

# Uniden

## VG-100 VoIP Gateway

### Owner's Manual

# CONTENTS

Welcome.....	4
Package Contents .....	4
Requirements .....	5
VG-100 Overview .....	6
Ports.....	6
LED Description .....	6
VG-100 Installation .....	7
For Windows XP Systems.....	8
For Windows 2000 Systems.....	15
VG-100 States .....	24
Green.....	24
Red .....	24
No phone in the system tray.....	24
Testing VG-100.....	25
Making and Receiving Calls .....	29
Setting Up Skype Speed Dial.....	30
Switching Between VoIP and Regular Calls .....	32
Conference Call Between VoIP and Regular Calls .....	32
3-Way Calling .....	33
Call Forward Settings .....	34
Incoming Internet calls.....	36
Incoming PSTN calls .....	38
Telephone Answering Machine.....	40
Interactive Voice Response (IVR).....	41
Local IVR Access.....	41
Remote IVR Access .....	42
Toll Bypass .....	43
Skype Voicemail .....	44
Changing the Default Settings.....	45
Disabling VG-100™.....	47
Uninstall.....	49

Troubleshooting ..... 50

- Common Fix..... 50
- Wrong Device Installed..... 51
- Softphone Version Warning..... 51
- Cannot hear dial-tone when I pick up the handset connected to the VG-100..... 52
- Skype VoIP does not appear to be responding to incoming calls..... 52
- Cannot hear the Skype™ call in telephone handset..... 52
- Call Forwarding is not working properly ..... 54
- Toll bypass is not working properly ..... 55

Appendix A – IVR Flow Chart ..... 57

One Year Limited Warranty..... 60

# Welcome

The **VG-100™ USB Personal VoIP Gateway (VG-100)** is an exciting new device that let's you make and receive **Skype™** calls using your standard telephone handset (regular telephone, cordless phone, DECT phone, ...).

After you follow the simple installation you will be able to do the following:

- Continue to make and receive regular calls as you normally do
- Make and receive Skype™ calls using your standard telephone
- Forward Skype™ calls to your mobile phone
- Make Skype™ calls from your mobile phone even when you are away from your computer
- Switch between a Skype™ call and a regular phone call
- Check Skype™ voicemail from your handset
- Use the VG-100 as an Answering Machine for PSTN and VoIP calls

## Package Contents

The VG-100 package includes the following (note that your particular hardware and cables may look slightly different than shown below).

1. VG-100
2. USB Cable
3. Telephone Cable
4. AUTORUN CD-ROM

# Requirements

In order to install the VG-100 you will need the following:

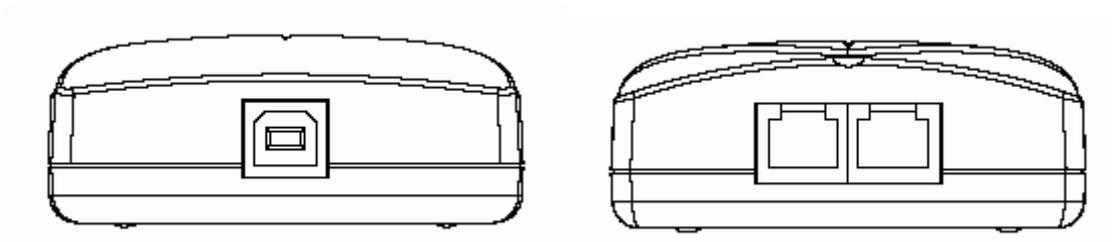
1. VG-100
2. USB cable
3. RJ11 cable
4. Telephone (regular telephone, cordless phone, DECT phone, ...)
5. Telephone service (for conf call, 3 way calling and forwarding features)
6. Broadband internet service is recommended
7. PC with the following minimum specifications (recommended PC specifications for optimal performance are in bold):
  - Pentium 400MHz or equivalent (**Pentium 1GHz or higher**)
  - Windows 2000 or XP
  - Available USB port (1.0, 1.1 or 2.0)
  - Skype™ version 1.1 or higher (www.skype.com) must be installed (**Skype™ version 1.3 or higher**)
  - 128MB RAM (**256MB RAM**)
  - 10MB available hard disk space (**30MB available hard disk space**)
  - CD-ROM drive to install VG-100 software from the supplied CD-ROM

**Note that the VG-100 must be connected directly to the PC USB port or to an AC Powered USB hub. It CANNOT be installed on a bus powered USB hub.**

# VG-100 Overview

VG-100 has many ports and LEDs. VG-100 may have some or all of the features listed below.

## Ports



**USB port:** Connect the USB cable to the VG-100 USB port. The other end of the USB cable must be connected to a USB port on your computer, or to an AC Powered USB hub. The VG-100 **MUST** not be connected to a bus powered USB hub.

**PHONE Jack:** Connect a standard telephone handset to the VG-100 phone jack using a telephone cable.

**LINE Jack:** Connect a telephone cable between the VG-100 line jack and a wall jack.

## LED Description

**Power LED:** The LED stays lighted to indicate the system is power on properly.

# VG-100 Installation

**DO NOT CONNECT THE VG-100 TO YOUR COMPUTER UNTIL INSTRUCTED TO DO SO BY THE VG-100 INSTALLATION WIZARD**

The following instructions will guide you through the process of installing the VG-100.

The installation procedure is to:

- Install Skype™
- Start the VG-100 SW installation (step 1 below)
- Plug in the VG-100 WHEN INSTRUCTED TO DO SO
- Verify the installation is OK
- Connect a telephone handset to the VG-100
- Connect the VG-100 to the wall jack. Note that this is optional and only required for the forwarding features.
- Use your VG-100 to make and receive Skype™ calls

The detailed instructions follow:

If Skype™ is not already installed on your computer, visit <http://www.skype.com> and follow the instructions there to install Skype™. Verify that Skype™ is working before installing the VG-100.

**We strongly recommend you to update the latest Skype due to the one could provide better performance and resolve some problems than the older one.**

# For Windows XP Systems

## Step 1:

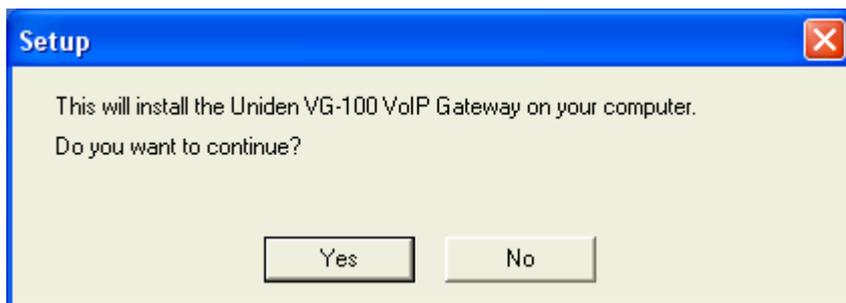
Please insert the ADSL Router CD into your CD-ROM drive.

The CD should auto-start, displaying the following window. If it does not start, click on **Start – Run** and type in **CD: \autorun.exe** (where CD is the drive letter of your CD-ROM drive.) Click "**USB DRIVER**".



## Step 2:

Click "**Yes**".



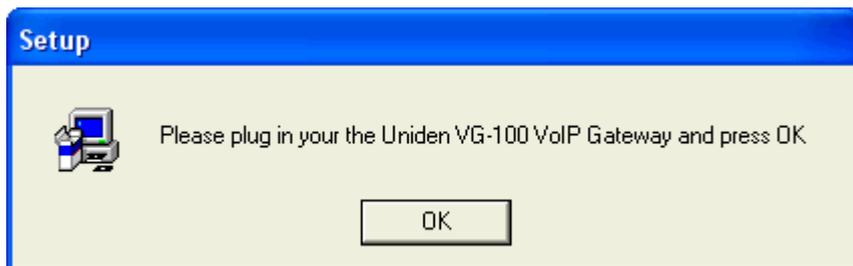
### Step 3:

Check the " I have read and agree to the terms and conditions as stated above " checkbox and then click " Agree ".



### Step 4:

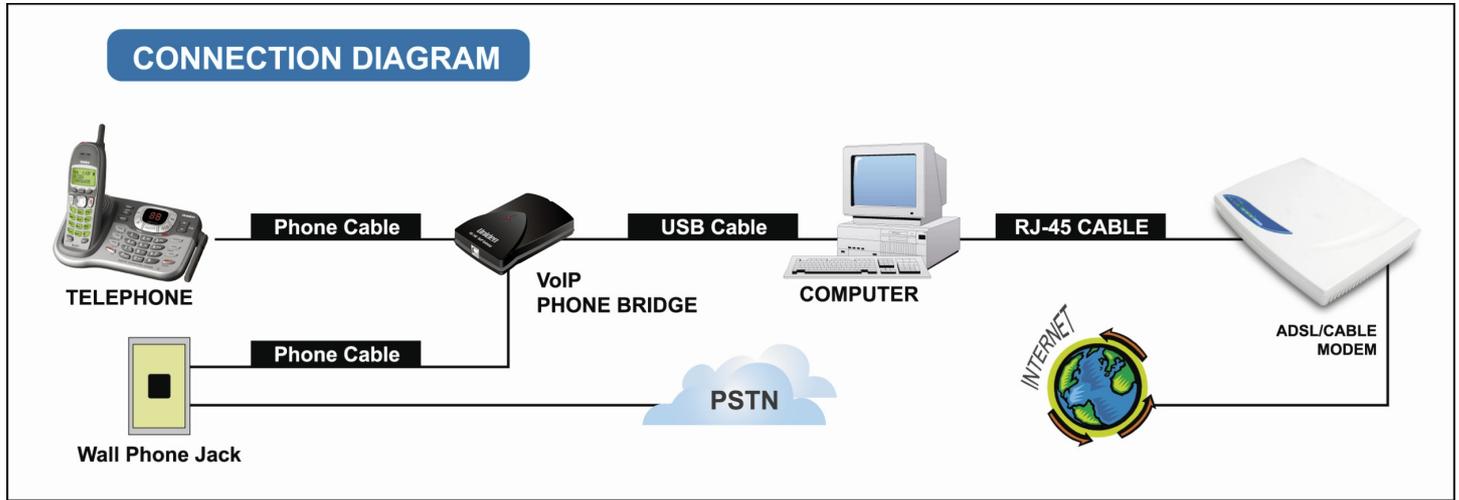
Please Plug In your Personal VoIP Adaptor and then click " OK ".



## Step 5:

Connect the USB cable to the VG-100 USB port.

The other end of the USB cable must be connected to a USB port on your computer, or to an AC Powered USB hub.



**The VG-100 MUST not be connected to a bus powered USB hub.**

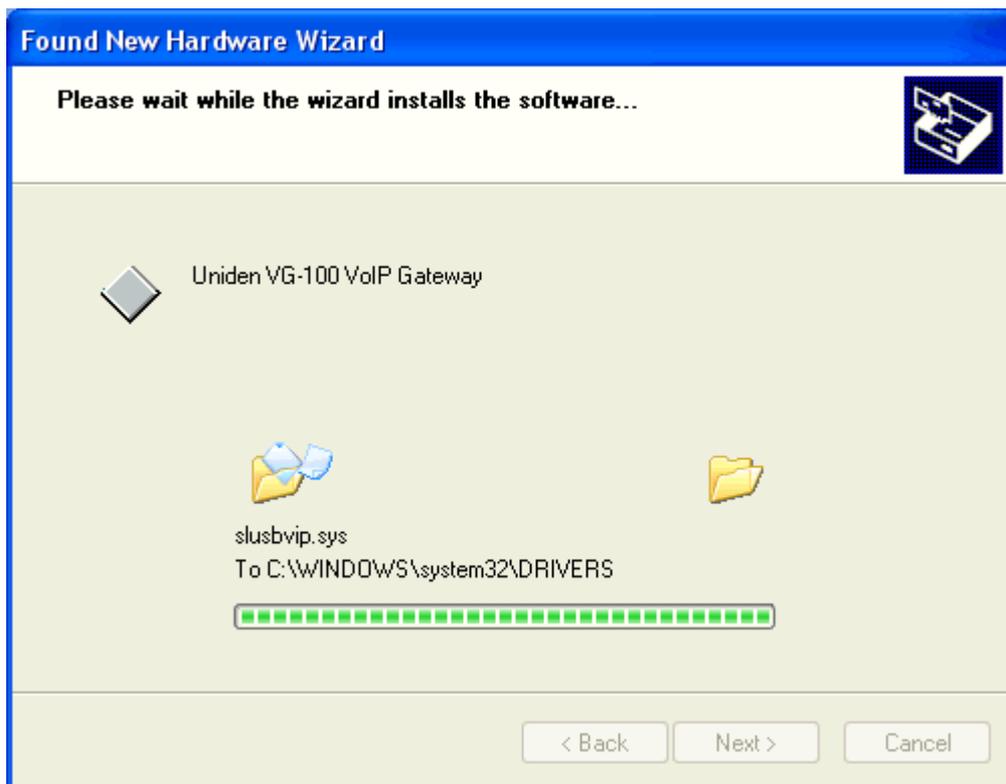
## Step 6:

Check the option " **Install the software automatically [Recommended]** " and then click " **Next** ".



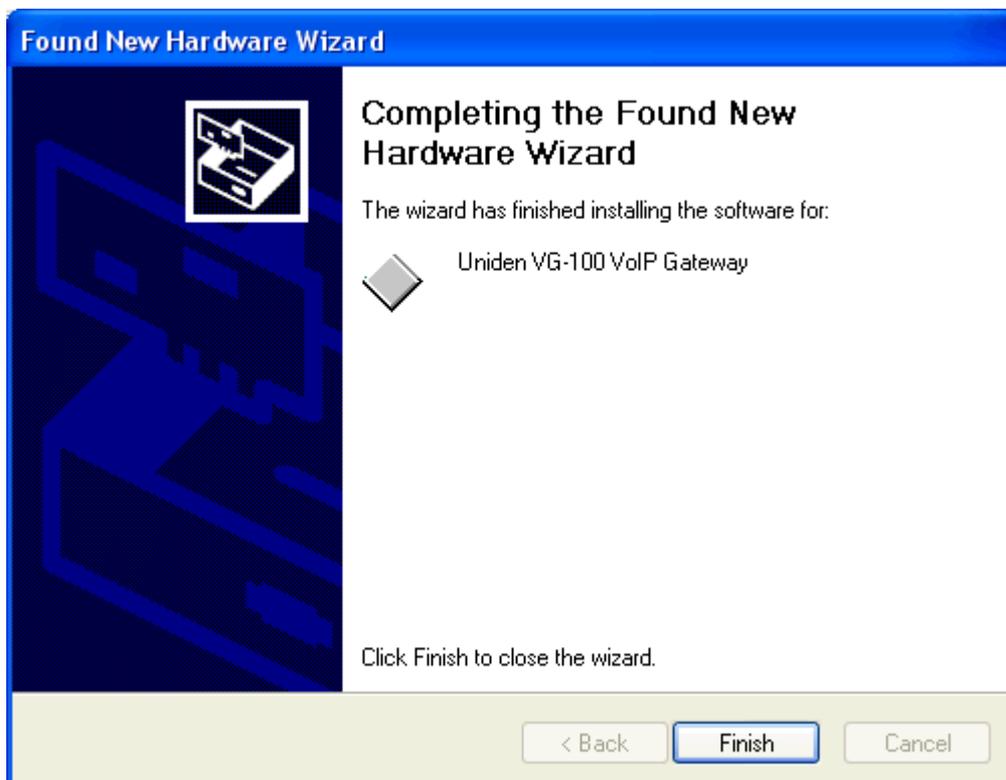
## Step 7:

Please wait while the wizard installs the software...



## Step 8:

The wizard has finished installing the software and then click " **Finish** ".



### Step 9:

Check the option " **Install the software automatically [Recommended]** " and then click " **Next** ".



