

Internet Voice Gateway

User Manual

Free Internet Calling from Your Home and Mobile Phone



1 Introduction

1.1 Summary

Your VoiceGear Internet Voice Gateway has been designed to work with both Skype and Windows Live Messenger for best possible Internet calling experience. The Internet Voice Gateway brings the power of free Internet calling to your home, office and mobile phones. Using the Internet Voice Gateway you can place free or cheap calls to anybody in the world from any phone you are comfortable with, such as your mobile phone. With Internet Voice Gateway you may also receive Internet calls on any phone. It will forward all incoming Skype calls to your mobile phone while you are away from your computer, meaning you never have to miss an important call ever again. With Internet Voice Gateway you can turn any phone into a Skype phone.

1.2 What is Skype?

Skype is a program that allows you to make phone calls over the Internet to other Skype users and regular phone subscribers. You can use Skype to call people as close by as your neighbors or as far away as someone on the opposite side of the globe. It's simple, efficient, and gets rid of long-distance calling costs. To learn more

about Skype please visit www.skype.com, to get more help about setting up Skype on your computer please visit <http://www.skype.com/help/guides>

1.3 Features

1. Make and receive both regular and Internet phone calls on your home phone
2. Switch between making regular phone calls and Internet calls by pressing a button right on your phone keypad
3. Your home phone will ring for all incoming regular and Internet phone calls
4. Supports all types of phones, including corded and wireless DECT and 2.4G phones
5. Forward your incoming Internet calls to any phone number
6. Don't miss incoming calls with a built-in voicemail system
7. Place Internet calls from any phone when you are away from home, such as your mobile phone
8. Allow your friends and family abroad to call local phone numbers at no cost to them, with local dial-tone support
9. Excellent digital sound quality with echo cancellation and noise reduction for optimal conversation experience
10. Fully compatible with Skype and Windows Live Messenger
11. Supports both Macs and PCs

1.4 Technical Data

1. Computer Interface: USB 1.1/2.0 standards
2. Phone Interface: One FXS port for connection to phone
3. Phone Interface: One FXO port for connection to phone jack
4. Power: Powers from USB port, no external power required
5. Voice Quality: Echo cancellation, noise reduction

1.5 System Requirements

1. Windows 2000/XP/Vista or MacOS X
2. 400MHz Pentium processor or equivalent
3. Free USB1.1/2.0 compatible port
4. 128MB RAM and 15MB free disk space
5. Broadband connection or minimum 56 Kbps dialup

1.6 Package Contents

1. One Internet Voice Gateway
2. One USB cable
3. One telephone cord
4. One user manual
5. One warranty card
6. One installation CD

2 Installation Instructions

2.1 Connect your Internet Voice Gateway

Your Internet Voice Gateway has 3 available ports:

- The LINE port connects to a phone jack in your home
- The TEL port plugs into your regular home phone
- The USB port connects to your computer

Connecting the Internet Voice Gateway is a simple process and should only take you a few seconds. Please have the USB cable and phone cable that came with your Internet Voice Gateway ready.

1. Decide on which phone you would like to enable for free Internet calling. There should be a telephone cord going from the phone to the wall phone jack. Disconnect the phone cord from the phone and plug it into the LINE port



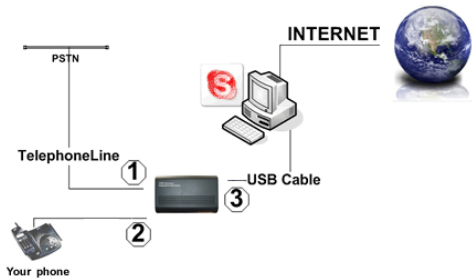
2. Take the telephone cord that was included in the package and connect it to the TEL port on the Internet Voice Gateway. Now, connect the other end of the cord into the phone.



3. Last, use the USB cable provided to connect your Internet Voice Gateway to an available USB port on your computer.



Please make sure that your connection is similar to the one shown in the diagram below:



- As soon as you connect the Internet Voice Gateway to your computer, you should see a balloon appear near your system tray indicating that your computer has detected the Internet Voice Gateway and installed appropriate device drivers.

2.2 Getting to know your Internet Voice Gateway

Now that you have connected your new Internet Voice Gateway to your home or office phone, wall phone jack and your computer, you should notice some LED lights coming on the front of the device.

