

# SkyATA-102 User Manual

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# 1. Introduction

Thank you for choosing SkyATA-102 Skype USB Adapter. After SkyATA-102 is connecting with company PBX trunk line or an analog phone, SkyATA-102 allows you to make traditional landline calls or Skype™ calls, using company desktop phone or a regular analog wired/cordless phone or a DECT phone without having to stay close to your computer for a Skype talk. With SkyATA-102 integrated with landline and Skype line through one cordless phone, you can carry the handset away from computer and don't worry about missing any landline or Skype call. Even when SkyATA-102 is not plugged into PC USB port, landline is still available for emergency calls. After SkyATA-102 is integrated with office PBX, employees out of office or abroad can call office via mobile phone Skype to save money.

SkyATA-102 supports Skype or landline interrupt call. User can pick up the Skype or landline interrupt call by pressing “\* 1” phone keys and switch both calls via “\* 1” keys. If user pressed “\* 2” phone keys, one three party landline and Skype conference will be established.

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-102 Speed Dial setting page. 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 future use. Skype 8.x doesn't have any developer's API for Skype contacts information. You can add your contacts via Speed dial page. It is good for you to save and export the speed dial list for usage in another PC.

SkyATA-102'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-102 connecting phone for conversation. If SkyATA-102 is connected with office existing analog conference phones like from Polycom, voice quality of Skype

conference or other internet conference (SkyATA-102 IM mode) will be much enhanced.

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. SkyATA-102 supports Skype 8.30.0.50~8.34.0.78 version now.

The document of SkyATA-102 comprises of several parts as followings: A quick installation guide can help you install and use SkyATA-102 quickly. For any questions about this product, please refer to SkyATA-102 user manual or SkyBox S1 on-line help. On-line help can be accessed from the SkyATA-102 system tray icon at the right-bottom corner of Windows desktop once the SkyATA-102 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. The contact information for customer service is provided in on-line help and our company website. Thank you again.

## 1.1 Package Contents

- SkyATA-102 - Skype phone call saving box
- One type B USB cable(Male A to male B)
- One RJ11 telephone cable
- Installation CD including SkyATA-102& Skype setup program, EN, TC and SC quick installation guide and user manual. User can also go to GodEngine Technology web site <https://www.godengine.com/en-download.htm> to download related document.



## 1.2 Product Specification

- **Model Number** SkyATA-102
- **Dimensions** L x W X H: 95 X 66 X 22 mm
- **Operating System Support** Microsoft Windows 10, 8, 7
- **Skype Version Support** Skype 8.30.0.50 ~ 8.34.0.78 versions (Only support traditional Chinese, Simplified Chinese and English Skype GUI now)
- **Interface Ports**
  - One USB port for computer
  - One PHONE port for analog phone
  - One LINE port for landline
- **LED Indicator:** Blue(Skype mode), Green(landline mode)
  - 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

### Flexibility

- Make both Skype and landline calls with an existing regular or cordless phone
- After SkyATA-102 is integrated with existing PBX, employees can call Skype/SkypeOut™ via desk phone
- Support standard windows USB audio device with unique device ID
- Support international busy tone to make connection with PBX feasible
- SkyATA-102 is at the Landline mode for an emergency call by default when computer is off
- Support 20, 25, 30 and 50Hz ring frequency
- Support 2 REN standard loads

### Mobility

- With SkyATA-102, you can have a free Skype call for office(Support Skype chat to send office extension number, please refer [FAQ 28](#) for details) or home to save roaming or expensive mobile fee when you are out of office or home
- Connect Skype through your phone, no need of microphone and speaker
- Support various cordless phones including DECT, 900 MHz, 2.4GHz, 5.8GHz or others

### **Simplicity**

- LINE and PHONE RJ11 ports Auto-Detection and Auto-Swap:



Normal Wiring



Wrong Wiring but Functional

- Support Skype/ SkypeOut speed dial and SkypeOut direct number dial through the phone keypad
- Auto-configure Skype audio device after SkyATA-102 is connected to PC USB port and initialized completely
- When landline is not connected, auto-switch to Skype line
- Receive a Skype call in the way as you do with your existing phone line
- Similar dialing behavior as a traditional landline call
- Support FSK caller ID for Skype calls with speed dial number, Skype display name and calling time for easy call back
- Easy use and user friendly interface
- USB internal power

### **Functionality**

- Skype speed dial export for back up and import for use
- Support Skype video call and automatic assigned Skype/SkypeOut call when phone is off-hook
- Support assigned PBX extension number dialing for incoming Skype calls during SkyATA-102 PBX application

- Switch between Skype and landline mode by pressing phone key “#”
- Switch between a landline call and a Skype call by pressing phone keys “\* 1” and hang up the current call by pressing phone key “\*”
- Add an interrupt Skype call or an interrupt landline call into a Skype & landline conference by pressing phone keys “\* 2”
- Support Skype or landline call waiting (Skype $\longleftrightarrow$ landline ) by pressing phone keys “\* 1”
- Skype 8.34.0.78 or later version has built in audio and video call recording function
- Audio recovery button resolves Skype call party’s problem to hear each other
- IM mode supports other IM/VOIP like Team/Skype for business, Google voice/hangouts, WhatsApp, Facebook Messenger, LINE, Zoom... as an audio device (Ear/Microphone function). When SkyATA-102 connects with office existing conference phones, the conference phones will become dedicated Skype conference phones. And the conference phones becomes IM conference phones when SkyATA-102 is set at IM mode
- Support SkyATA-102 software on line upgrade or latest version heck/download
- Accurate 2nd dial( like PBX extension number)
- Support phone line polarity reversal

## 1.4 Minimum System Requirements

To keep normal functions of SkyATA-102, user needs to make sure his/her system to meet the following minimum requirements:

- One computer running at 1G Hz or better and 512 MB RAM with a USB port
- 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-102 LED



## 1.6 Customer service

God Engine Technology Inc.

Office Tel: 886-2-24260810

Fax: 886-2-24260820

Email: [service@godengine.com.tw](mailto:service@godengine.com.tw)

Address: 3F., No.156, Xin 2nd Rd., Xinyi Dist., Keelung City 20147, Taiwan

Web site: <https://www.godengine.com>

Skype: morgeorge

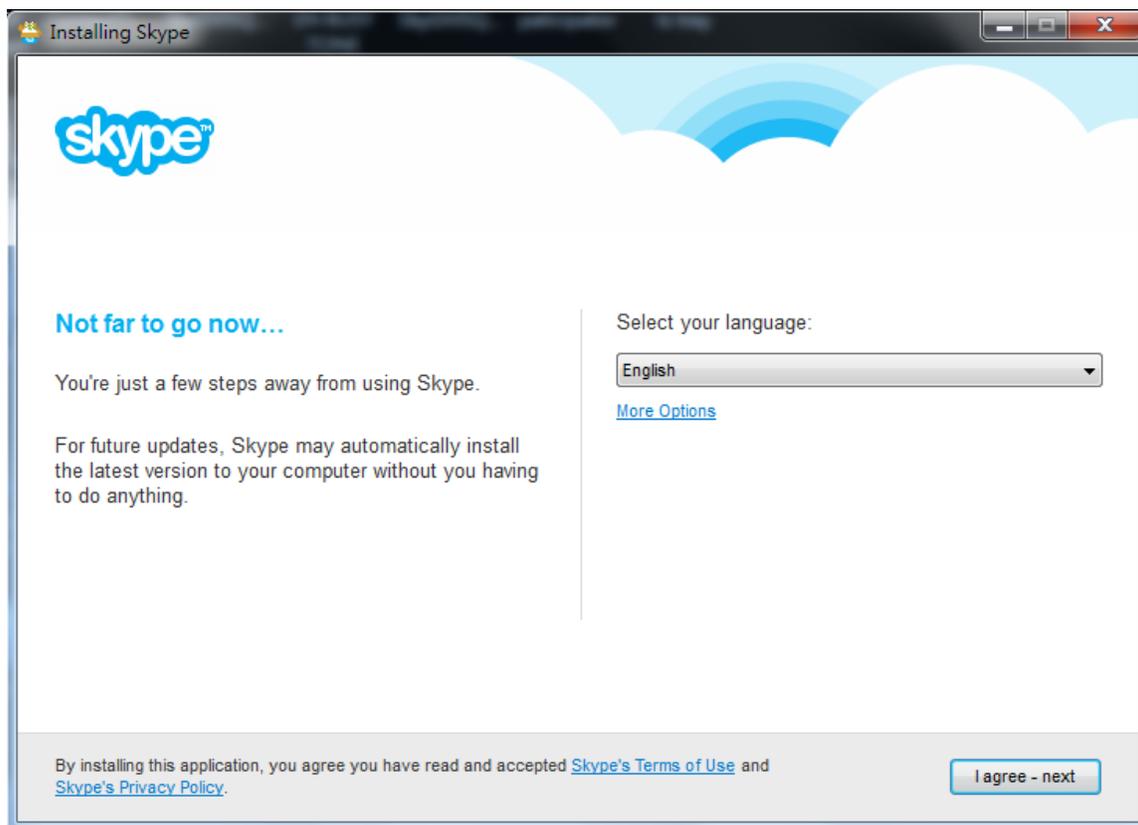
## 2. Install Skype Software

The first step of setting up SkyATA-102 is to install Skype on the computer.

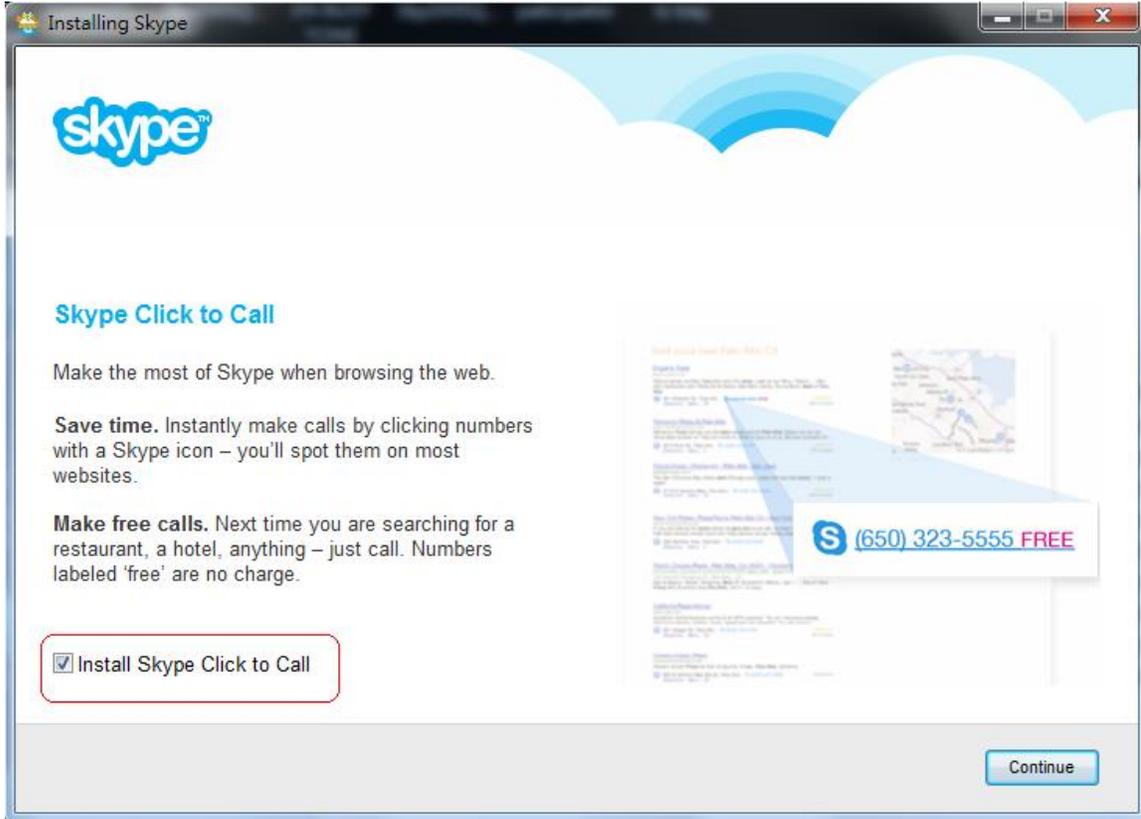
### 2.1 Install Skype and Quick Start

If Skype has been installed, check if it is the version which SkyATA-102 claims to support as SkyATA-102 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.

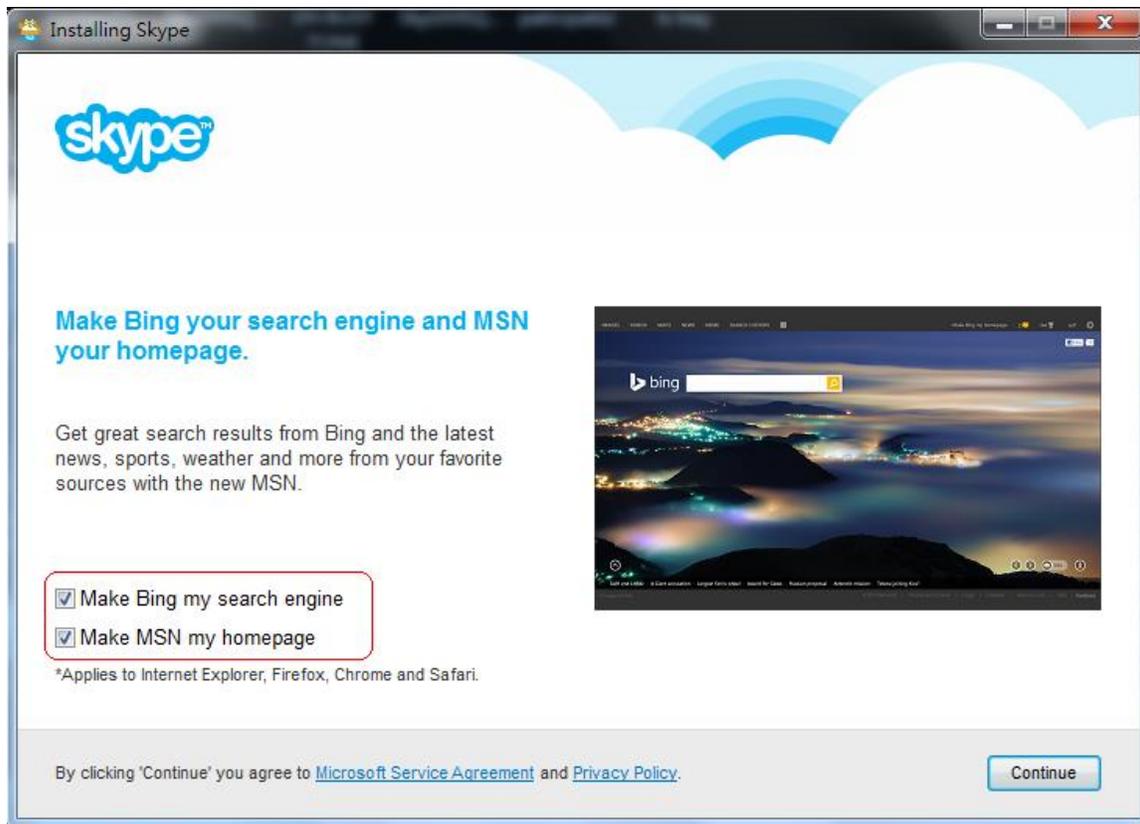
1. Please go to GodEngine Technology web site and download Skype 8.34.0.78 <https://www.GodEnginetech.com.tw/download.htm>. SkyATA-102 only supports Skype version 8.30.0.50 ~ 8.34.0.78 now.
2. After downloading, double-click on the SkypeSetup.exe icon.
3. The installing Skype window as below will appear. Choose the language you preferred and click “I agree-next” button



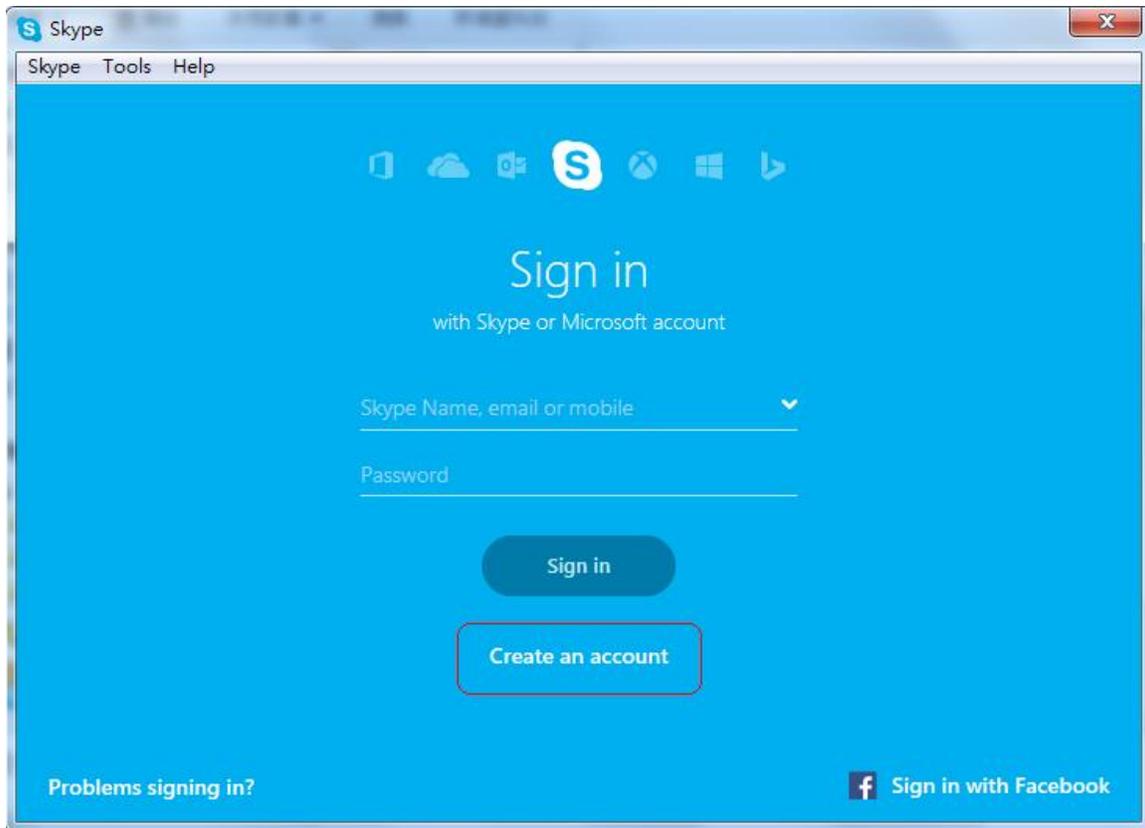
4. Next there pops out one window for “install Skype Click to Call” option. Make the decision and click Continue



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



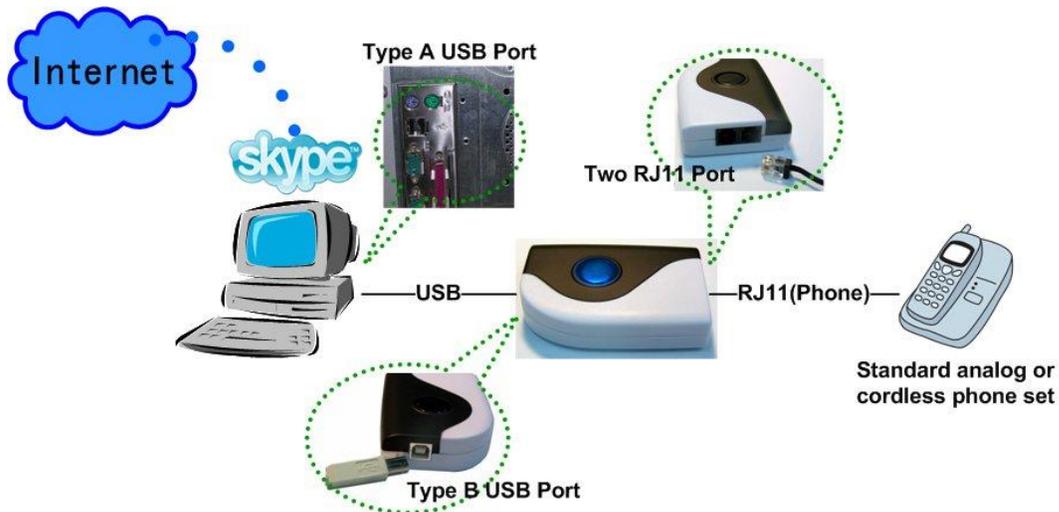
## 3. Setup SkyATA-102

### 3.1 SkyATA-102 Hardware Setup

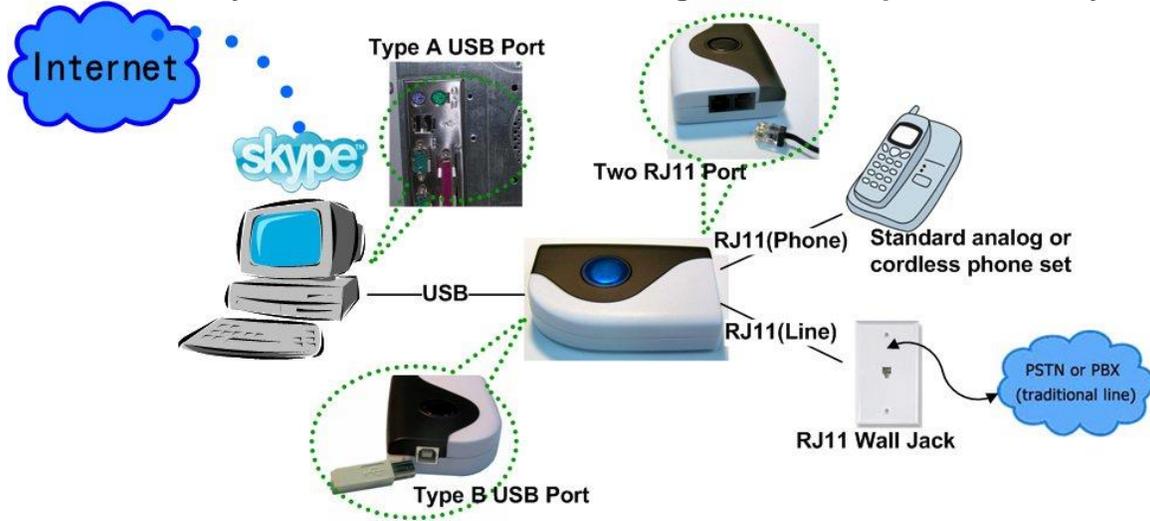
1. Get the SkyATA-102 device from SkyATA-102 package.



