



# User Manual

Other Softphones

Futiro Luna / Terra / Solo

English

[www.futiro.com](http://www.futiro.com)

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# 1. Introduction

This manual provides instructions for installing and operating your Futiro USB Handset.

## 1.1 Overview

Package Contents:

- Futiro USB handset - Luna, Terra or Solo.
- Futiro Quick Start Guide.
- Futiro software CD which includes :
  - Futiro software to allow your handset to interact with **Voice over IP (VoIP)** applications.
  - Futiro phone user manual in PDF format.
  - Adobe Acrobat Reader

## 1.2 System Requirements

### Windows (Vista / XP / 2000)

- Minimum 1 GHz CPU or faster.
- Minimum 256 MB RAM.
- Minimum 10Mb of free space on your hard drive.
- 1 x USB 1.1/2.0.
- Broadband Internet Connection.

### Mac OS X v10.4.8 (Tiger) or later.

- Intel / G4 800 MHz CPU or faster
- Minimum 512 MB RAM
- Minimum 10Mb of free space on your hard drive.
- 1 x USB 1.1/2.0.
- Broadband Internet Connection.

## 1.3 Features

- Easy to install plug-and-play technology.
- USB 1.1/2.0 compatible.
- USB bus powered.
- Make/Receive VoIP calls.
- VoIP software integration: Skype, Windows Live Messenger, Google Talk, Microsoft Office Communicator, Cisco IP Communicator, iChat, eyeBeam, SJphone, Vonage, MagicJack, Gizmo.
- Adjustable in-call volume control.
- Unique Free Standing Design on Luna and Terra models.
- Stretchable cord on Luna and Terra models (up to approx 3 metres).
- Unique patented cable management system on Solo model.
- Hands-free and Speed-dial functionality on Luna model.
- Omni-directional microphone with 60dB S/N Ratio and -43dB +/- 2dB sensitivity.
- Speaker with a frequency range of F0-5.0 KHz

## 2. Installing your Futiro USB Handset

### 2.1 Installing on Windows (Vista / XP / 2000)

Please follow these 8 easy steps to set up your Futiro handset.

#### STEP 1

**Please do not plug in your Futiro handset until prompted.**

Insert the Futiro CD into your computer and wait for the CD to run the installation menu (**Figure 2.1**). If the installation menu does not automatically appear then double click on **My Computer** and double click on your CD ROM drive.



Figure 2.1 – Installation CD Menu

On the Installation CD GUI, click **Install Futiro Software**.

The latest Futiro software is also available to download from our website: <http://www.futiro.com/downloads.asp>.

