vtech®

ErisTerminal® SIP DECT Base Station
and Cordless Deskset

VSP600

VSP608

User Guide

Congratulations

on your purchase of this VTech product. Before using this product, please read **Important Safety Information** on page 4 of this manual. Please thoroughly read this user's manual for all the feature operations and troubleshooting information necessary to install and operate your product. You can also visit our website at **businessphones.vtech.com** or call **1 (888) 370-2006**.

Please note the serial number of your product, which can be found on the bottom of the base station. Save your sales receipt and original packaging in case it is necessary to return your telephone for warranty service.

Important Safety Information

This symbol is to alert you to important operating or servicing instructions that may appear on the product or in this user's manual. Always follow basic safety precautions when using this product to reduce the risk of injury, fire, or electric shock.

Important safety instructions

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury, including the following:

1. This product should be installed by a qualified technician.

2. This product should only be connected to the host equipment and never directly to the network such as Public Switch Telephone Network (PSTN) or Plain Old Telephone Services (POTS).

3. Read and understand all instructions.

4. Follow all warnings and instructions marked on the product.

5. Unplug this product from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.

6. Do not use this product near water such as near a bath tub, wash bowl, kitchen sink, laundry tub or swimming pool, or in a wet basement or shower.

7. Do not place this product on an unstable table, shelf, stand or other unstable surfaces.

8. Slots and openings in the back or bottom of the base station and deskset are provided for ventilation. To protect them from overheating, these openings must not be blocked by placing the product on a soft surface such as a bed, sofa or rug. This product should never be placed near or over a radiator or heat register. This product should not be placed in any area where proper ventilation is not provided.

9. This product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supplied at the premises, consult your dealer or local power company.

10. Do not allow anything to rest on the power cord. Do not install this product where the cord may be walked on.

11. Never push objects of any kind into this product through the slots in the base station or deskset because they may touch dangerous voltage points or create a short circuit. Never spill liquid of any kind on the product.

12. To reduce the risk of electric shock, do not disassemble this product, but take it to an authorized service facility. Opening or removing parts of the base station or deskset other than specified access doors may expose you to dangerous voltages or other risks. Incorrect reassembling can cause electric shock when the product is subsequently used.

13. Do not overload wall outlets and extension cords.

14. Unplug this product from the wall outlet and refer servicing to an authorized service facility under the following conditions:

    A. When the power supply cord or plug is damaged or frayed.

    B. If liquid has been spilled onto the product.

    C. If the product has been exposed to rain or water.

    D. If the product does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operation instructions. Improper adjustment of other controls may result in damage and often requires extensive work by an authorized technician to restore the product to normal operation.

    E. If the product has been dropped and the base station and/or deskset has been damaged.

    F. If the product exhibits a distinct change in performance.

15. Avoid using a telephone (other than cordless) during an electrical storm. There is a remote risk of electric shock from lightning.

16. Do not use the telephone to report a gas leak in the vicinity of the leak. Under certain circumstances, a spark may be created when the adapter is plugged into the power outlet. This is a common event associated with the closing of any electrical circuit. The user should not plug the phone into a power outlet, if the phone is located in an environment containing concentrations of flammable or flame-supporting gases, unless there is adequate ventilation. A spark in such an environment could create a fire or explosion. Such environments might include: medical use of oxygen without adequate ventilation; industrial gases (cleaning solvents; gasoline vapors; etc.); a leak of natural gas; etc.

17. The power adapters are intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling, under-the-table or cabinet outlet.

18. Use only the power cord indicated in this manual.

19. For pluggable equipment, the socket-outlet shall be installed near the equipment and shall be easily accessible.

20. In wall mounting position, make sure to mount the telephone base on the wall by aligning the eyelets with the mounting studs of the wall plate. Then slide the telephone base down on both mounting studs until it locks into place. Refer to the full installation instructions in "Deskset Installation" on page 18 in this User Guide.

21. CAUTION: Keep small metallic objects such as pins and staples away from the deskset receiver.

SAVE THESE INSTRUCTIONS

Compliance

FCC part 15

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at the user's expense.

Privacy of communications may not be ensured when using this phone.

Warning: Changes or modifications to this equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Caution: To maintain the compliance with the FCC's RF exposure guideline, place the base unit at least 20 cm from nearby persons.

This Class B digital apparatus complies with Canadian requirements: CAN ICES-3 (B)/NMB-3(B).

Cet appareil numérique de la classe B est conforme à la norme CAN ICES-3 (B)/NMB-3(B) du Canada.

This device complies with Industry Canada license-exempt RSS standard(s).

Industry Canada

Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation of the device.

Privacy of communications may not be ensured when using this telephone.

The term ''IC:'' before the certification/registration number only signifies that the Industry Canada technical specifications were met.

This product meets the applicable Innovation, Science and Economic Development Canada technical specifications.

User Guide

ErisTerminal SIP DECT Base Station and Cordless Deskset VSP600 VSP608

Table of Contents

Introduction

About this guide

This user guide provides information about the external features of the base station and deskset, installation and deskset configuration instructions, and detailed instructions for using the deskset. Please read this user's manual before using your deskset.

Please refer to the *VSP600/VSP601 Administrator and Provisioning Manual* for complete configuration instructions. You can download the guide from **businessphones.vtech.com**.

For customer service or product information, visit our website at **businessphones.vtech.com** or call **1 (888) 370-2006**.

Product overview

The VTech VSP600 base station and VSP608 cordless deskset is a full-featured SIP endpoint business phone system designed to work with popular hosted IP PBX services and on-premise SIP PBXs. Once you have ordered and configured your PBX service, the deskset enables you to make and receive calls as you would with any other business phone. Up to six cordless devices (VSP608 cordless desksets and/or VSP601 cordless handsets) can be registered to the base station. Each deskset provides calling features such as hold, transfer, conferencing, and speakerphone.

The VSP608 cordless deskset features include:

- Orbitlink Wireless Technology™
- Backlit Liquid Crystal Display
- Speakerphone, Hold and Mute
- Up to 6 SIP lines/accounts
- Up to 4 concurrent calls across all desksets
- 3-way conferencing
- Corded headset support
- 200-entry local directory

Quick Reference Guide

Base station external features

Antenna

Wall mount slot
(on top)
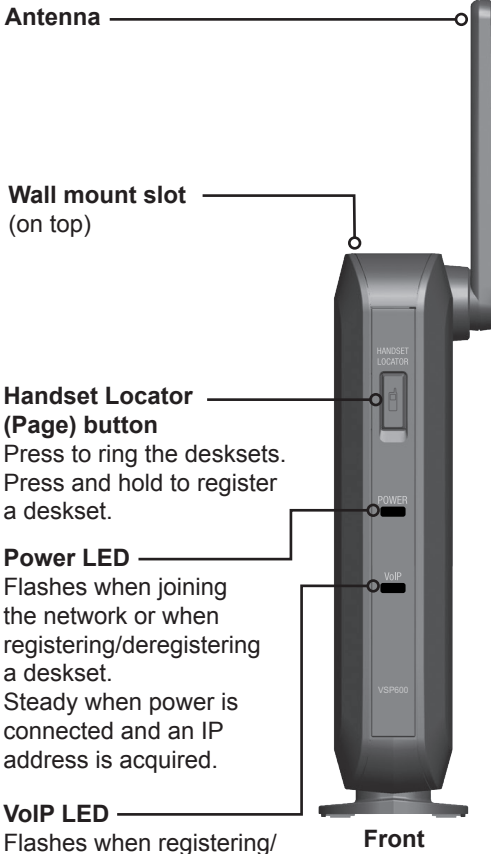
Handset Locator (Page) button
Press to ring the desksets. Press and hold to register a deskset.

Power LED
Flashes when joining the network or when registering/deregistering a deskset.
Steady when power is connected and an IP address is acquired.

VoIP LED
Flashes when registering/deregistering a deskset.
Steady when all SIP accounts are registered.
Off when a SIP account is not registered.

