

**ASUS<sup>®</sup>**

# **AiGuru S2**

*Wireless Skype Phone*



E2944  
First edition V1

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## Safety precautions

For your safety and to keep your phone in good operating condition, read the following tips and reminders carefully before using your phone.



Always keep the phone dry and free from dust.



Make sure that the phone is switched off before removing/replacing the battery.



Refer phone servicing only to qualified personnel.



Use only approved accessories. Do not connect incompatible products or devices.



Use the phone following the instructions in this user guide.



Refer to the **Appendix** for detailed safety notices.

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# About this guide

This user guide contains the information you need to use your AiGuru S2 phone.

How this guide is organized

This user guide contains the following parts:

## **Chapter 1: Basic information**

This chapter describes the phone layout, provides information about the battery including how to charge it, and basic functions such as locking/unlocking the keypad and turning the phone on/off. This chapter also describes the different layout displays of the phone.

## **Chapter 2: Installing and using the AiGuru S2 Utility**

This chapter provides instructions on how to install the AiGuru S2 Utility and the required device drivers. This chapter also shows you how to use the AiGuru S2 utility.

## **Chapter 3: Getting to know the phone menu and using the Skype™ features**

This chapter shows you how to use the phone and navigate through the Phone Menu and the Skype™ Menu.

## **Appendix: Reference information**

This chapter describes PC-cillin firewall settings and provides safety notices, an FAQ section, as well as ASUS' contact information.

## Conventions used in this guide

To make sure that you perform certain tasks properly, take note of the following conventions used throughout this user guide.



**NOTE:** Tips and information to aid in completing a task.



**IMPORTANT:** Instructions that you **MUST** follow to complete a task.



**CAUTION:** Information to prevent injury to yourself when trying to complete a task.



**WARNING:** Information to prevent injury to the unit when trying to complete a task.



**NETWORK DEPENDENT/SUBSCRIBED FEATURE:** The phone feature is network dependent or subscribed.



## Welcome

Thank you for choosing the **ASUS AiGuru S2 Wireless Skype Phone Kit**. It will allow you to make phone using your broadband connection. This Phone is specially designed to facilitate the manipulation of the service and features provided by Skype™.

## What is Skype™

Skype™ is free and simple software that enables you to make free calls anywhere in the world in minutes. If you are tired of paying outrageous fees for telephony, Skype™ is for you!

Skype™ is quick and easy to install. Just download it, register, and within minutes you can use the **ASUS AiGuru S2 Wireless Skype Phone** to call your friends on Skype™. Skype™ calls have excellent sound quality and are highly secure with end-to-end encryption. Best of all, Skype™ does not require you to reconfigure your firewall or router - it just works! Skype™ is a registered trademark of Skype Technologies S.A. and all rights related to it are reserved. It is not in any way connected to ASUSTek Computer, Inc. To create an account, download the Skype™ program, and know more about this program, visit [www.skype.com](http://www.skype.com).



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## “Get AiGuru S2 Phone convenience when you use Skype™!

Now you do not have to sit in front of your computer when you want to talk to your friends. With the Skype application running on your PC, the handset can read and display your contact list on its built-in illuminated display. Just choose who you want to talk to from the menu, press a button, and get ready to talk.

Of course, the handset supports SkypeOut™ dialing as well as your Skype contact list. The handset rings when you have a Skype™ or SkypeIn™ call coming in, and shows the caller's ID on the screen. You can hit the Mute button for privacy, or use the loud-speaker function to let everyone join in. You can put an existing call on hold and allow callers to leave a message on the answer machine, and retrieve voice mail with ease.

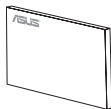
In short, the **ASUS AiGuru S2 Wireless Skype Phone Kit** gives you all the functionality of a regular phone, through Skype™. You get the convenience of a wireless phone and all its features, plus the high-quality voice reception that you get from Skype™ on your PC, without being tied to your computer

## Package contents

Check your phone package for the following items:



AiGuru S2 phone



User manual



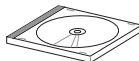
Quick Start Guide



Wireless Link USB  
dongle extension



Battery



Support CD



Wireless Link USB dongle



USB cable

## System requirements

- PC running Microsoft® Windows® XP (SP2) / 2000 (SP4)
- At least 1 GHz processor
- At least 256 MB RAM
- At least 40 MB free hard disk drive space
- Internet connection: Dial-up, broadband, or cable modem (at least 33.6 Kbps)



We recommend a broadband connection. Voice quality may vary depending on the connection speed.)

