



VTech VSP600
User Guide

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Installation

Power/LAN Setup

Follow the instructions below to install your VTech VSP600 cordless phone base station and charging station (Figure 1-1):

Base:

1. Plug the power cord into a wall outlet, power strip, etc.
2. Plug the other end into the DC 5V port on the back of the base station.
3. Plug an Ethernet cable into a wall outlet, router, switch, etc.
4. Plug the remaining end of the Ethernet cable into the LAN port on the back of the base station.

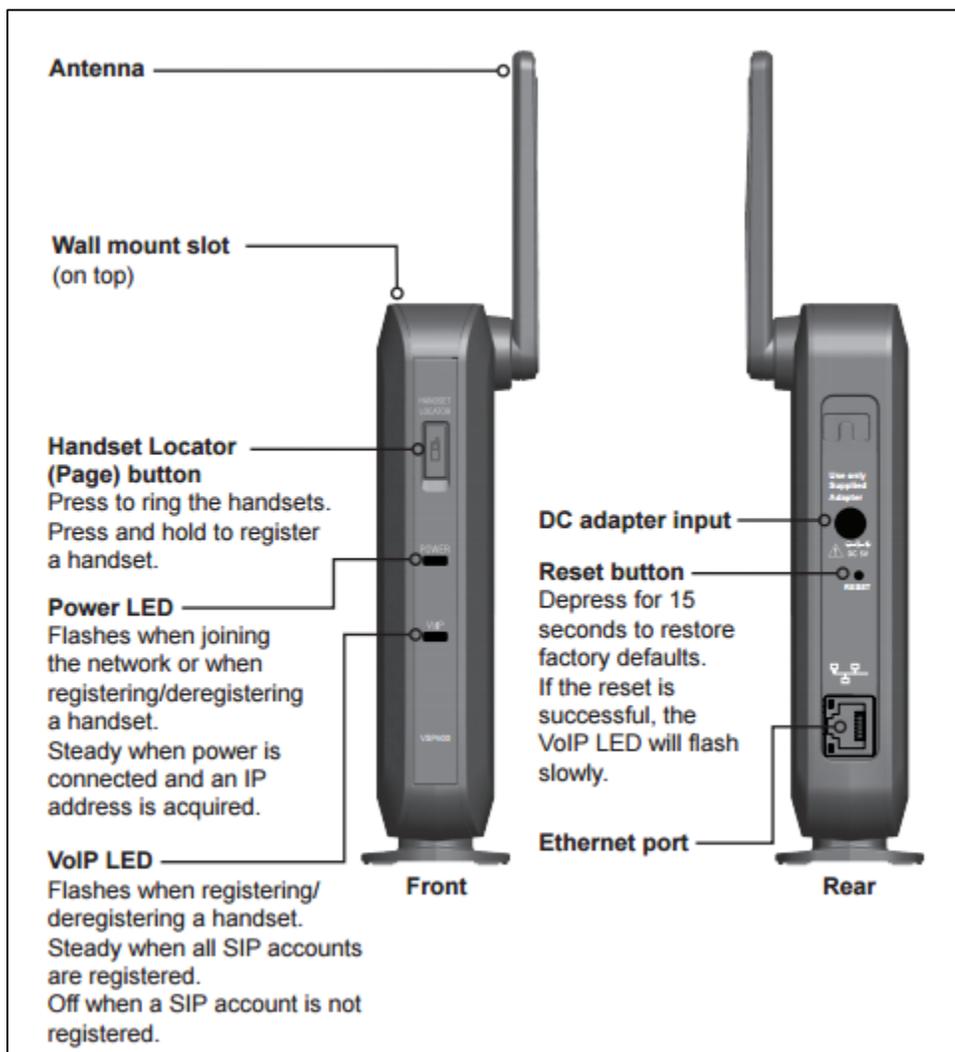


Figure 1-1: Device Map

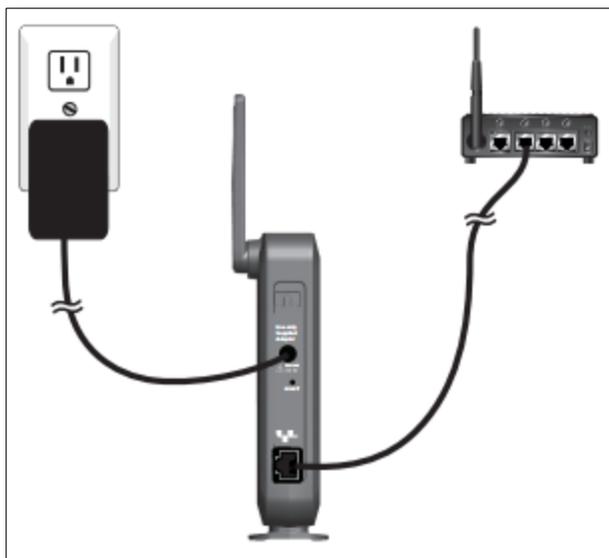


Figure 1-1b: Installation Guide

Charger:

1. Plug the power cord into a wall outlet, power strip, etc.
2. Plug the other end into the DC 6V port on the bottom of the charging station (*Figure 1-2*).



Figure 1-2: Handset Charger

To Mount Phone on a Wall

Base Station