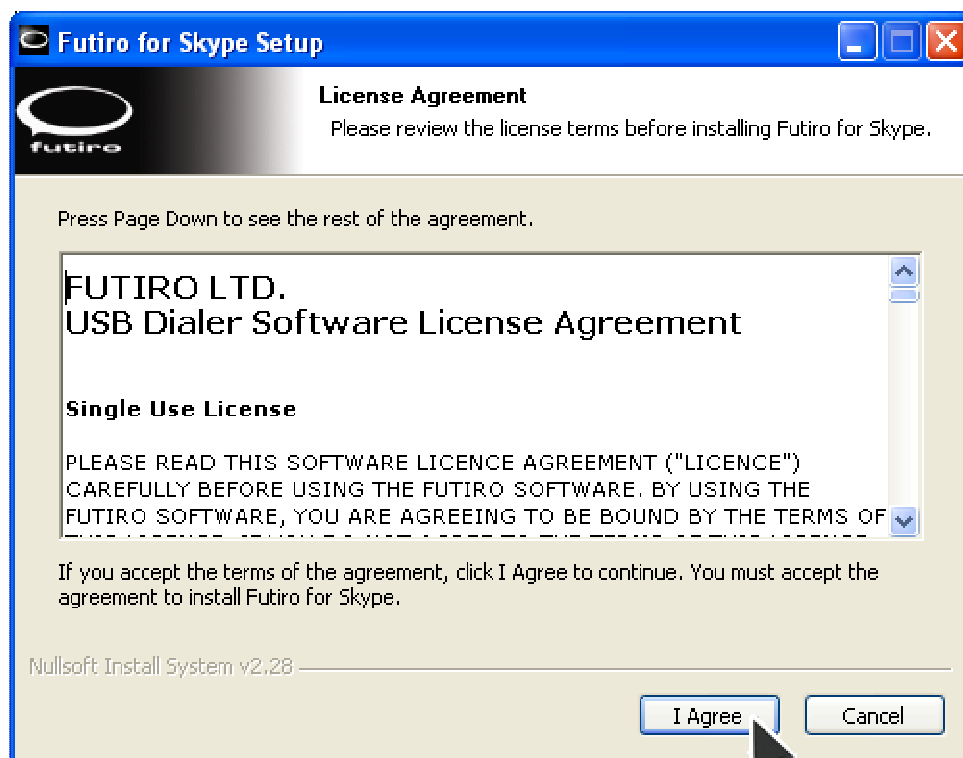


**Note:** In the event of autorun not working, open up **My Computer** on your machine, double-click on your CD-ROM drive.

Open the **Futiro Software** folder, then the **Windows** folder. Open any VoIP application folder and double click the Futiro installer inside.

## STEP 2

Review the Futiro software license agreement (**Figure 2.2**) and Click **I Agree** to proceed.



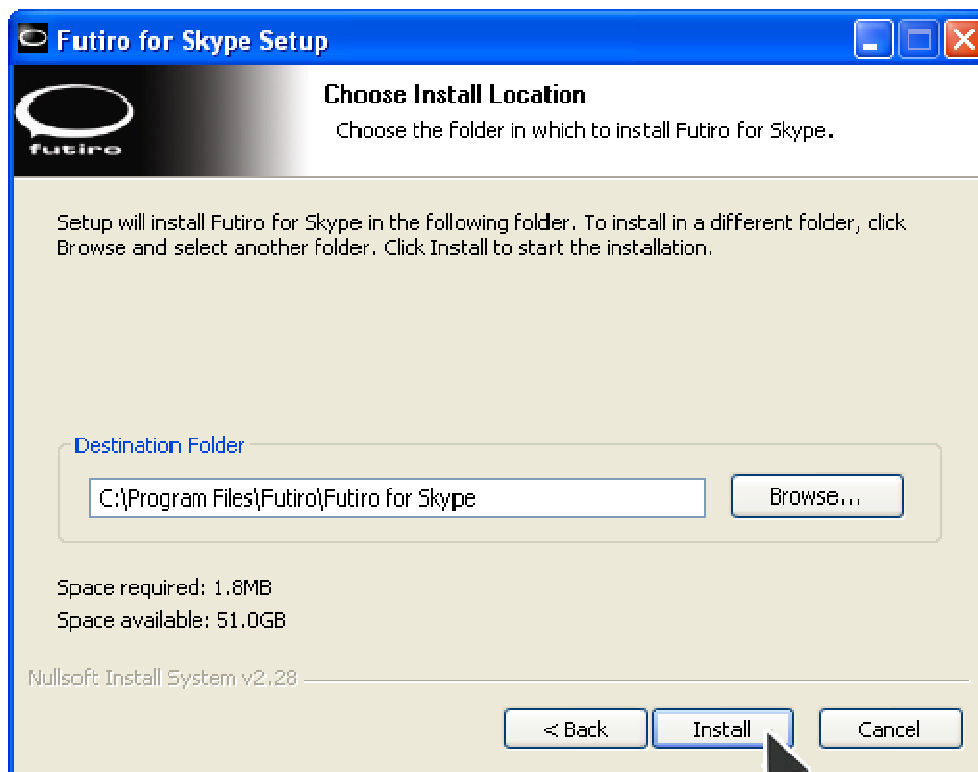
**Figure 2.2 – License Agreement**

### STEP 3

To begin installation, the **Choose Install Location** window will appear (**Figure 2.3**). The default install location is the local **C:\** drive. If you wish to install the software in a different location, browse to that location using the browse button. To continue, click **Install**.



**Note:** If a previous version of the Futiro software is already installed, you will be prompted to uninstall the previous version. Click **Yes** to uninstall (recommended), or **No** to overwrite the previous install.



**Figure 2.3 – Installation Folder Window**

## STEP 4

If prompted by the installer, plug your Futiro handset into any available USB port and click **OK** (Figure 2.4).



