

VoSKY™ Call Center

User Manual

Ver 1.1

Model #: UP102

Actiontec®

Internet Calls for Everyone, Everywhere™

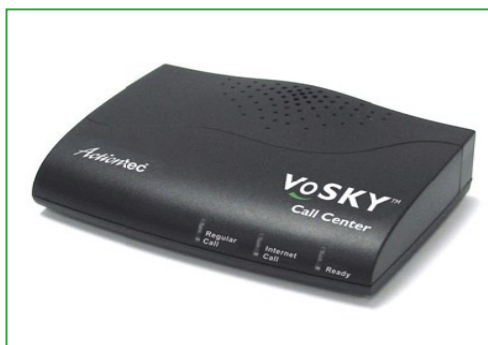
Table of Contents

1 Introduction	1
Package Contents	1
Features	2
System Requirements	2
Getting to Know Call Center	3
Technical Support	4
2 Installing Skype Software	5
Downloading and Installing Skype	5
Creating a Skype Account	8
Adding Contacts	9
Assigning a Speed-Dial Number	11
3 Connecting Call Center Hardware	13
Single-Line Connection	13
Dual-Line Connection	14
4 Installing Call Center Software	19
5 Configuring Call Center	23
Configuring Call Center Features	23
Other Configuration Options	27
6 Using Call Center	31
Before Using Call Center	31
Using Call Center in Single-Line Mode	33
Using Call Center in Dual-Line Mode	34
Quick Reference Tables	39
a Specifications	41
Notices	43
Regulatory Compliance Notices	43
Modifications	43
Miscellaneous Legal Notices	44
Limited Warranty	45

Introduction

1

Thank you for purchasing the Actiontec VoSKY Call Center. Call Center allows you to make free calls over the Internet and budget calls with Skype™ any time, anywhere. With Call Center, you can use your regular telephone to make long distance calls and even international calls at dramatically reduced rates. New features include the ability to make remote Internet calls from any regular phone, receive Internet calls on any regular phone, and set up a phone alert when a contact goes online. If you want to take your communications to the next level and save money while doing it, the Actiontec VoSKY Call Center is sure to be one of the keys to your success.



Package Contents

- Actiontec VoSKY Call Center
- USB cable
- Telephone cable (RJ-11)
- Quick Start Guide
- Installation CD-ROM (includes this user manual)

Features

- Outgoing call forwarding (Internet calls to regular phone calls)
- Incoming call forwarding (regular phone calls to Internet calls)
- Calls back your regular phone number when Skype contact is online
- Computer answering machine
- Connect directly to your regular telephone so you can make and receive Internet calls from your phone
- Patented "I-Phone Switch" for switching your telephone between Internet and regular phone modes
- Call waiting
- Caller ID for Internet calls
- Supports Skype speed-dial and SkypeOut service
- Voice menu
- No external power required
- Echo-cancellation technology

System Requirements

Minimum

- IBM PC-compatible computer with one available USB port, Celeron 800 MHz or faster processor, 128 MB RAM, 15 MB available hard disk space, and a CD-ROM drive
- Microsoft Windows 2000 or XP
- A touch-tone analog phone
- LAN or modem-based Internet connection
- Analog telephone line (optional)

Getting to Know Call Center

This section contains a quick description of Call Center's lights (LEDs) and ports. Call Center has several indicator lights on its front panel, and a series of ports on its rear panel.

Front Panel

The front panel of Call Center features three lights: Regular Call, Internet Call, and Ready.



Regular Call

The Regular Call light illuminates when Call Center is in regular (analog) phone mode, blinks rapidly when an incoming regular call comes in, and blinks steadily when a regular call is on hold.

Internet Call

The Internet Call light illuminates when Call Center is in Internet phone mode, blinks rapidly when an incoming Internet call comes in, and blinks steadily when an Internet call is on hold.

Ready

The Ready light illuminates when Call Center is correctly connected to the computer and ready to answer calls.

Rear Panel

The rear panel of Call Center contains three ports: USB, Line, and Phone.



USB Port

The USB port is used to connect a computer to Call Center via USB cable.

Line Port

The Line port is used to connect Call Center to a wall phone line outlet or modem via phone cable.

Phone Port

The Phone port is used to connect Call Center to a telephone via phone cable.

Technical Support

For troubleshooting issues, frequently asked questions, and technical support, go to: **www.vosky.com**

Installing Skype Software

2

The first step in setting up Call Center is installing Skype™ on the computer connected to Call Center. This chapter describes the Skype installation procedure in four parts: downloading and installing Skype, creating an account, adding contacts, and assigning speed-dial numbers.

Downloading and Installing Skype

If Skype has already been installed on the computer, make sure it is the latest version. If it is, skip this section and go to “Assigning a Speed-Dial Number” on page 8. If not, install the latest version by following this procedure:

1. Open a Web browser and, in the address bar, enter: **http://www.skype.com/**



2. When the Skype Web page appears, click Download Skype.

Download Skype

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



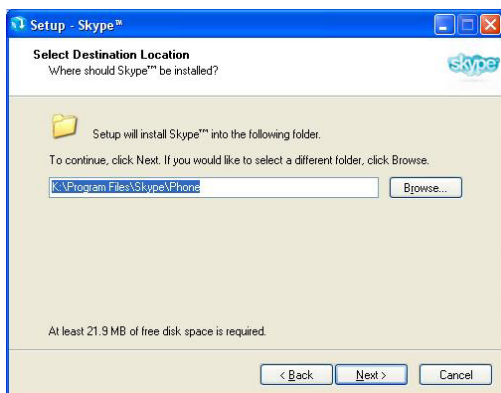
4. In the window that appears, read the on-screen instructions, select a language, then click **Next**.



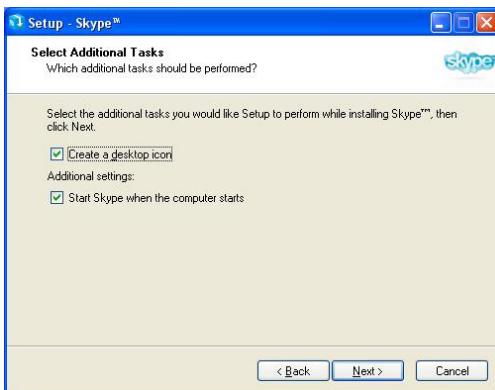
5. In the next window, read the license agreement, click in the circle next to "I accept the agreement," then click **Next**.



