



ErisTerminal® SIP Deskset  
VSP735  
**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](http://businessphones.vtech.com)** or call **1 (888) 370-2006**.

Please note the serial number of your product, which can be found on the back of the deskset. 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 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

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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 telephone base and handset 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 telephone base or handset 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 telephone base or handset 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 telephone base and/or handset 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, or when the handset is replaced in its cradle. This is a common event associated with the closing of any electrical circuit. The user should not plug the phone into a power outlet, and should not put a charged handset into the cradle, 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. Only put the handset of your telephone next to your ear when it is in normal talk mode.
18. 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.
19. Use only the power cord and batteries indicated in this manual. Do not dispose of batteries in a fire. They may explode. Check with local codes for possible special disposal instructions.
20. For pluggable equipment, the socket-outlet shall be installed near the equipment and shall be easily accessible.
21. 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 instructions in **Deskset Installation** in this user guide.

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

## SAVE THESE INSTRUCTIONS

ErisTerminal SIP Deskset  
VSP735  
User Guide

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# Introduction

This user's manual contains detailed instructions for using your VSP735 deskset. Please read this user's manual before using your telephone.

## Deskset features

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The VTech VSP735 deskset is full-featured SIP endpoint business phone 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. The deskset provides calling features such as hold, transfer, conferencing, speakerphone, quick-dial numbers and one-touch voicemail access.

There are two ports, known as the Ethernet port and PC port, at the back of the deskset. The Ethernet port allows the VSP735 deskset to connect to the hosted IP PBX via a router. The PC port is for another device such as a personal computer to connect to the local area network through the deskset.

The VSP735 deskset supports paging and call transfers between system extensions and can connect you and two other parties on the same conference call.

The telephone also has 16 dual-function programmable keys. You or your system administrator can program these keys for functions such as quick dial, redial, Do Not Disturb, call forwarding, message retrieval, and call parking.

The keys can also be programmed to monitor other desksets in the system. You can press the key for a monitored extension to answer a call at your own deskset. The programmable keys have two-color LEDs to indicate call activity. For more information about the programmable keys, see page 11.

The VSP735 IP Phone features include:

- Large backlit Liquid Crystal Display
- Speakerphone, Hold and Mute
- Up to 5 lines
- Up to 6 active calls
- 3-way conferencing
- 16 dual-function programmable keys
- Message Waiting alert LED
- Dual GigE Ethernet ports
- Power over Ethernet enabled
- DECT cordless headset and corded headset support
- 200-entry local directory

# Quick Reference Guide

## Front panel features

### MESSAGE WAITING indicator

Illuminates when you have a new voice message.

### Programmable keys

Can be programmed to perform various functions or access various features.

For example:

- Press to access a line to make a call.
- Press to dial a monitored extension or a quick-dial number.
- Press to turn a feature such as Do Not Disturb on and off.

### Key label card

To write labels, remove the plastic cover (secured by tabs top, bottom and sides).

### Corded headset input (on side)

### LOWER

Press to access the second level (alternate function) of a programmable key.



### SPEAKER

Press to turn the speakerphone on or off.

### MIC

### SCREEN

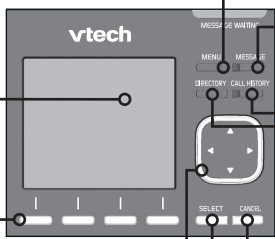
Displays call information, soft key labels, and deskset menus.

### SOFT KEYS

Perform different actions depending on the on-screen labels.

### NAVIGATION KEY

While in menus, press ▼ or ▲ to scroll through the menu, highlight items or change settings. While entering names, numbers or other text, press ◀ or ▶ to move the cursor left or right.



### MENU

Press to display the deskset menu.

### MESSAGE

Press to select a mailbox.

### CALL HISTORY

Press to access Call History.

### DIRECTORY

Press to select a Directory.

### CANCEL

While in a menu, press to cancel an operation and exit the menu.

### SELECT

Press to select a menu item.

# Quick Reference Guide

## Dial pad and audio keys

### Dial pad

Use to dial numbers and enter text. For a list of special characters you can enter with the dial pad, see page 82.

### MUTE

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

### VOLUME

- During a call, press to adjust the listening volume.
- During message playback, press to adjust the playback volume.
- When the phone is idle, press to adjust the ringer volume.



### HEADSET

When a headset is connected to the deskset, press to make, answer, or hang up a call.

### FLASH

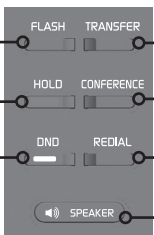
During a call, press to answer an incoming call when you receive a call waiting alert.

### HOLD

Press to put a call on hold.

### DND

Press to turn Do Not Disturb on or off.



### TRANSFER

Press to transfer a call to an extension.

### CONFERENCE

Press to add another extension or outside line to an existing call.

### REDIAL

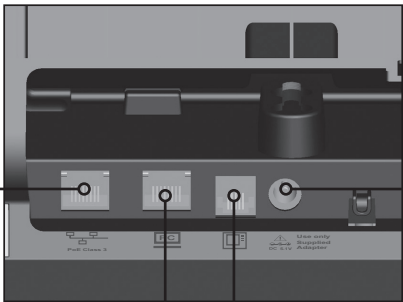
Press to view list of dialed calls.

### SPEAKER

Press to turn the speakerphone on or off.

## Rear panel connection ports

### Ethernet/LAN port



### PC port

### Reserved for future use

Do not connect to other equipment.

# Quick Reference Guide

## Programmable keys

The table below lists the default settings for the programmable keys. The key assignments on your phone may be different. Some keys may be programmed as Quick Dial keys, for example. Ask your system administrator about your phone's programmable key configuration.

Key Number	Setting
1	Line 1*
2	Line 1
3	Line 1
4	Directory
5	Call History
6	Redial
7	Messages
8	Do Not Disturb
9	Call Forward All
10	None
11	None
12	None
13–32	None

\* Your system administrator can assign more than one key to a line. For example, you might be able to activate Line 1 with keys 1 and 2, and Line 2 with keys 3 and 4. Consult your administrator regarding your phone's configuration.

## Other possible programmable key settings

- Quick Dial
- BLF—Busy lamp field keys let you monitor other phones. The key LED indicates call status. See “Programmable feature key lights” on page 21.
- ACD—If you are subscribed to this feature, pressing the Automatic Call Distribution (ACD) key displays the ACD state menu.
- Call Forward Busy or Call Forward No Answer
- Page—If enabled, press the Page key to call one or more phones.
- Multicast Page—This feature allows you to call up to ten paging zones.
- Park Call—Dials the access code to park your current call.
- Retrieve Parked Call—Dials the access code to retrieve a parked call.
- In Call DTMF—Dials a string of numbers while you are on a call.
- Call Return—Dials the number of the last missed call.
- Group Call Pickup—Dials the Group Call Pickup code, allowing you to answer a call ringing at another extension.
- Direct Call Pickup—Dials the Direct Call Pickup code, allowing you to answer a call ringing at a specific extension. After pressing the key, you may need to enter the extension number manually.

# Deskset Installation

## Overview

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

Install the phone close to a router or network switch. You can power the phone using the supplied power adapter or Power over Ethernet (PoE—Class 3). If you are not using PoE, install the phone near a power outlet not controlled by a wall switch. The phone can be placed on a flat surface or vertically mounted on the wall.

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

## Network requirements

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A switched network topology is recommended for your LAN. The office LAN infrastructure should use Cat.-5/Cat.-5e cable.

The LAN connections to the deskset(s) should all be wired. However, wireless connections to other devices (such as laptops) in your office will not impede performance.

All desksets must reside on a single subnet. A Dynamic Host Configuration Protocol (DHCP) server is recommended and must be on the same subnet as the desksets so that IP addresses can be auto-assigned. In most cases, your network router will have a DHCP server. By default, the deskset has DHCP enabled for automatic IP address assignment.

**Note:** Some DHCP servers have default settings that limit the number of network IP addresses assigned to devices on the network. You should log in to your server to confirm that the IP range is sufficient.

If no DHCP server is present, you can assign static IPs to desksets. You can assign a static IP address using the deskset menus. From the deskset Main Menu, go to **Admin settings > Network setting > Set static IP**. See the Administrator and Provisioning Guide for more information. If you do not have a DHCP server or do not manually assign static IPs, you will not be able to access the WebUI and/or enable automatic time updates from an NTP server.

A DNS server is recommended to resolve the path to the Internet and to a server for firmware and configuration updates. If necessary, the system administrator can also download upgrade files and use the WebUI to update the deskset firmware and/or configuration settings manually.

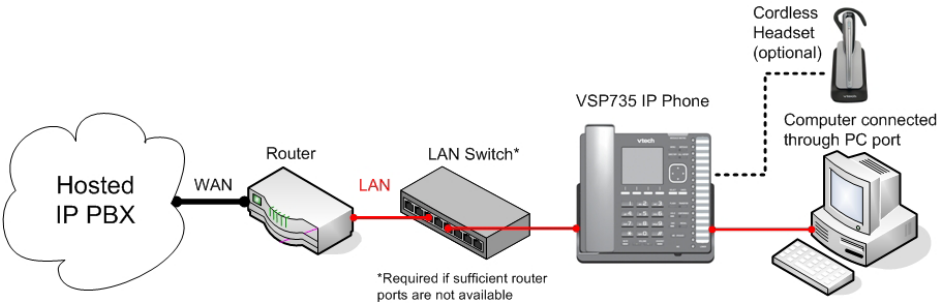
# Deskset Installation

## Location

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Avoid placing the deskset too close to:

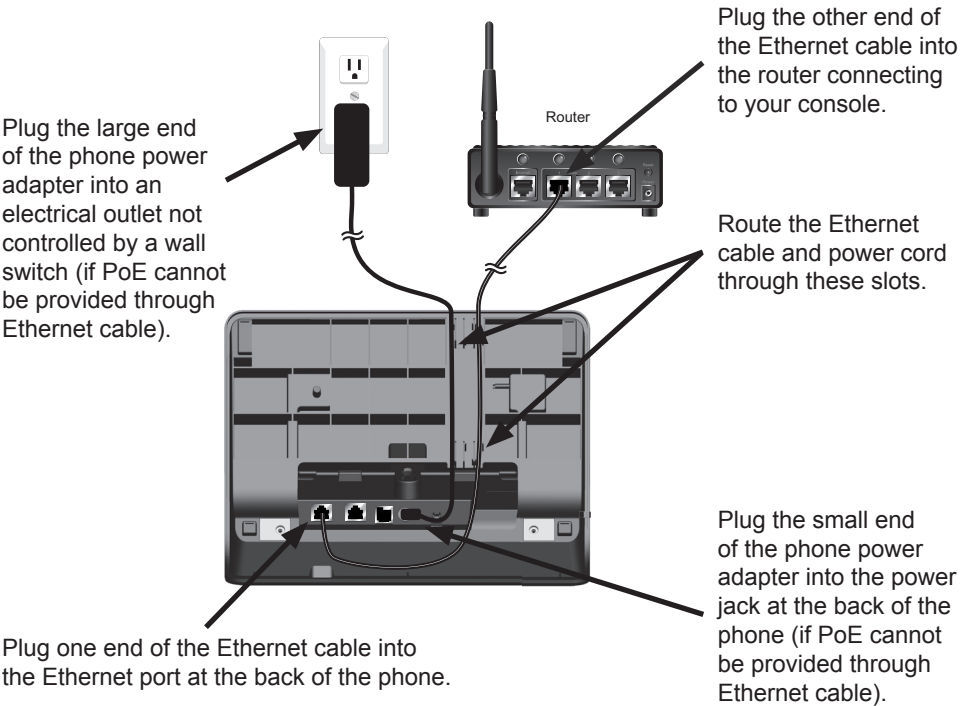
- Communication devices such as television sets, DVD players, or other cordless telephones
- Excessive heat sources
- Noise sources such as a window with traffic outside, motors, microwave ovens, refrigerators, or fluorescent lighting
- Excessive dust sources such as a workshop or garage
- Excessive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



# Deskset Installation

## Connecting the phone

---



### IMPORTANT INFORMATION

1. Use only a compatible VTech power adapter.  
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.

# Deskset Installation

## Installing the phone

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Make sure you plug in the Ethernet cable before powering up the phone.

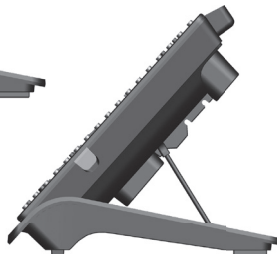
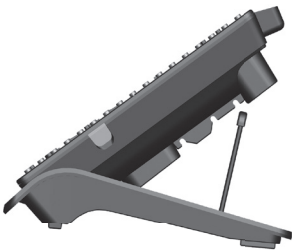
1. Lift the kickstand and flip it back. Let it rest at its maximum angle.



2. Snap the stand onto the two snap points on the deskset base.
3. Plug the end of the coiled handset cord into the jack on the left side of the telephone.



4. Lift the deskset base to the desired angle. There are three pairs of grooves designed to hold the phone at different angles for optimum visibility.
5. Snap the kickstand into the desired grooves until it locks into place.






# Deskset Installation

## Installing the phone (continued)

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

If the deskset is not using power from a PoE-capable network router or switch:

- Connect the supplied power adapter to the deskset power jack.
- Plug the power adapter into an electrical outlet that is not controlled by a wall switch.

If there is a networked computer and no extra Ethernet wall ports near the phone, then the phone and PC can share the same network connection.

