

# DUALphone 4088

skype™ and landline in one handset



HD Audio



No PC Needed



2 Accounts



Handsfree

## user manual

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# THIS IS HOW THE DUALPHONE WORKS

Your DUALphone could entirely change the way you think about using your telephone and using Skype. You can use your DUALphone to make and receive both landline and Skype calls. And, because Skype is built into your DUALphone, you no longer need a computer to use Skype.

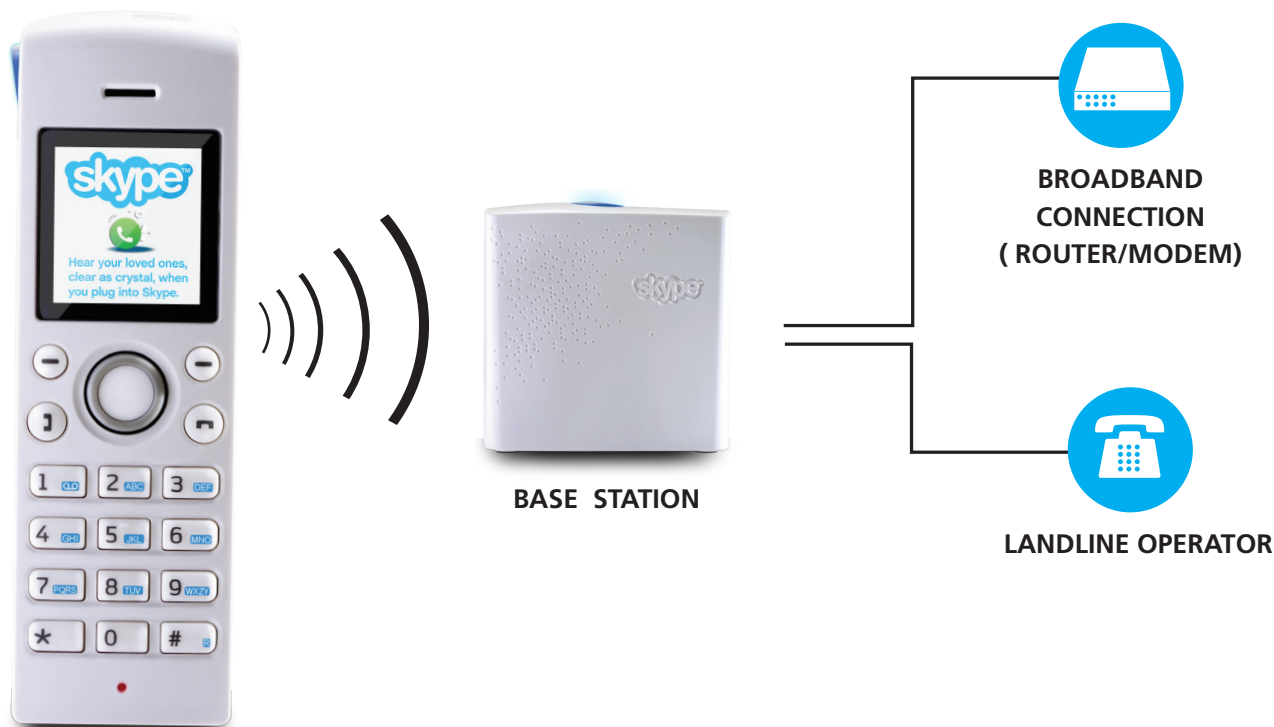
In order to use your DUALphone for Skype calls, the base station must be linked up with an active Internet connection. If you already have a computer linked up to your Internet connection, this device might occupy the connection port that is needed by the DUALphone base station. In this case you need a router, allowing you to attach more devices to your Internet connection.

Attach the router to the Internet connection and connect your computer and the base station to the router. Should you have any questions regarding the use of the Internet and the router please contact your Internet provider. You will find more information on this issue under **Advanced Troubleshooting**.

Please note: When installing a new router you should be aware that it might take some time – up to one hour – before it is properly registered with your Internet provider.

To use Skype telephony via your DUALphone you need a Skype account as well as a user name and a password. Please see **Getting started with Skype** in the **Installation and basic functions** section.

With Skype you call for free when talking to other Skype users – and you can buy a number of additional features to expand the possibilities of your DUALphone. Please see **Skype services** in the **Installation and basic functions** section.



# HOW THE MANUAL IS ORGANIZED

## **This manual falls in three parts:**

- (1)** Installation and basic functions,
- (2)** Advanced functions,
- (3)** Support information.

## **NEW USERS:**

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- Please read **Section 1** of this document. **Section 2** is for more advanced users who wants a deeper knowledge of the DUALphone. **Section 3** is for FAQ and troubleshooting issues.
-

# INSTALLATION AND BASIC FUNCTIONS – SECTION 1

## ■ IN THE BOX

- 1 cordless DUALphone handset
- 2 AAA rechargeable batteries
- 1 desktop charger with power supply
- 1 DUALphone base station
- 1 power supply for base station
- 1 ethernet cable
- 1 telephone cable

Should anything be missing, please contact your place of purchase.

## ■ YOUR HANDSET AT A GLANCE



**Earpiece**

**Colour Display**

Displays the status of your handset.

**Loudspeaker/ringer**

For handsfree speakerphone and ringing (on the back of the DUALphone).

**Key Pad**

Keys used for entering digits 0-9 and letters A-Z.

**Headset jack**

For 3.5 mm jack (on the side of the DUALphone).

**Microphone**



**Left soft Key.**

Selects the current menu item or confirms a setting, depending on the current screen.



**Right soft Key.**

Cancels the last action or returns to the previous screen, depending on the current screen.



**Call key.**

Initiates or answers a call.



**End/power key/Skype status.**

When in call, ends a call. Turns the phone on or off by pressing and holding. From idle, provides access to Skype status menu with a short key press.



**Navigation keys/Enter key.**

The outer keys navigate up, down, left and right. The Enter key in the centre selects/confirms a setting.

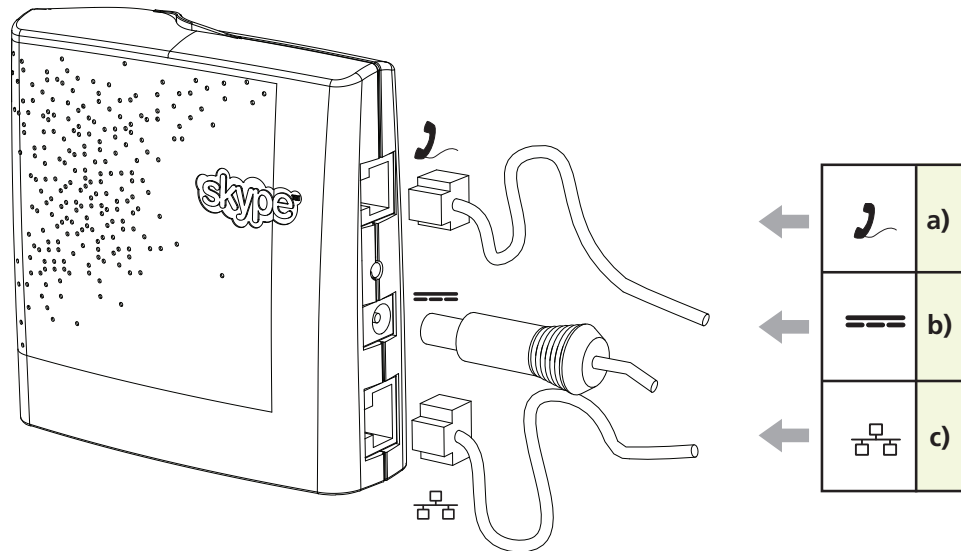





When you are in text editor, changes to lower-case, upper-case or numeric entry.



