# Skylink Pro<sup>™</sup> USB Personal VoIP Gateway User's Guide



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#### Welcome

The Skylink Pro<sup>™</sup> USB Personal VoIP Gateway (Skylink Pro) is an exciting new device that let's you make and receive Skype<sup>™</sup> calls using your standard telephone handset.

After you follow the simple installation you will be able to do the following:

- Continue to make and receive regular calls as you normally do
- Make and receive Skype<sup>TM</sup> calls using your standard telephone
- Forward Skype<sup>TM</sup> calls to your mobile phone
- Make Skype<sup>TM</sup> calls from your mobile phone even when you are away from your computer
- Switch between a Skype<sup>TM</sup> call and a regular phone call
- Check Skype<sup>TM</sup> voicemail from your handset
- Record incoming Skype<sup>TM</sup>, PSTN and forwarded calls as wave (WAV) files

This document covers driver version 1.16.03.

Please view the readme.txt that is installed with the Skylink Pro driver. It lists any known issues that may exist.

#### **Package Contents**

The Skylink Pro<sup>™</sup> Personal VoIP Gateway package includes the following (note that your particular hardware and cables may look slightly different than shown below).



#### **1. Skylink Pro™ Personal VoIP Gateway**

**3.** Telephone Cable



5. User's Manual





#### 4. CD-ROM



6. Quick Start Guide

#### Requirements

In order to install the Skylink Pro<sup>™</sup> adapter you will need the following:

- 1. Skylink Pro<sup>™</sup> adapter
- 2. USB cable
- 3. RJ11 cable
- 4. Telephone (regular telephone, cordless phone, DECT phone, ...)
- 5. Telephone service (for conf call, 3 way calling and forwarding features)
- 6. Broadband internet service is recommended
- 7. PC with the following **<u>minimum</u>** specifications:
  - o Pentium 450MHz or equivalent
  - o Windows 2000 or XP
  - Available USB port (1.0, 1.1 or 2.0)
  - Skype<sup>TM</sup> version 1.3 or higher (<u>www.skype.com</u>) must be installed.
  - o 128MB RAM
  - o 20MB available hard disk space
  - o CD-ROM drive to install Skylink Pro<sup>™</sup> software from the supplied CD-ROM
- 8. **<u>Recommended</u>** PC specification for optimal performance:
  - Pentium 1GHz or equivalent
  - o Windows 2000 or XP
  - Available USB port (1.0, 1.1 or 2.0)
  - Skype<sup>TM</sup> version 1.3 or higher (<u>www.skype.com</u>) must be installed.
  - o 256MB RAM
  - o 30MB available hard disk space
  - o CD-ROM drive to install Skylink Pro<sup>™</sup> software from the supplied CD-ROM

Note that the Skylink Pro Adapter must be connected directly to the PC USB port or to an AC Powered USB hub. It CANNOT be installed on a bus powered USB hub.

#### Skylink Pro<sup>™</sup> Installation

### DO NOT CONNECT THE SKYLINK PRO™ ADAPTER TO YOUR COMPUTER UNTIL INSTRUCTED TO DO SO BY THE SKYLINK PRO™ INSTALLATION WIZARD

The following instructions will guide you to through the process of installing the Skylink Pro<sup>TM</sup> Personal VoIP Gateway.

The installation procedure is to:

- Install Skype<sup>TM</sup> (step 1 below)
- Start the Skylink Pro<sup>TM</sup> SW installation (step 2 below)
- Plug in the Skylink Pro<sup>™</sup> adapter WHEN INSTRUCTED TO DO SO (step 2 below)
- Verify the installation is OK (step 3 below)
- Connect a telephone handset to the Skylink Pro<sup>TM</sup> adapter (step 4 below)
- Connect the Skylink Pro<sup>™</sup> adapter to the wall jack (step 5 below). Note that this is optional and only required for the forwarding and conferencing features.
- Use your Skylink Pro<sup>™</sup> adapter to make and receive Skype<sup>™</sup> calls

The detailed instructions follow:

**STEP 1:** If Skype<sup>™</sup> is not already installed on your computer, visit <u>http://www.skype.com</u> and follow the instructions there to install Skype<sup>™</sup>. Verify that Skype<sup>™</sup> is working before installing the Skylink Pro<sup>™</sup> adapter. **STEP 2:** Insert the supplied CD-ROM into your PC CD-ROM drive. The installation should start automatically. If not, or if you have quit the setup, then open the installation folder on the CD-ROM and double click on the **setup.exe** program as shown below.

