



## INSTALLATION AND USER GUIDE

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Palm® Treos™

Version 1.1

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## 1. INTRODUCTION

### 1.1 Overview

Welcome to the iSkoot Installation and User Guide for Palm® Treo™<sup>1</sup>. This manual provides step-by-step instructions on how to set up and use all the great features of your iSkoot software.

Once you're set up with iSkoot, you can make and receive Skype<sup>2</sup> calls at the push of a button, make low-cost long distance and international calls using SkypeOut, and text chat with your Skype contacts—right from your Treo. You can even set your own online status. Using iSkoot is as easy as using Skype on your PC: you can call any of your Skype contacts for free (mobile airtime usage charges still apply), and you can even place SkypeOut calls at the same great low rates. The big difference: now you can leave your computer behind! With iSkoot, you bring your Skype with you, so you can talk to anyone, anywhere, anytime using your internet telephony service.

What's even better: With iSkoot, there's no need for WiFi, cellular broadband, or any additional hardware. The iSkoot network and handset software are designed to work wherever your cell phone works! To learn more about how iSkoot and the iSkoot network work to bring you Skype on the go, please visit the Products page on our website, [www.iskoot.com](http://www.iskoot.com).

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## 2. BEFORE YOU START

### 2.1 Requirements

*This User Guide is designed for handsets using the Palm Operating System.*

To start using iSkoot on your mobile phone, you must have the following:

- A Treo with a data service subscription
- A valid Skype Name and password

To make calls to regular phone numbers, and to receive incoming Skype calls, you'll also need:

- Skype's SkypeOut service

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**Note:** If you have Skype Voicemail enabled, you will not be able to receive incoming calls on your handset.

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## 3. REGISTRATION AND DOWNLOAD

Before you can access the iSkoot software, you need to register as an iSkoot user.

To register as an iSkoot user:

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<sup>2</sup> *Skype™ and SkypeOut™ are registered trademarks of Skype Limited and these trademarks are implied throughout the document. This product uses the Skype API but is not endorsed or certified by Skype.*



1. Go to [www.iskoot.com](http://www.iskoot.com) on your PC, and click on “**Get iSkoot**” in the top navigation bar.
2. In the form provided, fill in all of your information.

### 3.1 Choose Your Download Method

There are three ways to download iSkoot. We can send you an SMS text message or email message containing a link to our software, or you can download the software from the website onto your PC, and then transfer it to your Treo.

Option 1: Request an SMS:

1. Once you’ve filled out the required information, select the box that says “**Download via SMS**” at the bottom of the page.
2. On the page that follows, enter the Verification Code as instructed.
3. Click **Send SMS**.
4. You will receive an SMS message delivered to the mobile number you provided within a few minutes, depending on your mobile operator network service status.

Option 2: Request an email: *This option is designed for users who can view email on their mobile handsets.*

1. Select the option labeled “**Download via Email**” at the bottom of the page.
2. An email including a link to the iSkoot client—as well as download and installation instructions—will be sent to the email address you provided. You should receive it within a few minutes.

Option 3: Download to your PC first:

1. At the bottom of the registration page, select “**Download to your PC.**”
2. You will be asked to read and accept our End User License Agreement. Select “I accept the agreement” and click **Next** only after you have read and understood these terms.
3. You will arrive at the website’s Download page.

### 3.2 Downloading Directly to Your Treo

If you request an SMS or email message during registration:

1. You will receive the SMS or email message within a few minutes. Open the message on your handset.
2. Underneath the Welcome message, you will see a link. Highlight the link, and select it.
3. Next, the End User License Agreement will appear. Read it carefully, and select **Accept**.
4. The Download screen will open with the appropriate software for your Treo. Highlight the link and click on it.
5. A new screen will appear: If your Treo has an Expansion Card you will have the option to save to the Treo’s *Applications* or to the Card. *You must save iSkoot to Applications.*
6. You will be asked if you want to download. Select **Yes**: installation will begin and usually takes between 5 and 15 seconds.
7. When installation is finished, a *Download complete* message will be displayed.
8. Select **Save**, or **Save and open**.
9. You will be asked if you want to accept the iSkoot application into *Applications*. Select **Yes**.

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**Note:** If you did not remove an existing version before you started the install, you may be prompted to replace the existing version with the newer version. Click **OK**.

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### 3.3 Downloading iSkoot to Your PC

If you choose to download iSkoot to your PC first and then transfer it to your handset:

1. On the **Download** page, select the version of software appropriate for your Treo, click on it to begin downloading, and save it to your computer.
2. Using your computer's infrared port, Bluetooth® or USB cable (file transfer capabilities will vary depending on the phone and PC), transfer the file to your handset. (If you transfer the file via USB cable, your Palm Quick Install program will ask you if you want to save iSkoot to your Treo's expansion card or into *Applications*. Select *Applications*.)
3. Your handset will alert you when the file has been received. If you transferred the file via infrared or Bluetooth®, you will be asked if you want to accept the software into the Treo's *Applications*. Select **Yes**.
4. The iSkoot icon will appear on your *Applications* menu.