When you make a landline call, you can send a #-key by pressing the key shortly. If you wish to switch between an ongoing call and a call waiting, press the key down for a longer period of time. When you are in text editor, provides a symbol table.

## ■ HOW TO INSTALL THE BASE STATION



- a) Connect  on the base station to a telephone socket (if available), using the provided telephone cable and optional plug.
- b) Connect the power adapter to an active power outlet and connect  on the base station to the power adapter.
- c) Connect  on the base station to a LAN (Local Area Network) port on your broadband connection (modem, router, hub, switch etc.) using the provided Ethernet cable.

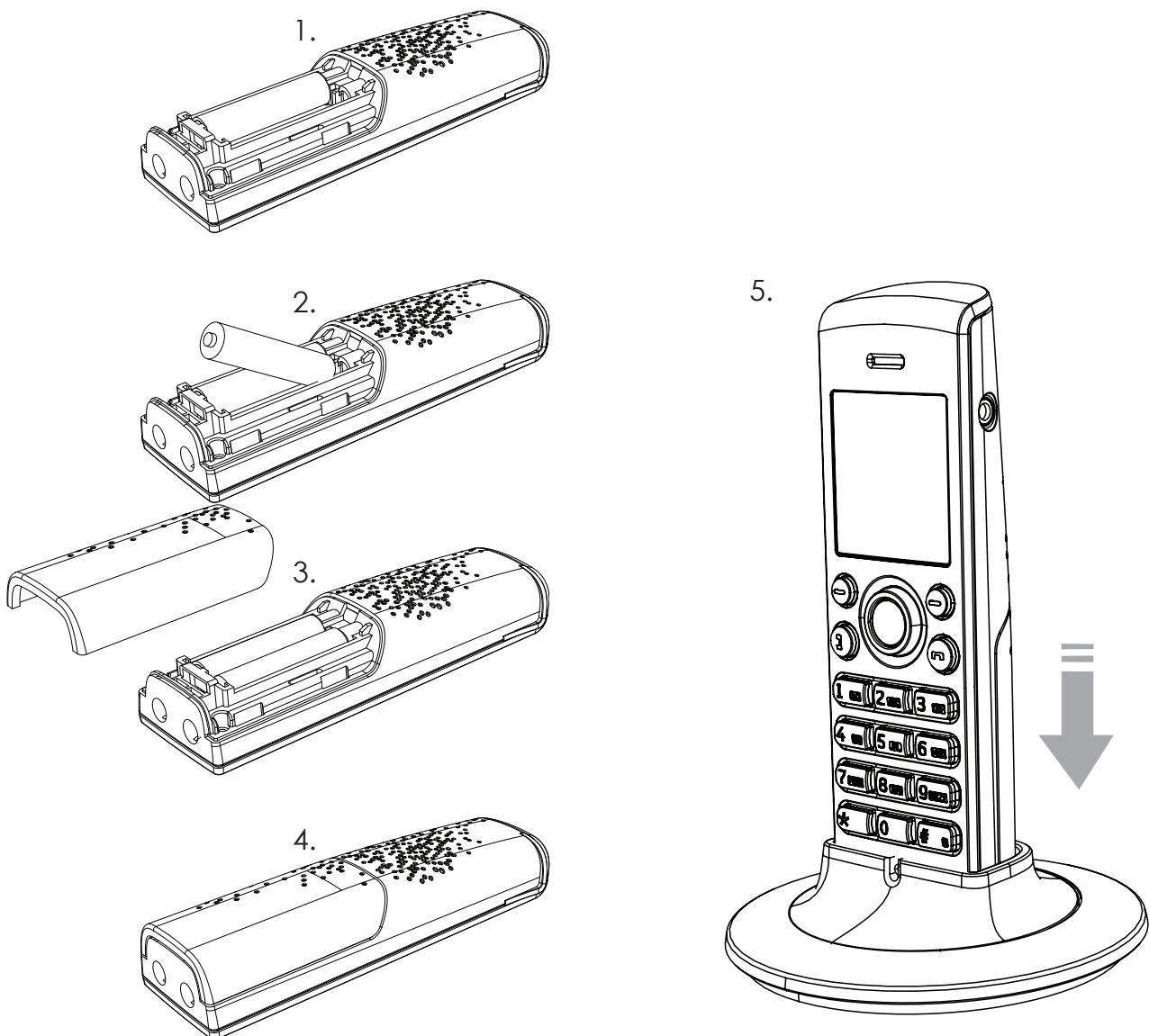
The light indicator on the top has two functions:

- Always on confirms that the Ethernet cable is connected.
- Blinking indicates that the Ethernet cable is not connected.



## ■ HOW TO INSTALL THE HANDSET


- Push the top of the battery compartment cover on the back of the handset inwards and downwards.
- Insert the two batteries provided with the handset, making sure that their plus and minus ends are facing the same way as shown in the illustrations on the sides of the battery compartment.
- Slide the battery compartment cover shut.
- Connect the power adapter of the charging cradle to an active power outlet.
- Place the handset in the charging cradle to charge the batteries.
- Wait for 10 minutes and the batteries will be ready for first-time start-up.

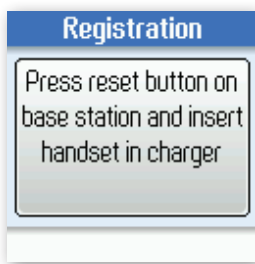


### NOTES:

- After completion of the full installation procedure we recommend that you charge the batteries fully before first use. This takes approximately 6 hours.
- Normally, you need to be within 50 m of the base station to connect successfully.



## ■ FIRST TIME START-UP

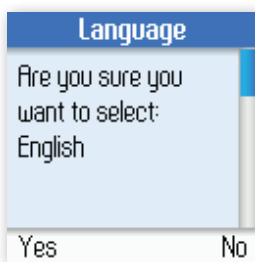
You must complete the following steps the first time you use your DUALphone. Start by turning on the handset by pressing  until the handset turns on.



