



ErisTerminal® SIP Deskset

VSP861

**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

## VSP861

### User Guide

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# Introduction

This user's manual contains detailed instructions for using your VSP861 deskset. Please read this user's manual before using your telephone.

## Deskset features

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The VTech VSP861 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 VSP861 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 VSP861 deskset supports paging and call transfers between system extensions and can connect you and two other parties on the same conference call.

The slot on the back of the phone accepts a micro SD card. The SD card allows call recording, if your administrator has enabled this feature.

The telephone also has 30 virtual feature 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.

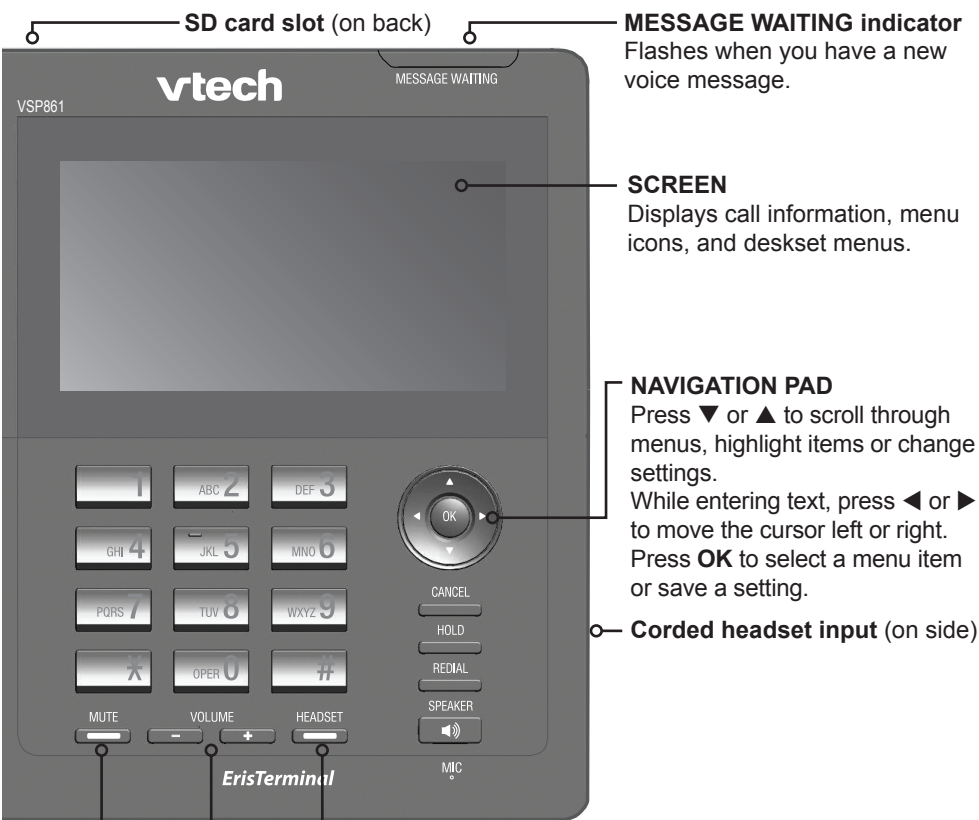
The keys can also be programmed as Busy Lamp Field keys, to monitor other desksets in the system. You can press the key for a monitored extension to answer a call at your own deskset. The feature keys have two-color indicators to indicate call activity. For more information about the feature keys, see page 23.

The VSP861 IP Phone features include:

- Large backlit color touchscreen
- Speakerphone, Hold, Redial and Mute keys
- Up to 8 lines
- Up to 10 active calls
- 3-way conferencing
- Message Waiting alert LED
- Dual GigE Ethernet ports
- Power over Ethernet enabled
- DECT cordless headset and headset support
- 1000-entry local directory
- MicroSD card slot and call recording

# Quick Reference Guide

## Front panel features



**SD card slot (on back)**

**MESSAGE WAITING indicator**  
Flashes when you have a new voice message.

**SCREEN**  
Displays call information, menu icons, and deskset menus.

**NAVIGATION PAD**  
Press ▼ or ▲ to scroll through menus, highlight items or change settings.  
While entering text, press ◀ or ▶ to move the cursor left or right.  
Press **OK** to select a menu item or save a setting.

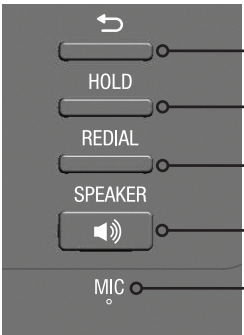
**Corded headset input (on side)**

**MUTE**  
During a call, press to mute the microphone.

**VOLUME +**  
Press to:

- adjust the listening volume during a call.
- adjust the playback volume during message playback.
- adjust the ringer volume when the phone is idle.

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



**CANCEL**  
Press to cancel an operation or exit a menu.

**HOLD**  
Press to put a call on hold.

**REDIAL**  
Press to view list of previously dialed numbers.

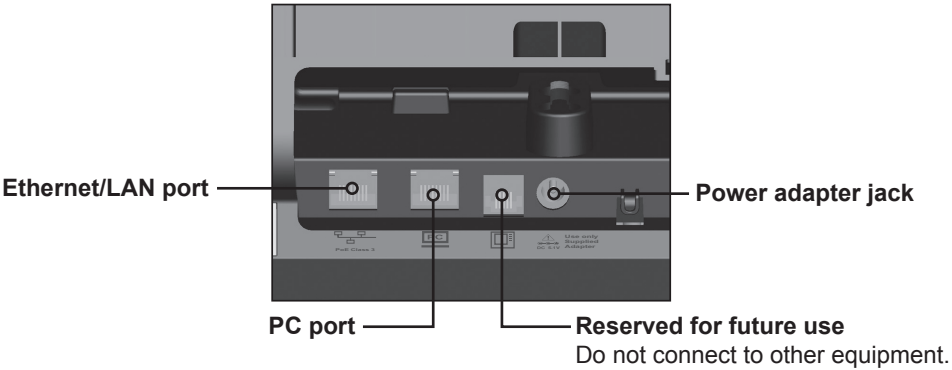
**SPEAKER**  
Press to turn the speakerphone on or off.

**MIC (underneath)**

# Quick Reference Guide

## Rear panel connection ports

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# Quick Reference Guide

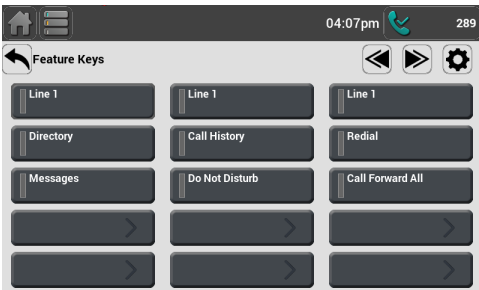
## Programmable Feature keys

The table below lists the default settings for the feature keys. The key assignments on your phone may be different. For the complete list of programmable key options and how to edit them, see “Programmable Keys” on page 85.

To view the feature keys, you can press:

-  on the screen header.
-  on the idle screen. You may need to press  to view additional idle screen icons.

The first page of 15 feature keys appears.



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
13–30	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.

# 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.

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### 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.

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If no DHCP server is present, you can assign static IPs to desksets. 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.

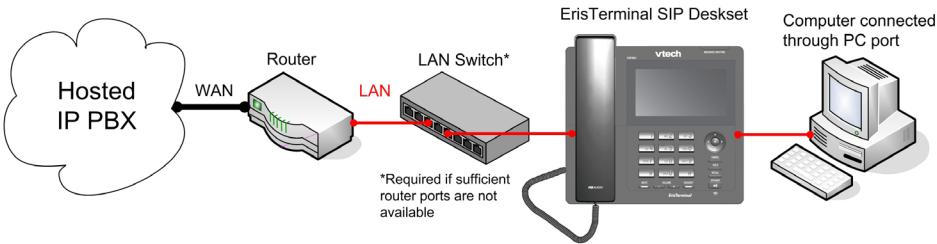
# Deskset Installation

## Location

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Avoid placing the deskset too close to:

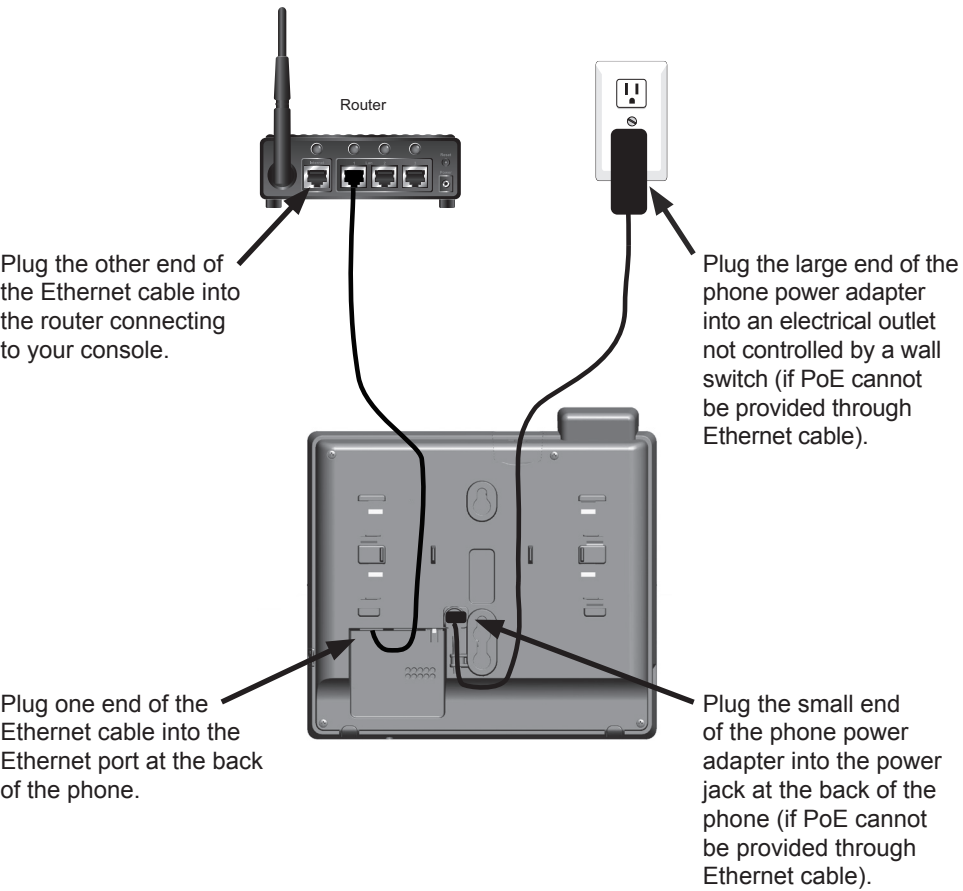
- Communication devices such as television sets, DVD players, or other cordless telephones
- Excessive heat sources
- Noise sources such as a window with traffic outside, motors, microwave ovens, refrigerators, or fluorescent lighting
- Excessive dust sources such as a workshop or garage
- Excessive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



# Deskset Installation

## Connecting the phone

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### IMPORTANT INFORMATION

1. Use only a compatible VTech power adapter.  
To get 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

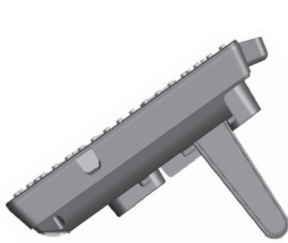
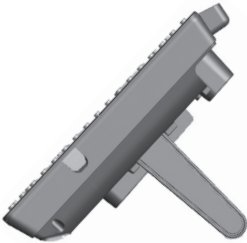
## Installing the phone

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

1. If you plan to place the phone on a flat surface, attach the stand. Line up the tabs on the stand with the slots on the rear of the phone. Two sets of slots allow you to attach the stand at different angles.



2. Plug the end of the coiled handset cord into the jack on the side of the telephone.



3. 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:

- a. Connect the supplied power adapter to the deskset power jack.
- b. 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.




# Deskset Installation

## Installing the phone (continued)

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

1. Plug a Cat.-5 Ethernet cable into the PC port on the phone (marked by .
2. 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.

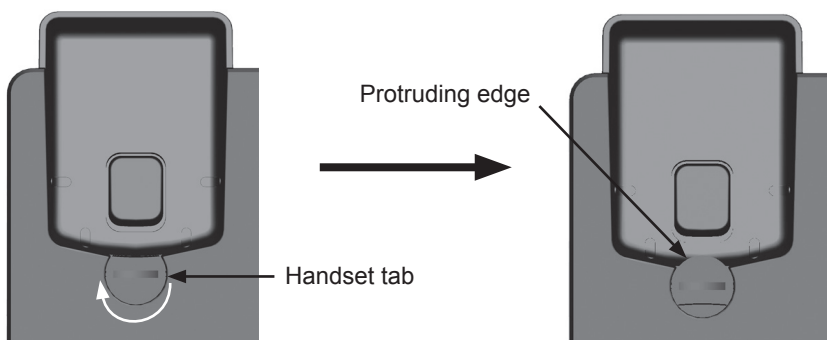
### To insert a microSD card (optional):


1. Release the microSD card cover and swivel it out of the way.
2. Insert a microSD card (oriented as shown on the phone), pressing it down with a fingernail until it clicks into place.

### To mount the phone on the wall

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1. 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.
2. If the deskset stand is attached, detach the stand.
3. 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.