1. Install two mounting screws on the wall. Choose screws with heads larger than 5 mm (3/16 inch) in diameter (1 cm / 7/16 inch diameter maximum). The screw centers should be 5 cm (1 15/16 inches) apart vertically or horizontally.
2. Tighten screws until only 3 mm (1/8 inch) of the screws are exposed.
3. Attach the mounting plate to the top of the base station. Insert the tab into the slot, and then push the plate in at the bottom of the base station until the mounting plate clicks into place (Figure 1-3).
4. Check to make sure the plate is secure at the top and bottom. It should be flush with the base station body.
5. Place the base station over the mounting screws.

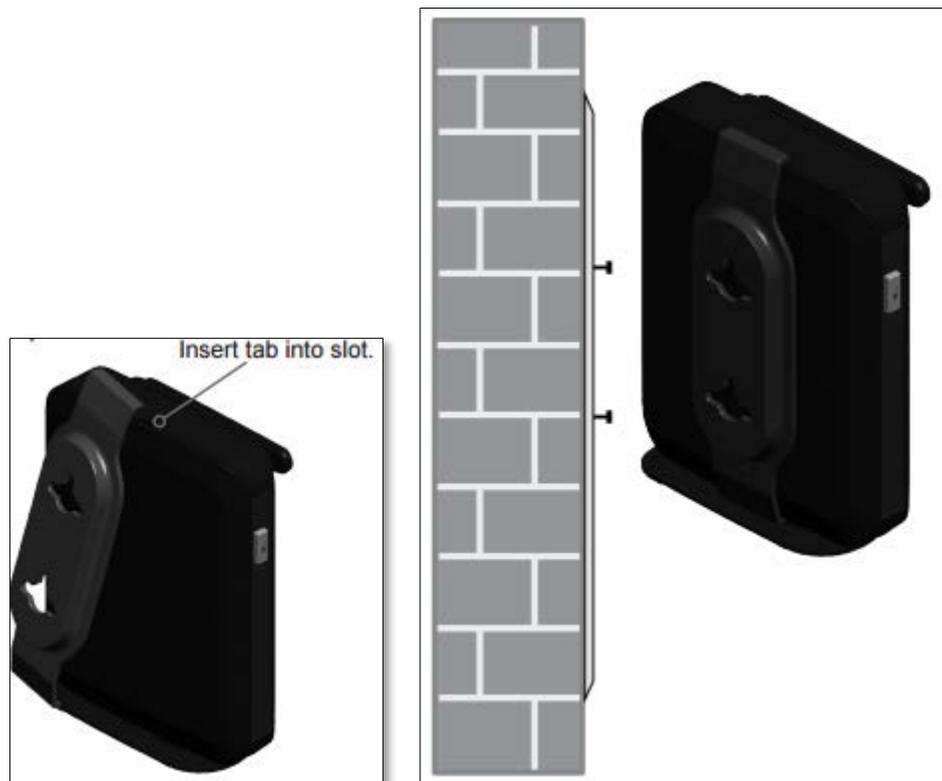


Figure 1-3: Attach Wall Mount

Charging Mount

1. Install two mounting screws on the wall. Choose screws with heads larger than 5 mm (3/16 inch) in diameter (1 cm / 7/16 inch diameter maximum). The screw centers should be 30 mm (1 3/16 inches) apart vertically or horizontally.
2. Tighten screws until only 3 mm (1/8 inch) of the screws are exposed.

