

SkyATA User Manual

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1. Introduction

Thank you for choosing SkyATA, the compact analog telephone adapter for Skype™ application. SkyATA allows you to make PC to PC free calls or PC to landline calls through SkypeOut™ at very low rates anytime, anywhere. You can make long distance calls or even international calls at dramatically low cost via Skype using regular phones. By connecting SkyATA with a cordless phone or a DECT phone, you can make/ receive a Skype call through the handset without having to stay close to your computer. After SkyATA is integrated with office PBX, employees can pick up desktop phone to make Skype/SkypeOut calls without the need to install Skype in personal PC. When employees are out of office or abroad, they can call Skype back office via smart phone to save money.

With SkyATA's easy and friendly user interface, you can make Skype calls in the similar way as you can do with the traditional landline. Skype doesn't support Speed Dial function after version 4.0. You can set speed dial number for Skype contacts or SkypeOut contacts from SkyATA Speed Dial setting page. It is good to set a Speed dial number for the frequently international SkypeOut number for a convenient call. Speed dial number can be set up to 5 digits 0~9 Arabic numerals. Speed dial list can be exported for back up and imported for use later.

SkyATA's IM mode can support other IM/Softphone(Team/Skype for business, Google voice/hangouts, WhatsApp, Facebook Messenger, LINE, Zoom, ...) as an audio device. You can make/receive IM calls from PC and then pick up the SkyATA connecting phone for conversation.

Voice quality of Skype 8.x is much better compared with that of Skype 7.x. And recent Skype 8.x version can support audio/video recording and convenient file sharing.

Below is SkyATA introduction YouTube link and you can enable YouTube caption setting. <https://youtu.be/Hi9IImPM9cw>

The document of SkyATA comprises of several parts as following: A quick installation guide can help you install and use SkyATA quickly. For any questions about this product, please refer to the SkyATA user manual or SkyATA on-line help. On-line help can be accessed from the SkyATA system tray icon at the right-bottom corner of Windows desktop once the SkyATA program is running. Also, FAQs (Frequently Asked Questions) can be found from on-line help and user manual. For further questions, please feel free to contact us directly. Thank you again.

1.1 Package Contents

- SkyATA - Skype USB Adapter
- RJ11 telephone cable
- Installation CD including SkyATA & Skype setup program, quick installation guide and user manual. User can also access Regin Technology web site www.regintech.com.tw/download.htm to download the latest related document.



1.2 Product Specification

Model Number SkyATA

Dimensions L x W X H: 81x 37x 19 mm(Old 67.4 X 36.2 X 17.8 mm)

Operating System Support Microsoft Windows 10, 8, 7

Skype Version Support 8.30.0.50 ~ 8.34.0.78

Interface Ports

One USB port to computer

One RJ11 port to connect with an analog phone

LED Indicator: Blue

Stand by (Slow on/off)

Ringing (Fast on/off)

Call Active (Always on)

Error (Always off)

Audio 16 bit PCM

Power USB power and no external power needed

Operation Temperature 0 to 55 degrees Celsius

Regulatory Compliance FCC Class B, CE

Warranty 1 year

Note: Specifications are subject to change without notice.

1.3 Main Features

- Connect Skype through office desk phone or your home phone; no need of microphone and speaker
- Make a Skype/SkypeOut™ call through PBX desk phone or home phone and receive Skype/SkypeIn™ calls as your familiar telephone habits
- Support Skype/SkypeOut speed dial number and the speed dial list can be exported for back up and imported for use
- With SkyATA, people can have a free Skype call to office(Support Skype chat to send office extension number. Please refer SkyATA user manual [FAQ 28](#).) or home to save roaming or expensive mobile fee. When you are out of office or home, you can make office or home via free Skype calls
- DOD function supports automatic assigned Skype/SkypeOut callout when phone is off-hook
- DID function supports assigned PBX extension number dialing for incoming Skype calls for PBX application
- Accurate 2nd dial(like dialing extension number)
- “Audio recovery” button resolves Skype call party’s problem to hear each other
- Support FSK type I Caller ID for Skype calls and display speed dial number , caller’s Skype display name and calling time for easy returned call
- Support other IM/VOIP softphone like Team/Skype for business, Google voice/hangouts, WhatsApp, Facebook Messenger, LINE, Zoom, ... as an audio device(Ear/Microphone function). When SkyATA connects with office existing conference phones, the conference phones will become dedicated Skype conference phones. And the conference phones becomes internet conference phones when SkyATA is set at IM mode
- Support popular PBXs and cordless phone sets including DECT, 5.8GHz, 2.4GHz, 900 MHz or others
- Support international busy tone
- Support 2 REN standard loads and 20, 25, 30 and 50Hz ring signal frequency
- Support standard Windows USB audio device with unique device ID
- Option for phone line polarity reversal

- Support SkyATA software on line upgrade and latest software version check/download

1.4 Minimum System Requirements

To keep normal functions of SkyATA, user needs to make sure his/her system to meet the following minimum requirements:

- One Computer running at 1G Hz or better, 512 MB RAM with a USB port, and a CD-ROM drive
- Microsoft Windows 10, 8, 7
- 50MB free hard disk space
- Support Skype 8.30.0.50 ~ 8.34.0.78 versions(Only support Traditional Chinese, Simplified Chinese and English Skype GUI now)
- Internet connection(WiFi, ADSL, 56kbps Modem,, etc

1.5 SkyATA LED



LED Indicator:
Standby (Slow on/off)
Ringing (Fast on/off)
Call active (Always on)
Error (Always off)

1.6 Customer service

Regin Technology Corp. LTD.

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Fax: 886-3-5739231

Mobile: 886-936071552

Email: henry@regintech.com.tw

Address: 3F, NO. 41, Lane 42, Dongguang Rd., Hsinchu, Taiwan

Web: <https://www.regintech.com.tw>

Skype: regin.skype



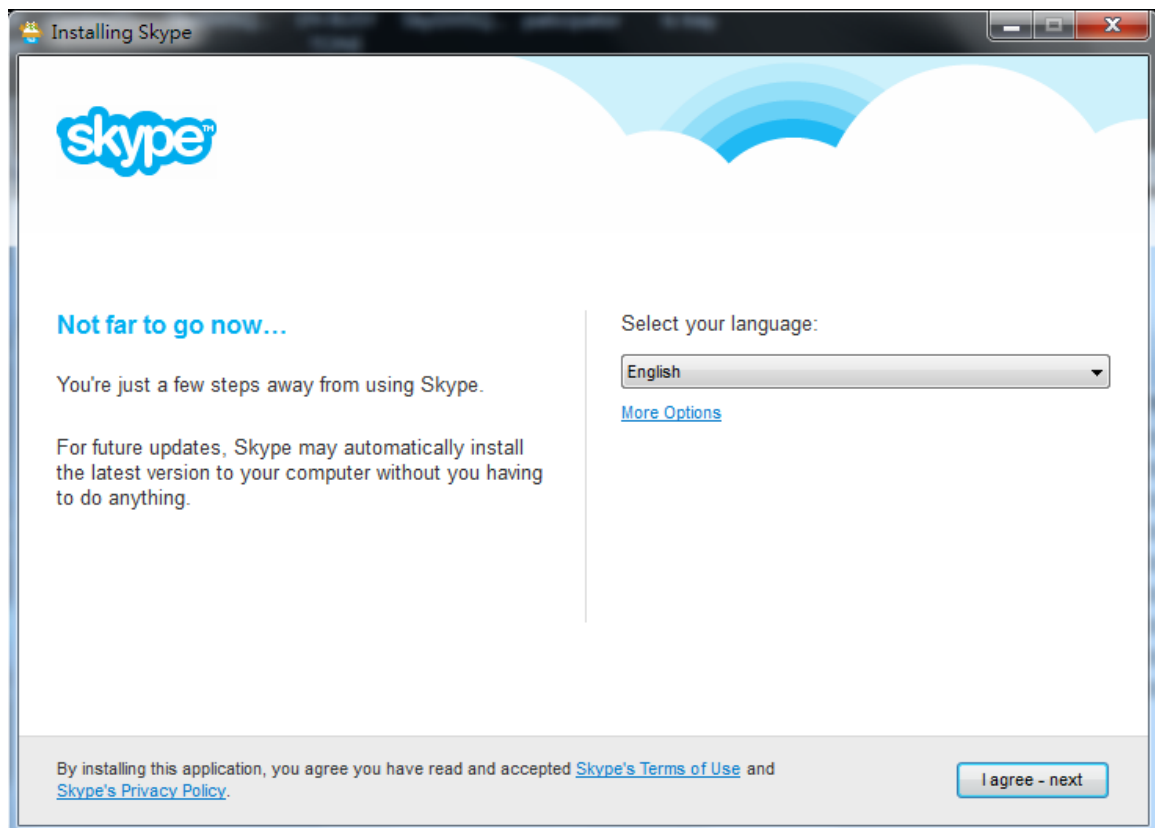
2. Install Skype Software

The first step of setting up SkyATA is to install Skype on the computer.

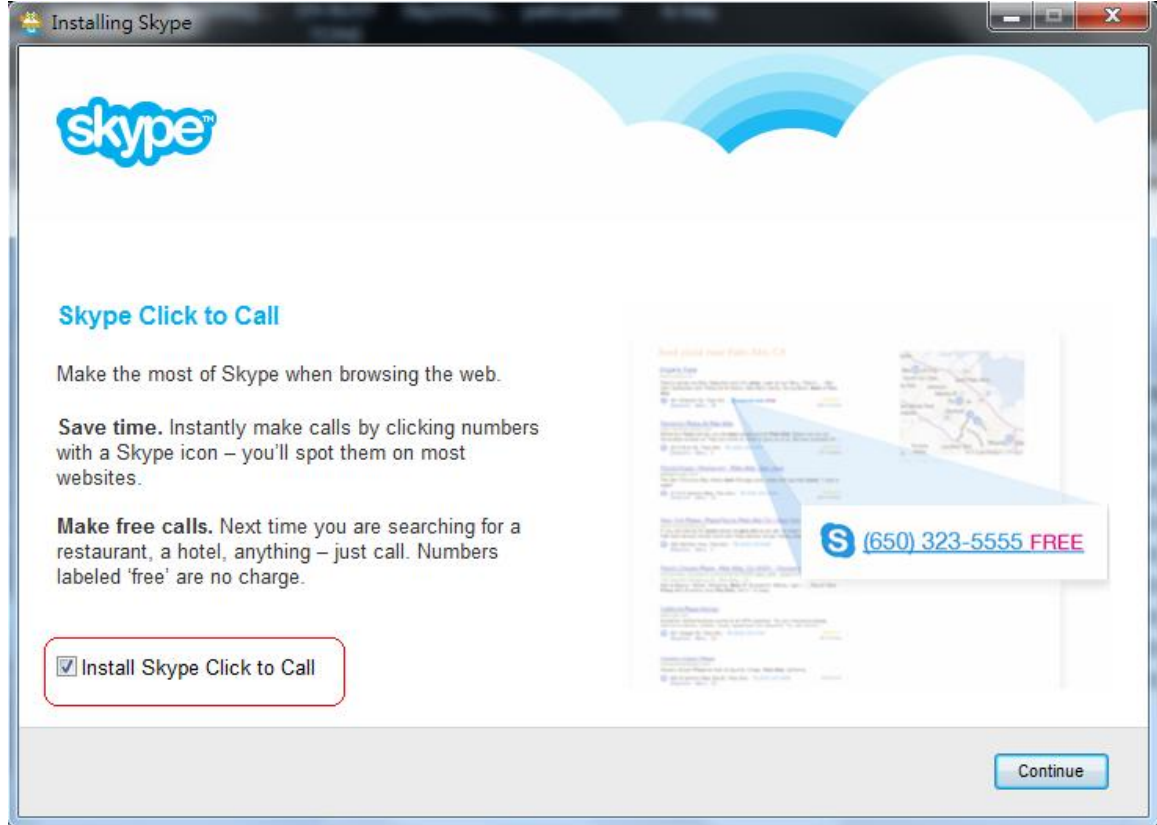
2.1 Install Skype and Quick Start

If Skype has been installed, check if it is the version which SkyATA claims to support as SkyATA user manual section 1.4 [Minimum System Requirements](#). If the answer is yes, user can skip this section and go to the next section. If not, download Skype version 8.30.0.50 ~ 8.34.0.78.

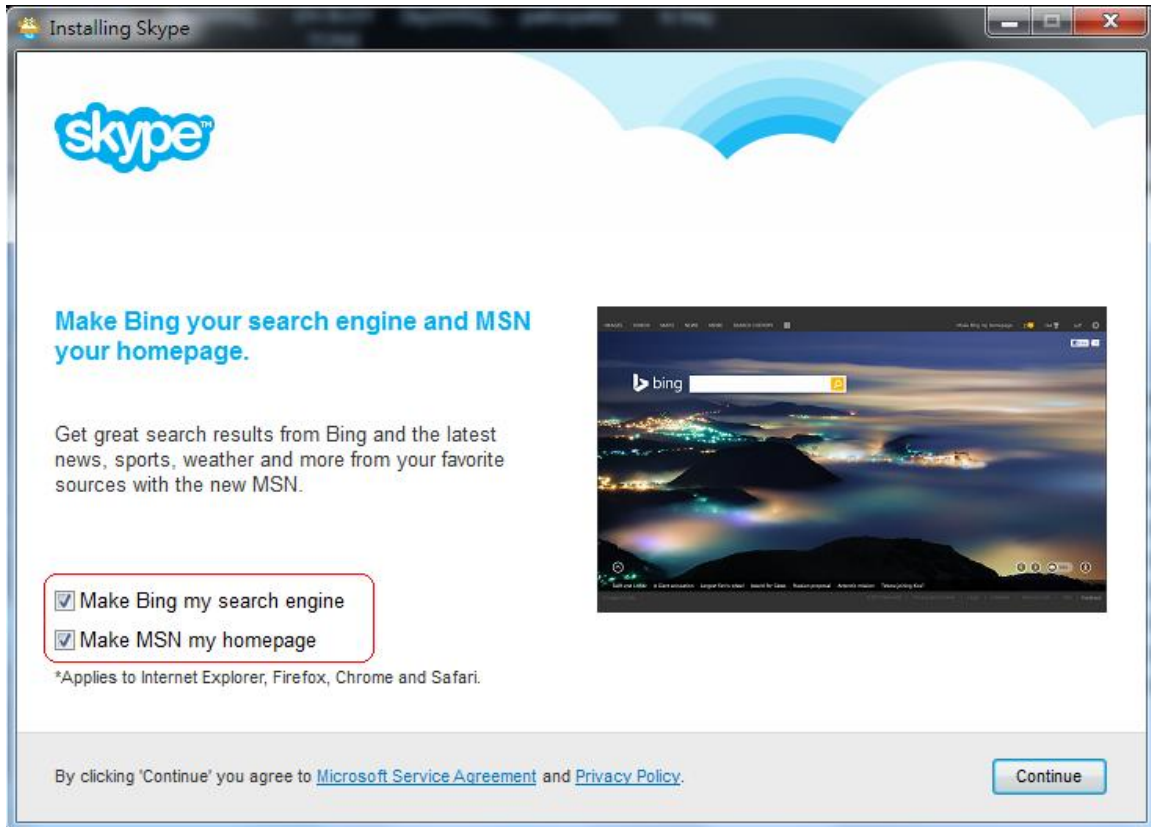
1. Please go to Regin Technology web site and download Skype 8.34.0.78 <https://www.regintech.com.tw/download.htm>. SkyATA only supports Skype version 8.30.0.50 ~ 8.34.0.78 now.
2. After downloading, double-click on the SkypeSetup.exe icon.
3. The Installing Skype window as below will appear. Choose the language you preferred and click “I agree-next” button



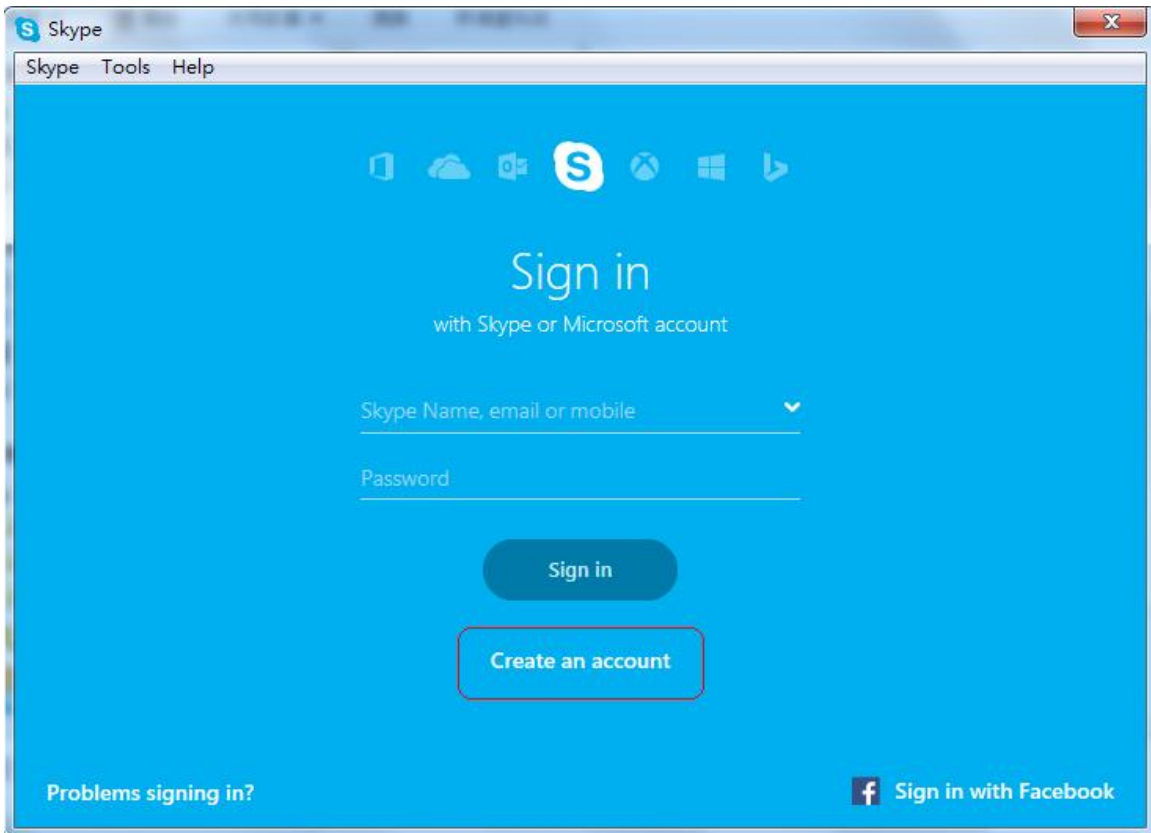
4. Next there pops out one window for “install Skype Click to Call” option. Make the decision and click Continue



5. “Make Bing your search engine and MSN your home page” options window pops out. Make your decision and click Continue



6. After installation is complete, Skype will ask for account login or create a new account. Please login and then Skype is running



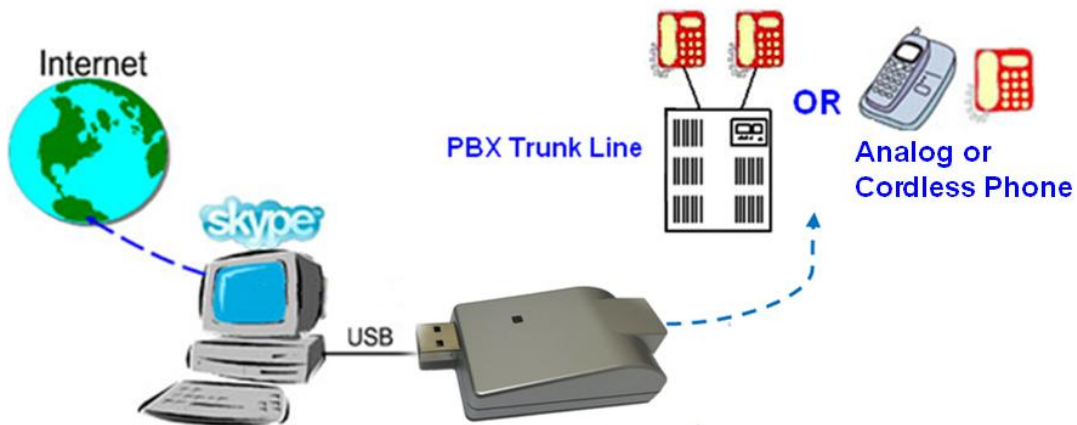
3. Setup SkyATA

3.1 SkyATA Hardware Setup

1. Get the SkyATA dongle from SkyATA package and take off the USB connector cover.



2. Plug SkyATA dongle USB connector into the computer USB port.
3. Connect one telephone cable between the RJ-11 port of SkyATA dongle and the telephone RJ11 port.



Connect SkyATA with analog PBX trunk line or analog phone

Important Notes: Don't connect SkyATA phone port to PSTN line, otherwise it might be damaged.

