VTech VSP735

User Guide

Contents

Installation

Desk Setup

NOTE: If you place the display face down when you attach the stand, be sure to place a soft cloth under the display to avoid any damage to the phone.

1. Place the deskset base on the desk, and lift the kickstand out of its holder, flip it back to rest at its maximum angle.

Figure 1-1: Flip out the Kickstand

2. Snap the stand onto the two snap points on the deskset base.
3. Connect the handset cord from the handset to the handset jack on the left side of the phone. Secure the cord to the phone by routing it through the slot and underneath the tab.
4. Lift the deskset base to the desired angle. There are three pairs of grooves designed to hold the phone at different angles for optimum visibility.
5. Snap the kickstand into the desired grooves until it locks in place *(Figure 1-2)*.
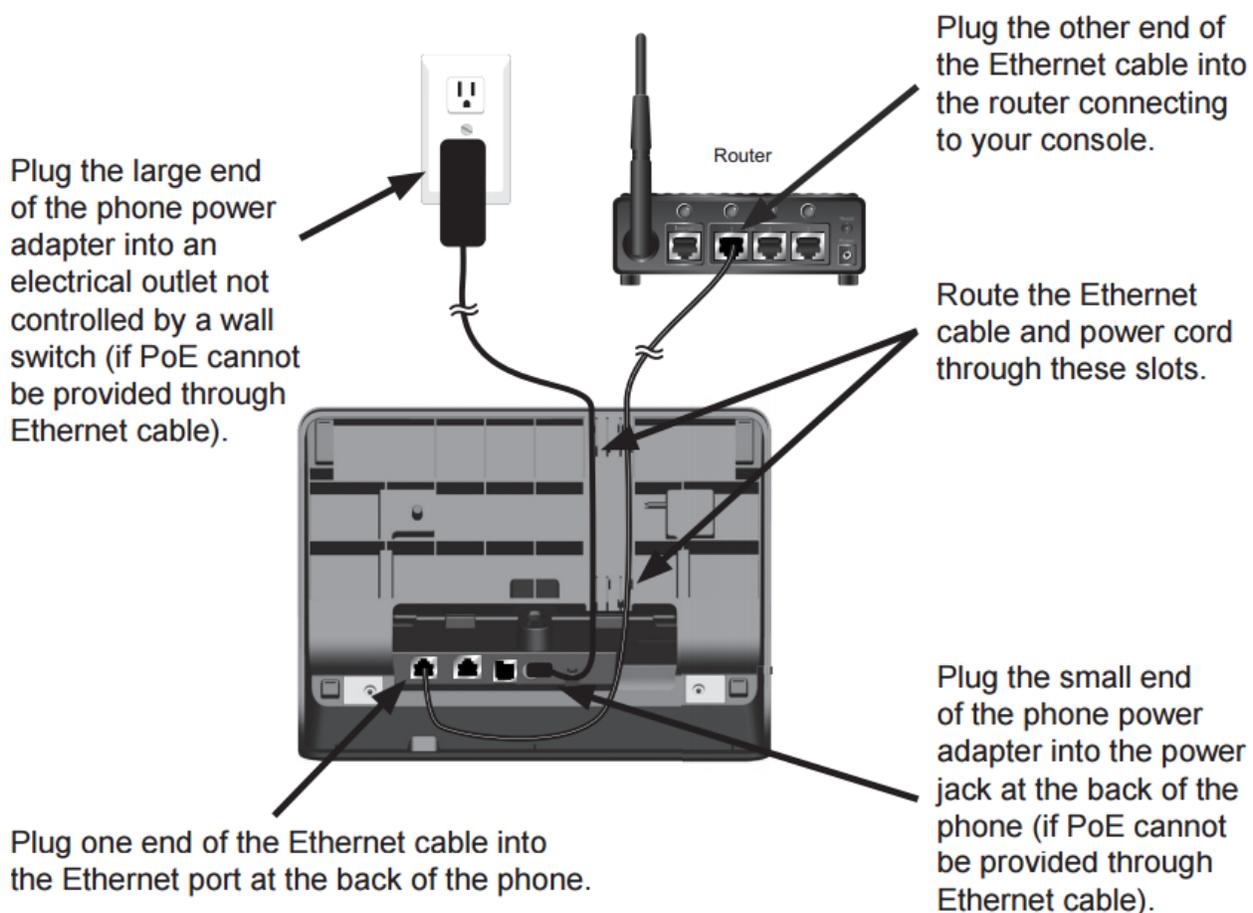

Figure 1-2: Secure the Kickstand

6. Connect the Ethernet cable from your network router or switch to the Network port on the back of the phone.

   NOTE: The Network port is marked by ⧉ on the back of the phone.

7. If the phone is not being connected to a Power over Ethernet (PoE)-capable switch, connect the supplied power adapter from the back of the phone to an electrical outlet.
8. If there is a computer near the phone, but no extra Ethernet wall jacks, connect a computer to the PC port on the back of the phone using a second Ethernet cable.

