

Acer EZverge Personal  
VoIP Gateway  
User Manual

Rev. 1.2.6

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# 1 Introduction

## 1.1 Welcome

Thank you for choosing the Acer EZverge Personal VoIP Gateway PCI card. Acer EZverge allows you to make a traditional landline call or Skype call (an internet telephony program) using a regular analog wired/cordless phone or DECT (Digital Enhanced Cordless Telecommunications) phone. The landline is always available through Acer EZverge for emergency calls even if Acer EZverge is not functional. Acer EZverge supports both multiple calls (switching between calls from multiple contacts) and conference calls (talking to one Skype contact and one landline contact simultaneously). With these functions and Acer EZverge's user-friendly interface, it is simple and convenient to chat simultaneously with several contacts.

Acer EZverge offers a simple and convenient user interface for operation. You can easily use it with a regular analog telephone or, by connecting Acer EZverge with a cordless or DECT phone, you can make or receive a Skype call through the handset keypad without having to stay close to your computer. You can carry the handset away from the computer and not need to worry about missing a single call (landline or Skype).

## 2 Package contents

The Acer EZverge package includes the following.

- |  |                           |
|--|---------------------------|
| <b>1. Acer EZverge personal VoIP gateway</b> | <b>2. Telephone cable</b> |
| <b>3. CD-ROM</b>                             | <b>4. User's Guide</b>    |
| <b>5. Quick Start Guide</b>                  |                           |

### 2.1 Requirements

In order to install the Acer EZverge adapter you will need the following:

1. Acer EZverge PCI adapter
2. RJ-11 cable
3. Telephone (regular telephone, cordless phone, DECT phone or other)
4. Telephone service

5. Internet service (broadband recommended)

## 3 Installing and uninstalling Acer EZverge

### 3.1 Installing Acer EZverge

The following instructions will guide you through installing Acer EZverge.

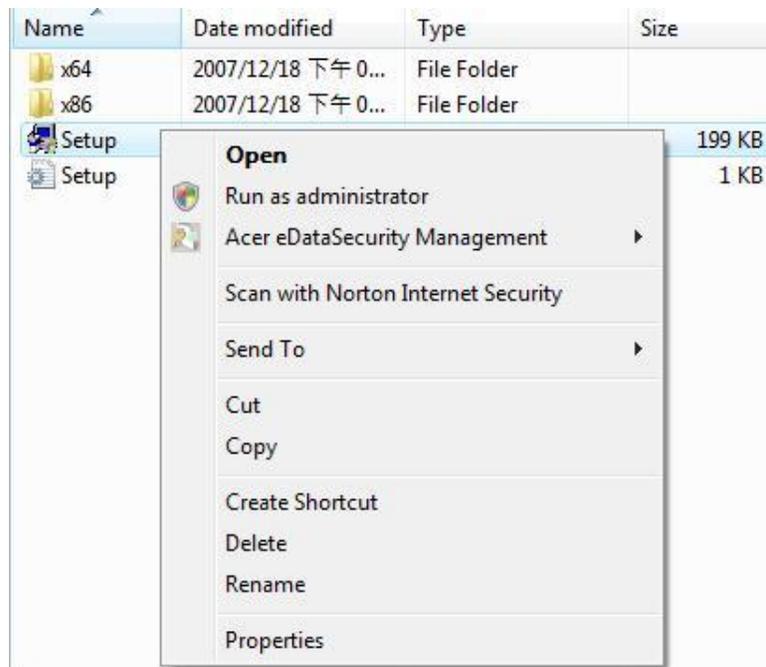
- Shut down the PC and plug in the Acer EZverge adapter. (3.1.1)
- Turn on the PC and wait for the New Hardware Found Wizard. (3.1.1)
- Configure Acer EZverge hardware. (3.1.2)
- Install Skype. (3.1.3)
- Verify the installation is correct. (3.1.4)
- Enjoy Skype calls with Acer EZverge.

#### 3.1.1 Install the Acer EZverge adapter

If there is no Acer EZverge adapter in the PC, please shut down the PC and insert the Acer EZverge adapter to one of the PCI slots. Boot the PC. When you see the window shown by the picture below, don't press anything (don't choose "Locate and install driver software (recommended)" or "Don't show this message again for this device"). If the Acer EZverge adapter and its software are already installed, then please skip this section and go to section 3.1.2.



Please insert the Acer EZverge CD and run **setup.exe** by either double-clicking on it or right-clicking and choosing **Open** as shown by the picture below:



After running setup.exe, Microsoft Windows will prompt you to complete the installation. You can refer to the following steps for pop-up window prompts:

1. Click **Next** when the "Welcome to the Acer EZverge Setup Wizard" window appears.
2. Click **Accept** after you have read and agreed to the "End-User License Agreement."
3. Click **Browse** to select your application target folder and then click **Next**.
4. Click **Install** to begin your Acer EZverge installation when the "Ready to Install" window appears.
5. The window "Installing Acer EZverge" reports installation status.
6. Click **Finish** after completing the Acer EZverge Setup Wizard.

The Acer EZverge software is now installed on your computer.

### 3.1.2 Setup the Acer EZverge hardware

Connect a standard telephone handset to the Acer EZverge Phone port using a telephone cable as shown below. Connect a telephone cable between the Acer EZverge Line port and a landline as shown below.