3.2 SkyATA Software Setup

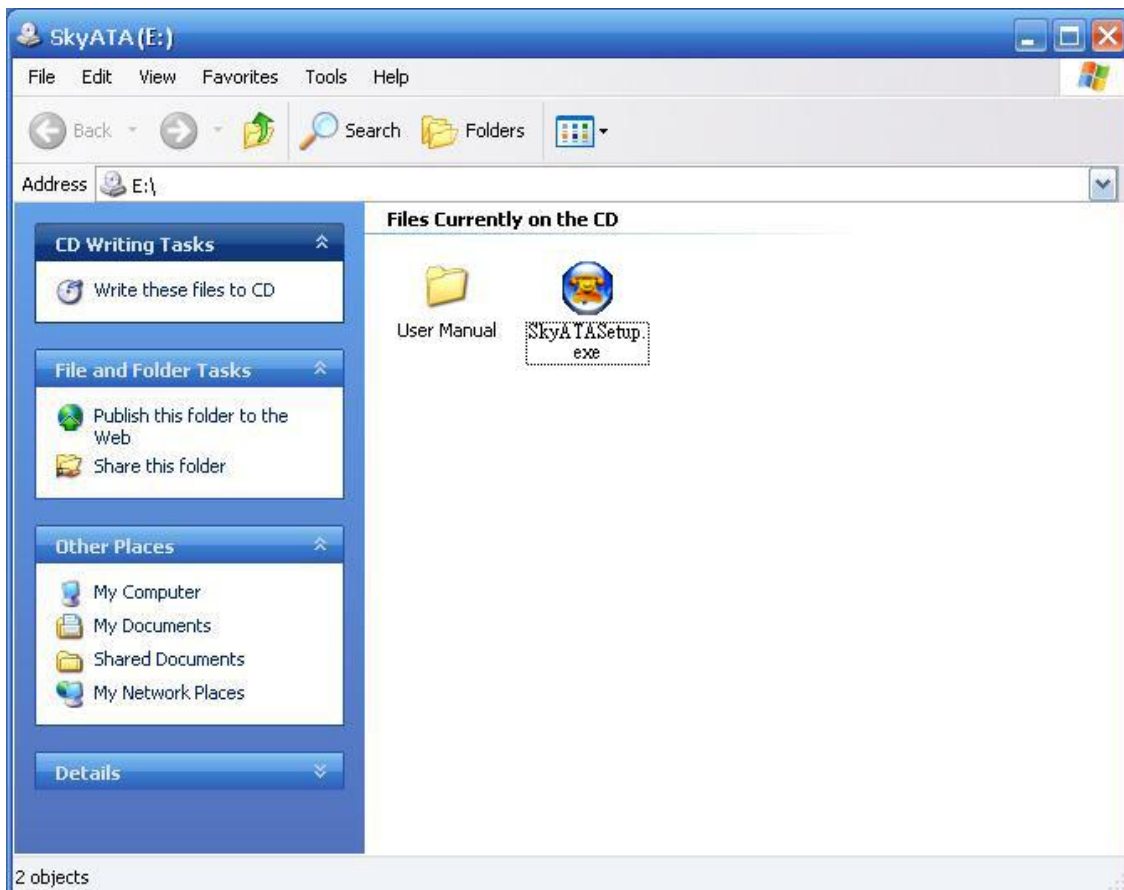
After the installation of the Skype software and the SkyATA dongle hardware setup, the next step is to install the SkyATA setup software into the computer.

To install the SkyATA setup software:

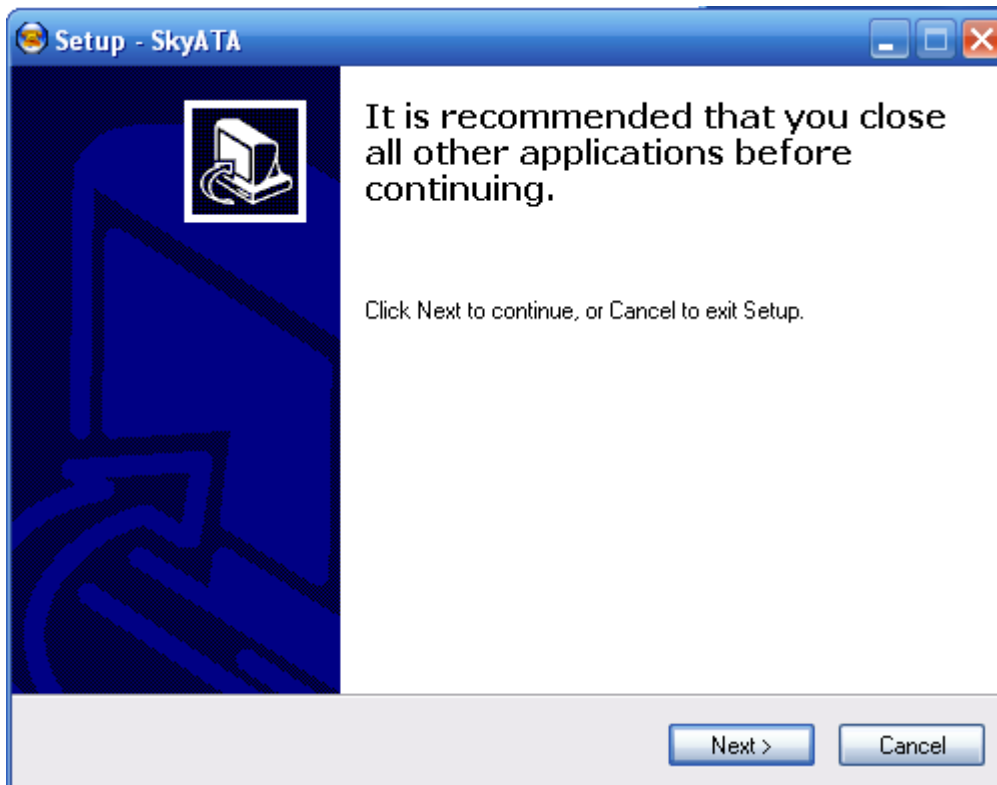
1. After the SkyATA dongle is connected to the computer, it will take up to 15 seconds for the “**Found New Hardware**” window to appear.



2. Insert the Installation CD into the CD-ROM drive of the computer. Double click the setup.exe file. Then follow the instructions to install the SkyATA setup program.



3. Then next window will recommend user to close other application programs before continuing to install. After other applications are closed, click Next.



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

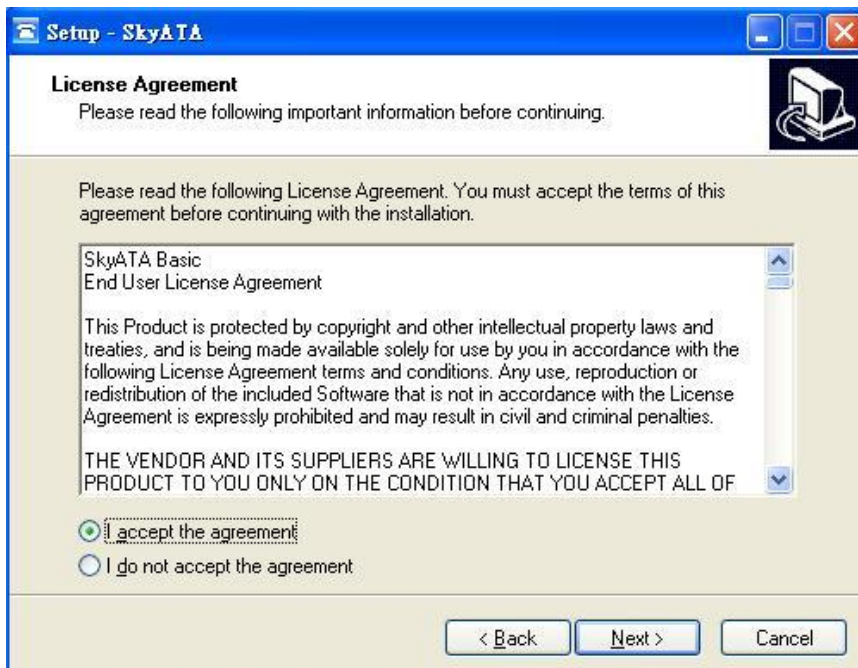


5. The “**Welcome to the SkyATA Setup Wizard**” appears. Read the on-screen instructions and click Next.

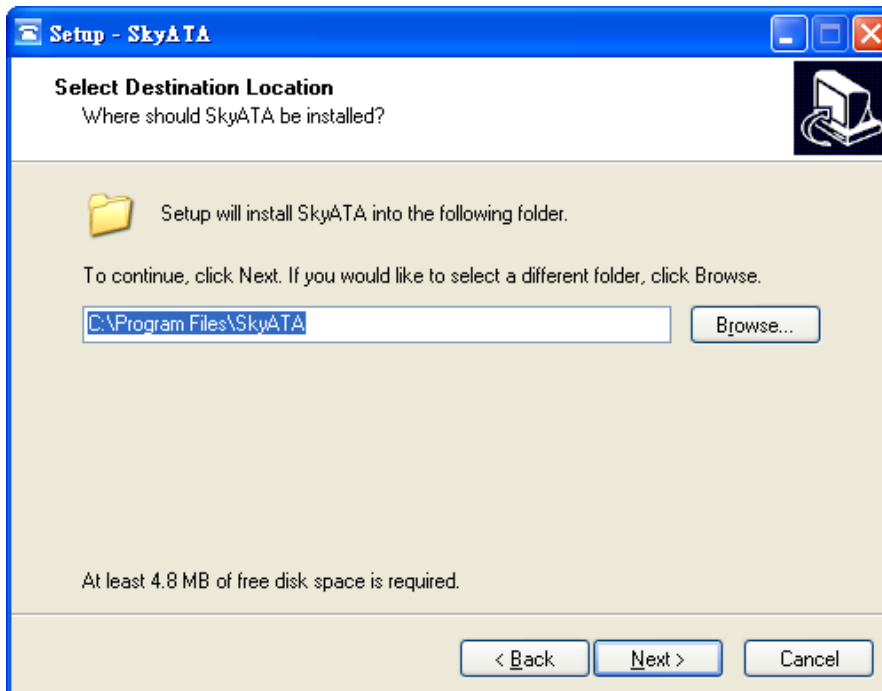


6. In the next window, check the box of "I accept the agreement" after reading the agreement carefully. Then Click Next.

Note: User can click Back to go back to the previous step anytime during installation.



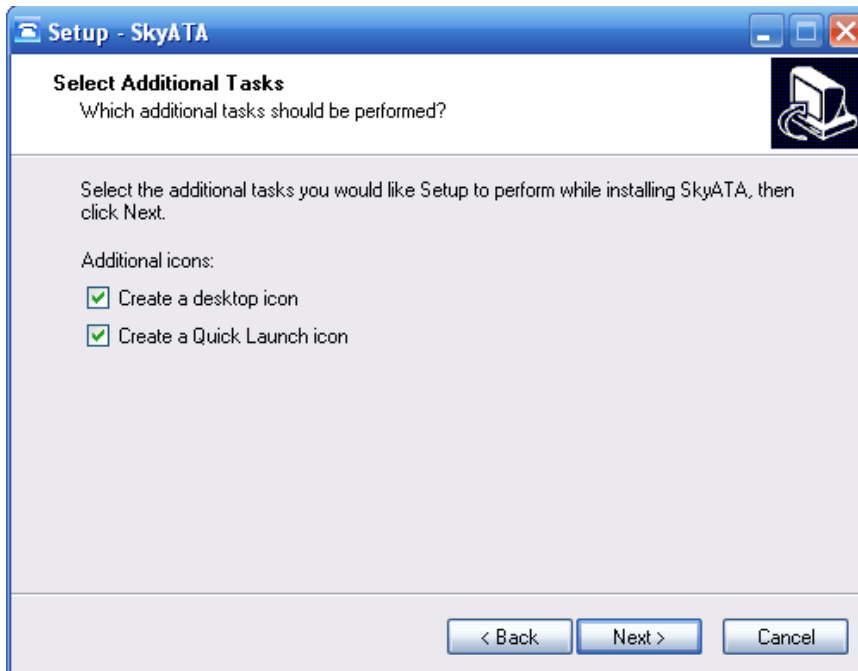
7. In the next window, designate a folder for the installation. A default folder will appear. If this is not a preferred folder for user, click Browse and choose a folder from the list. After deciding folder for the installation, click Next.



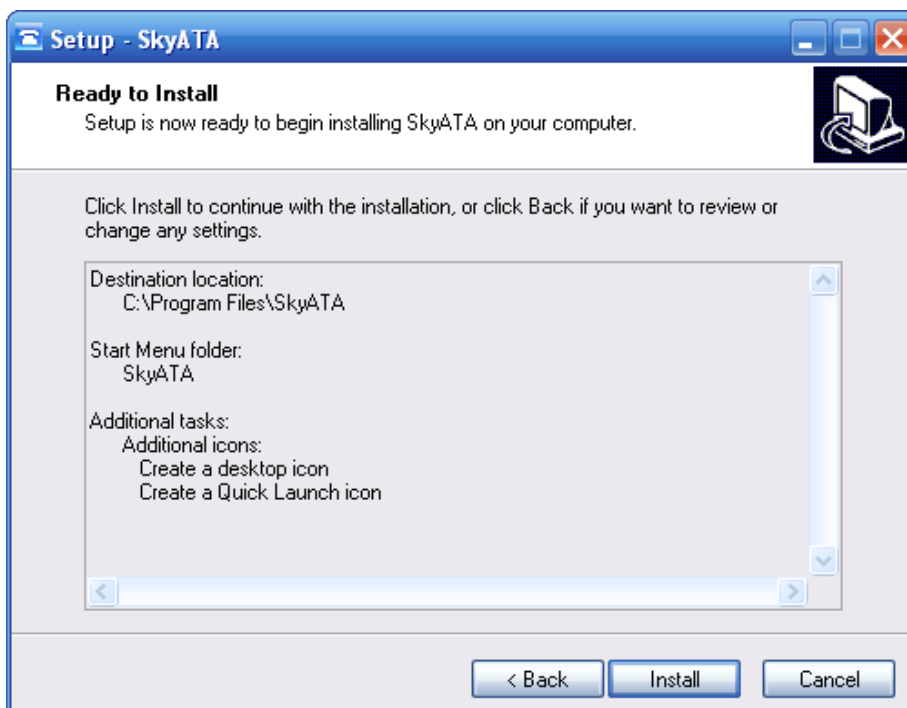
8. In the next window, choose a preferred folder for SkyATA program's shortcuts in Start Menu folder. A default folder will appear. If this is not a preferred folder, click Browse and choose a folder from the list. User can choose not to create a Start Menu folder. If this is the case, check the box of "Don't create a Start Menu folder". Click Next when the setting is done.



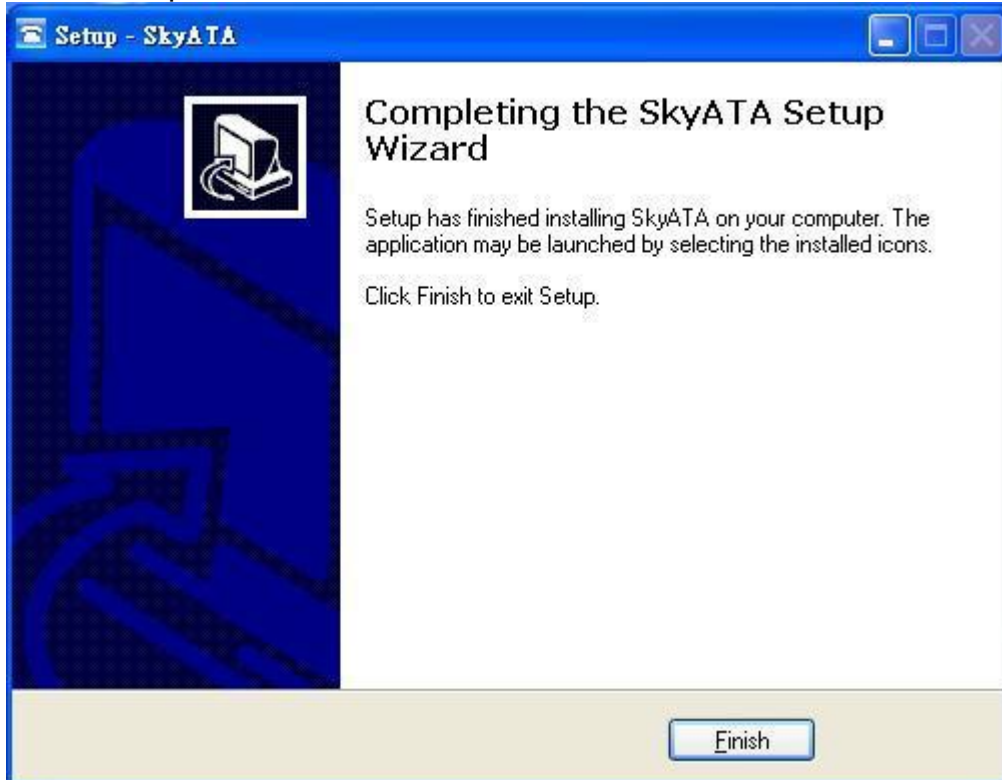
- The next window is to create the Desktop icon or the Quick Launch icon. Check the appropriate box as desired. After SkyATA software is launched, the Desktop icon will appear on the computer desktop and the Quick Launch icon will appear in the left bottom corner of the Windows screen. Click Next.



- The next window contains the related installation information and allows the user to select to start the installation. Carefully examine the configurations. If configurations need to be changed, click Back to make necessary modifications. If not, click Install to start the installation.




11. In the next window, user can choose to launch SkyATA. Click Finish to finish the setup.



4. Use SkyATA

4.1 Before Making a Call


Before making a call with SkyATA, make sure the following requirements have been met:

- The whole computer system and internet connection meet or exceed the minimum system requirements in [Minimum System Requirements](#) section
- The computer is connected to the Internet
- SkyATA dongle is connected to the computer USB port
- A telephone is connected to the SkyATA dongle RJ11 port via the phone cable
- A Skype program version between 8.30.0.50 and 8.34.0.78 is installed and launched in the computer
- A Skype account has been created and contacts have been added
- User can set a Skype Speed-Dial number for a contact. Please refer [Speed Dial Setting Page](#)
- SkyATA setup program is installed and launched successfully by checking if SkyATA system tray icon at the right-bottom corner of Windows desktop shows 
- When user picks up the phone receiver, there is a different Skype dial tone coming up
- Blue LED is slow blinking when SkyATA is ready
 - solid-on when the phone is off-hook
 - fast blinking when the phone rings
 - off when SkyATA has any problem

Important setting before start

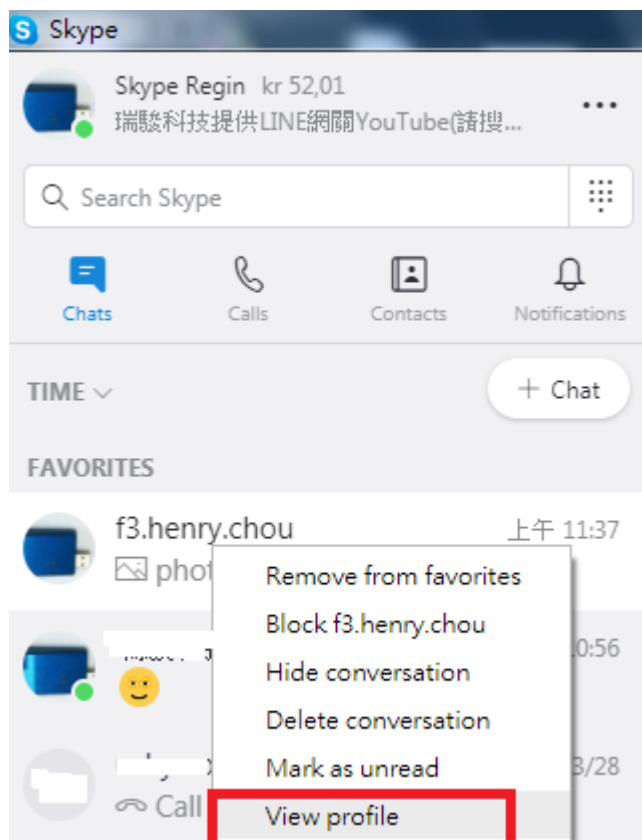
Since Skype doesn't support voice application API, SkyATA needs to control Skype GUI for call out and hang up for application. If user wants to have other application on the SkyATA connecting PC, user needs to prevent

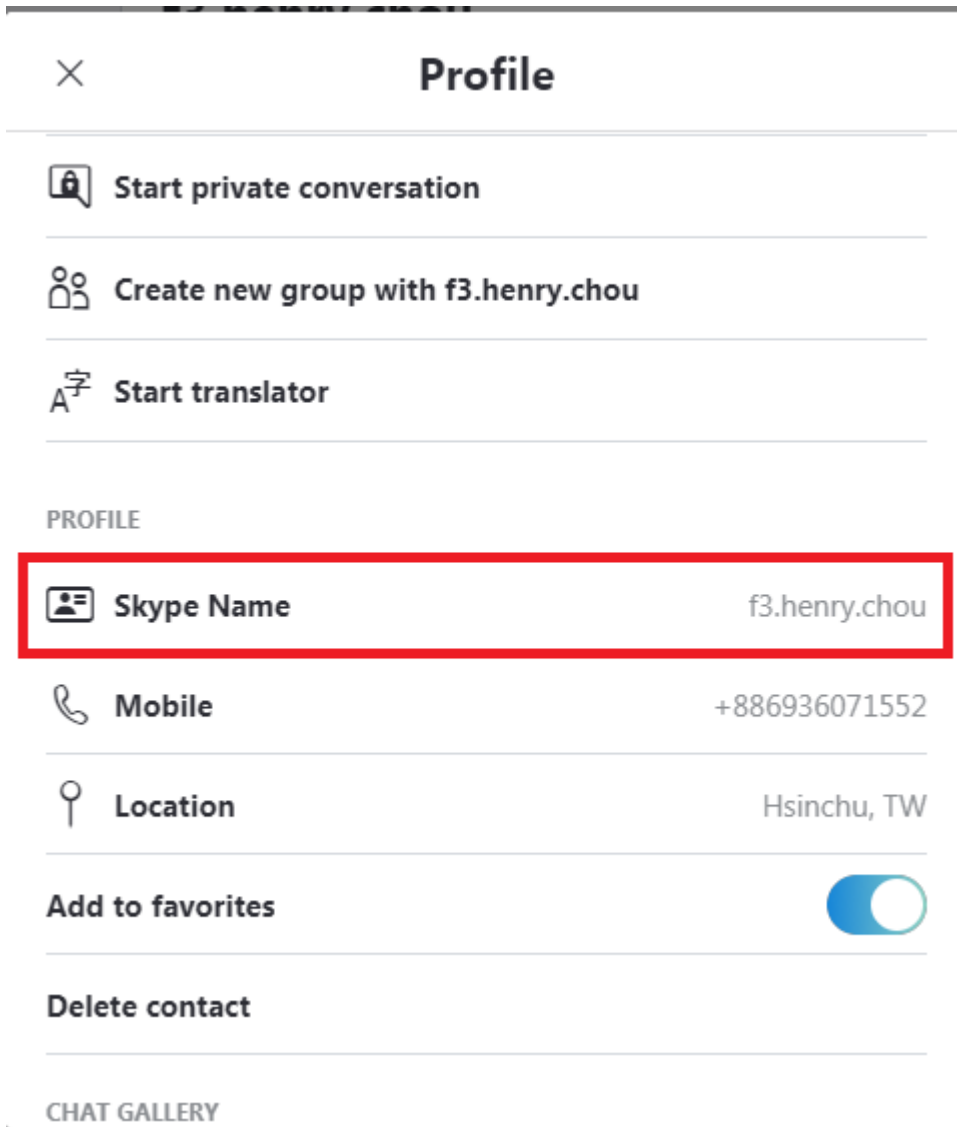
interrupting SkyATA's control of Skype GUI when there is callout or hang up activities. Otherwise SkyATA might not work correctly. User can use the computer during the Skype talk, but the calling window can't be closed.

