



Bringing it all together

# BT Broadband Talk Softphone: Starter Kit 2

## User Guide



# Welcome...

## to your BT Broadband Talk Softphone: Starter Kit 2

- 
- FREE voice calls with other Softphone users anywhere in the world with your headset.<sup>1</sup>
  - Hi-definition sound when you talk Softphone to Softphone or Softphone to the BT Hub Phone 1010.<sup>2</sup>
  - Make and receive free video calls with the Softphone Starter Kit 2 headset and webcam.<sup>3</sup>
  - Versatile clip-on or free-standing USB webcam with high quality video imagery.
  - Adjustable, high performance USB headset for use with BT Broadband Talk Softphone.
  - Noise cancelling microphone for clear, echo-free sound.
1. A microphone and speakers, headset or handset and a suitable sound card is required. Call quality may not match PSTN unless the recipient is able to benefit from High Definition sound. Service restrictions apply. Certain call types are not guaranteed eg 999 calls. No emergency location information stored. Service will fail if there is a power failure. Abuse policy applies. Calls may deplete any usage allowance applied by other broadband providers. Click a contact's Softphone IM name to make a free call. Conditions apply.
  2. To experience Hi-dSTM both caller and recipient require BT Softphone / BT Videophone / BT Hub Phone.
  3. Applies to calls to other BT Softphones used with webcams only. FREE Softphone calls can only be made by clicking their IM (Instant Messenger) name. If you dial their Softphone number, it will be a chargeable call. See [www.bt.com/softphone](http://www.bt.com/softphone) for details.

This User Guide provides you with all the information you need to get the most from your BT Broadband Talk Softphone Starter Kit 2.

You must follow the setting up section before you can use your headset. This doesn't take long and is easy to do. Just follow the simple instructions on the next few pages.

#### **Need help?**

If you have any problems setting up or using your BT Broadband Talk Softphone, please contact the Helpline on 0870 2400 433.

Alternatively, you may find the answer in the 'Help' section at the back of this guide.

#### **Got everything?**

In your BT Broadband Talk Softphone Starter Kit 1 package you should have the following items:

- 1 White USB VoIP headset and inline headset remote control
- 1 White clip-on / free standing webcam
- Starter kit CD
- Webcam driver CD

#### **What you will need**

- A broadband connection. This does not have to be supplied by BT.
- A compatible PC with Softphone and Microsoft Windows 2000 / XP installed.
- To make calls to national or international landlines and mobiles requires a Pay-As-You-Go or BT Broadband Talk account. Conditions apply. See [www.bt.com/softphone](http://www.bt.com/softphone)



# In this guide

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## **Setting up** ..... 5

- Install the BT Softphone Software ..... 5
- Connecting the headset..... 5
- Install the webcam driver CD..... 6

## **Getting to know your headset and webcam**

- Headset..... 7
- Headset remote control..... 8
- Adjusting your headset ..... 9
- LED indications..... 10
- Configuring your audio device ..... 11
- Webcam ..... 12

## **Help** ..... 13

## **General information**..... 14

- Safety ..... 14
- Cleaning ..... 14
- Environmental ..... 14
- Product disposal instructions ..... 15
- Guarantee..... 16
- Technical information..... 16
- Declaration of conformance ..... 17

# Setting up

## Install the BT Softphone Software

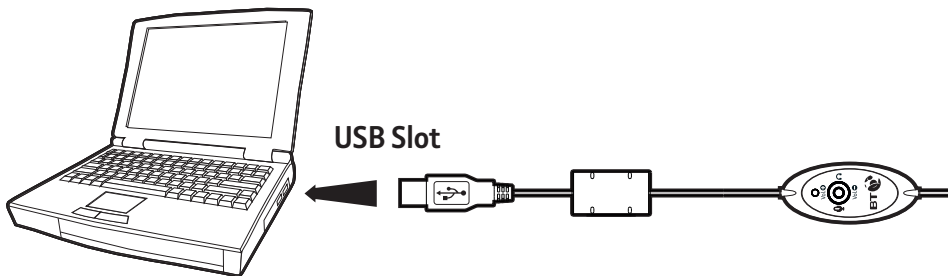
You must install the BT Softphone Software using the BT Softphone Starter CD provided otherwise you will not be able to make any BT Softphone calls. If you have any problems installing your BT Broadband Talk Softphone Software, please contact the Helpline on 0870 2400 433.

