

Spikkophone: The user manual

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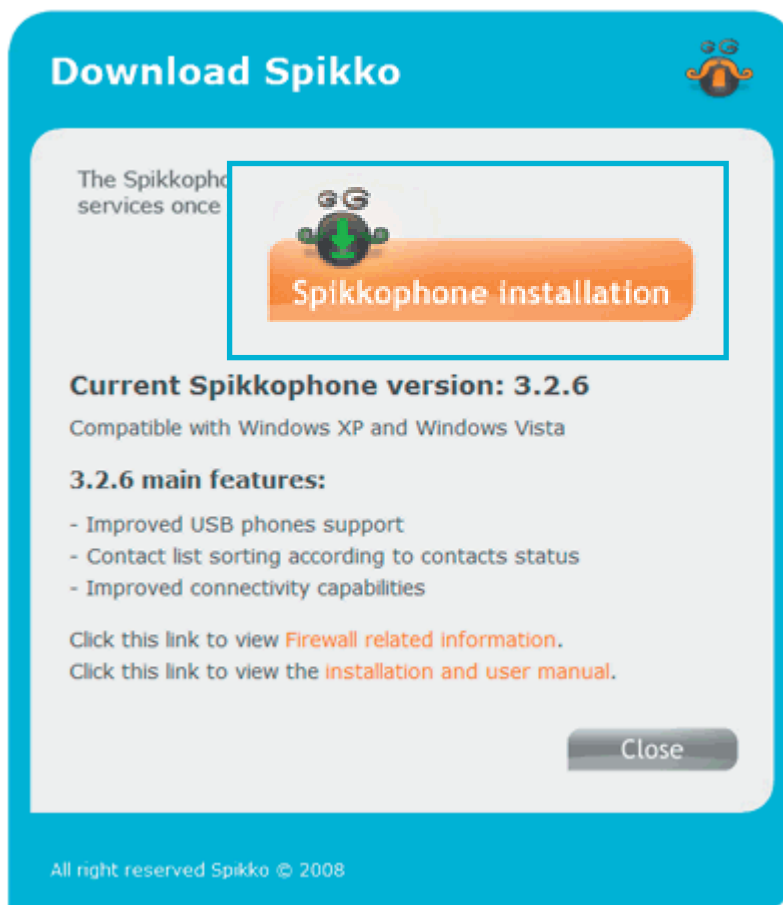
Visaul guide to Spikkophone



Installing Spikkophone

Step 1: Downloading

The program can be downloaded from www.Spikko.com:
After logging in, click the "download Spikkophone" link at the bottom of the page.
In the popup window that opens press the "Spikkophone Installation" button.



Step 2: Press the "Run" button



Download Spikko

The Spikkophone program will allow you to use club Spikko services once installed on your computer.

Spikkophone installation

Current Spikkophone version:
Compatible with Windows XP and Windows Vista

3.2.6 main features:

- Improved USB phones support
- Contact list sorting according to contacts
- Improved connectivity capabilities

Click this link to view [Firewall related](#)
Click this link to view the [installation](#)

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File Download - Security Warning