Under Skype 8.x, SkyATA just supports Traditional Chinese, Simplified Chinese and English Skype GUI now. If the setting of Skype Language is not belonged to above three settings, then SkyATA might have the problem to access Skype GUI and shows .

E-mail or mobile phone number Skype account

User needs to fill Skype Name at SkyATA speed dial page for Skype contacts calling out. If the filled in Skype account name format is like e-mail someone@sample.com or mobile phone number, SkyATA can't use such information. As following two figures, user needs to click the Skype contact with right mouse and choose View Profile. Then get contact's Skype Name and fill in SkyATA for application.





Restart SkyATA PC regularly

Windows PC will become less efficient and slow response. It is good to use Windows task scheduler (Please refer Microsoft link [https://technet.microsoft.com/en-gb/library/cc748993 \(v=ws.11\).aspx](https://technet.microsoft.com/en-gb/library/cc748993 (v=ws.11).aspx)) to arrange a PC restart every two weeks when SkyATA should not be in use.

4.2 SkyATA Icons

Desktop and Quick Launch icon



System tray icons at the right-bottom corner of Windows desktop

Initializing



Ready



Call Active



Hardware failure



Skype unavailable

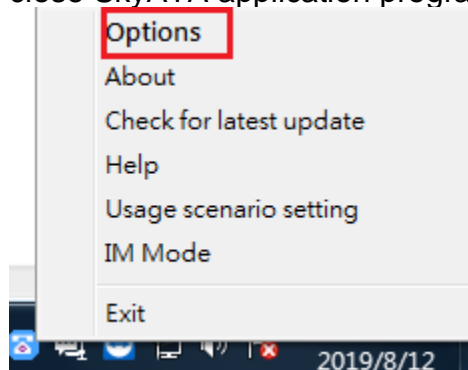


IM Mode



4.3 SkyATA GUI

There are seven choices (**Options**, **About**, **Check for latest update**, **Help**, **Usage scenario setting**, **IM Mode**, and **Exit**) when user clicks SkyATA system tray icon at the right-bottom corner of Windows desktop. **Options** has all settings for SkyATA. **About** will tell user SkyATA software version. **Check for latest update** will allow user to check and download the latest SkyATA software. The on-line help will be launched when user chooses **Help** from SkyATA system tray icon. On-line help supports language English, Traditional Chinese and Simplified Chinese. **Usage scenario setting** has options s options for “Connect phone” or “Connect PBX”. **IM Mode** can be an audio device for other IM/Softphone. **Exit** will close SkyATA application program.



Usage scenario setting: There are options for “Connect phone” or

“**Connect PBX**”. **Choosing “ Connect phone”, user** needs to ensure the Skype call is finished when user hangs up the outgoing Skype call. **Choosing “ Connect phone”, user needs to** prevent Skype GUI control during Skype call.

At "Connect phone" mode:

This setting is most suitable for users in front of the computer when they use Skype gateway for a Skype call. Users can do whatever with the computer connecting with Skype gateway. SkyATA can't detect Skype GUI correctly since user might control Skype call status window. There won't be busy tones coming up when caller hangs up the on-going call first. User needs to put the phone hook-on by himself/herself. User also needs to make sure if the Skype call is finished or not when user hangs up the call first and might need to manually finish the call via Skype GUI.

At "Connect PBX" mode:

This setting assumes users won't interfere Skype call status window during a call. It is prohibited to close or hide Skype call status window during a call. If anyone controls the Skype call status window during a call, the call might be incidentally finished or call party might hear busy tone although the call is still in progress. And the call might not be finished automatically when user hangs up the phone. User might need to manually finish the call via Skype GUI.

Please refer FAQ 11 & 12 of this online help [chapter 5](#)

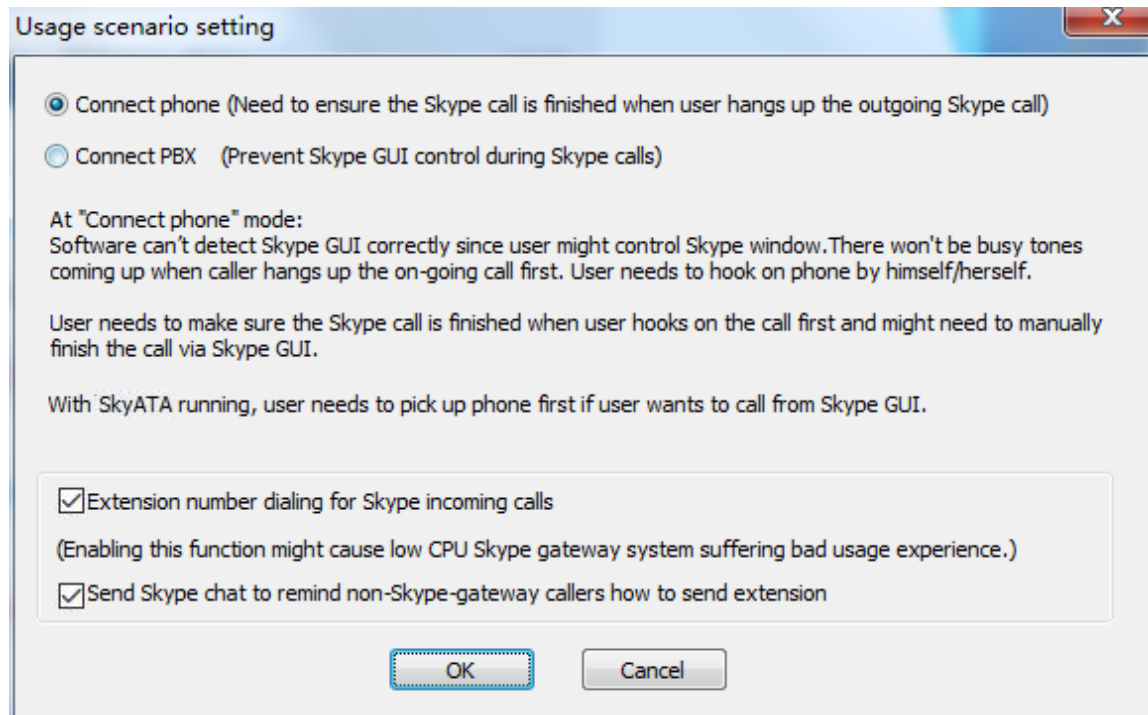
Extension number dialing for Skype incoming callers

If the option is enabled, Skype incoming caller can send Skype chat message to dial extension number for SkyATA PBX application. Enable this function might cause low CPU gateway system suffering bad experience. Only enable this function when you need it.

Send Skype chat to remind non-Skype-gateway callers

how to send extension

This setting can help companies with many external callers, but less internal callers from another Skype gateway device. For companies without external callers, this setting might not be necessary. Employees just need to dial extension number from phone when they make Skype calls to another office extension via Skype gateway. But for non-Skype gateway callers, they can send Skype chat message like " *123" for extension number 123 to company's Skype calling account before the call or when the call is in progress. For details, please refer Q28 of [chapter 5 FAQs](#).



Following are detailed descriptions about **Options** for SkyATA settings.

4.3.1 Options

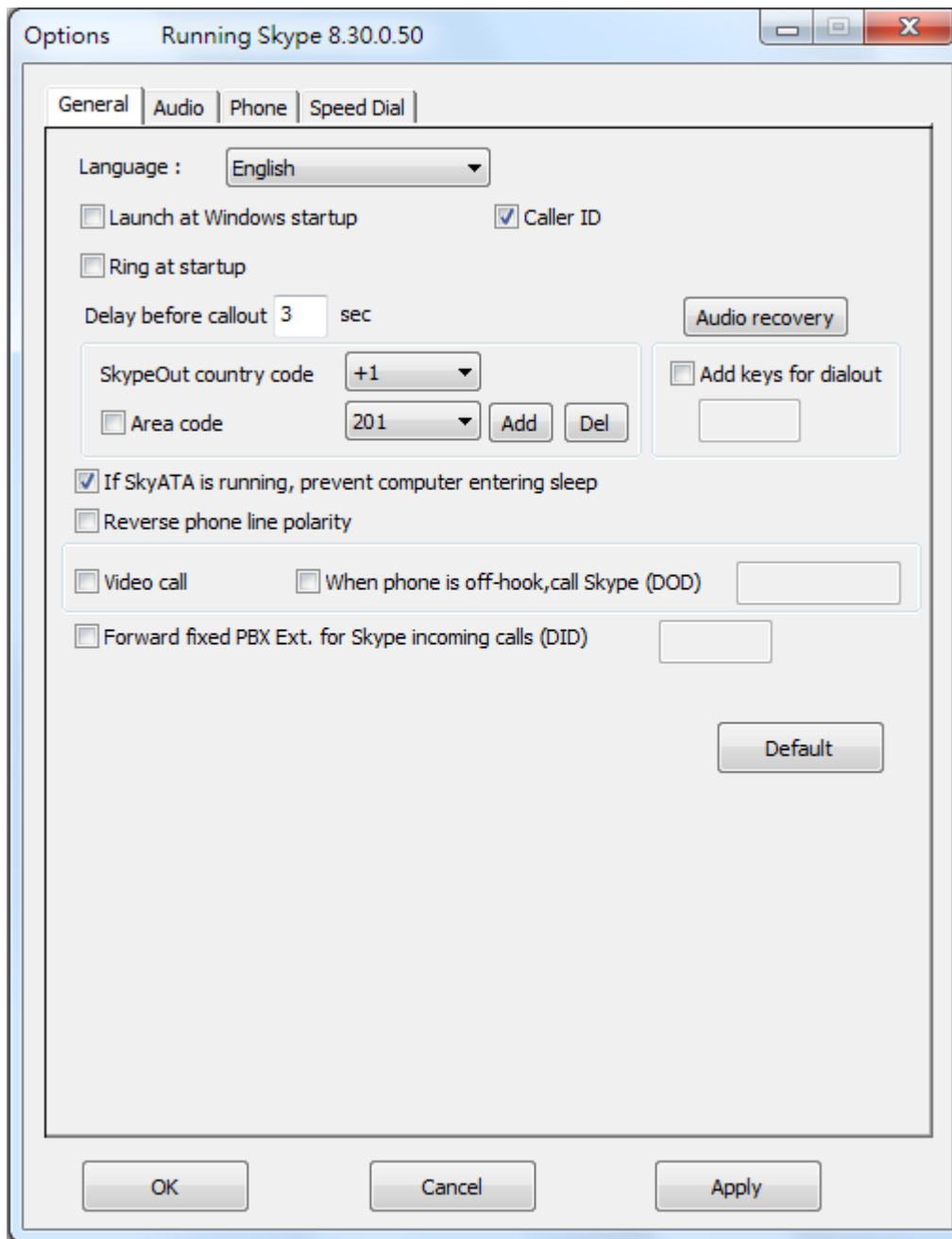
The Options dialogue includes the settings most commonly selected by users. When user clicks the OK button at the bottom of Options dialogue after making a new setting, the new setting will be activated and Options dialogue closes immediately. If user clicks the Apply button at the bottom of Options dialogue after making a new setting, the new setting will be activated immediately and user can continue to make more changes if necessary. User chooses either OK or Apply button, then the new setting will be saved and user has the updated setting when user launches SkyATA again. User can use Cancel button to cancel the changes and Options dialogue closes immediately. Besides, user can click Default button to refresh settings to default settings in every pages. There are four Options pages:

[General Setting Page](#)

[Audio Setting Page](#)

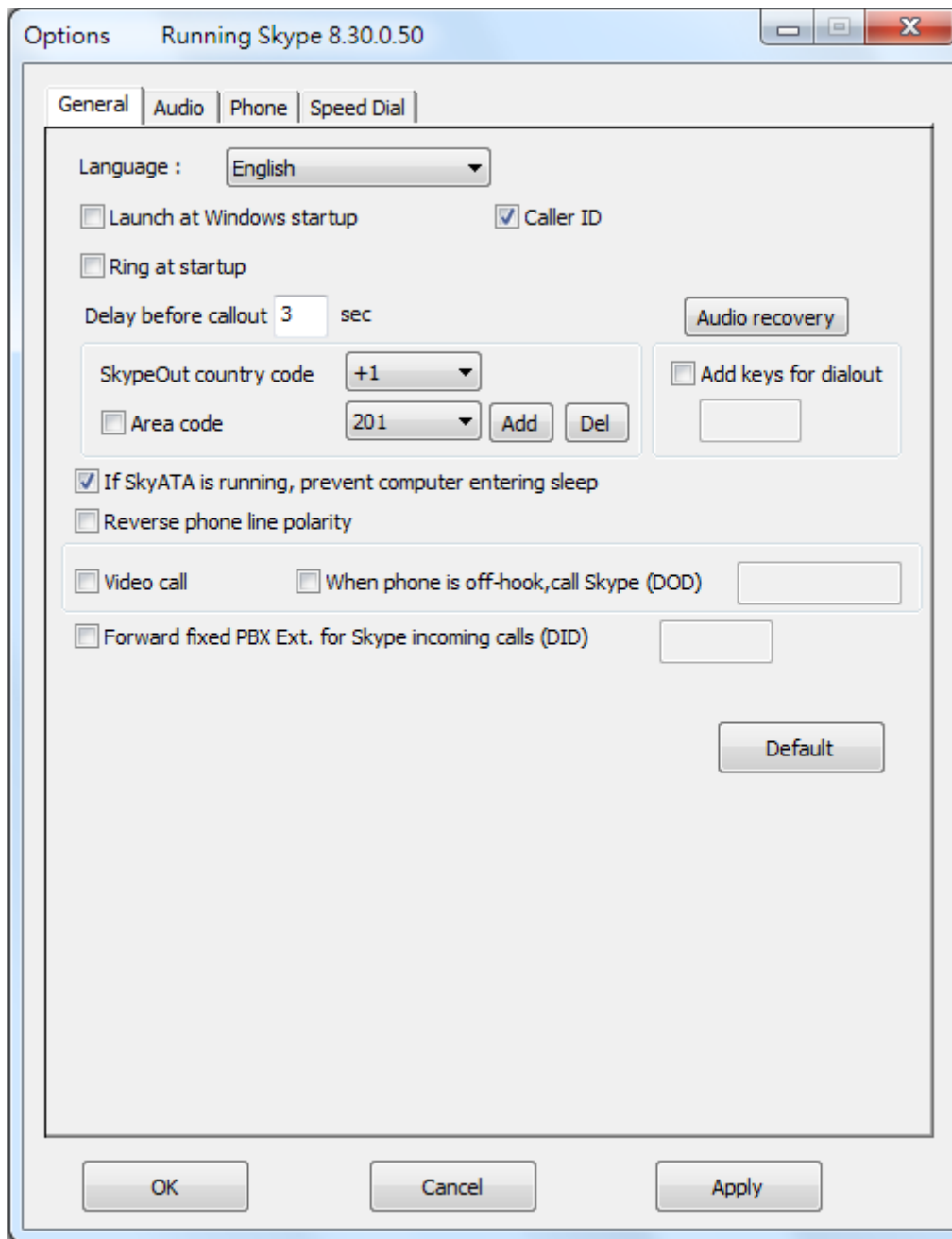
[Phone Setting Page](#)

[Speed Dial Setting Page](#)



4.3.2 General Setting Page

This options dialogue provides the basic operation settings, including Language selection, Launch at Windows startup, Caller ID, Ring at startup, Delay before callout, Audio recovery, SkypeOut country code, area code, Add keys for dialout, If SkyATA is running, prevent computer entering sleep, Reverse phone line polarity, Video call, When phone is off-hook, call Skype (DOD) and Forward fixed PBX EXT. for Skype incoming calls (DID)



Language

Three languages are available: English, Simplified Chinese, and Traditional Chinese.

The default language is determined by the “Select Setup Language” setting during SkyATA setup program is installing.

Launch at Windows startup

If this setting is enabled, the SkyATA program will be automatically loaded and

executed when the computer operating system is started.

The default setting is enable.

Caller ID

When there is an incoming Skype call, Skype FSK type I caller ID will be displayed on the phone.

The default setting is enable.

Ring at startup

If this setting is enabled, an initial ring from the connected phone will be activated to inform user SkyATA is now ready for use, once the device initialization is successfully completed.

The default setting is disable.

Delay before callout

This setting means how long the Skype call will be dialing out if user doesn't add "#" key after pressing the Skype number. User can input number like 5, then the Skype number will be dialed out after 5 seconds if user doesn't add "#" key after the Skype number.

The default setting is 3 seconds.

Audio recovery

"Audio recovery" button to resolve one call party can't hear the other's voice.

SkypeOut country code

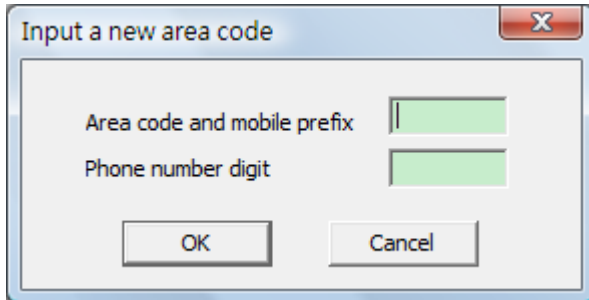
User can choose the country code number where the user stays, then user doesn't need to add country code when user makes a SkypeOut call within this country.

The default setting depends on user's Windows operation system language. For example, the default SkypeOut country code setting is +1(USA * & Canada) for English Windows operation system.

Area code

Only Taiwan, China, USA and Canada area code are supported now. User needs to click Area code checkbox and choose the appropriate area code. After that, user doesn't need to dial the area code of a traditional local number for a SkypeOut call. SkyATA program tries to collect the complete area code numbers,

but user needs to add area code by himself in case there is any area code missing or new added to prevent possible wrong number dialed out. After user clicks "Add" button, there will be one "Input a new area code" window pop out and user needs to fill in the area code or mobile prefix number and the digit of the traditional local number or mobile number. Then click OK to make it valid.



Add keys for dialout

Some companies might set PBX to deduct some keys like 00 to prevent employees making international calls. This setting is to compensate the deduct keys to make correct SkypeOut calls.

Default setting is disable.

If SkyATA is running, prevent computer entering sleep

User can disable this setting, but SkyATA won't work for Skype calls. User needs to wake up the PC when he wants to use SkyATA for Skype calls.

Default setting is enable.

Reverse phone line polarity

User can enable this setting for applications like toll service.

The default setting is disable.

Video call

Enable this setting to make Skype video calls. If "When phone is off-hook, call Skype" is also enabled and one Skype account, Skype speed dial or SkypeOut number is filled in, one Skype video call will be calling out once the phone is off-hook. SkypeOut doesn't support video call now.

The default setting is disable.

When phone is off-hook, call Skype (DOD)

Enable this setting and fill in one Skype account, Skype speed dial or SkypeOut number, one Skype call will be calling out once the phone is off-hook. If “Video call” is also enabled, then one Skype video call will be calling out. SkypeOut doesn’t support video call now.

The default setting is disable.

