



ErisTerminal® SIP Deskset
VSP725
User Guide



Congratulations

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

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

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 indicated in this manual.

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
VSP725
User Guide

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Introduction

This user's manual contains detailed instructions for using your VSP725 deskset. Please read this user's manual before using your telephone.

Deskset features

The VTech VSP725 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 VSP725 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 VSP725 deskset supports paging and call transfers between system extensions and can connect you and two other parties on the same conference call.

The telephone also has 12 dual-function programmable keys. You or your system administrator can program these keys for functions such as quick dial, redial, Do Not Disturb, call forwarding, message retrieval, and call parking.

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

The VSP725 IP Phone Features include:

- Backlit Liquid Crystal Display
- Speakerphone, Hold and Mute
- Up to 3 lines
- Up to 6 active calls
- 3-way conferencing
- 12 dual-function programmable keys
- Message Waiting alert LED
- Dual 10/100 Mbps Ethernet ports
- Power over Ethernet enabled
- DECT cordless headset and corded headset support
- 200-entry local directory

Quick Reference Guide

Front panel features

MESSAGE WAITING indicator

Illuminates when you have a new voice message.

Programmable keys

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

For example:

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

Key label card

To write on the key label card, pull out the card from under the plastic cover.

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

SCREEN

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

CANCEL

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

MENU

Press to display the deskset menu.

SOFT KEYS

Perform different actions depending on the on-screen labels.

SELECT

Press to select a menu item.

HOLD

Press to put a call on hold.

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.



Quick Reference Guide

Dial pad and audio keys

Dial pad

Use to dial numbers and enter text. For a list of special characters you can enter with the dial pad, see page 72.

MUTE

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

VOLUME

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



HEADSET

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

Programmable keys

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

Key Number	Setting
1	Line 1*
2	Line 1
3	Line 1
4	Directory
5	Call History
6	Redial
7	Messages
8	Do Not Disturb
9	Call Forward All
10	None
11	None
12	None
13–24	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 line configuration.

Quick Reference Guide

Other possible programmable key settings

- Quick Dial
- BLF—Busy lamp field keys let you monitor activity at other phones. The key LED indicates call status. See “Programmable feature key lights” on page 19.
- ACD—If you are subscribed to this feature, pressing the Automatic Call Distribution (ACD) key displays the ACD state menu.
- Call Forward Busy
- Call Forward No Answer
- Page—If this feature is enabled, press the Page key to call one or a group of phones. Your system administrator can configure a page to be automatically answered.
- Multicast Page —this feature allows you to call up to ten paging zones.
- Park Call—Dials the access code to park your current call.
- Retrieve Parked Call—Dials the access code to retrieve a parked call.
- In Call DTMF—Dials a string of numbers while you are on a call. For example, pressing the key might dial a conference access code.
- Call Return—Dials the number of the last missed call.
- Group Call Pickup—Dials the Group Call Pickup code, allowing you to answer a call ringing at another extension.
- Direct Call Pickup—Dials the Direct Call Pickup code, allowing you to answer a call ringing at a specific extension. After pressing the button, you may need to enter the extension number manually.

Deskset Installation

Overview

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 2). 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

A switched network topology is recommended for your LAN (using standard 10/100 Ethernet switches that carry traffic at a nominal rate of 100 Mbit/s).

The office LAN infrastructure should use Cat.-5/Cat.-5e cable.

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

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

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

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

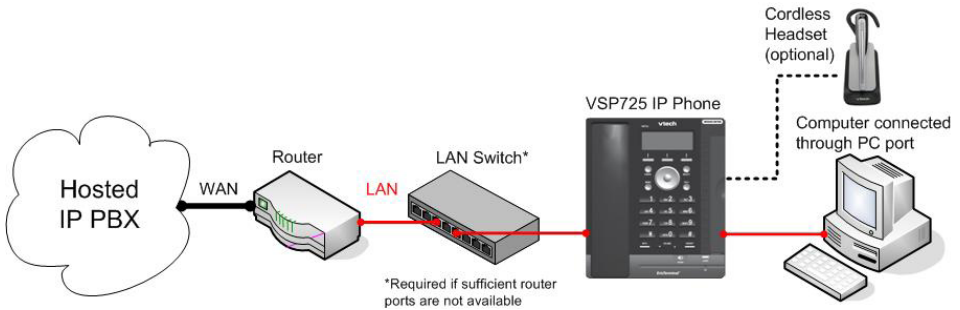
A DNS server is recommended to resolve the path to the Internet and to a server for firmware and configuration updates. If necessary, the system administrator can also download upgrade files and use the WebUI to update the deskset firmware and/or configuration settings manually.

For users whose computers require a GigE Ethernet frame rate (a gigabit per second), use separate Ethernet connections for the deskset and the computer. The Ethernet connection through a deskset is limited to 100 Mbits/s.

Location

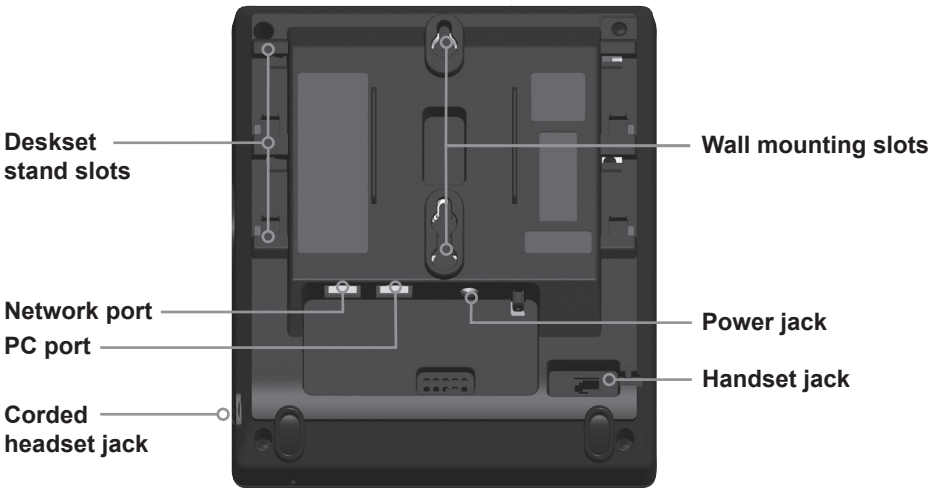
Avoid placing the deskset too close to:

- 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

Rear panel features



Connecting the phone

IMPORTANT INFORMATION

1. Use only a compatible VTech power adapter.
To order a replacement power adapter, visit our website at **businessphones.vtech.com**, or call **1 (888) 370-2006**.
2. The power adapter is intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling, under-the-table or cabinet outlet.

To install the phone:

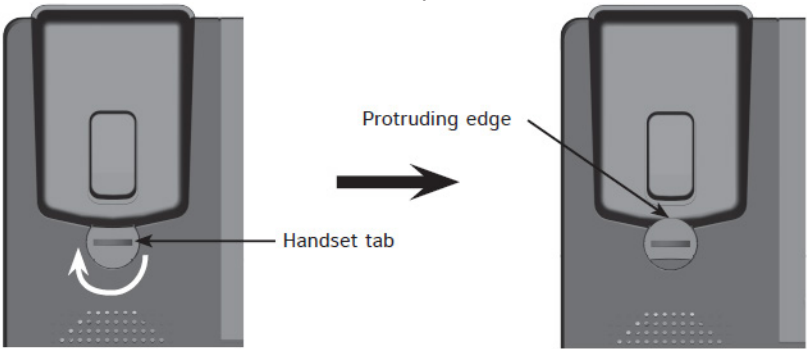
1. If you plan to place the phone on a flat surface, attach the stand. Line up the tabs on the stand with the slots on the rear of the phone. Two sets of slots allow you to attach the stand at either a 45-degree or 35-degree angle.
2. Plug the end of the coiled handset cord into the Handset jack on the rear of the phone. Secure the cord by routing it through the slot and underneath the tab.



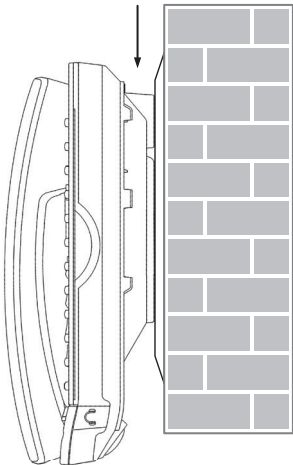
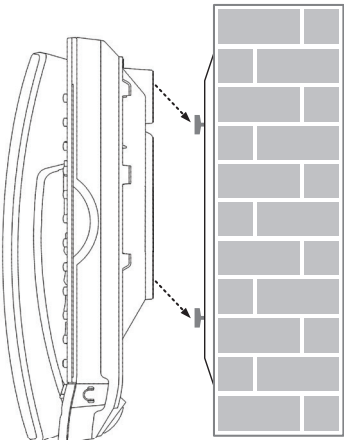
Deskset Installation

To mount the phone on the wall:

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. Put the corded handset aside. 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.



3. Connect the network cable(s) and, if required, the power adapter.
4. Place the deskset base over the mounting screws. Align the upper wall mounting hole on the back of the phone with the upper mounting screw. Make sure the lower wall mounting hole on the phone also aligns with the lower mounting screw.
5. Slide the deskset base down over the mounting screws.
6. Bundle the network cable(s) and power adapter cord (if using the power adapter) neatly with twist ties.



Using the Phone

Idle screen

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

11:09am 25/09/13
Line 1
Directory Line Call Log

From the Idle screen, you can press:

- **Directory** to view the directories that are available to you. See “Using the local directory” on page 40.
- **Line** to select another line (SIP Account). When you make a call, the phone will use this line. See “Making calls” on page 20. **Note:** **Line** appears only if more than one SIP account is registered to your phone.
- **Call Log** to view the phone’s call history. See “Call history” on page 43.

Note that the default Idle screen soft keys are shown above. Your phone’s soft keys are programmable and may differ from what is shown here.

Idle mode screen icons

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

Icon	Status
	Call Forward All is on. See “To set Call forward:” on page 37.
	The ringer is off
	Do Not Disturb is on. See “To set Do Not Disturb:” on page 37.
	The Ethernet cable is unplugged or the network is down.

Active call screen icons

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

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

Using the Phone

Programmable feature key lights

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

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

Using the menu

1. Press **MENU** to show the main menu.
2. Press ▼ or ▲ to highlight menu items.
3. Press **SELECT** or a corresponding dial pad key to select a highlighted menu item. For example, when Features is highlighted, you can press **SELECT** or you can press **1** on the dial pad to view the Features submenu.
4. Press **SELECT** or an appropriate soft key to save changes.
5. Press **CANCEL** to cancel an operation, exit the menu display or return to the idle screen.

Main Menu	▼
1. Features	
2. Status	
3. User settings	

Using the Phone

Main menu items

1. Features (see page 35)

2. Status (see page 49)
3. User Settings (see page 50)

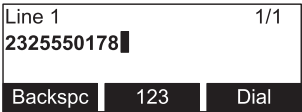
4. Admin Settings (available only to your system administrator)

Making calls

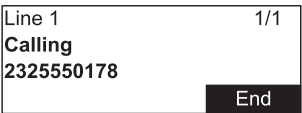
You can make a call at any time by choosing an off-hook method (such as lifting the handset, pressing a Line key, or pressing **HEADSET** or **SPEAKER**), and then dialing a number. When the phone is in idle mode or has calls on hold, you can make a call by pre-dialing a phone number and then going off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

To go off hook and make a call:

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



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



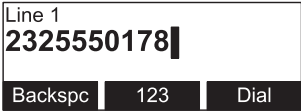
Note that the default live dial soft keys are shown above. Your phone's soft keys are programmable and may differ from what is shown here.

Using the Phone

Making calls (continued)

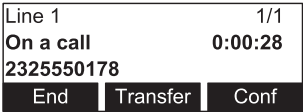
To make a call by pre-dialing:

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



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

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



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

Note that the default active call screen soft keys are shown above. Your phone’s soft keys are programmable and may differ from what is shown here.

To make a call using quick dial:

- Press the desired quick dial programmable key.

—or—

Press and hold a dial pad key that matches the number of the desired speed dial entry. For example, to dial speed dial entry 4, press and hold 4 on the dial pad. See “Speed Dial” on page 46.

Using the Phone

Answering calls

To answer a call:

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



You can also press a flashing green Line key to answer that incoming call.

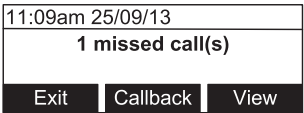
If you have multiple incoming calls, (as indicated by ), press ▼ or ▲ to select the call you want to answer.



On the incoming call screen, you can also press:

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

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



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

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

Using the Phone

Putting a call on hold

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

See also, “Putting a shared-line call on hold” on page 31.

To put a call on hold:

- During a call, press **HOLD** on the deskset.
- The On hold screen appears. The programmable key for that line flashes green slowly.



From the On hold screen, you can press:

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

Note that the default On hold screen soft keys are shown above. Your phone's soft keys are programmable and may differ from what is shown here.

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



Using the Phone

Forwarding calls

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

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

See also “Using the Call menu” on page 36.

To forward a call using manual entry:

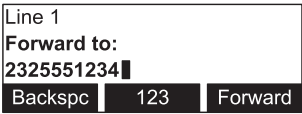
1. When an incoming call appears, press **Forward** .
The deskset stops ringing and the **Forward to** screen appears.



Line 1
Forward to:
█
Cancel 123

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

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



Line 1
Forward to:
2325551234█
Backspc 123 Forward

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

Using the Phone

Forwarding calls (continued)

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

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

Line 1

Forward to:

Cancel123

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

Call History

1. All calls

2. Missed calls

BackDel AllView

Directory

1. Local

2. Blacklist

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

11:09am 01/01/131/76

Mary Williams

2325551234

Insert

Local1/20

1. Mary Williams

Work: 2325551234

InsertEditSearch

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

Line 1

Forward to:

2325551234

Backspc123Forward

- 4. Press **Forward** to forward the call to the number. 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.

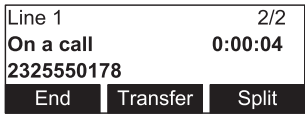
You can also transfer a call to a held call.

To transfer a call (supervised):

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



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



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



To cancel the transfer, press:

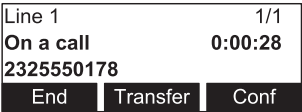
- **Cancel** on the transfer setup screen. The active call screen reappears.
- **End** when the second call is active. You will hang up on the second call.
- **Split** when the second call is active. You will stay connected to the second call. Your first call remains on hold.

Using the Phone

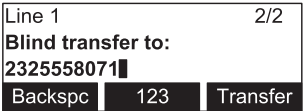
Transferring calls (continued)

To transfer a call (blind):

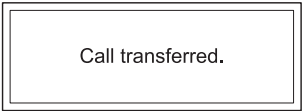
1. During a call, press **Transfer**. The call is automatically put on hold and the transfer setup screen appears.



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

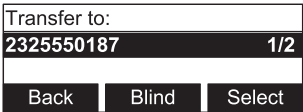


The **Call transferred** screen appears, and your phone returns to idle mode.



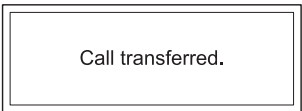
To transfer a call to a held call:

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



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

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



Using the Phone

Making a conference call

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

To make a conference call:

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

Line 1	1/1
On a call	0:00:28
2325550178	
End	Transfer Conf



Line 1	2/2
Conference with:	
█	
Cancel	123

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

Line 1	2/2
On a call	0:00:04
2325557018	
End	Conf Split



Line 1	
Conference	0:01:08
End	Split Bridge

To cancel the conference setup, press:

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

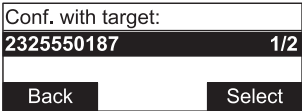
Using the Phone

Making a conference call (continued)

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

To create a conference with a held call:

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



To end a conference call:

Press one of the following soft keys:

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

Setting up a Network Conference:

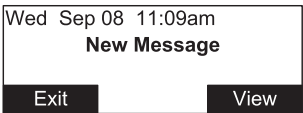
A Network Conference is hosted by your service provider and allows multiple parties to join a conference. A Network Conference works in a similar way to the regular conference described above, except that the **Split** and **Bridge** functions will not be available.

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

Using the Phone

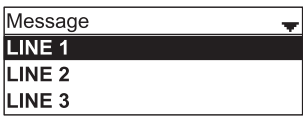
Retrieving messages

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



On the New Message alert screen, you can press:

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

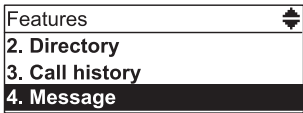


The Message menu displays the mailboxes you can access from your phone. If your phone has more than one line, you may be able to access multiple mailboxes. Press **▲** or **▼** to highlight the desired mailbox and press **SELECT** to access messages in that mailbox.

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

To view the Message menu:

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



The Message menu appears.



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

Using the Phone

Using a shared line

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

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

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



When to Use a Private Line Instead of a Shared Line

Your system administrator should label your deskset feature keys according to the type of line. The labels should indicate which keys apply to the shared line(s) and which keys apply to private lines. In general, you should use private lines for direct calls to other desksets within your organization. If you use a shared line to call other desksets, all the other desksets that use that line will ring.

Call monitoring

One of the main features of shared lines is the ability to monitor call activity. You can monitor the call activity by observing the Line key LED. On your deskset, the LED is steady orange when a call has been answered at another deskset, and flashes orange slowly when the user at another deskset puts a call on hold. See "Programmable feature key lights" on page 19.

Putting a shared-line call on hold

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

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

Using the Phone

Putting a shared-line call on hold (continued)

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

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

To put a call on private hold manually:

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



“Barging in”

When you have a shared line, it may be possible to “bargue 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. If barging in is disabled on your deskset, pressing the key with the steady orange LED will do nothing.

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

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

To barge in on a call:

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

You join the call already in progress.

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

Note: If you are unable to barge in on a call, it may be because the other call is not currently in progress. A line key with a steady orange LED can also indicate that the call is on private hold at the other deskset, or that the other deskset is dialing a number and no call is established yet.

Using the Phone

Busy lamp field

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

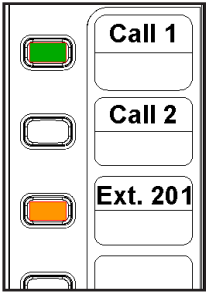
Note: Your system administrator sets up Busy Lamp Field keys. Your key labels should identify the BLF keys and which extensions they monitor. The BLF feature may not be available on your deskset.

For BLF LED states, see “Programmable feature key lights” on page 19.

To dial a monitored extension:

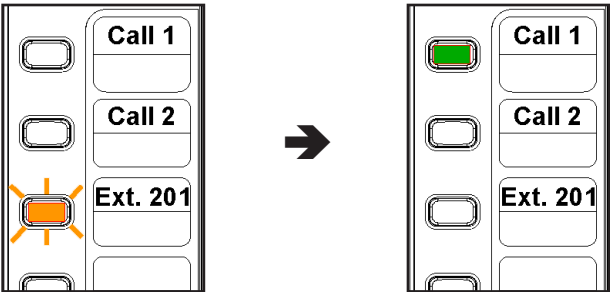
- Press the BLF key for that extension. The monitored extension can be idle, or have an active or held call.

Your deskset dials the extension using the first available line key. When the other person answers, your deskset indicate 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 Page feature key.
Your phone dials the Page Feature Access Code.

11:09am 25/09/13		
Line 1		
Directory	Line	Call Log



Line 1	1/1
Calling *37	
End	

2. Follow the voice prompts to page.

To send a multicast page:

1. Press the Multicast Page feature key.
You will hear a paging tone before your phone broadcasts a page to the assigned paging zone.

11:09am 25/09/13		
Line 1		
Directory	Line	Call Log



Paging Marketing		0:00:07
End		

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

Automatic Call Distribution

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

To set your ACD state:

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

ACD State ▼
1. Sign In
2. Available
3. Unavailable

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

Phone Features

Using the Features menu

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

Navigating menus

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

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

To access the Features menu:

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



The Features menu includes the following items:

Setting	See page...	Description
1. Call	36	Manages how your phone handles incoming calls.
2. Directory	40	Stores contact information and call contacts.
3. Call History	43	Lists incoming and outgoing call information.
4. Message	30	Accesses your voicemail.
5. Speed dial	46	Accesses your list of speed dial numbers.

Phone Features

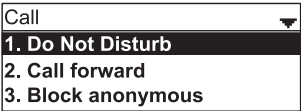
Using the Call menu

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

Setting	See page...	Description
1. Do Not Disturb	37	Silences incoming ringing and paging. Do Not Disturb (DND) is set on a per-line basis. The system administrator can enable you to answer incoming calls when DND is on. When DND answering is enabled, the Line key flashes for incoming calls and the incoming call screen appears. If DND answering is disabled, the incoming call will be terminated.
2. Call forward	37	Automatically forwards incoming calls depending on the setting. You can enable the following types of call forwarding: • Call forward always: incoming calls are forwarded immediately and the phone does not ring. • Call forward busy: incoming calls are forwarded if all your available lines are busy. • Call forward no ans: incoming calls are forwarded after the no answer delay expires.
3. Block anonymous	38	Enables the phone to reject incoming calls that have no caller ID.
4. Dial as anonymous	38	Enables the phone to make outgoing calls with the Caller ID hidden from the far end.
5. Missed call alert	39	Enables the missed call alert screen.
6. Call waiting	39	Enables or disables incoming call alerts while you are on another call.

To use the Call menu:

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

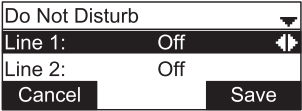


Phone Features

Using the Call menu (continued)

To set Do Not Disturb:

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

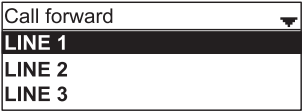


4. When the desired line is highlighted, press ◀ or ▶ to turn Do Not Disturb On or Off.
5. Press **Save**.

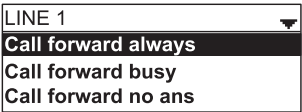
When Do Not Disturb is on for your default line,  appears on the idle screen.

To set Call forward:

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



3. Highlight the line for which you want to configure call forward settings, and then press **SELECT**.
4. On the next screen, press ▼ to highlight the desired option:
 - Call forward always
 - Call forward busy
 - Call forward no ans.



5. Press **SELECT**.

Phone Features

Using the Call menu (continued)

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

LINE 1	
Always:	Off ◀▶
Number:	
Cancel	Save

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

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

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

To block anonymous callers:

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

The Block anonymous menu appears.

Block anonymous	
Line 1:	Off ◀▶
Line 2:	Off
Cancel	Save

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

To dial as an anonymous caller:

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

The Dial as anonymous menu appears.

Dial as anonymous	
Line 1:	Off ◀▶
Line 2:	Off
Cancel	Save

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

Phone Features

Using the Call menu (continued)

To enable missed call alerts:

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

The Missed call alert menu appears.

Missed call alert	
Show alert:	Yes 
Cancel	Save

- 3. Press ◀ or ▶ to turn missed call alerts on or off.
- 4. Press **Save** .

To enable call waiting alerts:

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

The Call waiting menu appears.

Call waiting	
Show alert:	Yes 
Cancel	Save

- 3. Press ◀ or ▶ to turn call waiting alerts on or off.
- 4. Press **Save** .

When **Show alert** is on and you are on a call, incoming calls are displayed on the screen. When **Show alert** is off, incoming calls are rejected and no notification appears on the screen. See also “Call Waiting Settings” on page 61.

Phone Features

Using the local directory

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

To view the local directory:

1. When the phone is idle, press **MENU**.
2. With **Features** highlighted, press **SELECT**.
3. Press ▼ to highlight **Directory**, and then press **SELECT**.
The Directories screen appears, listing all your available directories and the blacklist. Any directories other than Local are server-based and will vary with your installation. You can edit the Local directory and the blacklist.



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



5. Press ▲ or ▼ to view other entries.

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

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

Phone Features

Using the local directory (continued)

To call a contact:

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

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

To add a directory entry:

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

To edit a directory entry:

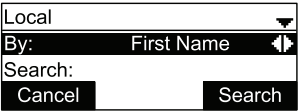
1. When viewing the desired directory entry, press ◀ or ▶ until the **Edit** soft key appears.
2. Press **Edit** .
The directory entry edit screen appears.
3. Use the dial pad keys to change the first name, last name, and contact numbers as desired.
 - You can edit the name and numbers, and change the ringtone.
 - Press **ABC** to switch between entering upper-case letters, lower-case letters, and numbers.
 - Press **Backspc** to delete incorrect characters.
 - After completing a line, press ▼ to move to the next line.
4. Press **Save** .