Figure 2.4 – Plug In Device

## STEP 5

### Windows Vista Only:

The **Sound** preferences dialog (**Figure 2.5**) will open automatically.

If there is more than one device listed in the **Playback** list, select your soundcard as the default device. The default device is indicated with a green tick icon next to the speaker icon. Please ensure that **Generic USB Audio Device** is **NOT** set as the default device

To set a device as the default device, first click its name in the list and then click the **Set Default** button. Click **OK** to continue.

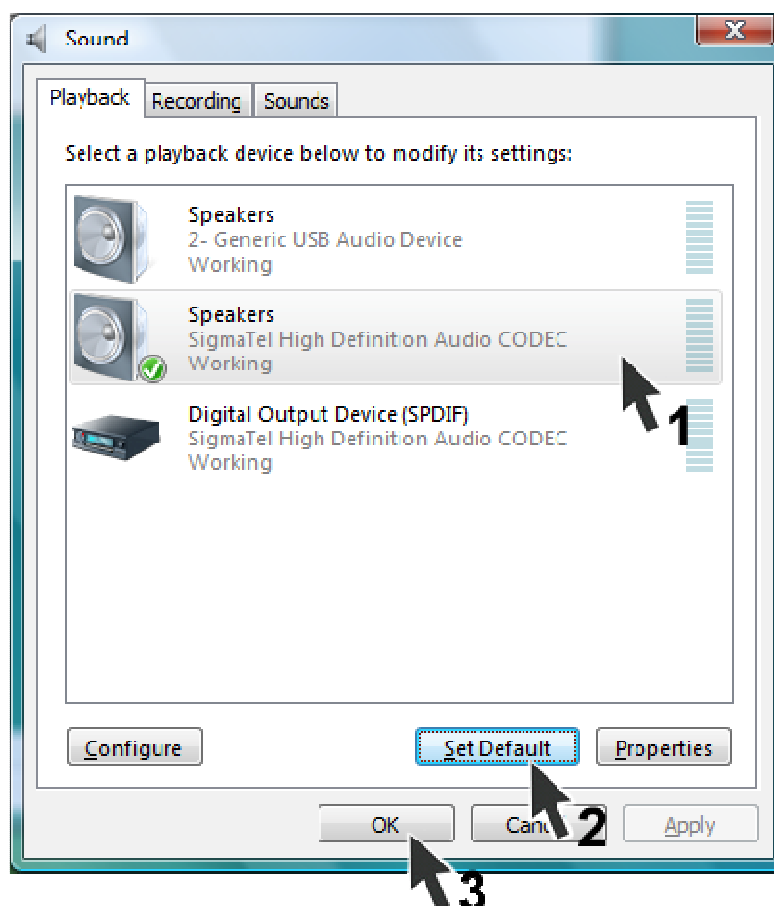


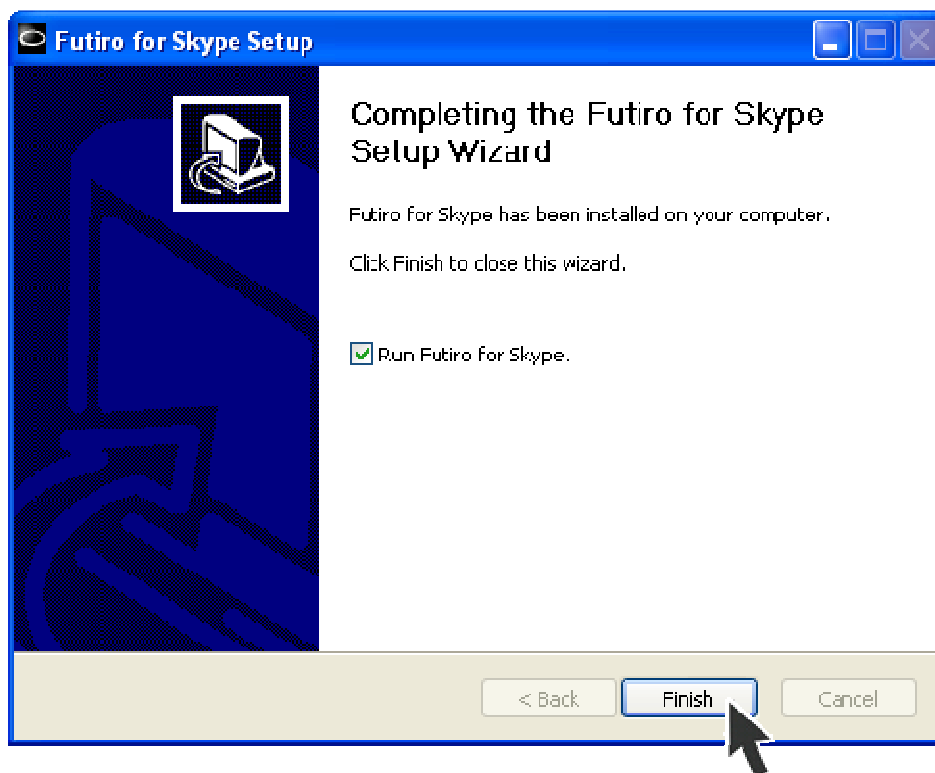
Figure 2.5 – Sound Preferences (Windows Vista)

