

# Sky911 Quick User Guide

## Package Contents

- Sky911 Skype phone saving box
- Type B (A male to B male) USB cable
- RJ11 Telephone cable
- Sky911 Setup CD: Sky911 Setup program, EN, TC and SC user manual & quick user guide

User can download most recent Sky911 related document from Regin

Tech web site: <https://www.regintech.com.tw/download.htm>

## Sky911 reference introduction YouTube

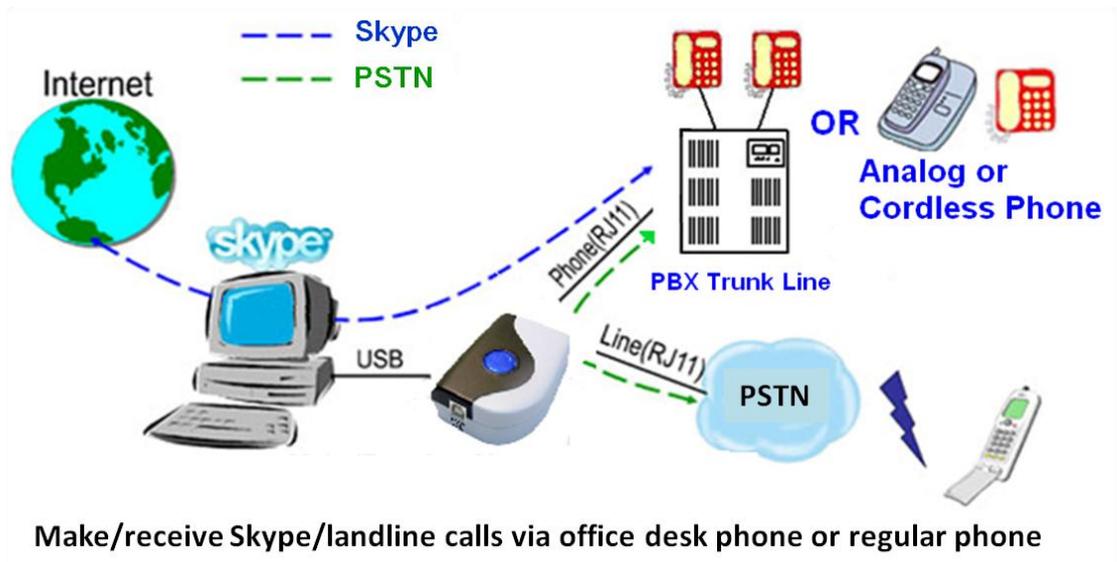
<https://www.youtube.com/watch?v=bNaTskJVTR4>

## Quick Installation Procedure

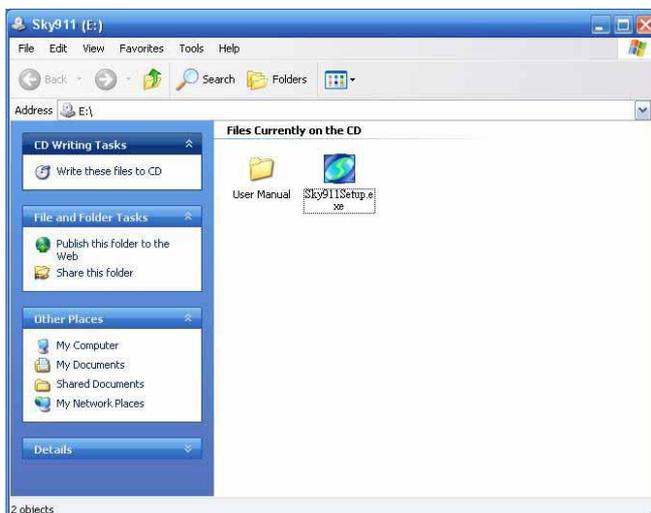
1. Make sure your PC with internet access and running Skype 8.30.0.50 or later versions (Skype version 7.16 or later is also OK now)
2. Remove Sky911, USB cable, telephone cable and Sky911 setup CD from Sky911 package
3. Connect Sky911 USB port with your computer USB port



4. Connect Sky911 Phone port to one PBX trunking line or a regular analog phone RJ-11 port through telephone cable and make sure phone is on-hook properly
5. Connect Sky911 Line port to your landline(or via RJ11 jack on the wall) through the existing telephone cable



- Put Sky911 setup wizard CD into your computer CD disk and double-click setup.exe.