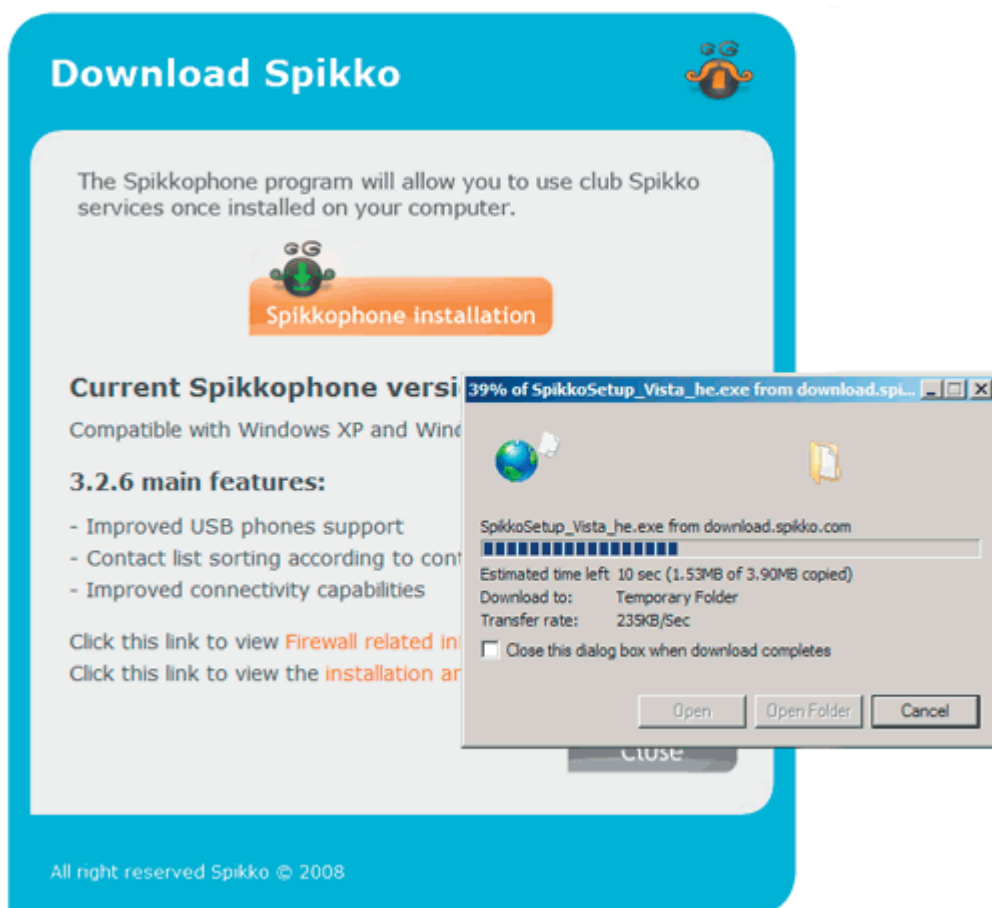
Do you want to run or save this file?

Name: SpikkoSetup_Vista_he.exe
Type: Application, 3.90MB
From: download.spikko.com

Run **Save** **Cancel**

While files from the Internet can be useful, this file type can potentially harm your computer. If you do not trust the source, do not run or save this software. [What's the risk?](#)

Step 3: Wait for download to complete



Download Spikko

The Spikkophone program will allow you to use club Spikko services once installed on your computer.

Spikkophone installation

Current Spikkophone version:
Compatible with Windows XP and Windows Vista

3.2.6 main features:

- Improved USB phones support
- Contact list sorting according to contact name
- Improved connectivity capabilities

Click this link to view [Firewall related information](#)
Click this link to view the [installation instructions](#)

39% of SpikkoSetup_Vista_he.exe from download.spikko.com

SpikkoSetup_Vista_he.exe from download.spikko.com

Estimated time left: 10 sec (1.53MB of 3.90MB copied)

Download to: Temporary Folder
Transfer rate: 235KB/Sec

Close this dialog box when download completes

Open Open Folder Cancel

Close

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Step 4: When download is complete

Confirm the installation by pressing “Run” once more.



The screenshot shows a web page titled "Download Spikko" with a blue header. The main content area is white with a blue border. It contains the following text:

Download Spikko

The Spikkophone program will allow you to use club Spikko services once installed on your computer.