6. Select a location on the computer's hard drive to download the Skype software, then click **Next**.



7. In the next window, set up additional tasks, if needed, then click **Next**.



8. Skype installs. Click **Finish** in the last window to complete the installation.

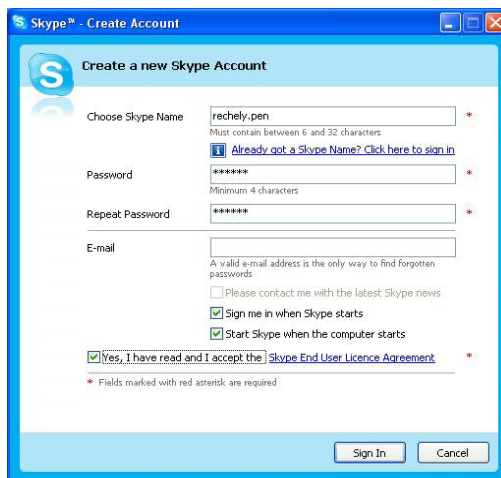


The Skype software is installed on the computer. Go to the next section to create a Skype account.

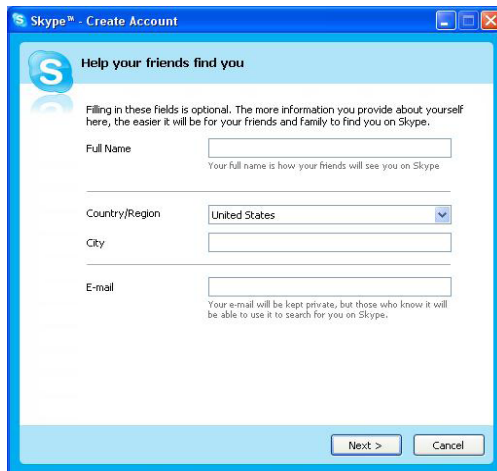
Creating a Skype Account

To create a Skype account:

1. After Skype installs, the “Create a new Skype account” window appears. Enter the required information (denoted by a red asterisk). Click Next.



2. In the next window, enter additional information. Click **Next**.

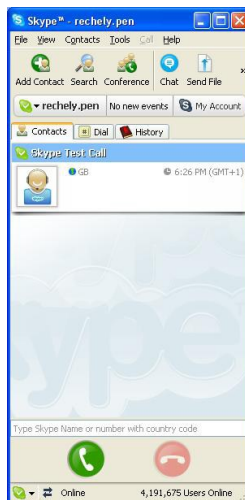


The Skype account is created. Go to the next section to add contacts to the account.

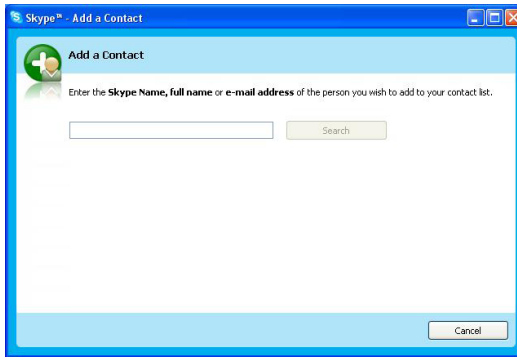
Adding Contacts

To add contacts to your Skype account:

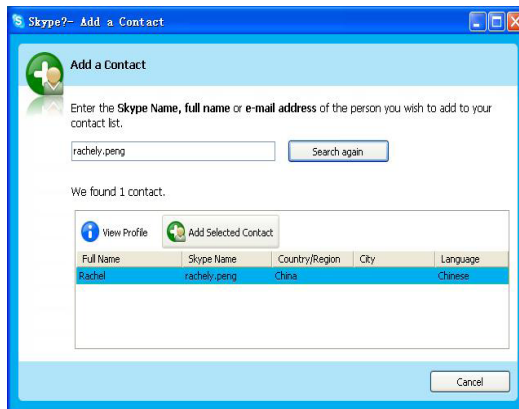
1. Go to the main Skype account window and click **Add Contact**.



2. When the “Add a Contact” window appears, enter the name of another Skype user in the appropriate text box, then click **Search**.



3. Use your mouse to select the person you are looking for, then click **Add Selected Contact**.



4. A "say Hello!" window appears, then click **OK**.

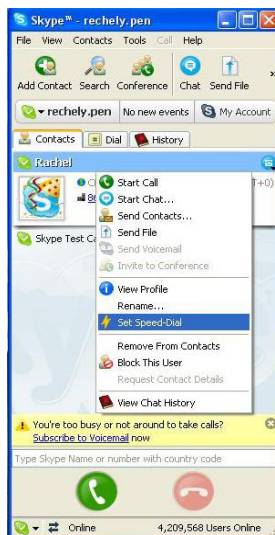


The contact has been added. To view the contact list, select the "Contact" tab from the main Skype window. To add assign a speed-dial number to a contact, go to the next section.

Assigning a Speed-Dial Number

To assign a speed-dial number to a contact:

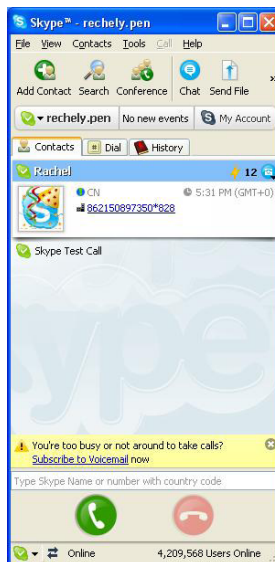
1. From the main Skype window, select the Contact tab, right-click on a contact name, and in the menu that appears, select **Set Speed-Dial**.



2. In the next window, enter a speed-dial number, then click **OK**.



3. The speed-dial number is assigned to the contact.




4. Repeat to assign a speed-dial number to other contacts.

After finishing with the installation and configuration of Skype, go to the next chapter ("Connecting Call Center Hardware") to continue setting up Call Center.

Connecting Call Center Hardware

3

This chapter explains how to physically connect Call Center to a telephone and phone line. There are two basic ways to connect Call Center: Single-Line or Dual-Line.

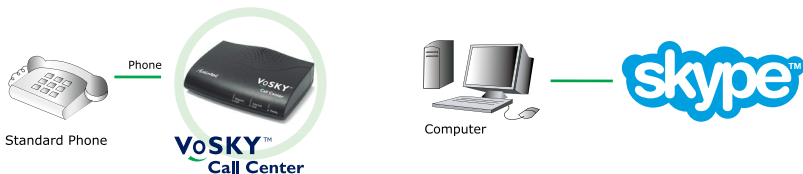
 **Caution:** Make sure the Call Center is not connected to the computer until instructed to do so by Call Center's installation program (see chapter 4, "Installing Call Center Software").