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🌀 Back 🔹 🕤	- Ď	🔎 Search 🄀 F	Folders
Address 🛃 D:\			💌 🄁 Go
Name 🔺	Size	Туре	Date Modified
🧿 autorun .inf	1 KB	Setup Information	4/5/2005 3:01 PM
🗐 EULA.txt	11 KB	Text Document	7/28/2005 2:09 PM
쾾 setup.cab	707 KB	WinZip File	10/26/2005 3:20 PM
Setup.exe	444 KB	Application	10/26/2005 3:16 PM
🛯 Setup.scp	2 KB	Palm Configuratio	6/29/2005 3:33 PM
🢁 slusbvip.inf	8 KB	Setup Information	10/26/2005 3:20 PM
🗟 slusbvip.sys	517 KB	System file	10/26/2005 3:12 PM
🗃 slvad.cat	1 KB	Security Catalog	6/15/2005 10:48 AM
🧿 slvad.inf	5 KB	Setup Information	10/26/2005 3:20 PM
🗟 slvad.sys	43 KB	System file	10/26/2005 3:14 PM
🔊 slvipco.dll	80 KB	Application Extens	10/26/2005 3:14 PM
🔊 slvipgx.dll	196 KB	Application Extens	10/26/2005 3:14 PM
TI RecAgent sys	15 KB	System file	10/26/2005 3:12 PM

You will see the following popup. Press Yes to proceed or No to cancel.

Setup		
This will install TLink Personal Vol Do you want to continue?	IP Gateway on yo	ur computer.
<u>Y</u> es	No	

You will see the End User License Agreement. Click the "I have read …" checkbox and press the *I Agree* button as shown below.

End user license agreement	X
End User License Agreement This Product is protected by copyright and othe and is being made available solely for use by yo License Agreement terms and conditions. Any u included Software that is not in accordance with prohibited and may result in civil and criminal pe	r intellectual property laws and treaties, u in accordance with the following ise, reproduction or redistribution of the h the License Agreement is expressly nalties.
THE VENDOR AND ITS SUPPLIERS ARE WI PRODUCT TO YOU ONLY ON THE CONDITIO THE TERMS CONTAINED IN THIS LICENSE. "I have read and agree to the terms and conditi CHECKBOX AND PRESSING THE "I agree" B BY THE FOLLOWING LICENSE AND YOU RE TO ACCEPT THE LICENSE ON BEHALF OF Y IF YOU DO NOT AGREE TO THE TERMS OF YOU WILL NOT BE ABLE TO CONTINUE THE SOFTUADE	LLING TO LICENSE THIS ON THAT YOU ACCEPT ALL OF AGREEMENT. BY CHECKING THE ions as stated above" UTTON, YOU AGREE TO BE BOUND PRESENT THAT YOU ARE AUTHORIZ OUR EMPLOYING OR RETAININ ENTI THIS LICENSE, PRESS "Cancel" BUTT E INSTALLATION PROCESS OR USE T
✓ [ have read and agree to the terms and cor	nditions as stated above
Agree	Cancel

You will see the following progress bar below indicating that the installation is proceeding.

Initializing	

Wait until you see the following popup and press the OK button.



Connect the USB cable to the Skylink Pro<sup>™</sup> adapter USB port as shown below:



The other end of the USB cable must be connected to a USB port on your computer as shown below,



or to an AC Powered USB hub.

The Skylink Pro Adapter MUST not be connected to a bus powered USB hub.

You will see the following Windows New Hardware Found Wizard.



Select Install the software automatically (Recommended) and press the Next button.

The installation will continue and you will see the following screen.

Found New Hardware Wizard Please wait while the wizard installs th	e software	
TLink USB VolP Adaptor		
B b	D	
	< Back Next >	Cancel

When you see the following screen, press the **Finish** button.



Then you will see the following Windows New Hardware Found Wizard screen.



Select Install the software automatically (Recommended) and press the Next button.

The installation will continue and you will see the following screen.



When you see the following screen, press the Continue Anyway button.



When you will see the following screen, select the option, "*allow this program to use Skype*" and press the **OK** button.



When you see the following screen, press the **Finish** button.



**STEP 3:** When the installation completes you should see the following message appear near your system tray and a new telephone icon (circled in red below) in your system tray as shown below.

