

USER MANUAL

DPH-50U

VERSION 1.1



Table of Contents

Introduction.....	3
Package Contents	3
System Requirements	4
Installation	5
Windows® 2000 Installation	6
Windows® XP Installation	14
Windows® Vista Installation	19
Telephone Installation	23
Configuration	24
DPH-50U States.....	25
Testing the Connection.....	25
Setting Up Skype™ Speed Dial.....	28
Making and Receiving Calls	30
Switching Between VoIP and Regular Calls	31
Conference Call Between VoIP and Regular Calls.....	31
Forwarding Calls	32
Toll Bypass	34
Skype Voicemail	36
Call Recorder	37
Answering Machine	38
Changing the Default Settings.....	39
Disabling DPH-50U	40
Uninstall the Software	40
Installing a New Version	41
Troubleshooting	42
Contacting Technical Support.....	45
Warranty	46
Registration	48

Introduction

The DPH-50U Skype™ USB Phone Adapter is an exciting new device that let you make and receive Skype™ calls using your standard telephone handset.

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

- Continue to make and receive regular calls as you normally do
- Make and receive Skype™ calls using your standard telephone
- Forward Skype™ calls to your mobile phone
- Make Skype™ calls from your mobile phone even when you are away from your computer
- Switch between a Skype™ call and a regular phone call

Please view the readme.txt that is installed with the DPH-50U driver. It lists any known issues that may exist.

Package Contents

The DPH-50U package includes the following (note that your particular hardware and cables may look slightly different than shown below).



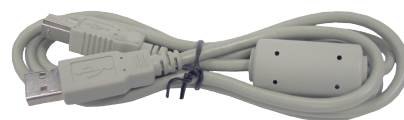
D-Link DPH-50U
Skype™ USB Phone Adapter



CD-ROM



RJ-11 Phone Cable



USB Cable

System Requirements

In order to install the DPH-50U Skype™ USB Phone Adapter you will need the following:

- DPH-50U Skype™ USB Phone Adapter
- USB cable
- RJ11 cable
- Telephone (regular telephone, cordless phone or DECT phone)
- Telephone service (for conf call, 3 way calling and forwarding features)
- Broadband internet service is recommended
- PC with the following minimum specifications:
 - 400MHz processor or higher
 - Windows® 2000 or XP
 - Available USB port (1.0, 1.1 or 2.0)
 - Skype™ version 1.1.079 or higher must be installed*
 - 128MB RAM
 - 8MB available hard disk space
 - CD-ROM drive to install DPH-50U software from the supplied CD

Note: The DPH-50U Skype™ USB Phone Adapter must be connected directly to the PC USB port or to a powered USB hub.

* You can download the latest version of Skype™ at <http://www.Skype.com>.

Installation

DO NOT CONNECT THE DPH-50U USB ADAPTER TO YOUR COMPUTER UNTIL INSTRUCTED TO DO SO BY THE DPH-50U INSTALLATION WIZARD

The following instructions will guide you through the process of installing the DPH-50U Skype™ USB Phone Adapter.

The installation procedure is to:

1. Install Skype™
2. Start the DPH-50U software installation
3. Plug in the DPH-50U WHEN INSTRUCTED TO DO SO
4. Verify the installation is OK
5. Connect a telephone handset to the DPH-50U
6. Connect the DPH-50U to the wall jack*
7. Use your DPH-50U to make and receive Skype™ calls

**Note that this is optional and only required for making/receiving PSTN phone calls.*

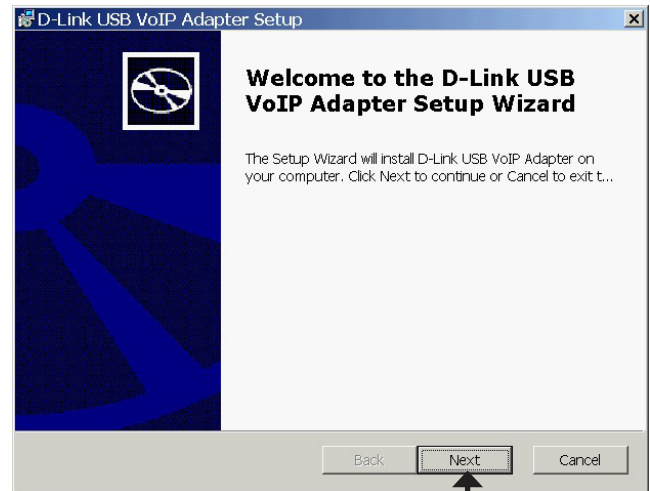
If Skype™ is not already installed on your computer, insert CD and install Skype™ or visit <http://www.skype.com> to download the latest copy of Skype™ software. Please follow the instructions there to install Skype™. Verify that Skype™ is working before installing the DPH-50U.

Insert the supplied CD-ROM into your PC CD-ROM drive. The installation should start automatically. If the installation does not automatically start on your computer, go to **Start > Run** on your computer and type “D:\DPH50U.exe”.

Click **Install Utility**.

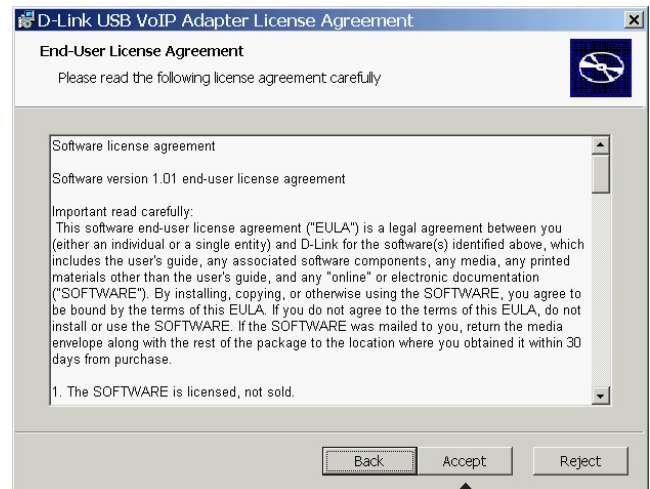


Windows® 2000 Installation



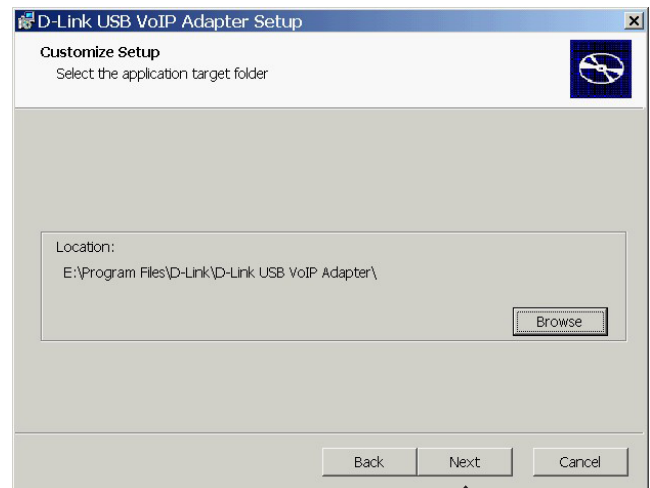
Click **Next** to Continue

You will see the **End User License Agreement**.

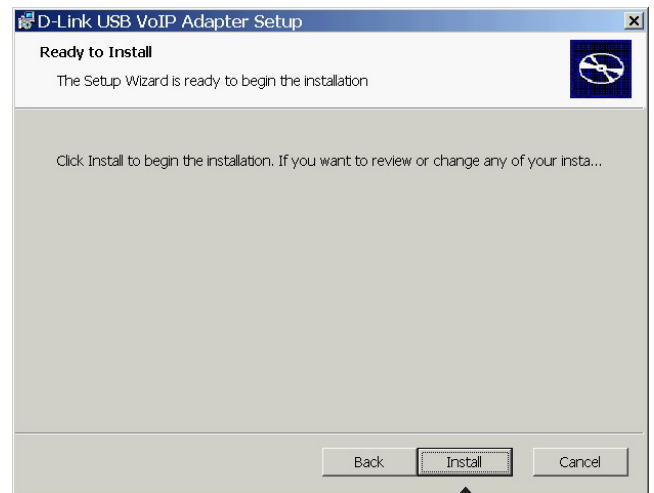


Click **Accept** to Continue

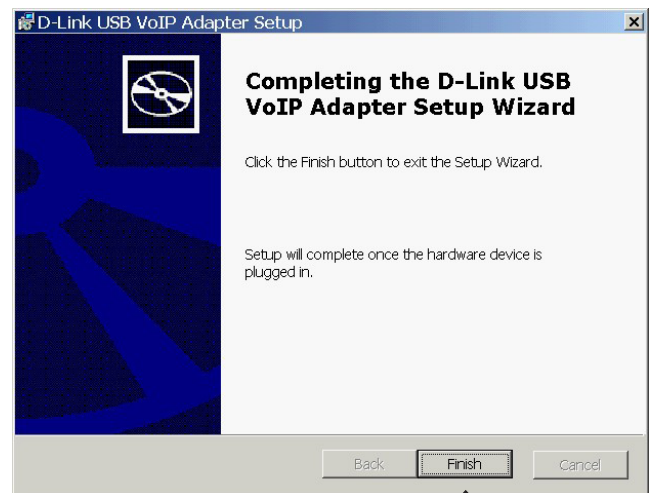
Select the application target folder by clicking the **Browse** button.



Click **Next** to Continue



Click **Install**



Click **Finish**

Connect the USB cable to the D-Link USB Phone Adapter USB port as shown below:



The other end of the USB cable must be connected to a USB port on your computer as shown below,



Note: The D-Link USB Phone Adapter **MUST** not be connected to a bus powered USB hub.

If the **Found New Hardware Wizard** window appears, click **Next**.



Click **Next**



Select **Search for a suitable driver for my device (recommended)**.

Click **Next**



Select **Specify a location**

Click **Next**

Click **OK**

Leave the default value intact, do not select the **Browse** button.



Click **Next**



Click **Finish**



Click **Next**



Select **Search for a suitable driver for my device (recommended)**.

Click **Next**



Select **Specify a location**

Click **Next**

Click **OK**

Leave the default values intact, do not select the **Browse** button.



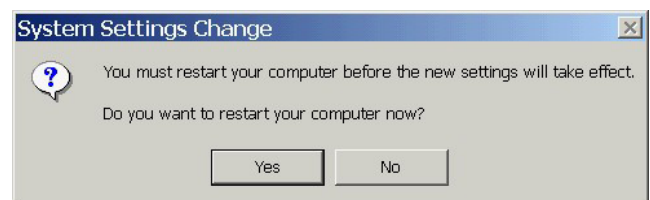
Click **Next**



Click **Yes**

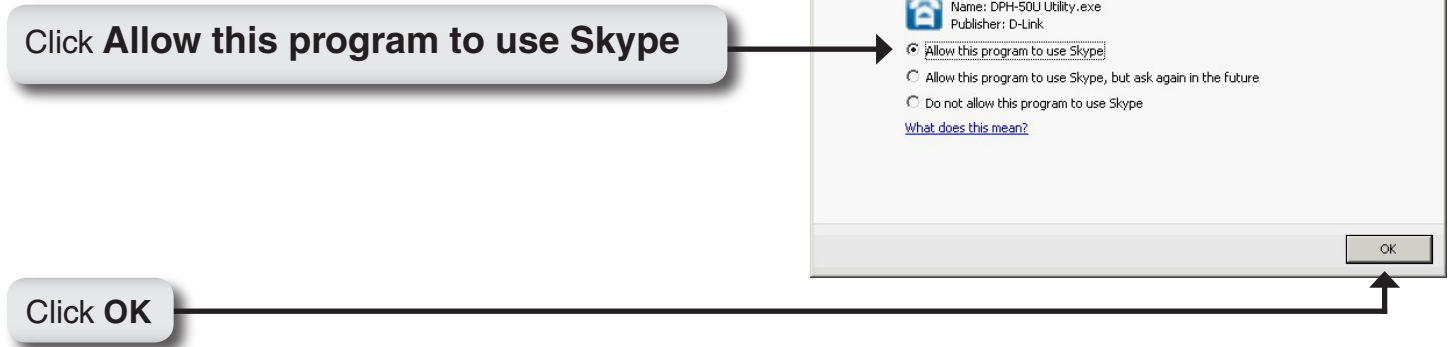


Click **Finish**



Click **Yes**

You may receive an **Another program wants to use Skype** message.

