



fayn USB Start Pack
fayn Headset Start Pack



User Manual

ENGLISH VERSION

Table of Contents

1. Conventions used	2
2. Precautions!.....	3
3. Content of the Pack	3
3.1 fayn USB Start Pack.....	4
3.2 fayn Headset Start Pack.....	6
4. Activation of fayn network service	7
4.1 Activation of fayn Service	7
4.2 Recharging your credit	8
4.3 Other services within the individual zone	8
5. Installation and Connection	11
5.1 fayn PC Phone Software Installation	11
5.2 Connecting USB Phone.....	13
.....	13
5.3 Connecting the Headset	16
6. Location and functions of controls	17
6.1 Location of push buttons on USB Phone	17
6.2 Functions of individual push buttons of USB Phone	17
6.3 Location of Headset Control	18
7. fayn PC Phone Software	19
7.1 Launching the application	19
7.2 Main application window	20
7.3 Main Menu	21
8. Making phone calls	24
9. Speed Dial	25
10. Volume Control	26
11. Closing the application	27
12. Troubleshooting Tips	28

1. Conventions used

Congratulations on your purchase of fayn Start Pack! We appreciate that you have chosen to take advantage of the host of IP telephony benefits within the **fayn** telecommunication network. It is our hope that you benefit from our services and experience the joy that comes from effective communication.

In order to help you find your way around using this User Manual, we have introduced the following symbols that will accompany you as you read through.



Important will tell you how to avoid steps that might lead to the damage of your USB phone or headset, or may complicate the installation of the fayn PC Phone software.



Comments are here to facilitate your use of the USB Phone/Headset and the Radio, and to prevent possible complications.

2. Precautions!

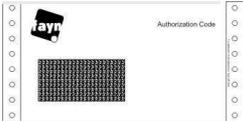


Before you start using the device, carefully read all the enclosed instructions. Follow all precautions and warnings mentioned in this User Manual.

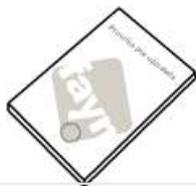
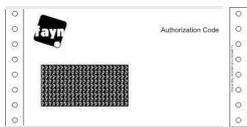
- Place the device on a solid, dry surface the way it is not at a risk of being damaged by falling objects or spilled over with any liquid.
- Do not use the device in the vicinity of water, e.g. tube, sink, drain, etc...
- Device should not be exposed to excessive smoke, dust, mechanic vibrations, or strokes.
- Protect the device against sources of heat such as heaters, kitchen stoves, etc. It is not appropriate to place the phone in the environment with temperatures below 5°C or above 40°C.
- Place the phone near a PC connected to the network.
- Make sure there is enough operating space left around the device.

3. Content of the Pack

3.1 fayn USB Start Pack

USB phone		1 piece
Handset		1 piece
Handset cord		1 piece
USB – connection cord		1 piece
Installation CD		1 piece
Operation Guide		1 piece
Discrete envelope with authorisation code		1 piece

3.2 fayn Headset Start Pack

Headset		1 piece
Installation CD		1 piece
Operation guide		1 piece
Discrete envelope with authorisation code		1 piece

4. Activation of fayn network service

4.1 Activation of fayn Service

If you purchased one of our fayn start packs and would like to start making phone calls, you have to register through **www.fayn.sk** portal. By filling in the on-line form (Figure 4-1) you will automatically activate your fayn network access point and may start using all provided services.

How to activate your HOME account?

After opening the www.fayn.sk portal, click on an icon called **activation**. After the click you will see a form, and by sending it, your fayn network access point will become active.

Besides entering your personal data in the form, it is necessary to provide authorisation code that may be found inside a discrete envelope in any Start Pack (Figure 4-2). After providing the authorisation code, your initial credit will increase to 50 Sk.

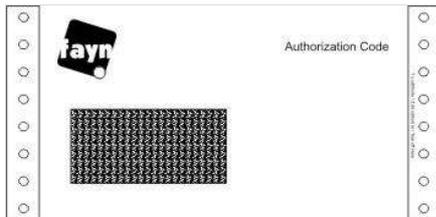


Fig. 4-2

Aktivácia HOME konta

* meno a priezvisko	Jan Tester
e-mail	jan@tester.com
adresa	Hviezdoslavova 10
mesto	Trenčín
PSČ	911 01
* login	jan
* heslo	*****
* potvrdenie hesla	*****
* autorizačný kód	1565 4567 1565 1565

produktu firmy Voipac, a to i v prípade, že firma Voipac bola označená ako možný pôvodca týchto škôd. Podľa miestnych zákonov môžete mať iné práva. V žiadnom prípade a zo žiadneho ustanovenia tejto zmluvy však nevyplýva, že by zodpovednosť firmy Voipac presahovala čiastku zaplatenú za software.

Súhlasím so zmluvnými podmienkami služby Fayn:

[> ODOSLAŤ](#)

Fig. 4-1

The activation process will require you to agree to the **General Business Terms and Conditions of the fayn service**. We recommend that you supply only correct information in the form, since in case of claims and all contractual relations we abide by default data provided in the personal data settings. If these data are not supplied correctly, we will not be able to identify you correctly. As the provider of fayn service, we ensure protection of personal data.

Carefully hide the discrete envelope with authorisation code.

You will need authorisation code in case you forget the password, or in case your password is misused by another person. Authorisation code will be necessary for certain type of actions, e.g. online support in case of confidential information when user identification is needed.

> login

Vstup do individuálnej zóny

* Zadali ste neplatné heslo.

* login	lubo
* heslo	

[> LOGIN](#)

[> Zabudli ste heslo?](#)

Fig. 4-3

You may change your password at www.fayn.sk under **Forgot your password?** (Figure 4-3).

4.2 Recharging your credit

How to recharge your credit?

There is a link called **My fayn** in the upper left part of fayn home page at www.fayn.sk. Click on the link and after redirecting you will be prompted to enter the name and password you supplied at your registration. After their confirmation you will enter the portal's individual zone (Fig. 4-4). Your login name and remaining credit will appear in the upper left corner. Below these data you find a menu containing a command called **recharge your credit**.

You may recharge your credit through:

1. **fayn card:** - recharge cards of 300,- Sk, 500,- Sk, and 1000,- Sk (Figure 4-3). By entering a 16-digit PIN code from the back side of your wipe card, your credit will be increased by the amount shown on the front side of your fayn card. Points of sale of recharge cards will be continually updated at www.fayn.sk
2. **Internet Banking** – if you have activated internet banking service through Tatra Banka, you may be able to make transaction through TatraPay or EliotPay.

Fig. 4-3



After recharging your credit the PC Phone application will show new credit balance within 2 following minutes, or immediately when trying to make a phone call.

The screenshot shows the 'faynhome' user interface. At the top left, it displays the user's name 'Lubo Ripelkoo' and a credit balance of '5,000,412.00 Sk'. Below this is a 'dobit kredit' button. A navigation menu on the left includes options like 'zmena údajov', 'dobit kredit', 'výpis hovorov', and 'fayn zoznam'. The main content area features a 'dobitie kreditu' section with a description of how credit is renewed. Below this are sections for 'Internet Banking' and 'FAYN Karta'. At the bottom, there are input fields for 'Suma' (set to 200 Sk) and 'TatraPay', and a 'PIN kód' field. A 'História zmien kreditu' link is also visible.