HANDSET LOCATOR

POWER

VoIP

VSP600

Front
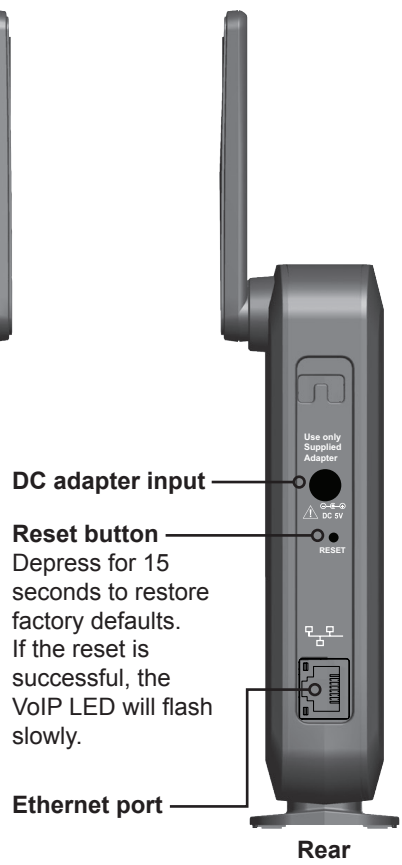
DC adapter input

Reset button
Depress for 15 seconds to restore factory defaults.
If the reset is successful, the VoIP LED will flash slowly.

Ethernet port

Use only Supplied Adapter

DC 5V

RESET

Rear

Quick Reference Guide

Cordless deskset external features

DND (Do not disturb)
Press once to turn
the feature on. Press
again to turn off.

DIRECTORY
Press to view directory
information.

CALL HISTORY
Press to view call
history.

REDIAL
Press to redial a
number.

DIAL PAD

MUTE
During a call, press
to prevent your voice
from being heard.

INTERCOM
Press to start making
an intercom call to
one device.

INT ALL
Press to start making
an intercom call to all
devices.

MENU/FUNC
Press to display the
main menu.

SELECT
Press to select a menu
item.

CANCEL
Press to cancel an
operation and leave a
menu.

DELETE
While entering
numbers or letters,
press to delete
previous character.

SPEAKER ◀◗
Press to turn on the
speakerphone. Press
again to turn it off.

▲VOL▼
During a call, press
to adjust the listening
volume.
During message playback,
press to adjust the
playback volume.
Press to adjust the ringer
volume when in idle mode.

HEADSET
Press to make, answer
or hang up a call on a
corded headset.

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VSP608

DIRECTORY   DND   MENU / FUNC.   SELECT

CALL HISTORY   REDIAL   DELETE   CANCEL

1   ABC 2   DEF 3

GHI 4   JKL 5   MNO 6

PQRS 7   TUV 8   WXYZ 9

a▸A ✱   OPER 0   ⚬ #

INTERCOM   MUTE   ▲ VOL ▼   SPEAKER

INT ALL   HEADSET

LINE
Press to make or answer
a call.

HOLD
Press to put a call on
hold.

FLASH
During a call, press to
answer an incoming call
when you receive a call
waiting alert.

Speed dial keys
Press to dial the desired
speed dial number.

LOWER
Press to switch to the
lower location of a speed
dial key.

ErisTerminal

MESSAGE WAITING

LINE   MESSAGE

HOLD   TRANSFER

FLASH   CONFERENCE

SELECT

NCEL

LOWER

MIC

**MESSAGE WAITING
indicator**
Flashes when a line
has a new voice
message.

MESSAGE
Press to view
messages.

TRANSFER
Press to start
transferring a call.

CONFERENCE
Press to start a
conference call.

MIC

SELECT

CANCEL
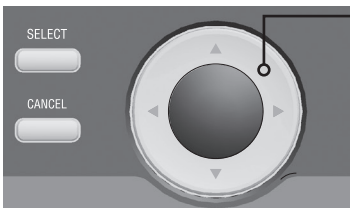
Navigation keys
While in menus, press ▲ or ▼ to scroll through the
menus, highlight items or change settings. Press ▶
to enter the selected item, or press ◀ to return to the
previous menu.
While entering names or numbers, press ◀ or ▶ to
move the cursor to the left or right.
While playing back messages, press ◀ to repeat the
message, or press ▶ to skip to the next message.

Directory card

Use the directory card to record the names of the speed dial numbers you stored.

To write names on the directory card:

1. Write the information on the directory card that comes with the package.

2. Insert the edge of the directory card in the slot at the front of the deskset, under the plastic cover.

Base Station Installation

This section assumes that your network infrastructure is established and that your IP PBX phone service has been ordered and configured for your location. For more information about IP PBX configuration, see the *VSP600/VSP601 Administrator and Provisioning Manual*, available at
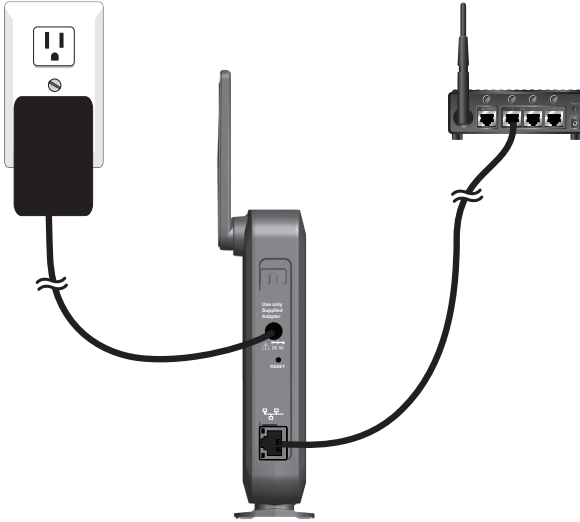
businessphones.vtech.com.

You can power the base station using a compatible VTech power adapter or using Power over Ethernet (PoE) from your network. (The base station requires PoE Class 2.) If you are not using PoE, install the base station near a power outlet not controlled by a wall switch. The base station can be placed on a flat surface or mounted on a wall in a vertical or horizontal orientation.

Avoid placing the base station too close to:

- Communication devices such as television sets, DVD players, or other cordless telephones
- Excessive heat sources
- Noise sources such as a window with traffic outside, motors, microwave ovens, refrigerators, or fluorescent lighting
- Excessive dust sources such as a workshop or garage
- Excessive moisture
- Extremely low temperature
- Mechanical vibration or shock such as on top of a washing machine or work bench

To install the base station:

1. Plug one end of the Ethernet cable into the Ethernet port on the rear of the base station (marked by 🔌), and plug the other end of the cable into your network router or switch.

2. If the base station is not using power from a PoE-capable network router or switch:

    a. Connect a compatible VTech power adapter to the power jack.

   b. Plug the power adapter into an electrical outlet that is not controlled by a wall switch.

IMPORTANT INFORMATION

1. Use only a compatible VTech power adapter with this product. To order a power adapter, visit our website at **businessphones.vtech.com** or call **1 (888) 370-2006**.

2. The power adapter is intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling, under-the-table or cabinet outlet.

To mount the base station on a wall:

1. Install two mounting screws on the wall. Choose screws with heads larger than 5 mm (3/16 inch) in diameter (1 cm / 7/16 inch diameter maximum). The screw centers should be 5 cm (1 15/16 inches) apart vertically or horizontally.

2. Tighten screws until only 3 mm (1/8 inch) of the screws are exposed.

1 15/16" (5 cm)

1/8" (3 mm)

1 15/16" (5 cm)
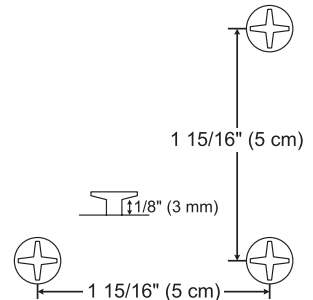
3. Attach the mounting plate to the top of the base station. Insert the tab into the slot and then push the plate in at the bottom of the base station until the mounting plate clicks into place.

Insert tab into slot.

4. Check to make sure the plate is secure at top and bottom. It should be flush with the base station body.

5. Place the base station over the mounting screws.
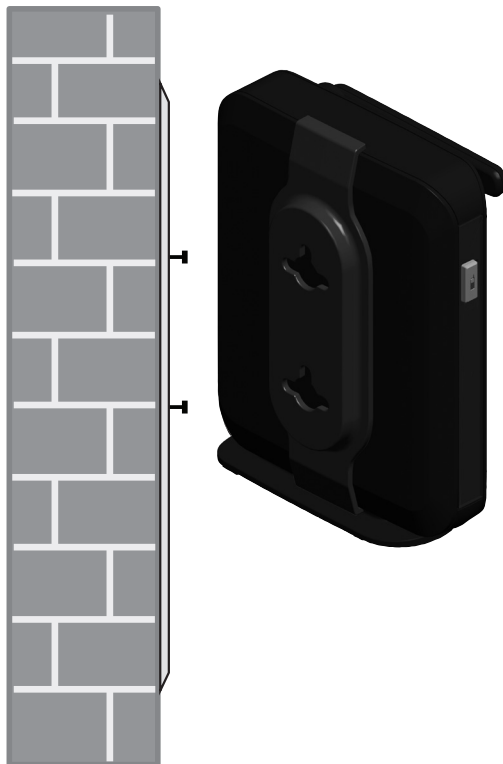
6. Connect power and the Ethernet cable as described in "To install the base station."