Spikkophone installation

Current Spikkophone version

Compatible with Windows XP and Vista

3.2.6 main features:

- Improved USB phones support
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Click this link to view [Firewall related](#)

Click this link to view the [installation](#)

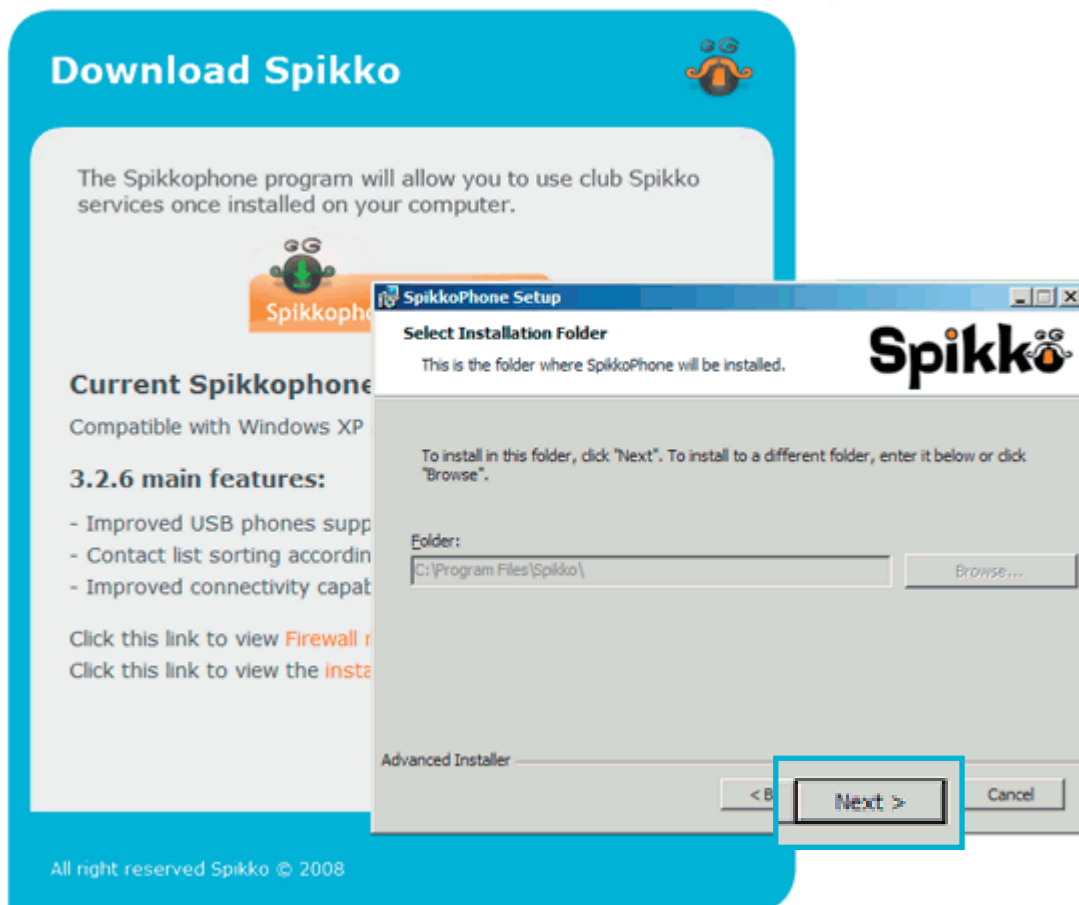
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Overlaid on the page is a "Security Warning" dialog box from Internet Explorer. The dialog box title is "Internet Explorer - Security Warning". The main text reads: "The publisher could not be verified. Are you sure you want to run this software?". Below this, it shows "Name: SpikkoSetup_Vista_he.exe" and "Publisher: Unknown Publisher". At the bottom, there are two buttons: "Run" and "Don't Run". The "Run" button is highlighted with a red rectangle. A "CLOSE" button is visible at the bottom of the dialog box.

Step 5: Pressing “Next” on the Installation window.



Step 6: Press “Next”



Step 7: Mark “I accept...”

and press “Next” to start installing Spikkophone.



Step 8: Press “Install”

to install Spikkophone.