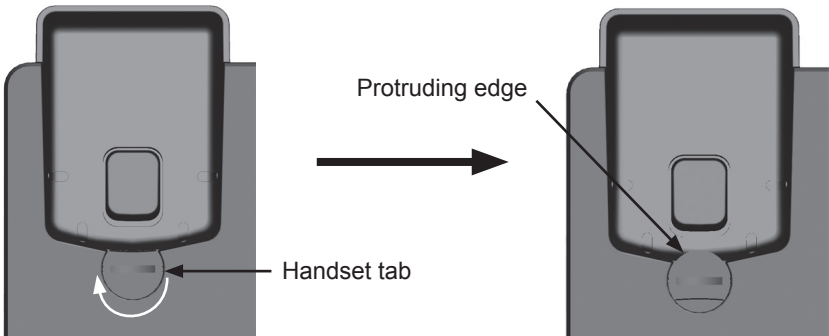
### To share a network connection with a PC:

- Plug a Cat.-5 Ethernet cable into the PC port on the phone (marked by ).
- Plug the other end of the Cat.-5 Ethernet cable into your computer's Ethernet port.
- If a PC is connected to your network through a phone, any phone resets and power or network interruptions will disrupt the PC's connection to the network.

### To mount the phone on the wall

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
- Prepare the wall-mount screws. The deskset will fit onto wall-mount screws with centers 3 ¼ inches (8.2 cm) or 4 inches (10.2 cm) apart. Most standard wall plates have screw centers 3 ¼ inches (8.2 cm) apart.
- If the deskset stand is attached, detach the stand.
  - Lift the phone front panel to release the kickstand from the grooves.
  - Snap the stand off the two snap points on the deskset base.
- Put the corded handset aside. Use a coin to rotate the handset tab 180 degrees. The protruding edge holds the corded handset when the phone is mounted on the wall.

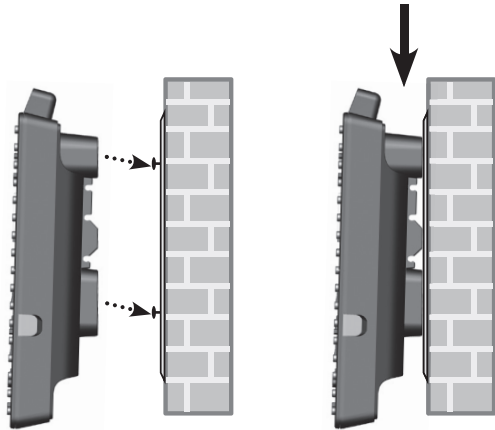


# Deskset Installation

## To mount the phone on the wall (continued)

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- 4. Plug one end of the Ethernet cable into the Ethernet port on the rear of the deskset (marked by ).
- 5. If the deskset is not using power from a PoE-capable network router or switch, connect a power adapter to the deskset power jack.
- 6. Align the upper wall mounting hole on the back of the phone with the upper tab of the standard wall plate. Make sure the lower wall mounting hole on the mounting bracket also aligns with the lower tab of the standard wall plate. Push the phone down until it clicks securely in place.



- 7. Bundle the Ethernet cable and power adapter cord neatly with twist ties.
- 8. Plug the Ethernet cable into the router your console is connected to and the power adapter into an electrical outlet not controlled by a wall switch if you are not using PoE.

# Deskset Installation

## Wall mount to tabletop installation

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To change the phone from the wall mount position to tabletop position, follow the steps below.

1. If the Ethernet cable and power adapter cord are bundled, untie them first.
2. Push the phone up to remove it from wall. Unplug the Ethernet cable from the router and the power adapter from the power outlet.
3. See “Installing the phone” section above.



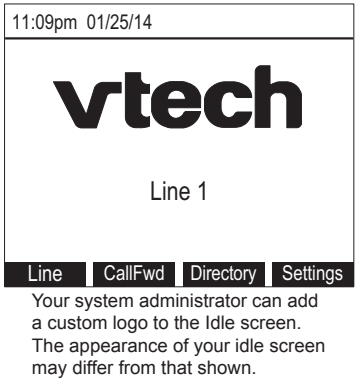
# Using the Phone

## 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.

From the Idle screen, you can press:

- Line** to select another line. When you make a call, the phone will use this line. See “Making calls” on page 22.  
**Note:** **Line** appears only if more than one SIP account is registered to your phone.
- CallFwd** to configure Call Forward settings.
- Directory** to view the directories. See “Using the local directory” on page 46.
- Settings** to view the User settings menu. See “Configuring the Phone” on page 57.



## Idle mode screen icons

In idle mode, the following screen icons indicate your phone’s current settings.

Icon	Status
	Call Forward All is on. See “To set Call forward:” on page 42.
	The ringer is off.
	Do Not Disturb is on. See “To set Do Not Disturb:” on page 42.
	The Ethernet cable is unplugged or the network is down.

## Active call screen icons

During a call, the following screen icons indicate the call’s status.

Icon	Status
	Audio is coming through a headset after the <b>HEADSET</b> key was pressed.
	The speakerphone is active.
<b>1/2</b>	Call counter—more than one call is active.
	More than one call is active. Press ▼ or ▲ to view another call.

# Using the Phone

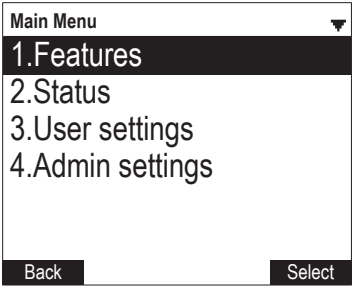
## Programmable feature key lights

The programmable feature key lights indicate call status and other information, depending on how the key is configured.

Key	Light Activity	Description
Line	Flashing ORANGE	Line is unregistered
	Solid GREEN	On a call or dialing
	Quickly flashing GREEN	Ringing incoming call
	Slowly flashing GREEN	Held call
Shared line key	Steady ORANGE	The shared line is on a call
	Slowly flashing ORANGE	The shared line is on hold
Do not disturb	Off	DND is off
	Steady ORANGE	DND is on
Call forward	Off	Call forward All is off
	Steady ORANGE	Call forward All is on
Busy lamp field	Off	Monitored phone is idle
	Steady ORANGE	Monitored phone is on a call or has a held call
	Quickly flashing ORANGE	The monitored phone is ringing
	Flashing ORANGE	Registration error. See your system administrator.
Automatic Call Distribution	Quickly flashing GREEN	ACD agent “wrap up” state
	Steady GREEN	ACD agent ready state
	Slowly flashing GREEN	ACD agent unavailable state
	Steady ORANGE	ACD logged on
	Slowly flashing ORANGE	ACD logged off
	Quickly flashing ORANGE	ACD subscription error

## Using the menu

1. Press **MENU** to show the main menu.
2. Press ▼ or ▲ to highlight menu items.
3. Press **SELECT** to select a highlighted menu item. **Note:** Instead of highlighting an item and pressing **SELECT**, you can press a dial pad key for a numbered item. For example, after pressing **MENU**, you can press **3** on the dial pad to view the User settings menu.
4. Press **SELECT** or an appropriate soft key to save changes.



# Using the Phone

- 5. Press **CANCEL** to cancel an operation, exit the menu display or return to the idle screen.

## Main menu items

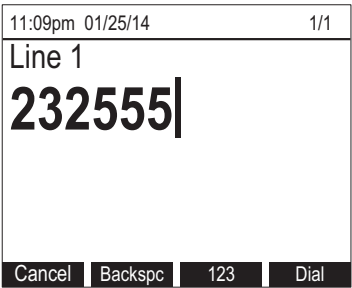
- |                           |   |
|---------------------------|---|
| 1. Features (see page 40) | 3. User Settings (see page 57)                                  |
| 2. Status (see page 56)   | 4. Admin Settings (available only to your system administrator) |

## Making calls

You can make a call at any time by choosing an off-hook method (such as lifting the handset, pressing a Line key, or pressing **HEADSET** or **SPEAKER**), and then dialing a number. When the phone is in idle mode or has calls on hold, you can make a call by pre-dialing a phone number and then going off hook.

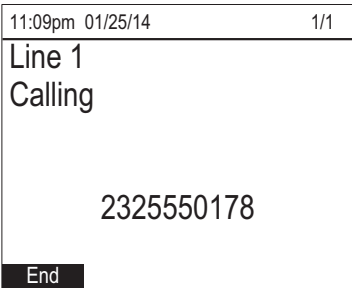
### To go off hook and make a call:

- 1. To use the default line, lift the handset, press **HEADSET**, or press **SPEAKER**. To use a specific line, press a Line key. You hear a dial tone.
- 2. Use the key pad to enter the desired phone number.



Note that the dialing screen soft keys are programmable and may differ from what is shown here.

- Press **Backspc** if you enter an incorrect digit.
- Press **123** to change from entering digits to entering letters (if you need to enter a domain name as part of the number).
- 3. Press **Dial** , or, if the phone accepts the number as valid, it dials the number after a short delay.

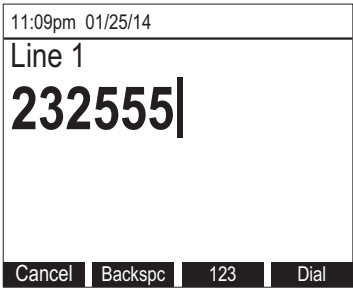


# Using the phone

## Making calls (continued)

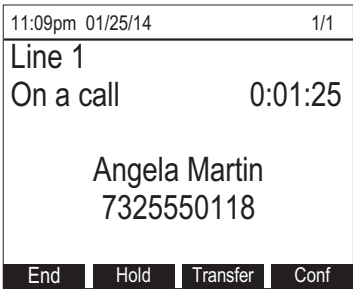
### To make a call by pre-dialing:

1. Use the key pad to enter the desired phone number.



- Press **Backspc** if you enter an incorrect digit.
  - Press **123** to change from entering digits to entering letters (if you need to enter a domain name as part of the number).
2. Dial the number by:
    - Pressing **Dial**. The phone will use the preferred audio mode (speaker or headset) until you lift the handset.
    - Lifting the handset.
    - Pressing the desired Line key.
    - Pressing **SPEAKER** or **HEADSET**.

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



To end the call, hang up or press **End**. If you are on speakerphone and the handset is “on hook,” press **SPEAKER** to end your call.

### To make a call using quick dial:

Press the desired quick dial programmable key or press and hold a dial pad key that matches the number of the desired speed dial entry. For example, to dial speed dial entry 4, press and hold 4 on the dial pad. See “Speed Dial” on page 53.

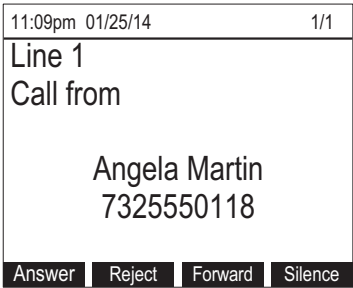
# Using the Phone


## Answering calls

---

### To answer a call:

Lift the handset, or press **Answer** , **SPEAKER**, or **HEADSET**.



- You can also press a flashing green Line key to answer that incoming call.
- If you have multiple incoming calls, (as indicated by  ), press ▼ or ▲ to select the call you want to answer.

On the incoming call screen, you can also press:

- **Reject** to terminate the incoming call.
- **Forward** to forward the call to another number.
- **Silence** to mute the ringer.

If you don't respond to an incoming call, the phone displays a missed-call alert screen.



If a missed-call alert screen appears, you can press:

- **Clear** to return to the Idle screen.
- **View** to see the caller's information in the call history.
- **Callback** to immediately dial the caller's number.



# Using the Phone

## Putting a call on hold

---

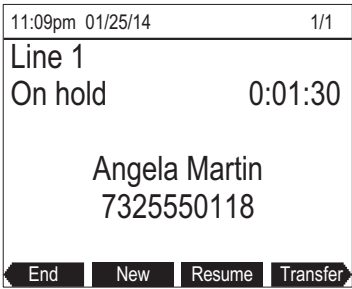
Use this feature to hold one call while you access another. The deskset also puts calls on hold automatically when you answer another call, transfer a call, or create a conference.

See also, “Putting a shared-line call on hold” on page 35.

### To put a call on hold:

During a call, press **HOLD** on the deskset.

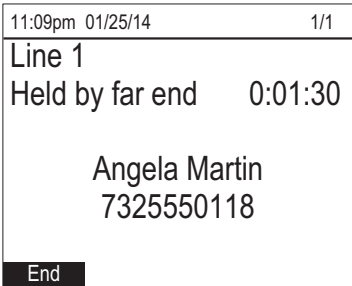
The On hold screen appears. The programmable key for that line flashes green slowly.



From the On hold screen, you can press:

- **End** to end the call
- **New** to dial a new call
- **Resume** to take the call off hold
- **Transfer** to transfer the held call to another party
- **Conf** to start a conference with the held call.

If another party puts you on hold, you may see the message **Held by far end**. This message depends on compatibility between phones and PBX types, and may not always appear. You can press **End** to end the call.

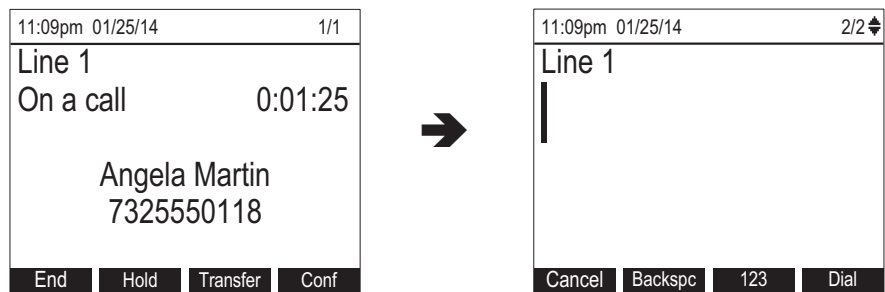


# Using the Phone

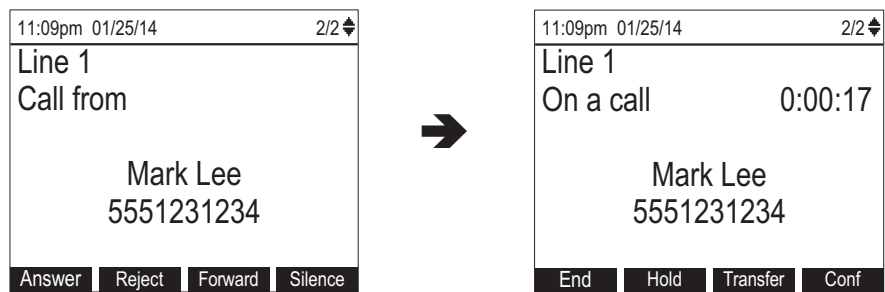
## Managing calls with FLASH

The **FLASH** key can be used to make or answer an additional call when already on a call.