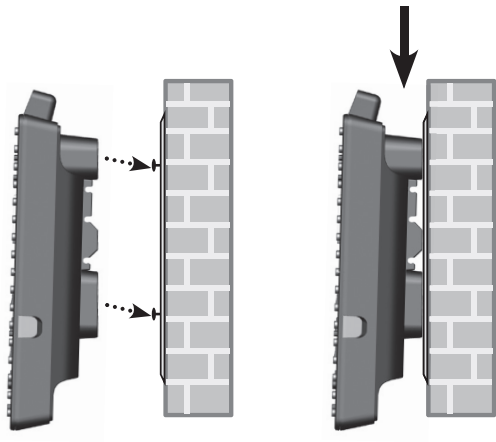
4. Plug one end of the Ethernet cable into the Ethernet port on the rear of the deskset (marked by .
5. If the deskset is not using power from a PoE-capable network router or switch, connect a power adapter to the deskset power jack.

# Deskset Installation

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

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- 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.

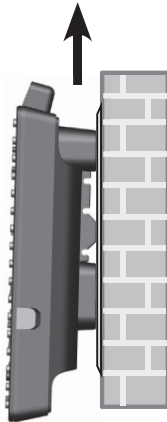
# Deskset Installation

## 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” on page 16.



# Using the Phone

## Home screen

The Home screen appears after the phone is connected and configured for your SIP PBX service. The Home screen indicates that you have no active or held calls. If you have an active call or are viewing a menu, you can view the Home screen at any time by pressing .

Pressing the shortcuts on the Home screen performs the actions described below. To view additional shortcuts, press .



### NOTE

- The Home screen is one of three possible default screens. The default screen appears when your phone is idle. You can select your preferred default screen on the App Settings menu. See “Configuring the Phone” on page 66.
- Your system administrator can add a custom background to the Home screen. The appearance of your Home screen and the available shortcuts may differ from that shown.



## Home screen shortcuts

















This table describes the Home screen shortcuts. Pressing these shortcuts opens various applications on the phone.

**To launch an application, you can either:**

- Press the shortcut.
- Highlight the shortcut using the Navigation key and then press **OK**.

These are the icons that appear with default settings. Your system administrator may include other icons on your deskset idle screen.













Icon	Press to...
	Select a line to use for a new call.
	Make a call using the default line (when the key is labeled <b>New Call</b> ) or using the line specified by the label ( <b>Line 1</b> , for example). The Live Dialing screen opens.

Icon	Press to...
	No action. A red line icon indicates a disabled account. See your system administrator for more information.
	Make a call to a previously dialed number. The Dialed Calls list opens.
	View the local Directory.
	View the blacklist. The phone rejects calls from blacklist entries.
	Access your messages on the Messages menu.
	View your Call History, including your missed calls, received calls, and dialed calls.
	Select a paging zone for broadcasting a page.
	Broadcast a page to a predefined zone.
	Change the phone settings, including Call Settings, App Settings, and User Settings.
	View the phone status, including network status, line status, product information, and cordless accessory status.
	Turn Do Not Disturb on and off for all lines, or the default line.
	Turn Call Forward Always on and off for the default line.
	Open the Call Manager to view and manage calls in progress.
	View, use and configure the Feature keys.
	Access your call recordings.
	Immediately call back the last missed call.

# Using the Phone

## Header icons

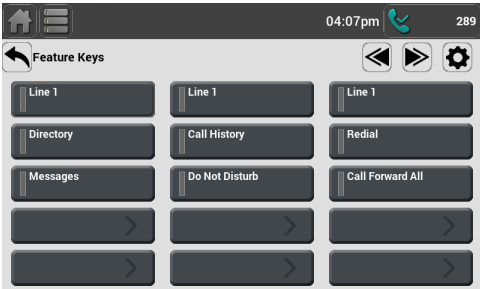
The header runs along the top of the screen, and is present at all times, no matter what phone activity is taking place. The header displays phone status and features two shortcut icons to display the idle screen and the feature keys. The status and shortcut icons are shown and described below.

Icon	Description
	Press to view the Home screen, where you can view the first page of application shortcuts.
	Press to view the Feature Keys.
	Indicates the number of missed calls. Press to view to view your Call History.
	You have a new message. Press to view the Messages menu. Depending on your voicemail setup, you may be able to access your messages through the Messages menu.
	The phone has one or more calls (including active calls, held calls, incoming calls, or pages). The number indicates the number of calls. Press to view the Call Manager.
	Auto Answer is enabled. The phone will answer calls after a delay without any action from you. See “Setting Auto Answer” on page 60.
	Call Forward Always is on for the default line. Press this icon to view the Call Forward menu. See also “Setting Call Forwarding” on page 57.
	The ringer is off. Press this icon to view the Audio menu.
	Do Not Disturb is on for all lines, or the default line. Press this icon to view the Do Not Disturb menu. See also “Setting Do Not Disturb” on page 56.
	The Ethernet cable is unplugged or the network is down.
	The phone is connected to a VPN (Virtual Private Network).
	The VPN connection has failed.

# Using the Phone

## Feature key indicators

The deskset offers 30 virtual feature keys that give you quick access to phone features and call functions. You can program and reconfigure these keys to suit your needs. See “Configuring the Feature keys” on page 75.



A multicolored indicator on each feature key shows you call status and other information.

Key	Light Activity	Description
Line	Flashing ORANGE Solid GREEN Quickly flashing GREEN Slowly flashing GREEN	Line is unregistered On a call or dialing Ringing incoming call Held call
Shared line key	Same as Line, except: Steady ORANGE Quickly flashing ORANGE Slowly flashing ORANGE	The shared line is on a call Rejected incoming call The shared line is on hold
Do Not Disturb	Off Steady ORANGE	DND is off DND or DND All is on
Do Not Disturb All	Off Flashing ORANGE Steady ORANGE	DND is off for all lines DND is on for some lines DND All is on
Call forward (All, Busy, No Answer)	Off Steady ORANGE	Call forward is off Call forward is on
Busy lamp field	Off Steady ORANGE  Quickly flashing ORANGE Flashing ORANGE	Monitored phone is idle Monitored phone is on a call or has a held call The monitored phone is ringing Registration error
Multicast page	Off Steady GREEN	Idle Outgoing page

Key	Light Activity	Description
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
Call Handing Profile	Off	Feature is off
	Steady ORANGE	Feature is on
Hunt Group	Off	Feature is off
	Steady ORANGE	Feature is on
Secretarial Filtering	Off	Feature is off
	Steady ORANGE	Feature is on





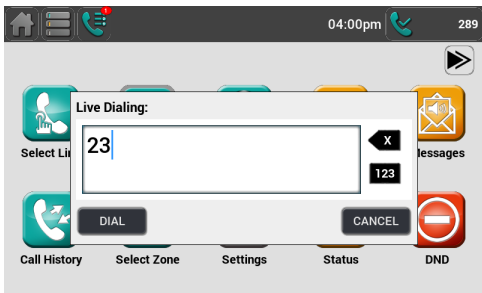
# Using the phone




## Making calls

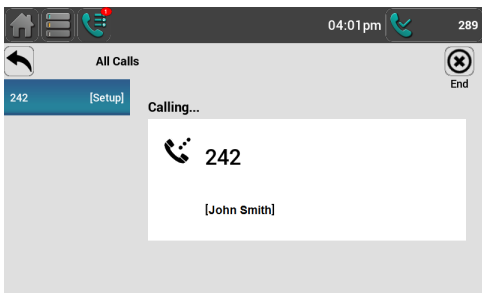
You can make a call at any time by choosing an off-hook method (such as lifting the handset, pressing a Line icon, or pressing **HEADSET** or **SPEAKER**), and then dialing a number. When the phone is in idle mode or has calls on hold, you can make a call by pre-dialing a phone number and then going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

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

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



- Press  if you enter an incorrect digit.
  - Press  to change from entering digits to entering letters (if you need to enter a domain name as part of the number).
3. Press  .  
The phone also dials the number after a short delay when the phone accepts the number as valid.



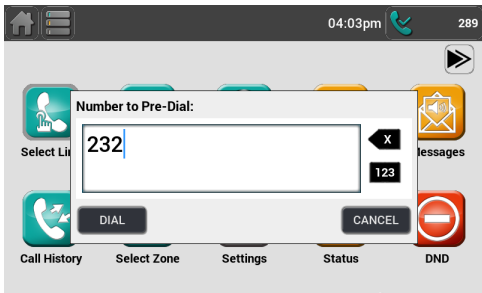
**NOTE** If your administrator enables the Hotline feature, then the phone automatically dials a pre-programmed number after going off hook.

# Using the phone

## Making calls (continued)

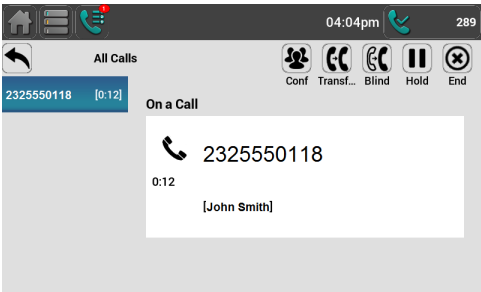
### To make a call by pre-dialing:

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



- Press **X** 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 **SPEAKER** or **HEADSET**.

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




To end the call, hang up or press **(X)**. 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 feature key.

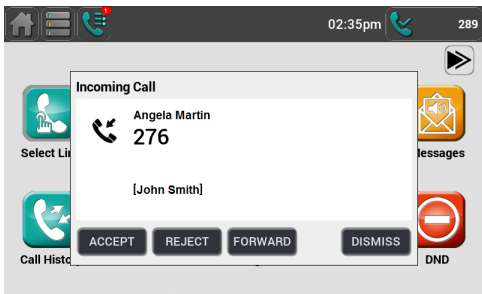
# Using the Phone

## Answering calls

When the phone rings, the call manager icon  appears. The icon's number indicates the number of active calls.

### To answer a call:

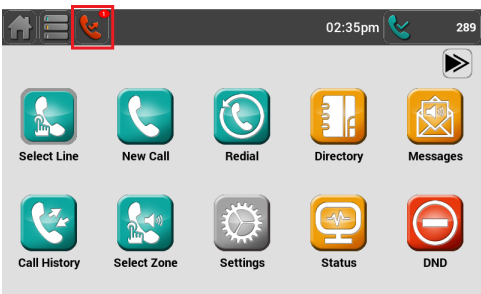
- Lift the handset, or press **Accept** , **SPEAKER**, or **HEADSET**.



On the incoming call screen, you can also press:

- **Reject** to terminate the incoming call.
- **Forward** to forward the call to another number.
- **Dismiss** to return to the home screen. The phone stops ringing.

If you don't respond to an incoming call, a missed-call alert appears in the header.



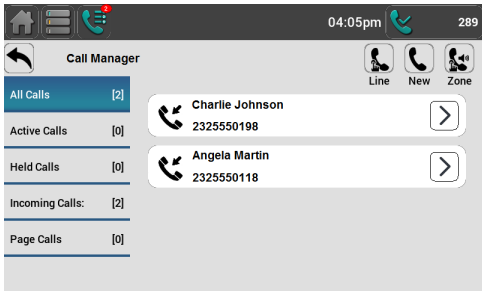
If a missed-call alert screen appears, press the icon to display the Missed Calls list. On the Missed Calls list, you can view caller information and return calls.


# Using the Phone

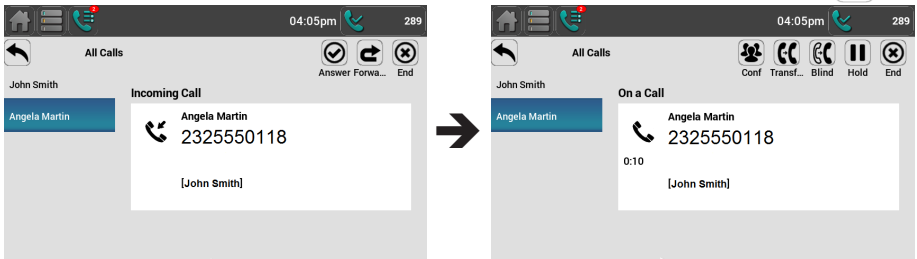
## Answering calls (continued)

### To answer multiple calls:

1. When you have two or more calls, the Call Manager appears, showing the incoming calls.



2. Press the tab for the incoming call you want to answer and then press .



You can then talk to the selected caller.

# 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, “Using the Phone” on page 40.

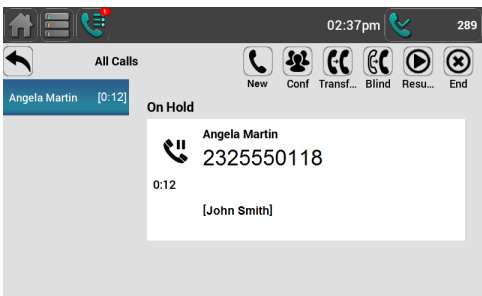
### To put a call on hold:

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






—Or—

On the screen, press .

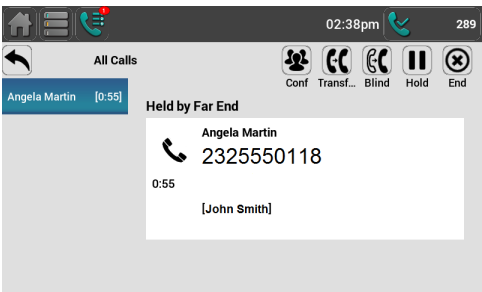
The On Hold screen appears.