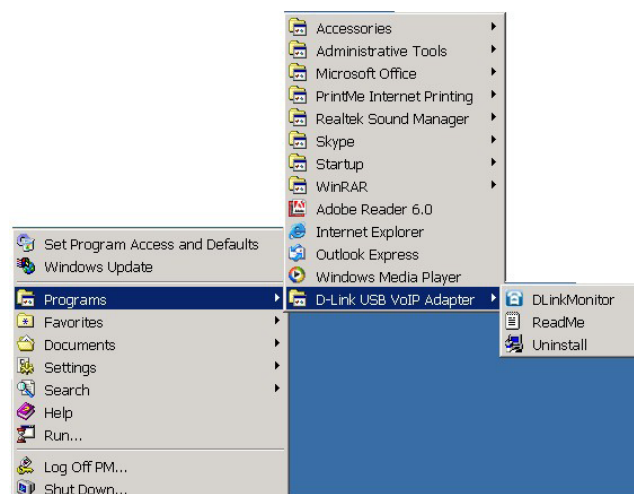


When the installation completes you should see a new telephone icon (on the right) in your system tray as shown below.

The telephone icon indicates that the DPH-50U software is installed and that you can start making calls via the DPH-50U Skype™ USB Phone Adapter.

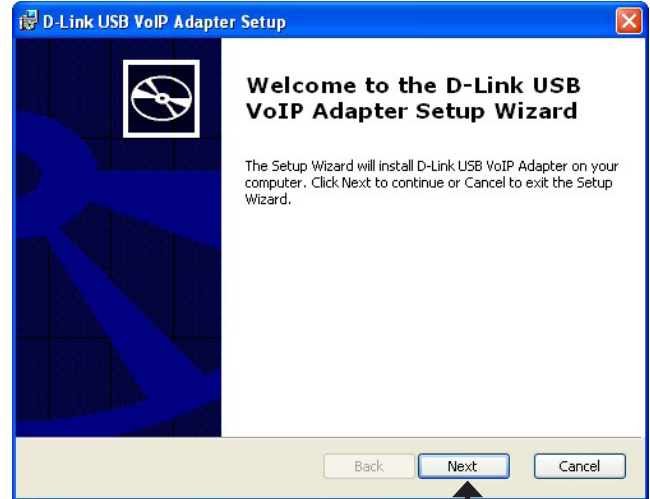


You will see a new program group named D-Link USB VoIP Adapter, accessed from **Start > All Programs > D-Link USB VoIP Adapter > DLinkMonitor** as shown below.



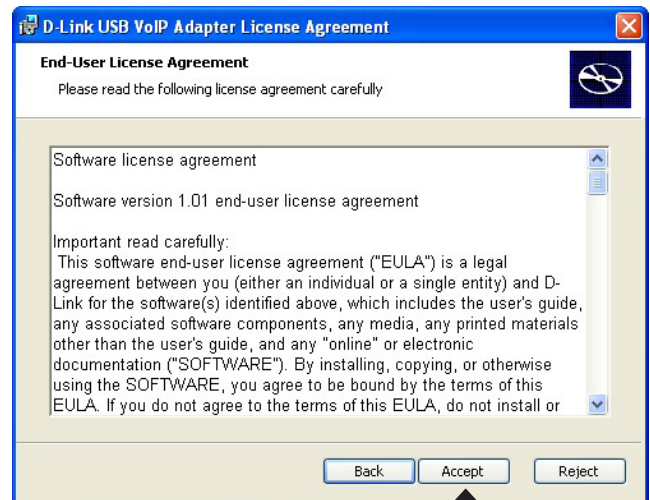
Continue to page 23, Telephone Installation

Windows® XP Installation



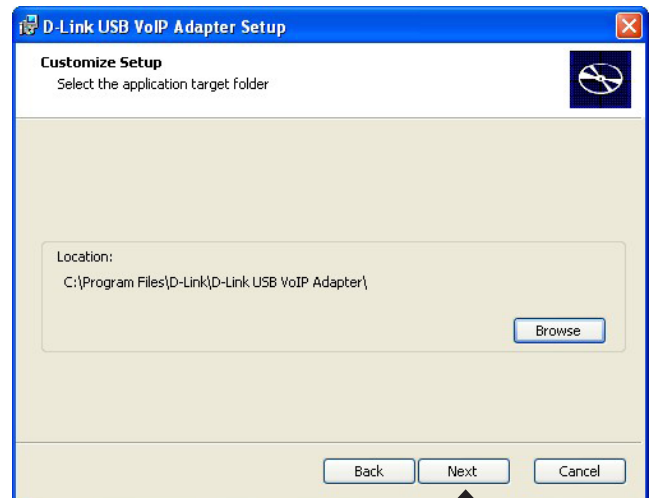
Click **Next** to Continue

You will see the **End User License Agreement**.

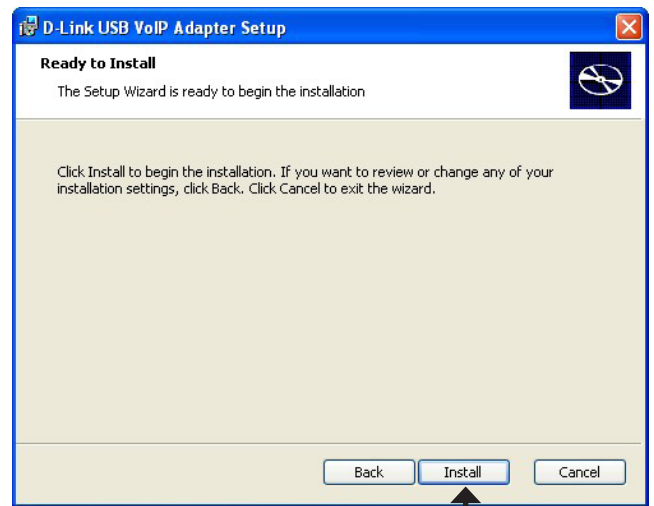


Click **Accept** to Continue

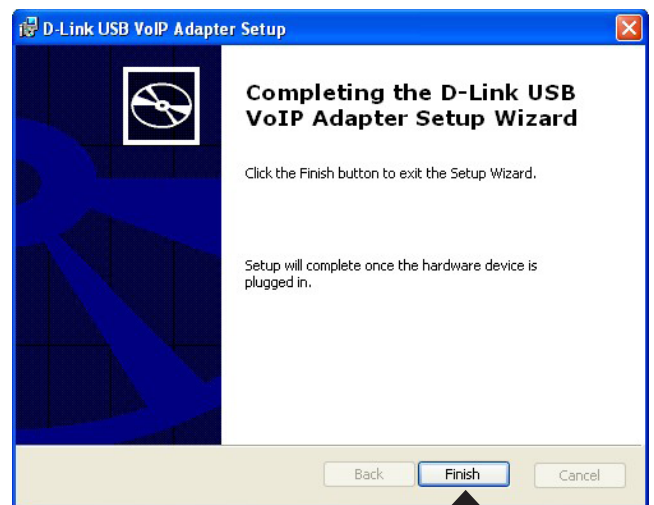
Select the application target folder by clicking the **Browse** button.



Click **Next** to Continue



Click **Install**

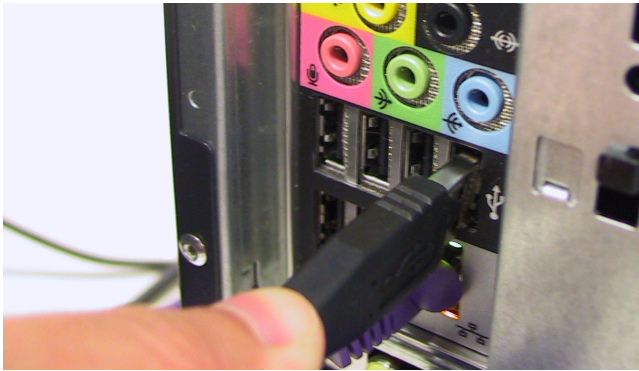


Click **Finish**

Connect the USB cable to the D-Link USB Phone Adapter USB port as shown below:



The other end of the USB cable must be connected to a USB port on your computer as shown below,



Note: The D-Link USB Phone Adapter **MUST** not be connected to a bus powered USB hub.

You will see the **Found New Hardware Wizard** window appear.



Click **Next**



Click **Finish**

Another **Found New Hardware Wizard** window will appear, click **Next**.



Click **Next**

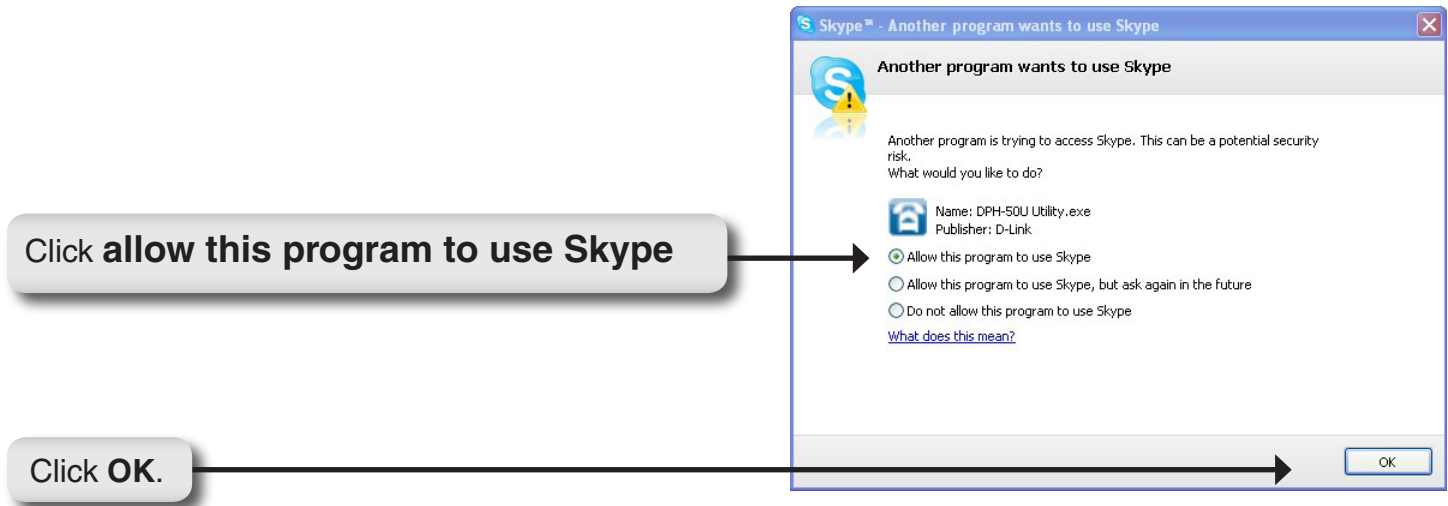


Click **Continue Anyway**



Click **Finish**

You may receive an ***Another program wants to use Skype*** message.

