HP Internet Handset User's Guide

Version 1.0

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Welcome

Welcome to the HP Internet Handset User's Guide.

Read this guide carefully to get the most out of your Hewlett-Packard product with Skype, and keep this guide in a safe place for future reference.

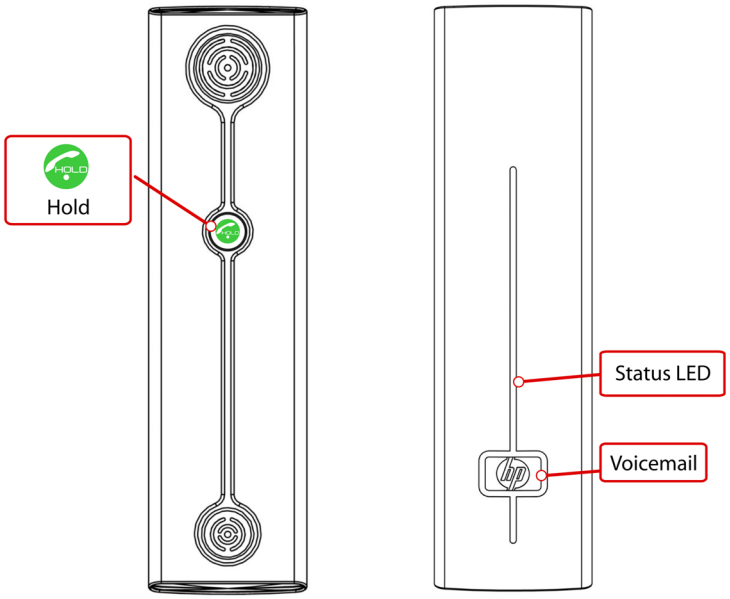
Thank you for purchasing your HP product. We hope that you spend many happy hours using it and chatting with Skype.

Overview

The HP Internet Handset is a two-piece USB phone with keypad and a built-in ringer that connects to your computer USB port.

HP Internet Handset

Apart from the usual number keys, the HP Internet Handset has special keys. See Making Calls for more information on using these special keys.



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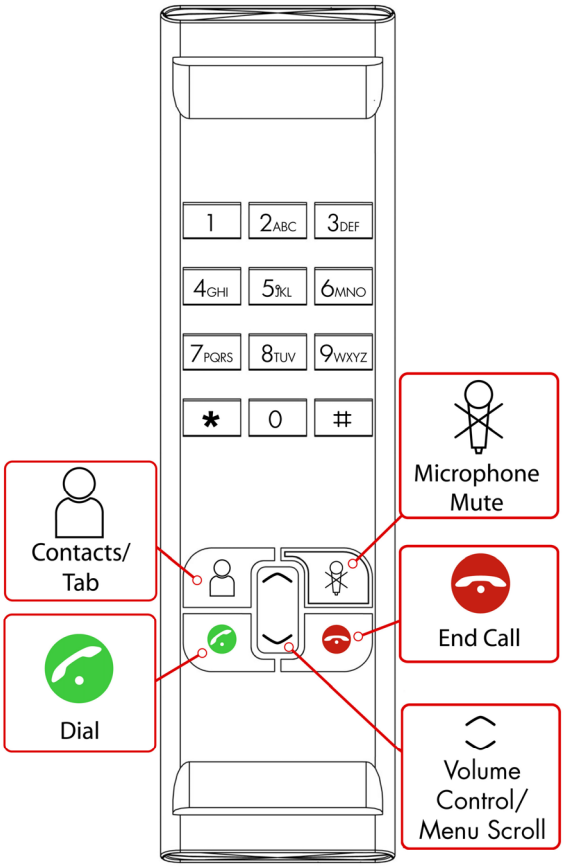

Getting Started

What is Skype?

Skype software enables you to make free* calls to your friends all over the world.

Skype also offers paid services such as SkypeOut, SkypeIn, and Skype Voicemail. SkypeOut is a service that allows you to call ordinary phones at low cost.

SkypeIn is a service that assigns you a telephone number, and people can call you from ordinary phones.

Skype Voicemail is a voicemail service for taking messages if you are away or your line is busy.

Visit www.skype.com for more information about Skype and additional Skype services.

*Requires the SkypeOut service for landline calls.

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Glossary of Terms

The following terms are used in this user guide.

ADSL (Asymmetric Digital Subscriber Line)
Broadband Internet connection where the download speed is faster than the upload speed.

Application
Software running on your computer, such as the HP Internet Handset software.

CPU (Central Processing Unit)
Main chip within any computer. Processor speeds are measured in MHz (Mega Hertz), which equals a million instructions per second, and GHz (Giga Hertz), which equals a billion instructions per second. The higher the number, the faster the processor speed.

HDD (Hard Disk Drive)
Permanent memory within your computer that stores programs and settings.

MB (Mega Byte)
Size of HDD or RAM, 1MB is equal to one million bytes.

RAM (Random Access Memory)
Temporary memory within your computer. The larger the RAM, the faster applications run.

USB (Universal Serial Bus)
Socket on your computer to connect USB hardware such as your HP Internet Handset, keyboards, or mice.

Username
Name used to gain access (log in) to a locked system. Usernames can contain letters and numbers.

Password
Code used to gain access (log in) to a locked system. Good passwords contain an unpredictable combination of letters and numbers.

SysTray (System Tray)
Area on your computer desktop next to the clock display. The SysTray shows various icons for applications that are running.

Minimum System Requirements

Before continuing the installation, you should have the following minimum system requirements:

- PC running Microsoft Windows 2000, XP, or Vista
- 400MHz processor (CPU)
- 128MB RAM
- 150MB free hard disk space
- One free USB port (USB1.1 or USB2.0)
- Internet connection (dialup: 33kbps minimum, or broadband: for example, cable or ADSL)

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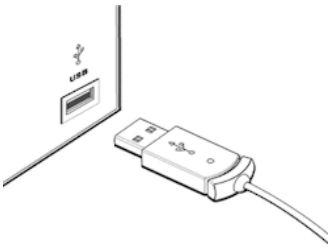
Connecting the HP Internet Handset

To connect the HP Internet Handset, plug the USB cable from the phone into an available USB port on your computer or into a powered USB hub.



Insert the CD-ROM into your computer; this will install the HP Internet Handset and Skype software, and enable you to get the maximum benefit when using your HP Internet Handset with Skype.

Refer to Making Calls, Receiving Calls, and Listening to Voicemail for information about using your HP Internet Handset after setup is complete.

