

DSG SoftPhone & USB Phone Series User Guide

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Overview

Thank you for choosing DSG! This booklet provides an overview for DSG SoftPhone, USB Phone series and DSG PC-to-Phone service.

DSG SoftPhone is a software application running on computers that synchronizes with USB Phone series such as S200 and S300. DSG SoftPhone provides a web-based telephone interface that facilitates your call processing and account management.

DSG S200 and DSG S300 are USB phones connected to your computer via a USB plug. They provide clear voice quality allowing you to bypass the sound card to avoid the possible distortion when placing calls.

Supported by DSG ITSP (Internet Telephony Service Provider) Network, you are able to place calls to any regular phone in the world with low rates or to other DSG VoIP devices such as GoldStar, GoldStar970, IPStar, InterStar, InterPhone, IP770, IP870 or DSG SoftPhone.

Before You Start

Before your installation, make sure that your PC meets the minimum system requirement below.

- Windows 98SE, ME, 2000, XP or Vista
- Pentium 166 or higher
- 10 MB hard disk space
- Available USB port
- CD-ROM drive
- 32 MB RAM
- Internet access
- Microsoft Internet Explorer 4.0 or later

Make sure you have the followings.

- DSG SoftPhone software, which is included in DSG CD and also available on DSG's PC-to-Phone web site.
- DSG USB Phone S200 or S300
- A valid DSG ITSP Account

Installation

Please install DSG SoftPhone software in your computer first. DO NOT connect DSG USB Phone to your computer unless your DSG SoftPhone is completely installed.

Step 1. Installing DSG SoftPhone

1. Insert the DSG CD into the CD-ROM drive of your computer. The setup wizard will start automatically.

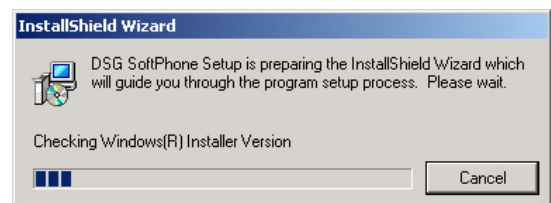


Figure 1 Automatic Installation

2. Follow the on-screen instructions to complete the installation of DSG SoftPhone software. If the setup wizard does not start when you insert the DSG CD, from your Windows **Start** menu, select **Run**. In the **Run** dialog box, type '**d:\setup**', where '**d**' is your CD-ROM drive, then click **Ok**.
3. After you complete the installation of DSG SoftPhone, you will see the DSG SoftPhone appear in **Program** menu and has a shortcut on your **Desktop**.

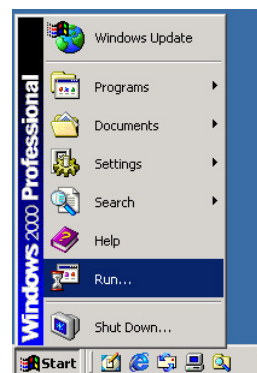


Figure 2: Manual Installation

Step 2. Installing USB Phone

Make sure you have completed the installation of DSG SoftPhone and the DSG CD is in the CD-ROM drive of your computer. Follow the procedures below to install your USB Phone S200 or S300.

Note: The Windows Vista operation system doesn't support the USB Phone.

For Windows ME, 2000 or XP users:

1. Connect the USB plug of DSG USB Phone into your computer's USB port.
2. After the insertion of DSG USB Phone, your computer will prompt a pop-up screen '**New Hardware Found**' and start the installation automatically.
3. Perform system check as described in the next step to make sure your installation is complete.

For Windows 98SE users:

1. Connect the USB plug of DSG USB Phone into your computer's USB port.
2. After the insertion of the USB plug, your computer will prompt a pop-up screen '**New Hardware Found**'. Follow the wizard to install drivers. You will need to install 3 drivers.
3. Under '**What do you want Windows to do**', select '**Display a list of all the drivers in a specific location, so you can select the driver you want**' and then click **Next**.
4. Specify a location to **d:\usb_phone_driver**, where '**d**' is your CD-ROM drive. Click **Next** to install '**tjcom.inf**'.
5. After successful installation, your computer will prompt a pop-up screen and require you to install other drivers.
6. Follow the above procedures to specify the location to **d:\usb_phone_driver** and install '**tjusbdev.inf**' and '**tjusbdev.inf**'.
7. Perform system check as described in the next step to make sure your installation is complete.

