

# Sky911 Quick User Guide

## Package Contents

- Sky911 - Skype phone saving box with PSTN support
- Type B (A male to B male) USB cable
- RJ11 Telephone cable
- Sky911 Setup CD: Sky911 & Skype Setup programs, EN, TC and SC user manual & quick user guide

User can download most recent Sky911 related document from Regin Technology web site: <https://www.regintech.com.tw/download.htm>

## Sky911 reference introduction YouTube

<https://www.youtube.com/watch?v=bNaTskJVTR4> ( You can enable YouTube caption setting.)

## Quick Installation Procedure

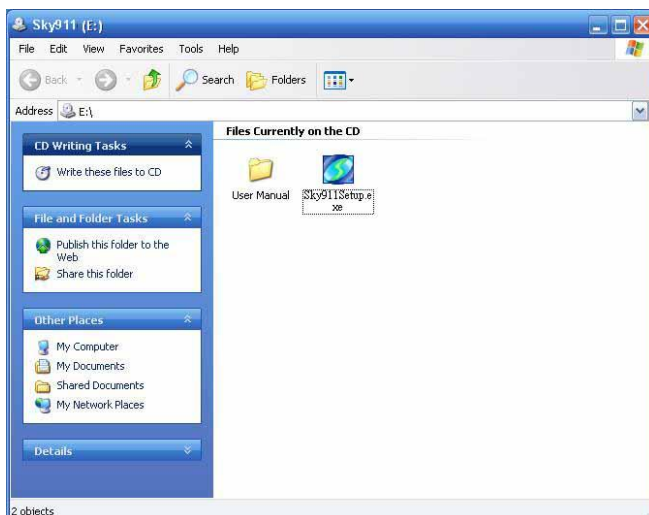
1. Make sure your PC with internet access and running Skype 8.30.0.50 ~ 8.34.0.78 versions(Available from <https://www.regintech.com.tw/download.htm>)
2. Remove Sky911, USB cable, telephone cable and Sky911 setup CD from Sky911 package
3. Connect Sky911 USB port with your computer USB port



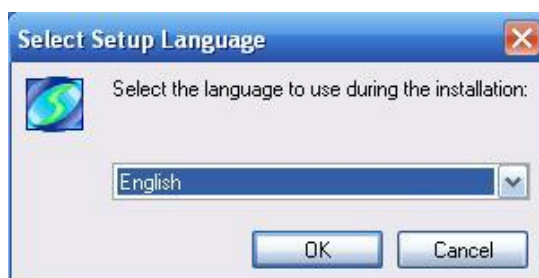
4. Connect Sky911 PHONE port to one PBX trunking line or a regular analog phone RJ-11 port through telephone cable and make sure phone is on-hook properly
5. Connect Sky911 LINE port to your landline(or via RJ11 jack on the wall) through the existing telephone cable



- Put Sky911 setup wizard CD into your computer CD disk and double-click setup.exe.