   NOTE: The PC port is marked by 🖵 on the back of the phone.

When finished, the phone should be connected like the figure below *(Figure 1-3)*.

Plug the other end of the Ethernet cable into the router connecting to your console.

Router

Plug the large end of the phone power adapter into an electrical outlet not controlled by a wall switch (if PoE cannot be provided through Ethernet cable).

Route the Ethernet cable and power cord through these slots.

Plug the small end of the phone power adapter into the power jack at the back of the phone (if PoE cannot be provided through Ethernet cable).

Plug one end of the Ethernet cable into the Ethernet port at the back of the phone.

Figure 1-3: Network Connections

Wall Mounting

NOTE: Make sure that the wall that the phone will be attached to is strong enough to support the phone. If not, it is necessary for the wall to be reinforced. If you place the display face down when you attach the stand, be sure to place a soft cloth under the display to avoid any damage to the phone.

1. Prepare the wall-mount screws. The phone will fit onto wall-mount screws with centers 3 ¼ inches (8.2 cm) or 4 inches (10.2 cm) apart.

   NOTE: Most standard wall plates have screw centers 3 ¼ inches (8.2 cm) apart.

2. Go **off-hook**.
3. Use a screwdriver or coin to rotate the handset tab 180 degrees. The protruding edge of the tab holds the corded handset when the phone is mounted on the wall *(Figure 1-4)*.
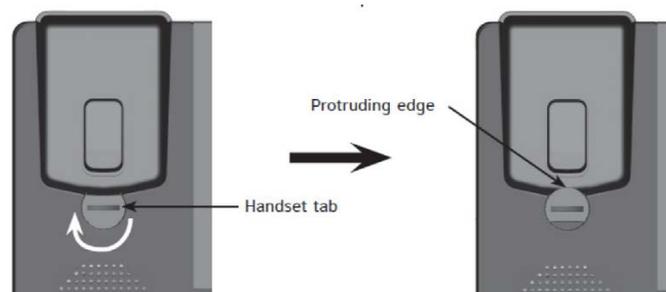
Figure 1-4: Rotate the Handset Tab

4. Connect the network cable(s) and, if required, the power adapter.
5. Place the phone base over the mounting screws, aligning the upper wall mounting hole on the back of the phone with the upper mounting screw, and the lower wall mounting hole on the phone with the lower mounting screw *(Figure 1-5)*.
6. Slide the phone base down over the mounting screws.
7. Bundle the network cable(s) and power adapter cord (if using the power adapter) neatly with twist ties or Velcro straps.
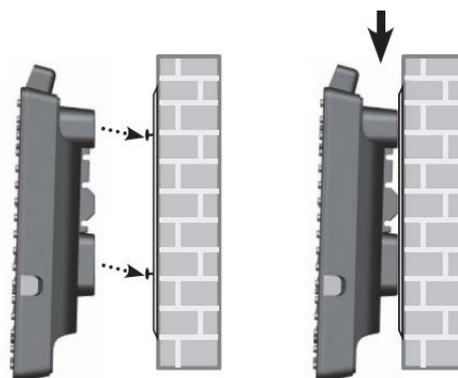
Figure 1-5: Mount the Phone

Location of Controls

Front Panel Features

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

Programmable keys
Can be programmed to perform various functions or access various features.
For example:

• Press to access a line to make a call.

• Press to dial a monitored extension or a quick-dial number.

• Press to turn a feature such as Do Not Disturb on and off.

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

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

Corded headset input
(on side)