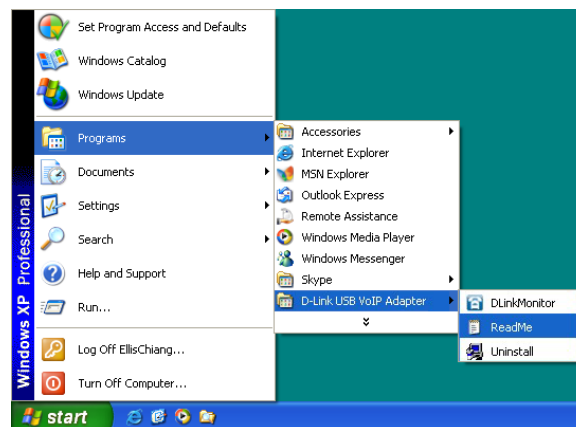


When the installation completes you should see a new telephone icon (on the right) in your system tray as shown below.

The telephone icon indicates that the DPH-50U software is installed and that you can start making calls via the DPH-50U Skype™ USB Phone Adapter.

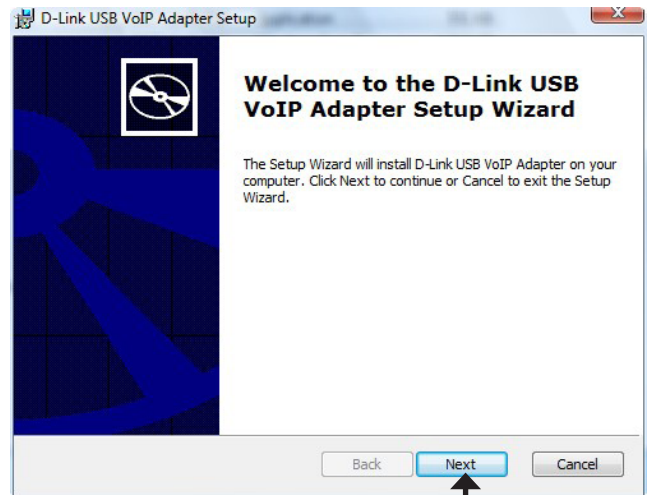


You will see a new program group named D-Link USB VoIP Adapter, accessed from **Start > All Programs > D-Link USB VoIP Adapter > DLinkMonitor** as shown below.



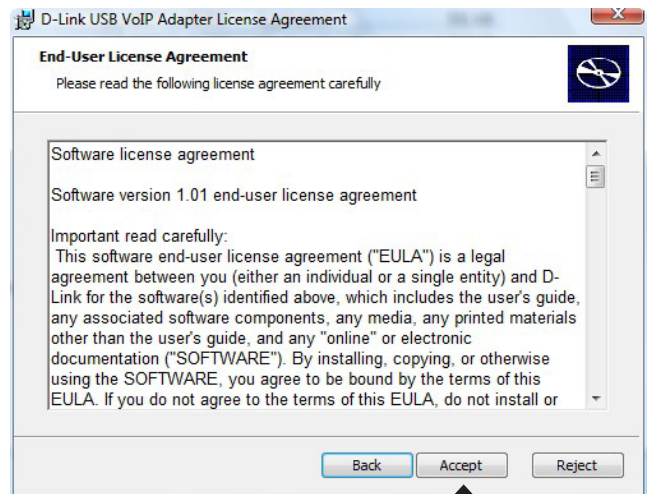
Continue to page 23, *Telephone Installation*

Windows® Vista Installation



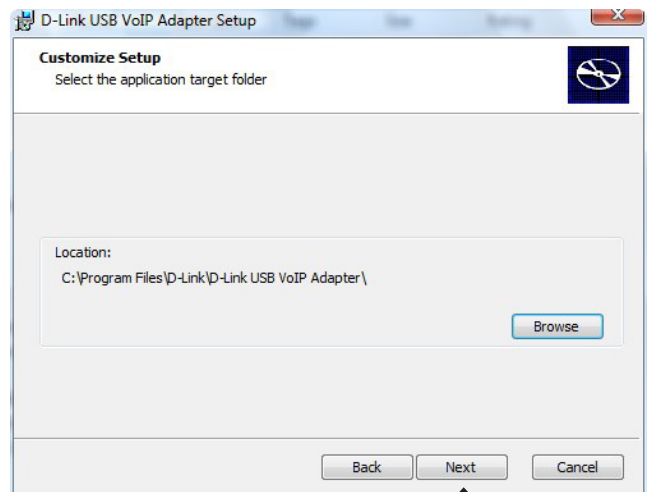
Click **Next** to Continue

You will see the **End User License Agreement**.

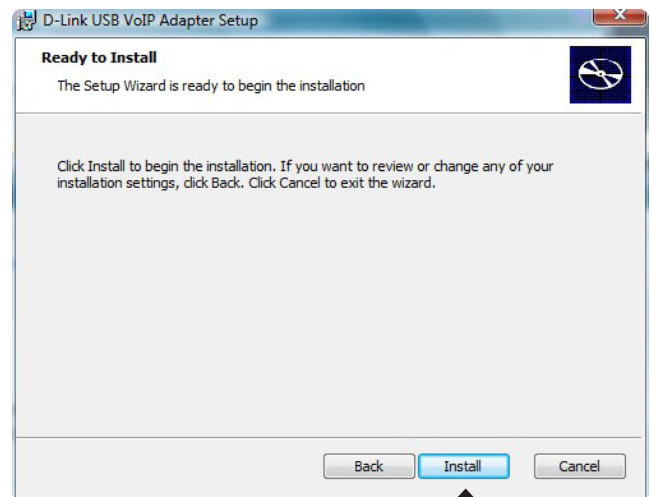


Click **Accept** to Continue

Select the application target folder by clicking the **Browse** button.



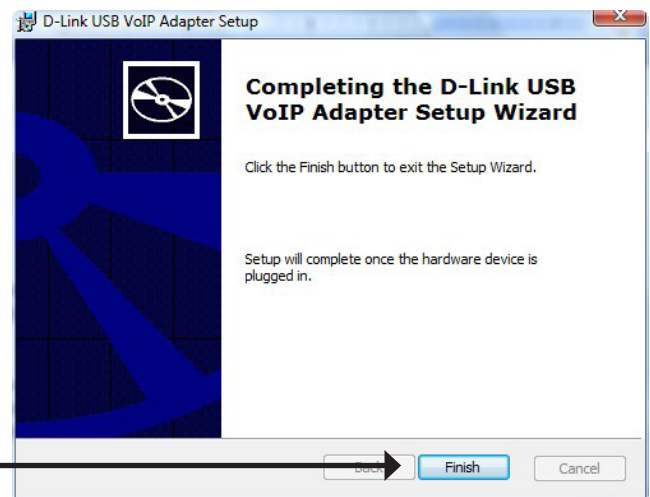
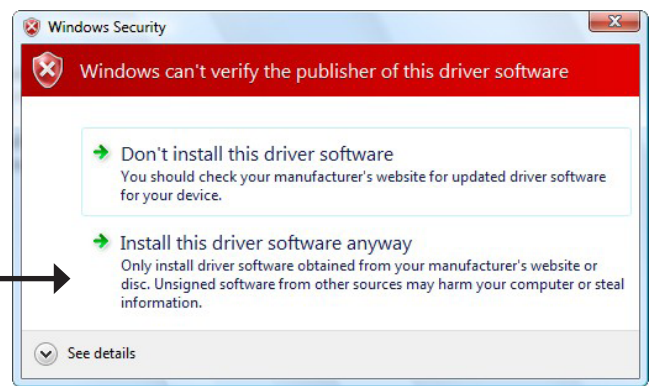
Click **Next** to Continue



Click **Install**

This screen will pop-up twice, be sure to click **Install this driver software anyway** both times.

Click **Install this driver software anyway**

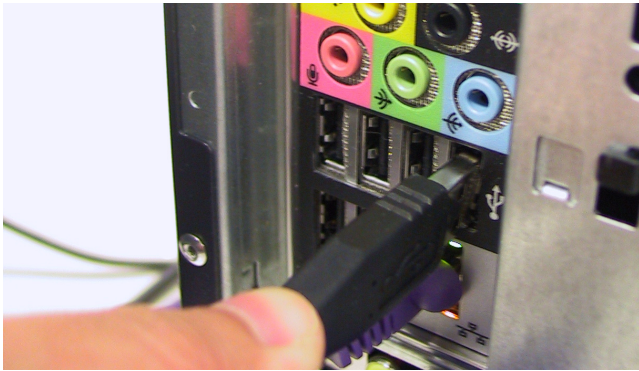


Click **Finish**

Connect the USB cable to the D-Link USB Phone Adapter USB port as shown below:



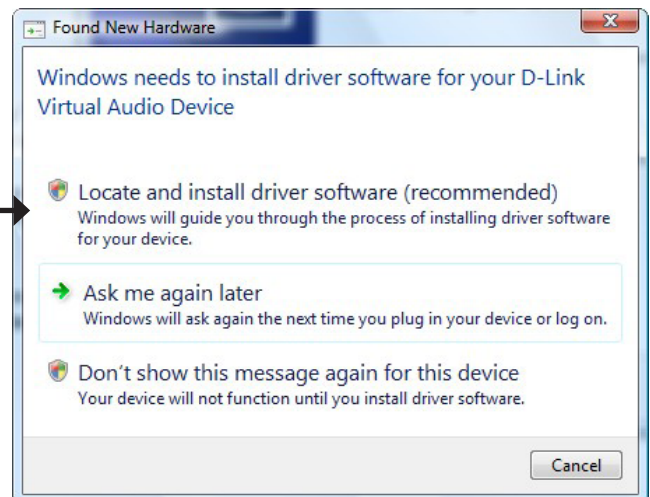
The other end of the USB cable must be connected to a USB port on your computer as shown below,



Note: The D-Link USB Phone Adapter *MUST* not be connected to a bus powered USB hub.

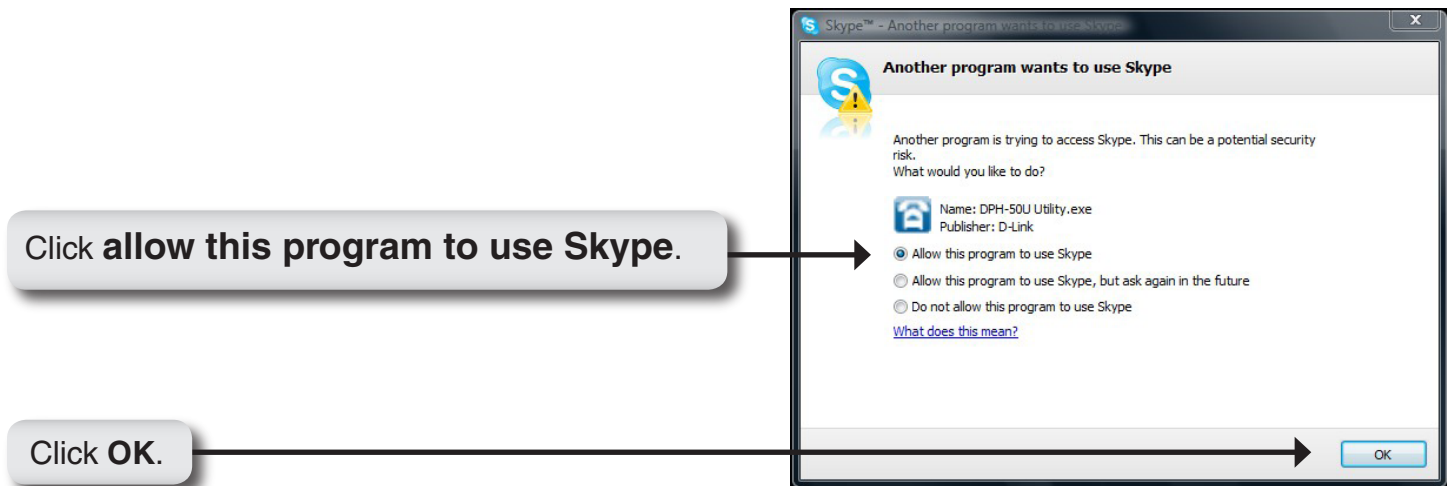
You will see the **Found New Hardware Wizard** window appear.