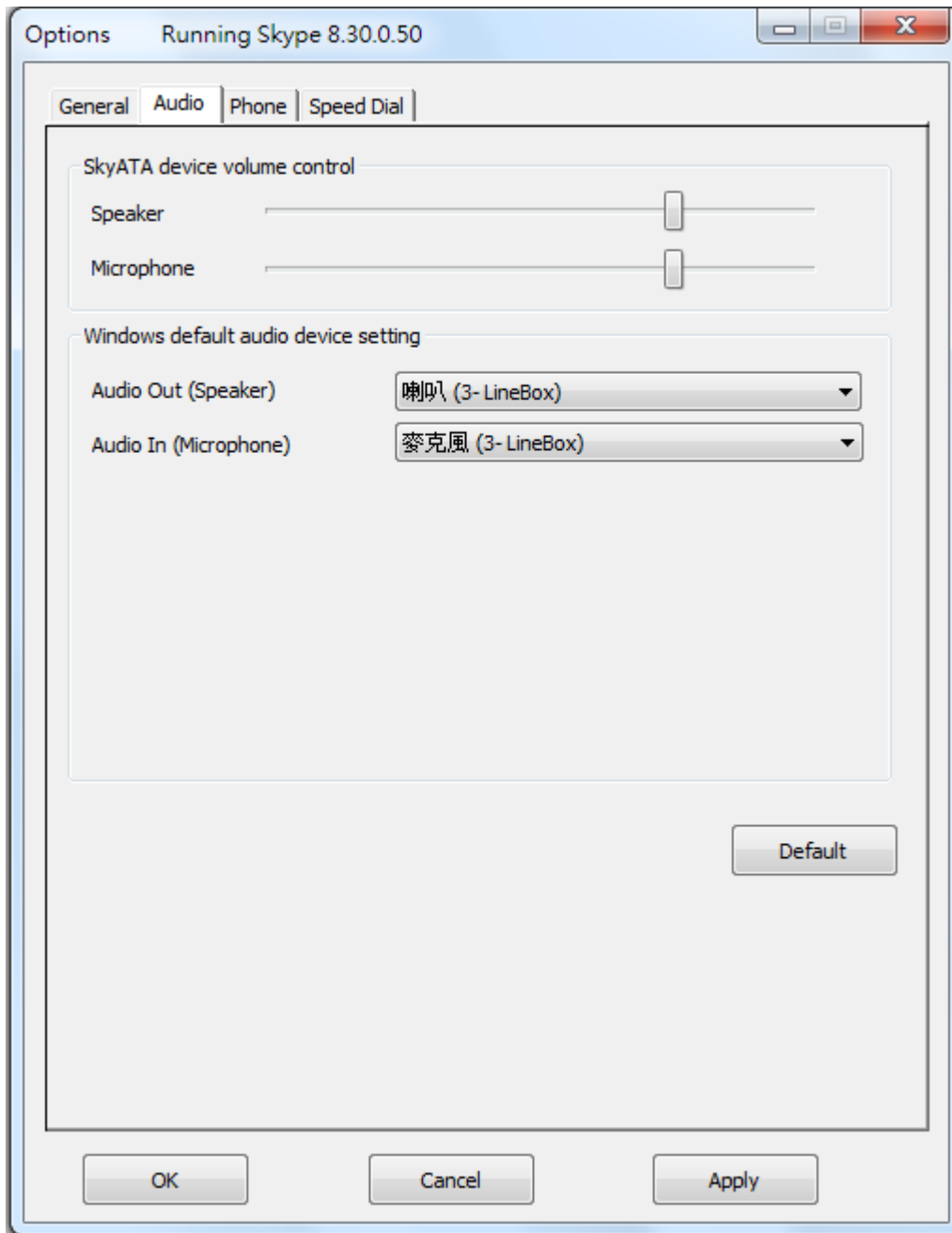
Forward fixed PBX EXT. for Skype incoming calls (DID)

Enable this setting and fill in your assigned forward PBX extension number. Whenever there is a Skype incoming call, the call will be forwarded to the assigned extension directly.

The default setting is disable and Skype callers can send Skype message for PBX extension number.

4.3.3 Audio Setting Page

In Audio setting page, user can change audio settings including SkyATA device volume control and Windows default audio device setting.



SkyATA device volume control

User can individually adjust the speaker volume and the microphone volume of SkyATA. To adjust the audio wave output volume, drag the speaker volume scroll bar. To adjust the audio wave input and recording volume, drag the microphone volume scroll bar.

Note: If user attempts to change SkyATA volume from Sounds and Audio Devices in control panel, SkyATA program will adjust the volume to its default value. If user attempts to change SkyATA's microphone volume from Sounds and Audio Devices in control panel and the volume exceeds

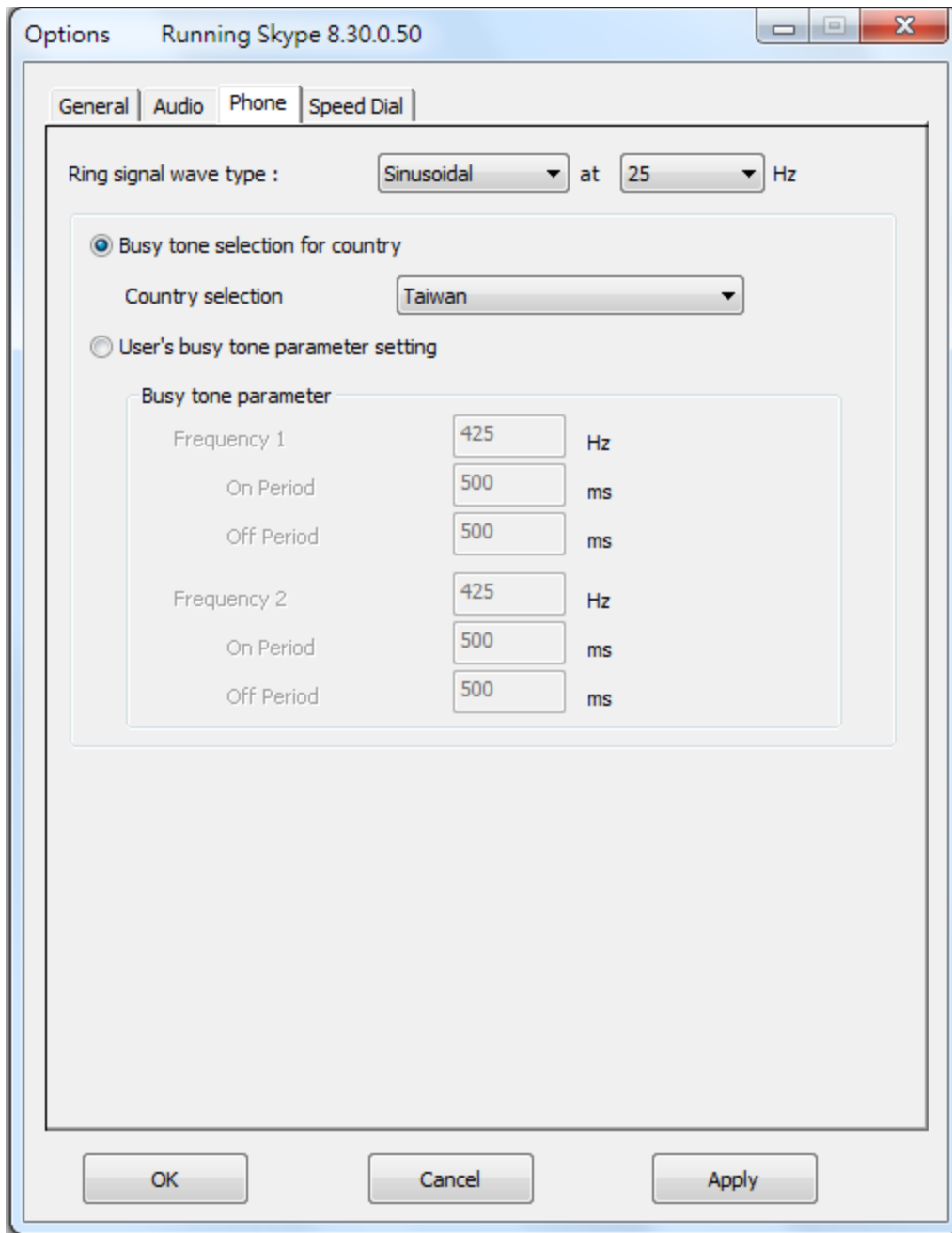
SkyATA's default value, SkyATA will adjust the volume to its maximum value.

Windows default audio device setting

If SkyATA is set as Windows default speaker, then user might not be able to listen to music as did before. User can change Windows default speaker as preferred speaker for playing music and click Apply or OK.

4.3.4 Phone Setting Page

This page provides the related configurations about phone settings, such as Ring signal wave type and frequency selection 、 Busy tone selection for country and User's busy tone parameter setting.



Ring signal type and frequency selection

Here supports two types of ring signal wave: Sinusoidal and Trapezoidal.

Four types of ring signal frequency, 20Hz, 25Hz, 30Hz & 50Hz are supported.

User can choose a proper ring signal frequency according to the ring frequency of the phone user adopts.

Usually the ring signal frequency adopted in the U.S.A. is 20Hz.

The ring signal frequency in Europe is 25Hz.

The ring signal frequency adopted by the major countries in the world ranges from 20 to 50Hz.

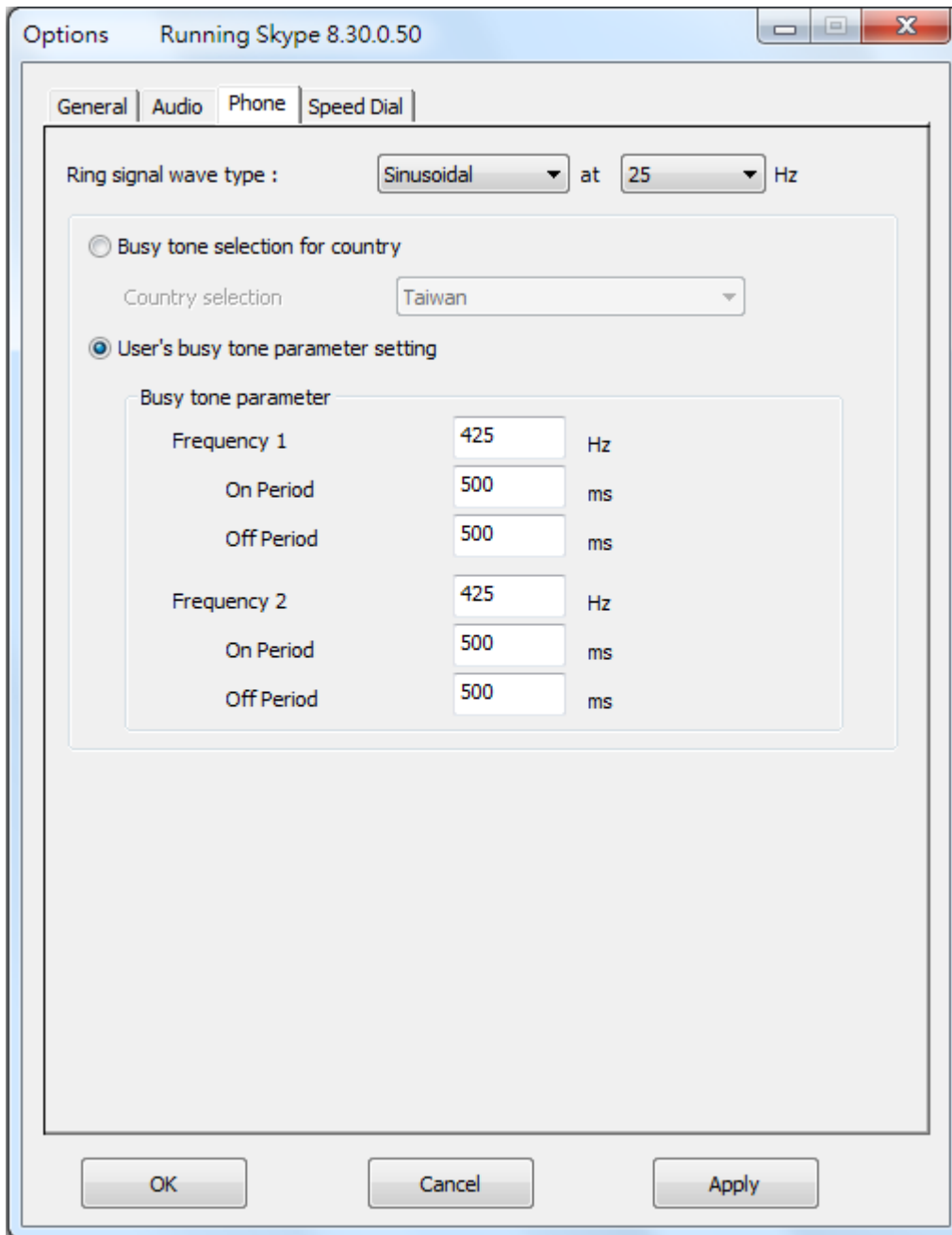
The default setting is 25Hz.

Busy tone selection for country & User's busy tone parameter setting

User can choose the living country from country selection list to get the familiar busy tone. When user can't find the living country from the list, user can configure the busy tone parameters themselves if they know the appropriate setting. Then click OK. It is not necessary for user to change this setting for general application. This feature also allows user to set the appropriate settings of busy tone when SkyATA is connected with one PBX for different application. By selecting a country, the device will activate the specific busy tone frequency and cycle adopted by local Public Switched Telephone Networks in that country.

Sometimes, the connecting PBX doesn't have the exact busy tone parameter as defined in user's country. For this case, user might encounter busy tone detection and unfamiliar busy tone problems even selecting user's country. User can configure the busy tone parameters themselves if they know the appropriate setting. Enable user's busy tone parameter setting option as below figure and fill in appropriate parameters and then click OK. The parameter will be saved and active.

The default Busy tone selection for country is United States. SkyATA supports busy tone for most countries now.

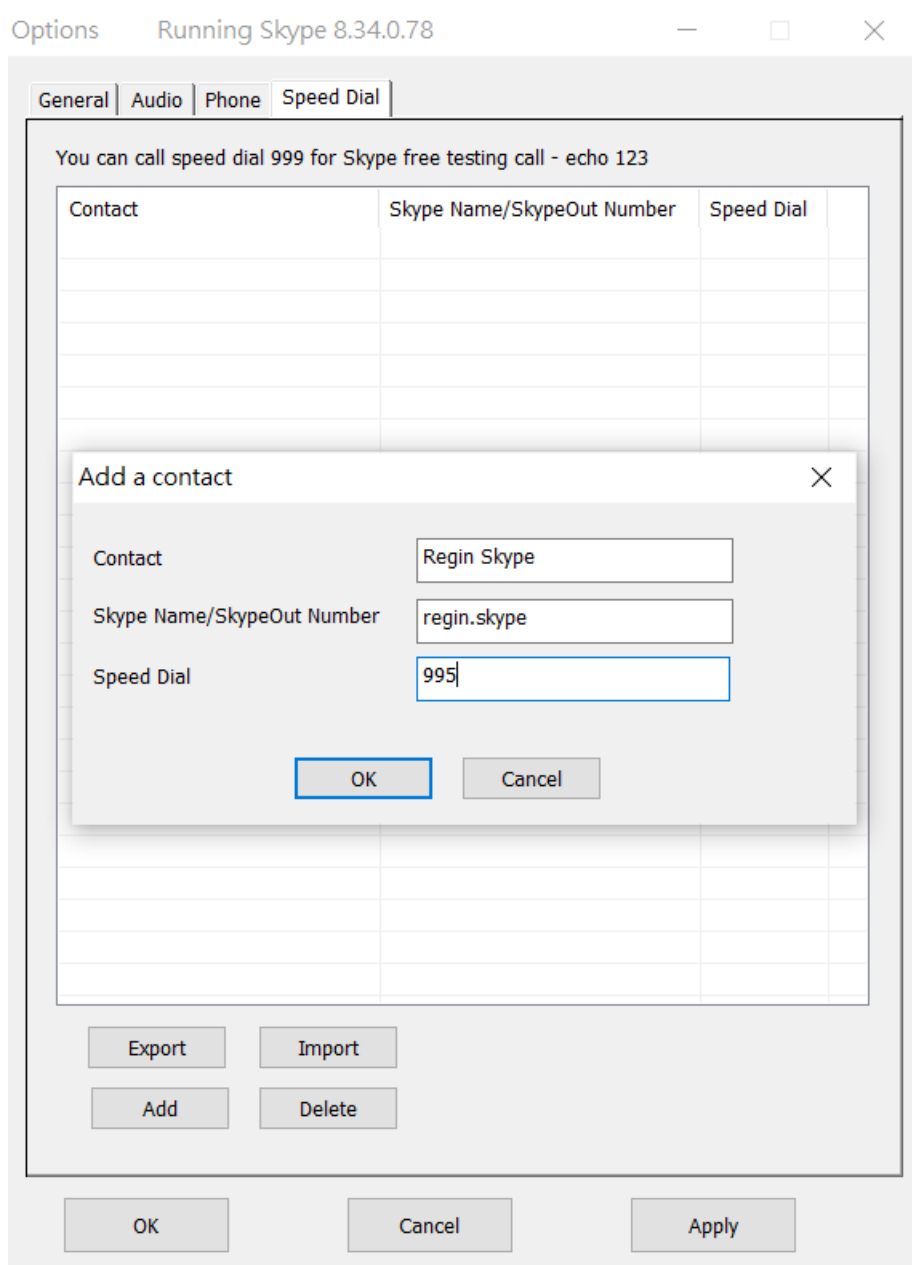


4.3.5 Speed Dial Setting Page

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.

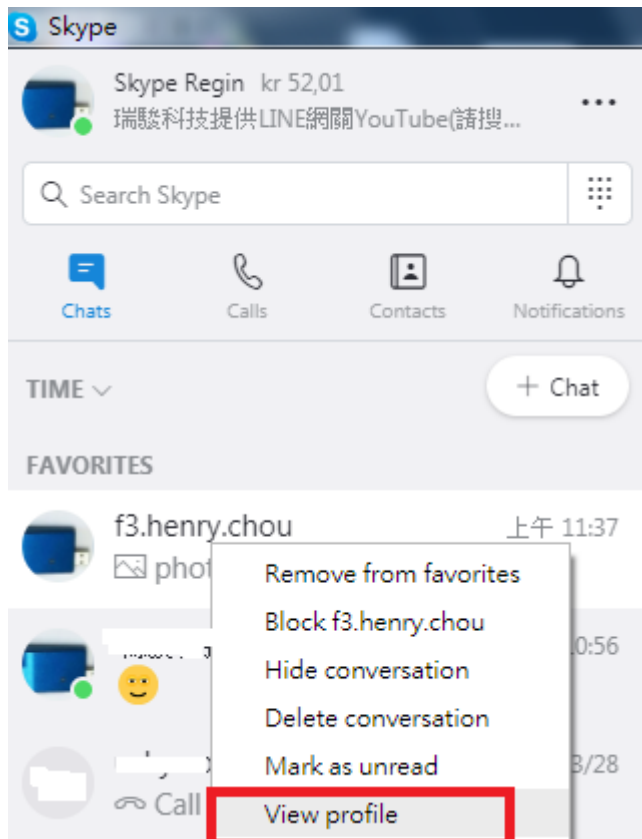
Skype doesn't support speed dial function for version 4.0 and later. User can use SkyATA Speed Dial page to set speed dial for any Skype user or SkypeOut number. There are up to 5 digits for speed dial setting. User needs to upgrade

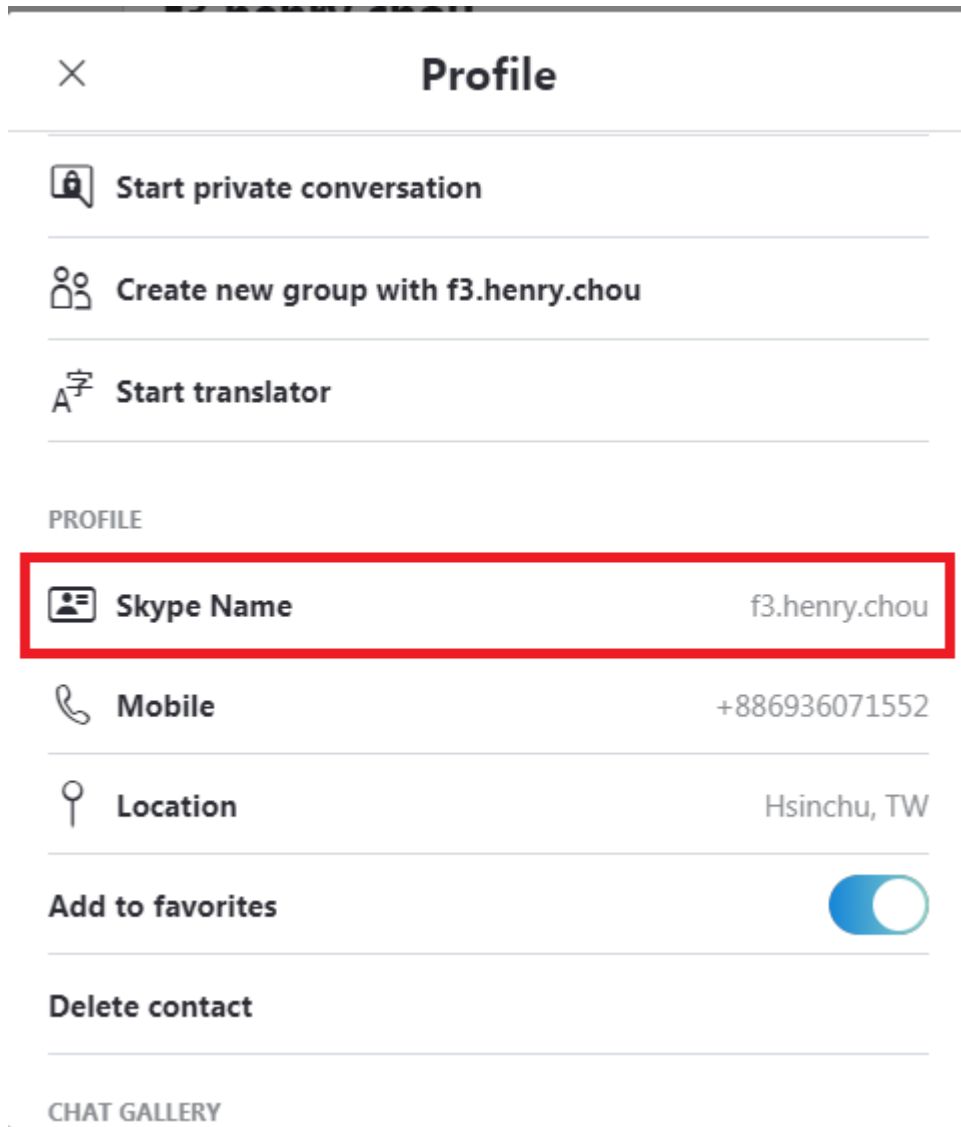
SkyATA version to 3.0.0.9 or later and do the setting at Speed Dial page. Contact is the name for you to distinguish this contact. Skype Name/SkypeOut Number is Skype account Name or SkypeOut number for call out. Skype Speed dial list can be exported as back up and import for use in the future. User can click “Contact”, “Skype Name/SkypeOut Number” 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.



As following two figures, user needs to click the Skype contact with right mouse and choose View Profile. Then get contact's Skype Name and fill in

SkyATA for application.





4.4 Make a Skype Call

To make an internet phone call using SkyATA:

1. Pick up the phone receiver. Wait for a dial tone. Then dial the speed dial number of the Skype contact. Wait for 3 seconds for the call to be dialed out. Or, to make an immediate call without wait by adding “#” key after speed dial number.
2. Use the Skype window interface to make a call. Choose the contact name in the Skype window and click the Call/Answer button at the bottom of the Skype window with the mouse or keyboard. Then pick up the phone receiver

and wait for the contact to proceed with the call.

