

SkyGE-400S



Installation Manual

V1.0.21

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1. Introduction

Nowadays Skype™ has been a popular IM for voice/chat application and there has been a big Skype community worldwide. However, Skype scares enterprises for its strict security. In order to prevent employee sending out confidential information easily, many companies prohibit Skype usage in office. With the increasing Skype user base and benefits of phone bill reduction, many companies are eager to have the Skype voice application, but are still worry about security issues. SkyGE-400S, a four port Skype gateway, can help enterprise solve the dilemma. It supports up to 12 ports in one PC now. In addition to making and receiving Skype or SkypeOut calls using office desk phone to save phone bill, Skype gateway can have more communication functions such as customer service calls, Skype MVPN, DID, DOD and customized setting at a low or no extra cost compared with traditional carries services.

By connecting SkyGE-400S with company's existing PBX, employees can make/receive Skype calls through their extension phones. Employees don't need to install Skype in personal PC to increase company security concerns and MIS's burdens. Employees out of office can call back office via Skype in the internet ubiquitous age to save expensive mobile fee or international roaming fee. Different location offices can have a free communication via this platform. International calls for foreign remote office or customers can be achieved at free or low cost via such a communication platform. Through Skype Button in company web or Skypeln™ service, 800 service calls can be replaced by free Skype call. Enterprise can benefit cheaper communication fee and even better communication platform for B2B or B2C through SkyGE-400S.

After DID function is integrated with Skype Button or Skypeln service, incoming Skype service call will be forwarded to the dedicated support persons without accessing company IVR. With DOD function, employee just gets a PBX trunk line and then has a direct connect with their foreign factory or branch office through Skype/SkypeOut™. Skype MVPN solution can be implemented with employee's mobile Skype.

Furthermore, SkyGE-400S provides a very simple way to contact colleagues via its Cheese button function. Usually you call colleague's office extension number first and then call his/her mobile number if he/she is not reachable. With Cheese button function, you call colleague's speed dial number and then press “#” plus one number key all the way until you find the colleague. You don't need to memorize lengthy

phone numbers. User presets a contact table with contact's reachable phone numbers and enjoys the convenience of Cheese button function.

SkyGE-400S supports two kinds of phone books, public phone book and private phone book. MIS maintains the public phone book and employees can take care of own private phone book through web without MIS's help. In addition, SkyGE-400S has flexible Skype call log management and statistics. SkyGE-400S will send out Skype message or SMS alert to MIS if any failure happens.

Thanks for choosing this innovative and user friendly SkyGE-400S product.

1.1 Package Contents

- One SkyGE-400 device
- One type B USB cable(Male A, Male B)
- Four telephone cables(RJ-11)
- One installation CD
- One DC power adapter(5V/3Amp)

1.2 Product Specification

- One USB port (Type B receptacle connector) to connect to PC USB port
- Dip switch for devices cascading up to 8 FXS ports to one PC.
- One reset button to reset SkyGW-400 hardware and firmware
- 4 FXS ports for connecting to PBX's CO ports
- LED: On/Off, blinking per FXS port connection & status
- Power: DC 5V power adapter with maximum 3Amp current rating
- Skype v6.18.0.106(or 6.16.0.105) Windows 10 、 8 、 7 or Windows XP SP3

1.3 Main Features

- Employees out of office can call back office via Skype to reduce high mobile fee or international roaming fee
- Most suitable for free company intranet or B2C/ B2B communication and 800 service call
- Make Skype calls through office extension phones, no need of microphones, speakers and Skype for every employee's PC
- SkyGE-400 supports four independent Skype calls and up to 12 Skype lines are supported at one PC

- Three kinds of call out control methods
- One unique corporate Skype account/SkypeIn number for call in
- Support Speed Dial(up to 20 digits) or SkypeOut calls
- Support Speed dial for Skype or SkypeOut call with extension number
- Support DID(Direct Inward Dial): After DID function is integrated with Skype Button or SkypeIn service, Skype or SkypeIn incoming calls can be forwarded directly to assigned office extensions for customer support without accessing company PBX IVR
- DOD(Direct Outward Dial): With the DOD feature, employees can pick up one assigned trunk line to reach foreign factory or remote office
- Support Skype call in for Skype/SkypeOut call out
- Support Skype program fair usage policy
- “Skype speed up button” to accelerate Skype login and Skype/SkypeOut call connection
- System default doesn’t allow Skype file transfer and set not to be Skype’s super node
- Cheese Button: Need to find your colleague? Dial colleague’s speed dial first. If the Skype voice quality is bad or the call is no answered, then press “#” + one number key(Cheese Button) before hanging up to dial colleague’s alternative connections. Easy to reach contacts
- Support international busy tone
- Ease of use and user friendly interface and web management
- Support CDR (Call Detail Record) for view and back up
- Support public and private phonebook
- Support phonebook and user information back up and import
- Allow admin/every user to export personal Skype contacts into the public/private phonebook via web interface (IE, Internet Explorer)
- System utilization and occupied line statistics for each port
- Management messages like HW/SW error, Skype · SkypeOut credit status and call connection status via Skype message or Skype SMS
- Default speed dial number “999999” for free Skype testing account Echo123 to test whether SkyGE-400S is functional properly or not
- Default speed dial number “999998” to record company welcome IVR
- Auto-allow Skype contact authorize inquiry
- Allow all system’s Skype accounts to send out contact authorize request for Skype contacts in public and private phonebook to increase successful Skype dialing rate
- Prevent denial of service attack

- Support SkypeOut call limit time frame and Black/White list
- Support popular PBXs

1.4 Minimum System Requirements

- One computer running at 3 GHz or quicker, 2GB RAM with a USB port and a CD-ROM drive
- Microsoft Windows 10 · 8 · 7 or Windows XP SP3
- 250MB Free Hard Disk Space at least
- Skype v 6.18.0.106(or 6.16.0.105) 512 kbps (4 ports) upstream and downstream Internet connection (ADSL, Cable Modem...)
- Four available PBX trunk lines or four analog phones.

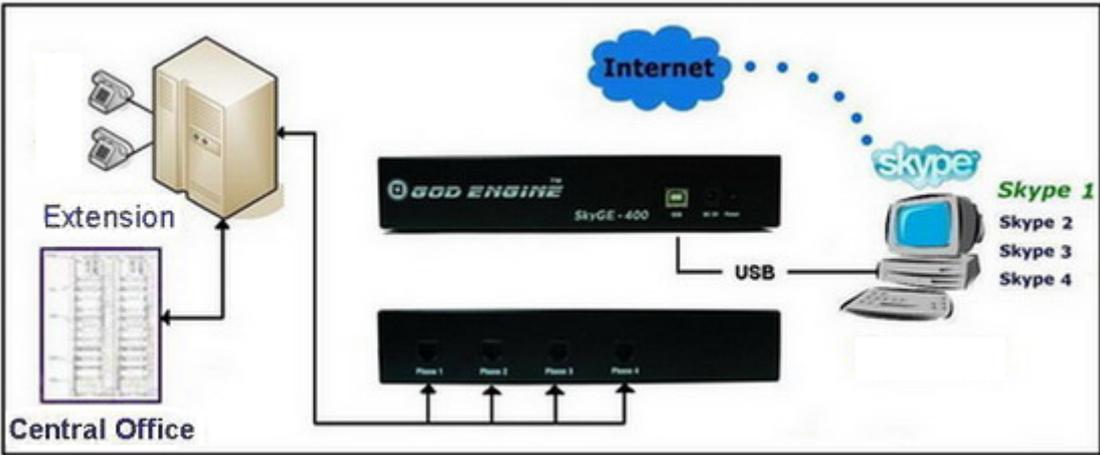
2. SkyGE-400S Application and Installation Procedure Diagram

This section will guide user how to use SkyGE-400S and illustrate installation procedures.

