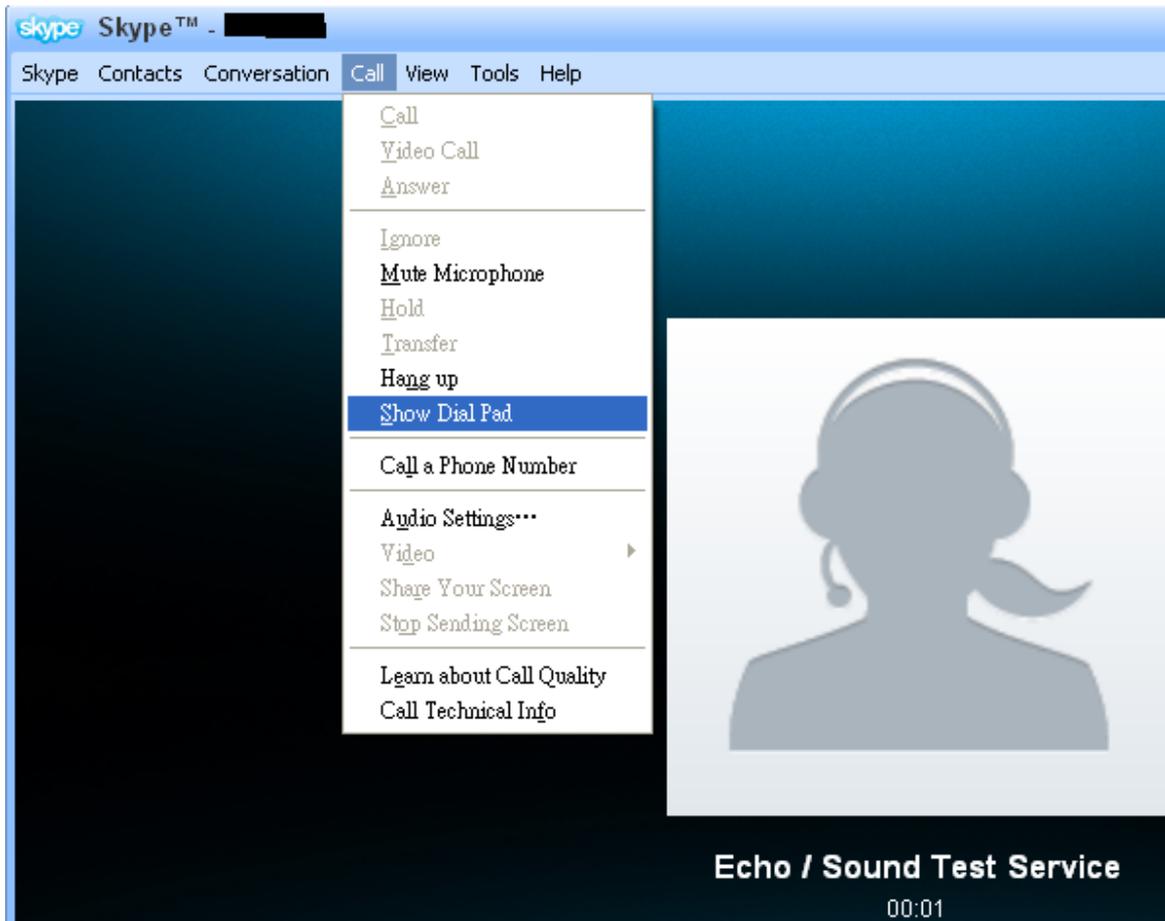
4.14 Skype Recording

User can choose Skype recording for caller, callee or both during a Skype call. The recording files will be saved under My document/Skype record folder. User can manually delete it.

User can click SkyATA-102 tray icon at the right-bottom corner of Windows desktop with right mouse and choose Skype Recording, then Skype Recording window will pop out. When there is a Skype/SkypeOut call in progress, user can press Record button   to start recording (or press ✱3 from phone), press Pause button to pause recording (or press ✱4 from phone), or press Stop button to stop recording (or press ✱5 from phone).
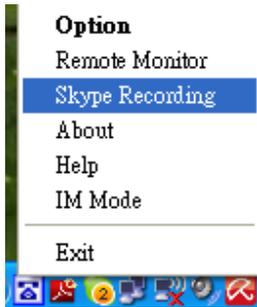
If user clicks "Setting" button, below Skype recording setting page will pop out. After finishing setting changes, please press OK button to save the changes.

Record file path: The default folder is My document/Skype record. User can choose own preferred folder.

Record source option：User can choose to record voices from caller & caller, caller only or callee only. Default setting is Record caller & callee.

Record format：Support data format WAV, MP3, WMA, OGG and FLAC. Default setting is MP3

Record window will pop out once there is a Skype call：If it is enabled, Recording window will automatically pop out when there is a Skype call in progress. Default setting is disable.

Recording auto-starts whenever there is a Skype call：If it is enabled, recording will automatically start based on the recording setting once there is a Skype call in progress. Default setting is disable.

Tray icon will inform recording start and end：Default setting is enable.

Save caller and callee voices at two channels (stereo)：Voices from Caller and callee will be saved at two channels. If it is not set, voices will be saved at one channel (Mono). Default setting is disable.