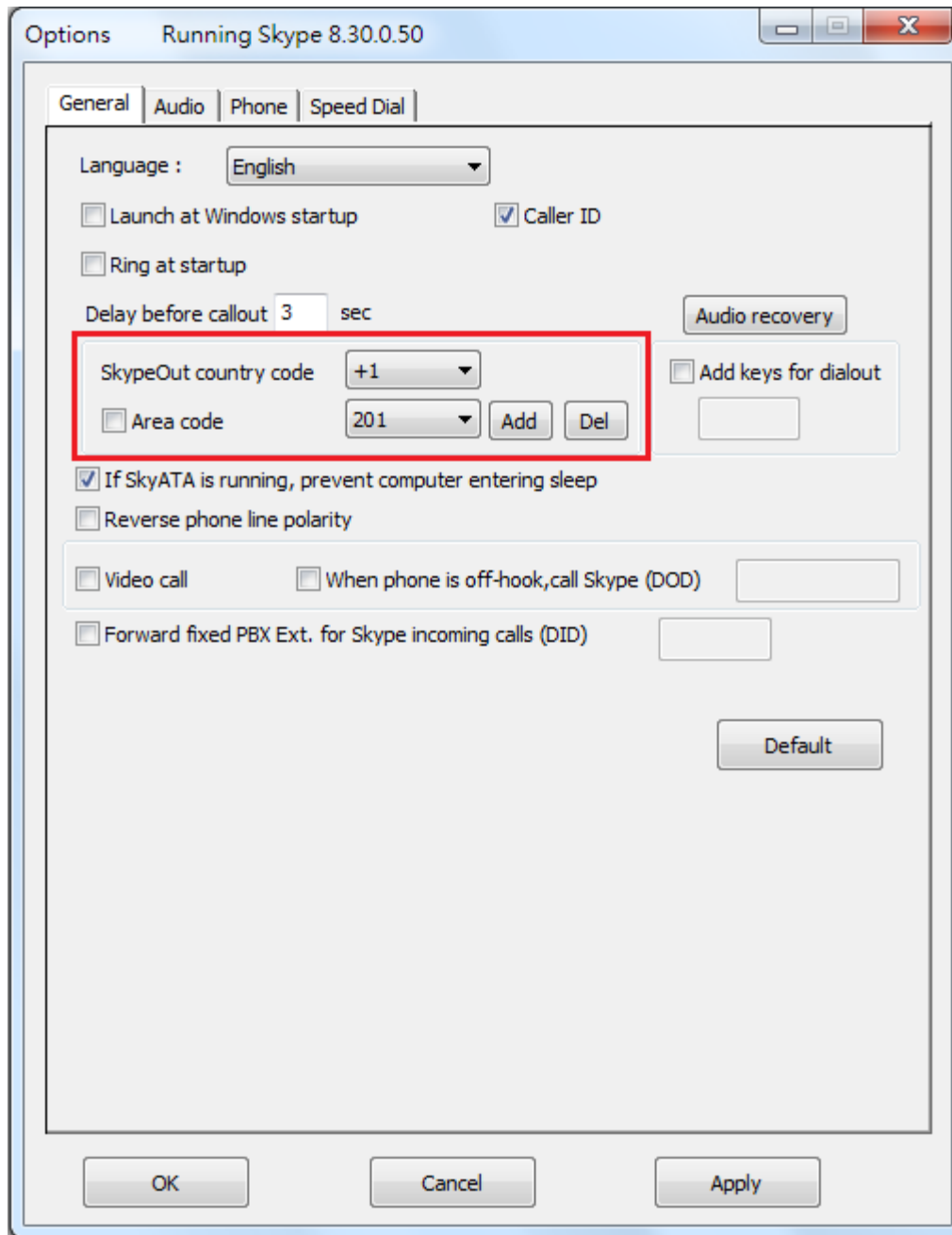
3. User might hear a busy tone if the Skype contact doesn't answer the call.

Note: User can set a Speed-Dial number for a contact or a SkypeOut number by following the instruction in [Speed Dial Setting Page](#)

4.5 Make a SkypeOut™ Call

User needs to subscribe for SkypeOut credits in advance of making a SkypeOut Call. Subscription can be made on Skype web site www.skype.com . When the on-line subscription has been completed, user should be able to find one "service" message bar with account status added in the Skype window. Then user can start to use SkypeOut service. Calls, even the international calls, can be made at PSTN numbers or at mobile phone numbers. The rate is much cheaper than the regular PSTN rate.

1. Assign a Speed-Dial number for the SkypeOut contact. User can refer to [Speed Dial Setting Page](#) for detailed procedures. Pick up the phone receiver. Wait for a dial tone. Then dial the speed dial number of the Skype contact. Wait for 3 seconds for the call to be dialed out. Or to make an immediate call without wait by adding "#" key after the speed dial number.
2. Use the Skype window interface to make a call. Choose the SkypeOut contact name in the Skype window and click the Call/Answer button at the bottom of the Skype window with the mouse or keyboard. Then pick up the phone receiver and wait for the contact to proceed with the call.
3. Another method of making the call is to dial the number directly from the phone keypad without the effort of making SkypeOut contact. SkypeOut call number format is 00 (or "+" key) + country code + area code+ PSTN/Mobile number. For example, user can make a call to U.S.A. by pressing 00-1-408-888-8888. User can omit 00 + country code when making a SkypeOut call by selecting SkypeOut country code from General page after choosing "Options" of SkyATA system tray icon. SkyATA supports smart dialing for calling to USA, Canada, Taiwan and China. When user's dialing number for these areas reaches a valid phone number, SkyATA will dial out immediately. For other areas, user needs to add "#" key after the dialing number to call out immediately or wait for 3 seconds call delay. The delay time between two dialing digits of the SkypeOut number can't exceed call delay time 3 seconds, or an incomplete number will be dialed out.



4. User might hear a busy tone if the SkypeOut contact doesn't answer the call.

4.6 Answer a Skype/SkypeIn™ Call

1. Pick up the phone receiver and proceed with the call when there is an incoming call.
2. Use the Skype window interface to answer a call. When there is a Skype/SkypeIn coming call, click the Call/Answer button at the bottom

of the Skype window with the mouse or keyboard. Pick up the phone receiver and wait for the contact to proceed with the call.

3. User might hear a busy tone if the Skype caller hangs up the call before user does.

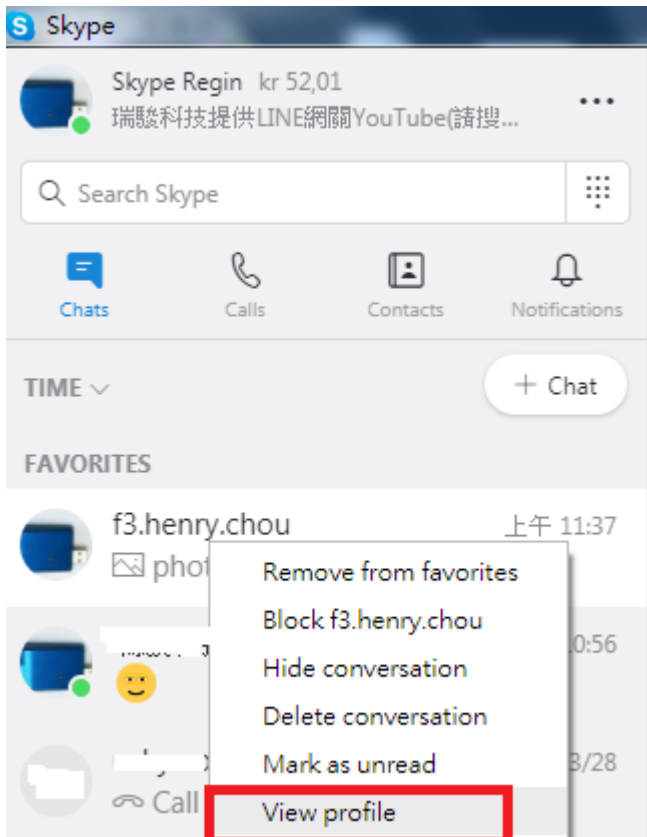
4.7 End a Skype Call

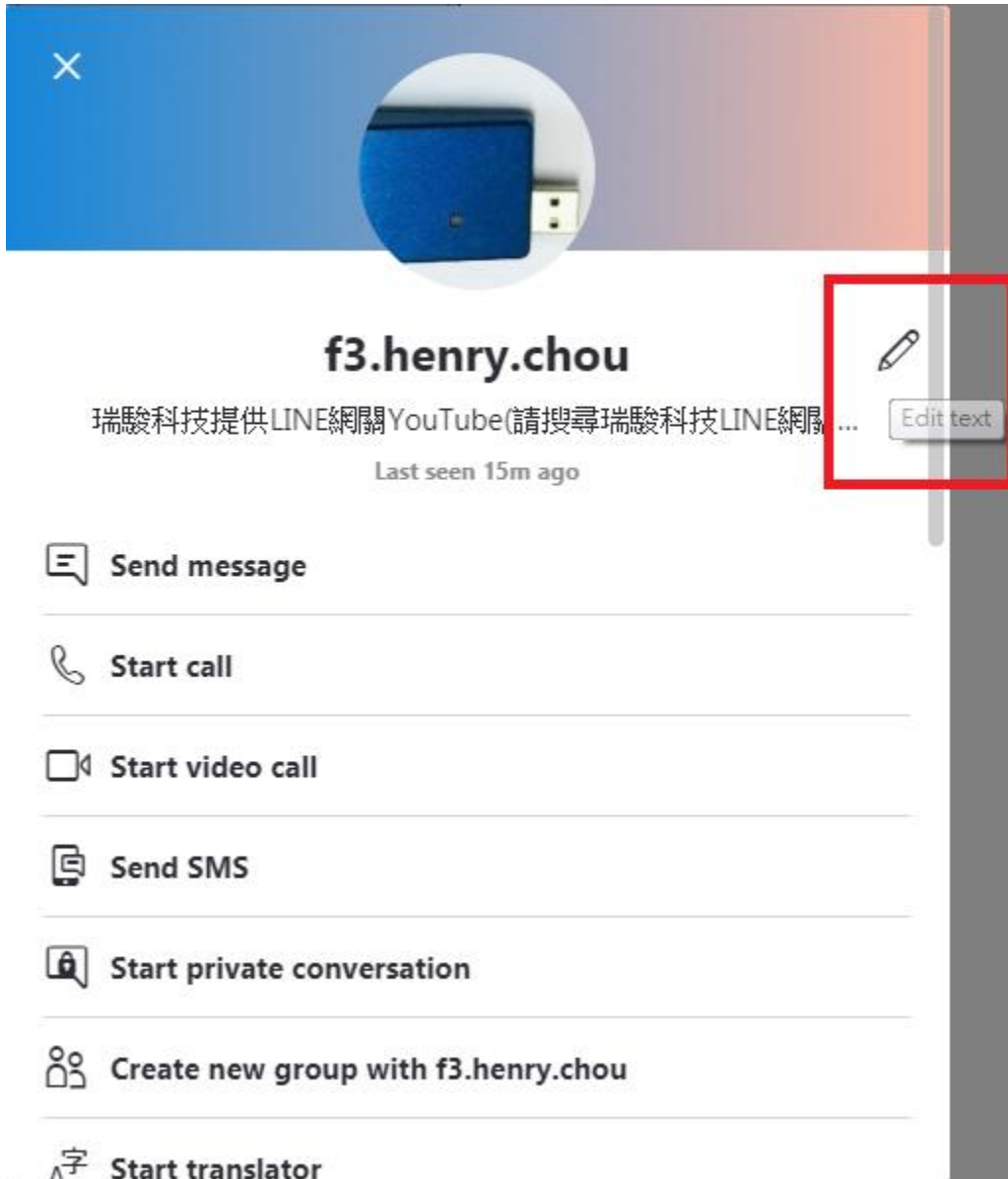
1. Put the phone receiver back onto the telephone.
2. Use the Skype window interface to end a call. Click the Hang Up/Reject button at the bottom of the Skype window and put the phone receiver back onto the telephone.

4.8 Skype Caller ID

Skype 8.x doesn't support any developer's API, so SkyATA sends Skype display name instead of Skype Name 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 [4.3.5 Speed dial setting](#) for details. Sometimes non-English display name can't be shown on phone screen. User can modify contact's Skype display name in English for phone display and ensure there is only one display name for one contact.

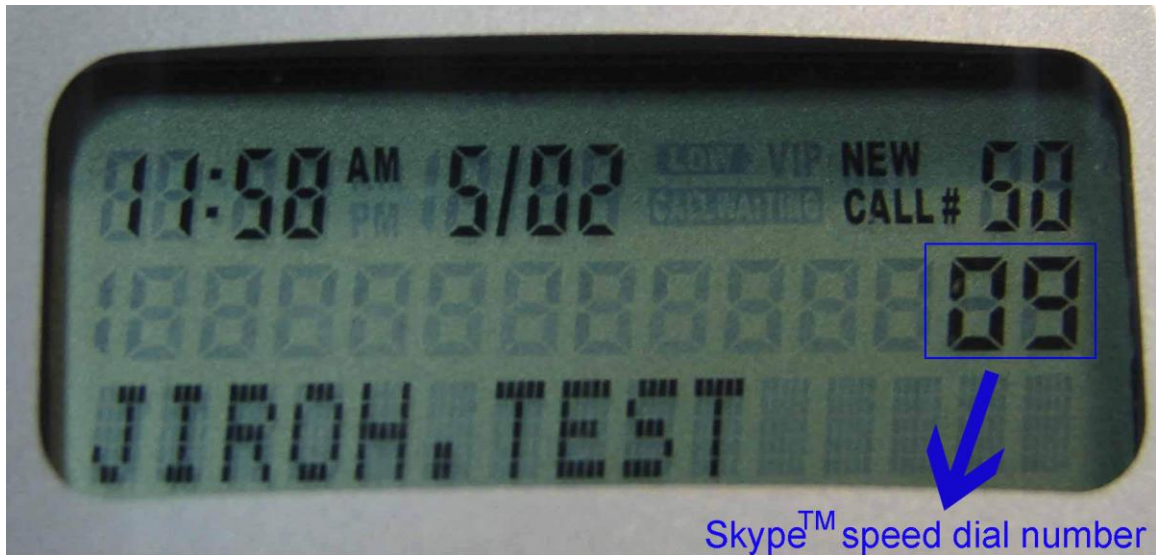
Skype display name is the contact's name on Skype GUI. User can refer below two figures to copy "Skype display name" and paste on "Contact" of Speed dial setting page. As below figure, click with right mouse on the Skype friend and choose "View profile".





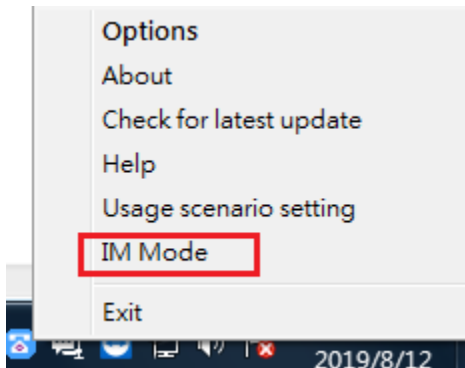
SkyATA can support Type I FSK Caller ID for Skype call. If SkyATA is connected to one phone with FSK Caller ID support, then user can see the caller's Skype display name from phone screen when there is a Skype incoming call and the phone is still on-hook. As below figure, SkyATA can provide information about caller's Skype display name, caller's Skype speed dial number and the calling time.

Skype calling time is based on the time of SkyATA connecting PC. Display time is decided by the phone's available time display format.



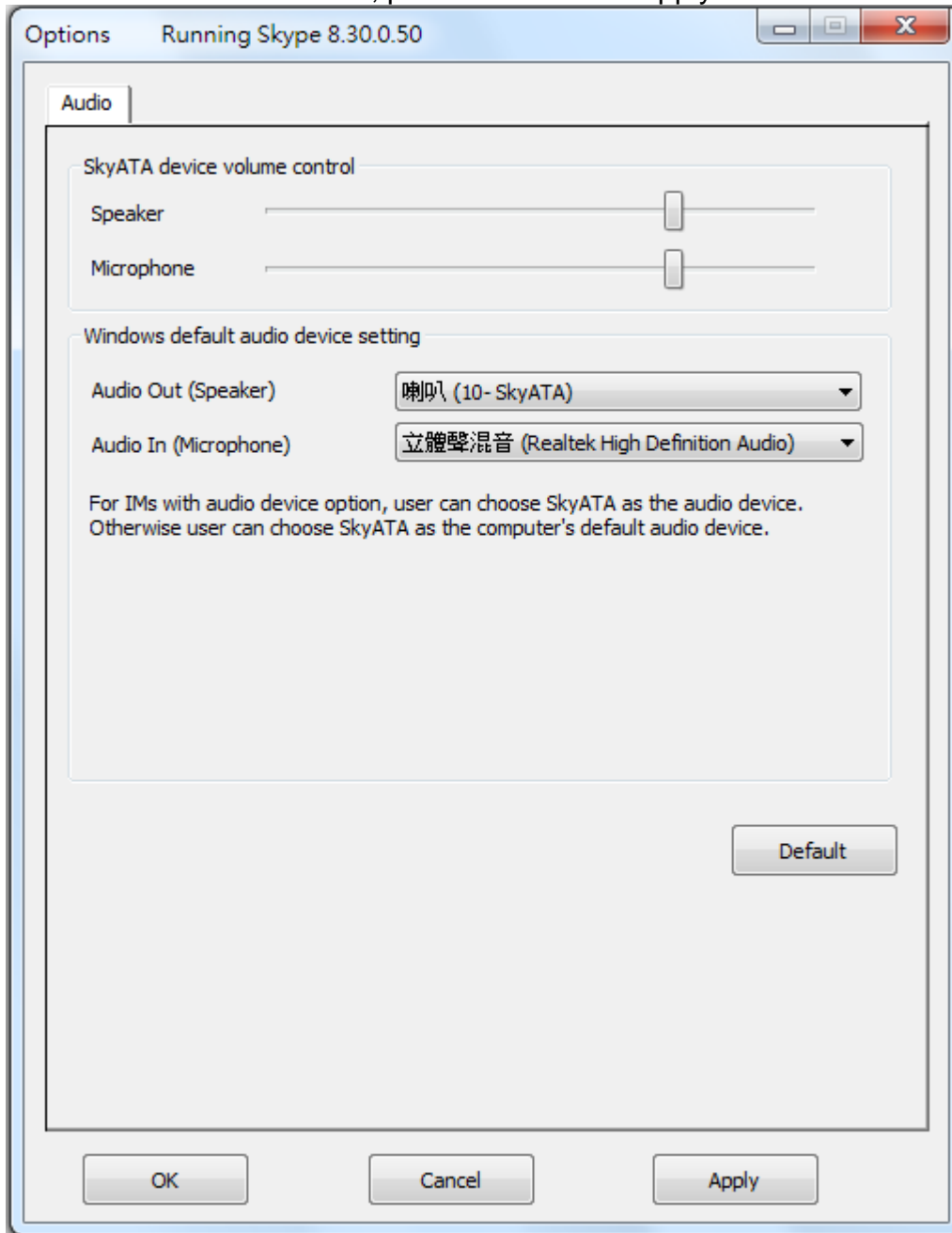
4.9 Other IM Mode

User can use SkyATA for other IMs/Softphones like Team/Skype for business, Google voice/hangouts, WhatsApp, Facebook Messenger, LINE, Zoom, ..., etc as an audio device by choosing IM mode from SkyATA system tray icon at the right bottom corner of Windows desktop. But user can't press phone keypad to make or answer an IM call. Instead user needs to make IM calls or answer calls from IM GUI.



Some IMs like Skype and Skype for business have audio device selection. User can choose SkyATA as the audio device from IM's audio device setting when SkyATA is connected to a PC. After making/receiving a call from IM GUI, user can pick up the phone connected with SkyATA for conversation. For IMs without audio device setting GUI, user can set PC default audio device as SkyATA. However, PC's music output will go to the phone instead of user's PC speaker. Setting PC's default audio device can be done through Option page of SkyATA system tray icon as below figure. After SkyATA is chosen as Windows default audio

device for Audio Out and In, please click OK or Apply.



How to answer the interrupt IM call

When user is on an IM call and there is another interrupt IM call, user can pick up the interrupt call through IM incoming call reminder GUI and switch both calls based on the GUI.

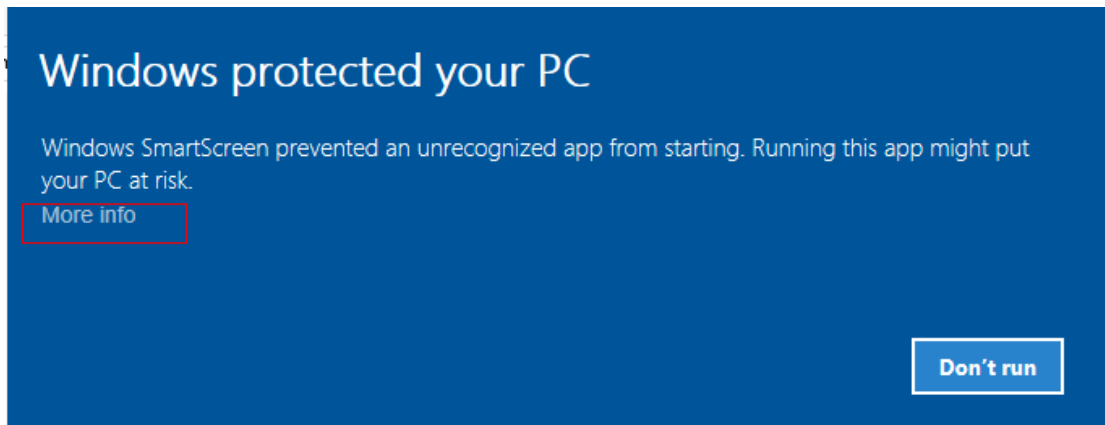
5. FAQs

Any encounters of problems regarding using this product, please refer to the following troubleshooting information, which contains a list of many frequently asked questions (FAQ).