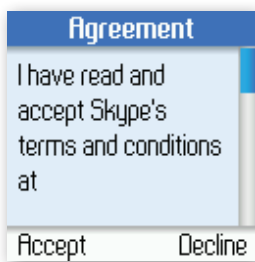
- 1) Reset the base station by pressing the button on the back of the unit and insert the DUALphone in the cradle in order to register with the base station. The DUALphone screen informs you when ready for next step.




- 2) Find your preferred language using , then press left  to select a language.





- 3) Confirm your selection by pressing left .



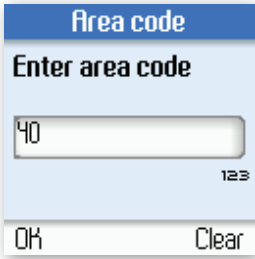
- 4) You are then directed to the **Skype Agreement**. Use  to read the entire text and then press left  to accept the agreement.



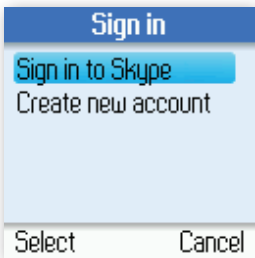
- 5) You are then directed to **Country setting** for landline configuration. Use  to find the country you are located in, then press left  to select your country.



6) Confirm the country code setting by pressing left (←). Alter your country code by inserting "+" followed by the country code number of your choice and press (⊙).



7) If your country uses area codes, please enter the area code following the above procedure. Press left (←) to continue.



8) Choose **Sign in to Skype** or **Create new account** by pressing (⊙) followed by left (←).

**NOTES:**

- 
- The country setting configures the landline telephony port.
  - If your country setting is not configured correctly, emergency calls may not work properly.
  - Emergency calls via the landline are only possible if power is applied to the base station and the landline is properly connected.
-

## ■ GETTING STARTED WITH SKYPE

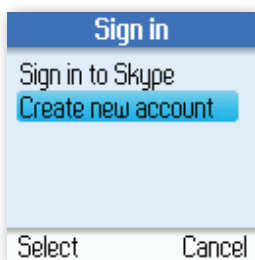
You can configure your DUALphone with an existing Skype account during the first-time installation, or you can optionally create a new Skype account. You only need a Skype username and password defined by you to create a new account. You can enter further account details when your DUALphone has been configured and is online.

### NOTE:

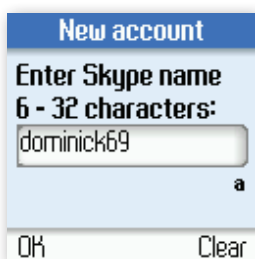
- Skype does not allow emergency calls. Such calls are therefore always routed to the traditional telephony port.

### Create a new Skype account

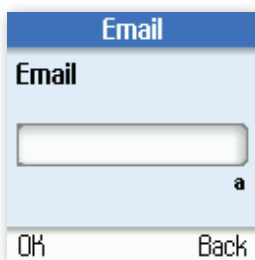
If you do not have a Skype account, follow this procedure.



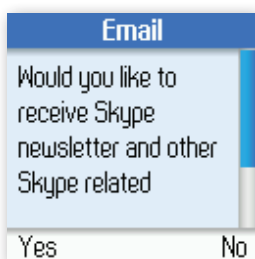
- 1) Use left (←) to select **Create new account**.



- 2) Use the keypad to enter a Skype name of your own choice and press (⊙).




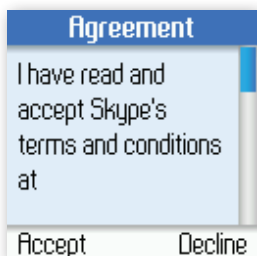
- 3) Use the keypad to enter a valid email address to be associated with your Skype account and press left (←).



- 4) Press left (←) to select "Yes" and receive the Skype newsletter to your email, or press right (→) to select "No" and receive no news from Skype to your email.





- 5) Use the keypad to enter a password and press . You are asked to confirm the password by entering it again.



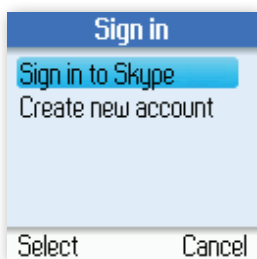
- 6) You are then directed to the Skype Agreement. Use  to read the entire text and then press left  to accept.

#### NOTES:

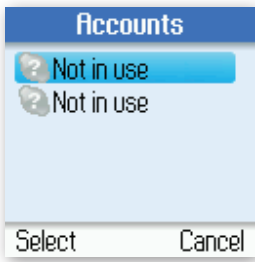
- Use  to change to lower-case, upper-case or numeric entry when entering your Skype name and password. Skype names can be 6-32 characters. You can use any mix of upper- and lower-case characters, numbers and punctuation marks. You cannot use spaces and your name cannot begin with a number or punctuation mark. If the name is already in use, you will be prompted to try another name.
- Use  to input symbols from the symbol table.
- Passwords can be 4-20 characters. You can use any mix of upper- and lower-case characters, numbers and punctuation marks. You cannot use spaces, your password cannot begin with a number or punctuation mark, and you cannot use your Skype name as a password.
- Please be patient as the creation of your Skype account may take several minutes to perform.
- After you have created your Skype Name, it is strongly recommended that you register an email address for your Skype Name on the Skype website. This will allow Skype to generate a new password for you in the event that you lose your password. Go to **www.skype.com** and sign in to your account. Then follow the on-screen instructions for registering an email address for your account.
- To create a new account minimum one account must not be in use. It is not possible to create a new account if you are already signed in to both accounts.

## Sign in to Skype

When you have a Skype account, you can sign in to Skype. Please have your Skype name and password ready before you sign in and beware of lowercase/upper-case and special characters.



- 1) Use left  to select **Sign in to Skype**.



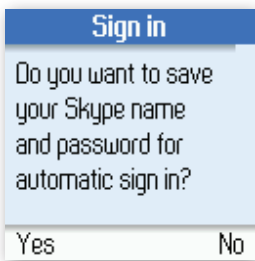
2) Press left (←) to sign in to the first Skype account, or use (⌂) to sign in to the second Skype account.



3) Use the keypad to enter your Skype name and press (⌂).



4) Use the keypad to enter your password and press (⌂).



5) You are now asked whether you want to save your Skype name and password for automatic sign-in. Press left (←) to accept, right (→) to decline.

**NOTES:**

- Use (\*) to change to lower-case, upper-case, or numeric entry when entering your Skype name and password.
- Use (#) to input symbols from the symbol table.
- If you have forgotten your Skype password go to **www.skype.com** and choose "Sign in". Then choose "Forgot your password?" and follow the directions on your computer screen.
- Please be patient as synchronization of Skype contacts might take several minutes.
- It is possible to be signed in to two different Skype accounts on one base station, and hereby on two handsets. If a Skype account is already in use on the base station, the Skype name and status will be displayed on the dual account screen. If an account is not in use it will be displayed as "Not in use", and you can sign in with your Skype name and password. It is also possible to be signed in with more handsets on the same Skype account, up to four handsets can be registered on the same base station.

