

Support information

Please visit www.dualphone.net for updated help and support. Here you will find documentation on FAQ, troubleshooting and new features.

■ Advanced troubleshooting

PROBLEM	CAUSE	SOLUTION
I have nowhere to plug in the base station.	<ul style="list-style-type: none"> Your computer or other equipment may be occupying the Internet connection port. 	<ul style="list-style-type: none"> Get a router, allowing you to attach more units to the same Internet connection port. If you are buying a new one, we recommend a peer2peer-friendly router.
I have problems with my DUALphone.	<ul style="list-style-type: none"> You are not using the latest software. There is a problem between your DUALphone and the device (modem/router/switch) to which it is connected. 	<ul style="list-style-type: none"> Update the software via Settings > Advanced > Firmware update > Latest firmware. Restart your modem/router/switch and then restart the base station by turning the power off and on.
I cannot sign in to Skype.	<ul style="list-style-type: none"> You are using an incorrect Skype name and/or password. You have no Skype account. Your base station is not connected to the Internet. The base station has not been provided an IP address. 	<ul style="list-style-type: none"> Check the Skype name and/or password and try again. Be sure to enter large and small letters and special characters correctly. Create a Skype account via Status > Create new account. Check that all cables are attached correctly. Check via Settings > Information that an IP address is shown under IP address. If not, check your Internet connection. If you are using a router, switch or hub, restart the device(s) and then restart the base station. Please refer to My base station does not receive an IP address under Advanced troubleshooting.



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PROBLEM	CAUSE	SOLUTION
<p>I cannot sign in to Skype. (continued)</p>	<ul style="list-style-type: none"> Your Internet connection timed out because you are not using an "Always on" connection. A firewall/NAT/router is blocking access to the Internet. 	<ul style="list-style-type: none"> Some broadband connections require that you log on the Internet every time you wish to use it, and the connection will automatically close after for example 20 minutes of inactivity. Your DUALphone does not work with such connections, only with "Always on" connections. Contact your Internet provider and get an "Always on" connection. Possibly "Always on" may be enabled via your provider's homepage. Restart your router and then restart your base station. If this does not help it may be because you are using a very restrictive kind of router/NAT. Please contact your Internet provider or router manufacturer. If you are about to buy a new router we recommend a peer2peer-friendly router. Skype needs unrestricted outgoing TCP access to all destination ports over 1024 or to ports 80 and 443 in order to work properly. To obtain even better sound, we recommend that you open the specific port to incoming TCP and/or UDP traffic. Please check Settings > Advanced > Internet settings > Skype ports.
<p>My base station does not receive an IP address.</p>	<ul style="list-style-type: none"> You may be using an Internet connection with a static IP address. Other equipment, for instance a computer, has been connected to the Internet connection. 	<ul style="list-style-type: none"> Configure the static IP address via Settings > Advanced > Internet settings > IP mode. Select Static and enter the IP address; then follow the wizard to make the further required entries. Connect the base station to the Internet connection port. Turn on the base station and wait for about one hour. Restart the base station and check if your DUALphone works. Check via Settings > Information if the base station has received an IP address.
<p>I cannot connect to Skype from my workplace or school.</p>	<ul style="list-style-type: none"> Most likely your base station is behind a proxy server, which are often used by companies and schools. 	<ul style="list-style-type: none"> Configure the Skype proxy via Settings > Advanced > Internet settings > Skype proxy. Also, you have to configure via Settings > Advanced > Internet settings > Firmware proxy. Please contact the IT support resource at your workplace or school for further information.