### 3.1.3 Install Skype

To set up the Acer EZverge adapter completely, you are required to install Skype on your computer before you can use the Acer EZverge application. You should keep the Acer EZverge software updated to the latest version to ensure your Acer EZverge software works seamlessly with Skype's future releases, since Skype's new release version might change software behavior.

If Skype is not installed on your computer, please follow the following steps to complete the Skype installation.

1. Visit <http://www.skype.com>.
2. Click **Download** for the free Skype download.
3. After finishing the download, double-click the downloaded file.
4. You can check Help on the Skype website and then follow the guide to install Skype.
5. After installation, log in with your Skype user account before using Acer EZverge.

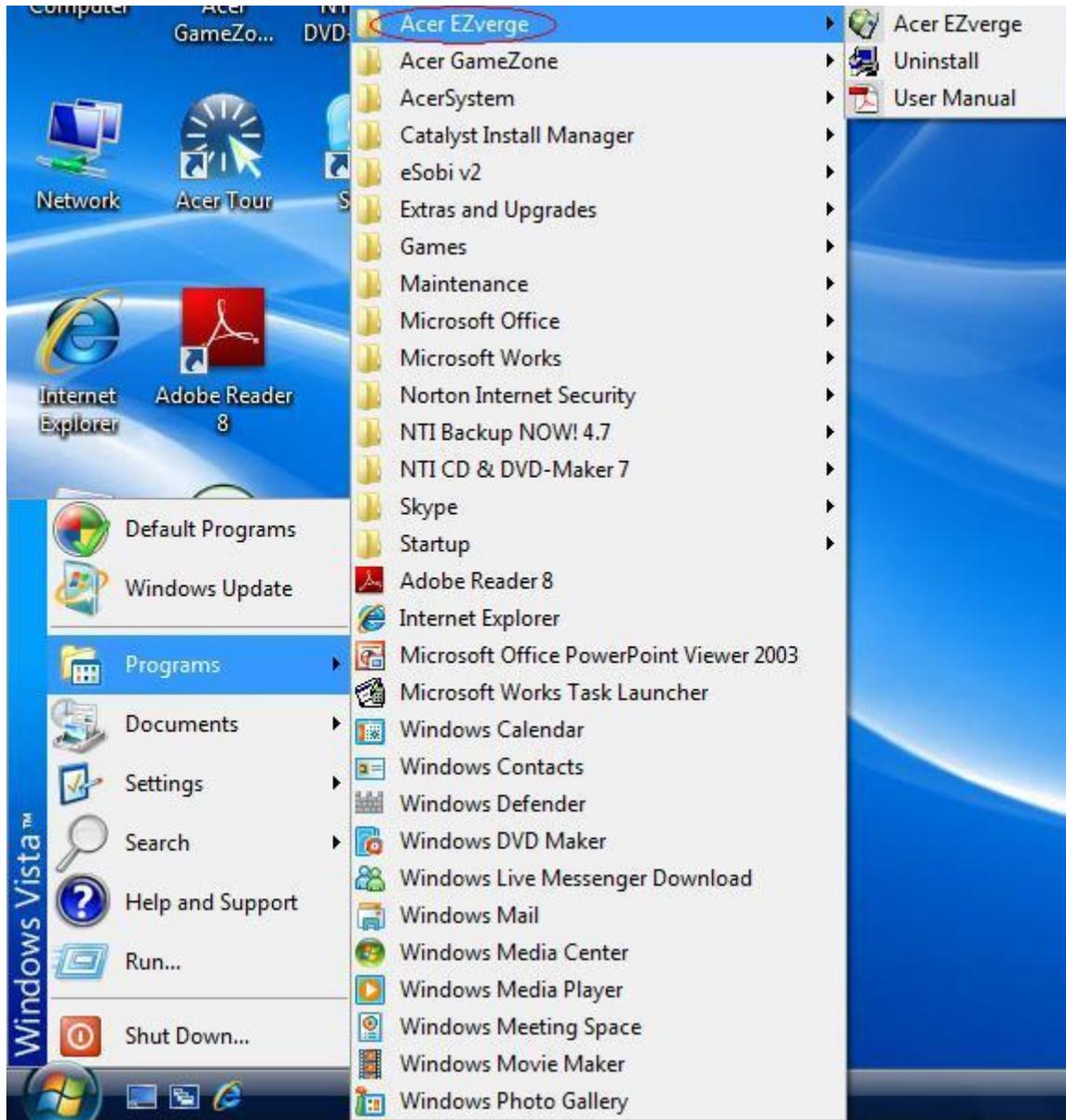
### 3.1.4 Verify installation

With both Acer EZverge and Skype installations complete, you should see the following message appear near the System Tray and a green telephone icon tray icon (circled in red below).



The green telephone icon indicates that Acer EZverge software is installed and running and that you can start to enjoy Skype calls via Acer EZverge.

You will see a new program group named Acer EZverge, accessible from Start -> All Programs as shown below.

