

SkyATA Quick Guide

Package Contents

- SkyATA – Skype USB Adapter
- Telephone RJ11 cable
- SkyATA Setup Wizard CD with SkyATA & Skype setup programs, user manual and quick guide. Users can download latest SkyATA related documents from Regint Technology web site:
<https://www.regintech.com.tw/download.htm>



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

Quick Installation Procedure

1. Remove SkyATA dongle and the setup wizard CD from SkyATA package.
2. Plug SkyATA dongle into your computer USB port.



LED Indicator:

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

3. Connect SkyATA RJ-11 port to a regular analog phone RJ-11 port or a PBX trunk line through the phone cable and make sure phone is on-hook properly.



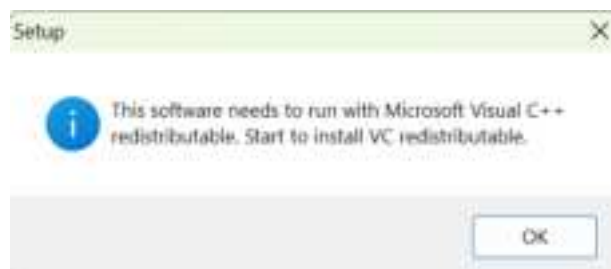
4. Put SkyATA setup wizard CD into your computer CD ROM and double-click SkyATAsSetup program.
5. The “**Select Setup Language**” window pops up. Choose a preferred language by scrolling down the selection bar. Click “OK” after choosing the language.



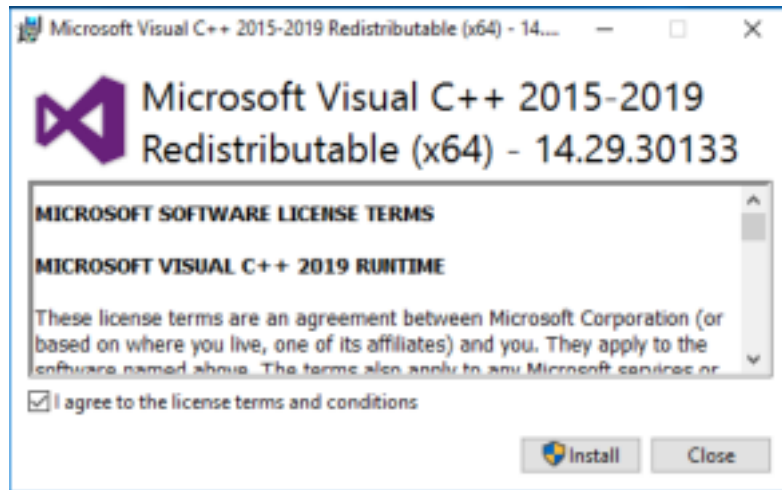
6. The “**Welcome to the SkyATA Setup Wizard**” appears. Read the on-screen instructions and click “Next”. Continue to install until finish.