Software Installation

This section describes how to install the software.

The software installation has two parts. The first part is the HP Internet Handset. The second part is the Skype software installation.

Your HP Internet Handset should already be connected before installing any software. See Overview in this user guide.

If you already have a previous version of this software installed, make sure it is not running and remove it. See Troubleshooting in this user guide for software removal instructions.

If you already have Skype software installed and it is running, close it before continuing with the HP software installation.

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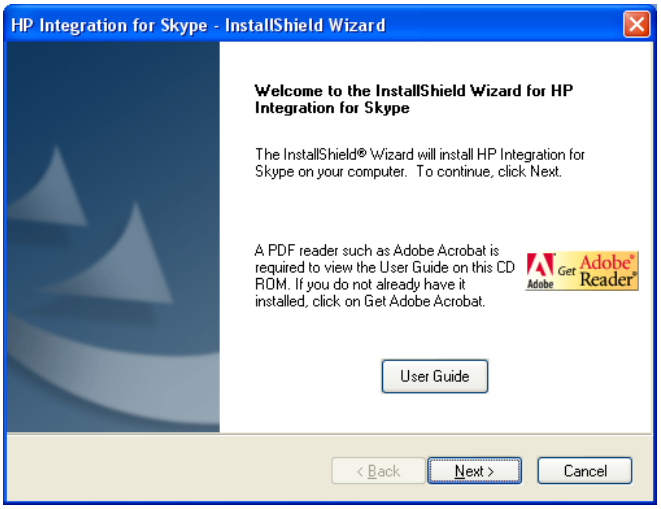
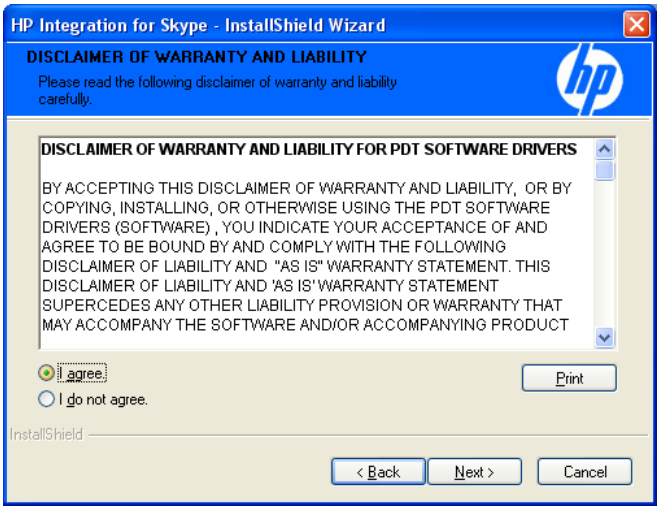
HP Software Installation

1 Insert the CD into your computer CD-ROM drive; the setup should start automatically.

If it does not start automatically, browse the CD-ROM drive using My Computer or Windows Explorer and click **setup.exe**.



2 At the InstallShield Wizard welcome screen, click **Next** to continue, or click **Cancel** at any screen to stop the installation.



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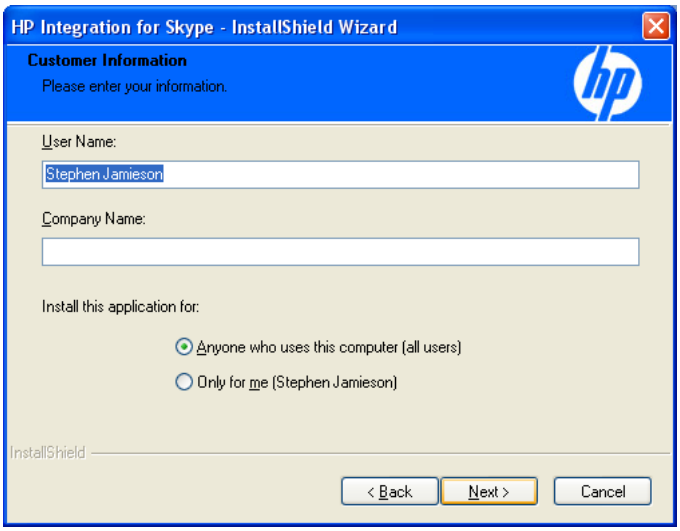
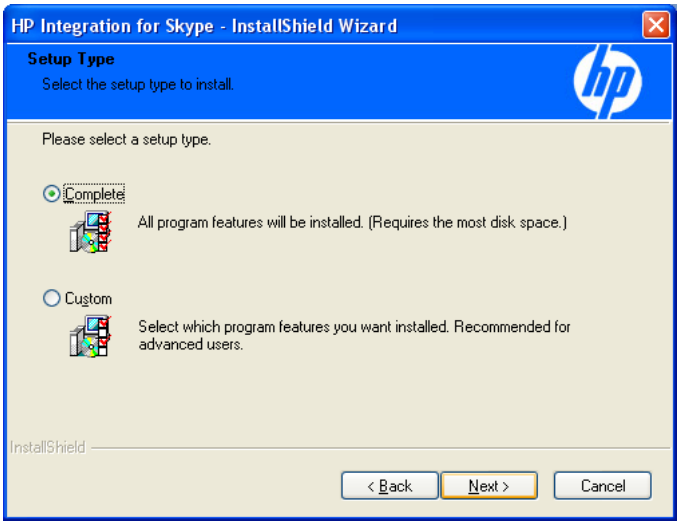
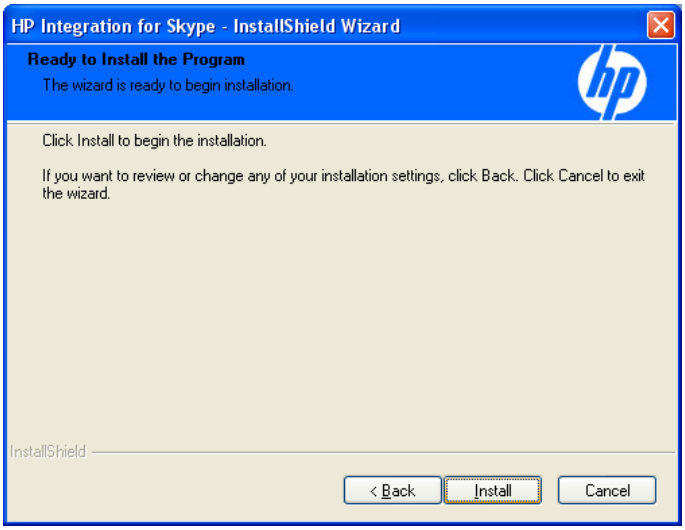
3 Read the software Licence Agreement. If you agree, click **I agree**, and then click **Next** to continue with the installation.