Fig. 4-4

4.3 Other services within the individual zone

After entering the individual zone of www.fayn.sk (click on the link **My fayn** on the home page) a menu will appear on the left side including the credit recharge option and other options such as:

Edit data

You may change your personal or login data by overwriting default information in text fields. After this, click on the **Send** button to confirm the made changes.

View call history

After clicking on the link **call history** you will see a window in which you may, through combo box, set time interval for which you wish to view the history of made calls.

Dátum a čas	Telefónne číslo	Dĺžka hovoru	Cena hovoru s DPH
5/15/2002 8:30:31 AM	421909456	00:00:03	0,00 Sk
5/15/2002 8:29:23 AM	421909666	00:00:28	0,00 Sk
5/30/2002 7:29:29 PM	421909456	00:00:02	0,00 Sk
5/29/2002 5:00:16 PM	mafo	00:00:19	1,60 Sk
5/10/2002 3:39:34 PM	mafo	00:05:00	9,00 Sk
5/10/2002 1:58:36 PM	rado	00:02:46	5,40 Sk
5/10/2002 1:37:33 PM	rado	00:02:29	4,50 Sk
5/10/2002 1:15:39 PM	rado	00:02:48	5,40 Sk
5/10/2002 1:13:28 PM	rado	00:00:27	0,90 Sk
5/10/2002 11:45:43 AM	rado	00:00:30	0,90 Sk
5/9/2002 8:24:35 PM	42190966666	00:00:26	0,90 Sk
5/9/2002 8:24:17 PM	42190966666	00:00:12	0,90 Sk
5/9/2002 8:23:57 PM	42190966666	00:00:12	0,90 Sk
5/9/2002 8:23:22 PM	42190966666	00:00:27	0,90 Sk
5/9/2002 7:25:22 PM	42190966666	00:05:33	10,80 Sk
5/9/2002 7:23:28 PM	42190966666	00:00:00	0,00 Sk
5/9/2002 7:13:19 PM	42190966666	00:00:00	0,00 Sk
5/9/2002 7:09:59 PM	42190966666	00:02:32	5,40 Sk
5/9/2002 5:38:43 PM	42190966666	00:01:47	3,60 Sk

Fig. 4-5

How to create my own fayn directory?

After pressing the **Add** button (Figure 4-7), a dialog box will appear, in which you enter your desired search criteria for the central fayn database. If you are not sure of individual items, enter at least one, or part of the user's initials. When entering part of name, number, or alias of the searched user, use *****. The system will search through all records that correspond to your criteria.

Example: You wish to search for a specific user through the fayn central database. All you know is that his name starts with „ma“ (you are not sure how the rest of the name goes), enter the initial letters and the asterisk in the dialog box, as shown in Figure 4-6. Press the **Search** button and the system will search for all fayn users whose names start with the entered letters. If you enter more criteria (these do not have to be complete) you will significantly limit the selection and identify the desired person more easily.

Fig. 4-6



The asterisk symbol ***** may be entered before the word, after the word, but also within the word in case you do not know the sequence of the initial letters.

Created directory will be stored after logging out of the individual zone.

You search for users within the previously created fayn directory through the **search** button (Fig. 4-7). Your desired link may represent login, name, telephone number, or part of these criteria. By confirming you obtain a list of users that correspond to your criteria.

fayn users who are online are highlighted with „flashing green point“. In case the users are not connected, they are marked with „red point“.

> môj**fayn** fayn zoznam

Všetky A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

☿ Telefónny zoznam vybraných užívateľov hľadaj: jaro

Alias	Meno a priezvisko	Tel. číslo	Akcia
• juro	Juraj Zimányi	00421909123456	> uymazať
• mafo	Martin Rusnák	00421909666666	> uymazať
• rado	Radoslav Deák	00421909456789	> uymazať

> PRIDAŤ

→ Zoznam ignorovaných tel. čísiel

Fig. 4-7

Through the portal you may add or erase individual contacts; the menu offers a list of ignored phone numbers, etc.

Alphabet buttons will help you look up user aliases. By clicking on individual buttons you may view users whose alias starts with the letter you choose. After clicking on the **All** button, all users contained in your own directory will appear.

Tariffs

Service includes an interactive price list of tariffs by initial letter of country and price list of tariffs for selected countries. Enter a specific phone number in the box **Phone number of destination**, confirm by clicking on **Send**, and the field **Price list of Tariffs for selected countries** will display information on the price of the call per minute. (in Sk/min., VAT excluded)

▼ Interaktívny tarifný cenník

Telefónne číslo volanej stanice: > DOOSLAŤ

▼ Cenník podľa začiatočného písmena krajiny

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

▼ Tarifný cenník vybraných krajín

Krajina	Cena SKK
Volania v sieti fayn	zadarmo
Slovensko pevná sieť	2,90
Slovensko mobilné siete	6,90
Česká Republika pevná sieť	3,50
Česká Republika mobilné siete	8,50
Nemecko	3,50
Rakúsko	3,50
Poľsko	4,90
Maďarsko	4,90

Fig. 4-8

5. Installation and Connection



Before starting to install the application on your computer, carefully read all enclosed instructions. During the installation process follow the prescribed procedure.

5.1 fayn PC Phone Software Installation



- After placing the installation CD into the CD drive, fayn PC Phone installation window will open **automatically**. If installation is not activated automatically, run the **SETUP.EXE** file found on the installation CD.
- Before the actual installation of the application, we recommend that you close all running programs or applications.
- If you already started with installation and still have other applications running, you may quit installation by clicking on the **End** button and subsequently close all unnecessary windows.

Fig. 5-1

- At the beginning of installation you have the option to select one of the listed **languages** in which the whole installation will be running. (Figure 5-1).
- To enable installation of the application, you will need to agree to the **licence agreement** dealing with appropriate and fair use of the application.
- After checking the corresponding field and agreeing, click on the Continue button. This will let you access the next window. If you do not agree to the licence agreement during the installation process, you will not be able to continue.



Fig. 5-2



Fig. 5-3

- Target Address Book** where the application will reside, as well as needed capacity for installation, is shown in Figure 5-3. If you accept default target Address Book, confirm it by clicking on the **Continue** button. If you wish to set other path than the default one, press the **Browse** button and select a specific path for the target Address Book. If for any reason you wish to terminate installation, click on the **Finish** button.

If you wish a program group to be created (Start/Programs/Voipac), or a shortcut in Desktop, or if you wish to launch installed application, check appropriate boxes. After you do that, click on the **Run** button. (Figure 5-4). Following the click, the application's own installation will be activated and its end will be shown through a message on successful installation (Figure 5-5).