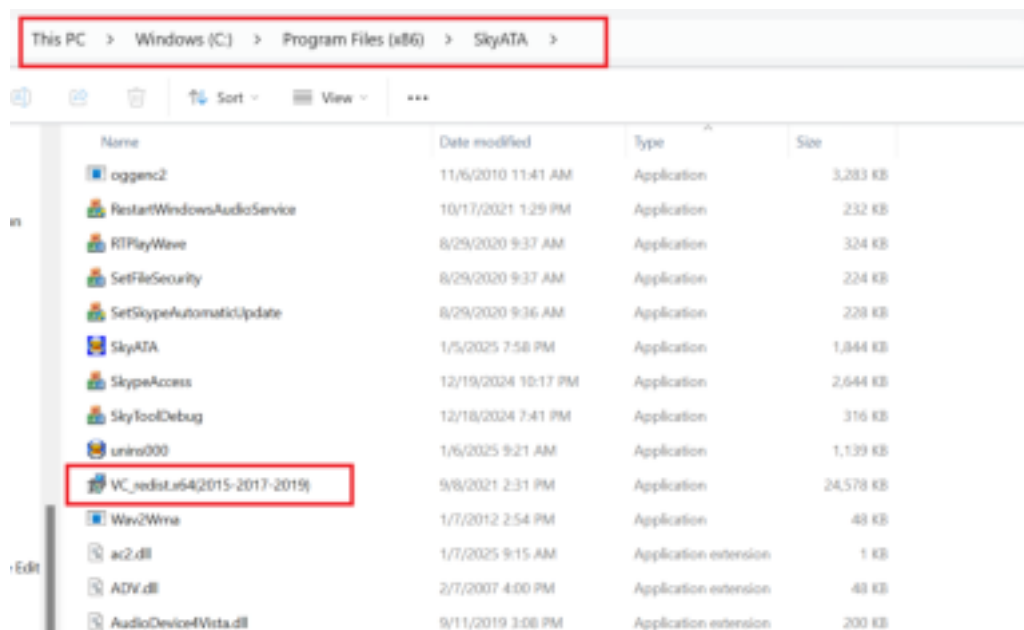
7. After SkyATA main installation is done and users click “Finish”, there might pop out below window prompting users to install VC redistributable. If the suitable VC redistributable is already installed in your PC, there won’t pop out this window. For SkyATA’s normal operation, Microsoft Visual C++ redistributable is required.



8. Click “OK” and there comes out the window below. Click “Install” to restart installation.



9. If the installation of VC redistributable is ignored during SkyATA installation, users can uninstall SkyATA and install again with VC redistributable installed when the above “Microsoft Visual C++ redistributable installation” window pops out. Users can also manually install VC redistributable from SkyATA installation folder as below.