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**Note:** If you did not remove an existing version before you started the install, you will be prompted to replace the existing version with the newer version.

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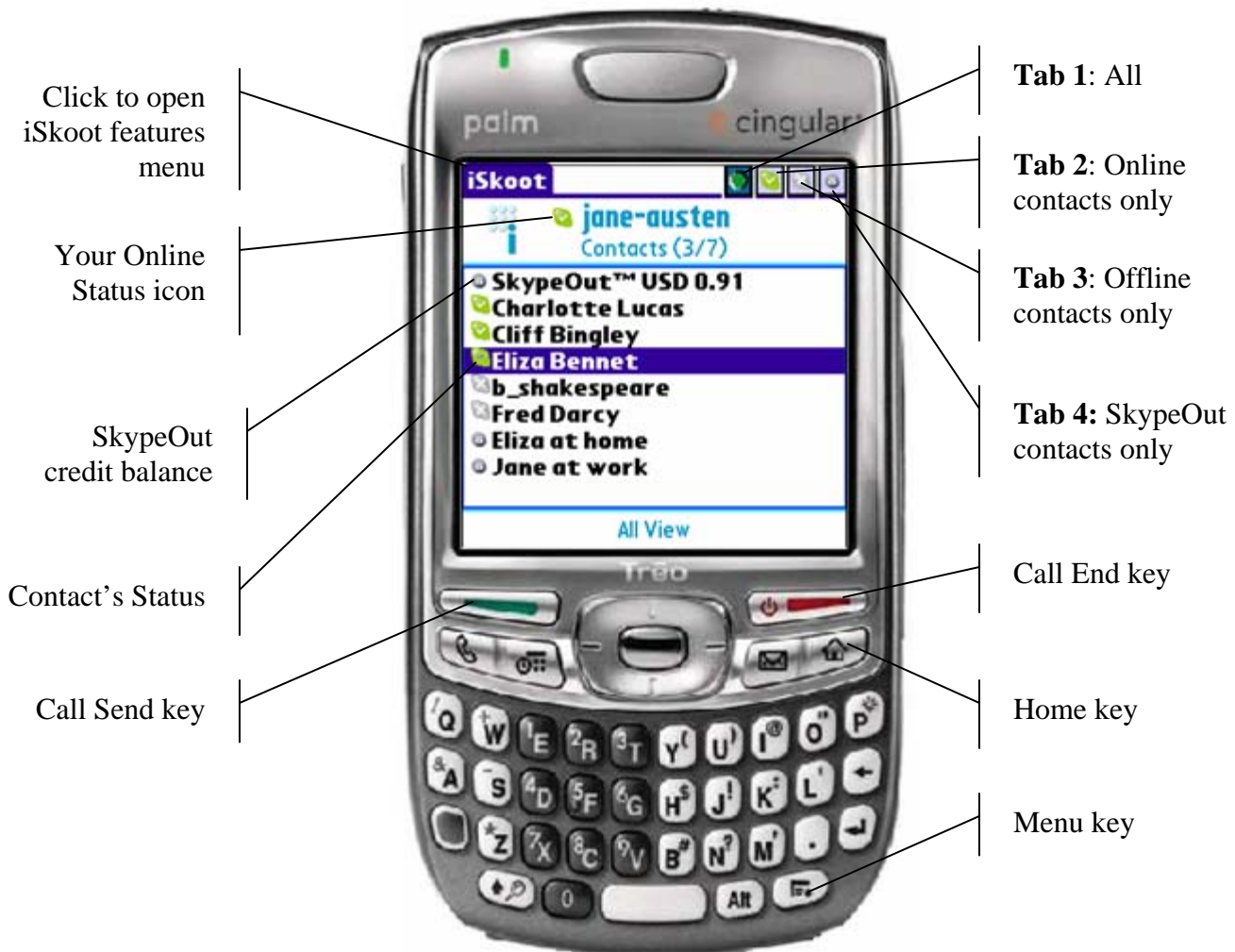
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## 4. SETTING UP ISKOOT

### 4.1 Getting Started

The diagram in **Figure 1** below explains each item on the main iSkoot display screen. It also points out the important keys on your Treo that you'll use to control iSkoot's features:



**Figure 1: iSkoot Display & Device Map**  
[Sample Device: Palm Treo 680]



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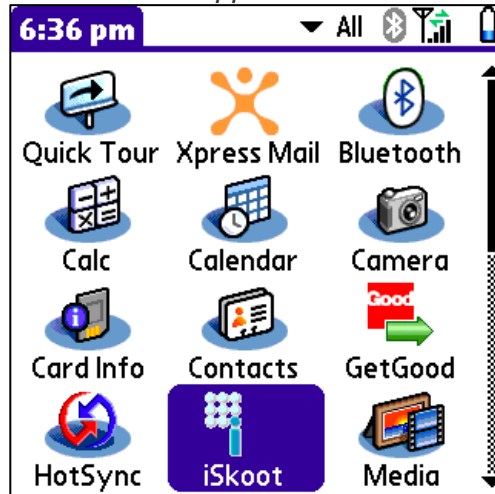
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## 4.2 Accessing iSkoot