From the On Hold screen, you can press:

-  to end the call
-  to take the call off hold
-  or  to transfer the held call to another party
-  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.



# Using the Phone

## Forwarding calls

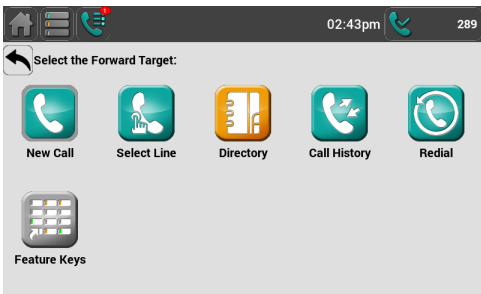
You can forward an incoming call to another number, either by entering the number yourself, or by selecting a number from another source.

### NOTE

Your Call Forward–No Answer setting will cancel the manual forwarding process if it takes effect first. For example, your deskset may 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, you can increase your Call Forward–No Answer delay. For more information, see “You can automatically forward incoming calls to another number. The following types of call forwarding are available:” on page 57.

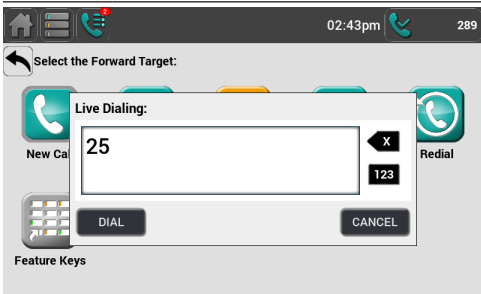
### To forward a call using manual entry:

1. When an incoming call appears, press **Forward** .  
The Select the Forward Target screen appears.



2. Press **New Call** and then enter the number to which you want to forward the call.

**NOTE** You can also press **Select Line** to dial out on a different line, or pre-dial a number without pressing **New Call** or **Select Line**.







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

# Using the Phone

## Forwarding calls (continued)

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### To cancel the forwarding process and answer the call:

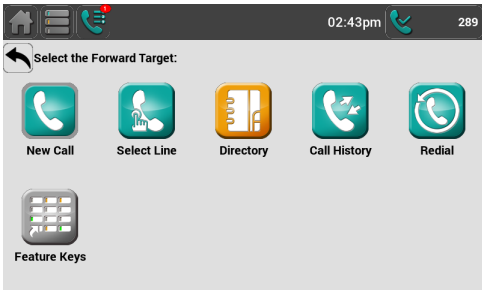
- Press  and then press the flashing green Line key.  
—or—
- Press  to open the Call Manager and then press the call slot for the call.  
Press  to cancel forwarding and then press  to answer the call.

# Using the Phone

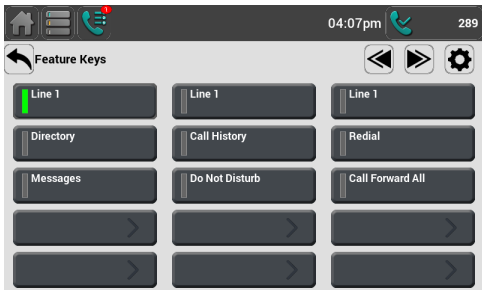
## Forwarding calls (continued)

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

- 1. When an incoming call appears, press **Forward** .  
The Select the Forward Target screen appears.

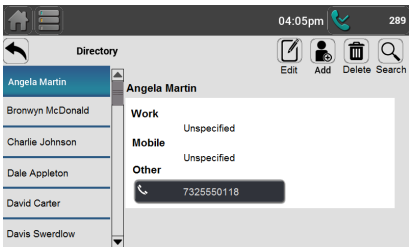
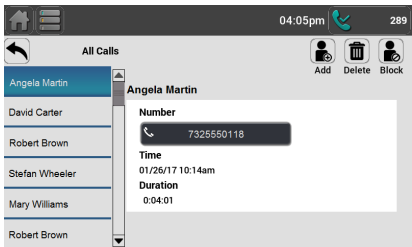


- 2. Press **DIRECTORY**, **REDIAL** or **CALL HISTORY** to display the directory, redial list, or call history. You may also access these features using the feature keys (shown below).



**NOTE** If you have Quick Dial feature keys available, you can also forward calls by pressing the desired Quick Dial key.

- 3. Select the call history list or directory you want to access. Pressing **REDIAL** takes you directly to the Dialed Calls list in the Call History.
- 4. Press to select the contact or call history entry to which you want to forward the call.
- 5. Press the gray button showing the desired number (as shown in the Call History and Directory entries below). The call is forwarded and your phone returns to idle mode if you have no other active calls.





# Using the Phone

## Transferring calls


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

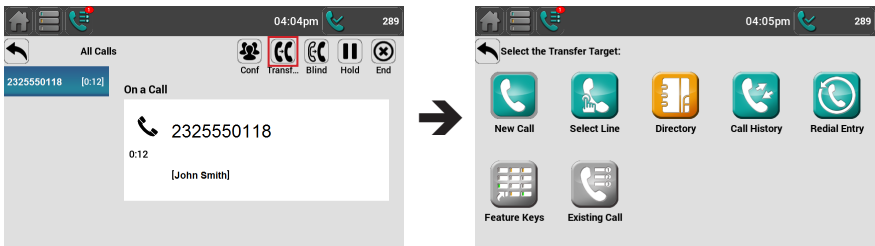
If you talk to the transfer recipient before completing the transfer, you are making a “supervised” transfer.


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.

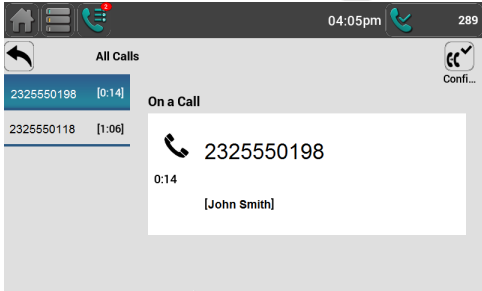
You can also transfer a call to a held call.

### To transfer a call (supervised):

1. During a call, press . The call is automatically put on hold and the Select the Transfer Target 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, or use a Quick Dial feature key.
3. When the second caller answers, you can talk to the caller to notify them of the transfer, and then press  to transfer the call.






The message **Call transferred** appears, and your phone returns to idle mode if you have no other active calls.


# Using the Phone

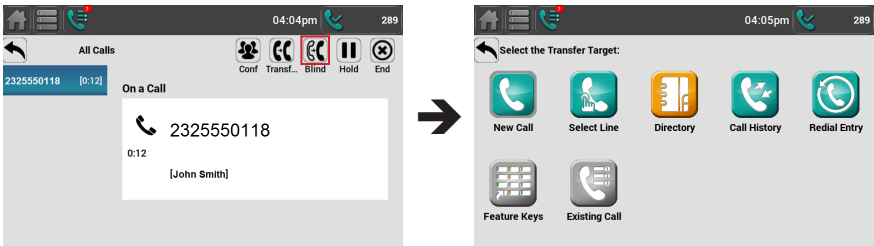
## Transferring calls (continued)

### To cancel the transfer:

- From the Select the Transfer Target screen, press  to view the held call and then press . Press  to resume talking to the original caller.
- End** when the second call is active. You will hang up on the second call.

### To transfer a call (blind):

- During a call, press . The call is automatically put on hold and the Select the Transfer Target screen appears.



- 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, or use a Quick Dial feature key.





The call is transferred immediately. The message **Call transferred** appears, and your phone returns to idle mode if you have no other active calls.

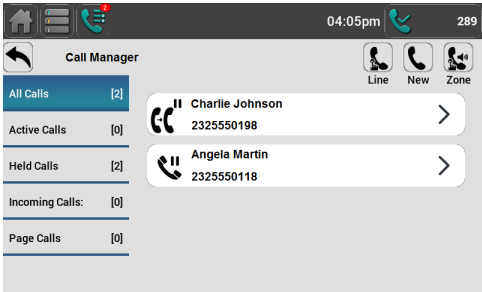
**NOTE** If the blind transfer fails—for example, if the transfer target rejects the call—the transferred call will ring your phone back.


# Using the Phone

## Transferring calls (continued)

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

1. While on a call with another call on hold, press  .  
The active call is automatically put on hold, and the Select the Transfer Target screen appears.
2. On the Select the Transfer Target screen, press  .  
The Call Manager opens, showing the call to be transferred () and the held call () .




3. Select the held call.
4. Press  . Your first call is immediately transferred to the selected held call.  
The message **Call transferred** appears, and your phone returns to idle mode if you have no other active calls.

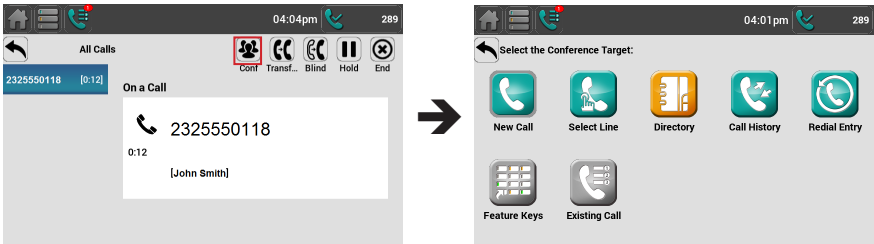
# Using the Phone


## Making a conference call

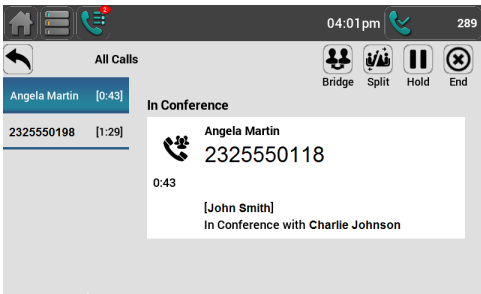
You can create a conference call between yourself and two other callers.

### To make a conference call:




1. During a call, press . The call is automatically put on hold and the Select the Conference Target screen appears.



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



### To cancel the conference setup:





1. From the Select the Transfer Target screen, press  to view the Call Manager and then press .
2. Select a held call and then press  to resume talking.

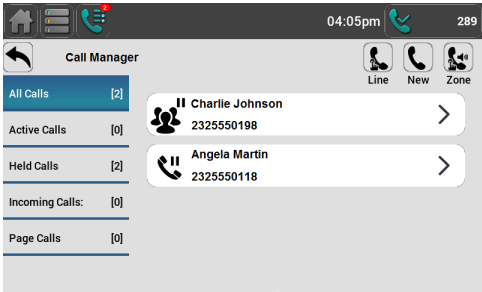
When you have an active call and a held call, you can also create a conference with the held call.


# Using the Phone

## Making a conference call (continued)

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




1. While on a call with another call on hold, press  .
2. On the Select the Conference Target screen, press  .  
The Call Manager opens, showing the call to join the conference () and the held call ().



3. Select the held call.
4. Press  .  
The conference begins and the conference screen appears.

### To end a conference call:

Press one of the following:

-  , to hang up on both calls.
-  , to split the conference and put both calls on hold.
-  , to join both calls. The phone returns 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 are not available.

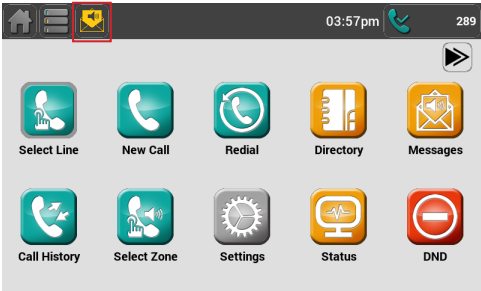
In addition, the soft keys **Add** and/or **AddCall** will appear during a conference, allowing you to add more parties to the ongoing conference call.

# Using the Phone

## Retrieving messages

When you have a new message, the New Message alert  appears in the header. The Message Waiting indicator also illuminates whenever you have new messages.

Your phone may have separate mailboxes for each line available on the phone.



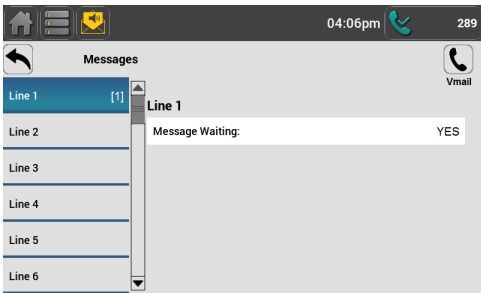
### To listen to your messages:


1. Press the New Message alert  .

—Or—


Press the Messages shortcut  .

The Messages menu appears.



2. Press the desired line to access messages in that mailbox.
3. Press  to call your voicemail service.

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

**NOTE** Depending on your voicemail setup, you may need to access your messages by dialing a number yourself, not by using the Messages menu and the  button.

# Using the Phone

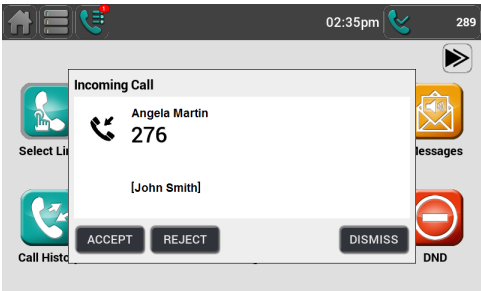
## Using a shared line

---

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. 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** button does not appear.