The telephone icon indicates that the Skylink Pro<sup>TM</sup> software is installed and running and that you can start making calls via Skype<sup>TM</sup> and the Skylink Pro<sup>TM</sup> adapter.



You will see a new program group named Skylink  $Pro^{TM}$ , accessed from the Start button - > All Programs as shown below.

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**STEP 4:** Connect a standard telephone handset to the Skylink Pro<sup>™</sup> **phone** jack using a telephone cable as shown below



**STEP 5:** Connect a telephone cable between the Skylink  $Pro^{TM}$  line jack and a wall jack as shown below. Note that this is only required for making regular phone calls or for forwarding Skype calls to your mobile (or other off-site) phone or for toll bypass applications.



You final configuration should resemble the following.



#### Enabling Skylink Pro™

In order to use Skylink Pro<sup>TM</sup> and it's features, (1) the Skylink Pro<sup>TM</sup> adapter must be plugged into the PC, (2) a telephone handset must be plugged into the Skylink Pro<sup>TM</sup> adapter, (3) the Skylink Pro<sup>TM</sup> adapter must be connected to the telephone wall jack<sup>1</sup> and (4) the Skylink Pro<sup>TM</sup> agent must be running (see green telephone in the Windows System Tray).

(note 1 – this is only required for making regular phone calls or for forwarding Skype calls to your mobile (or other off-site) phone or for toll bypass applications)

If the Skylink Pro<sup>TM</sup> Agent is not running (i.e. no green telephone in the system tray), make sure the Skylink Pro<sup>TM</sup> adapter is connected to the PC and start the Skylink Pro<sup>TM</sup> Agent as shown below (Start -> All Programs -> Skylink Pro<sup>TM</sup> -> Skylink Pro<sup>TM</sup> Agent):



You may see the following screen, select the option, "allow this program to use Skype" and press the **OK** button.



You should now see the Skylink Pro<sup>™</sup> agent in the Windows System Tray as shown below.



You are now ready to use the Skylink Pro<sup>™</sup> Personal VoIP Gateway.

#### Skylink Pro<sup>™</sup> States

When the Skylink Pro adapter is installed and the software is installed properly, then you will see a green phone in the system tray as shown below.



If the Skylink Pro<sup>TM</sup> agent is running and the Skylink Pro<sup>TM</sup> adapter is removed or Skype is not running, then the telephone will be red as shown below.



During an incoming or outgoing Skype call, the telephone handset will jiggle as shown below, indicating an VoIP call is being initiated.



When the Skylink Pro<sup>™</sup> agent is not running, there is no phone in the system tray.

#### Skylink Pro<sup>™</sup> Adaptor LEDs

The Skylink Pro adaptor typically has 3 LEDs as illustrated below. Note that the colors or number of LEDs on your Skylink Pro may be different.



- When the Skylink Pro adapter is installed and the software is installed properly, then the power LED will be lit red indicating the Skylink Pro adaptor is receiving power.
- The PSTN LED indicates a PSTN call
- The VoIP LED indicates a VoIP call

#### Testing Skylink Pro™

Skype provides a useful feature to test your connection. It is called Echo123. If you send "callme" in a chat with echo123, the echo123 service will call you and let you leave a message which will be played back to you. This will help you verify that the Skylink Pro adapter, Skylink Pro driver and the telephone are all connected and installed properly.

Add Echo123 to your Skype contact list from the Skype Tools menu -> Add to Contact List entry as shown below:



When Echo123 is added, click on the chat button as shown below.



You will see the following chat screen and you should enter "callme" and press the Enter key on your keyboard.



Within 10-20 seconds, you should see the following screen, and the telephone connected to the Skylink Pro adapter should ring. Pick up the handset and follow the instructions. The Echo Test Service will ask you to leave a message which will be played back immediately. This will help you verify that the Skylink Pro adapter, Skylink Pro driver and the telephone handset are all connected and installed properly.



When the test concludes you can press OK on the following screen.



and then press Finish on the following screen.

S Skype™ - Add a Contact
Sontact was added!
Echo Test Service (echo123) was added to your Contacts!
Call Echo Test Service (echo123) now         Image: Send a Chat Message to Echo Test Service (echo123)         Image: See profile for Echo Test Service (echo123)
< Previous Next > Finish

### **Making and Receiving Calls**

You can continue to use the telephone handset connected to the Skylink  $Pro^{TM}$  adapter to make and receive standard telephone calls as you used without any change. To make a standard phone call, just pick up the handset and dial as you normally would. To answer (receive) a standard phone call just pick up the handset when the phone rings.