PROBLEM	CAUSE	SOLUTION
The time on the idle display is incorrect.	<ul style="list-style-type: none"> The base station is not connected to the Internet. You have not programmed your Time Zone and Daylight saving. Your DUALphone is behind a proxy server. 	<ul style="list-style-type: none"> The handset gets the time and date from the Internet. Connect the base station to the Internet and wait for a few minutes. Select your time zone via Settings > Time and Date > Time zone. Then select Settings > Daylight saving and choose Daylight saving if you are in a zone with summertime, otherwise select Standard. In order for the SNTP (Simple Network Time Protocol) to work, UDP/IP port 123 must be set to open proxy.
I cannot make a Skype to Skype call.	<ul style="list-style-type: none"> You are not signed in. You have no Internet connection. 	<ul style="list-style-type: none"> Choose Status > Sign in and enter your Skype name and password when prompted for it. If you have no Skype account, you can create one via Status > Create new account. Please refer to "I cannot sign in to Skype" under Advanced troubleshooting.
I cannot make a SkypeOut call.	<ul style="list-style-type: none"> You are not subscribing to this service. You are out of Skype credits. 	<ul style="list-style-type: none"> You can buy SkypeOut at www.Skype.com. Check your available Skype credits via Service > Skype Credit.
My SkypeOut call does not reach the person intended.	<ul style="list-style-type: none"> You have not stored your country code. 	<ul style="list-style-type: none"> Check that your country code is registered via Settings > Phone settings > Region > Country code. You may also need to check your area code via Settings > Phone settings > Region > Area code.
I cannot receive Skype calls from certain persons.	<ul style="list-style-type: none"> You have specified restrictions as to whom you want to communicate with. The person is a blocked Skype contact. You are signed out. 	<ul style="list-style-type: none"> Check the person who is unable to call you via Settings > Privacy > Skype calls (or SkypeIn calls). Select a privacy option which allows the person to call you. Check if the Skype contact is blocked via Settings > Manage blocked users. Unblock if required. Sign in to your Skype account via Status > Sign in to Skype.
My DUALphone does not ring on incoming calls.	<ul style="list-style-type: none"> You have muted your handset. You have enabled Call divert, which means that all incoming Skype calls are forwarded. 	<ul style="list-style-type: none"> Adjust the volume via Settings > Tones > Ring tones. Disable call forwarding via Settings > Call divert > Call forward.



PROBLEM	CAUSE	SOLUTION
I experience a bad sound quality during Skype calls.	<ul style="list-style-type: none"> You are probably behind a router which interferes with the sound. Another unit (for instance a computer) is using the Internet connection. 	<ul style="list-style-type: none"> In order to obtain better sound, we recommend that you open the specific port shown under Settings > Advanced > Internet settings > Skype ports to incoming TCP and/or UDP traffic. However, on some routers you cannot configure incoming UDP traffic although you can still configure rerouting of ports with incoming TCP traffic. If you are using several Skype clients on the same router, you must make sure that they are not using the same Skype Port. Free up bandwidth by ending other ongoing Internet traffic or get an Internet connection with more bandwidth.
I cannot send voicemails.	<ul style="list-style-type: none"> You are not subscribing to this service. 	<ul style="list-style-type: none"> You can buy SkypeOut at www.Skype.com. Check if your voicemail is active via Service > Voicemail.
Landline and mobile phones cannot call me via SkypeIn.	<ul style="list-style-type: none"> You are not subscribing to this service. You are out of Skype credits. People calling your SkypeIn number do not wait long enough before they hang up. 	<ul style="list-style-type: none"> You can buy SkypeIn at www.Skype.com. Check your status via Service > SkypeIn. People calling you should allow the phone to ring at least five times before they hang up due to the delay before the SkypeIn call reaches you.
I cannot call via my landline connection.	<ul style="list-style-type: none"> The base station is not connected to your landline. The landline is out of order. The landline connection is occupied by another phone in the house. The base station is not turned on. 	<ul style="list-style-type: none"> Connect the landline to your base station. Check your landline connection with a traditional phone and hear if there is a dialling tone. If not, contact your landline provider. Check that the landline connection is not occupied. Turn on the base station.
I cannot receive calls via my landline connection.	<ul style="list-style-type: none"> You are using incorrect landline country setting. 	<ul style="list-style-type: none"> Select the correct landline country setting via Settings > Phone settings > Landline country. Please note: The landline country setting has no influence on Skype calls.