MIC

SPEAKER
Press to turn the speakerphone on or off.
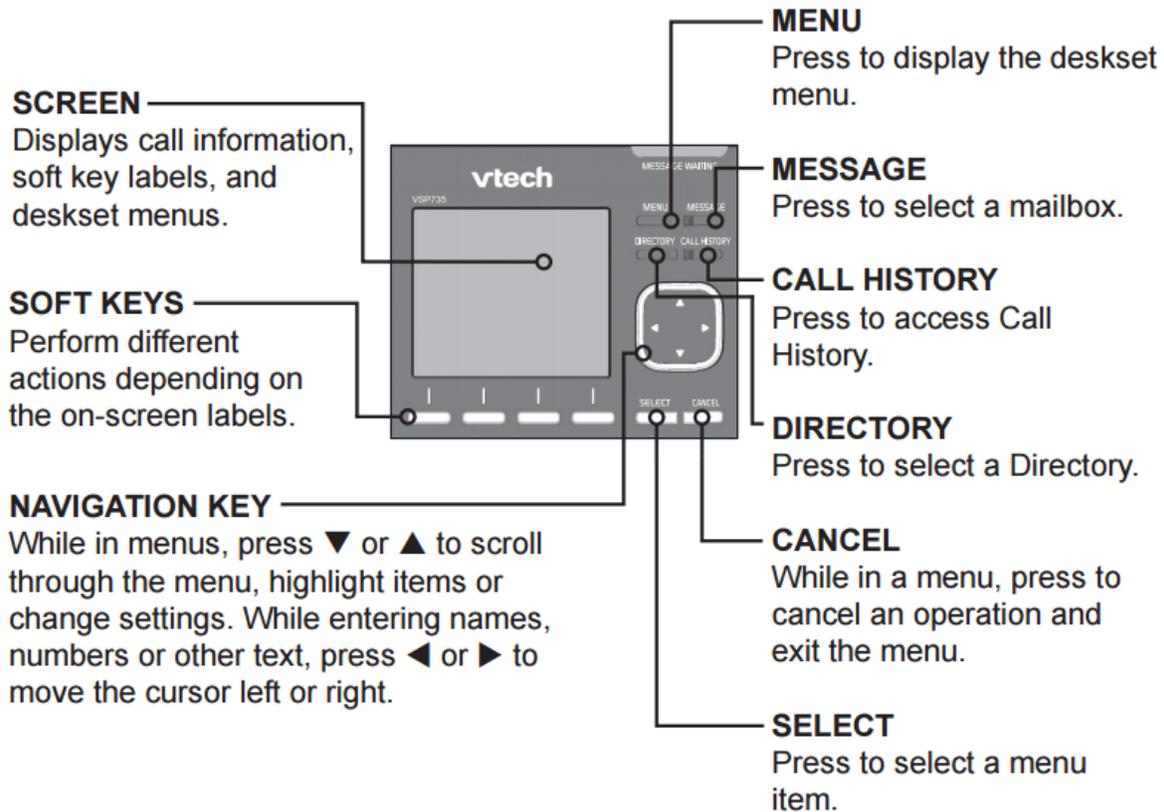
Figure 2-1: Device Map

MENU
Press to display the deskset menu.

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

MESSAGE
Press to select a mailbox.

SOFT KEYS
Perform different actions depending on the on-screen labels.

CALL HISTORY
Press to access Call History.

DIRECTORY
Press to select a Directory.

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

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

SELECT
Press to select a menu item.

Figure 2-2: Navigation Menu

Dial Pad and Audio Keys

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

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

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

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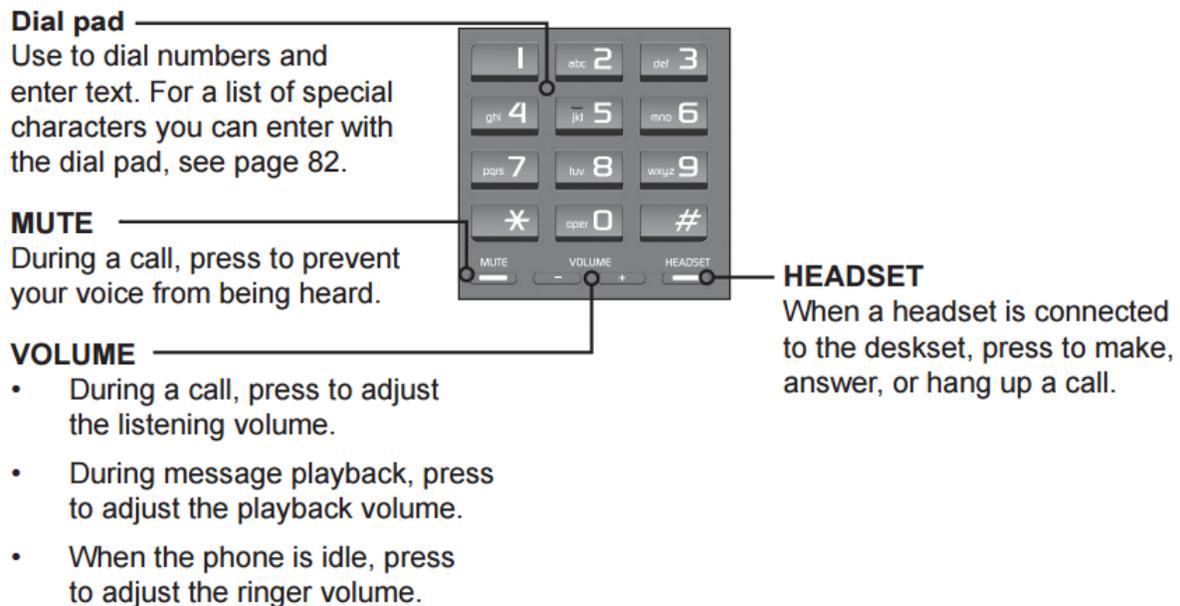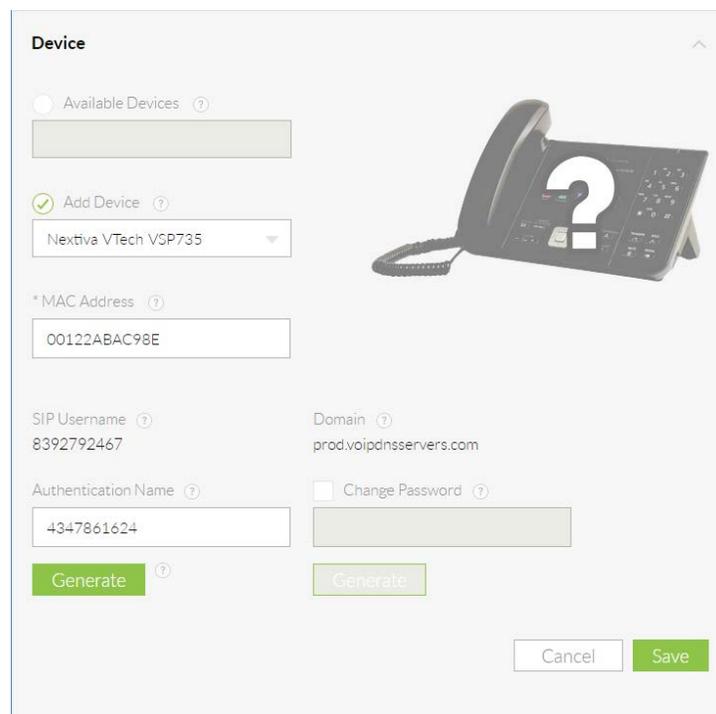- When the phone is idle, press to adjust the ringer volume.

