



User's Guide

TVP-SP3

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ABOUT THIS GUIDE

This manual provides instructions and illustrations on how to use your TVP-SP3 VoIP USB Phone, including:

- Chapter 1, **Introduction**, provides the general information on the product.
- Chapter 2, **Hardware Installation**, describes the hardware installation procedure for the product.
- Chapter 3, **Utility Installation**, helps you to install and use the software.
- Chapter 4, **Using Application Control Panel**, completes the configuration using the web browser.
- Chapter 5, **Using USB Phone with Skype™**, describes how to use Skype phone lets you environment.
- Chapter 6, **Trouble Shooting**, list some common problems and answers.

Please note that the illustrations or setting values in this manual are **FOR YOUR REFERENCE ONLY**. The actual setting will depend on your PC.

INTRODUCTION

Congratulations on purchasing your TVP-SP3 ClearLink™ VoIP USB Phone (for Skype™), the easiest and convenience way to talk to friends, family members around the world.

The TVP-SP3 ClearLink™ VoIP phone provides simple way to make free Internet PC to PC call around the world. Simply plug the TVP-SP3 VoIP phone into the USB port of your PC, download Skype™ software, and you can start making calls. This phone is fully compatible with Skype for voice communication. It is designed as a mobile phone with quick dial and volume control buttons.

Package Contents

Unpack the package and check all the items carefully, and be certain that you have:

- ◆ One TVP-SP3
- ◆ One Quick Installation Guide
- ◆ One Installation CD-ROM containing the Phone Utility and the User's Guide.
- ◆ USB Cable (Type A to mini B)

If any item contained is damaged or missing, please contact your local dealer immediately. Also, keep the box and packing materials in case you need to ship the unit in the future.

System Requirements

- ◆ Computer with available USB
- ◆ Windows 2000 or XP
- ◆ 400 MHz Processor
- ◆ 128 MB RAM
- ◆ 15 MB free disk space on your hard drive
- ◆ Internet connection

* This requirements are subject to Skype software. For the latest requirement, please visit the Skype website.

General Features






- ◆ Compliant with VoIP (Voice over Internet Protocol) solution such as Skype
- ◆ Built-in hot-key functions to operate Skype™ software as easy as dialing a normal telephone
- ◆ Built-in speaker and microphone
- ◆ As compact as a mobile phone, easy to carry
- ◆ Echo-cancellation for better sound quality
- ◆ Selectable ring tones for incoming call alert
- ◆ Supports multiple languages
- ◆ As a speaker to broadcast music from PC
- ◆ LCD to display caller ID, contact list and calling list
- ◆ Compliant with USB 1.1 specification
- ◆ Bus-powered, no additional power adapter required






Product View

This section describes the externally visible features of the VoIP USB Phone.



Keypads and Controls

Icon	Function	Description
	Skype on/off Navigation tabs	<ul style="list-style-type: none"> • Open the Skype Window • Press and hold on it for 5 seconds to close Skype Window • Navigates between Skype tabs
Hold	Hold	<ul style="list-style-type: none"> • Call On hold • Switches between two calls.
	Dial Answer	<ul style="list-style-type: none"> • Dials/Redial • Answers a call.
	Hang Up/Reject Clear Dial Number	<ul style="list-style-type: none"> • Hangs up/Rejects a call • Deletes one number • Press and hold on it for 5 seconds to delete the whole number.
 	Scroll Up Scroll Down	Scroll up/down to select the special contact

Icon	Function	Description
	Contact List	Displays contact list.
	Calling List	Displays calling list.
	Ring tone	Ring tone Selection
0~9, +, #, ✖	Dial pad.	<ul style="list-style-type: none"> • Dial pad • Open Skype Window • Press “0” button for 5 seconds to display “+”
Vol + / _	Volume Up/Down	Increases/decreases the speaker volume.
	Mute	Mutes the microphone. Pressing it again turns mute off.
	USB Connector	USB 1.1 compliant Mini B type female connector

HARDWARE INSTALLATION

Networking Application

The following diagram explains the application of your USB Phone.



Installing the VoIP Phone

Connect one end of the provided USB cable to the VoIP USB phone and the other end to your computer's USB port. When connected to your computer, Windows will automatically detect the new device.

Under Windows XP/2000, you don't need to install the driver. The system will automatically install Windows built-in audio driver. If prompted to restart the computer, click **Yes**. After that, you are ready to use the USB phone

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APPLICATION INSTALLATION

The USB Phone utility comes with a control panel allowing users to adjust USB phone settings as required. This chapter describes the functions available through the utility control panel. Since the default settings satisfy most users' needs, you can just proceed to next chapter to start using the USB phone.

Auto-Run Installation

Insert the Installation CD-ROM into your computer's CD-ROM drive to initiate the Auto-Run program, and the menu screen will appear as below.



- **Install Utility** – click to install the Utility
- **Install Skype** – click to install Skype Software
- **User's Guide**– click to preview the *User's Guide* in PDF format for detailed information of the USB Phone
- **Bonus**– click to install Skylook. The Skylook is the program to get Skype™ and Microsoft™ Outlook™ together
- **Exit** – click to close the Auto-Run program.

Installing Skype™ Utility

1. If Skype is not yet installed on your computer, please installed it form the provided CD-ROM or download Skype™ installation file from www.skype.com
2. Double-click the installation file you've downloaded and then follow the on-screen prompts to complete the installation.

Note: If you're using Skype version 2.0, please upgrade to Skype™ 2.5 to ensure the compatibility.