4 Enter your **User Name** and **Company Name**. We recommended selecting the **Anyone who uses this computer (all users)** option. Click **Next** to continue with the installation.



5 For ease of installation, select **Complete**. Click **Next** to continue with the installation.



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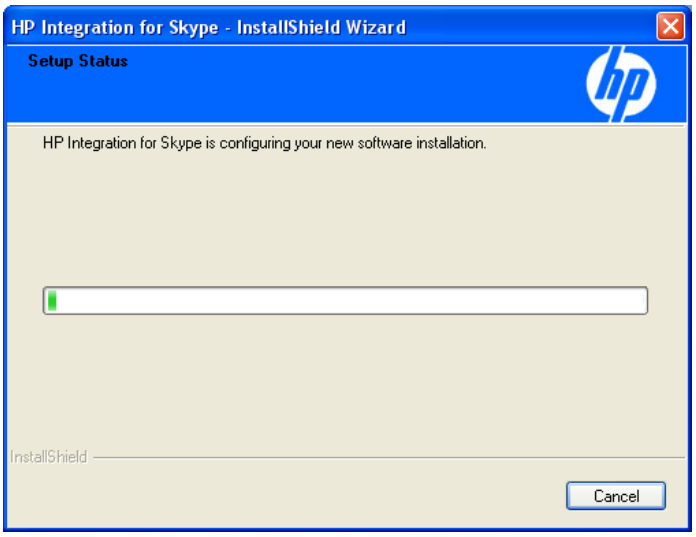
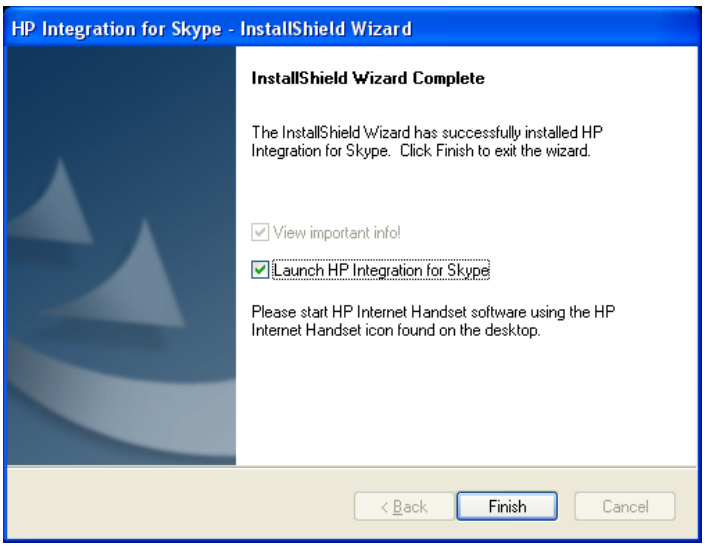
6 Click **Install** to continue with the installation.



The Setup Status screen shows the software installation progress, which can take several minutes to install.



7 Click **Finish** to complete the installation of the HP Internet Handset software.

NOTE: Make sure you read and understand the important info before using your HP Internet Handset for the first time.

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Restoring your Default Audio Device back to the Sound Card

When you install the HP Internet Handset on the computer, it is automatically set by Windows as the default audio device. All sounds, such as music, Windows, and game sounds, play through the phone and not the computer speakers. To play these sounds through the computer speakers, you need to change a few settings in the Sounds and Audio Devices Properties that should be displayed on screen at the end of the software installation. (Notice that HP Internet Handset is the default device for both Sound playback and Sound recording.)

NOTE: Changing the settings to allow sounds to play through the computer speakers does not affect the functionality of the HP Internet Handset.

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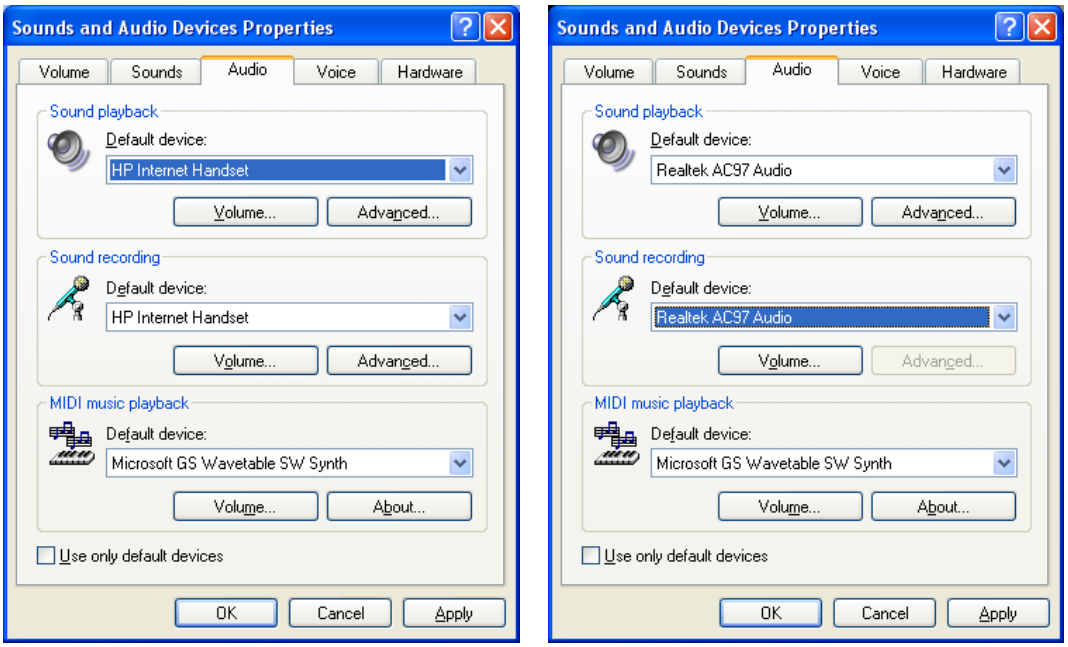
1 Select your sound card from the **Sound playback** drop-down list.

2 Select your sound card from the **Sound recording** list.

In our example, the sound card is Realtek AC97 Audio; yours might be different.