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

The feature keys that access lines should be labeled 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 with shared lines

---

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 indicator. On your deskset, the indicator 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 “Feature key indicators” on page 23.

# Using the Phone

## 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. 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.

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.



# Using the Phone

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

---

### To barge in on a call:

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

You join the call already in progress.

To leave the call, press  . The other participants can continue the 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 indicator 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 indicator 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 indicators 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.

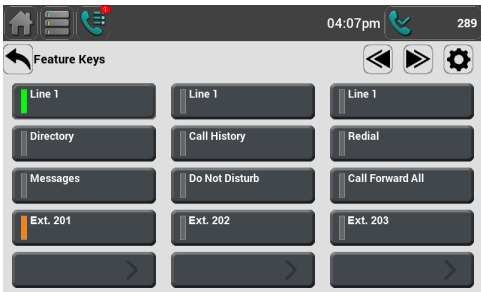
**NOTE** Your system administrator sets up Busy Lamp Field keys. Your key labels should identify the BLF keys and which extensions they monitor. The BLF feature may not be available on your deskset.

For BLF LED states, see “Feature key indicators” on page 23.

### To dial a monitored extension:

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

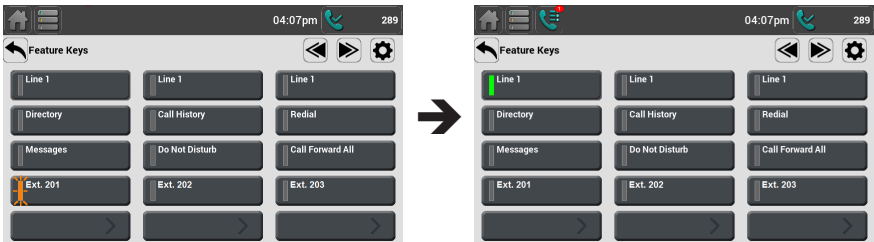
Your deskset dials the extension using the first available line key. When the other person answers, your deskset indicates two active calls: one active call on the line key that you dialed out on, and one active call on the BLF key of the monitored extension you called.



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

- 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

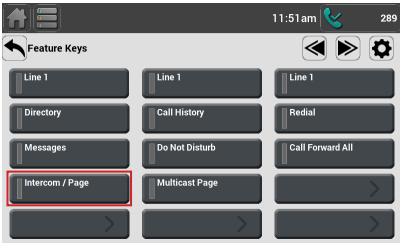
Your phone supports two types of paging: server-based paging and multicast paging. An incoming page may interrupt any active calls you are on, depending on how your system administrator has configured the paging function.

### To send a server-based page:

- 1. Press the Intercom/Page feature key.  
—or—  
Press a Paging icon .


**NOTE** The feature key for paging can have a custom label. **Intercom/Page** is the default key label.

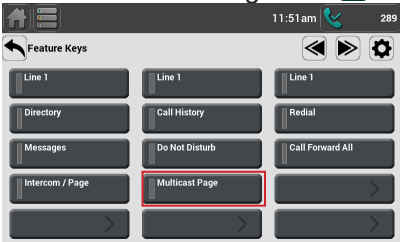
Your phone dials out the Page Feature Access Code.



- 2. Follow the voice prompts to page.

### To send a multicast page:

- 1. Press the Multicast Page feature key.  
—or—  
Press a Multicast Page icon .









**NOTE** The feature key for multicast paging can have a custom label. **Multicast Page** is the default key label.

- 2. Select the desired paging zone. You hear a paging tone.
- 3. Talk into the speakerphone or handset to broadcast your message.
- 4. Press **End** to terminate the page.

# Phone Features

This section shows you how to access and use phone features. Depending on how your phone is configured, you can access these features from the Home screen and/or the feature keys. The features included in this section are described below.


	Directory—view, add, manage and search for directory entries. If any network-based directories are available to you, pressing this shortcut displays an additional screen where you can select the desired directory. To use the local directory, see “Using the local directory” on page 45.
	Blacklist—view, add, and manage blacklist entries.
	Messages—Displays the Messages menu where you can access voice messages. See “Retrieving messages” on page 38.
	Call History—View missed calls, received calls, and dialed calls.
	Status—View network status, line status, product information, and cordless accessory status.
	Call Recording—Access your call recordings. See “Listening to call recordings” on page 53.

# Phone Features

## Using the local directory

You can store the names and phone numbers for up to 1000 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 other. You can also select a ringtone for that contact. Later, you can edit entries if their contact information changes.

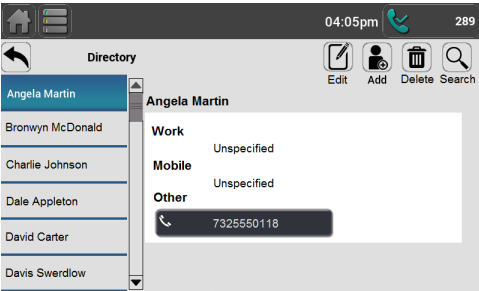
### To view the local directory:

1. On the home screen, press the **DIRECTORY** icon  .  
—or—

Press the Directory feature key.







**NOTE** If you have one or more server-based directories available, you may need to select the local directory after pressing the first Directory icon.

The local directory appears, sorted alphabetically by first name.



**NOTE** To change how the directory is sorted, go to Settings (⚙️), and then press App Settings and then press Directory. Under **Sorting**, select First Name or Last Name.


The following commands are available when viewing a directory entry:

	Returns to the previous screen or menu
	Dials the entry
	Allows you to change the entry
	Allows you to add a new entry
	Deletes the entry
	Allows you to search the list alphabetically by first or last name


# Phone Features

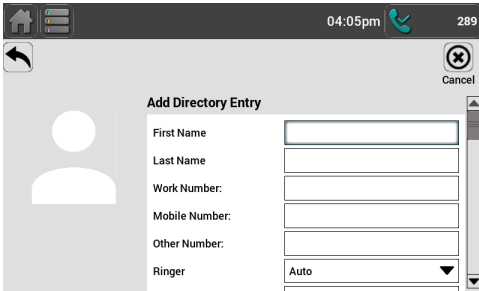
## Using the local directory (continued)




### To call a contact:

1. In the left-hand column, locate and select a contact.
2. On the contact's screen, press the button  for the desired number.





### To add a directory entry:

1. When viewing any directory entry, press  .  
The Add Directory Entry form appears.



2. Press the **First Name** field to begin entering information. Use the dial pad keys to enter the first name, last name, and contact numbers.
  - Press  to switch between entering upper-case letters, lower-case letters, and numbers.
  - Press  to delete incorrect characters.
3. Select a ringtone for incoming calls and the desired line to use when you dial the contact from the directory.
4. Press  .

### To edit a directory entry:


1. When viewing the desired directory entry, press  .  
The Edit Directory Entry form appears. This form has the same information as the Add Directory Entry form.
2. Use the dial pad keys to change the first name, last name, and contact numbers.
  - Press  to switch between entering upper-case letters, lower-case letters, and numbers.
  - Press  to delete incorrect characters.
3. If necessary, change the ringtone for incoming calls and the desired line to use when you dial the contact from the directory.
4. Press  .

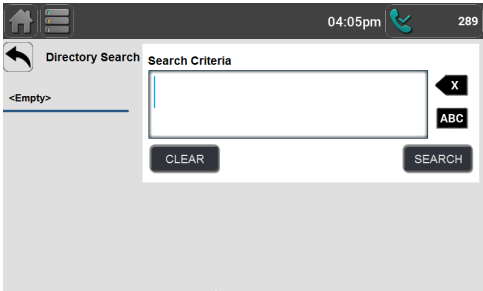
# Phone Features





## Using the local directory (continued)

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### To search directory entries:

1. From the local directory, viewing any entry, press  .  
The Search Criteria form appears.



2. Use the dial pad keys to enter a name.
  - Press  to switch between entering upper-case letters, lower-case letters, and numbers.
  - Press  to delete incorrect characters.
3. Press  .  
The deskset searches for the first name or last name matching your search entry. Search results appear in the left-hand column.
4. Press entries to view their contact information.
5. Press  to return to your search results.

---


**NOTE** Searching after entering a single letter will return all contacts with first or last names starting with that letter.

---


# Phone Features

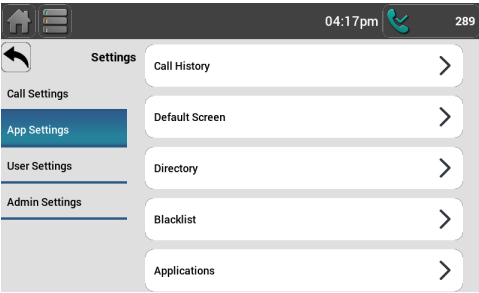
## Using the local directory (continued)

### To delete a directory entry:

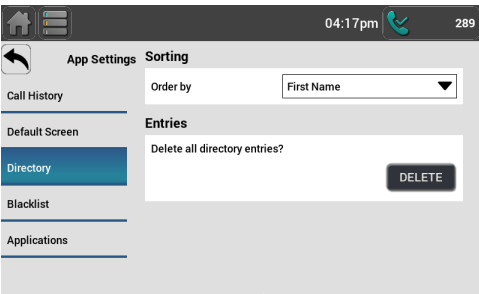
- 1. While viewing the desired directory entry, press  .
- 2. When the confirmation screen appears, press **Yes** .

### To delete all directory entries:

- 1. From the Home scree, press  .
- 2. From the Settings menu, press **App Settings**.



- 3. From the App Settings menu, press **Directory**.



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




# Phone Features

## Using the Blacklist





---

The Blacklist is another local directory containing 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.

### To add a number to the Blacklist:

1. From the Call History, select the desired call history list.
  2. Press the desired call slot to view its details.
  3. Press .
  4. When the confirmation screen appears, press **Yes**.
- 

### NOTE

You can also manually add, edit and delete Blacklist entries in the same way that you add entries to the directory. Press  to view the Blacklist and then press , , or  to perform the desired task.

---


# Phone Features

## Call history

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

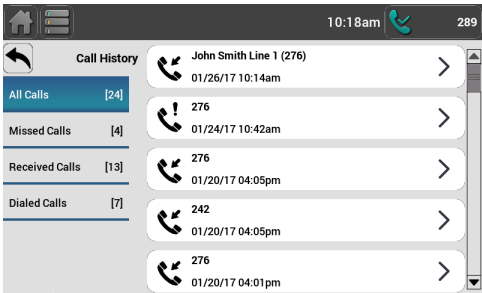
- All calls—all categories of calls
- Missed calls—incoming calls that were not answered
- Received calls—incoming calls that you answered, forwarded or rejected
- Dialed calls—all outgoing calls. You can use this as a redial list.

### To view the call history:

1. On the home screen, press the **Call History** shortcut .

—Or—

Press the Call History feature key.  
The Call History appears.

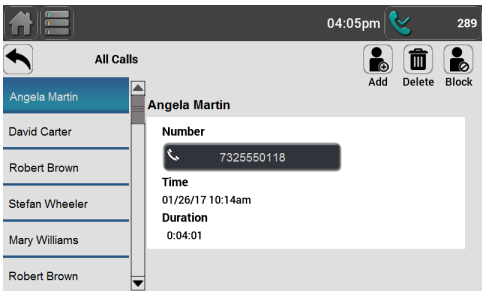


2. Press the desired folder to see call history entries for a particular category.  
Each call history entry shows the time, date, name and number of the call, the number of entries in the folder, along with an icon indicating the type of call.

	Received call		Dialed call		Missed call
--	---------------	---	-------------	---	-------------






### To view details for a call history entry:

- Press the call slot for the desired entry.  
The caller's number, the time, date and call duration appear.




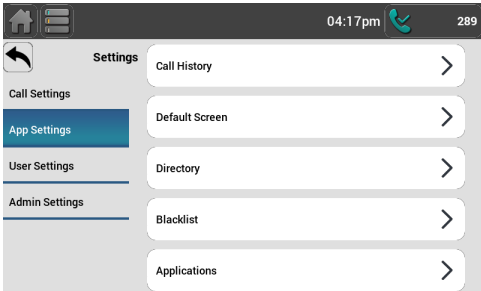
# Phone Features

The following commands are available when viewing a call history entry:

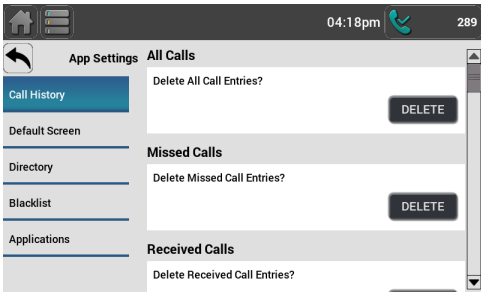
	Returns to the home screen or feature keys
	Dials the entry
	Adds the entry to the directory. You can edit the caller's information before saving it to the directory.
	Deletes the entry
	Adds the entry to the blacklist. You can edit the caller's information before saving it to the blacklist.

## To delete multiple call history entries:

1. From the Home screen, press the settings shortcut  .
2. From the Settings menu, press **App Settings**.




3. From the App Settings menu, press **Call History**.




4. Press **Delete** for the desired Call History folder: All calls, Missed calls, Received calls, or Dialed calls.  
The entries in this folder are immediately deleted.