To open iSkoot:

1. Open the Application Menu on your Treo.
2. Scroll down to the iSkoot icon in the *Applications* list.



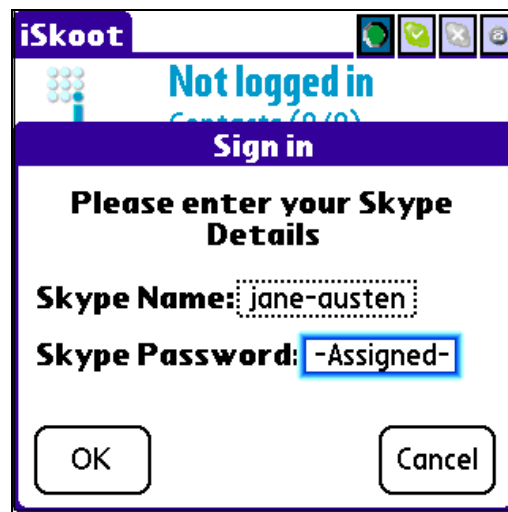
3. Click on the iSkoot icon, and the application will open

## 4.3 Opening iSkoot and Signing In

When you open iSkoot for the first time, you will be prompted to login using your Skype Name and password. This is the same Skype Name and password that you use to log into Skype on your computer.

To sign in:

1. Type in your Skype Name and your case-sensitive password.
2. Select **OK** from the bottom of the screen.



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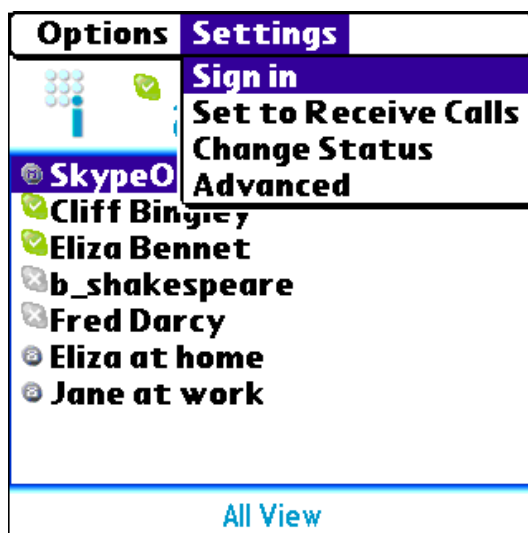
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**Note:** Your Skype password is protected at ALL TIMES. When you enter it in, iSkoot saves it to your handset only. When your password is sent to our server, we use SSL encryption for transport and never store it on the server.

As iSkoot signs you into Skype, the iSkoot icon will be animated. This happens any time data is transmitted to or from iSkoot.

Once you log into iSkoot the first time, you will automatically be logged in under that Skype Name whenever you open the application. To log in under a different Skype Name:

1. Open the **iSkoot** features menu. You can do this one of two ways:
  - Click on **iSkoot** on the top left corner of your display screen, or
  - Press your Treo's menu button. [refer to **Figure 1** in section 4.1 "Getting Started"]
2. Select Settings. You'll see the following submenu appear:
  - **Sign in**
  - **Set to Receive Calls**
  - **Change Status**
  - **Advanced**



3. Select **Sign in**.
4. Enter your Skype Name and password in the fields provided.
5. Click **OK**.

#### **4.4 Programming Your Handset Number and Setting iSkoot to Receive Skype Calls**

Once you've signed in, iSkoot needs you to set your mobile phone number, and to choose whether or not your phone will allow incoming calls from other Skype users. A screen will appear that says **Please set your phone number**.

**IMPORTANT:** You must enter your handset number – **including your country code** – into the iSkoot application.

iSkoot uses your country code to identify which regional access point to connect to, so it's critical that you enter it in correctly: (International Country Code)-(Area Code)-(Phone number). Failing to enter your country code may cause iSkoot to route your calls through the wrong access point for

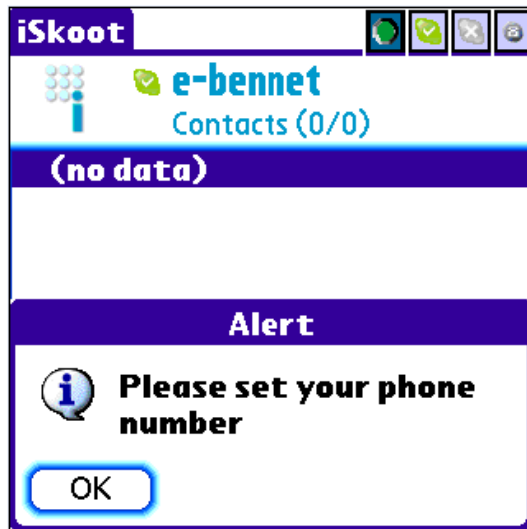


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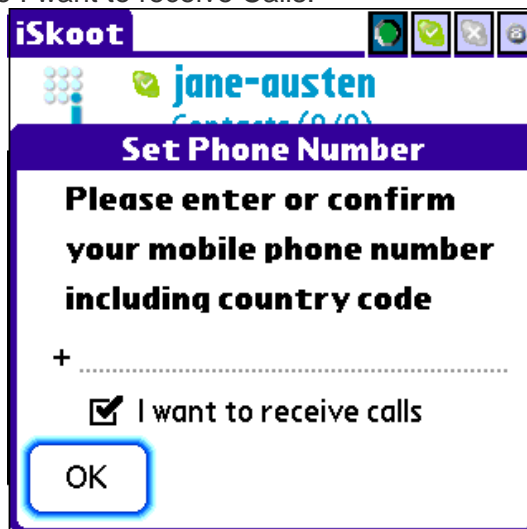
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your location and cause you to be charged for international calls to our global servers. Please avoid this problem by entering and verifying your country code.