When you receive an incoming Skype<sup>TM</sup> call, the handset connected to the Skylink Pro<sup>TM</sup> adapter will ring. If you handset supports Alphanumeric Caller ID, then the Skype username will be displayed on the handset's screen where the standard caller ID information is displayed. To answer the call, just pick up the handset and speak as you normally would. To end the call, simply hang up the handset as you normally would.

If you have SkypeOut<sup>TM</sup>, you can use the Skylink Pro<sup>TM</sup> connected handset to make SkypeOut<sup>TM</sup> calls by picking up the handset, pressing ##, to indicate to the Skylink Pro<sup>TM</sup> adapter that this is not a standard call but a Skype call, dialing as per the SkypeOut<sup>TM</sup> recommended dialing sequence, *00* + *country code* + *telephone number* (e.g. 001 617 555 1212) and pressing the asterisk (\*) key.

In order to make a call to a Skype<sup>TM</sup> contact, you will need to use the Skype<sup>TM</sup> program to assign a speed dial (as described in the next section) to each person you would like to call from the Skylink Pro<sup>TM</sup> connected handset. Then simply pick up the handset, press ##, to indicate to the Skylink Pro<sup>TM</sup> adapter that this is not a standard call but a Skype call, you will hear a new dial-tone, press the speed dial number (e.g. 22) and then press the asterisk (\*) key.

#### Setting Up Skype Speed Dial

This section describes how to setup speed dials in Skype<sup>TM</sup>. This is required in order to use a Skylink Pro<sup>TM</sup> connected handset to dial to a Skype<sup>TM</sup> contact. It is not required for making SkypeOut<sup>TM</sup> calls using a Skylink Pro<sup>TM</sup> connected handset.

Step 1: Right click on the desired contact as shown below and select Assign Speed-Dial:



**Step 2:** Enter the desired speed dial number (e.g. 22) as shown below and press the **OK** button.



**Step 3:** You will now see an indication that the Skype<sup>TM</sup> contact has a speed dial associated with them as shown below.

6	Skype	M _				×
File	View	Tools	Call	Help		
6		) 🔊	• 6		1	»
#	Dial		e	all List		
	Start		🕹 C	ontact	s	
<b>▼</b> 9	Skype	Conta	cts (1	3/47	)	^
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0	Second Second	teres.				
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2		-				
2		_				
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8	-	-				
						-
				-		100
		Q	(	9		
0	+ Awa	ay 1,8	384,73	4 User:	; Online	

### Switching Between VoIP and Regular Calls

While on a regular phone call you may receive a Skype<sup>TM</sup> call or while on a Skype<sup>TM</sup> call you may receive a regular call. The Skylink Pro<sup>TM</sup> adapter will indicate an incoming call with an audible call waiting tone and you can do the following:

- Press '#1' to answer new call keeping current call on-hold
- Press '##' to answer call and terminate current call

Once having 2 active calls, you may:

- Press '#1' putting current call on-hold switching to other call
- Press '##' terminating current call switching to other call
- Press '#2' to conference the calls together (see next section)

While on a regular phone call, if you receive a Skype call, you can see the Skype username on your telephone (if it has alphanumeric CLID display).

#### **Conference Call Between VoIP and Regular Calls**

While on a regular phone call you may receive a Skype<sup>TM</sup> call or while on a Skype<sup>TM</sup> call you may receive a regular call. The Skylink  $Pro^{TM}$  adapter will indicate an incoming call with an audible tone and you can conference in the additional caller by pressing '#2'. While in a conference call, you may press '#1' to return to 2 active calls (with PSTN active, VoIP on-hold), and than as described above to switch between calls ('#1' – put current on hold, '##' terminate current), or conference them again using '#2'.

#### **3-Way Calling**

During an active Skype call the user may press '#1' to put current Skype call on-hold and get a PSTN dial tone to establish a PSTN call. Similarly, during an active PSTN call the user may press '#1' to put current PSTN call on-hold and get a VoIP dial tone to establish a Skype call

You may then:

- Press '#1' to switch between active calls keeping current call on-hold
- Press '##' to terminate current call and switch to call on-hold
- Press '#2' to conference the calls together

### **Forwarding Calls**

The Skylink Pro<sup>TM</sup> adapter can be configured to forward incoming Skype<sup>TM</sup> calls to another telephone number, such as your mobile phone. It can also forward incoming telephone calls to a Skype<sup>TM</sup> or SkypeOut<sup>TM</sup> call. Right click on the Skype Agent (green telephone in the Windows System Tray) and select configure as shown below.