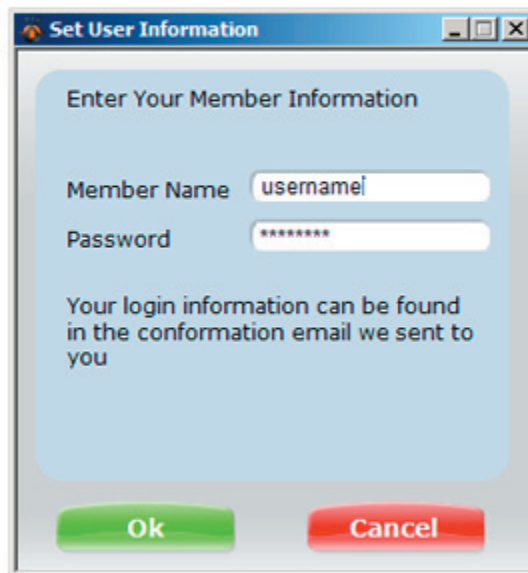
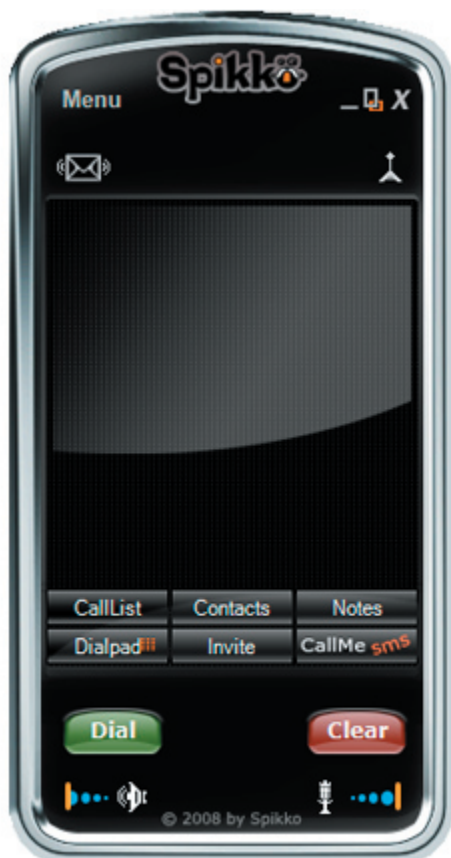
Step 9: End of installation

Press “Finish”



Step 10: Logging in.

Enter the username and password you made for yourself when you registered (they are written in the confirmation Email sent to you) and press “OK”.

A dialog box titled 'Set User Information' is displayed. It contains the text 'Enter Your Member Information'. There are two input fields: 'Member Name' with the text 'username' and 'Password' with asterisks. Below the fields is a message: 'Your login information can be found in the conformation email we sent to you'. At the bottom of the dialog are two buttons: a green 'Ok' button and a red 'Cancel' button.

Get to know Spikkophone

The main Menu

About:

Details of Spikkophone version.

Switch user

Action: Opens a log in dialog box.

see also: [Quick start >> Log in](#)

Settings

Details on items:

General

General settings of the program such as ringtone and language.

Audio

Sound card definitions.

Servers

Definitions of telephony server.

Please note: Spikko is clever enough to define sound card and telephony server automatically.

It is recommended that you change these settings only when instructed to by a representative of Spikko.

My Status

Action: Change your presence status.

“My status” menu allows you to define your chatting status so you can inform your friends whether or not you are willing to chat with them. You have three options to choose from:

- a. Away
- b. Busy
- c. Online

Import / Export

Action: Importing or exporting Contacts lists or Notes.

In this menu you may choose to:

- Import a list of contacts from your hard drive to Spikko.
- Export the list of contacts from Spikko to your hard drive.
- Import notes from your hard drive to Spikko.
- Export your notes on Spikko to your hard drive.

Invite Friends

Action: inviting your friends to join Spikko.

1. When you click this item a dialog box will appear.
2. Type in or paste your friends' email addresses and press "Add".
3. please note that the text at the bottom of the box will be Emailed to your friends.
4. Press "Invite".

Public computer

Action: Exits the program completely while also deleting all your personal data from the computer you were using to prevent abuse by other users.