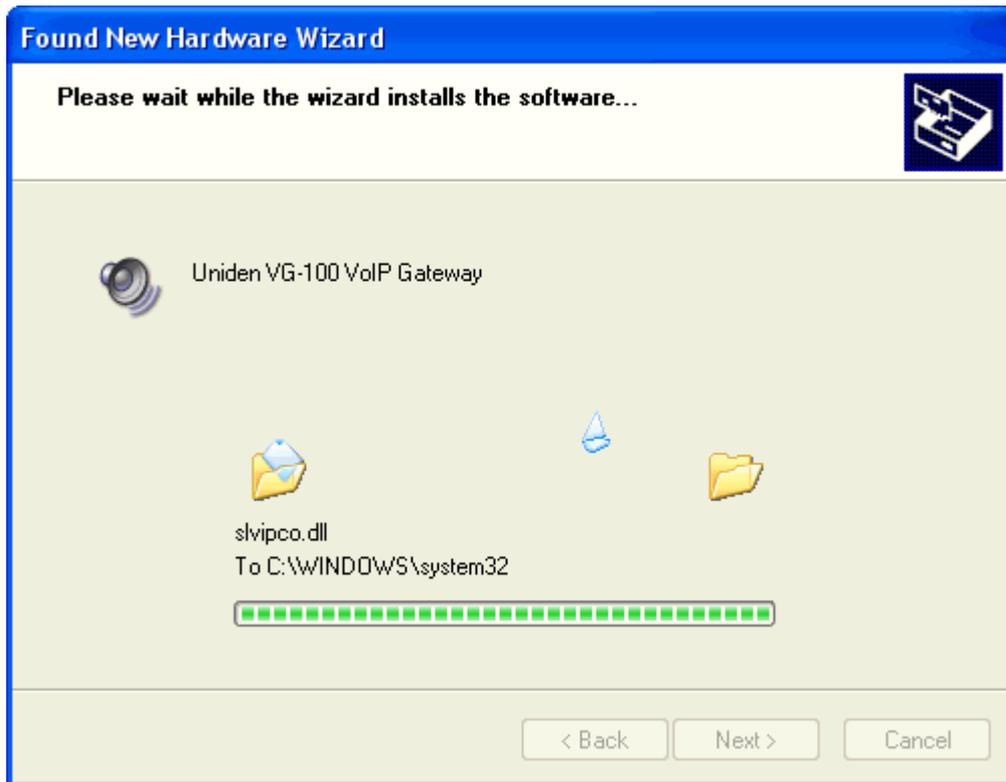
### Step 10:

Click " **Continue Anyway** ".



## Step 11:

Please wait while the wizard installs the software...



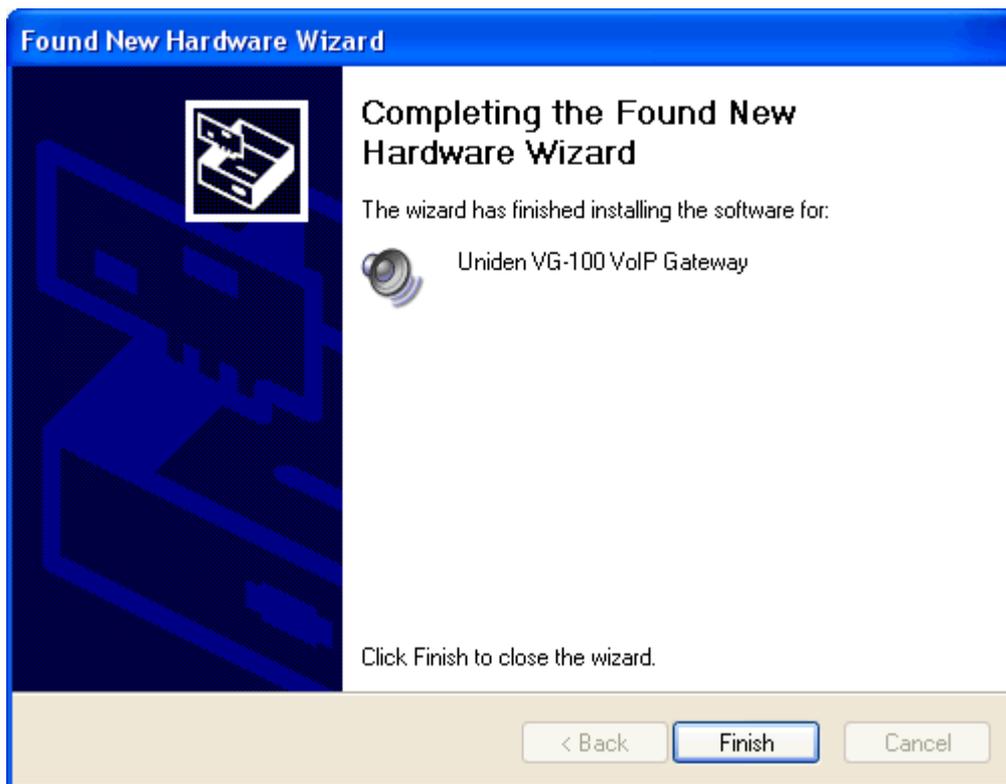
## Step 12:

Check the option " **Allow this program to use Skype** " and then click " **OK** ".



### Step 13:

The wizard has finished installing the software and then click " **Finish** ".



### Step 14:

When the installation completes you should see the following message appear near your system tray and a new telephone icon (circled in red below) in your system tray as shown below.

The telephone icon indicates that the VG-100 software is installed and running and that you can start making calls via Skype™ and the VG-100.



### Step 15:

Connect a standard telephone handset to the VG-100 phone jack using a telephone cable

### Step 16:

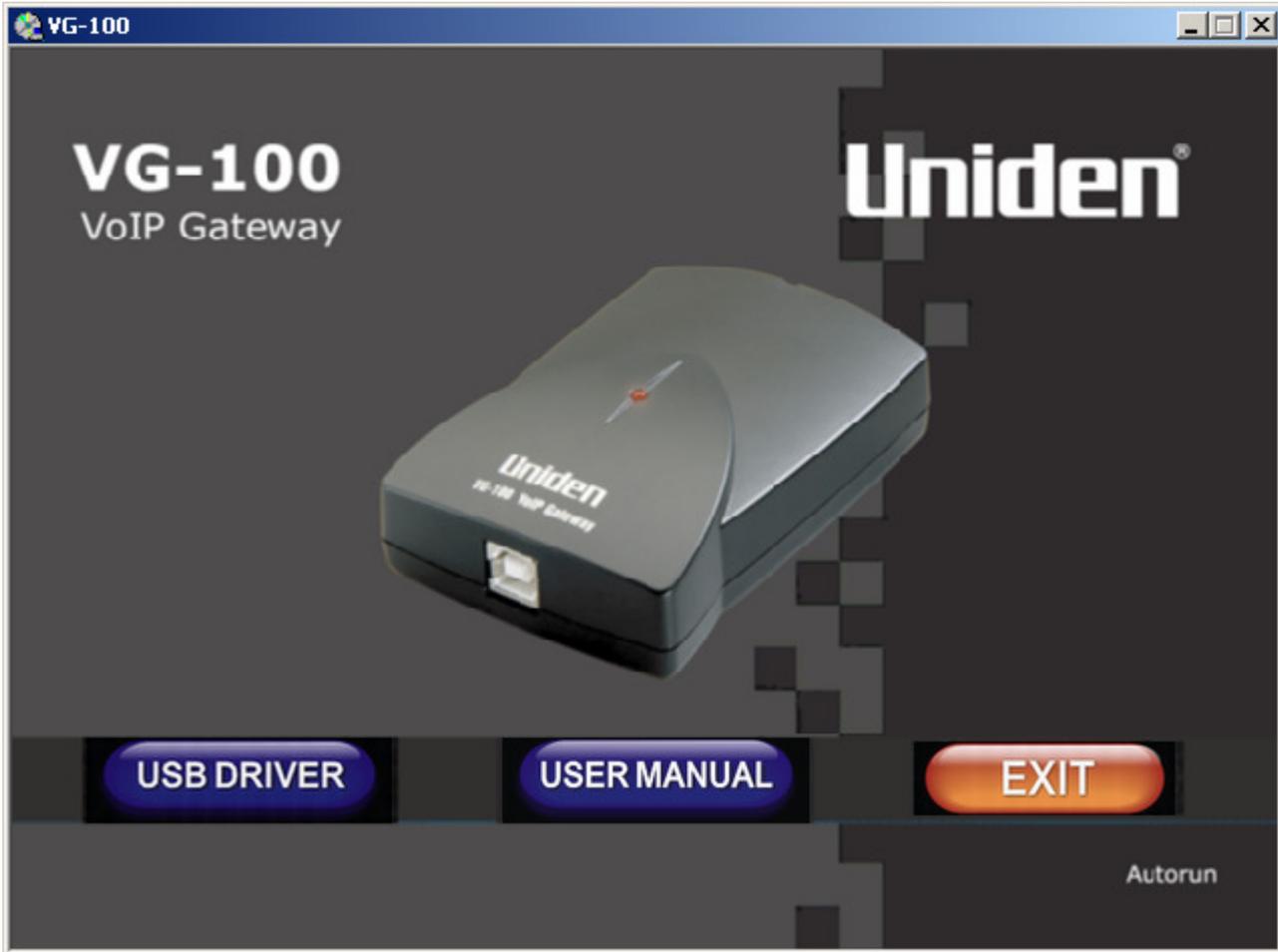
Connect a telephone cable between the VG-100 line jack and a wall jack.

# For Windows 2000 Systems

## Step 1:

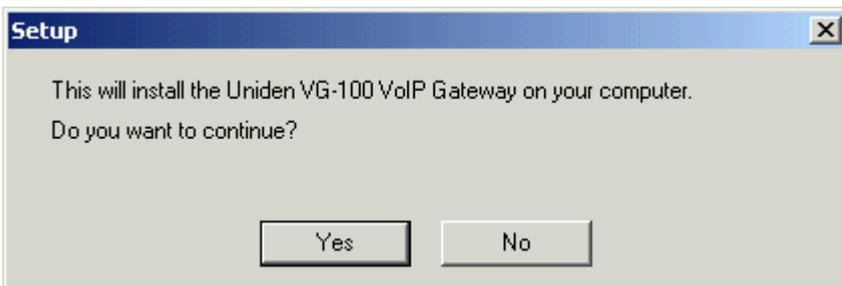
Please insert the ADSL Router CD into your CD-ROM drive.

The CD should auto-start, displaying the following window. If it does not start, click on **Start – Run** and type in **CD: \autorun.exe** (where CD is the drive letter of your CD-ROM drive.) Click " **USB DRIVER** ".



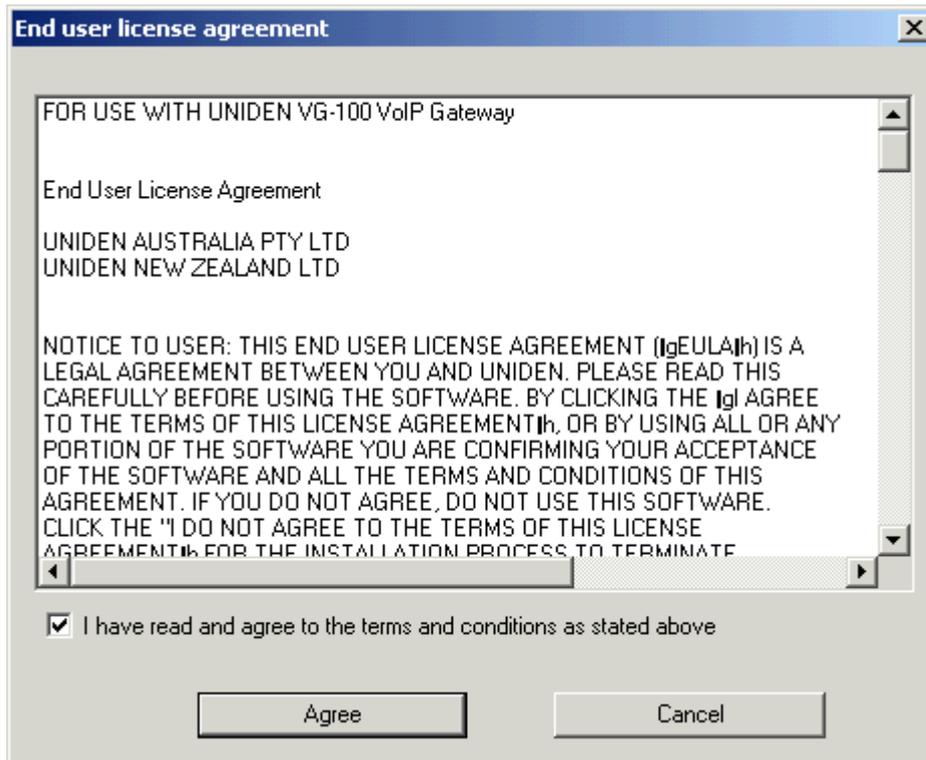
## Step 2:

Click " **Yes** ".



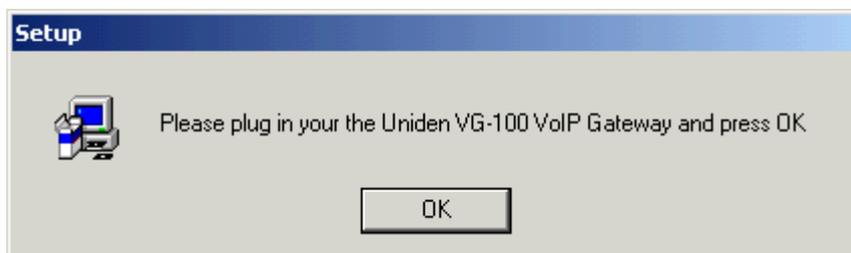
### Step 3:

Check the " I have read and agree to the terms and conditions as stated above " checkbox and then click " Agree ".



### Step 4:

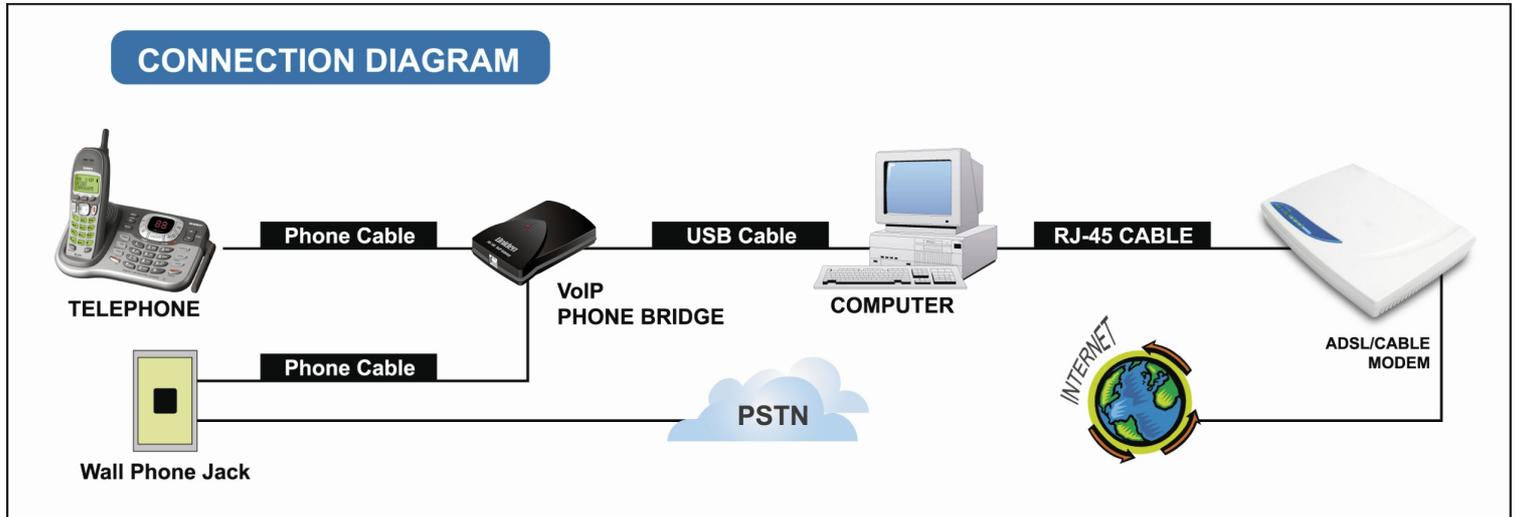
Please Plug In your Personal VoIP Adaptor and then click " OK ".



## Step 5:

Connect the USB cable to the VG-100 USB port.

The other end of the USB cable must be connected to a USB port on your computer, or to an AC Powered USB hub.



**The VG-100 MUST not be connected to a bus powered USB hub.**

## Step 6:

Click " Next ".



## Step 7:

Check the option " **Search for a suitable driver for my device [recommended]** " and then click " **Next** ".