Recording file folder will be opened once recording is done：Default setting is disable.
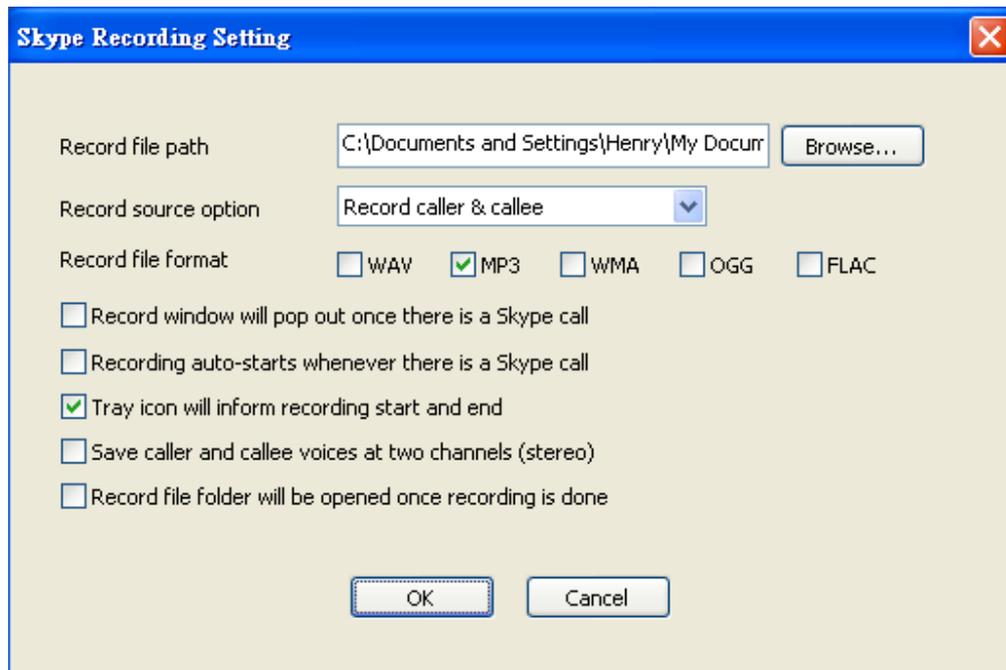
4.15 Other IM Mode

User can use SkyATA-102 for other IMs/Softphones like AOL Instant Messenger/AIM, Windows Live^TM Messenger/MSN, Yahoo! Messenger, ..., etc as an audio device by choosing IM mode from SkyATA-102 system tray icon at the right bottom corner of Windows desktop. But user can't press phone keypad to make or answer a call.

Some other IMs have their own audio device selection like Skype and Yahoo. User can choose SkyATA-102 as the audio device from IM's audio device setting when SkyATA-102 is connected to a PC. After making/receiving a call from a PC, user can pick up the phone connected with SkyATA-102 for conversation. For IMs without audio device setting GUI, user can set PC system audio device as SkyATA-102. However, PC's music output will go to the phone instead of user's PC speaker. Changing PC's system audio device setting can be done through Option page of SkyATA-102 system tray icon as below figure. After SkyATA-102 is chosen as PC's system audio device, please click OK or Apply.
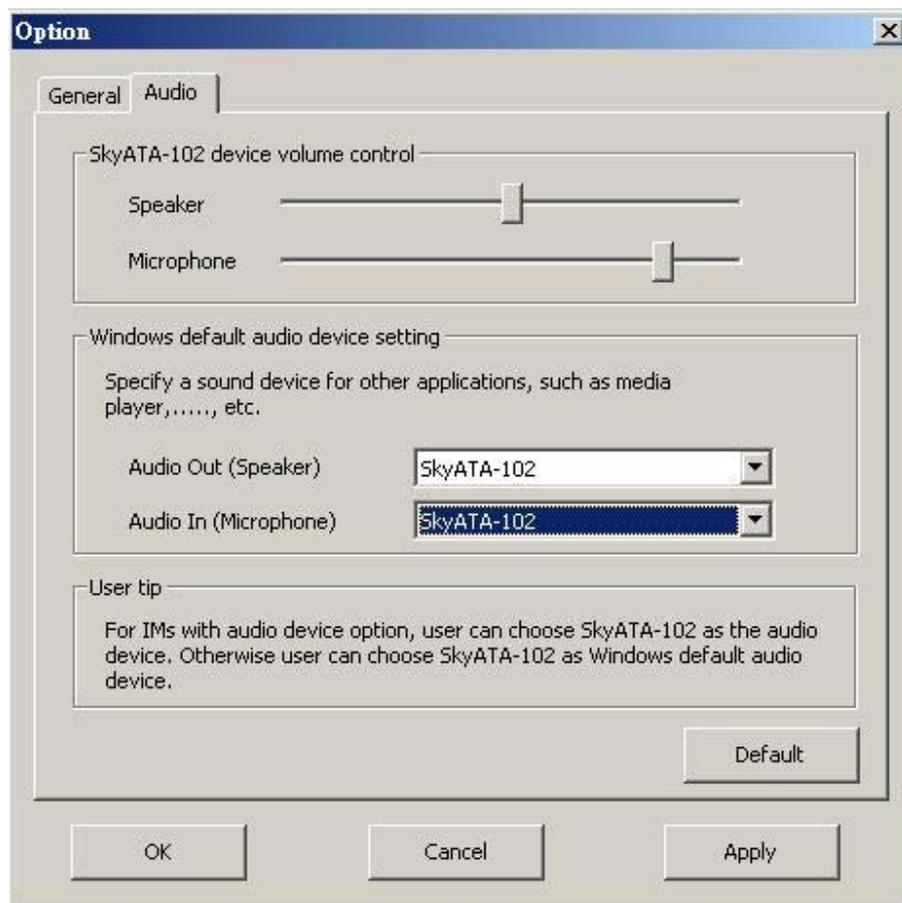
Call operation for IM Mode

In different default operation mode as below figure, call operation will be different when SkyATA-102 enters into IM Mode.

When SkyATA-102 is set in IM Mode and the default operation mode is VOIP, user can press "#" key from phone keypad to switch to PSTN mode, after hearing the familiar PSTN dial tone, user can make regular PSTN calls just as did before. If the default operation mode is PSTN, user just picks up phone and makes regular PSTN calls.