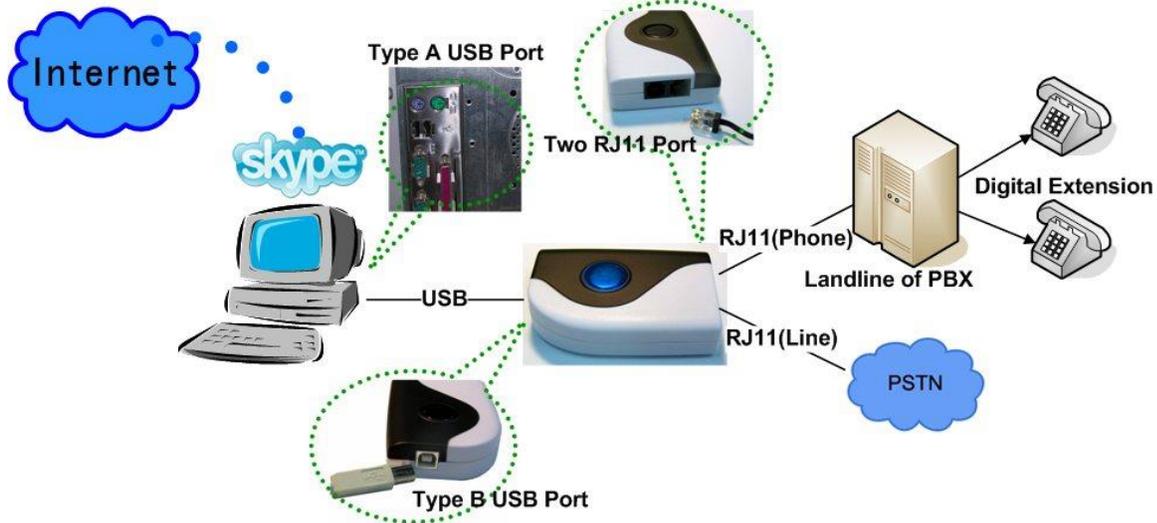
2. Connect SkyATA-102 USB port with user computer USB port through the attached USB cable.
3. Connect the RJ11 telephone cable between the PHONE port of SkyATA-102 and one PBX trunking line or phone RJ11 port.
4. Connect the existing telephone cable between the LINE port of SkyATA-102 and carrier landline( or via RJ11 jack on the wall).



### Connect SkyATA-102 to a standard analog or cordless phone set only



### Connect SkyATA-102 to a phone set and landline



### Connect SkyATA-102 to PBX and landline

**Important note: Don't connect SkyATA-102 Phone and Line both ports to landlines, otherwise SkyATA-102 might be damaged.**

## 3.2 SkyATA-102 Software Setup

After the installation of the Skype software and the SkyATA-102 hardware setup, the next step is to install the SkyATA-102 software.

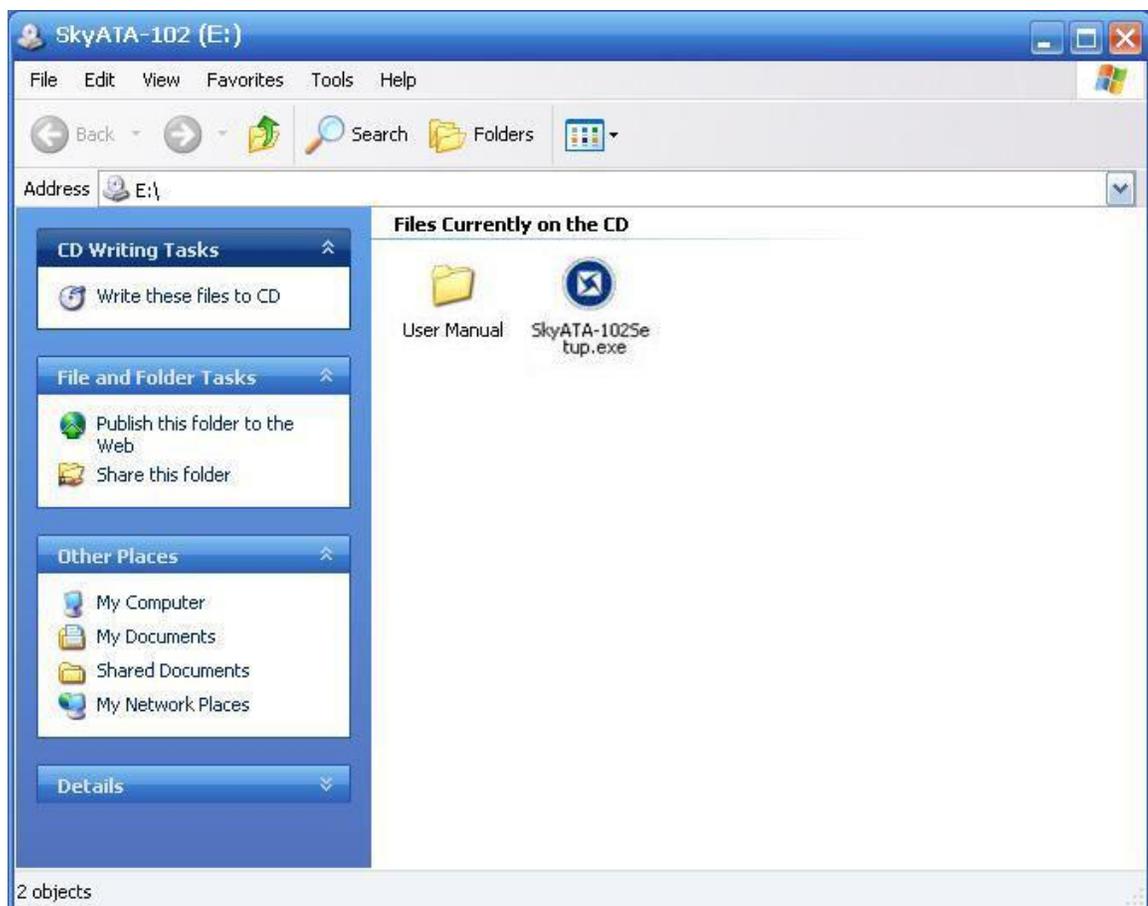
To install SkyATA-102 software:

1. After the SkyATA-102 is connected to the computer, it will take some time 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-102 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.

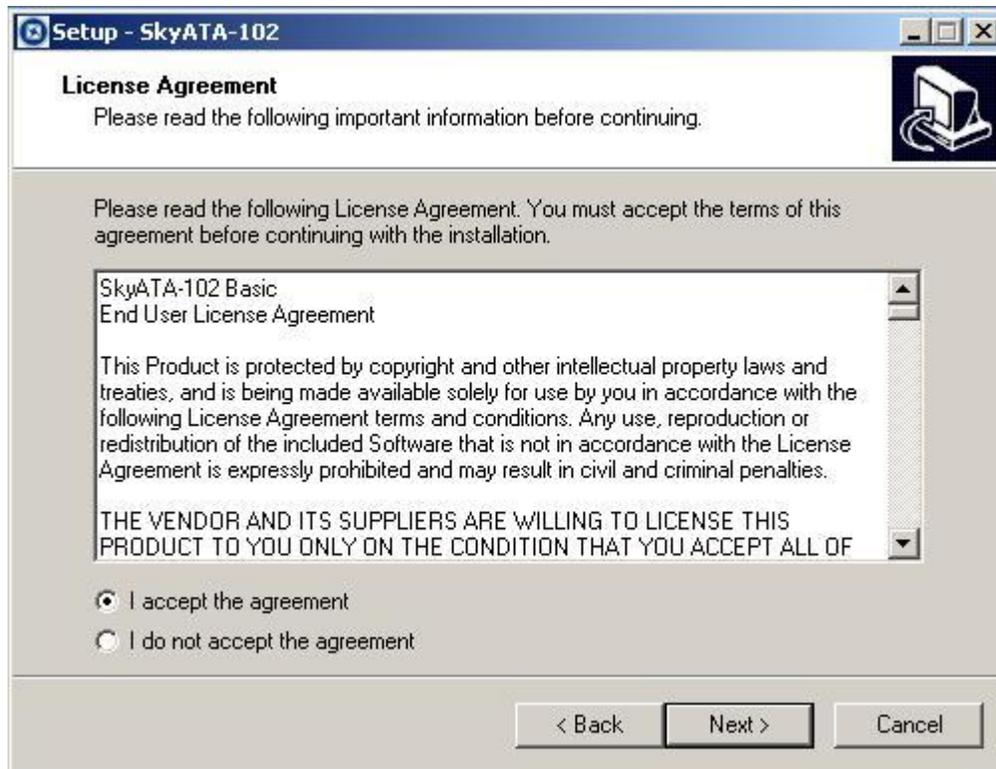


5. The **“Welcome to the SkyATA-102 Setup Wizard”** appears. Read the on-screen instructions and click Next.

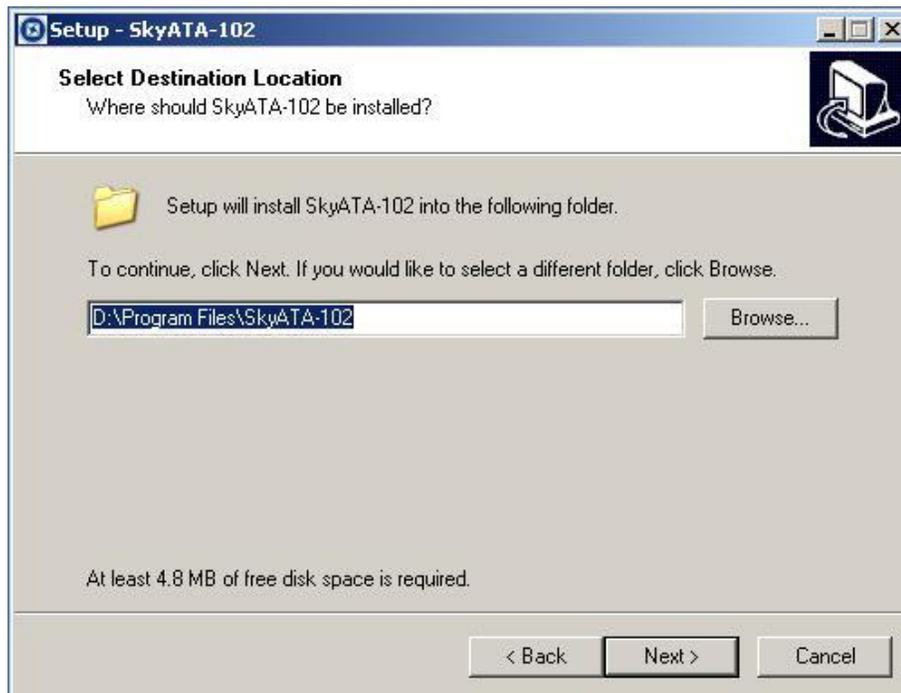


6. In the next window, check the option of “I accept the agreement” after reading the agreement carefully. Then Click Next.

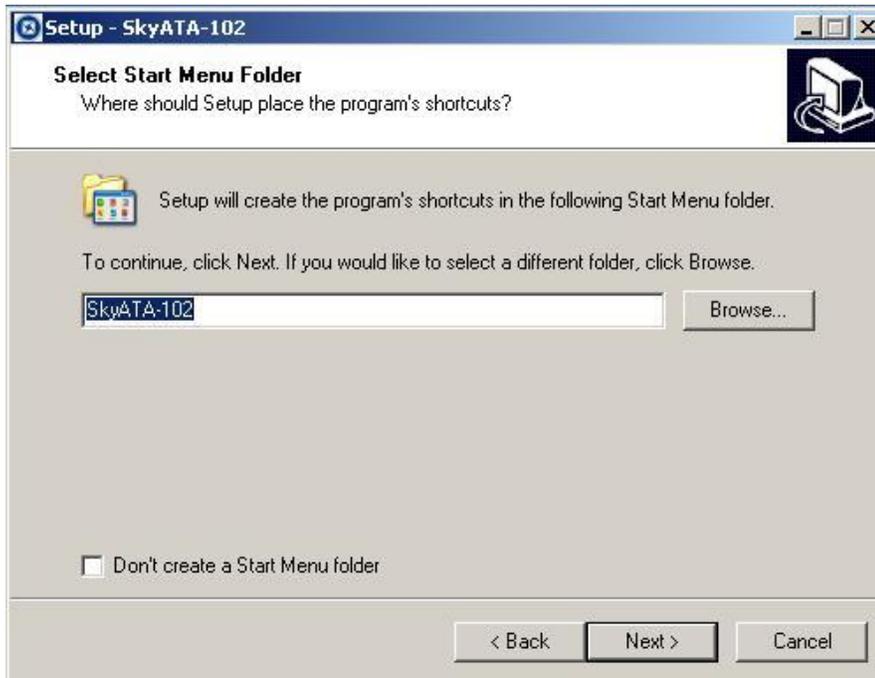
Note: User can click Back to go back to the previous step anytime during installation.



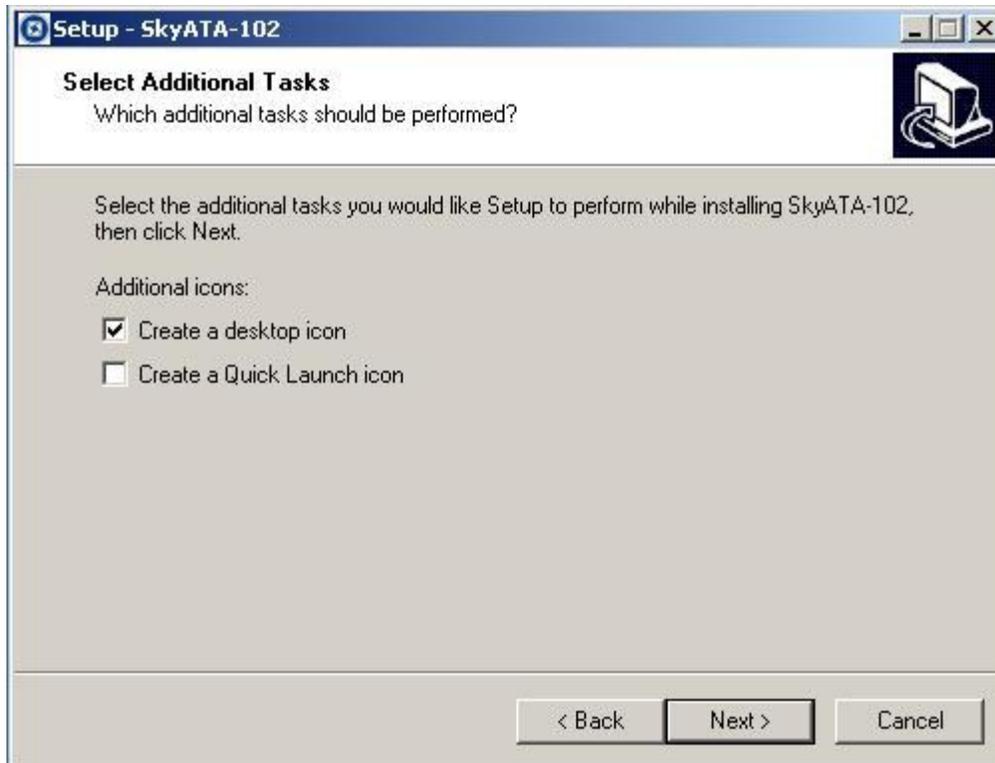
7. In the below window, designate a folder for the installation. A default folder will appear. If this is not a preferred folder for user, click Browse and choose a folder from the list. After deciding folder for the installation, click Next.



8. In the below window, choose a preferred folder for SkyATA-102 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.



9. The below window is to create the Desktop icon or the Quick Launch icon. Check the appropriate box as desired. After SkyATA-102 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.



10. The below 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 below window, click Finish to finish the setup.



## 4. Use SkyATA-102

### 4.1 Before Making a Call

Before making a call using SkyATA-102, please make sure the following requirements have been met:

- The computer and internet connection meet or exceed the minimum system requirements in this user manual Sec. [1.4 Minimum System Requirements](#)
- The computer is connected to the internet
- SkyATA-102 is connected to one computer USB port
- A telephone is connected to the SkyATA-102 PHONE port and SkyATA-102 LINE port is connected to landline via telephone cable
- A Skype program version 8.30.0.50 ~ 8.34.0.78 is installed and launched
- A Skype account has been created
- User sets Speed-Dial numbers for contacts as section [4.3.5 Speed dial setting page](#)
- SkyATA-102 program is installed and launched successfully by checking if SkyATA-102 system tray icon at the right-bottom corner of Windows desktop shows  or  (without landline)
- When user picks up the phone receiver, there is a dial tone coming up
- Blue or green LED is slow blinking when SkyATA-102 is ready
  - solid-on when the phone is off-hook
  - fast blinking when the phone rings
  - off when SkyATA-102 has any problem

### Important setting before start

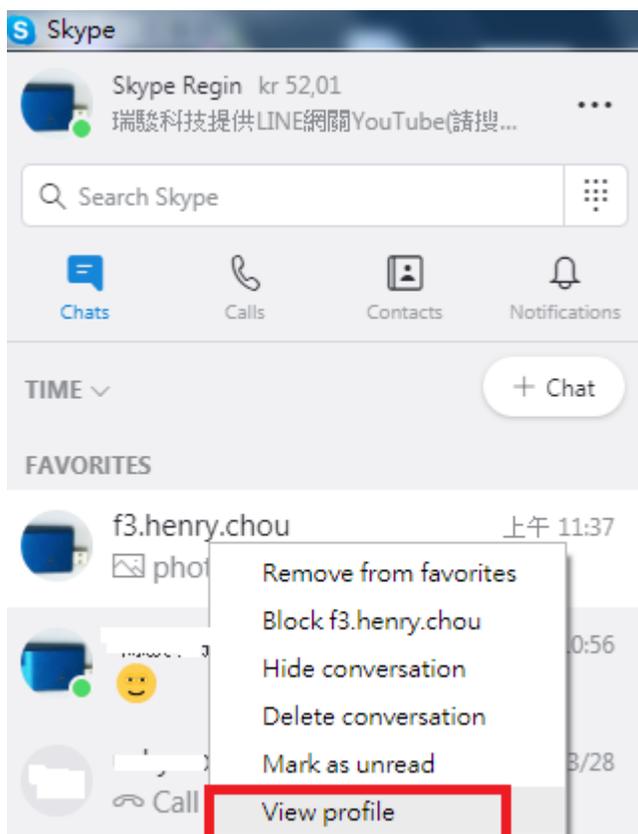
Since Skype doesn't support voice application API, SkyATA-102 needs to control Skype GUI for call out and hang up for application. If user wants to have other application on the SkyATA-102 connecting PC, user needs to prevent interrupting SkyATA-102's control of Skype GUI when there is callout or hang up activities. Otherwise SkyATA-102 might not work correctly. User can use the computer during the Skype talk, but the calling window can't be closed.

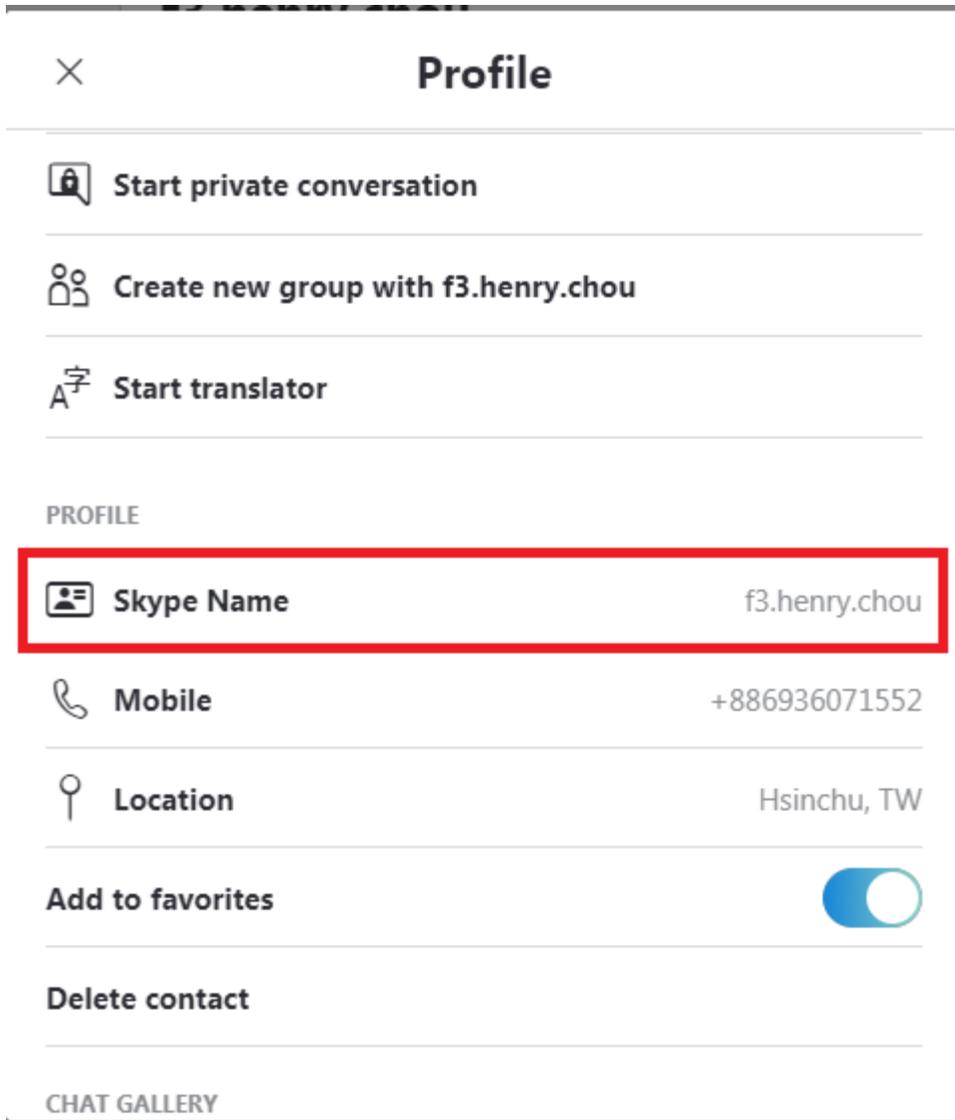
Under Skype 8.x, SkyATA-102 just supports Traditional Chinese, Simplified

**Chinese and English Skype GUI now. If the setting of Skype Language is not belonged to above three settings, then SkyATA-102 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-102 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-102 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-102 for application.