Installing Utility

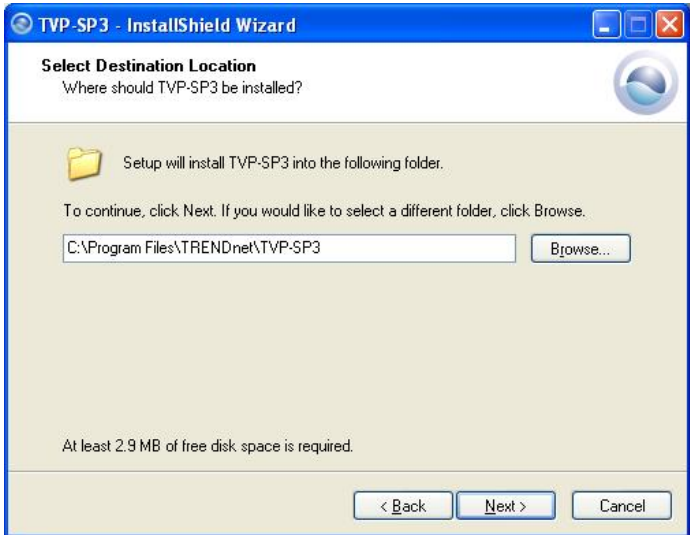
The provided application is a tool that enables your USB phone to communicate with Skype™. You have to install the application so that the USB phone can access Skype™ functionality.

Installing Utility

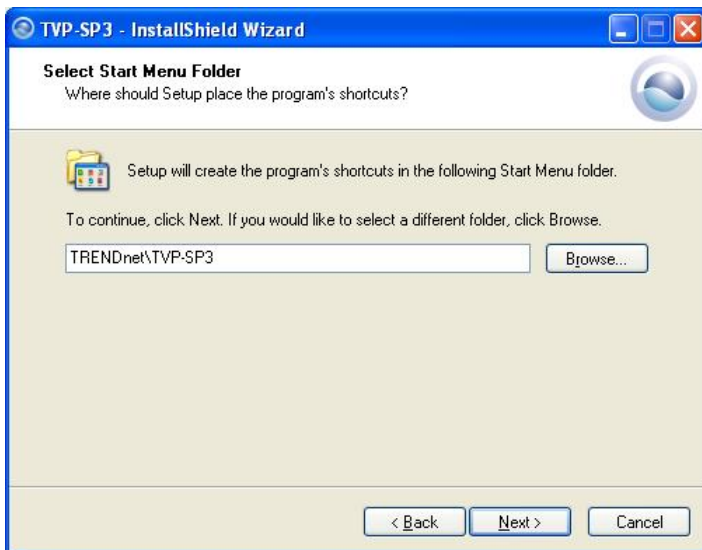
1. Click **Install Utility** from the Auto-Run menu screen. Once executed, the Setup program will extract files to launch the InstallShield Wizard; then, click *Next* > in the welcome screen of InstallShield Wizard.



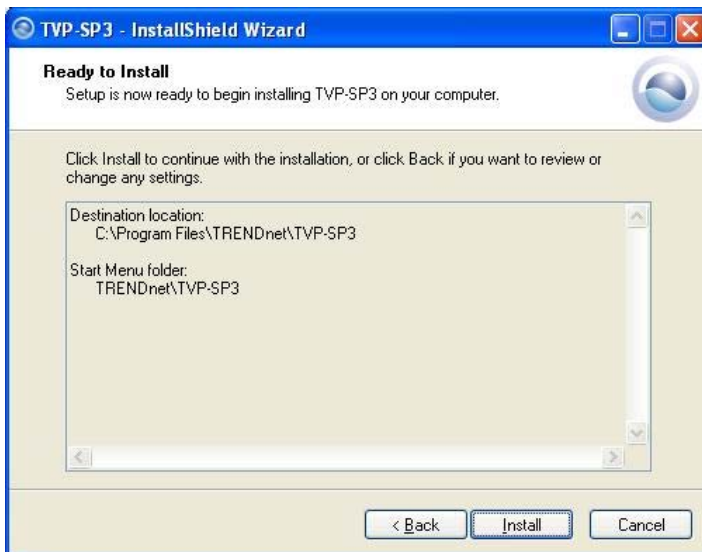
2. Choose the destination location. If no specific requirement, leave the default setting and click *Next >*.



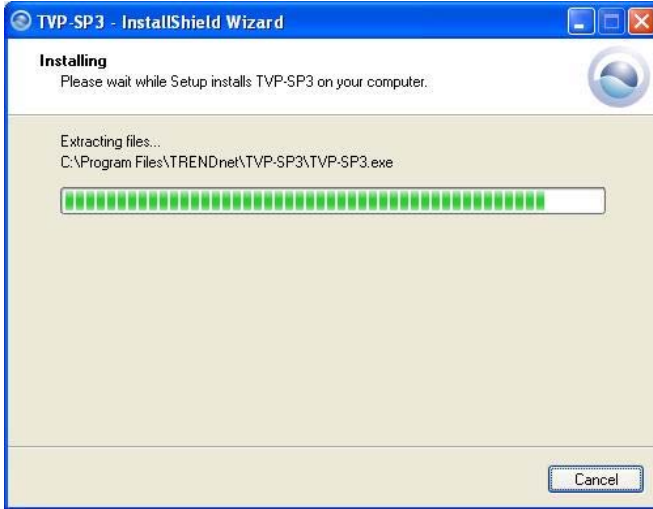
3. Select a shortcut folder and click **Next**



4. Click **Install** to begin the installation.



5. The InstallShield Wizard starts to install the software, and the Progress bar indicates the installation is proceeding.