## Skype features supported by DUALphone

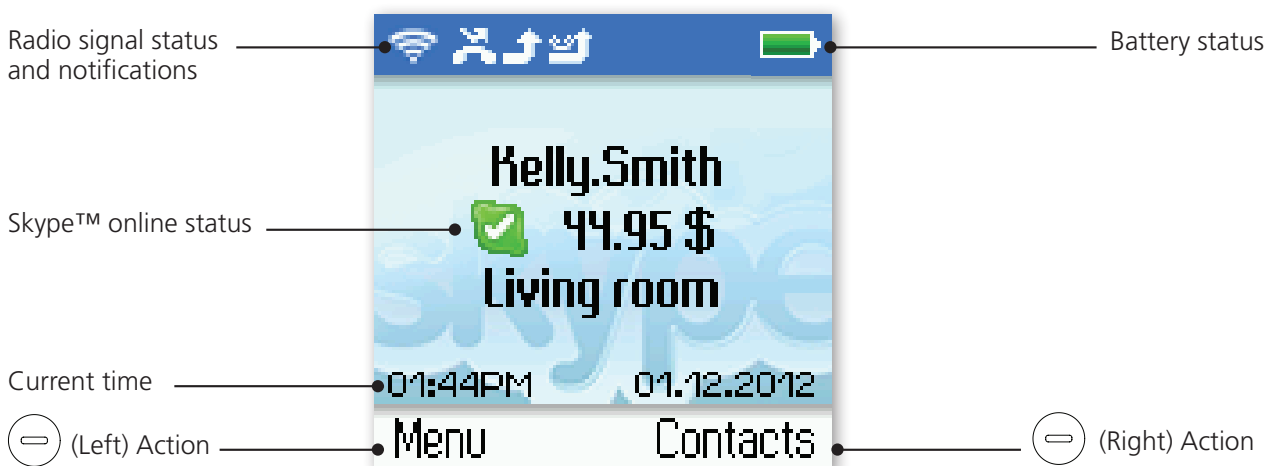
After you have created your Skype account, you can call other people with Skype accounts for free. Skype also offers additional subscription features, including:





















<b>SkypeOut</b>	Allows you to make calls to ordinary landline and mobile phones.
<b>Online number</b>	Provides you with an ordinary phone number for receiving Skype calls on your DUALphone from ordinary landline and mobile phones.
<b>Skype Voicemail</b>	Skype Voicemail allows you to send and receive voicemail messages and record a greeting.

All of these features are supported by your new DUALphone and are available at [www.skype.com](http://www.skype.com). Please visit [www.dualphone.net](http://www.dualphone.net) to explore which future Skype features your DUALphone supports.

## Main Display

The main display of your DUALphone provides various status indicators and access to the Skype menu-based interface. The illustration below shows the main screen and its elements.



<p><b>Radio signal status</b></p>	<p><b>Indicates the strength of the radio signal.</b></p> <p> No radio signal.</p> <p> Radio signal.</p>
<p><b>Battery status</b></p>	<p><b>Indicates the status of the battery.</b></p> <p> Low level.</p> <p> Partially charged.</p> <p> Fully charged.</p> <p> Charging.</p>
<p><b>Notifications</b></p>	<p><b>Displays notification icons.</b></p> <p> Missed call.</p> <p> Call forward to your skype voicemail is activated.</p> <p> Call forward to a landline/mobile number is activated.</p> <p> New voicemail.</p> <p> Exchange contact details request.</p> <p> Silent mode is active.</p> <p> Keypad locked.</p> <p> Skype credit is close to expiry.</p> <p> Headset connected.</p>
<p><b>Skype online status</b></p>	<p><b>Indicates your current Skype online status.</b></p> <p> Online.</p> <p> Away.</p> <p> Do not Disturb. Indicates you are busy.</p> <p> Offline (not signed in).</p> <p> Invisible. Still online, but unseen by others.</p>
<p><b>Current time</b></p>	<p>The currently set time.</p>
<p><b>Skype credit</b></p>	<p>Your current Skype credit balance.</p>
<p><b>Action</b></p> <p></p>	<p><b>Left soft key.</b></p> <p>Selects the current menu item or confirms a setting, depending on the current screen.</p>
<p><b>Action</b></p> <p></p>	<p><b>Right soft key.</b></p> <p>Cancels the last action or returns to the previous screen, depending on the current screen.</p>
<p></p>	<p>Short cut to outgoing calls.</p>
<p></p>	<p>Short cut to all call history.</p>
<p></p>	<p>Short key press is a short cut to the Skype status menu.</p>
<p></p>	<p>Short cut to search Skype users.</p>
<p></p>	<p>Intercom.</p>

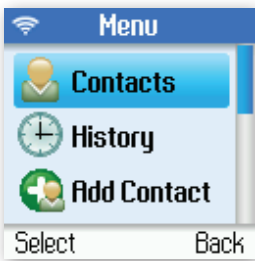






## Main Menu

The main menu provides easy access to all of your Skype and DUALphone settings.



1) From idle screen just press left  to enter the main menu.



2) Use  or  to navigate and highlight an item. Select by pressing left  or go back by pressing right .

The following table outlines the main menu items:

<b>Contacts</b>	Your contact list and the current Skype status of your contacts.
<b>History</b>	Your calls, missed calls, incoming and outgoing calls, voicemails and exchange contact details.
<b>Add Contact</b>	Adds a Skype user or SkypeOut number to your contact list.
<b>Intercom</b>	Call between handsets.
<b>Status</b>	Sign in to Skype, create a new account, change your profile, change your password, choose auto sign-in.
<b>Search</b>	Searches for Skype contacts online.
<b>Services</b>	View Skype credit, Skype Online Number and Skype Voicemail status.
<b>Settings</b>	Settings for call divert, privacy, sounds, time and date, manage blocked users, cordless settings, phone settings, information and advanced settings.

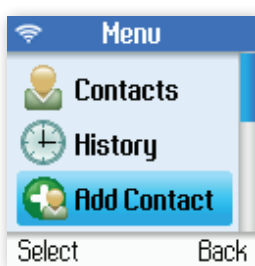
## CONTACTS

Your contact list displays all of the names you can make calls to. If you have an existing Skype account, your contact list is automatically downloaded when you sign in. If you are new to Skype and have just created an account, your contact list will be empty. You will need to add contacts to your list.

Skype protects the privacy of its users by requiring exchange contact details on names that you wish to add to your contact list. When you add a name to your list, an exchange contact details request is sent to the user. The user can accept or decline the request. When a request is accepted, you can see when your contacts are online and make calls to them. You can also view their personal profile details.