Single-Line Connection

When Call Center is in Single-Line mode, it can be used to make or receive Internet (computer-to-computer) phone calls using Skype only. It cannot make regular calls to regular (land-line or mobile) telephones while in Single-Line mode. Also, features such as Remote Internet Calling, Call Forwarding, Call Return, and Computer Answering Machine will not be available.

To connect Call Center in Single-Line mode:

1. Get the phone cable from the telephone and insert one end in the "Phone" port on the rear panel of Call Center.
2. Connect the other end of the phone cable to the telephone. The components should be connected similarly to the figure below:



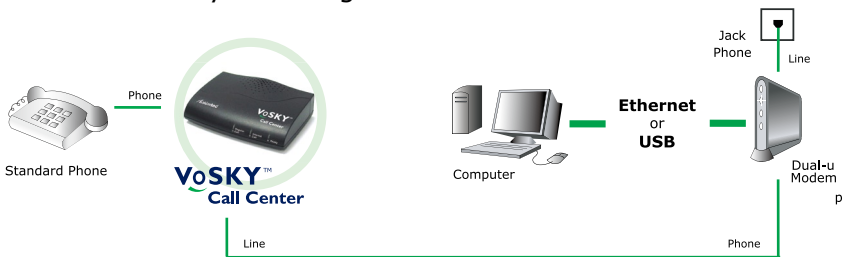
Call Center is connected in Single-Line mode. Next, go to chapter 4, "Installing Call Center Software."

Single-Line Connection with Dial-Up Modem

If the computer is connected to the Internet via dial-up modem with no other phone line in the home, Call Center can only be set up in Single-Line mode.

To connect IPW in Single-Line mode with a dial-up modem:

1. Get the phone cable from the telephone and insert one end in the "Phone" port on the rear panel of Call Center.
2. Connect the other end of the phone cable to the telephone.
3. **Optional:** To make and receive normal calls while the computer is powered down, use the supplied phone cable and insert one end of the cable in the "Line" port on the rear panel of Call Center.
4. **Optional:** Insert the other end of the phone cable in the "Phone" port of the dial-up modem. The components should be connected similarly to the figure below:



Call Center is connected in Single-Line mode. Next, go to chapter 4, "Installing Call Center Software."

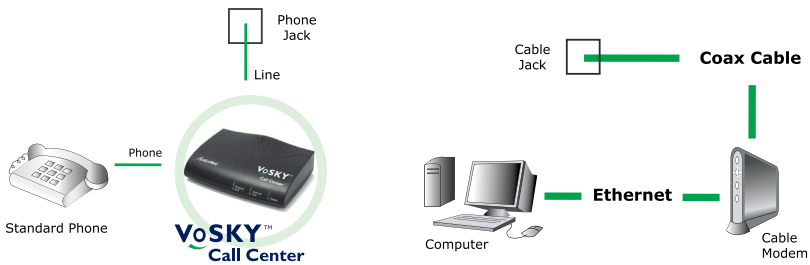
Dual-Line Connection

When Call Center is set up in Dual-Line mode, it can make and receive both Internet (computer-to-computer) calls and regular (computer-to-land-line telephone or computer-to-mobile telephone) calls. Also, features such as Remote Internet Calling, Call Forwarding, Call Return, and Computer Answering Machine will be available.

This procedure assumes the computer is connected to a cable modem. If the computer is connected to the Internet via DSL modem, see "Dual-Line Connection with DSL Modem" on page 16.

To connect Call Center in Dual-Line mode:

1. Get the phone cable from the telephone and insert one end in the "Phone" port on the rear panel of Call Center.
2. Connect the other end of the phone cable to the telephone.
3. Using the supplied phone cable, insert one end in the "Line" port on the rear panel of Call Center.
4. Insert the other end of the supplied phone cable in a standard phone line outlet. The components should be connected similarly to the figure below:



Call Center is connected in Dual-Line mode. Next, go to chapter 4, "Installing Call Center Software."

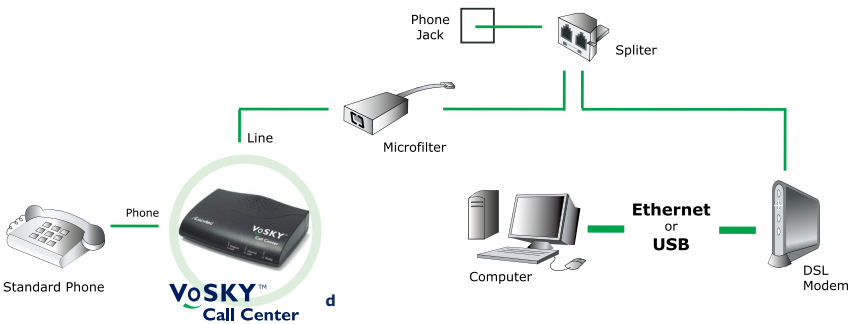
Dual-Line Connection with DSL Modem

Since DSL modems are connected via phone line (like Call Center), there are two ways to connect Call Center when a DSL modem is present: Connecting to a Phone Line Splitter, and Connecting to a DSL Filter. Select the configuration matching the current computer/DSL set up, and follow the instructions.

Connecting to a Phone Line Splitter

If the telephone is connected to the phone line via a phone line splitter, follow this procedure to connect Call Center:

- 1.** Use the supplied phone cable and insert it in the "Line" port of Call Center.
- 2.** Insert the other end of the supplied phone cable in the microfilter.
- 3.** Get the phone cable from the telephone and insert one end in the "Phone" port on the rear panel of Call Center.
- 4.** Connect the other end of the phone cable to the telephone. The components should be connected similarly to the figure below:

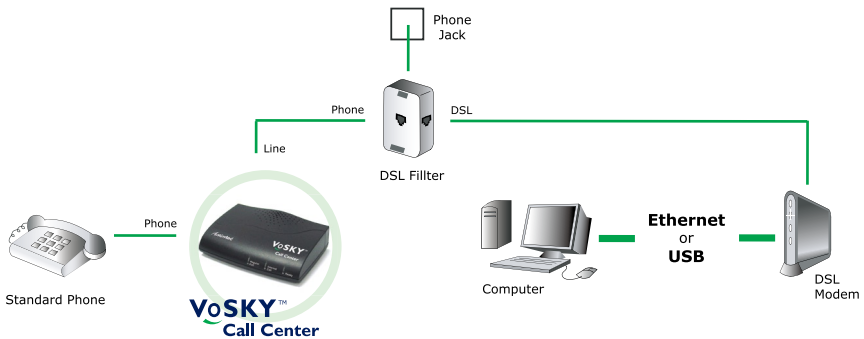


Call Center is connected in Dual-Line mode. Next, go to chapter 4, "Installing Call Center Software."