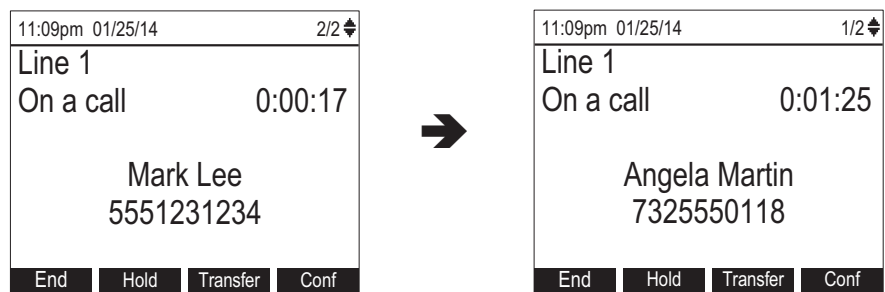
- During a call, press FLASH to make a new call. Your current call will be put on hold.



- During a call, press FLASH to answer an incoming call. Your current call will be put on hold.



- During a call, press FLASH to retrieve a held call. Your current call will be put on hold.



**Note:** The FLASH key will not function if you are managing three or more calls.

# Using the Phone

## Forwarding calls

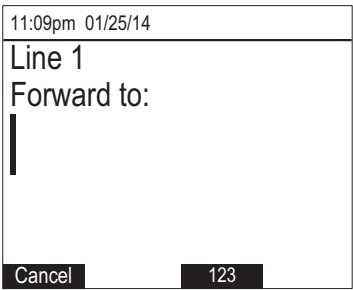
You can forward an incoming call to another number, either by entering the number yourself, or by selecting a number from the directory, redial list, or call history.

**Note:** Your deskset Call Forward–No Answer setting will cancel the manual forwarding process if it takes effect first. For example, your deskset may be set to forward calls to voicemail after a call rings for 10 seconds, before you can reach the deskset to forward the call yourself. If you have problems forwarding calls because of the Call Forward–No Answer setting, ask your system administrator to extend your Call Forward–No Answer delay.

See also “Using the Call menu” on page 41.

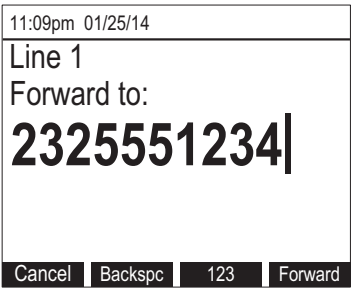
### To forward a call using manual entry:

1. When an incoming call appears, press **Forward** .  
The deskset stops ringing and the **Forward to** screen appears.



If you press **Cancel** , the deskset begins ringing again and the incoming call screen reappears.

2. Enter the number to which you want to forward the call.



3. Press **Forward** . Your phone returns to idle mode if you have no other active calls.

# Using the Phone

## Forwarding calls (continued)

To forward a call using the directory, redial list, or call history:

- 1. When an incoming call appears, press **Forward** .  
The deskset stops ringing and the **Forward to** screen appears.

11:09pm 01/25/14

Line 1

Forward to:

Cancel123

- 2. Press **DIRECTORY**, **REDIAL** or **CALL HISTORY** or a programmable key (if available) to display the directory, redial list, or call history. You can also navigate to the call history or directory using the deskset Features menu.

Call history

1.All calls

2.Missed calls

3.Received calls

4.Dialed calls

BackDel. allView

Directory

1.Local

2.Blacklist

BackSelect

Select the call history folder or directory you want to access.

All calls1/4

Charlie Johnson

04:44pm 01/25/14

David Carter

03:57pm 01/25/14

Angela Martin

12:17pm 01/24/14

BackDeleteInfoDial

Local1/55

1. Angela Martin

Work: 7325550118

2. Bronwyn McDonald

Work:

3. Charlie Johnson

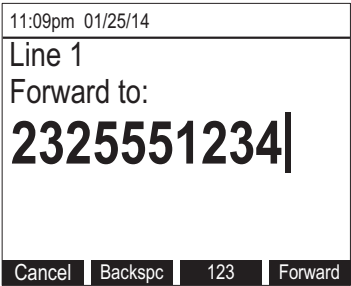
Work: 2325550198

BackLastNameTypeDial

- 3. If necessary, press ◀ or ▶ until **Insert** appears and then press **Insert** .  
The Forward to screen appears, showing the number you inserted.

# Using the Phone

## Forwarding calls (continued)



4. Press **Forward** to forward the call to the number. Your phone returns to idle mode if you have no other active calls.

## Transferring calls

You can transfer a call to someone else at another phone.

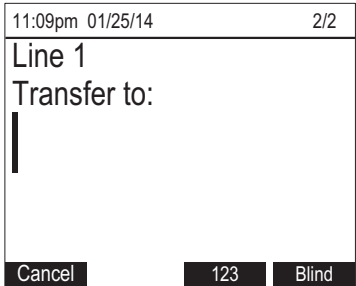
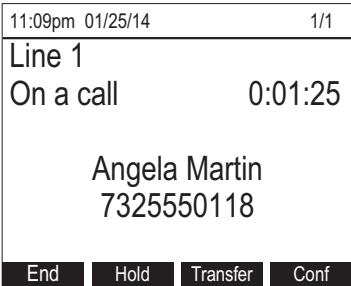
If you talk to the transfer recipient before completing the transfer, you are making a “supervised” transfer.

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.

### To transfer a call (supervised):

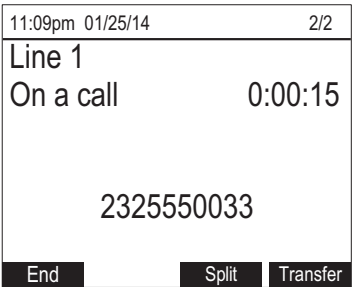
1. During a call, press **Transfer** . The call is automatically put on hold and the



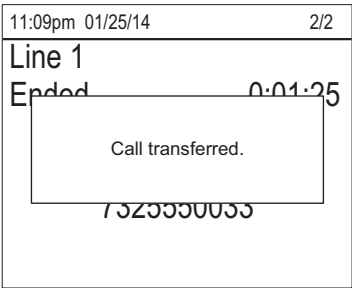
- transfer setup screen appears.
2. Dial the number to which you want to transfer the call. You can also use a number from a list, such as the Directory or Call History.
  3. When the second caller answers, you can talk to the caller to notify them of the transfer, and then press **Transfer** to transfer the call.

# Using the Phone

## Transferring calls (continued)



The **Call transferred** screen appears, and your phone returns to idle mode.

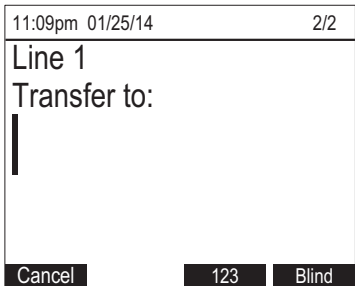
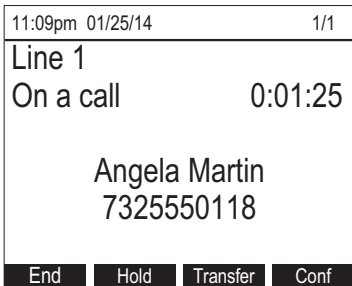


### To cancel the transfer, press:

- **Cancel** on the transfer setup screen. The active call screen reappears.
- **End** when the second call is active. You will hang up on the second call.
- **Split** when the second call is active. You will stay connected to the second call. Your first call remains on hold.

### To transfer a call (blind):

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

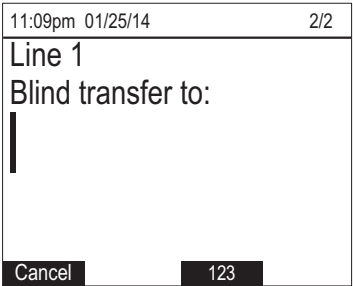


# Using the Phone

## Transferring calls (continued)

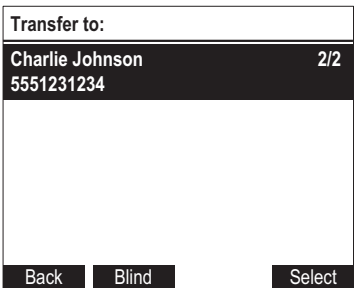
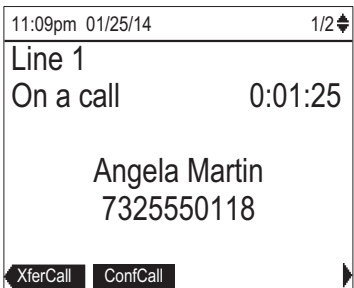
- 2. Press **Blind** .
- 3. Dial the number to which you want to transfer the call. You can also use a number from a list, such as the Directory or Call History.
- 4. Press **Transfer**, or wait for the phone to automatically dial, once it recognizes a valid number.

The **Call transferred** screen appears, and your phone returns to idle mode.



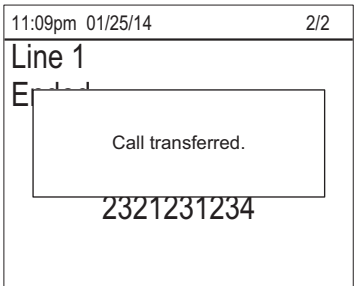
### To transfer a call to a held call:

- 1. During a call, press ◀ or ▶ to view the next set of soft keys.
- 2. Press **XferCall** . The call is automatically put on hold, and a list of held calls appears.



- 3. On the Transfer to target screen, press:
  - **Select** to talk to the held call, and then press **Transfer** to transfer the first call.
  - **Blind**, and then press **Transfer** to transfer the first call to the held call immediately.

The **Call transferred** screen appears, and your phone returns to idle mode.



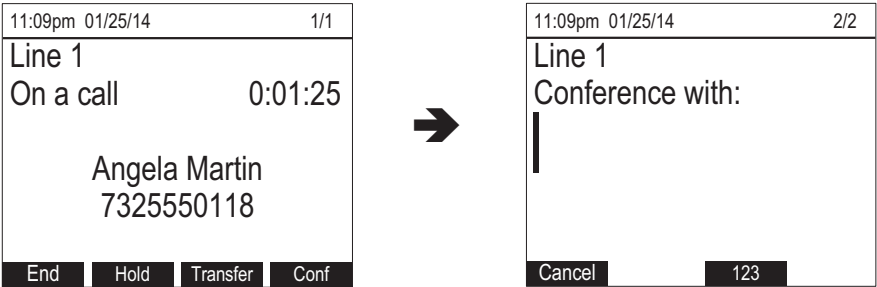
# Using the Phone

## Making a conference call

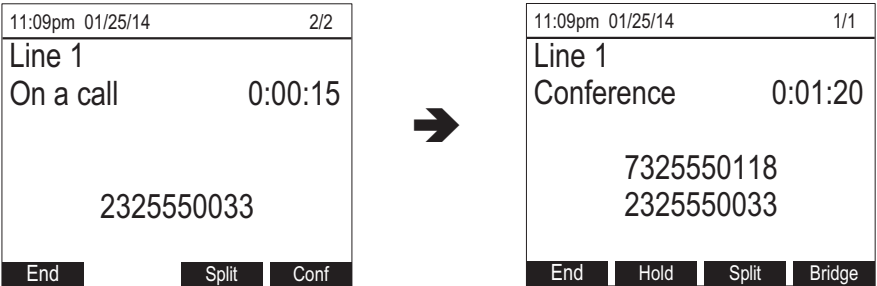
You can hold a conference call between yourself and two other callers.

### To make a conference call:

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



2. Dial the second number for the other party you want to join your conference. You can also use a number from a list, such as the Directory or Call History.
3. When the second call is established, press **Conf** . The conference begins and the conference screen appears.



### To cancel the conference setup, press:

- **Cancel** on the conference setup screen. The active call screen reappears.
- **End** when the second call is established. You will hang up on the second call and return to your first call.
- **Split** when the second call is established. You will remain on the second call and your first call remains on hold.

When you have an active call and a held call, you can also create a conference with the held call.

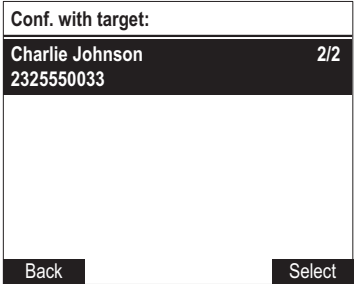
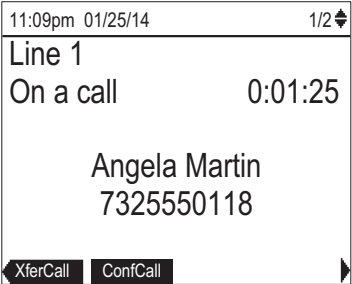


# Using the Phone

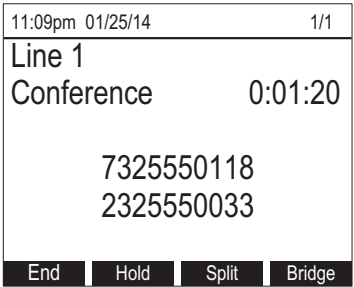
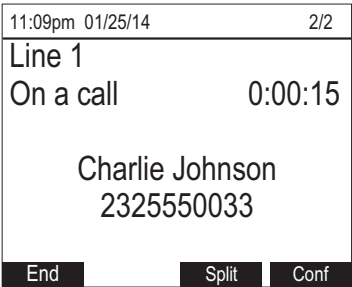
## Making a conference call (continued)

### To create a conference with a held call:

1. During a call, press ◀ or ▶ to view the next set of soft keys.
2. Press **ConfCall**. The call is automatically put on hold, and a **Conf. with target** screen showing all calls on hold appears.
3. Highlight the desired call and press **Select**. You can now talk to the caller you selected.