3. Attach the mounting plate to the top of the base station. Insert the tab into the slot, and then push the plate in at the bottom of the base station until the mounting plate clicks into place (Figure 1-4).

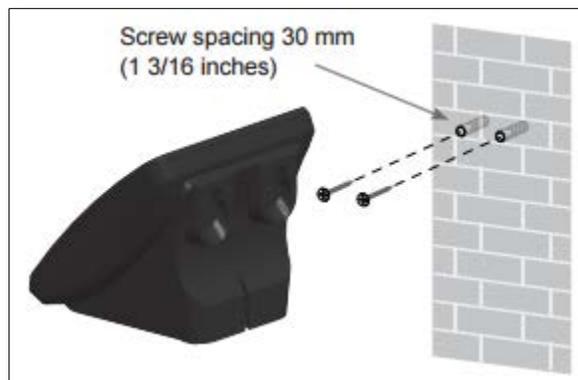


Figure 1-4: Mount the Handset Charger

Location of Controls

Handset

The image below shows the standard buttons on the VTech VSP600 handset (*Figure 2-1*):

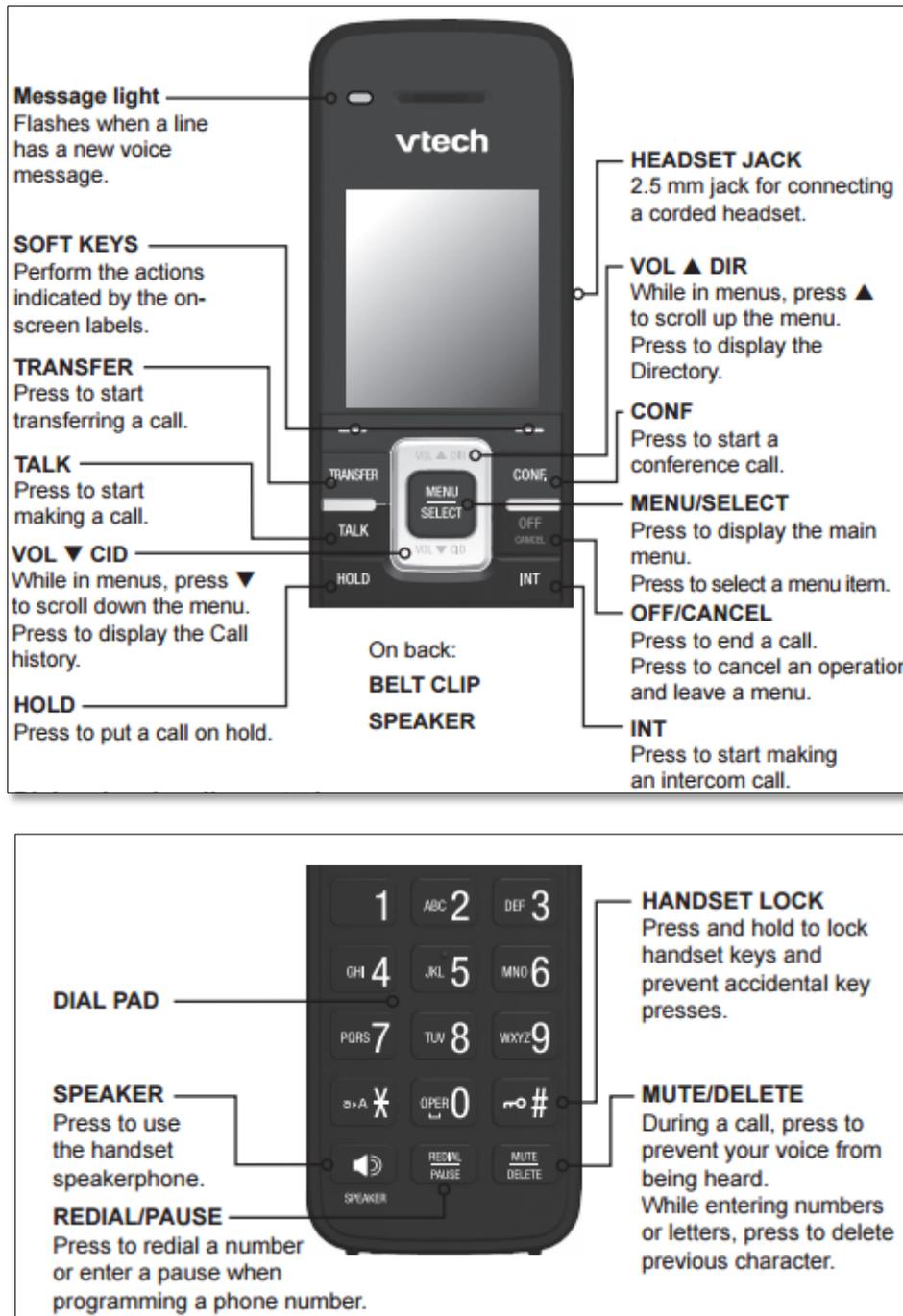


Figure 2-1: Button Map

Provisioning Steps

NextOS 3.0 Portal

Assigning the MAC Address to a User

1. For Administrators, log in to the NextOS 3.0 Admin 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 Admin portal with your login credentials.
3. Hover your cursor over the user you want to assign the phone to, and click the **pencil icon** that appears to the right.
4. Click the **Device** section.
5. Select **Own Device**.
6. Select **Nextiva VTech VSP600** from the **Own Device** drop-down list.
7. Enter the MAC address of the phone in the **MAC Address** text box.
8. Click **Generate** under the **Authentication Name** text box.
9. Select the **Change Password** checkbox, and then click **Generate** under the **Change Password** text box (*Figure 3-1*).

Device

Available Devices ?

Add Device ?

Nextiva VTech VSP600

* MAC Address ?

00122A48558A

SIP Username: 8743734967

Domain: prod.voipdnsservers.com

Authentication Name: vsp715

Change Password

Generate

Generate

Cancel Save

Figure 3-1: Assign the Device to a User

10. Click **Save & Continue**.

Registering the Handset to the Base

1. Make sure the handset has a charged battery before proceeding. Also, make sure the base station is connected to power.
2. Press **MENU** on the handset. The Main Menu appears.
3. Press the **down arrow** to scroll to **User settings**, and press **SELECT**.
