User Manual for the Skype™ WiFi Phone Model SPH101

NETGEAR

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Customer Support

For problems with your Skype service, contact Skype at: *skype.com*

For hardware support for your Skype™ WiFi Phone, contact NETGEAR.

NETGEAR, Inc. Support Information

Phone: 1-888-NETGEAR, for US & Canada only. For other countries, see your support information card.

E-mail: support@netgear.com

North American NETGEAR website: *netgear.com*

Foreign language support: documentation.netgear.com/sph101/index.htm

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> **Warning:** This WiFi phone will not work during a power failure, broadband Internet outage, or without a wireless connection.
>
> **No Emergency Calls.** Skype is not a replacement for your ordinary telephone and cannot be used for emergency calling.

The WiFi phone connects wirelessly to your Skype service through your broadband Internet connection. You can use the WiFi phone to make and receive calls and to manage your Skype service. To set up and use your WiFi phone:

1. Check the package contents.
2. Charge the battery.
3. Connect to a wireless network.
4. Sign in to your Skype service.
5. Use your WiFi phone.

What Is in the Box

The Skype™ WiFi Phone package includes the following items:

- WiFi phone
- Battery
- Battery charger
- *User Manual for the Skype™ WiFi Phone Model SPH101*
- NETGEAR CD
- Warranty card

Charge the Battery

For information about radio frequency (RF) exposure, FCC notices and regulatory information, see "Regulatory Compliance" on page 39.

The first time that you use the WiFi phone, follow these steps.

1. Remove the clear plastic cover from the display.

2. Open the back panel, put the battery inside the WiFi phone, and replace the back panel.

Power cord connection

Back panel
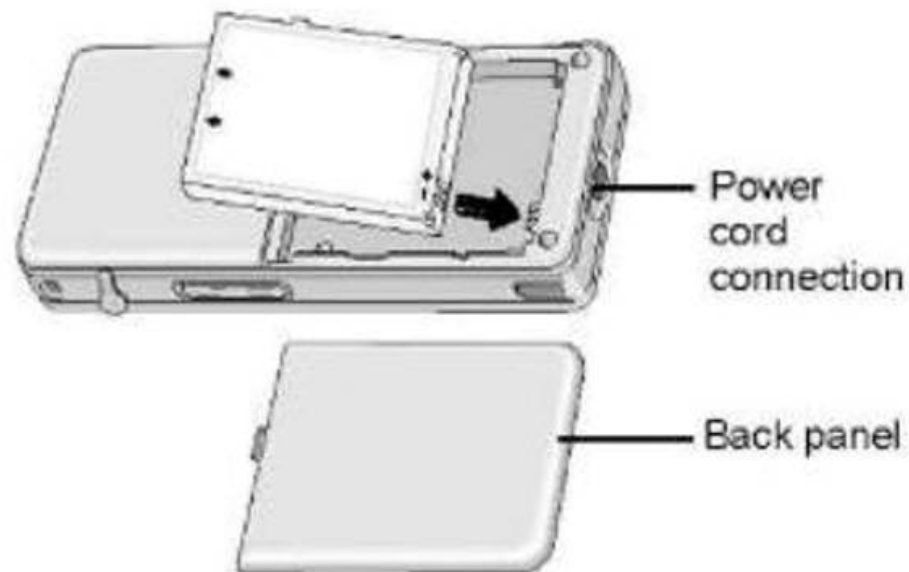
3. Connect the power cord, and plug it into an outlet.

    The battery charges, which can take up to 12 hours.