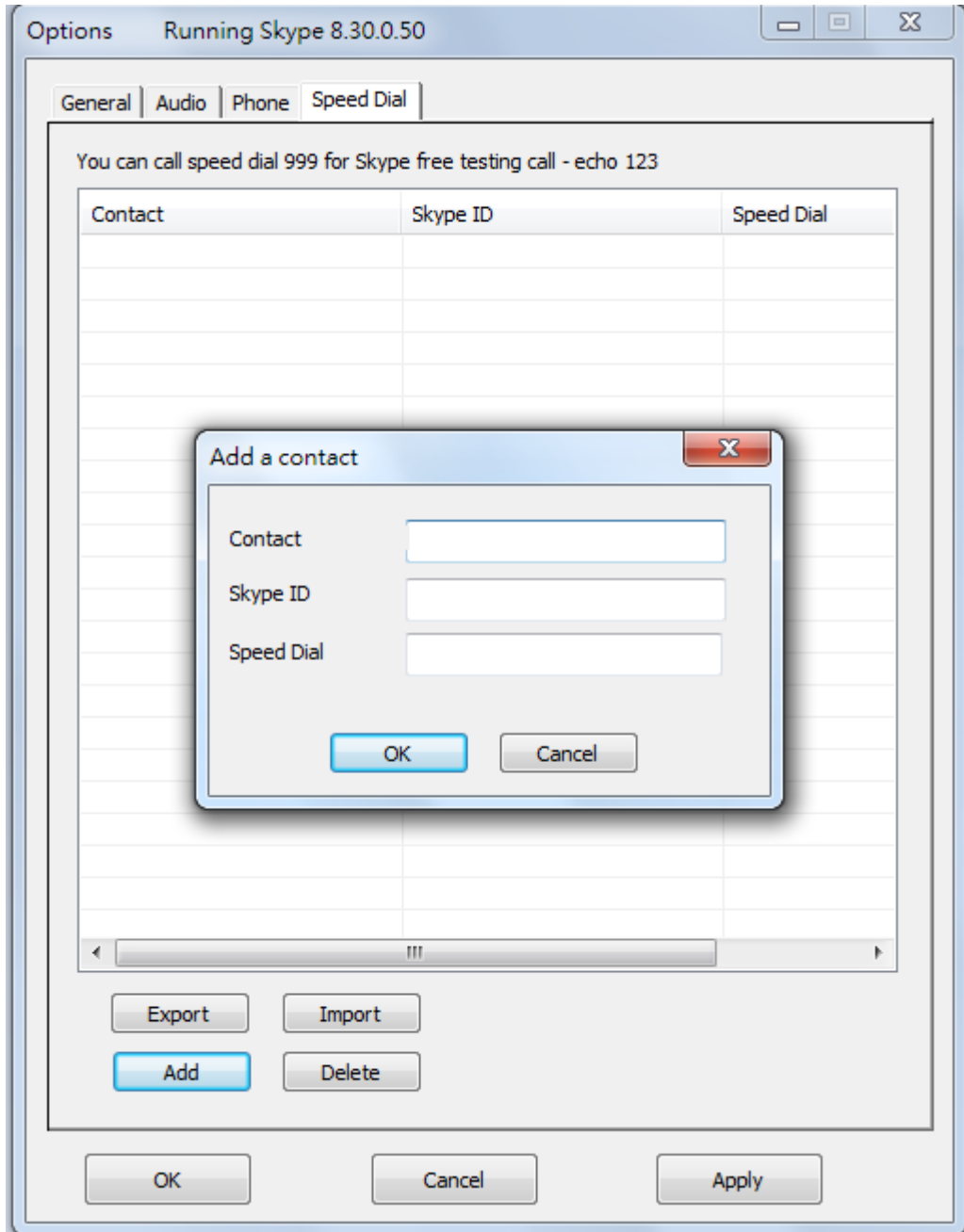
- The **“Select Setup Language”** window pops up. Choose a preferred language by scrolling down the selection bar. After choosing the language, click OK.



- The **“Welcome to the Sky911 Setup Wizard”** appears. Read the on-screen instructions and click Next until the installation is finished.