3 Click **OK** to play all music, Windows, and game sounds through the computer speakers.

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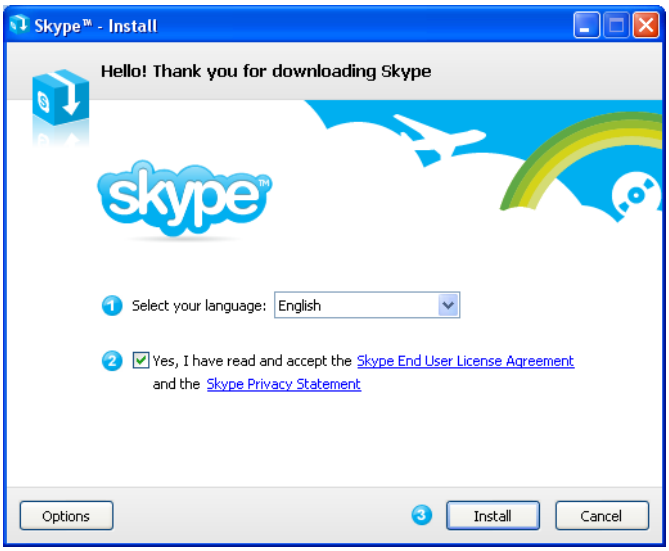
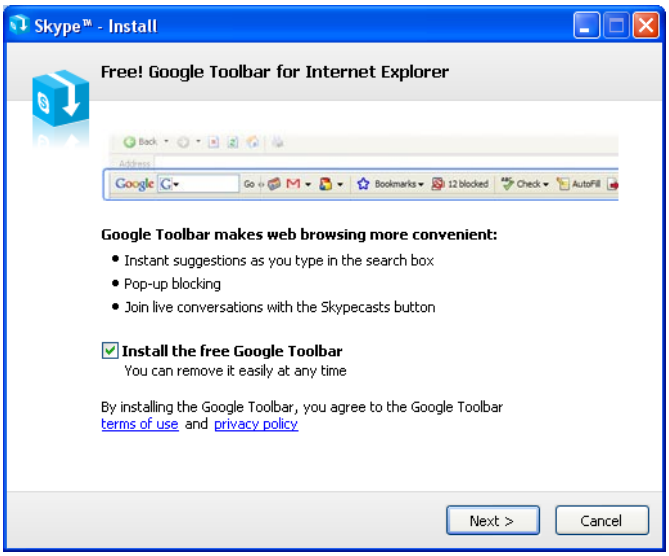
Skype Software Installation

If you already have the latest version of the Skype software installed, you can cancel the Skype installation at this point and ignore this section.

Skype Licence Agreement



1 Read the Skype End User Licence Agreement. If you agree, click **Yes, I have read and accept the Skype End User License Agreement and the Skype Privacy Statement**, and then click **Install** to continue with the Skype Installation.



2 (Optional) Place a check in the **Install the free Google Toolbar** checkbox to install the Google toolbar. Click **Next**.

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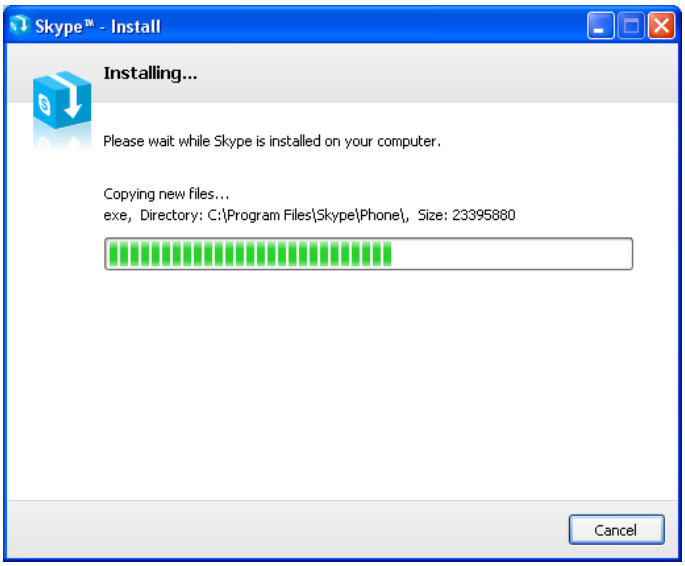

This screen shows the Skype software installation progress, which can take several minutes.

When the installation is complete, click **Start Skype**.

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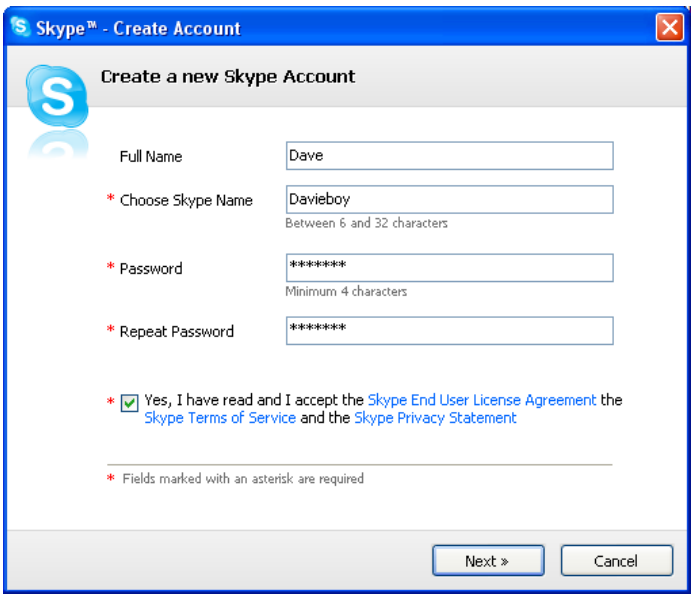
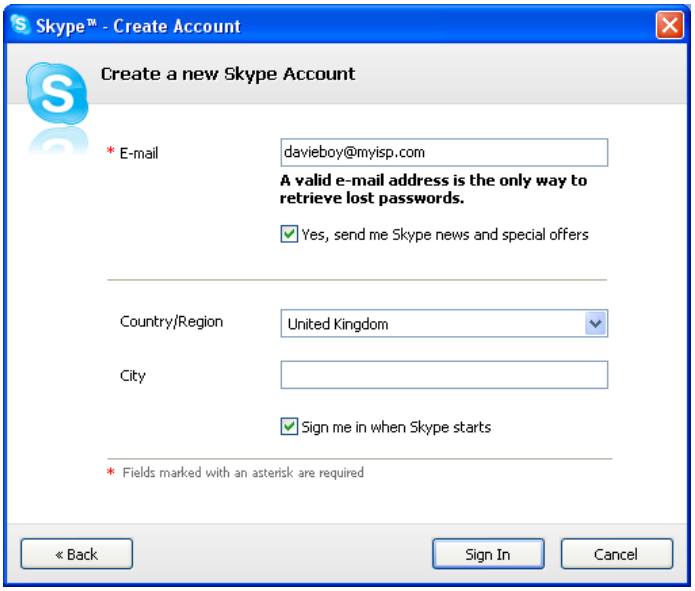
Registering as a Skype User

After installing Skype, you can see the **Create Account** screen.