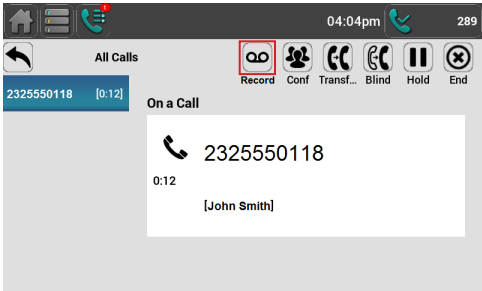
# Phone Features

## Call recording

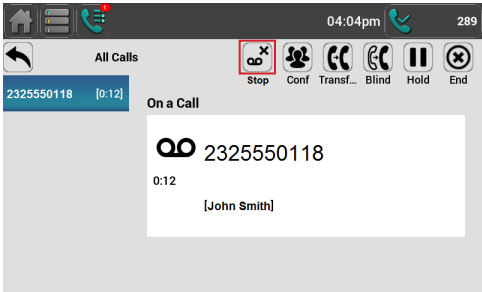
If you have the call recording feature available (a microSD card must be installed and your administrator must enable call recording), you will see the record (  ) option available during an active call.

### To record a call:

1. While on a call, press  .  
You will hear the Record tone if the tone has been enabled by your administrator.



2. To stop recording, press  .




You will hear the Record tone if the tone has been enabled by your administrator. The recording will be saved to the SD card.

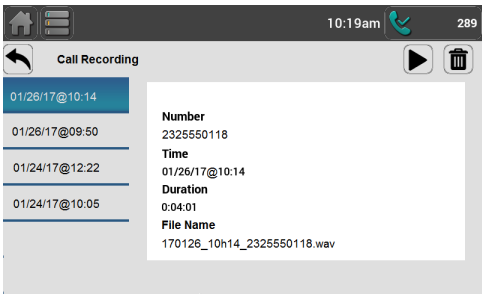
# Phone Features


## Listening to call recordings

Recordings can be played back from the Call Recordings screen, available through a shortcut on the Home screen.


### To listen to your recordings:

1. On the Home screen, press the Call Recording shortcut  .  
The Call Recording screen appears.



2. In the left-hand column, select the desired recording.
3. Press  to listen to the recording.  
The Call Playback screen appears.
4. Press **PLAY** to play back the recording.  
While the recording is playing, you can press:
  - **PAUSE** to pause playback.
  - **JUMP** to move forward or backward 8 seconds at a time.
  - **CANCEL** to cancel playback and return to the Call Recording menu.

### To delete a recording:

1. After selecting the desired recording, press  .
2. When the confirmation screen appears, press **Yes** .

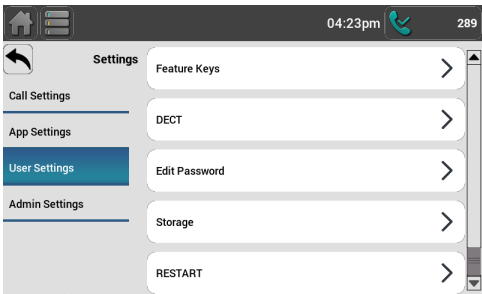
# Phone Features

## Transferring call recordings to a computer

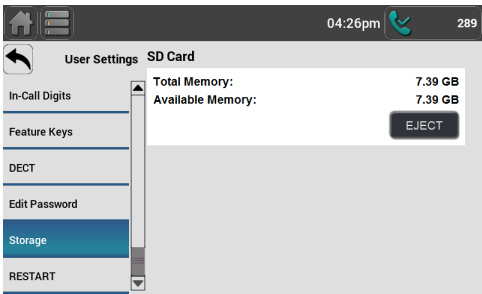
Eject the microSD card before using the card to transfer the sound files to a computer.

### To eject the microSD card:

1. From the Home screen, press the Settings shortcut  .
2. From the Settings menu, press **User Settings** and scroll down to **Storage**.



3. On the User Settings menu, select **Storage**.  
The SD Card screen appears, showing you the card's available memory.



4. Press **Eject** .
5. The message "It is now safe to eject your SD card" appears.
6. Move aside the SD card slot cover, and then press down on the SD card to release it.
7. Remove the SD card from the phone.


# Phone Features

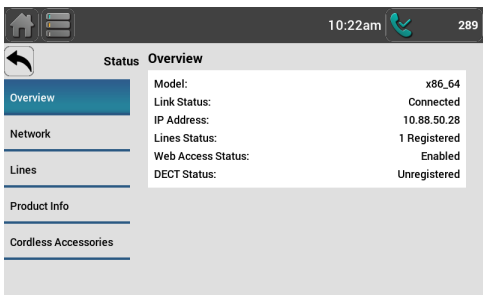
## Viewing the Phone Status

You can view information about the phone and its status on the Status Screen. Status information is grouped into the following categories:

- Overview: Your phone model, IP address, and online status
- Network: Detailed network information
- Lines: Detailed status and registration information for each line available on your phone
- Product Information: Your phone's model number, serial number, MAC address and software version
- Cordless accessories: Registration status of cordless accessories

### To view the phone's status:

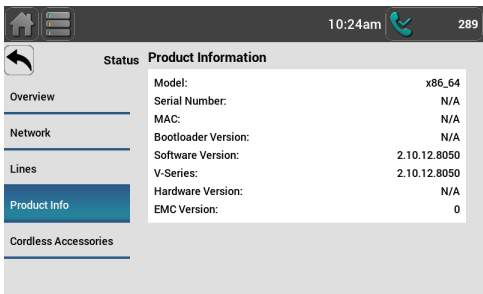
- From the Home screen, press the Status shortcut  . The Status screen appears.



## Finding the software version

### To view the software version of your phone:

1. From the Status screen, press Product Info. The Product Info screen appears.



2. On the Product Info screen, find **Software Version**.

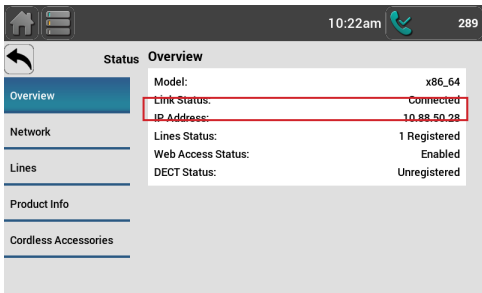
# Phone Features

## Finding the IP Address

In order to log on to the WebUI (see “Using the WebUI” on page 77), you must first find the phone’s IP address.

### To find the phone’s IP address:

1. From the Status screen, view the Overview screen. Press **Overview** in the left-hand column if you are viewing another Status screen.
2. Note the IP Address.

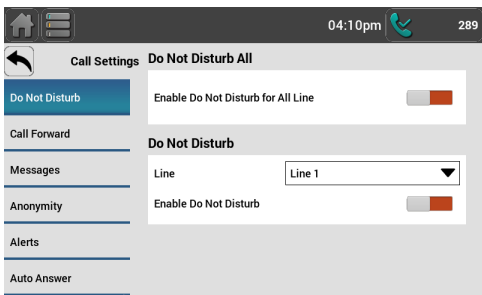


## Setting Do Not Disturb

Do Not Disturb (DND) silences incoming ringing and paging. You can set DND to apply to all lines, or you can set it on a per-line basis.


### To set Do Not Disturb:

1. From the Home screen, press .
2. From the Settings menu, press **Call Settings** and then press **Do Not Disturb**.



3. On the Do Not Disturb menu, select:
  - **Enable Do Not Disturb for All Lines**
  - An available line and then **Enable Do Not Disturb**.

### NOTE

You can also set DND All using the  shortcut on the Home screen (if available) or a DND All Feature key (if available). You can also configure a Feature key to enable DND for the single line you selected above.



# Phone Features

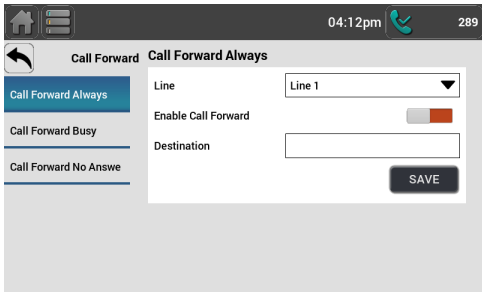
## Setting Call Forwarding

You can automatically forward incoming calls to another number. The following types of call forwarding are available:

- Call forward always: incoming calls are forwarded immediately and the phone does not ring.
- Call forward busy: incoming calls are forwarded if all your line is busy.
- Call forward no ans: incoming calls are forwarded after the no answer delay expires.

### To set Call forward:


1. From the Home screen, press .
2. From the Settings menu, press **Call Settings** and then press **Call Forward**.



3. Select the desired option:
  - Call Forward Always
  - Call Forward Busy
  - Call Forward No Answer.

For each option:

- a. Select the line for which you want to forward calls.
- b. Enable call forwarding.
- c. Enter the destination number to which calls will be forwarded.
- d. (Call Forward No Answer only) Select the number of rings before the call is forwarded to the destination number.
- e. Press **Save**.

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

**NOTE** You can also configure feature keys to turn Call Forward Always, Call Forward Busy, and Call Forward No Answer on or off.

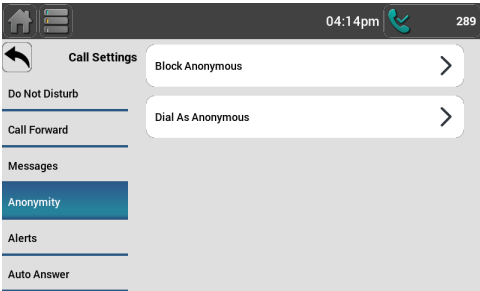
# Phone Features

## Setting Anonymity

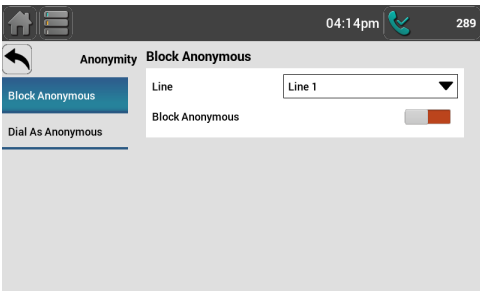
The Anonymity settings give you control over Caller ID. You can enable the phone to reject incoming calls that have no caller ID. As well, you can enable the phone to make outgoing calls with the Caller ID hidden from the far end.

### To block anonymous callers:

1. From the Home screen, press .
2. From the Settings menu, press **Call Settings** and then press **Anonymity**. The Anonymity settings appear.



3. Press **Block Anonymous**. The Block Anonymous menu appears.




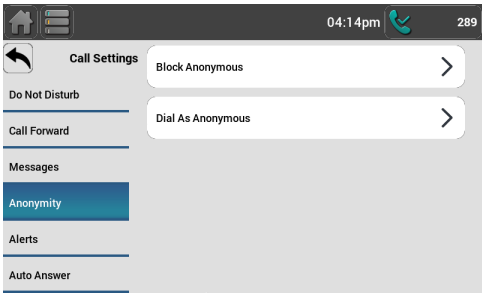
4. On the Block Anonymous menu, select the desired line.
5. Enable anonymous call blocking for that line.

# Phone Features

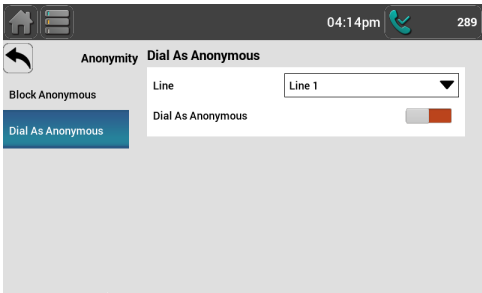
## Setting Anonymity (continued)

### To dial as an anonymous caller:

1. From the Home screen, press .
2. From the Settings menu, press **Call Settings** and then press **Anonymity**. The Anonymity settings appear.



3. Press **Dial As Anonymous**.




4. On the Dial As Anonymous menu, select the desired line.
5. Enable anonymous dialing for that line.

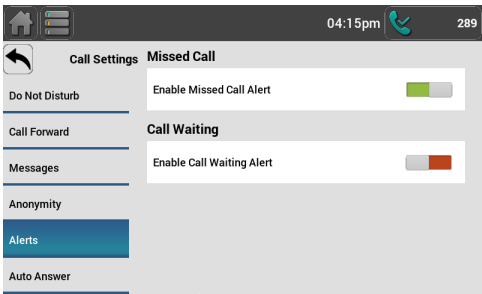
# Phone Features

## Setting Call Alerts

Enables or disables incoming call alerts while you are on another call.

### To enable call waiting alerts:

1. From the Home screen, press .
2. From the Settings menu, press **Call Settings** and then press **Alerts**. The Alerts settings appear.



3. Under Call Waiting, enable Call Waiting Alert.

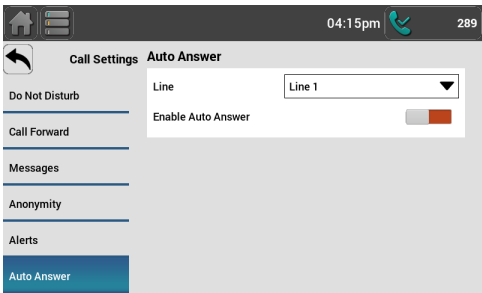
When the call waiting alert is enabled and you are on a call, incoming calls are displayed on the screen. When the call waiting alert is disabled, incoming calls are rejected and no notification appears on the screen. See also “Call Waiting Settings” on page 84.