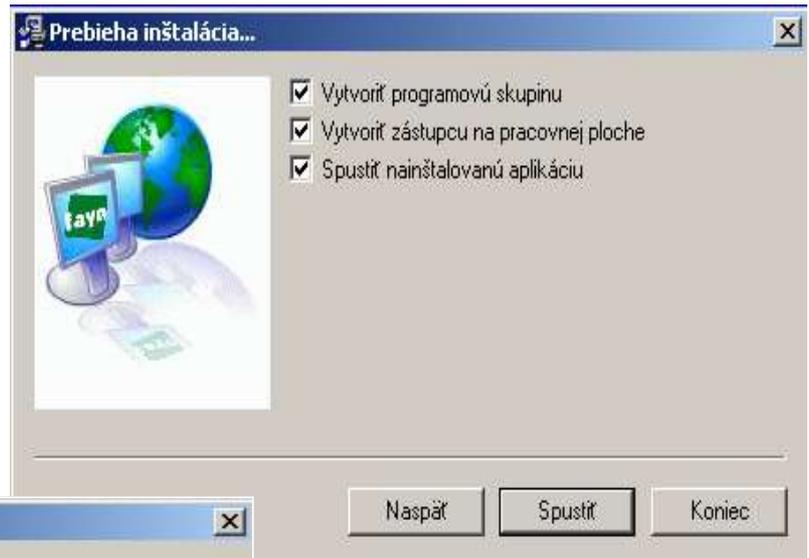


Fig. 5-5

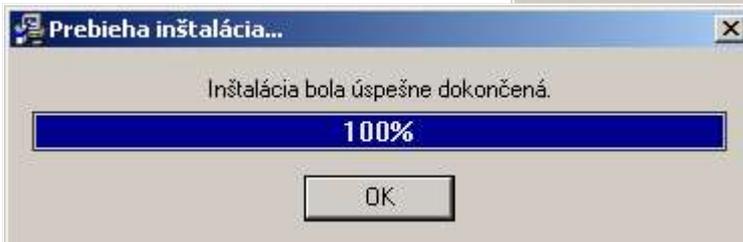


Fig. 5-4

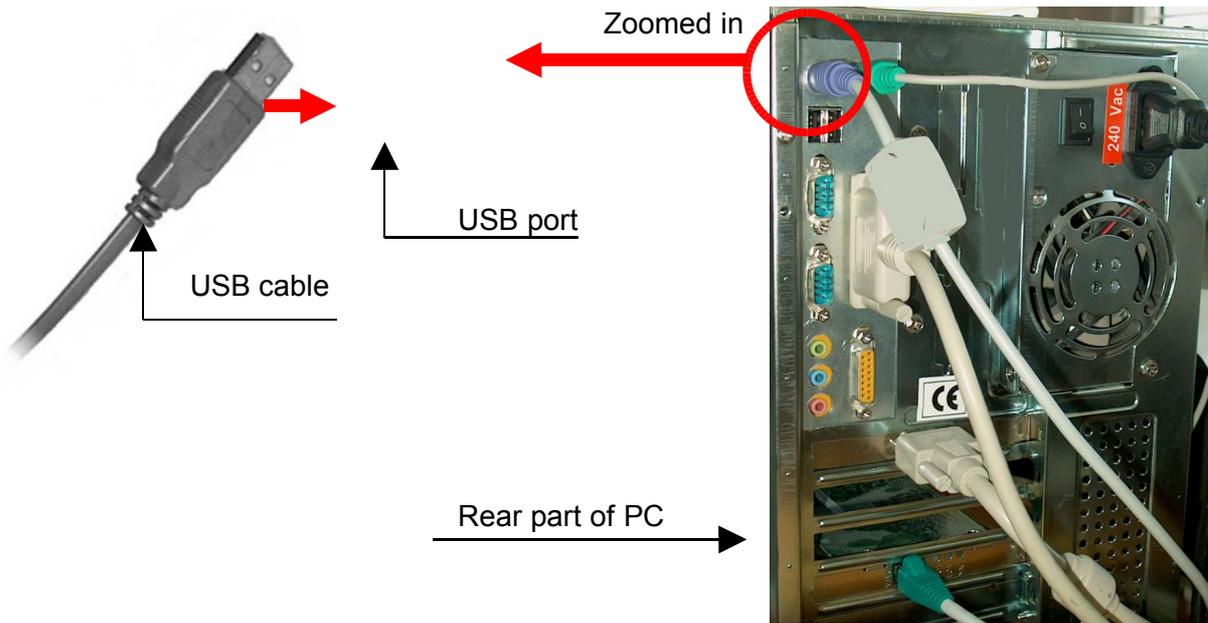
During this phase the application has been successfully installed on your computer.

5.2 Connecting USB Phone

After installing the application follow the following steps:

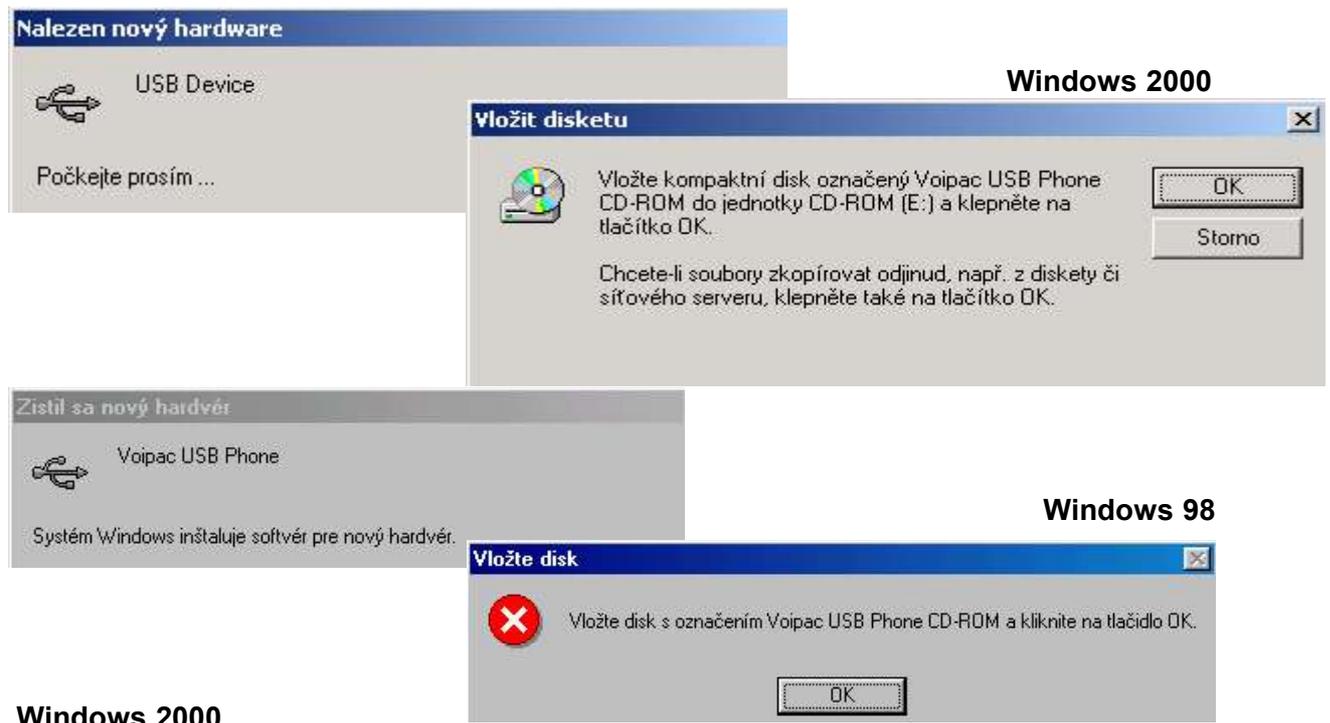
- Connect handset to USB Phone through handset cord.
- Insert USB connecting cord into USB Phone
- Connect the loose USB end of the connecting cord to a powered PC (Figure 5-6)





- After connecting USB Phone, together with a message about new hardware connected there will appear a box prompting you to insert the installation CD into the CD drive (Figure 5-7).