4. Press the **down arrow** to scroll to **Registration**, and press **SELECT**.
5. With Handset highlighted, press **SELECT**. The handset screen displays instructions. Press **NEXT** to continue reading the instructions.
6. On the base station, press the **HANDSET LOCATOR** button for at least four seconds, and then release the button. Both LEDs on the base station begin to flash.
7. Press the **#** key on the handset to begin registration. The process takes up to 10 seconds to complete.
8. When the first handset registers, it beeps and the screen displays **HANDSET 1**.

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

De-Registering the Handset to the Base

1. Press **MENU** on the handset. The Main Menu appears.
2. Press the **down arrow** to scroll to **User settings**, and press **SELECT**.
3. Press the **down arrow** to scroll to **Registration**, and press **SELECT**.
4. Press the **down arrow** to highlight **Deregistration** and press **SELECT**. The handset screen displays a list of registered handsets.
5. Highlight the name of the handset you want to deregister, and then press **SELECT**.
6. On the base station, press the **HANDSET LOCATOR** button for at least four seconds, and then release the button. Both LEDs on the base station begin to flash.
7. On the handset, enter the System PIN (1597 by default), and then press **SELECT** to begin deregistration. The deregistration process takes up to 10 seconds to complete. When the handset deregisters, it beeps and the screen displays Unregistered.

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

Locating the Handset

You can find handsets by paging them from the base. Press the **handset locator** button on the base station to ring all handsets (*Figure 3-2*).