### Add a Skype Contact

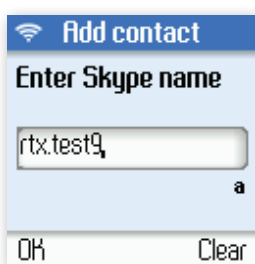
To add a Skype contact, press left (←) to select **Menu**, then:



- 1) Use (⌂) to go to **Add Contact**, select by pressing left (←).



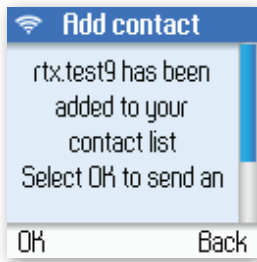
- 2) Press left (←) to select **Skype**.



- 3) Use the keypad to enter the Skype name or full name and press (⏩).



- 4) Press left (←) to select "Yes" and let your newly added contact see when you are online, or press right (→) to select "No" such that you appear offline to this contact.



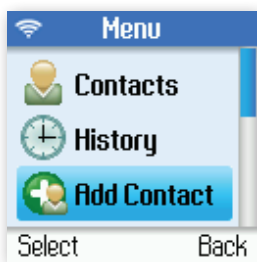
- 5) Confirm by pressing right (⏪) back or send a request to exchange contact details by pressing left (⏩).

**NOTES:**

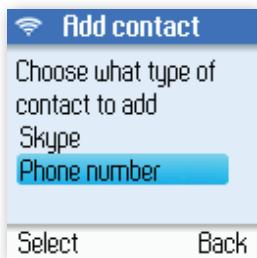
- After you press left (⏩) in step 4, an exchange contact details request is sent to the contact. When it has been sent, a confirmation message is displayed. The name is added to your contact list, and when accepted by the contact it will change status.
- Please be patient as synchronization of Skype contacts might take several minutes.
- Use “**Echo/Sound Test Service**” to test your Skype connection. Calling **Echo/Sound Test Service** will launch an automated testing robot that allows you to record and play back sound.



## Add a SkypeOut or landline contact

To add a SkypeOut or landline contact, press left  to select **Menu**, then:



- 1) Use  to go to **Add Contact**, select by pressing left .




- 2) Use  to enter a phone number for use with SkypeOut or landline. Select by pressing left .





- 3) Use the keypad to enter the contact's name and press .



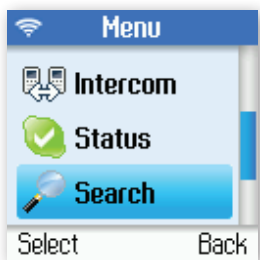
- 4) Use the keypad to enter the full phone number and press . SkypeOut numbers (even local numbers) must be entered in the following format: "+" followed by "**country code**", "**area code**" and "**number**".

### NOTES:

- Use  to change to lower-case, upper-case or numeric entry.
- Use  to input symbols from the symbol table.
- SkypeOut allows you to make calls to traditional landline and mobile phones. Go to [www.skype.com](http://www.skype.com) to learn more about SkypeOut. Search for "call phones and mobiles".

## Search for Skype users

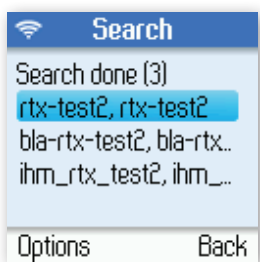
To search for Skype users, press left (←) to select **Menu**, then:



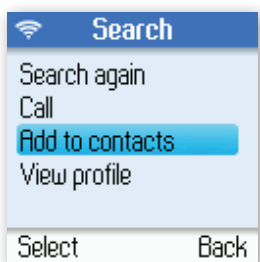
1) Use (⊙) to go to **Search**, select by pressing left (←).



2) Use the keypad to enter the Skype name or full name and press (⊙).



3) Use (⊙) or (⊙) to navigate and highlight a name from the list, select by pressing left (←).



4) Use (⊙) to highlight **Add to contacts**, select by pressing left (←).

### NOTES:

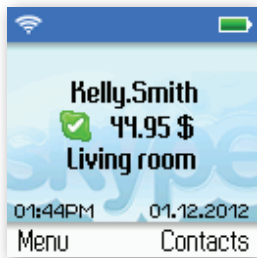
- Use (⌘) to change to lower-case, upper-case or numeric entry.
- Use (⌘) to input symbols from the symbol table.
- Other options available during a search include:
  - Search again** – Repeats the search.
  - Call** – Calls the selected name.
  - View profile** – Displays the selected name's profile.
- You can stop a search at any time by pressing (←).

## ■ MAKE AND RECEIVE CALLS

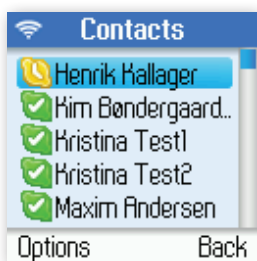
The procedures for making and receiving calls apply to any type of call – Skype-to-Skype calls, SkypeOut calls and Online Number calls. Furthermore, you can use your phone for landline telephony.

### Call a Skype contact

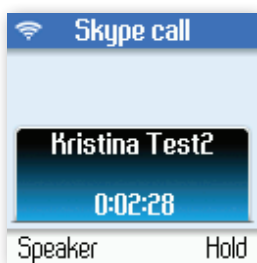
To make a Skype call:



1) Press right (←) to select **Contacts**.



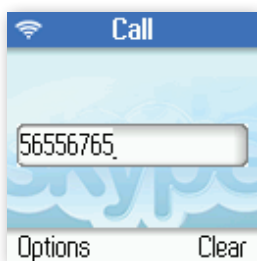
2) Use (⌂) or (⌂) to select a contact from the list.



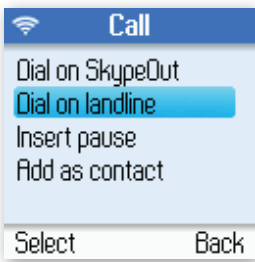
3. Press (⌂) to call. Wait for the call to connect, ring, and be answered. Press (⌂) to end the call.

### Dial a landline number

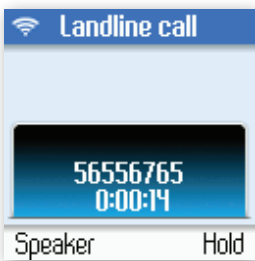
To dial a landline number:



1) Use the keypad to enter the number. Press (⌂) to call the number.



2) Use to select landline or SkypeOut and press .



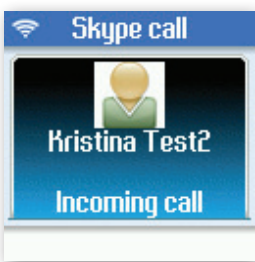
3) Wait for the call to connect, ring and be answered. Press to end the call.