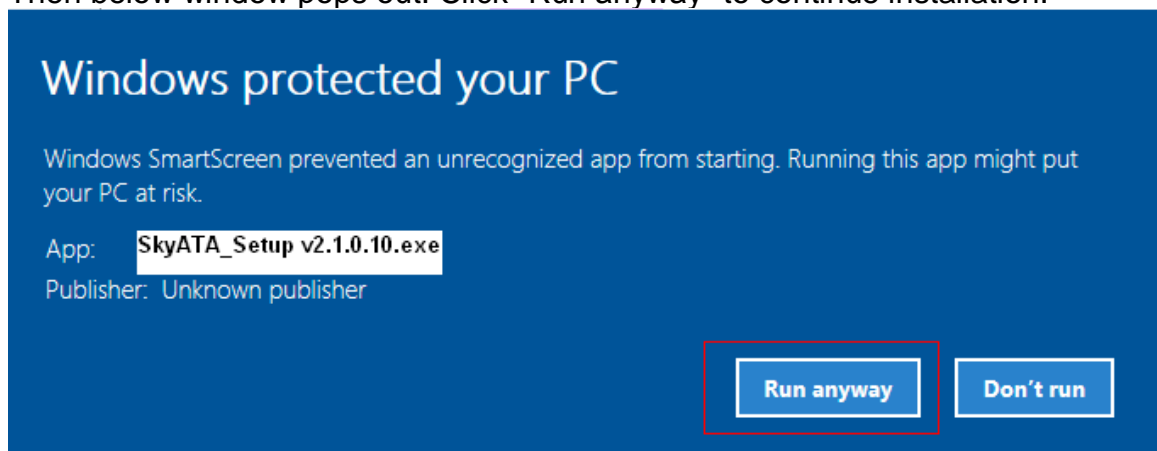
Q1: Why SkyATA setup program cannot be installing successfully? Or get Windows SmartScreen program warning of “ Don’t run”?

A: Below are two possible cases why SkyATA can't be installed.

- a. SkyATA setup program needs to be run under Windows user with administrator privilege.
- b. Please click "More info" as the content circled in red of below figure.



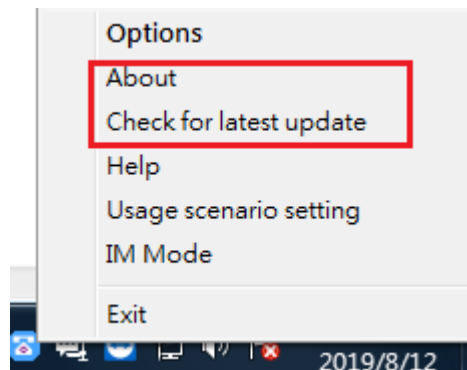
Then below window pops out. Click "Run anyway" to continue installation.




Then you will get UAC(User Access Control) window to warn you "Do you want to allow this APP from an unknown publisher to make changes to your device?" Please click "Yes" to continue installation. Then just follow on-screen instruction for installation.

Q2: How to get latest SkyATA software?

A: SkyATA supports on-line upgrade after software version 2.1.0.0. If user installs SkyATA version 2.1.0.0 or later, user will get upgrade reminder whenever there is a newer SkyATA software release. User can make the decision whenever SkyATA upgrade reminder pops out. If user chooses "Do not upgrade and don't remind me", then user won't get the upgrade reminder again unless user uninstalls SkyATA software and installs again. However, user can check and download the latest version from "Check for latest update" of SkyATA tray icon at the right bottom corner of Windows desktop as below when SkyATA is running. User can find current SkyATA software version from "About" in below tray icon.



Q3: How do I know that SkyATA is successfully installed?

A: The easy way is to check the status of SkyATA system tray icon at the right-bottom corner of Windows desktop. If you can see the SkyATA system tray icon presented as  or system tray icon shows SkyATA when mouse cursor is put on SkyATA system tray icon. And you can hear the dial tone when you pick up the phone receiver. Then SkyATA should be successfully installed.

Q4: Why SkyATA can't work properly after SkyATA is correctly installed in my PC USB port?

A: SkyATA is quite different with regular USB devices like USB keyboard or mouse. It needs 5V, 500mA power from the USB port. If SkyATA 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 enough power supply to connect this device and PC USB port.

We found some PC USB port is extended from motherboard through extension connector/cable and sometimes the connector/cable is at bad quality, it will cause SkyATA to malfunction. For this case, we recommend you to re-plug SkyATA into another USB port or use one USB hub with enough power to connect PC USB port and SkyATA.

Q5: Why does SkyATA system tray icon at the right-bottom corner of Windows desktop show Hardware Error ?

- A:**
- a. SkyATA might not plug in the computer USB port properly. Please unplug SkyATA dongle and make sure to plug SkyATA dongle into the computer USB port properly. User can try to use USB cable to connect SkyATA and USB port to make sure solid plug into USB port.
 - b. The Phone receiver is picked up before SkyATA finishes initialization. Please make sure phone is on-hook before SkyATA initialization completes.

Q6: Why does SkyATA system tray icon at the right-bottom corner of Windows desktop show Skype unavailable ?

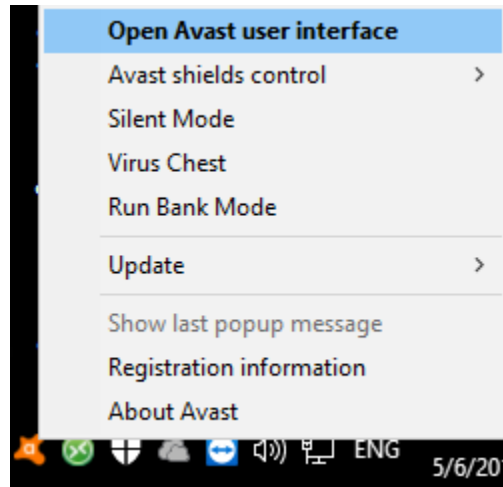
- A:** Please refer to the following possible cases.
- a. Under Skype 8.x, SkyATA just supports Traditional Chinese, Simplified Chinese and English Skype GUI now. If the setting of Skype Language is not belonged to above three settings, then SkyATA might have the problem to access Skype GUI and show .
 - b. Skype might be run with administrator privileges, but SkyATA is run with common user privileges at default. It creates a conflict. User can end Skype and wait for SkyATA to invoke Skype and it should work. Besides, If Skype is running at compatible mode, it will create a conflict with SkyATA. Please don't run Skype at compatible mode.
 - c. Skype is not active owing to no internet access and SkyATA program is launched.
 - d. User changes Skype status to Offline and picks up the phone receiver. User needs to change Skype status to Online for normal operation.

Q7: Why I don't set Skype auto upgrade, but my Skype was upgraded after PC start?

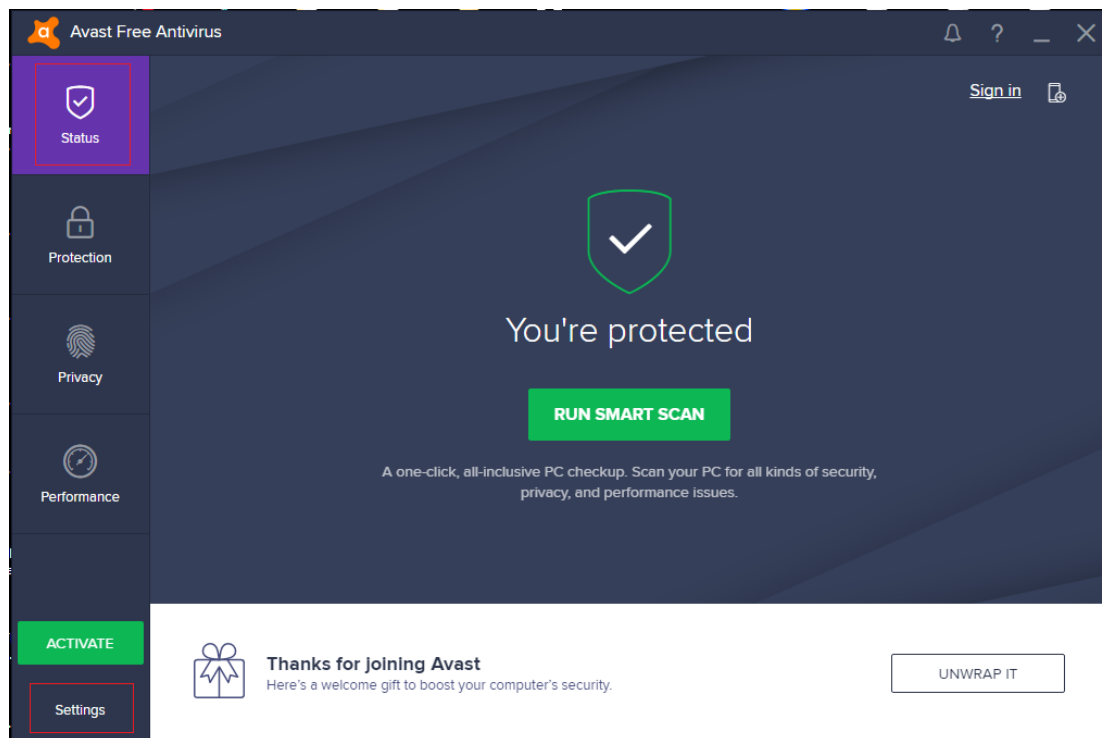
- A:**
- a. **Under Skype 8, SkyATA software will prevent Skype 8.x auto-upgrade. If Skype version is upgraded when your computer is power up, one possibility is Skype upgrade patch is within Windows upgrade patch.**

- b. Another possibility is caused by ant-virus software like Avast updater. You can follow below three steps to uninstall Avast software updater. Then re-install your preferred Skype version.

Step1: Right-click Avast tray icon at Windows desktop right-bottom corner and choose "Open Avast user interface".

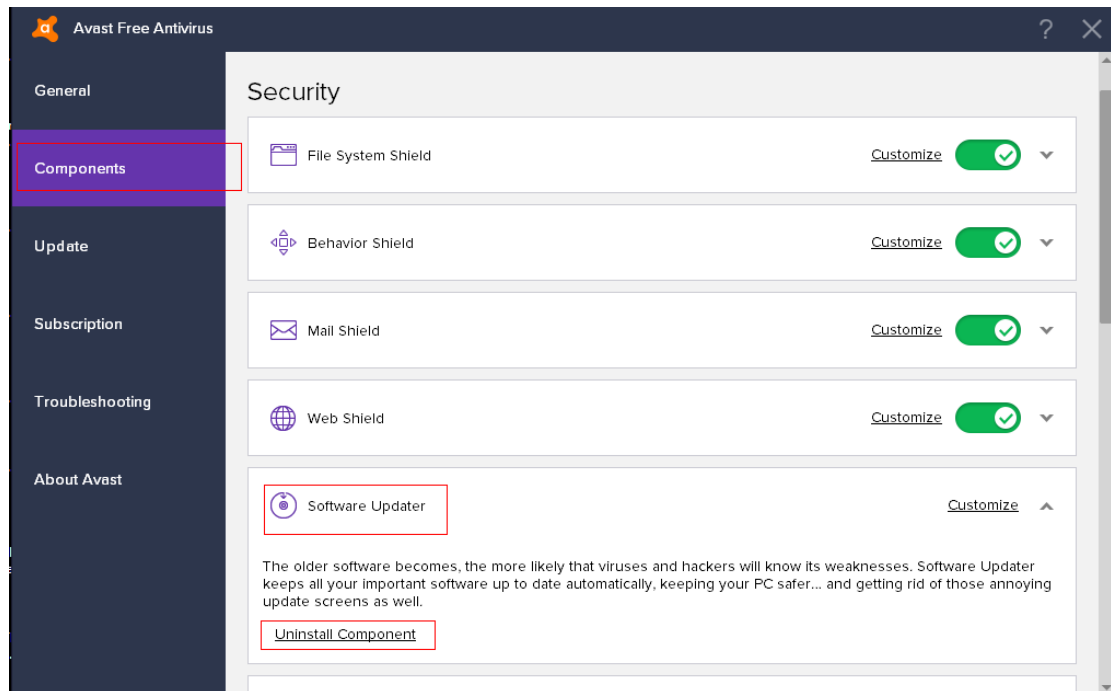


Step2: Press "Settings" as below



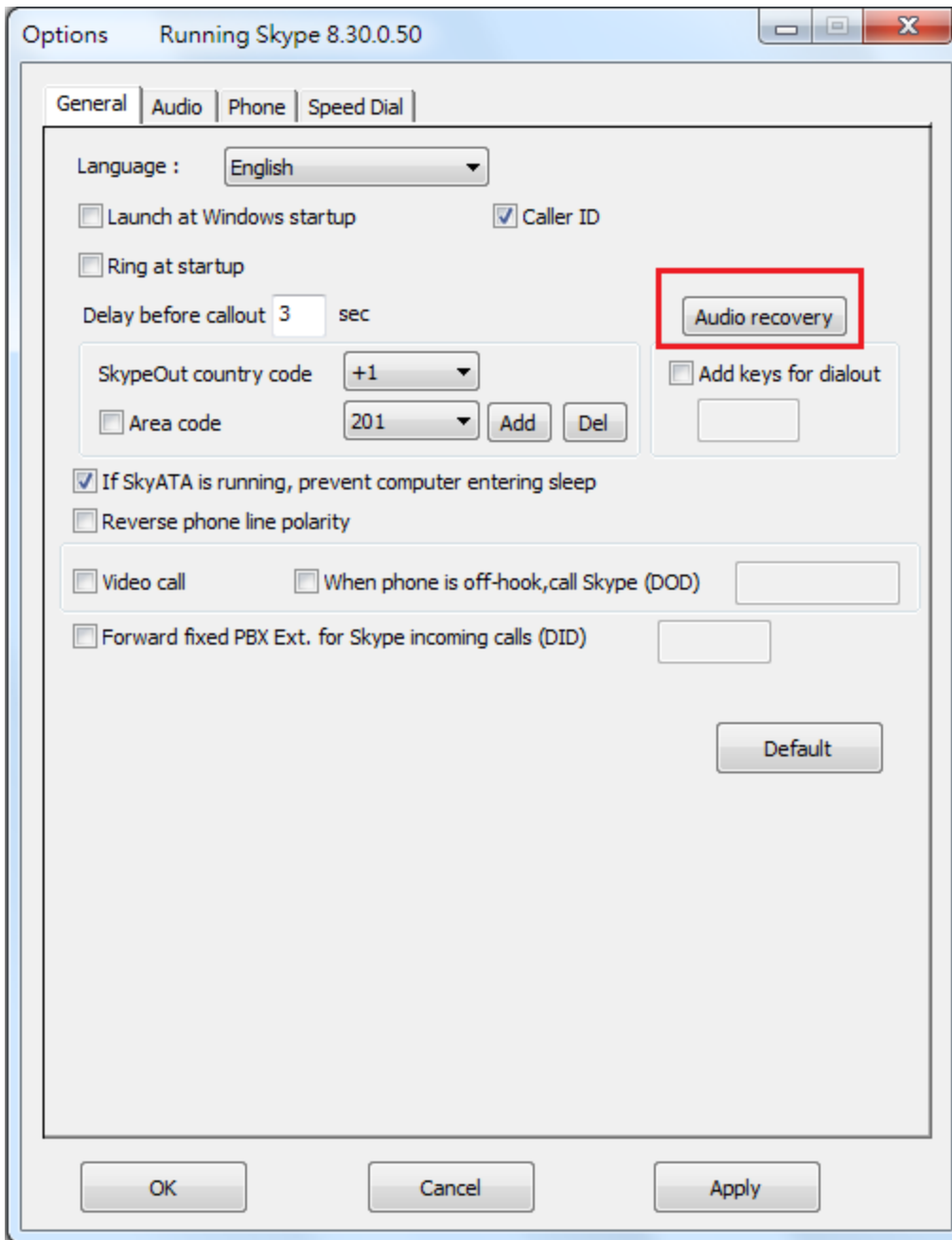
Step 3: Press "Components" in the left site and "Uninstall Component" to uninstall software updater. If "Uninstall Component" is not seen, please press "Software Updater" to find it. Remember to save the change

before your leave.



Q8: Why SkyATA call party can't hear each other sometimes?

A: This problem might be due to internet quality. If this problem exists continuously, user can try to click "Audio recovery" button from General page of SkyATA system tray "Option".



Q9: Why doesn't the phone ring when there is an incoming call?

A: a. Please make sure your phone ring setting is on.

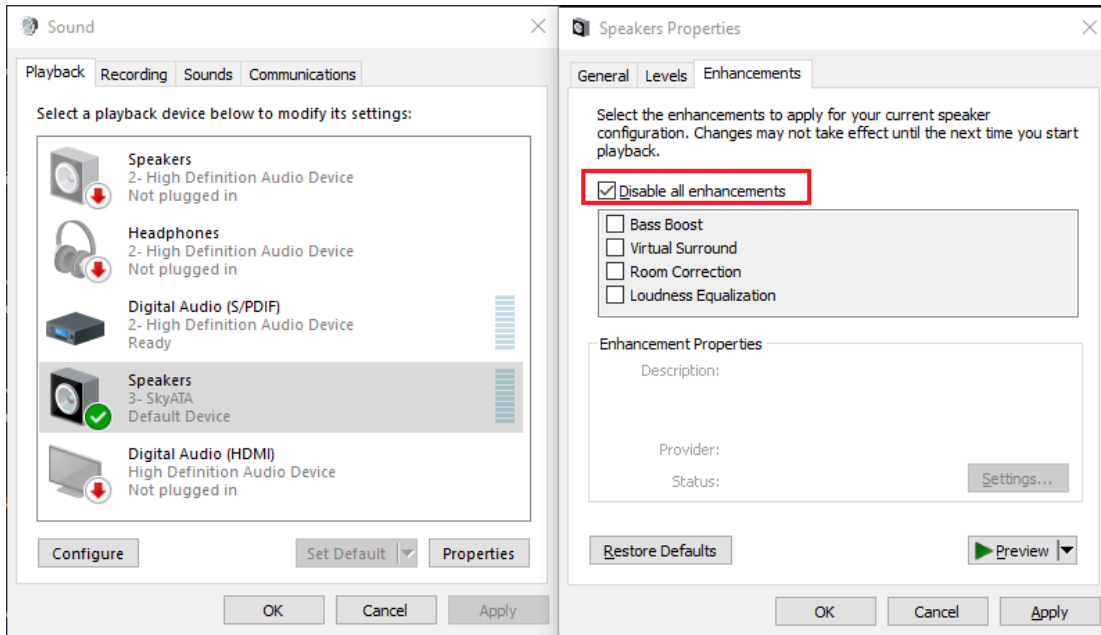
b. Please make sure whether SkyATA is successfully installed or not as description in FAQ 3.

c. Try to change the Ring signal frequency selection in [Phone Setting page](#).

- d. Try with other analog phone because some phone might have special driving requirements although we have tried to make our device compatible.

Q10: Why I can't hear Skype 8.x connecting tone and ring back tone with gateway device?

A: Choose SkyATA under "Playback" device of system sound and click "Properties" as below left picture. Then the right picture pops out, choose "Enhancements" page and enable "Disable all enhancements". Exit Skype application and run again and the disappear connecting tone and ring back tone problems should be gone. This issue will only happen under Win 8, Win 8.1 and Win 10! There is no such problem for Win 7.

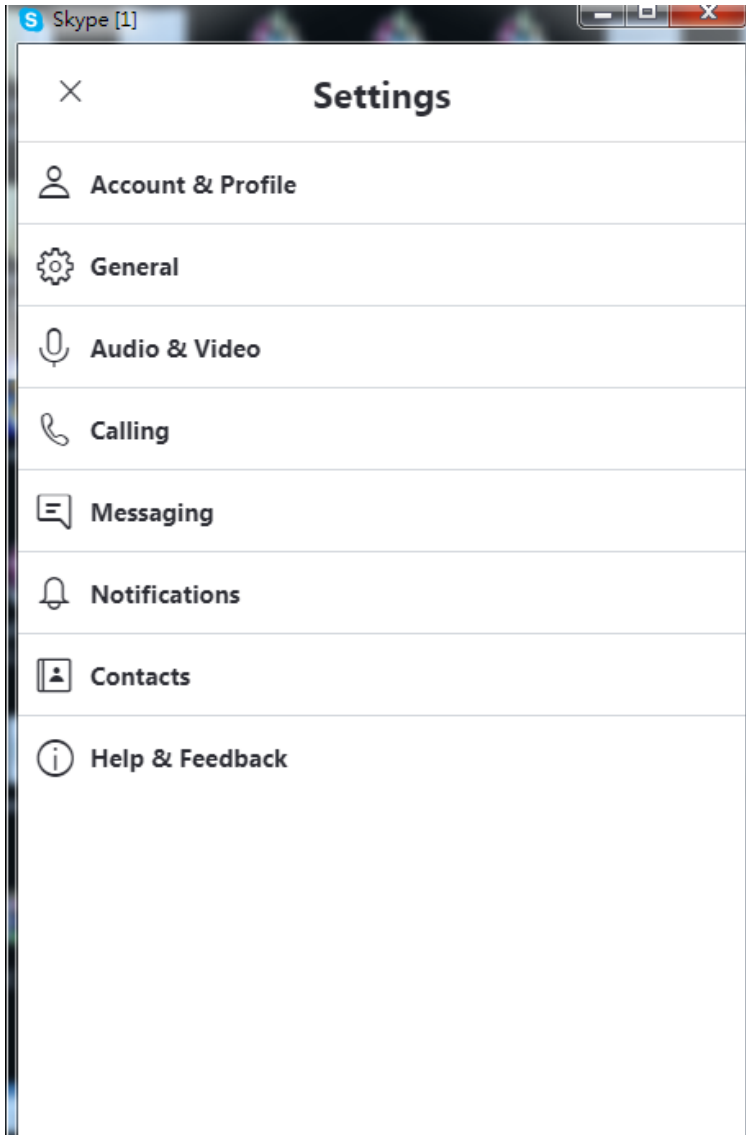


Q11: Why sometimes SkyATA connecting phone doesn't ring when there are Skype incoming calls?