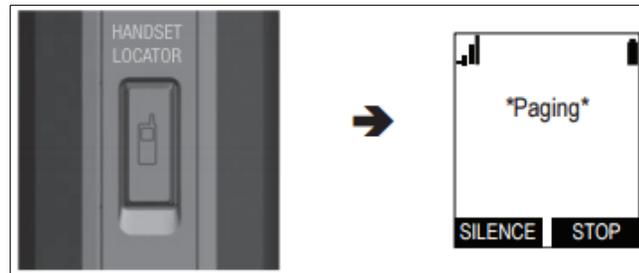


Figure 3-2: Paging Handsets

- All handsets within range of the base will ring for one minute, even if the volume is off.
- To end the locator page, press **STOP** or place the handset in its charger.
- To silence the locator page on one handset only, press **SILENCE**.

Screen Icons

The following screen icons indicate your phone's current status (*Figure 3-3*):

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

Figure 3-3: Device Icons

Static IP

Static IPs must be configured through the WebUI:

1. Open the phone's menu.
2. Scroll down and select **Status**.
3. Select **Network**.
4. Document the IP Address the phone is currently on.
5. Navigate to the phone's IP Address using your web browser.
6. Log in using the following credentials:
 - a. Username: **Admin**
 - b. Password: **Admin**
7. Click on the **Network** header at the top of the page.
8. Select the **Static IP** radio button.
9. Input the static IP information.

Enable DHCP

DHCP must be enabled through the WebUI:

1. Open the phone's menu.
2. Scroll down and select **Status**.
3. Select **Network**.
4. Document the IP Address the phone is currently on.
5. Navigate to the phone's IP Address using your web browser.
6. Log in using the following credentials:
 - a. Username: **Admin**
 - b. Password: **Admin**
7. Click on the **Network** header at the top of the page.
8. Select the **DHCP** radio button.

Checking the Firmware

The phone should be on firmware 1.1.1.1, and should automatically download the proper firmware after it is provisioned, if it is not already correct.

Configuring the Provisioning Server

If you purchased this phone 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 **Factory Reset**.

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**.

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.

Entering the Server URL

Once you have the IP Address of the phone, you can access the web configuration utility from any computer on the same network as the phone. From there, you can 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.
3. Click **SERVICING** at the top-left.
4. Click **Provisioning** on the far-left side of the screen.
5. Remove the contents of the Server URL text box, and then enter http://dm.nextiva.com/dms/Nextiva_Service_Provider/VTech_VSP600
6. Scroll down, and then click **Save**.

Rebooting the Phone

1. While still logged in to the WebUI 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 the reboot, and "Line(s) unregistered" after the reboot, check the server URL to make sure it is correct. If the server URL is correct, reset the authentication password in the NextOS 3.0 portal to ensure there are no special characters.

Additional Setup Options

Correcting the Time

If the VTech VSP600 does not display the correct time, first check the time zone assigned to the user in the NextOS 3.0 portal. If the time zone is correct, you may need to manually set the time in a specific handset.

1. Press the **Menu** softkey (right softkey).
2. Scroll down and select **User settings**.
3. Select **Set Date/Time**.
4. Scroll down to **Set Time**:
5. Use the keypad to type out the time for your time zone, and then press the **Set** softkey.

NOTE: If you are using 12-hour time notation, ensure you set **AM** or **PM** as appropriate.

Line Mirroring

Line mirroring is configured automatically on the device.

Busy Lamp Field (BLF)

Busy Lamp Field (BLF) is not supported on the VTech VSP600.

Directories

Remote directories are not supported on the VTech VSP600.

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 stating "Speed Dial 100 programming succeeded, thank you."

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

5. Go on-hook.

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*).