Fig. 5-7



Windows 2000

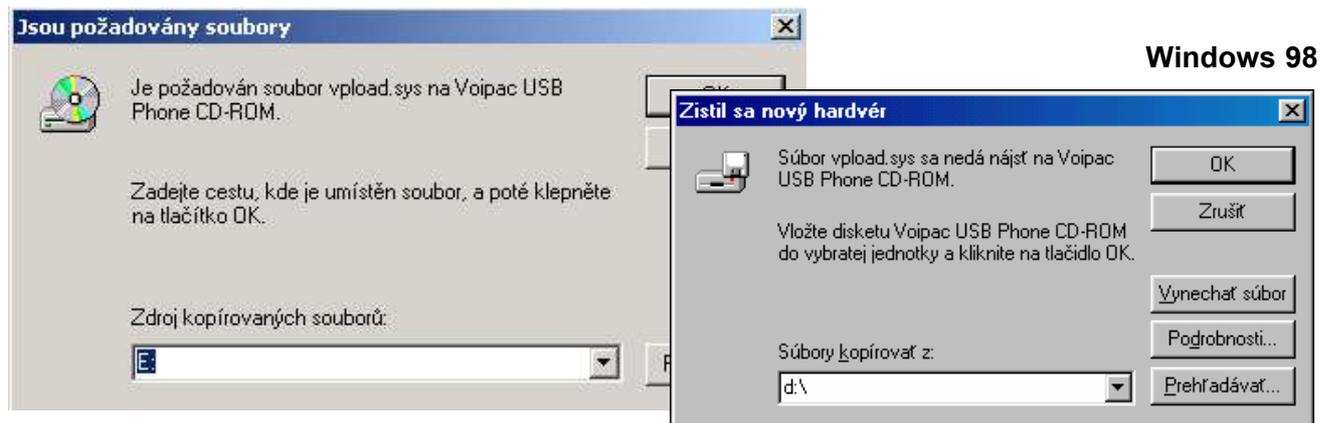
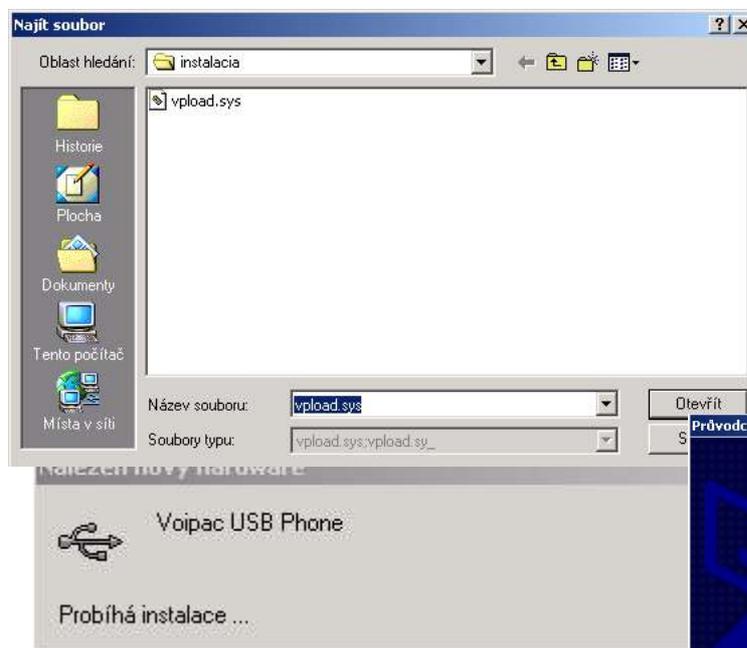


Fig. 5-8



shown in Figure 5-8) prompting you to define the installation CD. By clicking on the **Browse** button, you can locate the CD-ROM. By clicking on the OK button (Figure 5-9).

Fig. 5-9

as that appear afterwards (Figure 5-10).

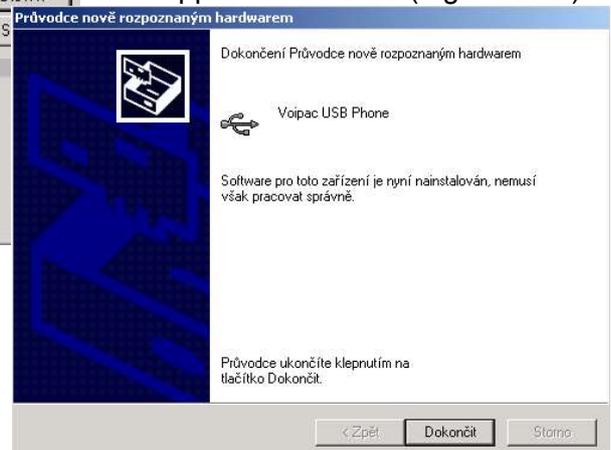


Fig. 5-10

- If everything went without problems so far, USB Phone installation is complete. To ensure that the application functions correctly, make sure that the **Device Manager** window (Figure 5-11) contains three important items:

- Composite USB Device
- USB Sound Device
- HID Standard USB Device

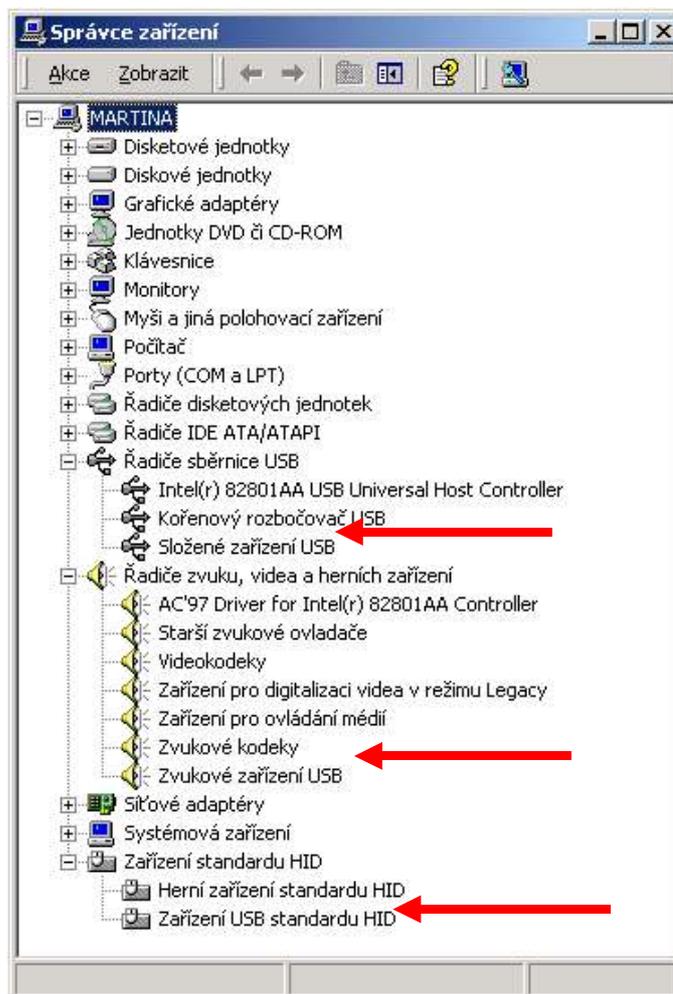
Do not make any adjustments or changes in **Device Manager** window!



How to open Device Manager window?