6. When completed, click *Finish*.



7. If Skype is launched, the following screen will appear, select **Allow this program to use Skype** and click **OK**



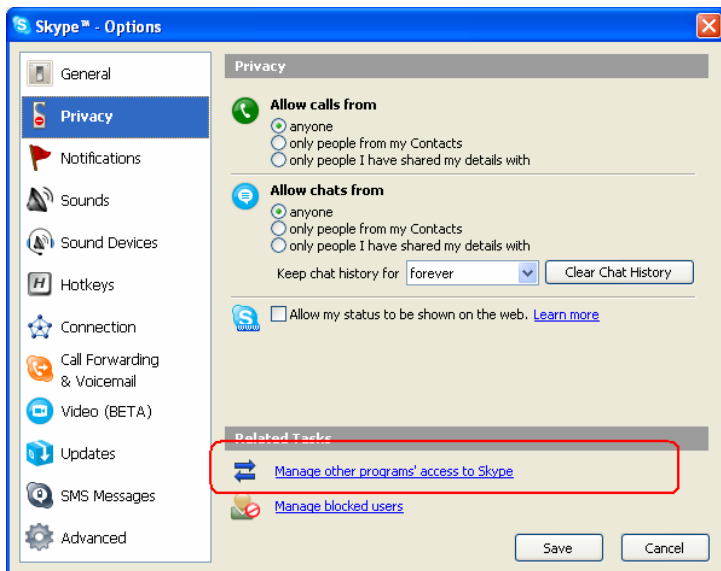
8. After the installation, the application starts automatically with its icon located in the system tray. It also starts automatically at system startup



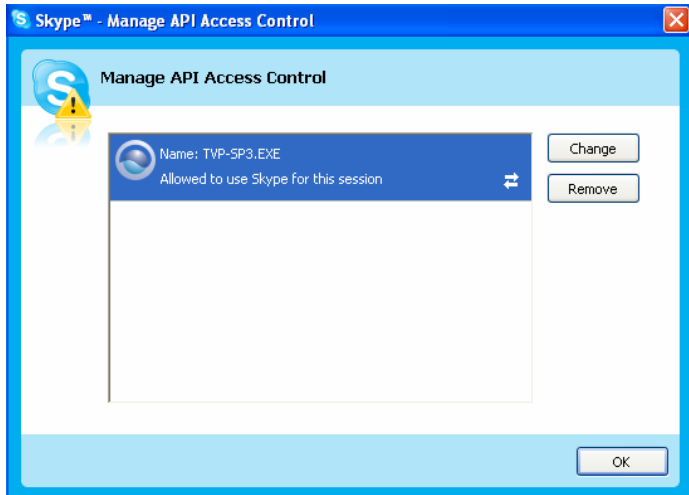
Managing Application Access to Skype™

You should always let your application use Skype™ so that you can use the USB phone. If you accidentally select the **Do not allow this program to use Skype** option, open Skype™ window and take these steps:

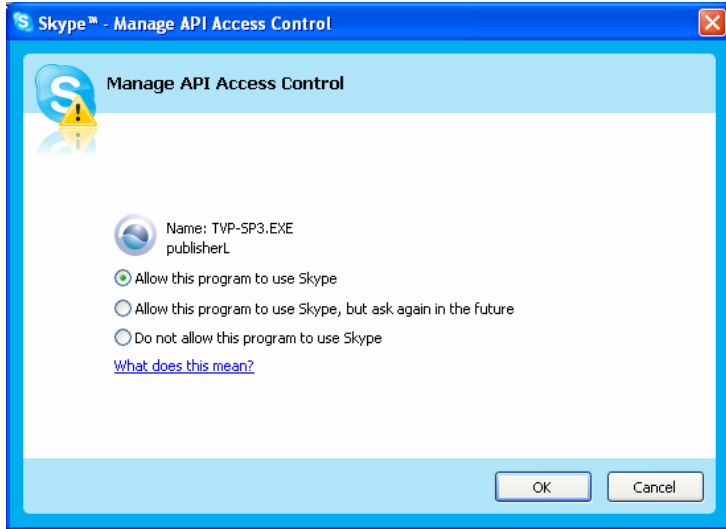
1. Click **Tool > Options > Privacy > Manage other program's access to Sky**



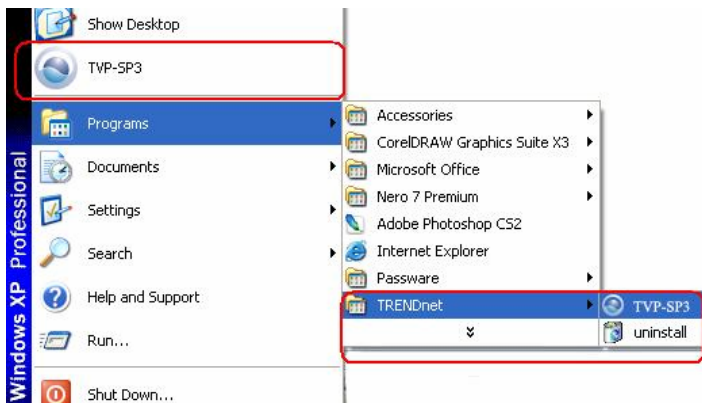
2. Select **USBPHONEFORSKYPE.EXE** and click **Change**.