- Skype™ version 3.0.0.198 recommended (bundled in the support CD)

## Specifications

<b>Dimension</b>	116(L) x 47(W) x 12.3(H) mm
<b>Weight</b>	100 g
<b>Wireless standard</b>	IEEE 802.11 b+g @ 11/54 Mbps, 2.4 GHz, with auto-fallback and auto-channel selection
<b>I/O</b>	128 x 128 Dot matrix STNLCDC 0.5 W Speaker Receiver Mini USB port 2.5 mm 2-channel Earphone jack
<b>Keypad</b>	Alphanumeric keys End key Call key Navigation keys Right soft key Left soft key Asterisk key

*(Continued on the next page)*

## Specifications

<b>Features</b>	Skype™, SkypeIn™, SkypeOut™, Skype™ Conference support Contacts list, call list Search Call rejecting, call receiving, call redial, hold Hands-free speaker out Caller ID display
<b>Operating distance</b>	Indoors: 30 m* Outdoors: 100 m*
<b>Power duration</b>	Li-ion 3.7 V 750 mAH, 25 hours standby, 2.5 talk hours
<b>Charging</b>	3 hours USB full charging
<b>Wireless receiver</b>	Wireless Link dongle (UI) mounted on the PC or notebook
<b>Software to install</b>	AiGuru S2 Utility Wireless Link dongle driver
<b>Accessories</b>	Support CD User Manual Quick Start Guide Battery USB cable Wireless Link dongle Wireless Link dongle 3D 180° USB extension




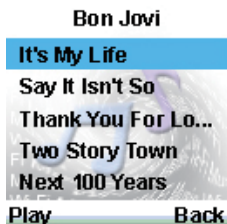
\* According to free space test. The operating distance may be shorter or interfered if there are walls, barriers, or interferences in the home layout or operating environment.



## 3.4 WiFi Music

Your AiGuru S2 phone can function as a Windows Media Player or iTunes remote controller, allowing you to play audio files while you are away from your computer, within the operating range of the WLAN module.

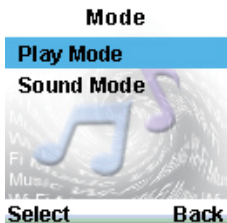
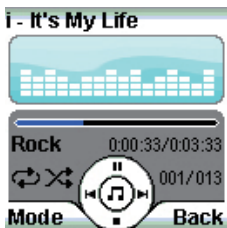
1. From the idle screen, press the left soft key to display the main menu and select **WiFi Music** or press  key to enter WiFi Music directly.
2. The handset screen will display the song list you select in your AiGuru S2 PC utility. Press the left soft key to start enjoying the music.



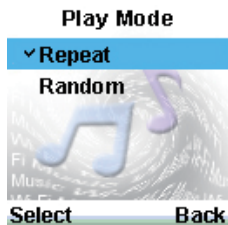
### 3.4.1 Play mode



You are able to switch the play mode to **Repeat** and **Random**.

1. From the playback screen, press the left soft key (**Mode**).
2. From the **Mode** menu, highlight **Play Mode** and press the left soft key (**Select**) to confirm.



- From the **Play Mode** menu, select **Repeat** to repeat the whole playlist or **Random** to shuffle the play order. You can activate these two mode together.

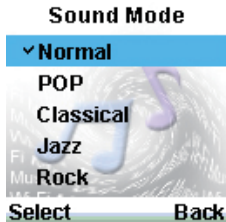
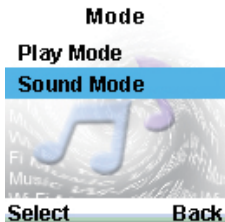


- After the repeat or the random mode is selected, the repeat icon  or the random icon  or both of them will appear on the playback screen.

### 3.4.2 Sound mode

The WiFi Music function of AiGuru S2 provides different sound modes for the music playing. You can change the mode to suit the music genre or your mood.

- From the playback screen, press the left soft key (**Mode**).
- From the **Mode** menu, highlight **Sound Mode** and press the left soft key (**Select**) to confirm.
- From the **Sound Mode** menu, highlight a mode and press the left soft key (**Select**) to confirm.



- After the selection, the sound mode will appear on the playback screen.



The WiFi Music functions only in the WiFi mode.

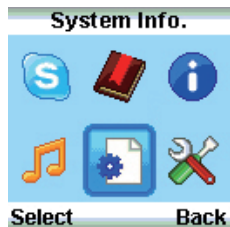


## 3.5 System info.

The System Info. menu offers the information such as WiFi status, Mac address, and firmware version.

### 3.5.1 WiFi Status

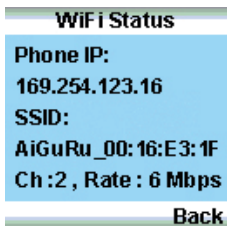
1. From the idle screen, press the left soft key to display the main menu and select **System Info.**



2. From the **System Info.** screen, select **WiFi Status** and press the left soft key to **Enter**.

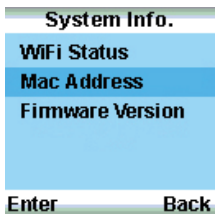


3. The **WiFi Status** screen opens.



### 3.5.2 Mac Address

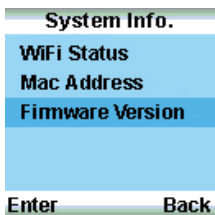
1. From the **System Info.** screen, select **Mac Address** and press the left soft key to **Enter**.
2. The **Mac Address** screen opens.