If you do not have a free Skype user account, enter your details as requested, and then click **Sign In** to continue.

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If you have a Skype account, the Create Account screen is not shown. Enter your Skype username and password, and then click **Sign in**.

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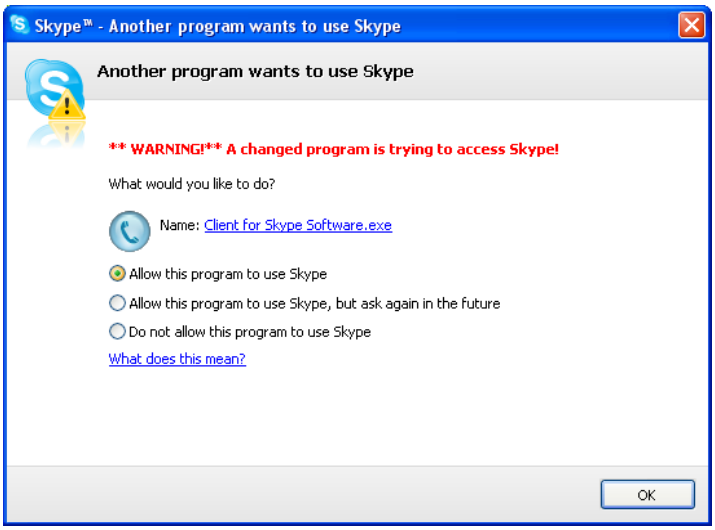
Another Program Wants To Use Skype

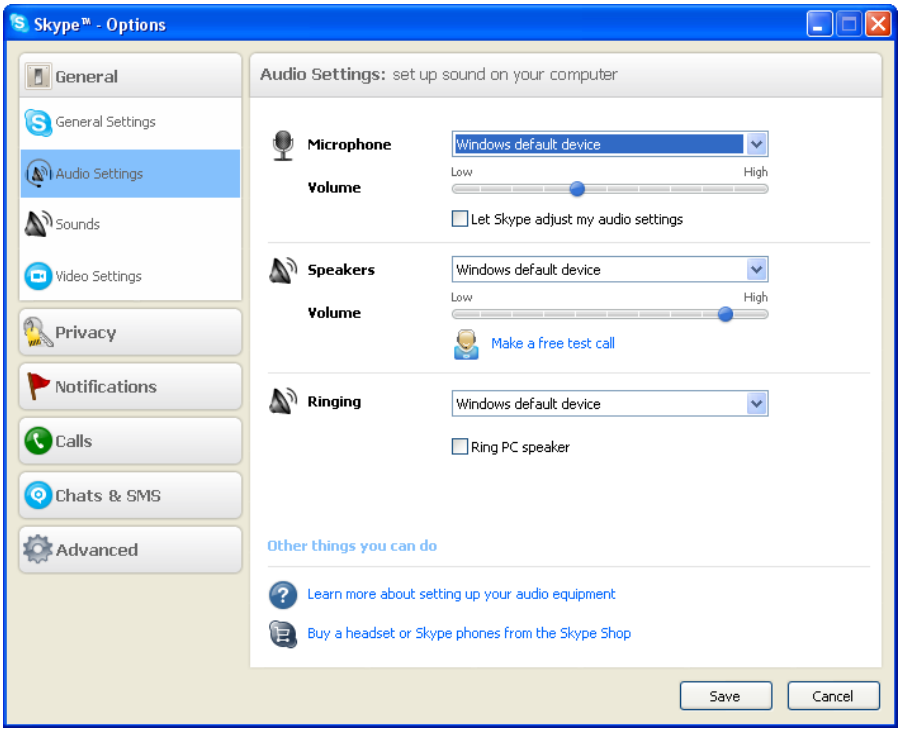
The first time you sign into Skype with the HP application running, you must authorize the connection access by selecting **Allow this program to use Skype**, and then clicking **OK**.



Automatic Audio Switching Technology

When making or receiving a call using Skype, you can choose to use the computer microphone and speakers, or the HP Internet Handset.

To use this function, make sure that the Skype settings for Microphone, Speakers, and Ringing are set to Windows default device.



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Examples of use are as follows:

A call comes in on Skype: Click the **Answer** button on the Skype screen to take the call through the computer microphone and speakers.

A call comes in on Skype: Lift the handset to take the call on the HP Internet Handset.

A call comes in on Skype: Click the **Answer** button on the Skype screen to take the call on the computer microphone and speakers. At any point during the call, pick up the handset to transfer the call from the computer speakers to the HP Internet Handset.

Make a call using Skype: Click the **Dial** button in Skype. When you hear the call being answered through the computer speakers, pick up the handset to carry on the conversation.

Running the Software

This section describes how to start and close the HP Internet Handset software.

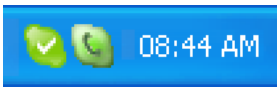
Starting Up

You must start the HP Internet Handset software *before* you start the Skype software. There are two ways to start the HP Internet Handset software: automatically as Windows starts, or manually.

To start the application manually, click the **HP Internet Handset** shortcut icon on your desktop, or click **HP Internet Handset** from the program option under **Program Files** in the **Windows Start Menu**.

To start the application automatically when Windows starts, place a check in the **Start HP Software when I Start Windows** box. See Configuration.

When the HP Internet Handset runs, you see a small icon on the computer SysTray and the Skype icon.



The colour of this icon indicates the current status of HP Internet Handset application.

No connection with a HP Internet Handset, check that the phone is connected to your USB port.

A HP Internet Handset is connected, but Skype could not be connected. This could be because Skype is not running.

The HP Internet Handset is off the hook and Skype is connected. This shows if you are on a call.

A HP Internet Handset is connected and Skype is connected. This shows if you are not on a call.

Closing Down

To exit the HP Internet Handset application, right-click the **HP Internet Handset** icon on the Windows SysTray, and then click **Exit**.