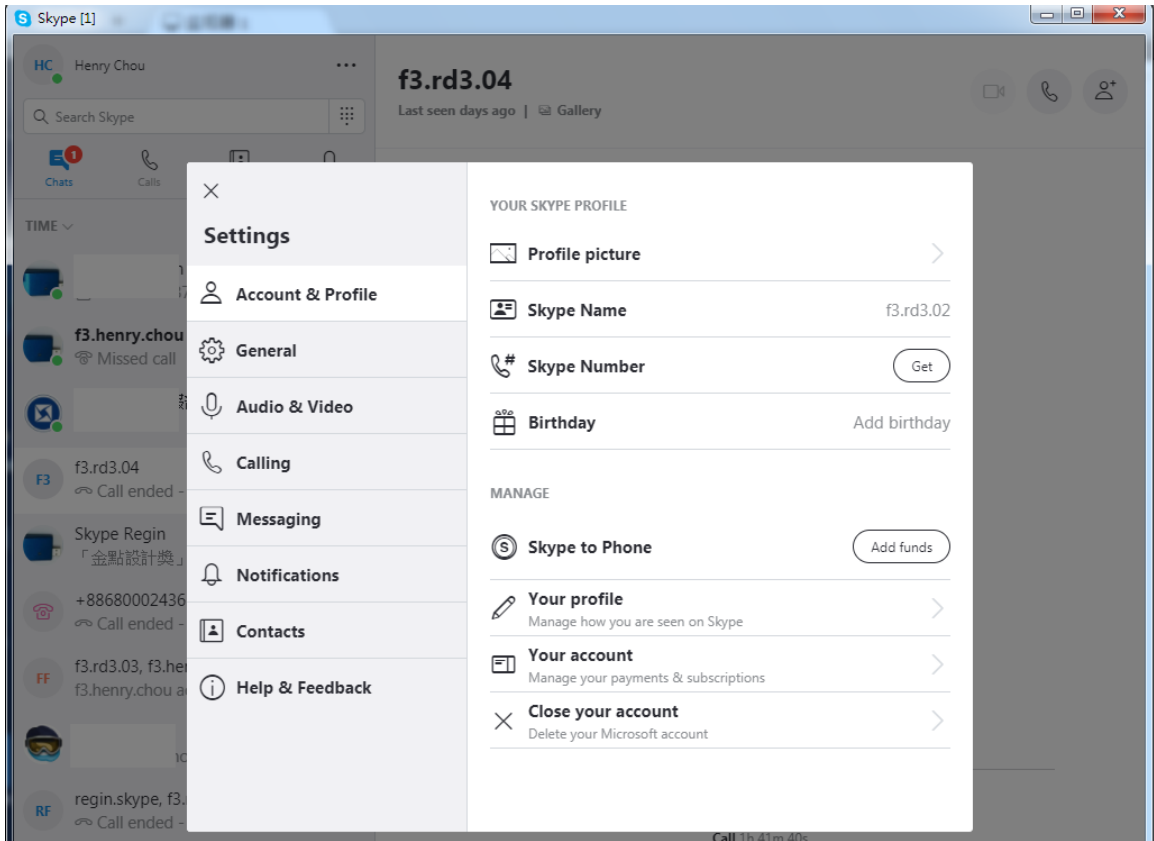
A: There is no developer's API support for Skype 8.x. If user shrinks Skype main window size and keeps at Setting or Help and feedback page as figure (1) or keeps normal Skype window size but stays at Setting or Help and feedback page as figure (2), it will cause SkyATA has problem to detect the incoming Skype call and doesn't ring the connecting phone.

Besides, if the Skype incoming call reminder window is closed before the incoming call is picked up, it will also cause SkyATA has problem to detect the incoming Skype call and doesn't ring the connecting phone.

These problems will be improved or resolved for future software update.

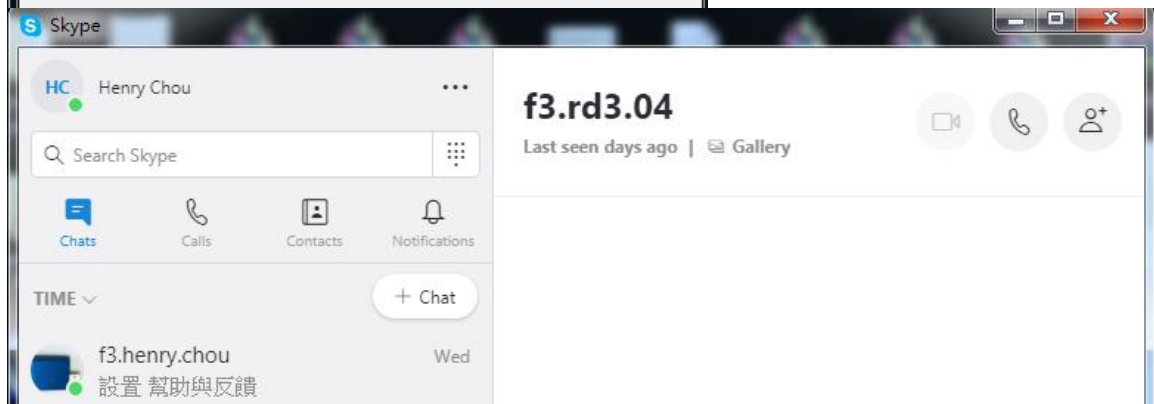
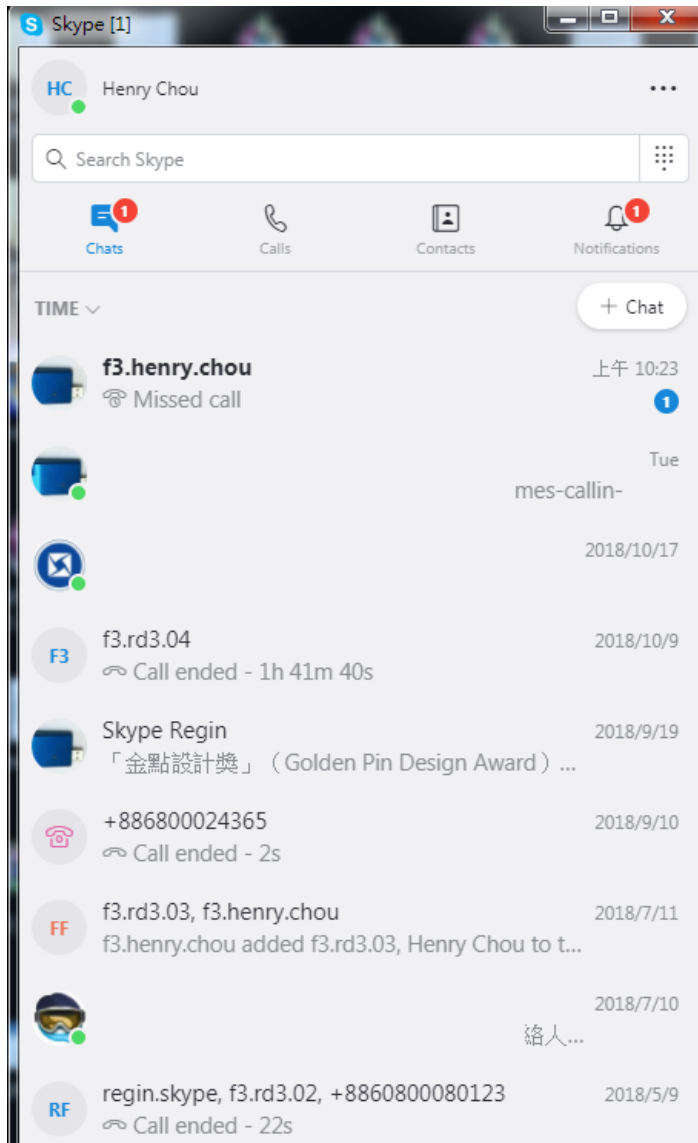


Figure(1)



Figure(2)

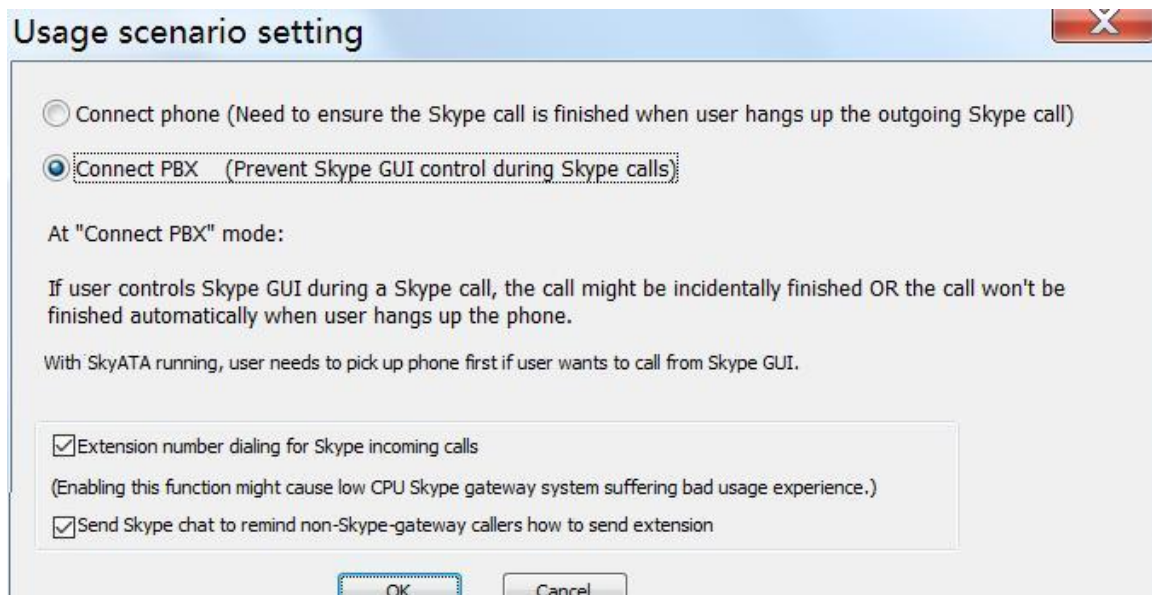
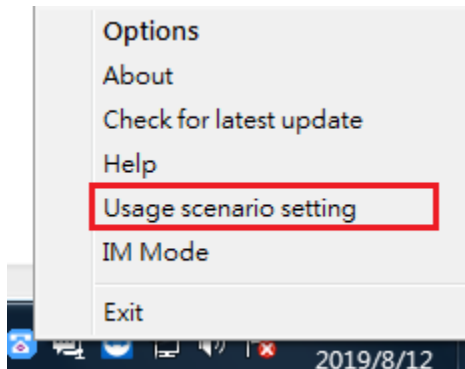
User can keep Skype main window at Windows desktop as below to prevent above phone ring problem.



Q12: Why sometimes SkyATA connecting PBX trunk line be dead-lock?

A: There is no developer's API support for Skype 8.x. For SkyATA PBX

application, user needs to ensure “Usage scenario setting” is set at “Connect PBX” from SkyATA system tray icon as below figure. If anyone controls the Skype call status window during a call, the call might be incidentally finished or call party might hear busy tone although the call is still in progress. And the call might not be finished automatically when user hangs up the phone. Users might need to manually finish the call via Skype GUI.

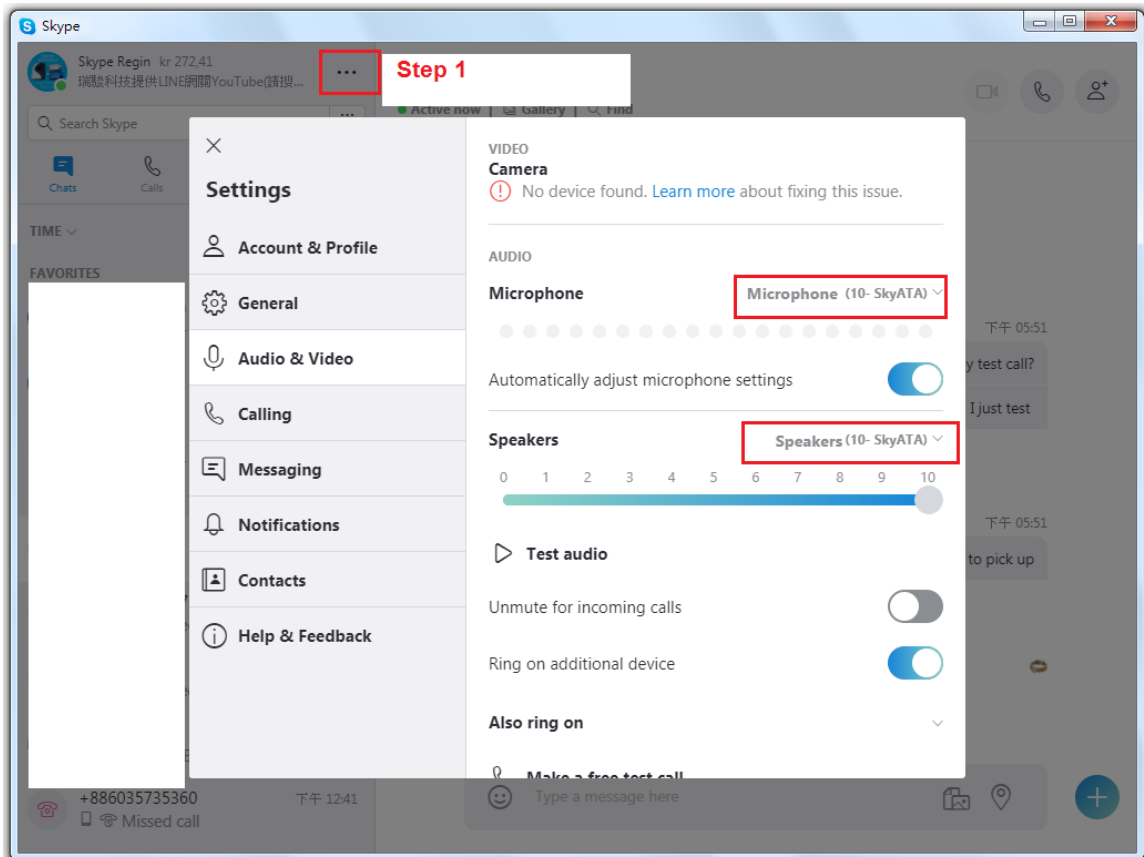


Q13: Why can't I hear dial-tone when I pick up the handset?

- A:**
- a. Please make sure whether SkyATA is successfully installed or not as description in FAQ 3.
 - b. Make sure SkyATA has been chosen as the Skype sound device for Audio In/Out, please refer to FAQ 14.
 - c. Please check whether your computer has entered into power saving mode or not. User needs to make PC wake up from power saving mode and SkyATA will re-initialize before normal operation. Please remember to make sure phone is on-hook when SkyATA is initializing.

Q14: Why can't I hear any voice after I pick up phone receiver and Skype shows connected when I make or answer a call?

A: As below figure, click the part circled in red. Go to "Audio & Video", make sure SkyATA has been chosen as the Skype Microphone and Speakers.

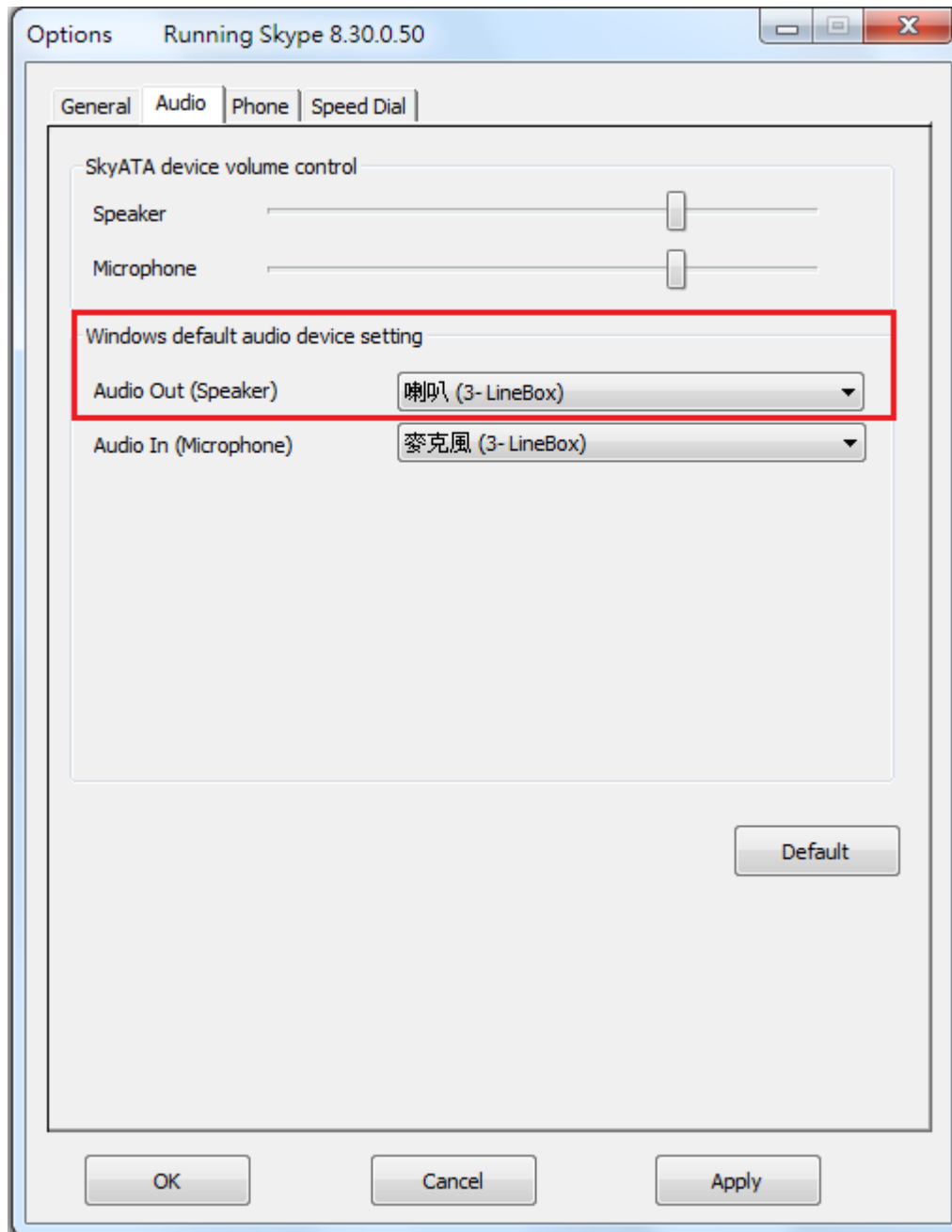


Q15: How can I dial "+" sign when making a SkypeOut call?

A: You can use "00" to stand for "+".

Q16: After I connected SkyATA with my computer, I couldn't hear music or voice from my computer. What can be done so that I can listen to music from the original sound device?

- A:**
- Right-click the "Audio" system tray icon at the right-bottom corner of Windows desktop, choose "Adjust Audio Properties". It will come out the "Sounds and Audio Devices Properties" window. Choose the default Windows audio device like sound card. Then you should be able to listen to music from your original sound device like speaker.
 - As below figure, you can choose your preferred speakers for Audio Out of Windows default audio device setting to play music.



Q17: Why can't I use previous Skype audio devices after SkyATA is installed?

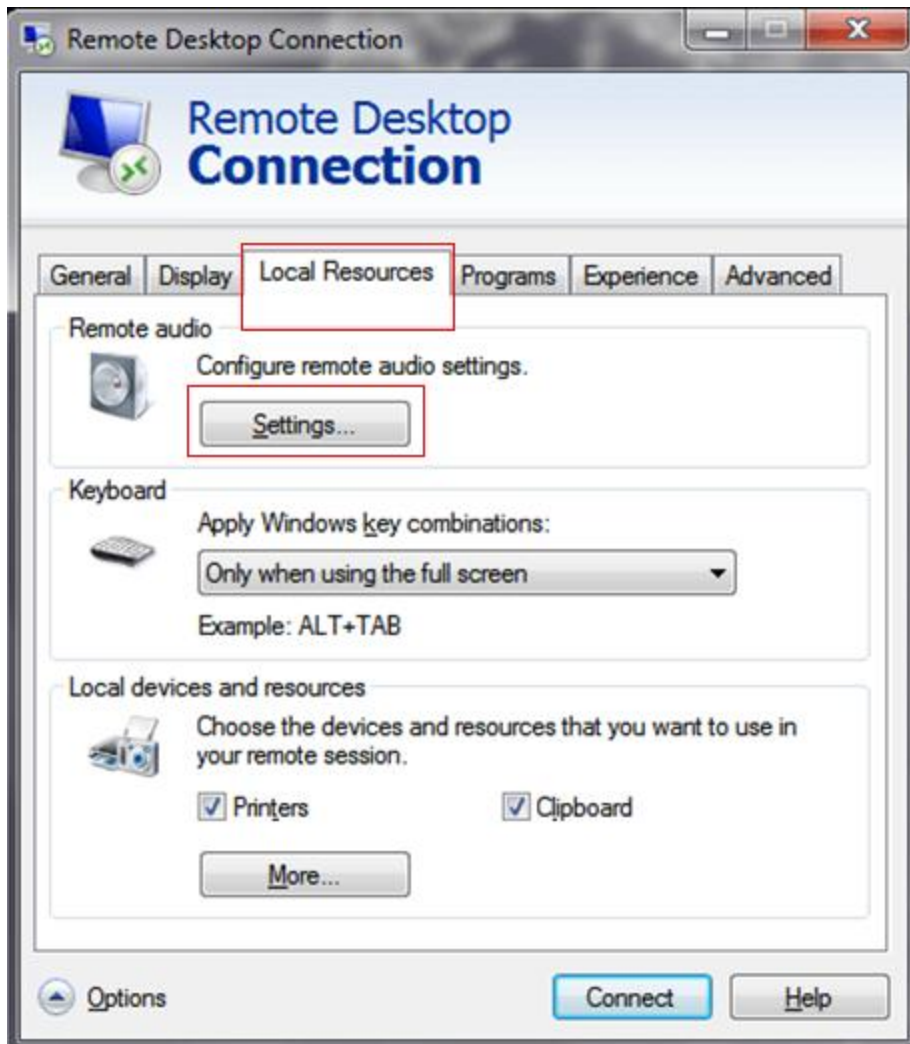
A: After SkyATA is installed, Skype sound device will be set as SkyATA as figure in FAQ 14. If user wants to use other Skype device, user can change Skype sound device as the one user wants to use. Similarly, user needs to change Skype sound device as SkyATA if other Skype USB audio device is adopted first and then user wants to use SkyATA.