Deskset Installation

This section assumes that your network infrastructure is established and that your IP PBX phone service has been ordered and configured for your location.

Deskset installation involves both the backup battery and the deskset. The deskset is powered using the supplied power adapter. The deskset can be placed on a flat surface or mounted on a wall.

Avoid placing the deskset too close to:

- Communication devices such as television sets, DVD players, or other cordless telephones

- Excessive heat sources

- Noise sources such as a window with traffic outside, motors, microwave ovens, refrigerators, or fluorescent lighting

- Excessive dust sources such as a workshop or garage

- Excessive moisture

- Extremely low temperature

- Mechanical vibration or shock such as on top of a washing machine or work bench

Installing the backup battery

Install the backup battery, as shown below. In the event of a power failure, the charged backup battery allows the deskset to operate. The backup battery will be charged when you connect the AC power adapter to a wall outlet not controlled by a wall switch.

1. Squeeze the latch tab to open the battery compartment cover.

2. Place the battery in the compartment. Make sure the supplied battery with the label **THIS SIDE UP** faces up, as indicated.

3. Plug the battery connector into the port inside the compartment.

4. Insert the battery compartment cover tabs and then press down until the cover clicks into place.
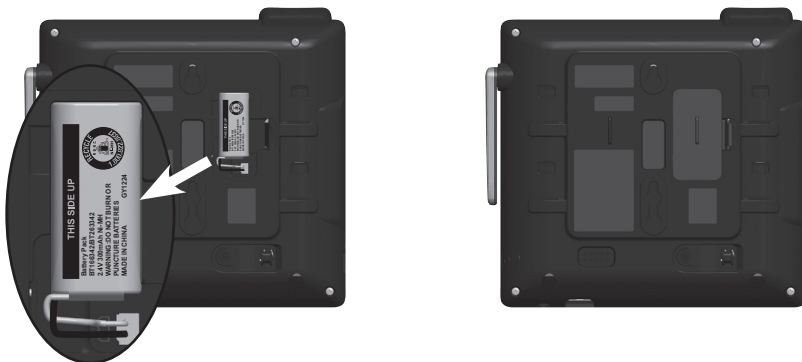
IMPORTANT INFORMATION

•   Use only the supplied rechargeable battery or replacement battery (model BT266342). To order a replacement battery, visit our website at **businessphones.vtech.com** or call **1 (888) 370-2006**.

•   If you do not use the deskset for a long time, disconnect and remove the battery to prevent possible leakage.

Battery charging

Once you have installed the battery, the screen indicates the battery status (see the table below). The backup battery is fully charged after 16 hours of continuous charging.

The following table summarizes the battery charge indicators and actions to take.

Battery indicators	Battery Status	Action
The screen shows ▯ and it flashes.	Battery has enough charge to be used for a short time.	Charge without interruption (at least one hour).
Full battery icon (▮) appears.	Battery is charged.	Keep the backup battery in the battery compartment for backup usage.

Installing the deskset

1. Install the mounting bracket for tabletop use.

Low tabletop position: Insert the fixed tabs of the mounting bracket into slots Ⓐ and Ⓑ. Press the flexible tabs into slots Ⓒ and Ⓓ until they click into place.

Low tabletop position
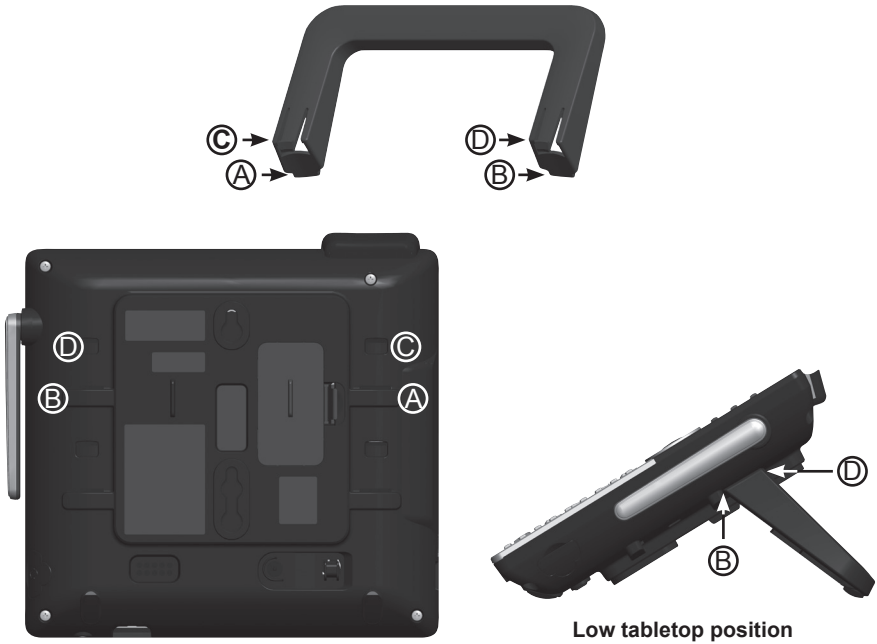
High tabletop position: Insert the fixed tabs of the mounting bracket into slots Ⓐ and Ⓑ. Press the flexible tabs into slots Ⓒ and Ⓓ until they click into place.

High tabletop position

2. Connect the coiled handset and the power cord to the deskset.

Plug the large end of the power adapter into a power outlet not controlled by a wall switch.

Plug the end of the coiled handset cord into the jack at the bottom of the deskset.

Raise the antenna for optimum wireless range and performance.
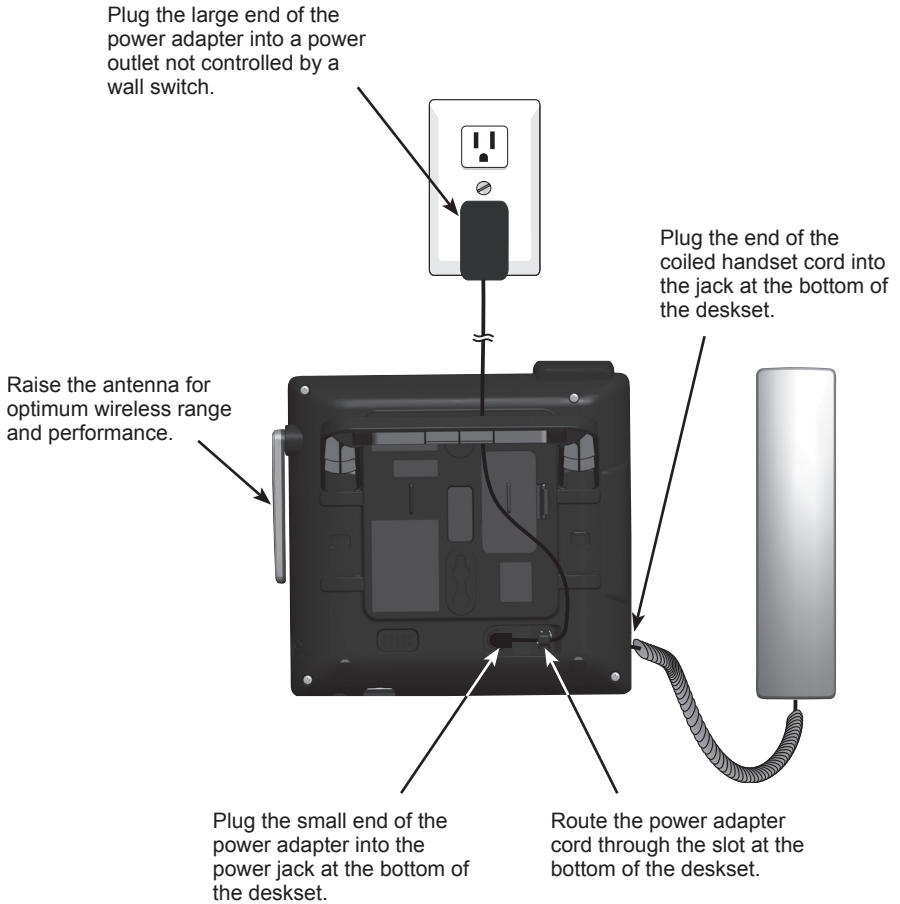
Plug the small end of the power adapter into the power jack at the bottom of the deskset.

Route the power adapter cord through the slot at the bottom of the deskset.

IMPORTANT INFORMATION

1. Use only the power adapter supplied with this product. To order a replacement power adapter, visit our website at **businessphones.vtech.com** or call **1 (888) 370-2006**.