4. Push the On/Off button to turn on the WiFi phone.

On/Off button

5. Use the soft key to accept the No Emergency Calls message.

    The WiFi phone tries to connect to a network. See "Join a Wireless Network" on page 4. Then it prompts you to sign in to Skype. See "Sign In to Skype" on page 6.
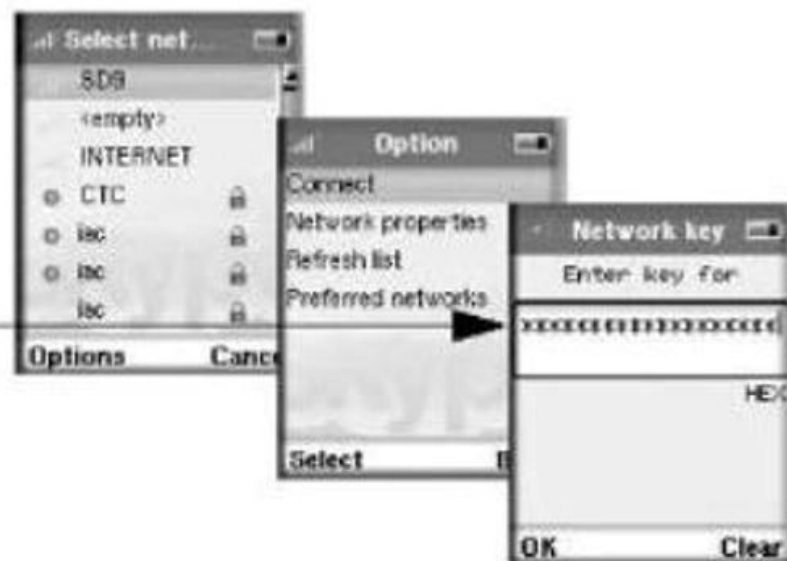
Join a Wireless Network

The WiFi phone scans for wireless networks in your area. It joins the first open network without wireless security that it finds. Then the display shows:

- Sign in to Skype
- Create new account

Secure Networks

If you want to join a particular network, or a network with wireless security, select Cancel with the soft key. The WiFi phone shows a list of available networks.

Use the *a/A button to change to lowercase, uppercase, or numeric entry.

The first time that you join a wireless network with security, you must know the password or WEP keys. When entering letters, tap the button to change from a, to b, and so on. After you have joined the network, the WiFi phone remembers the network settings and saves them in Preferred Networks. See "Preferred Networks" on page 29.

If you do not see the network that you want, make sure that it is up and running. Select Cancel and you will see these options:

- Connect
- Network properties
- Refresh list
- Preferred networks

Select Refresh list to find the network. For more help with wireless networks, see "Settings and Wireless Networks" on page 23.

Sign In to Skype

After you join a network, you are prompted to sign in to Skype, or to create a new Skype account. Enter your Skype name and Skype password.

Use the *a/A button to change to lower-case, uppercase, or numeric entry.
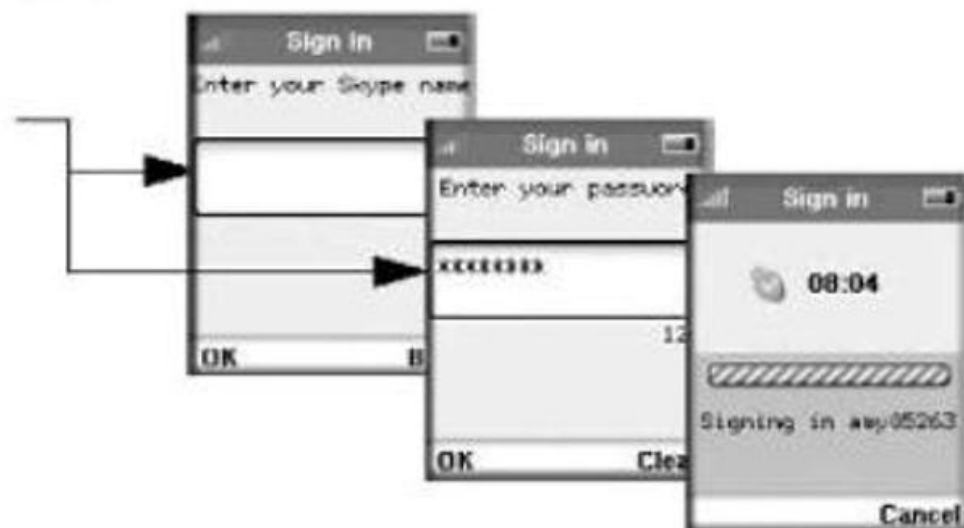
Select Yes to save your name and password for automatic sign in. If you have many contacts, you may need to wait five minutes or more to get them onto the WiFi phone the first time you sign in. You can use the soft keys to select Menu or Contacts.