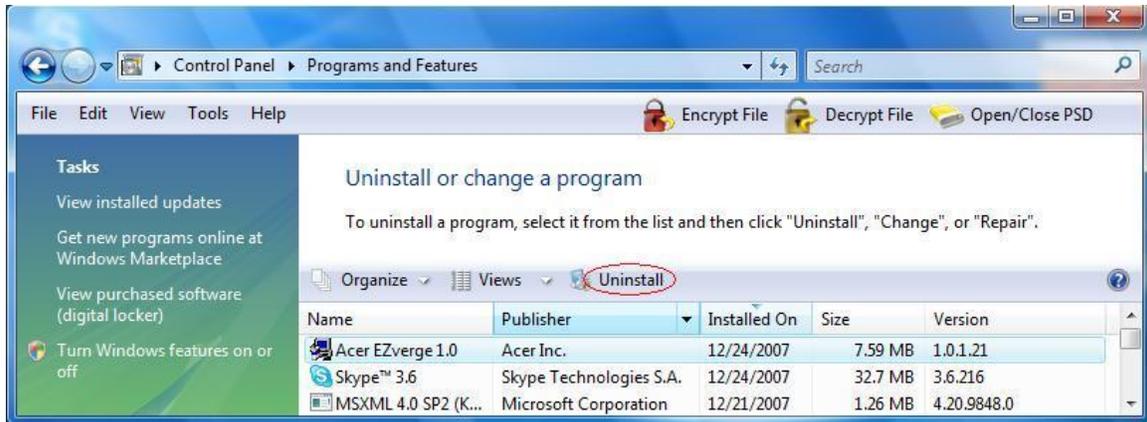


### 3.2 Uninstalling Acer EZverge

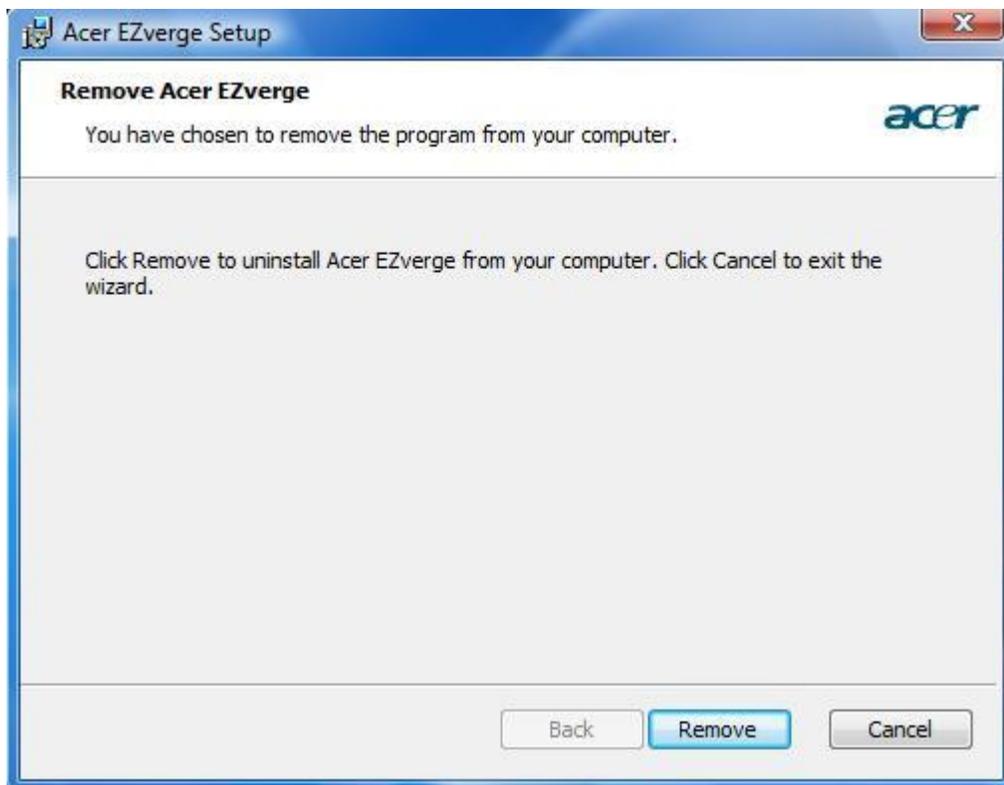
There are two methods to uninstall Acer EZverge software. First, you can click **Uninstall** in the Acer EZverge program group accessible as a menu item under Start button -> Programs -> Acer EZverge.