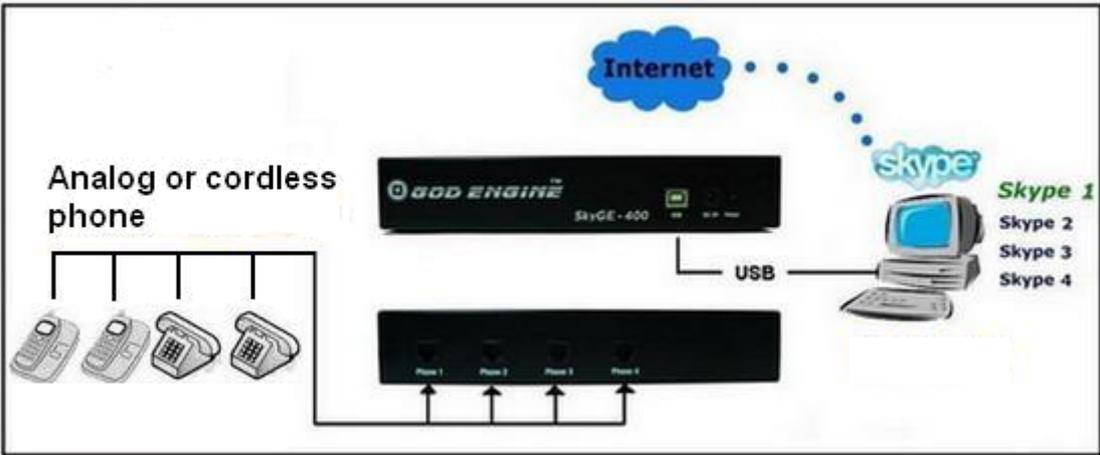
2.1 SkyGE-400S Application

SkyGE-400 can integrate with enterprise PBX system as application A. Or SkyGE-400 can be a SOHO IP-PBX as application B.

【Application A】 Connect SkyGE-400 with PBX: User can connect 4 FXS ports of SkyGE-400 to PBX trunk ports.



【Application B】 As a simple IP-PBX: Connect 4 FXS ports of SkyGE-400S with 4 analog phones or cordless phones.



2.2 Before Proceed

Before user starts to install SkyGE-400S, please pay attention to following items:

- 1. Make sure to install SkyGE-400S under Windows 10、8、7 or Windows XP with

Service Pack 3.

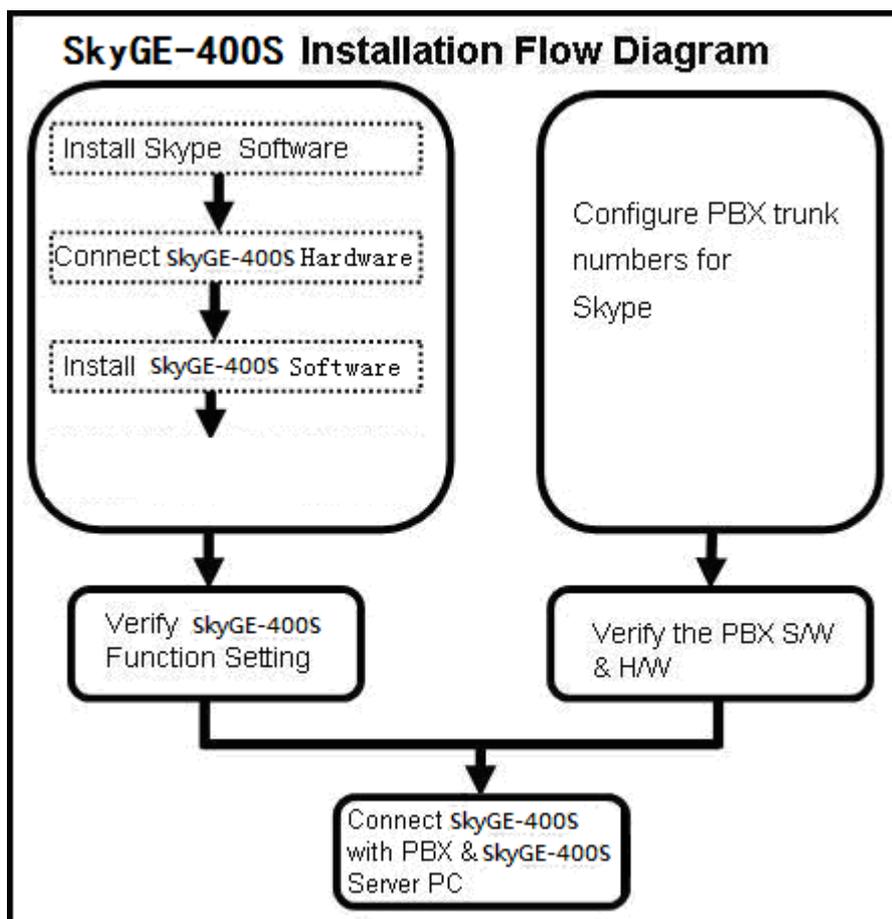
2. Make sure SkyGE-400S server PC has a dedicated broadband (at least 512 kbps upstream and downstream) to ensure voice quality.
3. Make sure the login OS user has administrator privileges for installing SkyGE-400S software

Note : 1. For later content in the user manual, we name the PC installed SkyGE-400S as the SkyGE-400S server PC.

2. We suggest there are less application programs installed on the SkyGE-400S server PC except applications like Anti-virus and Skype to ensure SkyGE-400S working well.

2.3 SkyGE-400S Installation Procedure Diagram

Below is SkyGE-400S installation flow diagram.



3. Install Skype Software

Before installing SkyGE-400S hardware or software, user should install Skype software on SkyGE-400S server PC first. User needs to install Skype V6.18.0.106. If Skype is installed, user can skip this section and move to chapter 4 SkyGE-400S Hardware Setup of this manual. If not, please use the Skype program within the Installation CD. **Before getting updated SkyGE-400S software for a new Skype version, we strongly recommend you not to upgrade Skype version to prevent possible troubles.**

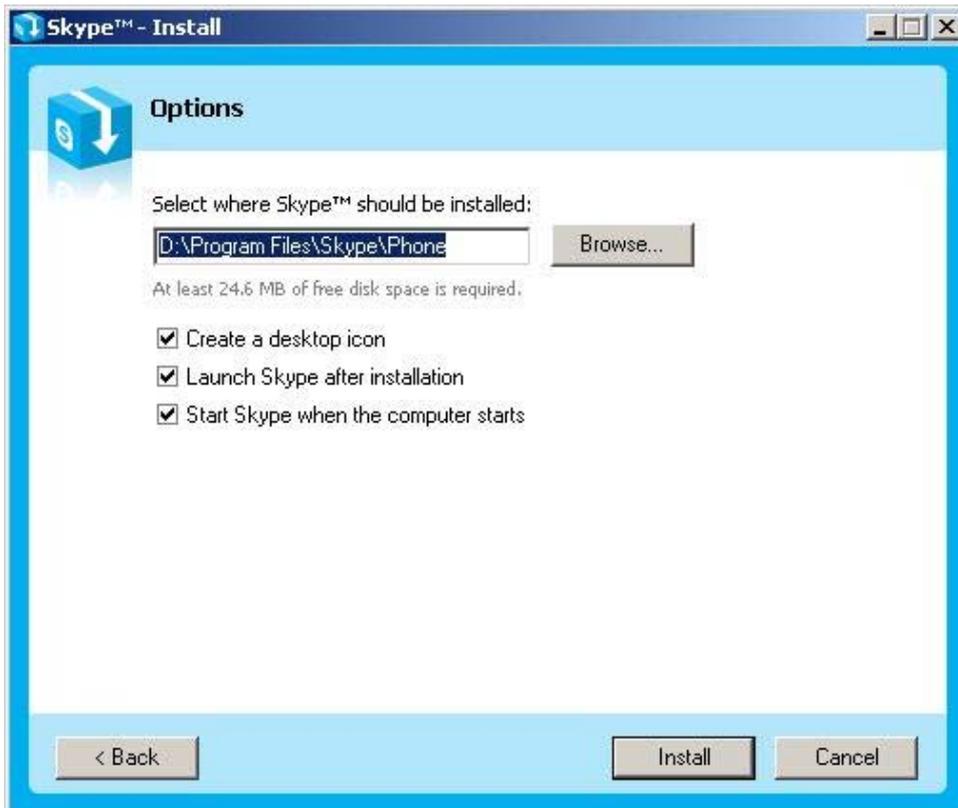
To install Skype software:

1. Run the Skype Setup program within the installation CD.
2. There appears a Skype welcome window as below. Follow blue circles 1~3 to select a language by scrolling the bar, accept **Skype End User License Agreement** and click **Install**.





3. If user chooses **Options** button in the previous step, an **Options** window will pop up and user can choose preferred installation folder by **Browse**. User can choose to check boxes for **Create a desktop icon**, **Launch Skype after installation**, or **Start Skype when the computer starts**. Then click **Install**. If user doesn't click **Options** for configuration, the default setting will enable these three settings.