## STEP 6

Congratulations, installation has completed successfully (**Figure 2.6**).

It is recommended that **Windows Vista** users untick the **Run the Futiro software** box before clicking **Finish**.

To run the Futiro software now, ensure that the box has been ticked and click **Finish**.



**Figure 2.6 – Installation Completed Window**

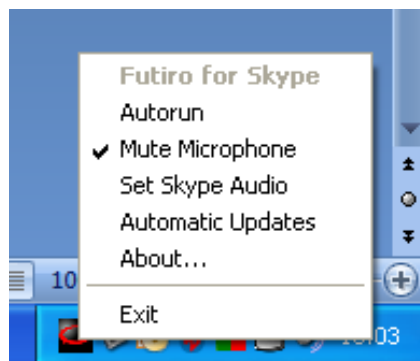
## STEP 7

With the Futiro software running, the **Futiro icon** will appear at the bottom right hand corner of your screen in the system tray (**Figure 2.7**). At first it is red. When Futiro connects to your **Voice over IP (VoIP)** client (and your Futiro handset is plugged in) the icon will turn green.



**Figure 2.7 – Futiro System Tray Icon**

The Futiro software should now be running successfully. If in the future you need to stop the Futiro software running, just right click on the Futiro icon (**Figure 2.7**) and left click **Exit** (**Figure 2.8**).



**Figure 2.8 – Futiro Software Options**

The Futiro menu (**Figure 2.8**) will differ depending on the VoIP application you are using. Some of the common options are as follows:

**Autorun** will automatically start the Futiro software when your computer starts.

Clicking **Mute Microphone** will allow you to mute/unmute the Futiro handset's microphone.

**Automatic Updates** will check for a new version of the Futiro software on application startup. This feature requires connection to the internet.

**About...** displays version information and technical support contact details.

## **STEP 8**

Open your VoIP client application and open the options/configuration settings. Please ensure that **Generic USB Audio Device** is selected as the audio device for **Audio Input, Audio Output** and **Ringling** (optional).

Congratulations! You are now ready to use your Futiro USB handset fully integrated with your chosen VoIP client. We hope you enjoy your Futiro experience.

## 2.2 Installing on Mac OS X

Please follow these 6 easy steps to set up your Futiro USB handset.

### STEP 1

First, remove any previous version of the Futiro software by dragging the Futiro icon to Trash.

Locate the **Futiro** disk image (**Figure 2.9**) for Mac OS X in the **Futiro Software, Mac OS X** subfolder on your CD-ROM (or download from [www.futiro.com/downloads.asp](http://www.futiro.com/downloads.asp)).

Double-click on the disk image file to mount the image.



Figure 2.9 – Futiro Installer Package

### STEP 2

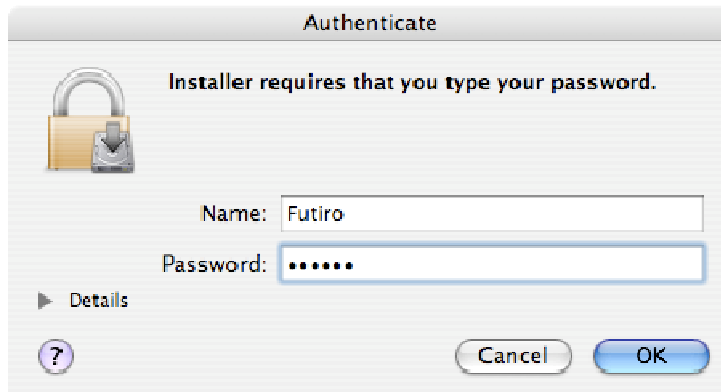
Locate the **Futiro** mounted disk image in **Finder** (**Figure 2.10**). Drag the **Futiro** icon over to the **Applications** folder.