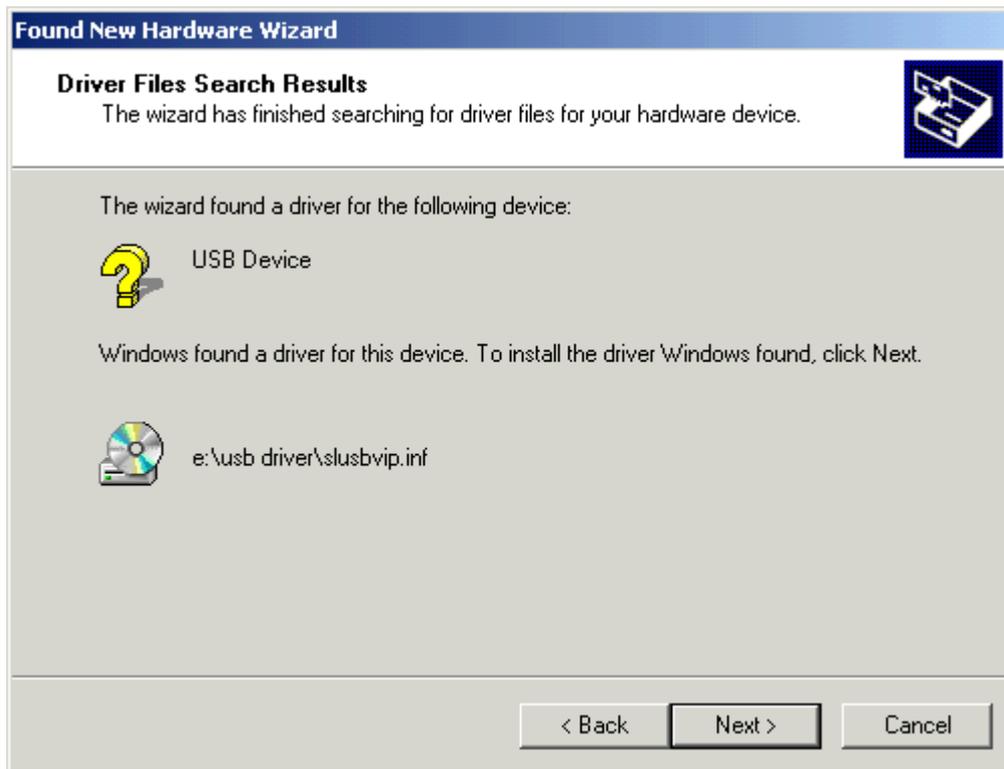


## Step 8:

Check the option " **CD-ROM drivers** " and then click " **Next** ".



**Step 9:**  
Click " Next ".



**Step 10:**  
Click " Finish ".



## Step 11:

Click " Next ".



## Step 12:

Check the option " Search for a suitable driver for my device [recommended] " and then click " Next ".



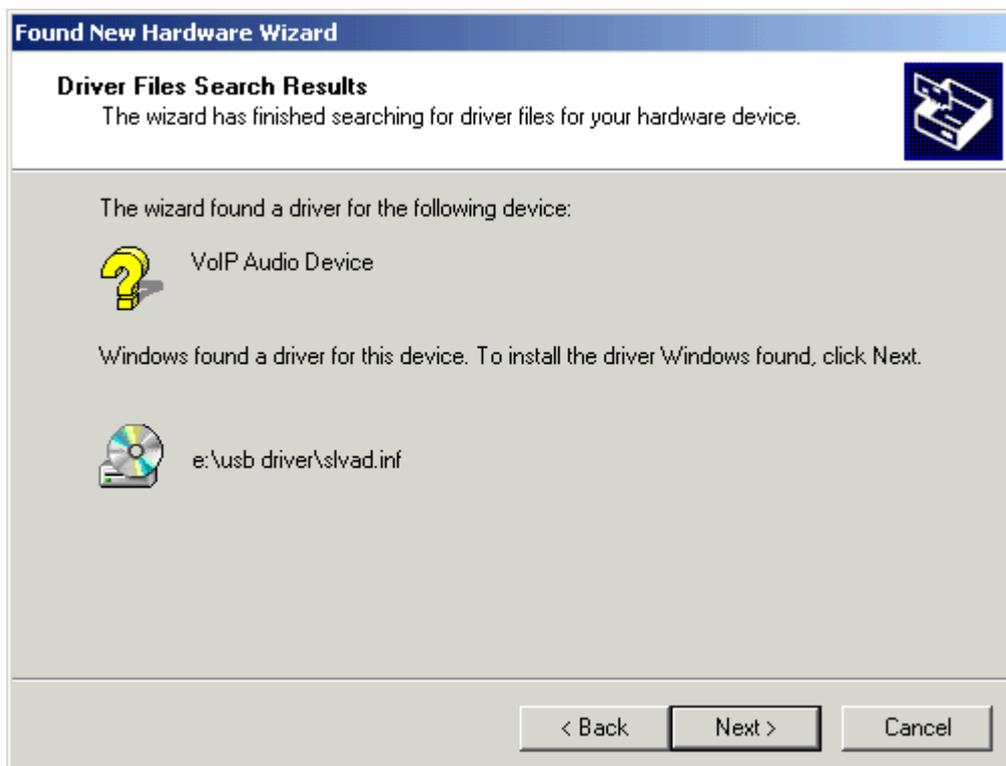
### Step 13:

Check the option " **CD-ROM drivers** " and then click " **Next** ".

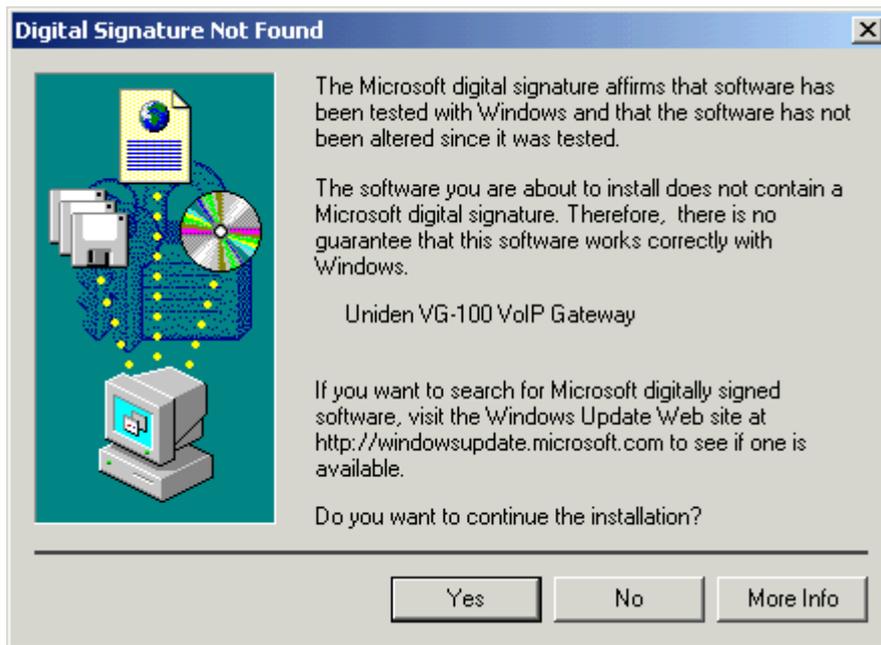


### Step 14:

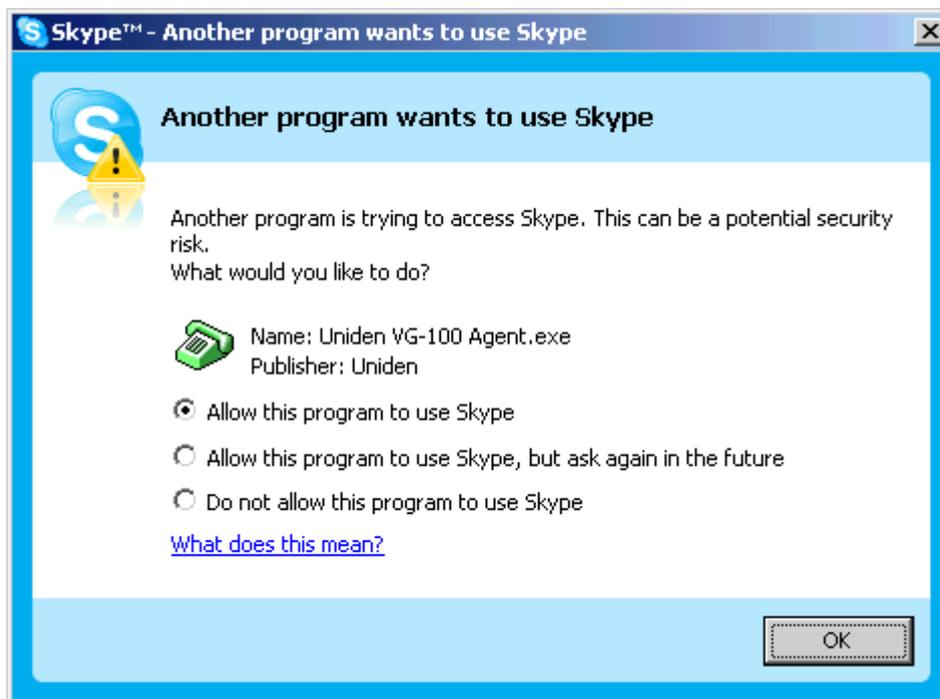
Click " **Next** ".



**Step 15:**  
Click " Yes".



**Step 16:**  
Check the option " **Allow this program to use Skype** " and then click " **OK** ".



### Step 17:

The wizard has finished installing the software and then click "**Finish**".



### Step 18:

You must restart your computer before the new settings will take effect and then click "**Yes**".



### Step 19:

Connect a standard telephone handset to the VG-100 phone jack using a telephone cable

### Step 20:

Connect a telephone cable between the VG-100 line jack and a wall jack.

# VG-100 States

## Green

When the VG-100 is installed and the software is installed properly, then you will see a green phone in the system tray as shown below.



## Red

If the VG-100™ agent is running and the VG-100 is removed, then the telephone will be red as shown below.



During an incoming or outgoing Skype call, the telephone handset will jiggle as shown below, indicating an VoIP call is being initiated.



## No phone in the system tray

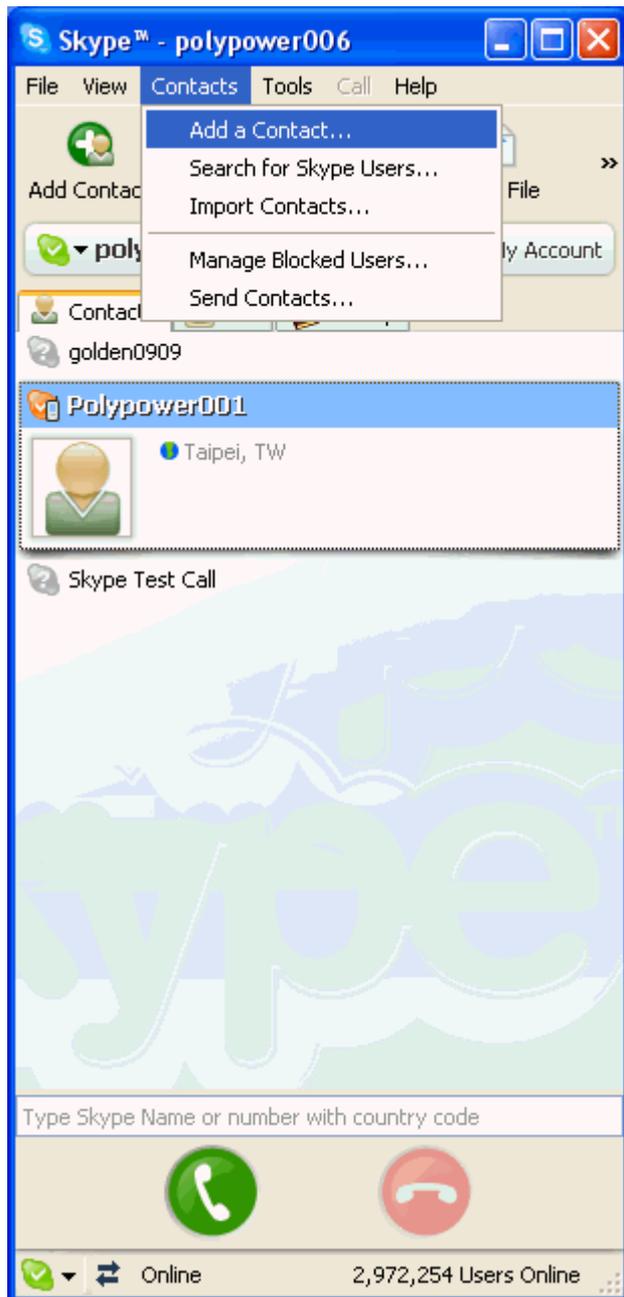
When the VG-100™ agent is not running, there is no phone in the system tray.

# Testing VG-100

Skype provides a useful feature to test your connection. It is called Echo123. If you send “callme” in a chat with echo123, the echo123 service will call you and let you leave a message which will be played back to you. This will help you verify that the VG-100, VG-100 driver and the telephone are all connected and installed properly.

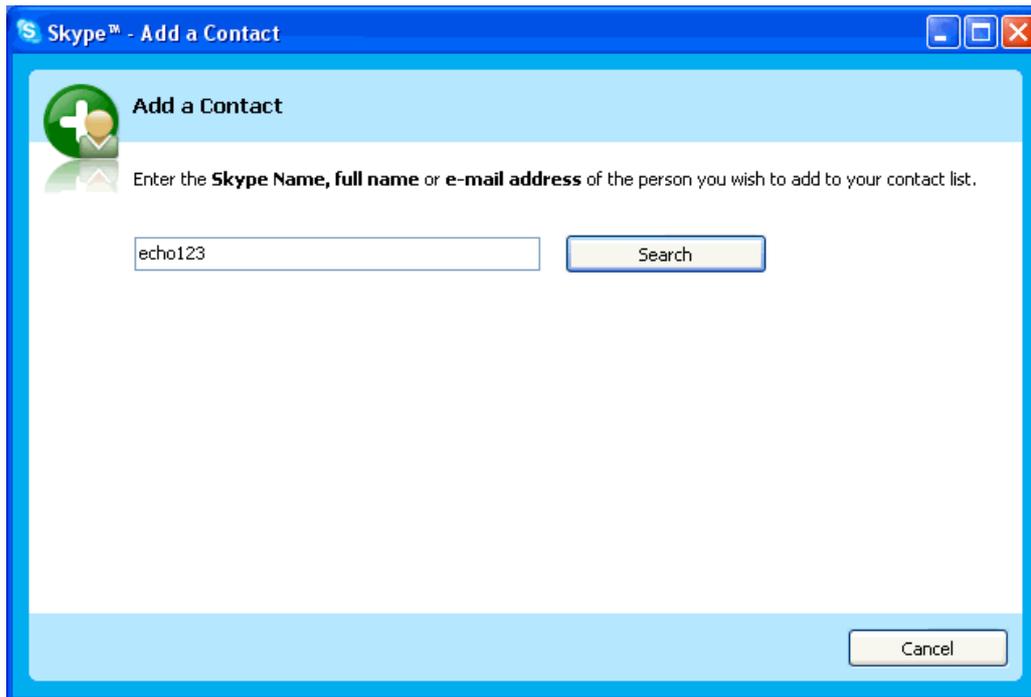
## Step 1:

Click " **Contacts -> Add a Contact...** ".