Try Your WiFi Phone

Your WiFi phone is now ready to use. Hold the phone as you would any other telephone with the antenna pointed up and over your shoulder.

For your phone to operate most efficiently:

- Extend your antenna fully.

- Do not touch the antenna unnecessarily when the phone is in use. Contact with the antenna affects call quality and may cause the phone to operate at a higher power level than otherwise needed.

To make a call:

1. Enter the phone number.

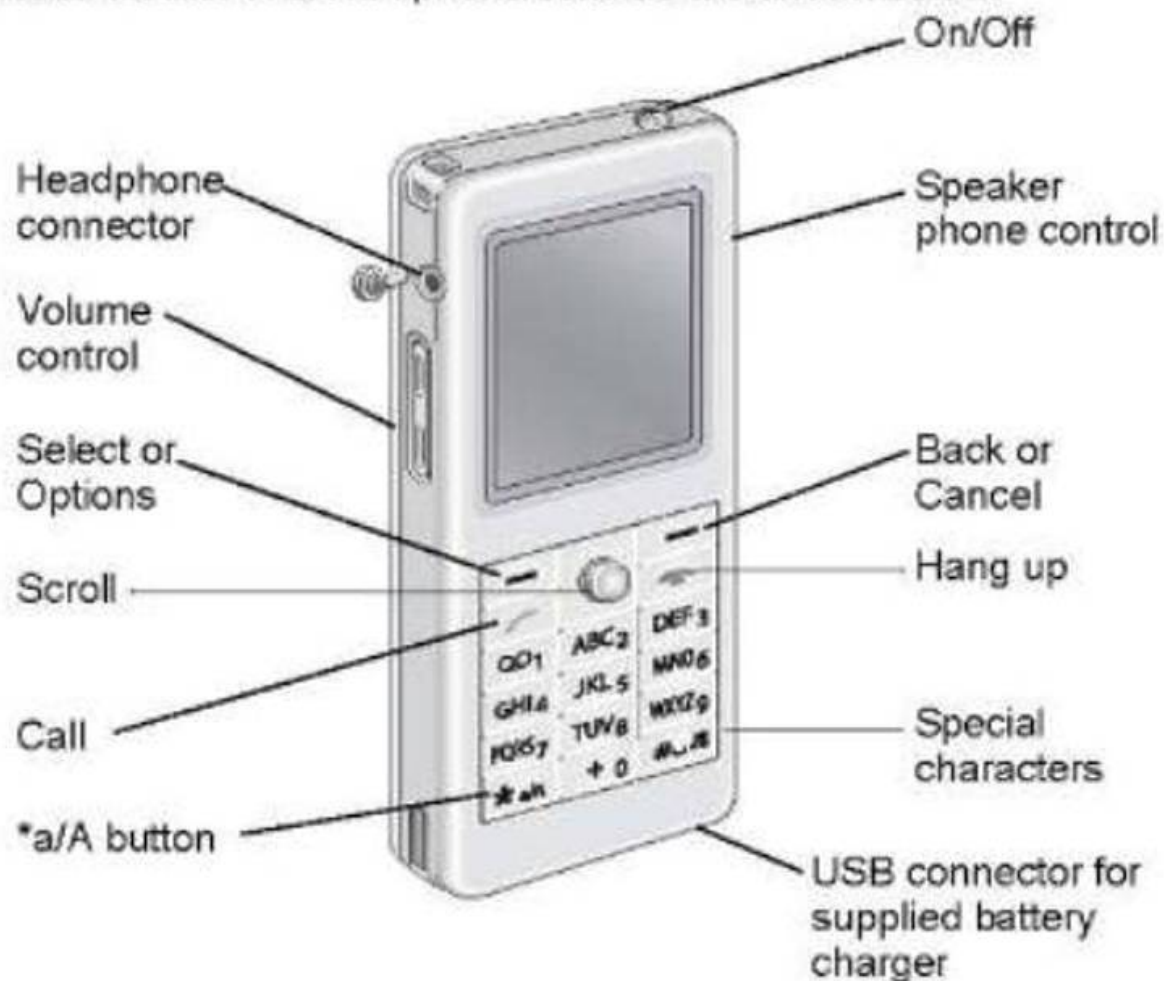|	
→	**Tip:** For SkypeOut calls, you must have SkypeOut service, SkypeOut money, and you must press + before entering the phone number.