Figure 2.10 – Futiro disk image

### STEP 3 (Optional)

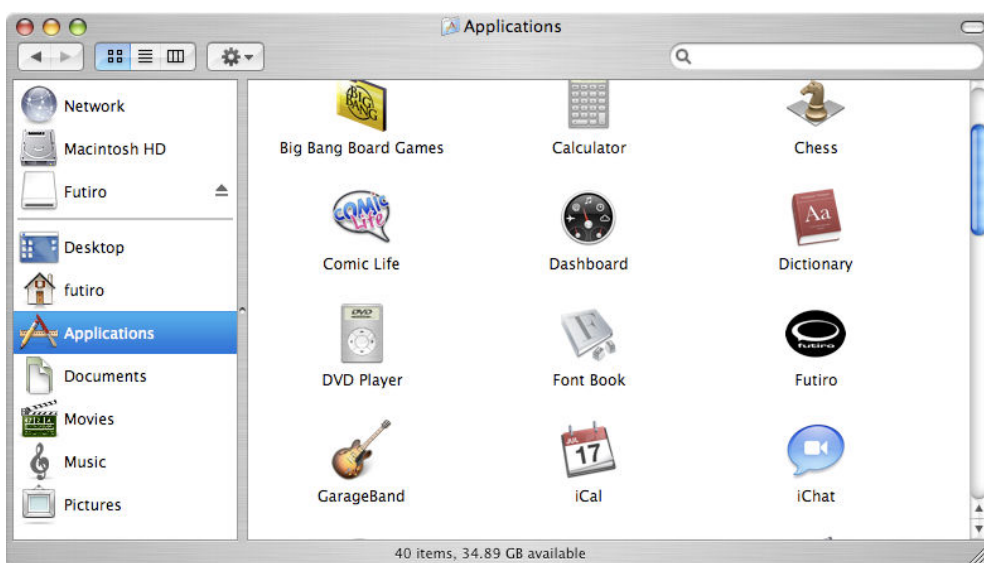
You may be prompted to enter an administrative username and password (**Figure 2.11**). Enter these details and click **OK**. If you do not have these details, please contact your administrator.



**Figure 2.11 – Authentication Prompt**

### STEP 4

To run the Futiro software, locate the Futiro icon in the **Applications** folder (**Figure 2.12**) and double-click on it.



**Figure 2.12 – Applications Folder**

## STEP 5

### FutiroChat Only:

**FutiroChat** will now check that GUI scripting is enabled. If this is not enabled, you will be prompted (**Figure 2.13**) to enable it in **System Preferences**.

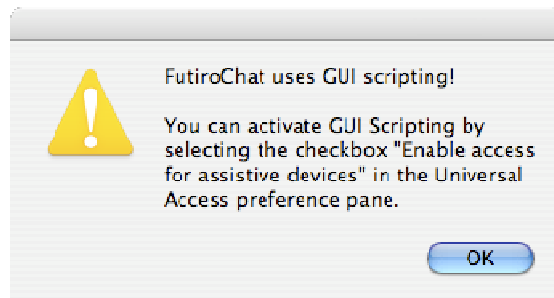


Figure 2.13 – Enable Access Dialog

Click **OK** and then select **Enable access for assistive devices** in the **Universal Access** preference pane (**Figure 2.14**).