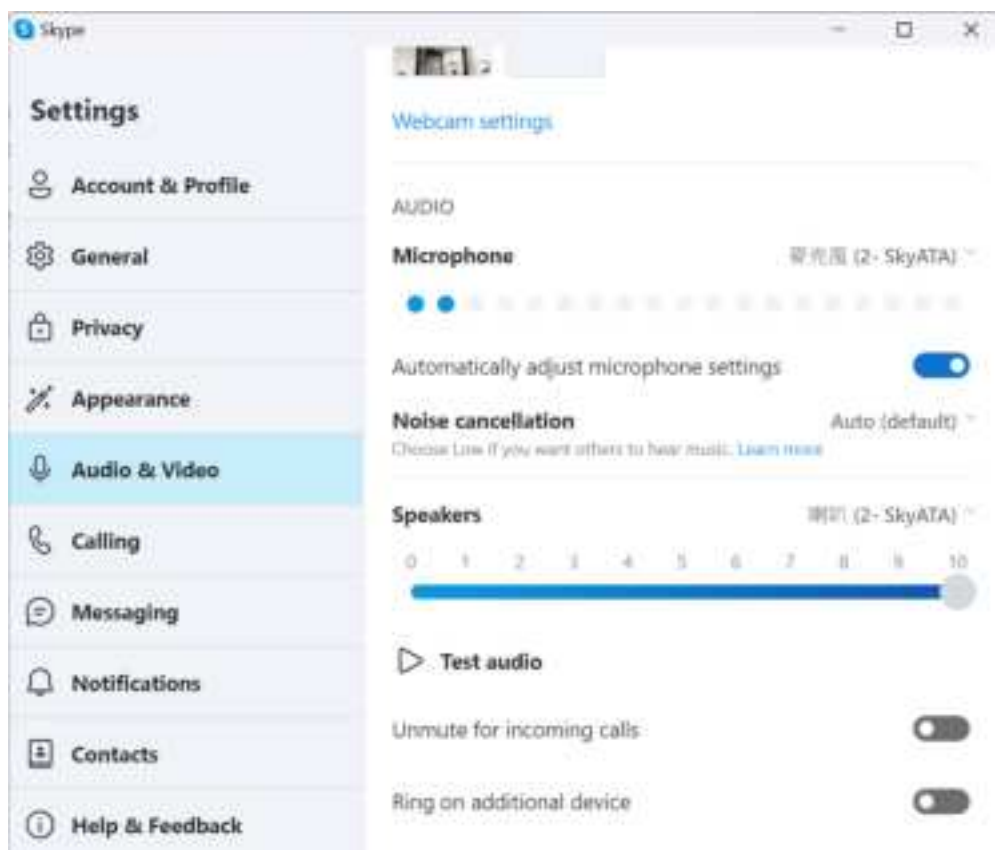


10. Important setting before start

SkyATA needs to control Skype GUI for callout and hangup. If users want to use other applications on the SkyATA connecting PC, they need to prevent interfering with Skype GUI when there is any callout or hang up activity.

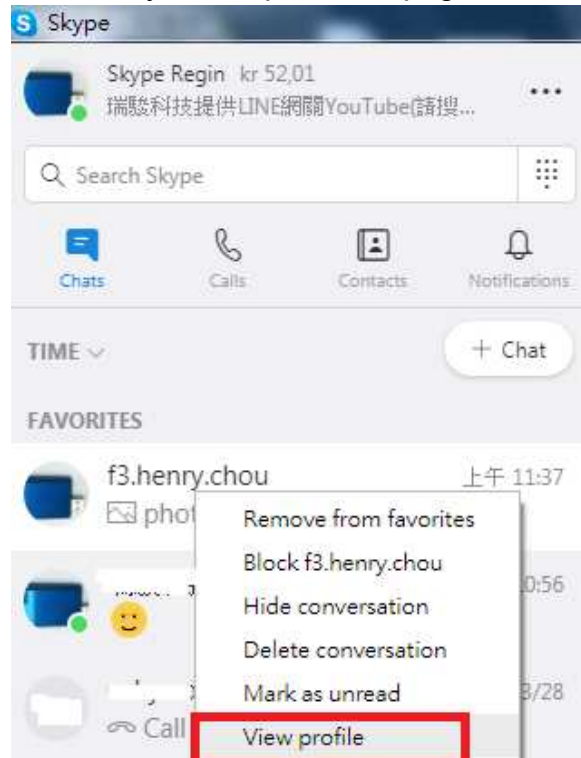
Otherwise, SkyATA might not work correctly. They can use the computer during Skype talk, but the calling window can't be closed.

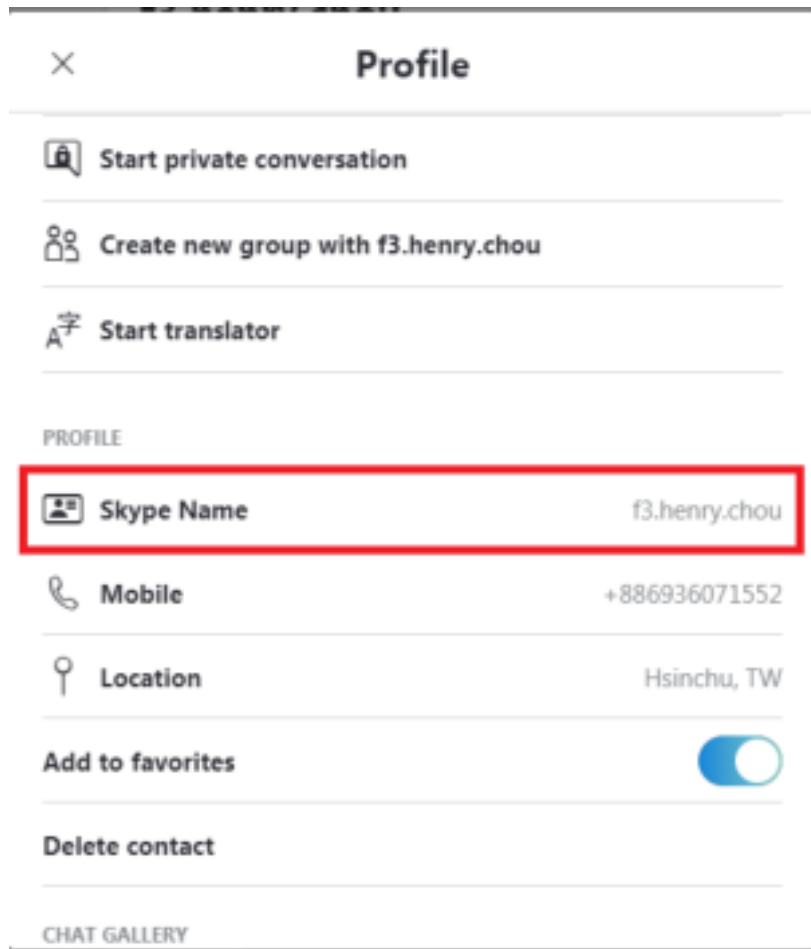
For Skype 8.129.0.202, users need to set SkyATA as the audio device for Skype as below figure. Without the correct setting, you will have problems hearing each other during Skype calls.