Phone Features

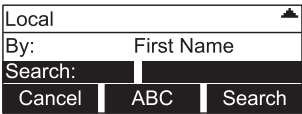
Using the local directory (continued)

To search directory entries:

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



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

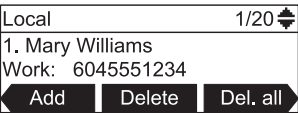


4. Press a dial pad key to enter a letter for your first name or last name search. Press **2** once for A, or three times for C, for example.
5. Press **Search** . The deskset searches for the first name or last name beginning with the letter you entered.

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

To delete a directory entry:

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



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

To delete all directory entries:

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

Phone Features

Blacklist

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

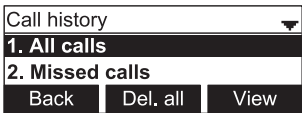
Call history

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

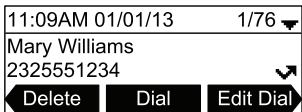
- All calls—all categories of calls
- Missed calls—incoming calls that were not answered
- Received calls—incoming calls that you answered, forwarded or rejected
- Dialed calls—all outgoing calls. You can use this as a redial list.

To view the call history:

1. When the phone is idle, press **Menu**.
2. If necessary, press **▲** or **▼** to highlight **Features**, then press **SELECT**.
3. Press **▲** or **▼** to highlight **Call History**, then press **SELECT**.
The Call History screen appears.



4. Press **▼** to highlight the desired call history folder.
5. Press **View** to see call history entries in the highlighted folder.
The first entry appears.



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

6. Press **▼** to view more entries.

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

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

Phone Features

Call history (continued)

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

Delete	Deletes the entry	Dial	Dials the entry	Edit Dial	Displays the predial screen so you can edit the number before dialing
Save	Saves the call information to the local directory				

To call a call history entry:

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

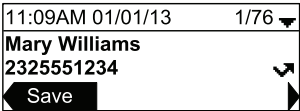
—or—

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

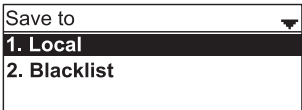
Note: If you view a call history entry when the deskset is in dial mode, an **Insert** soft key appears instead of **Dial** . Press **Insert** to place the entry's number into the number field and then press **Dial** to dial the number. You can use this feature when making a call, forwarding a call,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

To add a call history entry to the directory:

1. While viewing the desired entry, press ◀ or ▶ until the **Save** soft key appears.



2. Press **Save** .
3. On the **Save to** menu, select the location to which you want to save the entry.
 - To save the entry to your directory, highlight **Local** and then press **SELECT**.



- To save the entry to your blacklist, highlight **Blacklist** and then press **SELECT**.

4. The directory add/edit screen appears. The deskset automatically fills in the name and number, if available.

First name: Mary Williams		
Last name:		
Work:	2325551234	
Backspc	ABC	Save

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

To delete a single call history entry:

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

To delete multiple call history entries:

1. While viewing the list of call history folders, press ▼ to highlight the folder for which you would like to delete all entries: All calls, Missed calls, Received calls, or Dialed calls.

Call history ▼		
1. All calls		
2. Missed calls		
Back	Del. all	View

2. Press **Del. all** .
3. When the confirmation screen appears, press **Yes** .

Delete all All calls entries?	
Yes	No

Speed Dial

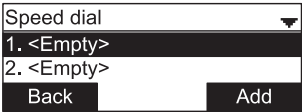
The speed dial menu allows you to enter up to 10 numbers that you dial frequently. To dial a speed dial number, press and hold the dial pad key that matches the speed dial entry number (for entry 10, press and hold **0**). You can also enter speed dial numbers using the WebUI. See “Speed Dial” on page 68.

Entering speed dial numbers

To add a speed dial entry:

1. When the phone is idle, press **Menu**.
2. With **Features** highlighted, press **SELECT**.
3. Press ▼ to highlight **Speed dial**, and then press **SELECT**.

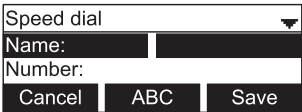
The Speed dial menu appears.



A screenshot of the 'Speed dial' menu. At the top is a header 'Speed dial' with a dropdown arrow. Below it are two entries: '1. <Empty>' and '2. <Empty>'. At the bottom are two buttons: 'Back' and 'Add'.

4. Press ▼ to highlight a speed dial entry marked **<Empty>**.
5. Press **Add** .

A blank speed dial entry appears.



A screenshot of the 'Speed dial' entry form. It has a header 'Speed dial' with a dropdown arrow. Below it are two input fields: 'Name:' and 'Number:'. At the bottom are three buttons: 'Cancel', 'ABC', and 'Save'.

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

Cordless Headset

Registering an optional cordless headset

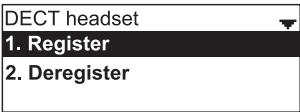
You can register one cordless headset to a VSP725 deskset. When a deskset has a cordless accessory, the deskset and headset are all part of the same extension, and only one device can be used at a time.

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

To register the cordless headset:

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

The DECT headset menu appears.



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

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

The DECT headset menu appears.

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

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

Cordless Headset

Deregistering a cordless headset

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

To deregister a cordless headset:

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

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

The DECT headset menu appears.

Deregistering the cordless headset without the deskset

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

Cordless accessory registration and deregistration time-out

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

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

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

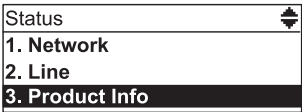
If cordless headset registration fails, the ON/OFF light on the headset flashes twice every five seconds. To reset the headset, lift the headset out of its charging base, place it back in the charger, and try the registration process again.

Status

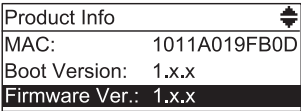
Finding the firmware version

To view the firmware version of your phone:

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



- 4. On the Product Info screen, press ▼ until **Firmware Ver.** appears.



Configuring the Phone

You can configure the phone using one of two methods:

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

This section describes the User Settings menu. For information about the WebUI, see page 56.

Using the User Settings menu

To view the User Settings menu:

- 1. Press **MENU**.
- 2. Press **▼** to highlight **User Settings**, and then press **SELECT**, or press **3** (User Settings) on the dial pad.

The User Settings menu appears.



The User Settings are:

Setting	Options
1. Preferences	Language Date & Time (Clock time, Clock date, Time zone, Daylight savings, NTP server, Set manually) Restart phone
2. Display	Contrast (Level 1–7) Backlight ON (Off, Low, Medium, High) Backlight idle (Off, Low, Medium, High) Timeout (10–60 seconds)
3. Audio	Ringer tone (Line 1, Line 2...) Key tone (On, Off) Audio mode (Speaker, Headset)
4. Programmable keys	Keys 1 to 24
5. DECT headset	Register Deregister

Configuring the Phone

Preferences

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

To use the Preferences menu:

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

The User Settings menu appears.

User settings	▼
1. Preferences	
2. Display	
3. Audio	

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

The Preferences menu appears.

Preferences	▼
1. Language	
2. Date & Time	
3. Restart phone	

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

Setting the language

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

The Language menu appears.

Language	▼
1. English	
2. Spanish	
3. French	

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

Setting the date and time

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

The Date & Time menu appears.

Date & Time	▼
Clock Time:	24 Hours
Clock date:	DD/MM/YY
Cancel	Save

Configuring the Phone

Setting the date and time (continued)

To set the time format:

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

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

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

To set the Time Zone:

1. From the Date & Time menu, press ▼ to highlight **Time Zone**.
2. Press **Edit** .
3. Press ▲ or ▼ to select a setting. The time zone is set as an offset from GMT. For example, EST is -5, and PST is -8.
4. Press **Save** .

To enable or disable Daylight Savings Time adjustment:

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

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

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

Note: If the NTP server is disabled, you must manually set the time and date. This setting is valid only if the system administrator has already configured the Network Time settings. For more information, see the VSP725 Deskset Administrator and Provisioning Guide.

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

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

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

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

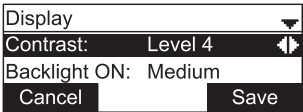
Configuring the Phone

Display

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

To use the Display menu:

1. Press **MENU**, then select **User Settings**, or press **3**.
The User Settings menu appears.
2. Press **▲** or **▼** to highlight **Display**, then press **SELECT**.
The Display menu appears.



To set the contrast level:

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

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

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

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

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

To set the backlight off timeout:

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

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:

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

The User Settings menu appears.

2. Press **▼** to highlight **Audio**, then press **SELECT**.

The Audio menu appears.

Audio ▼
1.Ringer tone
2.Key tone
3.Audio mode

To select different ringer tones for each line:

1. From the Audio menu, ensure that **Ringer tone** is highlighted and then press **Select** .

2. On the Ringer tone menu, press **▼** (if necessary) to highlight a line for which to select a ringer tone and then press **Select** .

Ringer tone ▼
1. LINE 1
2. LINE 2
3. LINE 3

3. On the selected line screen, press **◀** or **▶** to select one of ten ringer tones. The default is 1. Ringer tone samples play when selected.

LINE 1
Ringer tone: Ringtone 1 ◀▶
Cancel Save

4. After selecting the desired ringer tone, press **Save** . To exit without saving a new ringer tone, press **Cancel** .

Configuring the Phone

To set the key tone:

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

The Key tone menu appears.

Key tone	
Key tone:	Off ◀▶
Cancel	Save

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

To set the audio mode:

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

The Audio mode menu appears.

Audio mode ▼
1. Speaker
2. Headset

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

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

Configuring the programmable keys

You can configure the Programmable Keys on the Deskset. You can also configure these keys on the WebUI (see “Programmable Keys” on page 62).

To configure the programmable keys:

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

The User Settings menu appears.

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

The Programmable keys menu appears.

3. Press ▼ to highlight the key to configure, and then press **Edit**.
4. Select a PFK type, and then press **SELECT**.

Programmable keys ▼	
Key 1:	Line
Key 2:	Line
Edit	

Depending on the PFK type, the screen may prompt you to configure additional settings. For more details on PFK types, see “Programmable Keys” on page 62.

WebUI

Using the WebUI

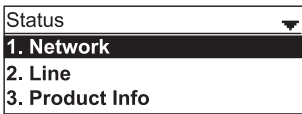
Use an Internet browser to access the Web User Interface (WebUI) that resides on your deskset. After you log on to the WebUI, you can configure the following features:

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

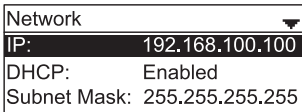
The WebUI also has a Status page, where you can view status and information.

To access the WebUI:

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



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



- d. On the Network screen, note the IP Address.
3. On your computer, open an Internet browser. Depending on your browser, some of the pages presented here may look different and have different controls.
 4. Type the phone IP address in the browser address bar and press **ENTER** on your computer keyboard. A Login page appears.



- 5. Under **User Name**, enter **user**.
- 6. Under **Password**, enter **user**, or your own password, if you have created one. You can create or change a password after you log on.
- 7. Click **Log In**. The WebUI appears.

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

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

Status

The Status page shows:

- **General** information about your phone, including model, MAC address, and firmware version.
- **Account Status** information about your SIP account registration.
- **Network** information regarding your phone’s network address and network connection.
- **Cordless Status** indicating whether a cordless headset is registered to the deskset.

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

STATUS		STATUS	SYSTEM	CONTACTS	SERVICING
System Status					
	General				
	Model:	VSP725			
	Serial Number:	SM40000617			
	MAC Address:	00:12:2A:41:9B:4F			
	Boot Version:				
	Firmware Version:	0.64.Z.26887-ENG			
	V-Series:	0.64.Z.26887-ENG			
	Hardware Version:	1			
	EMC Version:	1			
	Account Status				
	Account 1	Registered			
	Account 2	Not Registered			
	Account 3	Not Registered			
Network					
	LAN Port IP Address:	10.88.51.96			
	IP type:	DHCP			
	Subnet Mask:	255.255.0.0			
	MAC Address:	00:12:2A:41:9B:4F			
	Link Status:	Connected			
	Gateway:	10.88.3.149			
	Primary DNS:	10.88.162.31			
	Secondary DNS:	10.88.162.10			
	Network Time Settings	us.pool.ntp.org			
Cordless Status					
	Headset:	Not Registered			

WebUI

Call Settings

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

Call Settings include Do Not Disturb and Call Forward settings. You can also set Do Not Disturb and Call Forward using the deskset. See “Using the Call menu” on page 36.

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

SYSTEM

Call Settings

Account 1

Account 2

Account 3

User Preferences

Programmable Keys

Speed Dial

STATUSSYSTEMCONTACTSSERVICING

SYSTEM CALL SETTINGS 1

General Call Settings

☐ Anonymous Call Reject

☐ Enable Anonymous Call

Do Not Disturb

☒ Enable DND

Incoming calls:

Show

Call Forward

☐ Enable Call Forward Always

Target number:

☐ Enable Call Forward Busy

Target number:

☒ Enable Call Forward No Answer

Target number:

Delay:

10 rings

Save

General Call Settings

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

Do Not Disturb Settings

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

Call Forward Settings

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

User Preferences

On the User Preferences page, you can configure some basic settings for your phone and set how your phone responds to calls.

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

SYSTEM

Call Settings

Account 1

Account 2

Account 3

User Preferences

Programmable Keys

Speed Dial

STATUS

SYSTEM

CONTACTS

SERVICING

General User Settings

WebUI Language:English

Phone Language:English

Backlight Timer (secs):30

Ringer Volume:Off

Default Audio Mode:Speaker

Call Hold Reminder

☒ Enable Call Hold Reminder Tone

Tone Interval (secs):60

Call Waiting

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

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

☐ Enable Call Waiting Tone

Tone Interval (secs):60

Save

General User Settings

Setting	Description	Range	Default
WebUI Language	Sets the language that appears on the WebUI.	Any language supported by your phone. For example, English, French, Spanish, etc.	English
Phone Language	Sets the language that appears on your phone.	Any language supported by your phone. For example, English, French, Spanish, etc.	English
Backlight Timer	Sets how long the screen backlight stays on after the last button press.	10–60 seconds	30 seconds
Ringer Volume	Sets the ringer volume for incoming calls. You can also use the VOLUME ▼ or ▲ keys on the deskset.	Off, 1–9	5
Default Audio Mode	Sets how calls are answered when you press a line key or Answer . See also “Audio” on page 54.	Speaker, Headset	Speaker

User Preferences (continued)

Call Hold Reminder Settings

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

Call Waiting Settings

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

Programmable Keys

The deskset has 12 dual-function programmable keys. You can assign up to 24 functions to the programmable keys on the Programmable Keys page.

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

For the programmable key default settings, see “Programmable keys” on page 11.

SYSTEM

Call Settings

Account 1

Account 2

Account 3

User Preferences

Programmable Keys

Speed Dial

STATUSSYSTEMCONTACTSSERVICING

Programmable Keys

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

Save

Type	Description
Line	Configures the key for accessing an account. You can make or answer calls by pressing these keys. The key LED will change according to call activity. After selecting Line in the Type column, select the account number in the Account column.

Type	Description
Directory	Configures the key to access the Directory menu. You can then press the key to view the Directory menu.
Call History	Configures the key to access the Call History list. You can then press the key to view the Call History list.
Redial	Configures the key to access the Redial list. You can then press the key to view the Redial list.
Messages	Configures the key to access the Message menu. You can then press the key to view the Message menu.
Do Not Disturb	Configures the key to turn Do Not Disturb on or off. The key is lit orange when DND is on.
Call Forward All	Configures the key to turn Call Forward All on or off. In the Account column, select the account for which Call Forward All will apply. Before assigning the key, ensure that you configure Call Forward settings on the Call Settings page.
Call Forward No Answer	Configures the key to turn Call Forward No Answer on or off. In the Account column, select the account for which Call Forward No Answer will apply. Before assigning the key, ensure that you configure Call Forward settings on the Call Settings page.
Call Forward Busy	Configures the key to turn Call Forward Busy on or off. In the Account column, select the account for which Call Forward Busy will apply. Before assigning the key, ensure that you configure Call Forward settings on the Call Settings page.
Quick Dial	Configures the key to dial a number on the selected line. After selecting Quick Dial, enter the number to be dialed in the Value column. In the Account column, select the account on which the number will be dialed out.
BLF (Busy Lamp Field)	Configures the key to monitor another extension. In the Value column, enter the URI of the extension you want to monitor with this key. For example, 2325552001@sipservice.com.
ACD (Automatic Call Distribution)	Configures the key to display the ACD State menu. In the Account column, select the account that is subscribed to the ACD service.
Page	Configures the key to call one or a group of phones. Pressing the key dials the Paging feature access code. Your System Administrator must configure the feature access code for Paging.
Multicast Page	Configures the key to make outgoing multicast pages. In the Value column, enter a valid Paging Zone ID (ranging from 1 to 10). Multicast paging differs from standard paging in that it is handled locally by the Deskset and does not require a subscription through the hosted server. To use multicast paging, your System Administrator must first set up paging zones on the WebUI.

Type	Description
Park Call	Enables you to park a call. Pressing the key dials the Call Park feature access code (FAC). Your System Administrator must configure the feature access code for Call Park. In the Account column, select the account on which the feature access code will be dialed out. For example, choose Account 1 if you wish to use the Call Park FAC that your System Administrator entered for account 1.
Retrieve Park Call	Enables you to retrieve a parked call. Pressing the key dials the Parked Call Retrieval feature access code (FAC). In the Account column, select the account on which the feature access code will be dialed out. For example, choose Account 1 if you wish to use the Parked Call Retrieval FAC that your System Administrator entered for account 1.
In Call DTMF	Configures the key to dial a string of numbers while you are on a call. For example, pressing the key might dial a conference access code. After selecting In Call DTMF, enter the number to be dialed in the Value column.
Call Return	Configures the key to dial the number of the last missed call.
Group Call Pickup	Enables you to answer a call ringing at another extension. The call can be ringing at any extension in your phone's call pickup group. Pressing the key dials the Group Call Pickup feature access code (FAC).
Direct Call Pickup	Enables you to answer a call ringing at a specific deskset. Pressing the key dials the Direct Call Pickup feature access code (FAC). Depending on the server requirements, you may then need to enter the number of the ringing extension.

Directory

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

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

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

The Local Directory lists entries on up to 10 pages, with 20 entries per page. Click **Next**, **First**, **Last**, or a page number to view the desired page of entries.

Note: You can also use the phone menu to manage your local directory entries. For more information, see “Using the local directory” on page 40.

CONTACTS

Local Directory

Blacklist

Call History

STATUSSYSTEMCONTACTSSERVICING

Local Directory

Select All

Sort By Last Name

Total: 21	First Name	Last Name	Ringer	Home	Work	Mobile	Account	
☐	Angela	Martin	0	7325550118			1	Edit
☐	Bronwyn	McDonald	0	2325550140			1	Edit
☐	Charlie	Johnson	0	5550198			1	Edit
☐	Dale	Appleton	0		6045550135		1	Edit
☐	David	Carter	3	2325550194	2325550177		2	Edit
☐	Davis	Swerdlow	0		2325550172		1	Edit
☐	Elkhart	Taxi	0		6045550155		1	Edit
☐	Graham	Ball	0		2325550176		1	Edit
☐	Kathryn	Dolphy	0		6045550195		1	Edit
☐	Linda	Miller	0		6045550117		2	Edit
☐	Lydia	Braithwaite	0	2325550157			1	Edit
☐	Martin	Meyers	0	2325550122			1	Edit
☐	Mary	Williams	0		6045550145	6045550146	1	Edit
☐	Richard	Serling	0		6045550141	7875550181	2	Edit
☐	Robert	Brown	2		6045550105		2	Edit
☐	Sandro	Voss	0	2325550149			1	Edit
☐	Stefan	Wheeler	0		2325550161		1	Edit
☐	Susan	Ballance	0		6045550170		1	Edit
☐	Terry	Ng	0		2325550187		1	Edit
☐	Ursula	Baldwin	0	6045550165			1	Edit

First

1

Last

Delete Selected Entries

Add New Entry

Clear Directory

Import Local Directory

No File Chosen

Choose File

Import

Export Local Directory

Export

65

Local Directory

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

To add a new directory entry:

1. Click **Add New Entry**.

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

CONTACTS
Local Directory
Blacklist
Call History

STATUS SYSTEM CONTACTS SERVISING

Create Local Directory Entry
First Name:
Last Name:
Ringer Tone:
Account:
Home Number:
Work Number:
Mobile Number:
[Save](#)

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

Setting	Description	Range	Default
First Name	Enter the appropriate names in these fields.	n/a	n/a
Last Name			
Ringer Tone	Sets a unique ringer tone for calls from this directory entry.	Auto, Tone 1–10	Auto
Account	Sets the account used when you dial this directory entry.	Default Account, Account 1–Account 3	Default Account
Home Number	Enter the appropriate numbers in these fields.	n/a	n/a
Work Number			
Mobile Number			

3. Click **Save**.

WebUI

To edit a directory entry:

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

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

CONTACTS
Local Directory
Blacklist
Call History

STATUS **SYSTEM** **CONTACTS** **SERVICING**

Edit Local Directory Entry

First Name:

Last Name:

Ringtone:

Account:

Home Number:

Work Number:

Mobile 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 files containing contacts and contact information. For more information about creating or editing a directory file, consult your system administrator.

To import a local directory file:

1. Click **Choose File**.
2. In the **Choose File to Upload** window, navigate to the directory file.
3. Click the file, and then click **Open**.
4. On the WebUI, click **Import**.

Export Local Directory

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

To export the local directory:

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

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 46.

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

Note: Your system administrator can also assign programmable function keys to be quick dial keys, but you cannot add or edit phone numbers for these keys. Use the Speed Dial page to enter numbers that you personally want to dial often.

SYSTEM

Call Settings

Account 1

Account 2

Account 3

User Preferences

Programmable Keys

Speed Dial

STATUSSYSTEMCONTACTSSERVICING

Speed Dial

Key	Name	Value	Account
Key 1			Account 1 ▾
Key 2			Account 1 ▾
Key 3			Account 1 ▾
Key 4			Account 1 ▾
Key 5			Account 1 ▾
Key 6			Account 1 ▾
Key 7			Account 1 ▾
Key 8			Account 1 ▾
Key 9			Account 1 ▾
Key 0			Account 1 ▾

Save

To enter speed dial numbers:

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

Troubleshooting

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

General issues

Screen is blank.

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

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

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

Intercom calls (Pages) are not received.

- Your phone can be configured to answer intercom calls (pages) automatically. See your system administrator if your phone doesn't answer intercom calls 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 55.

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.

The network connection speed on my computer drops significantly after plugging the Ethernet cable through the PC port.

- If you are using a Gigabit Ethernet system, the connection speed drops to 100 Mbps after plugging the Ethernet cable through the PC port.

My caller ID isn't working.

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

- The caller must be calling from an area that supports caller ID.
- Both your telephone service provider and your caller’s service provider must use caller ID compatible equipment.

Specifications

Electrical and environmental specifications

RF frequency band	1921.536–1928.448 MHz
Channels	5
Operating temperature	32–122 °F (0–50 °C)
AC adapter output voltage	5.0 Vdc @ 1000 mA
Ethernet network jacks	10/100 Mbps RJ-45 Jacks

Soft Keys

Index of soft keys

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

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

Soft Keys

Index of soft keys (continued)

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

Special Characters

Entering special characters

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

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

Maintenance

Taking care of your telephone

- 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

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 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—VSP725 GPL code request

along with a written request for the available code. If your request does not fully comply with the foregoing requirements, VTech reserves the right to reject your request. Further, by requesting and receiving the available code, you release VTech, its affiliates, and its and their officers, directors, employees, and representatives ("VTech Parties") from any liability or responsibility relating to such code, and you acknowledge that the VTech Parties make no representations with respect to the origin, accuracy, usability, or usefulness of such code, and the VTech Parties have no responsibility to you whatsoever concerning the code, including without limitation any responsibility to provide explanation, support, upgrade, or any communication whatsoever. Your review or use of the available code is at your sole risk and responsibility.

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Version 4, 07/15



ErisTerminal® SIP Deskset
VSP725

Administrator and Provisioning Manual



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PREFACE

Congratulations on your purchase of this VTech product. Please thoroughly read this manual for all the feature operations and troubleshooting information necessary to install and operate your new VTech product. You can also visit our website at businessphones.vtech.com or call **1 (888) 370-2006**.

This administrator and provisioning manual contains detailed instructions for installing and configuring your VSP725 SIP deskset with software version 1.0.5 or newer. See [“Using the Status menu” on page 23](#) for instructions on checking the software version on the VSP725. Please read this manual before installing the product.

Please print this page and record the following information regarding your product:

Model number: VSP725

Type: Small to medium business SIP-endpoint deskset

Serial number: _____

Purchase date: _____

Place of purchase: _____

Both the model and serial numbers of your VTech product can be found on the bottom of the console.