Both **WiFi Status** and **Mac Address** will not appear on the **System Info.** list when in the USB mode.

### 3.5.3 Firmware Version

1. From the **System Info.** screen, select **Firmware Version** and press the left soft key to **Enter**.
2. The **Firmware Version** screen opens.

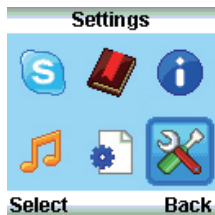


## 3.6 Settings

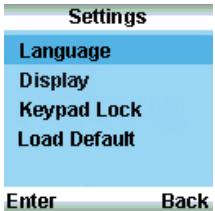
In the Settings menu, you can configure settings of AiGuru S2 wireless skype phone, including language, display, keypad lock, or you can restore to the default setting.

### 3.6.1 Language

1. From the idle screen, press the left soft key to display the main menu and select **Settings**.



2. From the **Settings** screen, select **Language** and press the left soft key to **Enter**.



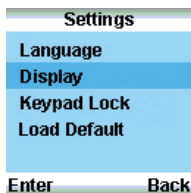
3. The **Language** screen opens, and you can highlight the language you want to use. Press the left soft key (**Select**) to confirm.



## 3.6.2 Display

### Backlighting Time

1. From the idle screen, press the left soft key to display the main menu and select **Settings**.

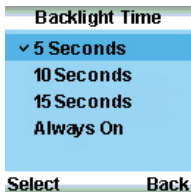


2. From the **Settings** screen, select **Display** and press the left soft key to **Enter**.

2. Highlight **Backlight Time** and press the left soft key to **Select**.



3. From the Backlight Time menu, you can select a screen backlight time and press the left soft key to **Select**.



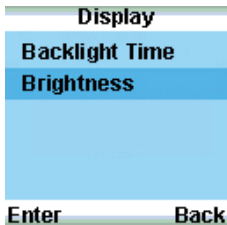
Unless you set the backlight time to **Always On**, the handset display darkens when the backlight time is up and blackens after one-minute idle to minimize battery energy consumption. Press any key to light up the display.



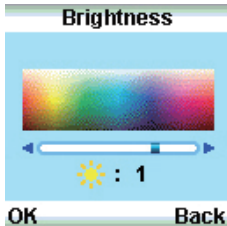
The display will not blacken under three conditions: (1) the handset is connected to the PC and charging, (2) during a call, and (3) the WiFi Music is functioning.

## Brightness

1. From the idle screen, press the left soft key to display the main menu and select **Settings**.
2. From the **Settings** screen, select **Display** and press the left soft key to **Enter**.
3. Highlight **Brightness** and press the left soft key to **Select**.



4. Use the navigation keys to adjust the value. Scroll right to increase the brightness and left to decrease the brightness.



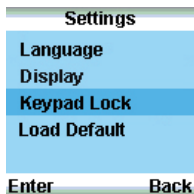
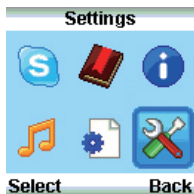
The configuration value of brightness is between -2 to 2.

## 3.2.3 Keypad Lock

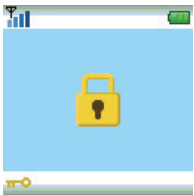
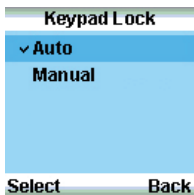
### Keypad Lock

To lock the keypad automatically:

1. Press the left soft key to display the **Menu** and select **Settings**.
2. Scroll down to the **Keypad Lock** item, then press the left soft key to **Enter**.



3. Select **Auto** to set the keypad auto-locked. The default setting is **Manual**.
4. Idle for 20 seconds, the keypad locks itself.



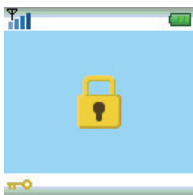
To lock the keypad manually:

1. Press the left soft key.
2. Hold the asterisk key to lock the key pad.

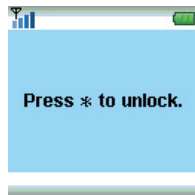
## Unlocking the keypad

To lock the keypad:

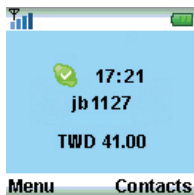
1. Press the left soft key.



2. Press the asterisk key to unlock the keypad.



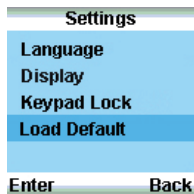
3. The main screen then appears, indicating that the keypad is ready to use.