After installing BT Softphone you may get a pop-up window advising that there is a new version of Softphone available. It is recommended that you download and install the new version.

## Connecting the headset

Connect the USB plug (attached to the cord of the headset remote control) to the USB port of your PC or laptop computer. The LED indicator will light up indicating correct connection to the computer.

You can check whether the USB controller is properly installed, by making sure the LED indicator is lit, and then pressing **MUTE**, if the light flashes, then the device is properly installed.



## 6 Setting up

### Install the webcam driver CD

You must complete the installation of the webcam driver CD (Starter Kit drivers disc) before you attach the webcam or the camera will not work. The CD has an 'auto run' feature that will start the installation, please follow the on screen directions.

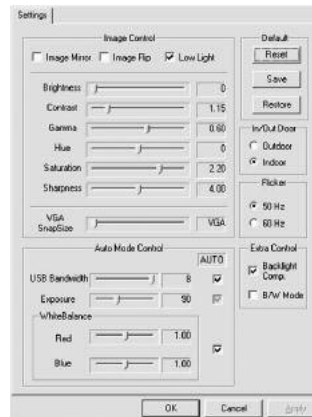
Once the drivers are installed you may need to re-start your computer before attaching the webcam.

The image below shows how the Softphone panel will appear on your PC:



To either alter or check your settings or devices you should select Devices from the 'Softphone' > 'Options' menu.

If you need to change any of the camera video settings you will need to exit from the Softphone application and open the AMCap application which you will find in your Start/All Programs/BT Starter Kit 2 (SK2) USB Web Camera menu. When the new window opens select 'Video capture' filter from the 'Options' menu. This opens the settings window shown below. You can change and save your webcam settings from here.



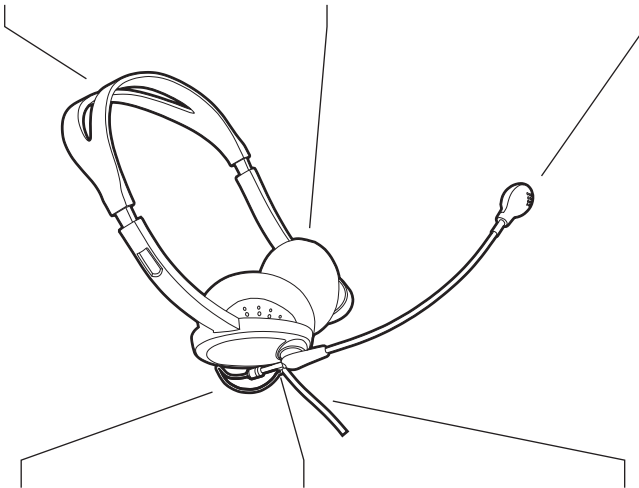
# Getting to know your headset and webcam

## Headset

Extendable double-arm headband

Ear pads (including 40mm speaker chamber)