Step 3. System Check

The procedures below will help you make sure your USB Phone is properly installed.

1. From Windows **Start** menu, select **Settings > Control Panel**. Double click on the **System** icon.
2. On **System Properties** window, select **Device Manager**.

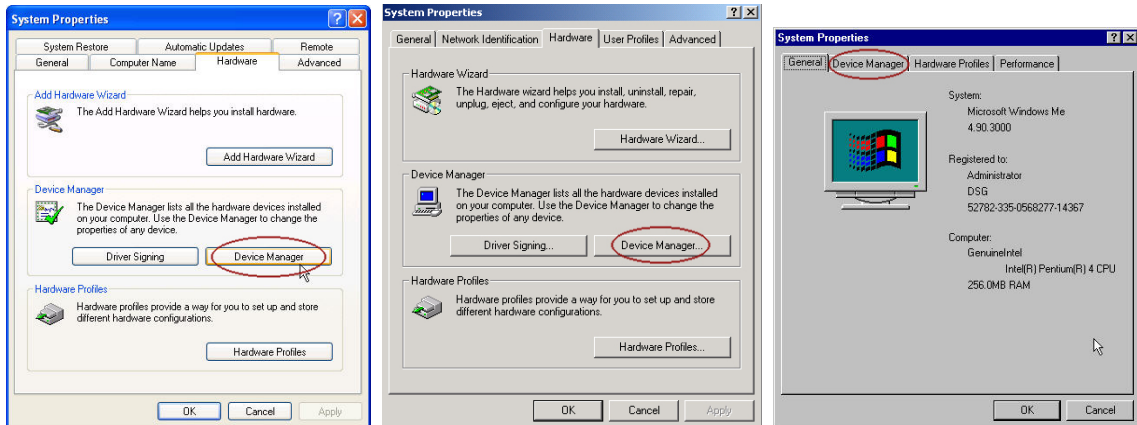


Figure 3 Device Manager on Windows XP, 2000 and Me

3. On **Device Manager** window, make sure under '**Universal Serial Bus controllers**' there are two items of '**TigerJet USB Composite Device**' or '**USB Composite Device**' and '**TigerJet USB Handset with Keypad Device**'.

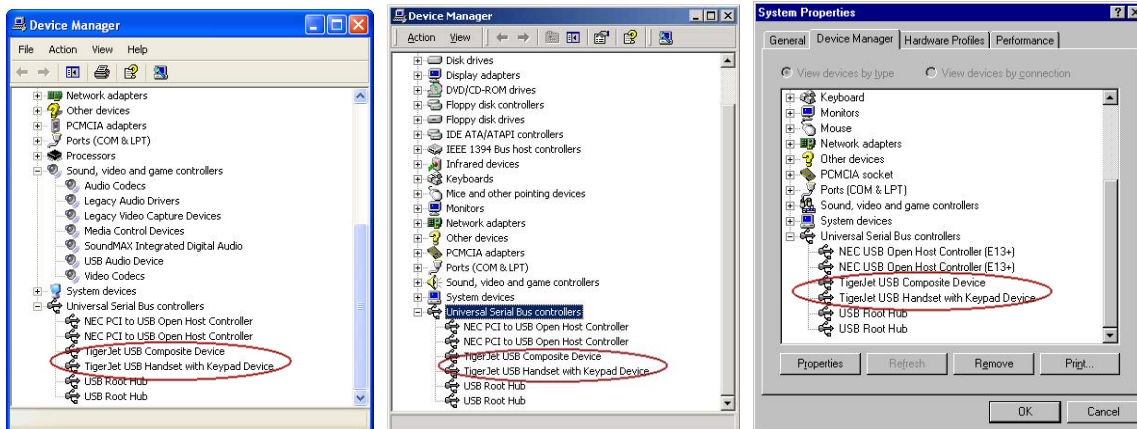


Figure 4 Universal Serial Bus controllers on Windows XP, 2000 and Me

Error Message: If under '**Universal Serial Bus controllers**' you find '**TigerJet USB Handset with Keypad Device**' shows a yellow '!' sign that means the keypad driver is not installed properly. Follow the procedures below to install the keypad driver.