You will see the Skylink Pro configuration screen as shown below.

TLinkAgent configuration		? 🛛
General Call forwarding Call recorder		
Initiate VoIP call:	<b>***</b>	
<u>S</u> end key:	×	
Call <u>w</u> aiting sequence:	#1 _	
<u>C</u> onference key sequence:	#2	
Soft phone type:	SKYPE	
	SmartLink	
	TLink Personal VoIP Gateway	<u>R</u> estore defaults
	OK	Cancel Apply

Press the Call Forwarding tab to see the Call Forwarding parameters as shown below.

al Call Forwarding Call Recorder	
Il Forward Settings VolP To Phone Line Enable Call Forward Enable Toll Bypass Rings Before Forwarding Alumbar Ta Bigl	Phone Line To VolP Enable Call Forward Enable Toll Bypass Rings Before Forwarding 2
Toll Bypass Pin Number 1234 Power Management Disable Standby/Hibernate	
Smart	tLink

In order to forward incoming Skype<sup>TM</sup> calls to a telephone number such as your mobile phone, change the *VOIP to Phone Line* settings as follows:

• Check the Enable Call Forward checkbox as shown below

inkAgent Configuration	È.			
eral Call Forwarding Call Re	scorder			
Cal Forward Settings				
VolP To Phone Line		Phone Line To VolP		
Enable Call Forward	( P	Enable Call Forward		Г
Enable Toll Bypass	4	Enable Tol Bypass		Г
Rings Before Forwarding	2	Rings Before Forwarding	2	v.
Number To Dial	333	Number To Dial	77	
1.80				
Pin Number 1773				
Power Management				
Disable Standby/Hibe	mate			
	Sma	urtLink		
	Think Paser	walValE Samuer:		
	TUnk Perce	onal VolP Gateway		

• Select the number of rings before the forwarding takes place as shown below.

Forward Settings			
VoIP To Phone Line		Phone Line To VolP	
Enable Call Forward	7	Enable Call Forward	Г
Enable Toll Bypass	Г	Enable Toll Bypass	Г
Rings Before Forwarding	•	Rings Before Forwarding	2
Number To Dial 33	3	Number To Dial	77
Toll Bypass			
Pin Number 1234			
Power Management			
Disable Standby/Hibernate			
	Sma	rtLink	

• Then select the telephone that should be dialed on the telephone line and press the **Apply** and/or **Exit** button as shown below. Enter the telephone exactly as you would dial it if you were to pick up a telephone directly connected to the phone line.

VoIP To Phone Line	Dhave Line Te VelD
	Friorie Line TO YOF
Enable Call Forward	Enable Call Forward
Enable Toll Bypass	Enable Toll Bypass
Rings Before Forwarding	Rings Before Forwarding     2
Number To Dial	5551212 Number To Dial 77
Pin Number 1234	
Power Management	
☑ Disable Standby/Hibernate	
	Smartlink

If you are on a PBX, you may need to press a digit to get an outside line (i.e. 9). In this case you would enter 9,,,16175551212.

In order to forward incoming regular calls to a VoIP call, such as through SkypeOut<sup>TM</sup> or to a Skype account, enter speed dial number (e.g. 77) associated with the Skype User without the \* key (as shown above).or enter the SkypeOut<sup>TM</sup> number (e.g. 0016175551212).

As you can see in the screenshot above, when forwarding is enabled, the driver will disable the computer's ability to go to standby mode. When the computer tries to go into a standby mode, you will see the following popup:



If the computer goes to sleep, then toll bypass will not work. To turn this feature off, uncheck the "Disable Standby/Hibernate" check box.

### **Toll Bypass**

Toll bypass is similar to forwarding, except the incoming caller hears a beep, enters a password and then dials out an arbitrary number instead of fixed forwarding as described in the previous section.

There are two common scenarios for this. You can call in from your mobile phone to the computer that the Skylink Pro adaptor is connected to and make a low cost SkypeOut international call. This is useful if you are in the same geographical location as Skylink Pro and want to make international calls.