### Restart SkyATA-102 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-102 should not be in use.

## 4.2 SkyATA-102 Icons

### Desktop and Quick Launch icon

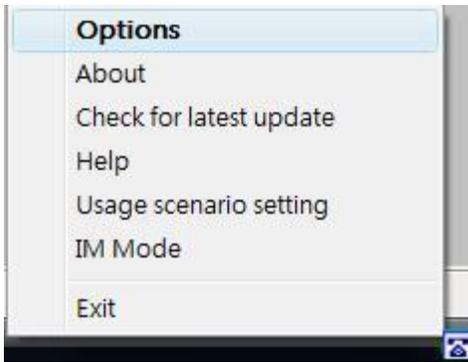


System tray icons at the right-bottom corner of Windows desktop

Hardware Initializing	
Communicating with Skype	
Ready	
Off Hook	
Hardware failure	
Skype unavailable	
Skype Only	
IM Mode	

## 4.3 SkyATA-102 GUI

There are seven choices (Options, About, Check for latest update, Help, Usage **scenario setting**, **IM Mode** and **Exit**) when user clicks SkyATA-102 system tray icon at the right-bottom corner of Windows desktop. **Options** has all settings for SkyATA-102. **About** will tell user SkyATA-102 software version. **Check for latest update** will allow user to check and download the latest SkyATA-102 software. The on-line help will be launched when user chooses **Help** from SkyATA-102 system tray icon. On-line help supports three languages English, Traditional Chinese and Simplified Chinese. **Usage scenario setting** has options for “Connect phone” or “Connect PBX”. **IM Mode** can be an audio device for other IM/Softphone. **Exit** will close SkyATA-102 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-102 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.

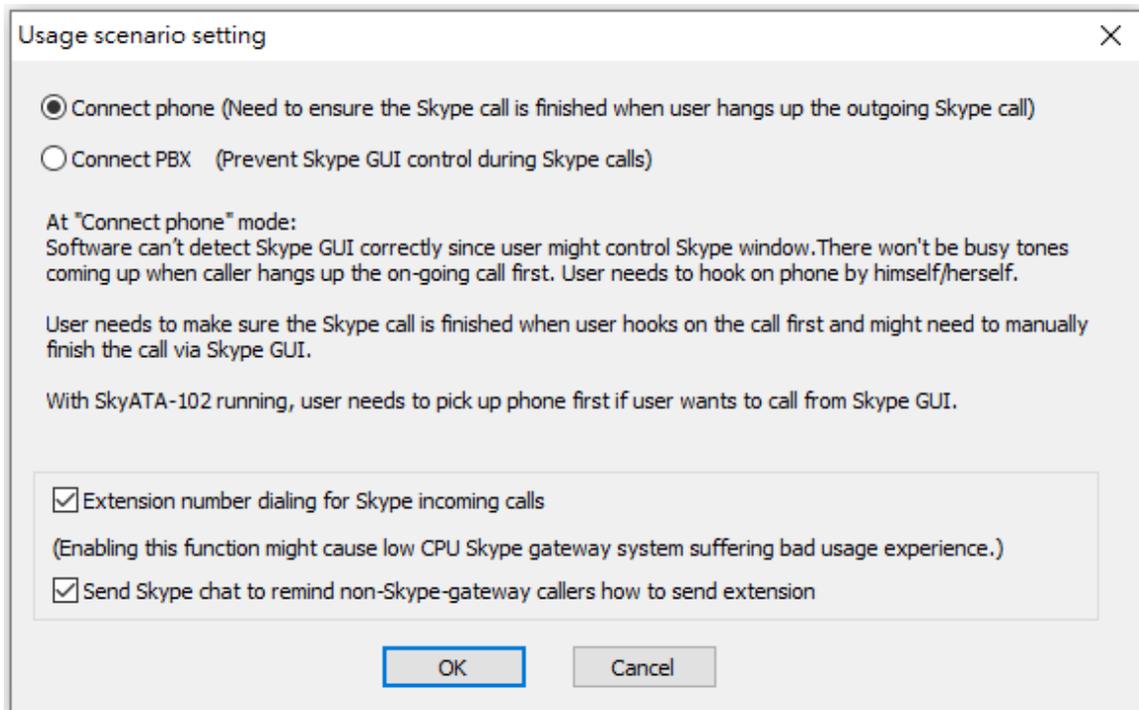
Please refer FAQ 11 & 12 of this user manual [Chapter 5](#).

**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-102 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 FAQ 28 of [Chapter 5 FAQs](#).



Following are detailed descriptions about SkyATA-102 **Options** settings.

### 4.3.1 Options

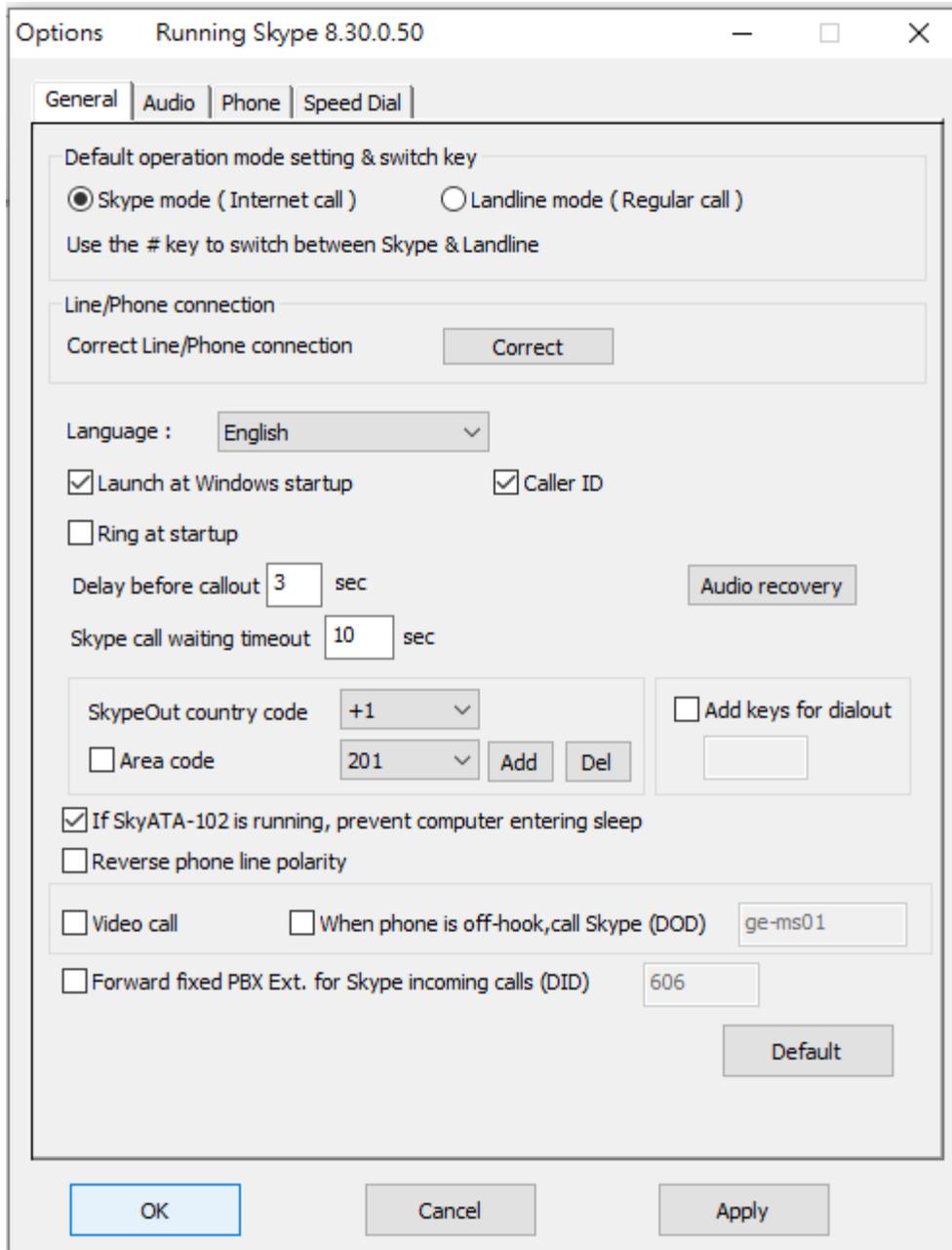
The Options dialogue includes the settings most commonly selected by users. When user clicks the OK button at the bottom of Options dialogue after making a new setting, the new setting will be activated and Options dialogue closes immediately. If user clicks the Apply button at the bottom of Options 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, the new setting will be saved and user has the updated setting when user launches SkyATA-102 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 following four pages:

[General Setting Page](#)

[Audio Setting Page](#)

[Phone Setting Page](#)

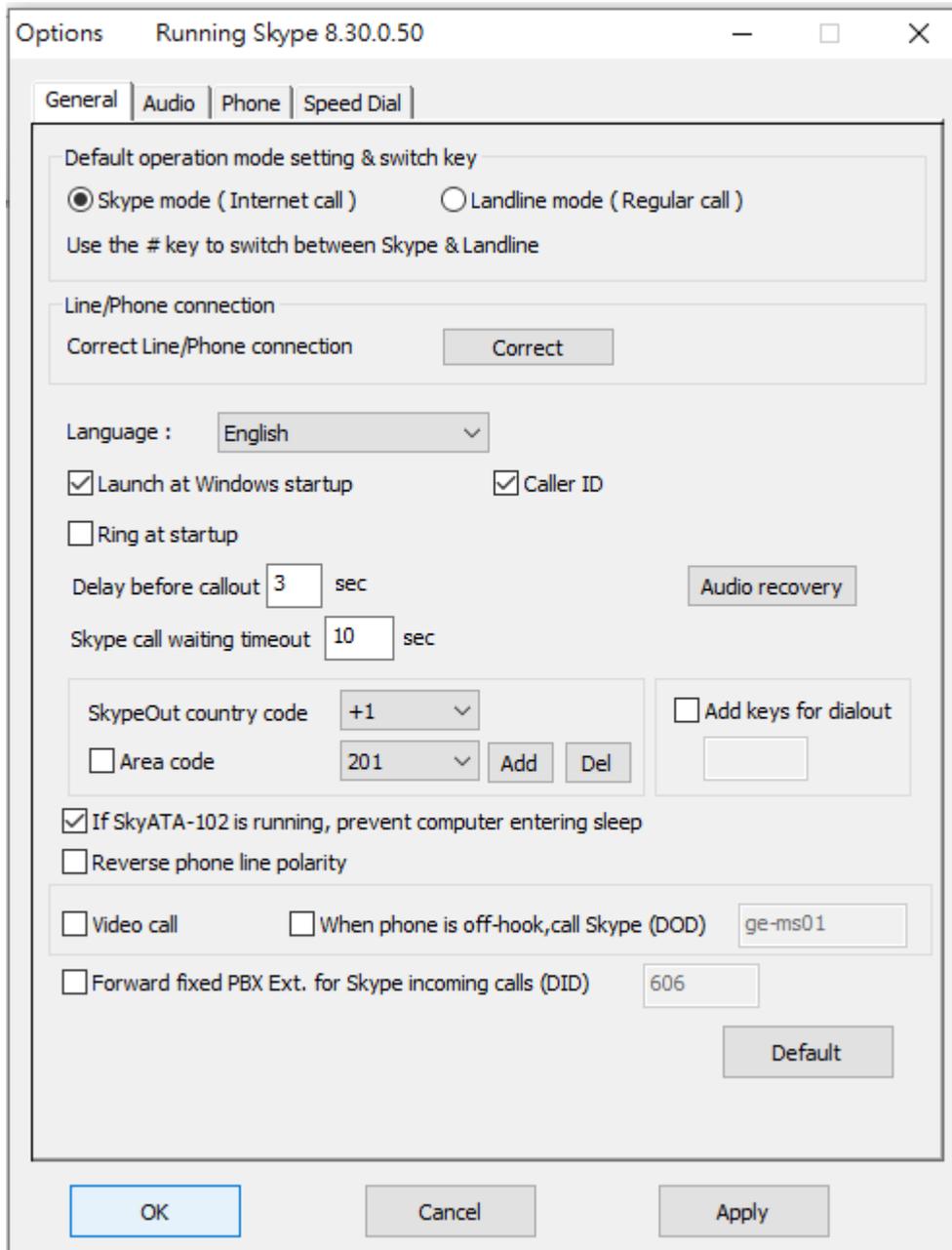
[Speed Dial Setting Page](#)



### 4.3.2 General Setting Page

This option dialogue provides the basic operation settings, including Default operation mode setting & switch key, Line/Phone connection, Language, Launch at Windows startup, Caller ID, Ring at startup, Delay before callout, Audio recovery, Skype call waiting timeout, SkypeOut country code & Area code, Add keys for dialout, If SkyATA-102 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).



### Default operation mode setting & switch key

SkyATA-102 supports either Skype or Landline default operation mode. User can distinguish which operation mode by LED or the different dial tones. LED is blue for Skype mode and green for Landline mode.

When user selects Skype as the default operation mode, user can dial a Skype

call directly after user picks up phone. For landline calls, user needs to dial “#” key first and then hears a landline dial tone. Make a landline call as user did in the past. When user selects Landline as the default operation mode, user can dial a landline number directly after user picks up phone. For Skype call, user needs to dial “#” key first and then hears a Skype dial tone. Then make a Skype call.

Default is Skype mode.

### **Line/Phone connection**

If user changes Phone/ Line connection status after SkyATA-102 program is launched or something abnormal happens for Skype or landline application, please press “Correct “button to force Auto-Swap function. It will automatically swap both line connections internally even user has a wrong connection.

### **Language**

Three languages are available: English, Simplified Chinese, and Traditional Chinese. If user installs SkyATA-102 in the operation system whose language is not in our supported languages list, then Language will be set to English automatically.

The default language is determined by the “Select Setup Language” setting during SkyATA-102 setup program is installing.

### **Launch at Windows startup**

If this setting is enabled, SkyATA-102 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-102 is now ready for use, once the device initialization is successfully completed.

The default setting is disable.

### **Delay before callout**

Delay before callout 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.

### **Skype call waiting timeout**

Skype call waiting timeout is the time duration which allows user to pick up the Interrupt Skype call when he/she is on a PSTN call. After the time is up and user doesn't take any action, the interrupt call reminder tone will be removed. If the interrupt Skype callee doesn't hang up the call, user can pick up the Skype interrupt call anytime. User can press \*1 keys from the phone keypad to pick up the waiting call and the current call will be put on hold. Then press \*1 to switch between both calls and press \* key to disconnect the on-going call.

The default setting is 10 sec.

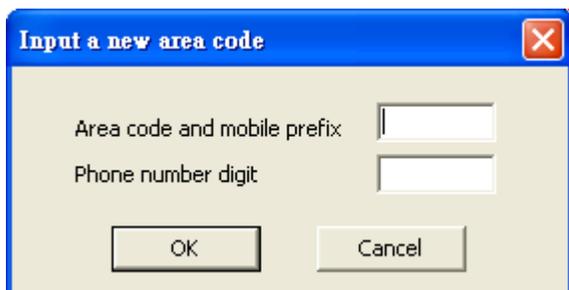
### **SkypeOut country code**

User can choose the country code number where 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 Window 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-102 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, 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 before dialout**

Some company will 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-102 is running, prevent computer entering into sleep**

User can disable this setting, but SkyATA-102 won't work for Skype calls. User needs to wake up the PC when he wants to use SkyATA-102 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)**

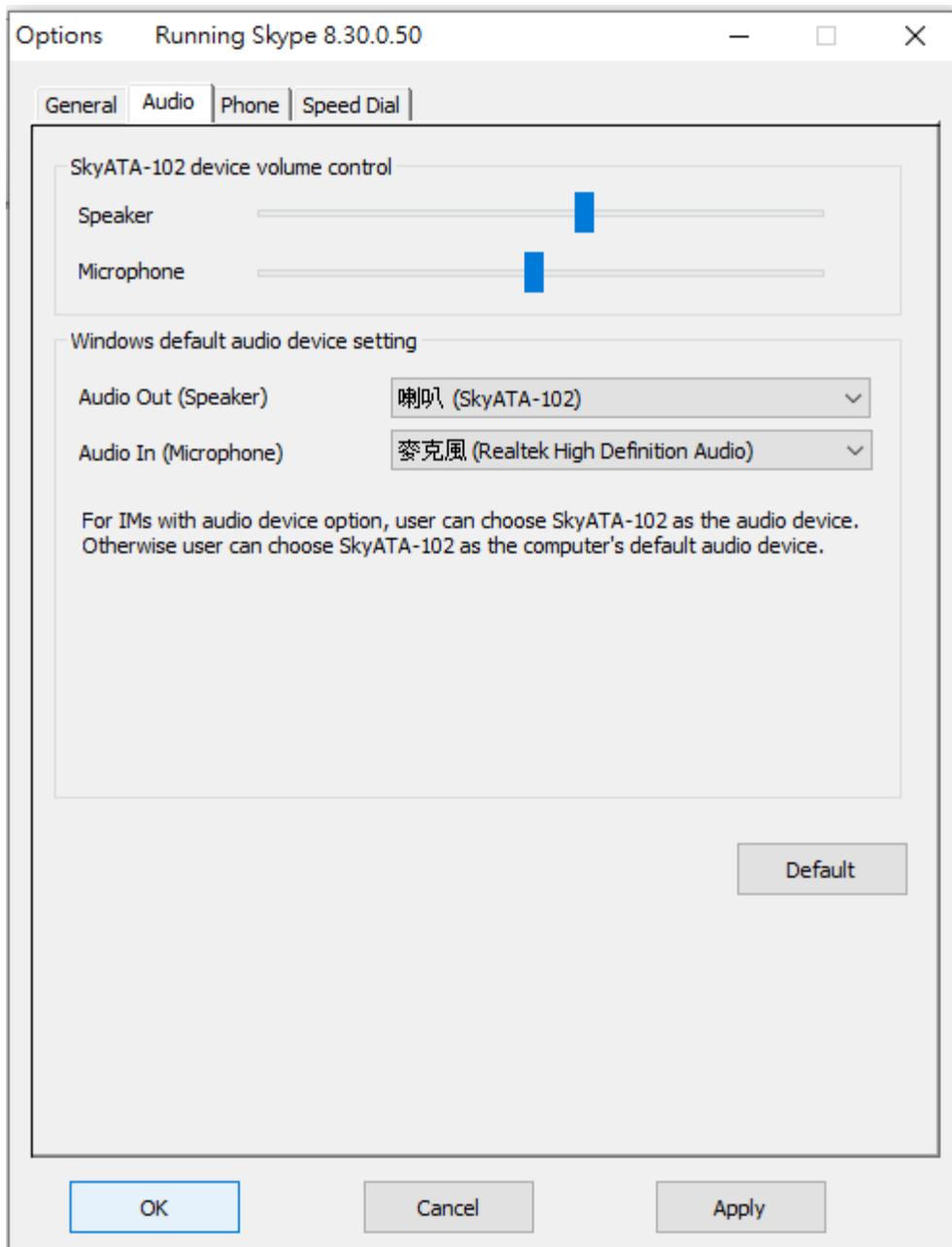
Enable this setting and fill in your assigned forward PBX extension number. Whenever there is a Skype incoming call, the call will be forwarded to the assigned extension directly.

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

### **4.3.3 Audio Setting Page**

In Audio setting page, user can change audio settings including SkyATA-102 device volume control and Windows default audio device setting.

.



### **SkyATA-102 device volume control**

User can individually adjust the speaker volume and the microphone volume of SkyATA-102.