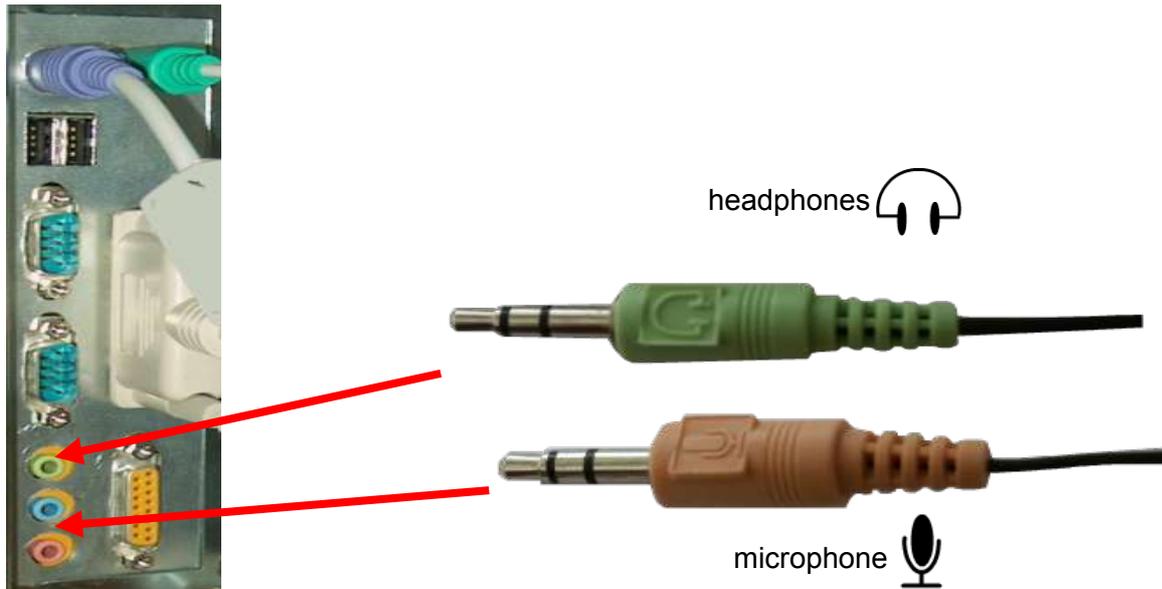
- on Desktop choose the My Computer icon, click on the right mouse button > Properties > Hardware > Device Manager or
- in Windows 2000/XP go to Start > Run > and type in devmgmt.msc

Fig. 5-11



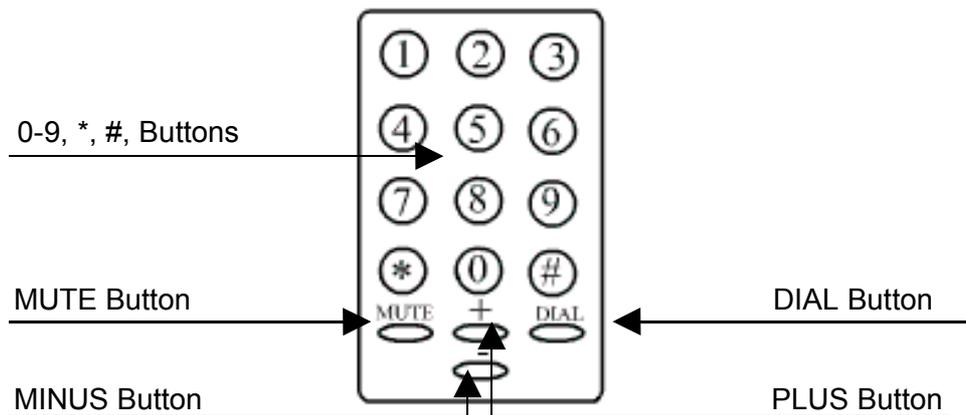
5.3 Connecting the Headset

Plug the connectors to outputs of the soundcard as marked by symbols and colours.



6. Location and functions of controls

6.1 Location of push buttons on USB Phone



6.2 Functions of individual push buttons of USB Phone

- **Number Buttons 0-9, *, #**

- selecting phone numbers
- selecting IP address

- **Mute Button**

- by pressing the MUTE button you interrupt the sound signal – the person you are calling does not hear you; however, you hear the other person's voice. Pressing the button once more will cancel this function.

- **Dial Button**

- dialling a number
- redialling the last called number (if the button is pressed twice)
- accessing the list of recently called numbers
- the button has the same function as the phone button in the upper right part of the application



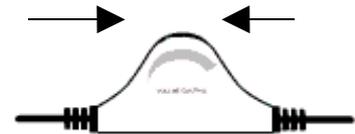
- **Minus and Plus Button**

- USB Phone handset volume control
- scrolling through the list of recently called numbers

6.3 Location of Headset Control

- **Volume Regulator**

Volume Regulator is located on the connecting cord built in the headset. You may set the desired headset volume by simply rotating the control knob.



7. fayn PC Phone Software

7.1 Launching the application

Application may be activated through the following path: **Start / Programs / Voipac fayn / fayn PC Phone**



Second possibility to open the application is through  shortcut in Desktop

After opening the application, Default user setting will be displayed (Figure 7-1).

In the login box enter your username and password you chose when registering at www.fayn.sk

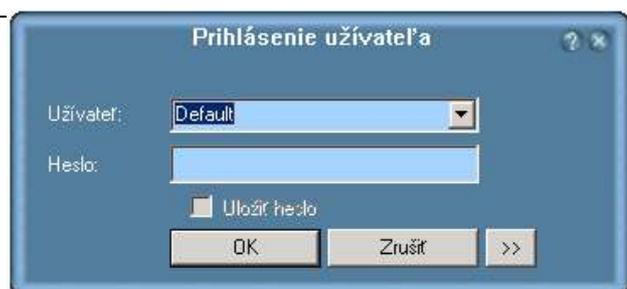


Fig. 7-1

Details regarding registration may be found at www.fayn.sk

After you registered successfully, enter you identification data in the login box.

After clicking on the maximize button in the bottom right corner, the whole login box will be maximized, automatically setting the domain name **gkp.fayn.sk** at the first login. At each subsequent login the **IP address** will be preset in the field.

After checking the **Save password** button, your password will be permanently stored. If you wish to cancel this function, remove the check from the field.



Fig. 7-

2

Confirm by pressing the OK button.



When experiencing connection problems, select **gkp.fayn.sk** item in the **IP address** field.



In case you enter an incorrect password, a dialog box with warning will appear (Figure 7-3).