Q18: Why SkyATA software reports Skype audio setting error and

indicates the problem might be caused by another machine with Windows remote desktop connection?

A: When one machine connects the PC with SkyATA via Windows remote desktop connection, the default setting might leave SkyATA under the control of the remote connecting machine and cause Skype audio setting error in SkyATA. Before connecting the PC with SkyATA via Windows remote desktop connection, user needs to make sure SkyATA won't be used by the remote machine by following the setting steps circled in red as below figures.

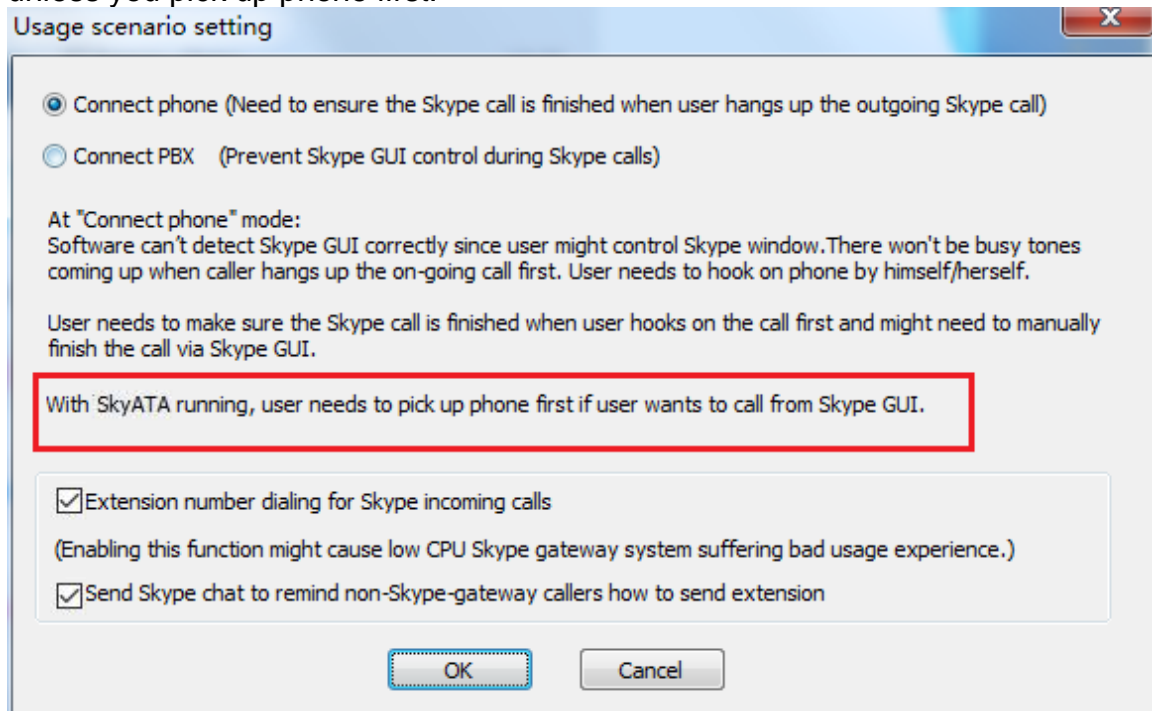






Q19: Why I can't make a Skype call from Skype GUI?

A: Under Skype 8.x, user needs to pick up SkyATA connecting phone first and then make a Skype call from GUI. If user doesn't pick up phone before calling, the first Skype GUI call might work, but the following GUI calls won't succeed unless you pick up phone first.

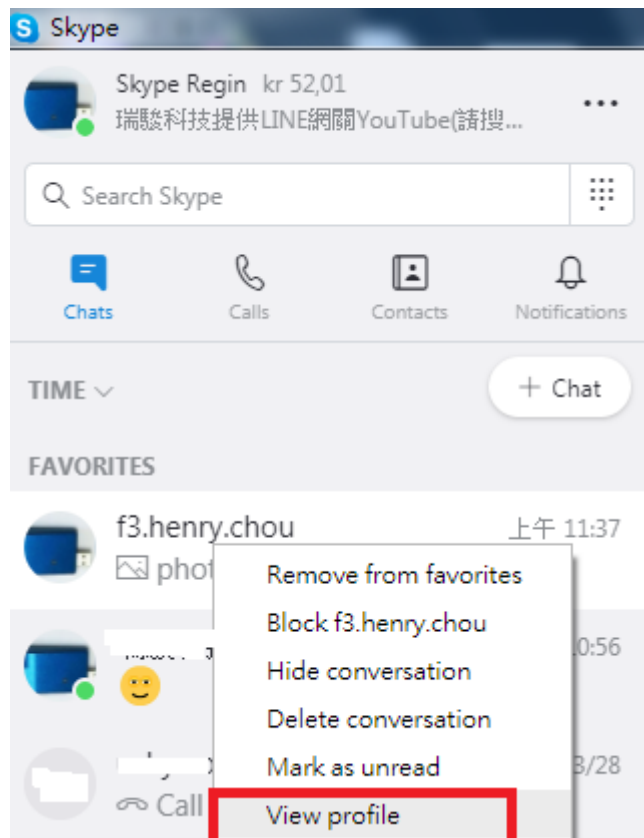


Q20: Why did my Skype contact list disappear after I install SkyATA setup for Skype 8?

A: 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 SkyATA 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 SkyATA 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 Name/SkypeOut Number is Skype account Name 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 Name/SkypeOut Number" 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.


As following two figures, user needs to click the Skype contact with right mouse and choose View Profile. Then get contact's Skype Name and fill in SkyATA for application.






Profile

 Start private conversation

 Create new group with f3.henry.chou

 Start translator

PROFILE

 Skype Name f3.henry.chou

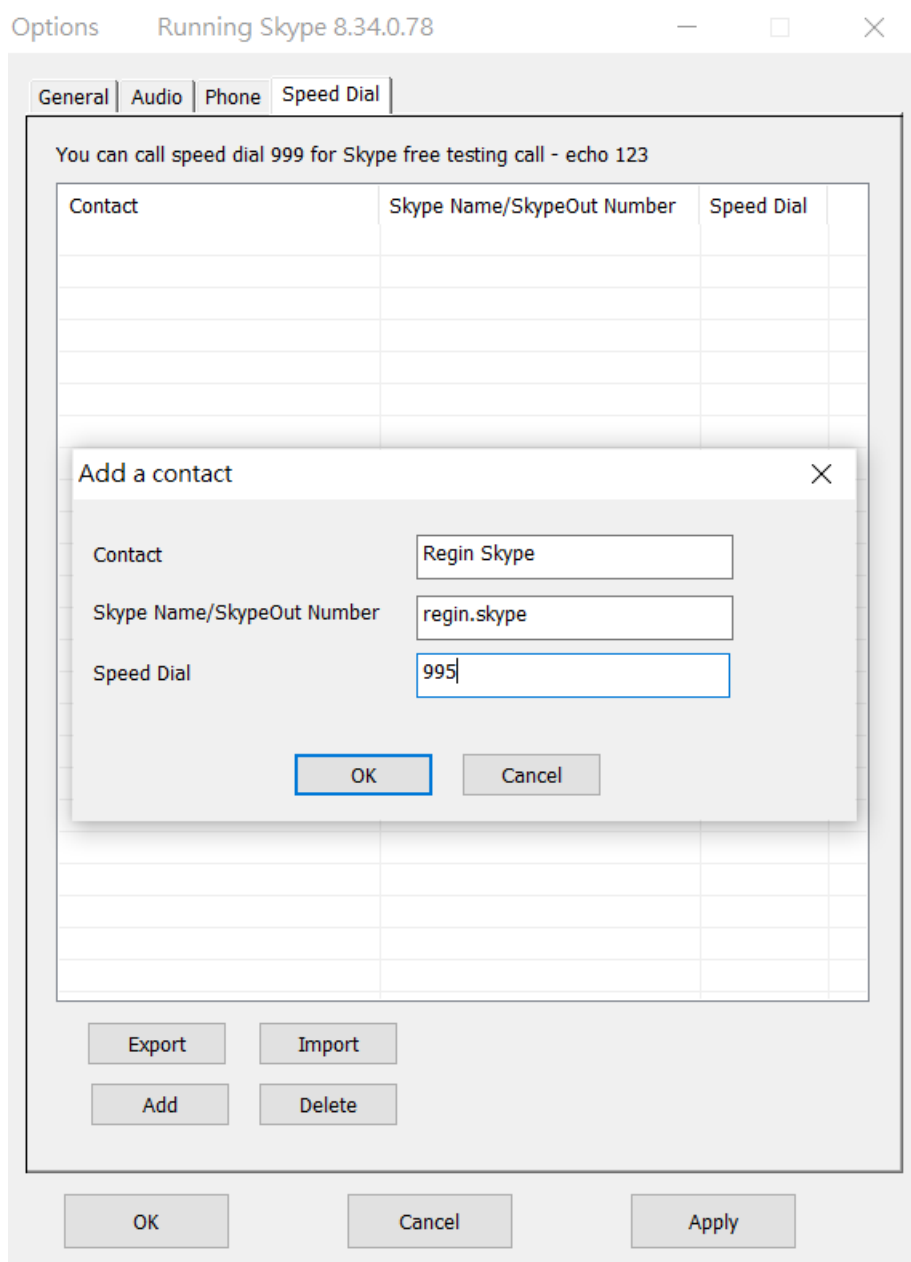
 Mobile +886936071552

 Location Hsinchu, TW

Add to favorites

Delete contact

CHAT GALLERY



Q21: SkyATA needs your computer to be always on for operation, how to keep your computer's security?

A: We suggest two ways to prevent possible access of your computer due to SkyATA operation. They are "Lock your screen with login password protect" and "Screensaver". With both settings, SkyATA functions can still work.

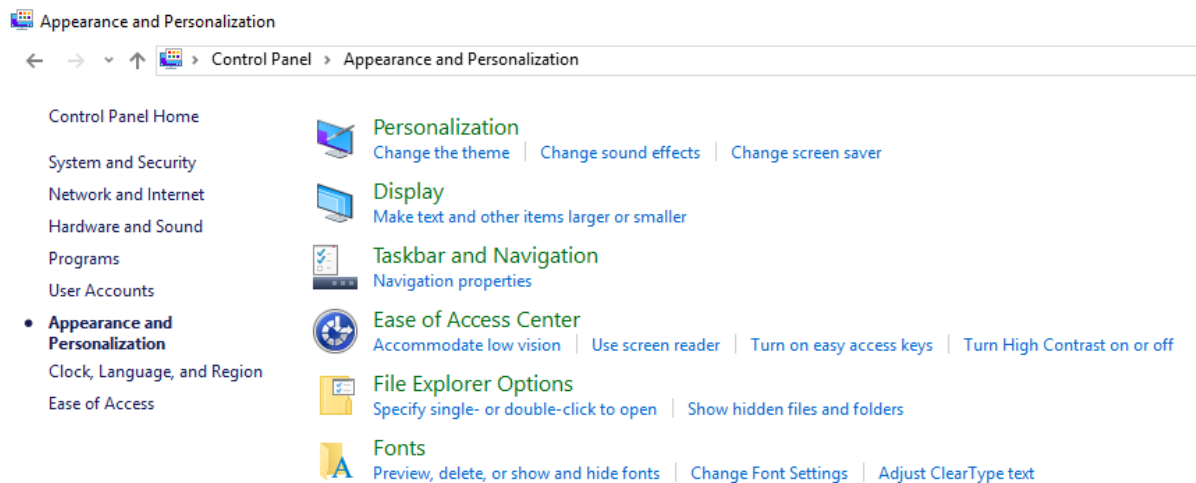
a. Lock screen with login password protect

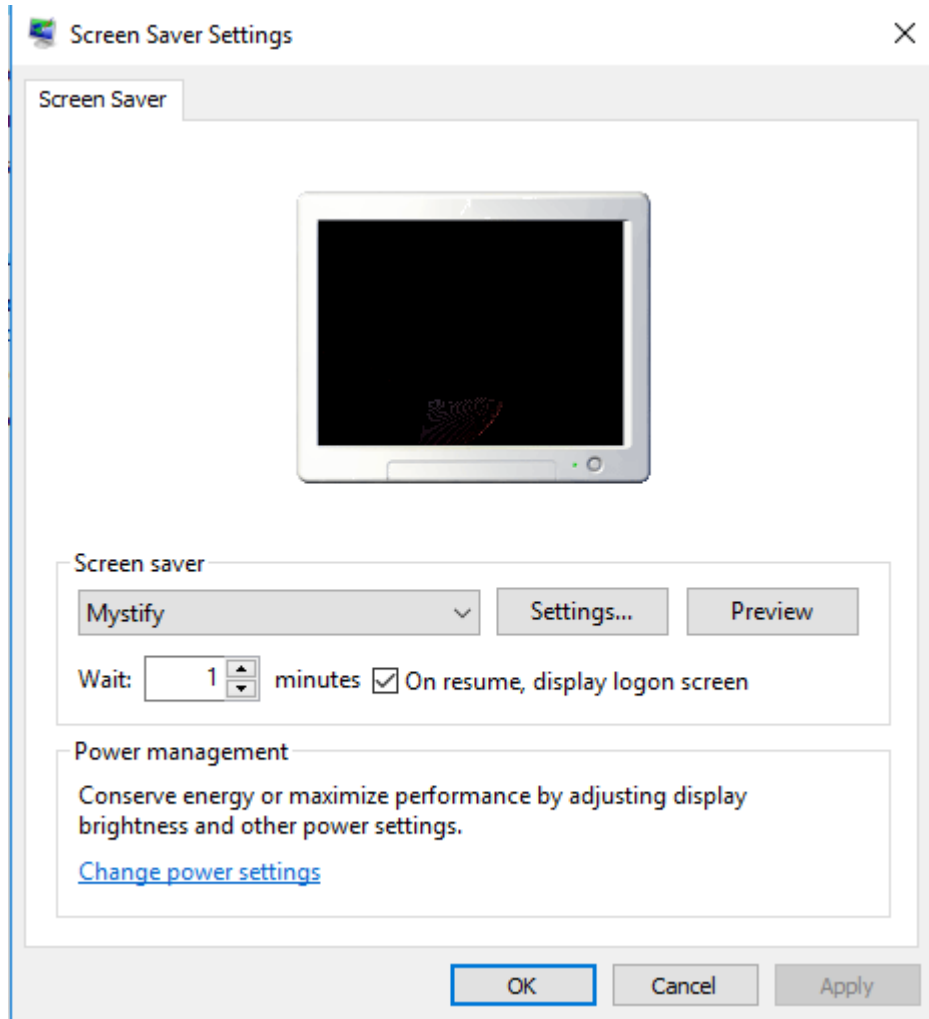
When SkyATA is in operation, it will prevent the connecting PC from entering sleep in order to make sure SkyATA operation at all the time. It might run the risk of your PC being accessed. You can lock your computer by using the **Ctrl+Alt+Del** keyboard combination and then selecting **Lock**

screen. Or you can use the **Windows**()**+L** keyboard combination to automatically lock the screen. When the PC is locked, SkyATA can still work normally.

b. Screensaver

SkyATA software won't prevent your computer entering screensaver after SkyATA software version 2.1.0.9. User can enable screensaver with resume display logon screen as followings.





Q22: Why SkyATA Skype recording function doesn't work?

A: Skype version after 8.34.0.78 can support audio/video recording. SkyATA doesn't support both functions for Skype 8.x since Skype 8.x doesn't support any related developer's API for Skype recording.

Q23: Can I use Skype version later than SkyATA claims to support in [1.4 Minimum System Requirements](#)?

A: Since Skype might change API for the new release, we can't guarantee our current SkyATA software can work with the new update seamlessly. You should be able to adopt it for a basic Skype talk, but you always can download the latest SkyATA setup program from our web site or get help from our supporting people.

Q24: Do I need to restart my computer whenever I re-plug the SkyATA dongle?

A: There is no need to restart the computer, but we suggest that you re-open your Skype software, then launch SkyATA. We recommend that you plug in the SkyATA dongle first then launch SkyATA program and close the SkyATA program first before you un-plug the SkyATA dongle.

Q25: How can I uninstall SkyATA program?

A: Please follow below two steps.

- a. Close SkyATA program by clicking SkyATA system tray icon at the right-bottom corner of Windows desktop and choosing Exit.
- b. Use Windows Start menu, choose "All Programs" and find SkyATA. There is "Uninstall" option. Choose it and then click Yes button.

Q26: Why can't I start my computer after I plug in SkyATA dongle?

A: Please check your computer's system BIOS Boot up device option setting. Your computer might have boot up device setting as USB device. You can refer to your computer BIOS setting procedure to change USB boot up setting.

Q27: Why sometimes system tray icon at Windows desktop right bottom corner doesn't display SkyATA icon?

A: Sometimes SkyATA system tray icon at the right bottom corner of Windows desktop might disappear suddenly. Run SkyATA again doesn't work. For such case, user needs to press Alt, Del and Ctrl buttons of keyboard simultaneously to have task manager menu. Find SkyATA.exe and SkypeAccess.exe and delete them. Then run SkyATA again. Or restart SkyATA PC.

Q28: Why SkyATA Skype incoming caller can't dial extension number successfully?

A: For Skype 7.x or Skype 8.x, SkyATA incoming Skype callers will have problem to dial extension number successfully for a Skype-to-Skype call with SkyATA 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 SkyATA or SkyBox S1, callers can just dial extension number from phone.

SkyATA can support extension dialing during Skype-to-Skype calls via Skype chat after SkyATA version 2.1.0.10 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. SkyATA software will help the caller to dial extension 123.

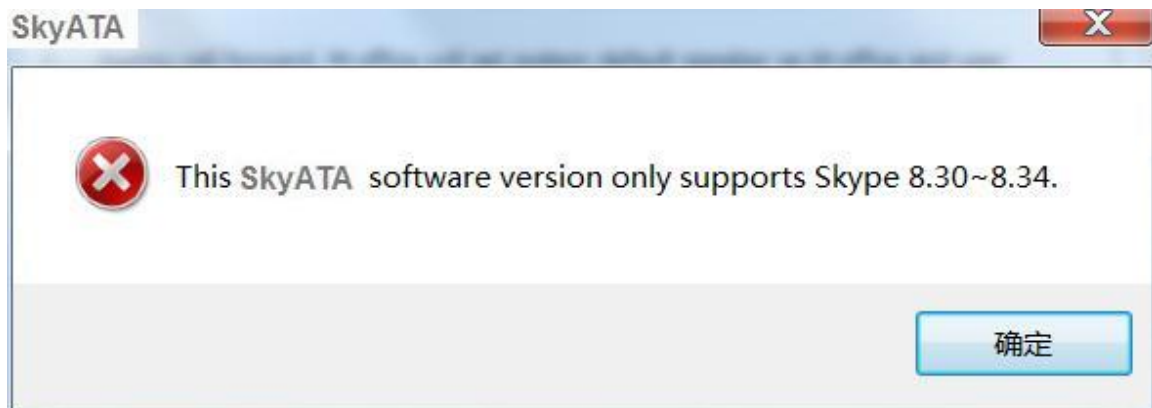
via Skype

*123



Q29: I have been running Skype 8.30 ~ 8.34 version, but SkyATA still shows that the Skype version is wrong. How to avoid this problem?

A: When you run SkyATA software with Skype version 8.30 ~ 8.34 and the below message indicating incorrect Skype version pops out, this might be due to the Skype APP version running on your computer. You can go to the system tray icon at the right bottom corner of the Windows desktop to see if there are two versions of Skype running at the same time. You can remove the Skype APP version to ensure that similar problems will not occur for future use!



Q30: Why I still have voice volume problem with my Skype call partner although I have adjusted SkyATA Microphone and Speaker volume to larger setting?

A: Please make sure Speakers setting under Skype Audio & Video setting is at higher volume as below figure, or you might have problem to hear call partner's voice.

And please make sure "Automatically adjust microphone settings" is on, or

your call partner might have problem to hear you.

The image shows the Zoom settings interface. On the left is a sidebar with the following menu items: Settings, Account & Profile, General, Audio & Video (highlighted), Calling, Messaging, Notifications, and Contacts. The main content area is titled 'Webcam settings' and contains the 'AUDIO' section. Under 'AUDIO', there is a 'Microphone' section with a dropdown menu set to '麥克風 (2- SkyATA)'. Below this is a row of 12 small circular indicators. The 'Automatically adjust microphone settings' toggle is turned on and is enclosed in a red box. Below that is a 'Speakers' section with a dropdown menu set to '喇叭 (2- SkyATA)'. Below the dropdown is a volume slider with a scale from 0 to 10, and the slider is set to 10, also enclosed in a red box. At the bottom of the audio section is a 'Test audio' button with a play icon.

6. Regulation

Regulatory Compliance Notices

Class B Equipment

This equipment has been tested to comply with the limits for a Class B 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 note that any changes or modifications made to this device that are not expressly approved may void the users' authority to operate the equipment.

Declaration of conformity for products marked with the FCC logo in the 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.