PROBLEM	CAUSE	SOLUTION
I cannot access the main menu Contacts .	<ul style="list-style-type: none"> You are signed out. 	<ul style="list-style-type: none"> Your contact list resides on a central Skype server and is therefore visible only when you are signed in. Sign in via Status > Sign in to Skype.
I cannot see if a Skype contact is online as his or her online status is always shown as 	<ul style="list-style-type: none"> The contact in question has not been authorised. 	<ul style="list-style-type: none"> Send an Authorisation request: From Contacts, select Options > Advanced > Request details. Whenever a person has accepted your request, you will be able to see his or her online status.
The main menu History is suddenly empty.	<ul style="list-style-type: none"> You are signed out. 	<ul style="list-style-type: none"> The History list is deleted whenever you sign out. Sign in via Status > Sign in to Skype. Please note: Old call details will not be restored at the next sign in.
My friends cannot find me on Skype by searching for my e-mail address.	<ul style="list-style-type: none"> You have not configured your data under My profile. 	<ul style="list-style-type: none"> Save your e-mail address via Status > My profile > Private. Other Skype users cannot see your e-mail address, they can only use it for searching for you if they know the address already.
The handset does not charge when placed in the charger.	<ul style="list-style-type: none"> The handset is not placed correctly in the charger. The charger is not connected to the power outlet or it is not turned on. The batteries are not inserted correctly in the handset. 	<ul style="list-style-type: none"> Check that the charger makes a beep when the handset is placed correctly. Check that the power supply is connected to the outlet and that the unit is turned on. Check that the batteries are inserted correctly. Use only rechargeable batteries, type Ni-MH.
I cannot turn the handset on.	<ul style="list-style-type: none"> The batteries are empty. The batteries are not inserted correctly in the handset. 	<ul style="list-style-type: none"> Place the handset in the charger. The handset will turn on automatically after some time in the charger. Place the batteries correctly in the handset.
The display is black.	<ul style="list-style-type: none"> The handset is not turned on. The display contrast is wrong. 	<ul style="list-style-type: none"> Hold down  for approximately two seconds to turn on the handset. From the idle screen, press Menu > 555, then select your preferred contrast setting.
There is no antenna symbol in the upper right hand corner of the display.	<ul style="list-style-type: none"> You are too far away from the base station. The base station is not turned on. 	<ul style="list-style-type: none"> Move the handset closer to the base station. Turn on the base station. The red LED light must be on at all times.

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PROBLEM	CAUSE	SOLUTION
<p>There is no antenna symbol in the upper right hand corner of the display.</p> <p>(continued)</p>	<ul style="list-style-type: none"> The handset is not registered. 	<ul style="list-style-type: none"> Register the handset via Settings > Cordless settings > Register handset.
<p>I do not understand the language on the handset.</p>	<ul style="list-style-type: none"> You have chosen the wrong language. 	<ul style="list-style-type: none"> From the idle screen, press Menu > 888, then select your preferred language from the list.
<p>I cannot register the handset to the base station, the message 'Open base station could not be found' is shown on the handset.</p>	<ul style="list-style-type: none"> The base station is turned off. The base station is not in registration mode. You are too far away from the base station. 	<ul style="list-style-type: none"> Turn the base station on. The LED light on the base station must be red. Press the Reset button on the back of the base station, then press  for Retry on the handset. Move the handset closer to the base station (for instance in the same room).
<p>No Caller ID is shown when I receive landline calls.</p>	<ul style="list-style-type: none"> You are not subscribing to this service with your landline provider. You are using an incorrect country setting. 	<ul style="list-style-type: none"> Contact your landline provider. Select the correct country setting via Settings > Phone settings > Landline country.
<p>I do not get a new line on my landline connection when sending a flash (by pressing ).</p>	<ul style="list-style-type: none"> You are using an incorrect country setting. 	<ul style="list-style-type: none"> Select the correct country setting via Settings > Phone settings > Landline country.