1. Select '**TigerJet USB Handset with Keypad Device**'

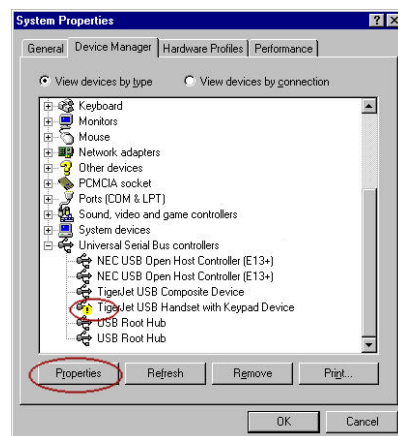


Figure 5 Keypad not Installed

- and right click your mouse and select **Properties**.
2. On **TigerJet USB Handset with Keypad Device Properties** window, click **Driver** tab and update the driver.
 3. Follow the Update Device Driver Wizard and specify the driver location to **d:\USB_Phone_Driver**, where 'd' is your CD-ROM drive. The wizard will install the driver of **TigerJet USB Handset with Keypad Device** automatically.
 4. Reboot your computer if necessary.

First Time Use

Congratulations! You have completed the installation. Follow the steps below to fine-tune your voice input and output and get registered with DSG. You are then ready to call.

Step 1. Set Audio Wizard

When you run DSG SoftPhone for the first time, the Audio Wizard will be launched automatically to fine-tune your voice input and output. Follow the on-screen instructions to get the best voice performance of DSG SoftPhone. Notice when you adjust the playback volume, make sure 'USB Internet Phone by TigerJet' or 'USB Audio Device' is selected.

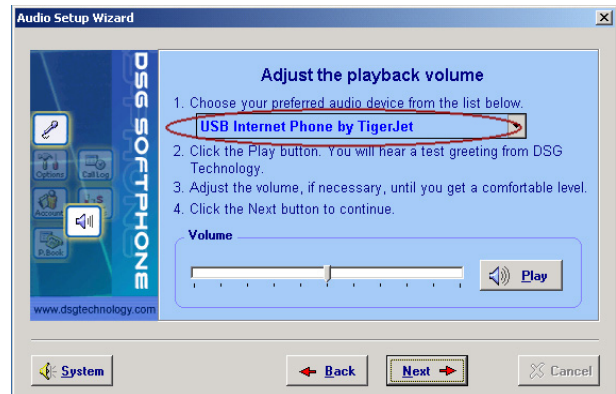


Figure 6 Audio Wizard

You can also adjust your voice quality when necessary by clicking **Options** icon and selecting **Audio Setup Wizard** from DSG SoftPhone.

Step 2. Register a New Account

DSG PC-to-Phone service allows you to place calls from your computer to regular phone users or other DSG VoIP devices users. To enjoy the service, you have to obtain a valid ITSP account and get registered.

1. Make sure you are connected to the Internet. Launch DSG SoftPhone and you will see the login screen.
2. Click **Create New Account** button and you will then be connected to DSG PC-to-Phone web site.
3. Fill out the registration form.
4. Click **Submit** to complete the registration.

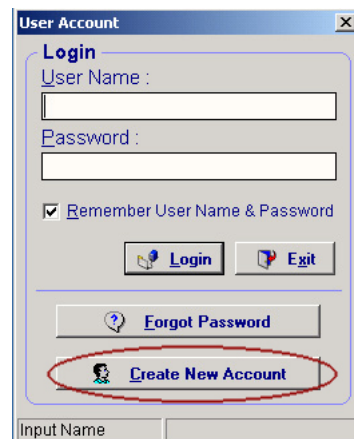


Figure 7 Create New Account

Note: The user name and password are case sensitive and should not exceed 10 characters. You should keep your user name and password in a safe place.

Note: For purchasing ITSP accounts, please contact your local distributor or visit our web site at <http://softphone.dsg.com.tw>.