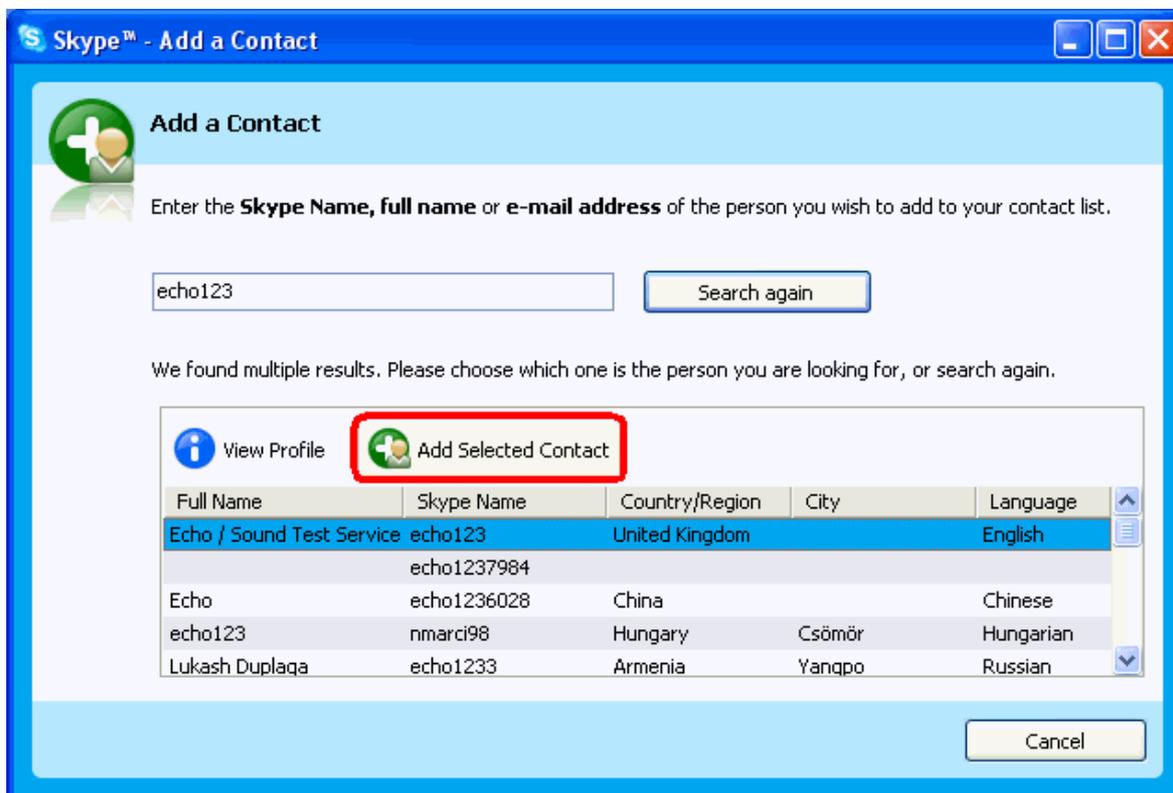
## Step 2:

Enter " **echo123** " (Call Echo / Sound Test Service) and then click " **Search** ".



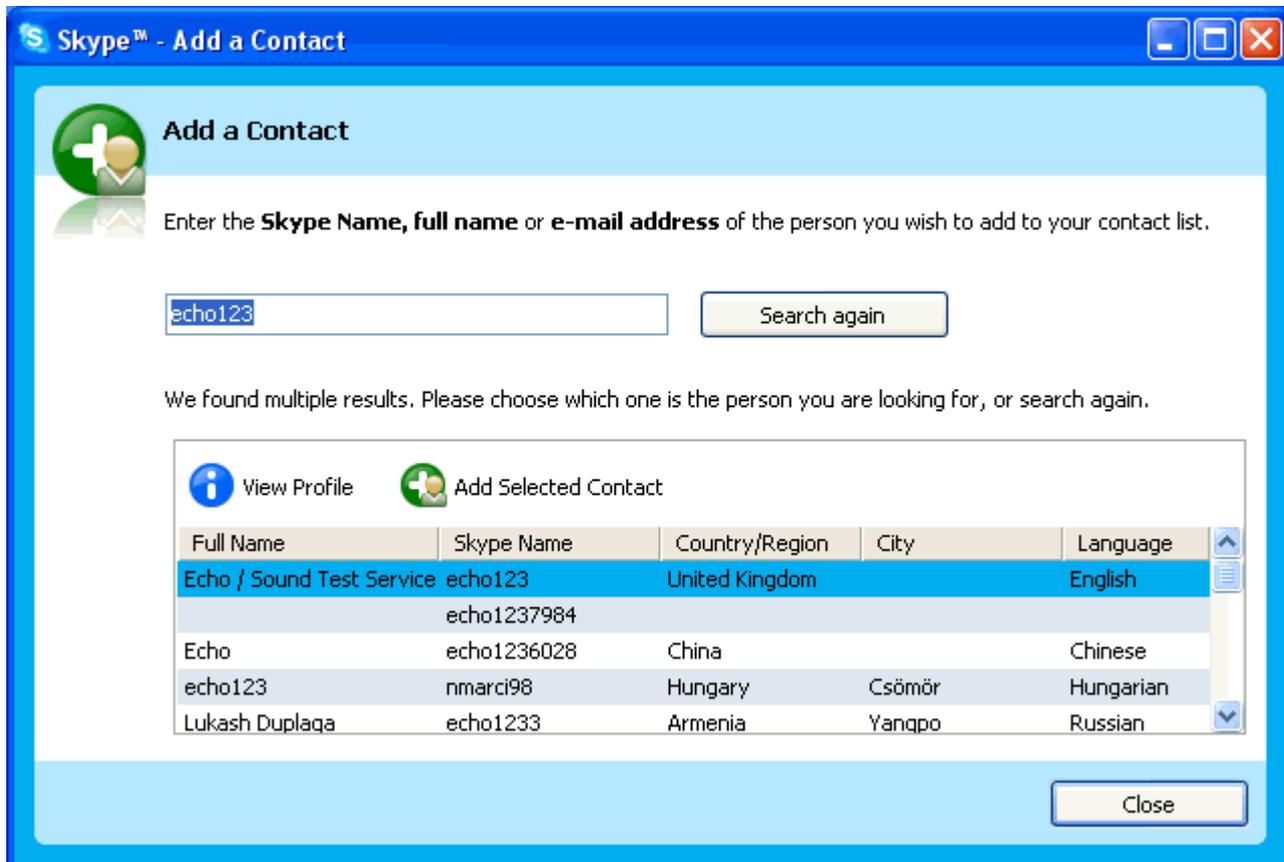
## Step 3:

Click " **Add Selected Contact** " .



#### Step 4:

Click " **OK** " and then click "**Close**".



## Step 5:

Call Echo / Sound Test Service (echo123) now.

You should see the following screen, and the telephone connected to the VG-100 should ring. Pick up the handset and follow the instructions. The Echo Test Service will ask you to leave a message which will be played back immediately. This will help you verify that the VG-100, VG-100 driver and the telephone handset are all connected and installed properly.



If your voice is fine that means this device is working perfect. Now you can try to call your friend by SKYPE. Due to the limitation of bandwidth between Internet infrastructure and customer site Internet access. In few special case, the device can't work very well and smooth, for example poor voice quality or you talk to your friend, but your friend can't hear you...etc,. Don't worry! That is not product issue. We suggest you try to call again till you can accept the Voice quality.

Note:

"callme" for "echo123" is a feature presented and supported by Skype – it may not be supported in some geographic locations or due to other reasons beyond the scope of VG-100.

In case that following typing "callme" you receive a Skype chat error message or the Skype user interface doesn't indicate an incoming call, you can still try to establish an outgoing call to "echo123" to test the VG-100 device.

## Making and Receiving Calls

You can continue to use the telephone handset connected to the VG-100 to make and receive standard telephone calls as you used without any change.

To make a standard phone call, just pick up the handset and dial as you normally would. To answer (receive) a standard phone call just pick up the handset when the phone rings. When you receive an incoming Skype™ call, the handset connected to the VG-100 will ring. If your handset supports Caller ID, then the Skype username will be displayed on the handset's screen where the standard caller ID information is displayed. To answer the call, just pick up the handset and speak as you normally would. To end the call, simply hang up the handset as you normally would.

If you have SkypeOut™, you can use the VG-100 connected handset to make SkypeOut™ calls by picking up the handset, pressing ##, to indicate to the VG-100 that this is not a standard call but a Skype call, dialing as per the SkypeOut™ recommended dialing sequence, 00 + country code + telephone number (e.g. 001 617 555 1212) and pressing the asterisk (\*) key.

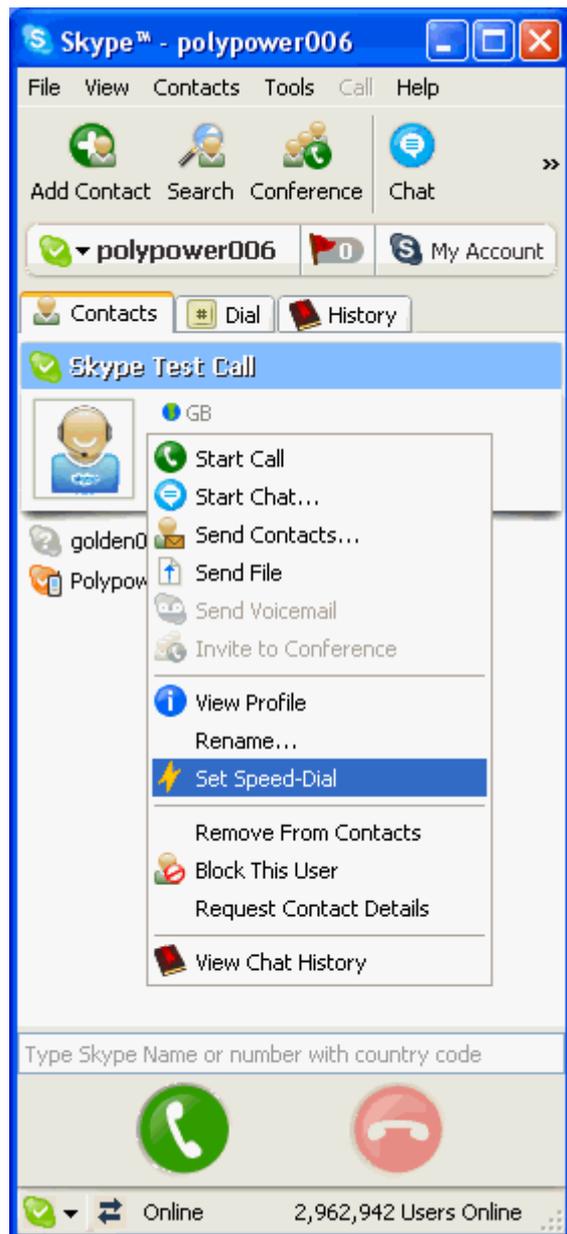
In order to make a call to a Skype™ contact, you will need to use the Skype™ program to assign a speed dial (as described in the next section) to each person you would like to call from the VG-100 connected handset. Then simply pick up the handset, press ##, to indicate to the VG-100 adaptor that this is not a standard call but a Skype call, you will hear a new dial-tone, press the speed dial number (e.g. 99) and then press the asterisk (\*) key.

# Setting Up Skype Speed Dial

This section describes how to setup speed dials in Skype™. This is required in order to use a VG-100 connected handset to dial to a Skype™ contact. It is not required for making SkypeOut™ calls using a VG-100 connected handset.

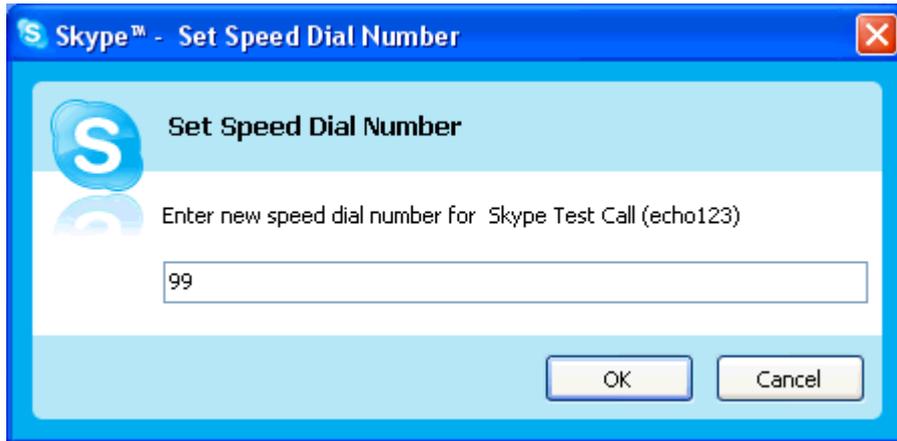
## Step 1:

Right click on the desired contact as shown below and select **Set Speed-Dial**:



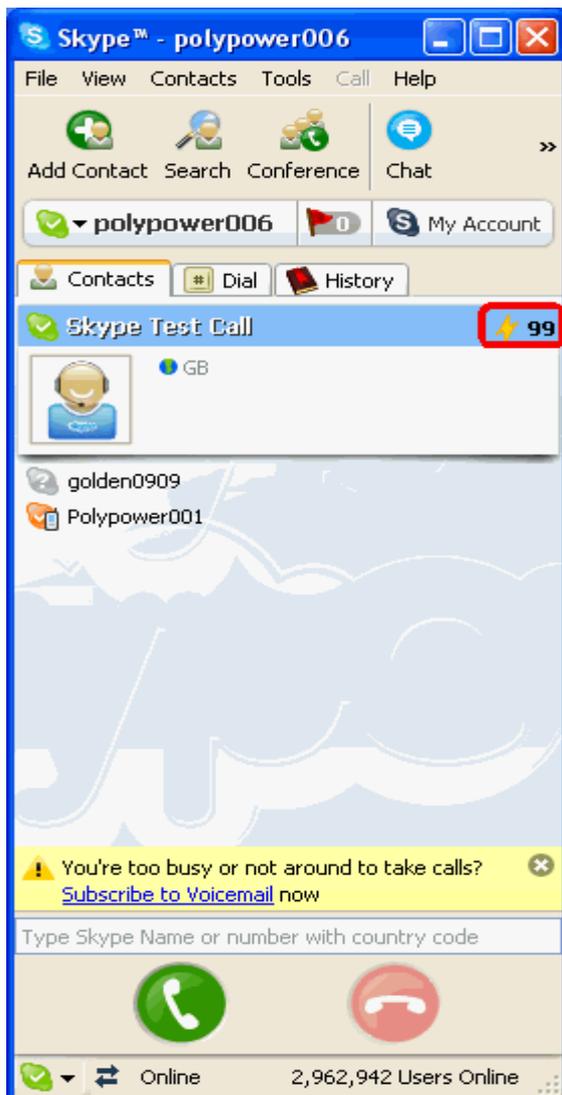
## Step 2:

Enter the desired speed dial number (e.g. 99) as shown below and press the **OK** button.



## Step 3:

You will now see an indication that the Skype™ contact has a speed dial associated with them as shown below.



# Switching Between VoIP and Regular Calls

While on a regular phone call you may receive a Skype™ call or while on a Skype™ call you may receive a regular call. The VG-100 will indicate an incoming call with an audible call waiting tone and you can do the following:

- Press **#1** to answer new call keeping current call on-hold
- Press **##** to answer call and terminate current call

Once having 2 active calls, you may:

- Press **#1** putting current call on-hold switching to other call
- Press **##** terminating current call switching to other call
- Press **#2** to conference the calls together (see next section)

While on a regular phone call, if you receive a Skype call, you can see the Skype username on your telephone (if it has alphanumeric CLID display).

# Conference Call Between VoIP and Regular Calls

While on a regular phone call you may receive a Skype™ call or while on a Skype™ call you may receive a regular call. The VG-100™ adaptor will indicate an incoming call with an audible tone and you can conference in the additional caller by pressing **#2**.

While in a conference call, you may press **#1** to return to 2 active calls (with PSTN active, VoIP on-hold), and then as described above to switch between calls (**#1** – put current on hold, **##** terminate current), or conference them again using **#2**.