See also: [Quick start >> Logging off](#)

Exit

Action: full program shutdown without deleting your personal data from the computer.

See also: [Quick start >> Logging off](#)

Operation buttons

Call List

Management of list of incoming and outgoing calls.
Ruler of secondary buttons contains the following:

All

Displays list of all incoming and outgoing calls.

Incoming

Displays only incoming calls.

Missed

Displays only the calls you missed.

Outgoing

Displays only outgoing calls.

Clear

Deletes all call records.

Contacts

Management of the list of people whose details are listed on your Spikkophone.

Ruler of secondary buttons contains the following:

New

Add a new contact.

Edit

Change the details of an existing contact.

Remove

Delete a contact.

Groups (coming soon)

Add or remove groups.

Allows you to organize your contacts in groups.






Chat

Begin chatting with or sending messages to the selected contact on list. (Opens dialog box)

Dial/search text field

Write here to find contacts by first letters.

A contact in the contacts list appears a name if one has been entered in the contact details when it was added or edited.
If a name has not been specified, the contact will appear as either a phone number or, if the contact is a Spikko member, as a user name.
Next to each name is an icon showing the contact's status:

-  - Online - Connected and ready to accept calls or chat
-  - Away - Connected but has not used the computer in while
-  - Busy - Engaged in conversation or does not want to be disturbed
-  - Offline - Not connected, will receive chat messages after login
-  - Unknown - Has not acknowledged that he was added to your list

Notes

Writing and management of notes and alerts.
Ruler of secondary buttons contains the following:

New

Write a new note.

Edit

Change the an existing note.

Remove

Delete a note.

Groups

Add or remove groups.

Allows you to organize your notes in groups.

Alert (coming soon)

Schedule an alert connected to a note.

Dial/search text field

Write here to find notes by first letters.

Dialpad

Dialing numbers to make local or international calls, or dialing usernames to reach other Spikko users.

Once a number or username is written, press the "Dial" button to make the call.

See also [Quick start >> Making a call](#)

Dial

The dial button has four states:

- a. Dial - Make a call
- b. Answer - answer an incoming call
- c. Mute - turn off microphone during conversation
- d. Unmute - turn microphone back on.

Clear

The clear button has three states

- a. Clear - delete writing from the dial/search text field.
- b. Reject - reject an incoming call.
- c. Hangup - terminate a call.

CallMe SMS

Opens a dialog box for sending SMS messages that will encourage people to call you on your Spikkophone.

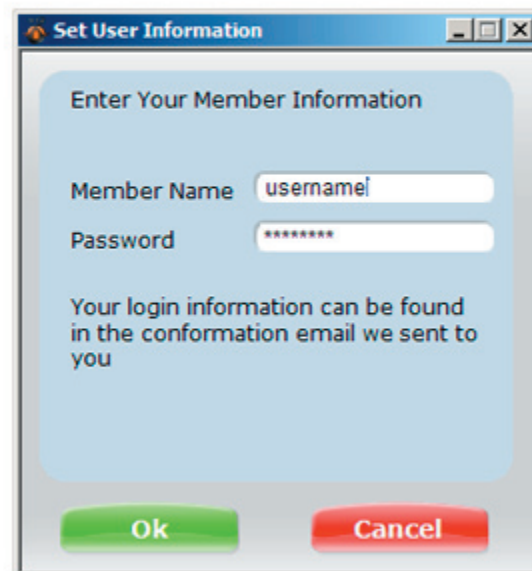
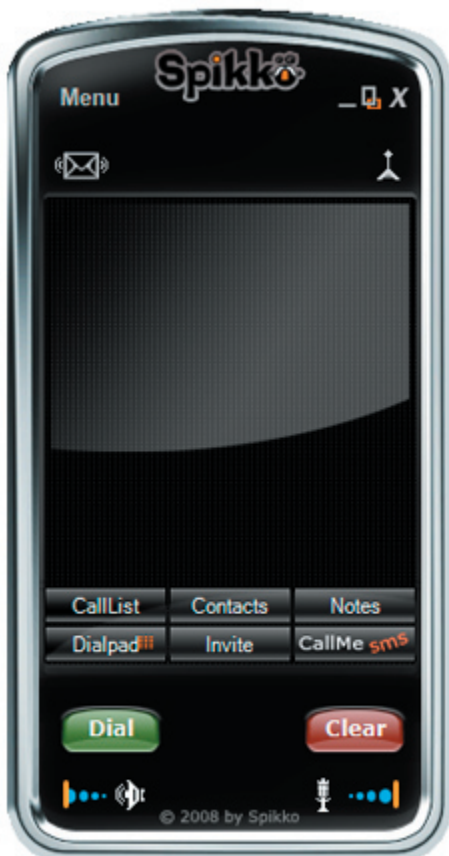
Quick Start