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-102 volume from Sounds and Audio

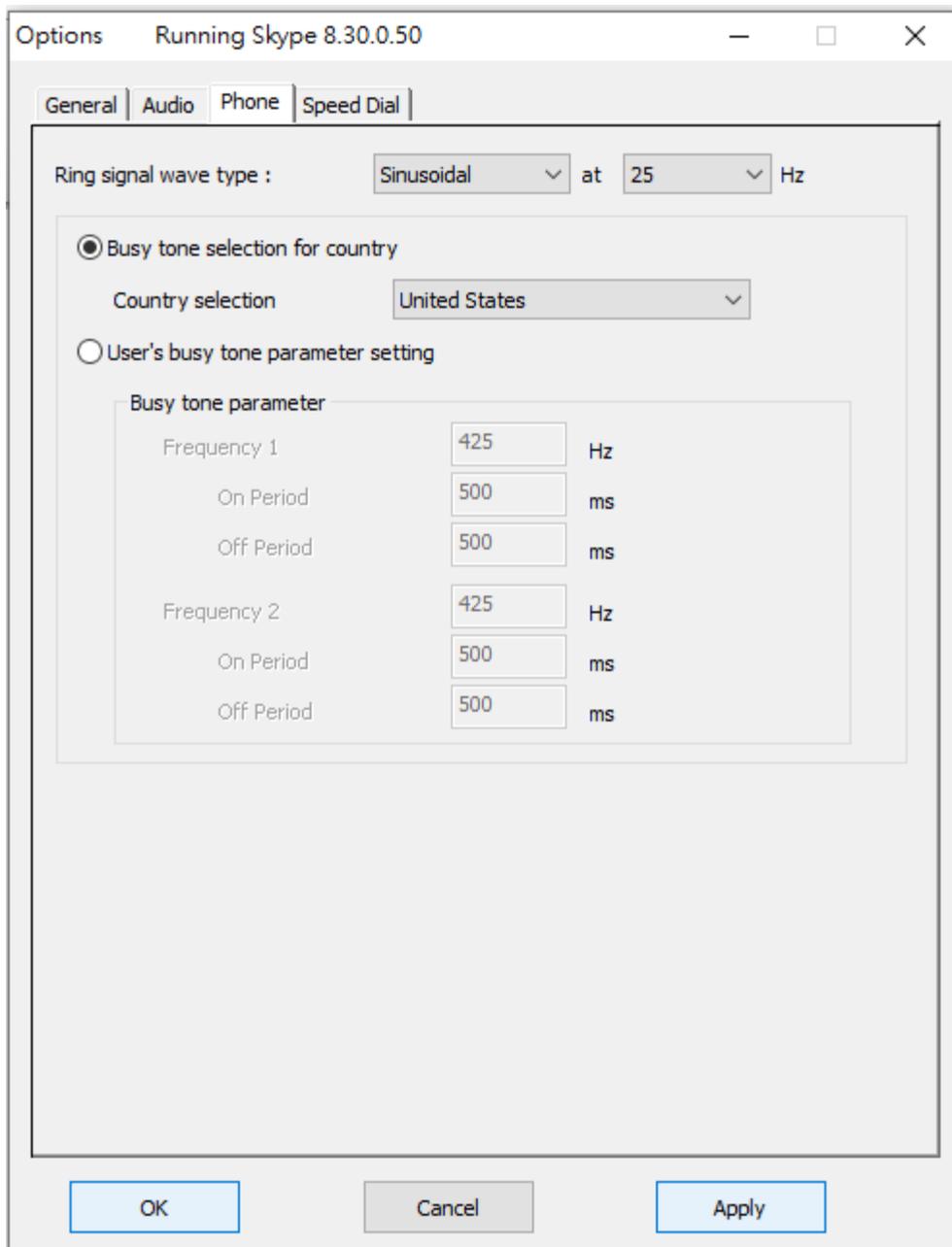
Devices in control panel, SkyATA-102 program will adjust the volume to its default value. If user attempts to change SkyATA-102's microphone volume from Sounds and Audio Devices in control panel and the volume exceeds SkyATA-102's default value, SkyATA-102 will adjust the volume to its maximum value.

#### **Windows default audio device setting**

When SkyATA-102 is selected as system default speaker, user can't listen to music as did before. User can select preferred speakers as system default speaker, then he/she can listen to music as did before. Please click OK or Apply to save setting.

### **4.3.4 Phone Setting Page**

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



### Ring signal wave type and frequency

Here supports Sinusoidal & Trapezoidal ring wave and four types of ring signal frequency, 20Hz, 25Hz, 30Hz & 50 Hz. User can choose a proper ring signal frequency according to your phone's ring frequency.

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

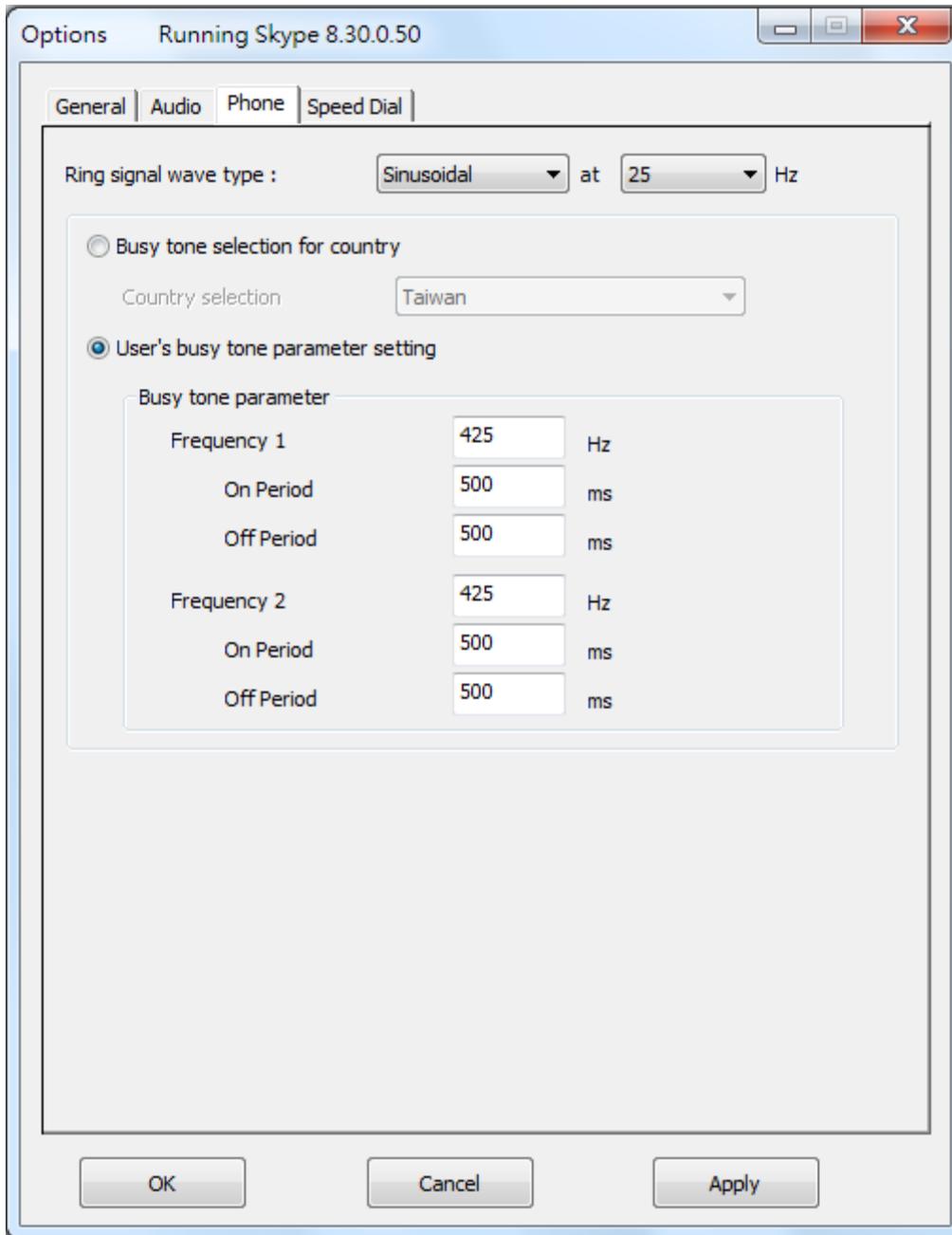
20 to 50Hz.

The default setting is 20Hz.

### **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-102 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, then click OK. The parameter will be saved and active. The default Busy tone selection for country is decided by the "Select Setup Language" selection when SkyATA-102 is installed. For example, when user selects English, the default country will be United States. SkyATA-102 supports busy tone for most countries now.

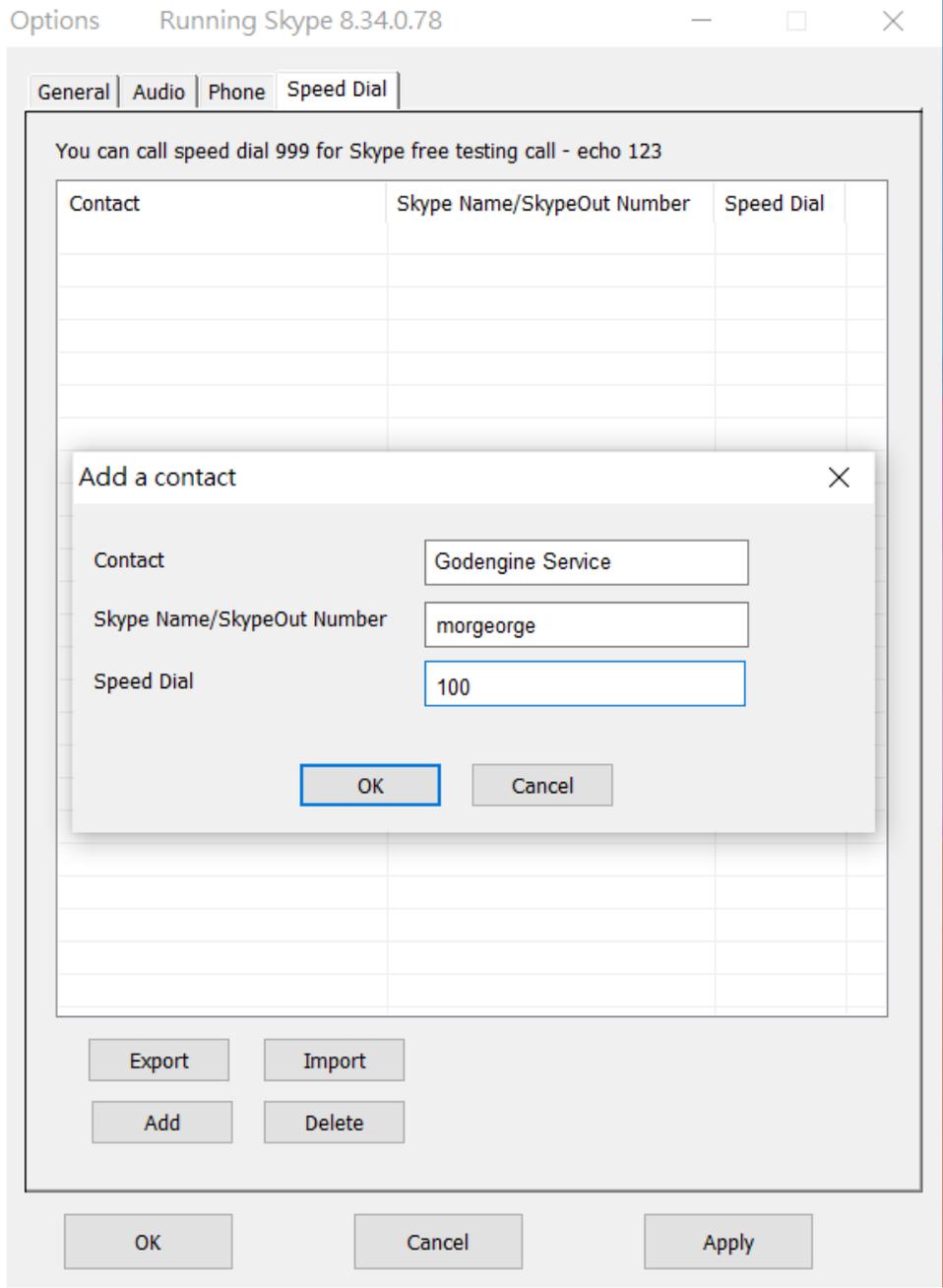


## 4.3.5 Speed Dial Setting Page

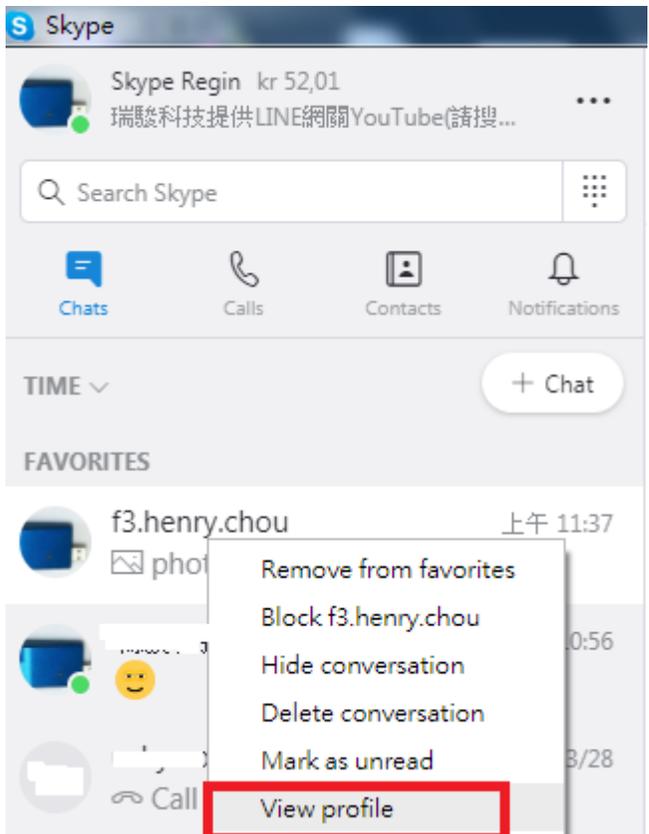
Skype 8.x doesn't have any developer API to get Skype contacts information and our software can't establish Skype contacts for users now.

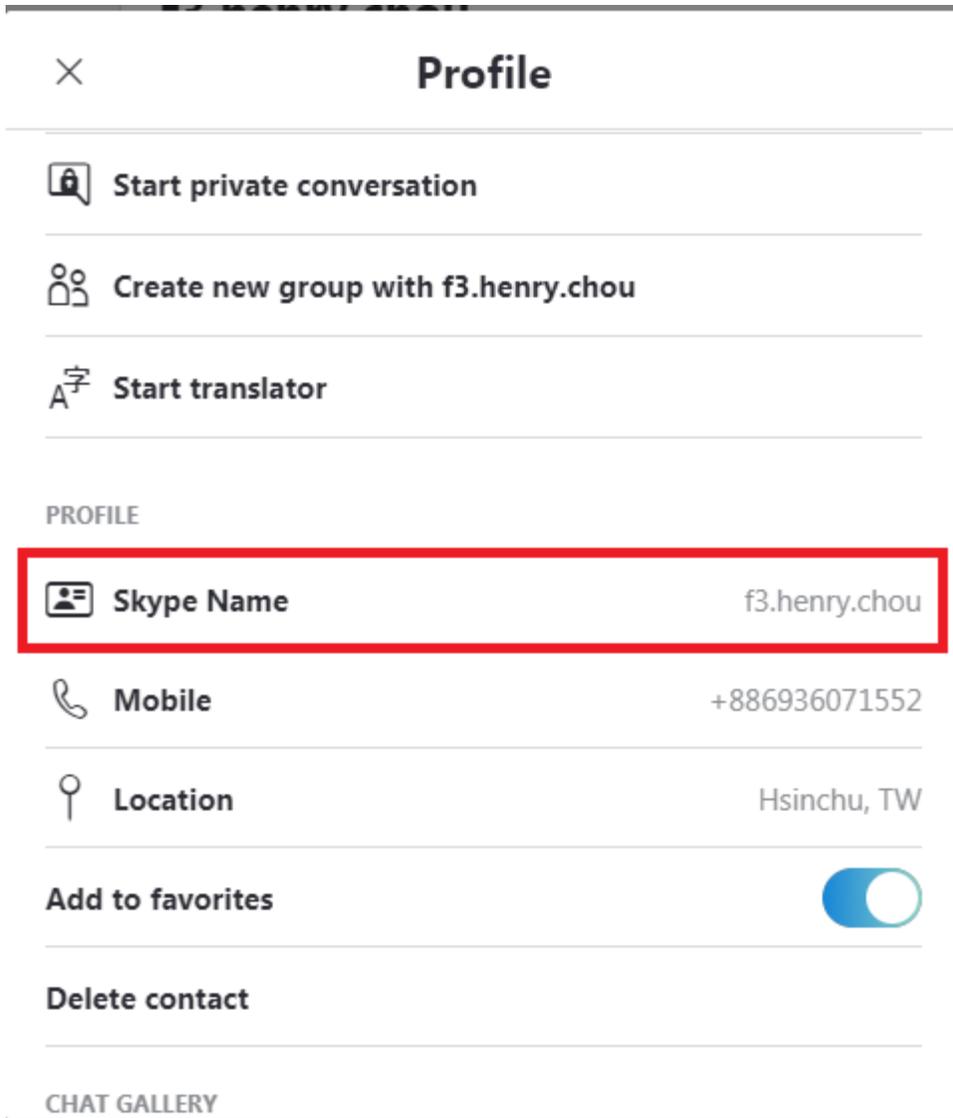
Skype doesn't support speed dial function for version 4.0 and later. User can use SkyATA-102 Speed Dial page to set speed dial for any Skype user or SkypeOut

number. There are up to 5 digits for speed dial setting. User needs to upgrade SkyATA-102 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", "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-102 for application.





## 4.4 Make a Skype/landline Call

### Default Operation mode: Landline

1. Pick up the phone receiver and user can find SkyATA-102 green color LED solid-on. After hearing a familiar landline dial tone, user can make a regular landline call just as user did in the past.
2. User can press “#” key from phone keypad and find SkyATA-102 blue color LED solid-on and then a Skype dial tone comes up. Dial the speed dial number of the Skype contact or SkypeOut number and wait for 3 seconds for the call to be dialed out. Or, to make an immediate call by adding “#” key after the speed dial

number or SkypeOut number.

3. Use the Skype window interface to make a Skype 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.
4. User will hear a busy tone until phone is on-hook if the Skype contact is Offline, rejects to take user's call or hangs up before user does. The busy tone will be generated when user's Skype status is Offline and phone is picked up or user dials a wrong speed dial number.

#### **Default Operation mode: Skype**

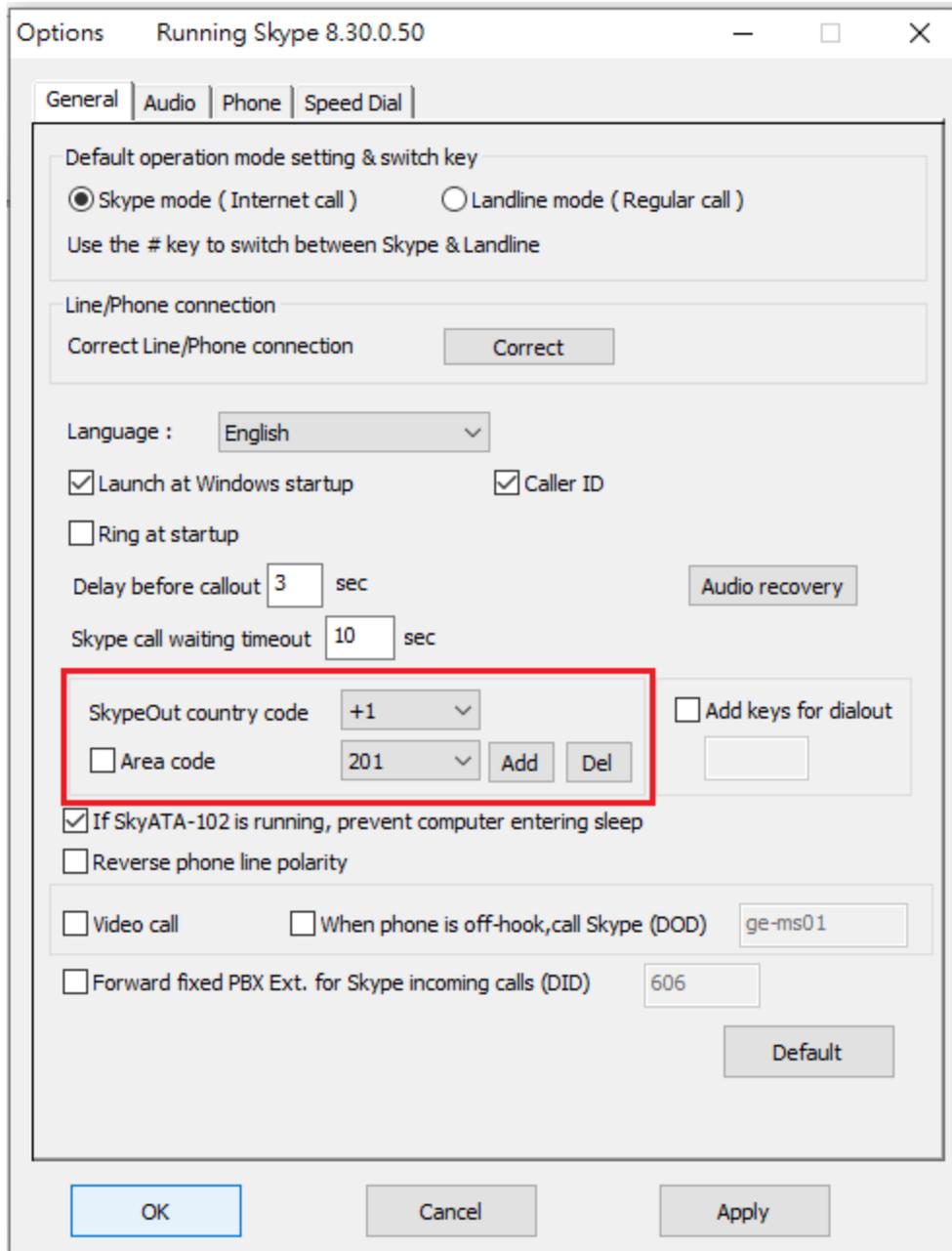
1. Pick up the phone receiver and user can find blue color LED solid-on. Refer above steps 2~3 in default Landline operation mode procedures to make a Skype call.
2. User will hear a busy tone until phone is on-hook if the Skype contact is Offline, rejects to take user's call or hangs up before user does. The busy tone will be generated when user's status is Offline and phone is picked up or user dials a wrong speed dial number.
3. If user needs to make a landline call, user can press “#” key from phone keypad to switch to Landline mode. Then SkyATA-102 green LED is solid-on and a familiar landline dial tone comes up. User can make a regular landline call just as user did in the past.