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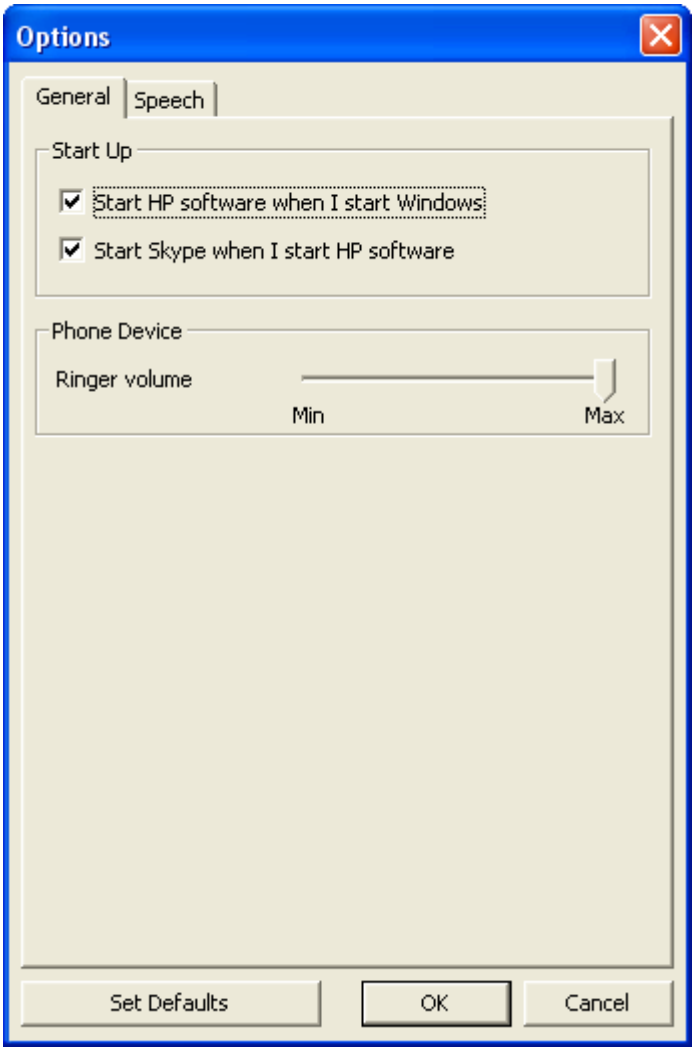
Configuration

1 Right-click the **HP Internet Handset** icon on the Windows SysTray.
2 Click **Options**.
3 Click the **General** tab and set any of the following options:



Start HP software when I start Windows
Check this box to start the HP Internet Handset software when you turn on your computer. We recommend checking this box.

Start Skype when I start HP software
Check this box to start Skype when the HP Internet Handset software starts. If you want to Skype manually after starting the HP Internet Handset software, remove the check from this box. We recommend checking this box.

Ringer volume
Click and drag the slider to adjust the ringer volume.

Set Defaults
Click this button to restore the HP Internet Handset software default settings.

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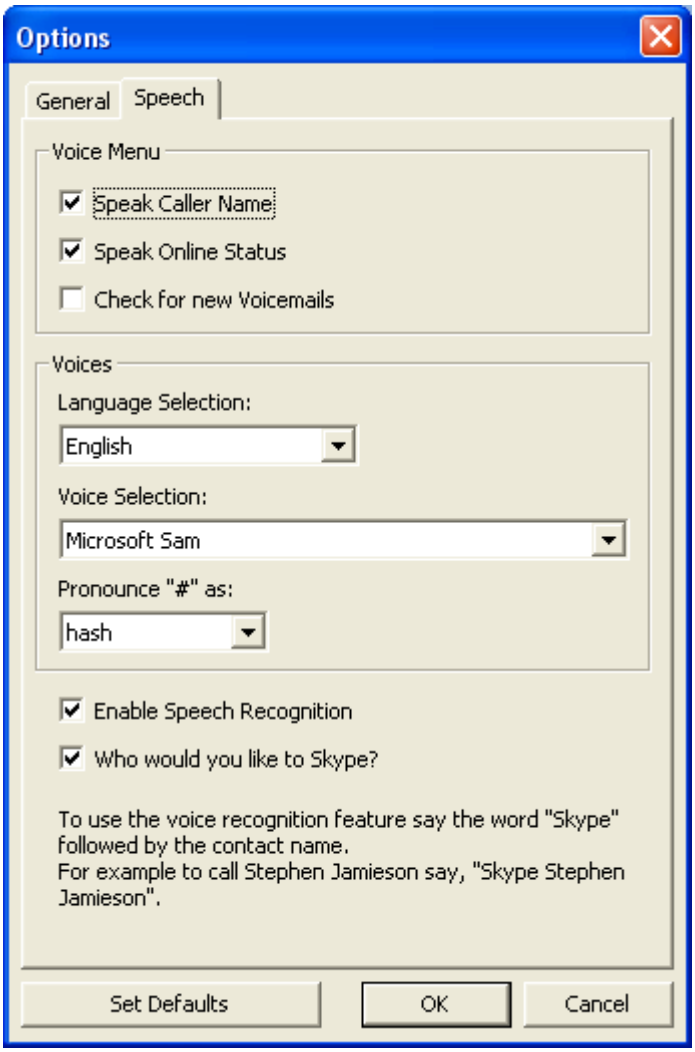
4 Click the **Speech** tab and set any of the following options:



Speak Caller Name
Check this box to hear the callers name when you receive a call. You can then answer the call by pressing **#** or reject the call by replacing the handset.

Speak Online Status
Check this box to hear the online/offline status when dialling a number using voice prompted dialling.

Check for New Voicemails
Check this box to hear a notification when you receive new Voicemail messages. You can then listen to the message by pressing **#**.

Language Selection
Select the language for the voice prompts: German, English, Spanish, French, Italian, Dutch, Russian, Chinese, and Portuguese.

Voice Selection
Select a male or female voice for the voice prompts.

Pronounce # as
Select "Hash" or "Pound" as the voice prompt for the # symbol.

Enable Speech Recognition
Check this box to use voice dialling. When the voice prompt asks who you want to call, say the word "Skype" followed by the Skype contact name to make the call.

Who would you like to Skype
Remove the check from this box to disable the "who would you like to Skype" voice prompt. Speech recognition remains active as long as the Enable Speech Recognition box is checked.