Skype Name

Users need to fill Skype Name at SkyATA speed dial page for Skype callout. If the filled in Skype account name format is like e-mail someone@sample.com or mobile phone number, SkyATA can't use such information for callout. As the following two figures, they need to click Skype contact with right mouse and choose "View profile" to get the contact's Skype Name and fill in SkyATA's speed dial page.





Restart SkyATA PC regularly

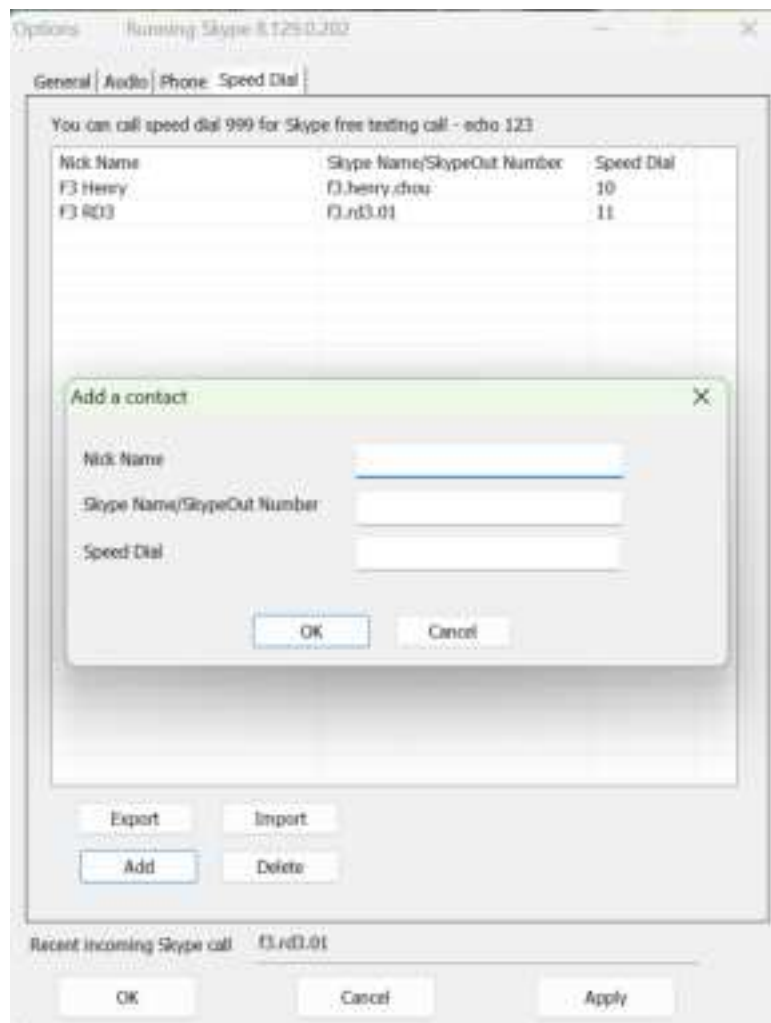
Windows PC will become less efficient and slow response. It is good to use Windows task scheduler (Please refer to Microsoft link [https://technet.microsoft.com/en-gb/library/cc748993 \(v=ws.11\).aspx](https://technet.microsoft.com/en-gb/library/cc748993 (v=ws.11).aspx)) to arrange a PC restart every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