Checking Your Phone Status

Before you place calls, make sure the online status and operation mode of your DSG SoftPhone and USB Phone are properly set.

Online Status

Launch DSG SoftPhone. After you login you will be connected to DSG ITSP Network. Your status button will display **ON** in green color.

If your Internet connection is slow down or you logout DSG ITSP Network, the status button will display **OFF** in red color. To resume your connection, click **Options** icon and select **Connect**. You have to be online when placing calls.

Operation Modes

After you login, you are able to place Internet calls to remote regular phone users and/or DSG VoIP device users.

- When you are in **PC->Phone** mode, you can place calls to any regular phone in the world within services coverage areas.
- In **PC->IP** mode, you can place calls to remote parties equipped DSG VoIP devices, such as a PC installed DSG SoftPhone, GoldStar, GoldStar970, IPStar, InterStar, InterPhone, IP770 or IP870. To use this operation mode, you have to know the remote party's IP address.

To switch between these two operation modes, simply click on the operation mode icon to select **PC -> Phone** or **PC -> IP**. Or click on the **Options** icon and select **Set Call To - Phone** or **Set Call To - IP**.

Note: If you would like to place a call to an IP address, please make sure the remote party's IP address is a REAL IP address.

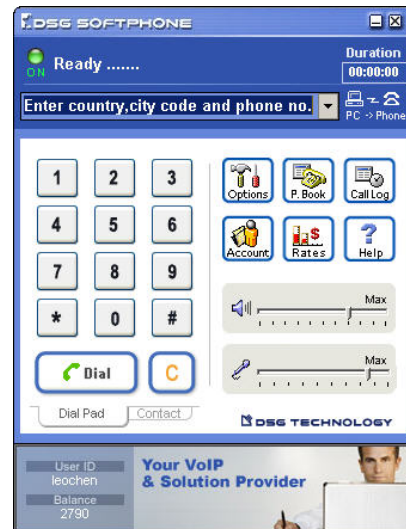


Figure 8 SoftPhone Dial Pad

Making Phone Calls

You can place calls to worldwide regular phone numbers or DSG VoIP device users. Launch DSG SoftPhone and login with your user name and password. You can dial either from the dial pad of DSG SoftPhone or from DSG USB Phone S200 or S300.

Making PC-to-Phone Calls

To place calls to regular phones, first make sure you are in **PC-to-Phone** mode. Then dial the destination phone number including country code and area code.

- **From DSG SoftPhone**

From DSG SoftPhone, input the receiver's country code, area code and phone number, and then click on **Dial**. EXAMPLE: To call 1 (USA country code)-212 (area code)-5551234 (phone number), input 12125551234 and click **Dial**.

- **From USB Phone S200**

To place calls from USB Phone S200, input the receiver's country code, area code and phone number, then press **Talk** button. EXAMPLE: To call 1 (USA country code)-212 (area code)-5551234 (phone number), dial 12125551234 and press **Talk** button.

- **From USB Phone S300**

To place calls from USB Phone S300, lift the handset, input the receiver's country code, area code and phone number. To speed up the calling process, you can press a # sign after dialing the phone number. EXAMPLE: To call 1 (USA country code)-212 (area code)-5551234 (phone number), pick up the handset and dial 12125551234 to call.

Making PC-to-IP Calls

To place calls to a PC installed DSG SoftPhone, or other DSG VoIP products such as GoldStar, GoldStar970, IPStar, InterStar, InterPhone, IP770 or IP870, first of all you have to obtain the receiver's IP address and make sure the remote party is online. Notice that the receiver's IP address needs to be a real IP address. Second, check if your operation mode is in **PC-to-IP** mode.

- **From DSG SoftPhone**

From DSG SoftPhone, input the receiver's IP address and then click **Dial**. EXAMPLE: To call a PC installed DSG SoftPhone, if receiver's PC IP address is 192.168.1.1, input 192.168.1.1 and click **Dial**.

▪ From USB Phone S200

From DSG USB Phone S200, dial the 1st section of the remote party's IP address, press * button, dial the 2nd section of IP, press * button, dial the 3rd section of IP, press * button and dial the 4th section of IP and then press **Talk**. EXAMPLE: To call a PC installed DSG SoftPhone and the PC's IP address is 192.168.1.1, dial 192*168*1*1 and press **Talk**.