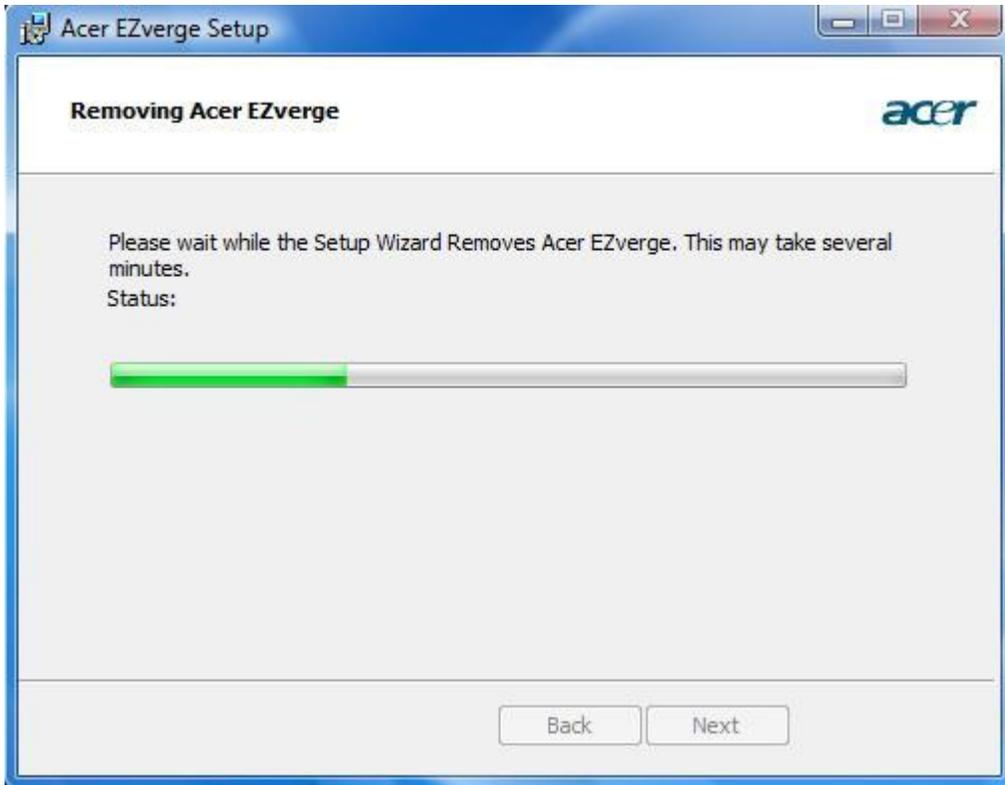
Second, you can click **Uninstall** Acer EZverge from Control Panel -> Programs and Features as shown below.



Click **Remove** to uninstall Acer EZverge.



You will see the uninstall indicator as follows. When the uninstall indicator disappears, the uninstall is complete.



## 4 Getting started with Acer EZverge

### 4.1 Enabling Acer EZverge

In order to use Acer EZverge and its features, you need to make sure the following actions are done.

- Acer EZverge adapter must be plugged into the PC.
- A telephone handset must be connected to the Phone port of the Acer EZverge adapter.
- A landline must be connected with the Line port of Acer EZverge adapter.
- The Acer EZverge program must be running (green telephone icon in Windows System Tray).

If Acer EZverge is not running (i.e., there is no green telephone icon), please make sure the Acer EZverge adapter is seated in the PC correctly and launch the Acer EZverge program as shown below (Start -> Programs -> Acer EZverge -> AcerEZverge):



You should now see the Acer EZverge icon in the System Tray as shown below.



You are now ready to use the Acer EZverge.

#### 4.2 Acer EZverge states

When the Acer EZverge adapter and software are installed properly, you will see a green phone icon in the System Tray as shown below.



If the Acer EZverge program is launched, but Skype is not running, then the Acer EZverge tray icon will be in red as shown below.



During an incoming or outgoing Skype call, the Acer EZverge tray icon will change to one of the telephone handset icons shown below. In addition, it will vibrate back and forth.

Tray icon	State
	Acer EZverge adapter, Acer EZverge software and Skype are installed properly
	1.Landline OK and Skype unavailable 2.Landline unavailable and Skype unavailable
	1.Pick up phone handset 2.In a landline or Skype call
	1.Pick up phone handset 2.In a landline call
	During a landline or Skype incoming call, Acer EZverge tray icon will show phone on-hook and off-hook alternately
	During a landline incoming call, Acer EZverge tray icon will show phone on-hook and off-hook alternately

If Acer EZverge is not launched, there won't be an Acer EZverge tray icon.

### 4.3 Disabling Acer EZverge

There are two methods to disable the Acer EZverge function. First, you can right-click on an Acer EZverge tray icon and select **Exit** as shown below to close the Acer EZverge program.



Second, you can double-click on Acer EZverge or right-click on Acer EZverge and select **Configure** as shown below.



After the following window pops up, you can click **Disable** under Acer EZverge Connection On/Off to disable the Acer EZverge application.



## 5 Using Acer EZverge

### 5.1 General settings

You can define a key or sequence of keys on the handset as function keys to switch between Skype and landline modes, make Skype calls, switch between calls, initiate a conference call and enable or disable the Acer EZverge application. You may also change some default settings of Acer EZverge and click **Apply** to store your settings.

Right-click on the Acer EZverge System Tray icon and select **Configure** to adjust settings.



You will see the configuration tab as shown below.



- **Switch Skype/landline** - Switches between Skype and landline modes.
- **Skype Call** - After dialing the number, press this key to make a Skype call.
- **Active Call Waiting** - Press this key to turn on call waiting.
- **Manage a Conference Call** - Use this key to start a concall or add more participants.
- **Connection On/Off** - Enables or disables Acer EZverge.

## 5.2 Before making Skype calls

### 5.2.1 Setup Skype Speed-Dial number

This section describes how to setup a Skype speed dial number. This is required in order to use an Acer EZverge connected handset to dial to a Skype contact, while it is not required for making SkypeOut calls.