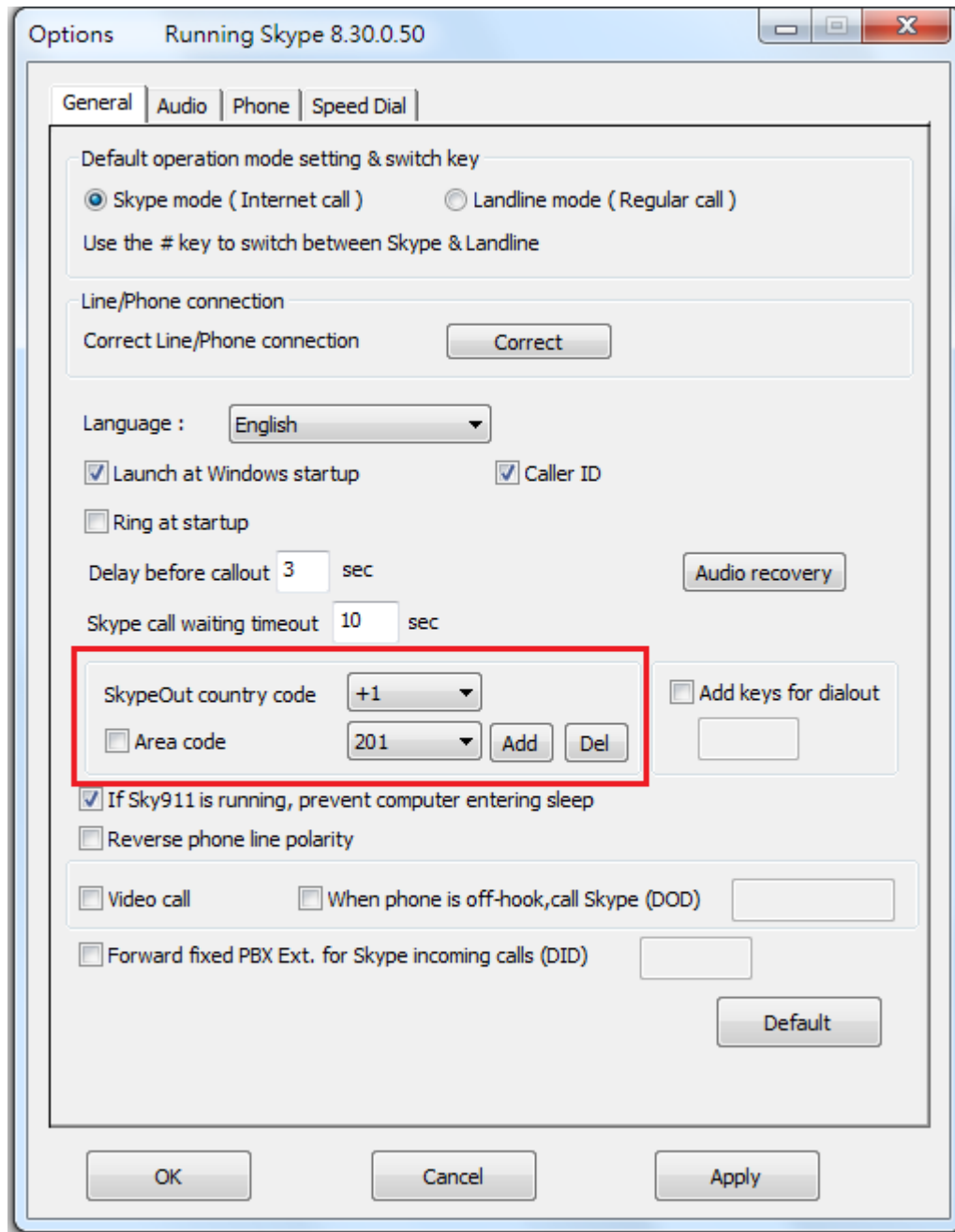
9. Sky911 only supports Skype 8.30.0.50 ~ 8.34.0.78 version on English, Traditional Chinese and Simplified Chinese Skype GUI now. If Skype GUI is not set within above three languages GUI, Sky911 system tray icon might show Skype unavailable  and device won't work with Skype. If Sky911 runs successfully, tray icon shows  or  (without landline).
10. Skype 8.x doesn't have any developer API to get Skype contacts information and our software can't establish Skype contacts for users now. Skype doesn't support speed dial function for version 4.0 and later. User can use Sky911 Speed Dial page to set speed dial for any Skype user or SkypeOut number. There are up to 5 digits for speed dial setting. User needs to upgrade Sky911 version to 3.0.0.9 or later and do the setting at Speed Dial page. Contact is the name for you to distinguish this contact. Skype ID is Skype account or SkypeOut number for call out. Skype Speed dial list can be exported as back up and import for use in the future. User can click "Contact", "Skype ID" or "Speed Dial" individually to have the data arranged in a sequential order for easy finding. If user wants to delete some contacts, user can hold keyboard "ctrl" key and choose all contacts to be deleted, then press "Delete" button. The selected contacts will be deleted.