To set iSkoot to receive inbound Skype calls:

1. Press OK.
2. Enter your mobile phone number into the field provided. Be sure to enter your number in the standard international format, including the country code and phone number.
3. Check the box next to I want to receive Calls.



4. Press OK.

**Note:** Your SkypeOut credit will be charged for connecting inbound Skype calls to your handset. If you have Skype Voicemail enabled, you will not be able to receive incoming calls on your handset.

You can turn this feature on and off at any time. If you turn the receive calls feature off, any Skype user who tries to call you from his/her PC will see a message that says "Busy."

To turn the receive calls feature off:



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1. Open the Options.
2. Select **Settings**.
3. Select **Set to Receive Calls**.
4. Press the **I want to receive calls** box again to uncheck it.
5. Click **OK**.

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**Helpful Tip:** Do you use multiple SIM cards in your mobile handset when traveling internationally? Be sure to reset the phone number in iSkoot's "Receive Skype calls to mobile" option every time you switch to a new SIM card. This helps iSkoot direct your outgoing Skype calls through the right local access point, and also ensures that you'll keep receiving incoming Skype calls wherever you are!

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After logging in and setting your mobile number, you will see the following items will appear on iSkoot's main page, labeled **All View**:

- Your Skype Name
- Your online status icon
- The number of your Skype contacts who are currently online/your total number of Skype contacts
- Your SkypeOut balance
- Your Skype contact list

(You can scroll through the contact list if the list extends below the screen. You can also view each individual list category—for example, online contacts—by using the Navigation Tabs, which are explained in section 5.3)

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## 5. USING ISKOOT

Now that you have configured your settings, you are ready to start using all of the features of your iSkoot software.

iSkoot's main page displays your online status, SkypeOut balance, your complete contact list including online and offline contacts and your saved SkypeOut phone numbers. iSkoot also lets you set your own online status, add and remove contacts, and chat with friends on Skype. The following section explains how to understand and use all of these features:

### 5.1 SkypeOut Balance

SkypeOut is a service that allows you to use Skype to call regular phone numbers. You must have SkypeOut credit in order to use some of the calling features of iSkoot.

If you do not have SkypeOut minutes:

- You will not be able to call non-Skype users.
- You will not be able to receive incoming Skype calls (please see Receiving Skype Calls).

For your convenience, your SkypeOut balance is listed at the top of your Contact list to help you keep track of how much SkypeOut credit you have [refer to **Figure 1** in section 4.1 "Getting Started"].



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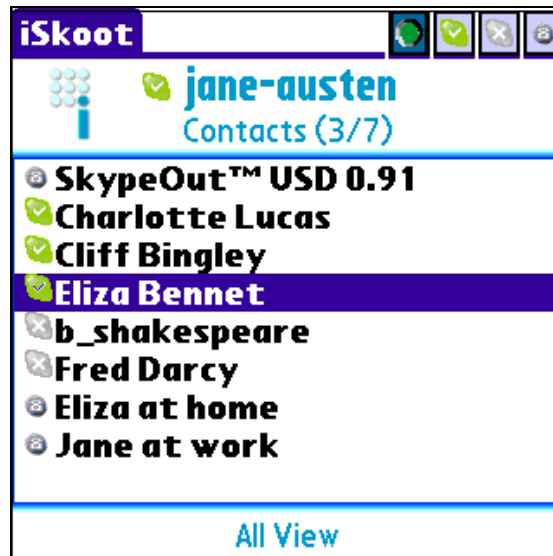
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For additional information about SkypeOut and to purchase additional minutes go to [www.skype.com/products/skypeout](http://www.skype.com/products/skypeout).

## 5.2 Skype Contact List

The number of your Skype contacts that are currently online, out of your total number of contacts, is shown at the top of the contact list.