Microphone and voice tube



Adjustable voice tube holder

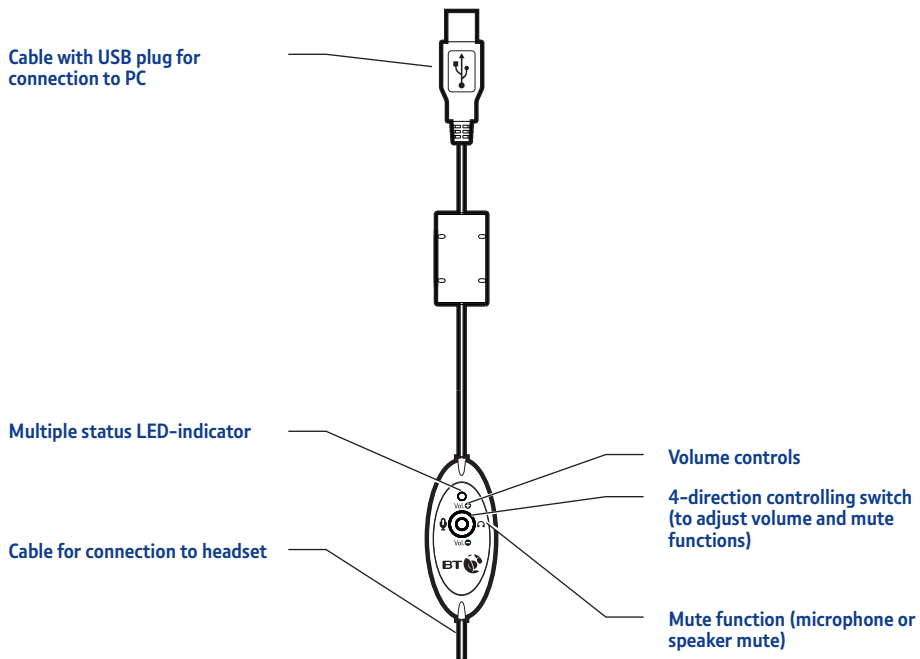
Microphone voice tube rotational pivot

Microphone connecting cable

## 8 Getting to know your headset and webcam

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### Headset remote control

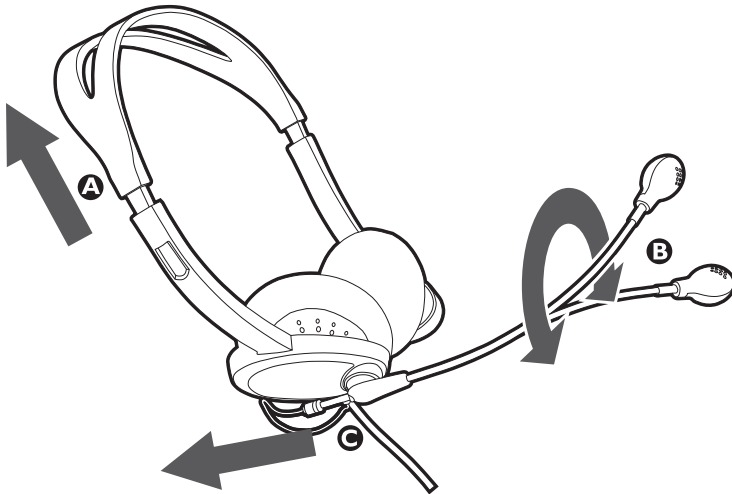




### Adjusting your headset

You can adjust the headset to make it more comfortable for you.

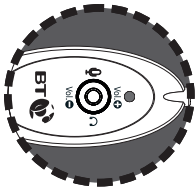
- A** Is extendable on both sides to fit your head size.
- B** The voice tube is rotatable so you can place the microphone closer to the mouth if necessary. The suggested distance between mouth and microphone is 1/2 inch.
- C** The voice tube rubber holder can be adjusted so you can shorten the extension of the microphone capsule if needed.



## 10 Getting to know your headset and webcam

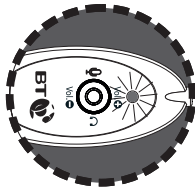
### LED indications

The LED-indicator on the headset remote control will light up to indicate the various status of the device:



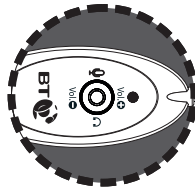
Steady WHITE light:  
Online

The device is ready for normal use. You can transmit and receive voice data.



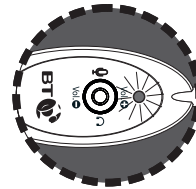
Flashing WHITE light:  
Microphone on mute

The microphone is muted. You can receive voice data but you can not transmit.