Fig. 7-3

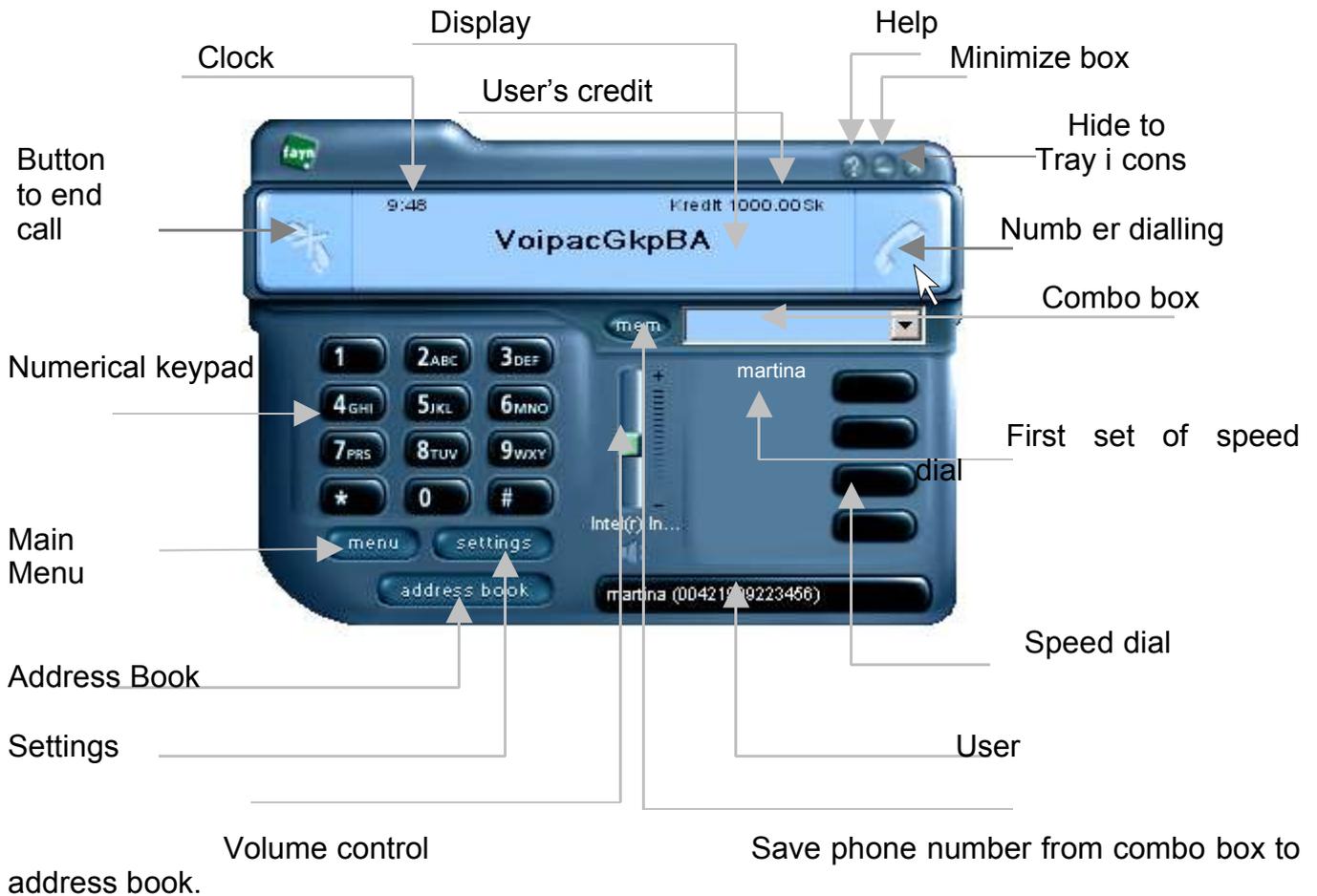
After the login window appears you have three options:



- if you press the **CANCEL** button while logging in – you will be logged in as Default user – a standard user setting without name and password. Default user does not log on to the Gatekeeper, rather, it functions within the Intranet („PC to PC“) and the displayed text „Voipac“ appears red.
- if you click on the **OK** button – the application will process the entered data and the main window showing your account will appear. If you enter a false password or username, or if you do not enter username or password at all, a message of non-connection to the Gatekeeper will appear. Meanwhile, the program will ask you whether you wish to log in again.
- If you click on the **X** symbol found in the upper right corner, the application will end.

Next, after pressing the **OK** button the **main window** will appear with additional floating bars you may either activate or leave closed. User settings will stay stored after closing the program.

7.2 Main application window



7.3 Main Menu

Main Menu (Figure 7-4) represents the main directory of all floating bars for individual services, information, and user settings of the application.

Fig. 7-4

Adresár
Neprijaté Hovory...
Prijaté Hovory...
Volané Hovory...
Nastavenia...
Info o aplikácii
Na Web
Náponeda
Odhlásenie...
Koniec

1. Address Book

- ▶ Local – user address book
- ▶ fayn Directory – search of fayn users within the central database

ST Directory – telephone directory of the Slovak telecommunications. You may change link through the **fayn.ini** file in the directory where the application was installed. In the link: **STPhoneDir=http://www.zoznamst.sk/** type in the name of portal, which will open up after clicking on the ST Directory item. You may

change the name ST Directory in the language file (you are using) under item 213.

- ▶ World Directory – a world-wide phone directory

Local Address Book (Figure 7-5) – by clicking with the right mouse button you bring up a context menu, which contains:

- command to initiate telephone conversation – „**Call**“
- details, or changes to default records – „**Details**“
- delete contacts from Address Book – „**Delete**“
- add new contacts – „**Add**“

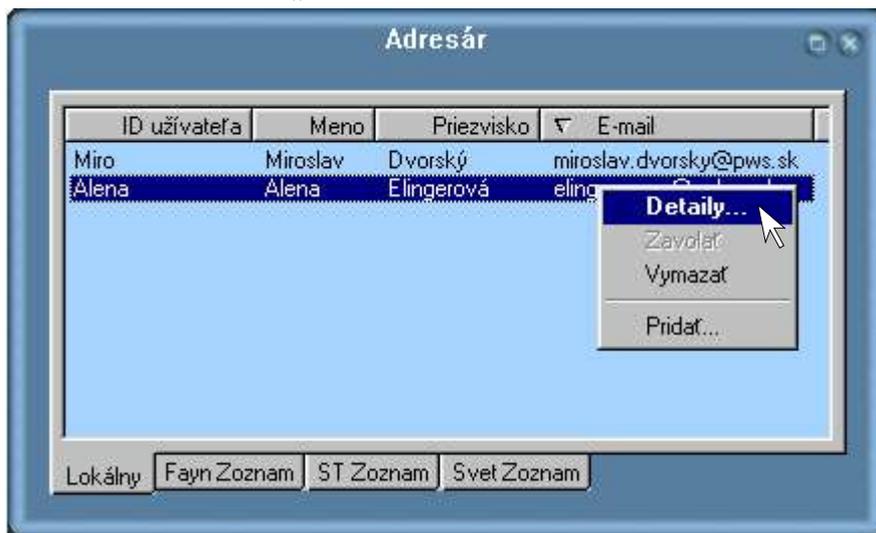


Fig. 7-5



Contacts within the local address book may be sorted (ascending or descending) according to individual entries.

2. Missed calls, received calls, and connected calls

After opening individual windows you will see the following information:

- ▶ Username
- ▶ Telephone number
- ▶ IP address (only „PC to PC“)
- ▶ Time of call
- ▶ Duration of call

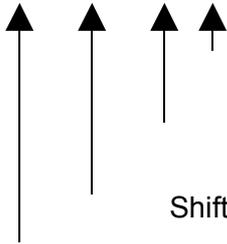
3. Settings

Settings may be found in the main menu, or directly under Settings in the main application window. When activated, a new window opens with a submenu containing the following commands on the left side of the window:

- ▶ **General**

- **User**

Automatically set username of logged-in user



Shift the selected user number downward

Shift the selected user number upward

Pressing the button will erase selected user number

Pressing the button will add new user number

- **Aliases**

List of the user's telephone numbers

- **Fast start**

Automatically set command, do not change! Changes should perform only users with knowledge of the H.323 standard.