3. Re-select a proper option to let the provided program access Skype.



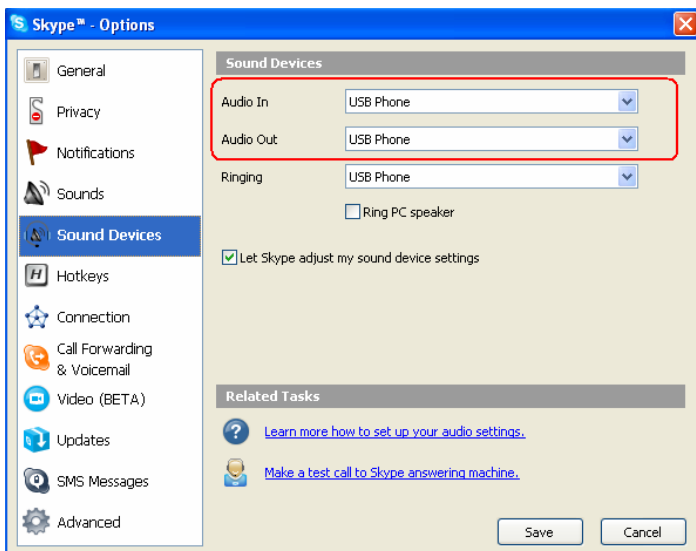
4. Re-start the application to active your changes. Right-click the application systray icon and choose **Exit**. Then click **Start >> TVP-SP3** or **Start > Program > TRENDnet > TVP-SP3** to restart the application.



Verify Skype™ Audio Setting

When the USB phone is plugged, it should be automatically set as Skype's default audio devices.

To verify the audio setting in Skype, click **Tools > Options > Sound Devices**. Make sure the **Audio In** (microphone) and **Audio Out** (speaker) and are correctly configured to use the USB phone.



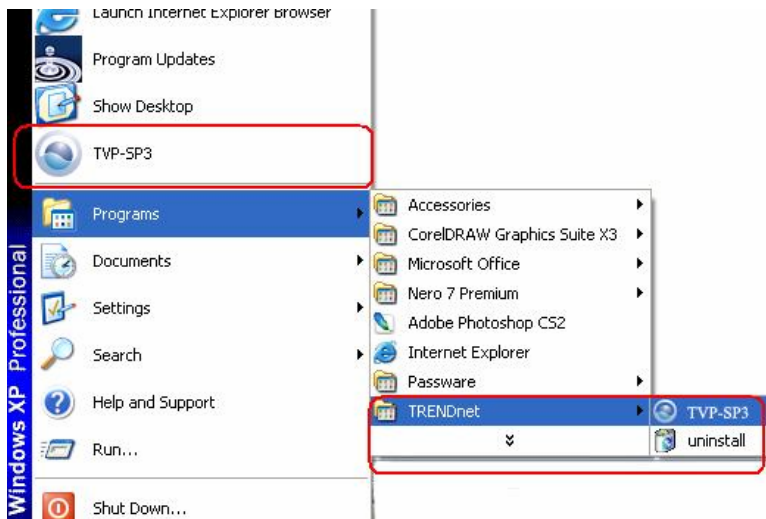
USING APPLICATION CONTROL PANEL

The USB Phone application comes with a control panel allowing users to adjust USB phone settings as required. This chapter describes the functions available through the application control panel. Since the default settings satisfy most users' needs, you can just proceed to next chapter to start using the USB phone.

Accessing USB Phone Application

After the application installation, a program group is added to Windows programs menu. Using the programs menu, you can perform these tasks:

- If the application is closed, you can restart it by selecting **Start > Program > TRENDnet > TVP-SP3**
- Uninstall the application by selecting **Start > Programs > TRENDnet > Uninstall.**



After the installation, the application also starts automatically with its icon located in the system tray. It also starts automatically at system startup.



Viewing Connection Status

Place the cursor over the application systray icon and you can view the connection status of the USB phone and Skype™. Make sure both are connected as the following picture indicates.

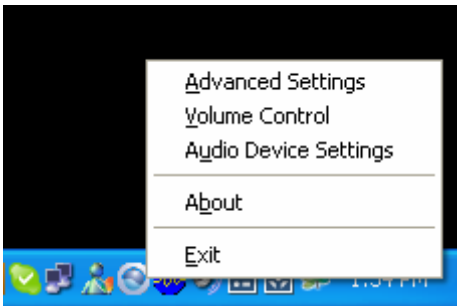


The Management Screen of the Configuration Utility

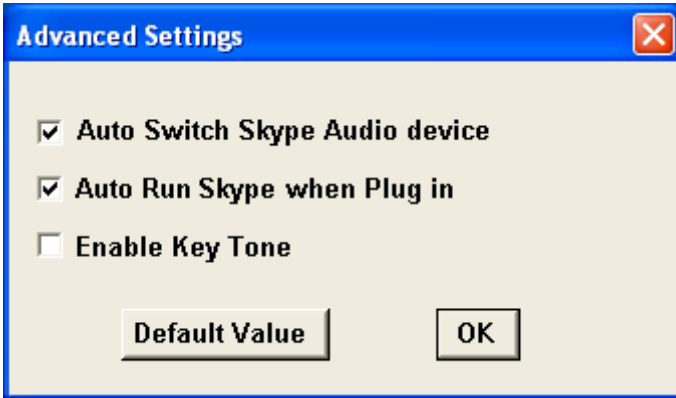
The Home screen displays the basic information of the USB Phone. As shown above, the **System** displays the status of your USB Phone. Clicking the icon will go to advanced setting.