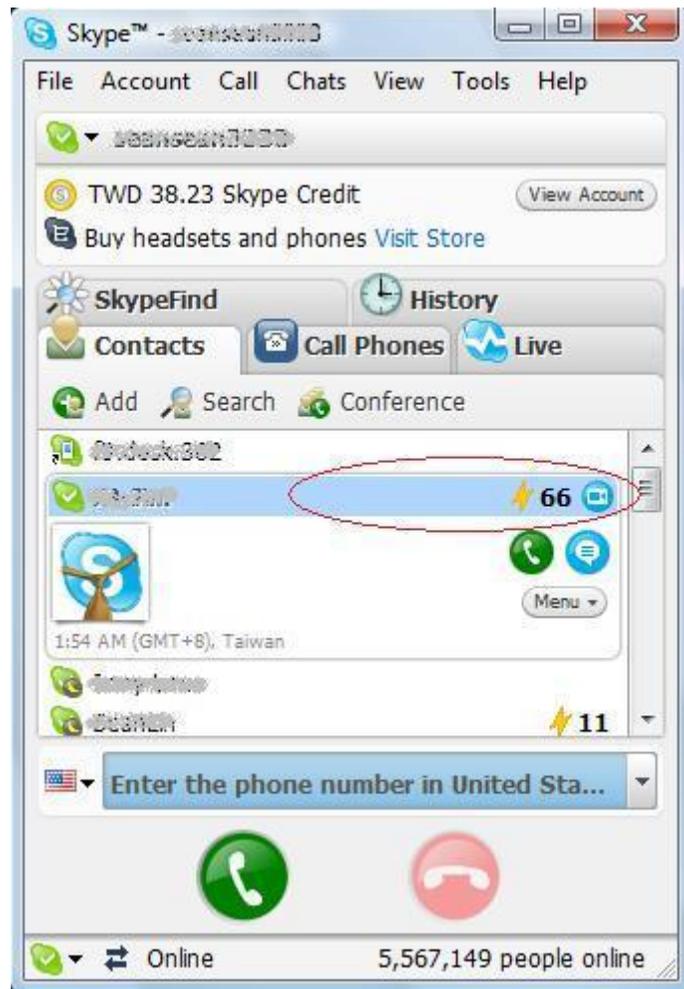
**Step 1:** Right-click on the desired contact and select Set Speed-Dial.



**Step 2:** Enter the desired speed dial number (1 or 2 digits: e.g. 66) and press **OK**.



**Step 3:** You will now see an indication that the Skype contact has a speed dial associated with it.



## 5.3 Making and receiving calls

### 5.3.1 Making and receiving regular calls

1. Make sure the landline is connected to Line port of Acer EZverge correctly.
2. Make and receive calls as you did before.

### 5.3.2 Receiving a Skype call

Upon hearing the phone ring, pick up the handset to talk.

### 5.3.3 Making a Skype call

**Step1:** Pick up phone and press **#) #)**.

**Step2:** Enter the Skype Speed-Dial number or the SkypeOut number.

**Step3:** Press **\*)** to initiate the call.

## 5.4 Switching between Skype and landline calls

While on a landline call you may receive a Skype call or while on a Skype call you may receive a landline call. The Acer EZverge adapter will indicate an incoming call with an audible call waiting tone and you can do the following:

- Press #1 to answer the new call and keep the current call on-hold.
- Press ## to answer the new call and terminate the current call.

If you have two active calls, you may:

- Press #1 to put the current call on-hold and switch to the other call.
- Press ## to terminate the current call and switch to the other call.
- Press #2 to initiate a conference call with both parties (see the next section).

While on a landline call, if you receive a Skype call, you can see the Skype user name on your telephone (if it has alphanumeric CLID display).

## 5.5 Conference call between Skype and landline calls

While on a landline call you may receive a Skype call or while on a Skype call you may receive a landline call. The Acer EZverge adapter will indicate an incoming call with an audible tone and by pressing #2 you can include the additional caller in a conference call.

While in a conference call, you may press #1 to return to two active calls (with PSTN active, Skype on-hold), and then use the key sequences described above to switch between calls, or conference them again using #2.

## 5.6 3-way calls

During an active Skype call, you may press #1 to put the current Skype call on hold and get a PSTN dial tone to initiate a landline call. Similarly, during an active landline call, you may press #1 to put the current landline call on hold and initiate a Skype call.

You may then:

- Press #1 to switch between active calls and keep the current call on hold.
- Press ## to terminate the current call and switch to the call on hold.
- Press #2 to initiate a conference call with both parties.

## 5.7 Placing a Skype call on/off hold

During a Skype call, you can place the call on hold by pressing #3. The call can then be resumed by pressing #3 again.

## 5.8 Reminder ring

If you place the handset on its cradle while there is a Skype call on hold, Acer EZverge will continuously RING the telephone to remind you about the on-hold call.

## 5.9 Skype voicemail

With Acer EZverge active, the attached telephone handset can be used to check and listen to your Skype voicemail.