Figure 2-3: Dialpad Map

Provisioning Steps

NextOS 3.0 Portal

Assigning the MAC Address to a User

1. For Administrators, log in to the NextOS 3.0 portal by visiting www.nextiva.com and clicking on the customer Login found at the top right.
2. Log in to the NextOS 3.0 portal with your login credentials.
3. Click **Manage** in the **Users** tile.
4. Hover your cursor over the user you want to assign the phone to, and click the **pencil icon** that appears to the right.
5. Click the **Device** section.
6. Select **Add Device**.
7. Select **Nextiva VTech VSP735** from the **Add Device** drop-down list.
8. Enter the MAC address of the phone in the **MAC Address** text box.
9. Click **Generate** under the **Authentication Name** text box.
10. Select the **Change Password** checkbox, and then click **Generate** under the **Change Password** text box *(Figure 3-1)*.

Figure 3-1: Assign the device to a User

11. Click **Save & Continue**.

Network Configuration

Configuring a Static IP Address

Before you can configure a static IP Address, you must disable DHCP in the Admin settings.

Disabling DHCP:

1. Press the **MENU** button.
2. Scroll down and select **Admin settings**.

   NOTE: To select a menu option, press the **SELECT** button.

3. Press the **123** softkey to switch to letters, and then enter **admin** as the password.
4. Press the **Enter** softkey.
5. Select **Network setting**.
6. Select **DHCP**.
7. Press the right navigation button to change the DHCP status to **Disabled**.
8. Press the **Save** softkey.

After disabling DHCP, the home screen will display "Line(s) unregistered", and programmable key 1 will blink orange until either the phone is configured with a static IP or DHCP is re-enabled.

Configuring a Static IP Address:

1. Press the **MENU** button.
2. Scroll down and select **Admin settings**.
3. Press the **123** softkey to switch to letters, and then enter **admin** as the password.
4. Press the **Enter** softkey.
5. Select **Network setting**.
6. Select **Set static IP**.
7. Using the dial pad, enter the desired static IP Address for the phone.

   NOTE: To enter a period between the octets in the IP Address, press the **Add dot** softkey.

8. Press the **down** navigation key to highlight the **Subnet mask** field, and then enter the subnet mask for the network your phones will be on. If you do not know this information, please contact your network administrator.
9. Press the **down** navigation key to highlight the **Gateway** field, and then enter the default gateway IP Address for the network your phones will be on. If you do not know this information, please contact your network administrator.
10. Press the **Save** softkey.

After the static IP Address has been configured, you need to configure the primary and secondary DNS servers.

Configuring the DNS Servers:

1. Press the **MENU** button.
2. Scroll down and select **Admin settings**.
3. Press the **123** softkey to switch to letters, and then enter **admin** as the password.
4. Press the **Enter** softkey.
5. Select **Network setting**.
6. Select **Others**.
7. Enter the IP Address of the primary DNS server in the **DNS 1** field; **8.8.4.4** is recommended.

   NOTE: To enter a period between the octets in the IP Address, press the **Add dot** softkey.

8. Press the down navigation key to highlight the **DNS 2** field, and then enter the IP Address of the secondary DNS server; **8.8.8.8** is recommended.
9. Press the **Save** softkey.