- **H.245 Tunnelling**

Automatically set command, do not change! Changes should perform only users with knowledge of the H.323 standard.

- **H.245 in SETUP**

Automatically set command, do not change! Changes should perform only users with knowledge of the H.323 standard.

- **Automatic answer**

Automatically receives the incoming call.

- **Hide window after start**

After user login the main window will be minimized into the System Tray area

- **Run at starting Windows**

At starting Windows, the fayn application will run automatically.

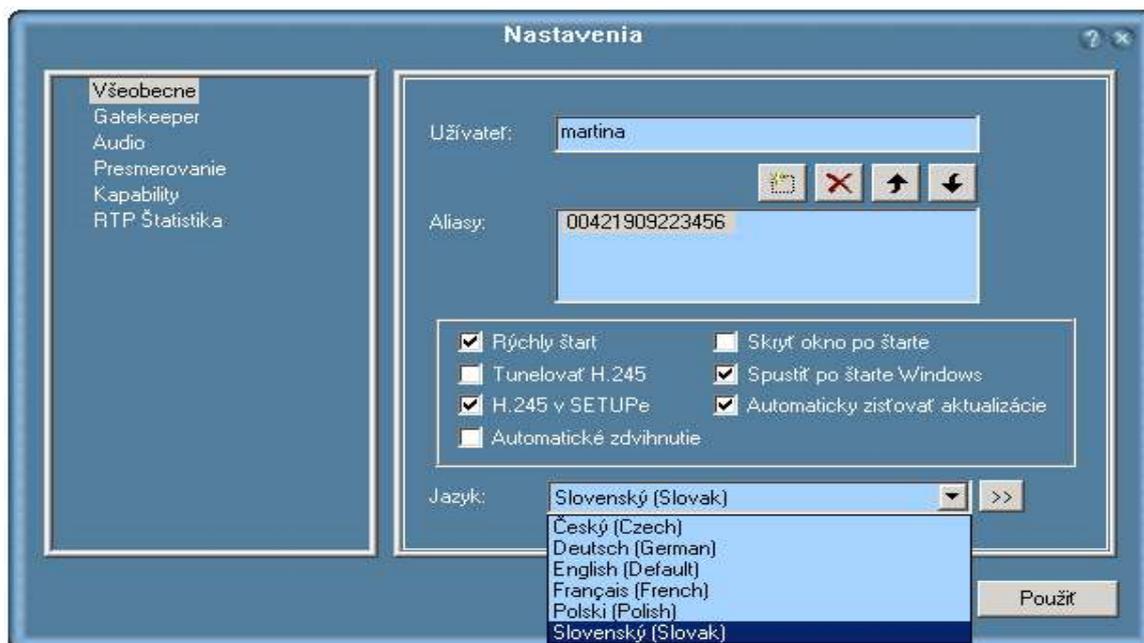
- **Automatic search for updates**

Checking the box will ensure, after launching the application, periodic control of the application's most recent version. If there exists an update, the application will ask you to click on the yes button to allow its installation to the most recent version.

- **Language** – setting the language file. The may choose from the following languages:

Slovak Czech English German French Polish

Fig. 7-6



If you wish to use the application in the Slovak language, but the **special language characters do not appear**, follow our instructions:

AJ: Start > Settings > Control Panel > Regional Option
 SJ: Štart > Nastavenia > Ovlácačí panel > Miestne nastavenia

Windows 98: select Local settings "Slovak"

Windows 2000: select language "Slovak" and check "Central Europe"

- ▶ **Gatekeeper** - if you check **Use Gatekeeper** in the dialog box, you may set another IP address, if such has been automatically assigned. Change the address only in case another address has been recommended to you. Other changes should perform only users with knowledge of the H.323 standard. The field **ZONE** is not active for now, it may possibly be active in the future.
- ▶ **Audio** – setting the type of soundcard, fluency of spoken language, silence detection, sound of keys, ringing tone.
- ▶ **Redirect** – in settings select redirect calls for cases such as busy tone, no answer, after XX sec. of ringing (may be adjusted), or always when called.
- ▶ **Capability** – setting audio codec preferences. Technical setting of the number of frames per packet for audio codecs. Setting is related to transfer speed of packets.
- ▶ **RTP Statistics** – technical information about the quality of transfer during the on-going call.

4. About

Displayed is information about the version of fayn PC Phone application.

5. On the Web

Web page www.fayn.sk will open up

6. Assistant

7. Logout

Logout and new user login (if selected).

8. End

Closing the application

8. Making phone calls

Telephone number, IP address, or fayn user name may be dialled in various ways:

- ▶ through the keypad on the USB phone, through numeric buttons in the application, or through computer keyboard,
- ▶ through combo box menu (which includes the last three dialled numbers) within which you move through arrow or through „plus“ and „minus“ control buttons of USB phone,
- ▶ through user address book,
- ▶ through speed dial.



Fig. 8-1

To initiate dialling telephone number, IP addresses, or fayn service username, do one of the following:

- ▶ press the phone button in the upper right of the main window (button changes to green when under the mouse cursor),
- ▶ press the Dial button on the USB phone,
- ▶ press the Enter button on the computer's keyboard.

To terminate the call, either:

- ▶ hang up the handset,
- ▶ press the crossed phone button in the upper left part of the main application window, (button changes to red when under the mouse cursor)
- ▶ press the Esc button on the computer's keyboard.

Redialling the last called telephone number:

- ▶ pick up the handset,
- ▶ double press the **Dial** button,
- ▶ after completing the call hang up the handset.

Receiving the call:

- ▶ after hearing the ringing tone, pick up the handset,

- ▶ if using headset, ringing tone of **incoming calls** may be detected only in case you have the headphones placed directly over your ears. Text info messages about the call will appear in the **System Tray** area. If the main window appears on the computer's screen, it shows the number you are calling from, or which fayn user the call is coming from.

Through the application you may call within the Internet, Intranet, fixed or mobile network, if you are using the fayn services.

- **If connected to the Gatekeeper, it is not possible to use IP address directly to make calls.**
- **If not connected to the Gatekeeper, it is not possible to call through login name, only through IP address.**



After picking up the handset, you will hear a dial tone. If you are not connected to the Gatekeeper, the tone in the handset will change to warning tone. (does not apply when headset is used)



Do not disconnect phone from the computer while making a call or when the fayn PC Phone application is running!

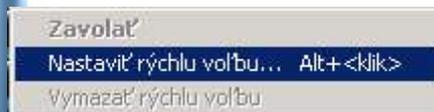
9. Speed Dial

On the right side of the main application window there are four black buttons that represent the speed dial option. Clicking with the right mouse button will open a context menu, which (as shown in Figure 9-1) contains three options:



- ▶ Call
- ▶ Set Speed Dial
- ▶ Erase Speed Dial

Fig. 9-1



← Speed Dial

In case the Speed Dial button is not initialised with any name or number, the only active command in context menu remains **Set Speed Dial**. Click on this command or open it by pressing **Alt+<click>** shortcut and set description and number of Speed Dial. (Figure 9-2)

If the Speed Dial button has its description and number, opening context menu will display all three items active. In the main application window, there appears a white text description beside the Speed Dial button. Clicking on the button you call your set phone number. This is the first series of Speed Dialling.