Note: User can always click “Back” button to go back to the previous step.

4. The **Free! Google Toolbar for Internet Explorer** screen will pop out. User can choose to check boxes for **Install the free Google Toolbar**. Then click **Next** to Install.



5. After installation, Skype will ask for Create a new Skype Account. Then click **Next**.

Skype™ - Create Account

Create a new Skype Account

Full Name

* Choose Skype Name
Between 6 and 32 characters

* Password
Minimum 4 characters

* Repeat Password

* Yes, I have read and accept the [Skype End User License Agreement](#) and I have read the [Skype Privacy Statement](#)

* Fields marked with an asterisk are required

Next > Cancel

6. User can provide e-mail address and country information and then click **Sign In**.

Skype™ - Create Account

Create a new Skype Account

E-mail
E-mail is optional, but it is the only way to retrieve your password.

Yes, send me Skype news and special offers

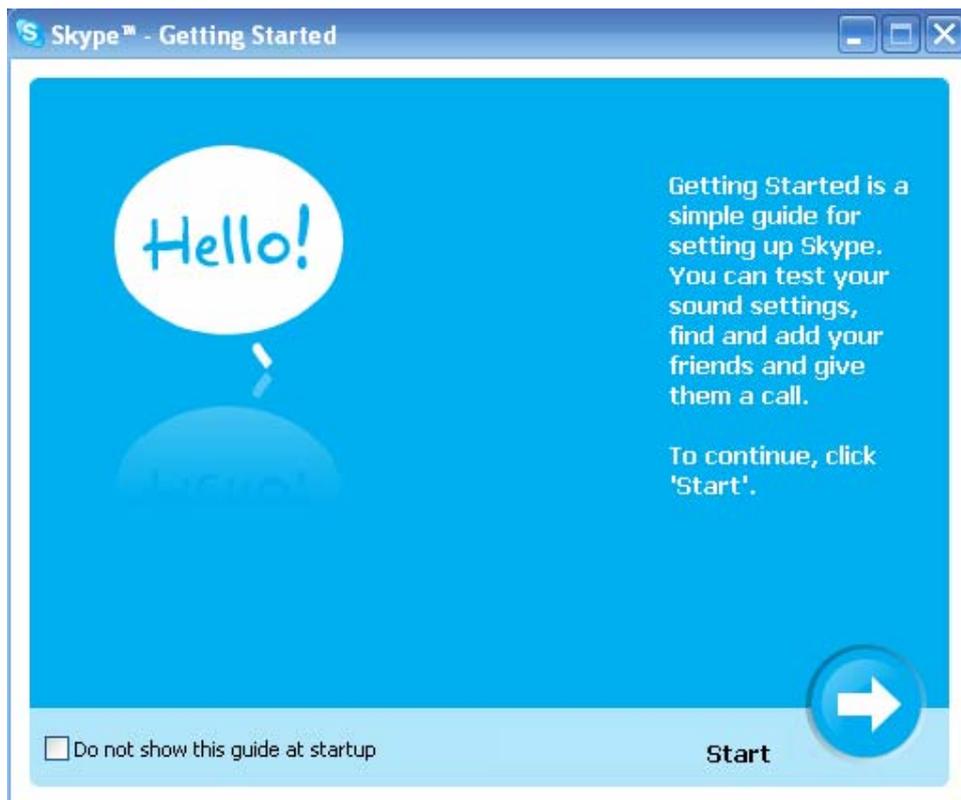
Country/Region

City

Sign me in when Skype starts

< Back Sign In Cancel

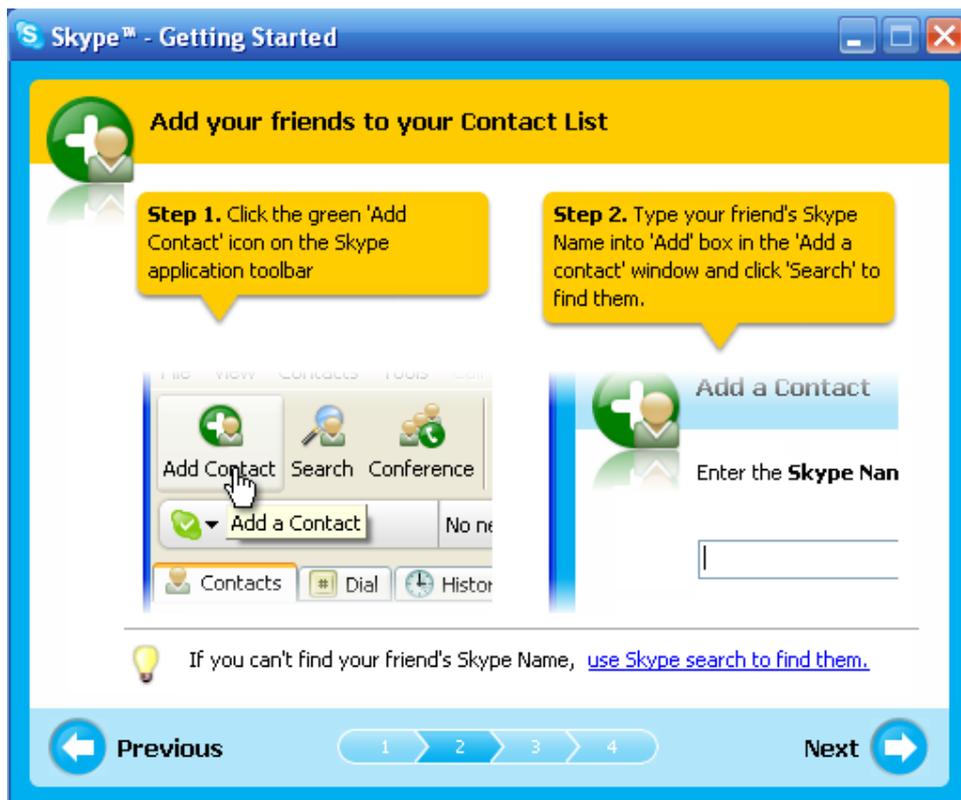
7. A **Getting Started** window comes up. Press **Start** button to get a simple guide for setting up Skype.



8. The next window will help user to check your sound settings by making a Skype test call. Click **Next**.



9. The next window will guide user to add friends to user's Skype contact list. Click **Next**.



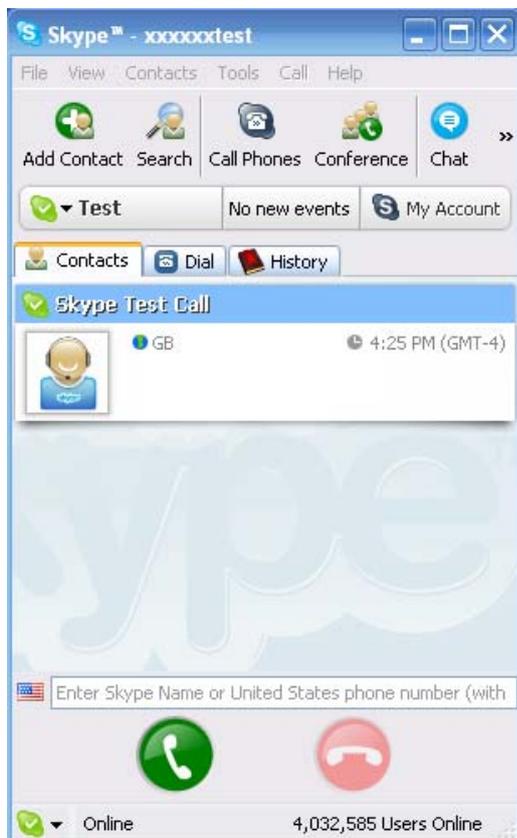
10. Then user can try to call friends. Click **Next**.



11. Next window will guide user to call ordinary phones with SkypeOut and click **Finish**.



12. Next, Skype main window will pop up and user can start to enjoy Skype.



4. SkyGE-400S Hardware Setup

This section shows how to connect SkyGE-400S to SkyGE-400S server PC and PBX.

4.1 SkyGE-400S Hardware Description

SkyGW4 front panel



1. **Power LED** : 電源指示燈，紅燈表電源開啟。
2. **DC 5V** : One DC power adapter(5V/3Amp)。
3. **USB 埠** : One type B USB cable(Male A, Male B)。

SkyGE-400 rear panel



- 4 FXS RJ11** : Connect to analog phones or PBX trunk lines。

【Note】

1. PBX : Private Branch Exchange
2. PSTN : Public Switched Telephone Network.
3. FXS : Foreign Exchange Station which can connect with regular phone, electrograph, or PBX PSTN card.