In order to access your Skype voicemail:

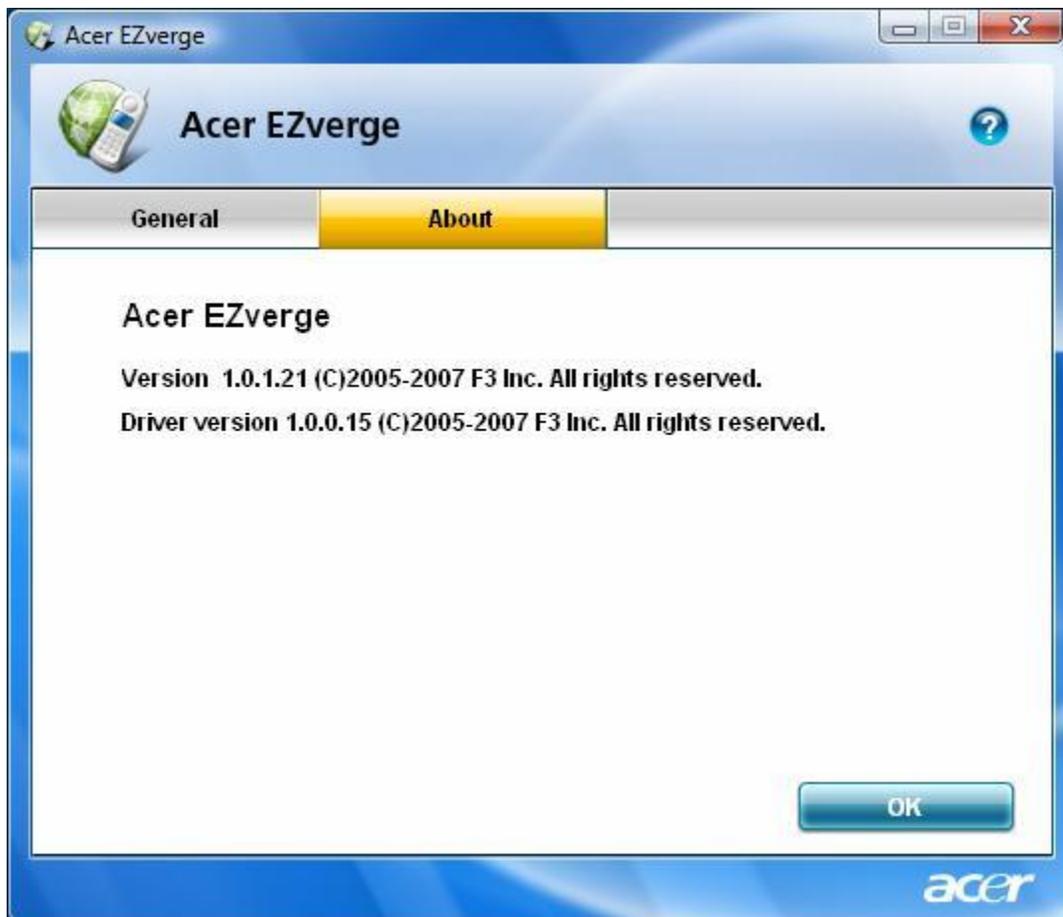
1. Check for voicemail messages under the New Events or History menu.
2. Pick up the attached telephone handset.
3. Click the **Play** button of the desired notification (circled in red below) to listen to the voicemail.



To exit voicemail mode, just hang up the handset.

## 6 FAQ

To find the software and driver version, right click on the Acer EZverge tray icon (a green telephone icon) and select **About**.



If you encounter any problems regarding the use of this product, please refer to the following frequently asked questions (FAQ).

**Q1: Acer EZverge suddenly stopped working! (Fix for common problems)**

If Acer EZverge suddenly stops working properly (e.g. stops responding to incoming rings or you cannot get a Skype dial tone) try the following:

- Quit the Acer EZverge program (right-click on Acer EZverge tray icon and select Exit).
- Quit the Skype application.
- Restart Skype.
- Restart the Acer EZverge program.

You can also try rebooting the PC.

### **Q2: Skype version warning**

If you get a Skype Version Warning from Acer EZverge as below, then you should upgrade your Skype to the appropriate version. Otherwise, Acer EZverge may not operate properly.

Acer EZverge requires Skype version 3.1 or above, please access Skype web site to get a formal release and successfully login Skype account. Acer EZverge program will exit. Please launch Acer EZverge again.

### **Q3: Acer EZverge does not appear to be responding to incoming calls**

There are several reasons why Acer EZverge may not function.

- Acer EZverge may not work properly with some 4-wire (multiline) phones.
- The Acer EZverge adapter is not seated properly in the PC. The green phone icon should be in the Windows System Tray if the Acer EZverge adapter is seated properly and the Acer EZverge program is running.
- Make sure the handset is connected to the Phone port of Acer EZverge adaptor and not the Line port.
- If the Skype application was terminated for any reason while the Acer EZverge application was running, you will need to exit the Acer EZverge application and restart it.
- Some telephone handsets require a battery to be installed in order to ring. If your handset requires a

battery, make sure there is a battery installed and that the battery is not depleted.

**Q4: I cannot hear the dial tone when I pick up the handset connected to the Acer EZverge adapter.**

Please check that the handset is connected to the Phone port of the Acer EZverge adapter.