## **4.5 Make a SkypeOut Call**

1. User needs to subscribe for SkypeOut credits before making a SkypeOut call. Subscription can be made on Skype web site <https://www.skype.com/>. When the on-line subscription has been completed, user should be able to find own SkypeOut credits from the Skype window. User can start to use SkypeOut service. User can call domestic landline numbers 、 mobile phone numbers or international calls via SkypeOut service. The rate is much cheaper than the telecomm carrier rate.
2. Set a Speed-Dial number for the SkypeOut contact. User can refer

[4.3.5 Speed dial Setting Page](#) of this manual. Pick up the phone receiver, wait for a dial tone and dial the speed dial number of the Skype contact. Wait for 3 seconds for the call to be dialed out. Or make an immediate call by adding “#” key after the speed dial number.

3. 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.
4. Another method to make the call is to dial the number directly from the phone keypad without the effort of making SkypeOut contacts. SkypeOut call number format is 00 or “+” key + country code + local landline/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 SkyBox S1 system tray icon. SkyATA-102 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-102 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 continuous digits of the SkypeOut number can't exceed call delay time 3 seconds, or an incomplete number will be dialed out.



5. User will hear a busy tone if the SkypeOut contact doesn't answer the call. Please refer to [4.4 Make a Skype/ landline call](#) of this manual for more information about busy tone.
6. User can't reach contact's office extension through SkypeOut by adding "\*"key between office number and extension number. User needs to make a SkypeOut call to a contact's office number first and dial extension number through phone keypad or Skype keypad.

## 4.6 Answer a Call

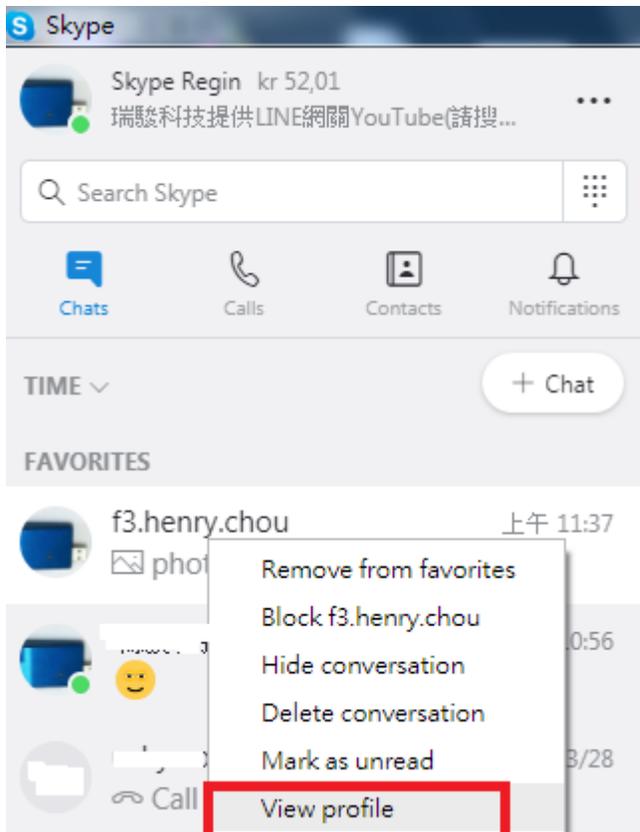
1. Pick up the phone receiver when the phone rings.
2. Use the Skype window interface to answer a Skype call. When there is an incoming Skype/SkypeIn™ call, click the Call/Answer button at the bottom of the Skype window with the mouse or keyboard. Pick up the phone receiver and proceed with the call.
3. User will hear a busy tone if the caller hangs up the call before user does.

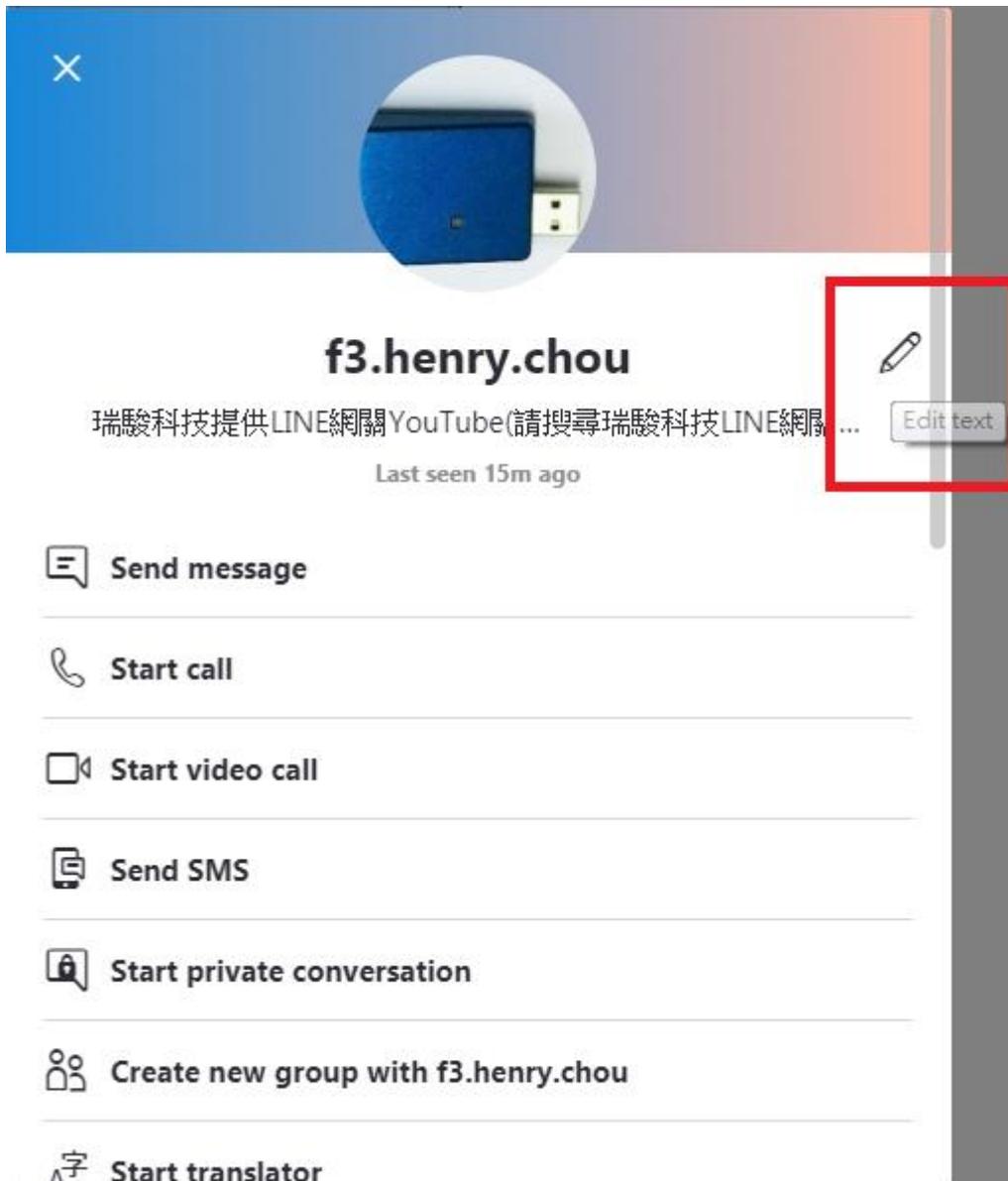
## 4.7 End a Call

User can hang up the phone to end a landline or Skype call or click Skype Hang Up/Reject button to end a Skype call.

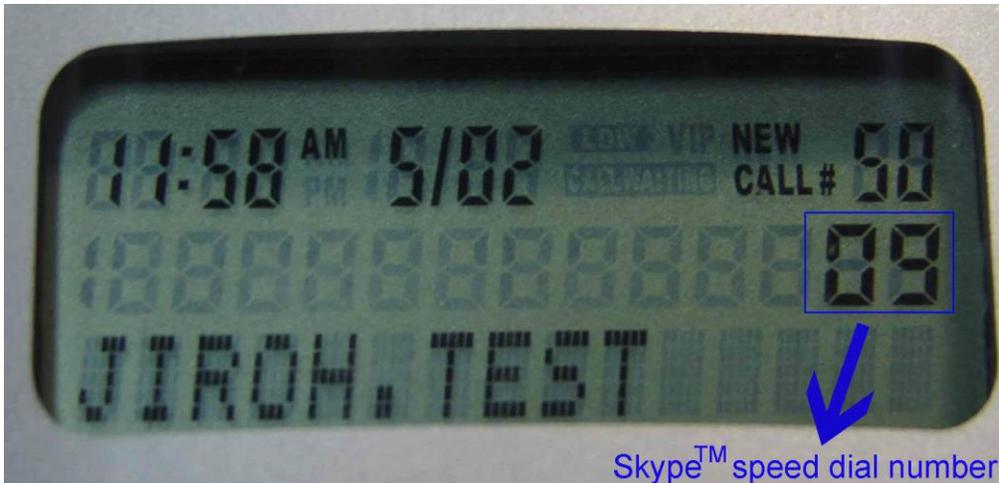
## 4.8 Skype Caller ID

Skype 8.x doesn't support any developer's API, so SkyATA-102 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".



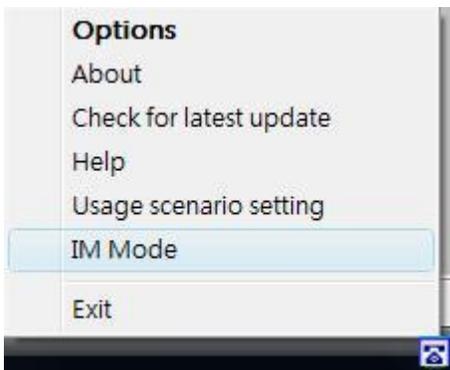


SkyATA-102 can support Type I FSK Caller ID for Skype call. If SkyATA-102 is connected to one phone with FSK Caller ID support, then user can see the caller's Skype display name from phone screen when there is a Skype incoming call and the phone is still on-hook. As below figure, SkyATA-102 program can 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-102 connecting PC. Display time is decided by the phone's available time display format.



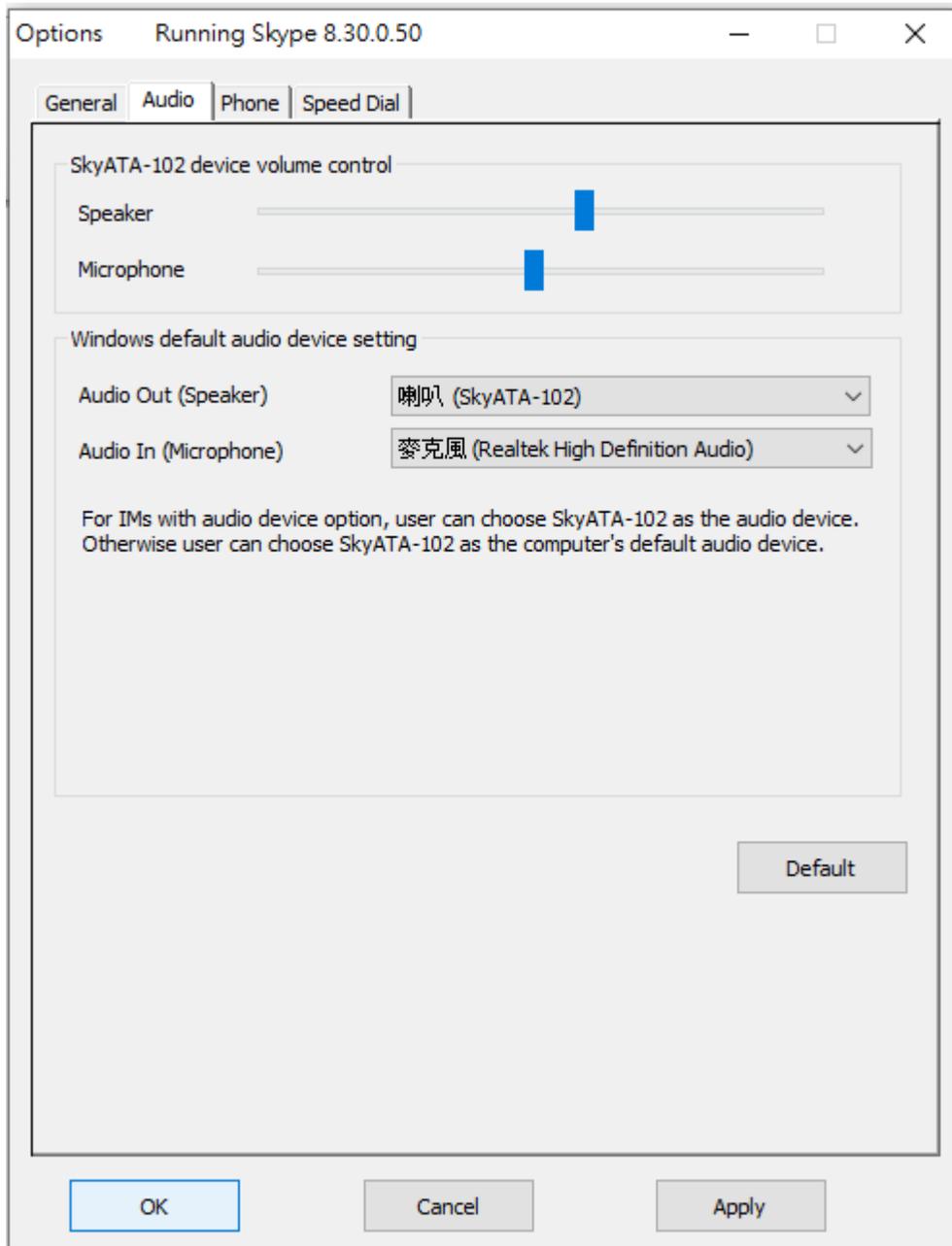
## 4.9 Other IM Mode

User can use SkyATA-102 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-102 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-102 as the audio device from IM's audio device setting when SkyATA-102 is connected to a PC. After making/receiving a call from IM GUI, user can pick up the phone connected with SkyATA-102 for conversation. For IMs without audio device setting GUI, user can set PC default audio device as SkyBox

S1. 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-102 system tray icon as below figure. After SkyATA-102 is chosen as Windows default audio device for Audio Out and In, please click OK or Apply.



### Call operation for IM Mode

At different SkyATA-102 default operation mode, call operation will be different when SkyATA-102 is set at IM Mode.

When SkyATA-102 is set at IM Mode and the default operation mode is Skype (blue LED on), user can pick up the ringing phone to answer the incoming landline call. To make landline calls, user can press “#” key from phone keypad to switch to Landline mode. User can make landline calls just as did before after hearing the familiar landline dial tone. User can make or receive IM calls from IM GUI and pick up phone for an IM talk.

If the default operation mode is Landline (green LED on), user just picks up phone and makes regular landline calls. When there is a landline incoming call, user just picks up the ringing phone to answer the call. If user wants to make or receive an IM call, user needs to press “ # “ key after picking up the phone. Then make or receive IM calls from IM GUI and talk to IM contacts via the phone.

### **How to answer the interrupt landline call**

When SkyATA-102 is set at IM Mode and the default operation mode is Skype (blue LED on), user can pick up phone to talk to the contact after making or answering an IM call from PC. If the default operation mode is Landline (green LED on), user needs to press “#” key to switch to Skype mode and make or answer an IM call from PC. During an on-going IM call, SkyATA-102 will pop out one message to remind user to pick up the interrupt landline call by pressing \*1 phone keys once there is an interrupt landline incoming call. Then user can switch both calls via \*1 keys. User can press \* key to disconnect the current landline call and SkyATA-102 will switch user to the holding IM call. To hang up an on-going IM call, user needs to disconnect the IM call through IM GUI and press \*1 keys to switch to the holding landline call.

**Note: If the holding landline callee disconnects the call when user is on the IM call, SkyATA-102 won't send out any reminder and the landline can't take any new call. User can press “\*1” 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.**

### **How to answer the interrupt IM call**

When SkyATA-102 is set at IM Mode and there is an on-going landline call, SkyATA-102 won't pop out any message to remind user. User can pick up the interrupt IM call by pressing \*1 keys. Then user can switch both calls via \*1 keys. User can press \* key to disconnect current landline and be switched to the holding IM call. To hang up an on-going IM call, user needs to disconnect the IM call through IM GUI and press \*1 keys to switch to the holding landline 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.

**Note: If the holding landline callee disconnects the call when user is on the IM call, SkyATA-102 won't send out any reminder and the landline can't take any new call. User can press “\*1” 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.**

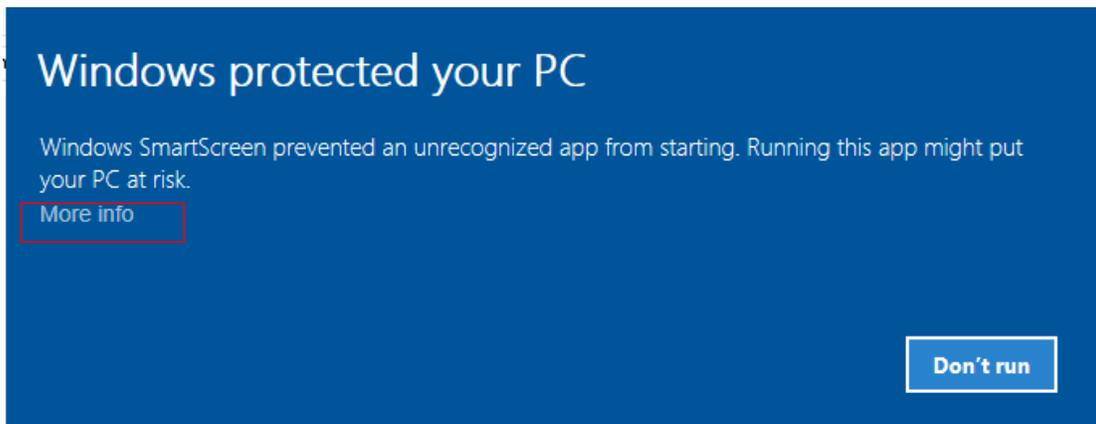
## 5. FAQs

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

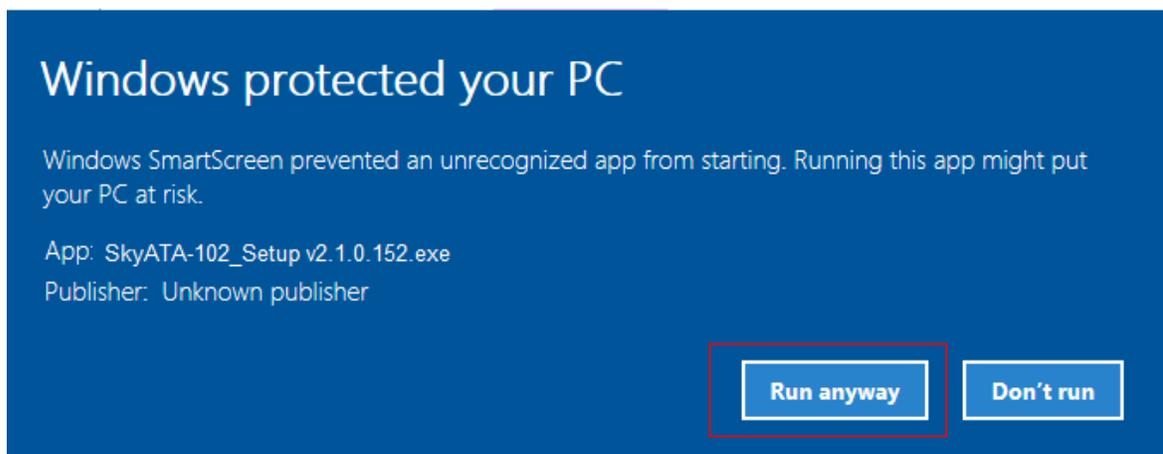
### **Q1: Why SkyATA-102 setup program cannot be installing successfully? Or get Windows SmartScreen program warning of “ Don’t run”?**

**A:** Below are two possible cases why SkyATA-102 can't be installed.

- a. SkyATA-102 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.

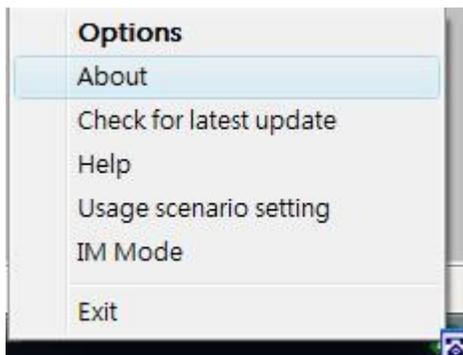


Then you will get UAC(User Access Control) window to warn you "Do you want to allow this APP from an unknown publisher to make changes to your device?"