## Setting Auto Answer

You can enable the phone to Auto Answer calls for a selected line. The phone will answer calls after a delay without any action from you.

### To enable Auto Answer:

1. From the Home screen, press .
- From the Settings menu, press **Call Settings** and then press **Auto Answer**. The Auto Answer settings appear.



2. Select the desired line.
3. Enable Auto Answer for that line.


# Cordless Headset

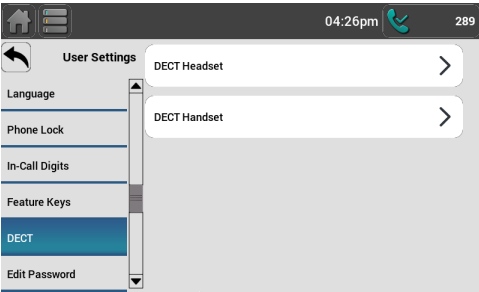
## Registering an optional cordless headset

You can register one cordless headset to a VSP861 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.

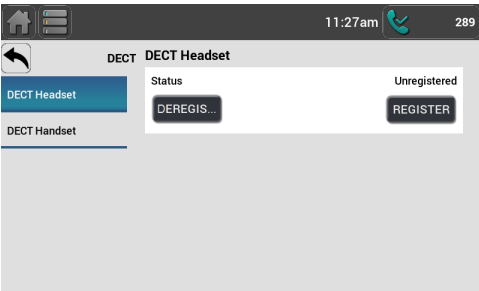
**NOTE** The headset must be in the charger, otherwise registration cannot proceed.

### To register the cordless headset:

1. From the Home screen, press .
2. From the Settings menu, press **User Settings** and then press **DECT**. The DECT settings appear.



3. Press **DECT Headset**. The DECT Headset menu appears.



4. Lift the cordless headset out of the charger, and then place it back in the charger.
5. On the deskset, press **REGISTER**.  
**Registering...** appears while the deskset searches for the headset.  
When registration is complete, **Registration succeeded** 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" on page 62.


# 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. On the phone to which the headset is registered press .
2. From the Settings menu, press **User Settings** and then press **DECT**.  
The DECT settings appear.
3. Press **DECT Headset**.  
The DECT Headset menu appears.
4. On the deskset, press **DEREGIS...** and then press **YES** on the confirmation screen.

The deskset screen displays **Deregistering...** 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 a VSP505 headset, on the headset, press VOL +, POWER, VOL -, POWER, VOL +, VOL -, POWER.

## 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. To reset the headset, lift the headset out of its charging base, place it back in the charger, and try the registration process again.


# Cordless Handset

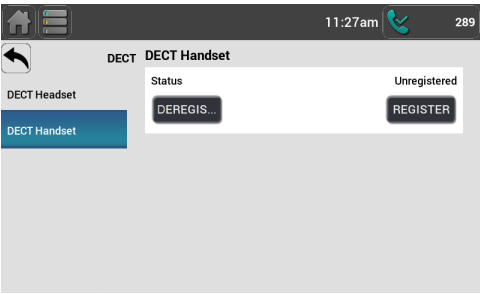
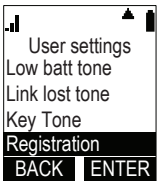
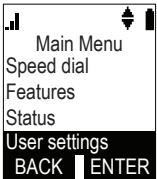
## Registering an optional cordless handset

You can register one VSP601 DECT cordless handset to a VSP861 deskset. When a deskset has a cordless accessory, the deskset and handset are all part of the same extension, and only one device can be used at a time.

**NOTE** Make sure the handset has a charged battery before proceeding. As well, make sure the deskset is powered on and is idle.

### To register the cordless handset:

1. On the handset, press **MENU**. The Main Menu appears.
2. Press **▼** to scroll to **User settings** and press **SELECT**.
3. Press **▼** to scroll to **Registration** and press **SELECT**.
4. With **Handset** highlighted, press **SELECT**. The handset asks you which device you want to register to. Press **DESKSET**.
5. The handset screen displays instructions. Press **NEXT** to continue reading the instructions.
6. On the deskset, from the Home screen, press .
7. From the Settings menu, press **User Settings** and then press **DECT**.  
The DECT settings appear.
8. Press **DECT Handset**.  
The DECT Handset menu appears.



9. On the deskset, press **REGISTER**.  
**Registering...** appears while the deskset searches for the handset.
10. Press the **#** key on the handset. The screen shows **Please wait...**

The registration process takes up to 10 seconds. When registration is complete, **Registration succeeded** appears on the deskset. The handset displays **Handset Registered**.

If the handset fails to register, place it in the charger for a few seconds, remove it and repeat the registration procedure.



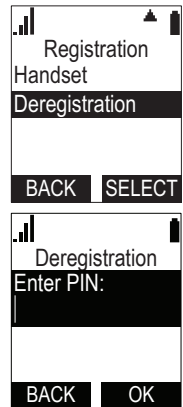
# Cordless Handset

## Deregistering the cordless handset


Before using the cordless handset with a different deskset, you must deregister the handset from the device to which it is currently registered.

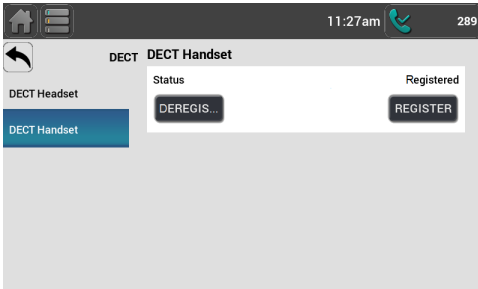
### To deregister using the handset:

1. Press **MENU** on the handset. The Main Menu appears.
2. Press ▼ to scroll to **User settings** and press **SELECT**.
3. Press ▼ to scroll to **Registration** and press **SELECT**.
4. Press ▼ to highlight **Deregistration** and press **SELECT**.
5. Enter the PIN and then press **OK** to begin deregistration. The default PIN is 1592.



### To deregister using the deskset:

1. On the deskset, from the Home screen, press .
2. From the Settings menu, press **User Settings** and then press **DECT**. The DECT settings appear.
3. Press **DECT Handset**. The DECT Handset menu appears.



4. On the deskset, press **DEREGIS...**.
  5. Press **Yes** to confirm deregistration.
- The deregistration process takes up to 10 seconds to complete.



# Configuring the Phone


You can configure the phone using one of two methods:

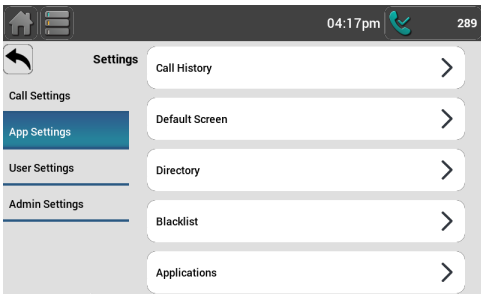
- 1. The App Settings and User Settings menus on the phone.
- 2. The WebUI, which you access using your Internet browser.

This section describes the App Settings and User Settings menus. For information about the WebUI, see page 77.

## Using the App Settings menu

To view the App Settings menu:

- 1. When the phone is idle, press .
- 2. Press **App Settings**.  
The App Settings menu appears.



The App Settings are:

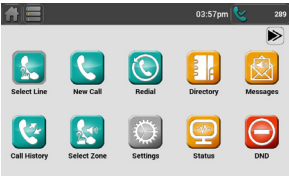
Setting	Description	See page...
Call History	Delete all entries from Call History folders.	"Call history" on page 50
Default Screen	Set the default screen to display when your phone is idle.	66
Directory	Sort directory and delete all entries.	"Using the local directory" on page 45
Blacklist	Sort blacklist and delete all entries.	"Using the Blacklist" on page 49
Applications	Select and arrange shortcuts displayed on the Home screen.	67

# Configuring the Phone

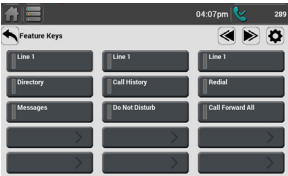
## Configuring the default screen

You can set the screen that appears when your phone is idle. Depending on your preference, you can set the screen to the Home screen (showing all the app shortcuts), the Feature keys, or the Call Manager.

Home Screen



Feature keys

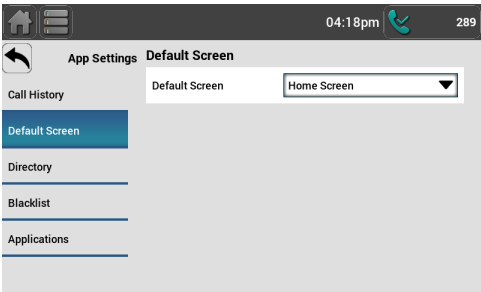


Call Manager



### To configure the default screen:

1. From the App Settings menu, press **Default Screen**.
2. On the Default Screen menu, select the desired default screen.



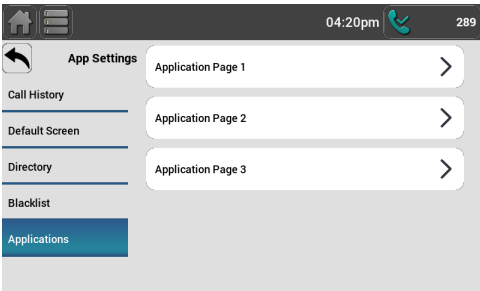
# Configuring the Phone

## Configuring the Home screen shortcuts

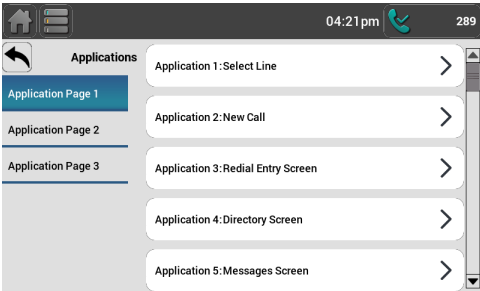
You can select and arrange the shortcuts that appear on the Home screen. The Home screen can consist of three pages, with up to 10 shortcuts per page. For a complete list of shortcuts available, see “Home screen shortcuts” on page 20.

### To configure Home screen shortcuts:

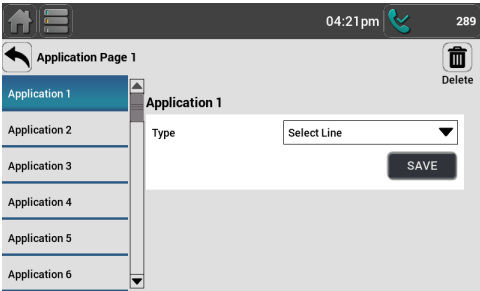
1. From the App Settings menu, press **Applications**.  
The App Settings menu appears.



2. On the Applications menu, select the desired page.  
The list of 10 shortcuts for the selected page appears (numbered 1 to 10 for page 1, 11 to 20 for page 2, and 21 to 30 for page 3).



3. Select the numbered shortcut/application you would like to change or add (empty slots are labeled “Unassigned”).  
The menu for that application appears.




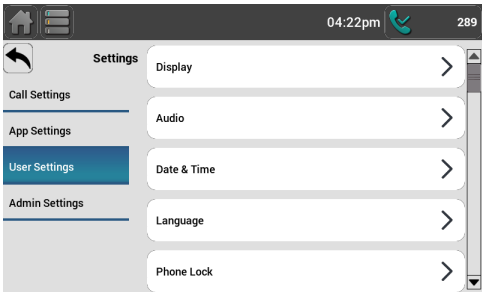
4. Select the desired shortcut from the list and then press **Save**.

# Configuring the Phone

## Using the User Settings menu

### To view the User Settings menu:

- 1. When the phone is idle, press .
- 2. Press **User Settings**.  
The User Settings menu appears.



### The User Settings are:

Setting	Options
Display	In-Use Backlight ON (Off, Low, Medium, High) Idle Backlight idle (Off, Low, Medium, High) Timeout (10–60 seconds)
Audio	Ringer Tone (Line 1, Line 2...) Key Tone (On, Off) Audio Mode (Speaker, Headset)
Date & Time	Date & Time Format Time Zone Daylight Savings Network Time Manual Time
Language	Deskset Language
Phone lock	Set Key Unlock PIN
In-Call Digits	Hide in-call digits
Feature keys	Configure Feature keys 1 to 30
DECT	DECT Headset Register/Deregister. See page 61. DECT Handset Register/Deregister. See page 63.
Edit Password	Change the password you use for accessing the WebUI.
Storage	Shows available SD card memory and enables you to eject the card. See page 54.
Restart phone	Restart the phone. See page 76.

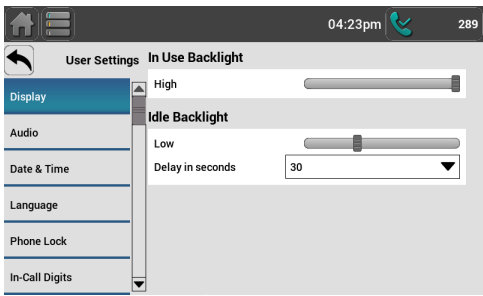
# Configuring the Phone

## Display

Use the Display menu to set backlight behavior.

### To use the Display menu:

- From the User Settings menu, press **Display**. The Display menu appears.