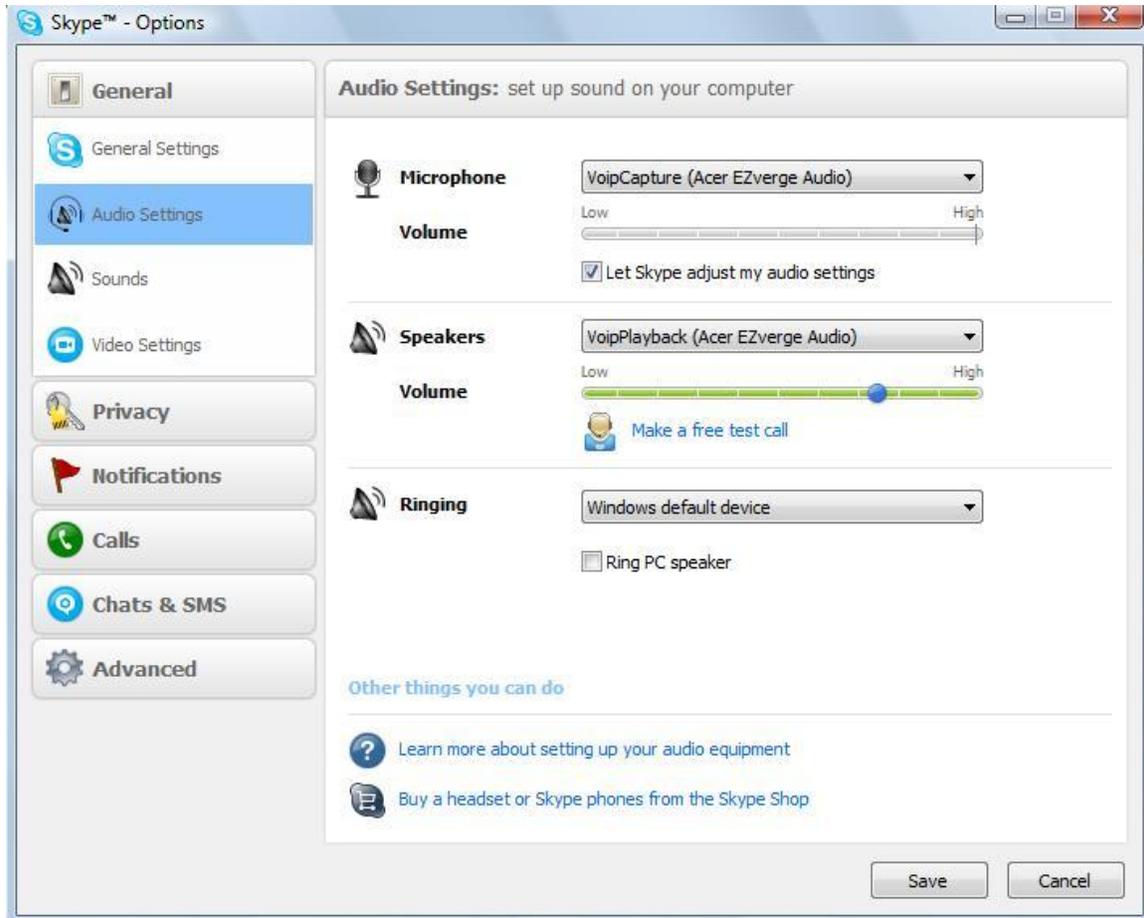
**Q5: Cannot hear the Skype call with telephone handset**

Check to make sure that Skype is configured to use the Acer EZverge audio device as its microphone and speaker audio settings. To set this:

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



Then select **Audio Settings**.



Check the Microphone and Speakers list boxes and make sure Acer EZverge Audio is selected.

**Q6: Skype user names don't display on the telephone handset**

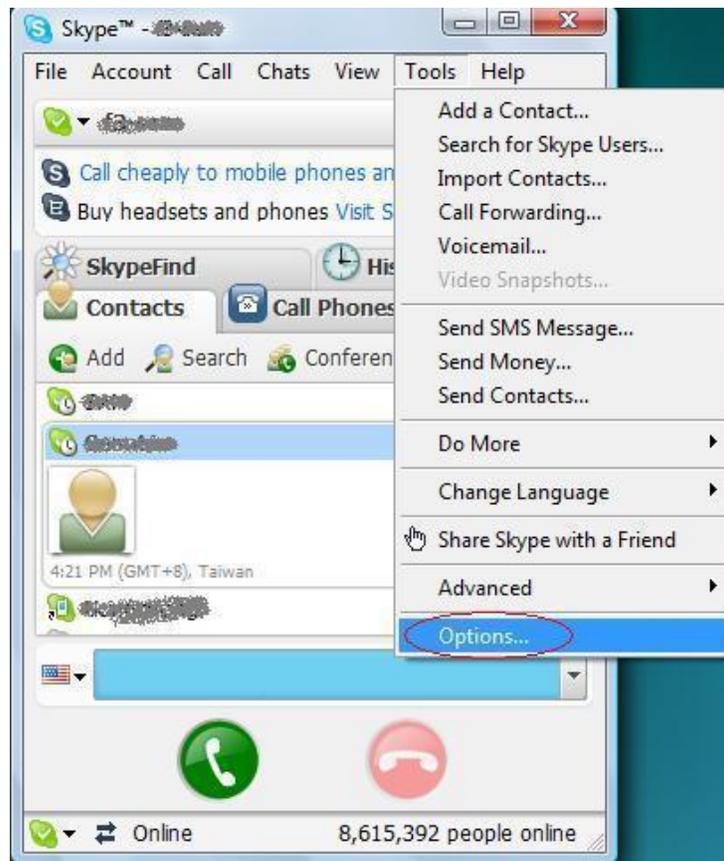
- Make sure that your telephone has Caller ID name and number display support.
- Note that some phones display numbers only and some phones display the name ONLY if the name is stored in the telephone's address book. In this case store the Skype user name and speed dial number in the address book in order for the Skype user name to display.
- Some examples of phones that support Caller ID name and number are:
  - Panasonic KX-TC1703
  - Panasonic KX-TC1486B
  - GE 29267GE3-B