Select **Locate and install driver software (recommended)**.



If another window appears, click **Continue**.

You may receive an ***Another program wants to use Skype*** message.

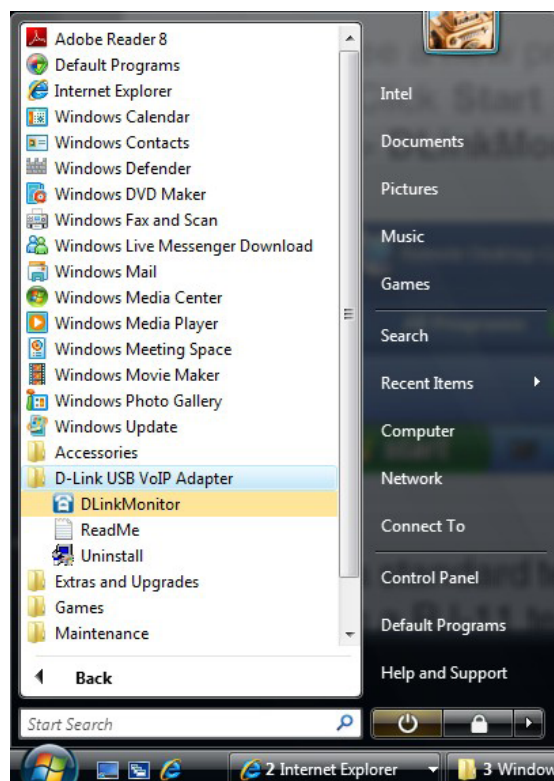


When the installation completes you should see a new telephone icon (on the right) in your system tray as shown below.

The telephone icon indicates that the DPH-50U software is installed and that you can start making calls via the DPH-50U Skype™ USB Phone Adapter.



You will see a new program group named D-Link USB VoIP Adapter, accessed from **Start > All Programs > D-Link USB VoIP Adapter > DLinkMonitor** as shown below.



Telephone Installation

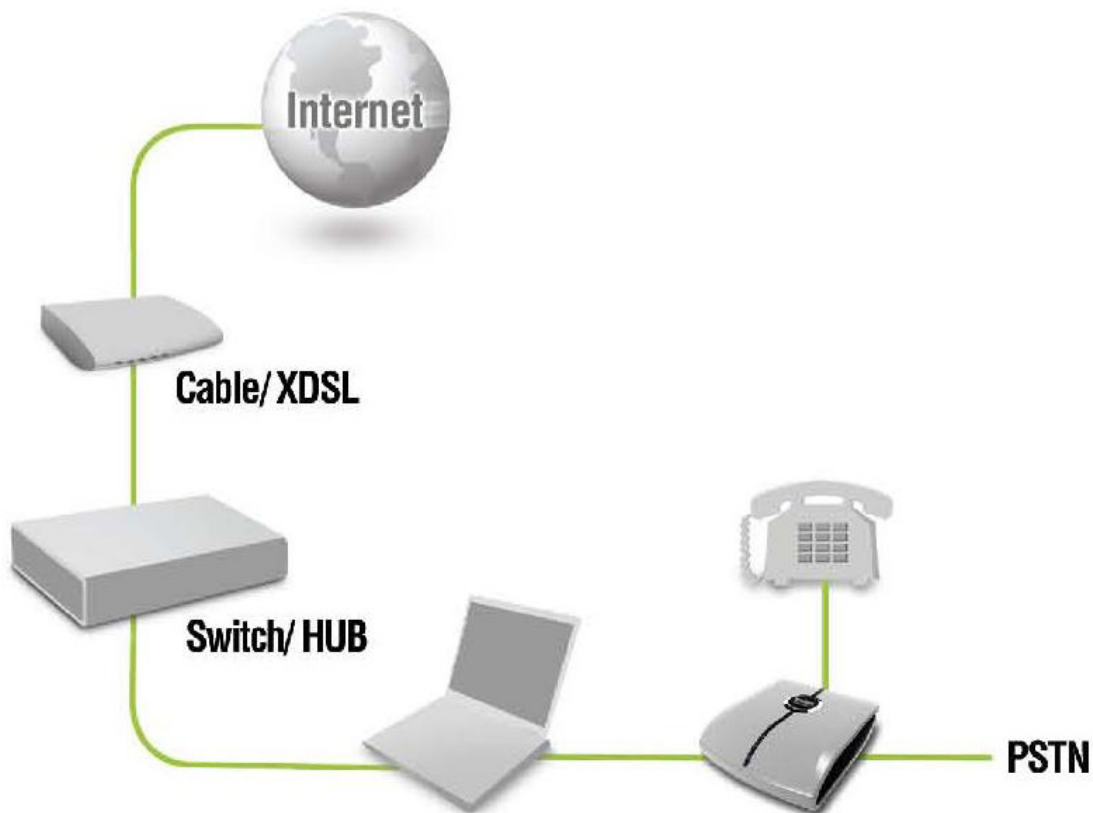
Connect a standard telephone handset to the DPH-50U **Phone** port using a telephone cable as shown below



Connect a telephone cable between the DPH-50U **Line** port and a wall jack as shown below. Note that this is only required for making regular phone calls, or for forwarding Skype™ calls to your mobile (or other off-site) phone or for toll bypass applications.



Your final configuration should resemble the following.



Configuration

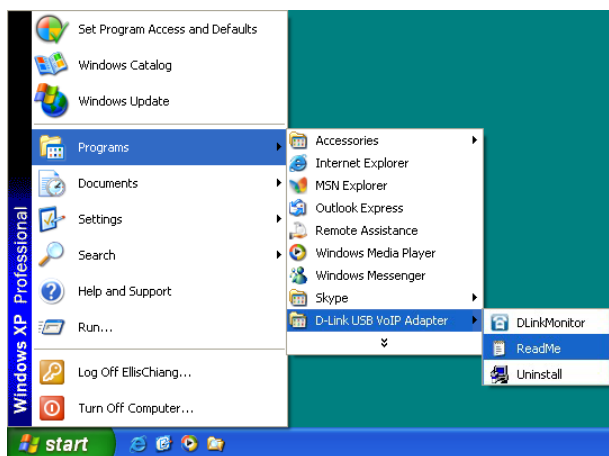
In order to use DPH-50U and its features:

1. The DPH-50U USB Phone Adapter must be plugged into the PC.
2. A telephone handset must be plugged into the DPH-50U.
3. The DPH-50U must be connected to the telephone wall jack*.
4. The DPH-50U agent must be running (see blue telephone icon in the System Tray).

** This is only required for making regular phone calls or for forwarding Skype™ calls to your mobile (or other off-site) phone or for toll bypass applications.*

If the DPH-50U Agent is not running (i.e. no blue telephone in the system tray), make sure the DPH-50U Skype™ USB Phone Adapter is connected to the PC and start the DPH-50U as shown below (**Start > All Programs > D-Link USB VoIP Adapter > DLinkMonitor**):

Note: Windows® XP example is being used to provide configuration methods. Check your operating system and make the correct choice in configuring the DPH-50U.



You may see the following screen, select the option **Allow this program to use Skype** and press the **OK** button. You should now see the DPH-50U Utility icon in the Windows® System Tray.



DPH-50U States

When the DPH-50U Skype™ USB Phone Adapter is installed and the software is installed properly, you will see a blue phone icon in the system tray as shown below.



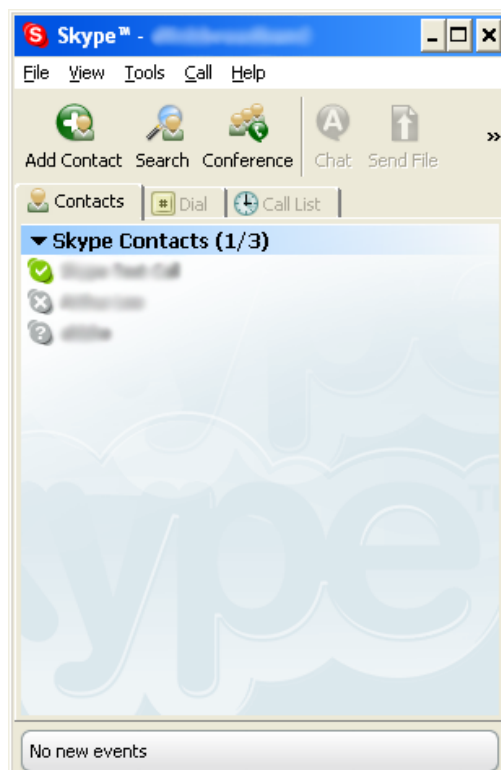
If the utility is running and the DPH-50U is removed or Skype™ is not running, then the telephone icon will be red as shown below.



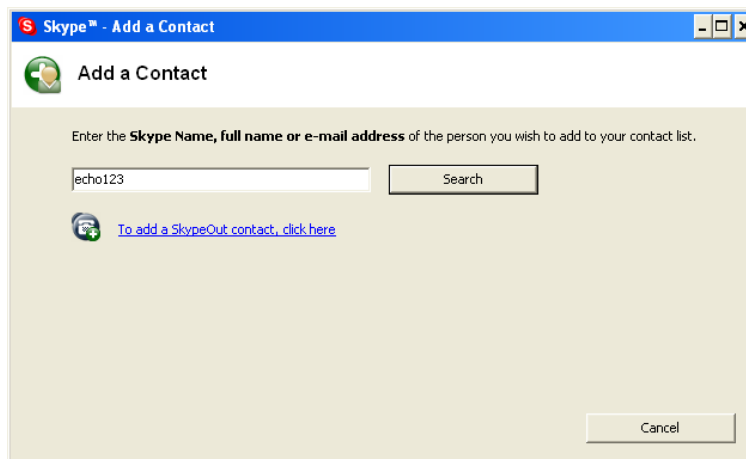
Testing the Connection

Skype™ provides a useful feature to test your connection. It is called Echo123. If you send “callme” in a chat with echo123, the echo123 service will call you and let you leave a message which will be played back to you. This will help you verify that the DPH-50U, D-Link driver, and the telephone are all connected and installed properly.

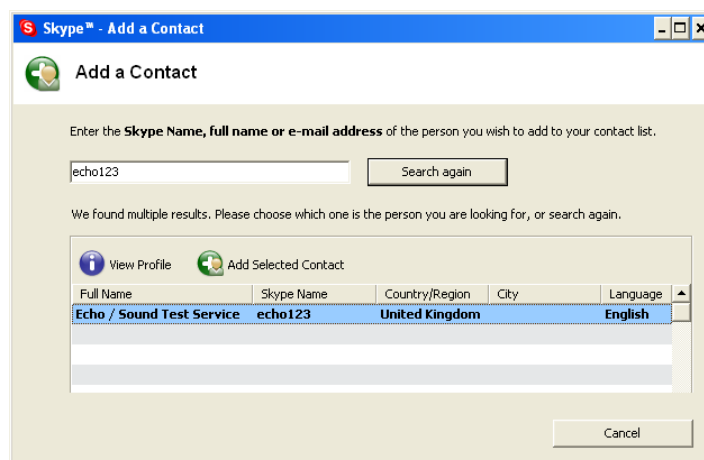
Click the **Add Contact** button.