11. Users can use SkyATA Speed Dial page to set speed dial for any Skype contacts or SkypeOut numbers. There are up to 5 digits of Arabic numeral for speed dial setting. They need to upgrade SkyATA version to 3.0.0.9 or later and do the settings on the Speed Dial page.

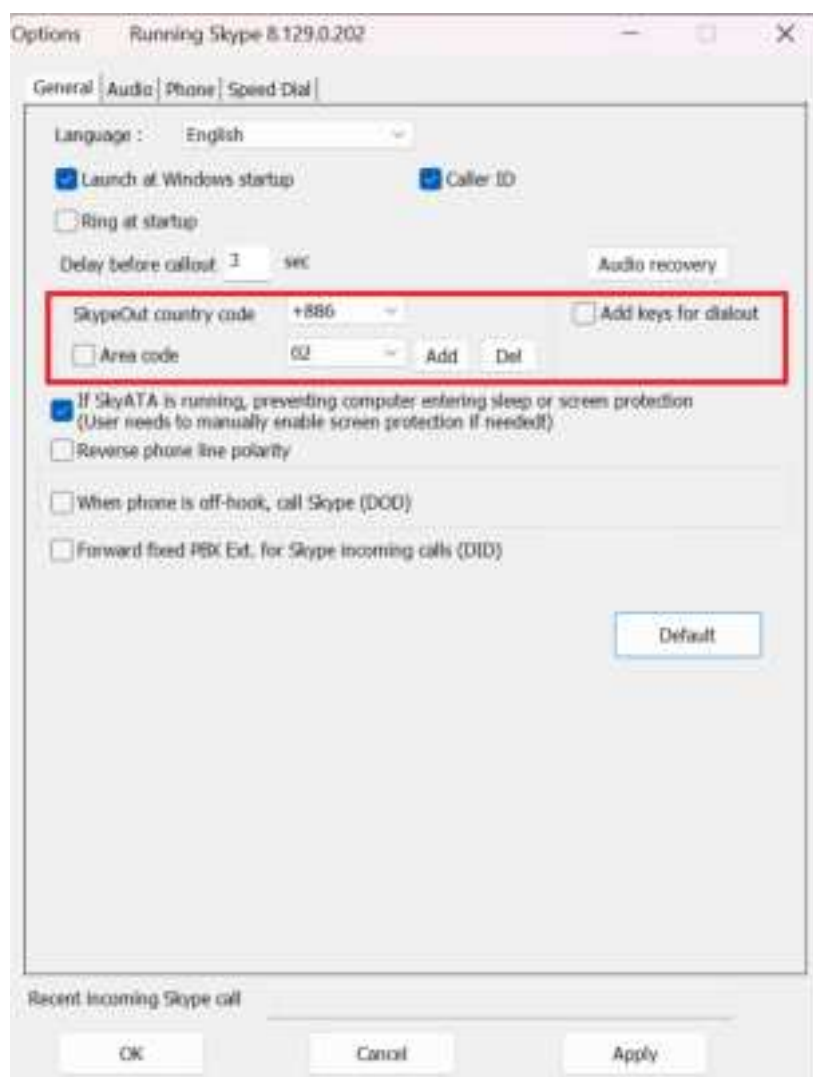
Nick Name is the name to distinguish this contact. Skype Name/SkypeOut Number is for callout. Skype Speed dial list can be exported as backup and imported for use in the future.

Skype Nick Name needs to be set in English characters, periods and Arabic numbers for the Caller ID support and “Recent incoming Skype call” in the General setting page.