How to answer the interrupt PSTN call.

When SkyATA-102 is set in IM Mode and the default operation mode is VOIP, user can pick up phone to take to the contact after making or answering an IM call from PC. During the IM call, user can press "#" key from phone keypad to pick up the interrupt PSTN call after hearing an interrupt tone. However, user can't press "#" key again to switch back to the waiting IM call. User can hang up the PSTN call and pick up phone again to take the waiting IM call.

When SkyATA-102 is set in IM Mode and the default operation mode is PSTN, after making or answering an IM call from PC, user needs to press "#" key from phone keypad to switch to VOIP mode, then talk to the contact. During the IM call, user can press "#" key to pick up the interrupt PSTN call after hearing an interrupt tone. However, user can't press "#" key again to switch back to the waiting IM call. After switching to the PSTN call, user can hang up the PSTN call and press "#" key from phone keypad after picking up phone again to take the waiting IM call.

How to answer the interrupt IM call.

When user is talking with a PSTN contact and there is another IM call coming, user can't press "#" key from phone keypad directly to answer the incoming IM call.

In order to answer the interrupt IM call, user needs to hang up the current PSTN call first. When SkyATA-102's default operation mode is VoIP, user can talk to the IM contact after answering the incoming IM call from PC and pick up phone. When SkyATA-102's default operation mode is PSTN, user can talk to the IM contact after answering the incoming IM call from PC and picking up phone with pressing "#" key from phone keypad.

5. FAQs

Any encounters of problems regarding using this product, please refer to the following troubleshooting information, which contains a list of many frequently asked questions (FAQ).

Q1: Why SkyATA-102 can't work properly after SkyATA-102 is correctly installed in my PC USB port?

A: SkyATA-102 is quite different with regular USB devices like USB keyboard or mouse. It needs 5V, 500mA power from the USB port. If SkyATA-102 can't work properly after this device is successfully installed, please unplug this device and plug into another PC USB port, or replace the USB cable with a new good quality one between this device and PC USB port or use USB hub with enough power supply to connect this device and PC USB port.

We found some PC USB port is extended from motherboard through extension connector/cable and sometimes the connector/cable is at bad quality, it will cause SkyATA-102 malfunction. For this case, we recommend you to re-plug SkyATA-102 into another USB port or use one USB hub with enough power to connect PC USB port and SkyATA-102.

Q2: User needs to manually allow SkyATA-102 to access Skype if user's Skype version is 3.6.0.248 or above. Otherwise SkyATA-102 can't be allowed to access Skype and work with Skype properly. The latest SkyATA-102 AP will automatically allow the access, but user can follow below instruction if there is any problem.
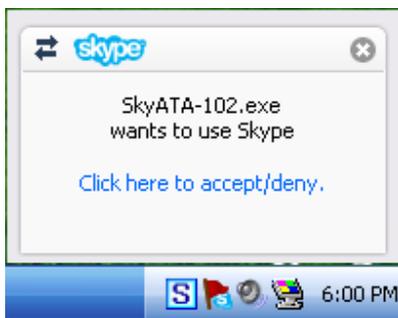
A: User can follow below procedures to manually allow SkyATA-102 to access Skype.

(a) After SkyATA-102 and Skype version 3.6.0.248 or above are installed and launched, user might get above pop up window to ask user to accept or deny SkyATA-102 to access Skype. The pop up window just shows up for around 3 seconds. If user clicks the pop up window, there will be one new event and possible one plugin authorization for SkyATA-102.exe shown in Skype main window as below. User can click the new event if user doesn't see plugin authorization for SkyATA-102.exe. Then plugin authorization for SkyATA-102.exe will appear.
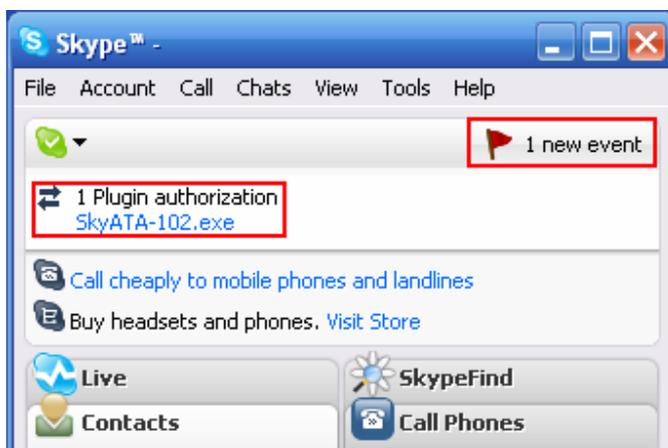
(b) Click SkyATA-102.exe under one Plugin authorization, then one Skype "Manage API Access Control" window will pop up. Choose "Allow this program to use Skype" and click OK button.
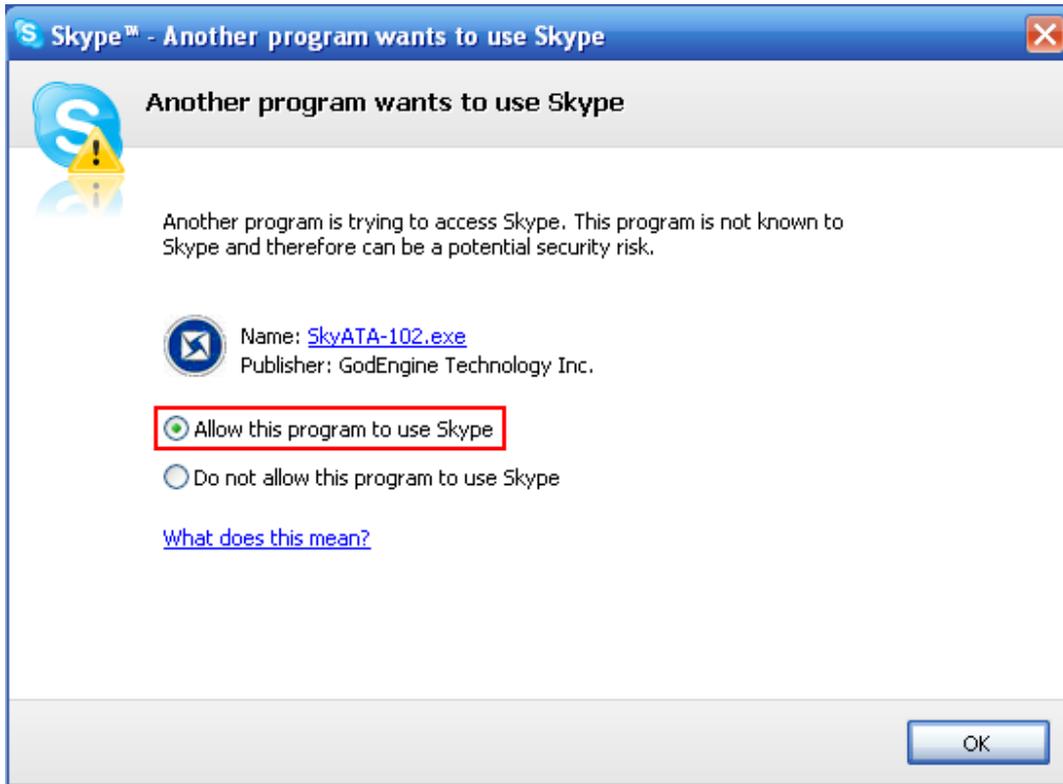
Q3: Why SkyATA-102 doesn't work after SkyATA-102 setup program is installed in Windows Vista?