5 Click **OK** to make the changes, or click **Cancel** to reject the changes.

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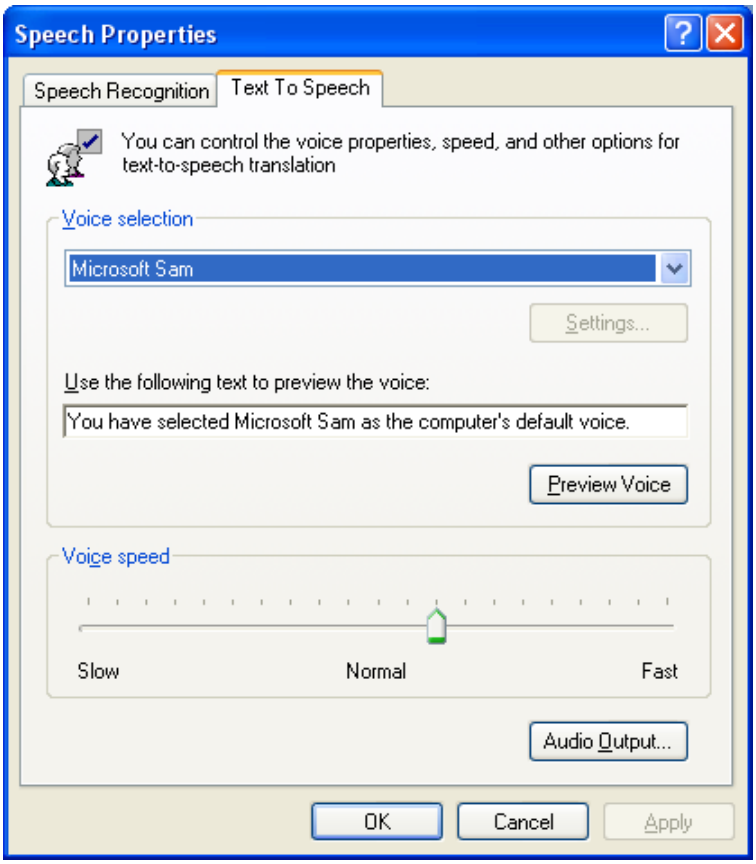
Speech Properties

The Speech Properties window allows you to configure the Microsoft® TTS Engine (Text To Speech) and to train the computer to recognize your voice.

1 Right-click the **HP Internet Handset** icon on the SysTray and select **Speech Options**. (You can also access Speech Properties through the Windows Control Panel under **Speech**.)



2 Click the **Text To Speech** tab.

3 Click **Audio Output** and set the audio output to HP Internet Handset or USB Audio Device (Windows 2000).

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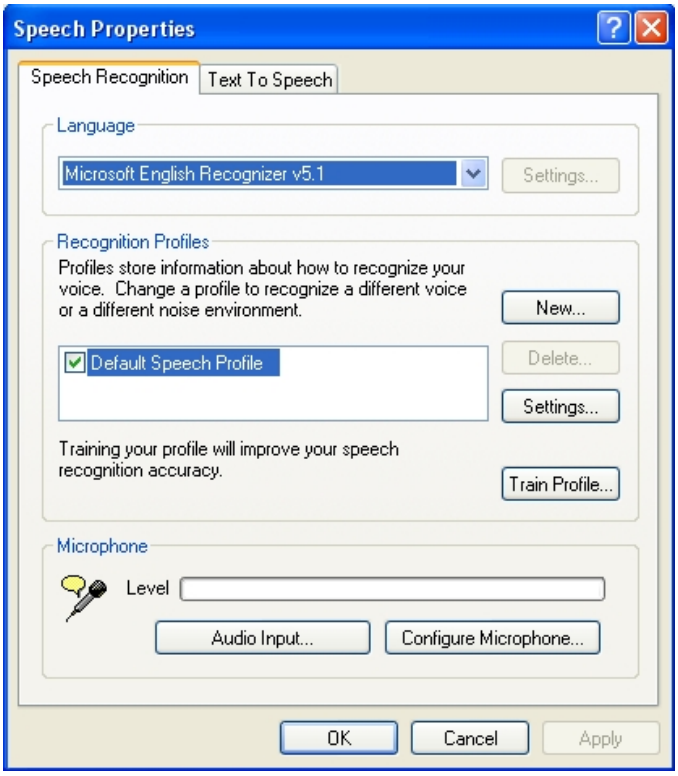
4 Click **OK**.



5 Click the **Speech Recognition** tab.

6 Click **Train Profile** and follow the on-screen instructions.

7 Click **OK** when you are finished, or click **Cancel** to exit without making any changes.

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Making Calls

Voice Dialling
To use voice dialling, right-click the **HP Internet Handset** icon on the SysTray and select **Options**. At the bottom of the Speech tab, place a check in the **Enable Speech Recognition** checkbox.

To make a call, lift the handset and a voice prompts, "Who would you like to Skype?" Say the word "Skype" followed by the name of the Skype contact you want to call, for example, "Skype David". The call connects and you hear a voice confirmation, for example, "Calling David".

Skype Contacts List
If you do not want to use voice dialling, lift the handset and press the **Contacts** button until you reach the Contacts tab in Skype. Use the volume up and down keys to scroll through your Skype contacts list. After you highlight the desired contact, press the **Dial** key to make a call to that contact.

Other Ways to Dial Skype Contacts
Lift the handset and press *****. A voice prompts, "Press digit to select Skype contact". Press the corresponding letters that appear on the number keys to dial the name of your Skype contact. For example, to call "David", dial 32843. The software reads a list of matching contacts when you dial the first one or two letters of the contact name. Press **#** and follow the voice prompts.

If Speak Online Status is enabled, a voice prompt tells you the online/offline status as the call is being made.

Skype to Skype Speed-Dial Numbers
Make sure that you associated speed-dial numbers for your contacts in Skype. To make a call, lift the handset, and enter the speed-dial number followed by the **Dial** key.

SkypeOut Calls
Press and hold the **0/+** key to enter a +. Dial the country code, followed by the area code (excluding the first zero), followed by the phone number. Then press the **Dial** key.

Skype Key
Press the **Contacts** key to toggle between Contacts, Dial and Calls List in Skype.

Hold Key
Press the **Hold** Key to put calls on hold. Press it again to take calls off hold.

Receiving Calls

When you receive a Skype call, the HP Internet Handset rings and the LED flashes. Lift the handset and answer the call.

If **Speak Caller Name** is enabled, a voice prompt announces. For example, "Press hash to accept the call from David". Press **#** to accept the call or hang up to reject the call.

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Listening to Voicemail

Visit www.skype.com for more information about SkypeIn and Skype Voicemail services.

Collecting Your Voicemail Messages

There are two ways to collect messages.