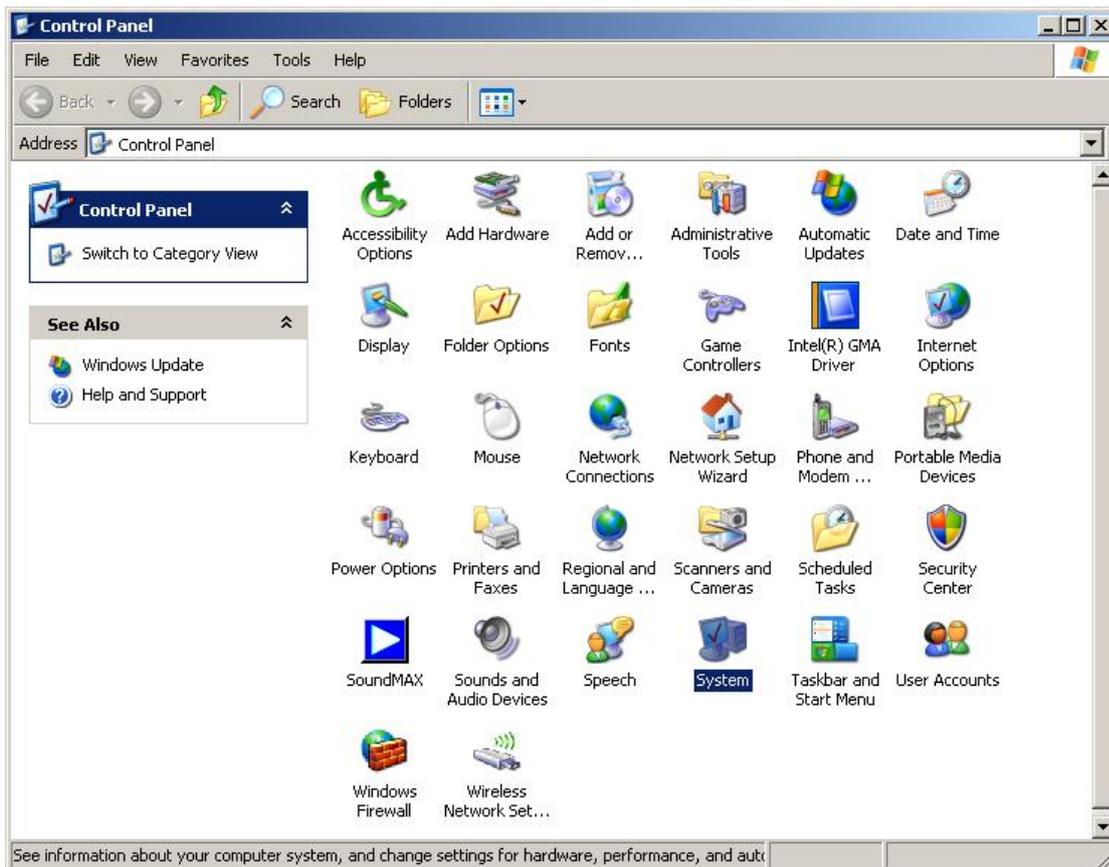
4.2 Connect SkyGE-400S to a server PC

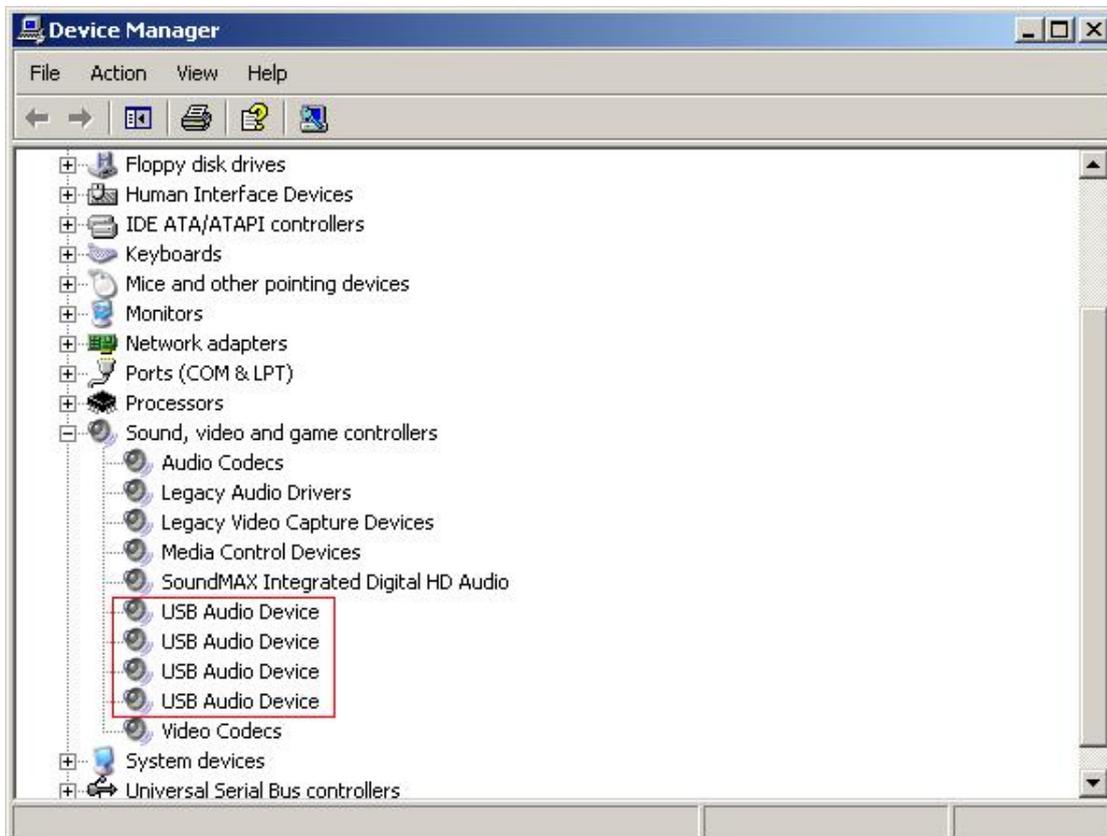
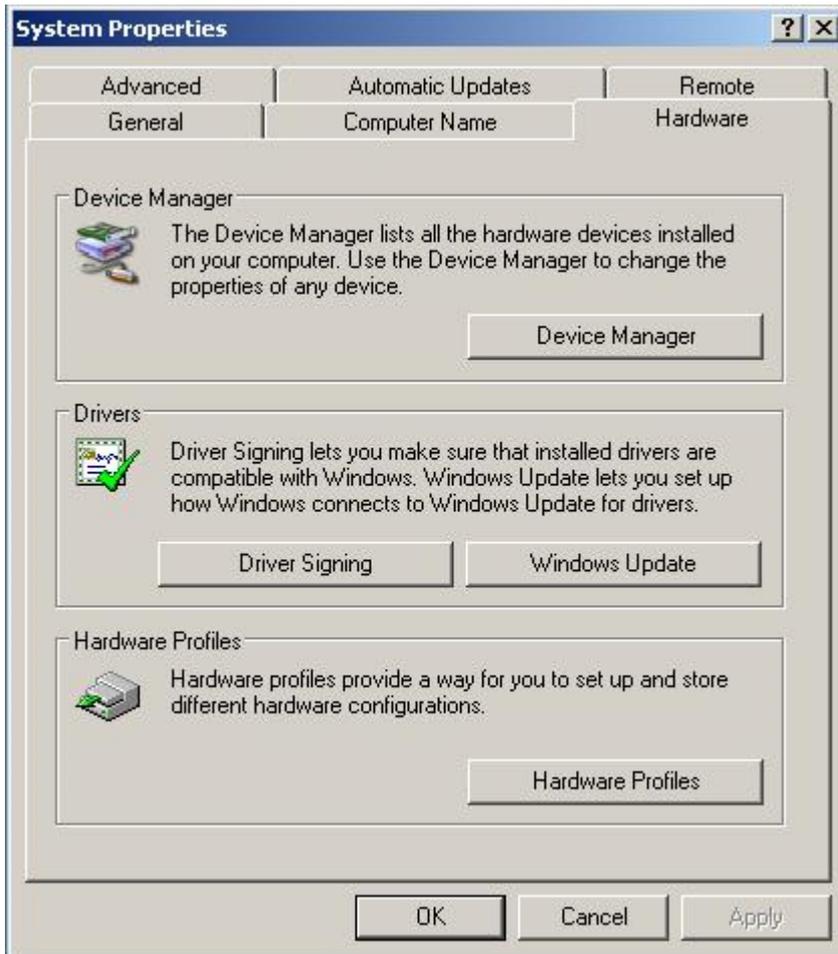