▪ From USB Phone S300

From DSG USB Phone S300, lift the handset and dial the 1st section of the remote party's IP address, press * button, dial the 2nd section of IP, press * button, dial the 3rd section of IP, press * button and dial the 4th section of IP. To speed up the calling process, you can press a # sign after dialing the last section of IP address. EXAMPLE: To call a PC installed DSG SoftPhone and the PC's IP address is 192.168.1.1, pick up the handset and dial 192*168*1*1.

Note: You can view your PC's IP address from DSG SoftPhone by clicking **Option** and select **My IP Address**.

Making Calls by the Contact Panel

If you have created the contact information in your SoftPhone Phone Book, the information will be displayed on the Contact panel. Click on the "Contact" button and its panel will display all the contacts you have created. Each contact includes the status button, contact name, Telephone number, SoftPhone IP (the IP address is invisible), and DSG's device ID number. You can simply double click on these items **Tel**, **SoftPhone**, or **DSG ID** to make a call. Besides, the status button beside the contact name will stay in green color if the SoftPhone user or the DSG Device is online.



Figure 9 SoftPhone Contact Panel

Note 1: Before dialing from the Contact panel, you need to create the contact information in the Phone Book first. Please refer to "**Phone Book and Speed Dialing**" below for the relevant settings.

Note 2: The Windows Vista operation system doesn't support the function of calling to DSG's device ID.

Note 3: Indication of the status button. **Green:** online; **Red:** offline; **Grey:** connecting.

Note 4: Before calling **SoftPhone** by the contact panel, please ensure you have input the called party in your Phone Book and also his/her email address, which is registered in DSG SoftPhone system.

Phone Book and Speed Dialing

From Phone Book, you can store and dial frequently used phone numbers, IP addresses, and DSG Device ID numbers. You can also edit 3 of the entries to USB Phone's M1, M2, M3 memory buttons for speed dialing. Besides, the **Auto Update Contact IP** function allows you to contact the other SoftPhone users no matter what IP addresses they use to connect.

- **Create New Entries**

On DSG SoftPhone, click **P. Book** icon to enter the Phone Book. On the Phone Book window, click **New** to create a new entry. Input receiver's name and phone number to be used in PC-to-Phone mode, or includes receiver's IP address for PC-to-IP mode and click **Ok** to save. If you want to save this entry to USB Phone's memory button, check **Save to USB Phone Button** checkbox and select one memory button from M1 to M3.

Note: If your called party is in the same LAN, please uncheck "Auto update contact IP"; otherwise, just leave it as default.

- **Edit and Delete Entries**

To edit your Phone Book, select a specific entry and click **Edit**. To delete an entry, select an entry and click **Delete**.

- **Dial from the Phone Book**

To place a call by the Phone Book, please select a specific entry, press the **Dial** button and select **Dial to Phone** for dialing the telephone number or **Connect to IP Address** for connecting to the IP of the called party.

- **Speed Dialing from Memory Buttons**

First make sure you have assigned specific entries to USB Phone's memory buttons. From USB Phone S200, press the specific memory button from **M1**, **M2** or **M3** and press the **Talk** button. From USB Phone S300, lift the handset and press the specific memory button from **M1**, **M2** or **M3** to start a speed dialing.

Calling Rates

DSG provides PC-to-Phone service offering telephone services over the Internet. DSG's services allow you to place calls to worldwide regular telephone users with low rates. To know the latest calling rates, click **Rates** icon or visit our web site at

<http://softphone.dsg.com.tw>.

To enjoy the PC-to-Phone service, you need to obtain a valid ITSP account. Please contact our distributors or visit our web site for purchasing information.

DSG Account Center

DSG Account Center provides many tools for your check your account balance, view your calling records, edit personal profile, change ITSP account, and check the latest PC-to-Phone calling rates. To enter DSG Account Center, on DSG SoftPhone, click **Account** icon or go to <http://softphone.dsg.com.tw/> and log in with your user name and password.