11. If the Default operation mode in General page is Skype (check from Option dialogue of Sky911 system try icon in the right-bottom corner of Windows), user will hear a different Skype dial tone and notice blue LED is solid-on when the phone receiver is picked up. User can follow below steps 13~15 to make Skype/SkypeOut calls. Or user can press “# “ key to switch to the landline mode(Green LED is solid on when the phone is hook off) and make a landline call as you did in the past after hearing a familiar landline dial tone. If user changes default operation mode as Landline mode, user will hear a familiar landline dial tone and notice green LED is solid-on when the phone receiver is picked up. Then make a landline call as you did in the

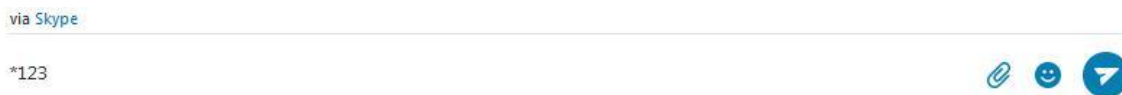
past. User can press “# “ key to switch to the Skype mode and hear a different Skype dial tone and notice blue LED is solid-on when the phone receiver is picked up. User can follow below steps 13~15 to make Skype/SkypeOut calls.

12. When Sky911 is at Skype mode, pick up your phone receiver or handset( blue LED is solid-on) and dial Skype contact’s speed dial number + “#” key through the phone keypad after hearing a Skype dial tone and then enjoy a Skype call. Add “ # “ key will accelerate the Skype call to be calling out, but it is not necessary.
13. When Sky911 is at Skype mode, for a SkypeOut™ call, dial “00” (or “+” key) + country code + area code +phone number + “#” key through the phone keypad or setup a SkypeOut contact list and call out by Skype speed dial number. Add “ # “ key will accelerate the SkypeOut call to be calling out, but it is not necessary. For example, user can make a call to one U.S.A. number by pressing 00-1-408-888-8888. If SkypeOut country code and area code are set as below figure, user can omit 00 + country code or even area code when making a SkypeOut call.



14. When there is a phone ring for an incoming call, pick up your phone receiver or handset to answer the call and hang up phone or click End call from Skype GUI to finish the call.
15. For Skype 7.x or Skype 8.x, Sky911 incoming Skype callers will have problem to dial extension number successfully for a Skype-to-Skype call with Sky911 version before 3.0.0.9. The Skype callers either can't find DTMF dial pad or dialing DTMF doesn't work. There is no such problem for extension number dialing during SkypeOut calls. For Skype calls from Skype gateway like Sky911 or SkyATA, callers can just dial extension number from phone.

Sky911 can support extension dialing during Skype-to-Skype calls via Skype chat after Sky911 version 2.1.0.152 for Skype 7 or version 3.0.0.9 for Skype 8. During Skype-to-Skype calls, Skype callers can send Skype chat message like “\*123” 60 seconds before making the Skype call or during the Skype call as below figure. Sky911 software will help the caller to dial extension 123.