Enabling DHCP

If the phone displays an incorrect time and date (00:00 and 01/01/14), that may be caused by the phone being configured with an incorrect static IP Address. Below are the steps to enable DHCP on the phone:

1. Press the **MENU** button.
2. Scroll down and select **Admin settings**.
3. Press the **123** softkey to switch to letters, and then enter **admin** as the password.
4. Press the **Enter** softkey.
5. Select **Network setting**.
6. Select **DHCP**.
7. Press the right navigation button to change the DHCP status to **Enabled**.
8. Press the **Save** softkey.
9. Reboot the phone by disconnecting the power supply from the back of the phone, and then reconnecting it.

Checking the Firmware

The steps needed to upgrade the firmware are the same as the steps to provision the phone. There is no separate firmware URL.

Configuring the Provisioning Server

If you purchased the device from a third party, or if you had previously provisioned this device, you need to factory reset it before it will accept the new settings in the configuration file. See the **Factory Reset** section for instructions.

Finding the IP Address

Before you can enter the provisioning URL through the WebUI, you must know the IP Address of the phone.

1. Press the **MENU** button.
2. Scroll down and select **Status**.
3. Select **Network**. The IP Address of the phone displays on the screen.
4. Document the IP Address for future reference.

Entering the Server URL

Once you have the IP Address, you can access the WebUI from any computer on the same subnet as the phone. From there, follow the steps below to provision the phone:

1. Open a web browser on your computer, and navigate to the IP Address of the phone. You are prompted to log in.
2. Log in with **admin** for the username and **admin** for the password. The System Status screen displays.

   TROUBLESHOOTING: If the phone does not accept **admin** as the password, the password prompt appears again. At that point you will need to perform a factory reset (see the **Factory Reset** section for instructions).

3. Click **SERVICING** at the top-left.
4. Click **Provisioning** on the far-left side of the screen *(Figure 3-2)*.
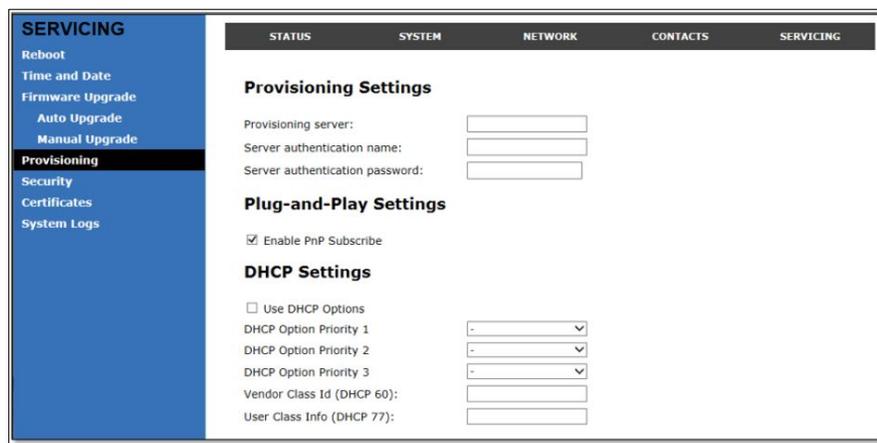

Figure 3-2: VTech Web Interface

5. Remove the contents of the Server URL text box, and then enter http://dm.nextiva.com:80/dms/Nextiva_Service_Provider/VTech_VSP735/.
6. Scroll down, and then click **Save**.

After the server URL has been entered, you need to reboot the phone.

Rebooting the Phone

1. While still logged in to the phone on your web browser and on the **Provisioning** screen, click **Reboot** on the far-left side of the screen.
2. Click the blue **Reboot** button in the middle of the screen. The phone reboots, provisions, and registers to Nextiva's network.

   NOTE: If your network is configured to associate phones to a specific VLAN, you will lose your connection to the phone after the provisioning process is complete.

   TROUBLESHOOTING: If the phone displays "Firmware update failed" during boot up, and "Line(s) unregistered" after the reboot, check that the server URL has been entered correctly. If the server URL is correct, reset the authentication password in the NextOS 3.0 portal to ensure there are no special characters.

Enabling the WebUI

The WebUI is enabled by default.

Additional Setup Options

Correcting the Time

If the VTech VSP735 does not display the correct time, first check that the time zone in the NextOS 3.0 portal is correct for the user the phone is assigned to before proceeding.

VTech VSP735 cannot have its time changed on the local phone. Please call Nextiva Support to ensure your phone's configuration file reflects the proper time zone.

Line Mirroring

By default, all programmable keys except for the first programmable key are not in use. It is not possible to configure line mirroring through the phone's menu. Please call Nextiva Support if you would like to set up line mirroring and have all inbound calls after the first one automatically roll over to the next available line.

Busy Lamp Field (BLF)

Busy Lamp Field (BLF) is a service that allows a user to see/monitor (from their phone) whether another user is on the phone or not. This feature is commonly used by administrative assistants for ease of call transfer, and by call center managers to assist in monitoring their employees. If you would like to set up BLF on your phone, please contact Nextiva Support.