A: For Windows Vista, user needs to manually launch SkyATA-102 again after SkyATA-102 setup program in installed. From "All Programs" of Windows start menu or SkyATA-102 icon in Windows desk, user can launch SkyATA-102 program. For Windows XP and Windows 2000, SkyATA-102 will automatically be launched after setup program finishes installation in default. The reason is because of Vista's new architecture for security.
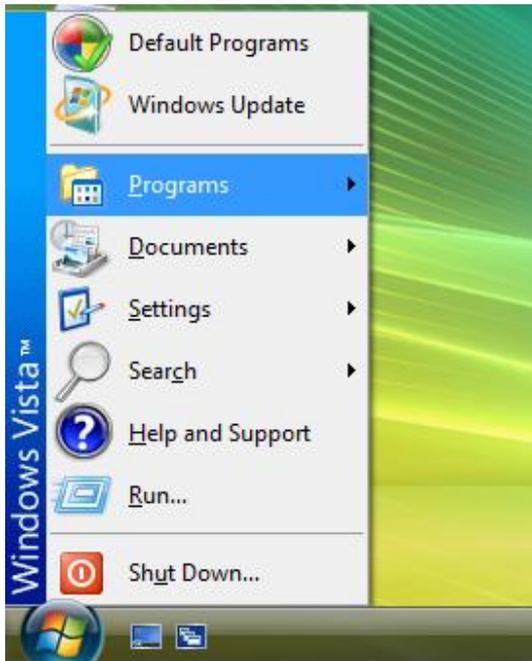
Q4: How do I know that SkyATA-102 is successfully installed?

A: The easy way is to check below items.

    a. Check whether SkyATA-102 system tray icon at the right-bottom corner of Windows desktop presented as or system tray icon shows SkyATA-102 when mouse cursor is put on SkyATA-102 system tray icon or not.

    b. Hear the PSTN dial tone when you pick up the phone receiver and SkyATA-102 LED is solid green if the default operation mode of Option dialogue in SkyATA-102 system tray icon is PSTN. SkyATA-102 LED will turn solid blue if you press "#" key and will hear a different Skype dial tone.

Q5: Why some of my computer USB ports don't work with SkyATA-102?

A: Some Windows 2000 or Windows XP systems might have driver problem with their USB 2.0 ports since both operation systems have been released before USB 2.0 is available. However, Microsoft's Windows 2000/XP latter service pack has added support for USB2.0. User can access Microsoft web site and search by USB/FAQ or link http://www.microsoft.com/whdc/system/bus/USB/USBFAQ_intro.mspx to find more information.

User can check Windows device manager as following procedures to see whether your problem is related with USB driver or not. After USB driver is updated, your USB ports should work with SkyATA-102 and other USB devices.

Device Manager

Action   View

- Display adapters
- DVD/CD-ROM drives
- Floppy disk controllers
- Floppy disk drives
- IDE ATA/ATAPI controllers
- Keyboards
- Mice and other pointing devices
- Monitors
- Network adapters
- Other devices
  - Universal Serial Bus (USB) Controller
- Ports (COM &
- Sound, video
- System devic
- Universal Seri

  Disable
  Uninstall...

  Scan for hardware changes

  Properties

  - Intel(R) 8 .... r - 24D2
  - Intel(R) 82801EB USB Universal Host Controller - 24D4
  - Intel(R) 82801EB USB Universal Host Controller - 24D7
  - Intel(R) 82801EB USB Universal Host Controller - 24DE
  - USB Root Hub
  - USB Root Hub
  - USB Root Hub
  - USB Root Hub

System Properties

General | Network Identification | Hardware | User Profiles | Advanced

Hardware Wizard

The Hardware wizard helps you install, uninstall, repair, unplug, eject, and configure your hardware.

Hardware Wizard...