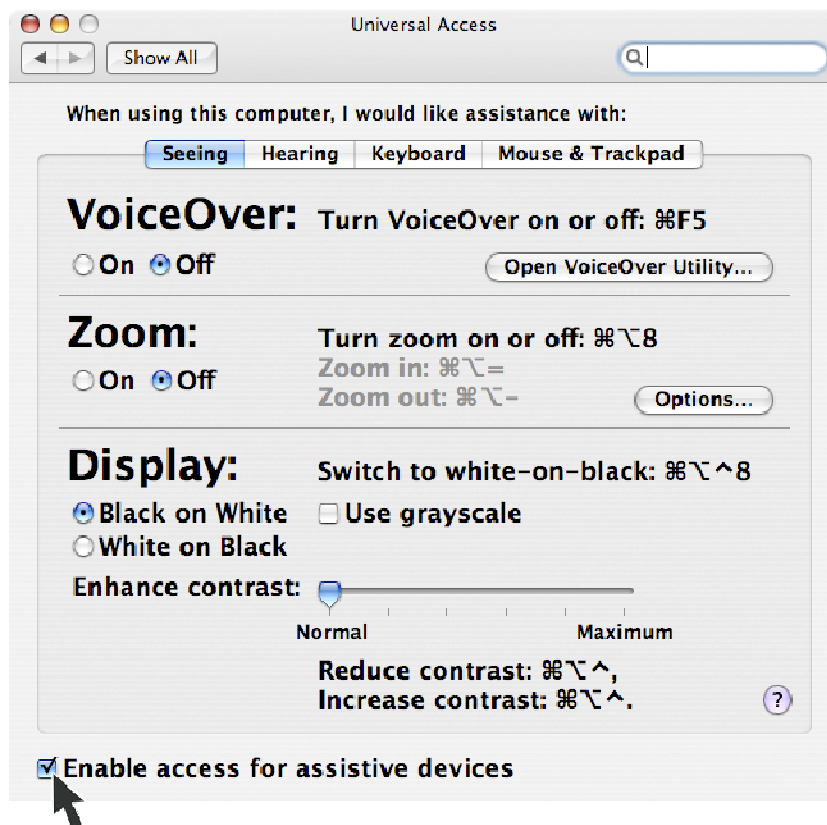
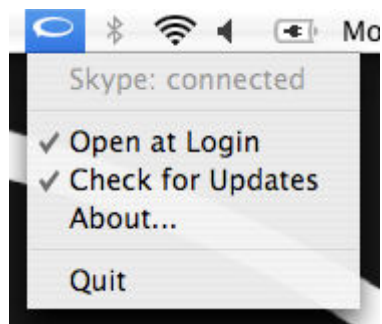


Figure 2.14 – Universal Access Preferences

## STEP 6

To automatically start the Futiro software on login, click on the Futiro icon in the top menu bar. A popup menu will appear (**Figure 2.15**). Tick the **Open at Login** option.

If **Check for Updates** is ticked, the Futiro application will automatically check online for the newest version on application startup.



**Figure 2.15 – Futiro Menu**

## 3. Installing VoIP software on your computer

In order to make your Futiro experience as enjoyable as possible we have provided select VoIP software with your Futiro handset. To install this software on your computer proceed to [3.1 Installing VoIP software from CD](#).

Alternatively you can download newer versions of the VoIP software from your VoIP provider's website.

### 3.1 Installing VoIP software from CD

#### STEP 1

Click on **Install VoIP Software** on your software installation GUI (**Figure 3.1**).



Figure 3.1 – Install VoIP Software from CD

#### STEP 2

Select a VoIP application folder and run the installer by double clicking the executable file inside the folder. Once installation is complete, log in to your VoIP account and you may begin using the Futiro handset to make and receive VoIP calls.

## 4. Using your Futiro USB Handset

When using your Futiro handset, please ensure you have read the previous chapters and have installed the Futiro software on your computer.

If you are using your Futiro handset to call a landline or mobile phone, you may need to purchase credit from your VoIP service provider. Please contact your VoIP service provider for more information.





**Note:** VoIP service providers are not a telephony replacement service and can therefore not be used to call emergency numbers. Use a landline or mobile phone to call emergency numbers.

Before you start using your phone with you VoIP client please ensure:




1. Your VoIP client is running on your computer and you are logged on to your VoIP account.
2. Your Futiro software is running. (See Section 2)

## 4.1 Using your Futiro Luna

### Making a Call

1. Press the green  to launch the VoIP client (if not already launched).
2. Use the scroll button to scroll up or down through your contacts and select the desired contact.
3. Press the green  to call the selected contact.