Steady BLUE light:  
Headphones on mute

The headphones are muted. You can transmit voice data but you can not receive.



Flashing BLUE light:  
Headphones and  
Microphone on mute

The headphones and microphone are muted. You can not transmit or receive voice data.

### Configuring your audio device

For computers which come with an in-built sound card, you have a choice of using the USB audio device or the original sound card for your multimedia applications. To configure the currently selected audio device:

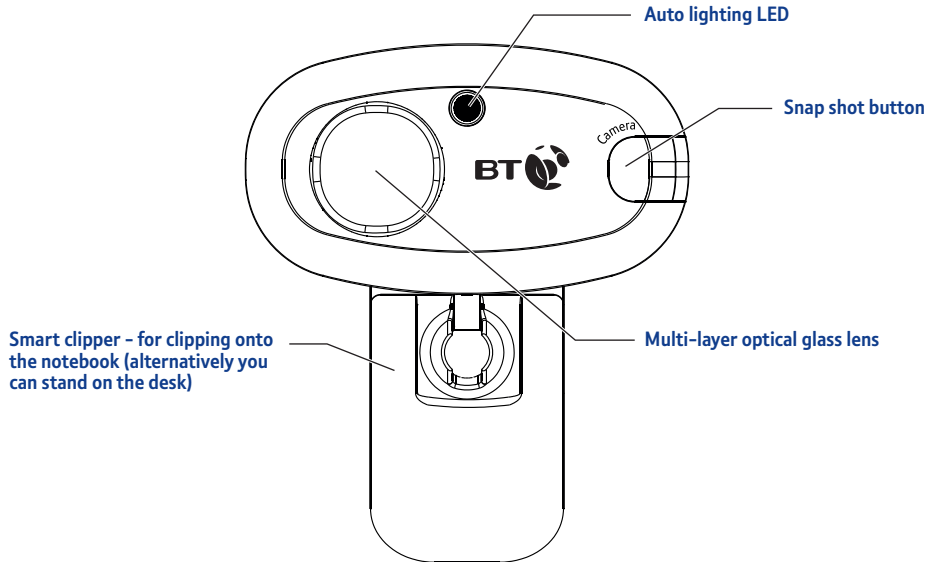
- Go to the **Control Panel**, click the **Multimedia icon** or **Sounds** and **Multimedia icon** (for Windows Me, 2000 and XP).
- Select the **Audio** or **Voice** tabs, in either one of the pages you will see Preferred Device selected for Sound Playback or Sound Recording to be BT Softphone USB Headset.
- Click the arrow within the selection and you will find your original sound card's name and you can choose your preference.

**Remember to close all programs before you change this setting.**

## 12 Getting to know your headset and webcam

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### Webcam



# Help

## Common problems

### No sound coming from the headset

- The USB plug may not be properly plugged into the computer. Check the connections and that the LED is on.
- The headset may have been connected while music software was being played. You will need to close all other software applications and restart the installation.
- The audio device selected in your operating system may not be correct. Go to the control panel, select Sounds and Multimedia Properties or Sounds and Audio Device Properties (XP), open Sound Playback tab and select USB Audio Device or Adaptor in the Preferred Device drop-down menu.
- The volume control for your operating system or music software may be set to mute. De-select mute from your system or music software.
- The computer may not recognise the USB headset. Restart your computer or re-install the USB headset driver by disconnecting then re-connecting the USB plug.

### Cannot record sound from the microphone

- The mic muting function may be switched on. Go to Sound and Multimedia (Audio Device) Properties and select Volume control for Sound Recording and tick Selected in the Microphone column.
- The audio device selected in your operating system may not be correct. Refer to the above section on the same problem but open the Sound Recording tab instead.

### I can hear sound but I am unable to listen to CD music-playback.

- Make sure that your CD-ROM supports the 'digital play function', check with your CD-ROM manufacturer.