The second common scenario is you Skype to the computer that the Skylink Pro adaptor is connected to and make a low cost local call over the PSTN line. This is useful if you are traveling abroad and want to make a low cost local call (in the geographical location that the Skylink Pro adaptor is in).

Right click on the Skype Agent (green telephone in the Windows System Tray) and select configure as shown below.



neral Call Forwarding Call Recorde	r]	
- General Settings		· · · · · · · · · · · · · · · · · · ·
Initiate VoIP Call	## •	Restore Defaults
Send Key	×	
Call Waiting Sequence	#1	
Conference Key Sequence	#2 💌	
Soft Phone Type	SKYPE 💌	
S	martLink	?
TLink	Personal VoIP Gateway	
		1 0.3

You will see the Skylink Pro configuration screen as shown below.

Press the Call Forwarding tab to see the Call Forwarding parameters as shown below.

a Call Forwarding Call Recorder	
Il Forward Settings -VolP To Phone Line Enable Call Forward Enable Toll Bypass Rings Before Forwarding Number To Dial Toll Bypass 	Phone Line To VoIP Enable Call Forward Enable Toll Bypass Rings Before Forwarding 2 Number To Dial 77
Power Management	
Disable Standby/Hibernate	

In order to enable toll bypass of incoming PSTN calls, change the *Phone Line to VOIP* settings as follows:

• Check the Enable Toll Bypass checkbox as shown below

as r covvard seeings			
VolP To Phone Line		Phone Line To VolP	
Enable Call Forward	E.	Enable Cal Forward	1
Enable Toll Bypass	E	Enable Tol Bypass	
Rings Before Forwarding	2.	Rings Before Forwarding	12
Number To Dial	16175551212	Number To Dial	77
Tall Bypass			
Pin Number 1234			
Power Management			
P Disable Standby/Hibe	mate		
	~		
	Smar	tLink	
	Contraction of the second		

• Select the number of rings before the forwarding takes place as shown below.

LinkAgent Configuration			
anal Call Forwarding Call Rec	conden		
Call Forward Settings VollP To Phone Line Enable Coll Forward Enable Toll Bypass Rings Before Forwarding	Г Г 2 т	Phone Line To VolP Enable Cal Forward Enable Tol Bypass Rings Before Forwarding	Г ₽
Number To Dial	16175551212	Number To Dial	177
Pin Number  1234 Power Management Poinable Standby/Hilberr	sate		
	Smar TLink Persona	tLink VolP Gateway	

• Set your password and press apply as shown below. The password can be any 4 to 8 digits

al England Softings	ecorder			
VolP To Phone Line		Phone Line To VolP		
Enable Call Forward	E	Enable Cal Forward		Г
Enable Toll Bypass	<b>F</b> .	Enable Tol Bypass		
Rings Before Forwarding	2 -	Rings Before Forwarding	2	-
Number To Dial	16170561212	Number To Dial	77	-
Vower Management	amate			
	Smar	tLink		

When you call into your telephone line you will hear a beep. Enter the pin code followed by the \* button and then enter the Skype speed dial (e.g. 77) or the SkypeOut telephone number (e.g. 00 + country code + telephone number) followed by the \* button.

In order perform toll bypass on an incoming Skype call, enable Toll Bypass in the VoIP to Phone Line section. When you Skype into the Skylink Pro adaptor, you will hear a beep. Enter the pin code followed by the \* button and then enter the telephone number you want to dial on the PSTN line followed by the \* key.

As you can see in the screenshot above, when forwarding is enabled, the driver will disable the computer's ability to go to standby mode. When the computer tries to go into a standby mode, you will see the following popup:



If the computer goes to sleep, then toll bypass will not work. To turn this feature off, uncheck the "Disable Standby/Hibernate" check box.

### Toll Bypass + Call Forward

If you enable both toll bypass and call forward, then the call forward number will only be dialed if you do not enter your pin code within 10 seconds.

#### **Skype Voicemail**

With Skylink Pro active, the attached telephone handset can be used to check for, and listen to your Skype voicemail.

When you have a new Skype voicemail that you have not listened to, you will hear an intermittent beep in the VoIP dial tone.

If you have no **new** voicemail (i.e. either no voicemail or voicemail that you have already listened to), the standard VoIP dial tone will be heard.

You can access your voice mail only when there is no call in progress.