Directories

Remote Directories are not supported on the VTech VSP735.

Speed Dials

Using Feature Access Codes

1. Go **off-hook**.

   NOTE: In this guide **off-hook** is used to describe when a phone is in use, or has a dial tone before a call is made. **On-hook** describes when a phone is idle.

2. Dial ***75** on the dial pad.
3. Press the **Dial** softkey.
4. After the beeps, enter the two-digit number you want to use for the speed dial, and then the phone number, followed by **#**. You hear a message saying "Speed Dial 100 programming succeeded, thank you."

   EXAMPLE: To set up 05 as a speed dial to 4805551234, enter **054805551234#**.

5. Go **on-hook**.

Using Softkeys

If you would like to turn a programmable key into a speed dial for a commonly called number, please contact Nextiva Support.

From the NextOS 3.0 Portal

1. For Administrators, log in to the NextOS 3.0 portal by visiting www.nextiva.com and clicking on the customer Login found at the top right.
2. Log in to the NextOS 3.0 portal with your login credentials.
3. From the main dashboard, click **Manage** in the **Users** tile.
4. Hover your cursor over the user you want to set up speed dials for, and click the **pencil icon** to the right.
5. Scroll down and select the **Routing** section.
6. Click the **pencil icon** to the right of Speed dial.
7. Click the **plus sign** at the bottom-right *(Figure 4-1)*.

Figure 4-1: Add Speed Dial

8. Select the speed dial number from the **Option** drop-down list *(Figure 4-2)*.
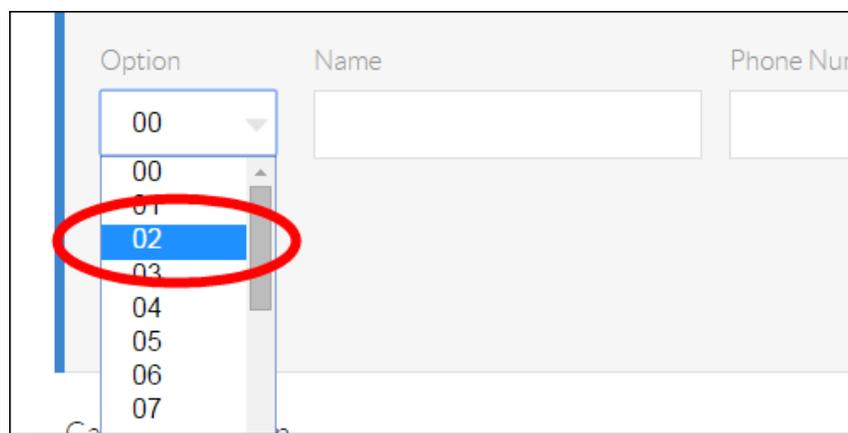

Figure 4-2: Select Speed Dial Number

9. Enter a descriptive name for the speed dial in the **Name** text box, and then enter the phone number or extension in the **Phone Number** text box. Please note that special characters or spaces are not supported for the speed dial descriptive name *(Figure 4-3)*.

Figure 4-3: Configure Speed Dial

10. Click the green **Save** button at the bottom-right of the Speed dial menu. A pop-up message appears stating that the speed dial 100 settings have been saved successfully.

To use speed dials, go **off-hook** with your phone. Enter **#**, followed by the **speed dial number** (ex. #02) to connect to the assigned phone number. If the speed dial number is lower than 10, you must enter the 0 preceding the number to create a two-digit number. If you are using a softphone, dial **#**, followed by the **speed dial number**, and then press the **dial** button.

Automatic Call Distribution (ACD) States

The VTech VSP735 supports phone integration with Nextiva Call Center Pro and Nextiva Call Center Enterprise's ACD states, allowing agents to go available and sign out of a call center from their phone's interface. To set up this feature, please contact Nextiva Support.

Basic Phone Usage

Making a Call

1. Go **off-hook**.
2. Dial the 10-digit phone number of the party you want to call, and then press the **Dial** softkey.
3. When finished speaking, go **on-hook**.

Making a Second Call

Without Line Mirroring

1. While on a call, press **FLASH** to put the current party on hold. You hear a dial tone.
2. Dial the extension or 10-digit phone number of the party you want to call, and then press the **Dial** softkey.

   NOTE: After you are connected, you can switch between the two calls by pressing the **FLASH** button. The **FLASH** key will not function if you are managing three or more calls.

3. When finished speaking, press the **End** softkey. The other call is still on hold.
4. Press the **Resume** softkey to return to the other call.

With Line Mirroring

1. While on a call, press the second programmable key on the right side of the phone. The original call is placed on hold, and you hear a dial tone.
2. Dial the extension or 10-digit phone number of the party you want to call, and then press the **Dial** softkey.

   NOTE: After you are connected, you can switch between the two calls by pressing the first and second programmable keys on the right side of the phone.