Please click “Yes” to continue installation. Then just follow on-screen instruction for installation.

**Q2: How to get the latest SkyATA-102 software?**

**A:** SkyATA-102 supports online upgrade after software version 2.1.0.137. If user installs SkyATA-102 version 2.1.0.137 or later, user will get upgrade reminder whenever there is a newer SkyATA-102 software release. User can make the decision whenever SkyATA-102 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-102 software and installs again. However, user can check and download the latest version from “Check for latest update” of SkyATA-102 tray icon at the right bottom corner of Windows desktop as below when SkyATA-102 is running. User can find current SkyBox S1 software version from “About” in below tray icon.



**Q3: How do I know that SkyATA-102 is successfully installed?**

**A:** The easy way is to check below items.

- a. Check whether SkyATA-102 system tray icon at the right-bottom corner of Windows desktop presents either  or  and system tray icon shows SkyATA-102 when mouse cursor is put on SkyATA-102 system tray icon.
- b. Hear the different Skype dial tone when you pick up the phone receiver and SkyATA-102 LED is solid blue if the default operation mode of Option dialogue in SkyATA-102 system tray icon is Skype. SkyATA-102 LED will turn solid green if you press “#” key and will hear the familiar landline dial tone.

**Q4: Why SkyATA-102 can't work properly after SkyATA-102 is correctly installed in my computer USB port?**

**A:** SkyATA-102 is quite different with regular USB devices like USB keyboard or mouse. It needs 5V, 500mA power from the USB port. If SkyATA-102 can't work properly after this device is successfully installed, please unplug this device and plug into another USB port, or replace the USB cable with a new good quality one between this device and USB port or use USB hub with enough power supply to connect this device and computer USB port.

We found some computer's USB port is extended from motherboard through extension connector/cable and sometimes the connector/cable is at bad quality, it will cause SkyATA-102 to malfunction. For this case, we recommend you to re-plug SkyATA-102 into another USB port or use one USB hub with enough power to connect computer USB port and SkyATA-102.

**Q5: Why does SkyATA-102 system tray icon at the right-bottom corner of Windows desktop show Hardware Error ?**

- A:** a. SkyATA-102 might not plug in the computer USB port properly. Please unplug SkyATA-102 and make sure to plug SkyATA-102 into the computer USB port properly.
- b. The phone receiver is picked up before SkyATA-102 finishes initialization. Please make sure phone is on-hook before SkyATA-102 initialization completes.

**Q6: Why does SkyATA-102 system tray icon at the right-bottom corner of Windows desktop show Skype unavailable ?**

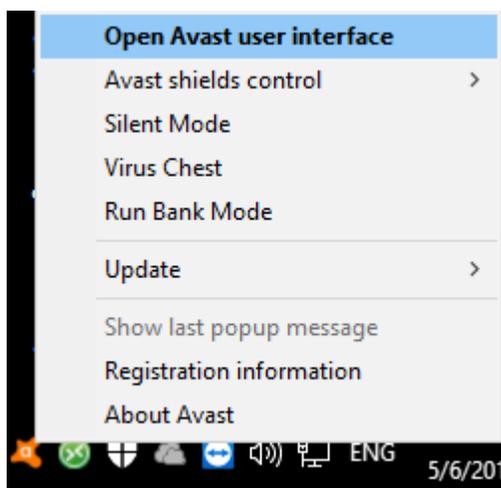
- A:** Please make sure Skype is launched and on-line. User can re-launch Skype and refer to the following possible cases.
- a. Under Skype 8.x, SkyATA-102 just supports Traditional Chinese, Simplified Chinese and English Skype GUI now. If the setting of Skype Language is not belonged to above three settings, then SkyATA-102 might have the problem to access Skype GUI and show .

- b. Skype might be run with administrator privileges, but SkyATA-102 is run with common user privileges at default. It creates a conflict. User can end Skype and wait for SkyATA-102 to invoke Skype and it should work. Besides, If Skype is running at compatible mode, it will create a conflict with SkyATA-102. Please don't run Skype at compatible mode.
- c. SkyATA-102 program is launched, but Skype is not active due to no internet access.
- d. User changes Skype status to Offline. Skype status needs to be changed to Online for normal operation.

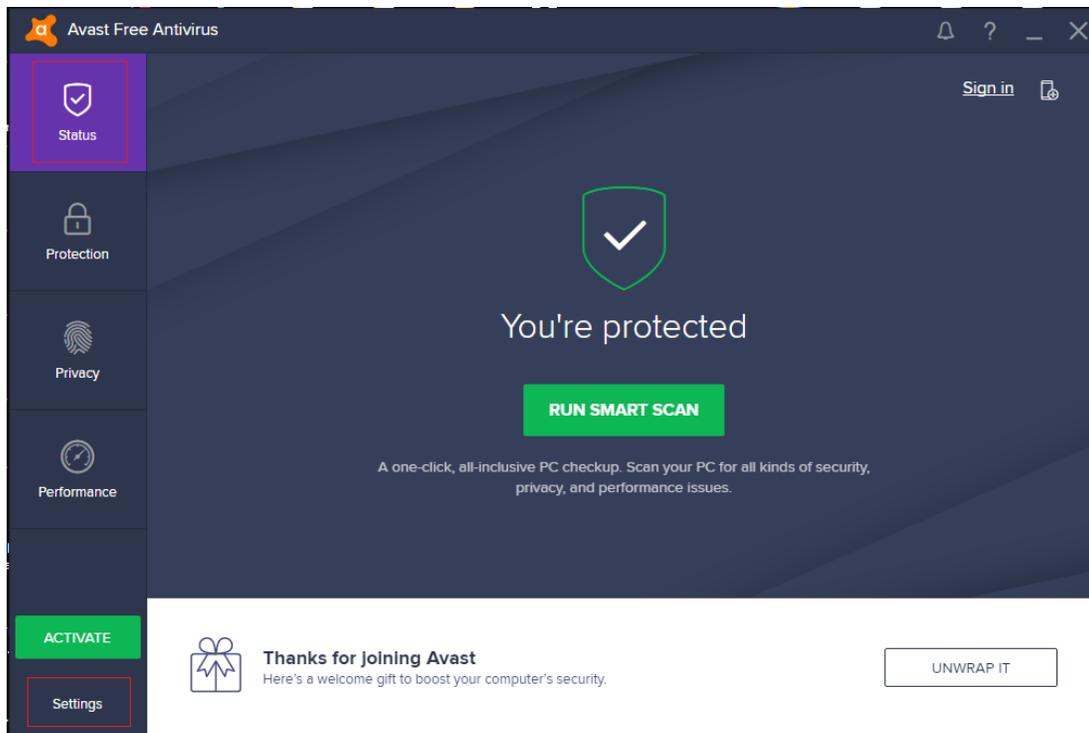
**Q7: Why I don't set Skype auto upgrade, but my Skype was upgraded after PC start?**

**A:** Under Skype 8.x, SkyATA-102 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. 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.

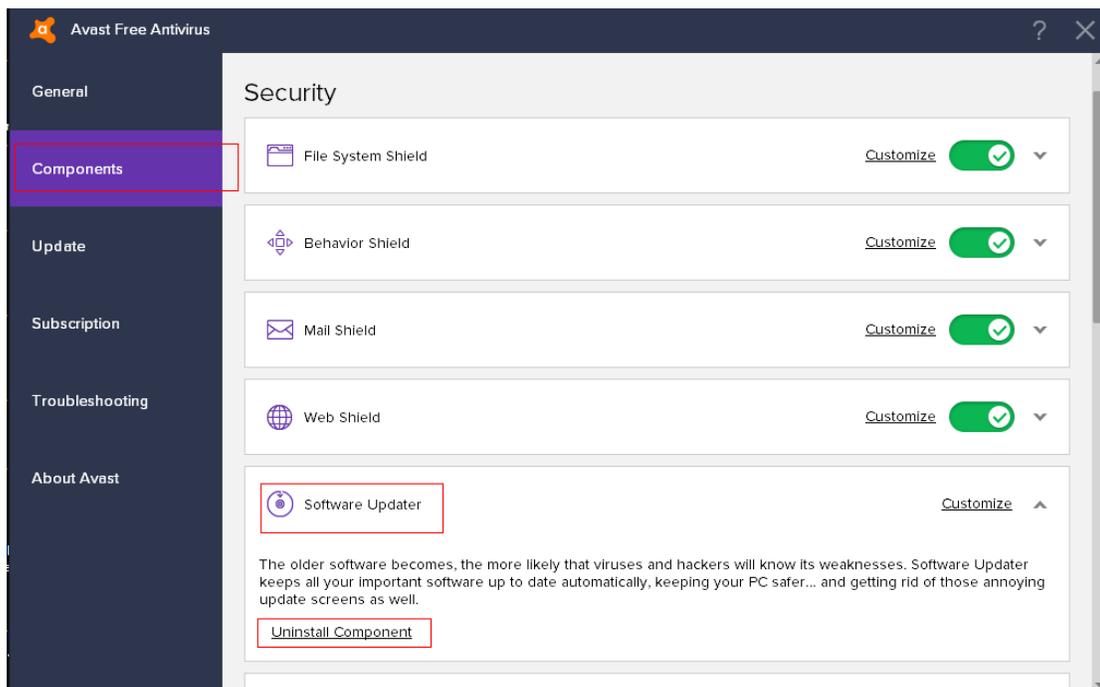
Step1: Right-click Avast tray icon at Windows desktop right-bottom corner and choose "Open Avast user interface".



Step2: Press "Settings" as below

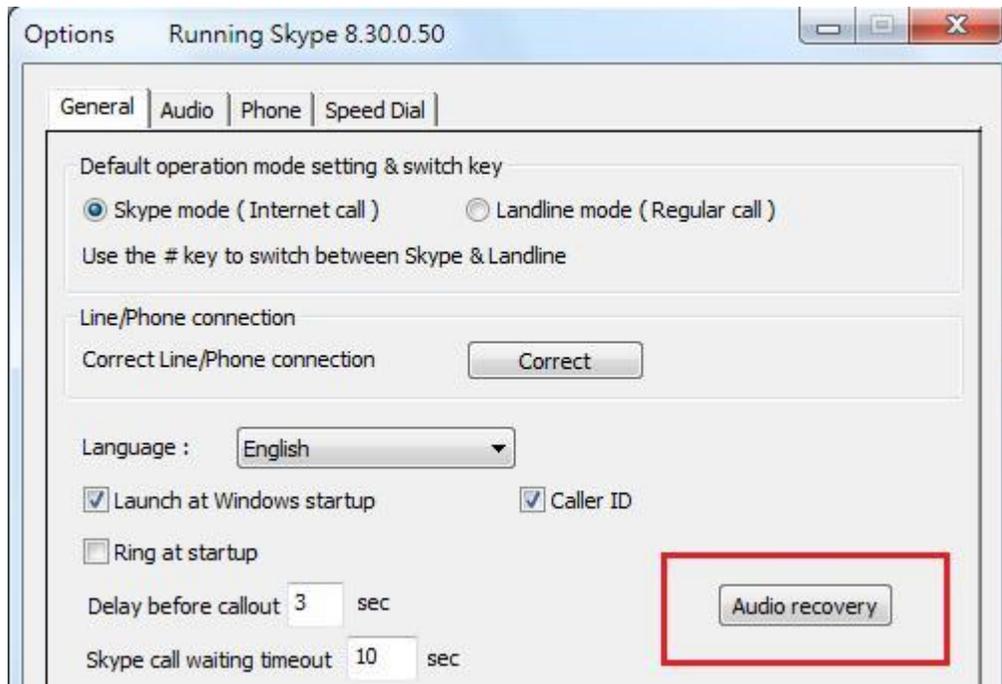


Step 3: Press "Components" in the left site and "Uninstall Component" to uninstall software updater. If "Uninstall Component" is not seen, please press "Software Updater" to find it. Remember to save the change before your leave.



**Q8: Why SkyATA-102 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-102 system tray "Option".



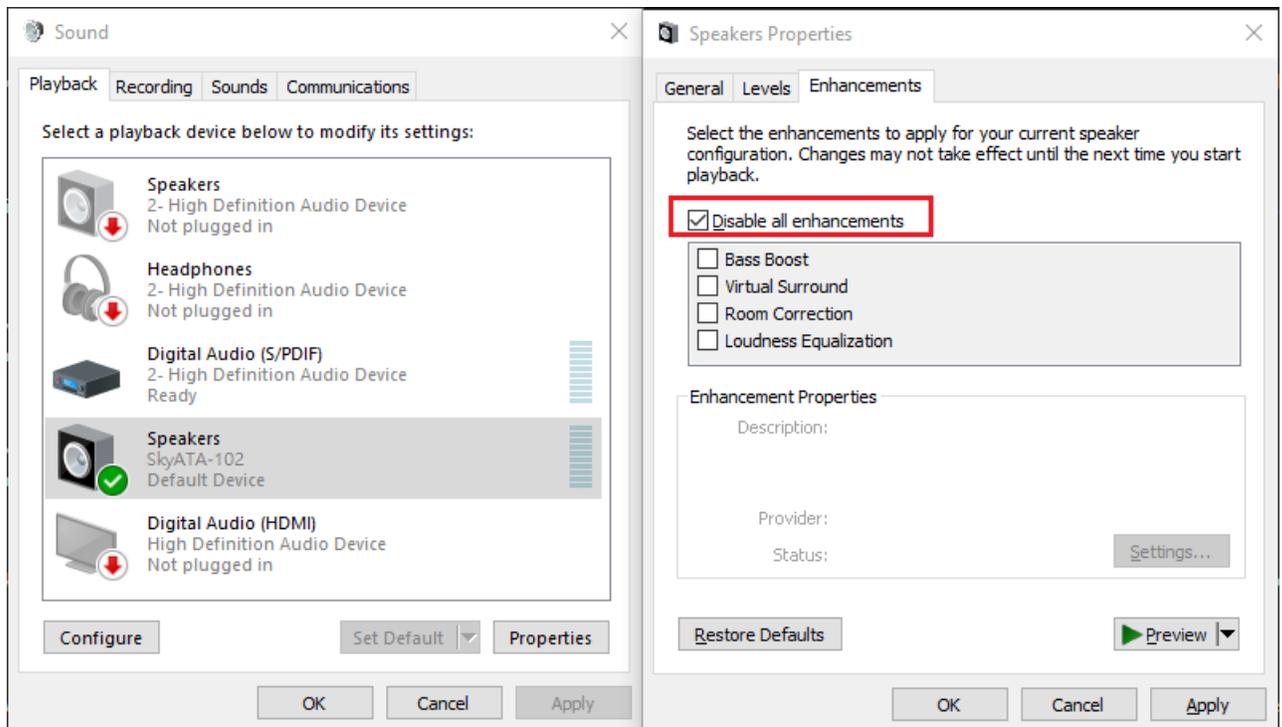
**Q9: Why doesn't the phone ring when there is an incoming call?**

- A:**
- a. Please make sure your phone ring setting is on.
  - b. Please check whether SkyATA-102 is successfully installed or not as description 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?**

**A:** Choose SkyATA-102 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 Win8, Win 8.1 and Win 10! There is no such problem for Win 7.

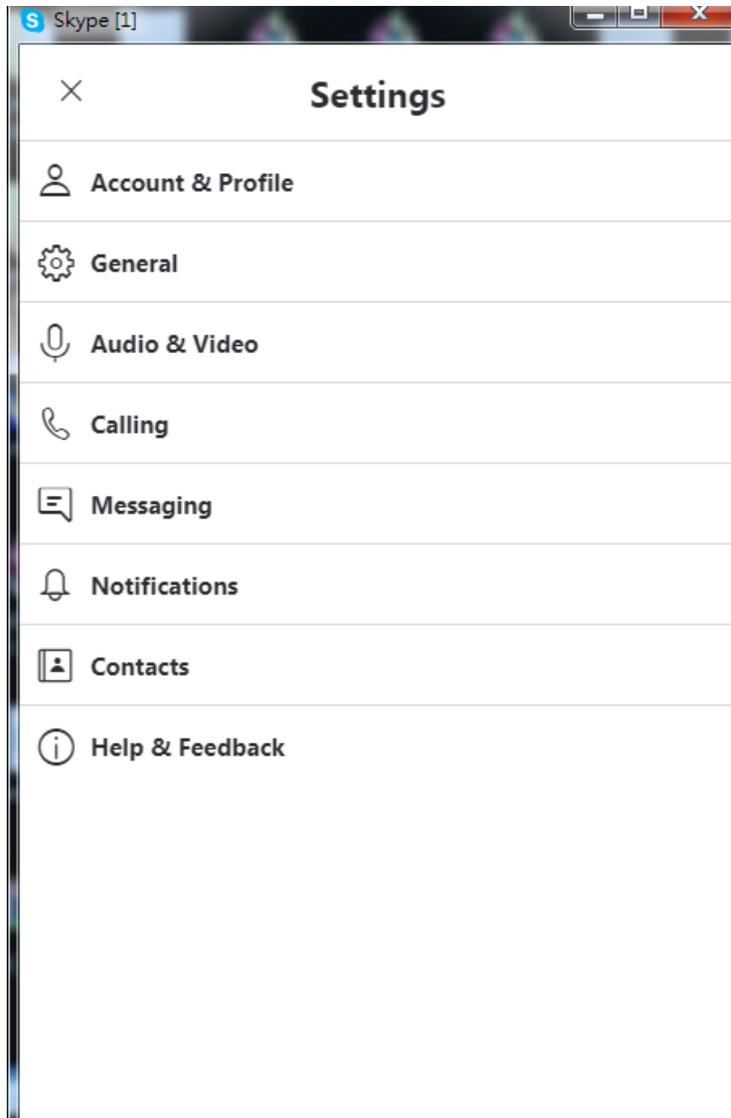


**Q11: Why sometimes SkyATA-102 connecting phone doesn't ring when there are Skype incoming calls?**

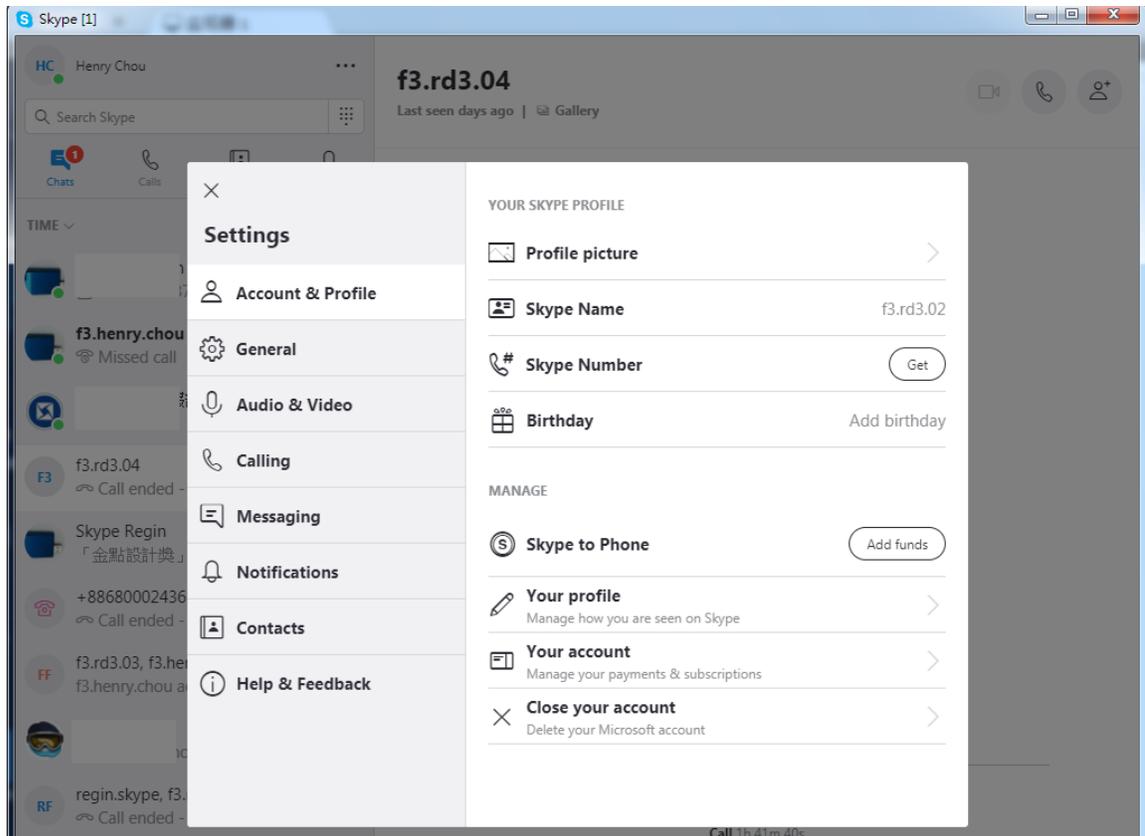
**A:** There is no developer's API support for Skype 8.x. If user reduces Skype main window size and keeps at Setting or Help and feedback page as figure (1) or keeps normal Skype window size but stays at Setting or Help and feedback page as figure (2), it will cause SkyATA-102 has problem to detect 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-102 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.