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



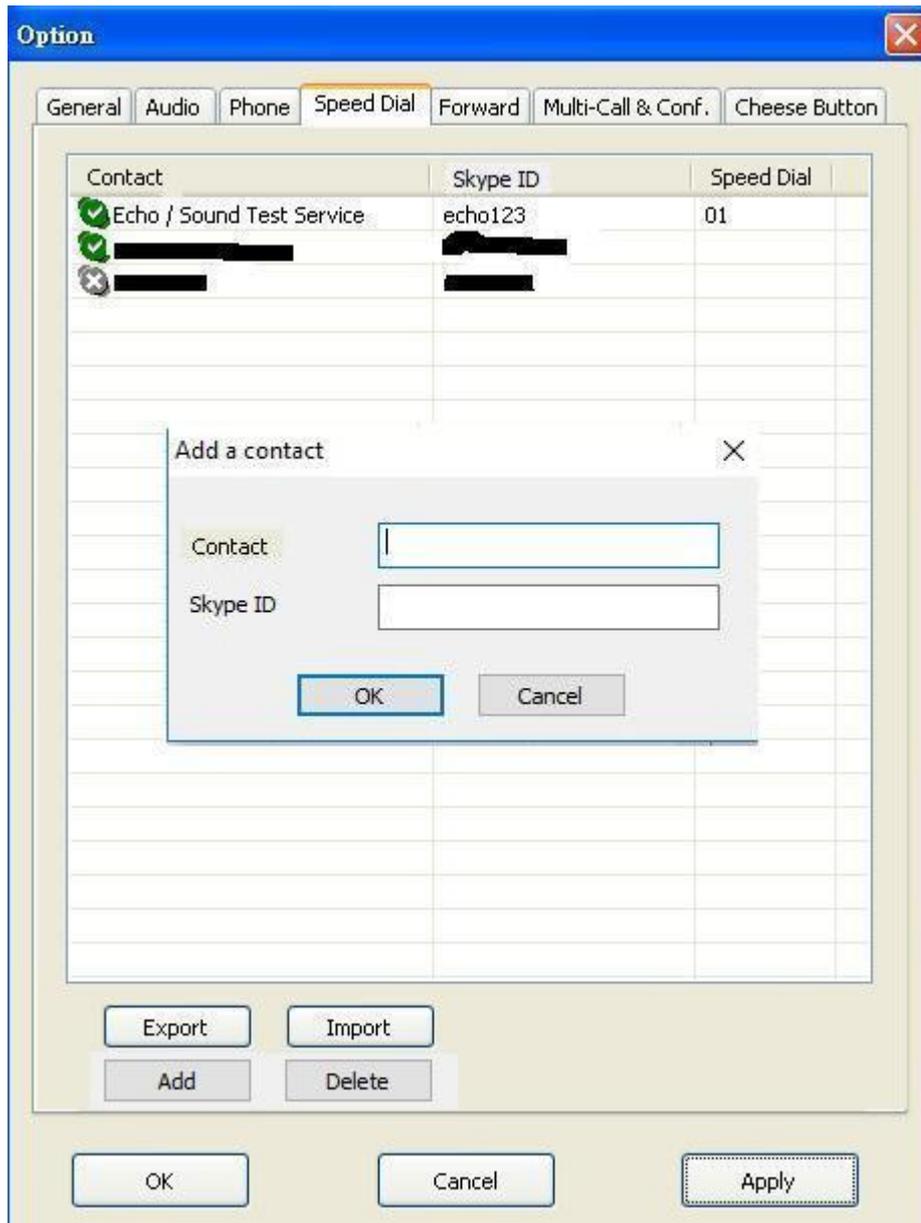
- The **“Welcome to the Sky911 Setup Wizard”** appears. Read the on-screen instructions and click Next.



9. Sky911 only supports Skype 8.30.0.50 or later version on English, Traditional Chinese and Simplified Chinese Skype GUI now. If Skype GUI is not set within above three language GUI, Sky911 system tray icon might show Skype unavailable  and device won't work with Skype.
10. Set up one to five digits Skype speed dial numbers for your Skype contact list from Sky911 system tray icon as below figure after Sky911 software is running.