Using the Application Control Panel

Right-clicking the application icon in the system tray brings out a context menu. The configurations you can make are describes as follows.



Advance Setting



- **Auto Switch Skype Audio Device**

Enabled: When the USB phone is plugged, the phone will be automatically set as Skype™ default audio devices. When unplugged, Skype™ audio device automatically switches to Windows default audio device, e.g., your sound card.

Disabled: Skype™ will use Windows default audio device unless you manually specify your USB phone via **Tools > Options > Sound Devices**.

- **Auto Run Skype™ when Plug in**

When enabled, if Skype™ is not activated, plugging the USB phone will launch Skype™ and automatically log you in.

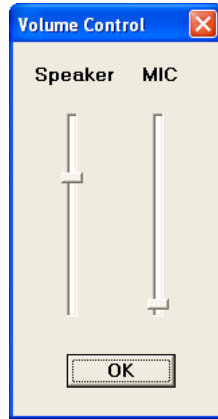
- **Enable Key Tone**

The USB phone's key tone is disabled by default. You can check this option to enable the key tone function. (Make sure to click OK to enable the setting.)

To reset the settings on this tab to the defaults, click the **Default Value** button.

Volume Control

This item allows you to adjust the USB phone's speaker and microphone volume.



Windows Audio Devices Settings

This dialogue box controls which audio device is used by Windows. It is a shortcut to Windows audio device settings under Control Panel. The screenshot below indicates a default setting, which allows Windows to still use the sound card for PC music playback when a USB phone is plugged. If you prefer to use your sound card for PC music playback, it's suggested that you keep the defaults.



Only current available devices appear in the drop-down list.

If USB phone (USB Audio Device) is selected, Windows will use it for music playback/recording. Once the USB phone is unplugged, Windows turns to use current available audio devices, e.g., the sound card, instead.

View Version Information

Please verify the configurations and click “Yes” to save settings.



* Actual version depends on your USB Phone

Exit USB Phone Application

To exit the application, right-click the application systray icon and choose **Exit**.

USING USB PHONE WITH SKYPE™

Connecting the USB Phone

When the USB phone is connected to a powered-on computer, the LCD backlight will turn on and the device will start to connect to the installed application. When the connection is established, **USB Phone** is displayed indicating the device is ready for use.



ClearLink

Note: If **Software Inactive** keeps showing on the display in Windows XP/2000, this means the device cannot find the the USB phone application. Make sure you have lanuched the application to avoid this message.

Calling Skype User

Prerequisites

To call a Skype user, you have to launch Skype™ and log in to Skype™. And you should have added desired Skype user(s) to your contact list. Then take the steps below to call a Skype user:

Loading the Contact List on LCD Panel

1. Press the **Contact List** key to load the Skype contact list.
Only one contact is displayed at a time. The top-right icon indicates the online status of the contact. ☑👤 means online while ☒👤 means offline.
2. Scroll with **Scroll Up / Down** to reach the desired contact. You can keep pressing **Scroll Up / Down** to quickly scroll through the list. (To exit the contact list, press the **Contact List** key again or press the **Hang Up** key.
3. To call current contact, just press the **Dial** key. While establishing the communication, the screen is as below.



4. When the call is answered, 📞 appears on the screen. You can start the communication now. To end the call, press the **Hang Up** key.



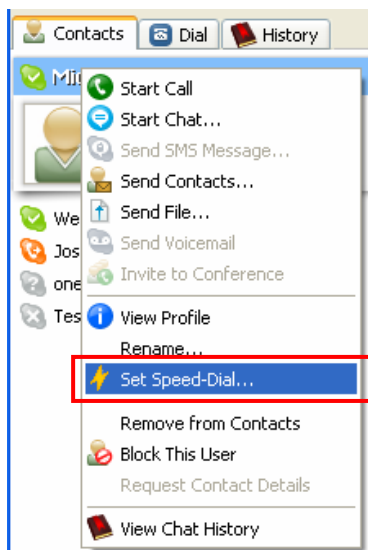
Using the Contact List on Skype™ Window

1. Press the **Skype On** key on the USB phone to open the Skype window (if not open) and switch to the **Contacts** tab.
2. Select your target contact. You can use mouse or the **Scroll Up / Down** key on the USB phone to scroll through the contact list.
3. Press the **Dial** key to call the desired contact. To end the call, press the **Hang Up** key.

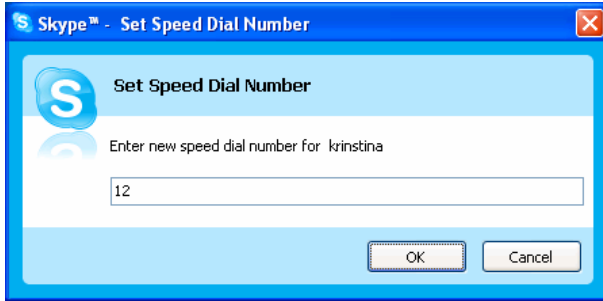
Speed Dialing

To use the speed dialing function, you should assign the speed dial number to your target contact via Skype™ window first.

1. In Skype™ window, go to the Contacts tab and select your desired contact. Right-click the contact and select **Set Speed-Dial**.