Device Manager

The Device Manager lists all the hardware devices installed on your computer. Use the Device Manager to change the properties of any device.

Driver Signing...   Device Manager...

Hardware Profiles

Hardware profiles provide a way for you to set up and store different hardware configurations.

Hardware Profiles...

OK   Cancel   Apply

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Q6: In some computers, user might get Windows pop-out message to ask for Windows to restart after user 1st time plugged in SkyATA-102 into one USB port. Should user restart Windows to make the new setting valid?

A: It is not necessary to restart Windows as the pop-out message. Just ignore it and continue to install SkyATA-102 AP program, then enjoy SkyATA-102 without restarting Windows. In some Windows 2000 systems, user might encounter problems after SkyATA-102 program installation completes and Windows 2000 pops up message as below. User can click OK button, then unplug SkyATA-102 and plug again or restart Windows 2000. Re-install SkyATA-102 AP program and launch through start menu or SkyATA-102 desk icon to make SkyATA-102 active.

Q7: Why I still can't use SkyATA-102 after the hardware and software are successfully installed?

A: Whenever the SkyATA-102 AP software is launched, Skype will invoke one warning window "Another program wants to use Skype". If you choose "Do not allow this program to use Skype", but still want to use SkyATA-102, please go to the Skype window main menu Tools and choose Options. In the next window,

choose Privacy tab in the left. Double click "Manage other program's access to Skype" in "Related Tasks" on the lower side of the window. There will be a "Manage API Access Control" window coming up. Scroll down the bar to find device Name: SkyATA-102.exe. "Not allowed to use Skype". Choose this device and click Change button to get the warning window "Another program wants to use Skype" and make proper choice like "Allow this program to use Skype, but ask again in the future". Or choose this device and Remove button on the right side. Click OK.

Re-launch SkyATA-102 through start menu or SkyATA-102 desk icon. Then Skype will invoke the warning window "Another program wants to use Skype" again. Make a proper choice. After this modification, SkyATA-102 will work.

If user doesn't want Skype to pop out this warning message whenever user reboots PC, user can choose "Allow this program to use Skype".
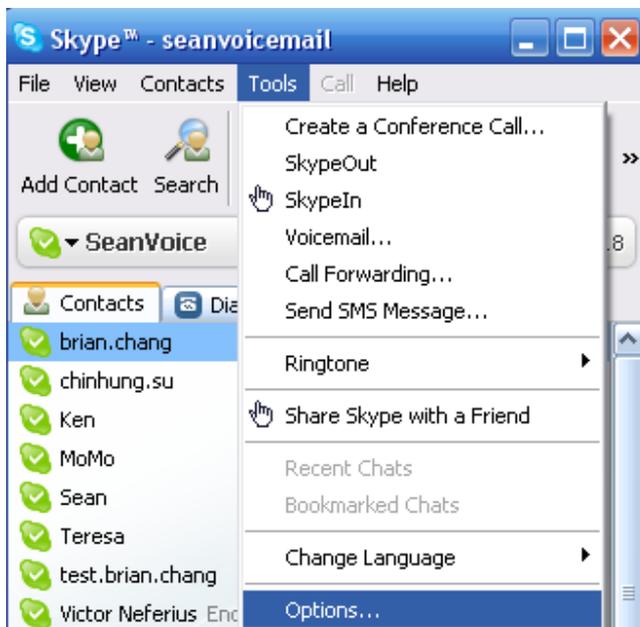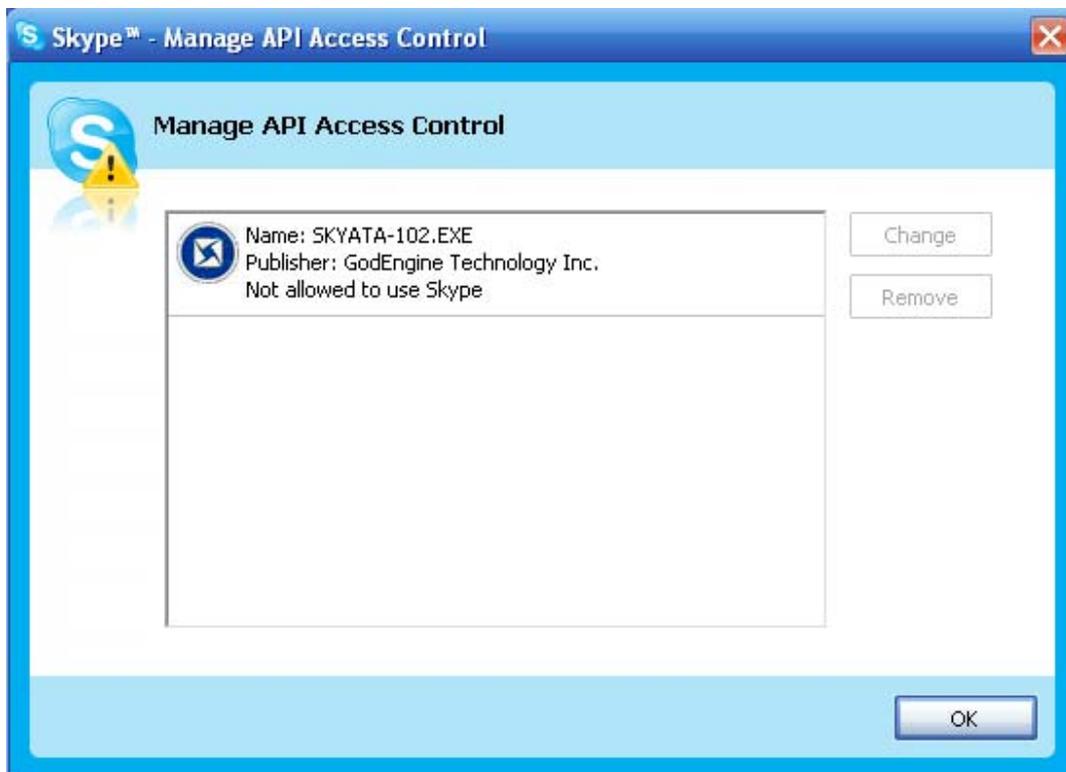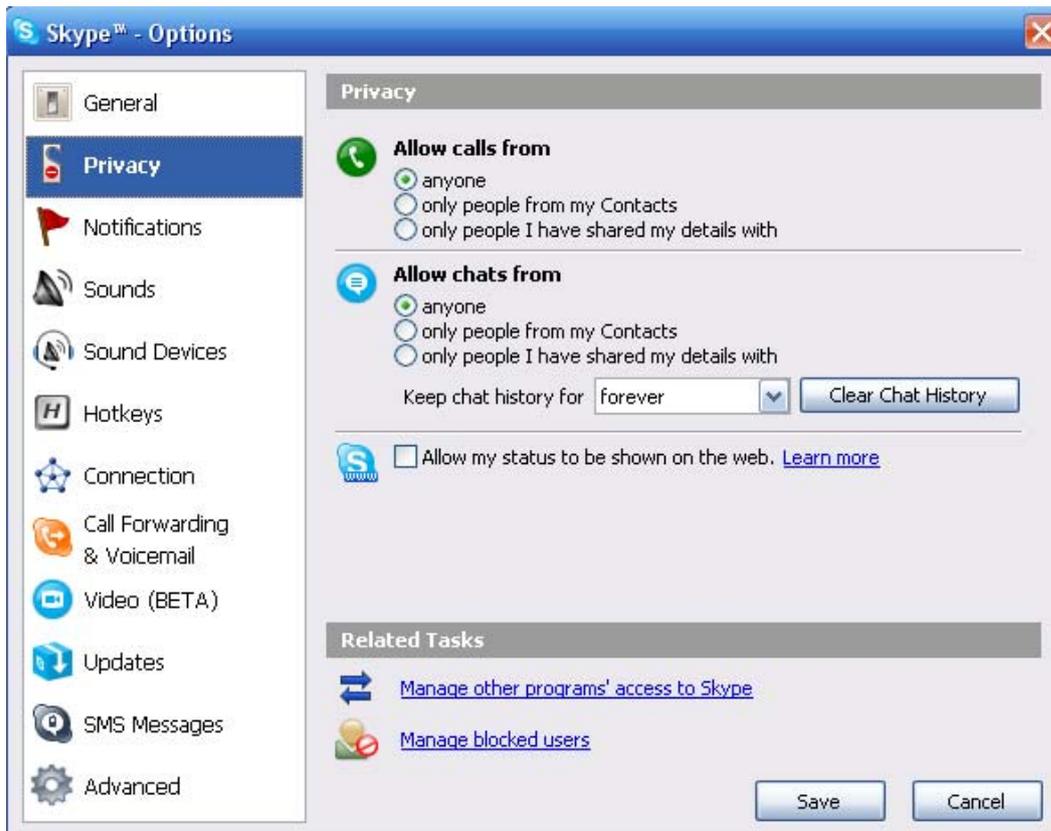
Q8: Why does SkyATA-102 fail to initialize?