2. Press the Call button.

   The Call button has a green phone icon on it, and is on the left side of the WiFi phone.

For information about getting your Skype contacts and using the WiFi phone, see "Using the WiFi phone" on page 9.

Using the WiFi phone

After you set up the WiFi phone, you can use it to make and receive calls. The WiFi phone controls are shown below.

On/Off

Headphone connector

Speaker phone control

Volume control

Select or Options

Back or Cancel

Scroll

Hang up

Call

Special characters

*a/A button

USB connector for supplied battery charger

Controls

The controls on the WiFi phone are described in this section.

- **Volume control.** Change the volume for the WiFi phone.

- **Speaker phone control.** Turn the speaker phone on or off.

- **Select or Options.** This soft key works with the display as *Select*, or *Options*.

- **Back or Cancel.** This soft key works with the display as "Back" or "Cancel."

- **Call.** Make a call.

- **Hang up.** End a call.

- **Scroll.** Scroll up or down through menu displays. You can use the edges to move left or right.

- **a/A * button.** Use this together with the keypad buttons to enter lowercase letters, uppercase letters, or numbers.

- **Special characters.** Use this to enter special characters such as punctuation marks.

Your Skype Service

The WiFi phone works with your Skype service. If you have signed up for the following Skype services, you can use them with the WiFi phone.

- **Skype.** Make calls to anyone who has Skype.

- **SkypeOut.** Also make calls to people without Skype.

- **SkypeIn.** People without Skype can call you at an assigned Skype phone number.

- **Skype Voicemail.** Send and receive voicemail from other Skype users.

For more information about these services, see the Skype Web site at *skype.com*.

Getting Your Skype Contacts

The first time that you use your WiFi phone, or after it has been reset, you need to get the contacts from your Skype service onto the WiFi phone.

To get your Skype contacts, use the WiFi phone to sign in to your Skype service. Skype automatically sends your contacts to the WiFi phone. This can take five minutes or more. The contacts remain on the WiFi phone unless it is reset or you sign in with a different Skype name.

Contacts

Select Contacts. Then scroll and select a contact.

Either select the contacts icon, or choose Contacts with the soft key.

Using the WiFi phone
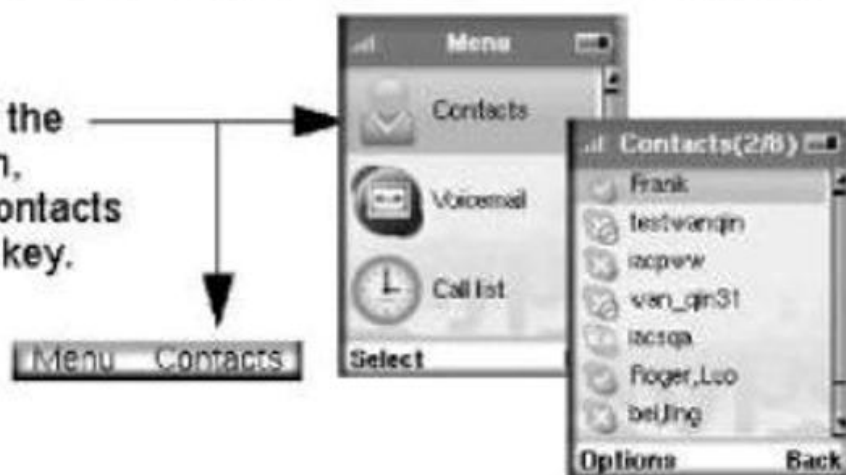
You can use these options:

- **Call.** Call a contact.
- **Send voicemail.** Send voicemail to a contact.
- **View Profile.** View details about a contact.
- **Advanced.** Display the Advanced Options menu.