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

- Under **In Use Backlight**, touch the slider to select Off, Low, Medium, or High.

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

- Under **Idle Backlight**, touch the slider the select Off, Low, Medium, or High.
- Select the delay before the idle backlight takes effect (between 10 and 60 seconds at 5-second intervals).

# Configuring the Phone

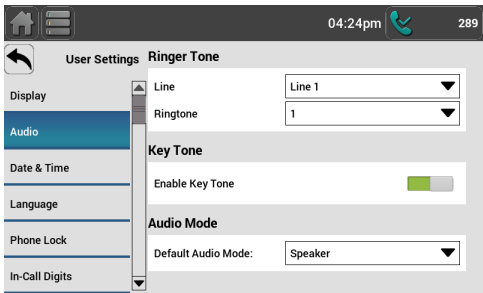
## Audio

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.

### To use the Audio menu:

- From the User Settings menu, press **Audio**.  
The Audio menu appears.



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

- From the Audio menu, under **Ringer Tone**, select a line for which to select a ringer tone.
- Select one of ten ringtones. The currently selected ringtone plays (touch it once more to stop it playing).

### To set the key tone:

- From the Audio menu, under **Key tone**, touch the slider to turn key tones on or off.

### To set the audio mode:

- From the Audio menu, under **Audio Mode**, select the desired audio mode (Speaker or Headset).

When you answer a call without lifting the handset (by pressing a Line feature key or **ACCEPT** ), the call is started or answered using the selected audio mode.

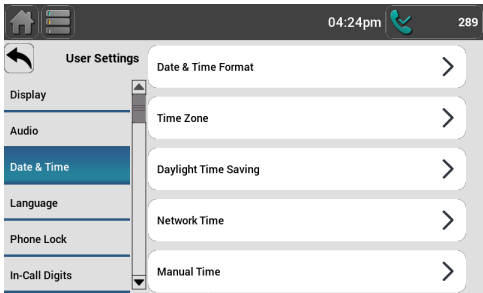
# Configuring the Phone

## Setting the date and time

---

### To use the Date & Time menu:

- From the User Settings menu, press **Date & Time**. The Date & Time menu appears.



### To set the time format:

- From the Date & Time menu, press **Date & Time Format**.
- Touch the slider to select a 12-hour clock (12am/pm) or 24-hour clock.
- Select the desired date format (DD/MM/YY, MM/DD/YY, YY/MM/DD).

### To set the Time Zone:

- From the Date & Time menu, press **Time Zone**.
- Select your time zone from the list.
- Press **Save**.

### To enable daylight time saving:

- From the Date & Time menu, press **Daylight Time Saving**.
- Touch the slider to enable or disable automatic daylight time saving adjustments.

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

- From the Date & Time menu, press **Network Time**.
- Under **Network Time Enable**, touch the slider to enable or disable your phone retrieving its time and date settings from the network.
- If necessary, under **Network Time Server Address**, edit the NTP server URL.
- Press **Save**.

---

**NOTE** If the NTP server is disabled, you must manually set the time and date.

---

# Configuring the Phone

## Setting the date and time (continued)

---

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

1. From the Date & Time menu, press **Manual Time**.

---

#### NOTE

If the NTP server is enabled, you cannot modify this setting. See “To enable or disable the NTP (Network Time Protocol) server:” on page 71.

---

2. Under **Set Time Manually**, select the desired Year, Month, Day, Hour and Minute.
3. Press **Save** .

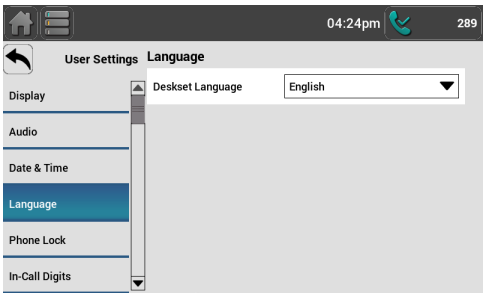
## Setting the language

---

The phone menus and other user interface items can be changed to another language. The languages available may differ depending on your region or phone software version.

### To set the phone language:

1. From the User Settings menu, press **Language**.  
The Language menu appears.



2. Select the preferred language from the list.  
The phone language changes after a short pause.



# Configuring the Phone

## Setting the Key Unlock PIN

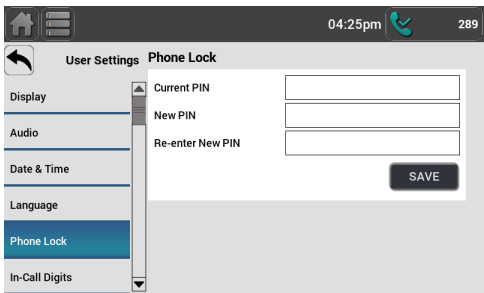
If you are authorized to do so, you can set the PIN to unlock the phone.

When the phone is locked, you cannot make outgoing calls unless you enter a PIN. However, you can still make a call to an emergency number (911, for example). This emergency number is configured for your area by your system administrator.

If your phone has been locked unnecessarily, see your system administrator.

### To change the Unlock PIN:

1. From the User Settings menu, press **Phone Lock**.  
The Phone Lock menu appears.



2. Enter the current PIN and then press ▼ .  
The default PIN is **1234**.
3. Enter the new PIN.
4. Re-enter the new PIN and then press **Save** .

# Configuring the Phone

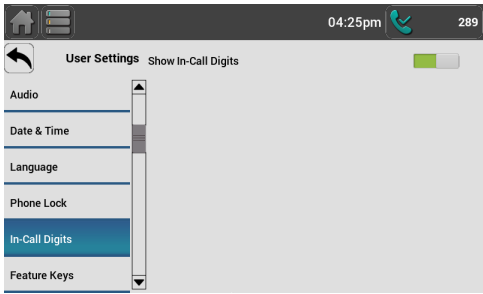
## Hiding In-Call Digits

---

You can enable the phone to show or hide any additional digits (PIN numbers and pass codes, for example) that you enter during a call. By default, in-call digits are shown.

### To show or hide in-call digits:

1. From the User Settings menu, press **In-Call Digits**.  
The In-Call Digits menu appears.



2. Touch the slider to enable or disable showing in-call digits.

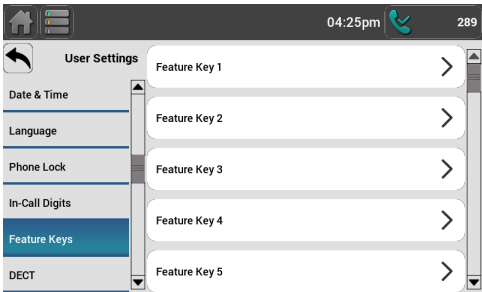
# Configuring the Phone

## Configuring the Feature keys

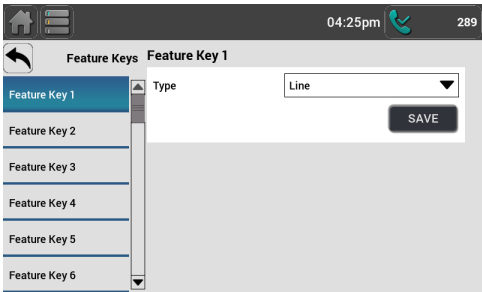
You can configure the Feature keys on the Deskset.

### To configure the Feature keys:

1. From the User Settings menu, press **Feature Keys**.  
The Feature Keys menu appears.




2. Select the key to configure.  
The Type select menu appears.



3. Select a Feature key type. Depending on the PFK type, the screen may prompt you to configure additional settings. For more information, see “Programmable Keys” on page 85.
4. Press **Save** .

You can also configure Feature keys:

- On the WebUI (see “Programmable Keys” on page 85).  
—or—
- From the Feature keys page. Press any blank Feature key (  ) and then program the key as shown in step 2 above.

### NOTE

# Configuring the Phone

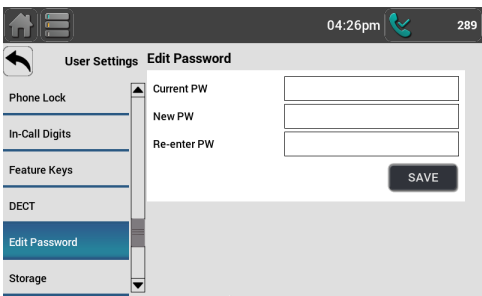
## Changing the password

---

To enhance security, it is recommended to change the default user password that you use to log on to the WebUI.

### To change the user password:

1. From the User Settings menu, press **Edit Password**.  
The Edit Password menu appears.



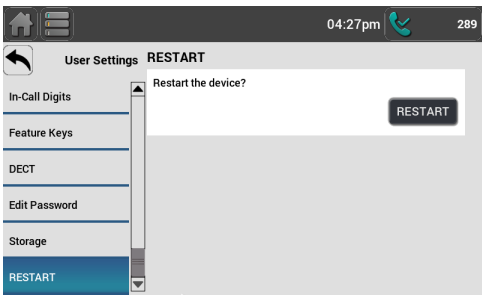
2. Enter the current password (for a new deskset, the default password is **user**).
3. Enter and re-enter a new password. The password is case sensitive and can consist of both numbers and letters (to a maximum of 15 characters).
4. Press **Save**.

## Restarting the phone

---

### To restart the phone:

1. From the User Settings menu, press **RESTART**.  
The RESTART menu appears.



2. Press **RESTART**.  
After a pause, the phone restarts.

# WebUI

## Using the WebUI

---

Use a web browser to access the Web User Interface (WebUI) that resides on your deskset. After you log on to the WebUI with your user password, you can configure the following features:


- Call Settings
- User Preferences
- Programmable Keys
- Speed Dial
- Local Directory
- Blacklist
- Call History
- Servicing: Passwords, PIN Masking and Phone Lock

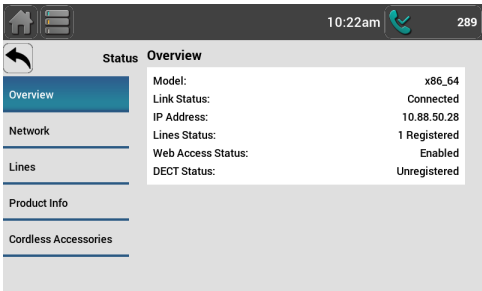
The WebUI also has a Status page, where you can view network status and general information about your phone.

# WebUI

## Using the WebUI (continued)

### 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 . The Status menu appears.



- b. On the Overview screen, note the IP Address.
3. On your computer, open a web 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.
- **IPv4** and **IPv6** network information regarding your phone's network address and network connection.
- **Cordless Status** indicating whether a cordless headset and/or cordless handset is registered to the phone.

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: VSP861  
Serial Number: B2300002438  
MAC Address: 14:AE:DB:1B:4E:E0  
Link Status: Connected  
Boot Version: 1.15  
Software Version: 2.10.12.fa68  
V-Series: 2.10.12.fa68  
Hardware Version: HW1.1  
EMC Version: 0  
Network Time Settings: us.pool.ntp.org

Account Status

Account 1: Registered  
Account 2: Registered  
Account 3: Not Registered  
Account 4: Not Registered  
Account 5: Not Registered  
Account 6: Not Registered  
Account 7: Not Registered  
Account 8: Not Registered

IPv4

IP Mode: dhcp  
IP Address: 10.88.50.23  
Subnet Mask: 255.255.0.0  
Gateway: 10.88.3.149  
Primary DNS: 10.88.162.10  
Secondary DNS: 10.88.162.6  
VPN: Disabled

IPv6

IP Mode: disable  
IP Address: ::  
Prefix: 0  
Gateway: ff02::16  
Primary DNS:  
Secondary DNS:

Cordless Status

Headset: Not Registered  
Handset: Not Registered

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 “You can automatically forward incoming calls to another number. The following types of call forwarding are available:” on page 57.

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

Account 6

Account 7

Account 8

User Preferences

Programmable Keys

Feature Keys

Speed Dial

STATUSSYSTEMCONTACTSSERVICING

SYSTEM CALL SETTINGS 1

General Call Settings

☐ Anonymous Call Reject

☐ Enable Anonymous Call

Ringer Tone:

1

Do Not Disturb

☐ Enable DND

Incoming Calls:

Reject

Call Forward

☐ Enable Call Forward Always

Target Number:

☐ Enable Call Forward Busy

Target Number:

☐ Enable Call Forward No Answer

Target Number:

Delay:

6 rings

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

80



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

### Auto Answer

☐ Enable Auto Answer

Auto Answer Delay (secs)

2

☐ Enable Mute on Answer

### Call Completion

☐ Enable Call Completion

☒ Enable Call Completion Alert

Auto Redial Interval (secs):

30

Auto Redial Repeat:

10

### Custom Ringer

Custom Ringer File:

No file chosen

Choose File

(replaces Ringer 10):

Upload

Reset to Default

Save

81

Call Settings (continued)

Auto Answer Settings

Setting	Description	Range	Default
Enable Auto Answer	Turns Auto Answer on or off.	n/a	Disabled
Auto Answer Delay (secs)	Sets the delay before the phone auto answers a call. When set to zero, the incoming call is answered right away without a ringer tone. However, the auto answer tone is still audible.	0–30	2
Enable Mute on Answer	Enables muting the mic upon auto answering. Enabling muting is useful if the auto answered call is for the purpose of a one-way announcement. You can unmute the call any time after being auto answered.	n/a	Disabled

Call Completion Settings

When you call a busy number, the Call Completion feature configures the phone to call the number back automatically.