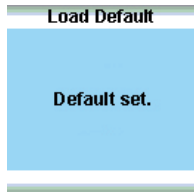
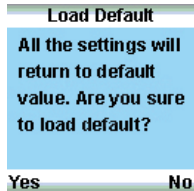
### 3.6.4 Load Default

To load the default settings:

1. From the idle screen, press the left soft key to display the main menu and select **Settings**.
2. From the **Settings** screen, select **Load Default** and press the left soft key to **Enter**.



3. A message appears, asking for confirmation.
4. Press the left soft key (**Yes**) to confirm or the right soft key (**No**) to stop the default loading.
5. After the the loading completes, the screen shows **Default set**.





# Appendix

## *Reference information*

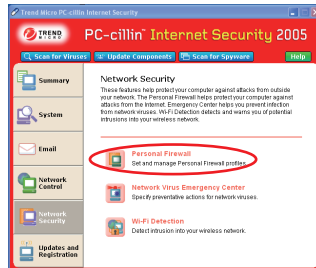
*This chapter describes PC-cillin firewall settings and provides safety notices, an FAQ section as well as ASUS' contact information.*



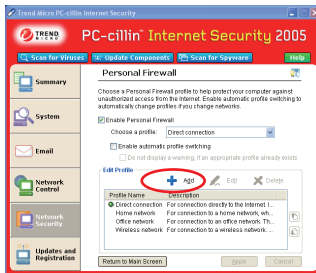
## A.1 Setting PC-cillin™

If you installed PC-cillin™ Internet Security software in your computer, make the following settings before installing AiGuru S2 Utility.

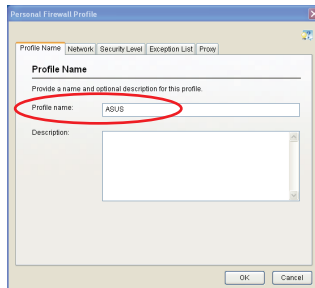
1. Open **Trend Micro PC-cillin Internet Security**, click **Network Security** tab, then click **Personal Firewall**.



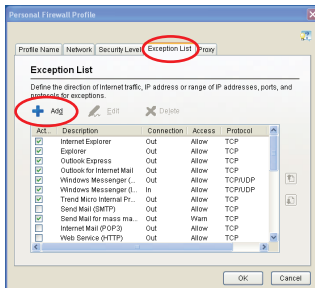
2. On **Personal Firewall** screen, click **Add**.



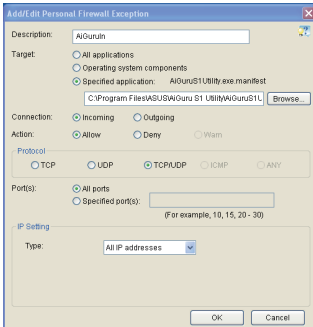
3. Key in **ASUS** in **Profile name** field, then click **OK**.



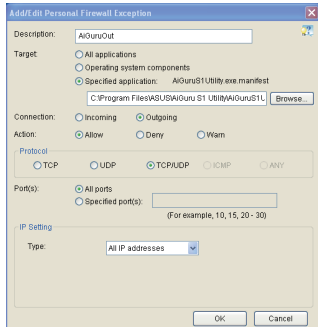
4. Select **Exception List** tab, and click **Add**.



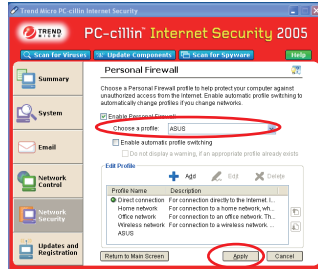
5. Add AiGuruln
- a. Description: **AiGuruln**
  - b. Target: Select **Specified application** and point to the location where the application is saved.
  - c. Connection: **Incoming**
  - d. Action: **Allow**
  - e. Protocol: **TCP/UDP**
  - d. Port(s): **All ports**
  - f. IP Setting: **All IP Addresses**



6. Add AiGuruOut
- a. Description: **AiGuruOut**
  - b. Target: Select **Specified application** and point to the location where the application is saved.
  - c. Connection: **Outgoing**
  - d. Action: **Allow**
  - e. Protocol: **TCP/UDP**
  - d. Port(s): **All ports**
  - f. IP Setting: **All IP Addresses**



7. Back to the **Personal Firewall** screen, select **ASUS** in Choose profile field, then click **Apply**.



## A.2 Notices

### FEDERAL COMMUNICATIONS COMMISSION INTERFERENCE STATEMENT

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

#### **CAUTION:**

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference and
- (2) This device must accept any interference received, including interference that may cause undesired operation.