Skype 8.x doesn't have any developer API to get Skype contacts information. We suggest user to login Skype 7.x with Sky911 for all your Skype accounts before October 31, 2018 and use Export function in Speed dial page to keep your Skype accounts contact list for future usage in another PC.

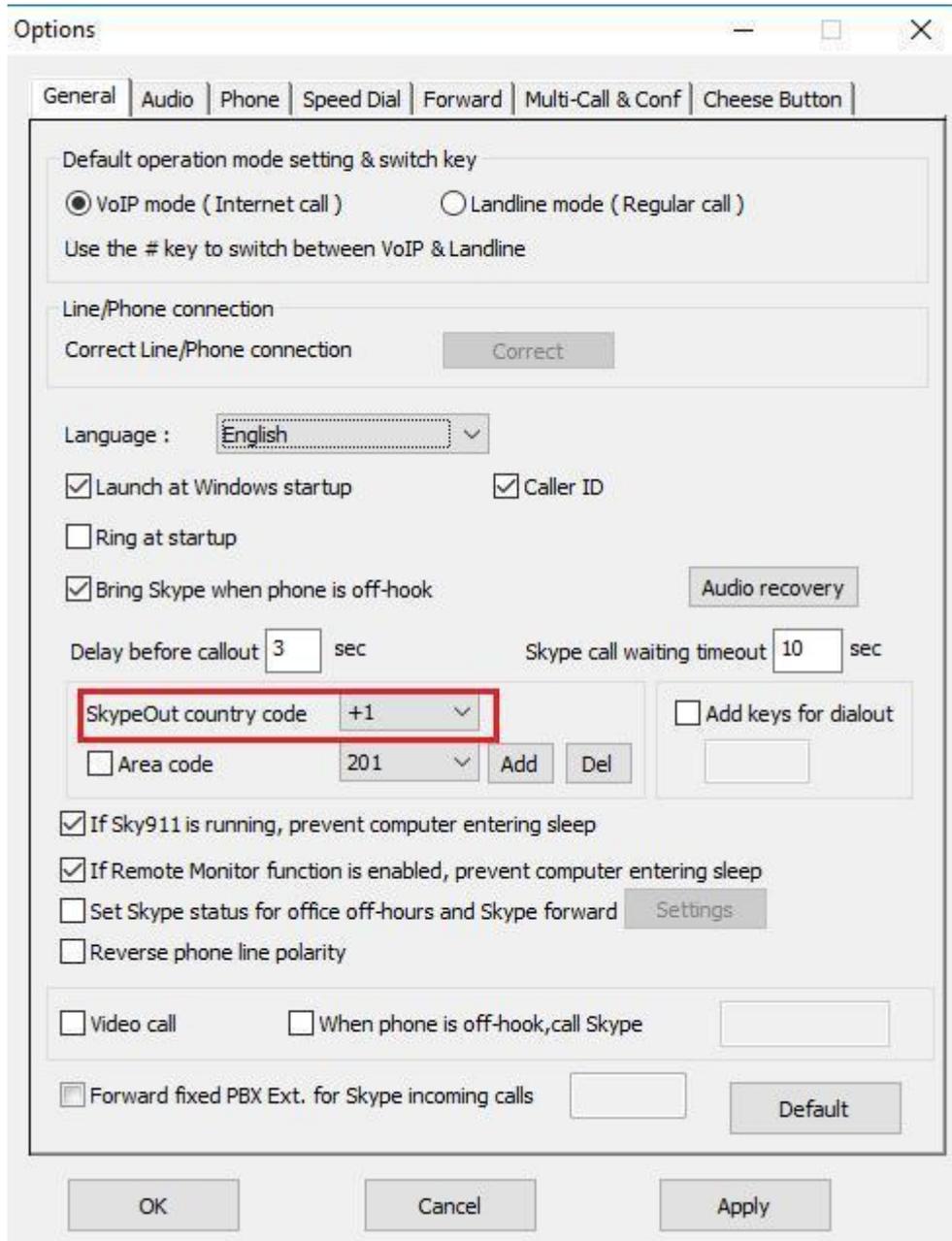
When Sky911 is running with Skype 8.x and the speed dial page doesn't have your previous contact list, you need to end Skype 8.x and Sky911 and then run Sky911 under Skype 7.x. Please ensure all Skype contacts can be found in the speed dial page, then end Skype 7.x and run Skype 8.x with Sky911.