They can click “Nick Name”, “Skype Name/SkypeOut Number” or “Speed Dial” individually to have the data arranged in a sequential order for easy finding. If they want to delete some contacts, they can hold keyboard “ctrl” key and choose all contacts to be deleted. Press “Delete” button to delete the selected contacts.



12. Pick up your phone receiver or handset and dial Skype contact's speed dial number + "#" key through the phone keypad after hearing a dial tone and enjoy a Skype call.
13. For a SkypeOut™ call, dial "00" (or "+" key) + country code + local PSTN/Mobile + "#" key through the phone keypad or set up a SkypeOut contact list and call out by Skype speed dial number. For example, users can make a call to U.S.A. by pressing 00-1-408-888-8888. If SkypeOut country code and area code are set as below figure, users can omit 00 + country code or even area code when making a SkypeOut call.



14. When there is an incoming call, pick up your phone receiver or handset to answer the call. Put back your phone receiver or click Hang Up/Reject button to hang up the Skype call.
15. SkyATA can support PBX extension dialing during Skype-to-Skype calls via Skype chat after SkyATA version 3.0.0.9. During Skype-to-Skype calls, Skype callers can send a Skype chat message like “*123” before making the Skype call or during the Skype call as below figure. SkyATA will help the caller to dial extension 123.

In normal situation, Skype callers should get Skype message “recv *123” from SkyATA Skype account after sending “*123” message. If that’s not the case, please change Skype Setting – Messaging – Text size from Normal to Larger size. Or try to change Windows display DPI setting to make Skype message text larger for correct detection if necessary.



For Skype calls from Skype gateway like SkyATA or SkyBox S1, callers can just dial the extension numbers through phone keypad.

For SkypeOut calls via SkyATA, users can dial extension numbers through phone keypad.

16. Sometimes SkyATA call parties can't hear each other. It might be due to internet quality. If this problem exists persistently, users can try to click "Audio recovery" button from the General page of SkyATA system tray "Options" window.

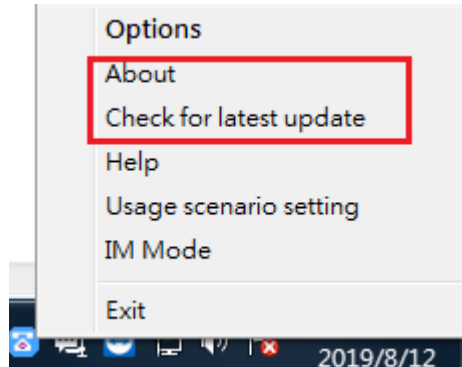


17. SkyATA sends Skype's Nick Name instead of Skype Name for caller ID. If users want to have speed dial information for the incoming Skype contact for easy call return, they need to set correct contact's Skype Nick Name and speed dial number at the Speed Dial setting page. Skype Nick Name needs to be set in English characters, periods and Arabic numbers for the Caller ID support. Users can refer to SkyATA user manual 4.8 Skype caller ID for details.

Note:

1. SkyATA setup installation needs to be done under users with administrator privilege.
2. SkyATA is quite different with regular USB devices like USB keyboard or mouse. It needs 5V, 500mA power from the USB port. If SkyATA can't work properly after this device is successfully installed, please unplug this device and plug it into another PC USB port or replace the USB cable with a new good quality one between this device and PC USB port or use USB hub with enough power supply to connect this device and PC USB port.
We found some PC front USB port is extended from motherboard through extension connector/cable and sometimes the connector/cable is bad quality, it will cause SkyATA to malfunction. For this case, we recommend users to re-plug SkyATA into another USB port or use one USB hub with enough power to connect PC USB port and SkyATA.
3. After SkyATA software is running, users can click SkyATA tray icon with right mouse from right-bottom of PC desktop for "Check for latest update"

and “About”. About will tell you what’s the SkyATA software version you installed. If you know there is a newer version than your current installation by checking the latest update, please download and perform an overwrite installation to update and keep your settings.



Customer support

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