A: The phone receiver is not on-hook properly.

Q9: Why doesn't SkyATA-102 work properly in some USB ports of Windows 2000 system?

A: We strongly recommend user to install SkyATA-102 AP program when user 1st time plugs SkyATA-102 into one certain USB port of any Windows 2000 system. Or user needs to remember to plug SkyATA-102 into the same USB port which user 1st time plugged in and install SkyATA-102 AP program if user didn't install SkyATA-102 AP program at 1st time.

In some case, user might have 1st-time plug SkyATA-102 into one Windows 2000 system USB port without installing SkyATA-102 AP program. Next time, user might plug SkyATA-102 into another USB port and install SkyATA-102 AP program and it worked perfect. Later on if user plugged SkyATA-102 into the USB port which user 1st time plugged in, then user might have problem to use SkyATA-102 unless user re-install SkyATA-102 AP program. The quick solution is to install SkyATA-102 program again as the pop-up message suggests. Also you can refer to FAQ 5 if you still encounter problem.

This problem might happen in Windows 2000 system only.
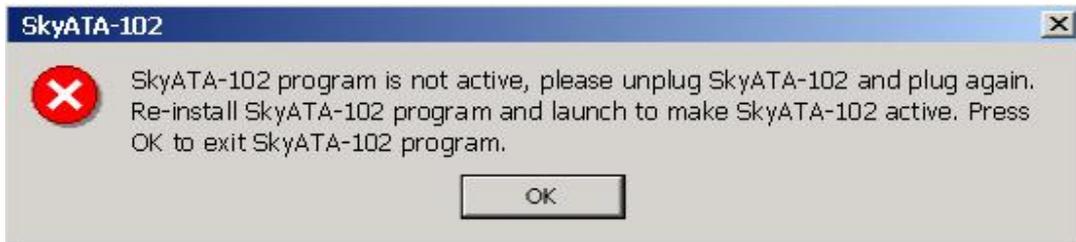
Q10: Why doesn't the phone ring when there is an incoming call?

A: a. Please make sure your phone ring is on.

b. Please check whether SkyATA-102 is successfully installed or not as description FAQ 4.

c. Try to change the Ring signal frequency selection in Phone setting page.

d. Try with other analog phone because some phone might have special driving requirements although we have tried to make our device compatible.

Q11: Why can't I hear dial-tone when I pick up the handset?