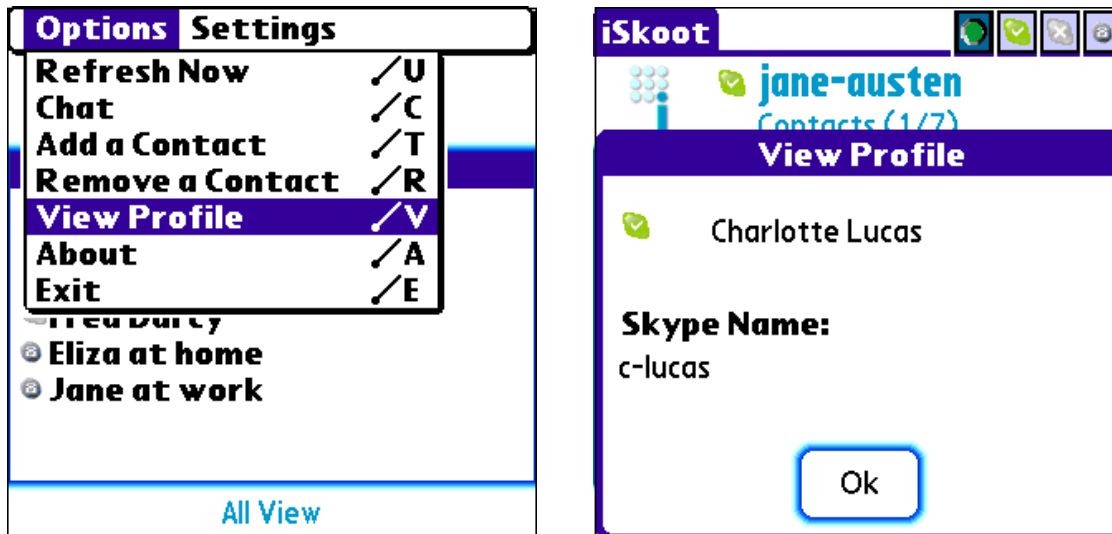
For example, the following reflects three contacts online out of a total of seven contacts: Contacts (3/7)

iSkoot identifies your contacts by their full names, if available. If a contact's full name is not available, he or she will be listed by Skype Name instead. Your contacts are listed in the following order:

- Skype Contacts who are currently online (sorted alphabetically)
- Skype Contacts who are offline (sorted alphabetically)
- SkypeOut Contacts (telephone numbers, sorted numerically)

Note: While your contacts are listed by full name when possible, iSkoot does offer you the ability to view the Skype Names of your contacts as well. To see the Skype Name of a contact:

1. Scroll down your contact list until the contact's name is highlighted.
2. Open the Options menu. You'll see the following submenu appear:
  - Refresh Now
  - Chat
  - Add a Contact
  - Remove a Contact
  - View Profile
  - About
  - Exit



3. Select **View Profile**.
4. A box with the Skype Name of the contact will appear for several seconds. When you've finished viewing, press **Ok**.

### 5.3 Navigation Tabs

With iSkoot, you do have the option to look at each category separately by tapping on the Navigation tabs at the top right of your screen [refer to **Figure 1** on page 6 in section 4.1 "Getting Started"].

From left to right, the Tabs are:

- **All View** – displays your complete contact list
- **Online View** – displays contacts who signed into Skype
- **Offline View** – displays contacts who not signed in
- **SkypeOut View** – displays your SkypeOut balance and saved SkypeOut contacts

### 5.4 Adding a New Contact

When you log in with your Skype Name and password, iSkoot automatically loads your existing Skype contact list. To add a new contact to your list:

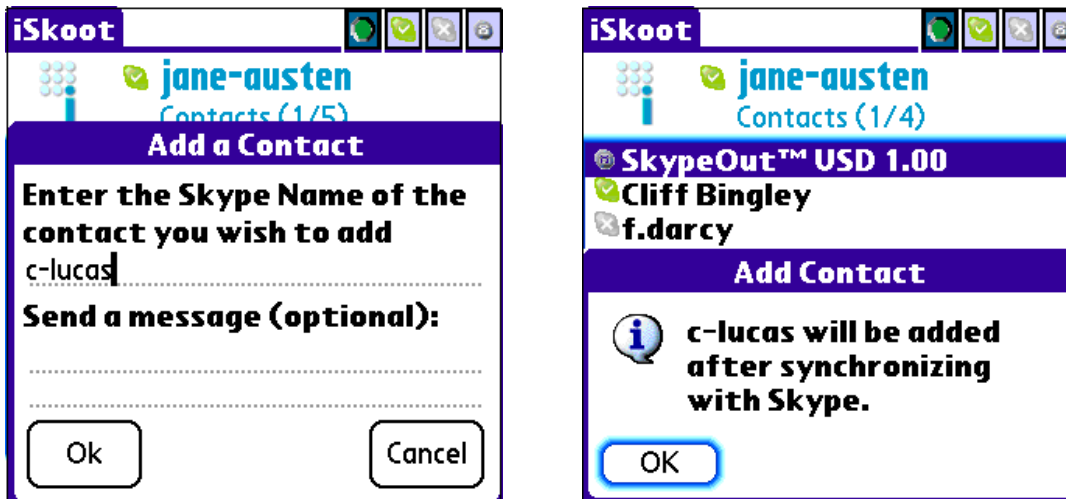
1. Open the iSkoot features menu and select **Options**.
2. Select **Add a Contact**, and a new screen will appear.
3. In the field provided, type in the Skype user ID of the new contact. You also have the option to send them a greeting message.
4. Click **Ok**.
5. You'll see a screen confirming that the contact will be added upon synchronizing with Skype. Click **Ok**.