In order to access your voicemail:

- 1. Pick up the attached telephone handset
- 2. Press '##' to get VoIP dial tone
- 3. If a new Skype voice message exists the VoIP dial tone will have an intermittent beep
- 4. Press '\*' to access voice mail mode
- 5. Once in voice mail mode the first message is played automatically
- 6. At the end of each message a trailing 'beep" is played
- 7. At the end of the last messages a trailing 'beep-beep' is played
- 8. During the playing of current message and within 5 seconds following the end of message the you can press the 1, 2, 3, 9 in order to perform the following actions:

User Action	Key
Repeat current message	1
Delete current message, move to next	2
Keep current message, move to next	3
Delete all messages	9

9. If you don't enter any valid key within 5 sec after message has ended, the system will behave as if you pressed '3'

To exit voicemail mode press '##" or place the attached telephone in the handset (i.e. on hook). Alternatively, pressing '#1' will also exit voicemail mode. In either case, the currently playing message will be stopped.

#### Recorder

With Skylink Pro active, the attached telephone handset can be used to check for, and listen to your Skype voicemail.

The call recorder is accessed and configured through the Skylink Pro Agent Call Recorder tab as shown below.



You can change the default location where the recordings will be stored by pressing the button (with three dots) immediately to the right of the location field. The folder containing the recordings can be accessed by pressing the Open Folder button. With the location folder open you can access the individual recordings.

Recordings are named according to the following naming convention:

Call\_<time>\_<date>.wav

For example, *Call\_15-7-2005\_11:55:45.wav*.

The wave files can be played through any application that supports wave files (e.g. Windows Media Player).

Recording is controlled by two mechanisms: automatic and manual.

Manual recording has two modes:

- Through the Call Recorder screen above controlled by pressing the record (red dot) and stop (black square) buttons.
- From the telephone handset controlled by pressing the **#7** keys (start recording) and **#8** keys (stop recording) on the telephone handset connected to Skylink Pro.

Automatic recording is controlled through the Recorder all calls checkbox in the Automation section.

### **Changing the Default Settings**

You can change the default settings for sending a call, activating a Skype <sup>™</sup> call, switching between a Skype<sup>™</sup> call and a regular call (call waiting) and conference calling, by running the Skylink Pro<sup>™</sup> configuration.

Right click on the Skylink Pro<sup>TM</sup> agent and select Configure as shown below.



You will see the configuration tab as shown below.

TLinkAgent configuration eneral   Califorwarding   Califectorier		2
jnitiate VolP calt		
Send Key:	1	
Call waiting sequence:	<b> </b> #1 <b>▼</b>	
Conference key sequence:	#2 <u> </u>	
Soft ghone type:	SKYPE	
	SmartLink TLink Personal VolP Bateway	Bestore defaults
	ОК	Cancel

The **Initiate Voip Call** – press these keys to get a VoIP dial-tone. You can now dial a SkypeOut<sup>TM</sup> call or a Skype<sup>TM</sup> speed dial call from your telephone handset.

The **Send Key** – press this key following the phone number (or speed dial number) when making a VoIP call.

The **Call Waiting Sequence** – press these keys during a call to switch between a VoIP and regular call. For example to switch from a regular telephone call to an incoming Skype<sup>TM</sup> call or to switch from a Skype<sup>TM</sup> call to an incoming regular phone call.

The **Conference Key Sequence** – while on a Skype call and you receive a regular call or while on a regular call and you receive a Skype call, press these keys conference together the two calls.

The **Set Phone Type** selects which softphone you would like to work with.

Press the **Restore Defaults** button if you want to restore all sequences to their factory shipped settings.

### Disabling Skylink Pro™

In order to disable Skylink Pro<sup>TM</sup>, right click on the Skylink Pro<sup>TM</sup> agent in the system tray and select Exit as shown below.



You can now disconnect the Skylink Pro<sup>™</sup> adapter from the PC.

### Uninstall

In order to uninstall the Skylink Pro<sup>TM</sup> adapter, click on the uninstall utility in the Skylink Pro<sup>TM</sup> program group accessed from the Start button -> All Programs -> Skylink Pro<sup>TM</sup>.



You will see the uninstall indicator as follows.

Uninstall	
-	

When the uninstall indicator disappears, the un-installation is complete.

#### **Installing a New Version**

When you install a new version of Skylink Pro software, at the end you will see a slightly different Skype warning message as shown below. Select "Allow this program to use Skype" and press OK as shown below:



### Troubleshooting

The first step in troubleshooting is to read the readme.txt that appears in the Skylink Pro program group. It contains a list of known issues for the current Skylink Pro driver version.