Save your sales receipt and original packaging in case it is necessary to return your telephone for warranty service.

Text Conventions

Table 1 lists text formats and describes how they are used in this guide.

Table 1. Description of Text Conventions

Text Format	Description
Screen	Identifies text that appears on a device screen or a WebUI page in a title, menu, or prompt.
HARD KEY or DIAL-PAD KEY	Identifies a hard key, including the dial-pad keys.
CallFwd	Identifies a soft key.
 NOTE	Notes provide important information about a feature or procedure. Example of a Note.
 CAUTION	A caution means that loss of data or unintended circumstances may result. Example of a Caution.

Audience

This guide is written for installers and system administrators. It assumes that you are familiar with networks and VoIP, both in theory and in practice. This guide also assumes that you have ordered your IP PBX equipment or service and selected which PBX features you want to implement. This guide references specific IP PBX equipment or services only for features or settings that have been designed for a specific service. Please consult your equipment supplier or service provider for recommended switches, routers, and firewall and NAT traversal settings, and so on.

As the VSP725 SIP deskset becomes certified for IP PBX equipment or services, VTech may publish interop guides for those specific services. The interop guides will recommend second-party devices and settings, along with VSP725-specific configurations for optimal performance with those services. For the latest updates, visit our website at businessphones.vtech.com.

Related Documents

The **VSP725 Quick Start Guide** contains a quick reference guide to the VSP725 external features and brief instructions on connecting the VSP725 to a working IP PBX system.

The **VSP725 User Guide** contains a quick reference guide, full installation instructions, instructions for making and receiving calls, and a guide to all user-configurable settings.

The documents are available from our website at businessphones.vtech.com.

CHAPTER 1

INTRODUCING THE VSP725

This administrator and provisioning guide contains detailed instructions for configuring the VSP725 SIP deskset. Please read this guide before attempting to configure the VSP725.

Some of the configuration tasks described in this chapter are duplicated in the Web User Interface (WebUI) described in the next chapter, but if you need to assign static IP addresses, they must be set at each device.

This chapter covers:

- [“About the VSP725 deskset” on page 9](#)
- [“Quick Reference Guide” on page 10](#)
- [“Programmable Keys” on page 12](#)
- [“Network Requirements” on page 15](#)
- [“VSP725 Configuration Methods” on page 16](#)
- [“Adding a Custom Logo” on page 17.](#)

About the VSP725 deskset

The VTech VSP725 SIP deskset is a business phone designed to work with popular SIP telephone (IP PBX) equipment and services. Once you have ordered and configured your SIP equipment or service, the VSP725 enables you to make and receive calls as you would with any other business phone. The VSP725 provides calling features like hold, transfer, conferencing, speakerphone, speed-dial numbers and one-touch directory access.

The VSP725 deskset features include:

- 2.5-inch backlit Liquid Crystal Display
- Speakerphone, headset, hold and mute
- Up to 3 SIP account registrations
- Up to 6 active SIP sessions
- 3-way conferencing
- 12 dual-function programmable keys
- Message Waiting alert LED
- Dual 10/100 Mbps Ethernet ports
- Power over Ethernet enabled
- DECT cordless headset support

For information about registering a cordless headset, see the VSP725 Deskset User's Guide.

- 200-entry Call Log

There are two network ports, known as the Ethernet port and PC port, at the back of the VSP725. The Ethernet port allows the VSP725 deskset to connect to the IP PBX. The PC port is for another device such as a personal computer to connect to the Ethernet network through the VSP725.

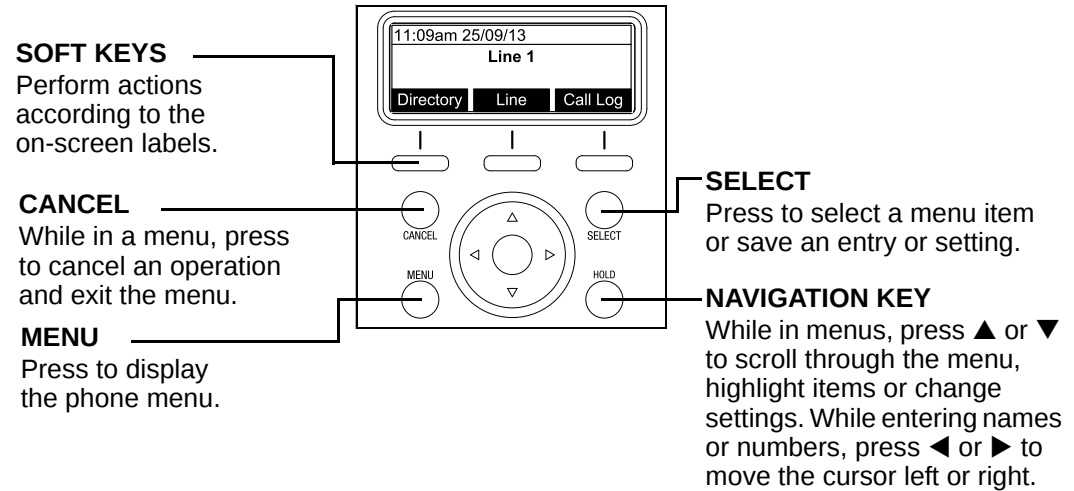
You can configure the VSP725 using the menus on the phone, a browser-based interface called the WebUI, or an automatic provisioning process (see [“Provisioning Using Configuration Files” on page 87](#)). The WebUI enables you to configure the VSP725 using a computer that is connected to the same Local Area Network. The WebUI resides on the VSP725, and may get updated with firmware updates.

The VSP725 SIP deskset supports intercom and call transfers between system extensions and can connect you and two other parties on the same conference call.

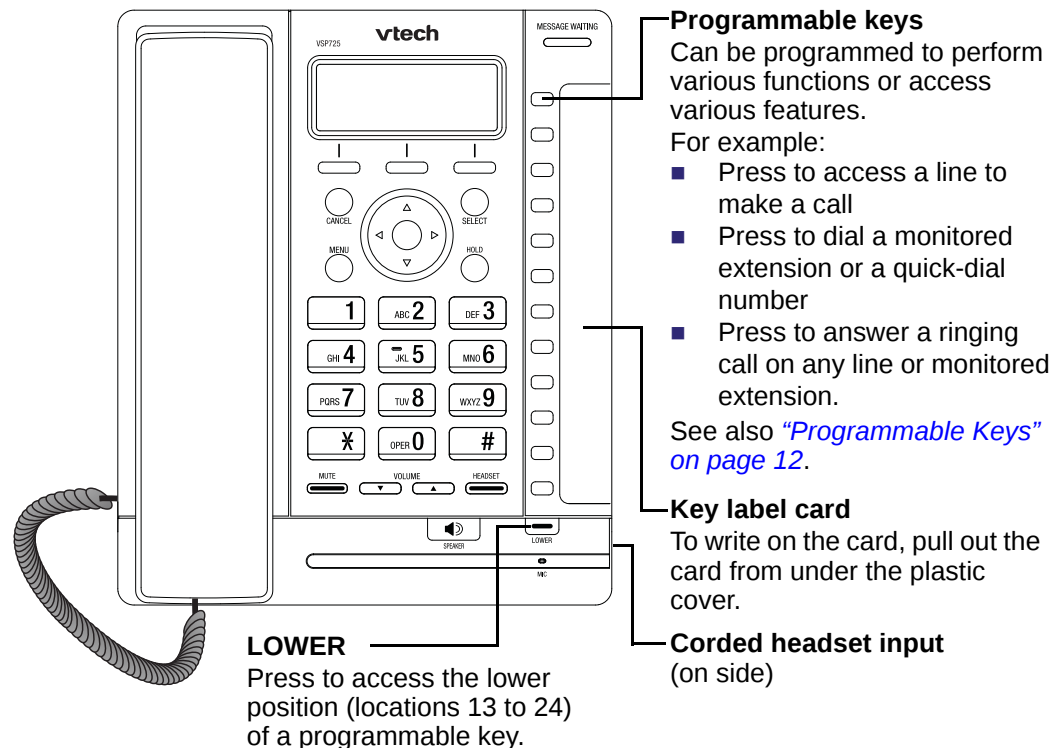
The VSP725 has 12 dual-function programmable keys. You can program these keys for quick dial, busy lamp field, line access or any of the functions described in [“Programmable Keys” on page 12](#).

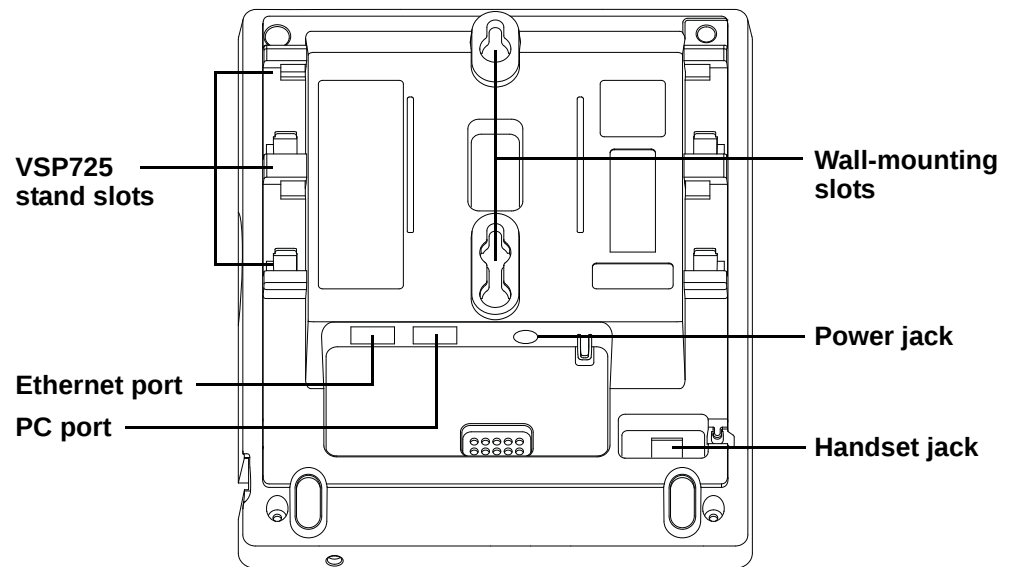
Quick Reference Guide

The controls you will need to use to configure the VSP725 manually are described below.



The external features that are relevant to installation and configuration are described below.





Programmable Keys

The table below lists the default settings for the programmable feature keys (PFKs). The key assignments on your phone may be different. Some keys may be programmed as Quick Dial keys, for example. You can assign functions to programmable keys using the phone menu (**Main Menu > User Settings > Programmable keys**), using the WebUI, or via provisioning and the configuration file.

For more information about assigning functions to programmable keys using the phone menu, see the User Guide.

To assign functions to programmable keys using the WebUI, see [“Programmable Keys” on page 51](#).

For the programmable key configuration file parameters, see [“pfk” Module: Programmable Feature Key Settings on page 132](#).

Table 2. Programmable key default settings

Key Number	Setting
1	Line—Account 1*
2	Line—Account 1
3	Line—Account 1
4	Directory
5	Call History
6	Redial
7	Messages
8	Do Not Disturb
9	Call Forward All
10	None
11	None
12	None
13–24	None

* You can assign more than one key to an account. For example, you can configure Line keys 1 and 2 to access Account 1, and Line keys 3 and 4 to access Account 2. Use the key label card to label the keys appropriately for VSP725 users after configuration.

Other possible programmable key settings

- Call Forward No Answer—Turns Call Forward No Answer (CFNA) on and off. When CFNA is on, unanswered incoming calls are forwarded to another number after a specified delay.
- Call Forward Busy—Turns Call Forward Busy (CFB) on and off. When CFB is on, incoming calls are forwarded to another number when the line is busy.
- Quick Dial
- BLF—Busy lamp field keys let you monitor activity at other phones. The key LED indicates call status.
- ACD—If enabled as an ACD (Automatic Call Distribution) key, the user can press the key to display the ACD State menu on the phone. The user can select an ACD state from the menu, and the key LED will indicate the selected state. See the User Guide for more information about using the ACD State menu. The ACD feature is compatible with Broadsoft's Broadworks Call Center Application.
- Page—If this feature is enabled, press the Page key to call one or a group of phones. You can configure pages to be automatically answered. See [“SIP Account Management” on page 37](#).
- Multicast page—Press the Multicast page key to page all phones in a pre-defined paging zone. See [“Paging Zone” on page 58](#).
- Park Call—Dials the access code to park your current call. To program access codes, see [“SIP Account Management” on page 37](#).
- Retrieve Parked Call—Dials the access code to retrieve a parked call.
- In Call DTMF—Dials a string of numbers while you are on a call. For example, pressing the key might dial a conference access code.
- Call Return—Dials the number of the last missed call.
- Group Call Pickup—Dials the Group Call Pickup code, allowing you to answer a call ringing at any extension within an admin-defined group.
- Direct Call Pickup—Dials the Direct Call Pickup code, allowing you to answer a call ringing at a specific extension. After pressing the button, you may need to enter the extension number manually.

LED Behavior

The programmable keys have LEDs that indicate various states.

Table 3. VSP725 LED behavior

Key function	LED Activity	Description
Account	Flashing ORANGE	Account not registered
	Steady GREEN	Dialing or on a call
	Quickly flashing GREEN	Ringing incoming call
	Slowly flashing GREEN	Held call
Shared account	Steady ORANGE	Shared account is on a call
	Slowly flashing ORANGE	Shared account is on hold
Do Not Disturb	Off	DND is off
	Steady ORANGE	DND is on
Call Forward	Off	Call forwarding is off
	Steady ORANGE	Call forwarding is on
Page	Steady GREEN	Outgoing page in progress
Busy Lamp Field	Off	Monitored phone is idle
	Steady ORANGE	Monitored phone is on a call or has a held call
	Quickly flashing ORANGE	The monitored phone is ringing
	Flashing ORANGE	BLF registration error
Automatic Call Distribution	Quickly flashing GREEN	Agent "wrap up" state
	Steady GREEN	Agent ready state
	Slow Flash GREEN	Agent unavailable state
	Steady ORANGE	Logged on
	Slowly flashing ORANGE	Logged off
	Quickly flashing ORANGE	ACD subscription error

Network Requirements

A simple VSP725 SIP deskset installation example is shown in Figure 1. A switched network topology is recommended for your LAN (using standard 10/100 Ethernet switches that carry traffic at a nominal rate of 100 Mbit/s).

The office LAN infrastructure should use Cat.-5/Cat.-5e cable.

The VSP725 requires a wired connection to the LAN. However, wireless connections from your LAN to other devices (such as laptops) in your office will not impede performance.

A Dynamic Host Configuration Protocol (DHCP) server is recommended and must be on the same subnet as the VSP725 desksets so that IP addresses can be auto-assigned. In most cases, your network router will have a DHCP server. By default, the VSP725 has DHCP enabled for automatic IP address assignment.



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

If no DHCP server is present, you can assign a static IP to the VSP725. You can assign a static IP address using the VSP725 menu. Go to **Admin settings > Network setting > Set static IP**. 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 VSP725 firmware and/or configuration settings manually.

For users whose computers require a GigE Ethernet frame rate (a gigabit per second), use separate Ethernet connections for the VSP725 and the computer. The Ethernet connection through a VSP725 is limited to 100 Mbits/s.

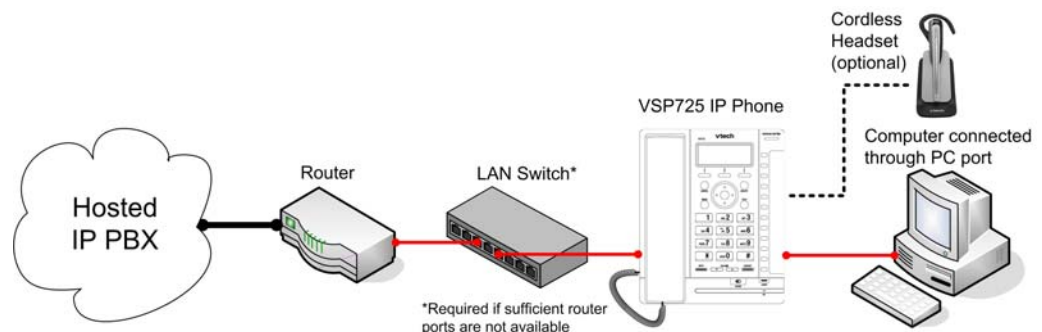


Figure 1. VSP725 Installation Example

VSP725 Configuration Methods

You can configure the VSP725 using one of the following methods:

- From the VSP725 itself, using the menus. The VSP725 menus are best suited to configuring a few settings, perhaps after the initial setup has been done. For administrators, the settings available on the VSP725 menus include network settings, account settings, and provisioning settings. See [“Using the Admin Settings Menu” on page 26](#). Most of the settings accessible on the VSP725 are most useful for end users. Through the menu, they can customize the screen appearance, sounds, and manage calls. For more information, see the VSP725 User Guide.
- The Web User Interface, or WebUI, which you access using your Internet browser. See [“Using the WebUI” on page 32](#). The browser-based interface is easy to navigate and best-suited to configuring a large number of VSP725 settings at once. The WebUI gives you access to every setting required for configuring a single device. You can enter service provider account settings on the WebUI, configure the programmable keys, and set up provisioning, which will allow you to automatically and remotely update the VSP725 after initial configuration.
- Provisioning using configuration files. Working with configuration files is the best way to configure multiple phones. There are several methods available to enable the VSP725 to locate and upload the configuration file. For example, you can enable the VSP725, when it starts up or reboots, to check for the presence of a configuration file on a provisioning server. If the configuration file is new or has been modified in any way, the VSP725 automatically downloads the file and applies the new settings. For more information, see [“Provisioning Using Configuration Files” on page 87](#).

Adding a Custom Logo

You can upload a custom logo to be displayed on the phone idle screen and during bootup. Uploading a logo is done using the configuration file. The parameters for uploading a custom logo are described in [“Uploading a custom logo” on page 17](#). The default logo for bootup and idle mode is the **vtech** logo.



Idle screen logo behavior

The behavior described below is disabled by default.

You can enable the logo to appear instead of the idle screen after a specified period of inactivity. The parameter for setting the delay before the logo appears is in the General configuration file. See [“user_pref.idle_to_logo_timeout” on page 127](#).

You can enable the phone screen to cycle between the logo and the idle screen when the phone is in idle mode by setting both the `user_pref.idle_to_logo_timeout` and the `user_pref.logo_to_idle_timeout` parameters. See [“user_pref.logo_to_idle_timeout” on page 127](#).

Logo specifications

The file type and dimensions for the logo are listed in the table below.

File type: Monochrome bitmap (.bmp)

Dimensions (w × h): Idle screen and bootup logo: 158 × 57 pixels

Positioning a custom logo on the screen is a matter of creating a logo with the maximum dimensions listed above, including any surrounding white space. Note that the width of the logo specified in the table above is the same as the width of the VSP725 screen (158 pixels). There are no configuration file settings to specify the x-axis or y-axis position of the logo on the screen.

Uploading a custom logo

The `file.bootup_logo` and `file.idle_logo` parameters in the configuration file allow you to upload a custom bootup logo and custom idle logo. Place the logos on your server and enter the URL for each logo for the `file.idle_logo` and `file.bootup_logo` parameters.

If the downloaded logo is found to be invalid, the syslog will record one of the following errors:

- file not found
- invalid file format

- incorrect image size
- image is not in black and white

Custom logo user interactions

For VSP725 users, pressing any hard key will exit the idle logo and perform the key's function. For example, pressing **MENU** will show the Main Menu.

Pressing a soft key when the idle logo is showing will switch to the idle screen.

Customizing Soft Keys

The configuration file allows you to select which soft keys can appear on the Idle screen, the Active Call screen, the Held Call screen and the Live Dial screen. You can also specify the position of each soft key.

Some soft keys appear only under certain conditions. For example, the Line soft key on the Idle screen appears only if there is more than one registered SIP account. When a "conditional" soft key is not visible, the soft key's position is left empty.

Soft key levels with no soft keys will not be shown if there are multiple soft key levels (as indicated by the ◀ and ▶ icons). Any soft key level where all soft keys are invisible will be dynamically skipped when the user navigates through the available levels. On the VSP725, a soft key level consists of three soft keys (populated or blank) in a row.

The table below shows the soft key options available for each screen. Each screen can have a maximum of nine soft keys.



NOTE

You cannot edit soft key text. The configuration file parameters allow you to only select and position the soft keys for each screen.

Table 4. Custom Soft Keys

Screen	Available Soft Keys	Soft Key Text
Idle	Blank	
	Directory	Directory
	Call Log	Call Log
	Redial	Redial
	Messages	Message
	Do Not Disturb	DND
	Call Forward	CallFwd
	Call Forward All	FwdAll
	Call Forward No Answer	CFNA
	Call Forward Busy	FwdBusy
	Intercom	Intercom
	Retrieve Parked Call	Retrieve
	Call Return	CallBack
	Group Call Pickup	GrpPickup
	Direct Call Pickup	DirPickup
	Line (visible with more than one account assigned)	Line

Table 4. Custom Soft Keys

Screen	Available Soft Keys	Soft Key Text
	Settings	Settings
Call Active	Blank	
	New	New
	Park Call	Park
	End	End
	Hold	Hold
	Transfer	Transfer
	Conference	Conf
	XferLine (visible with more than one call)	XferCall
	ConfLine (visible with more than one call)	ConfCall
Call Held	Blank	
	End	End
	New	New
	Park Call	Park
	Retrieve Parked Call	Retrieve
	Group Call Pickup	GrpPickup
	Direct Call Pickup	DirPickup
	Resume	Resume
	Transfer	Transfer
	Conference	Conf
	XferLine (visible with more than one call)	XferCall
	ConfLine (visible with more than one call)	ConfCall

Table 4. Custom Soft Keys

Screen	Available Soft Keys	Soft Key Text
Live Dial	Blank	
	Directory	Directory
	Call Log	Call Log
	Redial	Redial
	Messages	Message
	End	End
	Dial	Dial
	Input (letter/number selection)	123
	Cancel	Cancel
	Backspc	Backspc

Custom soft key configuration file settings

The custom soft keys parameters are included in the "softkey" module. For more information, see ["softkey" Module: Custom Soft Key Settings](#) on page 145. To modify a soft key parameter, enter values separated by commas. Soft keys appear on the phone screen in the same order as the soft key values you enter. For example, the parameter/value combination of `softkey.idle = line,dir,settings` will result in the Idle screen shown below:

11:09am 25/09/13		
Line 1		
Line	Dir	Settings

CHAPTER 2

CONFIGURATION USING THE PHONE MENUS

The VSP725 Main Menu has the following sub-menus:

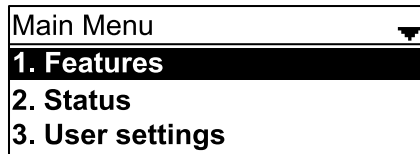
- Features—manage calls, view and add directory entries, view call history, access messages, and use the speed dial menu.
- Status—view the VSP725 network status, account registration status, and product information.
- User Settings—allows the user to set the language for the display, configure the appearance of the display, edit programmable keys, register a DECT headset and customize the audio settings.
- Admin Settings—configure network settings (enter static IP addresses, for example), account settings and provisioning settings.

This chapter contains instructions for using the Admin Settings menu and for accessing the Status menu. See the VSP725 User Guide for more information about the Features menu and User Settings menu.

Viewing the Main Menu

To use the VSP725 menu:

1. When the VSP725 is idle, press **MENU**.
The **Main Menu** appears.



2. Press ▼ or ▲ to highlight the desired sub-menu, and then press **SELECT**.
 - You can also press a corresponding dial pad key to select a numbered menu item. Press 2 to view the **Status** menu, for example.
 - Press **SELECT** or an appropriate soft key to save changes.
 - Press **CANCEL** to cancel an operation, exit the menu display or return to the idle screen.

Using the Status menu

Use the **Status** menu to verify network settings and begin troubleshooting if network problems or account registration issues affect operation.

You can also find the software version of the VSP725 on the **Product Info** screen, available from the **Status** menu.

To view the Status menu:

1. When the VSP725 is idle, press **MENU**.
2. On the **Main Menu**, press ▲ or ▼ to highlight **Status**, and then press **SELECT**.
The **Status** menu appears.



3. On the **Status** menu, press ▲ or ▼ to highlight the desired menu, and then press **SELECT**.

The available status menus are listed in Table 5.