Calling a Contact

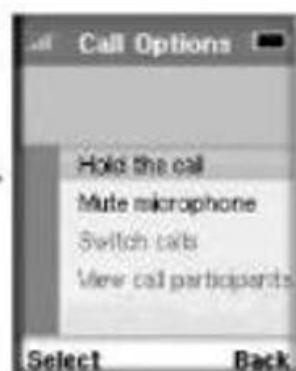To call a contact:

1. Select a contact.

   You can press a letter key on the phone to go to contacts whose names begin with that letter.

2. Select Options with the soft key. Then select call.

3. During the call, you can use the soft keys to select Options or End Call.

Select Options to use
Hold, Mute/Unmute,
or Switch calls.

Options During a Call

Choosing Options lets you manage your call and work with contacts.

- **Hold.** Put the person you are calling on hold. The phone puts a call on hold if there is another incoming call.

- **Mute microphone/Unmute.** Turn off the sound and turn it back on again.

- **Switch calls.** Switch between calls.

- **View call participants.** See which contacts are participating in the call.

When you receive a call, the WiFi phone shows an incoming call message. You can answer the call, send a busy signal, or reject the call. To answer the call, use the soft key to select Answer, or press the Call button.
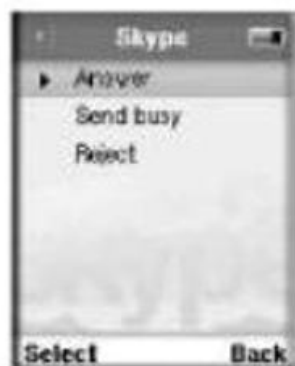
Advanced Options

Select a contact. Select Options, and then select Advanced. Scroll and select an advanced option.

- **Rename.** Change a contact's name.

- **Remove.** You can remove any contact from your contacts list.

- **Block.** You can block or unblock a contact. A blocked icon shows which contacts are blocked.

- **Request authorization.** See "Authorization" on page 19.

- **Add a contact.** See "Adding a Contact" on page 16.

- **Search for users.** See "Searching for Users" on page 18.

Adding a Contact

You can add a contact by Skype name or by Skype Out number.

By Skype Name

To add a contact by Full Name or Skype Name:

1. From the contacts list, select Options, and then select Advanced.
2. Scroll down and select Add Contact.
3. Choose By Skype Name.
4. Enter the name, and the WiFi phone searches for that name.
5. Select Add.

   The contact is added to the list.

6. Select OK to send an authorization request.

By Skype Out Number

> **Tip:** Depending on your service, you may need Skype Out money to call a Skype Out number.

To add a contact by Skype Out number:

1. From the contacts list, select Options, and then select Advanced.

2. Scroll down and select Add Contact.

3. Choose By Skype Out number.

4. Enter the number, and the WiFi phone searches for that number.

5. Select Add.

   The contact is added to the list.

6. Select OK to send an authorization request.

Searching for Users

You can search by Skype name, by full name, or by e-mail.

To search:

1. Select Search from the menu, or select it on the Options menu with the soft key.

2. Type your search criteria with the keypad.

→	**Tip:** Use the a/A * button to change from lowercase, to uppercase, or numeric entry.

To stop a search, use the soft keys to choose Stop or Cancel.

3. Select a Skype user from the list.

4. Use the soft key to select Options.

The following options are displayed:

- **Show more results.** View more search results.

- **Previous results**. Go back to previous search results.

- **Search again.** Start a new search.

- **Call.** Call a contact.

- **Add to contacts.** See "Adding a Contact" on page 16.

- **View profile.** View the Skype profile for a contact.

Authorization

If you want to let other Skype users know when you are online, then you need to authorize them. If someone adds you to his or her contact list, that person is listed as Authorization waiting.

You can use the privacy settings in your Skype service to receive incoming calls only from people with authorization.

After you add a contact, you can request authorization from that contact.