Figure 10 Login to DSG Account Center

- **Check Account Balance**

After you login, on **My Information** page, you can view your currently registered user name, ITSP account and account balance. Your **User ID** and **Account Balance** will also be displayed at the bottom left of your DSG SoftPhone window.

- **Call Detail Records**

To check your call history, on DSG SoftPhone click **Call Log** icon. You will be connected to DSG Account Center. On **View Your Calls** page, select the duration of the records you want to retrieve and click **Submit**. You can check your calling history occurred within the previous 6 months.

- **Change Password**

To change your password, at DSG Account Center click **Change Password**. Please change your password from time to time for safety reason. The passwords are case sensitive and should not exceed 10 characters.

- **Edit ITSP Account**

When you run out of calling points stored in your ITSP account, you might purchase a new ITSP account. At DSG Account Center, click **Add More Points** to edit your ITSP account.

- **Edit Your Profile**

At DSG Account Center, click **Edit Profile** to edit your personal information.

Voice Volume

To adjust your voice volume input or output, please drag the level of microphone or speaker on DSG SoftPhone. You can also press the volume buttons on DSG USB Phone to adjust the volume.

On USB Phones, when you press **Mute** button during a call, the remote party will not hear your voice. If you encounter poor voice quality during the conversation, reset your sound quality by clicking **Options** on DSG SoftPhone and select **Audio Wizard**. Follow the on-screen instructions to optimize your sound.



Figure 11 Voice Volume

FAQ

1. Why can't I place calls to regular phone numbers?

- Make sure you are connected to DSG ITSP Network. When connected, the status button on DSG SoftPhone is green and states ON; on USB Phone S200, the LED labeled 'ready' is on.
- Make sure you have valid ITSP account. You can view your account balance by clicking **Account** and login to DSG Account Center.
- Check the number you dialed includes country code, area code and phone number.
- Make sure there are no other people login and place calls using your user name and password.
- Check if you are in PC-to-Phone mode.

2. Why can't I log in?

- Make sure your computer's Internet connection works properly.
- Make sure you have valid ITSP account. When you login using a user name without valid ITSP account, you are not able to launch DSG SoftPhone application.

3. Why can't I make calls to a remote PC installed DSG SoftPhone or users of other DSG VoIP devices?

- Make sure the remote PC or DSG VoIP device is configured a real IP address. You are not able to reach a remote party using a private IP address.
- Make sure there are no other people login and place calls using your user name and password.
- Make sure you are connected to DSG ITSP Network. When connected, the status button on DSG SoftPhone is green and states ON and on USB Phone S200, the LED labeled 'ready' is on.

- Check if you are in PC-to-IP mode.
4. Why can't I launch my DSG SoftPhone application?
- Make sure your computer is connecting to the Internet.
 - Make sure you are not running other voice messaging software on your computer.
 - Make sure you have sufficient calling points stored in your ITSP account.
5. Why can't I hear the voice of the remote party from DSG USB Phone?
- Make sure your audio device is directed to DSG USB Phone. You can click **Options** and start **Audio Wizard** again to set the preferred audio device to USB Phone.
 - Make sure you do not set USB Phone to be "mute".
6. I am using DSG SoftPhone with my microphone and speaker. Why can't I hear the voice of the remote party?
- If you use your microphone and speaker, make sure they are connected to your computer properly.
 - Make sure your preferred audio device on DSG SoftPhone is directed to your own audio device.
 - Make sure the audio volume of your computer system is turned on.
 - Make sure your computer is installed a sound card which functions properly.
 - Make sure there is nothing running on your computer such as CD player, MP3 player, etc. that may be using your sound card.
7. Why can't my keypad of DSG USB Phone work properly?
- From Windows **Start** menu, select **Settings > Control Panel**. Double click **System** icon. On **System Properties** window, select **Device Manager**. On **Device Manager** window, make sure under '**Universal Serial Bus controllers**' the item of '**TigerJet USB Handset with Keypad Device**' is working properly. If it shows the yellow '!' sign, that means the keypad driver is not installed properly. Please select '**TigerJet USB Handset with Keypad Device**' and click **Properties** button and update the driver. For more information, see the above 'Installation Step 3 System Check'.



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