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When adding a new contact, the person will receive an authorization request and must grant permission in order to be added to your contact list. He or she will initially be assigned a "pending" online status. Once the person has authorized your request, his or her status details will appear on your contact list.

### 5.5 Receiving Contact Requests from Others

If another Skype user requests to add you to his or her contact list when you're using iSkoot, you will receive the notification right on your handset. The message will include the Skype Name of the person sending the request, as well as a greeting message from the sender.



To allow the user to add you his or her contact list:

1. Select **Accept**.
2. Your Skype Name and online status will appear on the person's contact list, and he or she will be added to your contact list.

If you don't wish to share your contact details with the person:



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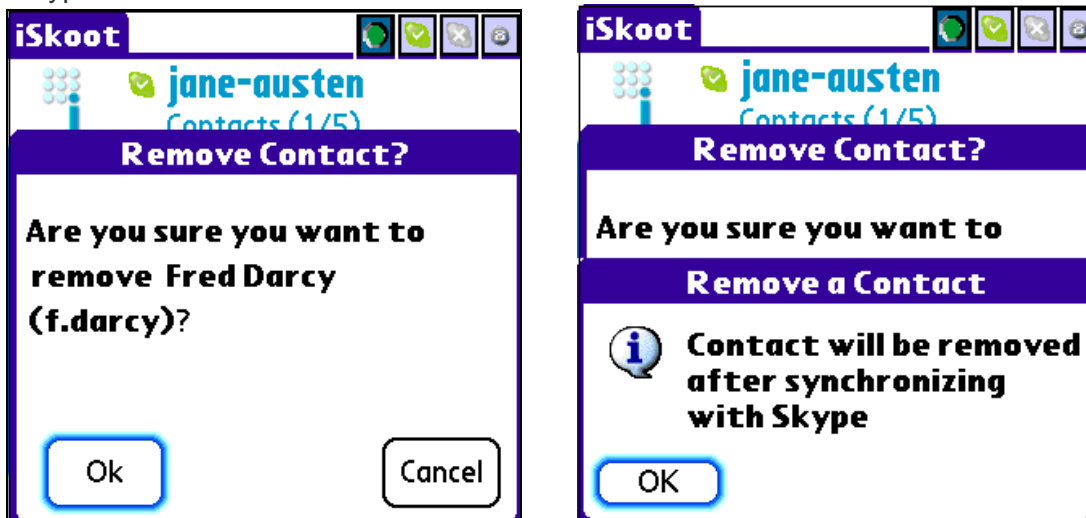
1. Select **Reject**.

### 5.6 Removing a Contact

You can also use iSkoot to take contacts off of your list at any time.

To remove a contact:

1. Scroll down your contact list until the Skype Name of the contact you want to remove is highlighted.
2. Click on **Options**
3. Select **Remove a contact**.
4. You'll see a screen confirming that the contact will be removed upon synchronizing with Skype. Click **OK**.



### 5.7 Refreshing Your Contact List Manually

iSkoot updates your contact list periodically, however at any time you can also refresh your list on demand. To update your list manually:

1. Select **Options**.
2. Click on **Refresh Now**.
3. Your contact list will update immediately.

### 5.8 Changing Your Online Status

iSkoot also lets you choose your online status, so your contacts know whether or not you are available to talk. When you sign in for the first time, you will automatically have the status “online.” To change your online status:

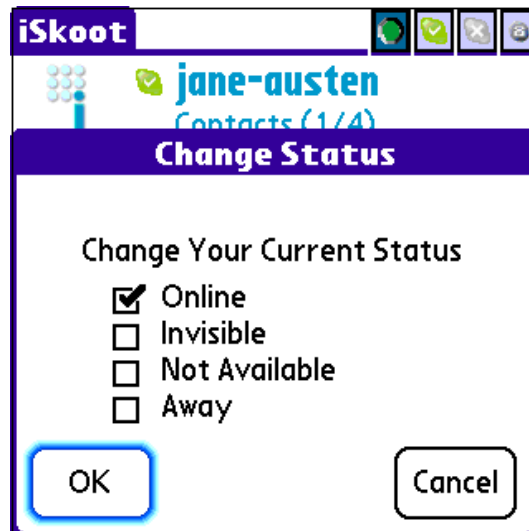
1. Press the Menu key, and select **Change Status**.
2. You will see the following menu appear:
  - **Online**
  - **Invisible**
  - **Not available**
  - **Away**



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3. Scroll to your desired status, and click on it. Your new status icon will appear at the top of your contact list next to your Skype Name.

### 5.9 Making Skype Calls

1. Scroll down to the Skype Name of the contact you want to call and select it. You can also press your handset's green Call Send key [refer to **Figure 1** in section 4.1 "Getting Started"].
2. The following messages will appear:
  - "Initiating call"
  - "Calling...<Skype contact>"
3. You will hear a connection message and the contact's phone ringing until the person answers the call.
4. Be sure to press your handset's red Call End key when the call is completed to ensure that the call is disconnected.

### 5.10 Making SkypeOut Calls

iSkoot lets you use SkypeOut to call regular phone numbers too. You can call saved SkypeOut numbers or enter a new number in manually.