### Calling a Landline or Mobile Phone

1. Press the green  to launch the VoIP client (if not already launched).
2. Use the Numeric Keypad to dial the desired number (To put a '+' at the start of the number hold down the 0 button .
3. Press the green  to call the number.

### Receiving a Call

Press the green  to answer the call.

### Placing a call on/off Hold

Press  during a call.





### Ending a Call

Press the red  to end the call.

### Closing the VoIP Application

Press the red  to close the VoIP client when not on call.

### Additional Features

- To switch on hands-free/speakerphone - Press  either before or during a call. You can leave the hands-free feature on if you wish.
- To **Clear** a single dialled number/character - Press .
- To **Clear all** dialled numbers/characters - Press  for 3 seconds.
- When on a call, press  to mute the microphone.

### The LED Indicator

The Futuro Luna contains a light emitting diode (LED) indicator. The LED indicates different states of the phone:

LED Colour	Phone Mode
Off	The handset is not plugged in.
Red	The handset is plugged in and on normal mode.
Red Intermittent	Plugged in and on a standard call.
Green	Plugged in and on hands-free mode.
Green Intermittent	Plugged in and on a hands-free call.

## 4.1.1 Luna Key functions

### LED

**Red Constant:**  
Power on / USB plugged in.

**Red Intermittent:**  
On standard call.

**Green Constant:**  
Handsfree / speakerphone active.

**Green Intermittent:**  
On handsfree / speakerphone call.

### Star Key

Tab through VoIP application functions.

**Clear / Mute Mic**  
**When on a Call:**  
Mute microphone.

**When off a Call:**  
*Single Press:*  
Clear single digit.

*Press & Hold (3 Seconds):*  
Clear all digits.

### Call

**When VoIP App is Hidden:**  
Show VoIP application.

**When VoIP App is Open:**  
Dial number, dial selected contact, answer incoming call.

**When Call is Active:**  
Place call on/off hold.

### Numeric Keypad:

0 to 9 when pressed will dial the VoIP application's keypad.

0 key also enters the "+" character if held for 3 seconds.

### Handsfree / Speakerphone

Engage handsfree / speakerphone before making a call or during a call.

### Hang Up

**When on a Call:**  
Hang up call.

**When off a Call:**  
Hide VoIP application.

### Volume / Scroll





**When on a Call:**  
Control handset volume.

**When off a Call:**  
Scroll through VoIP application's contacts.





## 4.2 Using your Futiro Terra

### Making a Call

1. Press the green  to launch the VoIP client (if not already launched).
2. Use the scroll buttons   to scroll up or down through your contacts and select the desired contact.
3. Press the green  to call the selected contact.


### Calling a Landline or Mobile Phone

1. Press the green  to launch the VoIP client (if not already launched).
2. Enter the desired phone number using your computer's keyboard.
3. Press the green  to call the number.

### Receiving a Call

Press the green  to answer the call.

### Placing a call on/off Hold

Press  during a call.

### Ending a Call

Press the red  to end the call.

### Closing the VoIP Application





Press the red  to close the VoIP client when not on call.

## 4.2.1 Terra Key functions





## 4.3 Using your Futiro Solo

### Making a Call

1. Press the green  to launch the VoIP client (if not already launched).
2. Use the scroll buttons   to scroll up or down through your contacts and select the desired contact.
3. Press the green  to call the selected contact.


### Calling a Landline or Mobile Phone

1. Press the green  to launch the VoIP client (if not already launched).
2. Enter the desired phone number using your computer's keyboard.
3. Press the green  to call the number.

### Receiving a Call

Press the green  to answer the call.

### Placing a call on/off Hold

Press  during a call.

### Ending a Call

Press the red  to end the call.

### Closing the VoIP Application

Press the red  to close the VoIP client when not on call.

### 4.3.1 Solo Key functions



## 5. Troubleshooting

**When I press the call button my VoIP client does not launch.**

### 1. Windows Vista:

Right-click the Futiro icon on the Desktop. Click on **Properties** and then on the **Compatibility** tab. Ensure that the **Compatibility Mode** box is ticked and that **Windows XP (Service Pack 2)** is selected in the listbox. Restart Windows.

### 2. Is the Futiro handset plugged in to a USB port?

The Futiro handset needs to be plugged into a working powered USB port on your computer.