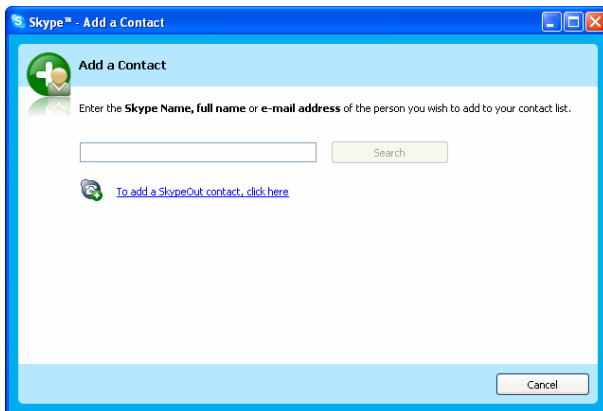
2. Assign a number as a speed dial number using your keyboard.



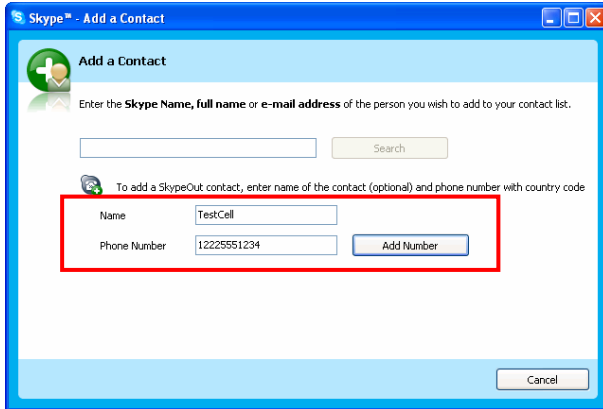
Once the speed dial number is assigned, just use the USB phone's keypad to dial the number and then press the **Dial** key to make the call.

Using SkypeOut™ to Call Regular Phones

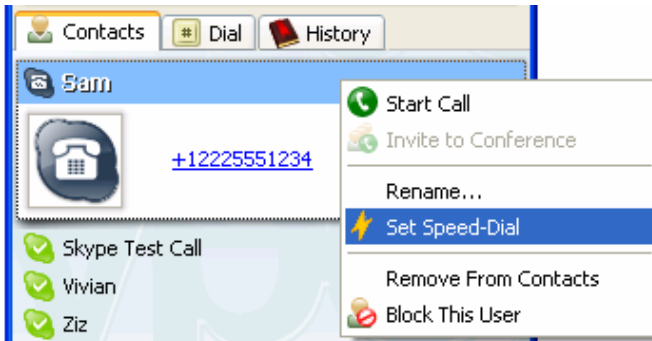
1. To save a SkypeOut™ number, click **Contacts > Add a Contact**.
2. Click the item for adding a SkypeOut™ contact.



- Type in a name or description for this phone number and enter the phone number. Then click **Add Number**. (No need to enter "+" or "00" before the actual number; Skype™ will automatically add it to make it SkypeOut™ compatible.)



After adding the SkypeOut™ number to your contacts list, you can also assign a speed-dial number to the contact.

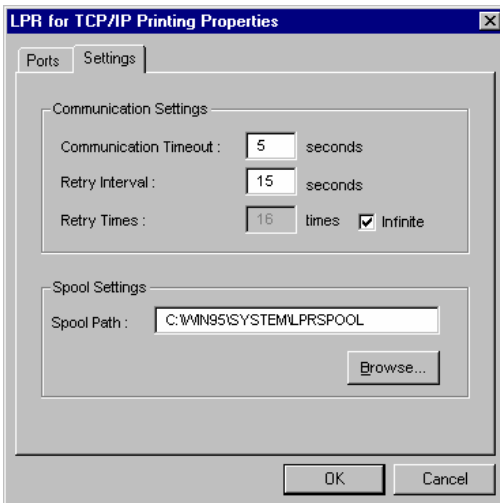
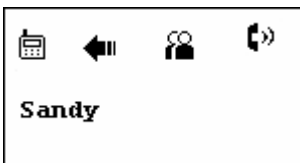


Answering a Call

On an incoming call, the USB phone will be ringing and the LCD backlight will flash with the caller ID displayed (if available).



Press the **Dial** key to answer the call. To end a call, press the **Hang Up** key.

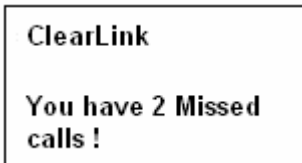



Ending / Rejecting a Call

To end or reject a call, press the **Hang Up** key




Missed Calls

In case you have missed calls, the LCD will display a message of missed calls.



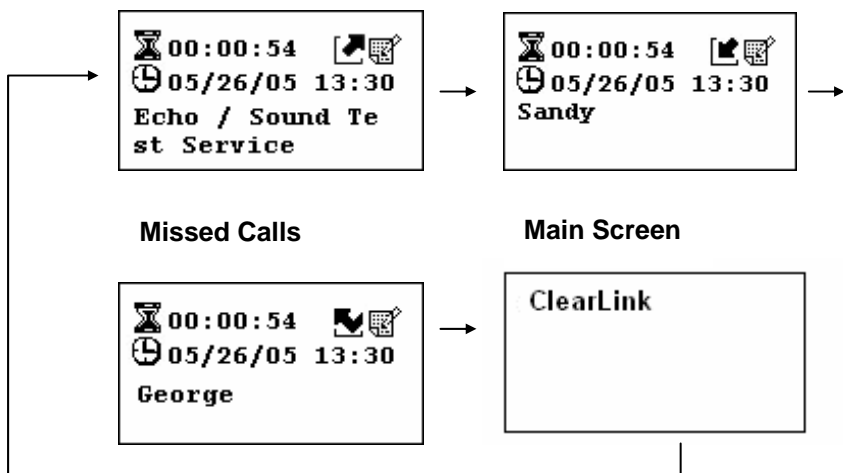
To view details of missed calls, press the **Calling List** key repeatedly until the list of missed calls () is displayed.