1. Connect the 5V/3A power adapter to 5V DC power socket. The power LED indicator is always on after plugging in power adapter.
2. Connect SkyGE-400 to a server PC with the supplied USB Cable.
3. After SkyGE-400 is connected to the computer, the “**Found New Hardware**” window will show up in the right down corner of Windows desktop as below figure:



4. If SkyGE-400S connects with the server PC successfully, user will find four USB audio devices (USBAudio00 ~ USBAudio03) in Windows Device Manager. Go to “**Start**” menu from the left bottom corner of Windows desktop→“**Control Panel**”→“**System**”→“**System Properties**”→“**Hardware**”→ “**Device Manager**”, and then click “**Sound, video and game controllers**” to check USB audio devices.

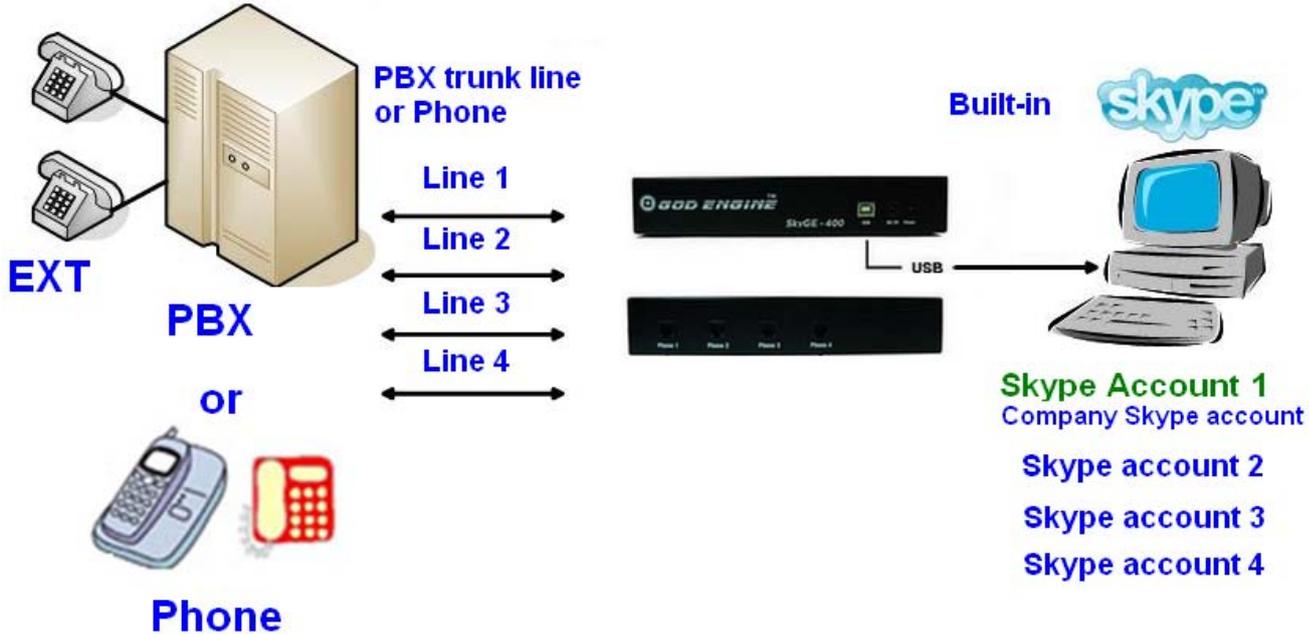




4.3 Connect SkyGE-400S to PBX or Phones



1. Connect SkyGE-400S FXS 1 port to PBX's trunk line 1, FXS 2 port to PBX's trunk line 2, FXS 3 port to PBX's trunk line 3, and FXS 4 port to PBX's trunk line 4.
2. Assign a hunting group number for these PBX trunk lines.
Example: Set number "0" for PBX landline hunting and number "9" for SkyGE-400S Skype line hunting.
3. The device can also be connected with phones.



Desktop PC built-in FXS card Skype gateway --- PBX trunk line or Phone application

5. Install SkyGE-400S Software

This section guides user how to install SkyGE-400S software into a SkyGE-400S server PC.

5.1 SkyGE-400S Software Installation

Before installing SkyGE-400S software, please verify the following items.

1. Please make sure Skype 6.18.0.106 is installed.
2. Please make sure there are 4 registered Skype accounts including one enterprise account.
3. Please make sure SkyGE-400S is connected with SkyGE-400S server PC

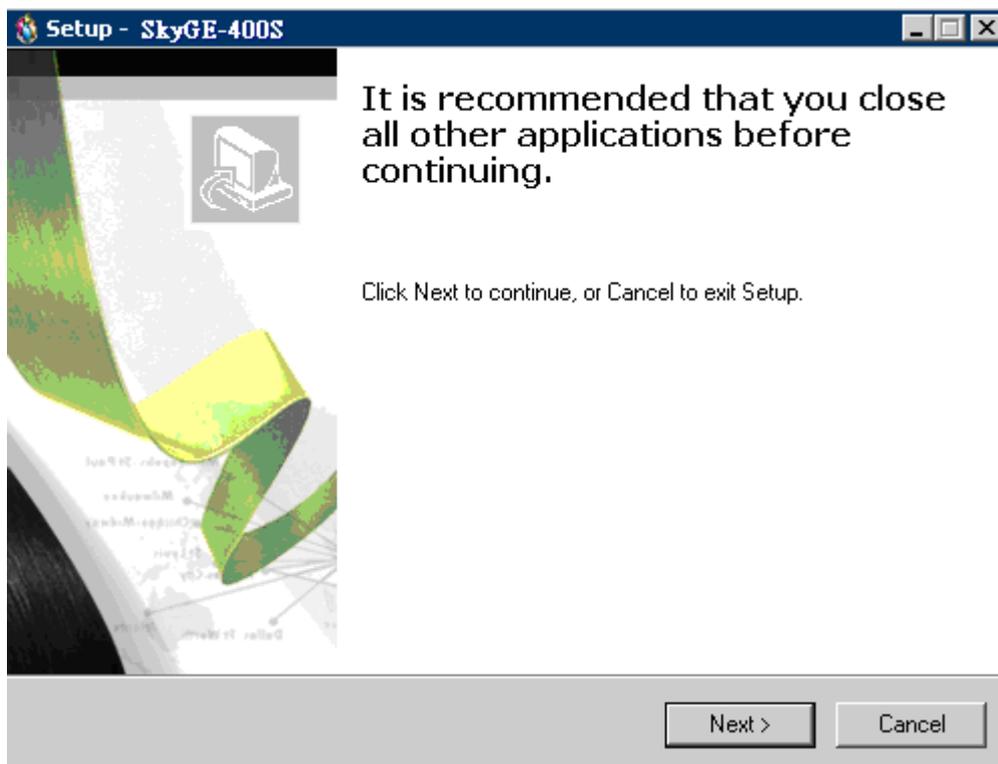
To install SkyGE-400S software:

Step1: Insert the **Installation CD** into the CD-ROM drive of the computer.