A: a. If the default operation mode of Option dialogue in SkyATA-102 system tray icon at the right-bottom corner of Windows desktop is VoIP, user can press "#" key to switch to PSTN mode and check whether there is familiar PSTN dial tone or not.

b. Please make sure whether SkyATA-102 is successfully installed or not as description in FAQ 4.

c. Make sure SkyATA-102 has been chosen as the Skype sound device for Audio In/Out, please refer to FAQ 12.

d. Please check whether your computer has entered into power saving mode or not. If user's SkyATA-102 supports VoIP mode only (no PSTN line), then user won't hear any dial tone. If user's SkyATA-102 supports both VoIP and PSTN modes, user will only hear PSTN dial tone and there is no Skype dial tone even user presses "#" key to switch to VoIP mode. User needs to make PC wake up from power saving mode and SkyATA-102 will re-initialize before normal operation. Please remember to make sure phone is on-hook when SkyATA-102 is initializing.

e. User might have an incorrect feedback to SkyATA-102 software when there is one "Hear any phone-ring" pop out window as below. User can click "Refresh" button in the Option page of SkyATA-102 system tray icon and give SkyATA-102 software correct responses and it should work.
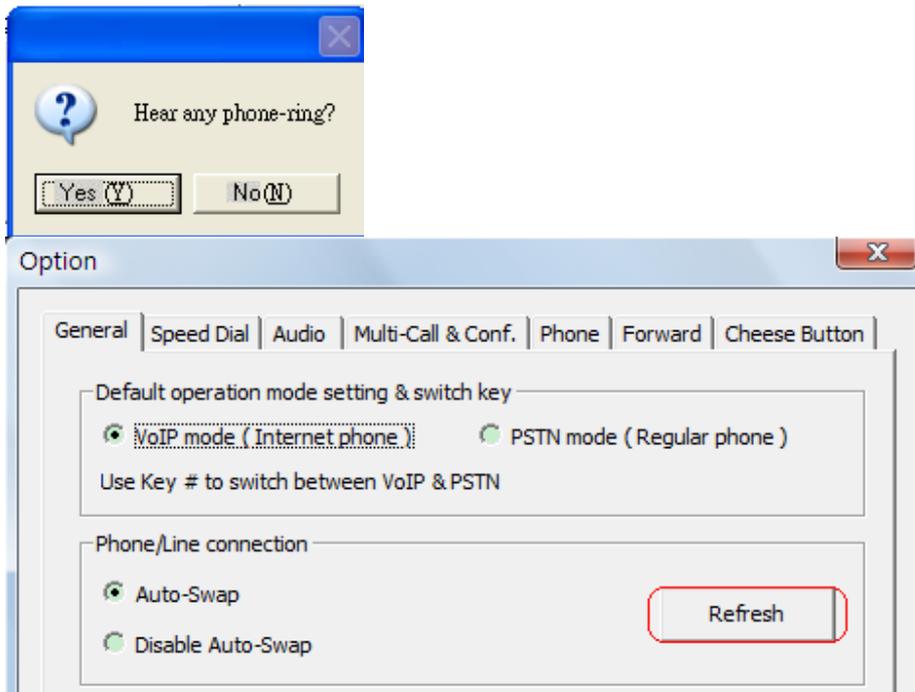
Q12: Why can't I hear any voice after I pick up phone receiver and Skype shows connected when I make or answer a call?

A: Make sure SkyATA-102 has been chosen as the Skype sound device for Audio In/Out. Go to the Skype window main menu Tools and choose Options. In the next window, click "Sound Devices" tab in the left and choose SkyATA-102 from Audio In and Audio Out scroll bar.
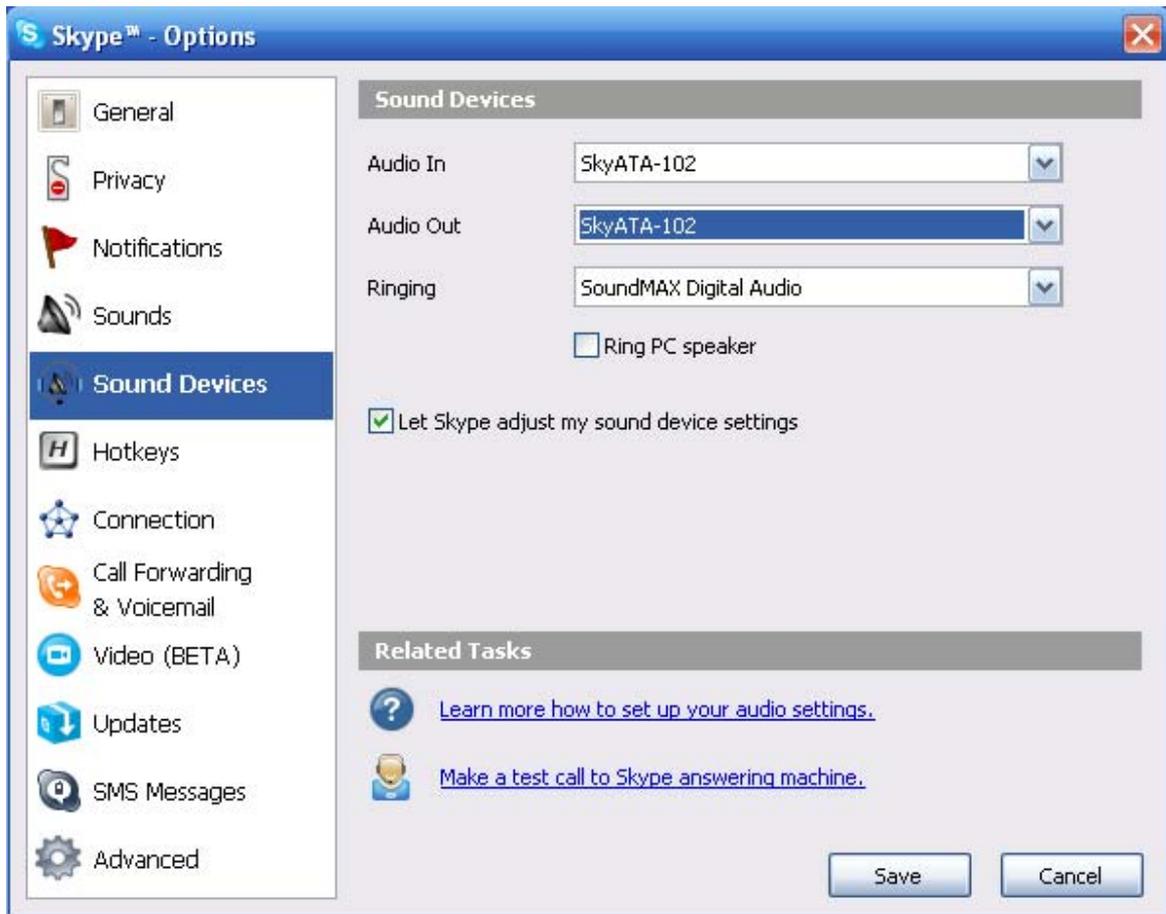
Q13: After I connected SkyATA-102 with my computer, I couldn't hear music or voice from my computer. What can be done so that I can listen to music from the original sound device?