Loading Calling List

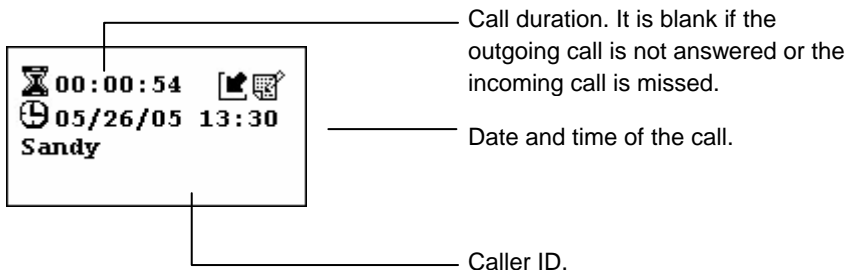
Pressing the **Calling List** key allows you to load the calling list. You can press the **Calling List** key repeatedly to switch between the list of outgoing calls () , incoming calls (, including rejected calls), missed calls () and main screen. Most recently dialed or received call is displayed first.

Outgoing Calls

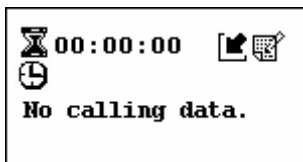
Incoming Calls



An incoming call record example is as below:



The screen below indicates an empty incoming calls list example.



At the calling list screen, you can:

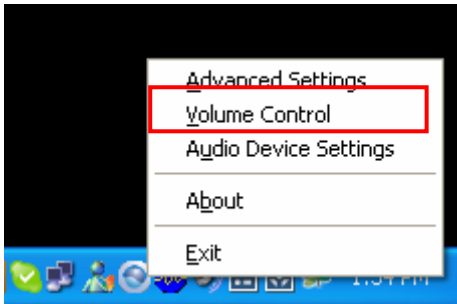
- Use the **Scroll Up / Down** key to scroll through the list. You can keep pressing **Scroll Up / Down** to quickly scroll through the list.
- Press the **Dial** key to call the contact being displayed.
- Press the **Hang Up** key to exit the calling list and returns to LCD main screen.

Adjusting Speaker Volume

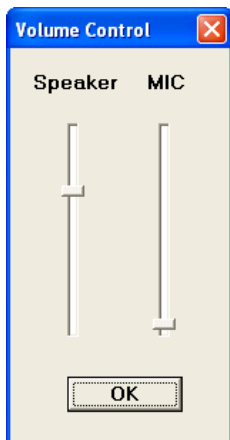
During your conversation, you can press the **Volume Up** or **Volume Down** key to increase or decrease the speaker volume.

To specifically adjust the volume or examine current volume level:

1. Right-click the application systray icon and select **Volume Control**.






2. Adjust the volume by moving the slider up or down. You can do this by mouse/keyboard or by pressing the **Volume Up** or **Volume Down** key on the USB phone.



Adjusting Microphone Volume

1. Right-click the application icon in the system tray and select **Volume Control**.
2. Click the MIC slider and then use the mouse/keyboard to adjust the volume by moving the slider up or down.

Muting

To mute the microphone during a call, press the  key. When mute is on, a mute icon  is displayed on the screen. To turn mute off, just press the  key again.



Redialing

Press the **Calling List** key to load the last outgoing call and then press the **Dial** key.

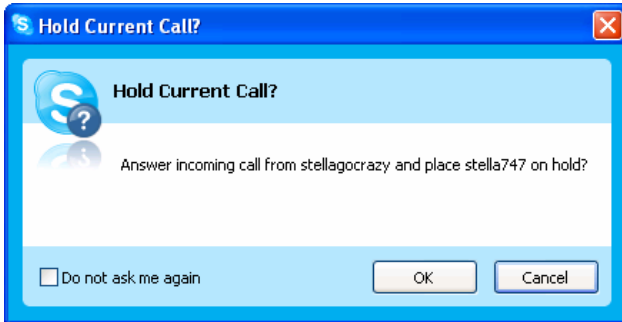
Calling Waiting

The call waiting feature allows you to receive or make a second call and also to switch between the two calls at the same time.

If a second call is coming while you're phoning, you will hear a knocking sound. To answer the incoming call and place the first call on hold, press the **Answer** or the **HOLD** key. After that, you can easily switch between the two calls by just pressing the **HOLD** key. A hold icon will be briefly displayed for the call being held.

To make second call while you are phoning, double-click the desired contact using the **Contacts** tab in Skype™ window. When the second call is made, you can press the **HOLD** key to switch between the two calls.

Note that if you are holding a call for the first time, Skype™ will pop up a message as below. Make sure to check the **Do not ask me again** check box to avoid this message.



If you are talking to only one party, the **HOLD** key functions like a mute key. Pressing the **HOLD** key again can resume the call.

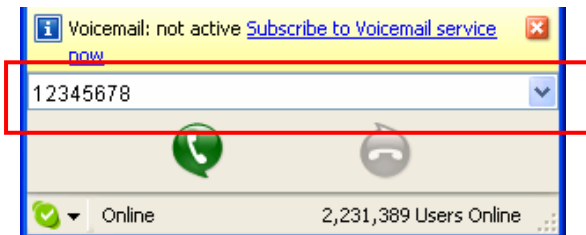


Indicates a call on hold.