Your Internet Voice Adapter has three lights on the front of the device labeled: POWER, USB and LINE:

- POWER light means that your device is plugged into

your computers USB port and has power. If this light is not on, please make sure that your computer is turned on and the device is properly plugged into a USB port.

- LINE light indicates that the device is in regular phone call mode and is ready to make landline calls. This light should be on by default when the device is connected.
- USB light indicates that the device is in Internet call mode and is ready to make Skype calls.

2.3 Setup Skype


- Download and install the latest Skype (www.skype.com)
- Run Skype and log in with your Skype account

Tip: If you don't already have a Skype account, you can create it during the Skype installation as shown in the screenshot below.




After Skype is installed and started, the icon will appear on the system tray as shown

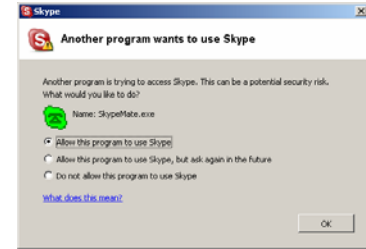


Green checkbox indicates the Skype is successfully connected to Internet. If the icon is shown as , please check your Internet connection and try logging into Skype again.

Note: For help with installing Skype on Windows, please visit:
<http://www.skype.com/help/guides>

2.4 Setup SkypeMate Software



1. Insert SkypeMate installation CD (included) into your CD-ROM drive
2. Installation window will automatically appear on the screen
3. Select the install SkypeMate option and follow the on-screen wizard to install the software
4. Alternatively, download and run the latest SkypeMate software package from www.voicegear.ca/downloads
5. After installation is completed, double-click the  icon on the desktop, Skype will pop up the window as shown below:



6. Select "Allow this program to use Skype" and click "OK"


7. After SkypeMate has started, the icon will appear on the system tray as shown



Note: If the icon shown as  (green phone on grey background), please run Skype first. If the icon shown as  (red phone on green background), Internet Voice Gateway is not connected properly and may require to be reconnected.

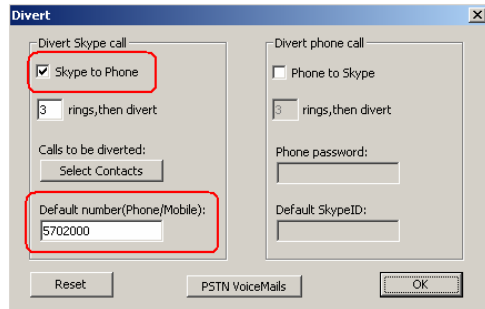
3 Setting up your Internet Voice Gateway

3.1 Forward Skype calls to regular phone

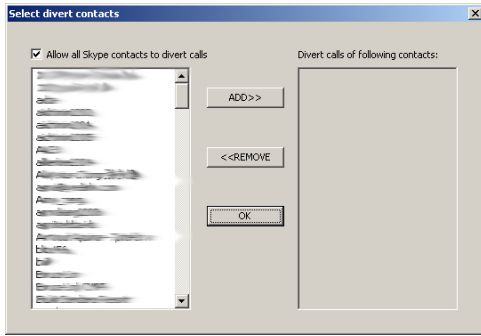
1. Right click the  icon in the taskbar and select *Divert*.



2. A window called *Divert* will pop-up




3. Check the *Skype to Phone* checkbox to enable the forwarding feature.
4. Use *rings, then divert* input field to enter the number of times you would like Skype to ring your home phone before having the Internet Voice Gateway forward the call to you.
5. Fill in the phone number in the *Default number* input field where you want incoming Skype calls to be forwarded automatically. Please note that the number should be entered in the exact same format as if you would be dialing this number from your home phone. You can choose to leave this field empty; this will allow callers to get a dial tone and place calls to any phone number using your home phone line.
6. Optionally, you can select which of your Skype contacts should have their calls forwarded to you (by default, all Skype contacts are enabled for call forwarding). To do so, please click *Select Contacts* button.
7. A window called *Select divert contacts* will pop-up



