Desk Voice Mate

User Manual

Your Best Phone for Free Internet Calls

Voice Gear

1 Introduction

1.1 Summary

Desk Voice Mate is a Skype-compatible phone which features great sound quality, great looks and a high quality multi-directional speakerphone. Desk Voice Mate can easily accommodate your Internet calling needs whether they involve private calling or conferencing.

1.2 Features

1. High quality speakerphone for conference calling
2. Great sound quality with digital echo cancellation
3. Large backlit LCD screen
4. Configurable ring tones
5. Aesthetically elegant and lightweight design
6. Fully compatible with both Macs and PCs

1.3 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

1.5 Package Contents

1. One Desk Voice Mate phone
2. One user manual
3. One warranty card
4. One installation CD
5. One USB cable

2 Installation Instructions

2.2 Connect the Phone

1. Plug the square end of the supplied USB cable into the back of the phone
2. Plug the second end of the USB cable into a free USB port on your computer

2.3 Setup Skype

1. Download and install the latest Skype (www.skype.com)
2. 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 the Internet. If the icon is shown as , please check your Internet connection and try logging into Skype again.

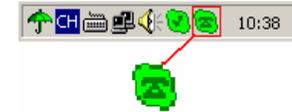Note: For help with installing Skype on Windows, please visit: http://www.skype.com/help/guides/

2.5 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:

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

3 Operating the Phone

3.1 Keypad Functionality

Please refer to the table below for an overview of all keypad buttons and their functionality.

IN / OUT   Scroll call history on LCD screen or scroll Skype application tabs

▲/▼   Control handset/speaker volume during call or scroll through a selected Skype application tab on the computer screen

FLASH   End active call or go to standby mode when not in call

DEL   Clear the dialed number shown on the LCD screen

SEND   Call the number dialed on the LCD screen or put a remote caller on hold if there is an active call

* +   Start SkypeOut format dialing(same as 00)

VOL+/-   Control handset/speakerphone volume

⌨   Enable the built-in speakerphone

HELP   Press to open help website on the computer screen. Defaults to www.skype.com

REDIAL   Redial last completed call

DIAL   Dial selected contact or number you have entered

0-9   Dial a SkypeOut phone number or Speed-Dial code on the LCD screen

3.2 Making a Call

Call a User from a Call List

1.   Press one of the IN/OUT keys to display the call list
2.   Use ▲/▼ again to select a contact
3.   Press Send to start a call

Call a User Using Speed Dial

1.   Add a user (for example: bbc456) to Contacts
2.   Assign Speed-Dial for that user, for example "11"

3. Enter the speed dial on the keypad (i.e. 11) and press Send to start a call

Call a Regular Phone Number

1. Enter "00" + "country code" + "area code" + "phone number", then press Send

2. For country code, you can enter "+" instead of "00"

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

00	1	416	1234567
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	country code	area code	destination number

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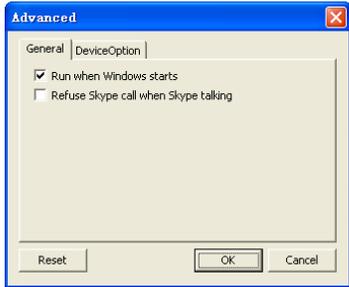
3.3 Using Hands Free

1. Press the hands free key on the phone

2. The dial tone will be heard from the speaker

3. Use any of the methods in section 3.2 to start a call

4. Press the hands free key again to end the call

3.6 Answering Incoming Calls

1. When an incoming call comes in, the phone will start ringing

2. To answer a call using a speakerphone, press the hands free button

3. To answer a call using a handset, simply pick it up

3.8 Advanced SkypeMate Options

1. To access advanced SkypeMate settings, right click on icon in the taskbar while SkypeMate is running and select Advanced. The following window will pop up:

2. To auto start SkypeMate along with your computer, select "Run when Windows starts" option
3. To refuse any incoming calls while talking, select "Refuse Skype Call when Talking" option
4. To pop up Skype window on any keypad key press, select "Display Skype Window when Calling" option under Device Options tab
5. To select different ring style from the one currently active, input a number between 0 and 9 in the drop-down list under Device Options tab
6. To save any changes to Advanced settings, click "OK"

4 MacOS X Instructions

4.1 Setting Up SkyMacMate

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

4.2 Using Skype Speed Dial on MacOS X

Since Skype client for Mac does not support speed dial assignment to contacts, speed dialing with Desk Voice Mate 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🕽

4.3 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
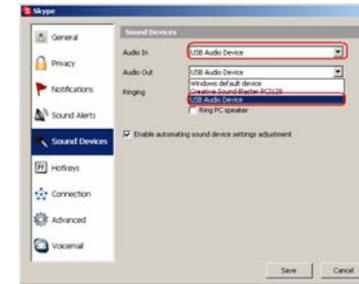
5 Troubleshooting

Problem 1: Voice is Not Heard on the Phone

The voice is played back from computer speakers instead of the Desk Voice Mate or not 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 taskbar icon of SkypeMate is shown as green phone on grey background 📞

Solution:

1. Open the Skype client
2. Select Tools → Options → Privacy → Manage other programs' access to Skype
3. Locate SkypeMate in the list and click "Change"
4. Select "Allow this program to use Skype" option and click OK

6 Regulatory Notes

CE Mark Warning

This is a Class B product. In a domestic environment, this product may cause radio interference, in which case the user may be required to take adequate measures.

FCC Statement

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, and

(2) This device must accept any interference received, including interference that may cause undesired operation.

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 communication. 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 one or more of the following measures:

· Reorient or relocate the receiving antenna.

· Increase the separation between the equipment and receiver.

· Connect the equipment into an outlet on a circuit different
  from that to which the receiver is connected.

· Consult the dealer or an experienced radio/TV technician for
  help.

Warning: Changes or modifications made to this equipment not expressly approved by the manufacturer may void the FCC authorization to operate this equipment.

7 Disposal of the Equipment

Do not on any account put your old equipment out with the domestic refuse.

For the sake of the environment, please use your local authority's collection point set to return and recycle old electric and electronic equipment.

You can find out which recycling firm is responsible for your neighborhood by contacting your local authority.

Batteries must not be put in the domestic refuse either!

All consumers have a statutory duty to take all batteries to a collection point in their municipality / district or to a retail store so that they can be disposed of in an environmentally-friendly way regardless of whether they contain toxic substances.

All batteries should be fully discharged before they are returned for disposal.