2. The power adapter is intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling, under-the-table or cabinet outlet.

Wall mounting the deskset

The deskset is ready for tabletop use. If you want to mount the deskset on a wall, make sure you first unplug the power adapter from the electrical outlet.

To mount the deskset on the wall:

1. Place your corded handset aside. Use a coin to rotate the handset tab 180 degrees. The protruding edge holds the corded handset when the deskset is mounted on the wall.

Protruding edge

Handset tab
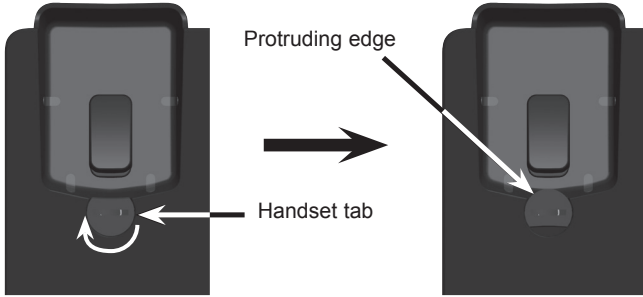
2. Press in the direction indicated by the arrows to release and remove the mounting bracket from the deskset.

3. Place the corded handset back to the deskset. Plug the small end of the power adapter cord into the power jack on the back of the deskset.

Low tabletop position

High tabletop position
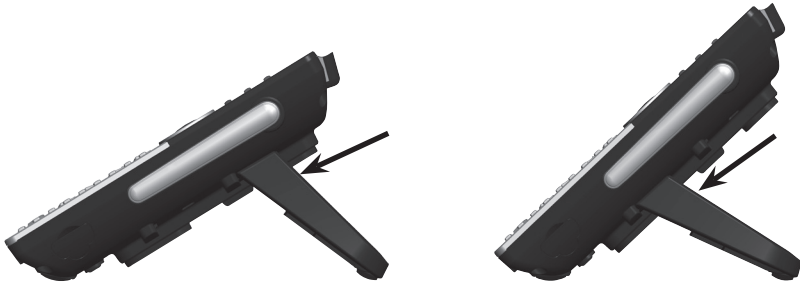
4. Align the wall mounting holes on the back of the deskset with the tabs of the standard wall plate. Push the deskset down until it clicks securely in place.
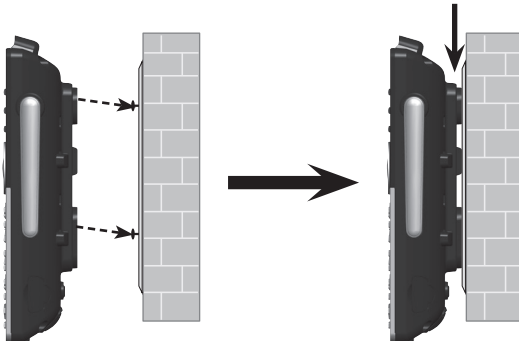
5. Plug the large end of the power adapter into an electrical outlet not controlled by a wall switch.

Adding a corded headset

You can use this deskset hands-free when you install any industry-standard 2.5 mm corded telephone headset (purchased separately).

Plug a 2.5 mm headset into
the **HEADSET** jack on the
side of the handset.

Registering the deskset to the base

The deskset must be registered to the base station in order to make and receive calls.

To register the deskset:

1. Make sure both the deskset and the base station is connected to power.

2. On the base station, press the **HANDSET LOCATOR** button for at least four seconds, then release the button. Both LEDs on the base station begin to flash slowly.

```
Press and hold
HANDSET LOCATOR
key at base for
   4 seconds
```

3. Press the **#** key on the deskset to begin registration. The process takes up to 10 seconds to complete.
    When the first deskset registers, it beeps and the screen displays **HANDSET 1**.

If the deskset fails to register, it displays **Registration failed. Try again**. Wait for a few seconds and repeat the registration procedure.

Deregistering the deskset

Before using the deskset with a different base station, you must deregister the deskset from the base station to which it is currently registered.

To deregister the deskset:

1. Press **MENU/FUNC.** on the deskset.
   The Main Menu appears.

2. Press ▼ to scroll to **User settings** and press **SELECT**.

3. Press ▼ to scroll to **Registration** and press **SELECT**.

4. Press ▼ to highlight **Deregistration** and press **SELECT**.
   The deskset screen displays a list of registered desksets.

5. Highlight the name of the deskset you want to deregister, and then press **SELECT**.

6. On the deskset, enter the System PIN and then press **SELECT** to begin deregistration. The default PIN is 1592.

   The deregistration process takes up to 10 seconds to complete. When the deskset deregisters, it beeps and the screen displays **Unregistered**.

Note: The deskset enters an energy-saving charging mode after being deregistered. All cordless telephone functions except deskset-battery charging are disabled. Energy-saving charging mode is deactivated after the deskset registers to the base station.

Locating the Deskset

You can determine which desksets are registered by paging them from the base. Press the **HANDSET LOCATOR** (page) button on the base station to ring all desksets:

- All desksets within range of the base will ring for one minute, even if the volume is off.
- To end the locator page, press **CANCEL**.
- To silence the locator page on one deskset only, press **MUTE**.

Screen icons

The following screen icons indicate your phone's current status:

Icon	Status
.ıll	Indicates signal strength, from one bar (weak) to four bars (strong). Flashes when out of range.
▮	Indicates battery strength from 1/3 to 3/3. Flashes when empty.
🔕	The ringer is off.
🎧	Headset—audio is coming through a headset after the **HEADSET** key was pressed.
🔊	Speakerphone—the speakerphone is active.
🎤	Microphone is muted.
FWD	Call Forward Always is on.
DND	Do Not Disturb is on.

Using the Deskset

This section describes how to use the deskset to make calls and answer calls. This section also describes how to put calls on hold, transfer calls, and create conference calls.

Idle screen

The Idle screen appears after the phone is connected and configured for your SIP PBX service. The Idle screen indicates that you have no active or held calls.

When idle, you can press:

*   **LINE** to select another line (SIP Account). When you make a call, the phone will use this line. See "Making calls" on page 27.

*   **MENU** to view the main menu. See "Configuring the Deskset" on page 37.

Making calls

You can make calls to any phone number (an outside call), or you can call another deskset (an internal call).

To make an outside call:

1. Use the dial pad to enter the desired number.

    *   Press **DELETE** if you enter an incorrect digit.

2. If you wish to choose an outgoing line for the call:

    a. Press **LINE**.

    b. Press ▼ or ▲ to select the dialing line.

    c. Press **SELECT**.

3. Dial the number by lifting the handset, or pressing **SPEAKER**.

    When the call is answered, the active call screen appears.

4. To hang up the call, place the handset on the deskset, or press **SPEAKER** if you are using speakerphone.

Note that you can also live dial a number by lifting the handset or pressing **SPEAKER** to go off hook before entering a phone number. The call will dial automatically when a valid number is entered.

To make an internal (intercom) call to another handset or deskset:

1. Press **INTERCOM**.

2. Press ▲ or ▼ to select the handset or deskset you wish to call, and then press **SELECT**.

   When the call is answered, the active call screen appears.

3. To use the corded handset instead of the speakerphone, pick up the handset.

4. To hang up the call, press **CANCEL** or **SPEAKER**.

To make an internal call to all handsets and desksets:

1. Press **INT ALL** to call all handsets and desksets.

2. To hang up the call, press **CANCEL** or **SPEAKER**.

Answering calls

You can answer a call by lifting the handset, or pressing **SELECT** or **SPEAKER**:

• For incoming calls from an outside number, you can also press **CANCEL** to terminate the call.

• If you have multiple incoming calls, press ▼ or ▲ to select the call you want to answer.

• Intercom calls from another handset or deskset cannot be rejected, but they can be silenced by pressing **MUTE**:
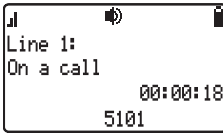

If you don't respond to an incoming outside call, the phone displays a missed-call alert on the idle screen:
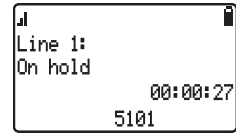
Putting a call on hold

You can put an outside call on hold by pressing **HOLD**. The deskset also puts calls on hold automatically when you answer another call, transfer a call, or create a conference. Note that you cannot put an intercom call on hold.

```
.ıl          ◀»        ░
Line 1:
On a call
                00:00:18
        5101
```

HOLD ➔

```
.ıl                    ░
Line 1:
On hold
                00:00:27
        5101
```

To take the call off hold:

*   From the On Hold screen, press **FLASH**.