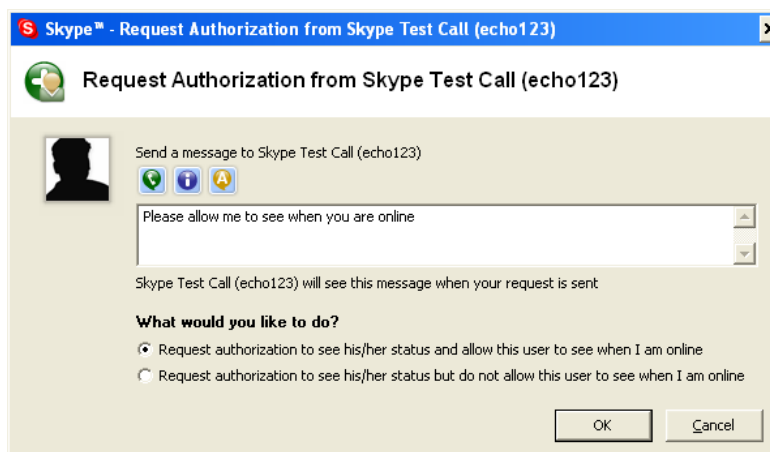
Enter **echo123** and then click the **Search** button.



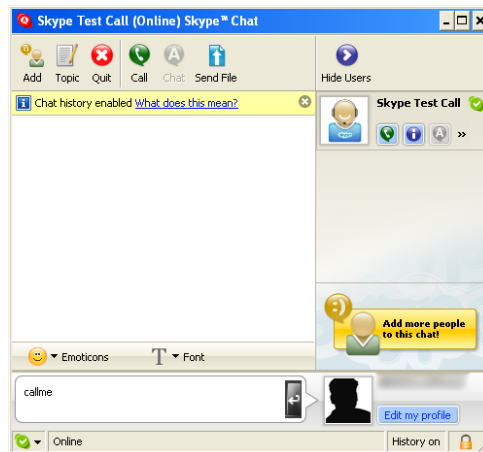
When **Echo/Sound Test Service** appears in the list, highlight it and click **Add Selected Contact**.



Click the  button to open the chat window.

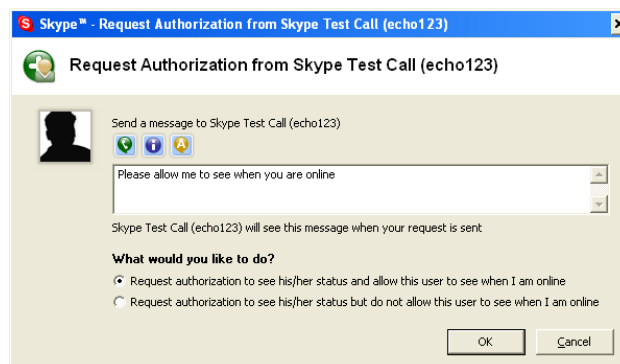


When the following chat screen appears, type **callme** and then press the **Enter** key on your keyboard.

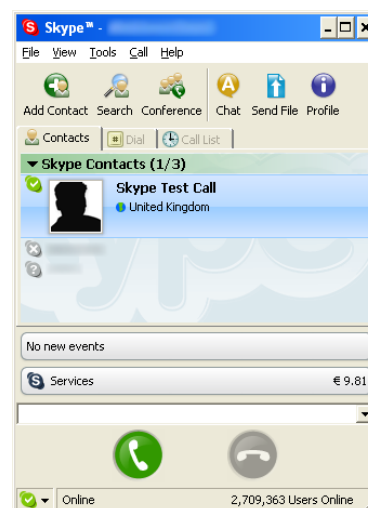


Within 10-20 seconds the telephone connected to the DPH-50U should ring. Pick up the handset and follow the instructions. The Echo Test Service will ask you to leave a message which will be played back immediately. This will help you verify that the DPH-50U, D-Link driver, and the telephone handset are all connected and installed properly.

When the test concludes you can press **OK** on the following screen.



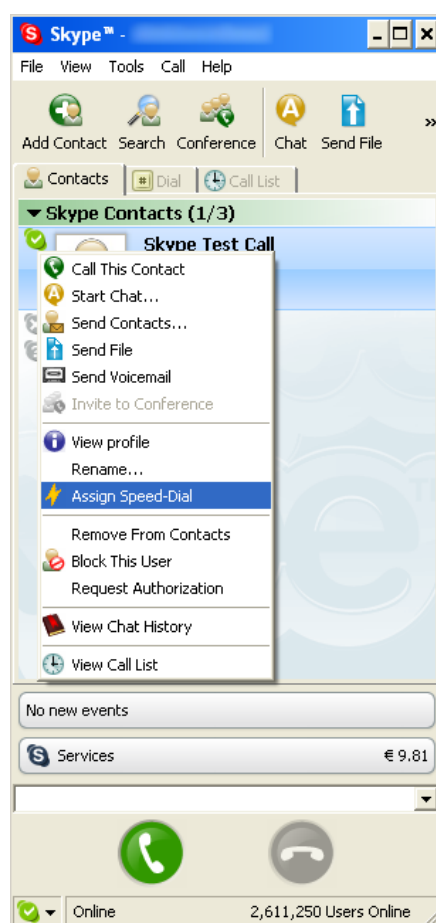
Echo123 will now be in your list of contacts.



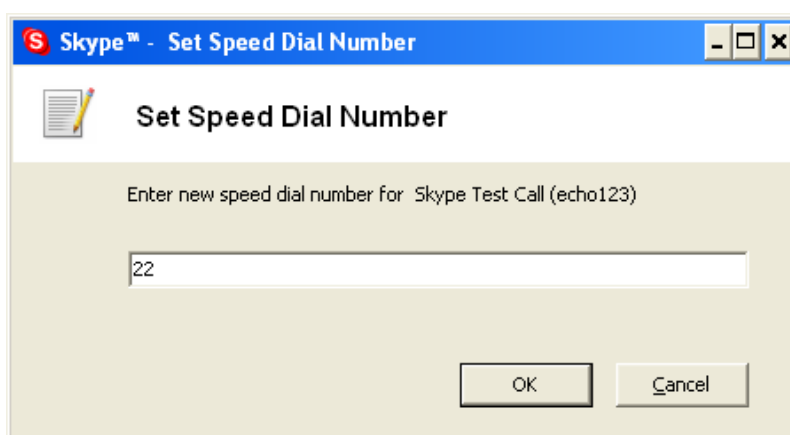
Setting Up Skype™ Speed Dial

This section describes how to setup speed dials in Skype™. This is required in order to use a DPH-50U connected handset to dial to a Skype™ contact. It is not required for making SkypeOut™ calls using a DPH-50U connected handset.

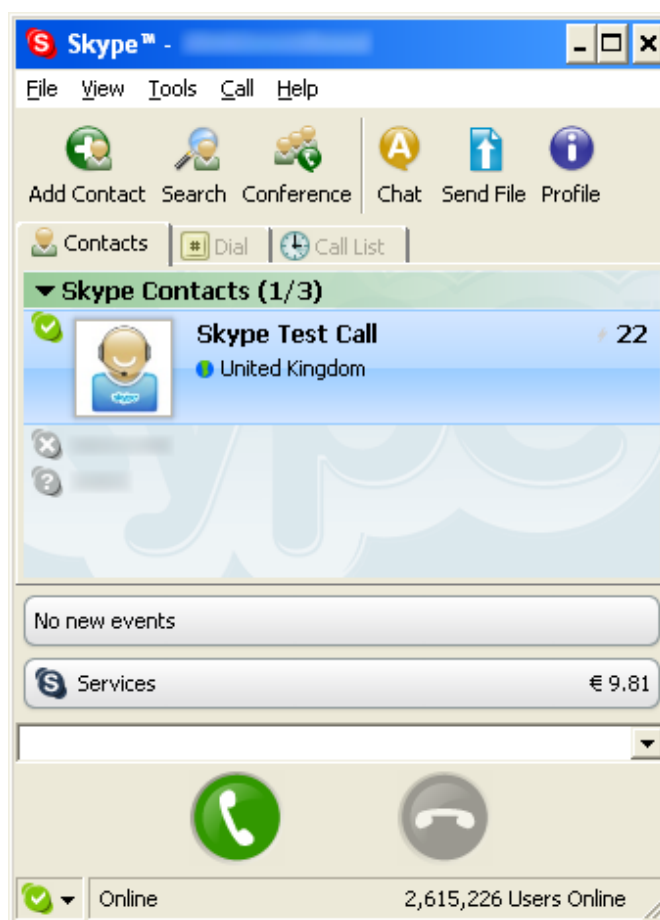
Right-click on the desired contact as shown below and select **Assign Speed-Dial**.



Enter the desired speed dial number (e.g. 22) as shown below and press the **OK** button.



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



Making and Receiving Calls

Making PSTN calls

Dial the phone number when DPH-50U Skype™ USB Phone Adapter is in PSTN mode. (Device is in PSTN mode by default when you pick up the handset).

Receiving PSTN calls

Pick up the handset when the phone connected to DPH-50U Skype™ USB Phone Adapter rings.

Making Skype™ calls

1. Pick up the handset
2. Press ## on the phone to switch to VoIP(Skype™) mode
3. Dial the speed dial number (e.g. 22)
4. Press the asterisk (*) key to initiate call

Examples:

PSTN mode: ## 22 *

VoIP mode: 22 *

Making SkypeOut™ calls

1. Pick up the handset
2. Press ## on the phone to switch to VoIP (Skype™) mode.
3. Dial SkypeOut™ recommended dialing sequence
(00+country code+telephone number)
4. Press the asterisk (*) key to initiate call

Examples:

PSTN mode: ## 00 1 617 555 1212 *

VoIP mode: 00 1 617 555 1212 *

Note: In order to be able to make SkypeOut™ calls you need to purchase SkypeOut™ credit from <http://www.skype.com>.

Receiving Skype™/SkypeOut™ calls

Pick up the handset when the phone connected to DPH-50U Skype™ USB Phone Adapter rings.

Switching Between VoIP and Regular Calls

While on a regular PSTN call you may receive a Skype™/SkypeIn™ call

1. DPH-50U will indicate an incoming call with an audible tone.
2. You can observe the Skype™ username on your phone (if it has alphanumeric CLID display).
3. Press **#1** to hold current PSTN call and switch to incoming Skype™/SkypeOut™ calls.
4. Press **#1** again to switch back to PSTN caller and hold incoming Skype™/SkypeOut™ calls.

While on a Skype™/SkypeOut™ call you may receive a regular PSTN call

1. DPH-50U will indicate an incoming call with an audible tone.
2. You can observe the phone number/contact name on your phone (if it has alphanumeric CLID display).
3. Press **#1** to hold current Skype™/SkypeOut™ call and switch to incoming PSTN calls.
4. Press **#1** again to switch back to PSTN caller and hold incoming Skype™/SkypeOut™ calls.

Conference Call Between VoIP and Regular Calls

While on a regular PSTN call you may receive a Skype™/SkypeIn™ call

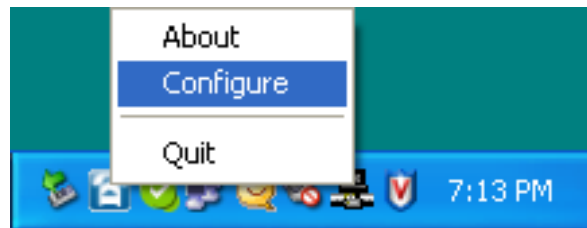
1. DPH-50U will indicate an incoming call with an audible tone.
2. You can observe the Skype™ username on your phone (if it has alphanumeric CLID display).
3. Press **#1** to hold current PSTN call and switch to incoming Skype™/SkypeOut™ calls.
4. Press **#2** to initiate a 3 way conference call.