Logging in

To make phone calls and to chat you must be logged in.

Logging in is done from the Login dialog box which appears automatically on Spikkophone's first run.

Fill in your username and password as they appear in the confirmation Email sent to you after registration.



Please note: if the login dialog box does not appear you can always access it from Menu >> switch user. Spikkophone will change from black screen to a blue one, containing user details, on successful login.



If login fails please make following checks:

- Make sure you are connected to the internet.
- If you are using a firewall, make sure that port 4569 is open.
- Make certain no other program or another Spikkophone is using said port.

If the problem persists contact our technical support.

See also: [Main Menu >> Switch user](#)

Changing Spikkophone's Language

At this point supported languages are Hebrew and English.

To switch language:

1. Click "Menu" on the top left corner.
2. Select "Settings" and then "General"
3. Select the language from the drop down menu.
4. Exit and then restart Spikkophone to apply the change.

Adding a Contact

After you got Spikkophone up and running, you might want to add a contact to your contacts list.

To add a new Contact:

1. Press the Contacts button.
2. In the secondary buttons ruler (just above the Contacts button) press “New”.
3. A dialog box will appear - fill in your contact’s details.
4. To save the contact press “OK”.

Making an outside call (call to a non Spikko phone)

Making a call from Spikkophone is fairly easy:

1. Press the “Dialpad” button.
2. Type in the number including area code.
3. Press “Dial”.

Please note: prerequisites for making phone calls:

- Connection to Spikko server.

See also: [Logging in](#)

- Available minutes for outside calls

See also: [How do I acumulate minutes?](#) (external link)

Calling another Spikko member

Calling a Spikko member is even simpler:

1. Press the “Dialpad” button.
2. Type in the username of the member you are calling.
if you want to dial Johny5, then type “Johny5”
3. Press “Dial”.

Please note: prerequisites for making phone calls:


- Connection to Spikko server.

See also: [Logging in](#)

Chatting

Spikkophone offers chatting with other members.

to begin chatting:

1. Press the “Contacts” button
2. Notice the “Chat” button on the secondary buttons bar.
3. Make sure the contact you would like to chat with is logged in.
logged in contacts have this icon: 
4. Select the contact you would like to chat with and press “Chat”.
5. If your friends are not in the contacts list, add them first.

See also: [Adding a contact](#)

Logging out

to log out click “Menu” and select one of the following:

- Logout: the client will remain active and prompt you for user details.
- Exit: the client will shut down and will log you in automatically on next start.
- Public computer >> logout and exit: the client will shut down and all your details and personal data will be deleted from the computer.

See also: [The main menu >> Exit](#)

Supporting devices

USB phones

The new Spikkophone versions support interaction with USB telephone sets.

Once connected and installed on your computer these phones will enable the making and receiving of calls through Spikkophone at a high sound quality and without a need to be near the computer.

You may determine your Spikkophone version by clicking Menu >> Help >> About.

In order to upgrade your Spikkophone you should enter the Spikko website, Log in through the members' entrance and click the "download Spikkophone" link at the bottom of the page.

Version 3.2.6.1 supports three telephone models - more will be supported in future versions.