    –or–

1. Press the **MENU** key.

2. With **Resume** highlighted, press **SELECT**.

```
.ıl                    ░
        Menu
Resume
```

Switching between two calls

If you are managing two calls, press ▼ or ▲ to view each call screen.

To put the active call on hold and talk to the caller on the held call, press ▼ or ▲ to view the call on hold and then press **FLASH**.

Transferring a call

You can transfer a call to another party.

If you talk to the transfer recipient before completing the transfer, you are making an "announced" transfer.

However, the transfer recipient does not have to talk to you before receiving the transferred call. If you do not talk to the transfer recipient before transferring the call, you are making a "blind" transfer.

You can also transfer a call to a held call. Note that you cannot transfer intercom calls.

To transfer a call (announced):

1. During a call, press **TRANSFER**. The call is automatically put on hold and the transfer setup screen appears.

```
Line 1:
On a call
         00:00:11
      5101
```
TRANSFER ➡
```
       Transfer to
A call (announce)
A call (blind)
A handset party
```

2. If you wish to transfer to:

   • an outside number, select **A call (announce)**.

   • another cordless handset or deskset in your system, select **A handset party**.

3. Press **SELECT**.

4. Dial the number to which you want to transfer the call, or select the handset or deskset to transfer to. You can also use a number from a list, such as the Directory or Call History.

5. When the second caller answers, you can talk to the caller to notify them of the transfer, and then press **TRANSFER** to transfer the call.

```
           2/2
Line 1:
On a call
         00:00:13
      5102
```
TRANSFER ➡
```

      Call
   transferred
```

To transfer a call (blind):

1. During a call, press **TRANSFER**. The call is automatically put on hold and the transfer setup screen appears.

2. Select **A call (blind)**, and then press **SELECT**.

```
       Transfer to
A call (announce)
A call (blind)
A handset party
```
SELECT ➡
```
           2/2
Line 1:
Blind Xfer to
```

3. Dial the number to which you want to transfer the call. You can also use a number from a list, such as the Directory or Call History.

4. Press **TRANSFER** or **SELECT**.

   The **Call transferred** screen appears.

To transfer a call to a held call:

1. If you are on an active call and also have a call on hold, press **TRANSFER**. A list of held calls will appear.

```
.ıl        2/2  ▲ ▯
Line 1:
On a call
          00:00:13
      5102
```
TRANSFER ➡
```
.ıl        2/2  ▼ ▯
Transfer to
1501
```

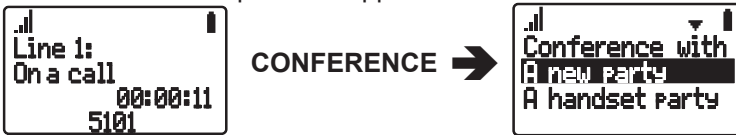2. With the call you want to transfer to highlighted, press **SELECT**. The call will be immediately transferred.

Setting up a conference call

You can hold a conference call between yourself and two other parties.

To set up a conference call:

1. During a call, press **CONFERENCE** The call is automatically put on hold and the conference setup screen appears.

```
.ıl            ▯
Line 1:
On a call
          00:00:11
      5101
```
CONFERENCE ➡
```
.ıl          ▼ ▯
Conference with
A new party
A handset party
```

2. If you wish to conference with:

   • an outside number, select **A new party**.

   • another deskset in your system, select **A handset party**.

3. Press **SELECT**.

4. Dial the second number for the other party you want to join your conference, or select the deskset to conference with. You can also use a number from a list, such as the Directory or Call History.

5. When the second call is established, press **CONFERENCE**. The conference begins and the conference screen appears.

```
.ıl        2/2  ▲ ▯
Line 1:
On a call
          00:00:13
      5102
```
CONFERENCE ➡
```
.ıl            ▯
Line 1:
Conference
          00:00:18
      5102
```

Press **CANCEL** to terminate both calls and end the conference.

To create a conference with a held call:

1. If you are on an Active call and also have a call on hold, press **CONFERENCE**. A list of held calls will appear.

```
.ıl      2/2 ▲ ▋
Line 1:
On a call
         00:00:13
      5102
```
CONFERENCE ➜
```
.ıl      2/2 ▼ ▋
Conference with
[5121]
```

2. With the call you want to conference with highlighted, press **SELECT**. The conference will begin immediately.

Setting up a Network Conference:

A Network Conference is hosted by your service provider and allows multiple parties to join a conference. A Network Conference works in a similar way to the regular conference described above, except you can add as many parties as your service provider supports. Pressing the **CONFERENCE** key during a conference will allow you to add more parties to the ongoing conference.

Listening to messages

When you have new messages, the phone displays a new-messages notification on the idle screen:

To listen to your messages:

1. From the deskset Main Menu, with **Message** highlighted, press **SELECT**.

   The Message screen appears. A message icon (✉) appears at the top of the screen for any line that has a message.

```
.ıl       ▼ ▋
    Main Menu
Message
Directory
Call History
```
SELECT ➜
```
.ıl       ▼ ▋
    Message
Line 1
Line 2
Line 3
```

2. Press ▼ to highlight the desired line and press **SELECT**.

   The deskset dials the voicemail access number.

3. Follow the voice prompts to listen to your messages.

Using the Directory

The deskset has three lists of contacts. The **Local directory** is only available on your deskset. The **Base directory** is usually maintained by your system administrator, and is available on all desksets and handsets. The **Blacklist** contains blocked numbers.

To view a directory:

1. Press **DIRECTORY**.

   OR

   From the deskset Main Menu, press ▼ to scroll to **Directory** and then press **SELECT**.

   The Directory menu appears.

2. Press ▼ or ▲ to select the directory you wish to view, and then press **SELECT**.

3. Select **Review** and then press ▼ or ▲ to browse through contacts.

To call a contact:

When viewing a directory entry, you can call a contact in the following ways.

1. Dial the phone number in the entry:

   a. Press ▼ or ▲ to cycle through work, mobile, and other numbers.

   b. Press **SELECT** to call the contact.

2. Revise the phone number to dial before calling:

   a. Press **MENU**.

   b. Press ▼ to scroll to **Edit dial** and press **SELECT**.

   c. Edit the number as required, then press **SELECT**.

To search a directory:

1. From the deskset Main Menu, press ▼ to scroll to **Directory** and then press **SELECT**.

   The Directory menu appears.

2. Press ▼ or ▲ to select the directory to search, and then press **SELECT**.

3. With **Search** highlighted, press **SELECT**.

4. Enter a name or number, then press **SELECT**.

To add a new entry:

1. From the deskset Main Menu, press ▼ to scroll to **Directory** and press **SELECT**.

   The Directory menu appears.

2. Press ▼ or ▲ to select the directory to add a new entry to, then press **SELECT**.

3. Press ▼ to scroll to **Add new** and press **SELECT**.

You can add a first name and last name, as well as work, mobile, and other phone numbers. You can also set the ringer tone and dial line for the entry.

4. When you are done, press **SELECT**.

To edit an entry:

1. When viewing the directory entry you wish to edit, press **MENU**.

2. With **Edit** highlighted**,** press **SELECT**.

3. When you are done editing, press **SELECT**.

To delete an entry:

1. When viewing the directory entry you wish to delete, press **MENU**.

2. Press ▼ to scroll to **Delete** and then press **SELECT**.

3. Press **SELECT** on the delete confirmation screen.

    OR

    Press **CANCEL** to return to the previous screen.

To delete all entries:

1. From the deskset Main Menu, press ▼ to scroll to **Directory** and then press **SELECT**.

    The Directory menu appears.

2. Press ▼ or ▲ to select the directory to delete, and then press **SELECT**.

3. Press ▼ to scroll to **Delete all** and then press **SELECT**.

4. Press **SELECT** on the delete all confirmation screen.

    OR

    Press **CANCEL** to return to the previous screen.

Using the Call History

The Call History contains lists of your missed, received, and dialed calls (you can also view dialed calls by pressing **REDIAL**). You can view, call and store list entries.
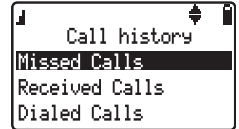
To view the Call History:

1. Press **CALL HISTORY**.

    OR

    From the deskset Main Menu, press ▼ to scroll to **Call History** and then press **SELECT**.
    The Call History menu appears.

2. Press ▼ to highlight the desired list and then press **SELECT**.

3. With **Review** highlighted, press **SELECT**.

4. Press ▼ or ▲ to view entries.

The Call History entry screen shows the time, date, name and number of the call, the number of entries in the folder, along with an icon indicating the type of call.

◣	Received call	◥	Dialed call	◢	Missed call

To call an entry:

When viewing a Call History entry, you can call the entry in the following ways.