11. If the Default operation mode in General tab is VoIP( check from Option dialogue of Sky911 system try icon in the right-bottom corner of Windows), user will hear a different Skype dial tone and notice blue LED is solid-on when the phone receiver is picked up. User can follow below steps 13~15 to make Skype/SkypeOut calls. Or user can press “# “ key to switch to the landline mode( Green LED is solid on when the phone is hook off) and hear a familiar landline dial tone, then make a landline call as you did in the past. If user changes default operation mode as landline mode, user will hear a familiar landline dial tone and notice green LED is solid-on when the phone receiver is picked up. Then make a landline call as you did in the past. User can press “# “ key to switch to the VoIP mode and hear a different Skype dial tone and notice blue LED

is solid-on when the phone receiver is picked up. User can follow below steps 13~15 to make Skype/SkypeOut calls.

12. When Sky911 is in the VoIP mode, pick up your phone receiver or handset( blue LED is solid-on) and dial Skype contact's speed dial number + “#” key through the phone keypad after hearing a Skype dial tone and then enjoy a Skype call. Add “ # “ key will accelerate the Skype call to be calling out, but it is not necessary.
13. For a SkypeOut™ call, dial “00” (or “+” key) + country code + phone number + “#” key through the phone keypad or setup a SkypeOut contact list and call out by Skype speed dial number. Add “ # “ key will accelerate the SkypeOut call to be calling out, but it is not necessary. For example, user can make a call to one U.S.A. number by pressing 00-1-408-888-8888. If SkypeOut country code and area code are set as below figure, user can omit 00 + country code or even area code when making a SkypeOut call.



14. When there is a phone ring for an incoming call, pick up your phone receiver or handset to answer the call and hang up phone or click End call from Skype GUI to finish the call.
15. For Skype 7.x or Skype 8.x, Sky911 incoming Skype callers will have problem to dial extension number successfully for a Skype-to-Skype call with Sky911 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 Sky911 or SkyATA, callers can just dial extension number from phone.  
 Sky911 can support extension dialing during Skype-to-Skype calls via Skype chat after Sky911 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” 30 seconds before making the Skype call or during the Skype call as below figure. Sky911 software will help the caller to dial extension 123.

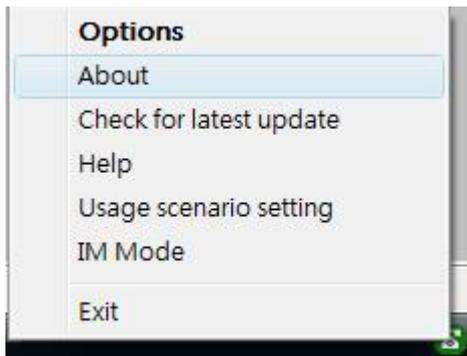


**16. During a Skype or a landline call, user can press “\* 1” phone keys to pick up the interrupt landline or Skype call and switch between both calls. Press “\*” phone key to hang up the current call.**

**17. During a Skype or a landline call, user can press “\* 2” phone keys to add the interrupt landline or Skype call for a 3 way conference( one landline and one Skype).**

**Note:**

1. Sky911 setup installation needs to be under user with administrator privilege.
2. Sky911 is quite different with general USB devices like USB keyboard or USB mouse. It needs 5V, 500mA power from the USB port. If Sky911 can't work properly after this device is successfully installed, please unplug this device and plug into another PC USB port, or replace the USB cable with a new good quality one between this device and PC USB port or use USB hub with power adapter to connect this device and PC USB port.  
We found some PC USB port at the front panel is extended from motherboard through extension connector/cable and sometimes the connector/cable is at bad quality. It might cause Sky911 malfunction. For this case, we recommend you to plug Sky911 into USB ports at PC rear panel or use one USB hub with power adapter to connect PC USB port and Sky911.
3. After Sky911 software is running, user can click Sky911 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 Sky911 software version you installed. If the result for check latest update has newer version than your current installation, you can download for use.



## **Customer support service**

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