

# User manual



**PHILIPS**



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## For your safety

**Before installing your USB adapter and software, carefully read the following information:**

### Installation information

- > In the Windows 2000 and Windows XP operating systems, you must be logged in as a user with administration rights.
- > Deactivate firewall (software / hardware) before installation. Do not forget to reactivate it after the installation.
- > If you have installed an old version IP Phone Center, we suggest that you uninstall it before you install your USB adapter.
- > During installation follow detailed descriptions on the screen.
- > Voice quality may depend on the quality of your Internet connection dial up or broadband.
- > Voice quality may vary over time.
- > Internet connection behind firewalls may not be supported, depending on the IP softphone capabilities.
- > One softphone only must be active at a given time. To avoid any conflicts in the use of the adapter, disable the other softphones than the one in use.
- > Use of other softphone than Skype will impact installation & use of this product.

### Safety precautions for the USB adapter

- > Only use the USB extension cable supplied.
- > Do not connect or disconnect the USB adapter during a storm. This brings a risk of electric shock.

## Minimum PC requirements

### Hardware

- > IBM or 100% compatible PC , 400 MHz processor
- > 128 MB RAM main memory
- > 30 MB or more free hard disk memory
- > 1 free USB port (USB1 or USB2 compatible)
- > 1 CD-ROM drive or 1 DVD drive

### Software

- > Operating system : Windows 2000 and Windows XP
- > 33,6 kbps or faster connection to the Internet. Broadband connection recommended (from 256 kbit/s downlink, 128 kbit/s uplink)

## Trademarks

- > Windows 2000 and Windows XP are registered trademarks of the Microsoft Corporation.
- > Skype is a registered trademark of Skype Technologies SA.

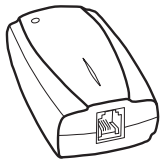
## Need help ?

**More troubleshooting and FAQ's :**

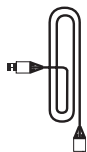
**Online help:** [www.p4c.philips.com](http://www.p4c.philips.com)

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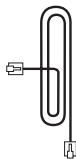
# What's in the box



USB adapter



USB cable



Line telephone cable  
RJ11-RJ11



Installation IP Phone Center



User manual

## What else you'll need



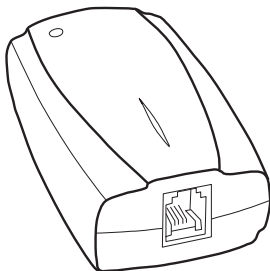
PC



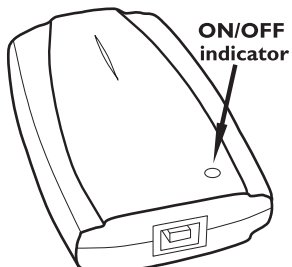
Telephone  
with removable line cable  
and power supply



Subscription Internet  
Service provider :  
Dial up or Broadband  
connection



**Front view : RJ11 connector**



**Rear view : USB connector**

## Installation of Skype software



### Download Skype software

- 1 Switch on your PC
- 2 Launch internet connection

Go to **www.skype.com** to download latest version of Skype software

**WARNING** Download time is linked to your speed connection

### Install Skype software

Follow instructions displayed on your screen

Installation involves various steps in which you can select a number of options. After each step confirm your selection with **Continue/Next** to continue with the installation procedure. Use **Back** to return to your previous selection

- 1 Create your Skype account
  - 2 Complete your new user profile
- > Skype will send a confirmation email to the mail address declared in your profile.







## Create contacts in Skype

- 1 Press **+** to add a contact
- 2 Enter Skype name of your relation and follow instructions
- 3 Go in tab **Contacts**, press mouse right key and select **Assign Speed-Dial**
- 4 Assign a number between 0 to 99 for this new contact to directly call from your telephone

This number will be the speed dial key of your contact

Repeat these 4 steps for each new contact.

## Install the adapter

**WARNING** Do not connect adapter before CD-ROM installation is completed.

### Load CD Rom

**Close all the programs (except Internet navigator) running on your PC**

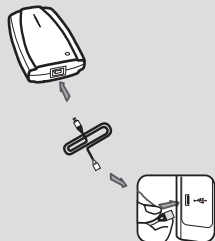
- 1 Insert the installation CD in your PC's CD-ROM drive.  
> *The setup Wizard software is started automatically*

If the Setup Wizard software does not start automatically :

- > Open Windows Explorer
- > Select the CD-ROM drive
- > Double-click **Autorun.exe**

Installation involves various steps in which you can select a number of options. After each step confirm your selection with **Continue/Next** to continue with the installation procedure. Use **Back** to return to your previous selection

- 2 Follow instructions displayed on your screen
- 3 Reboot system once installation finished
- 4 After PC reboot, select your Skype name from the choice list



## Connect USB device

- 1 Connect the supplied USB cable on the back of the adapter and on your PC USB port

When you connect the VOIP021 USB adapter, **hardware recognition** is started

- 2 Follow the **hardware recognition** instructions

Confirm the preset options with **< Back or Next >**

**WARNING** If dialog boxes appear during installation informing you about a missing Windows Logo test, click on **Continue Anyway** to continue the installation

- 3 Click on **Finish**  
> *Red icon in the status bar*

## Enter your serial number and your personal information

- 1 Double-click on the IP phone center icon on desktop
- 2 Find serial number printed on CD Rom sleeve
- 3 Enter your mandatory personal data : first name, last name, email address, country.