4. Press **Conf**. The conference begins and the conference screen appears.



### To end a conference call:

Press one of the following soft keys:

- **End**, which hangs up on both calls.
- **Split**, which puts both calls on hold. The screen shows information for the second call.
- **Bridge**, which joins both calls and returns your phone to idle mode.

## Setting up a Network Conference

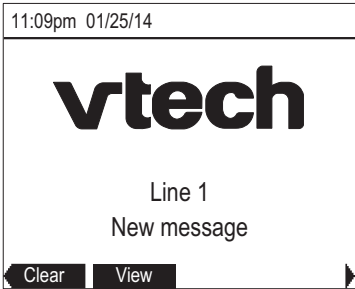
A Network Conference is hosted by your service provider and allows multiple parties to join a conference. A Network Conference works in a similar way to the regular conference described above, except that the **Split** and **Bridge** functions will not be available.

In addition, the soft keys **Add** and/or **AddCall** will appear during a conference, allowing you to add more parties to the ongoing conference call.

# Using the Phone

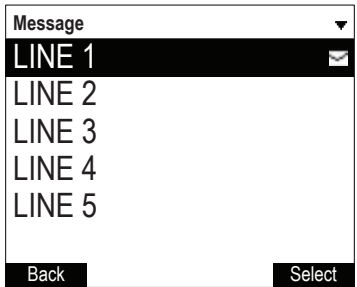
## Retrieving messages

The phone alerts you when you have a new message. The Message Waiting indicator also illuminates whenever you have new messages.



On the New Message alert screen, you can press:

- **Clear** to return to the Idle screen.
- **View** to access your messages. The Message menu appears.

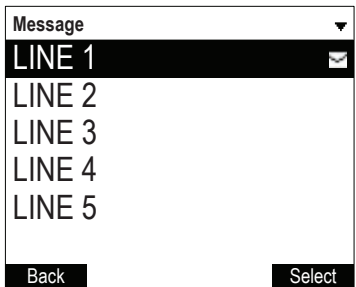
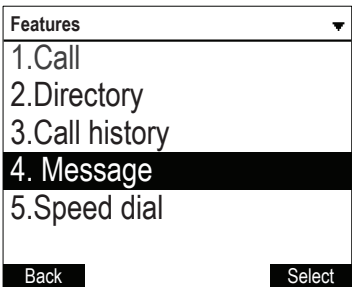


The Message menu displays the mailboxes you can access from your phone. If your phone has more than one line, you may be able to access multiple mailboxes. Press **▲** or **▼** to highlight the desired mailbox and press **SELECT** to access messages in that mailbox.

When there is no New Message alert screen, you can access the Messages menu using the deskset menu.

### To view the Messages menu:

1. When the phone is idle, press **Menu**.
2. With **Features** highlighted, press **SELECT**.
3. Press **▼** to highlight **Message**, and then press **SELECT**. The Message menu appears.



4. On the Message menu, highlight the desired line and then press **SELECT**.

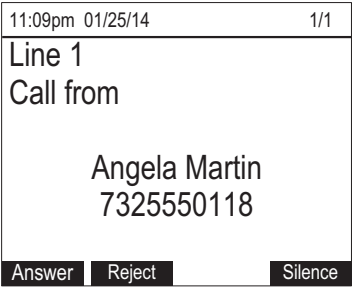
# Using the Phone

## Using a shared line

Your phone may be configured to have one or more shared lines. This means that a group of phones, including yours, can make and receive calls on the same line. The shared line can have more than one programmable key assigned to it. Ask your system administrator for the configuration that applies to your deskset.

Incoming calls on a shared line will ring every deskset that shares that line. When someone answers the call, the other desksets stop ringing and return to idle mode. In contrast, calls on a private line will ring only your deskset.

Incoming calls on a shared line look identical to private-line calls, except that the **Forward** soft key does not appear on the incoming call screen.



## When to Use a Private Line Instead of a Shared Line

Your system administrator should label your deskset feature keys according to the type of line. The labels should indicate which keys apply to the shared line(s) and which keys apply to private lines.

In general, you should use private lines for direct calls to other desksets within your organization. If you use a shared line to call other desksets, all the other desksets that use that line will ring.

## Call monitoring

One of the main features of shared lines is the ability to monitor call activity. You can monitor the call activity by observing the Line key LED. On your deskset, the LED is steady orange when a call has been answered at another deskset, and flashes orange slowly when the user at another deskset puts a call on hold. See “Programmable feature key lights” on page 21.

## Putting a shared-line call on hold

After you answer a call on a shared line, you have two options for putting that call on hold.

- You can put a call on hold by pressing the **HOLD** key. This puts a call on “normal” hold. On a shared line, this means that other shared-line users can see that the call is on hold, as indicated by the flashing orange Line key LED. Other users can retrieve the call by pressing the flashing Line key. Your deskset will return to idle mode. Putting a call on hold this way can be useful if you want to hand off the call to someone else, or if you want to pick up the held call at another deskset.
- You can also put a call on “private” hold, which means that other users cannot see that the call is on hold. Their Line key LEDs continue to show a steady orange, indicating that the call is active. This is useful if you plan to resume the held call on the same deskset.

# Using the Phone

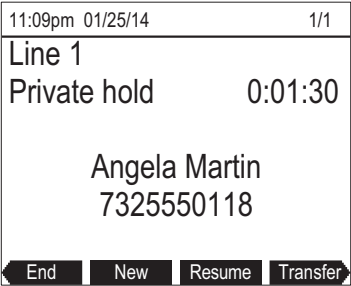
## Putting a shared-line call on hold (continued)

When you transfer a call or start a conference call, the other call is put on private hold automatically. During the transfer or conference setup process, no other desksets can retrieve the call on hold.

As well, when you are on a call and you answer another incoming call or retrieve another call on hold, your first call is put on private hold automatically.

### To put a call on private hold manually:

- Press and hold the **HOLD** key for 2 seconds.



## “Barging in”

When you have a shared line, it may be possible to “barge in,” that is, join a call in progress at another deskset that uses that shared line. The result of barging in is that you create a “bridged call” between you and the people whose call you joined. You and the others can then converse. Note that any other shared-line user can barge in on the call as well.

**Note:** The ability to barge in on calls is a configurable setting for your deskset. Only your system administrator can enable this setting. Your deskset may have shared lines, but be unable to barge in on calls.

Bridged calls differ from conference calls in that you can join a call in progress at any time. However, because the caller ID of the active call is not visible to you, other participants in the call may need to notify you of an appropriate time to join.

Bridged calls can also have any number of participants, unlike conference calls. The number of participants on a bridged call depends on the number of desksets sharing that line and may be limited by system or network capabilities.

### To barge in on a call:

- Press the desired line key that has a steady orange LED, indicating an active call on a shared line.

You join the call already in progress.

To leave the call, press **End**. The other participants can continue their bridged call.

**Note:** If you are unable to barge in on a call, it may be because the other call is not currently in progress. A line key with a steady orange LED can also indicate that the call is on private hold at the other deskset, or that the other deskset is dialing a number and no call is established yet. As well, If barging in is disabled on your deskset, pressing the key with the steady orange LED will do nothing.

# Using the Phone

## Busy lamp field

As with shared lines, you can monitor call activity using Busy Lamp Field (BLF) keys. However, BLF keys and LEDs represent activity on an individual deskset, not on a line. Keys configured for BLF allow you to monitor call activity for the extension only. You can use the BLF key as a quick dial key to call the extension and intercept ringing calls.

**Note:** Your system administrator sets up Busy Lamp Field keys. Your key labels should identify the BLF keys and which extensions they monitor. The BLF feature may not be available on your deskset.

For BLF LED states, see “Programmable feature key lights” on page 21.

### To dial a monitored extension:

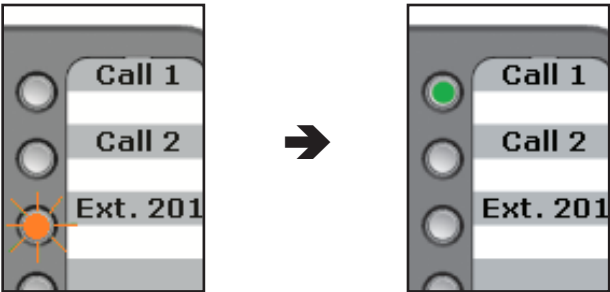
1. Press the BLF key for that extension. The monitored extension can be idle, or have an active or held call.

Your deskset dials the extension using the first available line key. When the other person answers, your deskset indicates two active calls: one active call on the line key that you dialed out on, and one active call on the BLF key of the monitored extension you called.



### To answer a call ringing at a monitored extension:

1. Press the flashing orange BLF key for the desired extension.



Your deskset answers the call on the first available line key.

# Using the Phone

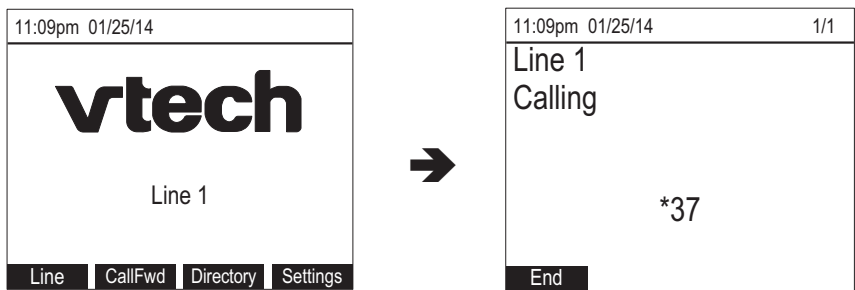
## Paging

Your phone supports two types of paging: server-based paging and multicast paging. An incoming page may interrupt any active calls you are on, depending on how your system administrator has configured the paging function. As well, when you are on a call and you answer another incoming call or retrieve another call on hold, your first call is put on private hold automatically.

### To send a server-based page:

1. Press the Page feature key.

Your phone dials out the Page Feature Access Code.

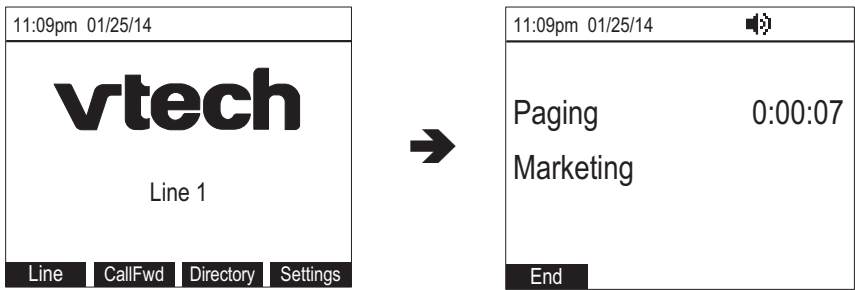


2. Follow the voice prompts to page.

### To send a multicast page:

1. Press the Multicast Page feature key.

You hear a paging tone before your phone broadcasts a page to the assigned paging zone.



2. Press **End** to terminate the page.

# Using the Phone

## Automatic Call Distribution

---

If you are subscribed to Automatic Call Distribution (ACD), pressing the ACD feature key will display the ACD State Menu.

### To set your ACD state:

1. Press the ACD feature key.  
The ACD State menu appears.

ACD state ▼

1. Sign In

2. Available

3. Unavailable

4. Wrap Up

5. Sign Out

Back

Select

2. Press ▼ or ▲ to select the desired state, and then press **SELECT**.  
If you select **Unavailable**, you will have the option of entering a reason code.

# Phone Features

## Using the Features menu

On the Features menu, you can manage incoming calls, use the Directory, access your messages, view your call history, and manage your speed dial numbers.

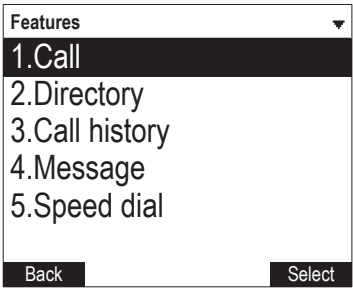
## Navigating menus

To select a submenu on a numbered list, you can:

- Press ▲ or ▼ to highlight the desired menu, and then press **SELECT**.
- Press the dial pad key that matches the number of the desired menu.

### To access the Features menu:

1. When the phone is idle, press **MENU**.  
The Main Menu appears.
2. If necessary, press ▲ or ▼ to highlight **Features**, and then press **SELECT**.  
The Features menu appears.



The Features menu includes the following items:

Setting	See page...	Description
1. Call	41	Manages how your phone handles incoming calls.
2. Directory	46	Stores contact information and call contacts.
3. Call History	49	Lists incoming and outgoing call information.
4. Message	34	Accesses your voicemail.
5. Speed dial	53	Accesses your list of speed dial numbers.