Table 5. Status menu summary

Menu	Information listed
1. Network	■ IP address ■ DHCP status (Enabled/Disabled) ■ Subnet Mask ■ Gateway IP address ■ DNS server 1 IP address ■ DNS server 2 IP address ■ SNTP server URL ■ MAC address
2. Line	Lines and registration status. On the Line menu, highlight and select the desired line to view detailed line status information: ■ Line status (Registered/Not registered) ■ Account display name ■ Account User ID ■ Registrar Server IP address ■ Registrar Server port number ■ Proxy server IP address ■ Proxy server port number
3. Product Info	■ Model number ■ Serial number ■ MAC address ■ Boot version ■ Firmware version ■ V-Series ■ Hardware version ■ EMC version
4. Cordless Accessories	■ DECT headset (Registered/Not registered)

Viewing Line status

To view line status, from the **Status** menu, select **Line**. The **Line** menu lists the available lines, along with icons indicating each line's current registration status.

Line	
LINE 1	
LINE 2	
LINE 3	

Table 6. Line status icons

Icon	Description
	Line registered
	Line unregistered
	Line disabled

To view complete status information for a line:

- On the **Line** menu, press ▲ or ▼ to highlight the desired line, and then press **SELECT**. The full line status screen appears.

LINE 1	
Status:	Registered
Display name:	John Smith
User ID:	2325550176

Using the Admin Settings Menu

To access the Admin Settings menu:

1. When the VSP725 is idle, press **MENU**.
The **Main Menu** appears.

Main Menu
1. Features
2. Status
3. User settings

2. Press ▲ or ▼ to highlight **Admin settings**, and then press **SELECT**.

-or-

Press 4 (**Admin settings**) on the dial pad.

3. Use the dial pad to enter the admin password, and then press **Enter**. The default password is **admin** (press the **123** soft key to enter letters with the dial pad).

The Admin settings are listed in Table 7.

Table 7. Admin setting summary

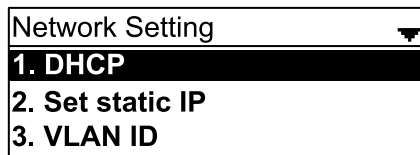
Setting	Options
1. Network setting	1. DHCP (Enable, Disable) 2. Set static IP 3. VLAN ID 4. Others
2. Line	1. LINE 1 2. LINE 2 3. LINE 3
3. Provisioning	1. Server 2. Login 3. Password
4. Reset to default	Press SELECT to display a screen that allows you to reset the phone to factory default settings.
5. Restart phone	Press SELECT to display a screen that allows you to restart the phone.

Using the Network Setting menu

Use the Network setting menu to configure network-related settings for the VSP725. For more information about these settings, see [“Basic Network Settings” on page 59](#) and [“Advanced Network Settings” on page 60](#).

To use the Network setting menu:

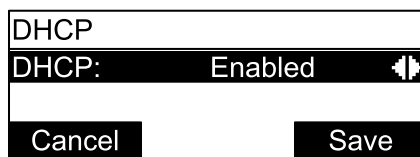
1. From the **Admin Settings** menu, press ▲ or ▼ to highlight **Network setting**, and then press **SELECT**.
The **Network setting** menu appears.

A screenshot of the 'Network Setting' menu. The title 'Network Setting' is at the top with a dropdown arrow. Below it are three options: '1. DHCP' (highlighted with a black background), '2. Set static IP', and '3. VLAN ID'.

2. Press ▲ or ▼ to highlight the desired option, and then press **SELECT**:
 - DHCP
 - Set static IP
 - VLAN ID
 - Others (DNS and NTP servers).

To enable or disable DHCP:

1. From the **Network setting** menu, press ▲ or ▼ to highlight **DHCP**, and then press **SELECT**.
The **DHCP** screen appears.

A screenshot of the 'DHCP' screen. The title 'DHCP' is at the top. Below it is a row with 'DHCP:' and 'Enabled', with a left and right arrow between them. At the bottom are two buttons: 'Cancel' and 'Save'.

2. Press ◀ or ▶ to select **Enabled** or **Disabled**, and then press **Save**.

DHCP is enabled by default, which means the VSP725 will get its IP address from the network. When DHCP is disabled, you must enter a static IP address for the VSP725.



NOTE

You must be familiar with TCP/IP principles and protocols to configure static IP settings.

To set static IP for the VSP725:

1. From the **Network setting** menu, press ▲ or ▼ to highlight **Set static IP**, and then press **SELECT**.

If DHCP is disabled, the **Set static IP** menu appears. If DHCP is enabled, an error message appears briefly before returning you to the **Network setting** menu.

2. On the **Set static IP** menu, enter the static IP address. Use the dial pad and the **Add dot** soft key to enter characters. Press ◀ or ▶ to advance to the next character.

Set static IP	
IP:	192.168.0.100
Subnet Mask:	255.255.255.0
Backspc	Add dot Save

3. Press ▼ and enter the Subnet Mask. Use the dial pad and the **Add dot** soft key to enter characters. Press ◀ or ▶ to advance to the next character.
4. Press ▼ and enter the Gateway. Use the dial pad and the **Add dot** soft key to enter characters. Press ◀ or ▶ to advance to the next character.
5. Press **Save**.

To set the VLAN ID for the VSP725:

1. From the **Network setting** menu, press ▲ or ▼ to highlight **VLAN ID**, and then press **SELECT**.
2. On the **VLAN ID** menu, press ◀ or ▶ to enable or disable the WAN VLAN.

VLAN ID	
WAN VLAN:	Disabled
WAN port:	0
Cancel	Save

3. Press ▼ and enter the WAN port number. Use the dial pad and the **Backspc** soft key to enter characters. The valid range is 0 to 4095.
4. Press ▼ and then press ◀ or ▶ to enable or disable the PC port VLAN.
5. Press ▼ and enter the PC port number. Use the dial pad and the **Backspc** soft key to enter characters. The valid range is 0 to 4095.
6. Press **Save**.

To set other settings (DNS and NTP):

1. From the **Network setting** menu, press ▲ or ▼ to highlight **Others**, and then press **SELECT**.

If DHCP is disabled, the **Others** menu appears. If DHCP is enabled, an error message appears briefly before returning you to the **Network setting** menu.

Others		▼
DNS 1:	0.0.0.0	
DNS 2:	0.0.0.0	
Backspc	Add dot	Save

2. Enter the IP address for the primary DNS server. Use the dial pad and the **Add dot** soft key to enter characters. Press ◀ or ▶ to advance to the next character.
3. Press ▼ and enter the IP address for the secondary DNS server. The VSP725 uses this server if the primary server does not respond.
4. Press ▼ and enter the IP address for the NTP server. If the VSP725 does not use an NTP server, you must manually enter the time and date settings.
5. Press **Save** .

Using the Line menu

Use the **Line** menu to configure line-specific settings for the phone.

To use the Line setting menu:

1. From the **Admin Settings** menu, press ▼ to highlight **Line**, and then press **SELECT**. The **Line** menu appears.

Line	▼
LINE 1	⏏
LINE 2	⏏
LINE 3	⏏

2. Highlight the desired line, if necessary, by pressing ▼, and then press **SELECT**. The full configuration menu for that line appears.

LINE 1 ▼	
Account label:	Line 1
Display name:	John Smith
Backspc	123 Save

You can configure:

- Account label
- Display name
- User ID
- Authorization ID
- Authorization Password
- SIP Registrar Server IP
- Registrar Server port
- Proxy server IP
- Proxy server port
- Register (Yes or No)
- Answer page (Manual or Auto)

For more information about these settings, see [“SIP Account Management” on page 37](#).

3. Edit the Line settings using the dial pad and the soft keys available for each setting:
 - **Backspc**—deletes a character
 - **123**—enables you to enter numbers, lower case letters, or upper case letters using the dial pad. The soft key does not appear when the setting accepts numbers only.
 - **Save**—saves and applies the new settings
 - **Edit**—enables you to edit the setting (appears for the Password setting)
4. Press ◀ or ▶ to advance to the next character.

Using the Provisioning menu

Use the Provisioning menu to manually configure auto-provisioning settings. For more information about auto-provisioning, see [“Provisioning” on page 78](#) and [“Provisioning Using Configuration Files” on page 87](#).

On the Provisioning menu you can configure:

- Server string—the URL of the provisioning server. The URL can include a complete path to the configuration file.
- Login ID—the username the VSP725 will use to access the provisioning server.
- Login PW—the password the VSP725 will use to access the provisioning server.

To use the Provisioning menu:

1. From the **Admin Settings** menu, press ▼ to highlight **Provisioning**, and then press **SELECT**.
The **Provisioning** menu appears.

2. Enter the server URL using the dial pad keys:
 - **Backspc**—deletes a character
 - **ABC**—enables you to enter numbers, lower case letters, or upper case letters with the dial pad. Does not appear when the setting accepts numbers only.
 - **Save**—prompts you to reboot the phone and apply the new settings
 - **Edit**—enables you to edit the setting (appears for the Password setting)

The format of the URL must be RFC 1738 compliant, as follows:

"<schema>://<user>:<password>@<host>:<port>/<url-path>"

"<user>:<password>@" may be empty.

"<port>" can be omitted if you do not need to specify the port number.

3. Press ▼ to move to the next line and enter the Login ID for access to the provisioning server if it is not part of the server string.
4. Press ▼ to move to the next line and enter the Login password.
5. Press **Save** .

CHAPTER 3

USING THE WEBUI

The WebUI allows you to configure all aspects of VSP725 deskset operation, including account settings, programmable keys, network settings, contact lists, and provisioning settings. The WebUI is embedded in the VSP725 operating system. When you access the WebUI, you are accessing it on the device, not on the Internet.

This chapter describes how to access the WebUI and configure VSP725 settings. This chapter covers:

- [“Using the Web User Interface \(WebUI\)” on page 33](#)
- [“Status Page” on page 36](#)
- [“System Pages” on page 37](#)
- [“Network Pages” on page 59](#)
- [“Contacts Pages” on page 62](#)
- [“Servicing Pages” on page 73.](#)

Using the Web User Interface (WebUI)

The Web User Interface (WebUI) resides on the VSP725 deskset. You can access it using an Internet browser. After you log in to the WebUI, you can configure the VSP725 on the following pages:

- System
 - SIP Account Management
 - Call settings
 - User Preferences
 - Programmable Keys
 - Speed Dial Keys
 - Signaling Settings
 - Ringer Settings
 - Paging Zone
- Network
 - Basic Network Settings
 - Advanced Network Settings
- Contacts
 - Local Directory
 - Blacklist
 - LDAP
 - Broadsoft
 - Call History
- Servicing
 - Reboot
 - Time and Date
 - Firmware Upgrade
 - Provisioning
 - Security
 - Certificates
 - System Logs

The WebUI also has a **System Status** page, where you can view network status and general information about the VSP725. The information on this page matches the **Status** menu available on the VSP725.

To access the WebUI:

1. Ensure that your computer is connected to the same network as the VSP725. Your computer may already be connected to the network through the PC port on the back of the VSP725.
2. Find the IP address of the VSP725:
 - a. When the VSP725 is idle, press **MENU**.
 - b. Press ▼ to highlight **Status**, and then press **SELECT**.
 - c. With **Network** highlighted, press **SELECT**.
The **Network** status screen appears.
 - d. On the **Network** status screen, note the IP Address.

Network	
IP:	192.168.100.100
DHCP:	Enabled
Subnet Mask:	255.255.255.255

3. On your computer, open an Internet browser. (Depending on your browser, some of the pages presented here may look different and have different controls. Ensure that you are running the latest update of your preferred browser.)
4. Type the VSP725 IP address in the browser address bar and press **ENTER** on your computer keyboard.
The browser displays a window asking for your user name and password.
5. For the user name, enter **admin**. For the password, enter the default password, **admin**. You can change the password later on the WebUI **Security** page, available under **Servicing**.
6. Click **OK**.
The WebUI appears.

Click topics from the navigation bar along the top of the WebUI, and then click the links along the left to view individual pages. For your security, the WebUI times out after 10 minutes, so if it is idle for that time, you must log in again.

The remaining procedures in this section assume that you are already logged into the WebUI.



NOTE

The settings tables in this section contain settings that appear in the WebUI and their equivalent settings in the configuration file template. You can use the configuration file template to create custom configuration files. Configuration files can be hosted on a provisioning server and used for automatically configuring phones. For more information, see [“Provisioning Using Configuration Files” on page 87](#).

Saving your settings

Most WebUI configuration pages have a  button. Click  to save changes you have made on the page. During a configuration session, click  before you move on to the next WebUI page.

Status Page

The WebUI System Status page is equivalent to the **Status** menu on the VSP725.

System Status

The System Status page shows:

- **General** information about your device, including model, MAC address, and software version
- **Account Status** information about your SIP account registration
- **Network** information regarding your device's network address and network connection
- **Cordless Status** indicates whether a cordless headset is registered to the phone.

STATUS		STATUS	SYSTEM	NETWORK	CONTACTS	SERVICING
System Status						
		General				
		Model: VSP725				
		Serial Number: SM40000620				
		MAC Address: 00:12:2A:41:9B:59				
		Boot Version:				
		Firmware Version: 0.60.0.26418-ENG				
		V-Series: 0.60.0.26418-ENG				
		Hardware Version:				
		EMC Version:				
		Account Status				
		Account 1: Registered				
		Account 2: Not Registered				
		Account 3: Not Registered				
		Network				
		LAN Port IP Address: 10.88.51.97				
		IP type: DHCP				
		Subnet Mask: 255.255.0.0				
		MAC Address: 00:12:2A:41:9B:59				
		Link Status: Connected				
		Gateway: 10.88.3.149				
		Primary DNS: 10.88.162.31				
		Secondary DNS: 10.88.162.10				
		Network Time Settings: us.pool.ntp.org				
		Cordless Status				
		Headset: Not Registered				

System Pages

SIP Account Management

On the SIP Account Management pages, you can configure each account you have ordered from your service provider.

The SIP Account settings are also available as parameters in the configuration file. See [“sip_account” Module: SIP Account Settings](#) on page 96.

SYSTEM	STATUS	SYSTEM	NETWORK	CONTACTS	SERVICING
SIP Account Management					
Account 1					
Account 2					
Account 3					
Call Settings					
Account 1					
Account 2					
Account 3					
User Preferences					
Programmable Keys					
Speed Dial					
Signaling					
Ringer					
Paging Zone					

SYSTEM ACCOUNT MANAGEMENT ACCOUNT 1	
General Account Settings	
☒ Enable Account:	
Account Label:	Line 1
Display name:	John Smith
User identifier:	203
Authentication name:	203
Authentication password:	••••••••
Dial plan:	x+P
Inter Digit Timeout (secs):	3
Maximum number of calls:	2
Page auto answer:	Manual
Feature synchronization:	Disable
Line Type:	Private
Barge-In:	Disable
DTMF method:	Auto
Unregister after reboot:	Enable

General Account Settings

Click the link for each setting to see the matching configuration file parameter in [“Configuration File Parameter Guide”](#) on page 95. Default values and ranges are listed there.

Setting	Description
Enable Account	Enable or disable the SIP account. Select to enable.
Account Label	Enter the name that will appear on the VSP725 display when account x is selected.
Display Name	Enter the Display Name. The Display Name is the text portion of the caller ID that is displayed for outgoing calls using account x.
User identifier	Enter the User identifier supplied by your service provider. The User ID, also known as the Account ID, is a SIP URI field used for SIP registration. Note: Do not enter the host name (e.g. "@sipservice.com"). The WebUI automatically adds the default host name.

Setting	Description
Authentication name	If authentication is enabled on the server, enter the authentication name (or authentication ID) for authentication with the server.
Authentication password	If authentication is enabled on the server, enter the authentication password for authentication with the server.
Dial Plan	Enter the dial plan, with dialing strings separated by a symbol. See “Dial Plan” on page 39 .
Inter Digit Timeout (secs)	Sets how long the VSP725 waits after any "P" (pause) in the dial string or in the dial plan.
Maximum Number of Calls	Select the maximum number of concurrent active calls allowed for that account.
Page Auto Answer	When set to Auto, enables the VSP725 to automatically answer when a page is received. This is usually the desired behavior for paging.
Feature Synchronization	Enables the VSP725 to synchronize with Broadworks Application Server. Changes to features such as DND, Call Forward All, Call Forward No Answer, and Call Forward Busy on the server side will also update the settings on the VSP725 menu and WebUI. Similarly, changes made using the VSP725 or WebUI will update the settings on the server.
Line Type	Select the line type to Private or Shared. A private line will be accessible only at the VSP725 you are configuring. Shared lines can be assigned to more than one VSP725. For more information about using shared lines, see the VSP725 User Guide.
Barge-in	Enables subscribers to shared lines to "barge in" on active calls on other shared lines.
DTMF method	Select the default DTMF transmission method. You may need to adjust this if call quality problems are triggering unwanted DTMF tones or you have problems sending DTMF tones in general.
Unregister after reboot	Enables the phone to unregister the account(s) after rebooting-before the account(s) register again as the phone starts up. If other phones that share the same account(s) unregister unexpectedly in tandem with the rebooting VSP725, disable this setting.

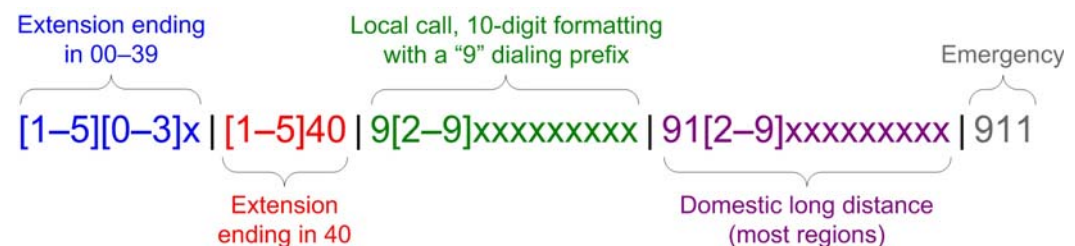
Dial Plan

The dial plan consists of a series of dialing rules, or strings, that determine whether what the user has dialed is valid and when the VSP725 should dial the number.

Dialing rules must consist of the elements defined in the table below.

Element	Description
x	Any dial pad key from 0 to 9, including # and *.
[0-9]	Any two numbers separated by a hyphen, where the second number is greater than the first. All numbers within the range or valid, excluding # and *.
x+	An unlimited series of digits.
,	This represents the playing of a secondary dial tone after the user enters the digit(s) specified or dials an external call prefix before the comma. For instance, "9,xxxxxxx" means the secondary dial tone is played after the user dials 9 until any new digit is entered. "9,3xxxxxxx" means only when the digit 3 is hit would the secondary dial tone stop playing.
PX	This represents a pause of a defined time; X is the pause duration in seconds. For instance, "P3" would represent pause duration of 3 seconds. When "P" only is used, the pause time is the same as the Inter Digit Timeout (see "SIP Account Management" on page 37).
(0:9)	This is a substitution rule where the first number is replaced by the second. For example, "(4:723)xxxx" would replace "46789" with "723-6789". If the substituted number (the first number) is empty, the second number is added to the number dialed. For example, in "(:1)xxxxxxxxxx", the digit 1 is appended to any 10-digit number dialed.
	This separator is used to indicate the start of a new pattern. Can be used to add multiple dialing rules to one pattern edit box.

A sample dial plan appears below.



	SIP Server	
	Server address:	10.88.25.60
	Port:	5060
	Registration	
	Server address:	10.88.25.60
	Port:	5060
	Expiration (secs):	3600
	Registration Freq (secs):	10
	Outbound Proxy	
	Server address:	0.0.0.0
	Port:	0
	Backup Outbound Proxy	
Server address:		
Port:	1	

SIP Server Settings

Setting	Description
Server address	Enter the IP address or domain name for the SIP server.
Server port	Enter the port number that the SIP server will use.

Registration Settings

Setting	Description
Server address	Enter the IP address or domain name for the registrar server.
Server port	Enter the port number that the registrar server will use.
Expiration	Enter the desired registration expiry time in seconds.
Registration Freq (secs)	Enter the desired registration retry frequency in seconds. If registration using the Primary Outbound Proxy fails, the Registration Freq setting determines the number of seconds before a registration attempt is made using the Backup Outbound Proxy.

Outbound Proxy Settings

Setting	Description
Server address	Enter the IP address or domain name for the proxy server.
Server port	Enter the port number that the proxy server will use.

Backup Outbound Proxy Settings

Setting	Description
Server address	Enter the IP address or domain name for the backup proxy server.
Server port	Enter the port number that the backup proxy server will use.

Audio

Ringer Tone:

Codec priority 1:

Codec priority 2:

Codec priority 3:

Codec priority 4:

Codec priority 5:

☐ Enable voice encryption (SRTP)

☐ Enable G.729 Annex B

Quality of Service

DSCP (voice):

DSCP (signalling):

Signaling Settings

Local SIP port:

Transport:

Audio Settings

Setting	Description
Ringer Tone	Sets the ringer tone for incoming calls on the account.
Codec priority 1	Select the codec to be used first during a call.
Codec priority 2	Select the codec to be used second during a call if the previous codec fails.
Codec priority 3	Select the codec to be used third during a call if the previous codec fails.
Codec priority 4	Select the codec to be used fourth during a call if the previous codec fails.
Codec priority 5	Select the codec to be used fifth during a call if the previous codec fails.
Enable voice encryption (SRTP)	Select to enable secure RTP for voice packets.
Enable G.729 Annex B	When G.729a/b is enabled, select to enable G.729 Annex B, with voice activity detection (VAD) and bandwidth-conserving silence suppression.

Quality of Service

Setting	Description
DSCP (voice)	Enter the Differentiated Services Code Point (DSCP) value from the Quality of Service setting on your router or switch.
DSCP (signalling)	Enter the Differentiated Services Code Point (DSCP) value from the Quality of Service setting on your router or switch.

Signaling Settings

Setting	Description
Local SIP port	Enter the local SIP port.
Transport	Select the SIP transport protocol: ■ TCP (Transmission Control Protocol) is the most reliable protocol and includes error checking and delivery validation. ■ UDP (User Datagram Protocol) is generally less prone to latency, but SIP data may be subject to network congestion. ■ TLS (Transport Layer Security)—the VSP725 supports secured SIP signalling via TLS. Optional server authentication is supported via user-uploaded certificates. TLS certificates are uploaded using the configuration file. See “file” Module: Imported File Settings on page 136 and consult your service provider.

Feature Access Codes	
Paging:	
Call Park:	
Parked Call Retrieval:	
Voicemail:	
DND ON:	
DND OFF:	
Call Forward All ON:	
Call Forward All OFF:	
Call Forward No Answer ON:	
Call Forward No Answer OFF:	
Call Forward Busy ON:	
Call Forward Busy OFF:	
Anonymous Call Reject ON:	
Anonymous Call Reject OFF:	
Anonymous Call ON:	
Anonymous Call OFF:	
Call Waiting ON:	
Call Waiting OFF:	
Group Call Pickup:	
Direct Call Pickup:	

Feature Access Codes Settings

If your IP PBX service provider uses feature access codes, then enter the applicable codes here. You can assign many of these features to programmable feature keys, which enables end users to press the keys to dial out the codes you enter here. To configure programmable feature keys, see [“Programmable Keys” on page 51](#).

Setting	Description	Assignable to PFK?
Paging	Enter the paging access code.	Yes
Call Park	Enter the call park access code. Broadsoft provides a feature access code for the park feature. Asterisk/Metaswitch provides a parking lot extension number for the park feature. Enter the parking lot extension number here.	Yes
Parked Call Retrieval	Enter the call park retrieval access code. Broadsoft and Asterisk/Metaswitch provide a feature access code for park retrieval.	Yes
Voicemail	Enter the voicemail access code. The code is dialed when the user selects a line from the phone's Message menu.	Yes
DND ON	Enter the Do Not Disturb ON access code.	Yes
DND OFF	Enter the Do Not Disturb OFF access code.	Yes
Call Forward All ON	Enter the Call Forward All ON access code.	Yes
Call Forward All OFF	Enter the Call Forward All OFF access code.	Yes
Call Forward No Answer ON	Enter the Call Forward No Answer ON access code.	Yes
Call Forward No Answer OFF	Enter the Call Forward No Answer OFF access code.	Yes
Call Forward Busy ON	Enter the Call Forward Busy ON access code.	Yes
Call Forward Busy OFF	Enter the Call Forward Busy OFF access code.	Yes
Anonymous Call Reject ON	Enter the Anonymous Call Reject ON access code.	No
Anonymous Call Reject OFF	Enter the Anonymous Call Reject OFF access code.	No
Anonymous Call ON	Enter the Anonymous Call ON access code.	No
Anonymous Call OFF	Enter the Anonymous Call OFF access code.	No
Call Waiting ON	Enter the Call Waiting ON access code.	No
Call Waiting OFF	Enter the Call Waiting OFF access code.	No

Setting	Description	Assignable to PFK?
Group Call Pickup	Enter the Group Call Pickup code. Dialing the code enables the user to answer a call ringing at another VSP725 that is part of the same group.	Yes
Direct Call Pickup	Enter the Direct Call Pickup code. Dialing the code enables the user to answer a call ringing at another VSP725.	Yes

Busy Lamp Field

List URI:

Remote Pickup Code:

BLF subscription expiration:

Voicemail Settings

☒ Enable MWI subscription

Mailbox ID:

Expiration (secs):

☐ Ignore Unsolicited MWI:

☒ Enable Stutter Dial Tone

NAT Traversal

☐ Enable STUN

Server address:

Port:

☐ Enable UDP Keep-Alive

Keep-alive interval (secs):

Busy Lamp Field

Setting	Description
List URI	Enter the BLF list URI, as supplied by or set up with your service provider. For example, blf-list1@sipservice.com. This list contains a list of extensions that are eligible for BLF monitoring. You can assign keys for BLF monitoring on the Programmable Keys page. See “Programmable Keys” on page 51 .
Remote Pickup Code	Enter the remote pickup code for the BLF list, as supplied by your service provider.
BLF subscription expiration	Enter the BLF subscription expiry time (in seconds) for account x.