Setting	Description
Enable Call Completion	Enable the call completion feature. Calls to busy numbers will prompt a “Retry later?” message on the phone screen.
Disable Call Completion	Enables an audible alert if you are on another call when the auto redial interval expires.
Auto Redial Interval (secs)	Sets a countdown timer until you are prompted for the next dialing attempt.
Auto Redial Repeat	Sets how many auto redial attempts are made.

Custom Ringer Settings

Setting	Description
Custom Ringer File	Upload a custom ringer audio file. This ringer replaces the existing ringer 10. For more information, see your system administrator.

# WebUI

## 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

Account 6

Account 7

Account 8

User Preferences

Programmable Keys

Feature Keys

Speed Dial

STATUSSYSTEMCONTACTSSERVICING

General User Settings

WebUI Language:English

Phone Language:English

Backlight Timer (secs):30

Ringer Volume:5

Default Audio Mode:Speaker

Timeout to Idle Without Digit:30

☐ Enable Key Beep

Call Hold Reminder

☒ Enable Call Hold Reminder Tone

Tone Interval (secs):30

## General User Settings

Setting	Description	Range	Default
WebUI Language	Sets the language that appears on the WebUI.	Any language supported by your phone (English, French, Spanish, etc.)	English
Phone Language	Sets the language that appears on your phone.	Any language supported by your phone (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 70.	Speaker, Headset	Speaker
Timeout to Idle Without Digit	Sets how long it takes the phone to return to idle mode after the phone goes off hook and no digits are entered.	10–60 seconds	30 seconds
Enable Key Beep	Enables or disables key-press beeps.	n/a — Select to enable	Disabled

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

☐ 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):

Call Transfer

Quick Transfer via Programmable Keys

Save

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

Call Transfer Settings

Setting	Description	Range	Default
Quick Transfer via Programmable Keys	<div>Sets transfer options for Quick Dial and BLF keys. When a quick dial key or BLF key is pressed during an active call, the key will:</div> <ul style="list-style-type: none"><li>Start a new call</li><li>Blind transfer of the active call to the extension associated with the quick dial or BLF key.</li><li>Attended transfer of the active call to the extension associated with the quick dial or BLF key.</li></ul>	New Call, Blind Transfer, Attended Transfer	New Call

Programmable Keys

The deskset has 30 programmable keys (called Feature Keys on the VSP861). You can assign up to 30 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 Feature keys” on page 12.

SYSTEM

Call Settings

Account 1

Account 2

Account 3

Account 4

Account 5

Account 6

Account 7

Account 8

User Preferences

Programmable Keys

Feature Keys

Speed Dial

STATUSSYSTEMCONTACTSSERVICING

Programmable Keys

Key	Type	Label	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 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

Save

Type	Description
Line	Configures the key for accessing a line. You can make calls or answer calls by pressing these keys. The key LED will change according to call activity. Select the desired Account number.
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.

Type	Description
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.
Do Not Disturb All	Configures the key to turn Do Not Disturb on or off for all accounts. The key is lit orange when DND All is on (as are any other DND keys).
Call Forward All	Configures the key to turn Call Forward All on or off. Select the line for which Call Forward All will apply. Ensure that you also 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. Select the account for which Call Forward No Answer will apply. Ensure that you also configure Call Forward settings on the Call Settings page.
Call Forward Busy	Configures the key to turn Call Forward Busy on or off. Select the account for which Call Forward Busy will apply. Ensure that you also configure Call Forward settings on the Call Settings page.
Quick Dial	Configures the key to dial a number on the selected account. After selecting Quick Dial, select the account on which the number will be dialed out, and enter the number to be dialed.
BLF (Busy Lamp Field)	Configures the key to monitor another extension. Select the applicable account and enter the URI of the extension you want to monitor with this key. For example, <code>2325552001@sipservice.com</code> .
XML App	Configures the key to open the XML browser. Enter the URI of the XML application to be executed.
Auto Call Distribute (Automatic Call Distribution)	Configures the key to display the ACD State menu. Select the account that is subscribed to the ACD service.
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. 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.
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 and any other settings for Call Park.

Type	Description
Retrieve Park Call	Enables you to retrieve a parked call. Pressing the key dials the Parked Call Retrieval feature access code (FAC). Your System Administrator must configure the feature access code and any other settings for Retrieve Park Call.
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.
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.
Lock Key	Configures the key to enable the phone lock or disable the phone lock with a PIN.
Prefix Dialing	Configures the key for prefix dialing. Pressing a PFK assigned to Prefix Dialing will automatically go off-hook into Dial mode using the account configured for the PFK. The digits entered under <b>Value</b> are added to any number you dial. The outgoing call includes the [Prefix] + [Dialing string].
Flash	Configures the key as a Flash key. With one call active, pressing Flash puts the active call on hold and displays a new call screen with live dial. With two calls active, pressing Flash: <ul style="list-style-type: none"> <li>• puts the active call on hold and retrieves a held call, or</li> <li>• answers an incoming call.</li> </ul>
Call Handling Profile	Configures the key for Comverse call handling profile. Enter the string of the call handling profile that the PFK LED will indicate.
Hunt Group	Configures the key to turn Comverse hunt group on or off. Enter the hunt group extension number assigned for this key.
Secretarial Filtering	Configures the key to turn Comverse secretarial filtering on or off. Enter the manager's extension number assigned for this key.

# 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 63.

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

SYSTEM

Call Settings

Account 1

Account 2

Account 3

Account 4

Account 5

Account 6

User Preferences

Programmable Keys

Feature Keys

Hard keys

Speed Dial

STATUSSYSTEMCONTACTSSERVICING

Speed Dial

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

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**.



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 1000 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 administrator has enabled the **click to dial** feature, you can dial a number by clicking its link.

The Local Directory lists entries on multiple pages. Click **Next**, **First**, **Last**, or a page number to view the desired page of entries.

**NOTE** You can also use the phone menu to manage your local directory entries. For more information, see “Using the local directory” on page 45.

CONTACTS

Local Directory

Blacklist

Remote XML

Call History

STATUS

SYSTEM

CONTACTS

SERVICING

Local Directory

Select All ☐

Sort By Last Name

Total: 21

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

First

1

Next

Last

Delete Selected Entries

Add New Entry

Clear Directory

Import Local Directory

No file chosen

Choose File

Import XML

☐ First line is header, skip

Import CSV

Export Local Directory

Export XML

Export CSV

Directory (continued)

Local Directory

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

STATUSSYSTEMCONTACTSSERVICING

Create Local Directory Entry

First Name:

Last Name:

Ringer Tone:

Auto

Account:

Account 1

Work Number:

Mobile Number:

Other 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 8	Default Account
Work Number	Enter the appropriate numbers in these fields.	n/a	n/a
Mobile Number			
Other Number			

3. Click **Save**.

Directory (continued)

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  
Remote XML  
Call History

STATUSSYSTEMCONTACTSSERVICING

**Edit Local Directory Entry**  
  
First Name:   
Last Name:   
Ringer Tone:   
Account:   
Work Number:   
Mobile Number:   
Other Number:

- 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 or .csv 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 XML** or **Import CSV**, depending on your file type.

NOTE

When importing a .csv file, you can select whether the first line should be treated as a header and ignored for the import. Select **First line is a header, skip**.

Export Local Directory

You can export the directory and save it as an .xml or .csv 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

## Blacklist

You can manage the blacklist on the WebUI. Calls from blacklisted numbers will not ring your phone, or be recorded in your call history. The procedures for adding, deleting and editing entries are the same as for the Directory. The blacklist also supports importing and exporting entry lists in .xml or .csv format.

## Remote XML

The deskset supports three server-hosted Remote XML directories. A total of 5000 Remote XML directory entries are supported. The 5000 entries can be shared across the three remote XML directories.

When you select a remote directory to view, the deskset syncs with the directory server. The deskset displays **Sync failed.** if any of the following failing conditions is encountered:

- Server not reachable
- Remote XML directory file is not available
- Invalid XML directory file

CONTACTS

Local Directory

Blacklist

Remote XML

Call History

STATUS   SYSTEM   CONTACTS   SERVICING

Remote XML Directories

ID	Name	Remote XML URI	Enable Incoming/Outgoing Call Lookup
1	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
2	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
3	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>

Save

Setting	Description
Name	Sets the name of the directory as it will appear on the deskset's list of directories.
Remote XML URI	The location of the XML directory file, from which the phone will sync and retrieve directory entries. Consult your system administrator for the correct URI.
Enable Incoming/Outgoing Call Lookup	Enables/disables the call lookup feature for incoming and outgoing calls.

Call History

The Call History page has no configurable settings. It displays your Missed Calls, Received Calls, and Dialed Calls. Phone numbers appear as links. If your administrator has enabled the **click to dial** feature, you can dial a number by clicking its link.

CONTACTS

Local Directory

Blacklist

Remote XML

Call History

STATUS

SYSTEM

CONTACTS

SERVICING

Call History

Missed calls

Date	Time	Name	Number	Account
2016-01-04	15:30:58	204	<a href="#">204</a>	1
2016-01-04	15:30:46	206	<a href="#">206</a>	1
2016-01-04	15:30:35	204	<a href="#">204</a>	1
2016-01-04	15:30:29	206	<a href="#">206</a>	1

Received calls

Date	Time	Name	Number	Account
2016-12-31	18:40:49	Ron Benoit	<a href="#">242</a>	1

Dialed calls

Date	Time	Name	Number	Account
2016-12-31	20:31:35		<a href="#">6045550149</a>	1
2016-12-31	20:31:28		<a href="#">6045550123</a>	1
2016-01-08	17:08:45	Ron Benoit	<a href="#">242</a>	1
2016-01-01	21:09:02		<a href="#">2325550192</a>	1

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## Servicing

On the Servicing page you can reset your password, configure PIN masking, and change your phone lock PIN.

SERVICING

Security

STATUSSYSTEMCONTACTSSERVICING

Passwords

User Password

Enter Old Password:

Enter New Password:

Re-enter New Password:

Pin Masking

☐ Enable Hidden DTMF digits

☐ Enable Delay for Hidden DTMF digits

☐ Enable Password Dial

☐ Enable Delay for Password Dial

Password Dial Prefix:

Password Dial Length:

1

Phone Lock

Enter Current PIN

Enter NEW PIN

Re-enter new PIN

Save

### To change the User password:

1. Enter the old password (for a new deskset, the default password is **user**).
2. Enter and re-enter a new password. The password is case sensitive and can consist of both numbers and letters (to a maximum of 15 characters).
3. Click **Save**.

# WebUI

## PIN Masking

The PIN masking feature allows you to hide PIN numbers during call operation. The different types of PIN masking are:

- Hide DTMF digits—when Hide DTMF is enabled, PIN numbers entered during an Active Call are automatically masked.
- Password Dial—when Password Dial is enabled, PIN numbers entered as part of the dial string are hidden according to the Password Dial Prefix and Password Dial Length settings described below.

PIN numbers in a dial string are masked in Pre-Dial and Dial modes (including variants of these modes, such as Transfer Setup, Conference Setup, and Incoming Call Forward Setup).

Setting	Description
Enable Hidden DTMF digits	Enable to mask all DTMF digits entered during an Active Call.
Enable Delay for Hidden DTMF digits	Enable to add a one-second delay before DTMF digits are masked. By default, the digits are masked immediately.
Enable Password Dial	Enable to hide PIN numbers entered as part of the dial string.
Enable Delay for Password Dial	Enable to add a one-second delay before PIN numbers are masked. By default, the PIN number is masked immediately.
Password Dial Prefix	Enter the prefix that triggers the next x digits to be masked (x being equal to the Password Dial Length). Only the first matched Prefix triggers PIN masking. If additional instances of the Password Dial Prefix appear elsewhere within the dial string, they are ignored.
Password Dial Length	Enter the PIN number length. All digits within this length are masked. Any digits beyond this length are not masked. For example, if the Password Prefix is <b>99</b> and the Password Dial Length is <b>3</b> , then <b>9912345</b> will appear as <b>99***45</b> .

## Phone Lock

You can reset the PIN that unlocks the phone when call restriction is enabled.

### To change the Phone Lock PIN:

1. Enter the old PIN.
2. Enter and re-enter a new PIN. The password is case sensitive and can consist of both numbers and letters (to a maximum of 15 characters).
3. 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

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### 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**.

### 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 70.

### Incoming calls do not ring on the deskset when using a cordless handset.

- If you are on a call using the handset, then additional incoming calls will emit a call waiting tone on the handset, but the deskset ringer will be silent.

### 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.



# 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 @ 1.5 A or 5.0 Vdc @ 2.0 A
Ethernet network jacks	GigE RJ-45 ports

# Special Characters

## Entering special characters

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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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Portions of the software associated with this product are open source, and fall within the scope of the GNU General Public License (GPL). Accordingly, those portions of code are available to the public, consistent with the requirements of the GPL, in either source code format or object code format, depending upon the nature of the code at issue. If you would like to exercise your right to receive the available code, please send a written request for the available code along with a cashier's check, payable to VTech Communications, Inc., in the amount of \$15.00 (U.S.\$) to:

VTech Communications, Inc.,  
9590 SW Gemini Drive, Suite 120  
Beaverton OR 97008

ATTN: Information Technology Group—VSP861 GPL code request

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