# Phone Features

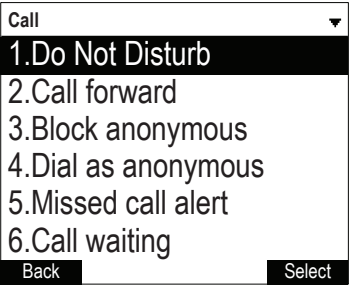
## Using the Call menu

On the Call menu, you can manage how your phone handles incoming calls. The settings available on the Call menu include:

Setting	See page...	Description
1. Do Not Disturb	42	Silences incoming ringing and paging. Do Not Disturb (DND) is set on a per-line basis. The system administrator can enable you to answer incoming calls when DND is on. When DND answering is enabled, the Line key flashes for incoming calls and the incoming call screen appears. If DND answering is disabled, the incoming call will be terminated.
2. Call forward	42	Automatically forwards incoming calls depending on the setting. You can enable the following types of call forwarding: <ul style="list-style-type: none"><li>• Call forward always: incoming calls are forwarded immediately and the phone does not ring.</li><li>• Call forward busy: incoming calls are forwarded if all your available lines are busy.</li><li>• Call forward no ans: incoming calls are forwarded after the no answer delay expires.</li></ul>
3. Block anonymous	44	Enables the phone to reject incoming calls that have no caller ID.
4. Dial as anonymous	44	Enables the phone to make outgoing calls with the Caller ID hidden from the far end.
5. Missed call alert	45	Enables the missed call alert screen.
6. Call waiting	45	Enables or disables incoming call alerts while you are on another call.

### To use the Call menu:

1. When the phone is idle, press **MENU**.
2. If necessary, press **▲** or **▼** to highlight **Features**, and then press **SELECT**.
3. If necessary, press **▲** or **▼** to highlight **Call**, and then press **SELECT**.  
The Call menu appears.



# Phone Features

## Using the Call menu (continued)

### To set Do Not Disturb:

1. From the Call menu, if necessary, press ▲ or ▼ to highlight **Do Not Disturb**.
2. Press **SELECT**.
3. On the Do Not Disturb menu, highlight the line for which you want to turn Do Not Disturb On or Off.

Do Not Disturb ▼	
Line 1:	Off ◀▶
Line 2:	Off
Line 3:	Off
Line 4:	Off
Line 5:	Off
Cancel	Save

4. When the desired line is highlighted, press ◀ or ▶ to turn Do Not Disturb On or Off.
5. Press **Save** .

When Do Not Disturb for your default line is on, **DND** appears on the idle screen.

### To set Call forward:

1. From the Call menu, press ▼ to highlight **Call forward**.
2. Press **SELECT**.

The Call forward menu appears.

Call forward ▼	
LINE 1	
LINE 2	
LINE 3	
LINE 4	
LINE 5	
Back	Select

3. Highlight the line for which you want to configure call forward settings, and then press **SELECT**.

# Phone Features

## Using the Call menu (continued)

4. On the next screen, press ▼ to highlight the desired option:
- Call forward always
  - Call forward busy
  - Call forward no ans.

A screenshot of a phone's menu interface. At the top, it says 'LINE 1' with a downward arrow. Below this, three options are listed: 'Call forward always' (which is highlighted with a dark background), 'Call forward busy', and 'Call forward no ans'. At the bottom of the screen, there are two buttons: 'Back' on the left and 'Select' on the right.

5. Press **SELECT**.
6. On the next screen, press ◀ or ▶ to turn call forwarding On or Off.

A screenshot of a phone's menu interface. At the top, it says 'LINE 1' with a downward arrow. Below this, there are two sections. The first section is labeled 'Always:' and shows 'Off' with left and right arrow icons. The second section is labeled 'Number:' and has a large empty space for input. At the bottom of the screen, there are two buttons: 'Cancel' on the left and 'Save' on the right.

7. Press ▼.
8. Enter the number to which you would like to forward calls.
9. (If you selected **Call forward no ans** earlier) Press ▼.
10. (If you selected **Call forward no ans** earlier) Press ◀ or ▶ to set the No answer delay between 1 to 10 rings.
11. Press **Save**.

When Call forward for your default line is on, **FWD** appears on the idle screen.

**Note:** Your system administrator can also configure programmable keys to turn Call forward always, Call forward busy, and Call forward no answer on or off.

# Phone Features

## Using the Call menu (continued)

---

### To block anonymous callers:

- 1. From the Call menu, press ▼ to highlight **Block anonymous**.
- 2. Press **SELECT**.

The Block anonymous menu appears.

Block anonymous ▼	
Line 1:	Off ◀▶
Line 2:	Off
Line 3:	Off
Line 4:	Off
Line 5:	Off
Cancel	Save

- 3. Highlight the desired line, and then press ◀ or ▶ to turn anonymous call blocking On or Off for that line.
- 4. Press **Save** .

### To dial as an anonymous caller:

- 1. From the Call menu, press ▼ to highlight **Dial as anonymous**.
- 2. Press **SELECT**.

The Dial as anonymous menu appears.

Dial as anonymous ▼	
Line 1:	Off ◀▶
Line 2:	Off
Line 3:	Off
Line 4:	Off
Line 5:	Off
Cancel	Save

- 3. Highlight the desired line, and then press ◀ or ▶ to turn anonymous call dialing On or Off for that line.
- 4. Press **Save** .

# Phone Features

## Using the Call menu (continued)

---

### To enable missed call alerts:

- 1. From the Call menu, press ▼ to highlight **Missed call alert**.
- 2. Press **SELECT**.

The Missed call alert menu appears.

Missed call alert ▼	
Show alert:	Yes ⇄
Cancel	Save

- 3. Press ◀ or ▶ to turn missed call alerts on (Yes) or off (No).
- 4. Press **Save** .

### To enable call waiting alerts:

- 1. From the Call menu, press ▼ to highlight **Call waiting**.
- 2. Press **SELECT**.

The Call waiting menu appears.

Call waiting	
Show alert:	Yes ⇄
Cancel	Save

- 3. Press ◀ or ▶ to turn call waiting alerts on (Yes) or off (No).
- 4. Press **Save** .

When **Show alert** is on and you are on a call, incoming calls are displayed on the screen. When **Show alert** is off, incoming calls are rejected and no notification appears on the screen. See also “Call Waiting Settings” on page 71.

# Phone Features

## Using the local directory

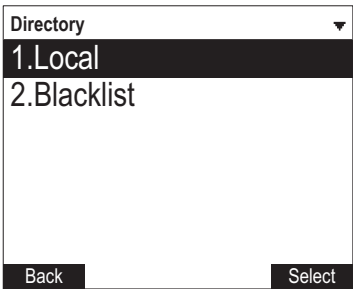
---

You can store the names and phone numbers for up to 200 contacts in the deskset directory. Once directory entries are saved, you can dial them directly from the directory. You can also search directory entries by first or last name. When adding an entry, you can enter numbers for work, mobile, and home. You can also select a ringtone for that contact. Later, you can edit entries if their contact information changes.

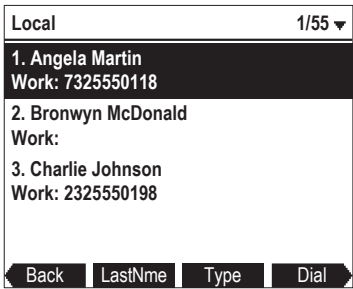
### To view the local directory:

1. Press the **DIRECTORY** key.  
—or—
  - a. Press **MENU**.
  - b. With **Features** highlighted, press **SELECT**.
  - c. Press **▼** to highlight **Directory**, and then press **SELECT**.

The Directory menu appears, listing all your available directories and the blacklist. Any directories other than Local and Blacklist are server-based and will vary with your installation. You can edit the Local directory and the Blacklist.



2. With **Local** highlighted, press **SELECT**.  
The Local directory appears, showing the first entry (sorted alphabetically by first name).



3. Press **▲** or **▼** to view other entries.

# Phone Features

## Using the local directory (continued)

The following soft keys are available when viewing a directory entry:

<b>Back</b>	Returns to Directory menu	<b>LastNme</b>	Sorts the list by last name from the top of the list	<b>Type</b>	Displays the contact's other numbers: Work, Mobile, Home
<b>Dial</b>	Dials the entry	<b>Edit</b>	Allows you to change the entry	<b>Search</b>	Allows you to search the list alphabetically by first or last name
<b>Add</b>	Allows you to add a new entry	<b>Delete</b>	Deletes the entry	<b>Del. all</b>	Deletes all entries

### To call a contact:

1. Press ▲ or ▼ or **Search** to view the desired directory entry.
2. To view other numbers for the entry, press **Type**.
3. When the desired number appears, press **Dial**.

**Note:** If you view a directory entry when the deskset is in dial mode, an **Insert** soft key appears instead of **Dial**. Press **Insert** to place the entry's number into the number field and then press **Dial** to dial the number. You can use this feature when making a call, forwarding a call, transferring a call, and setting up a conference call.

### To add a directory entry:

1. When viewing a directory entry, press ◀ or ▶ until the **Add** soft key appears.
2. Press **Add**.  
A blank directory entry appears.
3. Use the dial pad keys to enter the first name, last name, and contact numbers.
  - Press **ABC** to switch between entering upper-case letters, lower-case letters, and numbers.
  - Press **Backspc** to delete incorrect characters.
  - After completing a line, press ▼ to move to the next line.
4. When you have entered the desired information and selected the ringtone you want to use for this contact, press **Save**.

### To edit a directory entry:

1. When viewing the desired directory entry, press ◀ or ▶ until the **Edit** soft key appears.
2. Press **Edit**.

# Phone Features

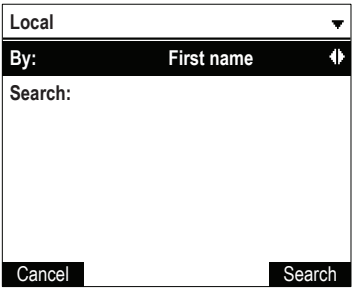
## Using the local directory (continued)

The directory entry edit screen appears.

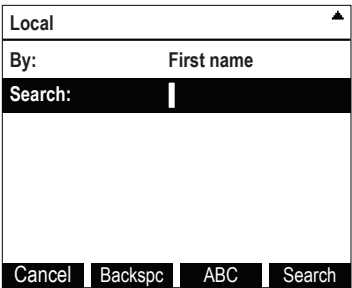
3. Use the dial pad keys to change the first name, last name, and contact numbers as desired.
  - You can edit the name and numbers, and change the ringtone.
  - Press **ABC** to switch between entering upper-case letters, lower-case letters, and numbers.
  - Press **Backspc** to delete incorrect characters.
  - After completing a line, press **▼** to move to the next line.
4. Press **Save**.

### To search directory entries:

1. From the Directories screen or from a directory entry, press **Search**. The Local directory search screen appears.



2. To filter your search by first name or last name, press **◀** or **▶**.
3. Press **▼** to move to the Search field.



4. Press a dial pad key to enter a letter for your first name or last name search. Press **2** once for A, or three times for C, for example.
5. Press **Search**. The deskset searches for the first name or last name beginning with the letter you entered.



# Phone Features

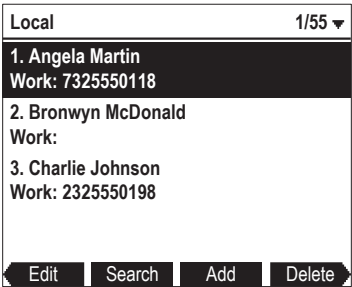
## Using the local directory (continued)

---

The first entry found appears. If more than one entry was found, press ▲ or ▼ to view other entries.

### To delete a directory entry:

1. Press ▲ or ▼ or **Search** to view the desired directory entry.
2. Press ◀ or ▶ until the **Delete** soft key appears.



3. Press **Delete** .
4. When the confirmation screen appears, press **Yes** .

### To delete all directory entries:

1. From a directory entry, press ▲ or ▼ until the **Del. all** soft key appears.
2. Press **Del. all** .
3. When the confirmation screen appears, press **Yes** .

## Blacklist

---

The directory also includes a blacklist, which is a list of numbers that cannot reach your phone. If you experience nuisance calls, you can add the callers' contact information to the blacklist. Calls from blacklisted numbers will not ring your phone, or be recorded in your call history. The Blacklist can be viewed and edited in the same way as the Local directory but is a completely separate directory listing.

## Call history

---

The call history provides available name and number information for the last 200 incoming and outgoing calls. The newest entries replace the oldest. You can view call history information for:

- All calls—all categories of calls
- Missed calls—incoming calls that were not answered
- Received calls—incoming calls that you answered, forwarded or rejected

# Phone Features

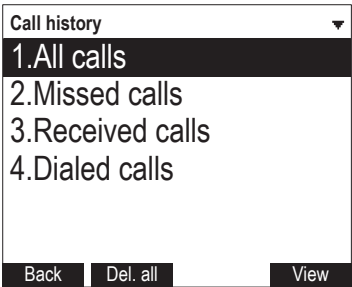
## Call history (continued)

- Dialed calls—all outgoing calls. You can use this as a redial list.

### To view the call history:

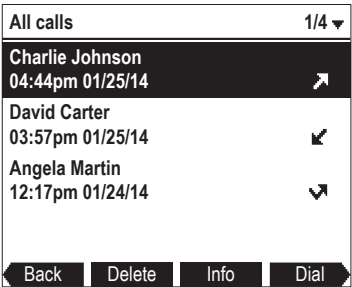
1. Press the **CALL HISTORY** key.  
—or—
  - a. When the phone is idle, press **Menu**.
  - b. If necessary, press ▲ or ▼ to highlight **Features**, then press **SELECT**.
  - c. Press ▲ or ▼ to highlight **Call History**, then press **SELECT**.

The Call history menu appears.



2. Press ▼ to highlight the desired call history folder.
3. Press **View** to see call history entries in the highlighted folder.

The first entry appears.



If the folder is empty, the message **No entries to display.** appears.