Request Authorization

To request authorization from a contact:

1. Select a contact, go to the Call list and select Authorizations.

2. Select Request authorization.

Authorization Waiting

These contacts are waiting for you to authorize them so that they will be notified when you are online.

1. From the contacts display, select Options with the soft key.

2. Select Authorization waiting.

3. Any contacts who are waiting are listed here. You can accept, decline, or decline and block them.

   - **Accept.** Notify this contact when you are online.

   - **Decline.** Decline to let this contact know when you are online.

   - **Decline and Block.** Decline to let this contact know when you are online, and block calls from this contact.

Call List

View the calls that have been made, received, and missed from this WiFi phone since the last time it was reset. You can also view Authorizations here. To can go to this screen, you can use the Call list button or the Call list menu selection.
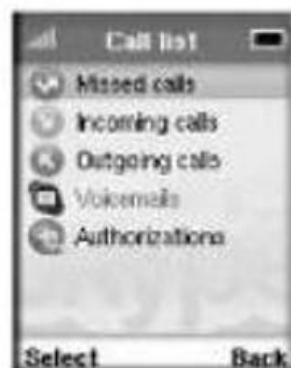
Missed Calls

Select Missed calls from the Call list to view missed calls. From the Missed calls display, select Options with the soft key to use these options:

- **Call.** Call the selected number.
- **Send voicemail.** If you have voicemail you can send voicemail.
- **Details.** View details about the caller.
- **Delete.** Delete the missed call from the list.
- **View profile.** View the profile for the caller.
- **Add to contacts.** Add this caller to your contacts.
- **Clear list.** Erase the list of missed calls.

Voicemail

If your Skype service includes voicemail, then you can access it from the Call list menu or from the main menu.

Using the WiFi phone

Settings and Wireless Networks

You can use the Settings menu on the WiFi phone to view or adjust the following:

- Skype My profile settings, notifications, and privacy
- Wireless network setup and security
- WiFi phone settings including sound, ring tone, time, language, and back light
- Advanced settings

Once you set up the WiFi phone to work with a wireless network, it remembers the network settings in case you use that network again.

Settings Menu

Select Settings to view or adjust the settings for the WiFi phone. You can scroll to display the items at the bottom of the list.

The following options are available:

- **My profile.** Enter optional My profile settings for your Skype account, including full name, birthday, gender, country, province, city, and home phone.

- **Network.** View the network status and setup including WiFi status, IP status, View networks, and Auto-connect. See "Network" on page 26.

- **General.** Select General to manage the password, auto login, language, software updates, and resetting the WiFi phone. See "General" on page 27.

- **Voicemail.** Enter your welcome message. Choose Use When Talking, or Use When Reject. Set the delay time.

- **Privacy.** Work with calls and call history.

- **Notifications.** Set up the consumer electronics to notify you if someone is online, someone calls, someone chats, and authorization.

- **Sound devices.** Set the Audio In, Audio Out, and auto adjustments.

- **Tones.** Set the ringing tone, ringing volume, sound alerts, vibrator, key tones, and default.

- **Time and Date.** Set the date, clock, time zone, clock format, date format, and date separator.

- **Manage blocked users.** View blocked contacts. You can unblock them here.

- **Connectivity.** This shows whether or not the earphone is connected.

- **Phone Settings.** Adjust the brightness and duration of the back light.

- **Information.** View the network, MAC address, firmware version, firmware date, serial number, and hardware version.

- **Advanced.** The advanced features are Check updates, Ports, No. Alt Ports, HTTPS enable, and HTTPS Address. See "Advanced" on page 28.

Network

From the Settings menu, select Network. The Network menu has these options:

- **Wireless networks in range.** Scan for networks in your area, and display them.

- **Preferred networks.** You have connected to these networks with your WiFi phone. See "Preferred Networks" on page 29.

- **Auto-connect to open network.** If the WiFi phone does not find a preferred network, it will connect to the first open wireless network that it finds. An open wireless network does not use wireless security.

- **Define SSID and connect.** Use this to work with hidden networks. Hidden networks do not broadcast their SSID. The SSID is also called the network name.