### 'Vista' compatible drivers:

If your PC runs 'Vista' you can download compatible Webcam drivers from:  
[www.easidirect.co.uk/softphone](http://www.easidirect.co.uk/softphone)

If you have any problems with the Softphone software you can download the latest version direct from: [www.bt.com/softphone](http://www.bt.com/softphone)

### Customer Helpline

If you are still experiencing difficulties please call the BT Broadband Softphone helpline on 0870 2400 433.

# General information

## Safety information

- Listening with the headset at high volume may damage your hearing.
- If you adjust the volume for the microphone or headphone and it is too high, this may cause squealing (feedback sound) and can damage your hearing.
- Do not use while driving or cycling.
- Do not drop your headset or subject it to external shock which may cause malfunction.
- Do not disassemble or attempt to open up the casing of either the adaptor or headset. This could expose you to high voltages or other risks. Contact the Helpline on 0870 2400 433 for any queries.
- Whenever unplugging the headset or the adaptor, apply force to the plug part only. Jerking the cord instead of the plug may cause damage to the product.
- Do not use any liquid substance to clean the casing of the product.
- Your product may interfere with other electrical equipment, e.g. TV and radio sets, telephones or clock/alarms if placed too close. It is recommended that you place your product at least one metre away from such appliances to minimise any risk of interference.

## Cleaning

- Clean the product with a damp (not wet) cloth, or an anti-static wipe. Never use household polish as this will damage the product. Never use a dry cloth as this may cause a static shock.

## Environmental

- Do not expose your product to direct sunlight.
- Do not submerge any part of your product in water and do not use it in damp or humid conditions, such as bathrooms.
- Do not expose your product to fire, explosive or other hazardous conditions.
- Do not use your product in areas where there is excessive dust, or with shock or electromagnetic radiation.

## Safety Standards

This product had been subject to testing requirement for the CE mark, and has been approved to claim the CE mark for EMC standards (ENS5022:09.98+A1:10.00+A2:01.03, ENS5024:09.98+A 1: 10.0 1 +A2:01.03). The validity of the CE mark is restricted to only those countries when it is legally enforced, mainly in the countries of the European Economic Area.

## Warning

Any change or modification not expressly approved in this user guide could void your authority to operate this equipment.

## Trademarks and ownership

- Microsoft and Windows are registered trademarks or trademarks of Microsoft Corporation in the United States and in other countries.
- IBM and PC/AT are registered trademarks of International Business Machines Corporation.
- Pentium is a trademark or registered trademark of Intel Corporation.
- In this user guide, Microsoft 'Windows' XP Home Edition and Microsoft 'Windows' XP Professional Edition are referred to as Windows XP, whereas Microsoft '2000 Professional Edition' is referred to as Windows 2000, Microsoft 'Millennium Edition' is referred to as Windows Me.
- All other names of systems and products mentioned are trademarks or registered trademarks of their respective owners.

## Product disposal instructions



The symbol shown here and on the product means that the product is classed as Electrical or Electronic Equipment and should not be disposed with other household or commercial waste at the end of its working life.

The Waste of Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC) has been put in place to recycle products using best available recovery and recycling techniques to minimise the impact on the environment, treat any hazardous substances and avoid the increasing landfill.

### Product disposal instructions for residential users

When you have no further use for it, please remove any batteries and dispose of them and the product as per your local authority's recycling processes. For more information please contact your local authority or the retailer where the product was purchased.

### Product disposal instructions for business users

Business users should contact their suppliers and check the terms and conditions of the purchase contract and ensure that this product is not mixed with other commercial waste for disposal.

## 16 General information

### Guarantee

Your BT Broadband Talk Softphone SK2 is guaranteed for a period of 12 months from the date of purchase.