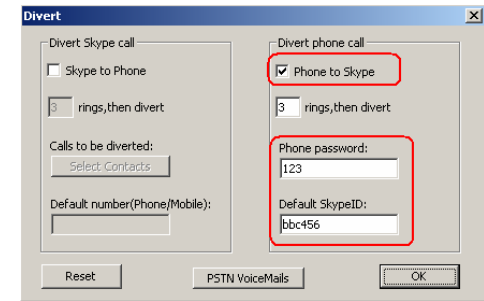
8. If you want all of your Skype contacts to have their calls forwarded to you, make sure *Allow all Skype contacts to divert calls* checkbox is checked. If you would like only certain contacts to reach you when you are away from you home, uncheck the *Allow all Skype contacts to divert calls* checkbox.
9. To specify which Skype contacts should have their calls forwarded to you, please click on the contact name in the left list and press the *ADD>>* button to have that contact enabled for call forwarding.
10. When you are finished, press *OK* button to close the window.

3.2 Make Skype calls from regular phones

1. Right click the  icon in the taskbar and select *Divert*.



2. A window called *Divert* will pop-up




3. Check the *Phone to Skype* checkbox to enable this feature.
4. Use *rings, then divert* input field to enter the number of times

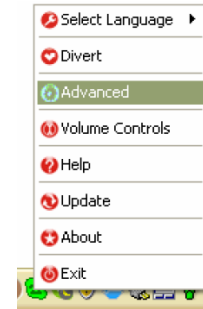
you would like your home phone to ring before having the Internet Voice Gateway redirect your call to Skype.

5. In order to protect your privacy and secure your Skype calls you should enter a numeric password 1 to 6 digits long (for example: 123) into the *Phone password* input field. You will be required to enter this password when you want the Internet Voice Gateway to redirect your call to Skype. It is important that you keep this password confidential, if other people know your password or if you leave it blank, they can use your Internet Voice Gateway to make Skype calls anywhere in the world.
6. Optionally, if you want all your calls to be redirected to a specific Skype contact, you can use *Default SkypeID* input field to enter the name for that Skype contact.
7. When you are finished, press OK button to close the window.

3.3 Advanced setup options

Internet Voice Gateway has a number of advanced options which allow you to customize the way it functions.

1. Right click the  icon in the taskbar and select *Advanced*.



2. A window called *Advanced* will pop-up



3. There are 6 different settings that you can change using this dialog. Each one will affect the operation of your Internet Voice Gateway as follows:

a. *Run when Windows starts*

If this box is checked, SkypeMate software will run automatically when you login into your computer

b. *Display Skype window when calling*

If this box is checked, Skype window will come up on your screen for every Skype call

c. *When using Skype, set PSTN line to busy*

When this option is enabled, regular phone callers who are trying to reach you on your regular phone number will get a busy signal when you are talking on Skype

d. *Refuse Skype call when Skype talking*

When this option is enabled, any incoming Skype call will be automatically refused when you are already talking on Skype

e. *Adaptor default channel*

This option allows you to set the default calling mode, PSTN channel should be selected for making regular phone calls, USB channel for placing Internet calls by default

f. *Caller ID format*

This option allows you to select different display formats for the caller ID. You may need to change the caller ID format setting in order to make sure that Skype caller ID is displayed correctly on your phone's display.

4 Using your Internet Voice Gateway

4.1 While at Home: Making and Receiving Calls

Once your new Internet Voice Gateway is properly connected you are ready to start making Skype and Internet calls from the convenience of your home phone. You can now use the phone connected to your Internet Voice Gateway to make and receive both regular phone calls and Internet calls via Skype or Windows Live Messenger.

Answering Calls

The phone connected to your Internet Voice Gateway will ring for all incoming Skype and regular phone calls. When there is an incoming landline call the LINE light will be turned on, when you have an incoming Internet call from Skype, the Internet Voice Gateway will automatically switch to Internet mode and the USB light will be turned on.

Calling Skype Contacts

In order to call another Skype contact using the phone connected to your Internet Voice Gateway, he or she must be in your Skype

contacts list and must have a speed dial number assigned to their Skype contact.

1. In Skype, click *Add Contact* button and follow the on-screen instructions to add a new contact to your contacts list.
2. Right click on your new contact and select *Assign Speed-Dial*



3. Enter a speed dial, e.g. 11, and click OK

Now that you have added your new Skype contact to your contacts list and assigned a speed dial number to that contact you are ready to start making Skype calls using the phone connected to your Internet Voice Gateway.