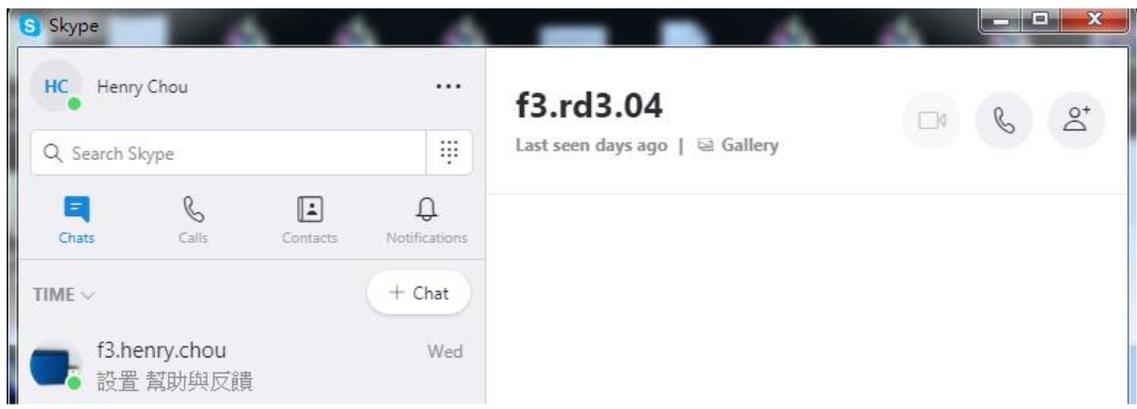
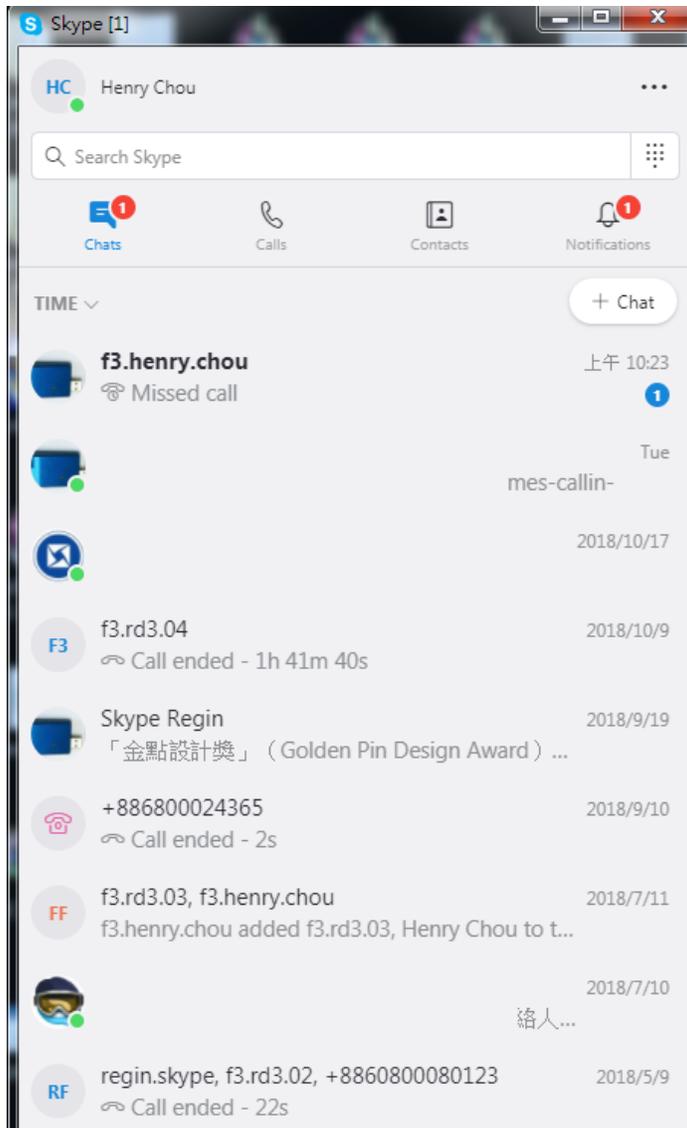


Figure(1)



Figure(2)

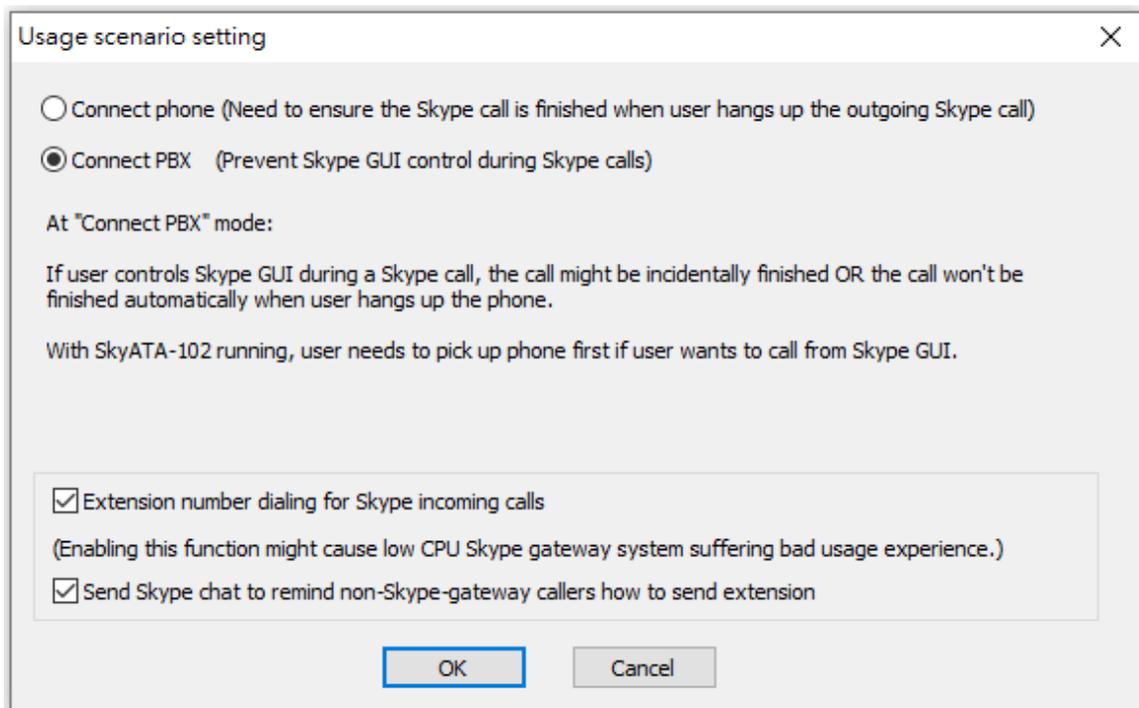
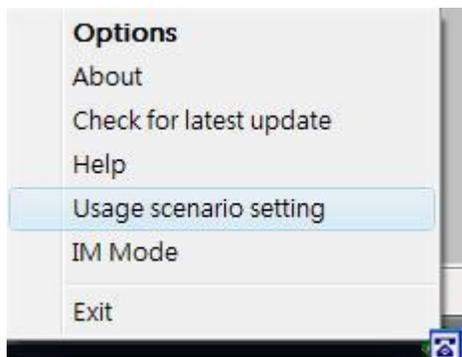
User can keep Skype main window at Windows desktop as below to prevent above phone ring problem.



**Q12: Why sometimes SkyATA-102 connecting PBX trunk line be dead-lock?**

**A:** There is no developer's API support for Skype 8.x. For SkyATA-102 PBX

application, user needs to ensure “Usage scenario setting” is set at “Connect PBX” from SkyATA-102 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.

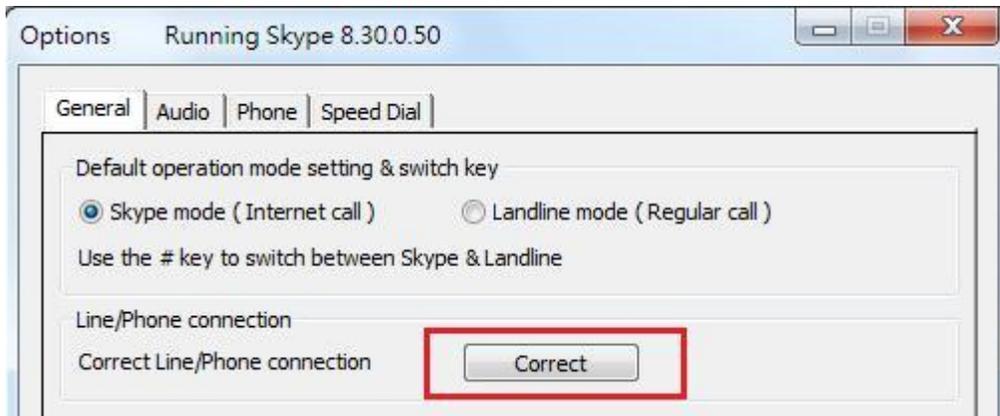


**Q13: Why can't I hear dial-tone when I pick up the handset?**

**A:**

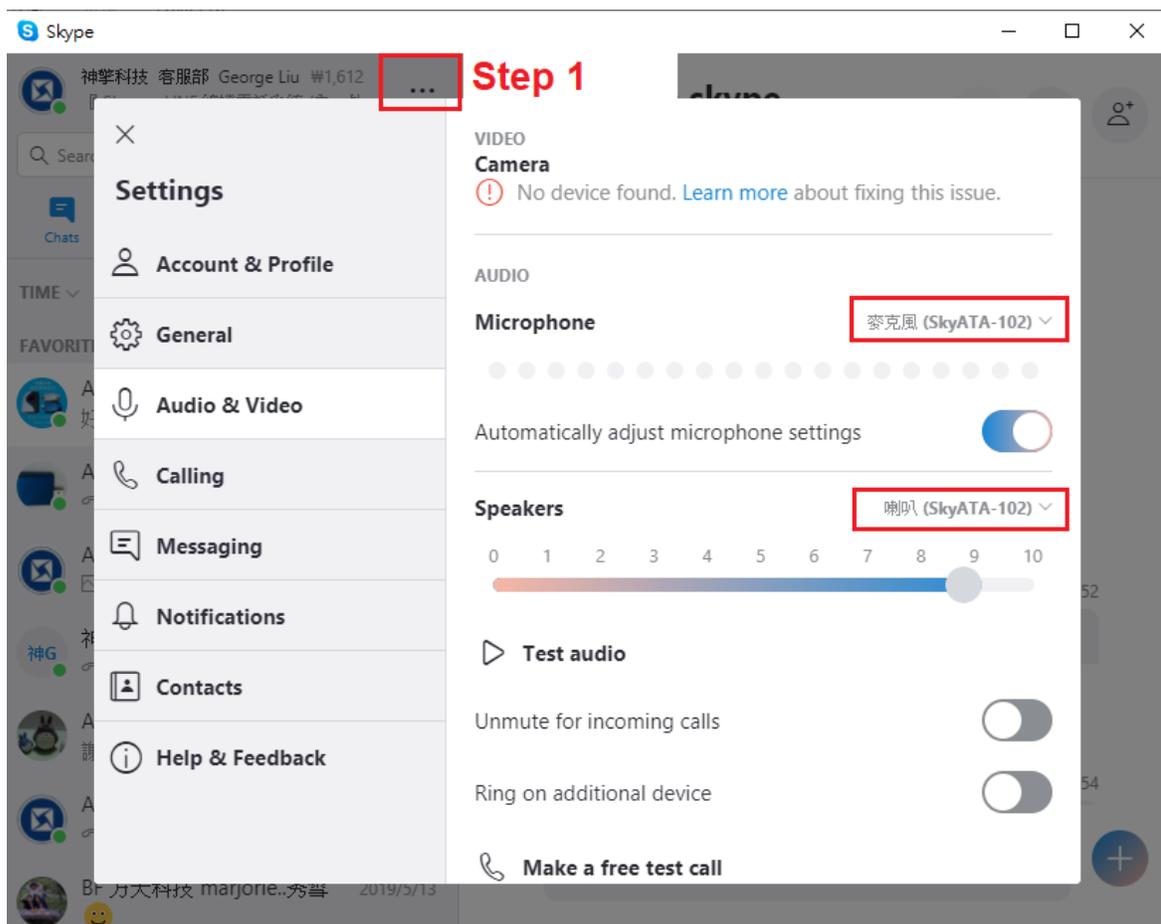
- a. If the default operation mode of Option dialogue in SkyATA-102 system tray icon at the right-bottom corner of Windows desktop is Skype, user can press “#” key to switch to Landline mode and check whether there is familiar landline dial tone or not.
- b. Please make sure whether SkyATA-102 is successfully installed or not as description in FAQ 3.
- c. Please make sure SkyATA-102 is the speaker and microphone for Skype audio devices. Please refer FAQ 14 for details.
- d. Please check whether your computer has entered into power saving mode or not. After user’s computer with SkyATA-102 enters power saving mode and SkyATA-102 doesn’t connect with landline, then user won’t hear any dial tone if user’s SkyATA-102 supports Skype mode only. If user’s SkyATA-102 supports both Skype and Landline modes, user will only hear landline dial tone and there is no Skype dial tone even user presses “#” key to switch to Skype mode. User needs to make PC wake up from power saving mode and SkyATA-102 will re-initialize before normal operation. Please remember to make sure phone is on-hook when SkyATA-102 is initializing.
- e. User might have an incorrect feedback to SkyATA-102 software when there is one "Hear any phone-ring" pop out window as below. User can click "Correct" button in the Option page of SkyATA-102 system tray icon and give SkyATA-102 software correct responses and it should work.





**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-102 has been chosen as the Skype Microphone and Speakers.

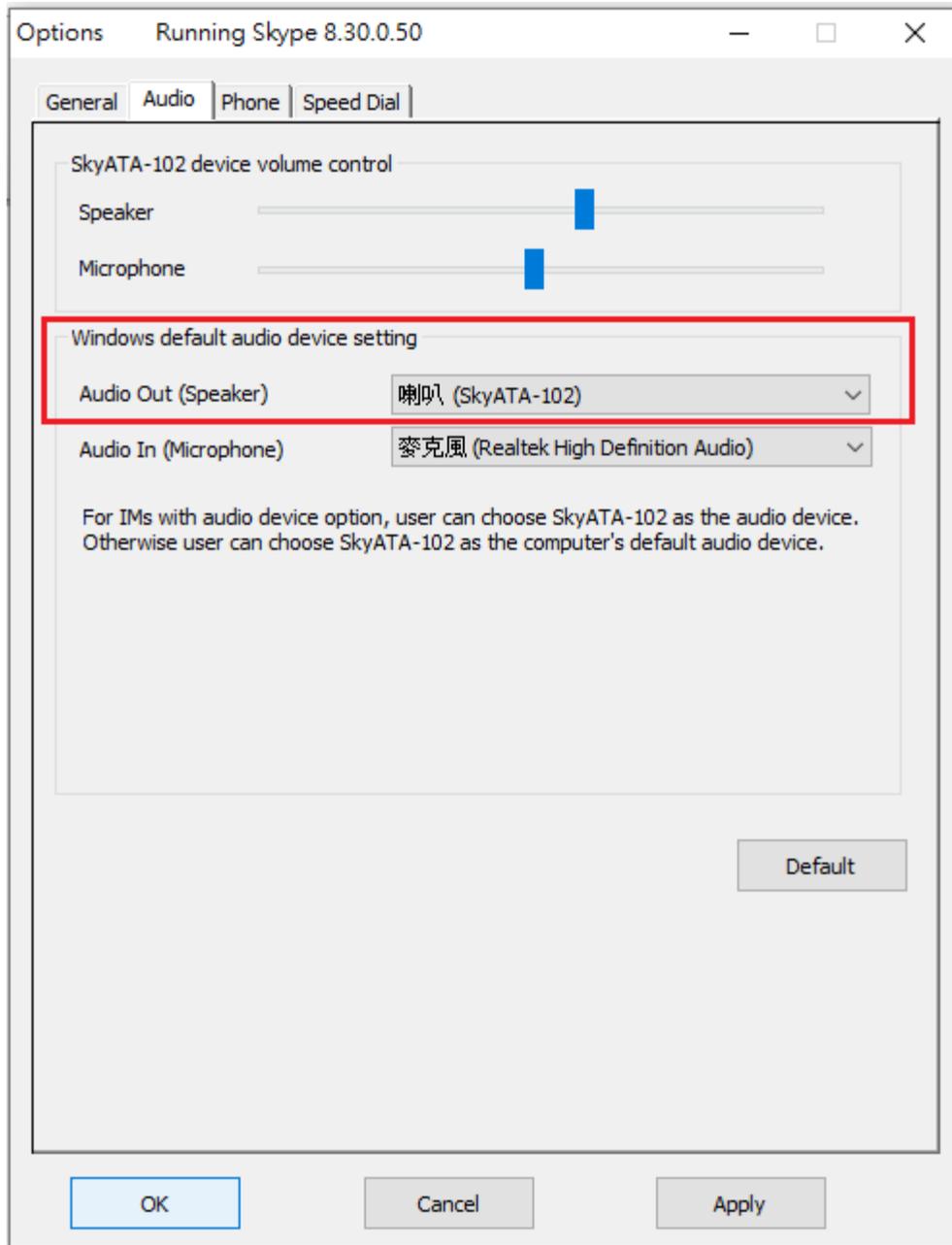


**Q15: How can I dial "+" sign when making a SkypeOut call?**

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

**Q16: After I connected SkyATA-102 with my computer, I couldn't hear music from the original sound device?**

- A:**
- 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.
  - b. As below figure, you can choose your preferred speakers for Audio Out of Windows default audio device setting to play music.



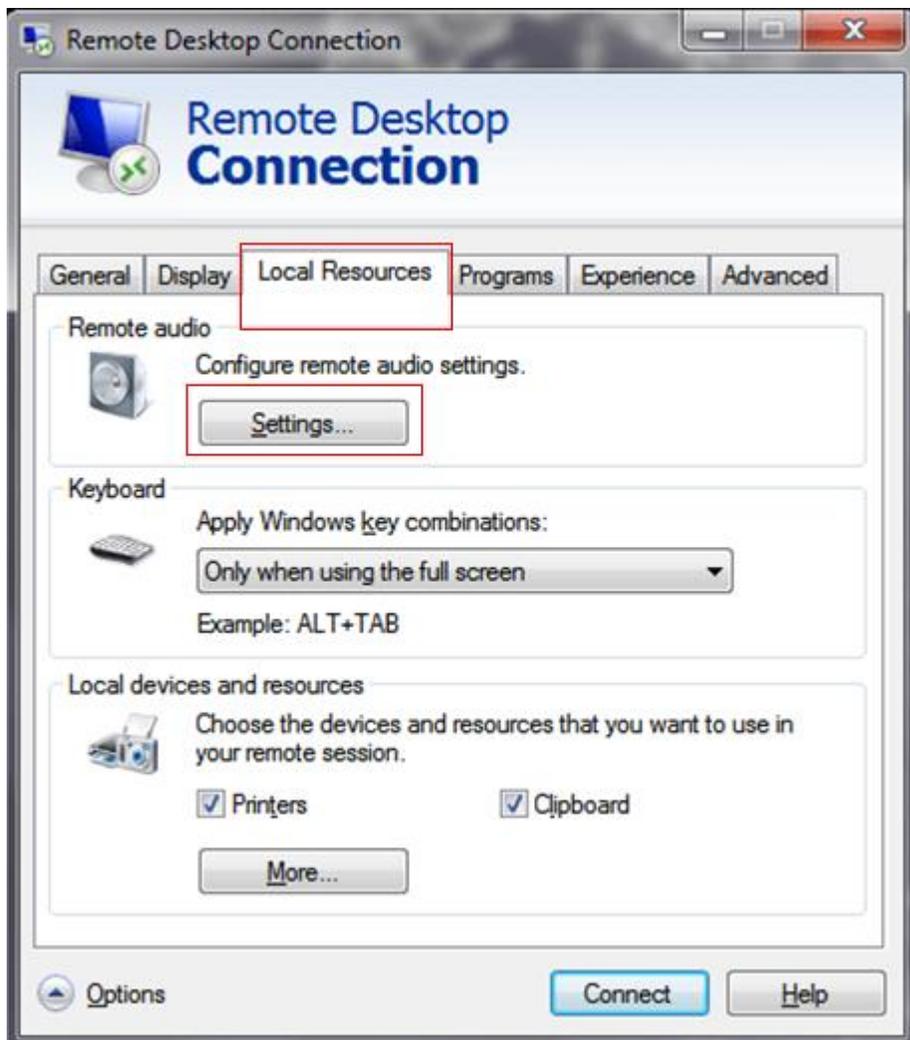
**Q17: Why can't I use previous Skype audio devices after SkyATA-102 is installed?**

**A:** After SkyATA-102 is installed, Skype sound device will be set as SkyATA-102 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-102 if other Skype USB audio device is adopted first and then user wants to use SkyATA-102.

**Q18: Why SkyATA-102 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-102 via Windows remote desktop connection, the default setting might leave SkyATA-102 under the control of the remote connecting machine and cause Skype audio setting error in SkyATA-102. Before connecting the PC with SkyATA-102 via Windows remote desktop connection, user needs to make sure SkyATA-102 won't be used by the remote machine by following the setting steps circled in red as below figures.