Voicemail Settings

Setting	Description
Enable MWI Subscription	When enabled, the account subscribes to the "message summary" event package. The account may use the User ID or the service provider's "Mailbox ID".
Mailbox ID	Enter the URI for the mailbox ID. The phone uses this URI for the MWI subscription. If left blank, the User ID is used for the MWI subscription.
MWI subscription expiration	Enter the MWI subscription expiry time (in seconds) for account x.
Ignore unsolicited MWI	When selected, unsolicited MWI notifications—notifications in addition to, or instead of SUBSCRIBE and NOTIFY methods—are ignored for account x. If the VSP725 receives unsolicited MWI notifications, the Message Waiting LED will not light to indicate new messages. Disable this setting if: ■ MWI service does not involve a subscription to a voicemail server. That is, the server supports unsolicited MWI notifications. ■ you want the Message Waiting LED to indicate new messages when the VSP725 receives unsolicited MWI notifications.
Enable Stutter Dial Tone	Enables or disables the stutter dial tone for that account (indicating message(s) waiting) when the phone goes off hook.

NAT Traversal

Setting	Description
Enable STUN	Enables or disables STUN (Simple Traversal of UDP through NATs) for account x. The Enable STUN setting allows the VSP725 to identify its publicly addressable information behind a NAT via communicating with a STUN server.
Server address	Enter the STUN server IP address or domain name.
Server port	Enter the STUN server port.
Enable UDP Keep-Alive	Enables or disables UDP keep-alives. Keep-alive packets are used to maintain connections established through NAT.
Keep-alive interval (secs)	Enter the interval (in seconds) for sending UDP keep-alives.

Music On Hold

☐ Enable Local MoH

Network Conference

☐ Enable Network Conference

Conference URI:

Session Timer

☐ Enable Session Timer

Minimum value (secs):

Maximum value (secs):

Music on Hold Settings

Setting	Description
Enable Local MoH	Enables or disables a hold-reminder tone that the user hears when a far-end caller puts the call on hold.

Network Conference Settings

Setting	Description
Enable Network Conference	Enables or disables network conferencing for account x.
Conference URI	Enter the URI for the network bridge for conference handling on account x.

Session Timer

Setting	Description
Enable Session Timer	Enables or disables the SIP session timer. The session timer allows a periodic refreshing of a SIP session using the RE-INVITE message.
Minimum value (secs)	Sets the session timer minimum value (in seconds) for account x.
Maximum value (secs)	Sets the session timer maximum value (in seconds) for account x.

Call Settings

You can configure call settings for each account. Call Settings include Do Not Disturb and Call Forward settings.

The call settings are also available as parameters in the configuration file. See ["call_settings" Module: Call Settings" on page 130](#).

SYSTEM	STATUS	SYSTEM	NETWORK	CONTACTS	SERVICING
SIP Account Management Account 1 Account 2 Account 3 Call Settings Account 1 Account 2 Account 3 User Preferences Programmable Keys Speed Dial Signaling Ringer Paging Zone	CALL SETTINGS Account 1 General Call Settings ☐ Anonymous Call Reject ☐ Enable Anonymous Call Do Not Disturb ☐ Enable DND Incoming calls: Show Call Forward ☐ Enable Call Forward Always Target number: ☐ Enable Call Forward Busy Target number: ☐ Enable Call Forward No Answer Target number: Delay: 1 ring Save				

General Call Settings

Setting	Description
Anonymous Call Reject	Enables or disables rejecting calls indicated as "Anonymous."
Enable Anonymous Call	Enables or disables outgoing anonymous calls. When enabled, the caller name and number are indicated as "Anonymous."

Do Not Disturb

Setting	Description
Enable DND	Turns Do Not Disturb on or off.
Incoming calls	When set to Show, the phone displays incoming call information while Do Not Disturb is on. When set to Reject, the phone rejects incoming calls without alerting the user.

Call Forward

Setting	Description
Enable Call Forward Always	Enables or disables call forwarding for all calls on that line. Select to enable.
Target Number	Enter a number to which all calls will be forwarded.
Enable Call Forward Busy	Enables or disables forwarding incoming calls to the target number if the number of active calls has reached the maximum number of calls configured for account x.
Target Number	Enter a number to which calls will be forwarded when Call Forward Busy is enabled.
Enable Call Forward No Answer	Enables or disables call forwarding for unanswered calls on that line.
Target Number	Enter a number to which unanswered calls will be forwarded.
Delay	Select the number of rings before unanswered calls are forwarded.

User Preferences

On the User Preferences page, you can configure some basic settings for the phone and set hold reminder and call waiting settings. The User Preferences page is also available to phone users when they log on to the WebUI.

The user preference settings are also available as parameters in the configuration file. See [“user_pref” Module: User Preference Settings](#) on page 127.

General User Settings

Click the link for each setting to see the matching configuration file parameter in [“Configuration File Parameter Guide”](#) on page 95. Default values and ranges are listed there.

Setting	Description
WebUI Language	Sets the language that appears on the WebUI. Other languages will be added in a future release.
Phone Language	Sets the language that appears on the phone. Other languages will be added in a future release.
Backlight Timer (secs)	Sets how long (in seconds) the screen backlight stays on after the last button press.
Ringer Volume	Sets the ringer volume for incoming calls. You can also use the VOLUME ▼ or ▲ keys on the VSP725.
Default Audio Mode	Sets how calls are answered when you press a line key or Answer .

Call Hold Reminder

Setting	Description
Enable Call Hold Reminder Tone	Enables or disables the call hold reminder tone. Select to enable.
Tone Interval (secs)	Sets the interval for the call hold reminder tone, in seconds.

Call Waiting

Setting	Description
Call Waiting Off	When selected, disables incoming call notifications when the user is already on a call. Incoming calls are rejected.
Call Waiting On	When selected, enables incoming call notifications when the user is already on a call.
Enable Call Waiting Tone	Enables or disables the call waiting tone. Select to enable.
Tone Interval (secs)	Sets the interval for the call waiting tone, in seconds.

Programmable Keys

The VSP725 has 12 dual-function programmable keys. You can assign up to 24 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 **Account** keys to Account 1 to enable users to manage multiple calls on Account 1. You can also assign multiple **Quick Dial** keys.

The programmable key settings are also available as parameters in the configuration file. See ["pfk" Module: Programmable Feature Key Settings" on page 132](#).

For the programmable key default settings, see ["Programmable Keys" on page 12](#).

Click the link for each setting to see the matching configuration file parameter in ["Configuration File Parameter Guide" on page 95](#). Default values and ranges are listed there.

SYSTEM
SIP Account Management
Account 1
Account 2
Account 3
Call Settings
Account 1
Account 2
Account 3
User Preferences
Programmable Keys
Speed Dial
Signaling
Ringer
Paging Zone

STATUSSYSTEMNETWORKCONTACTSSERVICING

Programmable Keys

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

Save

Programmable Key Type	Description
Line	Configures the key for accessing an account. Users can make or answer calls by pressing these keys. The key LED will change according to call activity. After selecting Account in the Type column, select the account number in the Account column.

Programmable Key Type	Description
Directory	Configures the key to access the Directory menu. Users can then press the key to view the Directory menu.
Call History	Configures the key to access the Call History list. Users can then press the key to view the Call History list.
Redial	Configures the key to access the Redial list. Users can then press the key to view the Redial list.
Messages	Configures the key to access the Message menu. Users can then press the key to view the Message menu.
Do Not Disturb	Configures the key to turn Do Not Disturb on or off. The key is lit orange when DND is on.
Call Forward All	Configures the key to turn Call Forward All on or off. In the Account column, select the account for which Call Forward All will apply. Before assigning the key, ensure that you configure Call Forward settings on the Call Settings page.
Call Forward No Answer	Configures the key to turn Call Forward No Answer on or off. In the Account column, select the account for which Call Forward No Answer will apply. Before assigning the key, ensure that you configure Call Forward settings on the Call Settings page.
Call Forward Busy	Configures the key to turn Call Forward Busy on or off. In the Account column, select the account for which Call Forward Busy will apply. Before assigning the key, ensure that you configure Call Forward settings on the Call Settings page.
Quick Dial	Configures the key to dial a number on the selected line. After selecting Quick Dial, enter the number to be dialed in the Value column. In the Account column, select the account on which the number will be dialed out.
BLF (Busy Lamp Field)	Configures the key to monitor another extension. In the Value column, enter the URI of the extension you want to monitor with this key. For example, 2325552001@sipservice.com. For configuring BLF interoperability when using certain service platforms, see sip_account.x.blf_variant .
ACD (Automatic Call Distribution)	Configures the key to display the ACD State menu on the phone LCD. In the Account column, select the applicable account. The key LED will indicate the current ACD state. Shared Line accounts support ACD, but note that subscribers to a shared line will share a common ACD state.

Programmable Key Type	Description
Page	Configures the key to call one or a group of phones. Pressing the key dials the Paging feature access code. You must enter the feature access code for Paging on the SIP Account Management page. For some service providers, you must also enter a page extension value in the Value column. This value will be dialed along with the Paging feature access code. You can configure pages to be automatically answered. See "Page Auto Answer" under "SIP Account Management" on page 37.
Multicast Page	Configures the key to make outgoing multicast pages. In the Value column, enter a valid Paging Zone ID (ranging from 1 to 10). Multicast paging differs from standard paging in that it is handled locally by the VSP725 and does not require a subscription through the hosted server. To use multicast paging, you must first set up paging zones on the WebUI. See "Paging Zone" on page 58. See also <code>pfk.x.multicast_zone</code> in the configuration file.
Park Call	Enables the user to park a call. Pressing the key dials the Call Park feature access code (FAC). You must enter the feature access code for Call Park on the SIP Account Management page. In the Account column, select the account on which the feature access code will be dialed out. For example, choose Account 1 if you wish to use the Call Park FAC that you entered for account 1. For some service providers, you must also enter a park extension in the Value column. This value will be dialed along with the Call Park FAC or instead of the Call Park FAC (if your configuration doesn't require the FAC). See also <code>sip_account.x.park_variant</code>.
Retrieve Park Call	Enables the user to retrieve a parked call. Pressing the key dials the Parked Call Retrieval feature access code (FAC) configured on the SIP Account Management page. In the Account column, select the account on which the feature access code will be dialed out. For example, choose Account 1 if you wish to use the Parked Call Retrieval FAC that you entered for account 1. For some service providers, you must also enter a park retrieval extension in the Value column. This value will be dialed along with the Parked Call Retrieval FAC or instead of the Parked Call Retrieval FAC (if your configuration doesn't require the FAC).
In Call DTMF	Configures the key to dial a string of numbers while the end user is on a call. For example, pressing the key might dial a conference access code. After selecting In Call DTMF, enter the number to be dialed in the Value column. See also <code>pfk.x.incall_dtmf</code> in the configuration file.

Programmable Key Type	Description
Call return	Configures the key to dial the number of the last missed call.
Group Call Pickup	Enables the user to answer a call ringing at another extension. The call can be ringing at any extension in the phone's call pickup group. Pressing the key dials the Group Call Pickup feature access code (FAC) configured on the SIP Account Management page.
Direct Call Pickup	Enables the user to answer a call ringing at a specific VSP725 or compatible SIP telephone. Pressing the key dials the Direct Call Pickup feature access code (FAC) configured on the SIP Account Management page. Depending on the server requirements, the user may then need to enter the number of the ringing extension.

Speed Dial Keys

On the Speed Dial page, you can enter up to 10 speed dial numbers. For each speed dial number you enter, you must assign the account on which the number will be dialed out.

To dial a speed dial number, press and hold the dial pad key that matches the speed dial entry number.



NOTE

This menu duplicates the speed dial menu on the phone (**Main Menu > Features > Speed dial**). Entries that are entered and saved on the WebUI replace entries that were entered using the phone. Similarly, entries that are configured using the phone menu will update entries on the WebUI.

The speed dial key settings are also available as parameters in the configuration file. See [""speed_dial" Module: Speed Dial Settings" on page 134](#).

After entering information on this page, click [Save](#) to save it.

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SIP Account Management
Account 1
Account 2
Account 3
Call Settings
Account 1
Account 2
Account 3
User Preferences
Programmable Keys
Speed Dial
Signaling
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Speed Dial

Key	Name	Value	Account
Key 1	Angela Martin	7325550118	Account 1
Key 2	Charlie Johnson	7325550198	Account 1
Key 3			Account 1
Key 4			Account 1
Key 5			Account 1
Key 6			Account 1
Key 7			Account 1
Key 8			Account 1
Key 9			Account 1
Key 0			Account 1

Save

To enter speed dial numbers:

1. In the **Name** column, enter the name associated with this speed-dial entry.
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  .

Speed Dial Keys

Click the link for each setting to see the matching configuration file parameter in [""speed_dial" Module: Speed Dial Settings" on page 134.](#)

Setting	Description
Name	The name associated with the speed dial entry.
Value	The phone number that the speed dial key dials when pressed and held.
Account	The SIP account that the phone will use to dial the number.

Signaling Settings

The signalling settings are also available as parameters in the configuration file. See [“network” Module: Network Settings” on page 109](#).

After entering information on this page, click [Save](#) to save it.

SYSTEM	STATUS	SYSTEM	NETWORK	CONTACTS	SERVICING
SIP Account Management Account 1 Account 2 Account 3 Call Settings Account 1 Account 2 Account 3 User Preferences Programmable Keys Speed Dial Signaling Ringer Paging Zone	Voice Min Local RTP port: 18000 Max Local RTP port: 19000 NAT Traversal ☐ Enable IP Masquerading Public IP address: 0.0.0.0 Public SIP port: 5060 Min Public RTP port: 18000 Max Public RTP port: 19000 Save				

Voice

Click the link for each setting to see the matching configuration file parameter in [“network” Module: Network Settings” on page 109](#). Default values and ranges are listed there.

Setting	Description
Min Local RTP port	Enter the lower limit of the Real-time Transport Protocol (RTP) port range. RTP ports specify the minimum and maximum port values that the phone will use for RTP packets.
Max Local RTP port	Enter the upper limit of the RTP port range.

NAT Traversal

The NAT Traversal settings are communicated to the VoIP server so that the VSP725 is reachable when connected to the Internet behind NAT.

Setting	Description
Enable IP Masquerading	Select to enable NAT traversal and IP masquerading.
Public IP address	Enter the external IP address of your router. This setting identifies the router's public address to the VoIP server.
Public SIP port	Enter the router port number being used for SIP. This setting identifies the router's port to the VoIP server.
Min Public RTP port	Enter the lower limit of the public RTP port range.
Max Public RTP port	Enter the upper limit of the RTP port range.

Ringer Settings

The Ringer Settings enable you to provide a distinctive ringing feature via the custom Alert-Info header associated with an incoming call. This setting overrides the ringer tone you have set for the account. For example, you can set a unique ringer tone to alert the VSP725 user upon receiving any incoming calls tagged as "important" in the Alert-Info header.

The SIP Invite message contains an Alert-Info header that the phone checks in order to determine which ringer tone to play. The Alert-Info header format is as follows:

Alert-Info: info=info_text

If the header contains the "info" parameter, the phone attempts to match it to the Distinctive Ringing Text. If there is a match, the associated tone will play. If there is no match, the default tone for the account will play.

The matching is done on a "first match" basis. In the case of duplicate text strings, the ringer tone associated with the first matched entry in the Distinctive Ringing Text list will play.

The server-side configuration must be done with your service provider. This is where the SIP Invite text ("Distinctive Ringing Text") will be derived.

The ringer settings are also available as parameters in the configuration file. See ["ringsetting" Module: Distinctive Ringer Settings](#) on page 135.

After entering information on this page, click [Save](#) to save it.

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SIP Account Management
Account 1
Account 2
Account 3
Call Settings
Account 1
Account 2
Account 3
User Preferences
Programmable Keys
Speed Dial
Signaling
Ringer
Paging Zone

STATUSSYSTEMNETWORKCONTACTSSERVICING

Ringer

Distinctive Ringing Text	Tone
	Ringer 1
	Ringer 1
	Ringer 1
	Ringer 1
	Ringer 1
	Ringer 1
	Ringer 1
	Ringer 1

Save

Setting	Description
Distinctive Ringing Text	Enter the text that will match the "info" parameter and play the ringer tone. The matching of the "info" parameter and Distinctive Ringing Text is case sensitive. The maximum length of the Distinctive Ringing Text is 40 characters.
Tone	Select the desired ringer from the list.

Paging Zone

On the Paging Zone page, you can enter the multicast IP addresses that the phone will monitor. When a page is sent out using this multicast IP address, all phones that are programmed to monitor that IP address will receive the paging RTP stream and play the page on their speakerphone. You can also enable the phone to send out multicast pages using a particular multicast IP address.

You must first set up paging groups (each group consisting of a multicast paging IP address and assigned User IDs) on your SIP PBX. The VSP725 can monitor a maximum of 10 multicast IP addresses.

SYSTEM		STATUS					SYSTEM					NETWORK					CONTACTS					SERVICING				
SIP Account Management																										
Account 1																										
Account 2																										
Account 3																										
Call Settings																										
Account 1																										
Account 2																										
Account 3																										
User Preferences																										
Programmable Keys																										
Speed Dial																										
Signaling																										
Ringer																										
Paging Zone																										
		Save																								

ID	Name	Multicast IP	Multicast Port	Priority	Enable Incoming Page
1				5	☒
2				5	☒
3				5	☒
4				5	☒
5				5	☒
6				5	☒
7				5	☒
8				5	☒
9				5	☒
10				5	☒

Setting	Description
Name	Enter the name of the paging zone. Names can be a maximum of 15 characters. The paging zone name is displayed on the LCD during incoming and outgoing multicast pages.
Multicast IP	Enter the paging zone multicast IP address. The IP address range for multicast addresses is 224.0.0.0–239.255.255.255.
Multicast Port	Enter the multicast port used by the multicast IP address. The valid port range is 1 to 65535.
Priority	Select the paging zone priority from 1 to 10. Zones with a priority higher than another zone can interrupt the lower-priority zone's active page. In addition, a call priority setting is available in the configuration file (page_zone.call_priority_threshold). This priority setting also ranges from 1 to 10 (2 is the default). If the paging zone priority is higher or equal to the call priority, then a multicast page can interrupt an active, dialing, or incoming call.
Enable Incoming Page	Select to enable the VSP725 to receive incoming pages for that paging zone. If the "Enable Incoming Page" checkbox is not selected, the phone will not listen for the multicast, but will still be able to broadcast an outgoing page.

Network Pages

You can set up the VSP725 for your network configuration on the Network pages. Your service provider may require you to configure your network to be compatible with its service, and the VSP725 settings must match the network settings.

The network settings are also available as parameters in the configuration file. See ["network" Module: Network Settings" on page 109](#).

After entering information on this page, click [Save](#) to save it.

Basic Network Settings

NETWORK
Basic
Advanced

STATUSSYSTEMNETWORKCONTACTSSERVICING

Basic Network Settings
☒ Enable DHCP
IP address:
Subnet Mask:
Gateway:
Primary DNS:
Secondary DNS:
[Save](#)



If you disable DHCP on this page, you must configure static IP settings for the VSP725. You must be familiar with TCP/IP principles and protocols to configure static IP settings.

Basic Network Settings

Click the link for each setting to see the matching configuration file parameter in ["network" Module: Network Settings" on page 109](#). Default values and ranges are listed there.

Setting	Description
Enable DHCP	DHCP is selected (enabled) by default, which means the VSP725 will get its IP address, Subnet Mask, Gateway, and DNS Server(s) from the network. When DHCP is disabled, you must enter a static IP address for the VSP725, as well as addresses for the Subnet Mask, Gateway, and DNS Server(s).
IP Address	If DHCP is disabled, enter a static IP address for the VSP725.
Subnet Mask	Enter the subnet mask.
Gateway	Enter the address of the default gateway (in this case, your router).
Primary DNS	If DHCP is disabled or you don't wish to use the DHCP-assigned DNS server (or one specified by your service provider), enter addresses for the primary and secondary DNS servers.
Secondary DNS	

Advanced Network Settings

NETWORK

Basic

Advanced

STATUS

SYSTEM

NETWORK

CONTACTS

SERVICING

VLAN

☐ Enable LAN Port VLAN
 VID:
Priority:

☐ Enable PC Port VLAN
 VID:
Priority:

LLDP-MED

☐ Enable LLDP-MED
 Packet interval (secs):

802.1x

☐ Enable 802.1x
 Identity:
MD5 Password:

Save

VLAN

You can organize your network and optimize VoIP performance by creating a virtual LAN for phones and related devices.

Click the link for each setting to see the matching configuration file parameter in [“network” Module: Network Settings](#) on page 109. Default values and ranges are listed there.

Setting	Description
Enable LAN Port VLAN	Enable if the phone is part of a VLAN on your network. Select to enable.
VID	Enter the VLAN ID (vlan 5, for example).
Priority	Select the VLAN priority that matches the Quality of Service (QOS) settings that you have set for that VLAN ID. Outbound SIP packets will be marked and sent according to their priority. 7 is the highest priority. Note: Configuring QOS settings for your router or switch is a subject outside the scope of this document.
Enable PC Port VLAN	Enable if the phone is part of a VLAN on your network. Select to enable.
VID	Enter the PC Port VLAN ID (vlan 5, for example).
Priority	Select the VLAN priority that matches the Quality of Service (QOS) settings that you have set for that VLAN ID. Outbound SIP packets will be marked and sent according to their priority. 7 is the highest priority. Note: Configuring QOS settings for your router or switch is a subject outside the scope of this document.

LLDP-MED

Setting	Description
Enable LLDP-MED	Enables or disables Link Layer Discovery Protocol for Media Endpoint Devices (LLDP-MED). LLDP-MED is a standards-based discovery protocol supported on some network switches. It is required for auto-configuration with VLAN settings.
Packet Interval (secs)	Sets the LLDP-MED packet interval (in seconds).

802.1x

Setting	Description
Enable 802.1x	Enables or disables the 802.1x authentication protocol. This protocol allows the phone to attach itself to network equipment that requires device authentication via 802.1x.
Identity	Enter the 802.1x EAPOL identity.
MD5 Password	Enter the 802.1x EAPOL MD5 password.

Contacts Pages

Local Directory

On the Local Directory page, you can manage your local directory entries. You can sort, edit, delete, and add contact information for up to 200 entries. In order to back up your contacts or import another local directory file, the page also enables you to export and import your phone's local directory.

The Local Directory lists entries on up to 10 pages, with 20 entries per page. Click [Next](#), [Last](#), [First](#), or a page number to view the desired page of entries.

CONTACTS
Local Directory
Blacklist
LDAP
Broadsoft
Call History

STATUS
SYSTEM
NETWORK
CONTACTS
SERVICING

Local Directory
Select All ☐ [Sort By Last Name](#)

Total: 21	First Name	Last Name	Ringer Tone	Work	Mobile	Home	Account	
☐	Angela	Martin	0	7325550118			1	Edit
☐	Bronwyn	McDonald	0	2325550140			1	Edit
☐	Charlie	Johnson	0	5550198			1	Edit
☐	Dale	Appleton	0		6045550135		1	Edit
☐	David	Carter	3	2325550194	2325550177		2	Edit
☐	Davis	Swerdlow	0		2325550172		1	Edit
☐	Elkhart	Taxi	0		6045550156		1	Edit
☐	Graham	Ball	0		2325550176		1	Edit
☐	Kathryn	Dolphy	0		6045550195		1	Edit
☐	Linda	Miller	0		6045550117		2	Edit
☐	Lydia	Braithwaite	0	2325550157			1	Edit
☐	Martin	Meyers	0	2325550122			1	Edit
☐	Mary	Williams	0		6045550145	6045550146	1	Edit
☐	Richard	Serling	0		6045550141	7875550181	2	Edit
☐	Robert	Brown	2		6045550105		2	Edit
☐	Sandro	Voss	0	2325550149			1	Edit
☐	Stefan	Wheeler	0		2325550161		1	Edit
☐	Susan	Ballance	0		6045550170		1	Edit
☐	Terry	Ng	0		2325550187		1	Edit
☐	Ursula	Baldwin	0	6045550166			1	Edit

First 1
[Next](#)
[Last](#)

[Delete Selected Entries](#)
[Add New Entry](#)
[Clear Directory](#)

Import Local Directory

No File Chosen
[Choose File](#)

Export Local Directory



You can also use the phone menu to manage local directory entries. For more information, see the VSP725 User Guide.