**NOTES:**

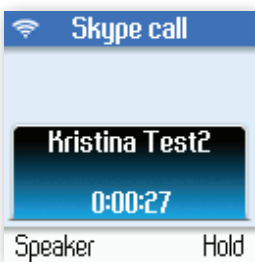
- You can select a preferred line for dialing by going to Menu > Settings > Phone settings > Preferred line. Choose one of the following options:
  - 1) Always landline
  - 2) Always SkypeOut
  - 3) Always ask

**RECEIVE A CALL**

When someone calls you, the ringing tone sounds and the incoming call message is displayed. To receive a Skype, Online number or landline call:





1) Press to receive the call.



2) Press to end the call.

## ■ TROUBLESHOOTING

This is a guide to the most common problems that may occur during installation or use of your DUALphone. You can easily solve some of the problems yourself, but may need your broadband service provider or landline provider to help you with others. Check [www.dualphone.net](http://www.dualphone.net) for more information.

PROBLEM	POSSIBLE CAUSE	SOLUTION
<b>My DUALphone does not work</b>	<ul style="list-style-type: none"> <li>The software needs to be updated to the latest version.</li> </ul>	<ul style="list-style-type: none"> <li>Go to the Setting menu and select Advanced settings and Firmware update. Select the latest software version and confirm to update.</li> </ul>
<b>I cannot sign in to Skype</b>	<ul style="list-style-type: none"> <li>Skype does not accept your Skype name and/or password.</li> </ul>	<ul style="list-style-type: none"> <li>Check if you are using the correct Skype name and password. Beware of upper-case/lower-case letters and numeric numbers.</li> </ul>
<b>Screen displays: "Network connection lost" and the base station light indicator is blinking slowly</b>	<ul style="list-style-type: none"> <li>The Ethernet cable is not connected.</li> </ul>	<ul style="list-style-type: none"> <li>Check that the Ethernet cable between  on the base station and the LAN port on your broadband connection (modem, router, hub, switch etc.) is connected properly.</li> </ul>
<b>I cannot make a Skype call</b>	<ul style="list-style-type: none"> <li>The Ethernet cable is not connected.</li> <li>The router or the modem is not turned on.</li> <li>The base station cannot retrieve the IP address</li> <li>You are not signed in as a Skype user.</li> </ul>	<ul style="list-style-type: none"> <li>Check that the Ethernet cable between  on the base station and the LAN port on your broadband connection (modem, router, hub, switch etc.) is connected properly.</li> <li>Turn on the power to the modem or router and reset the base station.</li> <li>In Internet settings, check that the IP mode corresponds to the IP mode of your Internet connection or you are behind a proxy server. Check the user manual for the proxy settings guidance.</li> <li>Go to the status menu and select Sign in as a Skype user. From there refer to the section <b>"Sign in to Skype"</b> in this guide.</li> </ul>
<b>No display</b>	<ul style="list-style-type: none"> <li>The batteries are discharged.</li> </ul>	<ul style="list-style-type: none"> <li>Charge or replace the batteries.</li> </ul>
<b>Handset is not registering</b>	<ul style="list-style-type: none"> <li>Base station is not ready for registration.</li> <li>The charging cradle is not connected.</li> <li>There are no batteries in the handset.</li> </ul>	<ul style="list-style-type: none"> <li>Reset the base station by pressing the key on the back of the base station and try to register again.</li> <li>Make sure the power supply is properly connected to the charging cradle and that the power is on.</li> <li>Make sure the batteries are correctly fitted into the handset. Reset the base station and try to register again.</li> </ul>



PROBLEM	POSSIBLE CAUSE	SOLUTION
<b>Handset is not registering</b> (continued)	<ul style="list-style-type: none"> <li>The base station is not connected.</li> </ul>	<ul style="list-style-type: none"> <li>Make sure that the power supply is properly connected to <b>==</b> on the base station and that the power is on.</li> </ul>
<b>No connection between handset and base station</b>	<ul style="list-style-type: none"> <li>You are out of range of the base station.</li> <li>The handset is not registered.</li> <li>The base station is not connected to power.</li> </ul>	<ul style="list-style-type: none"> <li>Move closer to the base station.</li> <li>Register the handset.</li> <li>Make sure the power supply is properly connected to <b>==</b> on the base station and that the power is on.</li> </ul>
<b>Handset on the charging cradle does not charge</b>	<ul style="list-style-type: none"> <li>The cradle is not powered.</li> <li>The handset is not placed properly in the charging cradle.</li> <li>The batteries are not inserted correctly.</li> </ul>	<ul style="list-style-type: none"> <li>Connect the power adapter of the charging cradle to an active power outlet.</li> <li>Place the handset correctly in the charging cradle.</li> <li>Check the position of the batteries.</li> </ul>
<b>Handset does not ring</b>	<ul style="list-style-type: none"> <li>The Skype status is set to offline or do not disturb.</li> <li>The handset ringer may be off.</li> <li>The handset may be too far away from the base station.</li> </ul>	<ul style="list-style-type: none"> <li>Set your Skype status to online.</li> <li>Increase the ringer volume.</li> <li>Move closer to the base station.</li> </ul>