 ■ FAQ

QUESTION	ANSWER
Why is the DUALphone 3088 for Skype better than a Wi-Fi phone for Skype?	Because it is more reliable (DECT), has no interference problems with other wireless devices (Wi-Fi, Bluetooth), has a much longer talk time (more than 10 hours), standby time (more than 140 hours) and range (up to 300 meters). In practice the DUALphone 3088 has a superior voice quality with increased distance between the handset and the base station/router. This is due to less packet loss and interference compared to a Wi-Fi phone. Furthermore, with the DUALphone 3088 you get a 2-in-1 telephone for both Skype and ordinary landline calls.
Where can I buy the DUALPhone 3088?	You can buy the DUALphone 3088 at www.dualphone.net and www.skype.com and retailers. Please visit www.dualphone.net for further information.
What is a DUALphone?	Your DUALphone combines two phones in one unit, allowing you to use Skype, SkypeOut /SkypeIn as well as traditional telephony via landline. Thus, you can use your DUALphone on two networks, for instance allowing you to establish a conference call between users on both networks.
Is it easy to connect my DUALphone to the Internet?	Yes. It only requires you to connect the base station to a power outlet and to your Internet connection. However, you might need a router/switch/hub if you want to connect more units to the same Internet connection, for instance both your computer and your DUALphone. We recommend that you use a peer2peer friendly router for this purpose.
Are there any special requirements on my Internet connection?	Yes. You have to use an Internet connection that is "Always on". Some broadband connections demand that you log onto the Internet every time you wish to use it, and the connection will automatically close after for example 20 minutes of inactivity. Your DUALphone does not work with such connections, only with 'Always on' connections. Contact your Internet provider and get an "Always on" connection. Possibly "Always on" can be enabled via your provider's homepage.
Can my DUALphone be updated with new software?	Yes. Unlike many other products, the firmware of your DUALphone can be updated to always give you access to the latest features.
What Skype services does my DUALphone support?	Your DUALphone supports Skype, SkypeOut, SkypeIn and Voicemail.



QUESTION	ANSWER
What Skype features does my DUALphone support?	<ul style="list-style-type: none"> • Superior Skype sound quality • Calling via Internet: Skype to other Skype users • Calling via SkypeOut to ordinary telephone numbers • Works with SkypeIn – enables reception of calls from ordinary telephone numbers (PSTN) • Works with Skype Voicemail™ (view, play, delete, record personal greeting) • Skype conference call (invited party) • View, search and call Skype contact list • Skype Call Forwarding • Skype Call Waiting • Caller Identity with Skype name and picture of calling party • Notification of missed calls, new voicemail • Set your Skype online status (Offline, Away, Do Not Disturb etc.) • View the status of your Skype contacts on the handset display • View Call History of Skype and ordinary calls (30 entries) • Contact list (Telephone book): 200 entries • Create a new Skype account • Manual and automatic sign-in to Skype account • Edit my profile • Update notification when new Skype and DUALphone software is available • View Skype credits
What is SkypeOut?	SkypeOut allows you to call ordinary phones and mobile phones at very competitive prices. There might be restrictions applying to calls to special service numbers in certain countries.
What is the price of a call to ordinary phones and mobile phones via SkypeOut?	You can make big savings. Check the prices at http://www.skype.com/products/skypeout/rates/all_rates.html?currency=EUR
Is it expensive to use Skype with a volume based Internet connection?	No. Skype does not take up much bandwidth. On average, Skype uses 0-0.5 Kbps during standby and 3-16 Kbps during calls.
Does Skype work behind a NAT router?	Yes. Skype works behind most NAT routers. We recommend that you use a peer2peer friendly router.
Does my DUALphone support several languages in the menus?	Yes. You can choose between 12 languages: Italian, Portuguese, Polish, Spanish, Dutch, Finnish, Danish, Swedish, English, German and French NOTE: <u>Russian will be available in a forthcoming firmware version.</u>
Does my DUALphone support connections via proxy servers and firewalls with approval?	Yes. Your DUALphone supports HTTP or HTTPS proxies, authenticating HTTPS/SSL and SOCKS5 proxies.