# 3-Way Calling

During an active Skype call the user may press '#1' to put current Skype call on-hold and get a PSTN dial tone to establish a PSTN call. Similarly, during an active PSTN call the user may press '#1' to put current PSTN call on-hold and get a VoIP dial tone to establish a Skype call

You may then:

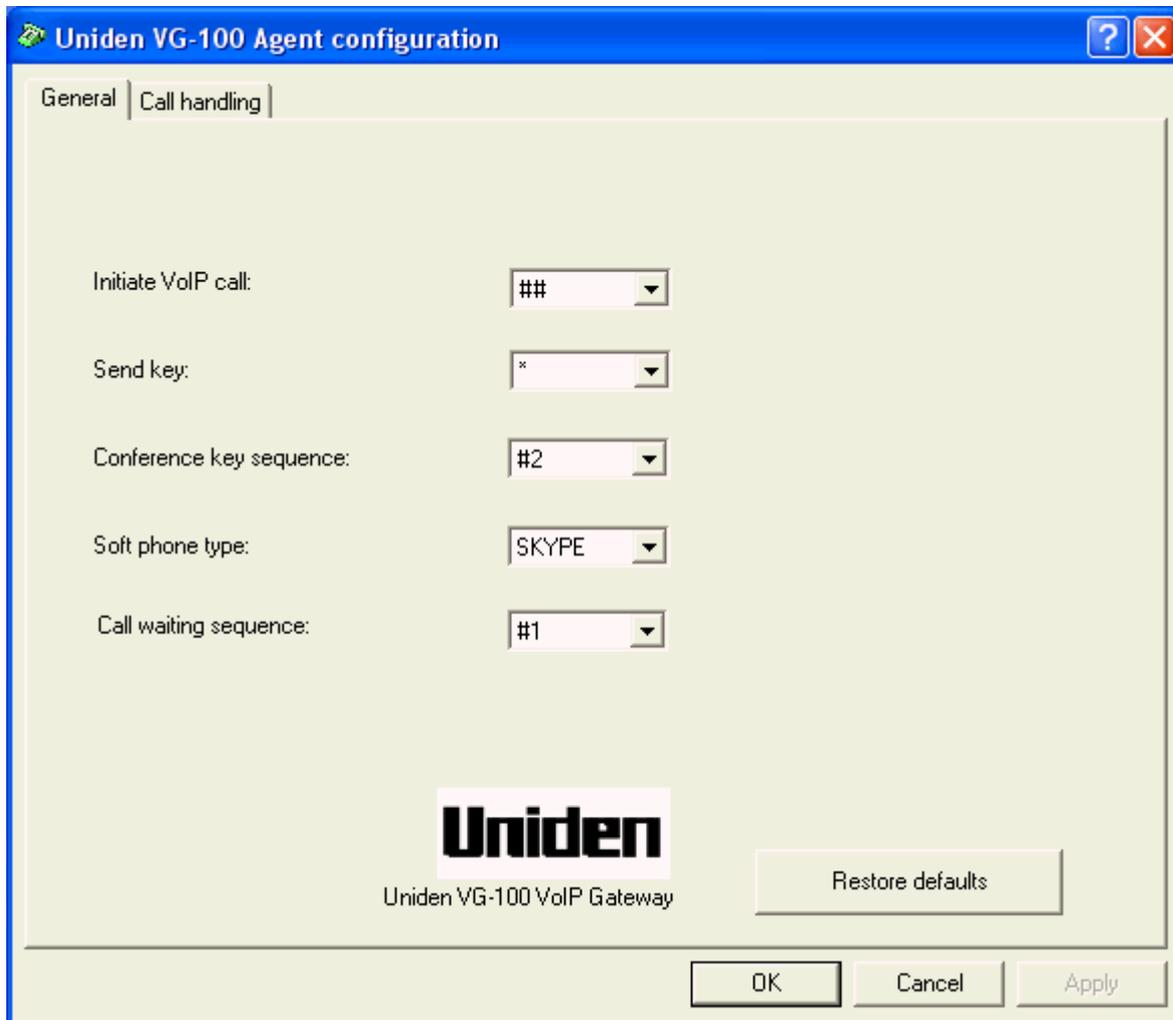
- Press '#1' to switch between active calls keeping current call on-hold
- Press '##' to terminate current call and switch to call on-hold
- Press '#2' to conference the calls together

# Call Forward Settings

The VG-100™ adaptor can be configured to forward all incoming Skype™ calls to another telephone number, such as your mobile phone. It can also forward incoming telephone calls to a Skype™ or SkypeOut™ call. Right click on the Skype Agent (green telephone in the Windows System Tray) and select configure as shown below.



You will see the VG-100 configuration screen as shown below.



**CAUTION:** The configuration order is based on the Windows OS and may change.

Press the Call handling tab to see the Call handling parameters as shown below.  
There are two kinds of Call handling Settings:

**Incoming Internet calls:**

**Incoming PSTN calls:**

The screenshot shows the 'Uniden VG-100 Agent configuration' window with the 'Call handling' tab selected. The window is divided into several sections for configuring call handling parameters.

**General** | **Call handling**

**Incoming Internet calls**

- Just ring handset
- Call forward  
to:
- Answering machine
- Enable administrative mode
- Rings before response:

**Incoming PSTN calls**

- Just ring handset
- Call forward  
to:
- Answering machine
- Enable administrative mode
- Rings before response:

**Administrative mode**

Pin number:

**Voice menu language**

Language:

**Power management**

Disable standby/hibernate

**Uniden**  
Uniden VG-100 VoIP Gateway

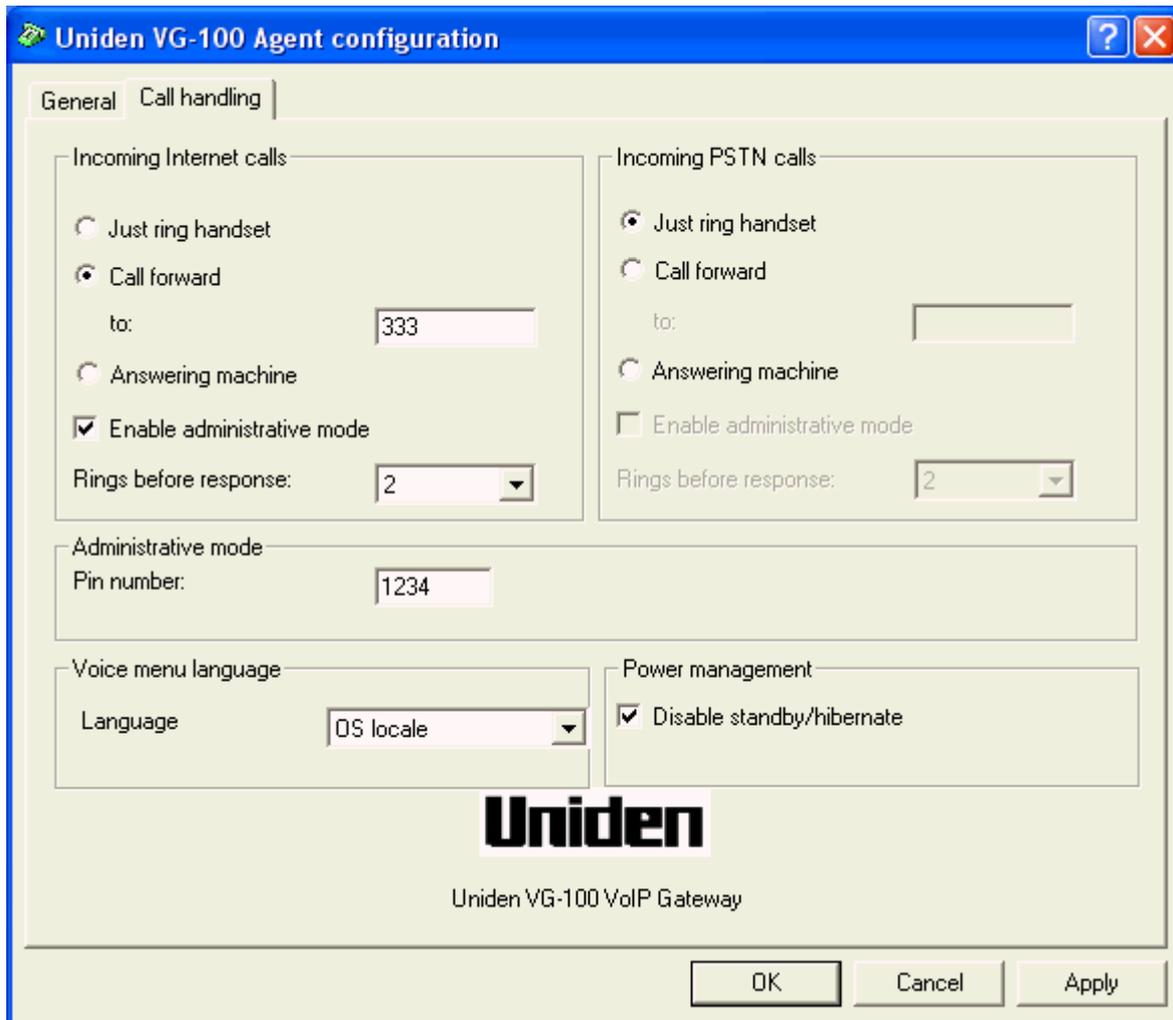
OK Cancel Apply

# Incoming Internet calls

In order to forward incoming Skype™ calls to a telephone number such as your mobile phone, change the **Incoming Internet calls** settings.

First check the **Call forward** checkbox and then select the telephone that should be dialed on the telephone line.

Then select the number of rings before the forwarding takes place and press the **Apply** and/or **OK** button as shown below.



If you are on a PBX, you may need to press a digit to get an outside line (i.e. 9). In this case you would enter 9,,16175551212. You may need to experiment with the number of commas to enter. This is related to the time it takes the PBX to provide a dial tone after pressing the outside line digit (i.e. 9).

The instructions above describe how to forward incoming VoIP calls to the PSTN. In order to forward incoming PSTN calls to a VoIP call, such as through SkypeOut™ or to a Skype account, the instructions above for the “Incoming PSTN Calls” fields. For the number to dial, enter a speed dial number (e.g. 77) associated with the Skype User without the \* key (as shown above).or enter the SkypeOut™ number (e.g. 0016175551212).

As you can see in the screenshot above, when forwarding is enabled, the driver will disable the computer's ability to go to standby mode. When the computer tries to go into a standby mode, you will see the following popup:



If the computer goes to sleep, then toll bypass will not work. To turn this feature off, If the computer goes to sleep, then toll bypass will not work. To turn this feature off, uncheck the "Disable Standby/Hibernate" check box.

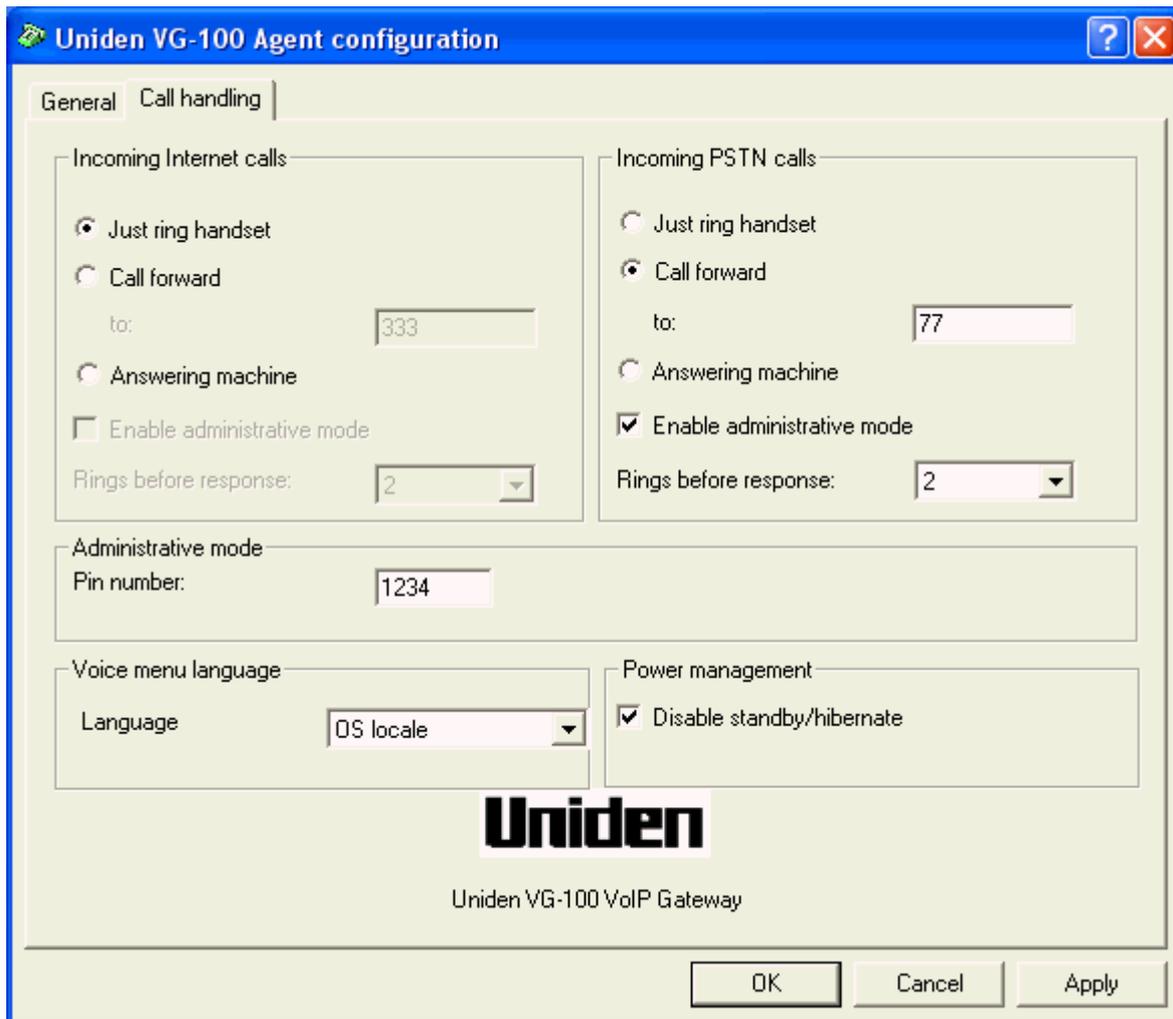
When call forwarding is enabled, incoming callers will hear a voice message indicating that the call is being forwarded. This let's the incoming caller know what is transpiring.

## Incoming PSTN calls

In order to forward incoming regular calls to a VoIP call, such as through SkypeOut™ or to a Skype account, enter speed dial number (e.g. 77) associated with the Skype User without the \* key (as shown above).or enter the SkypeOut™ number (e.g. 0016175551212), change the **Incoming PSTN calls** settings.

First check the **Call forward** checkbox and then select the number of rings before the forwarding takes place.

Then select the Skype™ speed dial number (e.g. 77) that should be dialed on the telephone line and press the **Apply** and/or **OK** button as shown below.



The screenshot shows the 'Uniden VG-100 Agent configuration' window with the 'Call handling' tab selected. The window is divided into several sections:

- Incoming Internet calls:** Includes radio buttons for 'Just ring handset' (selected), 'Call forward', and 'Answering machine'. A 'to:' field contains '333'. There is an unchecked checkbox for 'Enable administrative mode' and a 'Rings before response:' dropdown set to '2'.
- Incoming PSTN calls:** Includes radio buttons for 'Just ring handset', 'Call forward' (selected), and 'Answering machine'. A 'to:' field contains '77'. There is a checked checkbox for 'Enable administrative mode' and a 'Rings before response:' dropdown set to '2'.
- Administrative mode:** A 'Pin number:' field contains '1234'.
- Voice menu language:** A 'Language' dropdown menu is set to 'OS locale'.
- Power management:** A checked checkbox for 'Disable standby/hibernate'.

At the bottom of the window, there are three buttons: 'OK', 'Cancel', and 'Apply'. The Uniden logo and 'Uniden VG-100 VoIP Gateway' text are centered at the bottom of the configuration area.

As you can see in the screenshot above, when forwarding is enabled, the driver will disable the computer's ability to go to standby mode. When the computer tries to go into a standby mode, you will see the following popup:



If the computer goes to sleep, then toll bypass will not work. To turn this feature off, If the computer goes to sleep, then toll bypass will not work. To turn this feature off, uncheck the "Disable Standby/Hibernate" check box.

When call forwarding is enabled, incoming callers will hear a voice message indicating that the call is being forwarded. This let's the incoming caller know what is transpiring.

# Telephone Answering Machine

VG-100 includes a telephone answering machine (TAM) and can be configured to answer incoming VoIP and PSTN calls. The answering machine can be accessed and configured from the local telephone handset connected to VG-100 as well as remotely by calling into the PSTN line connected to VG-100. The access is enabled via the VG-100 Interactive Voice Response (IVR) system.

The VG-100 TAM can be used in conjunction with or independent of any VoIP voicemail service you may be subscribed to. When you access the VG-100 TAM, you will be able to access the VoIP service voicemail, if subscribed, as well as the VG-100 voice messages.

The answering machine is disabled by default. In order to enable the VG-100 TAM, bring up the VG-100 **Agent -> Call handling tab** and press the **Answering machine radio** dial for **Incoming Internet calls (for incoming VoIP calls)** and/or **Incoming PSTN calls (for incoming phone calls)** and select the desired number of rings before the TAM answers as shown below.

The screenshot shows the 'Uniden VG-100 Agent configuration' window with the 'Call handling' tab selected. The window is divided into several sections for configuring call handling options.

- Incoming Internet calls:** Includes radio buttons for 'Just ring handset', 'Call forward' (with 'to:' field set to '333'), and 'Answering machine' (selected). A checked checkbox for 'Enable administrative mode' and a 'Rings before response' dropdown set to '2' are also present.
- Incoming PSTN calls:** Includes radio buttons for 'Just ring handset', 'Call forward' (with 'to:' field set to '77'), and 'Answering machine' (selected). A checked checkbox for 'Enable administrative mode' and a 'Rings before response' dropdown set to '2' are also present.
- Administrative mode:** A 'Pin number' field set to '1234'.
- Voice menu language:** A 'Language' dropdown set to 'OS locale'.
- Power management:** A checked checkbox for 'Disable standby/hibernate'.