4. Press ▼ to view more 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
--	---	---

# Phone Features

## Call history (continued)

The following soft keys are available when viewing a call history entry:

Back	Returns to the Call History list	Delete	Deletes the entry	Info	Displays additional call information, such as time and duration
Dial	Dials the entry	Edit Dial	Displays the predial screen so you can edit the number before dialing	Save	Saves the call information to the local directory

### To call a call history entry:

- While viewing the desired entry, press **Dial** . The phone dials the number immediately.

—or—

Press **Edit Dial** . The predial screen appears, allowing you to edit the number before pressing **Dial** .

**Note:** If you view a call history entry when the deskset is in dial mode, an **Insert** soft key appears instead of **Dial** . Press **Insert** to place the entry's number into the number field and then press **Dial** to dial the number. You can use this feature when making a call, forwarding a call, transferring a call, and setting up a conference call.

### To add a call history entry to the directory:

- While viewing the desired entry, press ◀ or ▶ until the **Save** soft key appears.
- Press **Save** .
- On the **Save to** menu, select the location to which you want to save the entry.
  - To save the entry to your directory, highlight **Local** and then press **Select** .

All calls	1/4 ▼
Charlie Johnson 04:44pm 01/25/14	↗
David Carter 03:57pm 01/25/14	↖
Angela Martin 12:17pm 01/24/14	↗
◀ Edit Dial   Save ▶	

Save to ▼

1.Local

2.Blacklist

Back

Select

# Phone Features

## Call history (continued)

- To save the entry to your blacklist, highlight **Blacklist** and then press **Select** .
4. The directory add/edit screen appears. The deskset automatically fills in the name and number, if available.

First name:	Mary Williams
Last name:	
Work:	2325551234
Mobile:	
Home:	
Ringer:	Auto
Line:	Default
<b>Cancel</b> <b>Backspc</b> <b>ABC</b> <b>Save</b>	

- If necessary, edit the name and number.  
Press ▼ to move the cursor to the next line.
  - Press **Backspc** to delete incorrect characters.
5. Press **Save** to save the entry.

### To delete a single call history entry:

1. While viewing the desired entry, press **Delete** .

### To delete multiple call history entries:

1. While viewing the list of call history folders, press ▼ to highlight the folder for which you would like to delete all entries: All calls, Missed calls, Received calls, or Dialed calls.
2. Press **Del. all** .
3. When the confirmation screen appears, press **Yes** .

Call history ▼
1.All calls
2.Missed calls
3.Received calls
4.Dialed calls
<b>Back</b> <b>Del. all</b> <b>View</b>



Delete all All calls Entries ?
<b>Yes</b> <b>No</b>

# Phone Features

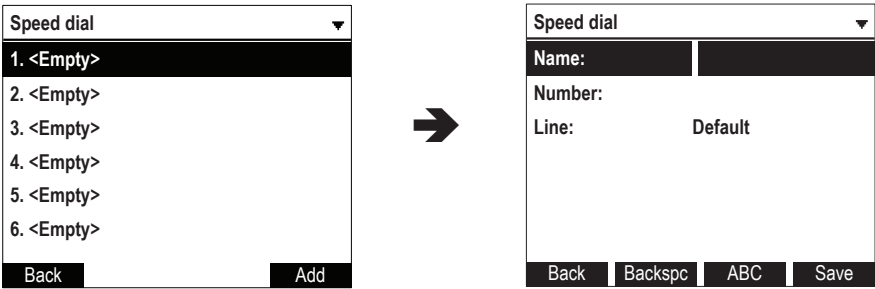
## Speed Dial

The speed dial menu allows you to enter up to 10 numbers that you dial frequently. To dial a speed dial number, press and hold the dial pad key that matches the speed dial entry number (for entry 10, press and hold **0**). You can also enter speed dial numbers using the WebUI. See “Speed Dial” on page 78.

### Entering speed dial numbers

#### To add a speed dial entry:

1. When the phone is idle, press **Menu**.
2. With **Features** highlighted, press **SELECT**.
3. Press ▼ to highlight **Speed dial**, and then press **SELECT**.  
The Speed dial menu appears.
4. Press ▼ to highlight a speed dial entry marked **<Empty>**.
5. Press **Add** .



- A blank speed dial entry appears.
6. Use the dial pad keys to enter the name and number.
    - Press **123** to switch between entering numbers, lower-case letters, and upper-case letters.
    - When you start entering characters, the **Cancel** soft key changes to **Backspc** . Press **Backspc** to delete incorrect characters.
    - After completing a line, press ▼ to move to the next line.
  7. Press ▼ and then press ◀ or ▶ to select the line you want to use for this speed dial entry.
  8. When you have entered the desired information, press **Save** .

# Cordless Headset

## Registering an optional cordless headset

---

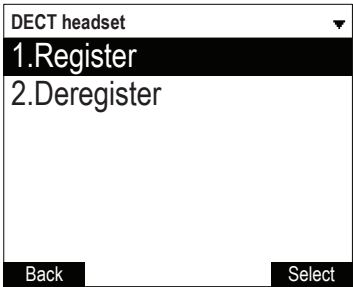
You can register one cordless headset to a VSP735 deskset. When a deskset has a cordless accessory, the deskset and headset are all part of the same extension, and only one device can be used at a time.

**Note:** The headset must be in the charger, otherwise registration cannot proceed.

### To register the cordless headset:

1. When the phone is idle, press **MENU**.
2. Press ▼ to highlight **User Settings**, and then press **SELECT**.
3. Press ▼ to highlight **DECT headset**, and then press **SELECT**.

The DECT headset menu appears.



4. Lift the cordless headset out of its charging base, and then place it back in the charger.
5. With **Register** highlighted, press **SELECT** on the deskset. **Registering...** appears while the deskset searches for the headset.

When registration is complete, **Registration succeeded** appears and the ON/OFF light on the cordless headset turns solid blue.

The DECT headset menu appears.

**Note:** Registration can be terminated by pressing **CANCEL** on the deskset.

If the cordless headset was registered to another deskset, it must be deregistered first. See "Deregistering a cordless headset".

# Cordless Headset

## Deregistering a cordless headset

---

You must deregister a cordless headset from its original deskset before you can register it to a different deskset.

### To deregister a cordless headset:

1. When the phone to which the headset is registered is idle, press **MENU**.
2. Press ▼ to highlight **User Settings**, and then press **SELECT**.
3. Press ▼ to highlight **DECT Headset**, and then press **SELECT**.  
The DECT headset menu appears.
4. Press ▼ to highlight **Deregister**, and then press **Select** .

The deskset screen displays **DECT headset is deregistered**. The cordless headset ON/OFF light flashes twice every five seconds to indicate it is not registered.

The DECT headset menu appears.

## Deregistering the cordless headset without the deskset

---

Cordless headsets can also be deregistered using the headset. You can use this method when you cannot use the deskset for standard deregistration. The deskset may be out of range or may have been removed from the system.

### To deregister the cordless headset when the deskset is not available:

On the headset, press **VOL+ > ON/OFF > VOL- > ON/OFF > VOL+ > VOL- > ON/OFF**.

## Cordless accessory registration and deregistration time-out

---

If the cordless device is registered to another deskset or telephone, it must be deregistered first. See “Deregistering a cordless headset”.

For security reasons, the registration process on both the deskset and the cordless accessory terminates after the time-out period of two minutes if registration is not successful.

If the registration process times out on the cordless accessory, the cordless accessory resets itself. If the registration process times out on the deskset, it displays **Registration Failed** and returns to Idle mode.

If cordless headset registration fails, the ON/OFF light on the headset flashes twice every five seconds. To reset the headset, lift the headset out of its charging base, place it back in the charger, and try the registration process again.

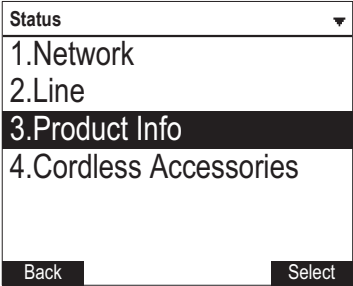
# Status

## Finding the firmware version

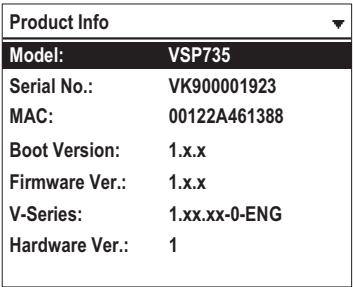
---

To view the firmware version of your phone:

- 1. When the phone is idle, press **MENU**.
- 2. On the Main menu, press ▼ to highlight **Status**, and then press **SELECT**.
- 3. On the Status menu, press ▼ to highlight **Product Info**, and then press **SELECT**.



- 4. On the Product Info screen, find **Firmware Ver.**





# Configuring the Phone

You can configure the phone using one of two methods:

1. The User Settings menu on the phone.
2. The WebUI, which you access using your Internet browser.

This section describes the User Settings menu. For information about the WebUI, see page 65.

## Using the User Settings menu

### To view the User Settings menu:

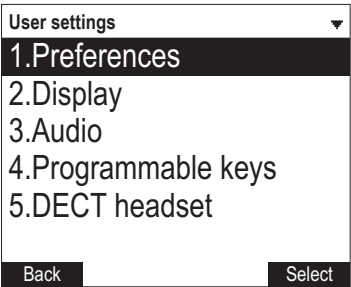
1. When the phone is idle, press **Settings** .

The User Settings menu appears.

You can also view the User Settings by pressing the **MENU** key, and then pressing:

- ▼ to highlight **User Settings**, and then pressing **SELECT**.
- **3** (User Settings) on the dial pad.

The User Settings are:



Setting	Options
1. Preferences	Language Date & Time (Clock time, Clock date, Time zone, NTP server, Set manually) Restart phone
2. Display	Contrast (Level 1–7) Backlight ON (Off, Low, Medium, High) Backlight idle (Off, Low, Medium, High) Timeout (10–60 seconds)
3. Audio	Ringer tone (Line 1, Line 2...) Key tone (On, Off) Audio mode (Speaker, Headset)
4. Programmable keys	Keys 1 to 32
5. DECT headset	Register Deregister

# Configuring the Phone

## Preferences

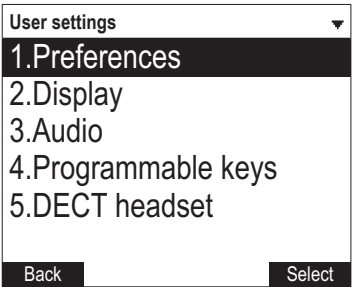
---

Use the Preferences menu to set the language, date and time formats, and restart the phone.

### To use the Preferences menu:

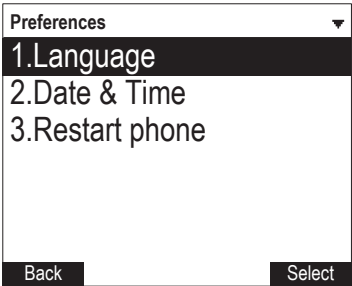
1. When the phone is idle, press **Settings** .

The User Settings menu appears.



2. On the User Settings menu, ensure that **Preferences** is highlighted and then press **SELECT**.

The Preferences menu appears.



3. Press **▲** or **▼** to highlight the desired option, and then press **SELECT**. The available options are:
  - Language
  - Date & Time
  - Restart phone

### Setting the language

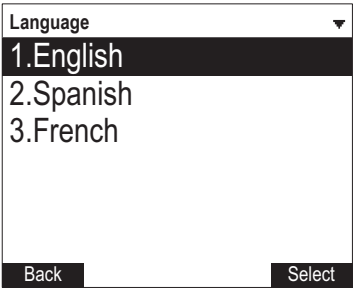
---

1. From the Preferences menu, press **▲** or **▼** to highlight **Language**, and then press **SELECT**.

The Language menu appears.

# Configuring the Phone

## Setting the language (continued)

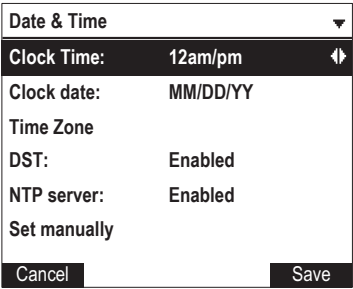


- 2. Press ▲ or ▼ to highlight the desired language.
- 3. Press **SELECT**.

## Setting the date and time

- 1. From the Preferences menu, press ▼ to highlight **Date & Time**, and then press **SELECT**.

The Date & Time menu appears.



### To set the time format:

- 1. From the Date & Time menu, ensure that **Clock Time** is highlighted.
- 2. Press ◀ or ▶ to select a 12-hour clock (12am/pm) or 24-hour clock.
- 3. Press **Save** .

### To set the date format that appears on the idle screen:

- 1. From the Date & Time menu, press ▼ to highlight **Clock date**.
- 2. Press ◀ or ▶ to select the desired date format (DD/MM/YY, MM/DD/YY, YY/MM/DD)
- 3. Press **Save** .

# Configuring the Phone

## Setting the date and time (continued)

---

### To set the Time Zone:

1. From the Date & Time menu, press ▼ to highlight **Time Zone**.
2. Press **Edit** .
3. Press ▲ or ▼ to select your time zone.
4. Press **Save** .

### To enable or disable the NTP (Network Time Protocol) server:

1. From the Date & Time menu, press ▼ to highlight **NTP server**.
2. Press ◀ or ▶ to select Enabled or Disabled.
3. Press **Save** .

**Note:** If the NTP server is disabled, you must manually set the time and date. This setting is valid only if the system administrator has already configured the Network Time settings. For more information, see the VSP735 Deskset Administrator and Provisioning Guide.

### To manually set the Year, Month, Day, Hour and Minute:

1. From the Date & Time menu, press ▼ to highlight **Set manually**.
2. Press **SELECT**.

**Note:** If the NTP server is enabled, you cannot modify this setting. See “To enable or disable the NTP (Network Time Protocol) server” above.