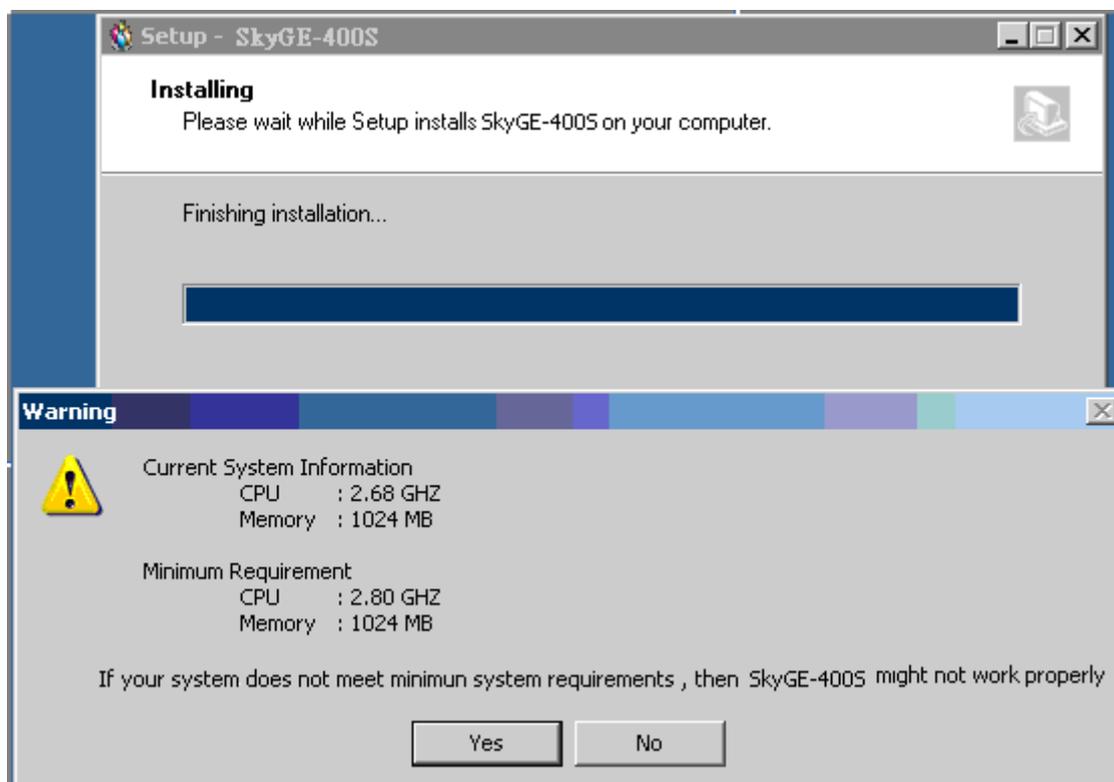
SkyGE-400S installation screen will pop out. Click **Install** to start to install SkyGE-400S software.



Step2: There comes a window to recommend administrator to close all other applications before continuing to install SkyGE-400S as below:



After clicking Next button, if SkyGE-400S server PC can't meet minimum system requirements, a warning message will pop out. User can choose to continue installation or not.

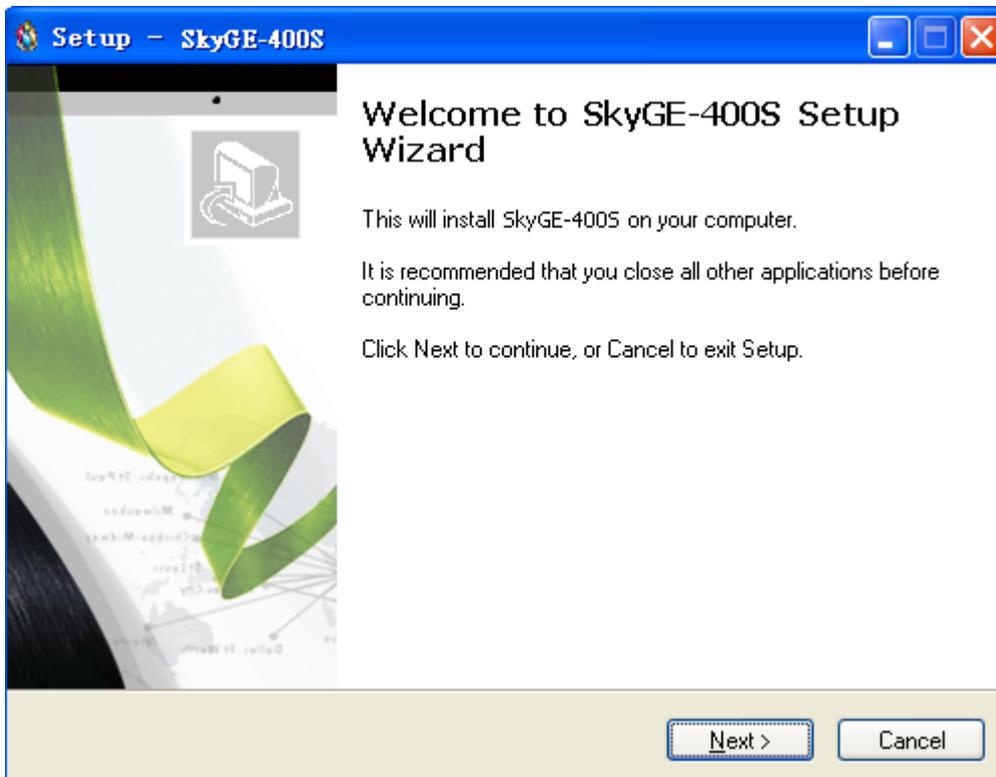


Step 3: The window of "Select Setup Language" will show up, administrator can

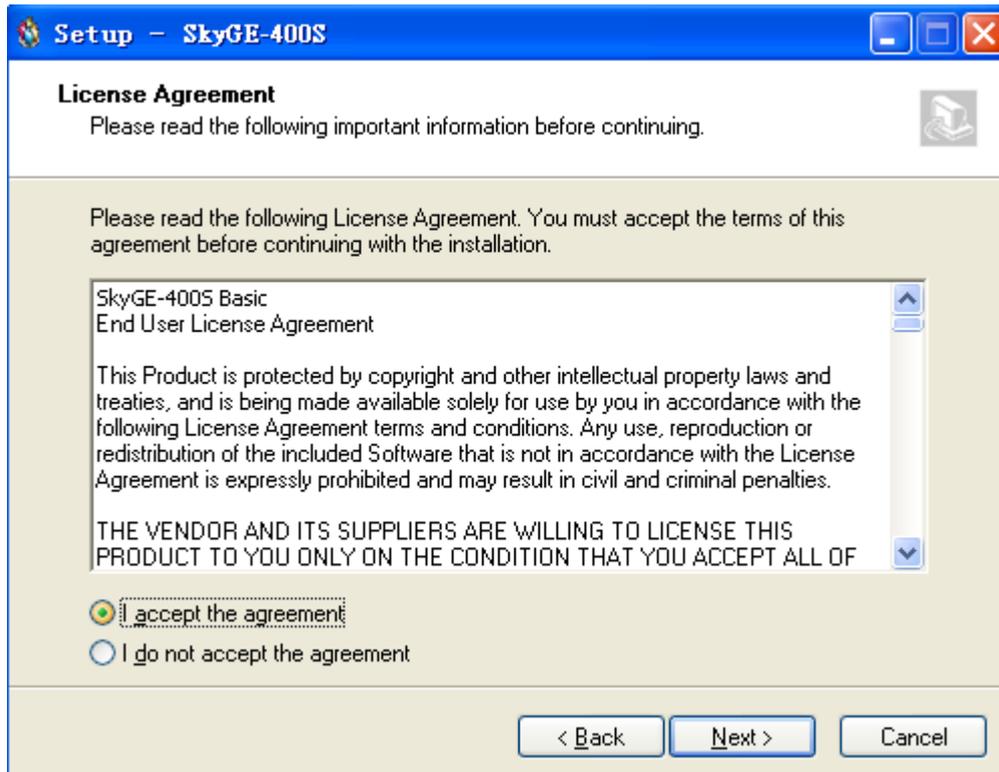
select a preferred language by scrolling down the selection bar as the figure below, and then click “**OK**” to continue next step.