To find out the driver version, right click on the Skylink ProAgent (green telephone in the system tray) and select About.



You will see the Skylink ProAgent About screen below.

About TLinkAgent	
TLink Personal VoIP Gateway	
Copyright (C) 2005	
Version 1.16.03	
Smart Link (www.smlink.com)	
	OK

#### **Common Fix**

If Skylink Pro was working OK and suddenly stops working properly (e.g. stops responding to incoming rings or you cannot get a VoIP dialtone) try the following:

- Quit the Skylink Pro Agent (right click on the green telephone in the System Tray and select Quit)
- Quit the Skype application
- Unplug the Skylink Pro adaptor
- Wait 30 seconds
- Plug in the Skylink Pro adaptor
- Start Skype
- Start the Skylink Pro Agent

#### Wrong Device Installed

If you insert the Skylink Pro<sup>™</sup> adapter on a Windows XP SP2 PC "prior" to installing the software, the adapter will be incorrectly installed as a Smart Link USB Modem.

Simply proceed to install the Skylink Pro<sup>TM</sup> software and it will resolve the issue and install the adapter properly.

#### **Softphone Version Warning**

If you get a Softphone Version Warning from Skylink Pro, then you should upgrade your softphone to the latest version. Otherwise, Skylink Pro may not operate properly.

#### Skylink Pro<sup>TM</sup> does not appear to be responding to incoming calls

There are several reasons why Skylink Pro<sup>™</sup> may not function.

- Skylink Pro may not work properly with some 4 wire (multiline) phones
- Make sure the Skylink Pro<sup>™</sup> adapter is connected to the PC and Skylink Pro Agent is running (green phone in the Windows System Tray).
- Make sure the handset is connected to the **phone** jack on the Skylink Pro adaptor and not the **line** jack
- If the Skype<sup>TM</sup> application was terminated for any reason while the Skylink Pro<sup>TM</sup> agent was running, you will need to exit the Skylink Pro<sup>TM</sup> agent and then restart it.
- Some telephone handsets require a battery to be installed in order to ring. If your handset supports a battery, make sure there is a battery installed and that the battery is not depleted.

## Cannot hear dial-tone when I pick up the handset connected to the Skylink $Pro^{TM}$ adapter

Check to make sure that the handset is connected to the correct jack on the Skylink Pro<sup>TM</sup> adapter

#### Cannot hear the Skype<sup>™</sup> call in telephone handset

Check to make sure that Skype is configured to use the Smart Link Audio device as it 's Audio In and Audio Out Sound Device.

This is done as following:

Select Options from the Skype<sup>TM</sup> Tools Menu as shown below.



and then select Sound Devices as shown below.



Check the Audio In and Audio Out list boxes and make sure Smart Link Virtual Audio device is selected.

#### Call Forwarding is not working properly

- Make sure that a telephone cable is plugged into the Skylink Pro adaptor **line** jack and to the wall phone plug
- Make sure call forwarding is configured properly in the Skylink Pro Agent -> Configure -> Call Forwarding tab
- Try to dial the telephone number as you have entered in the Skylink Pro Call Forwarding dialog box
- If you are on a PBX, make sure you have entered enough commas after the 9 (for example) to make sure that Skylink Pro waits for the dialtone before dialing the telephone number
- Make sure your computer is not going into suspend (sleep) mode. This will prevent forwarding from working

#### **Toll bypass is not working properly**

- Make sure that a telephone cable is plugged into the Skylink Pro adaptor **line** jack and to the wall phone plug
- Make sure toll bypass is configured properly in the Skylink Pro Agent -> Configure -> Call Forwarding tab
- Make sure Skype version 1.3.xx or higher is used on both sides
- Make sure your computer is not going into suspend (sleep) mode. This will prevent toll bypass from working

#### Skype Username does not display on telephone handset

- Make sure that your telephone has support for Caller ID **name** + number display
- Note that some phones display numbers only and some phones display the name ONLY if the name is stored in the telephone's address book. In this case store the Skype username and speed dial number in the address book in order for the Skype username to display.
- Some examples of phones that support Caller ID **name** + number are:
  - Panasonic KX-TC1703
  - Panasonic KX-TC1486B
  - o GE 29267GE3-B
  - o Uniden DXI986-2
  - o VTech 9127
  - o AT&T 2230
  - o Radio Shack ET-3580