Connecting to a DSL Splitter

If the telephone is connected to the phone line via a wall mount DSL filter, follow this procedure to connect Call Center:

1. Use the supplied phone cable and insert one end in the "Line" port of Call Center.
2. Insert the other end of the supplied phone cable in the "Phone" port of the DSL filter.
3. Get the phone cable from the telephone and insert one end in the "Phone" port on the rear panel of Call Center.
4. Connect the other end of the phone cable to the telephone. The components should be connected similarly to the figure below:



Call Center is connected in Dual-Line mode. Next, go to chapter 4, "Installing Call Center Software."

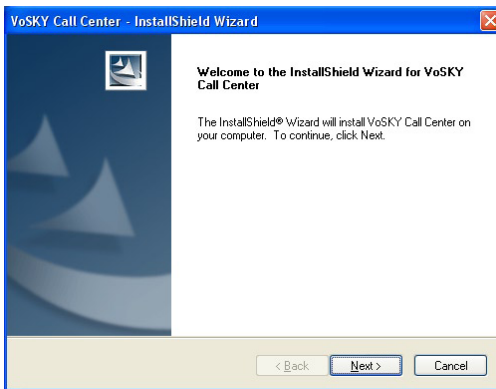
Installing Call Center Software

4

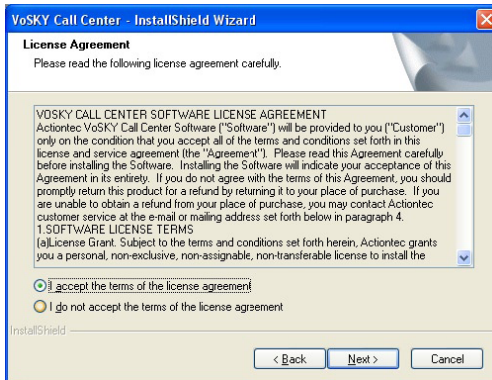
After connecting Call Center hardware (see chapter 3), Call Center software must be installed on the computer.

To install Call Center software:

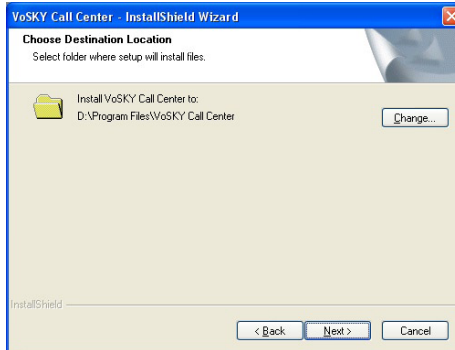
1. Insert the Installation CD in the CD-ROM drive of the computer, then, from the first "InstallShield Wizard" window, click **Next**.



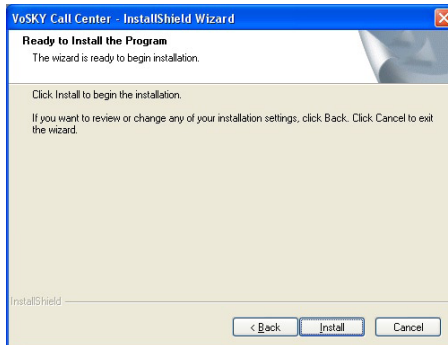
2. In the next window, read the license agreement and click in the circle next to "I accept the terms of the license agreement". Click **Next**.



3. When the next window appears, either click **Change** to select a custom location to install Call Center software, or **click Next** to install the software in the default location (...\\Program Files\\VoSKY Call Center).



4. When the next window appears, read the on-screen instructions. Click **Install**.



5. The software installs. When finished, follow the instructions in the next window, using the picture as a reference. Use the supplied **USB cable** to connect the computer's **USB port** to Call Center's USB port. Click **Next**.

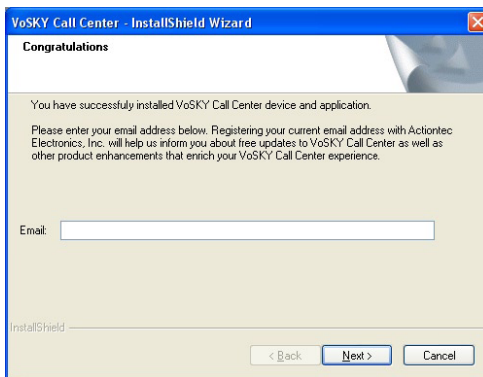


Actiontec VoSKY Call Center User Manual

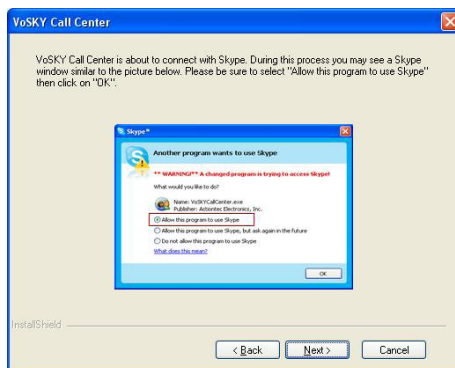
If Call Center was not connected correctly, a warning window appears. If this occurs, connect Call Center as described in step 5, click **OK**, then continue to step 6.



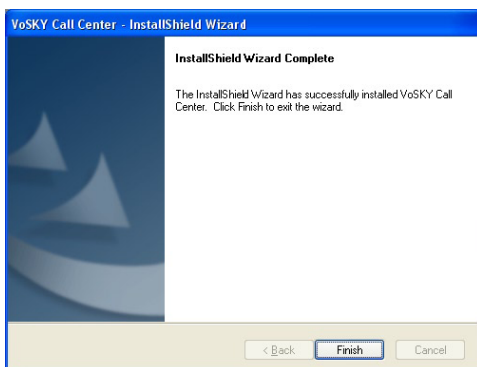
6. Another window appears. Enter an email address to be contacted about future online updates. Click **Next**.



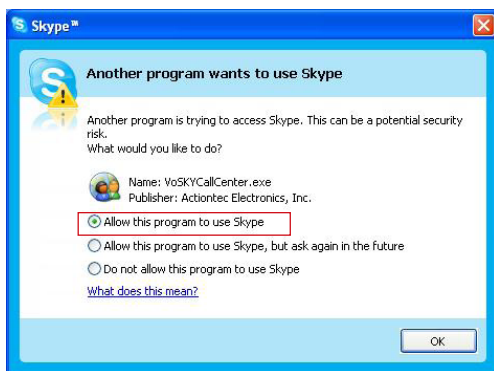
7. A window with information about using Skype with Call Center appears. Read the on-screen information, then click **Next**.




8. The last window appears. Click **Finish**.



9. Wait for the Call Center application to launch (this may take up to a minute). When the following window appears, select "Allow this program to use Skype" by clicking in the appropriate circle, then click **OK**.