Subject to the terms listed below, the guarantee will provide for the repair of, or at BT's or its agent's discretion, the option to replace the BT Broadband Talk Softphone SK1 or any component thereof, (other than batteries), which is identified as faulty or below standard, or as a result of inferior workmanship or materials. Products over 28 days old from the date of purchase may be replaced with a refurbished or repaired product.

The conditions of this guarantee are:

- The guarantee shall only apply to defects that occur within the 12 month guarantee period.
- Proof of purchase is provided.
- The equipment is returned to BT or its agent as instructed.
- This guarantee does not cover any faults or defects caused by accidents, misuse, fair wear and tear, neglect, tampering with the equipment, or any attempt at adjustment or repair other than through approved agents.
- This guarantee does not affect your statutory rights.

#### Within the 12 month guarantee period:

Prior to returning your product, please read the Help section beginning on page 13 or contact the Helpline on 0870 2400 433 for assistance. In the unlikely event of a defect occurring, please follow the Helpline's instructions for replacement or repair.

#### Outside of the 12 month guarantee period:

If your product needs repair after the guarantee period has ended, we recommend that you contact BT's approved repair agent Helpdesk Solutions on 0870 240 5029 or a local qualified repairer.

#### Returning your product

If the Helpline is unable to remedy your problem they will ask you to return the product. Where possible, pack the product in its original packaging. Please remember to include all parts. (Please note that we cannot take responsibility for goods damaged in transit.) Please obtain and keep proof of posting from the Post Office.

### Technical information

#### For your records

Date of purchase:

.....

Place of purchase:

.....

Serial number:

.....

For guarantee purposes proof of purchase is required so please keep your receipt.



**Headset specifications****Stereo headset CM400**

Cord	2m long
Mass	120 g (including controller)

**Receiver**

Size	40mm diameter
Type	Open air dynamic driver unit
Max. input power	10mW/60mW
Impedance	$32\ \Omega \pm 15\%$ at 1 kHz, 1 V
Sensitivity	$116\pm 3\text{dB}(3\text{mW}/1\ \text{CM})$
Frequency range	140 - 20,000 Hz

**Microphone**

Design	Flexible boom microphone
Type	Electret condenser
Open circuit voltage	-47dB (0dB = 1 V/Pa)
Frequency range	20 - 20,000 Hz

**USB controller AU400**

Frequency range	20 - 20,000 Hz (headphone) 100 10,000 Hz (microphone)
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Data resolution	16 bit
Sampling rate	48 kHz Stereo

**Operating characteristics Rx**

Receiver gain	14dB Max.
Output power	35mW Max.
THD +Noise	<0.4% @ P <sub>i</sub> )=30m W20~20,000 Hz
S/N @ TH D <0.4%	86dB
Master volume control range	0~46.5dB attenuation

**Operating characteristics: Tx**

Microphone gain	20dB Max.
Volume control range	+ 12dB ~-34.5dB, 1.5dB step
Power supply	USB bus power compliant (5V, 100mA)

Dimensions (excluding projections)  
approx. 28x65x18mm  
(w/d/h)

**Operating environment**

Compliant operating systems:  
Windows 2000/Windows Me/Windows XP

**Webcam specifications**

Interface	USB1.1 / USB2.0 Compatible
Sensor	1/4" CMOS Sensor
Effective pixels	350K Pixels
Max Resolution	640x480 (VGA)
Colour depth	24-bit (16.7 million colour)
Max Frame Rate	30fps (640x480: 30fps)
Focus range	50cm to infinity
White Balance	Auto
Auto Exposure (AE)	Auto
USB cable length	150cm
Weight	80g(USB cable included)
Dimension	69mm x 73.5mm x 47.5mm (USB cable excluded)
Clipper width	5mm~25mm.
Working temperature	5~40C
Working humidity	20%~80%
Rate voltage	5V
Rated power consumption	580mW
Rating input current	116mA

**Declaration of Conformance**

The Declaration of Conformance is available from  
[www.easidirect.co.uk/softphone](http://www.easidirect.co.uk/softphone)

## Offices worldwide

The services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract.

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