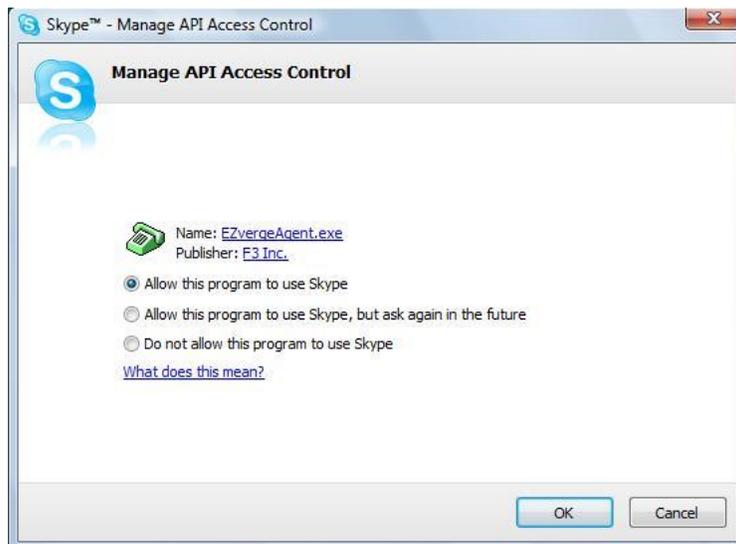
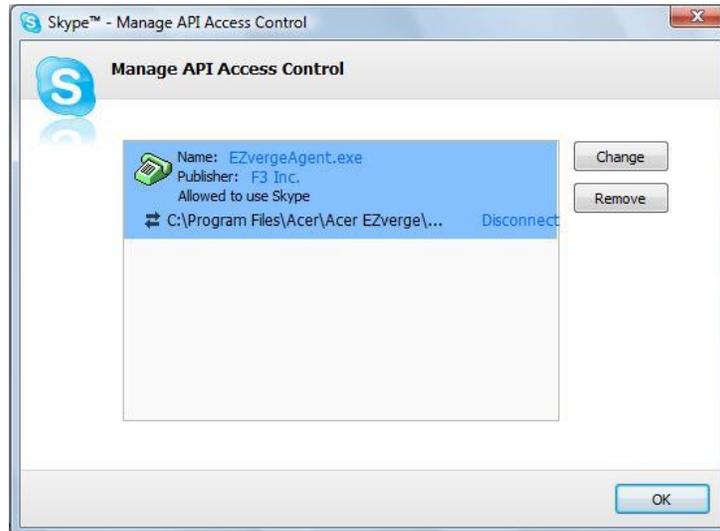
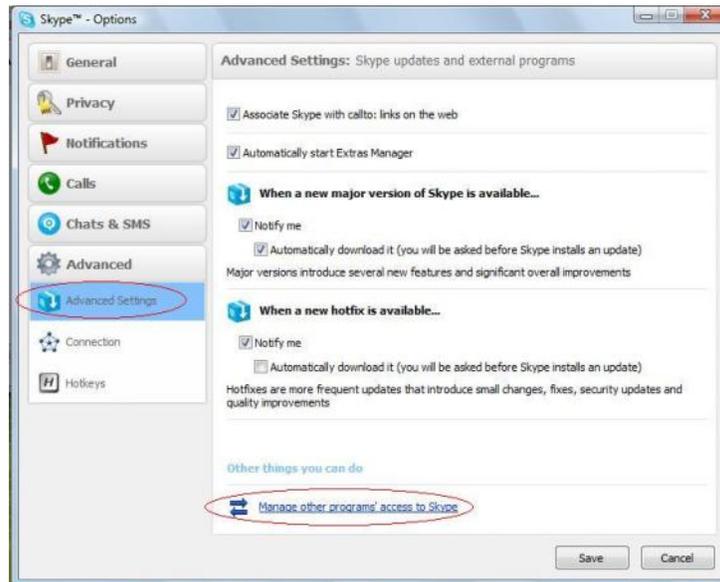
- o Uniden DXI986-2
- o VTech 9127
- o AT&T 2230
- o Radio Shack ET-3580

**Q7: Why can't I use the phone to make or receive Skype calls even after Acer EZverge hardware and software are successfully installed?**

Check to make sure that Acer EZverge is allowed to use the Skype program. To do this:

1. Select **Options** from the Skype Tools Menu.
2. Select Advanced.
3. Select **Manage other program's access to Skype** and **Manage API Access Control**.
4. Select **EZvergeAgent.EXE** and click the **Change** button.
5. Select **Allow the program to use Skype** and click **OK**.





**Q8: How to solve busy tone problem owing to remote Landline user's disconnection during a conference call?**

The host of a conference call can break the conference call into two multiple calls by pressing function keys of Activate call waiting(default#1), then host will switch to Landline call and hear busy tone for this case. Press keys"##" again, host will switch to Skype call and the Landline call will be close. Then host can add one Landline call again for the conference.

**Q9: How can user add more than one Skype user for a conference call?**

Acer EZverge can have one Skype user and one Landline user for a conference. However, user can establish multiple Skype users for a conference first through Skype's conference function, then add one Landline user to join the conference. Please refer to Acer EZverge user manual Sec. 5.6 3-way calls to add the Landline user into the conference.