The Uniden logo and 'Uniden VG-100 VoIP Gateway' text are centered at the bottom of the configuration area. At the very bottom of the window are 'OK', 'Cancel', and 'Apply' buttons.

Note your Pin number. This can be changed and will be required in order to check messages or change the TAM options remotely.

After all changes are made, press **Apply** and then **OK**.

At this point, the VG-100 TAM will answer incoming calls after the desired number of rings. The caller will then hear the Outgoing message and have a chance to leave an incoming message.

Voicemail messages are stored on the computer in WAV format in the following folder:  
**c:\program files\Uniden\VG-100 Personal VoIP Gateway\IVR\VoiceMail**

## Interactive Voice Response (IVR)

The IVR system provides access to the VG-100 TAM for managing recorded messages as well as configuring the TAM. In addition, the IVR provides access to Toll Bypass (explained in the Toll Bypass section) and the VoIP service provider Voicemail.

The IVR system can be accessed from the local telephone handset connected to VG-100 as well as via calling in remotely (explained in the Remote Administrative Access section).

Not all features are supported in all modes (i.e. local access versus remote access).

See Appendix A for a detailed flow chart of the IVR system.

## Local IVR Access

The IVR is accessed locally by picking up the VG-100 connected telephone handset, going off-hook and switching to VoIP dial tone. (if you have pending VoIP service or VG-100 TAM voice messages, the VoIP dial tone will have a stutter dial) and pressing the '\*' key. At this point the IVR system will provide all the necessary voice queues for the following:

- Listen to locally VG-100 TAM recorded voice mails
- Delete locally VG-100 TAM recorded voice mails
- Access the VoIP service provider voice mail system
- Configure the VG-100 TAM (record new outgoing message, restore the factory default outgoing message, ...)

You can press DTMF digits while the menu is being played if you are familiar with the menu options and flow. There is no need to wait until the end of each voice queue. The same applies for voice messages browsing – you may repeat the voice message ('1'), delete the voice message ('2') or skip to next voice message ('3'), while the voice message is being played. Each menu will be played up to 3 times (5 sec silence between repetitions), if no user action taken within this time the call would disconnect with goodbye message.

## Remote IVR Access

In order to access the IVR remotely, the Answering Machine OR Call forward option AND Enable administrative mode option must be set for the network (Internet and/or PSTN) you would like to call in on as shown below.

The screenshot shows the 'Uniden VG-100 Agent configuration' window with the 'Call handling' tab selected. The window is divided into several sections:

- Incoming Internet calls:** Radio buttons for 'Just ring handset' and 'Call forward' are unselected. The 'to:' field contains '333'. The 'Answering machine' radio button is selected. The 'Enable administrative mode' checkbox is checked. The 'Rings before response' dropdown is set to '2'.
- Incoming PSTN calls:** Radio buttons for 'Just ring handset' and 'Call forward' are unselected. The 'to:' field contains '77'. The 'Answering machine' radio button is selected. The 'Enable administrative mode' checkbox is checked. The 'Rings before response' dropdown is set to '2'.
- Administrative mode:** The 'Pin number' field contains '1234'.
- Voice menu language:** The 'Language' dropdown is set to 'OS locale'.
- Power management:** The 'Disable standby/hibernate' checkbox is checked.

The Uniden logo and 'Uniden VG-100 VoIP Gateway' text are centered at the bottom of the configuration area. At the very bottom of the window are 'OK', 'Cancel', and 'Apply' buttons.

Once enable, you can call in to your PSTN line or your VoIP account to remotely access VG-100. When you call in, you will hear the outgoing message or the call forward message. During the message, you should press the '\*' key followed by the pin code and '\*' key again. You have 3 trials to enter the pin code before the call is disconnected. Once authenticated you can do the following by listening to and responding to the IVR voice prompts:

- Make a toll bypass call (explained in the Toll Bypass section)
- Listen to and/or delete VG-100 TAM recorded voice messages
- Change the outgoing message
- Access the VoIP service voicemail (when calling from PSTN)

Your pin code can be between 4 and 8 digits.

## Toll Bypass

Once authenticated (as explained in the Remote IVR Access section), you can make a call on the other network. This is referred to as toll bypass. For example, you can call in on the VoIP network and make a PSTN call or you can call in on the PSTN line and make a VoIP call.

In order to make a call, simply enter the desired number or speed dial number followed by the '\*' key and your call will be placed.

If you call in via PSTN and make a VoIP Toll Bypass call, you can terminate the call by pressing '##' (for quick termination) or simply hang up. If you call in via the VoIP network and make a PSTN Toll Bypass call, you can terminate the call by ending the VoIP session.

# Skype Voicemail

With VG-100 active, the attached telephone handset can be used to check for, and listen to your Skype voicemail.

You can access your voice mail only when there is no call in progress.

In order to access your voicemail:

1. Pick up the attached telephone handset
2. Press **'##'** to get VoIP dial tone
3. If a new Skype voice message exists the VoIP dial tone will have an intermittent beep
4. Press **'\*'** to access IVR system
5. follow the menus to access Skype voice mail mode
6. Once in voice mail mode the first message is played automatically
7. At the end of each message a trailing **'beep'** is played
8. At the end of the last messages a trailing **'beep-beep-beep'** is played
9. During the playing of current message and within 5 seconds following the end of message the you can press the **1, 2, 3, 9** in order to perform the following actions:

User Action	Key
Repeat current message	1
Delete current message, move to next	2
Keep current message, move to next	3
Delete all messages	9

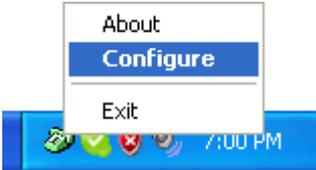
10. If you don't enter any valid key within 5 sec after message has ended, the system will behave as if you pressed **'3'**

To exit voicemail mode press **'##'** or place the attached telephone in the handset (i.e. on hook). Alternatively, pressing **'#1'** will also exit voicemail mode. In either case, the currently playing message will be stopped.

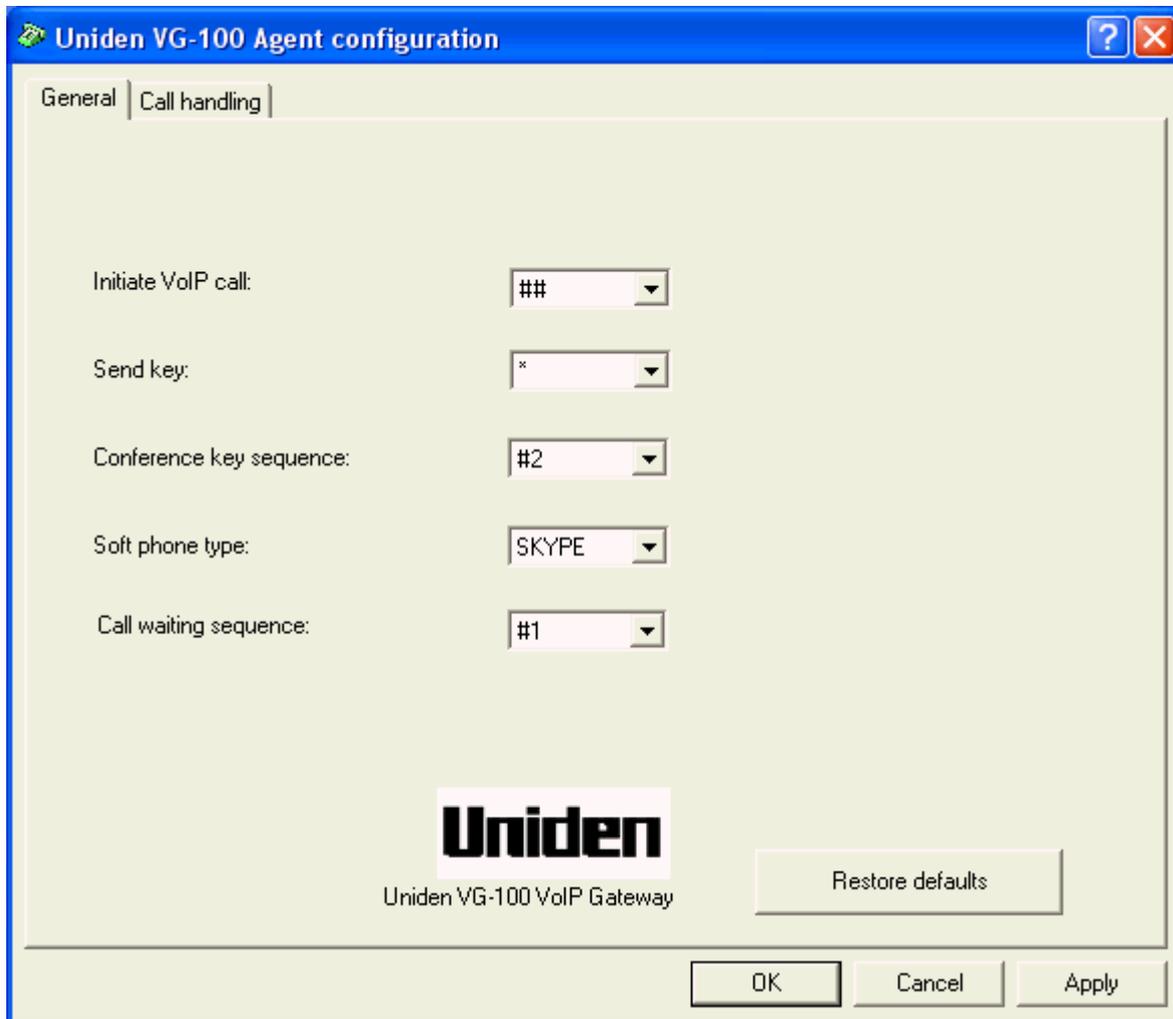
# Changing the Default Settings

You can change the default settings for sending a call, activating a Skype™ call, switching between a Skype™ call and a regular call (call waiting) and conference calling, by running the VG-100™ configuration.

Right click on the VG-100™ agent and select Configure as shown below.



You will see the configuration tab as shown below.



**CAUTION:** The configuration order is based on the Windows OS and may change.

The **Initiate Voip Call** – press these keys to get a VoIP dial-tone. You can now dial a SkypeOut™ call or a Skype™ speed dial call from your telephone handset.

The **Send Key** – press this key following the phone number (or speed dial number) when making a VoIP call.

The **Call Waiting Sequence** – press these keys during a call to switch between a VoIP and regular call. For example to switch from a regular telephone call to an incoming Skype™ call or to switch from a Skype™ call to an incoming regular phone call.

The **Conference Key Sequence** – while on a Skype call and you receive a regular call or while on a regular call and you receive a Skype call, press these keys conference together the two calls.

The **Set Phone Type** selects which softphone you would like to work with.

Press the **Restore Defaults** button if you want to restore all sequences to their factory shipped settings.

Dial Plan Rule	Explanation of the Rules
<b>Initiate VoIP Call ##</b>	Press these keys to get a VoIP dial-tone. You can now dial a SkypeOut™ call or a Skype™ speed dial call from your telephone handset. Example: Press ## to get a VoIP dial-tone to press ## again to turn back to regular dial-tone.
<b>Send Key *</b>	Press this key following the phone number (or speed dial number) when making a VoIP call. Example: Press ## to get a VoIP dial-tone + speed dial number for example 77 + * to make a VoIP call.
<b>Call Waiting Sequence #1</b>	Press these keys during a call to switch between a VoIP and regular call. For example to switch from a regular telephone call to an incoming Skype™ call or to switch from a Skype™ call to an incoming regular phone call.
<b>Conference Key Sequence #2</b>	Press these keys during a call to conference a VoIP and regular call.
<b>Call Forward Phone Line to VoIP</b>	In order to forward incoming Skype™ calls to a telephone number such as your mobile phone, please refer to the manual in detail.
<b>Call Forward VoIP to Phone Line</b>	In order to forward incoming regular calls to a VoIP call, such as through SkypeOut™ or to a Skype account, enter speed dial number (e.g. 77) associated with the Skype User without the * key (as shown above).or enter the SkypeOut™ number (e.g. 0016175551212), please refer to the manual in detail.
<b>Toll bypass Phone Line to VoIP</b>	When you call into your telephone line you will enter the IVR. Enter * and the <b>pin code</b> followed by the * button and then enter the <b>Skype speed dial</b> (e.g. 77) or the <b>SkypeOut telephone number</b> (e.g. 00 + country code + telephone number) followed by the * button. Please refer to the manual in detail Example 1 for Skype speed dial: <b>1234567 + * + Ping Number + * + 1 + 77 + *</b> Example 2 for SkypeOut telephone number: <b>1234567 + * + Ping Number + * + 1 + 00 + country code + telephone number *</b>

<b>Toll bypass VoIP to Phone Line</b>	When you Skype into the VG-100, you will Enter the IVR. Enter * and the <b>pin code</b> followed by the * button and then enter the telephone number you want to dial on the PSTN line followed by the * key. Please refer to the manual in detail Example: <b>Skype into the VG-100 + * + Ping Number + * + 1 + telephone number + *</b>
<b>Check for, and listen to Skype voicemail</b>	Repeat current message -> press <b>1</b> key Delete current message, move to next -> press <b>2</b> key Keep current message, move to next -> press <b>3</b> key Delete all messages -> press <b>9</b> key
<b>Call Recorder</b>	<b>Automatic</b> <b>Manual</b> press <b>#7</b> keys (start recording)    press <b>#8</b> keys (stop recording)

## Disabling VG-100™

In order to disable VG-100™, right click on the VG-100™ agent in the system tray and select **Exit** as shown below.



You can now disconnect the VG-100 from the PC.

# Installing a New Version

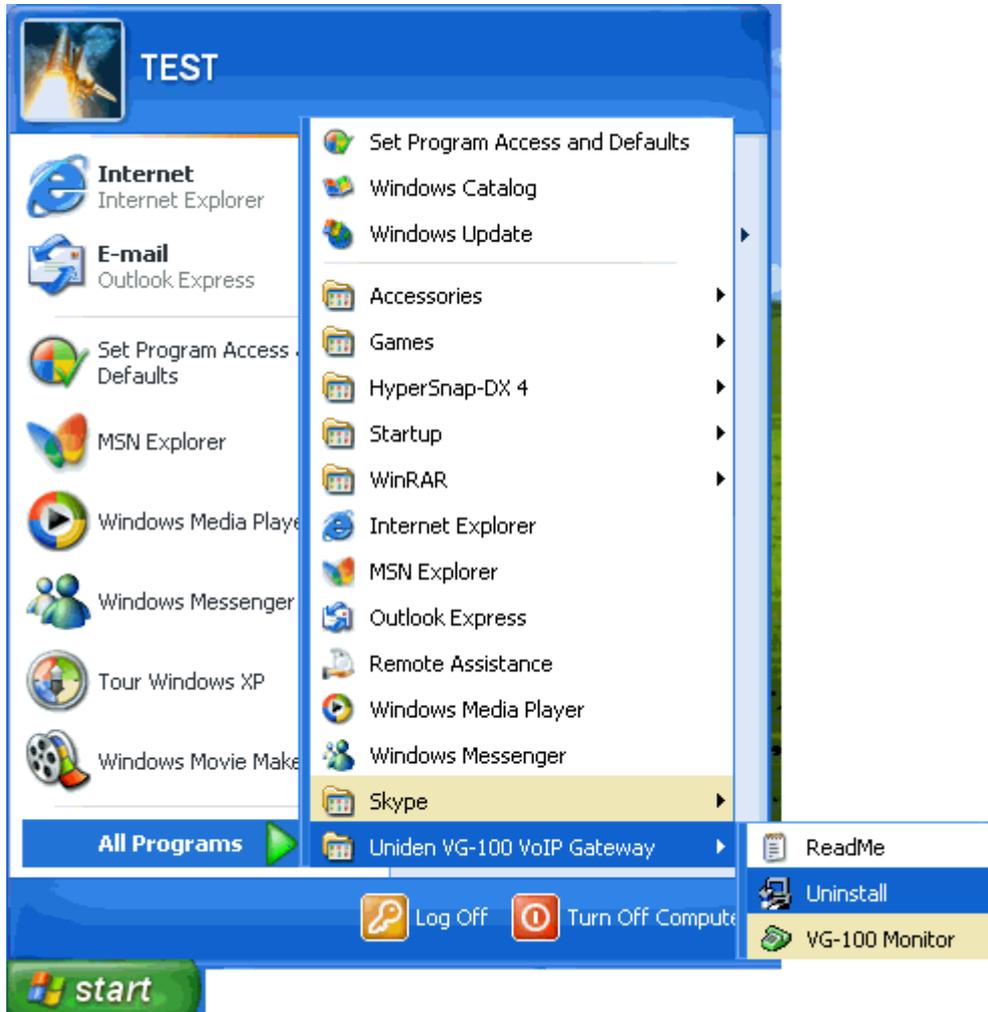
When you install a new version of VG-100 software, at the end you will see a slightly different Skype warning message as shown below. Select “Allow this program to use Skype” and press OK as shown below:



# Uninstall

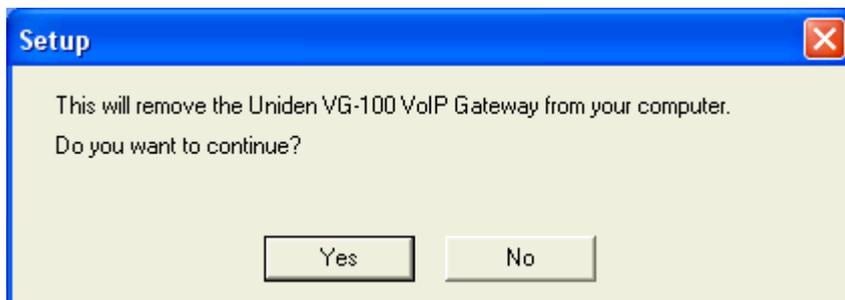
## Step 1:

Click " **Start -> All Programs -> Uniden VG-100 VoIP Gateway -> Uninstall** ".