QUESTION	ANSWER
In which countries has the DUALphone 3088 been approved?	The DUALphone 3088 has been approved in the following European Union Member States: Austria, Belgium, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland Italy, Latvia, Lithuania, Luxembourg, Malta, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, The Netherlands, United Kingdom. Other countries: Iceland, Liechtenstein, Norway, Bulgaria, Faroe Island, Greenland, Romania and Switzerland. Coming soon: Australia, South Africa and New Zealand.
Can I use the DUALphone as a conference phone?	Yes, the DUALphone 3088 has a handsfree speakerphone, just as you can be the invited party on a Skype conference call. DUALphone 3088 can also manage a 3-party call between landline and Skype calls.
Is it safe to call via Skype?	Yes. All your Skype calls are encrypted, thus increasing the safety and protection of personal information.
Is it safe to have my user data on the Skype server?	Yes. All your profile data and your contacts are located on a Skype Server, not on your DUALphone. A digital signature, based on a public and a private key, protects all profile data. The public key is used to encrypt the data, allowing only the person with the right key to make the data readable again.
Can I make an emergency call via Skype?	No. Skype does not allow emergency calls, but provided you have an active landline connection and your DUALphone is connected to the base station and the base station is connected to the landline, you can route emergency calls via this line. Please note that emergency calls can only be made when the base station is connected to the power outlet and it is turned on. The phone cannot be used during a power failure.
Can I protect myself against harassment via Skype?	Yes. You can always block certain persons from contacting you via Skype. You can also prevent groups of persons from contacting you.
Can my DUALphone use a static IP address?	Yes. You may configure a static IP address.
Can I call ordinary phones and mobile phones via Skype?	Yes. However, this requires that your Skype account supports SkypeOut, a service you can buy at www.skype.com . With SkypeOut you can call ordinary phones and mobile phones at very competitive prices.
Can ordinary phones and mobile phones call me via Skype?	Yes. However, this requires that your Skype account supports Skypeln, a service you can buy at www.skype.com . With Skypeln you get an ordinary phone number that your contacts can call.
Can I take my DUALphone with me and use it in another country?	Yes. Your DUALphone can be connected to the Internet anywhere with an active Internet connection. The landline connection will also be working in other countries.
What is the range of my DUALphone?	The maximum distance between the handset and the base station depends on the environment you are working in. However, you should typically have a range of some 50 metres indoors and 300 metres outdoors.

QUESTION	ANSWER
Is the handset GAP compatible?	Your DUALphone uses a number of features specific to Skype. Therefore we recommend that you do not use other handsets than the one provided with your DUALphone.
Can I use several handsets with the same base station?	Yes. You will be able to use up to six handsets which can all take advantage of the same Skype account. This is a coming feature.
Can I divert an incoming Skype call?	Yes. However, this requires you to have Skype credits on your Skype account.
Can I check my Skype credit status?	Yes, you can check your Skype credits from your DUALphone handset.
Is there an answering machine in my DUALphone?	Yes, provided your Skype account supports Voicemail, a service that you can buy via www.skype.com . This allows you to divert all incoming Skype calls to your voicemail.
Can I send instant messages (chat) via my DUALphone?	No.
Can I associate a picture with my Skype account?	Yes. However, you have to sign in to your Skype account via your computer and upload the picture from there. Skype will automatically change the uploaded picture to the correct size. In order to have the best picture quality we recommend that you upload a 96 x 96 pixel picture. You can upload in JPG (.jpg) as well as bitmap (.bmp) format.
Which protocol does my DUALphone use?	The Skype part of your DUALphone uses a protocol of its own. The HTTP protocol is used for Firmware updates and all data transmissions are encrypted.
How long is the talk time on fully charged batteries?	Minimum 10 hours.
How long is the stand by time on fully charged batteries?	Up to 140 hours.
Do I need a computer?	No, there is no need to have a computer – simply connect the DUALPhone base station to your broadband router or modem. If you want to use the landline connection feature, you will also need to connect the base station to the landline connection.
How many Skype contacts does the DUALphone support?	200.

QUESTION	ANSWER
Which headset works with the DUALphone?	The connector is of the mono type and the plug size 2.5 mm. Please note that not all headsets will be suitable. Ask for a set with an impedance of 30 Ohms or higher. We recommend that you use the Jabra EarWave boom with a universal 2.5mm jack. (Jabra p/n 100-73030000-50).
I don't have a landline wall receptacle near the place where I want to put the DUALphone base station and I don't want to do install new telephone wires between the base station and the landline receptacle. What do I do?	We recommend that you purchase a wireless phone jack, which can be installed in 1 minute. Please visit www.wireless-phonejack.com .
Does the Skype online status Do not disturb work with landline calls?	Yes, you will not be disturbed by any landline calls, but you can see the calls under missed calls