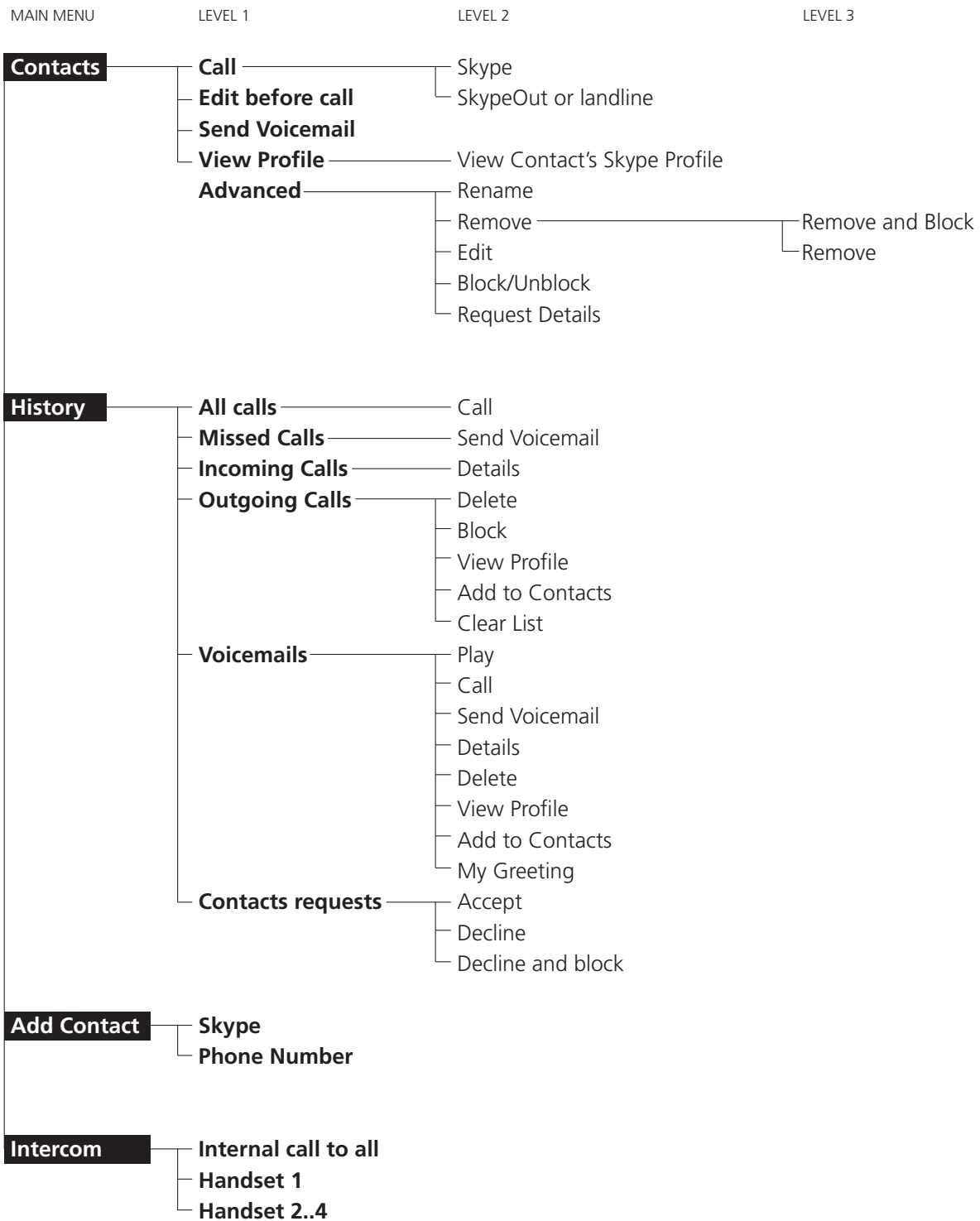
**NOTES:**

- This Installation Guide covers the basic installation process and the most common features of your DUALphone.
- For more advanced functionality descriptions you should consult the User Manual found at [www.dualphone.net](http://www.dualphone.net)

# ADVANCED FUNCTIONS – SECTION 2

## ■ MENU TREE OF YOUR DUALPHONE

The following menu trees show how the different features are accessed through the handset. Left (⊖) and right (⊕) are generally used to move to the next level by choosing **Select**, **Option** or **Back**. From the idle screen, press left (⊖) for **Menu**.