If you already have a USB phone and wish to know whether it works with Spikkophone, contact us through the link at Spikko.com. Make sure to specify the manufacturer and brand names, as well as the model number.

The instructions below refer to these telephone models:

Hyundai - HY-207 VOIP

Apex - DPS-315

Philips - VOIP321XS/XX

All these models are composed of a base that connects to the computer and a cordless handset.



Answering incoming calls

All incoming calls to the Spikkophone will ring simultaneously in the telephone's handset.

Calls can be answered by pressing the "Send" button (no need to be near the computer).

The telephone will also ring if there is an incoming call through any landline that may be connected to the base.

Making outside calls

To make a call through Spikkophone dial normally using the handset and then press the "S" button (usually located at the bottom of the dial-pad).

To make a call through a landline (if one is connected to the base), dial the same way but press the "Send" button.

Where can one get these phones?

These phones can be bought at many electronics stores and auction websites.

Supported features on version 3.2.6.1

- Windows XP and Vista compatibility.
- Making and receiving Spikko calls using the handset.
- Disconnecting calls from the handset.
- Working with both a landline and a Spikko line.
- Switching between Skype and Spikkophone by pressing the hash (#) key.
- Caller number identification in handset display.
- Display and marking of incoming calls as answered and unanswered.
- Display of Spikkophone's Contacts along with the ability to call them.
- Display of contacts' status (online / away / offline)
- Display and changing of user status (online / away / offline)
- Display of available minutes to call outside landlines.
- Transfer of calls between Spikkophone and the handset through use of the "call forward".

Please note: the USB phones mentioned here and all other USB phone devices are manufactured by a third party.

Spikko cannot be held responsible for any problems with the products themselves, or with any problems that may arise from the use of these phones, or from connecting them to computers.

Troubleshooting

Question: what happens if I run out of minute for outside calls?

Answer: This refers to minutes that are used for calls to landline or cellular phones. You may increase the rate of minute accumulation by inviting your friends to join the service. As the friends you invited gain minutes you will gain minutes as well based on their gains.

Inviting friends is quick and simple and can be done both from the personal area and from the client (See [The main menu >> invite](#)).

The system constantly checks and updates your minute status as well as your friends'. (Please note: gaining minutes through your friends does not affect their minute accumulation in any way).

Another way to gain minutes is to send CallMe SMS message to your local cell phone owner that you call from. That way you can continue to talk and gain minutes at the same time.

The number of SMSs you can send is limited though it is renewed daily.

(You should know: getting voice mail also earns you minutes, so you can gain minutes even if you don't answer your calls).

Question: How do I maintain high voice quality?

Answer: It is recommended that the computer running Spikkophone be connected to Internet through a broadband connection.

It is also recommended that you use headphones rather than normal speakers to avoid the creation of an echo heard on the other side.

You should also cut down on internet usage by other programs on your computer while using Spikkophone as they may reduce conversation quality or disrupt it severely.

Problem: Person on the other end cannot hear me.

Probable causes: If you are having a conversation and while you hear the other person, he or she cannot hear you the problem is probably with your microphone - it is either not properly connected or has not been recognized by Spikkophone. Make sure the plug is connected to correct socket (usually has a microphone icon beside it and is pink in color). Also you should raise your microphone volume by dragging the microphone volume bar located at the bottom right of the Spikkophone.

Question: Can I change password? I changed my password on the website and the client disconnected.

Answer: You can change the password you use to log in to the personal area - click the "user details" link in the personal area and change your password according to the instructions.

Once you have changed your password for the website you must use the same password to log in to the Spikkophone.

To do that click "Menu" >> logout (only needed if you have not logged out

automatically) and then log in by entering your new details in the login window.

Without updating your password in Spikkophone you cannot receive calls! You should change your password once in a while to maintain your privacy and security when using the service.

Question: I have a question that remains unanswered, what do I do?

Answer: Send a message to Spikko by using the “Contact us” link on the public website. Team Spikko will answer your question as quickly as possible. We are always at your service.