3. When finished speaking to the second party, press the **End** softkey. The other call is still on hold.
4. Press the **Resume** softkey to return to the other call.

Accepting a Call

1. While the phone is ringing, go **off-hook**, or press the **SPEAKER** or **HEADSET** button.

   NOTE: You can press the **Answer** softkey at the bottom of the screen to answer the call using the speakerphone.

2. When finished speaking to the caller, go **on-hook**, press the **SPEAKER** or **HEADSET** button, or press the **End** softkey to disconnect the call.

Using a Headset

You can accept calls using the headset by pressing the **HEADSET** button. If you'd like the **Answer** softkey to default to your headset, please contact Nextiva Support.

Accepting a Second Call

Without Line Mirroring

1. When you see the prompt on the screen that you have another incoming call, press the **FLASH** button at the bottom of the phone. The original call is placed on hold, and you are speaking to the second party.

   NOTE: After you are connected, you can switch between the two calls by pressing the **FLASH** button. The **FLASH** button will not function if you are managing three or more calls.

2. When finished speaking, press the **End** softkey. The other call is still on hold.
3. Press the **Resume** softkey to return to the other call.

With Line Mirroring

1. When you see the prompt on the screen that you have another incoming call, press the **Answer** softkey at the bottom of the screen. The original call is placed on hold, and you are speaking to the second party.

   NOTE: After you are connected, you can switch between the two calls by pressing the first and second programmable keys on the right side of the phone.

2. When finished speaking to the second party, press the **End** softkey. The other call is still on hold.
3. Press the **Resume** softkey to return to the other call.

Terminating a Call

While on a call, press the **End** softkey at the bottom of the screen. This will disconnect the call regardless of whether you are using the handset, the speakerphone, or a headset.

Transferring a Call

Warm Transferring

1. While on a call, press the **TRANSFER** button. The party you were speaking to is placed on hold, and you hear a dial tone.
2. Dial the extension or 10-digit phone number of the party you want to transfer the call to, and then press the **Dial** softkey. Wait for the party to answer.

   NOTE: To cancel the transfer, press the **Cancel** softkey, and then press the **Resume** softkey to return to the original party.

3. When the party is ready to accept the transfer, press the **TRANSFER** button. The party on hold is transferred to the second party you dialed, and you are no longer connected to either party.

Blind Transferring

1. While on a call, press the **Transfer** softkey. The party you were speaking to is placed on hold, and you hear a dial tone.

2. Press the **Blind** softkey.
3. Dial the extension or 10-digit phone number of the party you want to transfer the call to, and then press the **Transf** softkey. The party that was on hold is transferred to the second party you dialed, and you are no longer connected to either party.

NOTE: To cancel the transfer, press the **Cancel** softkey, and then press the **Resume** softkey to return to the original party.

Conferencing

1. While on a call, press the **CONFERENCE** button. The party you were speaking to is placed on hold, and you hear a dial tone.
2. Dial the extension or 10-digit phone number of the party you want to conference in, and then press the **Dial** softkey.

NOTE: To cancel the conference call, press the **Cancel** softkey, and then press the **Resume** softkey to return to the original party.

3. When ready to bring the original party back in, press the **CONFERENCE** button again. The party that was on hold is conferenced in, and you are speaking to both parties.

NOTE: To split a conference call into separate calls, press the **Split** softkey. After you do so, both parties are placed on hold. Press the **Resume** softkey to resume the call with the party displaying on the screen, or press the up navigation key to switch to the other party, and then press the **Resume** softkey to resume that call.

4. Alternatively, press the **Bridge** softkey to leave the conference call but keep both parties connected to each other.

Checking Voicemail

When a new voicemail is received, the MESSAGE WAITING indicator light on the upper-right of the phone turns orange, and the screen displays "New Message(s)". You can use the **MESSAGE** button to check your voicemail.

Checking Your Messages Using the Programmable Keys

If desired, you can also access your voicemail by dialing *62, *86, or by dialing extension 9999.

1. Press the programmable key corresponding to the messages feature.
2. Press the **SELECT** button to check the messages for **LINE 1**, or scroll to select a different line, and then press the **SELECT** button. The phone dials out to the corresponding voice mailbox.

NOTE: By default, the call is made using the speakerphone. To switch to using the handset, go off-hook.

3. Enter your password when prompted. The default password is **0000#**.

4. If this is your first time checking your voicemail, follow the prompts to change your password and record your name.
5. Press **1** to access your voice mailbox.
6. Press **1** to listen to your messages.
7. When finished listening to your messages, press the **End** softkey to terminate the call, or proceed to the instructions below to set up a custom No Answer greeting.

Recording a Custom No Answer Greeting

To set up a custom No Answer greeting, which is the default greeting that plays if you do not answer your phone after 3 rings, follow the instructions below:

1. Press the programmable key corresponding to the messages feature.
2. Press the **SELECT** button to check the messages for **LINE 1**, or scroll to select a different line, and then press the **SELECT** button. The phone dials out to the corresponding voice mailbox.