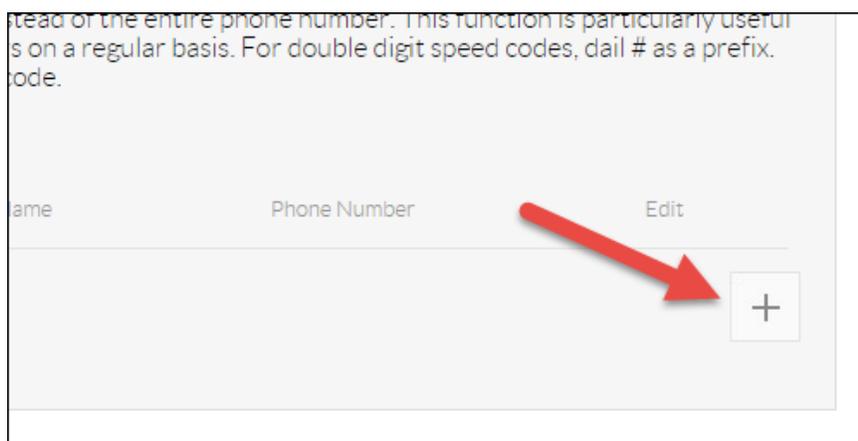


Figure 4-1: Add Speed Dial

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

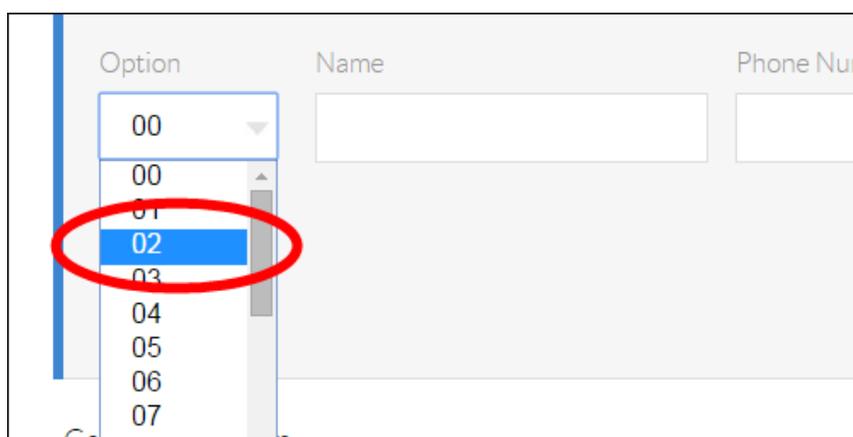


Figure 4-2: Speed Dial Number

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*).

For single digit codes, just dial the code.

Option	Name	Phone Number	Edit
02	JohnCell	4805551234	

Cancel Save

Call identification

Figure 4-3: Description and Phone Number

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.

For instructions on how to use Speed Dial, see the section titled “Using Speed Dials” in Basic Phone Usage.

Automatic Call Distribution (ACD) States

ACD States are not supported on the VTech VSP600.

Usage

Making a Call

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

To make an external outbound call:

1. Use the dial pad to enter the desired number.
 1. Press **BACKSP** if you enter an incorrect digit.
2. If you wish to choose an outgoing line for the call:
 - a. Press **LINE**.
 - b. Press **Down** or **Up** to select the dialing line.
 - c. Press **SELECT**.
3. Dial the number by pressing **TALK** or **SPEAKER**. When the call is answered, the active call screen appears.
4. To hang up the call, press **OFF** or **END**.

Note: You can also dial a number by pressing **TALK** or **SPEAKER** to go off-hook before entering a phone number. The call will dial automatically when a valid number is entered.

Making a Second Call

1. When a call is on hold, press the **MENU** key.
2. With New call highlighted, press **ENTER** (*Figure 5-1*).



Figure 5-1: New Call

3. Enter the number you wish to call.
4. To return to the first call hit the **Next** softkey.

NOTE: The **Next** softkey will always connect to the inactive call and place the active call on hold.

5. Press **End** to end your active call, and then press **Resume** to resume the call that is currently on hold, or press **End** to end that call while it is on hold.

Accepting a Call

1. While a handset is ringing, press the **TALK** button, the **Answer** softkey, or the **SPEAKER** button.

NOTE: The VTech VSP600 can only handle 4 concurrent calls, regardless of the number of users or handsets registered to the base station.

Accepting a Second Call

1. When you hear the call waiting tone through the handset, press the **Answer** softkey (left softkey) on the handset. The first call is placed on hold.
2. To return to the first call, hit the **Next** softkey.

NOTE: The **Next** softkey will always connect to the inactive call, and place the active call on hold.

3. Press **End** to end your active call, and then press **Resume** to resume the call that is currently on hold, or press **End** to end that call while it is on hold.

A single handset for the VTech VSP600 can only support up to two calls at a time.

Putting a Call on Hold

You can put a call on hold by pressing **HOLD**. The handset also puts calls on hold automatically when you answer another call, transfer a call, or create a conference (*Figure 5-2*).