1. Lift the corded handset, or press **HEADSET** or **SPEAKER** to call the phone number in the entry.

2. Revise the phone number to dial before calling:

    a. Press **MENU**.

    b. With **Edit dial** highlighted**,** press **SELECT**.

    c. Edit the number as required, then lift the corded handset, or press **HEADSET** or **SPEAKER**.

To save an entry to a directory:

1. Press **MENU** when viewing a Call History entry.

2. Press ▼ to scroll to **Save To** and then press **SELECT**.

3. Press ▼ or ▲ to select the directory to save to, and then press **SELECT**.

4. Edit the new directory entry as required, and then press **SELECT** to return to Call History.

To delete entries:

1. To delete the entry you are viewing, press **DELETE**.

2. To delete all entries:

    a. In the main Call History menu, press ▼ or ▲ to scroll to the list you wish to delete, and press **SELECT**.

    b. Press ▼ to scroll to **Delete all** and then press **SELECT**.

    c. Press **SELECT** again on the delete all confirmation screen.

Using Speed Dial

The speed dial feature allows you to program up to 32 numbers that you dial frequently. You can access the first 16 speed dial numbers by pressing the speed dial buttons. To access the remaining 16 speed dial numbers, press **LOWER** and then the speed dial button for the desired location.

To program a Speed Dial number:

1. Press **MENU**.
2. Press ▼ to highlight **Speed dial** and then press **SELECT**.
3. Press ▼ or ▲ to select an empty slot, and then press **MENU**.

4. Use the dial pad to enter a name and number, and then press **SELECT**.

To delete or edit existing Speed Dial entries, select the entry in the Speed Dial list then press **DELETE** or **MENU**.

Configuring the Deskset

You can configure the deskset using one of two methods:

1. The **Features** and **User settings** menus on the deskset.

2. The WebUI, which you access using your Internet browser.

This section describes settings you can change using the menus on your deskset. For information about settings you can change on the WebUI, see "WebUI" on page 43.

The system administrator can configure additional settings, including Network settings, Provisioning, and the PIN code by using the **Admin settings** menu. For more information about this menu, see the *VSP600/VSP601 Administrator and Provisioning*

Manual, available at **businessphones.vtech.com**.
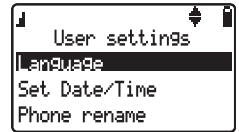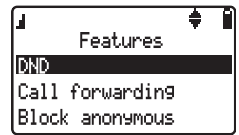
Setting Do Not Disturb

When Do Not Disturb (DND) is on for a line, calls to that line will be rejected.

To turn DND on or off:

1. Press **MENU**.

2. Press ▼ to highlight **Features** and press **SELECT**.

3. With **DND** highlighted, press **SELECT**.

4. Press ▼ or ▲ to select which line DND should apply to*, and press **SELECT**.

5. Press ▼ or ▲ to select On or Off.

6. Press **SELECT** to save.
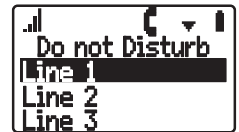
* Note that DND will apply to all desksets and handsets assigned the line.

Setting call forwarding

Calls can be forwarded to another phone number always, only when busy, or after a set number of rings.

To set call forward:

1. Press **MENU**.

2. Press ▼ to highlight **Features** and press **SELECT**.

3. Press ▼ to highlight **Call forwarding** and press **SELECT**.

4. Press ▼ or ▲ to select which line Call forward should apply to*, and then press **SELECT**.

5. Press ▼ to highlight the desired option:

   • Always

   • Busy

   • No answer

6. Press **SELECT**.

7. On the next screen, with **Set On/Off** highlighted, press **SELECT** to turn call forwarding On or Off.

8. Press ▼ or ▲ to highlight **On** or **Off** and then press **SELECT**.

9. Press ▼ to highlight **Phone number** and then press SELECT.

10. Enter the number to which you would like to forward calls, and then press **SELECT**.

11. (If you selected **No answer** earlier) Press ▼ or ▲ to set the No answer delay between 1 to 10 rings, and then press **SELECT**.

    When Call forward is on, **FWD** appears on the idle screen.

* Note that Call forward will apply to all desksets and handsets assigned the line.

Blocking anonymous calls

Calls without Caller ID information will be rejected and the deskset will not ring.

To block anonymous callers:

1. Press **MENU**.

2. Press ▼ to highlight **Features** and press **SELECT**.

3. Press ▼ to highlight **Block anonymous** and press **SELECT**.

4. Press ▼ or ▲ to select which line Block anonymous should apply to*, and then press **SELECT**.

5. Press ▼ or ▲ to choose **On** or **Off**, and then press **SELECT** to save.
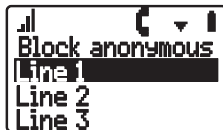
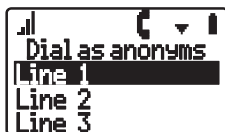* Note that Block anonymous will apply to all desksets and handsets assigned the line.

Dialing anonymously

When this feature is enabled, your phone will make anonymous outgoing calls.

To dial as an anonymous caller:

1. Press **MENU**.

2. Press ▼ to highlight **Features** and then press **SELECT**.

3. Press ▼ to highlight **Dial as anonyms** and then press **SELECT**.

4. Press ▼ or ▲ to select which line Dial as anonymous should apply to*, and then press **SELECT**.

5. Press ▼ or ▲ to choose **On** or **Off**, and then press **SELECT** to save.

* Note that Dial as anonymous will apply to all desksets and handsets assigned the line.

Setting missed-call alerts

When missed-call alerts are enabled, an alert will display on the idle screen whenever you do not answer an incoming call.

To turn missed-call alerts on or off:

1. Press **MENU**.

2. Press ▼ to highlight **Features** and then press **SELECT**.

3. Press ▼ to highlight **Miss call alert** and then press **SELECT**.

4. Press ▼ or ▲ to highlight **Show alert** or **Hide alert**.

5. Press **SELECT**.

Setting call waiting

When call-waiting alerts are enabled, an alert will display on-screen whenever you receive an incoming call during an active call.

To turn call-waiting alerts on or off:

1. Press **MENU**.

2. Press ▼ to highlight **Features** and then press **SELECT**.

3. Press ▼ to highlight **Call waiting** and then press **SELECT**.

4. Press ▼ or ▲ to highlight **Show alert** or **Hide alert**.

5. Press **SELECT**.

Viewing deskset status

In the Status menu, you can view information on the LAN network your phone system is connected to, the registration status of your SIP accounts, or view the software version of your deskset. You may need this information for troubleshooting purposes.

To view the Status menu:

1. Press **MENU**.

2. Press ▼ to highlight **Status** and then press **SELECT**.

3. Press ▼ to highlight either **Network**, **Line**, or **Product Info**, and then press **SELECT**.

To view the software version of your phone:

1. From the **Status** menu, highlight **Product Info** and then press **SELECT**.

2. With **Deskset** highlighted**,** press **SELECT**.

3. Press ▼ to view the software version.

Setting the language

1. Press **MENU**.
2. Press ▼ to highlight **User settings** and then press **SELECT**.
3. With **Language** highlighted, press **SELECT**.
4. Press ▼ or ▲ to highlight the desired language.
5. Press **SELECT** to save.

Setting the date and time

1. Press **MENU**.
2. Press ▼ to highlight **User settings** and then press **SELECT**.
3. Press ▼ to highlight **Set Date/Time** and then press **SELECT**.
4. Highlight your desired option:
   - Date format: select MM/DD/YY or DD/MM/YY
   - Time format: select 12 hour or 24 hour
   - Date/Time: manually set the date and time
5. After you've finished setting your chosen option, press **SELECT**.

Setting the deskset name

You can change the deskset name from the default HANDSET.

To change the deskset name:

1. Press **MENU**.
2. Press ▼ to highlight **User settings** and then press **SELECT**.
3. Press ▼ to highlight **Phone rename** and then press **SELECT**.
4. Press **DELETE** to move the cursor back and delete the previous name.
5. Enter the new name using the dial pad.
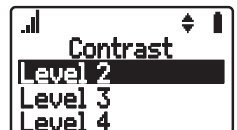6. Press **SELECT** when complete.
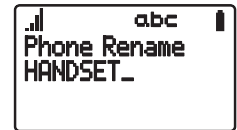
Setting the screen contrast

You can change the contrast of text and graphics on the deskset LCD.

To change the LCD text contrast:

1. Press **MENU**.
2. Press ▼ to highlight **User settings** and then press **SELECT**.
3. Press ▼ to highlight **Contrast** and then press **SELECT**.
4. Press ▼ or ▲ to select a contrast level between 1 and 7.
5. Press **SELECT**.