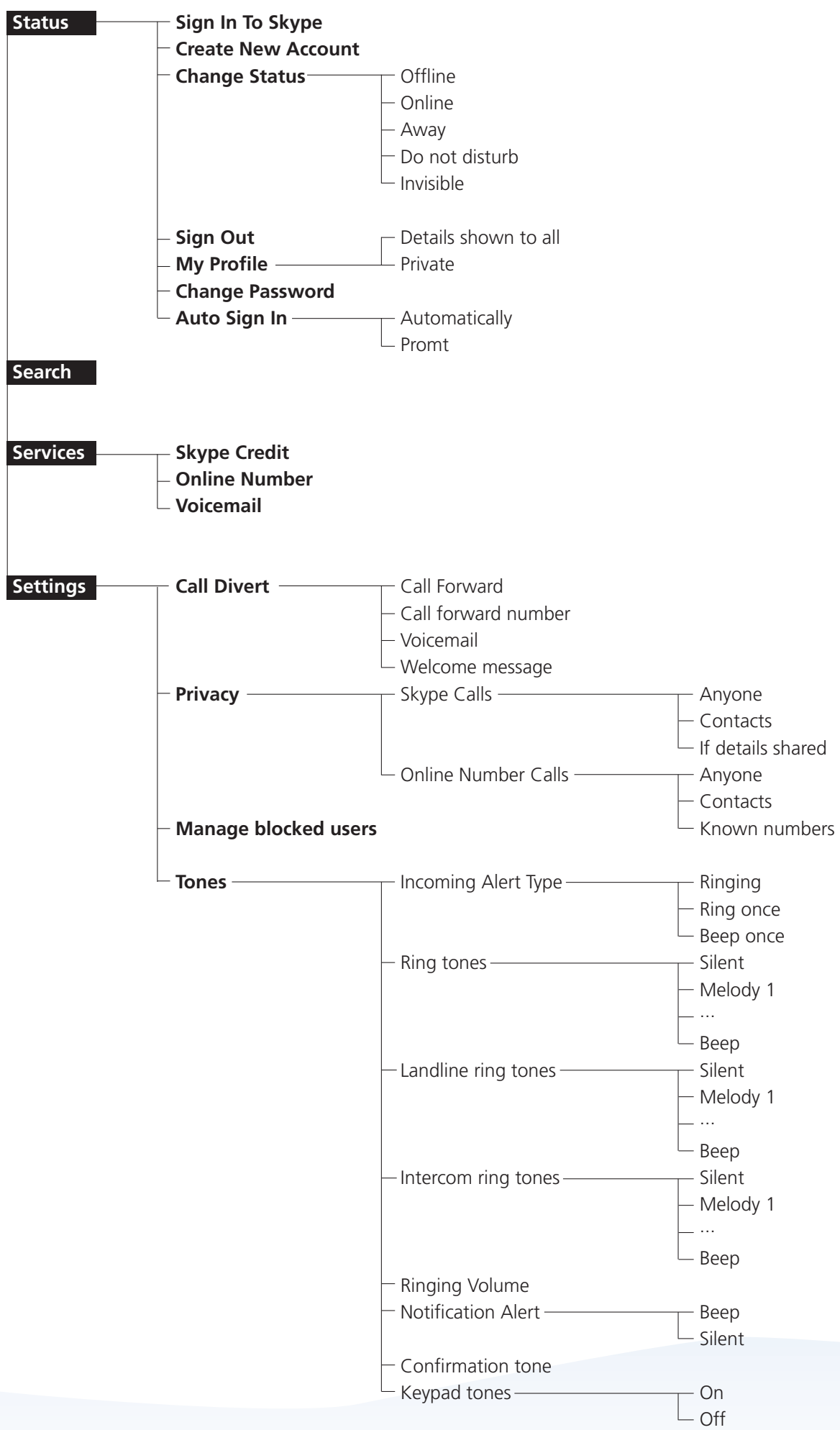


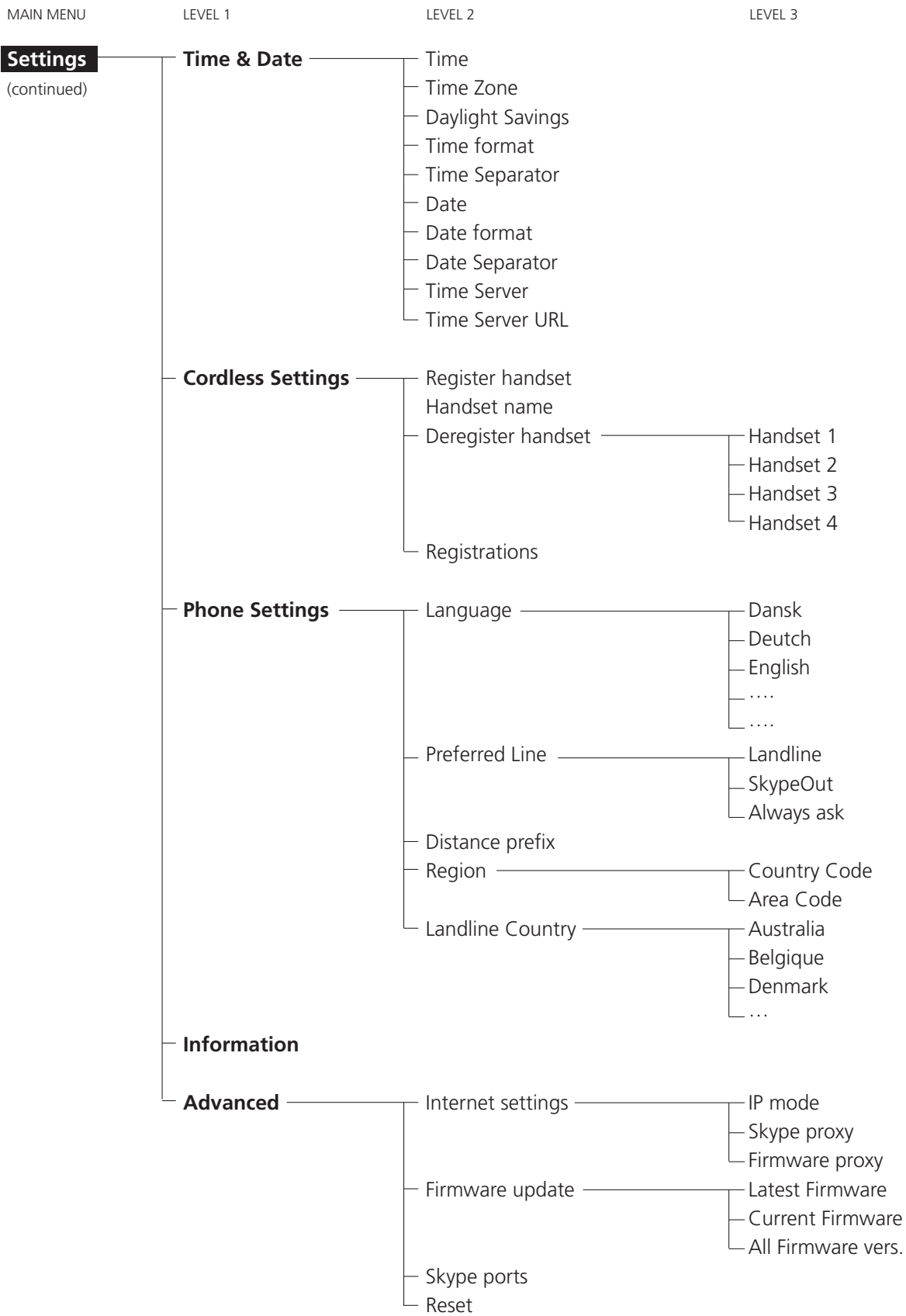
MAIN MENU

LEVEL 1

LEVEL 2

LEVEL 3





## ■ EMERGENCY CALLS

### PLEASE NOTE:

- Skype does not allow emergency calls. Such calls are always routed to the landline connection. Therefore it is important that you set the correct landline country. Do not forget that your DUALphone has to be connected to a power outlet in order to work. Your DUALphone will *not* function during a power failure.

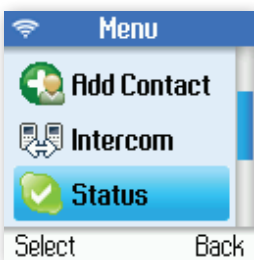
## ■ SKYPE SETTINGS

### Change your online status

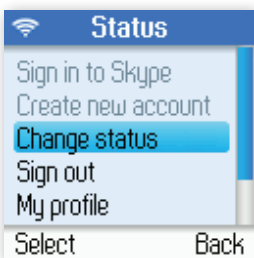
Your online status can be seen by all Skype contacts authorised by you. For more on this, please see **Main display** in the **Installation and basic functions** section. For more on authorisations, please see **Exchange contact details request** in this section of the manual.



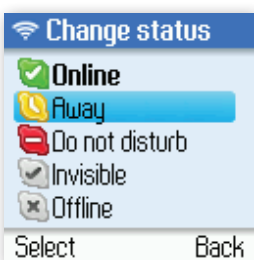
1) From the **Idle screen**, press left  to enter the main menu.






2) Press  and left  to select **Status**.




3) Press  and left  to select **Change status**.



4) Press  and left  or just press left  to select your preferred status (**Online, Away, Do not disturb, Invisible, Offline**).


#### NOTES:

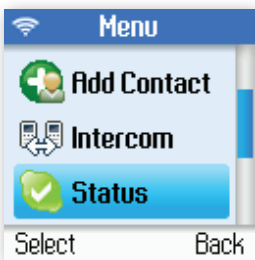
- Alternatively, you can also press  from the idle screen in order to change your Skype status.
- When you select **Do not disturb**, you mute all incoming Skype as well as landline calls.

### Choose auto or manual sign in

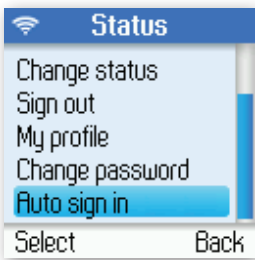
Your first sign in has to be manual, but after that you can activate **Auto sign in** and sign in to your Skype account automatically, in case you should turn off the base station or the handset. If you activate **Prompt**, you have to enter your Skype password every time you sign in. We therefore recommend that you choose **Auto sign in**.





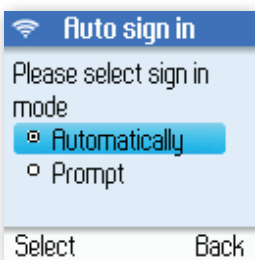
1) From the **Idle screen**, press left  to enter the main menu.






2) Press  and left  to select **Status**.



3) Press  and left  to select **Auto sign in**.



4) Press  and left  or just press left  to select your preferred sign in mode (**Automatically, Prompt**).

We suggest that you note your Skype name and your Skype password here for future reference:

My Skype name: \_\_\_\_\_ My Skype password: \_\_\_\_\_

**NOTE:**

- When in the text editor, press  to switch between lowercase, uppercase and numerical entry.