While on a Skype™/SkypeOut™ call you may receive a regular PSTN call

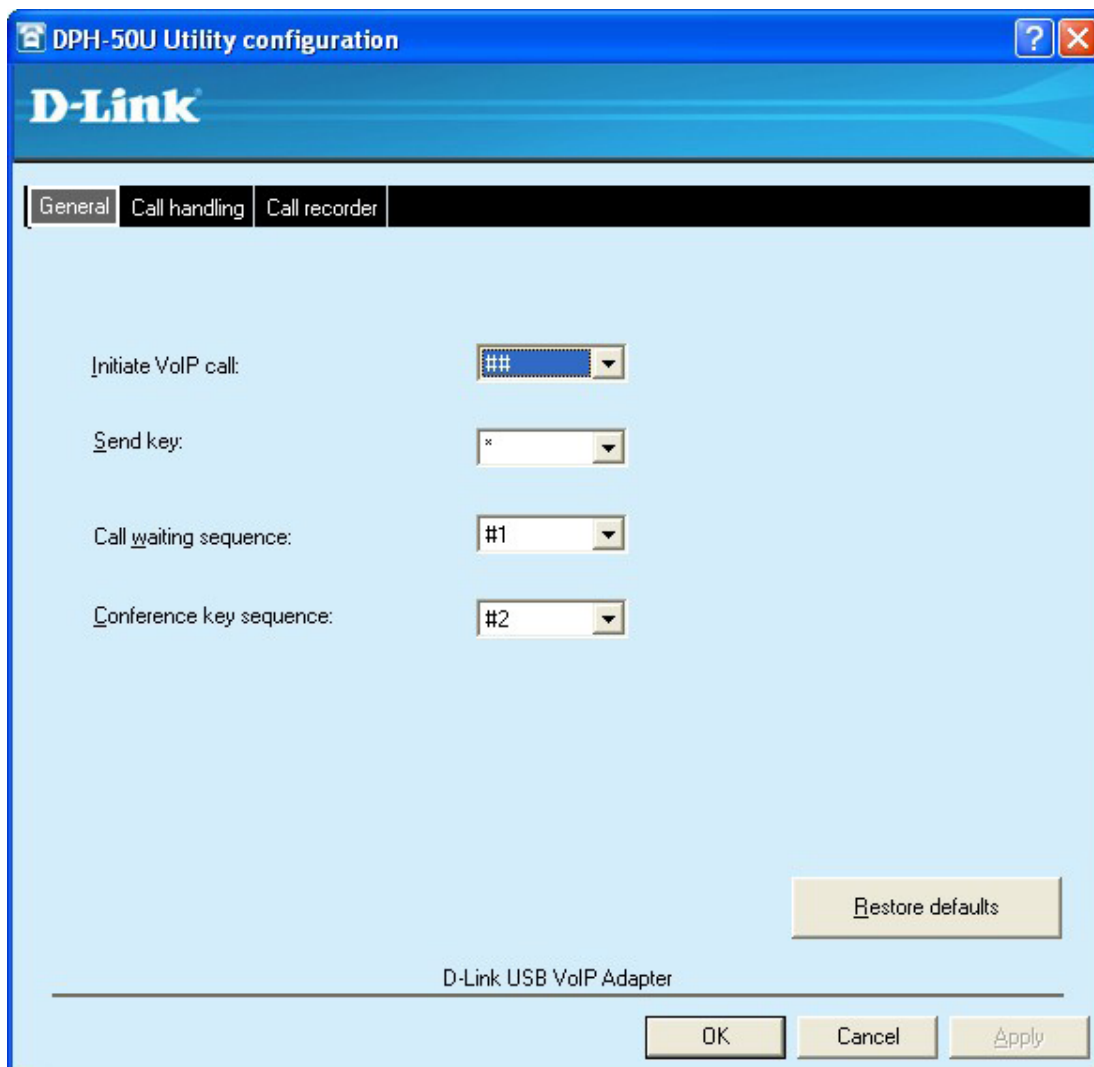
1. DPH-50U will indicate an incoming call with an audible tone.
2. You can observe the phone number/contact name on your phone (if it has alphanumeric CLID display).
3. Press **#1** to hold current Skype™/SkypeOut™ call and switch to incoming PSTN calls.
4. Press **#2** to initiate a 3 way conference call.

Forwarding Calls

The DPH-50U can be configured to forward incoming Skype™ calls to another telephone number, such as your mobile phone. It can also forward incoming telephone calls to a Skype™ or SkypeOut™ call. Right-click on the Skype™ Agent (blue telephone icon in the System Tray) and select **Configure** as shown below.



You will see the DPH-50U configuration screen as shown below.



Click the **Call handling** tab to see the Call Forwarding parameters. In order to forward incoming Skype™ calls to a telephone number such as your mobile phone, change the Skype™ to Phone Line settings as follows:

Check the **Call Forward** checkbox

Enter the phone number you want to forward to.

Select the number of rings before the forwarding takes place.

Click **OK** to save your settings.

The screenshot shows the 'Call handling' tab with 'Incoming Internet calls' and 'Incoming PSTN calls' sections. In the 'Incoming Internet calls' section, the 'Call forward' radio button is selected, and the 'Rings before response' is set to 2. The 'to:' field is empty. The 'Incoming PSTN calls' section has the 'Just ring handset' radio button selected. The 'Administrative mode' section shows a 'Pin number' of 1234. The 'Voice menu language' is set to 'OS locale'. The 'Power management' section has 'Disable standby/hibernate' checked. The 'D-Link USB Phone Adapter' label is at the bottom. The 'OK', 'Cancel', and 'Apply' buttons are at the bottom right.

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

Select **Call Forward**.

Enter the speed dial number or Skype out number.

Select the number of rings before the forwarding takes place.

Click **Apply** and then click **Quit** to save your settings.

The screenshot shows the 'Call handling' tab with 'Incoming Internet calls' and 'Incoming PSTN calls' sections. In the 'Incoming PSTN calls' section, the 'Call forward' radio button is selected, and the 'Rings before response' is set to 2. The 'to:' field is empty. The 'Incoming Internet calls' section has the 'Just ring handset' radio button selected. The 'Administrative mode' section shows a 'Pin number' of 1234. The 'Voice menu language' is set to 'OS locale'. The 'Power management' section has 'Disable standby/hibernate' checked. The 'D-Link USB Phone Adapter' label is at the bottom. The 'OK', 'Cancel', and 'Apply' buttons are at the bottom right.

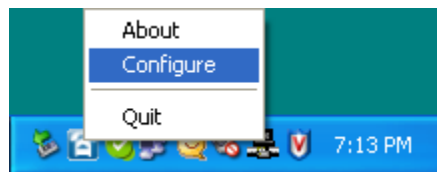
Toll Bypass

Toll bypass is similar to forwarding, except the incoming caller hears a beep, enters a password and then dials out an arbitrary number instead of fixed forwarding as described in the previous section.

There are two common scenarios for this. You can call in from your mobile phone to the computer that the DPH-50U is connected to and make a low cost SkypeOut™ international call. This is useful if you are in the same geographical location as DPH-50U and want to make international calls.

The second common scenario is you Skype™ to the computer that the DPH-50U is connected to and make a low cost local call over the PSTN line. This is useful if you are traveling abroad and want to make a low cost local call (in the geographical location that the DPH-50U is in).

Right-click on the Skype™ Agent (blue telephone icon in the System Tray) and select **Configure** as shown below.



Click the **Call handling** tab to see the Call Forwarding parameters. In order to Toll bypass incoming Skype™ calls to a telephone number such as your mobile phone, change the Skype™ to Phone Line settings as follows:

Check the **Call Forward** checkbox

Check the **Enable Administrative Mode** checkbox.

Select the number of rings before the forwarding takes place.

Enter your PIN number.

Click **OK** to save your settings.

Skype => PSTN

1. The DPH-50U can be configured to answer incoming Skype™ calls after NRINGS (N=0 to 5).
2. After answering the call the DPH-50U would play waiting for PIN code tone (repetitive beep-beep tone).
3. The user needs to enter the PIN code followed by ‘*’.
4. Following the ‘*’ user may dial to any PSTN number (dialed number should be followed by ‘*’).
5. If the user does not enter any digit within 10 sec, an illegal PIN code, or no PIN code within 30 sec the call would be:
 - Forwarded to PSTN number if Call-Fowarding (Skype™ => PSTN) is also enabled.
 - Disconnected if Call-Forward (Skype™ => PSTN) is disabled.
6. The PIN code is a user configurable number (4 to 8 digits).

In order to Toll bypass incoming PSTN calls to a VoIP call, such as through SkypeOut™ or to a Skype™ account, enter speed dial number (e.g. 77) associated with the Skype™ User without the * key or enter the SkypeOut™ number (e.g. 0016175551212).

Select **Call Foward**.

Check the **Enable Administrative Mode** checkbox.

Select the number of rings before the forwarding takes place.

Enter your PIN number.

Click **Apply** and then click **Quit** to save your settings.

PSTN => Skype

1. The DPH-50U can be configured to answer incoming PSTN calls after NRINGS (N=0 to 5).
2. After answering the call the DPH-50U would play waiting for PIN code tone (repetitive beep-beep tone).
3. The user needs to enter the PIN code followed by ‘*’.
4. Following the ‘*’ user may dial to any Skype™ contact on his buddy list or perform a SkypeOut™ call (dialed number should be followed by ‘*’).

-
5. If the user does not enter any digit within 10 sec, an illegal PIN code, or no PIN code within 30 sec the call would be:
 - Forwarded to a Skype™ number if Call-Fowarding (PSTN => Skype™) is also enabled.
 - Disconnected if Call-Forward (PSTN => Skype™) is disabled.
 6. The PIN code is a user configurable number (4 to 8 digits).

Skype Voicemail

With DPH-50U active, the attached telephone handset can be used to check for, and listen to your Skype™ voicemail. When you have a new Skype™ voicemail that you have not listened to, you will hear an intermittent beep in the VoIP dial tone. If you have no new voicemail (i.e. either no voicemail or voicemail that you have already listened to), the standard VoIP dial tone will be heard.

You can access your voice mail only when there is no call in progress. In order to access your voicemail:

1. Pick up the attached telephone handset
2. Press ## to get VoIP dial tone (only in PSTN mode)
3. If a new Skype™ voice message exists the VoIP dial tone will have an intermittent beep
4. Press * to access voice mail mode
5. You will hear the following message:

User Action	Key
To listen to local voice messages	1
To delete all local voice messages	2
To access the VoIP network voicemail	3
For answering machine configuration	4

6. Press '1', the recorded messages will play sequentially.
7. Once the voice message is played, you will hear the following message:

User Action	Key
To repeat current message	1
To delete current message	2
To keep current message	3

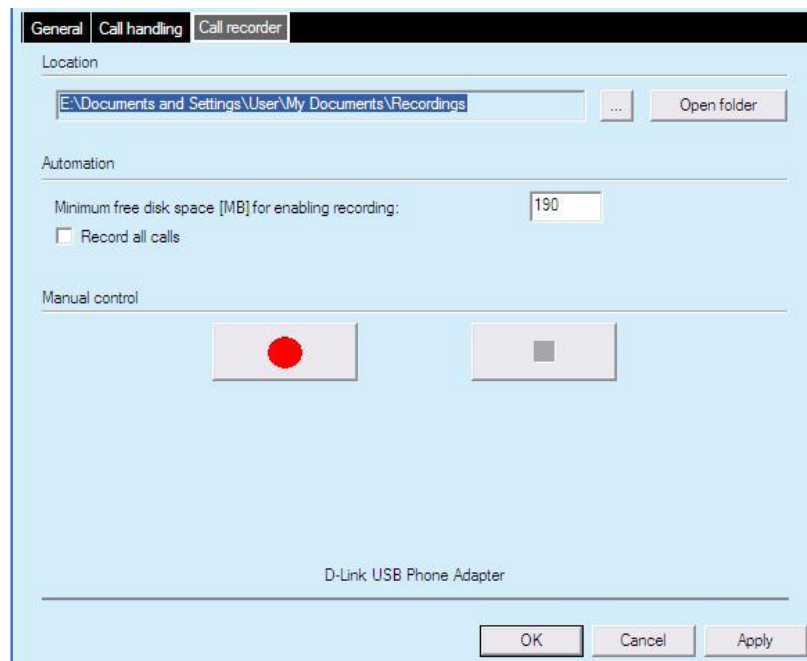
8. At the end of the last message, you will hear: "There are no more messages". If you did not press a button, you will be returned to step 5.