The Call Center Configuration window appears. The Call Center software is installed. To learn how to use Call Center Configuration utility, see chapter 5, "Configuring Call Center."


 **Note:** If the Line Port was not connected, the Configuration window will not appear. Instead, a phone line warning message appears. Click **OK** to close the message.

Configuring Call Center 5

This chapter explains how to configure Call Center software for Remote Internet Calling, Computer Answering Machine, Call Forwarding, and Call Return. It also describes other configuration features available with Call Center.


Configuring Call Center Features

Call Center must be configured to use Remote Internet Calling, Computer Answering Machine, Call Forwarding, and Call Return.


 **Note:** The features listed above are only available when Call Center is set up in Dual-Line mode.

Remote Internet Calling

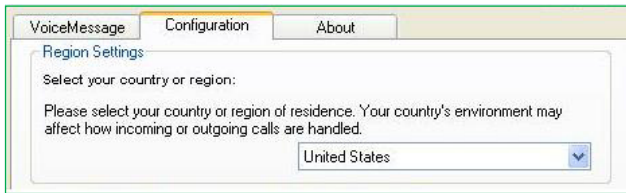
Remote Internet Calling allows the user to make a Skype or SkypeOut call from any regular telephone, including mobile telephones.

 **Note:** Remote Internet Calling does not work in conjunction with standard answering machines or voice mail services. If Call Center is connected to a phone line with an answering machine or voice mail service, they must be deactivated. To allow callers to leave messages when Call Center is in use, activate the Computer Answering Machine feature (see next page).

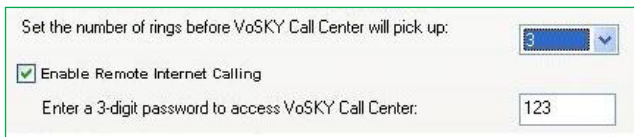
To configure Remote Internet Calling, double-click the Call Center icon in the system tray, which generates the VoSKY Call Center configuration window.

 **Note:** If the Call Center icon does not appear in the system tray, the Call Center application has not launched. Double-click on the Call Center icon on the desktop to launch. The Call Center icon will then appear in the system tray.

1. In the "Configuration" tab, go to the drop-down menu in the Country or Region Selection section. Select the country or region in which Call Center is being used.



2. Click in the check box next to "Enable Remote Internet Calling."



3. Enter a three-digit password in the appropriate text box to provide security for Call Center access.

4. Select the number of times the telephone line rings before Call Center picks up from the drop-down menu. Actiontec recommends selecting a number neither too large nor small, so that both incoming regular phone calls and Remote Internet Calling needs are met.


5. Click **OK** to save the changes.

To make a Remote Internet Call, see "Making a Remote Internet Call" on page 36.

Computer Answering Machine

Computer Answering Machine allows parties who call Call Center's phone number to leave messages on the computer when their call goes unanswered. If using this feature, disable any other answering machine or voice mail services. This feature is especially useful when used with Remote Internet Calling.

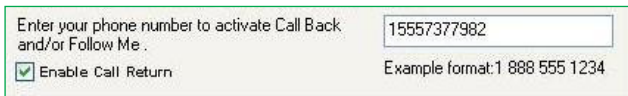
To configure Computer Answering Machine, double-click the Call Center icon in the system tray, which generates the VoSKY Call Center configuration window.

 **Note:** If the Call Center icon does not appear in the system tray, the Call Center application has not launched. Double-click on the Call Center icon on the desktop to launch. The Call Center icon will then appear in the system tray. To configure Remote Internet Calling, double-click the Call Center icon in the system tray, which generates the VoSKY Call Center configuration window.

1. In the "Configuration" tab, go to the drop-down menu in the Country or Region Selection section. Select the country or region in which Call Center is being used.



2. Click in the check box next to "Enable Computer Answering Machine."




3. Select the maximum amount of space (in MBs) on the computer's hard drive to use for voice messages.
4. Click **OK** to save changes.

To access voice mail messages, see "Checking Computer Voice Mail" on page 37.


Call Forwarding

Call Forwarding forwards any unanswered Internet calls to a selected regular telephone.

To configure Call Forwarding, double-click the Call Center icon in the system tray, which generates the VoSKY Call Center configuration window.

 **Note:** If the Call Center icon does not appear in the system tray, the Call Center application has not launched. Double-click on the Call Center icon on the desktop to launch. The Call Center icon will then appear in the system tray.

1. In the “Configuration” tab, go to the drop-down menu in the Country or Region Selection section. Select the country or region in which Call Center is being used.



VoiceMessage Configuration About

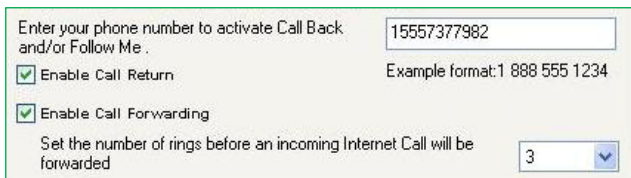
Region Settings

Select your country or region:

Please select your country or region of residence. Your country's environment may affect how incoming or outgoing calls are handled.

United States

2. Click in the check box next to “Enable Call Forwarding.”



Enter your phone number to activate Call Back and/or Follow Me . 15557377982


Example format:1 888 555 1234

Enable Call Return

Enable Call Forwarding

Set the number of rings before an incoming Internet Call will be forwarded 3

3. Enter the number of the telephone to which Internet calls will be forwarded. Make sure to enter the number in its exact number sequence (i.e., as if dialing it from another telephone).

 **Note:** Only one telephone number can be used for both Call Forwarding and Call Return.

4. Enter the number of rings before an incoming Internet call is forwarded in the appropriate text box.


5. Click **OK** to save changes.

To answer a forwarded call, see “Answering a Forwarded Call” on page 36.

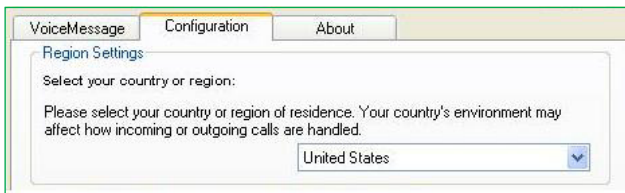
Call Return

Call Return is used in conjunction with Remote Internet Calling. When a previously dialed and unavailable Internet contact comes back online, Call Center places a call to a selected regular telephone. This feature is especially useful when used with Remote Internet Calling.