## A.3 Safety statements

### Regulatory Information/Disclaimers

Installation and use of this Wireless LAN device must be in strict accordance with the instructions included in the user documentation provided with the product. Any changes or modifications (including the antennas) made to this device that are not expressly approved by the manufacturer may void the user's authority to operate the equipment. The manufacturer is not responsible for any radio or television interference caused by unauthorized modification of this device, or the substitution of the connecting cables and equipment other than manufacturer specified. It is the responsibility of the user to correct any interference caused by such unauthorized modification, substitution or attachment. Manufacturer and its authorized resellers or distributors will assume no liability for any damage or violation of government regulations arising from failing to comply with these guidelines.



Use on the supplied antenna. Unauthorized antenna, modification, or attachments could damage the transmitter and may violate FCC regulations.

### Safety Information

Use only with supplied antenna. Unauthorized antenna, modification, or attachments could damage the transmitter and may violate FCC regulations.



Any changes or modifications not expressly approved in this manual could void your authorization to use this device.

**FCC RF Radiation Exposure Statement**

This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment.

This equipment must not be co-located or operating in conjunction with any other antenna or transmitter.



Radio waves may affect electronic equipment or medical devices (e.g., pacemakers), which may cause malfunctions and possible injuries. If you use a pacemaker or other medical device, consult your physician or the manufacturer of the medical device before using the wireless networking feature.

### **Industry Canada regulatory information**

Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference and
- (2) This device must accept any interference received, including interference that may cause undesired operation.

### **Declaration of Conformity**

This product complies with the Radio & Telecommunication Terminal Equipment Directive (1995/5/EC), the Electromagnetic Compatibility Directive (89/336/EEC), and Low Voltage Directive (73/23/EEC).

Compliance with these directives implies conformity to the following European Standards:

EN 55022, EN55024, EN 300 328, EN 301 489-1 & 17, EN 60950, EN 50360, EN 50361

### **EU RF Exposure Statement**

This equipment complies with EU RF radiation exposure limits of 2 W/kg. 802.11b=0.478 W/kg, 802.11g=0.4585W/kg

## Wireless Operation Channel for Different Domains

<b>North America</b>	2.412-2.462 GHz	Ch01 through Ch11
<b>Japan</b>	2.412-2.462 GHz	Ch01 through Ch11
<b>Europe</b>	ETSI 2.412-2.462 GHz	Ch01 through Ch11

## France Restricted Wireless Frequency Bands

Some areas of France have a restricted frequency band. The worst case maximum authorized power indoors are:

- 10 mW for the entire 2.4 GHz band (2400 MHz–2483.5 MHz)
- 100 mW for frequencies between 2446.5 MHz and 2483.5 MHz



Channels 10 through 13 inclusively operate in the band 2446.6 MHz to 2483.5 MHz.

There are few possibilities for outdoor use: On private property or on the private property of public persons, use is subject to a preliminary authorization procedure by the Ministry of Defense, with maximum authorized power of 100mW in the 2446.5–2483.5 MHz band. Use outdoors on public property is not permitted.

In the departments listed below, for the entire 2.4 GHz band:

- Maximum authorized power indoors is 100 mW
- Maximum authorized power outdoors is 10 mW

Departments in which the use of the 2400–2483.5 MHz band is permitted with an EIRP of less than 100mW indoors and less than 10mW outdoors:

01 Ain Orientales	02 Aisne	03 Allier	05 Hautes Alpes
08 Ardennes	09 Ariège	11 Aude	12 Aveyron
16 Charente	24 Dordogne	25 Doubs	26 Drôme
32 Gers	36 Indre	37 Indre et Loire	41 Loir et Cher
45 Loiret	50 Manche	55 Meuse	58 Nièvre
59 Nord	60 Oise	61 Orne	63 Puy du Dôme
64 Pyrénées Atlantique	66 Pyrénées	67 Bas Rhin	68 Haut Rhin
70 Haute Saône	71 Saône et Loire	75 Paris	82 Tarn et Garonne
84 Vaucluse	88 Vosges	89 Yonne	90 Territoire de Belfort
94 Val de Marne			

This requirement is likely to change over time, allowing you to use your wireless LAN card in more areas within France. Please check with ART for the latest information ([www.art-telecom.fr](http://www.art-telecom.fr))



Your WLAN Card transmits less than 100 mW, but more than 10 mW.

## UL Safety Notices

Required for UL 1459 covering telecommunications (telephone) equipment intended to be electrically connected to a telecommunication network that has an operating voltage to ground that does not exceed 200V peak, 300V peak-to-peak, and 105V rms, and installed or used in accordance with the National Electrical Code (NFPA 70).

When using the device, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

- **Do not use** the device near water, for example, near a bath tub, wash bowl, kitchen sink or laundry tub, in a wet basement or near a swimming pool.
- **Do not use** the device during an electrical storm. There may be a remote risk of electric shock from lightning.
- **Do not use** the device in the vicinity of a gas leak.