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Backlight

You can set the deskset LCD backlight to be off when in idle, or set it to turn on or off continuously.

To set the LCD backlight:

1. Press **MENU**.

2. Press ▼ to highlight **User settings** and then press **SELECT**.

3. Press ▼ to highlight **LCD Backlight** and then press **SELECT**.

4. Press ▼ or ▲ to choose **Backlight Time**, **During idle** or **Being triggered***.

   • If you select **Backlight Time**, press ▼ or ▲ to choose the timeout period between 10 seconds and 60 seconds.

   • If you select **During idle** or **Being triggered**, press ▼ or ▲ to choose **On** or **Off**.

5. Press **SELECT** to save.
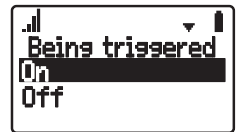
* Notes:

• If **During idle** is on but **Being triggered** is off, the LCD backlight always lights up.

• If **During idle** is off but **Being triggered** is on, the LCD backlight turns off after being idle for as long as the set timeout period.

• If **During idle** and **Being triggered** are both off, the LCD backlight is always off.

Setting the ringer tone and volume

1. Press **MENU**.

2. Press ▼ to highlight **User settings** and press **SELECT**.

3. Press ▼ to highlight **Ringers** and press **SELECT**.

4. To change the ringer volume:

   a. Highlight **Ringer Volume** and then press **SELECT**.

   b. Press ▼ or ▲ to change the volume level as desired.

   c. Press **SELECT** to save.

5. To change the ringer tone:

   a. Highlight **Ringer Tone** and then press **SELECT**.

   b. Press ▼ or ▲ to select a line, and then press **SELECT**.

   c. Press ▼ or ▲ to select a ringer tone for that line.
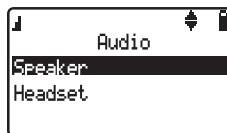
   d. Press **SELECT** to save.

41
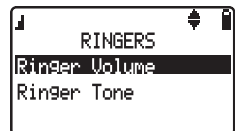
Setting audio mode

You can select speakerphone or headset as the default audio out for speed dials.
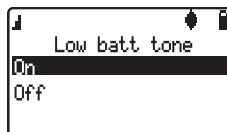
To set the audio mode:

1. Press **MENU**.

2. Press ▼ to highlight **User settings** and then press **SELECT**.

3. Press ▼ to highlight **Audio Mode** and then press **SELECT**.

4. Press ▼ or ▲ to choose **SPEAKER** or **HEADSET**.

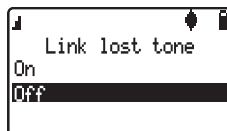5. Press **SELECT** to save.

Turning low battery tone on or off

1. Press **MENU**.

2. Press ▼ to highlight **User settings** and then press **SELECT**.

3. Press ▼ to highlight **Low batt tone** and then press **SELECT**.

4. Press ▼ or ▲ to choose on or off.

5. Press **SELECT** to save.

**Turning link lost tone on or off**

1. Press **MENU**.

2. Press ▼ to highlight **User settings** and then press **SELECT**.

3. Press ▼ to highlight **Link lost tone** and then press **SELECT**.

4. Press ▼ or ▲ to choose on or off.

5. Press **SELECT** to save.

Turning key tones on or off

1. Press **MENU**.

2. Press ▼ to highlight **User settings** and then press **SELECT**.

3. Press ▼ to highlight **Key Tone** and then press **SELECT**.

4. Press ▼ or ▲ to choose on or off.

5. Press **SELECT** to save.
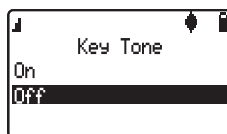
Registering or deregistering your deskset

You can register or deregister your deskset using the deskset menu. Follow the instructions in "Registering the deskset to the base" on page 24 and "Deregistering the deskset" on page 25.
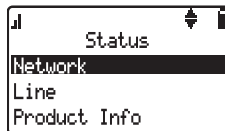
WebUI

Using the WebUI

Use an Internet browser to access the Web User Interface (WebUI) that resides on your base station. After you log on to the WebUI, you can configure the following features:

- Call Settings
- User Preferences
- Base Directory
- Blacklist
- User Password

The WebUI also has a System Status and Deskset Status page, where you can view network status and registration information about your deskset.

To access the WebUI:

1. Ensure that your computer is connected to the same network as your base station.

2. Find the IP address of your base station:

   a. When the phone is idle, press **MENU**.

   b. Press ▼ to highlight **Status**, and then press **SELECT**.
      The Status menu appears:

```
┌─────────────────────┐
│ ⦙⦙          ⬍  ▯    │
│        Status       │
│ Network             │
│ Line                │
│ Product Info        │
└─────────────────────┘
```

   c. On the Status menu, ensure that **Network** is highlighted, and then press **SELECT**.
      The Network screen appears:

```
┌─────────────────────┐
│ ⦙⦙          ▼  ▯    │
│       Network       │
│ IP Address          │
│ 10.244.187.192      │
└─────────────────────┘
```

   d. On the Network screen, note the IP Address.

3. On your computer, open an Internet browser. Depending on your browser, some of the pages presented here may look different and have different controls.

4. Type the phone IP address in the browser address bar and press **ENTER** on your computer keyboard:

```
192.168.4.131 |                                    ₽ ▾ →
```

A Login window appears.

5. Under **User Name**, enter **user**.

6. Under **Password**, enter **user**, or your own password, if you have created one. You can create or change a password after you log on.

7. Click **Log In / OK**.
   The WebUI appears.

Click topics from the navigation bar at the top of the page, and then click the desired setting on the left side of the WebUI to see the page for that setting. You view and change settings in two different types of fields: drop-down lists and entry fields into which you type information. For your security, the WebUI times out after 10 minutes, so if it is idle for that time, you must log on again.

The remaining procedures in this section assume that you have already logged on to the WebUI.

System Status

The System Status page shows:

*   **General** information about your phone, including model, MAC address, and firmware version.

*   **Account Status** information about your SIP account registration.

*   **Network** information regarding your phone's network address and network connection.

The System Status page has no settings that you can change. You may need some of the status information for troubleshooting purposes.

Deskset Status

The Handset Status page shows registration information for the cordless handsets and desksets.

The Handset Status page has no settings that you can change. You may need some of the status information for troubleshooting purposes.

Call Settings

To view the call settings, click **SYSTEM** in the WebUI header, and then click **Call Settings** in the sidebar. You can configure call settings for each account that is available to your phone. Click **Account 1**, **Account 2**, and so on to select the call settings page for the desired account.

Call Settings include Do Not Disturb and Call Forward settings. You can also set Do Not Disturb and Call Forward using the deskset. See "Configuring the Deskset" on page 37.

When you have finished changing settings on this page, click **Save** to save them.

General Call Settings

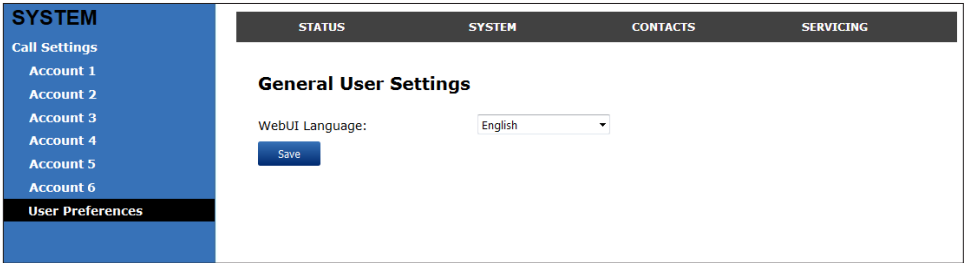| Setting	Description
Anonymous Call Reject	Select to block incoming calls that have no caller ID.
Enable Anonymous Call	Select to make outgoing calls that remove your own caller ID information.

Do Not Disturb Settings

Setting	Description
Enable DND	Turns Do Not Disturb on or off.

Call Forward Settings

Setting	Description	
Enable Call Forward Always	Select to enable call forwarding for all calls on that account.	
Target Number	Enter a number to which all calls will be forwarded.	
Enable Call Forward Busy	Select to enable call forwarding for calls when you are on another call on that account.	
Target Number	Enter a number to which calls will be forwarded when the line is busy.	
Enable Call Forward No Answer	Select to enable call forwarding for unanswered calls on that account.	
Target Number	Enter a number to which unanswered calls will be forwarded.	
Delay	Select the number of rings before unanswered calls are forwarded.	Range: 1 to 10 rings Default: 6 rings

User Preferences

On the User Preferences page, you can configure the WebUI language.