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

Call Recorder

With DPH-50U active, the attached telephone handset can be used to check for, and listen to your Skype™ voicemail.

The call recorder is accessed and configured through the DPH-50U Agent Call Recorder tab as shown below.



You can change the default location where the recordings will be stored by pressing the button (with three dots) immediately to the right of the location field. The folder containing the recordings can be accessed by clicking the **Open Folder** button. With the location folder open you can access the individual recordings.

Recordings are named according to the following naming convention:

<year>_<month>_<day>_<hour>_<min>_<second>.wav

For example, 2007_4_6_12_38_01.wav.

The wave files can be played through any application that supports wave files (e.g. Windows® Media Player).

Recording is controlled by two mechanisms: automatic and manual.

Manual recording has two modes:

- Through the Call Recorder screen above - controlled by pressing the record (red dot) and stop (black square) buttons.
- From the telephone handset – controlled by pressing the #7 keys (start recording) and #8 keys (stop recording) on the telephone handset connected to DPH-50U.

Automatic recording is controlled through the Call Recorder screen by selecting one of the following:

- Record All Calls – all calls will be recorded.

THE RECORDER IS STORING FILES TO YOUR HARD DISK DRIVE. D-LINK IS NOT RESPONSIBLE FOR ANY ISSUES THAT ARISE FROM USING THE VOICE RECORDING FUNCTION.

D-LINK IS NOT RESPONSIBLE FOR ANY LEGAL ISSUES THAT MAY ARISE FROM RECORDING PHONE CALLS.

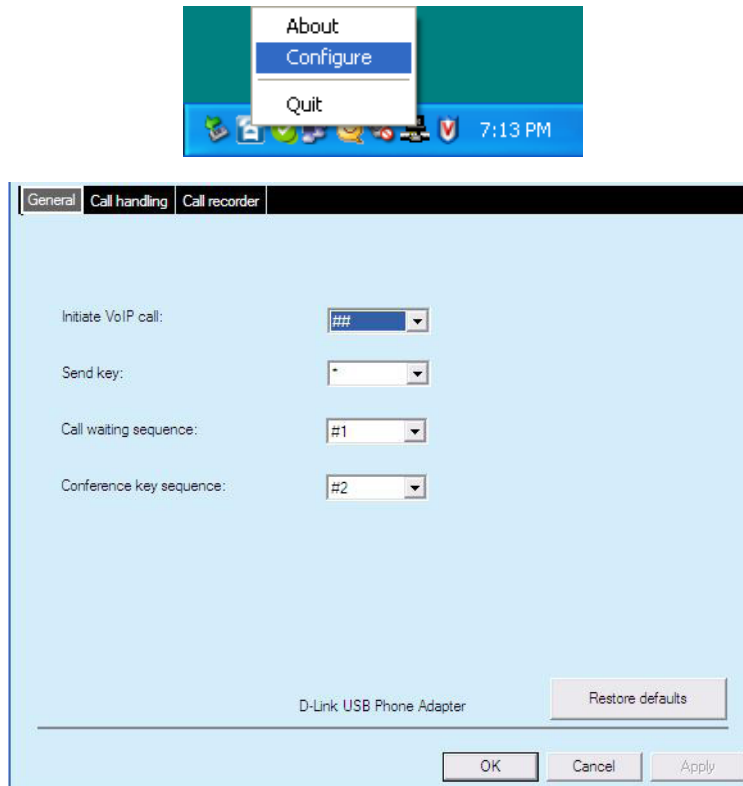
Answering Machine

The DPH-50U will serve as a full answering machine for both internet and PSTN calls. A user can forward or toll-bypass their calls to the answering machine and the recorded message can be retrieved in the local hard drive: **C:\Program Files\D-Link\D-Link USB VoIP Adapter\IVR\Voice Mail.**

Changing the Default Settings

You can change the default settings for sending a call, activating a Skype™ call, switching between a Skype™ call and a regular call (call waiting) and conference calling, by running the DPH-50U configuration.

Right-click on the DPH-50U icon and select **Configure** as shown below.



The Initiate VoIP Call – press these keys to get a VoIP dial-tone (only if you are in PSTN mode). You can now dial a SkypeOut™ call or a Skype™ speed dial call from your telephone handset.

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

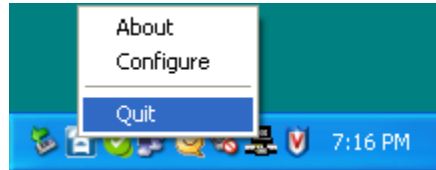
The Call Waiting Sequence – press these keys during a call to switch between a VoIP and regular call. For example to switch from a regular telephone call to an incoming Skype™ call or to switch from a Skype™ call to an incoming regular phone call.

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

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

Disabling DPH-50U

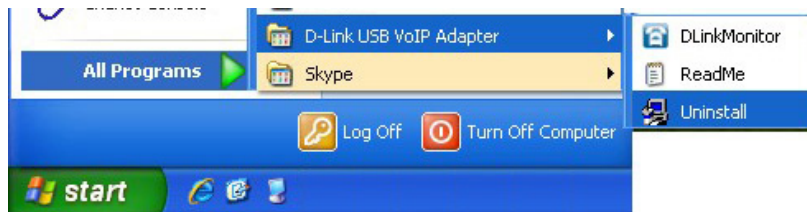
In order to disable the DPH-50U, right-click on the DPH-50U icon in the system tray and select **Quit** as shown below.



You can now disconnect the DPH-50U from the PC.

Uninstall the Software

In order to uninstall the DPH-50U software, click on the uninstall utility in the DPH-50U program group. Click **Start > All Programs > D-LINK USB VoIP Adapter > Uninstall**.



When the uninstall indicator disappears, the un-installation is complete.

Installing a New Version

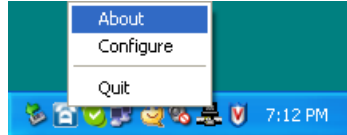
When you install a new version of DPH-50U software, at the end you will see a Skype™ warning message as shown below. Select **Allow this program to use Skype™** and click **OK** as shown below:



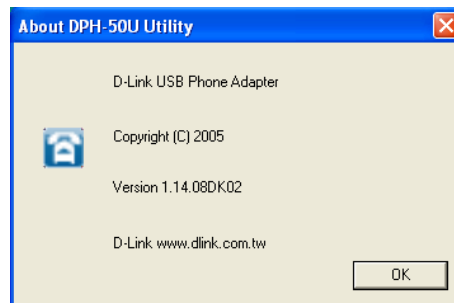
Troubleshooting

The first step in troubleshooting is to read the readme.txt that appears in the DPH-50U program group. It contains a list of known issues for the current DPH-50U driver version.

To find out the driver version, right-click on the DPH-50U icon (blue telephone in the system tray) and select **About**.



You will see the DPH-50U Utility About screen below.



1. Common Fix

If the DPH-50U suddenly stops working properly (e.g. stops responding to incoming rings or you cannot get a VoIP dialtone) try the following:

1. Quit the utility program (right-click on the blue telephone in the System Tray and select **Quit**)
2. Quit the Skype™ application
3. Unplug the DPH-50U Skype™ USB Phone Adapter
4. Wait 30 seconds
5. Plug in the DPH-50U
6. Start Skype™
7. Start the DPH-50U software

2. Wrong Device Installed

If you insert the DPH-50U on a Windows® XP SP2 PC “prior” to installing the software, the adapter will be incorrectly installed as another USB Modem.

Simply proceed to install the DPH-50U software and it will resolve the issue and install the adapter properly.

3. DPH-50U does not appear to be responding to incoming calls

There are several reasons why DPH-50U may not function.

- DPH-50U may not work properly with some 4 wire (multiline) phones
- Make sure the DPH-50U is connected to the PC and DPH-50U software is running (blue phone icon in the System Tray).
- Make sure the handset is connected to the phone jack on the DPH-50U and not the line jack
- If the Skype™ application was terminated for any reason while the DPH-50U software was running, you will need to exit the DPH-50U software and then restart it.
- Some telephone handsets require a battery to be installed in order to ring. If your handset supports a battery, make sure there is a battery installed and that the battery is not depleted.

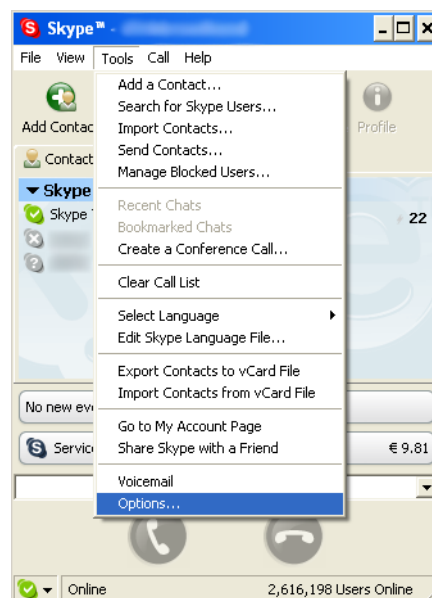
4. Cannot hear dial-tone when I pick up the handset connected to the DPH-50U

Check to make sure that the handset is connected to the correct jack on the DPH-50U

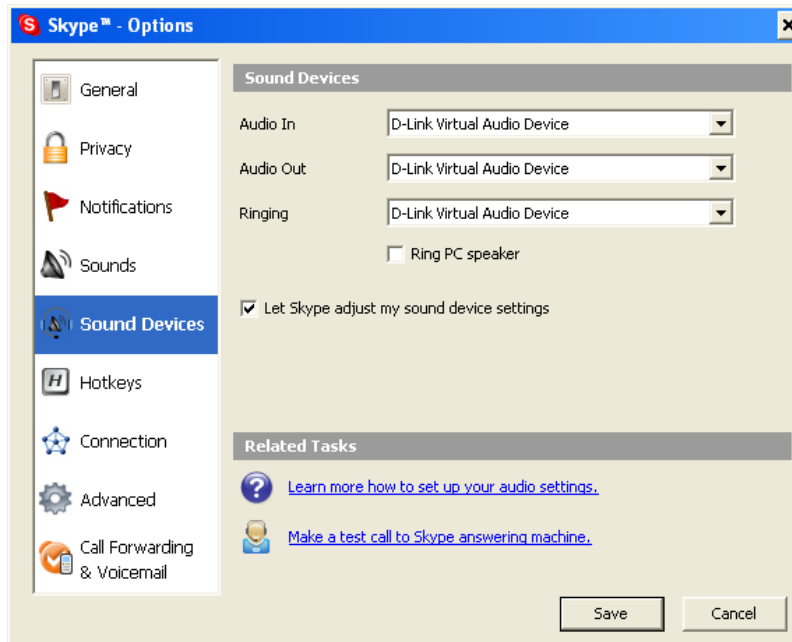
5. Cannot hear the Skype™ call in telephone handset

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

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



Select **Sound Devices** as shown below.