Required for UL 1642 covering primary (nonrechargeable) and secondary (rechargeable) lithium batteries for use as power sources in products. These batteries contain metallic lithium, or a lithium alloy, or a lithium ion, and may consist of a single electrochemical cell or two or more cells connected in series, parallel, or both, that convert chemical energy into electrical energy by an irreversible or reversible chemical reaction.

- **Do not** dispose of the device battery pack in a fire, as they may explode. Check with local codes for possible special disposal instructions to reduce the risk of injury to persons due to fire or explosion.
- **Do not** use power adapters or batteries from other devices to reduce the risk of injury to persons due to fire or explosion. Use only UL certified power adapters or batteries supplied by the manufacturer or authorized retailers.

## Power Safety Requirement

Products with electrical current ratings up to 6 A and weighing more than 3 Kg must use approved power cords greater than or equal to: H05VV-F, 3G, 0.75 mm<sup>2</sup> or H05VV-F, 2G, 0.75 mm<sup>2</sup>.

## Nordic Cautions

**CAUTION!** Danger of explosion if battery is incorrectly replaced. Replace only with the same or equivalent type recommended by the manufacturer. Dispose of used batteries according to the manufacturer's instructions. (English)

**ATTENZIONE!** Rischio di esplosione della batteria se sostituita in modo errato. Sostituire la batteria con un una di tipo uguale o equivalente consigliata dalla fabbrica. Non disperdere le batterie nell'ambiente. (Italian)

**VORSICHT!** Explosionsgefahr bei unsachgemäßen Austausch der Batterie. Ersatz nur durch denselben oder einem vom Hersteller empfohlenem ähnlichen Typ. Entsorgung gebrauchter Batterien nach Angaben des Herstellers. (German)

**ADVARSEL!** Lithiumbatteri - Eksplosjonsfare ved fejlagtig håndtering. Udskiftning må kun ske med batteri af samme fabrikat og type. Levér det brugte batteri tilbage til leverandøren. (Danish)

**WARNING!** Explosionsfara vid felaktigt batteribyte. Använd samma batterityp eller en ekvivalent typ som rekommenderas av apparattillverkaren. Kassera använt batteri enligt fabrikantens instruktion. (Swedish)

**VAROITUS!** Paristo voi räjähtää, jos se on virheellisesti asennettu. Vaihda paristo ainoastaan laitevalmistajan suositttelemaan tyyppiin. Hävitä käytetty paristo valmistajan ohjeiden mukaisesti. (Finnish)

**ATTENTION!** Il y a danger d'explosion s'il y a remplacement incorrect de la batterie. Remplacer uniquement avec une batterie du même type ou d'un type équivalent recommandé par le constructeur. Mettre au rebut les batteries usagées conformément aux instructions du fabricant. (French)

**ADVARSEL!** Eksplosjonsfare ved feilaktig skifte av batteri. Benytt samme batteritype eller en tilsvarende type anbefalt av apparatfabrikanten. Brukte batterier kasseres i henhold til fabrikantens instruksjoner. (Norwegian)

**注意!** この装置は、現在設置されている場所で妨害波の測定がされた情報技術装置です。この場所以外で使用する場合は、その場所で、再び妨害波の測定が必要となります。(Japanese)

## Proper Disposal

The symbol of the crossed out bin indicates that the product (electrical and electronic equipment) should not be placed in municipal waste. Check local regulations for disposal of electronic products.



## Safety Warnings

Read the following safety warnings carefully before using your cell phone.

- This equipment is intended for use with power supplied from supplied battery charger(s) and/or power supply unit(s). Other usage will invalidate any certification given to this apparatus and may be dangerous.
- Switch off your phone when in an aircraft. The use of wireless phones in an aircraft may be dangerous to the operation of the aircraft, disrupt cellular networks, and may be illegal. Failure to observe this instruction may lead to suspension or denial of phone services to the offender, legal action or both.
- Do not use the phone or phone equipment when at a refueling point.
- Observe restrictions on the use of radio equipment in fuel depots, chemical plants, or where blasting operations are in progress.
- The use of the Alert device to operate a vehicle's lights or horn on public roads is not permitted.

You **MUST** exercise proper control of your vehicle at all times. Observe the following safety precautions when driving:

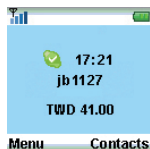
- Do not use a hand-held telephone or microphone while you are driving.
- When driving, find a safe place to stop the vehicle before using the phone.
- Do not speak into a hands-free microphone if it will distract you from driving.
- You **MUST NOT** stop on the hard shoulder of a motorway to answer or make a call, except in an emergency.
- The radio equipment should be connected to the antenna via a non-radiating cable (e.g. coaxial cable). The antenna must be mounted in a position such that no part of the human body will normally rest close to any part of the antenna unless there is an intervening metallic screen, such as a metallic roof.