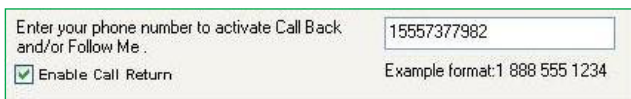
To configure Call Return, double-click the Call Center icon in the system tray, which generates the VoSKY Call Center configuration window.

 **Note:** If the Call Center icon does not appear in the system tray, the Call Center application has not launched. Double-click on the Call Center icon on the desktop to launch. The Call Center icon will then appear in the system tray.


1. In the "Configuration" tab, go to the drop-down menu in the Country or Region Selection section. Select the country or region in which Call Center is being used.



2. Click in the check box next to "Enable Call Return."



3. Enter the number of the telephone to which a Call Return alert will be forwarded in the appropriate text box. Make sure to enter the number in its exact number sequence (i.e., as if dialing it from another telephone).

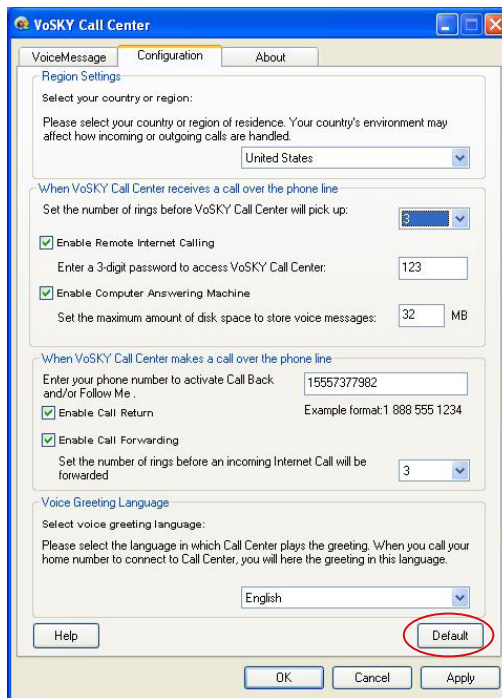
 **Note:** Only one telephone number can be used for both Call Forwarding and Call Return.

Other Configuration Options

This section describes additional configuration options available on Call Center.

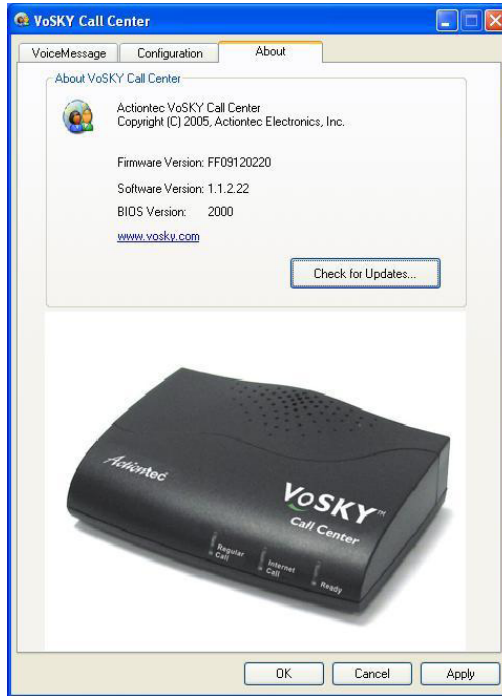
Default

To reset Call Center to its default settings, click Default at the bottom of the Configuration tab. All settings configured by the user will be lost.



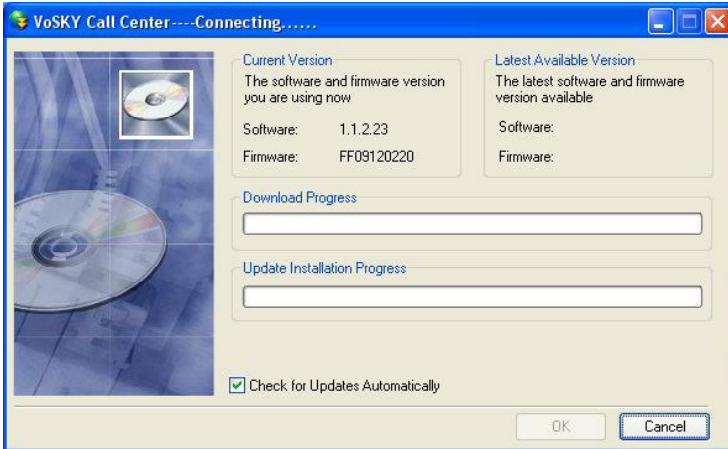
About

Clicking **About** in the VoSKY Call Center window generates the “About” tab. Here, Call Center’s firmware, software, and BIOS versions are displayed. Also, the user can check for updates.



Check for Updates

To check for Call Center software or firmware updates, click Check for Updates in the About tab. The following window appears:



If a new software or firmware is available for Call Center, a pop-up message appears. Select Yes to download and install the update, or No to cancel the installation.

A pop-up window will also appear when no updates are available. Click OK to close the window.

Using Call Center




6

This chapter explains how make calls using Call Center, including calling an Internet telephone, calling a regular telephone, and answering a call.

Before Using Call Center

Before making a call with Call Center, make sure of the following:

- The computer meets or exceeds the minimum system requirements
- The computer is connected to the Internet
- A Skype account has been created and contacts have been added to it
- Call Center is connected to the computer via USB
- A telephone is connected to Call Center via phone cable
- If using Dual-Line mode, a phone line is connected to Call Center "Line" port
- Call Center drivers and software are installed and running on the computer
- Call Center icon in the system tray of the computer's desktop (next to the clock) is "Ready":

Call Center Icons	
<i>Ready</i>	
<i>Not Connected</i>	
<i>Active or In Conversation</i>	

Using Call Center in Single-Line Mode

This section describes how to use Call Center in Single-Line mode. When in Single-Line mode, Call Center can make and receive calls from Internet contacts. Calls can also be made to regular telephone numbers using the SkypeOut service. All calls must be conducted using the telephone connected to Call Center.

Calling an Internet Contact


To call an Internet contact:

1. Pick up the telephone receiver. The Call Center greeting is heard.
2. Dial the speed-dial number of the party being called.
3. Wait for the party to answer the telephone.

Calling a Regular Telephone Using SkypeOut

To make a call to a regular telephone number while Call Center is in Single-Line mode, SkypeOut service must be used. SkypeOut offers low rates, and is especially useful for international calls. Go to www.skype.com for more information about subscribing to SkypeOut.

1. Pick up the telephone receiver. The Call Center greeting is heard.
2. Dial the SkypeOut contact's assigned speed-dial number.

 **Note:** If the SkypeOut contact does not have a speed-dial number, dial the number using the following format:
00+Country Code+Area Code+Local Phone Number.