Step 4: The window of “**Welcome to SkyGE-400S Setup Wizard**” pops out. Read the on-screen instructions and click “**Next**” to continue next step, as the figure below:

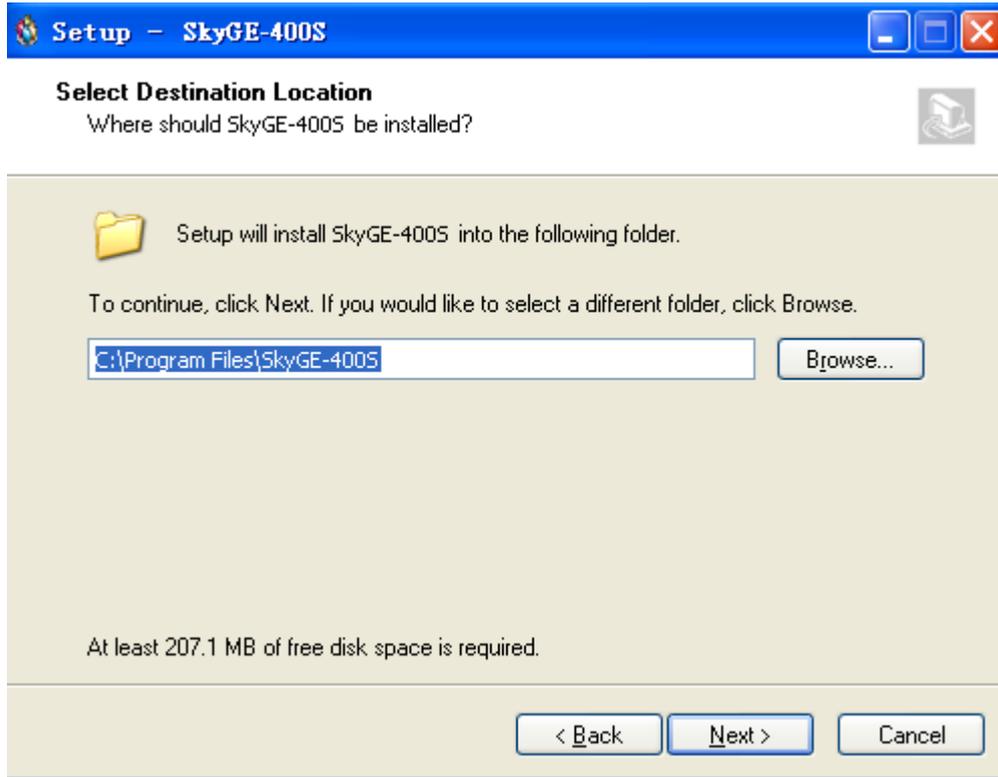


Step 5: The window of “**License Agreement**” pops out. After reading content of the agreement carefully, please check the box of “**I accept the agreement**”. And then click “**Next**” to continue next step.

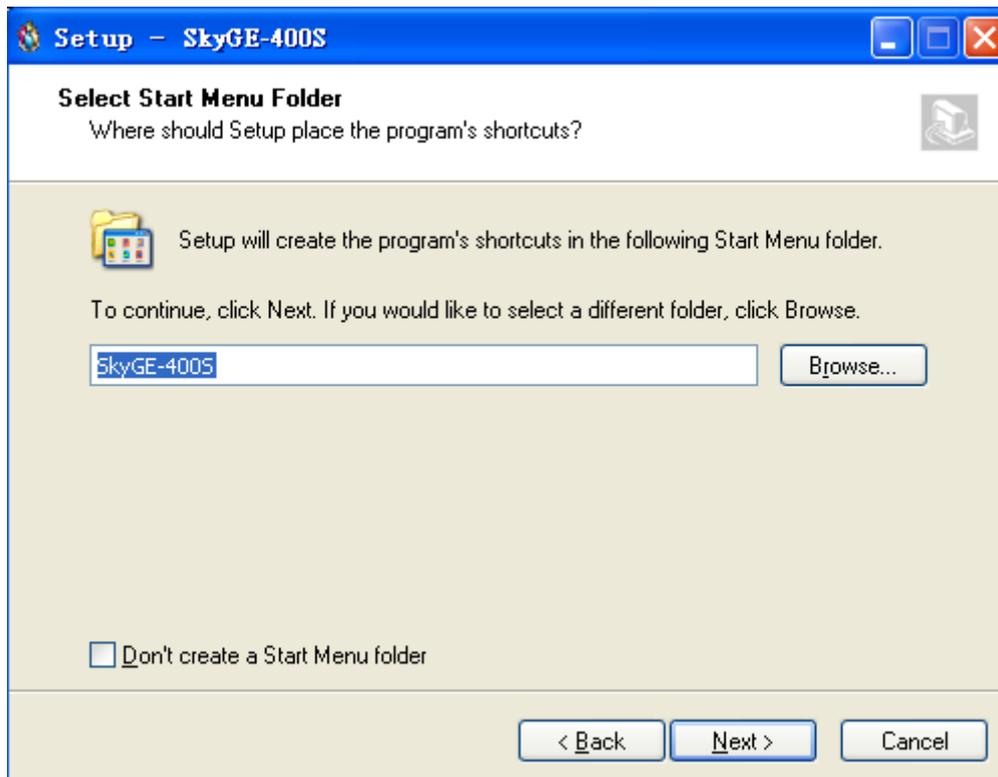


【Notice】 User can click “ **Back**” to go back to the previous step anytime during the installation.

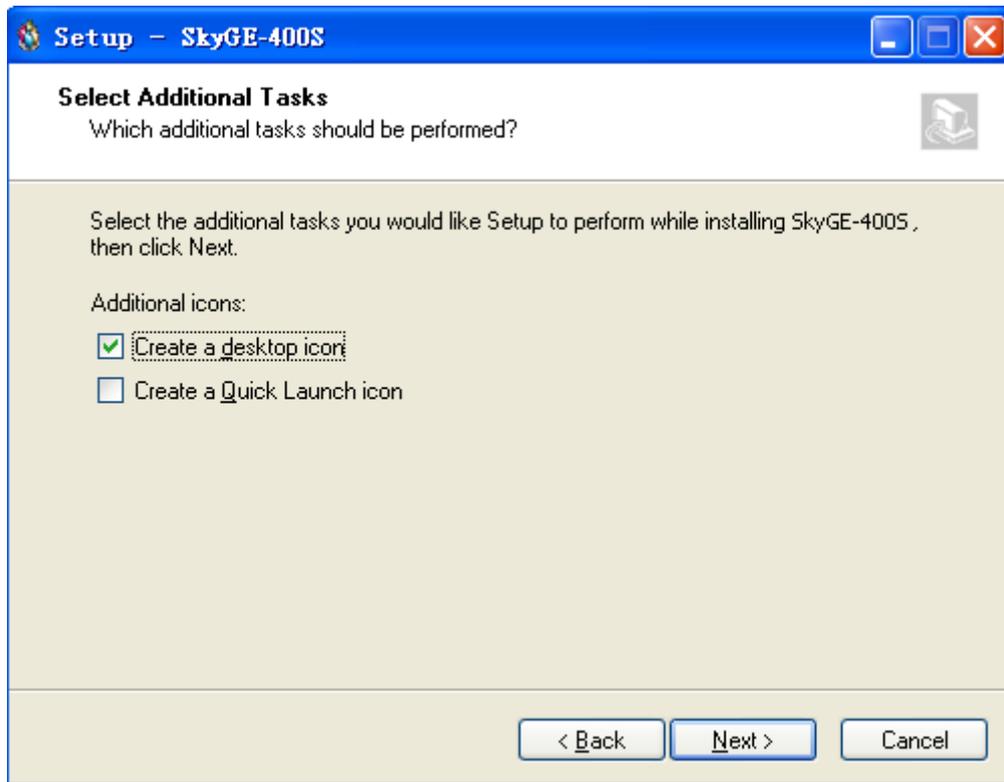
Step 6: In the next window of “**Select Destination Location**”, designate a folder for the installation. If this is not a preferred folder for administrator, click” **Browse**” and choose a folder from the list. After deciding which folder for the installation, user can click” **Next**” to continue.