1 **Voice Announcement**
Right-click the **HP Internet Handset** icon on the SysTray. On the **Speech** tab, place a check in the **Check for New Voicemails** checkbox.

When you receive a voicemail, the LED on the handset flashes. Lift the handset and a voice prompts, "You have one new Voicemail message. Press **#** to listen." Press **#** to listen to the message.

2 **One-click Voicemail LED**
Right-click the **HP Internet Handset** icon on the SysTray. On the **Speech** tab, remove the check from the **Check for New Voicemails** checkbox.

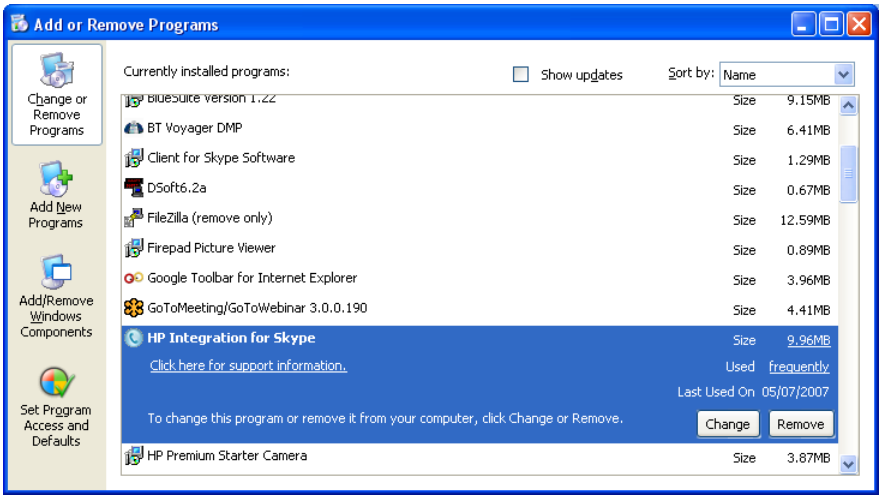
The LED on the handset flashes when a voicemail message is received. Lift the handset and press the **Voicemail** key to listen to the message. A voice prompts For example, "Voicemail from David received on (date and time)." The voicemail message automatically plays.

Troubleshooting

This section covers uninstalling the software and general troubleshooting.

Uninstalling HP Software

1 Click the **Windows Start Button**® and select **Control Panel**.
2 Select **Add/Remove** programs.
3 Select **HP Integration for Skype** and click **Remove**. Then follow the on-screen instructions.



4 After the uninstall finishes, click **Finish**, and restart your computer if prompted.

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Uninstalling Skype Software

1. Click the **Windows Start Button** and select **Control Panel**.
2. Select **Add/Remove** programs.
3. Select **Skype** and click **Remove**. Then follow the on-screen instructions.

Frequently Asked Questions

Why does my HP Internet Handset not ring for incoming calls?
See I can't dial any numbers. What could be wrong?

I can't dial any numbers. What could be wrong?
There could be several reasons for this:

- If you just installed the HP Internet Handset driver or integration, try restarting the computer with the HP Internet Handset attached to the USB port.
- Make sure there are no device conflicts in the computer Device Manager.
- Make sure both the **HP Internet Handset** and **Skype** icons are green on the SysTray.

How do I dial a '+' sign when making International calls?
Pressing two zeros (00) is equivalent to entering + when dialling international numbers, or if you prefer press and hold the **0** key until the + appears.

How do I rename a Skype contact?
Right-click the username you want to rename, click **Rename**, enter a new name, and then click **OK**.

How do I use Skype?
Visit www.skype.com for full details about how to use Skype.

If you have a Skype specific issue, visit www.skype.com and navigate to the Skype Forum.

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Identifying Software Versions

To identify the version of the HP Internet Handset software, right-click the **HP Internet Handset** icon on the SysTray and click **About**. To close the window, click **OK**.

To identify the version of Skype software, within Skype, click **Help** and then click **About**. To close the window, click the window.

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Software Updates

Periodically, software updates become available.

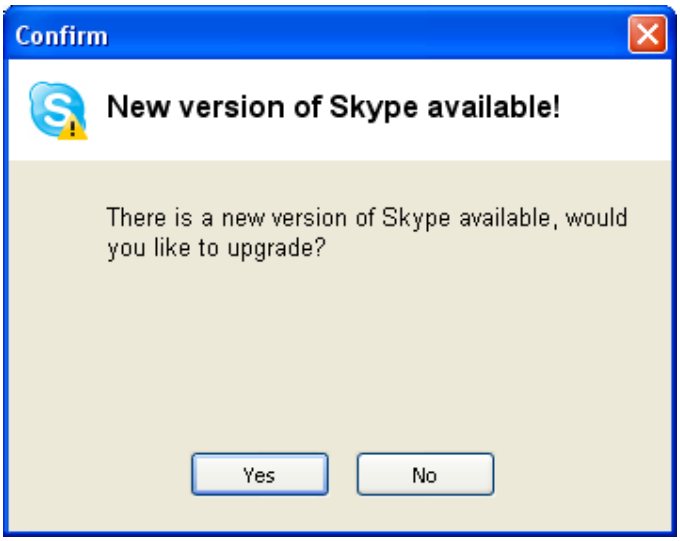
HP Internet Handset Updates

A pop-up message appears when a new version of the HP Internet Handset software becomes available.

Right-click the **HP Internet Handset** icon on the SysTray, and then click **Update** to begin downloading and installing the update. If no updates are available, the Update option is disabled.

Skype Updates

If new versions of Skype are available, you are notified automatically, unless you disabled the Automatic updates option within Skype.



Click **Yes** to get the latest Skype update. When updating Skype, your Skype login, contacts, and call logs are not deleted.

You can visit www.skype.com, if automatic updates are disabled in Skype.

Contacting Support

We can only assist with HP Internet Handset and HP Internet Handset software issues. To contact support directly, email hpbp@hp-voip.com giving as much detail as possible.

NOTE: We cannot help with Skype software queries.

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Technical Specifications

Cable length	1.6 metres
Supply voltage	5 V DC ± 5% from PC USB port
Current consumption	In use < 200mA Standby, approx 500uA
Max power consumption	1W
Frequency response	Microphone 100 Hz to 7 kHz Speaker 300 Hz to 7 kHz
Ringer output	>70dBA SPL
Keys	0–9, * and # Scroll (Volume) up/down Dial End call Microphone mute Contacts/Tab Hold Voicemail
LED's	Voicemail Ringer Microphone mute
Certifications	USB 1.1 and 2.0 Skype

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