A: Right-click the "volume" system tray icon at the right-bottom corner of Windows desktop, choose "Adjust Audio Properties". It will come out the "Sounds and Audio Devices Properties" window. Choose the default Windows audio device like sound card. Then you should be able to listen to music from your original sound device like speaker.

Q14: Do I need to restart my computer whenever I re-plug the SkyATA-102?

A: There is no need to restart the computer, but we suggest that you re-open your Skype software, then launch SkyATA-102. We recommend that you plug in the Sky911 first then launch SkyATA-102 AP program and close the SkyATA-102 AP program first before you un-plug the SkyATA-102.

Q15: How can I uninstall SkyATA-102 AP program?

A: Please follow below two steps.

    a. Close SkyATA-102 program by clicking SkyATA-102 system tray icon at the right-bottom corner of Windows desktop and choosing Exit.

    b. Use Windows Start menu, choose "All Programs" and find SkyATA-102. There is "Uninstall" option. Choose it and then click Yes button.

Q16: How can I dial "+" sign when making a SkypeOut call?

A: You can use "00" to stand for "+".

Q17: Why can't I start my computer after I plug in SkyATA-102?

A: Please check your computer's system BIOS Boot up device option setting. Your computer might have boot up device setting as USB device. You can refer to your computer BIOS setting procedure to change USB boot up setting.

Q18: How can I know the SkyATA-102 AP program version?

A: Right-click SkyATA-102 system tray icon at the right-bottom corner of Windows desktop and choose "About".

Q19: Why does SkyATA-102 system tray icon at the right-bottom corner of Windows desktop show Hardware Error ?

A: a. SkyATA-102 might not plug in the computer USB port properly. Please unplug SkyATA-102 and make sure to plug SkyATA-102 into the computer USB port properly.

   b. The phone receiver is picked up before SkyATA-102 finishes initialization. Please make sure phone is on-hook before SkyATA-102 initialization completes.

Q20: Why does SkyATA-102 system tray icon at the right-bottom corner of Windows desktop show Skype unavailable ?

A: Please make sure Skype is launched and on-line. User can re-launch Skype and refer to the following possible cases.

   a. SkyATA-102 program is launched, but Skype is not active owing to no internet access.

   b. Skype program is closed after SkyATA-102 program is launched.

   c. User changes Skype status to Offline. Skype status needs to be changed to Online for normal operation.

Q21: Why can't I use existing Skype audio devices after SkyATA-102 is installed?

A: After SkyATA-102 is installed, Skype sound device will be set as Sky911 SkyATA-102 as figure in FAQ 12. If user wants to use other Skype device, user can change Skype sound device as the one user wants to use. Similarly, user needs to change Skype sound device as SkyATA-102 if other Skype USB audio device is adopted first and then user wants to use SkyATA-102.

Q22: What should I do if my PSTN line or Skype line doesn't work although

SkyATA-102 Phone/Line ports are connected?

A: SkyATA-102 has Auto-Swap/Auto-Detection function. In some case, user might remove cable connection and connect again or have phone and line ports connection after SkyATA-102 initialization completes. User can click Refresh button in the Option dialogue of SkyATA-102 system tray icon at the right-bottom corner of Windows desktop, then SkyATA-102 AP program will immediately correct Phone and Line port connections even although user makes a wrong connection. For Auto-Detection support, there will be one pop-up message to guide user to connect Phone/Line port correctly. User can refer to this user manual Section 3.1 SkyATA-102 Hardware Setup for detailed information.

Q23: Why I can't setup a Multi-Call or Conference call when I am on a PSTN call?

A: In order to prevent possible troubles when user presses "＊" key during a PSTN service call such as 800, we need user to start a Multi-Call or Conference call from a Skype call. User can't make a PSTN call first and then to add another Skype contacts for a Multi-Call or Conference call. However, user can invite the incoming Skype call for a Multi-Call when user is on a PSTN call.

Q24: Can I use Skype version later than SkyATA-102 claims to support in this user manual Section 1.4Minimum System Requirements?

A: Since Skype might change API for the new release, we can't guarantee our current SkyATA-102 AP can work with the new update seamlessly. You should be able to adopt it for basic Skype talk, but you always can download the latest SkyATA-102 AP program from our web site or get help from our supporting people.

6. 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.