1. Dial * on your phone to change from landline to Internet calling mode (you should see the LINE light switching off and USB light turning on)
2. Dial the speed dial of the Skype contact you are trying to call
3. Press # on your phone to start the call

Calling Regular Phone Numbers

To make an outgoing regular phone call using your home phone line, just dial the desired phone number as you normally would.

To make an outgoing Internet call using Skype to any phone number in the world, please follow these steps:

1. Dial * on your phone to change from landline to Internet calling mode (you should see the LINE light switching off and USB light turning on)
2. Enter "00" + "country code" + "area code" + "phone number", then press # to start the call

For example to call someone in Toronto, Ontario, please dial *0014161234567, and then press #


```
* 00      1      416      1234567
#  _____  _____  _____
```

country code area code phone number

Note: In order to dial regular phone numbers using Skype, you need to have SkypeOut credits. To obtain SkypeOut credits online, please visit www.voicegear.ca/skype

4.2 While at Home: Checking Voicemail Messages

Your Internet Voice Gateway comes with a built-in voice mail system for added convenience. You can configure the Gateway to record voicemail messages for all regular phone calls when you are not available to pickup the phone (please note your computer must be turned on in order for voicemail messages to be recorded).

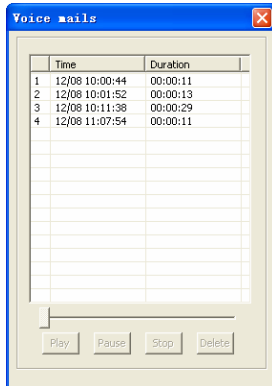
1. Right click the  icon in the taskbar and select *Divert*.



- A window called *Divert* will pop-up



- Click on *PSTN VoiceMails* button to bring up a new window titled *Voice mails*



- If you have and waiting voice mail messages you will see them in a list together with a timestamp when the message was left and its duration.
- You can listen to your messages simply by clicking on each message and pressing the *Play* button.
- You can pause and stop your message while it's playing by using *Pause* and *Stop* buttons. You can also choose to skip forward or rewind your message by dragging the slider right of left.
- When you no longer need your message you can delete it by selecting it from the list and pressing the *Delete* button.

Note: Your voicemail message will be played through the default audio device set in your operating system. To change the default audio device in Windows please do following steps:

- Click on Start -> Control Panel, double-click Sounds and Audio Devices.
- Click on Audio tab and select your primary audio device

4.3 While Away: Making and Receiving Calls

Once your new Internet Voice Gateway is properly connected and you have Skype and SkypeMate software running on your computer, you can make and receive Internet calls even while being away from your computer.

Receiving Skype Calls on any Phone

Please follow the instructions given in section 3.1 to setup the Internet Voice Gateway to forward incoming Skype calls to any phone.

Making Skype Calls from any Phone

Using your new Internet Voice Gateway you can make Internet calls from any phone, such as your mobile phone or office phone. Please follow the instructions given in section 3.2 to setup the Internet Voice Gateway to redirect your phone calls to Skype.

To make a Skype call from your mobile phone you need to dial the phone number where the Internet Voice Gateway is connected. Typically this would be your home phone number (if you have decided to connect the Internet Voice Gateway to a wall phone

jack in your home). The Internet Voice Gateway will answer your call, request to enter a numerical password and will forward your call to a Skype contact of your choice or any phone number in the world. This way you can call long-distance directly from your mobile phone without having to pay outrageous long-distance fees charged by your wireless provider.

1. Use any phone to call the phone number where your Internet Voice Gateway is connected.
2. After the phone rings for a specified number of times (see section 3.2 for setup instructions) Internet Voice Gateway will answer the call and will prompt you to enter a password.
3. Enter the password you have specified during setup and press #.
4. When you hear a dial tone, enter the speed dial number of the Skype contact you want to call and press #.

For example, if your new Internet Voice Gateway is connected to a wall phone jack in your home and your home phone number is (416) 123-4567, your Gateway password is 1234 and the speed dial of the Skype contact you want to dial is 11, please dial 4161234567 wait for the dial tone, then enter the password 1234#, then dial 11 and press # to start the call.