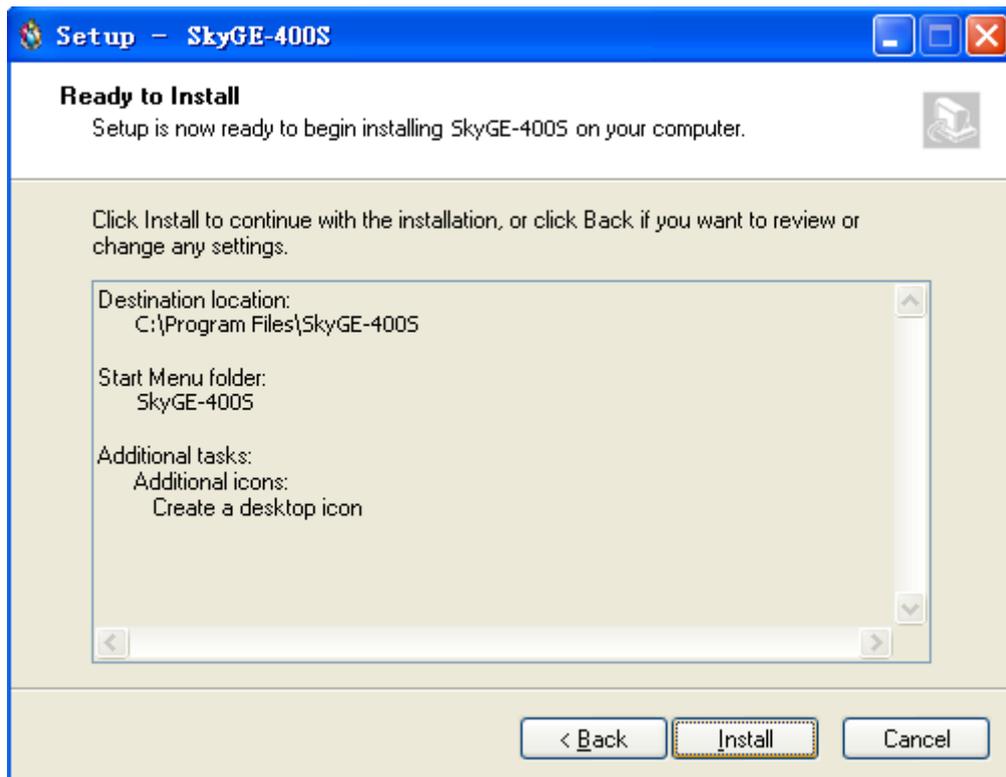
Step 7: In the next window of **“Select Start Menu Folder”**, choose a preferred folder for SkyGE-400S program’s shortcuts in Start Menu folder. If this is not a preferred folder, click **“Browse”** and choose a folder from the list. User can choose not to create a Start Menu folder by check the box of **“Don’t create a Start Menu folder”**, and click **“Next”** when the setting is done.



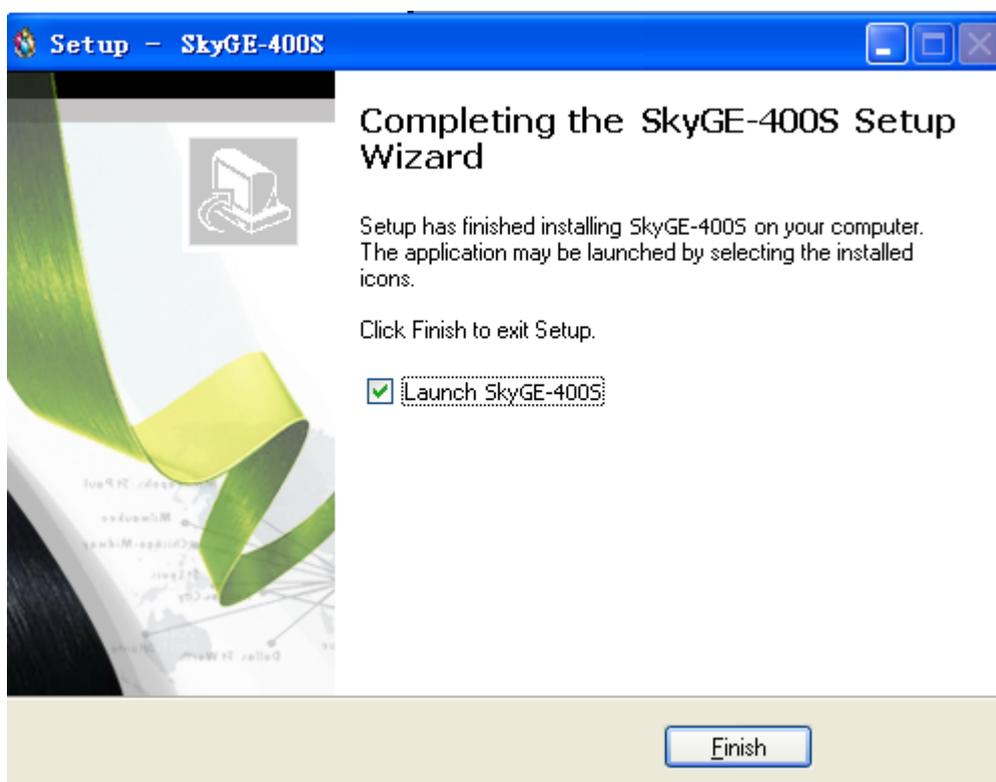
Step 8: In the next window of “**Select Additional Tasks**”, there are options “**Create a desktop icon**” or “**Create a Quick Launch icon**”. Check the appropriate box as desire. After SkyGE-400S AP is launched, the desktop icons will appear on the computer desktop and the quick launch icon will appear in the left bottom corner of the Windows screen. Click “**Next**” to continue.



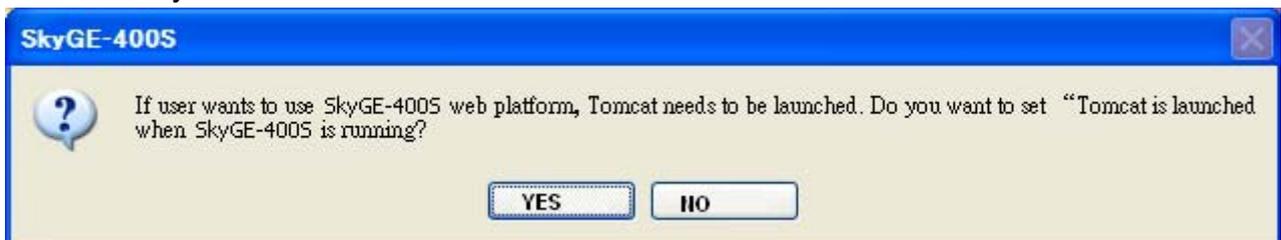
Step 9: The next window contains the related installation information and allows the user to select to start the installation. Carefully examine the configurations. If configurations need to be changed, click “**Back**” to make necessary modifications. If not, click “**Install**” to start the installation.



Step 10: After finishing installation of SkyGE-400S, the window of “**Completing the SkyGE-400S Setup Wizard**” will pop out and user can choose to check the “**Launch SkyGW4C-S**” boxes. Click “**Finish**” to finish the setup, as the figure below.



Step 11: Then following window will pop out to ask administrator if Tomcat will be launched when SkyGE-400S is launched. Tomcat is used for administrator to manage public phonebook, create user and check call log via web remotely. However, **Tomcat will open port 8080(default port) and possibly make system at risk. Please be careful on the setting.** Administrator can launched Tomcat later via general page of Option in SkyGE-400S system tray icon.



Step 12: After finishing SkyGE-400S setup successfully, Skype Accounts setting window will pop out. Administrator could set 1 to Skype accounts according to needs. First Skype account is usually company's unique Skype account for call in and there is an option to decide if "Take the incoming call" or not. The remaining accounts can choose to accept the forwarding call from the first Skype account or not. The default setting is enable.

SkyGE-400S - Skype Account and Forward

Enabled ports:

Skype FWD. Skype

Use PBX IVR

Use GW IVR

Port		DOD	DID code	Skype name	Password	Confirm password
1	<input checked="" type="checkbox"/> Take the incoming call	<input type="text"/>				
2	<input checked="" type="checkbox"/> Accept call forwarding	<input type="text"/>				
3	<input checked="" type="checkbox"/> Accept call forwarding	<input type="text"/>				
4	<input checked="" type="checkbox"/> Accept call forwarding	<input type="text"/>				
5	<input checked="" type="checkbox"/> Accept call forwarding	<input type="text"/>				
6	<input checked="" type="checkbox"/> Accept call forwarding	<input type="text"/>				
7	<input checked="" type="checkbox"/> Accept call forwarding	<input type="text"/>				
8	<input checked="" type="checkbox"/> Accept call forwarding	<input type="text"/>				
9	<input checked="" type="checkbox"/> Accept call forwarding	<input type="text"/>				
10	<input checked="" type="checkbox"/> Accept call forwarding	<input type="text"/>				
11	<input checked="" type="checkbox"/> Accept call forwarding	<input type="text"/>				
12	<input checked="" type="checkbox"/> Accept call forwarding	<input type="text"/>				

Enter Skype name and password and select **“Apply”**.

Step 13: There will come out below window. All the system running Skype accounts will send out Skype contact authorize request for the Skype accounts in public or private phonebook. It is highly suggested to modify "This is XXX company" in the below "invite request message" as your company name to increase the possibility of getting request approval.



Step 14: Administrator could see the correct Skype icons shown at the right corner bottom of Windows desktop as the figure below. Then the whole installation is complete now.