3. For each setting, press ◀ or ▶ to select the desired setting, and then press ▼ to move to the next line.
4. When you have finished, press **Save** .

## Display

---

Use the Display menu to set screen appearance and backlight behavior.

### To use the Display menu:

1. When the phone is idle, press **Settings** .  
The User Settings menu appears.
2. Press ▲ or ▼ to highlight **Display**, and then press **SELECT**.  
The Display menu appears.

# Configuring the Phone

## Display (continued)

---

Display ▼	
Contrast:	Level 5 ◀▶
Backlight ON:	Off
Backlight idle:	Off
Timeout:	30 Seconds
Cancel Save	

### To set the contrast level:

1. From the Display menu, ensure that **Contrast** is highlighted.
2. Press ◀ or ▶ to set the contrast level from 1 to 7 (4 is the default setting).
3. Press **Save** .

### To set the backlight level that applies when the phone is active:

1. From the Display menu, press ▼ to highlight **Backlight ON**.
2. Press ◀ or ▶ to select Off, Low, Medium, or High (High is the default setting).
3. Press **Save** .

### To set the backlight level that applies when the phone is idle:

1. From the Display menu, press ▼ to highlight **Backlight idle**.
2. Press ◀ or ▶ to select Off, Low, Medium, or High (Off is the default setting).
3. Press **Save** .

### To set the backlight off timeout:

1. From the Display menu, press ▼ to highlight **Timeout**.
2. Press ◀ or ▶ to select between 10 and 60 seconds at 5-second intervals (30 seconds is the default setting).
3. Press **Save** .

## Audio

---

Use the Audio menu to pick one of ten ringer tones, turn key tones on and off, or select the default audio mode.

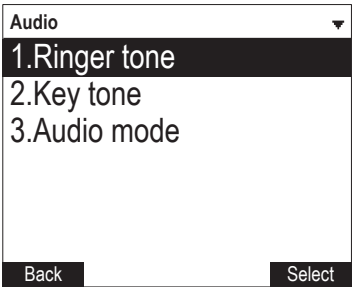
**Note:** To adjust the ringer volume, press the deskset **VOLUME ▼** or **▲** keys while the phone is idle.

# Configuring the Phone

## Audio (continued)

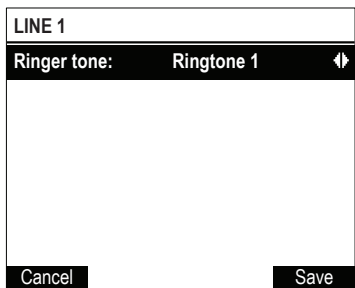
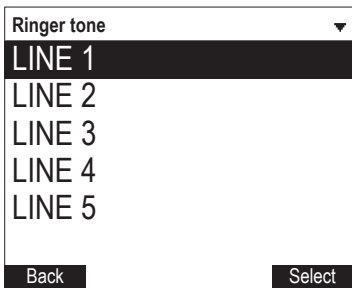
### To use the Audio menu:

1. When the phone is idle, press **Settings** .  
The User Settings menu appears.
2. Press ▼ to highlight **Audio**, and then press **SELECT**.  
The Audio menu appears.



### To select different ringer tones for each line:

1. From the Audio menu, ensure that **Ringer tone** is highlighted and then press **Select** .
2. On the Ringer tone menu, press ▼ (if necessary) to highlight a line for which to select a ringer tone and then press **Select** .



3. On the selected line screen, press ◀ or ▶ to select one of ten ringer tones.  
The default is 1. Ringer tone samples play when selected.
4. After selecting the desired ringer tone, press **Save** . To exit without saving a new ringer tone, press **Cancel** .

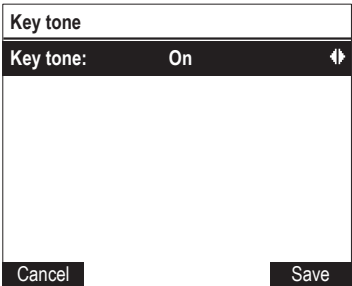
# Configuring the Phone

## Audio (continued)

### To set the key tone:

1. From the Audio menu, press ▼ to highlight **Key tone** and then press **SELECT**.

The Key tone menu appears.



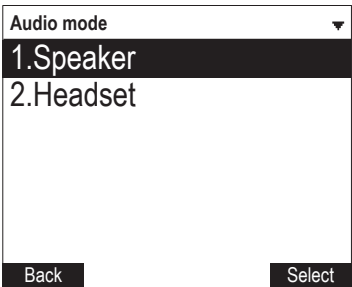
Key tone	
Key tone:	On
Cancel	Save

2. On the Key tone menu, press ◀ or ▶ to turn key tones on or off. When off, key presses are silent.
3. Press **Save** .

### To set the audio mode:

1. From the Audio menu, press ▼ to highlight **Audio mode** and then press **SELECT**.

The Audio mode menu appears.



Audio mode ▼	
1.Speaker	
2.Headset	
Back	Select

2. On the Audio mode menu, press ▼ to highlight the desired audio mode (Speaker, Headset, or DECT Headset).
3. Press **SELECT**.

When you press a Line key or **Answer** , the call is started or answered using the selected audio mode. Lifting the handset takes priority in all instances.

## Configuring the programmable keys

---

You can configure the Programmable Keys on the Deskset. You can also configure these keys on the WebUI (see “Programmable Keys” on page 72).

### To configure the programmable keys:

- 1. Press **MENU**, then select **User Settings**, or press **3**.

The User Settings menu appears.

- 2. Press **▼** to highlight **Programmable keys**, and then press **SELECT**.

The Programmable keys menu appears.

- 3. Select the key to configure, and then press **Edit**.

Programmable keys ▼	
Key 1:	Line
Key 2:	Line
Key 3:	Line
Key 4:	Directory
Key 5:	Call History
Key 6:	Redial
Key 7:	Messages
<b>Edit</b>	

- 4. Select a PFK type, and then press **SELECT**. Depending on the PFK type, the screen may prompt you to configure additional settings. For more details on PFK types, see Programmable Keys on page 72.



# WebUI

## Using the WebUI

---

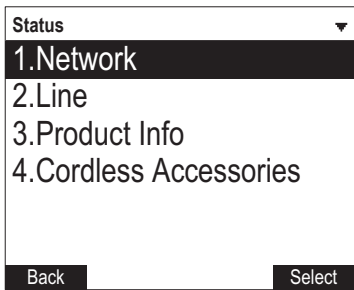
Use an Internet browser to access the Web User Interface (WebUI) that resides on your deskset. After you log on to the WebUI, you can configure the following features:

- Call Settings
- User Preferences
- Programmable Keys
- Speed Dial
- Local Directory
- Blacklist
- Call History
- User Password

The WebUI also has a Status page, where you can view network status and general information about your phone.

### To access the WebUI:

1. Ensure that your computer is connected to the same network as your deskset. Your computer may already be connected to the network through the PC port on the back of your deskset.
2. Find the IP address of your phone:
  - a. When the phone is idle, press **MENU**.
  - b. Press ▼ to highlight **Status**, and then press **SELECT**. The Status menu appears.




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

# WebUI

## Using the WebUI (continued)

Network ▼	
IP:	10.88.51.133
DHCP:	Enable
Subnet Mask:	255.255.0.0
Gateway:	10.88.3.120
DNS 1:	10.88.126.31
DNS 2:	10.88.126.10
SNTP:	us.pool.ntp.org

- 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.  
A Login page 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**. 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.

Status

The 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.
- **Cordless Status** indicating whether a cordless headset is registered to the deskset.

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

STATUS

System Status

STATUSSYSTEMCONTACTSSERVICING

General

Model:VSP735  
Serial Number:UK900001923  
MAC Address:00:12:2A:46:15:88  
Boot Version:1.04  
Firmware Version:1.0.5A  
V-Series:1.23.20-0-ENG  
Hardware Version:  
EMC Version:

Account Status:

Account 1:Registered  
Account 2:Registered  
Account 3:Registered  
Account 4:Not Registered  
Account 5:Not Registered

Network

LAN Port IP Address:10.88.51.189  
IP type:DHCP  
Subnet Mask:255.255.0.0  
MAC Address:00:12:2A:46:15:88  
Link Status:Connected  
Gateway:10.88.3.149  
Primary DNS:10.88.162.31  
Secondary DNS:10.88.162.10  
Network Time Settingsus.pool.ntp.org

Cordless Status

Headset:Not Registered

# WebUI

## 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 “Using the Call menu” on page 41.

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

SYSTEM

Call Settings

Account 1

Account 2

Account 3

Account 4

Account 5

User Preferences

Programmable Keys

Speed Dial

STATUSSYSTEMCONTACTSSERVICING

SYSTEM CALL SETTINGS 1

General Call Settings

☐ Anonymous Call Reject

☐ Enable Anonymous Call

Do Not Disturb

☐ Enable DND

Incoming calls:

Show▼

Call Forward

☐ Enable Call Forward Always

Target number:

☐ Enable Call Forward Busy

Target number:

☐ Enable Call Forward No Answer

Target number:

Delay:

6 rings▼

Save

## 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	Range	Default
Enable DND	Turns Do Not Disturb on or off.	n/a	Disabled
Incoming Calls	Selects whether the phone displays incoming call information while Do Not Disturb is on.	Show, Reject	Reject

68

Call Settings (continued)

---

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 some basic settings for your phone and set how your phone responds to calls.

After changing any settings on this page, click **Save** to save them.

SYSTEM

Call Settings

Account 1

Account 2

Account 3

Account 4

Account 5

User Preferences

Programmable Keys

Speed Dial

STATUSSYSTEMCONTACTSSERVICING

General User Settings

WebUI Language:English

Phone Language:English

Backlight Timer (secs):30

Ringer Volume:Off

Default Audio Mode:Speaker

Call Hold Reminder

☒ Enable Call Hold Reminder Tone

Tone Interval (secs):60

Call Waiting

☐ Call Waiting Off: Reject Incoming Call if already on a Call

☒ Call Waiting On: View Incoming Call if already on a Call

☐ Enable Call Waiting Tone

Tone Interval (secs):60

Save

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
Phone Language	Sets the language that appears on your phone.	Any language supported by your phone. For example, English, French, Spanish, etc.	English
Backlight Timer	Sets how long the screen backlight stays on after the last button press.	10 to 60 seconds	30 seconds
Ringer Volume	Sets the ringer volume for incoming calls. You can also use the <b>VOLUME ▼</b> or <b>▲</b> keys on the deskset.	Off, 1–9	5
Default Audio Mode	Sets how calls are answered when you press a line key or <b>Answer</b> . See also “Audio” on page 61.	Speaker, Headset	Speaker

User Preferences (continued)

Call Hold Reminder Settings

Setting	Description	Range	Default
Enable Call Hold Reminder Tone	Enables or disables the call hold reminder tone.	n/a — Select to enable	Enabled
Tone Interval (secs)	Sets the interval for the call hold reminder tone.	10–300 seconds	30 seconds

Call Waiting Settings

Setting	Description	Range	Default
Call Waiting Off	Rejects additional incoming calls. No notification appears on the screen.	n/a — Select to enable	Disabled
Call Waiting On	Shows additional incoming calls on the screen.	n/a — Select to enable	Enabled
Enable Call Waiting Tone	Enables or disables Call Waiting Tone.	n/a — Select to enable	Enabled
Tone Interval (secs)	Sets the interval for the call waiting tone.	10–60 seconds	30 seconds

Programmable Keys

The deskset has 16 dual-function programmable keys. You can assign up to 32 functions to the programmable keys on the Programmable Keys page.

Keys can have identical functions, depending on the “Type” of key. For example, you can assign several “Line”-type keys to Account 1 so that you can manage multiple calls on Account 1. You can also assign multiple Quick Dial keys.

For the programmable key default settings, see “Programmable keys” on page 12.

SYSTEM

Call Settings

Account 1

Account 2

Account 3

Account 4

Account 5

User Preferences

Programmable Keys

Speed Dial

STATUSSYSTEMCONTACTSSERVICING

Programmable Keys

Key	Type	Value	Account
Key 1	Line		Account 1
Key 2	Line		Account 1
Key 3	Line		Account 1
Key 4	Directory		Account 1
Key 5	Call History		Account 1
Key 6	Redial		Account 1
Key 7	Messages		Account 1
Key 8	Do Not Disturb		Account 1
Key 9	Call Forward All		Account 1
Key 10	N/A		Account 1
Key 11	N/A		Account 1
Key 12	N/A		Account 1
Key 13	N/A		Account 1
Key 14	N/A		Account 1
Key 15	N/A		Account 1
Key 16	N/A		Account 1
Key 17	N/A		Account 1
Key 18	N/A		Account 1
Key 19	N/A		Account 1
Key 20	N/A		Account 1
Key 21	N/A		Account 1
Key 22	N/A		Account 1
Key 23	N/A		Account 1
Key 24	N/A		Account 1
Key 25	N/A		Account 1
Key 26	N/A		Account 1
Key 27	N/A		Account 1
Key 28	N/A		Account 1
Key 29	N/A		Account 1
Key 30	N/A		Account 1
Key 31	N/A		Account 1
Key 32	N/A		Account 1

Save

Programmable keys (continued)



## Programmable keys (continued)

Type	Description
Line	Configures the key for accessing an account. You can make or answer calls by pressing these keys. The key LED will change according to call activity. After selecting Line in the Type column, select the account number in the Account column.
Directory	Configures the key to access the Directory menu. You can then press the key to view the Directory menu.
Call History	Configures the key to access the Call History list. You can then press the key to view the Call History list.
Redial	Configures the key to access the Redial list. You can then press the key to view the Redial list.
Messages	Configures the key to access the Message menu. You can then press the key to view the Message menu.
Do Not Disturb	Configures the key to turn Do Not Disturb on or off. The key is lit orange when DND is on.
Call Forward All	Configures the key to turn Call Forward All on or off. In the Account column, select the account for which Call Forward All will apply. Before assigning the key, ensure that you configure Call Forward settings on the Call Settings page.
Call Forward No Answer	Configures the key to turn Call Forward No Answer on or off. In the Account column, select the account for which Call Forward No Answer will apply. Before assigning the key, ensure that you configure Call Forward settings on the Call Settings page.
Call Forward Busy	Configures the key to turn Call Forward Busy on or off. In the Account column, select the account for which Call Forward Busy will apply. Before assigning the key, ensure that you configure Call Forward settings on the Call Settings page.
Quick Dial	Configures the key to dial a number on the selected line. After selecting Quick Dial, enter the number to be dialed in the Value column. In the Account column, select the account on which the number will be dialed out.
BLF (Busy Lamp Field)	Configures the key to monitor another extension. In the Value column, enter the URI of the extension you want to monitor with this key. For example, 2325552001@sipservice.com.
ACD (Automatic Call Distribution)	Configures the key to display the ACD State menu. In the Account column, select the account that is subscribed to the ACD service.