4161234567

home phone

1234#

gateway password

11#

Skype speed dial

Calling Regular Phone Numbers with Skype

To dial any phone number with Skype using your mobile or office phone you need to follow the instructions given in the previous section, except that you would need to dial a phone number instead of a Skype speed-dial at the end.

1. Use any phone to call the phone number where your Internet Voice Gateway is connected.
2. After the phone rings for a specified number of times (see section 3.2 for setup instructions) Internet Voice Gateway will answer the call and will prompt you to enter a password.
3. Enter the password your have specified during setup and press #.
4. When you hear a dial tone, enter "00" + "country code" + "area code" + "phone number", then press # to start the call

Note: In order to dial regular phone numbers using Skype, you need to have SkypeOut credits. To obtain SkypeOut credits online, please visit www.voicegear.ca/skype

5 MacOS X Instructions

5.1 Setting Up SkyMacMate

The software CD that comes in the package with Internet Voice Gateway is intended for Windows users only. Please do not use the CD on your Mac. Instead, please download SkyMacMate software package from www.voicegear.ca/downloads and install it into your applications. SkyMacMate application has the same behavior as its Windows counterpart.

5.2 Using Skype Speed Dial on MacOS X

Since Skype client for Mac does not support speed dial assignment to contacts, speed dialing can be accomplished as follows:

1. In Skype you need to rename the Skype Contact you want to speed-dial so that it begins with a two digit number. For example, Skype contact "idynamics" needs to be renamed to "11 idynamics". Please note that these prefix numbers need to be unique
2. When you want to call a specific Skype Contact that has speed-dial set, just dial the two-digit number you have

selected as a prefix for the desired contact and press # to place the call. For example to call "11 idynamics ", dial: 11 and press #

5.3 Audio Device Settings on MacOS X

In case there is no audio coming from the phone, please complete the following steps:

1. In Skype Preferences → Audio, select "USB Audio Device" as the Audio output, Audio input and Ringing:



2. In Mac System Preferences → Sound → Input and Output, use default system audio device, for example, "Internal Speakers"
3. Double-click SkyMacMate icon in the dock and adjust the speaker volume and microphone sensitivity using individual sliders

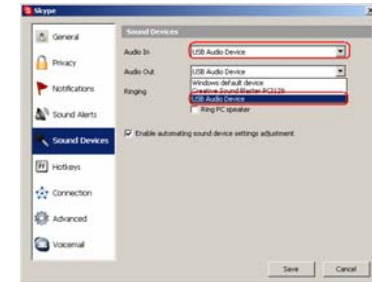
5 Troubleshooting

Problem 1: Voice is Not Heard on the Phone

The voice is played from computer speakers instead of the phone connected to my Internet Voice Gateway or not heard at all when I place/answer a call.


Solution:

1. Open the Skype client
2. Select Tools → Options → Sound Devices
3. Window will appear as shown below:



4. Set "Audio In" and "Audio Out" to "USB Audio Device"

Problem 2: SkypeMate is Not Registered with Skype

Skype is running, but the icon of SkypeMate is shown as green phone on grey background 

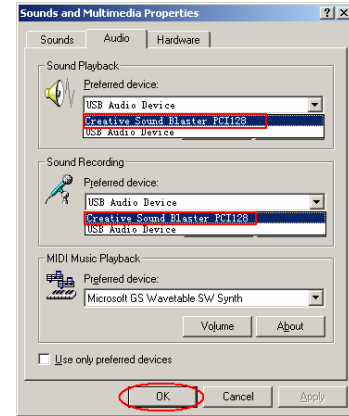
Solution:

1. Open Skype software installed on your computer
2. Select Tools → Options → Privacy → Manage other programs' access to Skype
3. Locate SkypeMate.exe in the list and click “Change”
4. A new window will pop-up, select “Allow this program to use Skype” option and click OK to close the window
5. Press the Save button in the Skype Options window to save your changes

Problem 3: I can hear sounds from my computer coming through the phone

Solution:

1. Open Start → Control Panel
2. Double click on Sounds and Audio Devices, you should see *Sounds and Audio Devices Properties* window appear



3. Switch to Audio tab and set Sound Playback and Sound Recording to your computer's sound card, not USB audio device.
4. Click OK to close the window

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