   NOTE: By default, the call is made using the speakerphone. To switch to using the handset, go off-hook.

3. Enter your password when prompted.
4. Press **1** to access your voice mailbox.
5. Press **3** to record a No Answer greeting.
6. Press **1** to record a new No Answer greeting, and press **#** when you are done speaking.

When finished recording your custom No Answer greeting, press the **End** softkey to disconnect the call.

Do Not Disturb

You can enable and disable DND by using the DND button towards the bottom-right of the phone.

Using Feature Access Codes

1. Go off-hook, or press the **SPEAKER** or **HEADSET** button.
2. Dial ***78**, and then press the **Dial** softkey. You hear a message saying "Your Do Not Disturb service has been activated successfully," and then the call is disconnected. A busy symbol appears in the upper-right corner of the screen.
3. While DND is on and you see the busy symbol in the upper-right corner of the screen, dial ***79.** You will hear a message saying "Your Do Not Disturb service has been deactivated successfully," and then the call is disconnected.

Changing ACD States

In order for a call center agent to change their ACD state from the VTech VSP735, ACD functionality needs to be enabled on the phone by Nextiva Support.

Signing In

Changing your ACD state to Sign In does not result in calls from the queue being routed to your phone. To achieve this, you must change your ACD state to Available.

1. Press the programmable key corresponding to the ACD feature (see the **Automatic Call Distribution (ACD)** section for instructions). The **ACD State** menu appears on the screen.
2. Scroll up until **Sign In** is highlighted.
3. Press **SELECT** to sign in. The programmable key corresponding to the ACD feature turns solid orange.

Going Unavailable

Changing your ACD state to Unavailable (going unavailable) is typically done when you're away from your desk. This can be done after the last active call has ended or while on a call.

1. Press the programmable key corresponding to the ACD feature (see the **Automatic Call Distribution (ACD)** section for instructions). The **ACD State** menu appears on the screen.
2. Scroll down until **Unavailable** is highlighted.
3. Press **SELECT**.
4. Enter a two-digit reason code for going unavailable, and then press the **Done** softkey. The programmable key corresponding to the ACD feature flashes green.

   NOTE: If you have not been provided any two-digit reason codes by the administrator for your Nextiva account, leave this field blank.

Going Available

When returning to your desk, you need to change your ACD state to Available (go available) again.

1. Press the programmable key corresponding to the ACD feature (see the **Automatic Call Distribution (ACD)** section for instructions). The **ACD State** menu appears on the screen.
2. Scroll up until **Available** is highlighted.
3. Press **SELECT**. The programmable key corresponding to the ACD feature turns solid green, and any calls in queue could potentially route to your phone.

Accepting a Call

The steps to answer a call are the same for answering calls that do not come in through a queue.

Disposition Codes

This phone does not support the use of disposition codes.

Wrap-Up

Wrap-Up refers to the time after a call ends, but before another call is routed to your phone. This is an optional state that can be enabled or not enabled for your call center. If the administrator for your Nextiva account has enabled Wrap-Up on the call center, immediately after the last active call ends on your phone, your Agent State will be changed to Wrap-Up.

The programmable key corresponding to the ACD feature flashes green while you are in the Wrap-Up state.

Signing Out

1. Press the programmable key corresponding to the ACD feature (see the **Automatic Call Distribution (ACD)** section for instructions). The **ACD State** menu appears on the screen.
2. Scroll down until **Sign Out** is highlighted.
3. Press **SELECT**. The programmable key corresponding to the ACD feature flashes orange.

Factory Reset

Through the Phone's Menu

1. Press the **MENU** button.
2. Scroll down and select **Admin settings**.

   NOTE: To select a menu option, press the **SELECT** button.

3. Press the **123** softkey to switch to letters, and then enter **admin** as the password.
4. Press the **Enter** softkey.
5. Select **Reset to default**.
6. Press the **Yes** softkey to confirm you want to factory reset the phone.

Through the WebUI

Finding the IP Address

Before you can factory reset the phone through the WebUI, you must know the IP Address of the phone.

1. Press the **MENU** button.
2. Scroll down and select **Status**.

   NOTE: To select a menu option, press the **SELECT** button.

3. Select **Network**. The IP Address of the phone displays on the screen.
4. Document the IP Address.

Performing the Factory Reset

Once you have the IP Address, you can access the WebUI from any computer on the same network as the phone. From there, you can perform the factory reset.

1. Navigate to the phone's IP Address using your web browser.
2. Log in with **admin** for the username and **admin** for the password. The System Status screen displays.
3. Click **SERVICING** at the top-left.
4. Click **Provisioning** on the far-left side of the screen.
5. Scroll down, and then click **Reset** at the bottom of the screen.
6. Click **OK** when the pop-up message appears asking if you want to reset the phone to default.
7. Click **Save**.