These data are written in the VOIP adapter. In case of reinstallation, you must enter the data again.

**WARNING** Close any softphone already running to complete the installation

> *You are invited to Restart the IP phone center*

## Finalize your connection

- 1 Right click on the red phone icon in the status bar to close it
- 2 Click on short cut of the desktop to start IP phone center

If Skype is open, right click on the Skype icon in the status bar and follow the instructions to close it.

- > *The configuration is complete when the phone icon in the task bar becomes yellow.*
- 3 Start Skype by clicking on short cut of the desktop

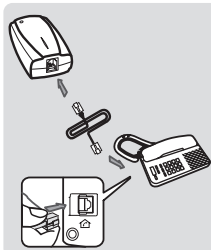
If the Skype (TM) window is displayed, authorize this software to use Skype.

## Connect telephone

- 1 Connect the supplied RJ11-RJ11 telephone line cord on your telephone and on the front of the adapter

If your telephone line cord is attached to your base station, we suggest you to change your telephone

**WARNING** Be sure that your phone is configured in **Tone Dialing** mode (see your phone User manual)



## Call with Skype

It is easier to store the numbers in the phonebook of your telephone. Refer to the phone instructions.

### Call Skype users (free call)

- 1 Pick up handset
- 2 Dial pre-set speed dial number
- 3 Double press #

### Call ordinary phone with SkypeOut (paid service)

- 1 Pick up handset
- 2 Take the line
- 3 Press 00 (or \*), then enter country code number followed by phone number

**Tip** To call your contact, dial his phone number as if you were abroad

- 4 Double press #

**Tip** SkypeOut is a paid service you can buy from [www.skype.com](http://www.skype.com)

In case of dialing problem, see [www.p4c.philips.com](http://www.p4c.philips.com)

**Answer a call**

- 1 Phone rings on incoming call
- 2 Pick up the handset and talk

Some telephone devices have a special key to take the line

**Hang up a call**

Hang up the handset to end the call

Some telephone devices have a special key to hang up

## Problem

## Tip

Is your PC on?

- Switch on your PC
- Activate your Internet connection

Your telephone does not work

- Another softphone is used. Disable the other softphones than the one you want to use.

No dialing tone

- Check your telephone dial mode is on Tone dialing and NOT on Pulse dialing

No dialing tone / no ringing

- Check your telephone is compatible with other than PSTN line
- Check your Internet provider does not block the VoIP protocol. Contact your provider.

Caller ID not displayed

- Telephone with Caller ID PSTN is not compatible with VoIP
- The VoIP software does not send proper information to the telephone

Answer machine does not work

- Traditional answering machine may not be compatible with VoIP

Operator services do not work

- Operator services (Call waiting, call transfer...) are linked to softphone features
- PSTN operator services may not be used

**Problem****Tip**

Dialing tone error

- Check you have dialed the correct number
- Memories of the phone must be programmed as described in Call chapter

Bad voice quality

- Voice quality may change from a call to another one. End call and start a new call.
- Download and upload of files may reduce the flow for VoIP traffic

Voice quality changes

- Voice quality is linked to Quality of Service (QOS) of the provider

No sound on PC  
loudspeaker

- On your PC, open panel Control, then open Sound parameters. In Audio tab, use default settings.



## Health and safety

This equipment is not designed to make emergency calls. An alternative has to be made available to allow emergency calls.

**Do not allow the adapter to come into contact with liquid. Do not open it.**

## Conformity

The Declaration of conformity is available on [www.p4c.philips.com](http://www.p4c.philips.com).

## Maintenance and service

On line help : [www.p4c.philips.com](http://www.p4c.philips.com)

## Recycling and disposal

Disposal instructions for old products.

The **WEEE** directive (Waste Electrical and Electronic Equipment; 2002/96/EC) has been put in place to ensure that products are recycled using best available treatment, recovery and recycling techniques to ensure human health and high environmental protection.

Your product is designed and manufactured with high quality materials and components, which can be recycled and reused.

**Do not dispose of your old product in your general household waste bin.**

**Inform yourself about the local separate collection system for electrical and electronic products marked by this symbol :**



**Use one of the following disposal options :**

1. **Dispose of the complete product (including its cables, plugs and accessories) in the designated WEEE collection facilities.**
2. **If you purchase a replacement product, hand your complete old product back to the retailer. He should accept it as required by the WEEE directive.**

Philips has marked the packaging with standard symbols designed to promote the recycling and appropriate disposal of your eventual waste.



A financial contribution has been paid to the associated national recovery & recycling system.



The labelled packaging material is recyclable.

## Warranty

The warranty shall only apply to the VoIP adapter.

The warranty shall not apply to VoIP quality of service or voice quality.

Use of other software phones are not guaranteed.





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