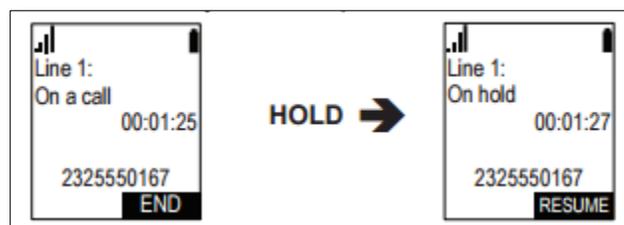


Figure 5-2: Hold

From the On Hold screen, you can press **RESUME** to take the call off hold. You can press **END** to end the call.

Transferring a Call

Warm Transferring

1. During a call, press **TRANSFER**. The call is automatically put on hold and the transfer setup screen appears.
2. If you wish to transfer to an outside number, select **A new party**. Or if you wish to transfer to another handset in your system, select **A handset party**.

3. Press **SELECT**.
4. Dial the number that you want to transfer the call to, or select the handset to transfer to.
5. When the second caller answers, you can talk to the caller to notify them of the transfer, and then press **TRANS** to transfer the call.

Blind Transferring

1. During a call, press **TRANSFER**. The call is automatically put on hold and the transfer setup screen appears.
2. Select **A new party**, and then press **SELECT**.
3. Press **BLIND**.
4. Dial the number to which you want to transfer the call.
5. The phone will automatically dial once it recognizes a valid number.
6. When the receiver answers, the call will immediately transfer to them.

Conference Calls

1. During a call, press **CONF**. The call is automatically put on hold and the conference setup screen appears.
2. If you wish to conference with an outside number, select **A new party**. Or if you wish to conference with another handset in your system, select **A handset party**.
3. Press **Select**.
4. Dial the number for the other party you want to join your conference.
5. When the second call is established, press **Conf**.
6. Press **END** to terminate both calls and the conference.

Voicemail

When you have new messages, the phone displays a new message notification on the idle screen.

Checking Voicemail

Method One:

1. Dial **9999** from the phone.
2. Press **Talk**.
3. Enter your passcode, followed by **#**.
4. Press **1**.

Method Two:

1. Dial ***62** from the phone.
2. Press **Talk**.
3. Input your passcode, followed by **#**.
4. Press **1**.

Method Three:

1. Press **Menu**.
2. Select the line you want to check the messages for.
3. Press **Select**.
4. Enter the passcode.
5. Press **1**.

Other Features

DND

1. Press **Menu**.
2. Select **Features**.
3. Select **DND**.
4. Press **SELECT** to toggle On/Off.

Call Forward

1. Press **Menu**.
2. Select **Features**.
3. Select **Call forward**.
4. Choose either:
 - a. Always
 - b. Busy
 - c. No Answer
5. Press **SELECT** to toggle On/Off.
6. Scroll down to Phone Number and enter the number you want it to forward to.
7. Press **Set**.

Call Waiting

1. Press **Menu**.
2. Select **Features**.
3. Select **Call Waiting**.
4. Press arrow keys to toggle show alert/hide alert.
1. Press **Set**.

Dial as Anonymous

1. Press **Menu**.
2. Select **Features**.
3. Select **Dial Anonymous**.
4. Press **SELECT** to toggle On/Off.
5. Press **Set**.

Missed Call Alert

1. Press **Menu**.
2. Select **Features**.
3. Select **Miss Call Alert**.
4. Press **SELECT** to toggle On/Off.
5. Press **Set**.

Factory Reset

WebUI

1. Open the phone's menu.
2. Scroll down and select **Status**.
3. Select **Network**.
4. Document the IP Address the phone is currently on.
5. Navigate to the phone's IP Address using your web browser.
6. Log in using the following credentials:
 - a. Username: **Admin**
 - b. Password: **Admin**
7. Select the **Servicing** tab.
8. Scroll to the bottom.
9. Select **Reset** under the **Reset Configuration** area.

On the Base Station

Using a paperclip or similarly small instrument, hold the **RESET** button on the rear of the base station for 15 seconds. If the reset is successful, the **VoIP** LED will flash slowly.