## **NOTES:**

- In some areas where electric current is unstable, it is recommended that you plug the charger to an AVR (AC Voltage Regulator) instead of direct connection to a power outlet. Unstable power current may damage the charger and/or the device.
- You can connect the USB charger or USB data cable to the device in only one orientation. Incorrect insertion of the cable connector may cause short circuiting and may damage the device.

## A.4 Troubleshooting

When the phone and wireless settings are configured properly, the main display should show the following. This means that the phone is ready to use.



Following are some situations you might encounter, indicating that there is a problem with the connection, and the possible actions you can take.

Message displayed	Problem description	Action to take
<p><b>WiFi Disconnected</b></p>	<ol style="list-style-type: none"> <li>1. The phone was not configured properly.</li> <li>2. Communication between the phone and the Wireless Link USB dongle is not established.</li> </ol>	<p>Reconfigure the phone settings. See section “<b>2.2.3 Handset Mode Switch and WiFi Configure</b>”</p>
<p><b>No Service</b></p>	<ol style="list-style-type: none"> <li>1. The communication between the phone and the Wireless Link USB dongle is established.</li> <li>2. The AiGuru S2 Utility has not been launched.</li> </ol>	<p>See section “<b>2.2 Optimizing the AiGuru S2 Utility settings</b>” to launch the AiGuru S2 Utility.</p>
<p><b>Skype™ Logged Off</b></p>	<ol style="list-style-type: none"> <li>1. Skype™ is not launched on your PC or logged in with personal account.</li> <li>2. There is no Internet access.</li> </ol>	<p>Make sure that you have Internet access and that you have launched and logged into Skype™</p>



Different from Offline (Presence), the message **Skype Logged Off** denotes some possible problems of the Skype utility or the lack of internet access.



## A.5 FAQ

This section provides solutions to problems that may occur or questions commonly encountered during the installation and operation of the ASUS AiGuru S2 Wireless Skype Phone. Read the description below to solve your problems. If you cannot find an answer here, check the ASUS contact information at the end of the user manual.

### **Q1. Why is there no dial tone when I press the Talk & Recall button?**

- A1. Either the Wireless Link USB dongle is not properly connected to the PC, the handset is too far from the Wireless Link USB dongle, or the battery is low (low battery icon is displayed).
- Check the connections.
  - Move closer to the Wireless Link USB Dongle unit.
  - Charge the battery.
  - If there is something wrong with Skype Program itself, please restart Skype.

### **Q2. Why does the screen show “WiFi Disconnect”?**

- A2. When the phone is out of the Wireless Link USB dongle's operating range, the phone will keep accessing its signal source for 30 seconds. If detecting the signal fails, the screen shows the message “WiFi Disconnect” and the goes into sleep mode.

To regain wireless access, move the handset closer to the Wireless Link USB dongle and press any key on the handset for access retrieval.

### **Q3. Why is the battery icon “empty” although the handset has been charged for 24 hours?**

- A3. The handset might not be connected to the PC correctly. It is also possible that the handset's battery is defective.
- Contact your dealer to purchase a new rechargeable battery.
  - Make sure the battery icon is scrolling. If it is not, the battery is not charging.

### **Q4. Why is there no symbol on the display?**

- A4. This could mean that the battery is not charged or the Phone Kit is not properly connected.
- Verify that you have set up the Phone Kit properly.

• Charge the battery.

**Q5. Why is the audio quality poor sometimes ? (crackles/echoes, etc.)**

A5. There may be interference from nearby electrical appliances or the Wireless Link USB dongle is installed in a room with thick walls. If this is the case, move the PC to a different location. If the handset is too far from the Wireless Link USB dongle, move the handset closer.

**Q6. Why can I not hear the other party clearly? Why is the speaker too loud/ too quiet?**

A6. The speaker volume on your PC or on the handset may be set too low. Adjust the volume to get better effect.

**Q7. Why does the phone not ring when a call comes in?**

A7. The ringer may be too small to hear. Adjust the volume of the ringer.

**Q8. Why does the contact list/user status return a “NO SERVICE” message?**

A8. This may be caused by not starting or logging into Skype™ properly. Verify that you are logged into Skype™ and the program is running properly.

Another cause may be that the AiGuru S2 Utility or Wireless Link USB dongle driver has not been launched on the PC, or the dongle plug may be disconnected. Verify that the AiGuru S2 Utility and Wireless Link USB dongle driver are functioning properly and that the dongle plug is properly connected.

Also, verify that the PC is not in standby/hibernate mode.