### 3. Is the LED on the phone on? (Luna Only)

If not, there may be a problem with your USB port. If possible try a different USB port.

### 4. Is the VoIP application installed on your computer?

Check your desktop and/or your program list to see if your selected VoIP client software is installed. If not, download and install the application from your provider's website.

### 5. Have you logged into your VoIP account?

Please sign in to your VoIP provider account before using your Futiro handset.

### 6. Is the Futiro software installed on your computer?

Check your desktop and/or your program list to see if Futiro is installed. If not, refer to Chapter 2 **Installing your Futiro USB Handset**.

## 7. Is the Futiro software running?

If the Futiro software is running you will see the Futiro icon on the system tray of your computer (**Figure 2.7**). You may need to click on << to show hidden icons. If the Futiro icon is not on the system tray, double click the Futiro icon on your desktop to run the software.

## 8. Is the Futiro icon in the System tray green?

If not, ensure that your Futiro handset is plugged directly into your computer's USB port and that your VoIP application is running and logged in.

**Skype Only:** If not, double click on Skype and go to **Tools -> Options -> Privacy -> Manage other programs access to Skype**. Click on the **FutiroForSkype.exe** entry and click **Remove** then **OK**. The Skype access window (**Figure 2.9**) should appear, click on **Allow this program to use Skype** and click **OK**. Finally click **Save** to close the Skype options.

### **Mac OS X: I cannot hear the ringtone / audio.**

In the **Skype** Preferences menu, click on the **Audio** icon, and ensure that **Generic USB Audio Device** is selected for **Audio output, Audio Input & Ringing**.

In the **iChat** Preferences menu, click on the **Video** icon, and ensure that **Generic USB Audio Device** is selected for **Microphone** and **Sound Output**.

### **All audio is being played through my Futiro handset.**

**Windows:** You may need to change your default audio device settings. Go to **Start -> Settings -> Control Panel -> Sounds and Audio devices -> Audio** tab, and ensure that your sound card is selected as the default device in the sound playback list. Do not select the **USB Audio Device** from this list, if possible.

**Mac OS X:** Open **System Preferences** and click the **Sound** icon. Click on **Output** and then on **Internal Speakers** (or other soundcard / audio device).

### **I am unable to call a landline or mobile phone.**

Your VoIP provider may not provide this functionality. Please check your provider's website for more information.

**I have inserted the Futiro CD into my computer and nothing is happening.**

Open up **My Computer** on your PC or laptop and double click on your CD ROM drive. The software installation menu will then be displayed.

**I am having problems installing my Futiro software. I have been getting messages about administrative rights and/or insufficient privileges.**

You may not have rights to install software on your computer; you need to log on to your computer as administrator. In business environments you may need to contact your local network administrator to do this.

**I am having problems installing the Futiro software on my Linux or UNIX Operating System.**

At the moment the Futiro software is not Linux or UNIX compatible, to check for updates on this situation visit [www.futiro.com](http://www.futiro.com).

**I can't hear anything on my phone and the volume is at max.**

Your handset's mute button may be ticked. Go to **Start -> Settings -> Control Panel -> Sounds and Audio devices** and ensure **Mute** is not ticked.

**I seem to be having a problem with my Skype software.**

For Skype-related problems visit the Skype Technical FAQ at <http://www.skype.com/help/faq/technical.html>

**The Futiro CD will not work in my CD drive.**

The latest Futiro software and user manuals are available for download at [www.futiro.com/downloads.asp](http://www.futiro.com/downloads.asp).

## **Uninstalling the Futiro software:**

### **Windows (Vista / XP / 2000)**

- To uninstall the Futiro software you must first stop it, to do so right click on the Futiro icon and left click **Exit (Figure 2.8)**.
- Go to **Start -> Programs -> Futiro** and select **Uninstall** from the application folder.
- Finally on the uninstall screen click **Uninstall** then **Close**.

### **Mac OS X**

- First click the Futiro icon in the system menu (**Figure 2.15**), then select **Quit** from the drop-down menu.
- Remove the Futiro application from the **Applications** folder and place it in the **Trash**.

**For additional troubleshooting and software updates visit:**

[www.futiro.com](http://www.futiro.com)