Clearing the Entered Number

To erase single character from end: When entering numbers, if needed, you can remove a single number from the end of the string at any time by short pressing the **Hang Up** key.

To erase all the entered numbers: To erase all the numbers from the Skype™ address bar at a time, press the **Hang Up** key.



Selecting a Ring Tone

The USB phone comes with four kinds of built-in ring tones. To select a ring tone, just press  repeatedly until the desired one is reached.

Skype™ Status and Response Mode

The USB phone's respond mode varies according to your Skype™ status as described in the table below:

Skype™ Status	USB Phone Ringer	USB Phone LCD Backlight
Offline	No Ring	No
Online	Ring	Flash
Skype™ Me	Ring	Flash
Away	Ring	Flash
Not Available	Ring	Flash
Do Not Disturb	No Ring	Light on briefly

Invisible

Ring

Flash

TROUBLE SHOOTING

Sound Devices Problems

Q1. While using Skype™ for voice conversation:

- There is no dial tone after pressing the dial key.
- I cannot hear the other party on my USB phone.
- I hear the other party on my PC's sound card (or another USB speaker) instead of the USB phone.
- The other party cannot hear me.

A1. Make sure your software is configured to use USB phone as the audio in/out device.

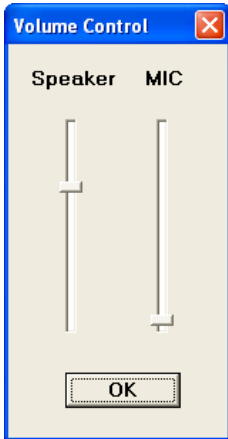
In Skype™ window, click **Tools > Options > Sound Devices**. Make sure the **Audio In** (microphone) and **Audio Out** (speaker) and are correctly configured to use **USB Audio Device**, i.e., the USB phone.



It's suggested that you enable **Auto Switch Skype Audio Device** in **Advanced Settings** of the application control panel. This ensures Skype™ always uses the USB phone whenever it is plugged.



If the USB phone is already selected, verify that the speaker/microphone volume is properly configured by right-clicking application systray icon and select **Volume Control**.



- Q2. When using the USB phone, I didn't press the **Mute** key and the mute icon is not displayed on the LCD either. But the other party cannot hear my voice. (I've verified that the USB phone is set as the microphone device in Skype™.)
- A2. It may be that the USB phone's microphone volume is either mute or set too low. Right-click the application systray icon and select **Volume Control**. Then make sure the microphone volume is properly set.
- Q3. While using the USB phone to make/answer a call in Skype™, can I still play music by my PC's sound card or USB speaker?
- A3. After you install the USB phone and application, Windows audio device should stay unchanged so that music playback still use the previous audio device, e.g., PC's sound card. If not, just set your preferred device as the Windows playback device as follows.
1. Right-click the application systray icon and select **Audio Device Settings**.
 2. Select the sound card or USB speaker as the speaker. This ensures Windows to use the specified device for PC music playback.



Application Problems and Error Messages

Q1. The LCD keeps displaying **Software Inactive**.

A1. Verify the following:

1. Make sure you have installed the provided application and allow the application to use Skype™. Refer to the section “**Application Installation**” on page 12 for instructions.
2. Make sure the application is launched. If not, click **Start > USB Phone for Skype** and re-plug the USB phone. When the application is launched, its icon should appear in the system tray.



3. The phone’s LCD should display **USB Phone** now, indicating it’s ready for use.

Q2. I got a **Wrong Number** message on the LCD.

A2. It appears when you’ve dialed an invalid number.

Q3. I got a Skype™ error “Problem with recording Device”.

- A3. This may occur if you hot unplug the phone while phoning.
Avoid hot unplugging while phoning.
- Q4. I've deleted missed call entries in the Skype™, but the LCD still shows missed call notification.
The number of the missed calls showed in the LCD doesn't correspond to the actual number in Skype™.
- A4. This happens if you are using Skype™ 2.0. Please upgrade your Skype™ to version 2.5.

Other Problems

- Q1. On the LCD, I loaded my target contact a few minutes ago but I didn't make the call. Later, since the LCD stays on that contact with an online indicator, I press the dial key trying to make a call but the call cannot be made.
- A1. It could be that the contact has gone offline during the time elapsed. You should return to the main screen and press the **Contact List** key again to refresh the contact list.
- Q2. In Skype™ window, I've changed the sound alert to use a preferred wav file for an incoming call. But when USB Phone is ringing on an incoming a call, it still uses the phone's ring tone.
- A2. Note that the ring tone is controlled on the device side while sound alerts on Skype™ side. When receiving a call, both ring tone and sound alert could be heard. The ring tone is heard from the buzzer (on the USB Phone's back) and is much louder. Your customized sound alert is heard from the phone's speaker.
- Q3. I cannot use the USB phone with Skype™ in Windows 98/ME.

- A3. Skype™ doesn't support Windows 98/ME. To use the USB phone with Skype™ under Windows, you should be under Windows 2000/XP. For the information on compatible operating system and system requirements, please visit the Skype™ website.
- Q4. No caller ID is displayed when making a call.
- A4. If you use the Skype™ window to call the target contact but the contact is offline, no caller ID will be displayed.

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TVP-SP3 – 2 Years Warranty

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Product Warranty Registration

Please take a moment to register your product online.

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