**Q9. Why can I not SkypeOut?**

A9. If 00, + or 011 is omitted, enter 00, + (double press the asterisk key) or 011 before the number you are dialing. If your Skype™ account has too little or no credit left, purchase more credits on the Skype™ website. The handset may have lost its link. Verify that the handset has a link with the Wireless Link USB dongle.

**Q10. Why am I not getting any tone response from Skype™?**

A10. Either the Skype™ or the PC application have not started, the USB dongle is not plugged in, your PC is in standby/hibernate mode, or your other party is offline.

• Make sure both Skype™ and the PC application is/are started on the PC and running properly.

- Make sure the phone is set up correctly.
- Wait for the remote party to be online.

**Q11. Why can I not hear any sound from the phone while the Wireless Link USB dongle is plugged in to the PC and the wireless setup is properly established?**

A11. When the Wireless Link USB dongle is plugged in to the USB port of your PC, the Phone Voice stream will be routed to the handset. If you cannot hear any voice from the phone, check the setting of Sound Devices in Skype™. Go to **Skype™ > Tools > Options > Sound Devices** and make the following settings:

Audio In: Virtual Cable 1

Audio Out: Virtual Cable 2

Ringin: Virtual Cable 2

**Q12. Why can I not hear any sound from the PC speakers for normal PC operation while the Wireless Link USB Dongle is plugged in to the PC?**

A12. The PC default audio setting might be in the wrong order. You can change back the setting of your PC audio by going to **Control panel > Sound > Speech and Audio Device > Sound and Audio Device > Audio. Check Only use default devices.**

**Q13. What will I do if the phone is out of operating range? How come no signal is detected?**

A13. When the phone is out of the Wireless Link USB dongle's operating range, the phone will keep accessing its signal source for 30 seconds. If detecting the signal fails, the screen shows the message "**WiFi Disconnect**" and then goes into sleep mode.

To regain the connection, move the handset closer to the Wireless Link USB dongle and press any key on the handset for access retrieval.

**Q14. Why can I not hear any music when using WiFi Music on the phone?**

A14. Please check whether the setting of Windows Media Player is muted or not. If yes, disable the setting. Or refer to Q&A11. for answers.

**Q15. What will I do if I would like to use other Skype devices, or headset rather than this phone? What if I cannot hear any sound from other Skype devices or headset rather than this phone?**

A15. If you cannot hear any voice from other Skype devices or headset, you may

1. Completely turn off the software utility of this phone, AiGuru S2 Utility, and restart Skype™

2. Check the setting of Sound Devices in Skype™. Go to **Skype™ > Tools> Options >Sound Devices** and make the following settings:

Audio In: Desired Skype Device or windows default device

Audio Out: Desired Skype Device or Windows default device

Ringling: Desired skype Device or Windows default device

## **ASUS contact information**

### **ASUSTeK COMPUTER INC. (Taiwan)**

#### ***Technical Support***

Hotline	0800-093-456 (Toll-free call from Taiwan only)
Fax	+886-2-2895-9254
E-mail	<a href="http://vip.asus.com/eservice/techserv.aspx">http://vip.asus.com/eservice/techserv.aspx</a>
Web site	<a href="http://taiwan.asus.com.tw">http://taiwan.asus.com.tw</a>

### **ASUSTeK COMPUTER INC. (Asia-Pacific)**

#### ***Technical Support***

Hotline	+886-2-2894-3447
Fax	+886-2-2890-7698
E-mail	<a href="http://vip.asus.com/eservice/techserv.aspx">http://vip.asus.com/eservice/techserv.aspx</a>
Web site	<a href="http://www.asus.com">http://www.asus.com</a>

### **ASUS COMPUTER INTERNATIONAL (America)**

#### ***Technical Support***

##### *Motherboard and General Product Support*

E-mail	<a href="http://vip.asus.com/eservice/techserv.aspx">http://vip.asus.com/eservice/techserv.aspx</a>
Telephone	+1-502-995-0883 (select option 3)
Fax	+1-502-933-8713

### **ASUS COMPUTER GmbH (Germany and Austria)**

#### ***Technical Support***

Hotline (MB/Others)	+49-2102-9599-0
Notebook	+49-2102-959910
Fax	+49-2102-959911
Email	<a href="http://www.asus.de/support/support.htm">http://www.asus.de/support/support.htm</a>
Website	<a href="http://www.asus.de">http://www.asus.de</a>

## **ASUS contact information**

### **ASUS Holland B.V. (Netherlands)**

Notebook Hotline	+31-(0)591-668190
Fax	+31-(0)591-666853
Email	<a href="http://vip.asus.com/eservice/techserv.aspx">http://vip.asus.com/eservice/techserv.aspx</a> (Notebook, MB, VGA only)

### **ASUS COMPUTER (China)**

Telephone	+86-10-82667575
Email	<a href="http://vip.asus.com.cn/eservice/techserv.aspx">http://vip.asus.com.cn/eservice/techserv.aspx</a>