Check the Audio In and Audio Out list boxes and make sure **D-Link Virtual Audio device** is selected.

6. Call Forwarding is not working properly

- Make sure that a telephone cable is plugged into the DPH-50U line jack and to the wall phone plug
- Try to dial the telephone number as you have entered in the DPH-50U Call Forwarding dialog box
- If you are on a PBX, make sure you have entered enough commas after the 9 (for example) to make sure that DPH-50U waits for the dial tone before dialing the telephone number

Contacting Technical Support

Before you contact technical support, please have the following ready:

- Model number of the product (e.g. DPH-50U)
- Hardware Revision (located on the bottom label (e.g. rev A1))
- Serial Number (s/n number located on the bottom label).

You can find software updates and user documentation on the D-Link website as well as frequently asked questions and answers to technical issues.

For customers within the United States:

Phone Support:
(877) 45D-Link (453-5465)

Internet Support:
<http://support.dlink.com>

For customers within Canada:

Phone Support:
(800) 361-5265

Internet Support:
<http://support.dlink.com>

Warranty

Subject to the terms and conditions set forth herein, D-Link Systems, Inc. ("D-Link") provides this Limited Warranty:

- Only to the person or entity that originally purchased the product from D-Link or its authorized reseller or distributor, and
- Only for products purchased and delivered within the fifty states of the United States, the District of Columbia, U.S. Possessions or Protectorates, U.S. Military Installations, or addresses with an APO or FPO.

Limited Warranty: D-Link warrants that the hardware portion of the D-Link product described below ("Hardware") will be free from material defects in workmanship and materials under normal use from the date of original retail purchase of the product, for the period set forth below ("Warranty Period"), except as otherwise stated herein.

- Hardware (excluding power supplies and fans): One (1) year
- Power supplies and fans: One (1) year
- Spare parts and spare kits: Ninety (90) days

The customer's sole and exclusive remedy and the entire liability of D-Link and its suppliers under this Limited Warranty will be, at D-Link's option, to repair or replace the defective Hardware during the Warranty Period at no charge to the original owner or to refund the actual purchase price paid. Any repair or replacement will be rendered by D-Link at an Authorized D-Link Service Office. The replacement hardware need not be new or have an identical make, model or part. D-Link may, at its option, replace the defective Hardware or any part thereof with any reconditioned product that D-Link reasonably determines is substantially equivalent (or superior) in all material respects to the defective Hardware. Repaired or replacement hardware will be warranted for the remainder of the original Warranty Period or ninety (90) days, whichever is longer, and is subject to the same limitations and exclusions. If a material defect is incapable of correction, or if D-Link determines that it is not practical to repair or replace the defective Hardware, the actual price paid by the original purchaser for the defective Hardware will be refunded by D-Link upon return to D-Link of the defective Hardware. All Hardware or part thereof that is replaced by D-Link, or for which the purchase price is refunded, shall become the property of D-Link upon replacement or refund.

Limited Software Warranty: D-Link warrants that the software portion of the product ("Software") will substantially conform to D-Link's then current functional specifications for the Software, as set forth in the applicable documentation, from the date of original retail purchase of the Software for a period of ninety (90) days ("Software Warranty Period"), provided that the Software is properly installed on approved hardware and operated as contemplated in its documentation. D-Link further warrants that, during the Software Warranty Period, the magnetic media on which D-Link delivers the Software will be free of physical defects. The customer's sole and exclusive remedy and the entire liability of D-Link and its suppliers under this Limited Warranty will be, at D-Link's option, to replace the non-conforming Software (or defective media) with software that substantially conforms to D-Link's functional specifications for the Software or to refund the portion of the actual purchase price paid that is attributable to the Software. Except as otherwise agreed by D-Link in writing, the replacement Software is provided only to the original licensee, and is subject to the terms and conditions of the license granted by D-Link for the Software. Replacement Software will be warranted for the remainder of the original Warranty Period and is subject to the same limitations and exclusions. If a material non-conformance is incapable of correction, or if D-Link determines in its sole discretion that it is not practical to replace the non-conforming Software, the price paid by the original licensee for the non-conforming Software will be refunded by D-Link; provided that the non-conforming Software (and all copies thereof) is first returned to D-Link. The license granted respecting any Software for which a refund is given automatically terminates.

Non-Applicability of Warranty: The Limited Warranty provided hereunder for Hardware and Software portions of D-Link's products will not be applied to and does not cover any refurbished product and any product purchased through the inventory clearance or liquidation sale or other sales in which D-Link, the sellers, or the liquidators expressly disclaim their warranty obligation pertaining to the product and in that case, the product is being sold "As-Is" without any warranty whatsoever including, without limitation, the Limited Warranty as described herein, notwithstanding anything stated herein to the contrary.

Submitting A Claim: The customer shall return the product to the original purchase point based on its return policy. In case the return policy period has expired and the product is within warranty, the customer shall submit a claim to D-Link as outlined below:

- The customer must submit with the product as part of the claim a written description of the Hardware defect or Software nonconformance in sufficient detail to allow D-Link to confirm the same, along with proof of purchase of the product (such as a copy of the dated purchase invoice for the product) if the product is not registered.
- The customer must obtain a Case ID Number from D-Link Technical Support at 1-877-453-5465, who will attempt to assist the customer in resolving any suspected defects with the product. If the product is considered defective, the customer must obtain a Return Material Authorization ("RMA") number by completing the RMA form and entering the assigned Case ID Number at <https://rma.dlink.com/>.
- After an RMA number is issued, the defective product must be packaged securely in the original or other suitable shipping package to ensure that it will not be damaged in transit, and the RMA number must be prominently marked on the outside of the package. Do not include any manuals or accessories in the shipping package. D-Link will only replace the defective portion of the product and will not ship back any accessories.
- The customer is responsible for all in-bound shipping charges to D-Link. No Cash on Delivery ("COD") is allowed. Products sent COD will either be rejected by D-Link or become the property of D-Link. Products shall be fully insured by the customer and shipped to **D-Link Systems, Inc., 17595 Mt. Herrmann, Fountain Valley, CA 92708**. D-Link will not be held responsible for any packages that are lost in transit to D-Link. The repaired or replaced packages will be shipped to the customer via UPS Ground or any common carrier selected by D-Link. Return shipping charges shall be prepaid by D-Link if you use an address in the United States, otherwise we will ship the product to you freight collect. Expedited shipping is available upon request and provided shipping charges are prepaid by the customer.

D-Link may reject or return any product that is not packaged and shipped in strict compliance with the foregoing requirements, or for which an RMA number is not visible from the outside of the package. The product owner agrees to pay D-Link's reasonable handling and return shipping charges for any product that is not packaged and shipped in accordance with the foregoing requirements, or that is determined by D-Link not to be defective or non-conforming.

What Is Not Covered: The Limited Warranty provided herein by D-Link does not cover: Products that, in D-Link's judgment, have been subjected to abuse, accident, alteration, modification, tampering, negligence, misuse, faulty installation, lack of reasonable care, repair or service in any way that is not contemplated in the documentation for the product, or if the model or serial number has been altered, tampered with, defaced or removed; Initial installation, installation and removal of the product for repair, and shipping costs; Operational adjustments covered in the operating manual for the product, and normal maintenance; Damage that occurs in shipment, due to act of God, failures due to power surge, and cosmetic damage; Any hardware, software, firmware or other products or services provided by anyone other than D-Link; and Products that have been purchased from inventory clearance or liquidation sales or other sales in which D-Link, the sellers, or the liquidators expressly disclaim their warranty obligation pertaining to the product. While necessary maintenance or repairs on your Product can be performed by any company, we recommend that you use only an Authorized D-Link Service Office. Improper or incorrectly performed maintenance or repair voids this Limited Warranty.

Disclaimer of Other Warranties: EXCEPT FOR THE LIMITED WARRANTY SPECIFIED HEREIN, THE PRODUCT IS PROVIDED "AS-IS" WITHOUT ANY WARRANTY OF ANY KIND WHATSOEVER INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT. IF ANY IMPLIED WARRANTY CANNOT BE DISCLAIMED IN ANY TERRITORY WHERE A PRODUCT IS SOLD, THE DURATION OF SUCH IMPLIED WARRANTY SHALL BE LIMITED TO THE DURATION OF THE APPLICABLE WARRANTY PERIOD SET FORTH ABOVE. EXCEPT AS EXPRESSLY COVERED UNDER THE LIMITED WARRANTY PROVIDED HEREIN, THE ENTIRE RISK AS TO THE QUALITY, SELECTION AND PERFORMANCE OF THE PRODUCT IS WITH THE PURCHASER OF THE PRODUCT.

Limitation of Liability: TO THE MAXIMUM EXTENT PERMITTED BY LAW, D-LINK IS NOT LIABLE UNDER ANY CONTRACT, NEGLIGENCE,

STRICT LIABILITY OR OTHER LEGAL OR EQUITABLE THEORY FOR ANY LOSS OF USE OF THE PRODUCT, INCONVENIENCE OR DAMAGES OF ANY CHARACTER, WHETHER DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL (INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF GOODWILL, LOSS OF REVENUE OR PROFIT, WORK STOPPAGE, COMPUTER FAILURE OR MALFUNCTION, FAILURE OF OTHER EQUIPMENT OR COMPUTER PROGRAMS TO WHICH D-LINK'S PRODUCT IS CONNECTED WITH, LOSS OF INFORMATION OR DATA CONTAINED IN, STORED ON, OR INTEGRATED WITH ANY PRODUCT RETURNED TO D-LINK FOR WARRANTY SERVICE) RESULTING FROM THE USE OF THE PRODUCT, RELATING TO WARRANTY SERVICE, OR ARISING OUT OF ANY BREACH OF THIS LIMITED WARRANTY, EVEN IF D-LINK HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THE SOLE REMEDY FOR A BREACH OF THE FOREGOING LIMITED WARRANTY IS REPAIR, REPLACEMENT OR REFUND OF THE DEFECTIVE OR NON-CONFORMING PRODUCT. THE MAXIMUM LIABILITY OF D-LINK UNDER THIS WARRANTY IS LIMITED TO THE PURCHASE PRICE OF THE PRODUCT COVERED BY THE WARRANTY. THE FOREGOING EXPRESS WRITTEN WARRANTIES AND REMEDIES ARE EXCLUSIVE AND ARE IN LIEU OF ANY OTHER WARRANTIES OR REMEDIES, EXPRESS, IMPLIED OR STATUTORY.

Governing Law: This Limited Warranty shall be governed by the laws of the State of California. Some states do not allow exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the foregoing limitations and exclusions may not apply. This Limited Warranty provides specific legal rights and you may also have other rights which vary from state to state.

Trademarks: D-Link is a registered trademark of D-Link Systems, Inc. Other trademarks or registered trademarks are the property of their respective owners.

Copyright Statement: No part of this publication or documentation accompanying this product may be reproduced in any form or by any means or used to make any derivative such as translation, transformation, or adaptation without permission from D-Link Corporation/D-Link Systems, Inc., as stipulated by the United States Copyright Act of 1976 and any amendments thereto. Contents are subject to change without prior notice. Copyright 2007 by D-Link Corporation/D-Link Systems, Inc. All rights reserved.

CE Mark Warning: This is a Class B product. In a domestic environment, this product may cause radio interference, in which case the user may be required to take adequate measures.

FCC 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 communication. 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.

Industry Canada Notice:

This device complies with RSS-210 of the Industry Canada 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.

IMPORTANT NOTE:

Radiation Exposure Statement:

This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

Registration

**Register your product online at:
<http://support.dlink.com/register>**



Product registration is entirely voluntary and failure to complete or return this form will not diminish your warranty rights.

Version 1.1
April 9, 2007