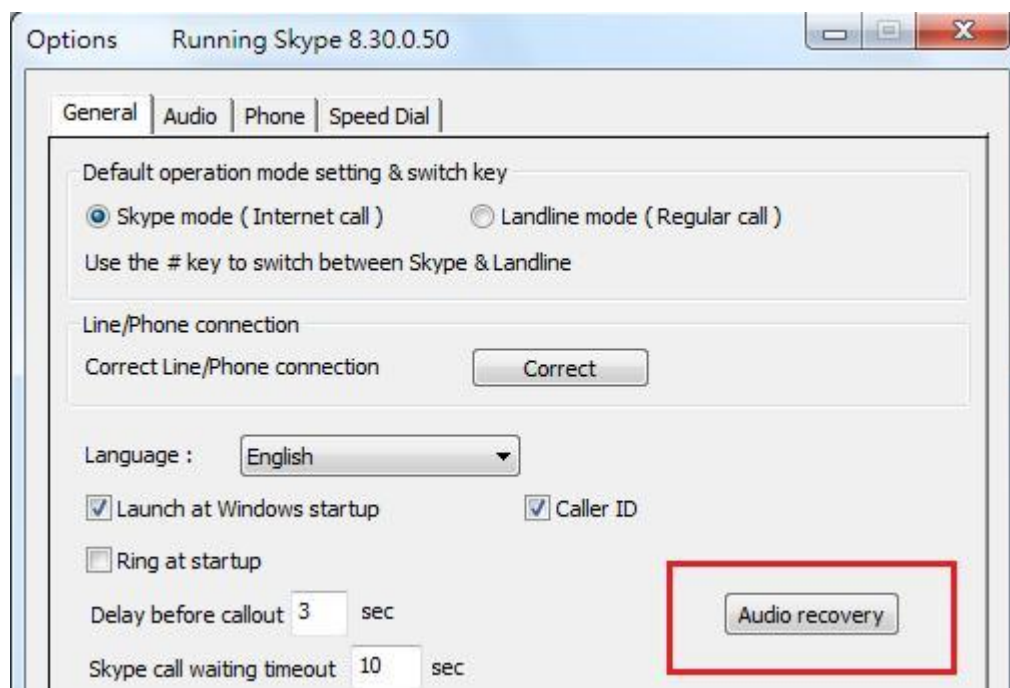


16. During a Skype or a landline call, user can press “\*1” phone keys to pick up the interrupt landline or Skype call and switch between both calls. Press “\*” phone key to hang up the current call.

**Note:**

If the holding landline caller disconnects the call when user is on the Skype call, Sky911 won't send out any reminder and the landline can't take any new call. User can press \*1 keys to switch to the landline and hang up by press \* key, then a new landline call will be available. Or landline calls will only become available after user hangs up the phone.

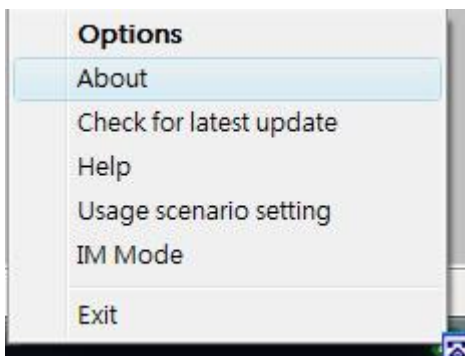
17. During a Skype or a landline call, user can press “\*2” phone keys to add the interrupt landline or Skype call for a 3 way conference(one landline and one Skype).
18. Sometimes Sky911 call party can't hear each other. It might be due to internet quality. If this problem exists persistently, user can try to click “Audio recovery” button from General page of Sky911 system tray “Options”.



19. **Skype 8.x doesn't support any developer's API, so Sky911 sends Skype display name instead of Skype ID for Skype caller ID now.** If user wants to have speed dial information for the incoming Skype contact for easy call return, user needs to set correct contact's Skype display name and speed dial number at the Speed Dial setting page. User can refer Sky911 user manual 4.8 Skype caller ID for details.

**Note:**

1. Sky911 setup installation needs to be under user with administrator privilege.
2. Sky911 is quite different with general USB devices like USB keyboard or USB mouse. It needs 5V, 500mA power from the USB port. If Sky911 can't work properly after this device is successfully installed, please unplug this device and plug into another PC USB port, or replace the USB cable with a new good quality one between this device and PC USB port or use USB hub with power adapter to connect this device and PC USB port.  
We found some PC USB port at the front panel is extended from motherboard through extension connector/cable and sometimes the connector/cable is at bad quality. It might cause Sky911 malfunction. For this case, we recommend you to plug Sky911 into USB ports at PC rear panel or use one USB hub with power adapter to connect PC USB port and Sky911.
3. After Sky911 software is running, user can click Sky911 tray icon with right mouse from right-bottom of PC desktop for "check for latest update" and "about". About will tell you what's the Sky911 software version you installed. If the result for check latest update has newer version than your current installation, you can download for use.





## Customer support service

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