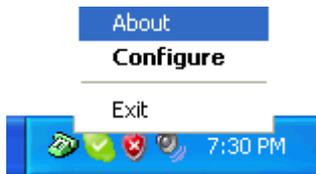
## Step 2:

Click " **Yes** ".

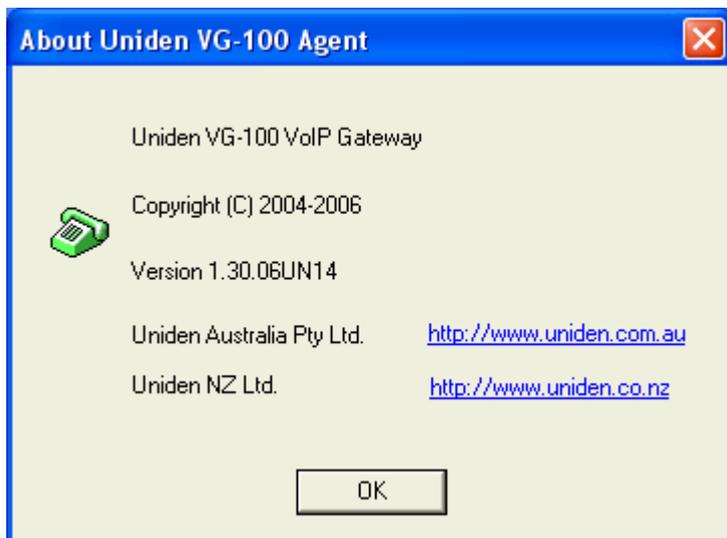


# Troubleshooting

The first step in troubleshooting is to read the readme.txt that appears in the VG-100 program group. It contains a list of known issues for the current VG-100 driver version. To find out the driver version, right click on the VG-100Agent (green telephone in the system tray) and select About.



You will see the VG-100Agent About screen below.



## Common Fix

If VG-100 was working OK and suddenly stops working properly (e.g. stops responding to incoming rings or you cannot get a VoIP dialtone) try the following:

- Quit the VG-100 Agent (right click on the green telephone in the System Tray and select Quit)
- Quit the Skype application
- Unplug the VG-100 adaptor

- Wait 30 seconds
- Plug in the VG-100 adaptor
- Start Skype
- Start the VG-100 Agent

## Wrong Device Installed

If you insert the VG-100 on a Windows XP SP2 PC “prior” to installing the software, the adaptor will be incorrectly installed as a Smart Link USB Modem.

Simply proceed to install the VG-100™ software and it will resolve the issue and install the adaptor properly.

## Softphone Version Warning

If you get a Softphone Version Warning from VG-100, then you should upgrade your softphone to the latest version. Otherwise, VG-100 may not operate properly.

VG-100™ does not appear to be responding to incoming calls

There are several reasons why VG-100™ may not function.

- VG-100 may not work properly with some 4 wire (multi-line) phones
- Make sure the VG-100 is connected to the PC and VG-100 Agent is running (green phone in the Windows System Tray).
- Make sure the handset is connected to the **phone** jack on the VG-100 and not the **line** jack
- If the Skype™ application was terminated for any reason while the VG-100™ agent was running, you will need to exit the VG-100™ agent and then restart it.
- Some telephone handsets require a battery to be installed in order to ring. If your handset supports a battery, make sure there is a battery installed and that the battery is not depleted.

## **Cannot hear dial-tone when I pick up the handset connected to the VG-100**

Cannot hear dial tone when I pick up the handset connected to the VG-100

Check to make sure that the handset is connected to the correct jack on the VG-100

## **Skype VoIP does not appear to be responding to incoming calls**

There are several reasons why VG-100 may not function.

There are several reasons why VG-100 may not function.

- VG-100 may not work properly with some 4 wire (multiline) phones
- Make sure the VG-100 is connected to the PC and VG-100 Agent is running (green phone in the Windows System Tray).
- Make sure the handset is connected to the phone jack on the VG-100 and not the line jack
- If the Skype™ application was terminated for any reason while the VG-100™ agent was running, you will need to exit the VG-100™ agent and then restart it.
- Some telephone handsets require a battery to be installed in order to ring. If your handset supports a battery, make sure there is a battery installed and that the battery is not depleted.

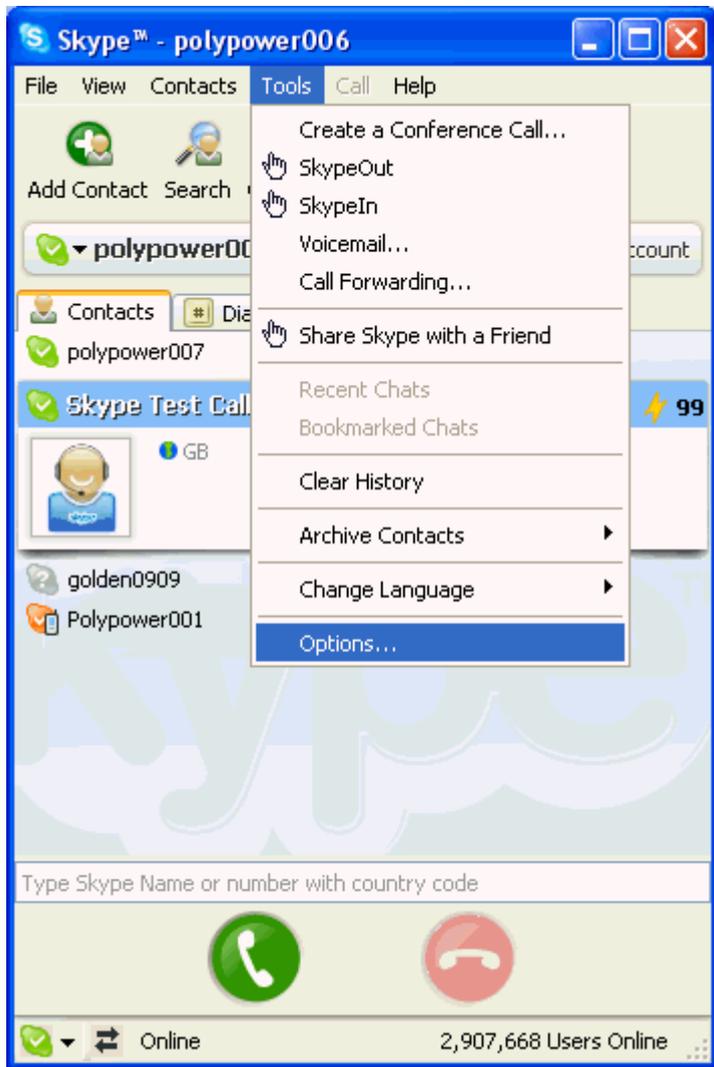
## **Cannot hear the Skype™ call in telephone handset**

Cannot hear the Skype™ call in telephone handset.

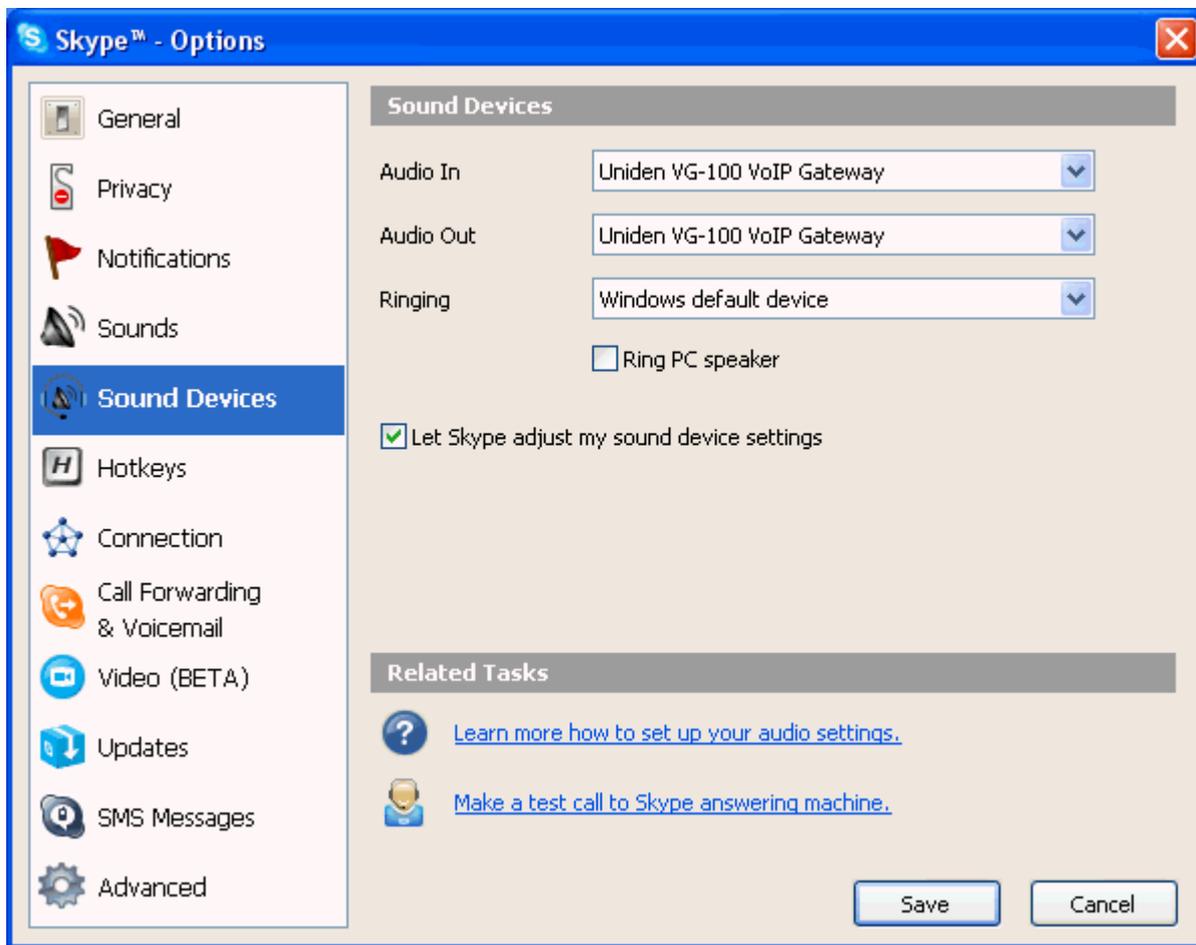
Check to make sure that Skype is configured to use the Smart Link Audio device as it's Audio In and Audio Out Sound Device.

This is done as follows:

Select Options from the Skype™ Tools Menu as shown below.



and then select Sound Devices as shown below.



Check the Audio In and Audio Out list boxes and make sure VG-100 Virtual Audio device is selected.

## Call Forwarding is not working properly

- Make sure that a telephone cable is plugged into the VG-100 jack and to the wall phone plug
- Make sure call forwarding is configured properly in the VG-100 Agent -> Configure -> Call forwarding tab
- Try to dial the telephone number as you have entered in the VG-100 Call

### Forwarding dialog box

- If you are on a PBX, make sure you have entered enough commas after the 9 (for

example) to make sure that VG-100 waits for the dial tone before dialing the telephone number

- Make sure your computer is not going into suspend (sleep) mode. This will prevent forwarding from working

## **Toll bypass is not working properly**

- Make sure that a telephone cable is plugged into the VG-100 line jack and to the wall phone plug
- Make sure toll bypass is configured properly in the VG-100 Agent -> Configure -> Call Forwarding tab
- Make sure Skype version 1.3.xx or higher is used on both sides
- Make sure your computer is not going into suspend (sleep) mode. This will prevent toll bypass from working

## **Skype Username does not display on telephone handset**

- Make sure that your telephone has support for Caller ID name + number display
- Note that some phones display numbers only and some phones display the name ONLY if the name is stored in the telephone's address book. In this case store the Skype username and speed dial number in the address book in order for the Skype username to display.

## **Audio device “recognize” mistakenly**

When Bluetooth driver is installed on the same system that VG-100 software is installed on, the Bluetooth virtual audio device, known as “BTAUDIO” will overwrite VG-100 virtual audio device.

The reason for this is that Bluetooth virtual audio device “recognize” mistakenly VG-100 virtual audio device as part of Bluetooth virtual audio system and therefore

change the name of it in several location.

It is important to understand that although the name of VG-100 virtual audio device is changed to “BTAUDIO” it is still the virtual audio device that is part of VG-100

Software and the VG-100 Software stack will work fine (i.e. voice streams will be directed ok from/to the telephone handset).

The Virtual Audio device override is happening regardless of the order of installation:

- VG-100 Software installed first than Bluetooth driver installed – the problem occurs immediately after Bluetooth device installation.
- Bluetooth driver installed first, than VG-100 Software installed – the problem occurs after booting the system.

Bluetooth virtual audio device renames VG-100 virtual audio device in few locations of the operating system:

It renames VG-100 virtual audio device in sound and audio devices properties and it renames VG-100 virtual audio device in Skype sound devices.

You can see that in the device manager VG-100 virtual audio device exists.

In order to address this issue, Bluetooth SW vendor need to change the behavior of their device installation.