Table 8 describes the buttons available on the Local Directory page.

Table 8. Local Directory commands

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

To add a new directory entry:

1. Click [Add New Entry](#).

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

CONTACTS
Local Directory
Blacklist
LDAP
Broadsoft
Call History

STATUSSYSTEMNETWORKCONTACTSSERVICING

Create Local Directory Entry

First Name:
Last Name:
Ringer Tone:
Account:
Work Number:
Mobile Number:
Home Number:
[Save](#)

2. Enter the required information as described in the following table.

Create Local Directory Entry

Setting	Description	Range	Default
First Name	Enter the appropriate names in these fields. The maximum length of the first name and last name fields is 15 characters.	n/a	Blank
Last Name			
Ringer Tone	Sets a unique ringer tone for calls from this directory entry.	Auto, Tone 1-10	Tone 1
Account	Sets the account used when you dial this directory entry.	Default Account, Account 1-3	Default Account
Work Number	Enter the appropriate names and numbers in these fields.	n/a	Blank
Mobile Number			
Home Number			

Directory Import/Export

The best way to create a directory file for import is to first export the directory from the phone. After exporting the file, open it in an .xml editor and add or modify entries.

Importing a directory file adds the imported directory entries to existing entries. Therefore, it is possible to have duplicate entries after importing a directory file. If you are importing a "complete" directory file with the aim of replacing the entire current directory, use **Select All** and  to clear the directory before importing the file.



NOTE

Using the configuration file, you can set whether an imported directory file adds to existing entries or replaces existing entries. See [""file" Module: Imported File Settings" on page 136](#).

Directory files are .xml files that have the following tags:

Local Directory WebUI field	Directory file XML tag
First Name	<DIR_ENTRY_NAME_FIRST>
Last Name	<DIR_ENTRY_NAME_LAST>
Work Number	<DIR_ENTRY_NUMBER_WORK>
Mobile Number	<DIR_ENTRY_NUMBER_MOBILE>
Home Number	<DIR_ENTRY_NUMBER_HOME>
Account	<DIR_ENTRY_LINE_NUMBER>
Call Block (not on WebUI)	<DIR_ENTRY_BLOCK>
Ringer Tone	<DIR_ENTRY_RINGER>

Blacklist

On the Blacklist page, you can manage local blacklist entries. The VSP725 rejects calls from numbers that match blacklist entries. You can sort, edit, delete, and add up to 200 blacklist entries. In order to back up your blacklist entries or import another local blacklist file, the page also enables you to export and import the blacklist.

The blacklist lists entries on up to 10 pages, with 20 entries per page. Click [Next](#) , [Last](#) , [First](#) , or a page number to view the desired page of entries.



You can also use the VSP725 menu to manage blacklist entries. For more information, see the VSP725 User Guide.

Table 9 describes the buttons available on the Blacklist page.

Table 9. Blacklist commands

Click	To...
Sort By Last Name	Sort the list by last name.
Edit	Edit information for an entry
Next	View the next page of entries.
Last	View the last page of entries.
First	View the first page of entries.
Delete Selected Entries	Delete selected entries. Click Select All to select every entry on the page you are viewing.

Table 9. Blacklist commands

Click	To...
Add New Entry	Add a new entry.
Clear Directory	Delete all entries.
Choose File	Import a blacklist file.
Export	Export the blacklist.

To add a new blacklist entry:

1. Click [Add New Entry](#).

The **Create Blacklist Entry** page appears.

CONTACTS
Local Directory
Blacklist
LDAP
Broadsoft
Call History

STATUSSYSTEMNETWORKCONTACTSSERVICING

Create Blacklist Entry

First Name:

Last Name:

Account:

Work Number:

Mobile Number:

Home Number:

[Save](#)

2. Enter the required information as described in the following table.

Create Blacklist Entry

Setting	Description	Range	Default
First Name	Enter the appropriate names in these fields. The maximum length of the first name and last name fields is 15 characters.	n/a	Blank
Last Name			
Account	Sets the account used when you dial this directory entry.	Default Account, Account 1-3	Account 1
Work Number	Enter the appropriate names and numbers in these fields.	n/a	Blank
Mobile Number			
Home Number			

Blacklist Import/Export

The best way to create a blacklist file for import is to first export the blacklist from the VSP725. After exporting the file, open it in an .xml editor and add or modify entries.

Importing a blacklist file adds the imported blacklist entries to existing entries. Therefore, it is possible to have duplicate entries after importing a blacklist file. If you are importing a "complete" blacklist file with the aim of replacing the entire current blacklist, use **Select All** and  to clear the blacklist before importing the file.



Using the configuration file, you can set whether an imported blacklist file adds to or replaces existing entries. See ["file" Module: Imported File Settings](#) on [page 136](#).

Blacklist files are .xml files that have the following tags:

Blacklist WebUI field	Blacklist file XML tag
First Name	<BLACKLIST_ENTRY_NAME_FIRST>
Last Name	<BLACKLIST_ENTRY_NAME_LAST>
Work Number	<BLACKLIST_ENTRY_NUMBER_WORK>
Mobile Number	<BLACKLIST_ENTRY_NUMBER_MOBILE>
Home Number	<BLACKLIST_ENTRY_NUMBER_HOME>
Account	<BLACKLIST_ENTRY_LINE_NUMBER>

LDAP

The phone supports remote Lightweight Directory Access Protocol (LDAP) directories. An LDAP directory is hosted on a remote server and may be the central directory for a large organization spread across several cities, offices, and departments. You can configure the phone to access the directory and allow users to search the directory for names and telephone numbers.

The LDAP settings are also available as parameters in the configuration file. See [“remoteDir” Module: Remote Directory Settings](#) on page 121.

After entering information on this page, click [Save](#) to save it.

CONTACTS	STATUS	SYSTEM	NETWORK	CONTACTS	SERVICING
Local Directory Blacklist LDAP Broadsoft Call History	LDAP ☐ Enable LDAP Directory name: Server address: Port: 389 Version: 2 Authentication scheme: Simple Authentication name: Authentication password: Base: Maximum number of entries: 200 Maximum search delay: 0 First name filter: Firstname Last name filter: Lastname Phone number filter: First name attribute: Last name attribute: Work phone number attribute: Mobile phone number attribute: Home phone number attribute: Lookup for incoming calls: Disable Lookup in dialing mode: Disable Save				

LDAP Settings

Click the link for each setting to see the matching configuration file parameter in [“remoteDir” Module: Remote Directory Settings](#) on page 121. Default values and ranges are listed there.

Setting	Description
Enable LDAP	Enables or disables the phone's access to the LDAP directory.
Directory name	Enter the LDAP directory name.
Server address	Enter the LDAP server domain name or IP address.
Port	Enter the LDAP server port.

Setting	Description
Version	Select the LDAP protocol version supported on the phone. Ensure the protocol value matches the version assigned on the LDAP server.
Authentication scheme	Select the LDAP server authentication scheme.
Authentication name	Enter the user name or authentication name for LDAP server access.
Authentication password	Enter the authentication password for LDAP server access.
Base	Enter the LDAP search base. This sets where the search begins in the directory tree structure. Enter one of more attribute definitions, separated by commas (no spaces). Your directory may include attributes like "cn" (common name) or "ou" (organizational unit) or "dc" (domain component). For example: ou=accounting,dc=vtech,dc=com
Maximum number of entries	Sets the maximum number of entries returned for an LDAP search. Limiting the number of hits can conserve network bandwidth.
Maximum search delay	Enter the delay (in seconds) before the phone starts returning search results.
First name filter	Enter the first name attributes for LDAP searching. The format of the search filter is compliant to the standard string representations of LDAP search filters (RFC 2254).
Last name filter	Enter the last name attributes for LDAP searching. The format of the search filter is compliant to the standard string representations of LDAP search filters (RFC 2254).
Phone number filter	Enter the number attributes for LDAP searching. The format of the search filter is compliant to the standard string representations of LDAP search filters (RFC 2254).
First name attribute	Sets the attribute for first name. What you enter here should match the first name attribute for entries on the LDAP server (gn for givenName, for example). This helps ensure that the phone displays LDAP entries in the same format as the Local Directory.
Last name attribute	Sets the attribute for last name. What you enter here should match the last name attribute for entries on the LDAP server (sn for surname, for example). This helps ensure that the phone displays LDAP entries in the same format as the Local Directory.

Setting	Description
Work number attribute	Sets the attribute for the work number. What you enter here should match the work number attribute for entries on the LDAP server (telephoneNumber, for example). This helps ensure that the phone displays LDAP entries in the same format as the Local Directory.
Mobile number attribute	Sets the attribute for the mobile number. What you enter here should match the mobile number attribute for entries on the LDAP server (mobile, for example). This helps ensure that the phone displays LDAP entries in the same format as the Local Directory.
Home number attribute	Sets the attribute for the home number. What you enter here should match the home number attribute for entries on the LDAP server (homePhone, for example). This helps ensure that the phone displays LDAP entries in the same format as the Local Directory.
Lookup for incoming calls	Enables or disables LDAP incoming call lookup. If enabled, the phone searches the LDAP directory for the incoming call number. If the number is found, the phone uses the LDAP entry for CID info.
Lookup in dialing mode	Enables or disables LDAP outgoing call lookup. If enabled, numbers entered in pre-dial or live dial are matched against LDAP entries. If a match is found, the LDAP entry is displayed for dialing.

Broadsoft

The phone supports access to the Broadsoft Phonebook. Users can search for and call contacts that are hosted on the Broadsoft Phonebook. On the Broadsoft Phonebook Settings page, you must enter the path and credentials to enable the phone to access the Broadsoft Phonebook.

Broadsoft Phonebook Settings

Setting	Description
Enable Broadsoft Phonebook	Enables or disables the phone's access to the Broadsoft phonebook.
Display name	Enter the display name for the Broadsoft Phonebook. This name appears on the Directory list on the VSP725 menu.
Server base address	Enter the Broadsoft Phonebook server domain or IP address.
Port	Enter the Broadsoft Phonebook server port.
Authentication name	Enter the user name or authentication name for Broadsoft Phonebook access.
Authentication password	Enter the authentication password for Broadsoft Phonebook access.
Directory type	Select the directory type: Group, Group Common, Enterprise, Enterprise Common, Personal

Call History

The Call History page has no configurable settings. It displays Missed Calls, Received Calls, and Dialed Calls. Users can view their call history and "click to dial" numbers if click to dial is enabled.

CONTACTS
Local Directory
Blacklist
LDAP
Broadsoft
Call History

STATUSSYSTEMNETWORKCONTACTSSERVICING

Call History

Missed calls

Date	Time	Name	Number	Account
2013-01-04	15:30:58	204	204	1
2013-01-04	15:30:46	206	206	1
2013-01-04	15:30:35	204	204	1
2013-01-04	15:30:29	206	206	1

Received calls

Date	Time	Name	Number	Account
2012-12-31	18:40:49	Ron Benoit	242	1

Dialed calls

Date	Time	Name	Number	Account
2012-12-31	20:31:35		6045550149	1
2012-12-31	20:31:28		6045550123	1
2013-01-08	17:08:45	Ron Benoit	242	1
2013-01-01	21:09:02		2325550192	1

Servicing Pages

Reboot

To manually reboot the VSP725 and apply settings that you have updated, click [Reboot](#).

The screenshot shows the 'SERVICING' menu on the left with 'Reboot' highlighted. The main content area is titled 'Reboot' and contains a 'Reboot Device' button.

Time and Date

On the Time and Date page, you can manually set the time and date, and the time and date formats. You can also set the system time to follow a Network Time Protocol (NTP) Server (recommended) or you can set the time and date manually.

The time and date settings are also available as parameters in the configuration file. See ["time_date" Module: Time and Date Settings](#) on page 116.

The screenshot shows the 'Time and Date' page with the following sections:

- Time and Date Format:**
 - Date Format: DD/MM/YY
 - Time Format: 24 Hour
- Network Time Settings:**
 - ☒ Enable Network Time
 - NTP Server: us.pool.ntp.org
 - ☐ Use DHCP (Option 42)
- Time Zone and Daylight Savings Settings:**
 - Time Zone: -5 United States-East
 - ☒ Automatically adjust clock for Daylight Savings
 - ☐ User-defined Daylight Savings Time
 - Daylight Savings Start: March, Week 2, Sunday, 02:00
 - Daylight Savings End: November, Week 1, Sunday, 02:00
 - Daylight Savings Offset (minutes): 60
 - ☐ Use DHCP (Option 2/100/101)
- Manual Time Settings:**
 - Date: 24/06/2015
 - Time: 13:36:59
 - Buttons: Save, Apply Now

Time and Date Format

Click the link for each setting to see the matching configuration file parameter in [""time_date" Module: Time and Date Settings" on page 116](#). Default values and ranges are listed there.

Setting	Description
Date Format	Sets the date format.
Time Format	Sets the clock to a 24-hour or 12-hour format.

Network Time Settings

Setting	Description
Enable Network Time	Enables or disables getting time and date information for your phone from the Internet.
NTP Server	If Enable Network Time is selected, enter the URL of your preferred time server.
Use DHCP (Option 42)	If Enable Network Time is selected, select to use DHCP to locate the time server. Option 42 specifies the NTP server available to the phone. When enabled, the phone obtains the time in the following priority: 1. Option 42 2. NTP Server 3. Manual time.

Time Zone and Daylight Savings Settings

Setting	Description
Time Zone	Select your time zone from the list.
Automatically adjust clock for Daylight Savings	Select to adjust the clock for daylight savings time according to the NTP server and time zone setting. To disable daylight savings adjustment, disable both this setting and User-defined Daylight Savings Time.
User-defined DST	Select to set your own start and end dates and offset for Daylight Savings Time. To disable daylight savings adjustment, disable both this setting and Automatically adjust clock for Daylight Savings.
DST Start: Month DST Start: Week DST Start: Day DST Start: Hour	If User-defined DST is enabled, set the start date and time for daylight savings: Month, week, day, and hour.

Setting	Description
DST End: Month DST End: Week DST End: Day DST End: Hour	If User-defined DST is enabled, set the end date and time for daylight savings: Month, week, day, and hour.
Daylight Savings Offset	If User-defined DST is enabled, this specifies the daylight savings adjustment (in minutes) to be applied when the current time is between Daylight Savings Start and Daylight Savings End.
Use DHCP (Option 2/100/101)	If Enable Network Time is selected, select to use DHCP to determine the time zone offset. Options 2, 100 and 101 determine time zone information.

Manual Time Settings

If Enable Network Time is disabled or if the time server is not available, use Manual Time Settings to set the current time.

Setting	Description
Date	Select the current year, month, and day. Click the Date field and select the date from the calendar that appears.
Time	Sets the current hour, minute, and second. Click the Time field, and enter the current time. You can also refresh the page to update the manual time settings.

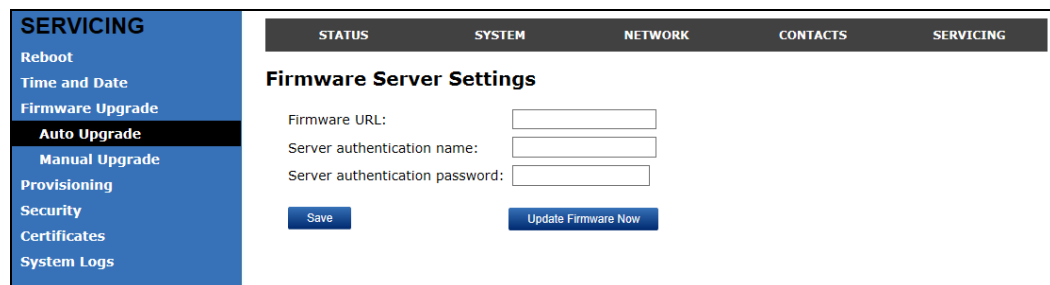
Click  to start the VSP725 using the manual time settings.

Firmware Upgrade

You can update the VSP725 with new firmware using the following methods:

- Retrieving a firmware update file from a remote host computer and accessed via a URL. This central location may be arranged by you, an authorized ErisTerminal dealer, or your SIP service provider. Enter the URL under **Firmware Server Settings**.
- Using a file located on your computer or local network. No connection to the Internet is required. Consult your dealer for access to firmware update files. Click **Manual Upgrade** to view the page where you can manually upgrade the VSP725 firmware.

The firmware upgrade settings are also available as parameters in the configuration file. See [“provisioning” Module: Provisioning Settings on page 113](#).

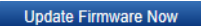


Firmware Server Settings

Click the link for each setting to see the matching configuration file parameter in [“provisioning” Module: Provisioning Settings on page 113](#). Default values and ranges are listed there.

Setting	Description
Firmware URL	The URL where the firmware update file resides. This should be a full path, including the filename of the firmware file.
Server authentication name	Authentication username for the firmware server
Server authentication password	Authentication password for the firmware server

To update the firmware immediately:

- Click  .



You can also configure the VSP725 to check for firmware updates at regular intervals. See [“Provisioning” on page 78](#).

Manual Firmware Update and Upload

On the Manual Firmware Update Settings page, you can upgrade the VSP725 firmware using a file located on your computer or local network.

The screenshot shows the 'SERVICING' menu on the left with options: Reboot, Time and Date, Firmware Upgrade, Auto Upgrade, Manual Upgrade (highlighted), Provisioning, Security, Certificates, and System Logs. The main content area is titled 'Manual Firmware Update Settings' and includes a 'File name:' label, a text input field containing 'No file chosen', a 'Choose File' button, and an 'Update from File' button.

To update the firmware using a file on your computer or local network:

1. On the Manual Firmware Update page, click **Choose File** to locate and open the firmware update file.
2. Click **Update from File**.

After clicking **Update from File** the VSP725 will update its firmware and restart.

Provisioning

Provisioning refers to the process of acquiring and applying new settings for the VSP725 using configuration files retrieved from a remote computer. After a VSP725 is deployed, subsequent provisioning can update the VSP725 with new settings; for example, if your service provider releases new features. See also [“Provisioning Using Configuration Files” on page 87](#).

With automatic provisioning, you enable the VSP725 to get its settings automatically—the process occurs in the background as part of routine system operation. Automatic provisioning can apply to multiple ErisTerminal products simultaneously.

With manual provisioning on the WebUI, you update the VSP725 settings (configuration and/or firmware) yourself via **Provisioning > Import Configuration** and/or **Firmware Upgrade > Manual Upgrade**. Manual provisioning can only be performed on one VSP725 at a time.

On the Provisioning page, you can enter settings that will enable the VSP725 to receive automatic configuration and firmware updates. The Provisioning page also allows you to manually update VSP725 configuration from a locally stored configuration file using an Import function. You can also export the VSP725 configuration—either to back it up or apply the configuration to another VSP725 in the future—to a file on your computer.

The provisioning process functions according to the Resynchronization settings and Provisioning Server Settings. The VSP725 checks for the provisioning URL from the following sources in the order listed below:

1. PnP—Plug and Play Subscribe and Notify protocol
2. DHCP Options
3. Preconfigured URL—Any ErisTerminal device updated to the latest firmware release will have the Redirection Server URL available as the default Provisioning Server URL (see [“provisioning.server_address” on page 113](#)).



Using the Redirection Service requires contacting the ErisTerminal support team for an account.

If one of these sources is disabled, not available, or has not been configured, the VSP725 proceeds to the next source until reaching the end of the list.

The provisioning settings are also available as parameters in the configuration file. See [“provisioning” Module: Provisioning Settings” on page 113](#).

SERVICING
Reboot
Time and Date
Firmware Upgrade
Auto Upgrade
Manual Upgrade
Provisioning
Security
Certificates
System Logs

STATUSSYSTEMNETWORKCONTACTSSERVICING

Provisioning Server

Server URL:

Server Authentication Name:

Server Authentication Password:

Plug-and-Play Settings

☒ Enable PnP Subscribe

DHCP Settings

☒ Use DHCP Options

DHCP Option Priority 1:

DHCP Option Priority 2:

DHCP Option Priority 3:

Vendor Class ID (DHCP 60):

User Class Info (DHCP 77):

Provisioning Settings

Setting	Description
Server URL	URL of the provisioning file(s). The format of the URL must be RFC 1738 compliant, as follows: "<schema>://<user>:<password>@<host>:<port>/<url-path>" "<user>:<password>@" may be empty. "<port>" can be omitted if you do not need to specify the port number.
Server authentication name	User name for access to the provisioning server
Server authentication password	Password for access to the provisioning server

Plug-and-Play Settings

Setting	Description
Enable PnP Subscribe	Select to enable the VSP725 to search for the provisioning URL via a SUBSCRIBE message to a multicast address (224.0.1.75). The VSP725 expects the server to reply with a NOTIFY that includes the provisioning URL. The process times out after five attempts.

DHCP Settings

Setting	Description
Use DHCP Options	Enables the VSP725 to use DHCP options to locate and retrieve the configuration file. When selected, the VSP725 automatically attempts to get a provisioning server address, and then the configuration file. If DHCP options do not locate a configuration file, then the server provisioning string is checked. Note: Ensure that DHCP is also enabled on the Network > Basic settings page.
DHCP Option Priority 1	If DHCP is enabled, sets the DHCP Option priority. Select the highest priority option.
DHCP Option Priority 2	If DHCP is enabled, sets the DHCP Option priority. Select the second highest priority option.
DHCP Option Priority 3	If DHCP is enabled, sets the DHCP Option priority. Select the third highest priority option.
Vendor Class ID (DHCP 60)	DHCP Option 60 is available to send vendor-specific information to the DHCP Server.
User Class Info (DHCP 77)	DHCP Option 77 is available to send vendor-specific information to the DHCP Server.

Resynchronization

Mode:

Bootup Check:

Interval:

☐ Use encryption for configuration file

Passphrase:

Import Configuration

Import from File:

Export Configuration

Export to File:

Reset Configuration

Reset Configuration to Default Settings:

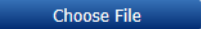
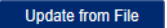
Resynchronization

Setting	Description
Mode	Sets which files the VSP725 checks for at regular intervals. It can check for configuration files, firmware update files (from the URL entered on the Firmware Server Settings page), or both. Note: When checking for both configuration and firmware files, the firmware URL can be within the config file. This firmware URL takes precedence over the URL on the Firmware Server Settings page. It will also update the URL on the Firmware Server Settings page. This allows you to change the firmware URL automatically.
Bootup Check	Sets the VSP725 to check the provisioning URL for new configuration and/or firmware files upon bootup. The update is applied as part of the reboot process.
Interval	Sets an interval, in minutes, for checking for updates.
Use encryption	Enables an AES-encrypted configuration file to be decrypted before being applied to the VSP725. Select if the configuration file has been secured using AES encryption. See “Securing configuration files with AES encryption” on page 93 .
Passphrase	If the configuration file has been secured using AES encryption, enter the 16-bit key. See “Securing configuration files with AES encryption” on page 93 .

Import Configuration

You can configure the VSP725 by importing a configuration file from your computer or your local network. For more information about configuration file types and configuration file formatting, see [“Provisioning Using Configuration Files” on page 87](#).

To import a configuration file:

1. Click  to locate and open the configuration file.
2. Click  .

The VSP725 will update its configuration.

Manually importing a configuration file differs from the auto-provisioning process in that:

- The VSP725 does not check whether the file has been loaded before. The configuration file is processed whether or not it is different from the current version.
- The VSP725 will restart immediately after importing the configuration file, without waiting for one minute of inactivity.

Export Configuration

You can export all the settings you have configured on the WebUI and save them as a configuration file on your computer. You can then use this configuration file as a backup, or use it to update other phones.

Under **Export Configuration**, you can also reset the phone to its default configuration.



The exported configuration file will contain the following passwords in plain text:

NOTE

- SIP account authentication password
- EAPOL password
- Firmware server password
- Provisioning server password
- Encryption passphrase
- LDAP server password
- Broadsoft directory server password.

Please ensure that you save the exported configuration file in a secure location.

To export the configuration file:

- Click  .

The format of the exported file is **<model name>_<mac address>.cfg**. For example, **VSP725_0011A0OCF489.cfg**.