Fig. 9-2

Press the **SHIFT** key, while holding it, open context menu clicking with the right mouse button and set the desired number. The set name and number will then represent the second series of Speed Dial and will be highlighted yellow after pressing the **SHIFT** key.

10. Volume Control

Sound in the handset may be regulated:

- ▶ by +/- buttons found on the USB phone,
- ▶ directly in the fayn PC Phone application through assigned volume control,
- ▶ through Start/Settings/Control Panels open the **Sound** dialog in the **Sounds and Multimedia** dialog box. Soundcard must be set to **USB sound device** (Windows 98/Me/2000) or to **Voipac USB Phone** (Windows XP) as **proffered device for recording and playback**. Clicking on the **Volume** button will open the **Speaker** dialog box. It is possible to regulate volume through sliding movement in the **Wave Device** panel.

Volume in headphones of the headset may be regulated as follows:

- ▶ playback volume regulator is found on the connecting cord from headset to the computer,
- ▶ directly in the fayn PC Phone application through designated volume control,
- ▶ through Start/Settings/Control Panels open the **Sound** dialog in the **Sounds and Multimedia** dialog box; soundcard you commonly use must be set as proffered device for playback and recording. Clicking on the **Volume** button will open the **Volume Control** dialog box. It is possible to regulate volume through sliding movement in the **Wave Device** panel.



Set Microphone is one of the important settings that will **eliminate echo** in headphone of the headset. The same way you chose the soundcard (for headset the default soundcard is the commonly used soundcard) you open the **Volume Control**

dialog box. When choosing Options/Properties, check the “Microphone” item. Confirm your choice by clicking OK, and in the Volume Control dialog box check the field “Mute” under the Microphone item.



If the person you are calling cannot hear you (applies to headset as well), adjust the Microphone volume in the Sound control panel:

Windows 98

Start/Settings/Control panels/Multimedia-properties/Sound - click on the Record icon and in the Main Record panel slide to adjust the record volume under the Microphone item.

Windows 2000

Start / Settings / Control Panels / Sounds and multimedia /Sound / Audio / Sound Recording / Volume – and in the Playback Control panel slide to adjust recording volume under the Microphone item.

11. Closing the application

Minimize

If you wish to minimize the application, click on the  button in the upper right corner of the main window. Application will be minimized on the task bar.

Hide window

After clicking on the  button in the main window, application will hide, while its icon will be displayed in the System Tray area. (Figure 12-1)

Logout

Clicking with the right mouse button on the icon in the System Tray, context menu will appear (Figure 12-2) from which you may select the option to continue working with the application, or close it. If you choose the „Logout“ option, you have the choice to log out and subsequently log in as a new user.

End

Application may be closed by pressing the right mouse button, which opens up context menu. The last command „End“ will quit the application.

12. Troubleshooting Tips



If you are unable to access the dialog box you wish to edit, press the right mouse button to show context menu.

why, after a successful start of telephone connection, is the handset mute?

in fayn PC Phone application, check whether the selected sound device is correct. In settings, under Audio, there should be selected a sound device for PLAYBACK and RECORDING „USB sound device“ (Windows 98/Me/2000) or „Voipac USB Phone“ (Windows XP).



Fig. 12-1



Fig. 12-2

unable to connect to any telephone number or IP address other than IP addresses of computers on the Intranet?

first sign of not being connected to the Gatekeeper is red text displayed in the main application window. Check in *Settings >> Gatekeeper*, to find out whether your IP address is entered correctly. If you find out that your IP address is missing, or entered incorrectly, re-enter the correct IP address and confirm it by pressing the OK button. In the login window enter your password and, if needed, stretch out the whole window to check the set IP address.

why does sound go to phone or headphones, but not to speakers?

operating system always works with the most recently installed soundcard. Edit settings in the panel *Start/Settings/Control Panel/Multimedia* to accommodate them to your commonly used soundcard, and unplug headset connectors from the computer. In case you have a USB phone, it is enough just to change the soundcard type.

why is it impossible to listen and talk at the same time while having a telephone conversation?

could be that your soundcard does not support this type of transfer. Make sure that the soundcard you are using supports Full duplex.

while making a phone call, do you hear echo in headphones of the headset?

one of the important settings that will eliminate echo from headphones of the headset is setting the Microphone. Through *Start/Settings/Control Panels/Sounds and multimedia/Sound*, set the commonly used soundcard under the Playback item. Click on the Volume button to open the Volume Control dialog box. From *Options/Properties* check „Microphone“. Confirm by clicking on the OK button and check the field „Mute“ under Microphone.

after picking up the handset, do you hear a warning tone?

if, after you pick up the handset, you hear a warning tone, this means that you are not connected to the Gatekeeper. Check the Gatekeeper's IP address in the settings.

why, when making a phone call, does the voice sound interrupted in one or both directions?

during your phone call, look at the RTP statistics. If you see that the ratio of total number of lost, delayed or damaged packets to total number of received packets is greater than 10%, this means that the broadband of your Internet provider is insufficient. While on the phone, you should not download files off the Web or surf the Internet – otherwise, you impact the quality of your call.

after logging in the application I see a message of incorrect password, why?

make sure that the password you entered in the login box is correct. If this is not the case, make sure you do not run the program from another computer (e.g. at work). In case you have a pre-paid fayn service, the possibility to log in exists only from one computer at the time. Duplicity in connection is not possible in such a case. If you are sure that your password has been entered correctly, and that you are not connected from any other computer, your identification data may be misused by another person. In case of misuse of your login data, contact the on-line support.

13. Technical specifications

Minimum hardware configuration

CPU Pentium 300 MHz
64 MB RAM
USB port
10 MB of free hard disk space

Optimum hardware configuration

CPU Pentium 500 MHz
128 MB RAM

Supported OS

Windows 98 SE / ME / 2000 / XP

Features

H.323 compatible PC Phone client, supporting cooperation with Gatekeeper, H.245 Tunnelling, Fast Start and H.245 in SETUP.
Supported audio codecs: G.723.1, G.729A, GSM-6.10, MS-GSM, G.711-uLaw, G.711-ALaw, and LPC-10.
Automatic reception and redirecting of incoming calls. (Always/Busy/No answer during XX seconds)

Assignable software-generated DTMF.
Intuitive, easy to configure graphical multi-user interface.
Support for all installed soundcards.
Silence detection & noise reduction.
Supported USB telephone sets: Silicon Portals NetPCphone, Zipcom Phone Set B4, and Voipac USB Phone.
Automatic detection of connection/disconnection of selected USB Phone Set.
Multi-language support. (CZ / DE / EN / FR / PL / SK)
Displaying credit/debit, duration of call and spent credit online.
Skins supported.
Address Book of telephone numbers.
Embedded Web browser to access Voipac portal with ability to search for registered users, add them to one's own address book or list them as ignored users, detect online/offline status of other users connected to Voipac Gatekeeper, and other information.
Speed dialling of frequently used numbers.

Manufactured by: **Voipac, s. r. o.**

Operator of the **fayn** network in the Slovak Republic: Voipac, s. r. o.
Exclusive distributor of **fayn** and **Voipac** products in the Slovak Republic:
Voipac, s. r. o.

Sales Department: + 421 32 65 80 409, info@fayn.sk
Technical Support: ++ 421 32 65 80 409, hotline@fayn.sk

Up-to-date information, orders, tariffs, hotline
www.fayn.sk

Voipac, s. r. o.
Janka Kráľa 3
911 01 Trenčín
Slovak Republic