## Programmable keys (continued)

Type	Description
Page	Configures the key to call one or a group of phones. Pressing the key dials the Paging feature access code. Your System Administrator must configure the feature access code for Paging.
Multicast Page	Configures the key to make outgoing multicast pages. In the Value column, enter a valid Paging Zone ID (ranging from 1 to 10). Multicast paging differs from standard paging in that it is handled locally by the Deskset and does not require a subscription through the hosted server. To use multicast paging, your System Administrator must first set up paging zones on the WebUI.
Park Call	Enables you to park a call. Pressing the key dials the Call Park feature access code (FAC). Your System Administrator must configure the feature access code for Call Park. In the Account column, select the account on which the feature access code will be dialed out. For example, choose Account 1 if you wish to use the Call Park FAC that your System Administrator entered for account 1.
Retrieve Park Call	Enables you to retrieve a parked call. Pressing the key dials the Parked Call Retrieval feature access code (FAC). In the Account column, select the account on which the feature access code will be dialed out. For example, choose Account 1 if you wish to use the Parked Call Retrieval FAC that your System Administrator entered for account 1.
In Call DTMF	Configures the key to dial a string of numbers while you are on a call. For example, pressing the key might dial a conference access code. After selecting In Call DTMF, enter the number to be dialed in the Value column.
Call Return	Configures the key to dial the number of the last missed call.
Group Call Pickup	Enables you to answer a call ringing at another extension. the call can be ringing at any extension in your phone's call pickup group. Pressing the key dials the Group Call Pickup feature access code (FAC).
Direct Call Pickup	Enables you to answer a call ringing at a specific deskset. Pressing the key dials the Direct Call Pickup feature access code (FAC). Depending on the server requirements, you may then need to enter the number of the ringing extension.

Directory

To view the local directory, click **CONTACTS** in the WebUI header, and then click **Local directory** in the sidebar.

On the Local Directory page, you can manage your local 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 local directory or import a local directory file. The export function lets you back up your contacts to your computer.

Phone numbers appear as links. If your service provider’s **click to dial** feature is enabled, you can dial a number by clicking its link.

The Local Directory lists entries on up to 10 pages, with 20 entries per page. 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 local directory entries. For more information, see “Using the local directory” on page 46.

CONTACTS

Local Directory

Blacklist

Call History

STATUSSYSTEMCONTACTSSERVICING

Local Directory

Select All 

Sort By Last Name

Total: 21

	First Name	Last Name	Ringier Tone	Home	Work	Mobile	Account	
<input type="checkbox"/>	Angela	Martin	0	<a href="#">7325550118</a>			1	<div>Edit</div>
<input type="checkbox"/>	Bronwyn	McDonald	0	<a href="#">2325550140</a>			1	<div>Edit</div>
<input type="checkbox"/>	Charlie	Johnson	0	<a href="#">5550198</a>			1	<div>Edit</div>
<input type="checkbox"/>	Dale	Appleton	0		<a href="#">6045550135</a>		1	<div>Edit</div>
<input type="checkbox"/>	David	Carter	3	<a href="#">2325550194</a>	<a href="#">2325550177</a>		2	<div>Edit</div>
<input type="checkbox"/>	Davis	Swerdlow	0		<a href="#">2325550172</a>		1	<div>Edit</div>
<input type="checkbox"/>	Elkhart	Taxi	0		<a href="#">6045550155</a>		1	<div>Edit</div>
<input type="checkbox"/>	Graham	Ball	0		<a href="#">2325550176</a>		1	<div>Edit</div>
<input type="checkbox"/>	Kathryn	Dolphy	0		<a href="#">6045550195</a>		1	<div>Edit</div>
<input type="checkbox"/>	Linda	Miller	0		<a href="#">6045550117</a>		2	<div>Edit</div>
<input type="checkbox"/>	Lydia	Braithwaite	0	<a href="#">2325550157</a>			1	<div>Edit</div>
<input type="checkbox"/>	Martin	Meyers	0	<a href="#">2325550122</a>			1	<div>Edit</div>
<input type="checkbox"/>	Mary	Williams	0		<a href="#">6045550145</a>	<a href="#">6045550146</a>	1	<div>Edit</div>
<input type="checkbox"/>	Richard	Serling	0		<a href="#">6045550141</a>	<a href="#">7875550181</a>	2	<div>Edit</div>
<input type="checkbox"/>	Robert	Brown	2		<a href="#">6045550105</a>		2	<div>Edit</div>
<input type="checkbox"/>	Sandro	Voss	0	<a href="#">2325550149</a>			1	<div>Edit</div>
<input type="checkbox"/>	Stefan	Wheeler	0		<a href="#">2325550161</a>		1	<div>Edit</div>
<input type="checkbox"/>	Susan	Ballance	0		<a href="#">6045550170</a>		1	<div>Edit</div>
<input type="checkbox"/>	Terry	Ng	0		<a href="#">2325550187</a>		1	<div>Edit</div>
<input type="checkbox"/>	Ursula	Baldwin	0	<a href="#">6045550165</a>			1	<div>Edit</div>

First1Last

Next

Delete Selected Entries

Add New Entry

Clear Directory

Import Local Directory

No File Chosen

Choose File

Import

Export Local Directory

Export

Directory (continued)

Local Directory

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

To add a new directory entry:

1. Click **Add New Entry**.

The **Create Local Directory Entry** page appears.

CONTACTS

Local Directory

Blacklist

Call History

STATUS

SYSTEM

CONTACTS

SERVICING

Create Local Directory Entry

First Name:

Last Name:

Ringer Tone:

Auto

Account:

Default Account

Home Number:

Work Number:

Mobile Number:

Save

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 5	Default Account
Work Number	Enter the appropriate numbers in these fields.	n/a	n/a
Mobile Number			
Home Number			

# WebUI

## Directory (continued)

3. Click **Save**.

### To edit a directory entry:

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

The **Edit Local Directory Entry** page appears.

**CONTACTS**  
Local Directory  
Blacklist  
Call History

STATUS   SYSTEM   CONTACTS   SERVICING

**Edit Local Directory Entry**  
First Name: John  
Last Name: McCain  
Ringtone: Auto  
Account: Default Account  
Home Number: 611223344  
Work Number: 611223344  
Mobile Number: 611223344  

Save

2. Edit or add the desired information.
3. Click **Save**.

### Import Local Directory

You can import an existing local directory file. Importing a directory file replaces all your previous local 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 local 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 Local Directory

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

### To export the local directory:

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

# WebUI

## Speed Dial

The speed dial keys are used for dialing numbers with one key press. To view the speed dial keys, click **SYSTEM** in the WebUI header, and then click **Speed Dial** in the sidebar.

On the Speed Dial page, you can enter up to 10 numbers that you dial frequently. To dial a speed dial number, press and hold the dial pad key that matches the speed dial entry number (for entry 10, press 0). For each speed dial number you enter, you must assign the account on which the number will be dialed out.

You can also add speed dial entries using the deskset. The Speed dial list is accessed through the Features menu. See “Speed Dial” on page 53.

After entering information on this page, click **Save** to save it.

SYSTEM

Call Settings

Account 1

Account 2

Account 3

Account 4

Account 5

User Preferences

Programmable Keys

Speed Dial

STATUS

SYSTEM

CONTACTS

SERVICING

Speed Dial

Key	Name	Value	Account
Key 1	<input type="text"/>	<input type="text"/>	<div>Account 1</div>
Key 2	<input type="text"/>	<input type="text"/>	<div>Account 1</div>
Key 3	<input type="text"/>	<input type="text"/>	<div>Account 1</div>
Key 4	<input type="text"/>	<input type="text"/>	<div>Account 1</div>
Key 5	<input type="text"/>	<input type="text"/>	<div>Account 1</div>
Key 6	<input type="text"/>	<input type="text"/>	<div>Account 1</div>
Key 7	<input type="text"/>	<input type="text"/>	<div>Account 1</div>
Key 8	<input type="text"/>	<input type="text"/>	<div>Account 1</div>
Key 9	<input type="text"/>	<input type="text"/>	<div>Account 1</div>
Key 0	<input type="text"/>	<input type="text"/>	<div>Account 1</div>

Save

### To enter speed dial numbers:

1. In the **Name** column, enter a speed dial label for the desired key.
2. In the **Value** column, enter a phone number for the desired key.
3. In the **Account** column, select the account that this speed dial number will use.
4. Click **Save**.

# Troubleshooting

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

## General issues

---

### Screen is blank.

- Ensure power is connected. If powered by an AC adapter, check that adapter is plugged into a wall socket and the Deskset power jack. If powered by PoE, ensure that the network switch is providing power through the correct ports.

### The DECT headset doesn't register. "Registration failed" appears on the screen.

- Deregister the headset from the deskset to which it had been registered.
- Remove and replace the headset in its charger before pressing **Register** on the deskset.

### Pages are not received.

- Your phone can be configured to answer a page automatically. See your system administrator if your phone doesn't answer a page automatically.

### Calls are answered on the headset rather than the speakerphone after I press a Line key or Answer to answer a call.

- Change the audio mode from Headset to Speaker. See "To set the audio mode:" on page 63.

### My computer can't connect to the network after plugging the Ethernet cable through the PC port.

- Make sure the deskset is connected to power. The PC port does not work when the deskset does not have power source or during a power outage.
- Make sure you plug the Ethernet cable connected to the router into the deskset Ethernet port and the Ethernet cable connected to the computer into the deskset PC port.

### 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.

# Specifications

## Electrical and environmental specifications

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RF frequency band	1921.536–1928.448 MHz
Channels	5
Operating temperature	32–122 °F (0–50 °C)
AC adapter output voltage	5.0 Vdc @ 1000 mA
Ethernet network jacks	GigE RJ-45 ports



# Soft Keys

## Index of soft keys

---

The table below provides an alphabetical list of the labels that appear above the deskset soft keys.

Label	Description
abc/ABC/123	Selects the text format for input
Add	Enters a new directory group editor
Add dot	Enters dot in IP editing field
Answer	Answers an incoming call
Back	Shows the previous screen
Backspc	Moves cursor back to correct entries in text editing fields
Blind	Starts the blind transfer process for the active call
Bridge	Joins the two active calls in a conference and returns to idle screen
Callback	Dials the last missed caller
CallFwd	Configures Call Forward settings
Cancel	Quits the current screen without saving any settings
Clear	Clears on-screen notification and returns to previous screen.
Conf	Opens the live dialing editor to enter digits for the conference target
ConfLine	Displays a list of held calls as a target for conferencing with the active call
Del. All	Deletes all records in a list
Delete	1) Deletes current entry 2) Deletes assignment 3) Deletes Directory group
Dial	Sends and dials currently displayed/highlighted digits
Directory	Opens the list of available directories
Edit	Displays the entry/group editor
Edit Dial	Edits a number stored in a list before dialing
End	1) Closes the current page 2) Ends the current call
FirstNme	Sorts the directory by first name
Forward	Opens the predial editor to begin forwarding a call
Hold	Puts current Active Call on hold
Info	Displays additional call information
Insert	Inserts a number from the directory or call history to a live dialing screen
LastNme	Sorts the directory by last name
Line	Switches between registered lines
New	Press to predial a new call during a call currently put on hold
No	Returns to the previous screen
Reject	Rejects an incoming call

# Soft Keys

## Index of soft keys (continued)

Label	Description
Resume	Resumes a call put on hold
Save	1) Saves current setting 2) Begins save process
Search	Opens the Directory search editor
Select	Selects a highlighted option
Settings	Opens the User settings menu
SetConf	Confirms to set up conference
SetXfer	Confirms to transfer call
Silence	1) Silences ringer 2) Stops current call screening 3) Silences chime tone
Split	Breaks a conference or call progress into multiple calls
Status	Access the status submenu
Transfer	Opens the live dialing editor to enter or insert digits of the transfer target
Type	Switches between the Directory number types within an entry
View	Displays a database/list
XferLine	Displays a list of held calls as a transfer target for the active call
Yes	Confirm

# Special Characters

## Entering special characters

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

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

# Maintenance

## Taking care of your telephone

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- Your telephone contains sophisticated electronic parts, so you must treat it with care.
- Avoid rough treatment.
- Place the corded handset down gently.
- Save the original packing materials to protect your telephone base if you ever need to ship it.

## Avoid water

- You can damage your telephone if it gets wet. Do not use the corded handset in the rain, or handle it with wet hands. Do not install the telephone 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 telephone has 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 should fall into water, DO NOT RETRIEVE IT UNTIL YOU UNPLUG THE POWER CORD AND NETWORK CABLE FROM THE WALL, then pull the unit out by the unplugged cords.

# GPL License Information

## GPL code requests

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