Exporting a configuration file generates two header lines in the configuration file. These header lines provide the model number and software version in the following format:

#Model Number = xxxxxxxx

#SW Version = xxxxxxxx

You can use the exported file as a general configuration file, and duplicate the settings across multiple units. However, ensure that you edit the file to remove any MAC-specific SIP account settings before applying the general configuration file to other units.

Reset Configuration

You can reset the phone to its default settings.

To reset the VSP725 to its default configuration:

1. Under **Reset Configuration**, click  .
2. When the confirmation box appears, click **OK**.

Security

On the **Security** page you can reset the admin password, reset the user password, and enter web server settings.

The security settings are also available as parameters in the configuration file. See [“web” Module: Web Settings](#) on page 126.

Administrator Password

You can set the administrator password on the WebUI or by using provisioning. For more information on using provisioning to set the administrator password, see [“profile” Module: Password Settings](#) on page 142.

To change the admin password:

1. Enter the old password (for a new VSP725, the default password is **admin**).
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**.

User Password

You can set the user password on the WebUI or by using provisioning. For more information on using provisioning to set the user password, see [“profile” Module: Password Settings](#) on page 142.

To change the User password:

1. Enter the old password (for a new VSP725, 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**.

Web Server

Setting	Description
HTTP Server port	Port used by the HTTP server.
Enable Secure Browsing	Sets the server to use the HTTPS protocol.
HTTPS Server port	Port used by the HTTPS server.

To configure Web Server Settings:

1. Enter the HTTP Server port number. The default setting is 80.
2. Enable or Disable Secure Browsing. When enabled, the HTTPS protocol is used, and you must select the HTTPS server port in the next step.
3. Enter the HTTPS server port number. The default setting is 443.



NOTE

Changing the Web Server settings will reboot the VSP725.

Certificates

You can upload an optional web server certificate to the VSP725 to establish a secure connection between phone and server. If a certificate is not available, the VSP725's self-signed certificate will be used during the connection transaction.

A web server certificate can also be uploaded using provisioning. For more information, see ["file" Module: Imported File Settings](#) on page 136.

To upload a web server certificate:

1. On the Server Certificate page, click **Choose File**.
2. Locate the certificate file and click **Open**.
3. On the Server Certificate page, click **Import**.

System Logs

On the **Syslog Settings** page, you can enter settings related to system logging activities. It supports the following logging modes:

- Syslog server
- Volatile file

Under **Network Trace**, you can capture network traffic related to the phone's activity and save the capture as a .pcap file. The file can be used for diagnostic and troubleshooting purposes.

Under **Download Log**, you can save the system log to a file.

The Syslog settings are also available as parameters in the configuration file. See [“log” Module: Log Settings](#) on page 120.

SERVICING

- Reboot
- Time and Date
- Firmware Upgrade
- Auto Upgrade
- Manual Upgrade
- Provisioning
- Security
- Certificates
- System Logs**

STATUS **SYSTEM** **NETWORK** **CONTACTS** **SERVICING**

Syslog

☐ Enable Syslog

Server address:

Port:

Log Level:

Save

Network Trace

Capture: **Start**

Save to file

Download Log

Save to File: **Save Log to file**

Syslog Settings

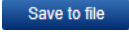
Setting	Description
Enable Syslog	Enable log output to syslog server.
Server address	Syslog server IP address.
Server port	Syslog server port.
Log Level	Sets the log level. The higher the level, the larger the debug output. ■ 5—ALL ■ 4—DEBUG ■ 3—INFO ■ 2—WARNING ■ 1—ERROR ■ 0—CRITICAL

The logging levels are:

- **CRITICAL:** Operating conditions to be reported or corrected immediately (for example, an internal component failure or file system error).
- **ERROR:** Non-urgent failures—unexpected conditions that won't cause the device to malfunction.
- **WARNING:** An indication that an error or critical condition can occur if action is not taken.
- **INFO:** Normal operational messages.
- **DEBUG:** Developer messages for troubleshooting/debugging purposes.

Network Trace

To perform a network trace:

1. Start a network trace by clicking  . The button changes to  .
2. Stop the network trace by clicking  .
3. Save the trace by clicking  . Your browser should prompt you to save the **capture.pcap** file.

Download Log

To download the system log:

1. Click  .
2. After your browser prompts you to save the **system.log** file, save the file in the desired location.

CHAPTER 4

PROVISIONING USING CONFIGURATION FILES

Provisioning using configuration files is the quickest way to configure multiple VSP725 desksets and other ErisTerminal products. You can place configuration files on a provisioning server, where the VSP725 desksets retrieve the files and update their configuration automatically.

Configuration files have the extension **.cfg** and contain settings that will apply to VSP725 desksets. To edit a configuration file, open it with a text editor such as Notepad.

The settings within a configuration file are grouped into modules. Most of the modules group their settings in the same way that settings are grouped on the VSP725 WebUI. For example, the "time_date" module in the configuration file contains the same settings that are on the **Time and Date** WebUI page. For a complete list of VSP725 configuration file modules and their associated parameters, see ["Configuration File Parameter Guide" on page 95](#).

Using the WebUI, you can also import a configuration file and apply the configuration file settings to the VSP725. For more information, see ["Import Configuration" on page 81](#).

This chapter covers:

- ["The Provisioning Process" on page 88](#)
- ["Configuration File Types" on page 90](#)
- ["Data Files" on page 91](#)
- ["Configuration File Tips and Security" on page 92](#).

The Provisioning Process

The automatic provisioning process is as follows:

1. Check for new or updated configuration files. For file-checking options, see [“Provisioning” on page 78](#) and [“Resynchronization: configuration file checking” on page 89](#). The VSP725 maintains a list of the last loaded provisioning files. The VSP725 compares its current configuration against the files it finds on the provisioning server. **Checking for update...** appears on the VSP725 screen.

If provisioning has been triggered by the resync timer expiring or by remote check-sync, the VSP725 checks for updated files after one minute of inactivity.

2. Download the configuration files.

If any file on the provisioning server has changed, the VSP725 treats it as a new file and downloads it. **Configuring Deskset...** appears on the VSP725 screen.

If the provisioning URL specifies a path only with no filename, then by default the VSP725 looks for and retrieves the following two files:

- General file: **<model>.cfg**.
- MAC-specific file: **<model>_<MAC Address>.cfg**.

The <model> variable is the VTech product model: VSP725, for example.

If the provisioning URL specifies both a path and filename, then the VSP725 retrieves only the configuration file specified.

3. The VSP725 restarts after one minute of inactivity. **Please wait while the phone reboots** appears on the VSP725 screen. For more information, see [“VSP725 restart” on page 89](#).

During provisioning, the VSP725 reads the configuration file and validates each module and setting. The VSP725 considers a setting valid if it is:

- a valid data type
- formatted as a valid setting
- within a valid data range
- part of a module that passes an integrity check. That is, the module's settings are consistent and logical. For example, in the "network" module, if DHCP is disabled, but no static IP address is specified, the module will fail the integrity check and none of the settings will apply.

Invalid modules or invalid settings are skipped and logged as ERROR messages in the system log, but will not interrupt the provisioning process. The system log will include the module parameters that have not been applied. A recognized module with unrecognized settings will cause all other settings in that module to be skipped.

A successful configuration or firmware update is reported as an INFO message in the system log.

See “[Configuration File Parameter Guide](#)” on page 95 for the options and value ranges available for each configuration file setting.

Resynchronization: configuration file checking

You can select a number of options that determine when the VSP725 checks for new configuration files. This process of checking for configuration files is called Resynchronization. Resynchronization options are available on the WebUI **Provisioning** page, but you can also include them in a configuration file.

The resynchronization options are:

- **Mode**—sets the VSP725 to check for a configuration file only, a firmware update file only, or both types of file.
- **Never**—configuration file checking is disabled
- **Bootup**—the VSP725 checks for new configuration files when it boots up. Any updates are applied during the boot-up process.
- **Remote check-sync**—enables you to start a resynchronization remotely using your hosted server's web portal. The Remote check-sync settings are available only in the configuration file, not the WebUI.
- **Repeatedly**, at a defined interval from 60 to 65535 minutes (45 days).

VSP725 restart

If the VSP725 needs to restart after an auto-update, the restart happens only after the device has been idle for one minute.

To prevent users from delaying the update process (auto-updates cannot begin until the VSP725 has been idle for one minute), or to avoid device restarts that might interfere with incoming calls:

- set the resynchronization interval to a suitable period
- upload any new configuration file(s) to your provisioning server after work hours so that the VSP725 will download the file(s) when there is no call activity.

When you update the VSP725 by importing a configuration file using the WebUI, the device restarts immediately after applying the new settings, regardless of whether the VSP725 is idle.

Configuration File Types

The VSP725 is able to retrieve and download two types of configuration file. Depending on your requirements, you may want to make both types of configuration file available on your provisioning server.

The two configuration file types are a general configuration file and a MAC-specific configuration file. The types differ in name only. The formatting of the files' content is the same.

The general configuration file contains settings that are required by every VSP725 in the system.

The MAC-specific configuration file is a file that only a single VSP725 can retrieve. The MAC-specific configuration file name contains a VSP725 MAC address and can only be retrieved by the device with a matching MAC address.

The filename formats for both files are:

- General file: **<model>.cfg**
- MAC-specific file: **<model>_<MAC Address>.cfg**

The <model> variable is the VTech product model; for example, **VSP725**. For more information about the MAC-specific configuration file, see ["Guidelines for the MAC-Specific configuration file" on page 92](#).

If the provisioning URL specifies a path only with no filename, then by default the VSP725 will fetch both files.

However, if the provisioning URL specifies both a path and filename, then the VSP725 will only fetch the single configuration file specified.

Both the general and MAC-specific files can contain any of the available configuration settings. A setting can appear in the general configuration file or the MAC-specific configuration file, or both files, or neither file. If a setting appears in both files, the setting that is read last is the one that applies.

When the VSP725 fetches both a general and a MAC-specific configuration file, the general file is processed first. You can configure a setting for most of your VSP725 desksets in the general file, and then overwrite that setting for just a few VSP725 desksets using the MAC-specific file.

Data Files

The configuration file can also include links to data files for product customization. Allowed data types include the following:

- Directory (contacts, blacklist) in .xml format
- Certificates (server, provisioning, LDAP, Broadsoft) in pem format
- Logos (a bootup logo and an idle screen logo) in .bmp format

Links to data files are in the configuration file's "file" module. This is where you enter any URLs to the data files that the VSP725 deskset may require.

None of the data files are exported when you export a configuration file from the VSP725. However, you can export a Directory or Blacklist .xml file using the WebUI. After modifying the .xml file, you can use the configuration file "file" module to have the VSP725 import the new file. For a complete list of data file parameters, see [""file" Module: Imported File Settings" on page 136](#).

Configuration File Tips and Security

All configuration settings are initially stored in a configuration template file. Copy, rename, and edit the template file to create a general configuration file and the MAC-specific configuration files you will need. You can store the general configuration file and the MAC-specific files on your provisioning server.

Do not modify the configuration file header line that includes the model and firmware version.

To save yourself time and effort, consider which settings will be common to all (or the majority of) VSP725 desksets. Such settings might include call settings, language, and NAT settings. You can then edit those settings in the configuration template and save it as the general configuration file. The remaining settings will make up the MAC-specific configuration file, which you will have to copy and edit for each VSP725.

Guidelines for the MAC-Specific configuration file

The VSP725 downloads the MAC-specific configuration file after the general configuration file. You must create a MAC-specific configuration file for each VSP725 in your system. The file name must contain the VSP725 MAC address, which is printed on a label on the back of the device, or available on the **MENU > Status > Product Info** screen. For example, a VTech VSP725 deskset with the MAC address of 00:11:A0:10:6F:2D would download the **VSP725_0011A0106F2D.cfg** file.

**NOTE**

When renaming a MAC-specific configuration file, ensure the filename is all upper case.

The MAC-specific configuration file contains settings intended exclusively for that VSP725 deskset. Such settings will include SIP account settings such as display name, user ID, and authentication ID.

Securing configuration files with AES encryption

You can encrypt your configuration files to prevent unauthorized users modifying the configuration files. The VSP725 firmware decrypts files using the AES 256 algorithm. After encrypting a file and placing it on your provisioning server, you can enable the VSP725 to decrypt the file after fetching it from the server.

The procedures in this section use OpenSSL for Windows for file encryption, as shown in Figure 2.

To decrypt a configuration file, you will need a 16-character AES key that you specified when you encrypted the file. The key (or passphrase) is limited to 16 characters in length and supports special characters ~ ^ ` % ! & - _ + = | . @ * : ; , ? () [] { } < > / \ # as well as spaces.



NOTE

The encryption of configuration files is supported only for the auto provisioning process. Encrypt files only if you intend to store them on a provisioning server. Do not encrypt files that you intend to manually import to the VSP725. You cannot enable decryption for manually imported configuration files.

To encrypt a configuration file:

1. (Optional) Place your configuration file in the same folder as the openssl executable file. If the configuration file is not in the same folder as the openssl executable file, you can enter a relative pathname for the [infile] in the next step.
2. Double-click the **openssl.exe** file.
3. On the openssl command line, type:

```
enc -aes-256-cbc -pass pass:[passphrase123456] -in [infile] -out [outfile]  
-nosalt -p
```

Elements in brackets are examples—do not enter the brackets. Enter a 16-character passphrase and the unencrypted configuration file filename (the "infile") and a name for the encrypted file ("outfile") that will result.

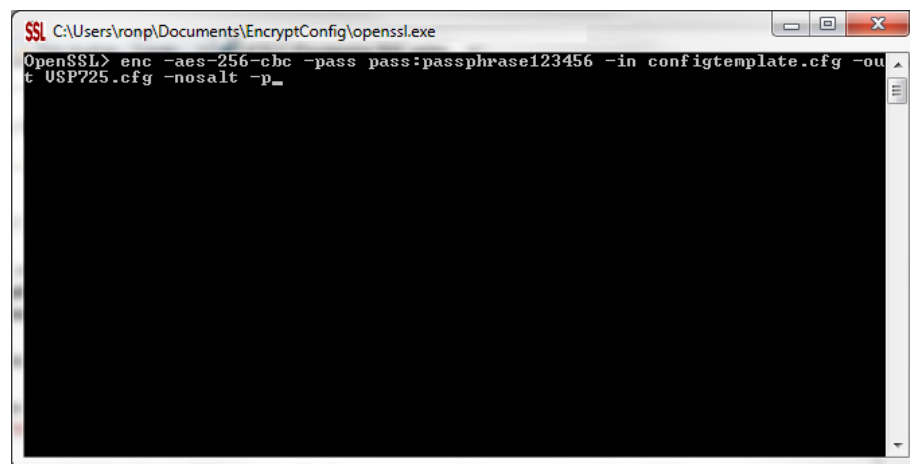


Figure 2. OpenSSL command line

To enable configuration file decryption:

1. On the WebUI, click **Servicing > Provisioning**.
2. On the Provisioning page under **Resynchronization**, select **Use Encryption for configuration file**.

Resynchronization
Mode:
Bootup Check:
Interval:
☒ Use encryption for configuration file
Passphrase

3. Enter the 16-character passphrase that you created when you encrypted the configuration file.
4. Click .



You must ensure that configuration files are encrypted when enabling AES Encryption. Decrypting an unencrypted file will result in a garbage file that is not processed. This will also be logged as an error in the system log.

CHAPTER 5

CONFIGURATION FILE PARAMETER GUIDE

This chapter lists the available options for all the settings within the VSP725 configuration file. Most settings in the configuration file have an equivalent in the WebUI (see the settings tables in [“Using the WebUI” on page 32](#)). However, the options you must enter when editing the configuration file have a different syntax and format.

The settings are divided into modules. Most modules correspond to a page on the VSP725 WebUI. You may wish to reorganize the modules within the configuration file itself. The configuration file settings can be listed in any order, and the configuration file will still be valid.

The modules included in the configuration file are:

- [“sip_account” Module: SIP Account Settings” on page 96](#)
- [“network” Module: Network Settings” on page 109](#)
- [“provisioning” Module: Provisioning Settings” on page 113](#)
- [“time_date” Module: Time and Date Settings” on page 116](#)
- [“log” Module: Log Settings” on page 120](#)
- [“remoteDir” Module: Remote Directory Settings” on page 121](#)
- [“web” Module: Web Settings” on page 126](#)
- [“user_pref” Module: User Preference Settings” on page 127](#)
- [“call_settings” Module: Call Settings” on page 130](#)
- [“pfk” Module: Programmable Feature Key Settings” on page 132](#)
- [“speed_dial” Module: Speed Dial Settings” on page 134](#)
- [“ringsetting” Module: Distinctive Ringer Settings” on page 135](#)

- [""file" Module: Imported File Settings" on page 136](#)
- [""tone" Module: Tone Definition Settings" on page 139](#)
- [""profile" Module: Password Settings" on page 142](#)
- [""page_zone" Module: Paging Zone Settings" on page 143](#)
- [""softkey" Module: Custom Soft Key Settings" on page 145.](#)

"sip_account" Module: SIP Account Settings

The SIP Account settings enable you to set up individual accounts for each user. You can add up to three accounts for each VSP725. Each account requires you to configure the same group of SIP account settings. The SIP account settings for each account are identified by the account number, from 1 to 3 for the VSP725.

For example, for account 1 you would set:

```
sip_account.1.sip_account_enable = 1
```

```
sip_account.1.label = Line 1
```

```
sip_account.1.display_name = 1001
```

```
sip_account.1.user_id = 2325551001
```

and so on.

For account 2, you would set:

```
sip_account.2.sip_account_enable = 1
```

```
sip_account.2.label = Line 2
```

```
sip_account.2.display_name = 1002
```

```
sip_account.2.user_id = 2325551002
```

and so on, if you have additional accounts to configure.

The SIP account settings follow the format: sip_account.x.[element], where x is an account number ranging from 1 to 3 for the VSP725.

All these settings are exported when you manually export the configuration from the VSP725.

General configuration file settings

Setting: sip_account.x.dial_plan

Description: Sets the dial plan for account x. See ["Dial Plan" on page 39](#).

Values: Text string **Default:** x+P

Setting:	sip_account.x.inter_digit_timeout		
Description:	Sets the inter-digit timeout (in seconds) for account x. The inter-digit timeout sets how long the VSP725 waits after the last digit is entered before dialing the number.		
Values:	1–10	Default:	3
Setting:	sip_account.x.maximum_call_number		
Description:	Sets the maximum number of concurrent active calls allowed for that account.		
Values:	1–6	Default:	6
Setting:	sip_account.x.auto_answer_enable		
Description:	Enables or disables automatic answering of pages for account x.		
Values:	0 (disabled), 1 (enabled)	Default:	0
Setting:	sip_account.x.barge_in_enable		
Description:	If the shared line type is enabled for account x, enables or disables "barge in" capability for VSP725 desksets with shared accounts.		
Values:	0 (disabled), 1 (enabled)	Default:	0
Setting:	sip_account.x.dtmf_transport_method		
Description:	Sets the transport method for DTMF signalling for account x.		
Values:	auto, rfc2833, inband, info	Default:	auto
Setting:	sip_account.x.unregister_after_reboot_enable		
Description:	Enables or disables the VSP725 to unregister account x after rebooting.		
Values:	0 (disabled), 1 (enabled)	Default:	0
Setting:	sip_account.x.primary_sip_server_address		
Description:	Sets the SIP server IP address for account x.		
Values:	Text string	Default:	Blank

Setting:	sip_account.x.primary_sip_server_port		
Description:	Sets the SIP server port for account x.		
Values:	1–65535	Default:	5060
Setting:	sip_account.x.primary_registration_server_address		
Description:	Sets the registration server IP address for account x.		
Values:	Text string	Default:	Blank
Setting:	sip_account.x.primary_registration_server_port		
Description:	Sets the registration server port for account x.		
Values:	1–65535	Default:	5060
Setting:	sip_account.x.primary_registration_expires		
Description:	Sets the expiration time (in seconds) of the current registration for account x.		
Values:	30–7200	Default:	3600
Setting:	sip_account.x.registration_retry_time		
Description:	Sets the retry frequency of the current registration for account x.		
Values:	1–1800	Default:	10
Setting:	sip_account.x.primary_outbound_proxy_server_address		
Description:	Sets the outbound proxy server IP address for account x.		
Values:	Text string	Default:	Blank
Setting:	sip_account.x.primary_outbound_proxy_server_port		
Description:	Sets the outbound proxy server port for account x.		
Values:	1–65535	Default:	5060
Setting:	sip_account.x.backup_outbound_proxy_server_address		
Description:	Sets the backup outbound proxy server IP address for account x.		
Values:	Text string	Default:	Blank

Setting: **sip_account.x.backup_outbound_proxy_server_port**

Description: Sets the backup outbound proxy server port for account x.

Values: 1–65535 **Default:** 5060

Setting: **sip_account.x.codec_priority.1**

Description: Sets the highest-priority codec for account x.

Values: g711u, g711a, g729a/b, **Default:** g711u
g726, g722

Setting: **sip_account.x.codec_priority.2**

Description: Sets the second highest-priority codec for account x.

Values: none, g711u, g711a, **Default:** g711a
g729a/b, g726, g722

Setting: **sip_account.x.codec_priority.3**

Description: Sets the third highest-priority codec for account x.

Values: none, g711u, g711a, **Default:** g729a/b
g729a/b, g726, g722

Setting: **sip_account.x.codec_priority.4**

Description: Sets the fourth highest-priority codec for account x.

Values: none, g711u, g711a, **Default:** g726
g729a/b, g726, g722

Setting: **sip_account.x.codec_priority.5**

Description: Sets the fifth highest-priority codec for account x.

Values: none, g711u, g711a, **Default:** g722
g729a/b, g726, g722

Setting: **sip_account.x.voice_encryption_enable**

Description: Enables or disables SRTP voice encryption for account x.