To make a SkypeOut call to a saved SkypeOut number:

1. Open either the **All** or the **SkypeOut** page.
2. Scroll to your saved SkypeOut phone numbers and select a number.
3. The following message will appear:
  - "Initiating call"
  - "Calling...<Skype contact>"
4. You will hear a connection message and the contact's phone ringing until the person answers the call.
5. Be sure to press your handset's red Call End key when the call is completed to ensure that the call is disconnected.

To make a SkypeOut call to a new phone number:

1. Click on your SkypeOut balance.

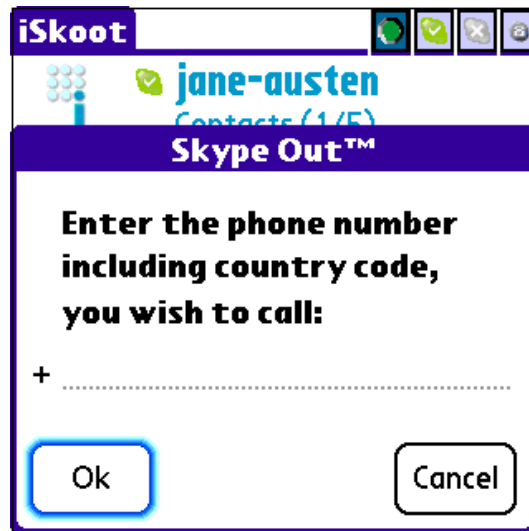


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2. A new screen will prompt you to enter in the complete phone number of the person you want to call. Type the number into the field provided.



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**Note:** Be sure to enter the number in the standard international format, including the country code and phone number.

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3. Select **OK**.
4. The following message will appear:
  - “Initiating call”
  - “Calling....SkypeOut”
5. You will hear a connection message, and the contact’s phone ringing until the person answers the call.
6. Be sure to press your handset’s red Call End key when the call is completed to ensure that the call is disconnected.

### 5.11 Receiving Skype Calls

When you use iSkoot to sign into Skype, your Skype Name appears online to other users. However, in order to receive incoming calls from others when you are signed on from your handset, **you must set up iSkoot to direct inbound calls to your mobile phone number.** (If you have not already done so, please refer back to section 4.4 “Programming Your Handset Number and Setting iSkoot to Receive Skype Calls.”)

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**Note:** Your SkypeOut credit will be charged for connecting the inbound call to your handset. If you have Skype Voicemail enabled, you will not be able to receive incoming calls on your handset.

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When you receive an incoming phone call from a Skype contact, it’s as though you are receiving a regular incoming call to your phone:

1. Your handset will ring and you can answer as usual.
2. Be sure to press your handset’s red Call End key when the call is completed to ensure that the call is disconnected.



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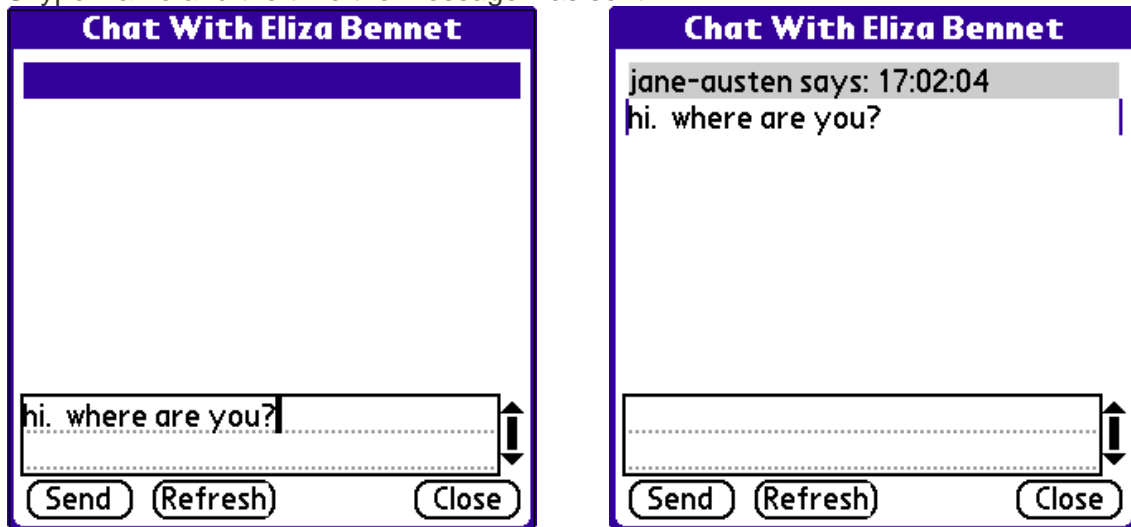
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## 5.12 Using Skype Text Chat

To send a text chat to a Skype contact:

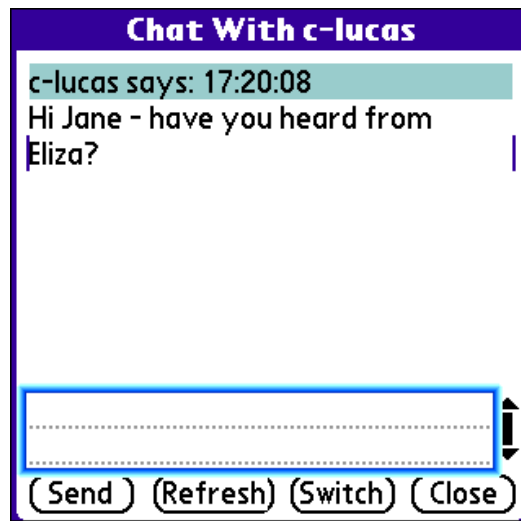
1. Highlight the name of the person you'd like to chat with.
2. Open the **Options** menu and select **Chat**.
3. You will see a new screen with a field for entering in your messages. Just start typing, and when you've finished your message, hit **Send**.
4. You will notice that your sent message appears at the top of the screen, labeled with your Skype Name and the time the message was sent.



5. The contact will receive your message instantly.

When receiving Skype chats:

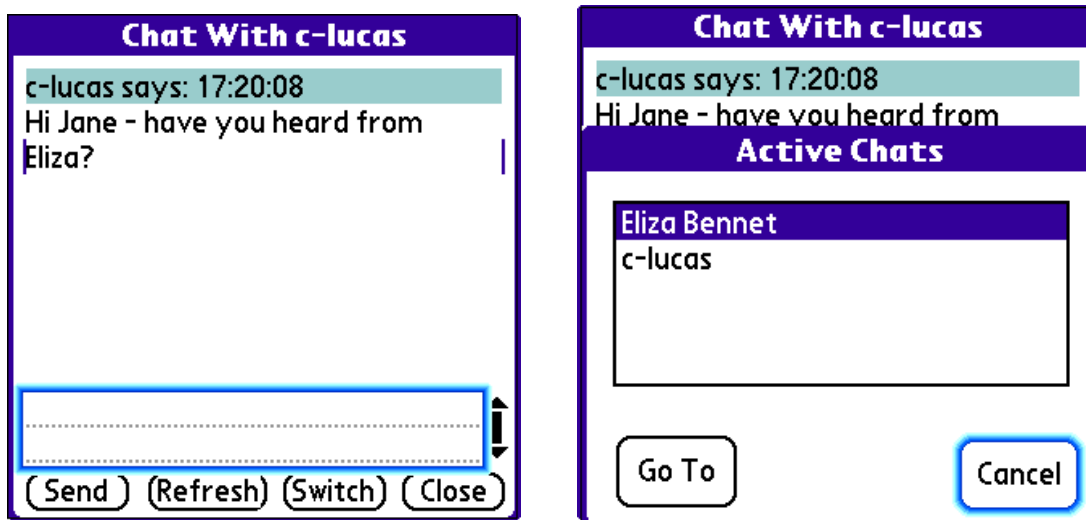
1. The chat conversation will appear on your screen, with a label at the top indicating who has sent the chat.



2. The message from the contact will appear at the top of the screen, with the Skype Name of the contact and the time the message was sent.
3. To respond, just start typing and hit Send.
4. If you wish to refresh your connection to update the conversation manually, hit the Refresh button at any time.

iSkoot even lets you chat with multiple contacts at once. When having more than one Skype text chat conversation:

1. You can navigate between the conversations by hitting Switch.
2. You'll see a screen that says Active Chats. Highlight the name of the person you'd like to send the chat to and click Go To.



3. You can always tell which contact you are chatting with based on the label at the top of the conversation screen. Please note: When one of the contacts sends you a new message, iSkoot will automatically switch to display that conversation, even if you had a different conversation on the screen.

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Note: While users can sustain multiple chat conversations at once, iSkoot cannot support more than two participants in a single chat conversation.

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To close out of a Skype chat conversation, just hit Close. You will return to your contact list.

### 5.13 Exiting iSkoot

To continue running iSkoot while you return to other applications on your handset, click your Treo's Home key [refer to **Figure 1** in section 4.1 "Getting Started"].

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Note: When iSkoot is running in the background, your buddy list will not automatically refresh itself. This is to minimize data usage.

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To log out of iSkoot, open the **Options** menu and select **Exit**. You will be logged out of Skype and will return to your handset's main menu.

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## 6. ABOUT ISKOOT

To view what version of iSkoot software is installed on your phone, as well as the version of server software being used:

Select **About** from the **Options** Menu.



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## 7. TECHNICAL SUPPORT

For further assistance regarding iSkoot, you can open your Menu and click **Help**. Here you can find a helpful troubleshooting guide, with Q&A addressing frequently asked questions.

You can also contact us:

- For product-related issues, email us at [support@iskoot.com](mailto:support@iskoot.com)
- For website issues, email us at [webmaster@iskoot.com](mailto:webmaster@iskoot.com)
- For general inquiries, email [info@iskoot.com](mailto:info@iskoot.com)

You can also visit our online User Forum at <http://www.iskoot.com/forum/index.php>. Moderated and maintained by the iSkoot Support team, the User Forum is a great way to diagnose and solve any technical problems you might encounter.



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