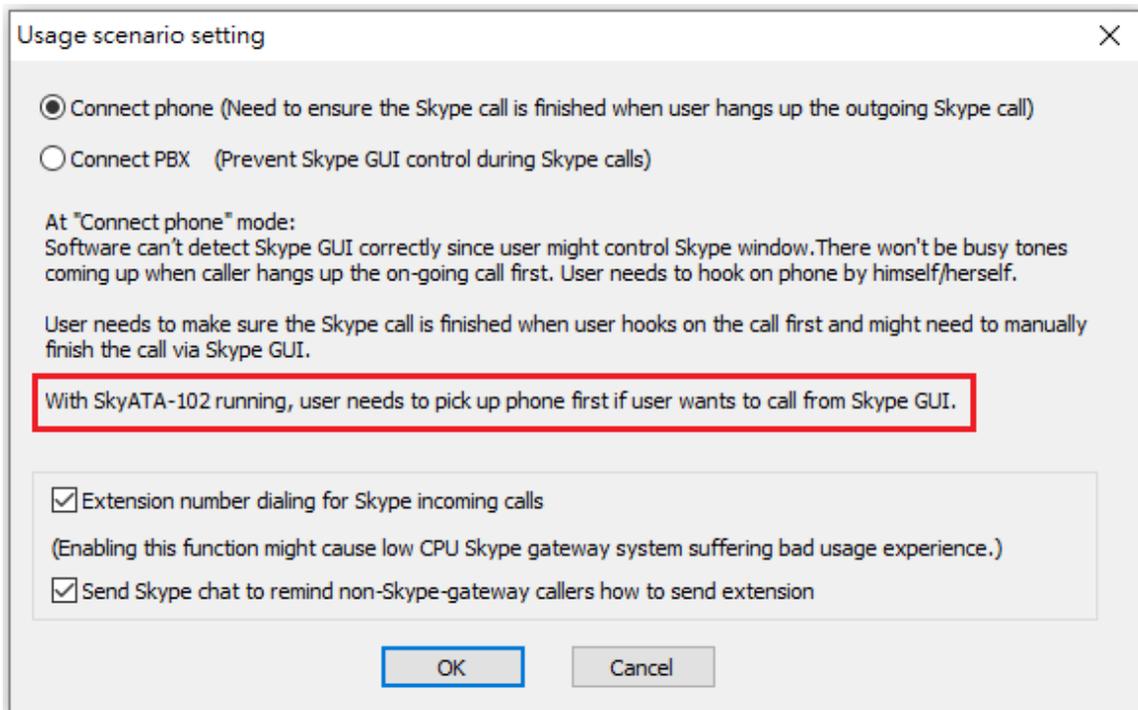






**Q19: Why I can't make a Skype call from Skype GUI?**

**A:** Under Skype 8.x, user needs to pick up SkyATA-102 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.

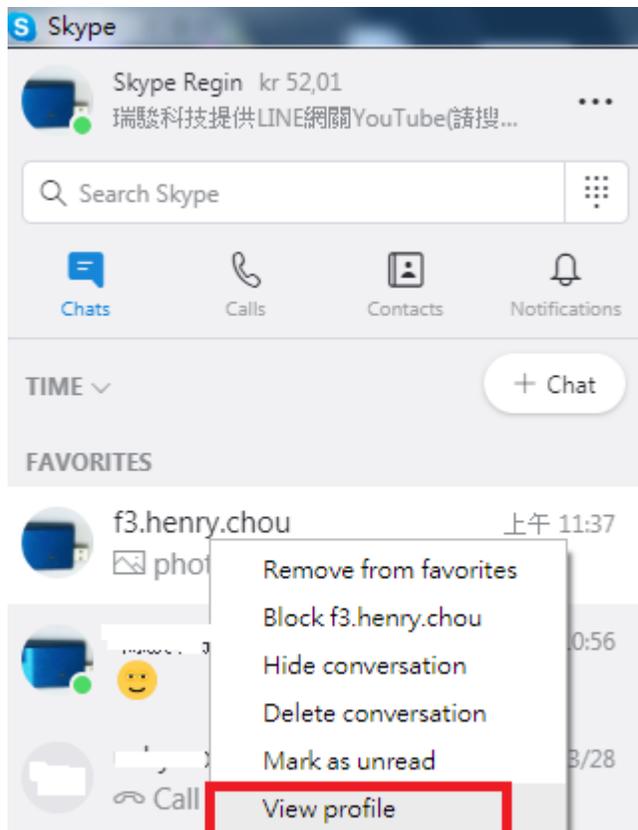


**Q20: Why did my Skype contact list disappear after I install SkyATA-102 setup for Skype 8?**

**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-102 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-102 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 or 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-102 for application.





## Profile

 Start private conversation

 Create new group with f3.henry.chou

 Start translator

### PROFILE

 Skype Name f3.henry.chou

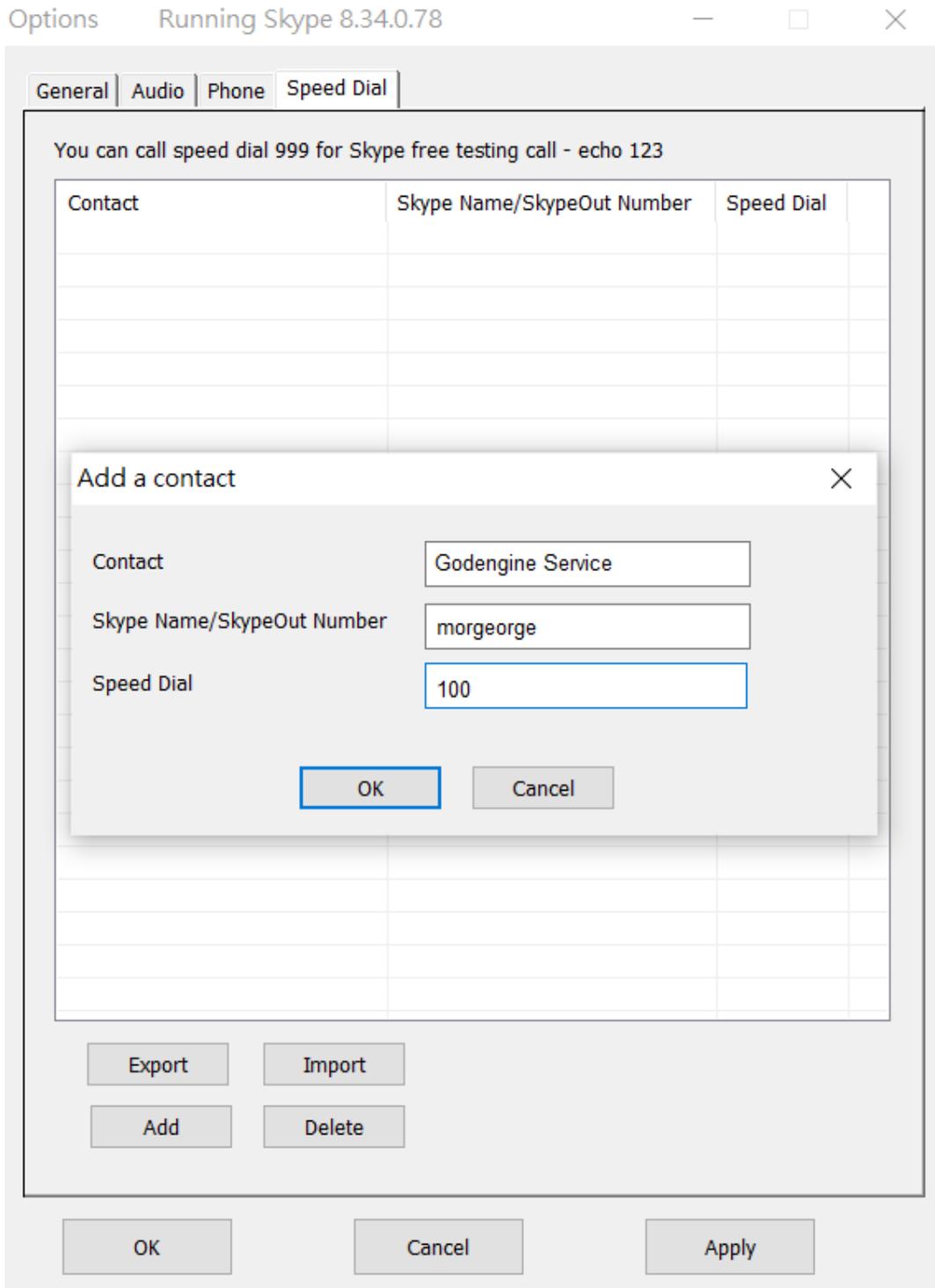
 Mobile +886936071552

 Location Hsinchu, TW

Add to favorites

Delete contact

### CHAT GALLERY



**Q21: SkyATA-102 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

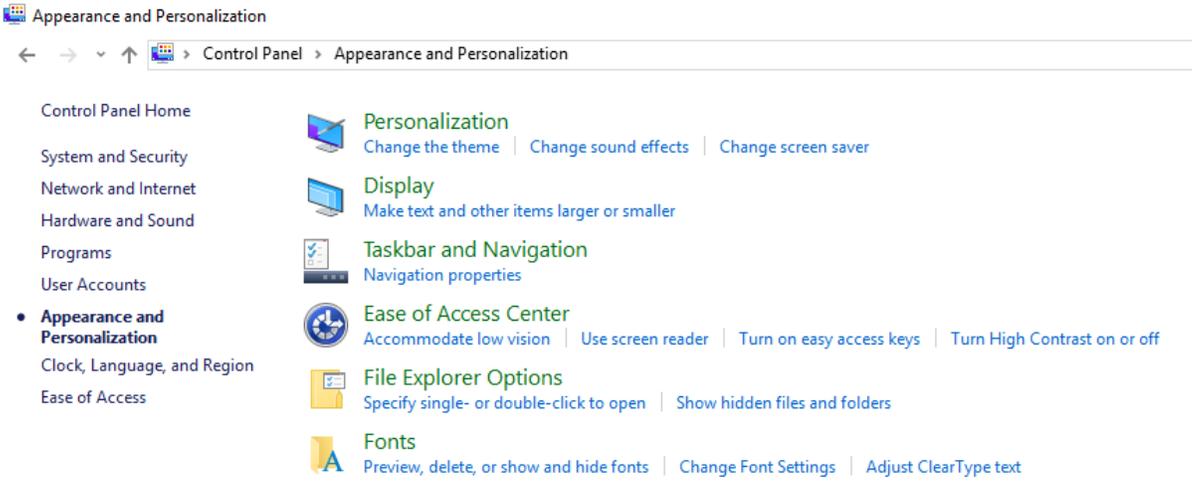
SkyATA-102 operation. They are “Lock your screen with login password protect” and “Screensaver”. With both settings, SkyATA-102 functions can still work.

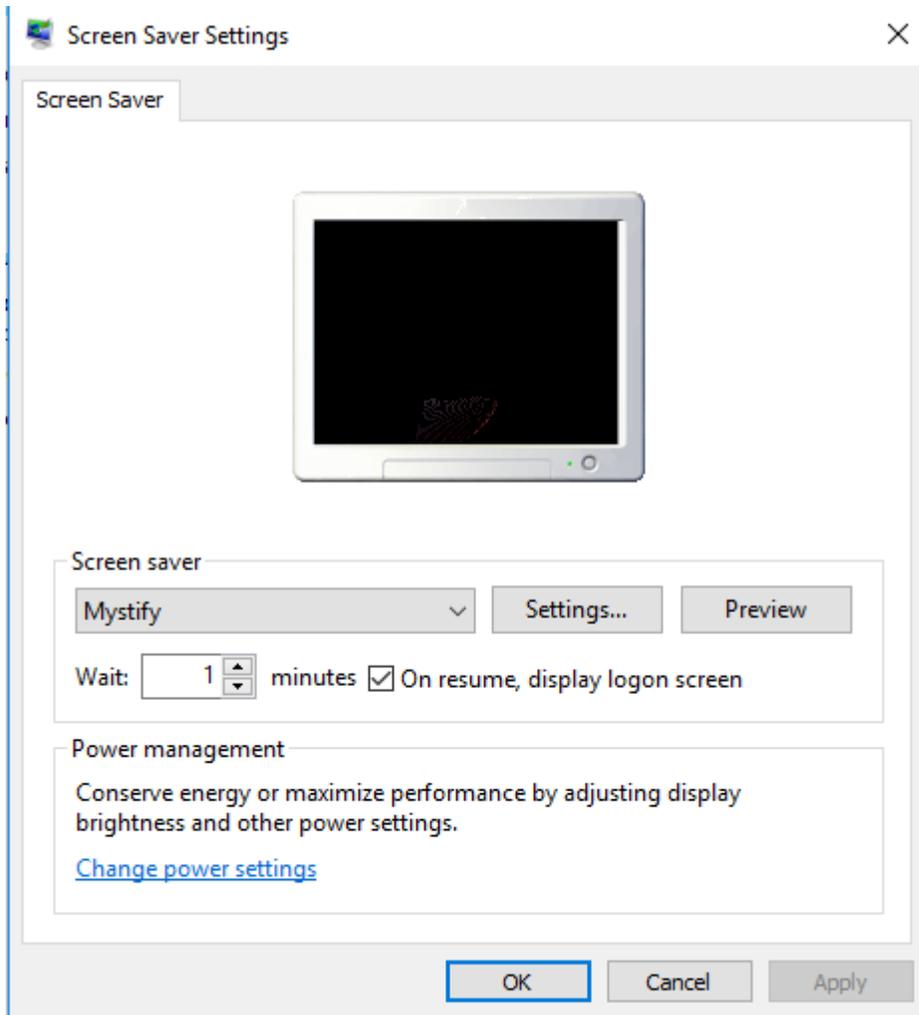
a. Lock screen with login password protect

When SkyATA-102 is in operation, it will prevent the connecting PC from entering sleep in order to make sure SkyATA-102 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(Windows icon)+L** keyboard combination to automatically lock the screen. When the PC is locked, SkyATA-102 can still work normally.

b. Screensaver

SkyATA-102 software won't prevent your computer entering screensaver after SkyATA-102 software version 2.1.0.149. User can enable screensaver with resume display logon screen as followings.





**Q22: Why SkyATA-102 Skype recording function doesn't work?**

**A:** Skype version after 8.34.0.78 can support audio/video recording. SkyATA-102 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-102 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-102 software can work with the new update seamlessly. You should be able to adopt it for basic Skype talk, but you always can download the latest SkyATA-102 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-102?**

**A:** There is no need to restart the computer, but we suggest that you re-open your Skype software and then launch SkyATA-102. We recommend that you plug in the SkyATA-102 first then launch SkyATA-102 program and close the SkyATA-102 program first before you un-plug the SkyATA-102.

**Q25: How can I uninstall SkyATA-102 program?**

**A:** Please follow below two steps.

- a. Close SkyATA-102 program by clicking SkyATA-102 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-102. There is "Uninstall" option. Choose it and then click Yes button.

**Q26: Why can't I start my computer after I plug in SkyATA-102?**

**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-102 icon?**

**A:** Sometimes SkyATA-102 system tray icon at the right bottom corner of Windows desktop might disappear suddenly. Run SkyATA-102 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-102.exe and SkypeAccess.exe and delete them. Then run SkyATA-102 again. Or restart SkyATA-102 PC.

**Q28: Why SkyATA-102 Skype incoming caller can't dial extension number successfully?**

**A:** For Skype 7.x or Skype 8.x, SkyATA-102 incoming Skype callers will have

problem to dial extension number successfully for a Skype-to-Skype call with SkyATA-102 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-102 or SkyATA-101, callers can just dial extension number from phone.

SkyATA-102 can support extension dialing during Skype-to-Skype calls via Skype chat after SkyATA-102 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. SkyATA-102 software will help the caller to dial extension 123.

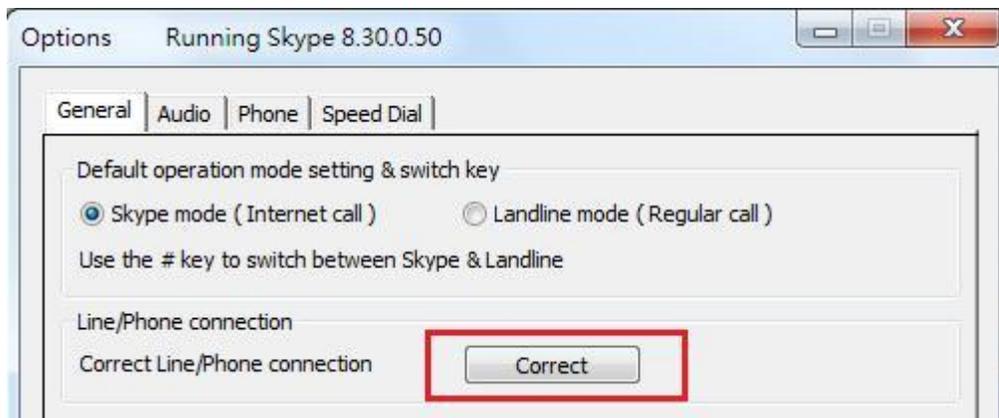
via Skype

\*123



**Q29: What should I do if my landline or Skype line doesn't work although SkyATA-102 Phone/Line ports are connected?**

**A:** SkyATA-102 has Auto-Swap/Auto-Detection function. In some case, user might remove cable connection and connect again or have phone and line ports connection after SkyATA-102 initialization completes. User can click “Correct” button in the Option dialogue of SkyATA-102 system tray icon at the right-bottom corner of Windows desktop, then SkyATA-102 program will immediately correct Phone and Line port connections even although user makes a wrong connection. For Auto-Detection support, there will be one pop-up message to guide user to connect Phone/Line port correctly. User can refer to SkyATA-102 user manual [Section 3.1 SkyATA-102Hardware Setup](#) for detailed information.



**Q30: How can I take the interrupt call when I am on a Skype or landline call?**

**A:** When you are in a Skype call or a landline call, you can hold the current call and pick up the interrupt landline or Skype call by pressing \*1 keys from the phone keypad. User can switch both calls by pressing \*1 keys and disconnect the on-going call by pressing \*key. Besides, you can add the interrupt call to form a Skype and PSTN 3 way conference call by pressing \*2 keys from the phone keypad.

**Note:**

**If the holding landline callee disconnects the call when user is on the Skype call, SkyATA-102 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.**

**Q31: I have been running Skype 8.30 ~ 8.34 version, but SkyATA-102 still shows that the Skype version is wrong. How to avoid this problem?**

**A:** When you run SkyATA-102 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

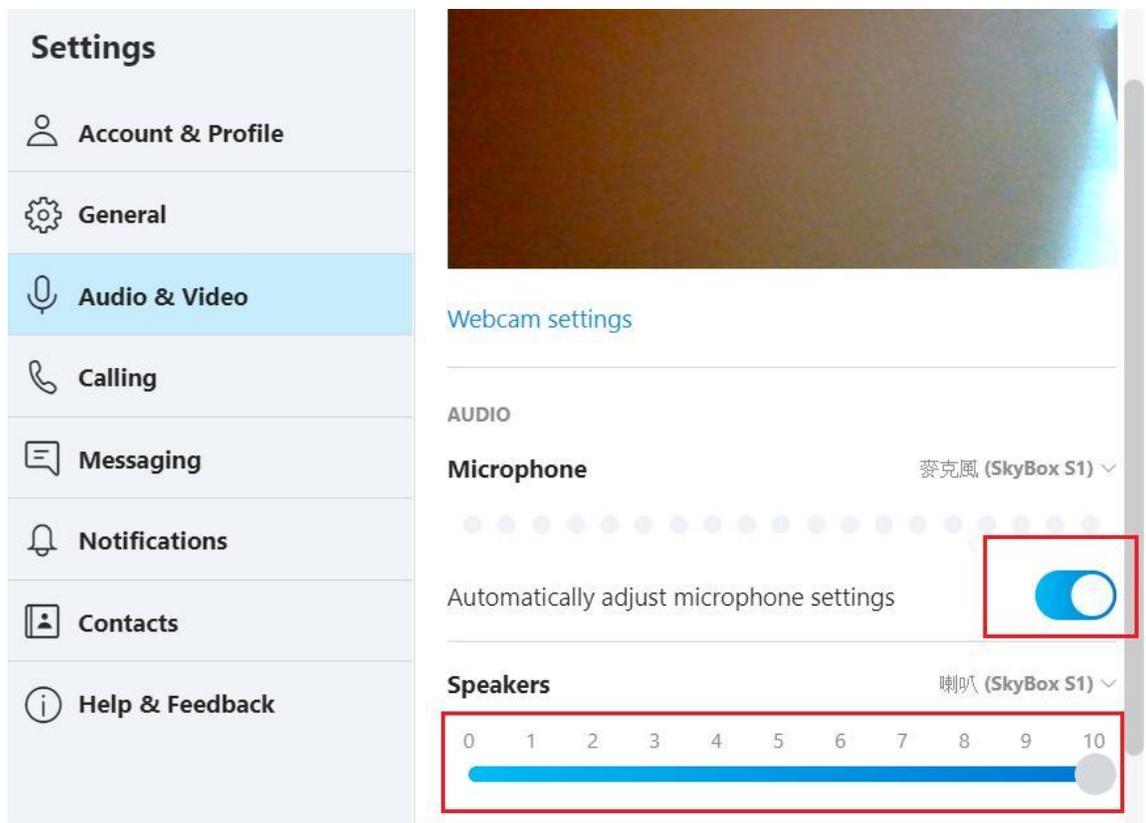
future use!



**Q32: Why I still have voice volume problem with my Skype call partner although I have adjusted SkyATA-102 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.



**Q33: Why there is noise when I have a landline call after installing SkyBox S1 although there is no such noise for Skype calls?**

**A: This noise problem might be caused by your computer, SkyATA-102 and carrier landline grounding.**

**Make sure SkyATA-102 program is not running and access config.ini under C:/Program Files(x86)/SkyATA-102 to add one line SSSOpen=1 or search SSSOpen=0 and replace with SSSOpen=1, then save it. Running SkyATA-102, user still hear that noise when picking up the phone for landline calls but the noise will disappear after user presses the first key for landline calling out.**

**With the setting, user can't pick up the incoming Skype interrupting call when you are on a landline call although SkyATA-102 pops out one message to remind you can pick up the interrupt call.**

# 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.