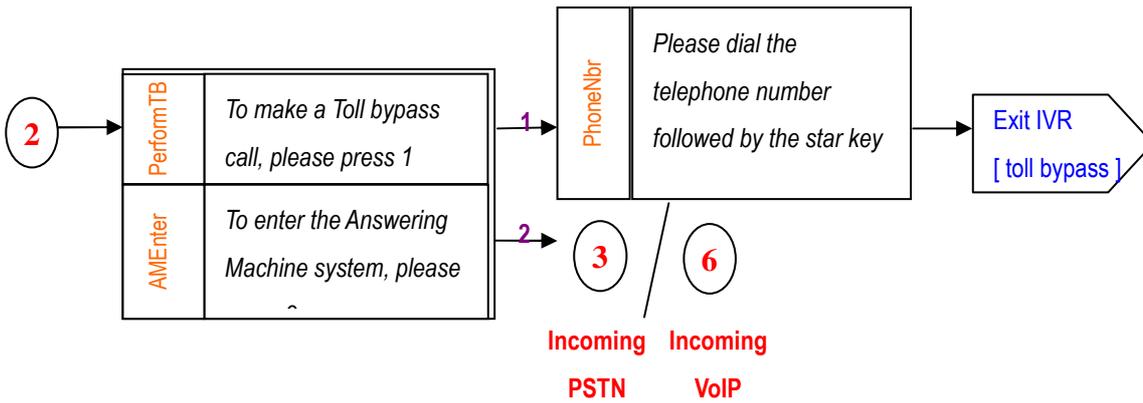
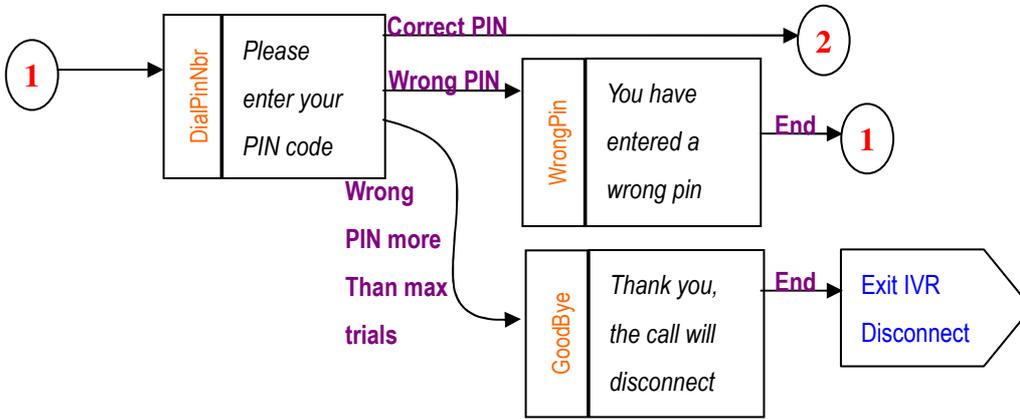
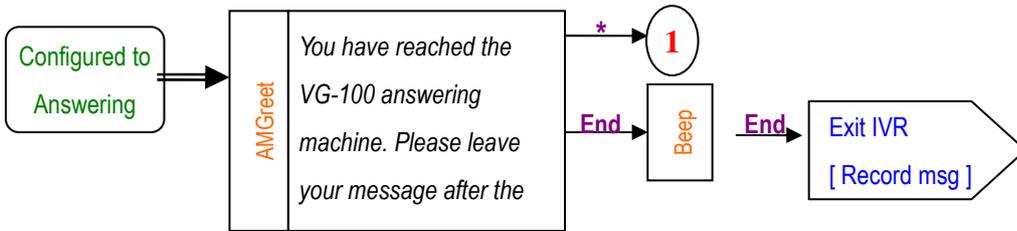
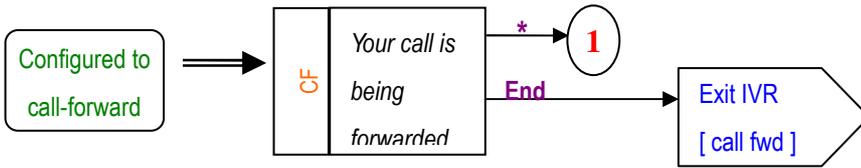
## **Error message appeared saying to upgrade to a later version.**

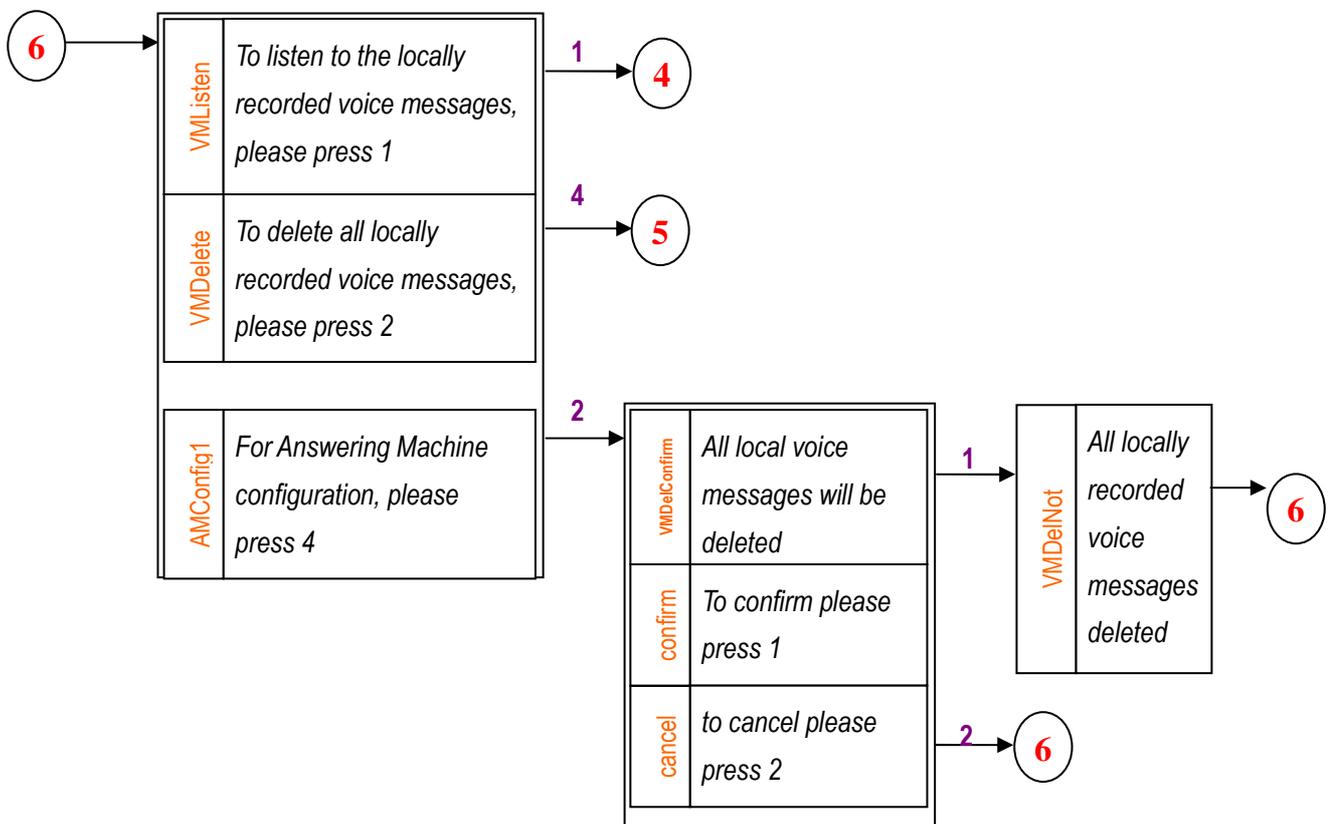
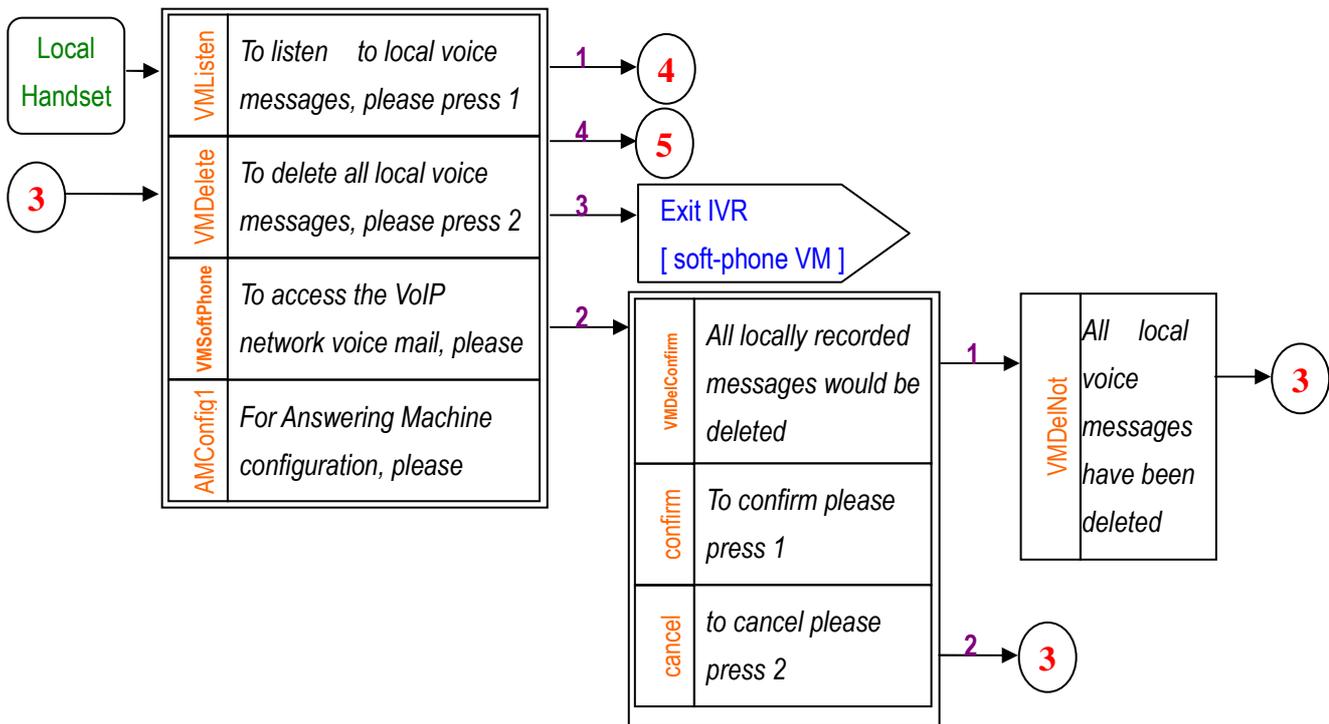
When using Skype 2.0. Error message appeared saying to upgrade to a later version. To resolve this issue is to update the driver to 1.16.03 or later one.

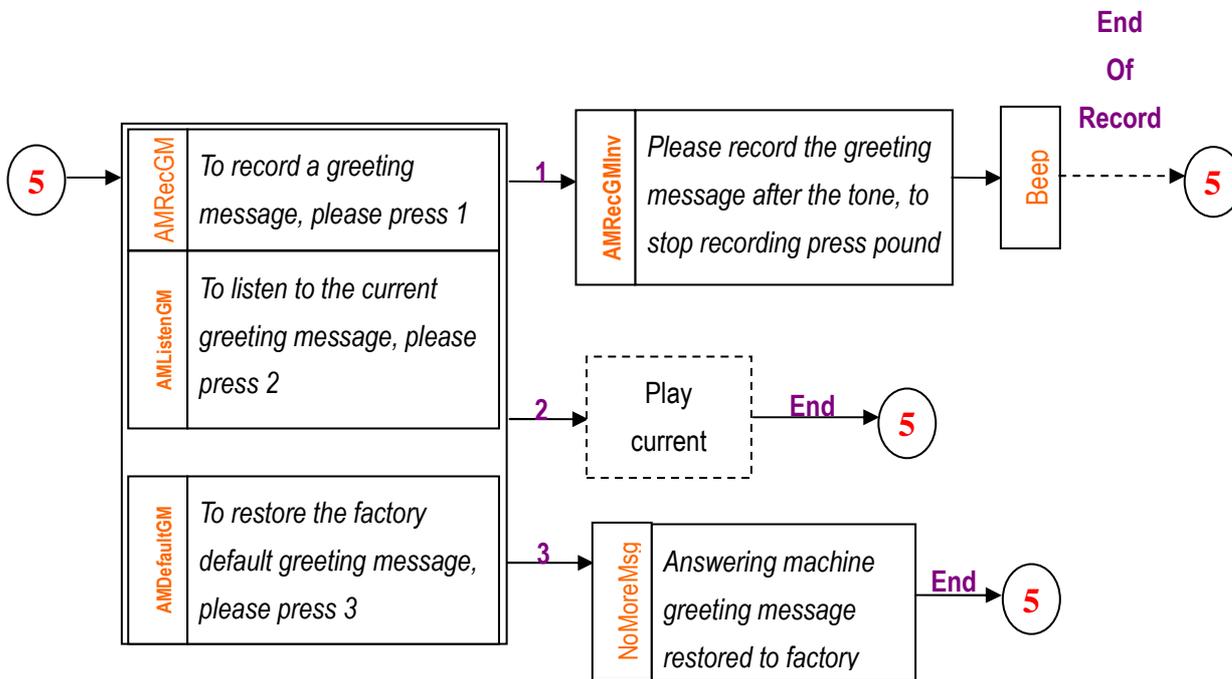
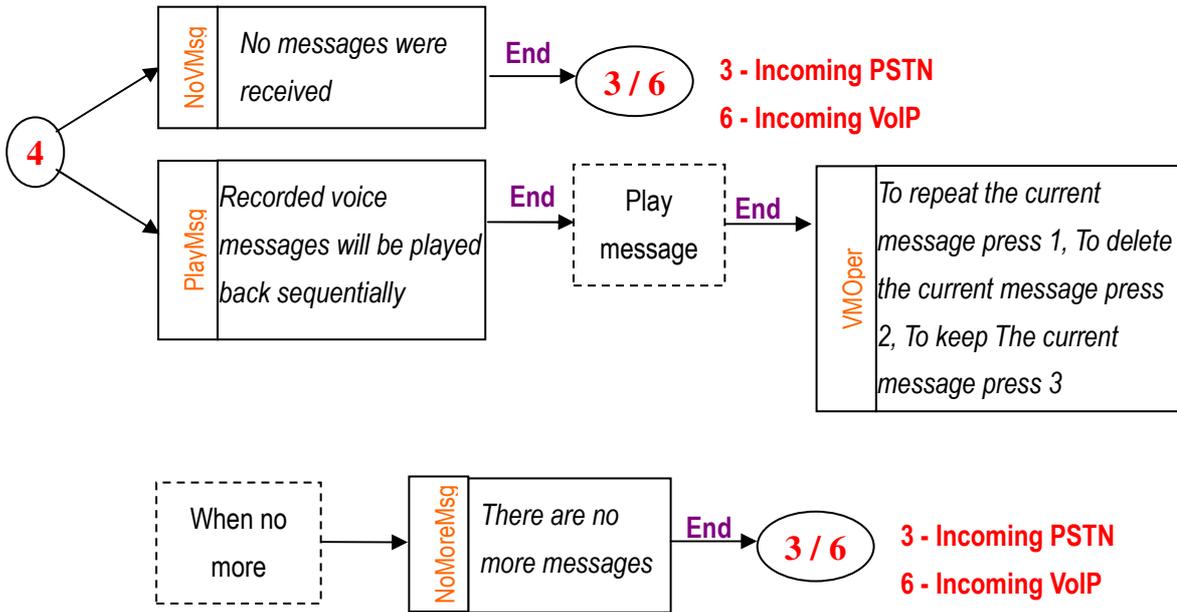
## **Cannot work with PSTN**

VG-100 only supports the analog signal not digital one form telecom or PBX. Please make sure the line you connected to is analog signal.

# Appendix A – IVR Flow Chart







# One Year Limited Warranty

**Important:** Evidence of original purchase is required for warranty service.

**Warrantor:** Uniden Australia Pty Limited A.B.N. 58 001 865 498, Uniden New Zealand Limited

**Warranty is only valid in the original country of purchase.**

**ELEMENT OF WARRANTY:** Uniden warrants to the original retail owner for the duration of this warranty, its VG-100 (herein after referred to as the Product), to be free from defects in materials and craftsmanship with only the limitations or exclusions set out below.

**WARRANTY DURATION:** This warranty to the original retail owner only, shall terminate and be of no further effect 12 months after the date of original retail sale. This warranty will be deemed invalid if the product is;

- (A) Damaged or not maintained as reasonable and necessary,
- (B) Modified, altered or used as part of any conversion kits, subassemblies, or any configurations not sold by Uniden,
- (C) Improperly installed,
- (D) Repaired by someone other than an authorized Uniden Repair Agent for a defect or malfunction covered by this warranty,
- (E) Used in conjunction with any equipment or parts or as part of a system not manufactured by Uniden.

**PARTS COVERED:** This warranty covers for one (1) year, the VG-100 unit. All accessories (cables etc) are covered for 90 days only.

**STATEMENT OF REMEDY:** In the event that the product does not conform to this warranty at any time while this warranty is in effect, the warrantor at its discretion will repair the defect or replace the product and return it to you without charge for parts or service.

THIS WARRANTY DOES NOT COVER OR PROVIDE FOR THE REIMBURSEMENT OR PAYMENT OF INCIDENTAL OR CONSEQUENTIAL DAMAGES. THIS GUARANTEE IS IN ADDITION TO AND DOES NOT IN ANY WAY AFFECT YOUR RIGHTS UNDER THE CONSUMER GUARANTEE ACT.

**PROCEDURE FOR OBTAINING PERFORMANCE OR WARRANTY:** In the event that the product does not conform to this warranty, the Product should be shipped or delivered, freight pre-paid, with evidence of original purchase (eg. a copy of the sales docket), to the warrantor at:

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