3. Wait for the party to answer the telephone.

Receiving a Call

To receive a call:

1. The telephone connected to Call Center rings and Call Center's Internet Call light flashes.
2. Pick up the telephone receiver and begin a conversation.

Ending a Call

To end a call, put the receiver back onto the telephone.

Making a Conference Call

Call Center supports up to four other Skype contacts (not including the user) participating in a conference call.

To make a conference call:


1. From the Skype window, click Tools, then Create Conference.
2. In the left window, select the contacts to add to the conference call. More than one contact at a time can be selected by simultaneously pressing the Ctrl key on the keyboard and clicking on each contact's name. After selecting the contact(s), click Add to add each name to the conference call.
3. Click **Start** to start the conference call.

To add another contact to a conference call:

1. From the Skype window, select Contacts.
2. Right-click on the contact's name and click Invite to Conference.
3. Wait for the contact to join the conference call.

Caller ID

If the telephone being used supports Caller ID, Call Center displays the contact's Skype ID when he/she calls.

 **Note:** Caller ID for incoming Internet calls is currently not supported for some types of BellSouth telephones.

Call Waiting

If an Internet call is received while an Internet call is being conducted, a short beep is heard. Press the "#" key on the telephone keypad twice to answer the new call. To go back to the previous call, press the "#" key twice again.

Using Call Center in Dual-Line Mode

When Call Center is set up in Dual-Line mode, all Single-Line mode features are available. Additional features include making and receiving regular calls (computer-to-land-line or computer-to-mobile phone), Remote Internet Calling, Call Forwarding, Call Return, and Computer Answering Machine.

Dual-Line Mode From the Local Telephone

The following features are available from the telephone connected to Call Center:

Switching Between Regular and Internet Call Modes

In Dual-Line mode, Call Center can be in either Internet Call or Regular Call mode. When Call Center is in Internet Call mode, all Single-Line features are available. When Call Center is in Regular Call mode, the telephone connected to Call Center can be used to make and receive regular phone calls. By default, Call Center is in Regular Call mode. Press the “#” key on the telephone’s keypad twice to switch Call Center to Internet Call mode. Pressing the “#” key twice again returns Call Center to Regular Call mode.

Calling an Internet Contact

To call an Internet contact:

- 1.** Pick up the telephone receiver. The Regular Call light illuminates.
- 2.** Press the “#” key twice on the telephone keypad to switch Call Center to Internet Call mode.
- 3.** Dial the speed-dial number of the party being called.
- 4.** Wait for the party to answer the telephone.

Calling a Regular Telephone Number

There are two ways to call a regular (land-line or mobile) telephone: using Regular Call mode (exactly like making a normal phone call, with all the usual costs); or, using SkypeOut service while in Internet Call mode (with SkypeOut’s low rates, this method is especially useful for making international calls). Go to www.skype.com for more information about subscribing to SkypeOut.


Using Regular Call Mode

To use Regular Call mode to make a call:

1. Pick up the telephone receiver. The Regular Call light illuminates.
2. Dial the telephone number.
3. Wait for the party to answer.

Using Internet Call Mode and SkypeOut

Before making this type of call, make sure the SkypeOut subscription is active:

1. Pick up the telephone receiver. The Regular Call light illuminates.
 2. Press the “#” key on the telephone keypad twice to switch to Internet Call mode. The Call Center greeting is heard.
 3. Dial the SkypeOut contact’s assigned speed-dial number.
-  **Note:** If the SkypeOut contact does not have a speed-dial number, dial the number using the following format:
00+Country Code+Area Code+Local Phone Number.
4. Wait for the party to answer the telephone.

Receiving a Call

To receive a call:

1. The telephone connected to Call Center rings.
2. The Regular Call or Internet Call light illuminates, depending on what kind of call it is. Call Center automatically selects the correct mode.
3. Pick up the telephone receiver and begin a conversation.

Call Waiting

If a call is received (regular or Internet) while an Internet Call is being conducted, a short beep is heard. Press the “#” key twice on the telephone keypad to answer the new call. To go back to the previous call, press the “#” key twice again.

Ringback Alert

If the phone is hung up while a previous call is on hold, Call Center rings back to alert the user that a call is still on hold. To continue the call on hold, pick up the receiver.


Dual-Line Mode From a Remote Phone

The following features are available when using any telephone in the world (including mobile telephones):

Making a Remote Internet Call

Call Center can call any Skype or SkypeOut contact. To do this:

- 1.** Pick up the telephone's receiver.
- 2.** Dial Call Center's phone number.
- 3.** Wait for the telephone to ring *x* times ("*x*" being the number of rings set in Call Center's Configuration tab; see "Remote Internet Calling" on page 23).
- 4.** A Call Center or Computer Answering Machine greeting is heard. Enter the three-digit password (set in Call Center's Configuration tab; see "Remote Internet Calling" on page 23).
- 5.** The Call Center welcome greeting is heard. Enter the contact's assigned speed-dial number.

 **Note:** If placing a SkypeOut call and the SkypeOut contact does not have a speed-dial number, dial the number using the following format: 00+Country Code+Area Code+Local Phone Number.

Answering a Forwarded Call

If Call Forwarding is activated on Call Center (see "Call Forwarding" on page 25), an unanswered Internet call will be forwarded to the telephone whose number has been entered in Call Center's Configuration tab. Answer the telephone and conduct a conversation.


Using Call Return

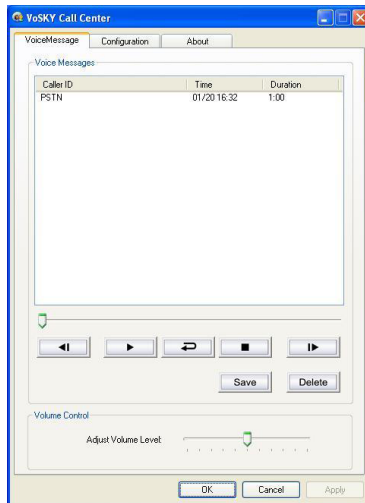
If Call Return is activated on Call Center (see "Call Return" on page 26), when an Internet call is made and the contact is not online, an alert will be sent when the contact returns online to the telephone whose number has been entered in Call Center's Configuration tab. A typical scenario:

1. A remote Internet call is made, but the contact is not online.
2. A message, stating the contact is not available, is heard. Press the "1" key on the telephone keypad.
3. When the contact goes online, a call is placed to the regular telephone.
4. Pick up the telephone and press "1" again to have Call Center call the contact via the Internet.

Checking Computer Voice Mail

With Computer Answering Machine activated, parties calling into Call Center can leave messages on the computer.