After changing the setting on this page, click **Save** to save.

SYSTEM	STATUS	SYSTEM	CONTACTS	SERVICING
Call Settings				
Account 1	**General User Settings**			
Account 2				
Account 3	WebUI Language:	English ▾		
Account 4	Save			
Account 5				
Account 6				
User Preferences				

General User Settings

Setting	Description	Range	Default
WebUI Language	Sets the language that appears on the WebUI.	Any language supported by your phone. For example, English, French, Spanish, etc.	English

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Base Directory

To view the base directory, click **CONTACTS** in the WebUI header.

On the Base Directory page, you can manage your base directory entries. You can sort, edit, delete, and add contact information for up to 200 entries. The page also allows you to export your phone's base directory or import a base directory file. The export function lets you back up your contacts to your computer.

The base directory lists entries across multiple pages. Click **Next**, **First**, **Last**, or a page number to view the desired page of entries.

Note: You can also use the phone menu to manage your base directory entries. For more information, see "Using the Directory" on page 33.

CONTACTS		STATUS	SYSTEM	CONTACTS	SERVICING

Base Directory

Select All ☐ | Sort By Last Name |

Total: 21	First Name	Last Name	Ringer Tone	Work	Mobile	Other	Account	
☐	Angela	Martin	0	7325550118			1	Edit
☐	Bronwyn	McDonald	0	2325550140			1	Edit
☐	Charlie	Johnson	0	5550198			1	Edit
☐	Dale	Appleton	0		6045550135		1	Edit
☐	David	Carter	3	2325550194	2325550177		2	Edit
☐	Davis	Swerdlow	0		2325550172		1	Edit
☐	Elkhart	Taxi	0		6045550155		1	Edit
☐	Graham	Ball	0		2325550176		1	Edit
☐	Kathryn	Dolphy	0		6045550195		1	Edit
☐	Linda	Miller	0		6045550117		2	Edit
☐	Lydia	Braithwaite	0	2325550157			1	Edit
☐	Martin	Meyers	0	2325550122			1	Edit
☐	Mary	Williams	0		6045550145	6045550146	1	Edit
☐	Richard	Serling	0		6045550141	7875550181	2	Edit
☐	Robert	Brown	2		6045550105		2	Edit
☐	Sandro	Voss	0	2325550149			1	Edit
☐	Stefan	Wheeler	0		2325550161		1	Edit
☐	Susan	Ballance	0		6045550170		1	Edit
☐	Terry	Ng	0		2325550187		1	Edit
☐	Ursula	Baldwin	0	6045550166			1	Edit

First 1 | Last | | Next |

| Delete Selected Entries | | Add New Entry | | Clear Directory |

Import Base Directory

No File Chosen | Choose File |
| Import |

Export Base Directory

| Export |

Base directory

Click	To...
Sort By Last Name	Sort the list by last name.
Edit	Edit information for an entry.
Last	View the last page of entries.
Next	View the next page of entries.
Delete Selected Entries	Delete selected entries from the directory. Click **Select All** to select every entry on the page you are viewing.
Add New Entry	Add a new directory entry.
Clear Directory	Delete all Directory entries

To add a new directory entry:

1. Click **Add New Entry**.

    The **Create Base directory Entry** page appears.

2. Enter the required information. At minimum, a first and last name are required.

Setting	Description	Range	Default
First Name	Enter the appropriate names in these fields.	n/a	n/a
Last Name			
Ringer Tone	Sets a unique ringer tone for calls from this directory entry.	Auto, Tone 1–10	Auto
Account	Sets the account used when you dial this directory entry.	Default Account, Account 1– Account 6	Default Account
Work Number	Enter the appropriate numbers in these fields.	n/a	n/a
Mobile Number			
Other Number			

3. Click **Save**.

To edit a directory entry:

1. Click Edit for the entry you want to edit.

    The **Edit Base directory Entry** page appears.

2. Edit or add the desired information.

3. Click **Save**.

Import Base directory

You can import an existing base directory file. Importing a directory file replaces all your previous base directory entries. After importing a directory file, you can add, edit, or delete entries as desired.

Note: Directory files are .xml files containing contacts and contact information. For more information about creating or editing a directory file, consult your system administrator.

To import a base directory file:

1. Click **Choose File**.

2. In the **Choose File to Upload** window, navigate to the directory file.

3. Click the file, and then click **Open**.

4. On the WebUI, click **Import**.

Export Base directory

You can export the directory and save it as an .xml file on your computer.

To export the base directory:

1. Click **Export**.

2. At your browser's prompt, save the file to the desired location on your computer.

Blacklist

To view the Blacklist, click **CONTACTS** in the WebUI header, and then click **Blacklist** in the sidebar.

The Blacklist directory is identical to the Base directory, except that you cannot configure an incoming ringer tone.

Security

On the Security page, you can change your User Password.

After changing your password, click **Save**.

Troubleshooting

If you have difficulty with your deskset, please try the suggestions below. For customer service, visit our website at **businessphones.vtech.com** or call **1 (888) 370-2006**.

General issues

Deskset does not work at all (LCD is black)

• Confirm the backup battery is installed and charged correctly.

• Ensure the adapter is securely plugged into an outlet not controlled by a wall switch.

My caller ID isn't working.

• Caller ID is a subscription service. Your telephone service provider may require subscription to this service for this feature to work.

• The caller must be calling from an area that supports caller ID.

• Both your telephone service provider and your caller's service provider must use caller ID compatible equipment.

Deskset registration is not working

• Ensure the deskset is within range of the base station.

Cannot make external calls

• Check if your SIP account is registered (Press **MENU** → **Status** → **Line** and select a line. Check that the status reads **Registered**).

• You might be out of range of the base station. Try moving closer. If you see an idle screen with no alerts, then your deskset is successfully communicating with the base station.

Deskset does not receive incoming calls

• Ensure that **Do Not Disturb** and **Call Forward All** are turned off.

• Check if your SIP account is registered (Press **MENU** → **Status** → **Line** and select a line. Check that the status reads **Registered**).

• You might be out of range of the base station. Try moving closer.

Cannot locate deskset using base station

• The deskset may not be registered.

• If the deskset is out of power or the deskset is out of range, the locator tone will not sound.

Poor audio quality. Speech is cutting out.

• You may be close to being out of range of the base station. Try moving closer.

• Other electronic products can cause interference with your deskset. Try installing the base station far away from devices such as TVs, microwaves, or other cordless devices, including other desksets.

• If the problem persists, contact your system administrator.

Technical Specifications

RF frequency band	1921.536–1928.448 MHz
Channels	5
Operating temperature	32–122 °F (0–50 °C)
Power requirements	Base: 5.0 Vdc @ 800 mA Deskset: 6Vdc @ 600mA Backup battery: 2.4V 750mAh Ni-MH battery pack
Headset jack	2.5mm, 32ohm - 150ohm
Power over Ethernet	IEEE 802.3at supported, class 2
Ethernet network port	10/100 Mbps RJ-45 port

Special characters

Entering special characters

When entering text using the dial pad, the following special characters are available. Press the 1, 0, or pound sign (#) keys to enter special characters.

Key	Characters
1	~ ^ ` % ! & - _ + = |
0	0 : ; , ? . @ *
#	( ) [ ] { } < > / \ #

Press star (✶) to switch between uppercase and lowercase/European characters.

Maintenance

Taking care of your telephone

- Your base station and deskset contain sophisticated electronic parts, so you must treat them with care.
- Avoid rough treatment.
- Place the deskset down gently.
- Save the original packing materials to protect your products if you ever need to ship them.

Avoid water

- You can damage your cordless telephone if it gets wet. Do not handle the deskset with wet hands. Do not install the base station and deskset near a sink, bathtub or shower.

Electrical storms

- Electrical storms can sometimes cause power surges harmful to electronic equipment. For your own safety, take caution when using electric appliances during storms.

Cleaning your telephone

- Your products have a durable plastic casing that should retain its luster for many years. Clean it only with a soft cloth slightly dampened with water or a mild soap.
- Do not use excess water or cleaning solvents of any kind.

Remember that electrical appliances can cause serious injury if used when you are wet or standing in water. If the telephone base should fall into water, DO NOT RETRIEVE IT UNTIL YOU UNPLUG THE POWER CORD FROM THE WALL, then pull the unit out by the unplugged cord.

Deregistering the deskset

Before using the deskset with a different base station, you must deregister the deskset from the base station to which it is currently registered.

GPL License Information

GPL code requests

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VTech Communications, Inc.,
9590 SW Gemini Drive, Suite 120
Beaverton OR 97008
ATTN: Information Technology Group—VSP600 GPL code request

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