 **Note:** Before using Computer Answering Machine, it must be activated (see page 24). Also, any standard answering machine or voice mail service connected to the same phone line as Call Center (i.e., having the same phone number) must be deactivated.



To check voice mail on the Computer Answering Machine:

1. Double-click the Call Center icon in the system tray or desktop of the computer. The "VoSKY Call Center" window appears.
2. Select the "Voicemail" tab. In the top part of the tab is the "Voice Messages" list box, which displays all messages that have not been played, or have been saved.

Playing Voice Mail

To play a voice mail, click on it, then press the "Play" (triangle) button. To fast-forward or rewind through a message, slide the Play button in the appropriate direction.

Stopping Playback

To stop a voice mail during playback, press the "Stop" (rectangle) button.

Next/Previous Message

To skip to the next message, click the "Next Message" (triangle-bar) button. To return to the previous message, click the "Previous Message" (bar-triangle) button.

Restarting

To restart a voice mail while it plays, press the "Repeat" (curved arrow) button.

Saving or Deleting

To save or delete a voice mail, click on it in the Voice Message list box, then click the appropriate button. Saved voice mails will remain in the Voice Message list box.

Adjusting Volume

To adjust the volume while listening to a voice mail, move the "Adjust Volume Level" slider in the appropriate direction.

Quick Reference Tables

Consult these tables (Basic or Advanced) for quick reference.

Basic Procedures

<i>Action</i>	<i>Instruction</i>
<p>Make a Skype Call</p>	<ol style="list-style-type: none"> 1. Pick up the telephone's receiver. 2. Make sure IPW is in Internet Call mode (indicated by the Internet Call light illuminating). If not, press the "#" key twice. 3. Wait for the IPW dial tone. 4. Dial the Skype contact's speed-dial number.
<p>Make Skype Conference call</p>	<ol style="list-style-type: none"> 1. Pick up the telephone receiver and make sure Call Center is in Internet Call mode. 2. Dial the 1st one's speed-dial number of the parties being called. 3. Press "*" key on the telephone keypad and dial the 2nd one's speed-dial number. 4. Continue the operation to add all the parties. 5. Press "#" key to begin the conference call.
<p>Make a SkypeOut Call</p>	<ol style="list-style-type: none"> 1. Pick up the telephone's receiver. 2. Make sure Call Center is in Internet Call mode (indicated by the Internet Call light illuminating). If not, press the "#" key twice. 3. Wait for the Call Center greeting 4. Dial the SkypeOut contact's assigned speed-dial number. If the SkypeOut contact does not have a speed-dial number, dial the number using the following format: 00+Country Code+Area Code+Local Phone Number

Make an Ordinary Call*	Pick up the telephone's receiver and dial normally.
Receive an Ordinary* or Internet Call	When the telephone rings, pick up the receiver and begin talking. Call Center automatically selects the correct mode.
Call Waiting	<ol style="list-style-type: none">1. While on an Internet call and an incoming regular* or Internet call is received, a call waiting tone is heard.2. Press the "#" key on the telephone key pad twice to pick up the new call while putting the current call on hold.3. Press the "#" key twice again to switch back and forth between the two calls.

*Line Port must be set up.

Advanced Procedures

For Advanced Procedures, the Line Port must be set up and the corresponding feature must be enabled in the Configuration screen.

Basic Procedures

<i>Action</i>	<i>Instruction</i>
Make a Skype Call From Any Telephone (Remote Internet Calling)	<ol style="list-style-type: none"> 1. Pick up the telephone's receiver. 2. Dial Call Center's phone number. 3. Wait for the telephone to ring x times ("x" being the number of rings set in Call Center's Configuration tab). 4. A Call Center or Answering Machine greeting is heard. Enter the three-digit pass word. 5. A welcome greeting is heard. Enter the contact's assigned speed-dial number.
Make Skype Conference call	<ol style="list-style-type: none"> 1. Pick up the telephone's receiver. 2. Dial Call Center's phone number. 3. Wait for the telephone to ring x times ("x" being the number of rings set in Call Center's Configuration tab). 4. A Call Center or Answering Machine greeting is heard. Enter the three-digit pass word. 5. A welcome greeting is heard. Enter the contact's assigned SkypeOut speed-dial number. If the SkypeOut contact does not have a speed-dial number, dial the number using the following format: 00+Country Code+Area Code+Local Phone Number

Call Forwarding	If an Internet call is left unanswered, it is forwarded through the phone line to the phone number chosen by the user.
Call Return	<ol style="list-style-type: none"><li data-bbox="423 342 947 399">1. An Internet call is made, but the contact is not online.<li data-bbox="423 409 947 500">2. A message, stating the contact is not available, is heard. Press the "1" key on the telephone keypad.<li data-bbox="423 510 947 567">3. When the contact goes online, a call is placed to the regular phone.<li data-bbox="423 577 947 668">4. Pick up the telephone receiver and press "1" again to have Call Center call the contact via the Internet.

Specifications



Model Number

UP102G (VoSKY Call Center)

Interface Ports

USB Audio Device Class 1.0 compatible

RJ11 port: for connecting with analog telephone

RJ11 port: for connecting with PSTN line

LED indicators

Regular Call, Internet Call, Ready

Linear Audio Signal Support

16-bit

Power Consumption

5V DC supply through USB cable

Operating Current

130 mA

Peak Ringing

400 mA

Standby/Hibernating Current

10 mA

RJ11 Port Impedance

600 Ohms

On-Hook Voltage

48V DC

Off-Hook Loop Current

25 mA DC

Ringling Voltage

110V peak to peak; 25 Hz

Dimensions (LxWxH)

11.5 x 8.5 x 2.5 cm (4.5 x 3.3 x 1 in.)

Weight

125 g (4.4 oz.)

Operating temperature

0° - 55° C (32° - 131° F)

Relative Humidity

> 80 % (non-condensing)

Certifications

FCC, CE, CCC, JATE, DGT



Note: Specifications are subject to change without notice.

Notices

Regulatory Compliance Notices

Class B Equipment

This equipment has been tested and found to comply with the limits for a Class B digital 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 be notified that any changes or modifications made to this device that are not expressly approved by Actiontec Electronics, Inc., may void the user's authority to operate the equipment.

Declaration of conformity for products marked with the FCC logo—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

 **Note:** To comply with FCC RF exposure compliance requirements, the antenna used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.

For questions regarding your product or the FCC declaration, contact:

Actiontec Electronics, Inc.
760 North Mary Ave.
Sunnyvale, CA 94085
United States
Tel: (408) 752-7700
Fax: (408) 541-9005

Miscellaneous Legal Notices

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Return the product to:
(In the United States)
Actiontec Electronics, Inc.
760 North Mary Avenue
Sunnyvale, CA 94085

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