Values: 0 (disabled), 1 (enabled) **Default:** 0

Setting:	sip_account.x.g729_annexb_enable		
Description:	Enables G.729 Annex B, with voice activity detection (VAD) and bandwidth-conserving silence suppression. This setting applies only when G.729a/b is selected in a sip_account.x.codec_priority parameter.		
Values:	0 (disabled), 1 (enabled)	Default:	0
Setting:	sip_account.x.dscp		
Description:	Sets the Voice Quality of Service Layer 3 - DSCP for account x.		
Values:	0–63	Default:	46
Setting:	sip_account.x.sip_dscp		
Description:	Sets the Signalling Quality of Service Layer 3 - DSCP for account x.		
Values:	0–63	Default:	26
Setting:	sip_account.x.normal_jitter		
Description:	Sets the oRTP jitter buffer in milliseconds.		
Values:	30–500	Default:	80
Setting:	sip_account.x.local_sip_port		
Description:	Sets the Local SIP port for account x.		
Values:	1–65535	Default:	Account 1: 5060 Account 2: 5070 Account 3: 5080
Setting:	sip_account.x.transport_mode		
Description:	Sets the Signalling Transport Mode for account x.		
Values:	udp, tcp, tls	Default:	udp
Setting:	sip_account.x.access_code_page		
Description:	Sets the paging feature access code for account x.		
Values:	Text string	Default:	Blank

Setting:	sip_account.x.access_code_park_call		
Description:	Sets the Call Park feature access code for account x.		
Values:	Text string	Default:	Blank

Setting:	sip_account.x.access_code_retrieve_parked_call		
Description:	Sets the retrieve parked call feature access code for account x.		
Values:	Text string	Default:	Blank

Setting:	sip_account.x.access_code_retrieve_voicemail		
Description:	Sets the voicemail retrieval feature access code for account x.		
Values:	Text string	Default:	Blank

Setting:	sip_account.x.access_code_dnd_on		
Description:	Sets the do not disturb (DND) ON feature access code for account x.		
Values:	Text string	Default:	Blank

Setting:	sip_account.x.access_code_dnd_off		
Description:	Sets the do not disturb (DND) OFF feature access code for account x.		
Values:	Text string	Default:	Blank

Setting:	sip_account.x.access_code_cfa_on		
Description:	Sets the Call Forward All ON feature access code for account x.		
Values:	Text string	Default:	Blank

Setting:	sip_account.x.access_code_cfa_off		
Description:	Sets the Call Forward All OFF feature access code for account x.		
Values:	Text string	Default:	Blank

Setting:	sip_account.x.access_code_cfna_on		
Description:	Sets the Call Forward No Answer ON feature access code for account x.		
Values:	Text string	Default:	Blank

Setting:	sip_account.x.access_code_cfna_off		
Description:	Sets the Call Forward No Answer OFF feature access code for account x.		
Values:	Text string	Default:	Blank
Setting:	sip_account.x.access_code_cfb_on		
Description:	Sets the Call Forward Busy ON feature access code for account x.		
Values:	Text string	Default:	Blank
Setting:	sip_account.x.access_code_cfb_off		
Description:	Sets the Call Forward Busy OFF feature access code for account x.		
Values:	Text string	Default:	Blank
Setting:	sip_account.x.access_code_anonymous_call_block_on		
Description:	Sets the Anonymous Call Block ON feature access code for account x.		
Values:	Text string	Default:	Blank
Setting:	sip_account.x.access_code_anonymous_call_block_off		
Description:	Sets the Anonymous Call Block OFF feature access code for account x.		
Values:	Text string	Default:	Blank
Setting:	sip_account.x.access_code_outgoing_call_anonymous_on		
Description:	Sets the Anonymous Outgoing Call ON feature access code for account x.		
Values:	Text string	Default:	Blank
Setting:	sip_account.x.access_code_outgoing_call_anonymous_off		
Description:	Sets the Anonymous Outgoing Call OFF feature access code for account x.		
Values:	Text string	Default:	Blank
Setting:	sip_account.x.access_code_call_waiting_on		
Description:	Sets the Call Waiting ON feature access code for account x.		
Values:	Text string	Default:	Blank

Setting:	sip_account.x.access_code_call_waiting_off		
Description:	Sets the Call Waiting OFF feature access code for account x.		
Values:	Text string	Default:	Blank
Setting:	sip_account.x.access_code_group_call_pickup		
Description:	Sets the Group Call Pickup feature access code for account x.		
Values:	Text string	Default:	Blank
Setting:	sip_account.x.access_code_direct_call_pickup		
Description:	Sets the Direct Call Pickup feature access code for account x.		
Values:	Text string	Default:	Blank
Setting:	sip_account.x.blf_variant		
Description:	Sets the BLF operation for account x. This parameter is not available on the WebUI. "default" is for Broadsoft or Asterisk depending on the presence of sip_account.x.blf_list_uri. "avaya" is designed as an Avaya variant. "extended_blf" is proprietary. "metaswitch" is designated for Metaswitch. "freeswitch" is designated for Freeswitch.		
Values:	default, avaya, extended_blf, metaswitch, freeswitch	Default:	default
Setting:	sip_account.x.blf_subscription_expires		
Description:	Sets the BLF subscription expiry time (in seconds) for account x.		
Values:	0–65535	Default:	3600
Setting:	sip_account.x.blf_remote_pickup_code		
Description:	Sets the Busy Lamp Field (BLF) remote pickup code for account x.		
Values:	Text string	Default:	Blank

Setting:	sip_account.x.mwi_enable		
Description:	Enables or disables message waiting indicator subscription for account x. Enable if SUBSCRIBE and NOTIFY methods are used for MWI.		
Values:	0 (disabled), 1 (enabled)	Default:	0

Setting:	sip_account.x.mwi_subscription_expires		
Description:	Sets the MWI subscription expiry time (in seconds) for account x.		
Values:	0–65535	Default:	3600

Setting:	sip_account.x.mwi_ignore_unsolicited		
Description:	Enables or disables ignoring of unsolicited MWI notifications—notifications in addition to, or instead of, SUBSCRIBE and NOTIFY methods—for account x. Disable if MWI service is configured on the voicemail server and does not involve a subscription to a voicemail server.		
Values:	0 (disabled), 1 (enabled)	Default:	0

Setting:	sip_account.x.stutter_dial_tone_enable		
Description:	Enables or disables MWI stutter dial tone for account x.		
Values:	0 (disabled), 1 (enabled)	Default:	1

Setting:	sip_account.x.nat_traversal_stun_enable		
Description:	Enables or disables STUN (Simple Traversal of UDP through NATs) for account x. STUN enables clients, each behind a firewall, to establish calls via a service provider hosted outside of either local network.		
Values:	0 (disabled), 1 (enabled)	Default:	0

Setting:	sip_account.x.nat_traversal_stun_server_address		
Description:	Sets the STUN server IP address.		
Values:	Text string	Default:	Blank

Setting:	sip_account.x.nat_traversal_stun_server_port		
Description:	Sets the STUN server port.		
Values:	1–65535	Default:	3478

Setting:	sip_account.x.nat_traversal_udp_keep_alive_enable		
Description:	Enables or disables UDP keep-alives. Keep-alive packets are used to maintain connections established through NAT.		
Values:	0 (disabled), 1 (enabled)	Default:	1
Setting:	sip_account.x.nat_traversal_udp_keep_alive_interval		
Description:	Sets the interval (in seconds) for sending UDP keep-alives.		
Values:	0–65535	Default:	30
Setting:	sip_account.x.music_on_hold_enable		
Description:	Enables or disables a hold-reminder tone that a far-end caller hears when put on hold during a call on account x.		
Values:	0 (disabled), 1 (enabled)	Default:	1
Setting:	sip_account.x.network_conference_enable		
Description:	Enables or disables network conferencing for account x.		
Values:	0 (disabled), 1 (enabled)	Default:	0
Setting:	sip_account.x.network_bridge_uri		
Description:	Sets the URI for the network conferencing bridge on account x.		
Values:	Text string (SIP URI)	Default:	Blank
Setting:	sip_account.x.sip_session_timer_enable		
Description:	Enables or disables the SIP session timer.		
Values:	0 (disabled), 1 (enabled)	Default:	0
Setting:	sip_account.x.sip_session_timer_min		
Description:	Sets the session timer minimum value (in seconds) for account x.		
Values:	90–65535	Default:	90

Setting:	sip_account.x.sip_session_timer_max		
Description:	Sets the session timer maximum value (in seconds) for account x.		
Values:	0–65535	Default:	1800
Setting:	sip_account.x.check_trusted_certificate		
Description:	Enables or disables accepting only a trusted TLS certificate for account x.		
Values:	0 (disabled), 1 (enabled)	Default:	0
Setting:	sip_account.use_first_trusted_certificate_for_all		
Description:	Enables or disables accepting the first TLS certificate for all accounts.		
Values:	0 (disabled), 1 (enabled)	Default:	0
Setting:	sip_account.x.park_variant		
Description:	Selects how the VSP725 handles call parking, depending on the service provider. When the default "broadsoft" variant is selected, calls are parked via a PFK and a feature access code. The target number for the "park" request is formed by concatenating "Call Park FAC" of the call-to-be-parked account and the value entered for the Park PFK. When the "asterisk" variant is selected, calls are parked through a blind transfer to a parking lot extension. The target parking lot extension will be taken from the following order of priority (if both values exist): ■ Park PFK Value ■ Call Park FAC Value		
Values:	broadsoft, asterisk	Default:	broadsoft

MAC-specific configuration file settings

Setting:	sip_account.x.sip_account_enable		
Description:	Enables account x to be used by the device.		
Values:	0 (disabled), 1 (enabled)	Default:	0

Setting:	sip_account.x.label		
Description:	Sets the text that identifies the account on the device LCD. The account label appears on the idle screen, dialing screen, and other call appearance screens.		
Values:	Text string	Default:	Blank
Setting:	sip_account.x.display_name		
Description:	Sets the text portion of the caller ID that is displayed for outgoing calls using account x.		
Values:	Text string	Default:	Blank
Setting:	sip_account.x.user_id		
Description:	Sets the account ID for account x. Depending on your service provider's specifications, this could be an extension number. Note: Do not enter the host name (e.g. "@sip-service.com"). The configuration file automatically adds the default host name.		
Values:	Text string	Default:	Blank
Setting:	sip_account.x.authentication_name		
Description:	Sets the authentication name for account x. Depending on your service provider's specifications, this could be identical to the user ID.		
Values:	Text string	Default:	Blank
Setting:	sip_account.x.authentication_password		
Description:	Sets the authentication password for account x.		
Values:	Text string	Default:	Blank
Setting:	sip_account.x.feature_sync_enable		
Description:	Enables or disables feature synchronization for account x. When enabled, features configured on the service provider's web portal will automatically be updated on the device's WebUI.		
Values:	0 (disabled), 1 (enabled)	Default:	0

Setting:	sip_account.x.shared_line_enable		
Description:	Sets the account type for account x. If the shared line type is enabled, multiple VSP725 desksets can be configured with shared line appearances.		
Values:	0 (disabled), 1 (enabled)	Default:	0

Setting:	sip_account.x.blf_list_uri		
Description:	Sets the Busy Lamp Field (BLF) list URI for account x. The device will retrieve the list from this location.		
Values:	SIP URI text string	Default:	Blank

Setting:	sip_account.x.mwi_uri		
Description:	Sets the MWI URI that will be used for MWI subscription. If this setting is left blank, the VSP725 uses the account x user ID for MWI subscription.		
Values:	SIP URI text string	Default:	Blank

"network" Module: Network Settings

The network settings follow the format: network.[element].

General configuration file settings

Setting:	<code>network.rtp.port_start</code>		
Description:	Sets the Local RTP port range start.		
Values:	1–65535	Default:	18000

Setting:	<code>network.rtp.port_end</code>		
Description:	Sets the Local RTP port range end.		
Values:	1–65535	Default:	19000

Setting:	<code>network.vlan.wan.enable</code>		
Description:	Enables or disables the WAN VLAN.		
Values:	0 (disabled), 1 (enabled)	Default:	0

Setting:	<code>network.vlan.wan.id</code>		
Description:	Sets the WAN VLAN ID.		
Values:	0–4095	Default:	0

Setting:	<code>network.vlan.wan.priority</code>		
Description:	Sets the WAN port priority.		
Values:	0–7	Default:	0

Setting:	<code>network.vlan.pc.enable</code>		
Description:	Enables or disables the PC port VLAN.		
Values:	0 (disabled), 1 (enabled)	Default:	0

Setting:	<code>network.vlan.pc.id</code>		
Description:	Sets the PC port VLAN ID.		
Values:	0–4095	Default:	0

Setting:	network.vlan.pc.priority		
Description:	Sets the PC port priority.		
Values:	0–7	Default:	0
Setting:	network.lldp_med.enable		
Description:	Enables or disables LLDP-MED.		
Values:	0 (disabled), 1 (enabled)	Default:	0
Setting:	network.lldp_med.interval		
Description:	Sets the LLDP-MED packet interval (in seconds).		
Values:	1–30	Default:	30
Setting:	network.eapol.enable		
Description:	Enables or disables 802.1x EAPOL.		
Values:	0 (disabled), 1 (enabled)	Default:	0
Setting:	network.eapol.identity		
Description:	Sets the 802.1x EAPOL identity.		
Values:	Text string	Default:	Blank
Setting:	network.eapol.password		
Description:	Sets the 802.1x EAPOL MD5 password.		
Values:	Text string	Default:	Blank
Setting:	network.vendor_class_id		
Description:	Sets the vendor ID for DHCP option 60.		
Values:	Text string	Default:	Vtech Vesa VSP725
Setting:	network.user_class		
Description:	Sets the user class for DHCP option 77.		
Values:	Text string	Default:	Vtech Vesa VSP725

Setting:	network.ip_dns_cache_clear_timeout		
Description:	Sets the interval (in minutes) between removing all caching and performing a new DNS lookup. Set to 0 to remove all caching and perform a DNS lookup for every outgoing request and response (TTL=0 emulation).		
Values:	0–1440	Default:	60

MAC-specific configuration file settings

Setting:	network.nat.masquerading_enable		
Description:	Enables or disables IP masquerading.		
Values:	0 (disabled), 1 (enabled)	Default:	0

Setting:	network.nat.public_ip_addr		
Description:	Sets the public IP address.		
Values:	Text string (IPv4)	Default:	0

Setting:	network.nat.public_sip_port		
Description:	Sets the public SIP port.		
Values:	1–65535	Default:	5060

Setting:	network.nat.public_rtp_port_start		
Description:	Sets the public RTP port range start.		
Values:	1–65535	Default:	18000

Setting:	network.nat.public_rtp_port_end		
Description:	Sets the public RTP port range end.		
Values:	1–65535	Default:	19000

Setting:	network.ip.dhcp_enable		
Description:	Indicates whether DHCP is enabled.		
Values:	0 (disabled), 1 (enabled)	Default:	1

Setting:	network.ip.static_ip_addr		
Description:	Sets a static IP address for the network.		
Values:	Text string (IPv4)	Default:	Blank

Setting:	network.ip.subnet_mask		
Description:	Sets the subnet mask for the network.		
Values:	Text string (IPv4)	Default:	Blank

Setting:	network.ip.gateway_addr		
Description:	Sets the Gateway IP address.		
Values:	Text string (IPv4)	Default:	Blank

Setting:	network.ip.dns1		
Description:	Sets the primary DNS server IP address.		
Values:	Text string (IPv4)	Default:	Blank

Setting:	network.ip.dns2		
Description:	Sets the secondary DNS server IP address.		
Values:	Text string (IPv4)	Default:	Blank

"provisioning" Module: Provisioning Settings

The provisioning settings follow the format: provisioning.[element].

All these settings are exported when you manually export the configuration from the VSP725.

All the provisioning settings are included in the general configuration file.

Setting:	provisioning.click_to_dial		
Description:	Enables or disables "click to dial" functionality for directory entries.		
Values:	0 (disabled), 1 (enabled)	Default:	1

Setting:	provisioning.firmware_url		
Description:	Sets the URL for the server hosting the firmware file.		
Values:	Text string	Default:	Blank

Setting:	provisioning.fw_server_username		
Description:	Sets the authentication name for the server hosting the firmware file.		
Values:	Text string	Default:	Blank

Setting:	provisioning.fw_server_password		
Description:	Sets the authentication password for the server hosting the firmware file.		
Values:	Text string	Default:	Blank

Setting:	provisioning.server_address		
Description:	Sets the provisioning server IP address.		
Values:	Text string	Default:	http://et.vtechphones.com/ redirectserver

Setting:	provisioning.server_username		
Description:	Sets the authentication name for the provisioning server.		
Values:	Text string	Default:	Blank

Setting:	provisioning.server_password		
Description:	Sets the authentication password for the provisioning server.		
Values:	Text string	Default:	Blank
Setting:	provisioning.dhcp_option_enable		
Description:	Enables or disables using DHCP options for locating the configuration and firmware files.		
Values:	0 (disabled), 1 (enabled)	Default:	1
Setting:	provisioning.dhcp_option_priority_1		
Description:	Sets the first priority DHCP option for the provisioning/firmware file check.		
Values:	66, 159, 160	Default:	66
Setting:	provisioning.dhcp_option_priority_2		
Description:	Sets the second priority DHCP option for the provisioning/firmware file check.		
Values:	66, 159, 160	Default:	159
Setting:	provisioning.dhcp_option_priority_3		
Description:	Sets the third priority DHCP option for the provisioning/firmware file check.		
Values:	66, 159, 160	Default:	160
Setting:	provisioning.resync_mode		
Description:	Sets the mode of the device's provisioning/firmware file check. This determines which files the device retrieves when the resync process begins.		
Values:	config_only, firmware_only, config_and_firmware	Default:	config_and_firmware
Setting:	provisioning.bootup_check_enable		
Description:	Enables or disables bootup check for configuration and firmware files.		
Values:	0 (disabled), 1 (enabled)	Default:	1

Setting:	provisioning.resync_time		
Description:	Sets the interval (in minutes) between checks for new firmware and/or configuration files.		
Values:	0–65535	Default:	0 (OFF)
Setting:	provisioning.remote_check_sync_enable		
Description:	Enables or disables remotely triggering the device to check for new firmware and/or configuration files. The file checking is triggered remotely via a SIP Notify message from the server containing the check-sync event.		
Values:	0 (disabled), 1 (enabled)	Default:	1
Setting:	provisioning.crypto_enable		
Description:	Enables or disables encryption check for the configuration file(s). Enable if you have encrypted the configuration file(s) using AES encryption.		
Values:	0 (disabled), 1 (enabled)	Default:	0
Setting:	provisioning.crypto_passphrase		
Description:	Sets the AES encryption passphrase for decrypting the configuration file(s). Enter the key that was generated when you encrypted the file.		
Values:	Text string	Default:	Blank
Setting:	provisioning.check_trusted_certificate		
Description:	Enables or disables accepting only a trusted TLS certificate for access to the provisioning server.		
Values:	0 (disabled), 1 (enabled)	Default:	0
Setting:	provisioning.pnp_enable		
Description:	Enables or disables the VSP725 checking for the provisioning URL using the Plug-and-Play Subscribe and Notify protocol.		
Values:	0 (disabled), 1 (enabled)	Default:	1
Setting:	provisioning.pnp_response_timeout		
Description:	Sets how long the VSP725 repeats the SUBSCRIBE request if there is no reply from the PnP server.		
Values:	1–60	Default:	10

"time_date" Module: Time and Date Settings

The time and date settings follow the format: time_date.[element].

All these settings are exported when you manually export the configuration from the VSP725.

All the time and date settings are included in the general configuration file.

Setting: time_date.date_format

Description: Sets the format for displaying the date.

Values: DD/MM/YY, MM/DD/YY, YY/MM/DD **Default:** DD/MM/YY

Setting: time_date.24hr_clock

Description: Enables or disables 24-hour clock.

Values: 0 (disabled), 1 (enabled) **Default:** 1

Setting: time_date.ntp_server

Description: Enables or disables NTP server to set time and date.

Values: 0 (disabled), 1 (enabled) **Default:** 1

Setting: time_date.ntp_server_addr

Description: Sets the URL for the NTP server.

Values: Text string **Default:** us.pool.ntp.org

Setting: time_date.ntp_dhcp_option

Description: Enables or disables DHCP option 42 to find the NTP server.

Values: 0 (disabled), 1 (enabled) **Default:** 0

Setting: time_date.selected_timezone

Description: Sets the local timezone.

Values:	Pacific/Pago_Pago, Pacific/Honolulu, America/Adak, America/Anchorage, America/Vancouver, America/Tijuana, America/Los_Angeles, America/Edmonton, America/Chihuahua, America/Denver, America/Phoenix, America/Winnipeg, Pacific/Easter, America/Mexico_City, America/Chicago, America/Nassau, America/Montreal, America/Grand_Turk, America/Havana, America/New_York, America/Caracas, America/Halifax, America/Santiago, America/Asuncion, Atlantic/Bermuda, Atlantic/Stanley, America/Port_of_Spain, America/St_Johns, America/Godthab, America/Argentina/Buenos_Aires, America/Fortaleza, America/Sao_Paulo, America/Noronha, Atlantic/Azores, GMT, America/Danmarkshavn, Atlantic/Faroe, Europe/Dublin, Europe/Lisbon, Atlantic/Canary, Europe/London, Africa/Casablanca, Europe/Tirane, Europe/Vienna, Europe/Brussels, Europe/Zagreb, Europe/Prague, Europe/Copenhagen, Europe/Paris, Europe/Berlin, Europe/Budapest, Europe/Rome, Europe/Luxembourg, Europe/Skopje, Europe/Amsterdam, Africa/Windhoek, Europe/Tallinn, Europe/Helsinki, Asia/Gaza, Europe/Athens, Asia/Jerusalem, Asia/Amman, Europe/Riga, Asia/Beirut, Europe/Chisinau, Europe/Kaliningrad, Europe/Bucharest, Asia/Damascus, Europe/Istanbul, Europe/Kiev, Africa/Djibouti, Asia/Baghdad, Europe/Moscow, Asia/Tehran, Asia/Yerevan, Asia/Baku, Asia/Tbilisi, Asia/Aqtau, Europe/Samara, Asia/Aqtobe, Asia/Bishkek, Asia/Karachi, Asia/Yekaterinburg, Asia/Kolkata, Asia/Almaty, Asia/Novosibirsk, Asia/Krasnoyarsk, Asia/Bangkok, Asia/Shanghai, Asia/Singapore, Australia/Perth, Asia/Seoul, Asia/Tokyo, Australia/Adelaide, Australia/Darwin, Australia/Sydney, Australia/Brisbane, Australia/Hobart, Asia/Vladivostok, Australia/Lord_Howe, Pacific/Noumea, Pacific/Auckland, Pacific/Chatham, Pacific/Tongatapu	Default: America/New_York
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Setting:	<code>time_date.daylight_saving_auto_adjust</code>		
Description:	Sets the device to automatically adjust clock for daylight savings.		
Values:	0 (disabled), 1 (enabled)	Default:	1
Setting:	<code>time_date.daylight_saving_user_defined</code>		
Description:	Enables or disables manual daylight savings configuration.		
Values:	0 (disabled), 1 (enabled)	Default:	0
Setting:	<code>time_date.daylight_saving_start_month</code>		
Description:	Sets the month that daylight savings time starts.		
Values:	January–December	Default:	March
Setting:	<code>time_date.daylight_saving_start_week</code>		
Description:	Sets the week that daylight savings time starts.		
Values:	1–5	Default:	2
Setting:	<code>time_date.daylight_saving_start_day</code>		
Description:	Sets the day that daylight savings time starts.		
Values:	Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, Saturday	Default:	Sunday
Setting:	<code>time_date.daylight_saving_start_hour</code>		
Description:	Sets the hour that daylight savings time starts.		
Values:	00:00–23:00	Default:	02:00
Setting:	<code>time_date.daylight_saving_end_month</code>		
Description:	Sets the month that daylight savings time ends.		
Values:	January–December	Default:	November

Setting:	time_date.daylight_saving_end_week		
Description:	Sets the week that daylight savings time ends.		
Values:	1–5	Default:	1
Setting:	time_date.daylight_saving_end_day		
Description:	Sets the day that daylight savings time ends.		
Values:	Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, Saturday	Default:	Sunday
Setting:	time_date.daylight_saving_end_hour		
Description:	Sets the hour that daylight savings time ends.		
Values:	00:00–23:00	Default:	02:00
Setting:	time_date.daylight_saving_amount		
Description:	Sets the daylight savings time offset in minutes.		
Values:	0–255	Default:	60
Setting:	time_date.timezone_dhcp_option		
Description:	Enables or disables DHCP option 2/100/101 for determining time zone information.		
Values:	0 (disabled), 1 (enabled)	Default:	0
Setting:	time_date.ntp_server_update_interval		
Description:	Sets the delay between NTP server updates, in seconds.		
Values:	0–4294967295	Default:	1000

"log" Module: Log Settings

The log settings control system logging activities. System logging may be required for troubleshooting purposes. The following logging modes are supported:

- Serial/Console—system log output to an external console using a serial/RS-232 cable
- Syslog server—output to a log file on a separate server
- Volatile file

The log settings follow the format: log.[element].

All the log settings are included in the general configuration file.

Setting:	log.syslog_enable
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Description:	Enables or disables log output to syslog server.
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Values:	0 (disabled), 1 (enabled)	Default:	0
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Setting:	log.syslog_server_address
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Description:	Sets the syslog server IP address.
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Values:	Text string (IPv4)	Default:	Blank
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Setting:	log.syslog_server_port
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Description:	Sets the syslog server port.
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Values:	1–65535	Default:	514
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Setting:	log.syslog_level
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Description:	Sets the log level. The higher the level, the larger the debug output.
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5—all
4—debug
3—info
2—warning
1—error
0—critical

Values:	0–5	Default:	2
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"remoteDir" Module: Remote Directory Settings

The remote directory settings follow the format: remoteDir.[element].

All these settings are exported when you manually export the configuration from the VSP725.

All the remote directory settings are included in the general configuration file.

Setting:	remoteDir.ldap_enable		
Description:	Enables or disables the VSP725 deskset's access to the LDAP directory.		
Values:	0 (disabled), 1 (enabled)	Default:	0
Setting:	remoteDir.ldap_directory_name		
Description:	Sets the LDAP directory name.		
Values:	Text string	Default:	Blank
Setting:	remoteDir.ldap_server_address		
Description:	Sets the LDAP server IP address.		
Values:	Text string	Default:	Blank
Setting:	remoteDir.ldap_port		
Description:	Sets the LDAP server port.		
Values:	1–65535	Default:	389
Setting:	remoteDir.ldap_protocol_version		
Description:	Sets the LDAP protocol version.		
Values:	version_2, version_3	Default:	version_3
Setting:	remoteDir.ldap_authentication_type		
Description:	Sets the LDAP authentication type.		
Values:	simple, ssl	Default:	simple

Setting:	remoteDir.ldap_user_name		
Description:	Sets the LDAP authentication user name.		
Values:	Text string	Default:	Blank

Setting:	remoteDir.ldap_password		
Description:	Sets the LDAP authentication password.		
Values:	Text string	Default:	Blank

Setting:	remoteDir.ldap_base		
Description:	Sets the LDAP search base. This sets where the search begins in the directory tree structure. Enter one or more attribute definitions, separated by commas (no spaces). Your directory may include attributes like "cn" (common name) or "ou" (organizational unit) or "dc" (domain component). For example, ou=accounting,dc=vtech,dc=com		
Values:	Text string	Default:	Blank

Setting:	remoteDir.ldap_max_hits		
Description:	Sets the maximum number of entries returned for an LDAP search. Limiting the number of hits can conserve network bandwidth.		
Values:	0–32000	Default:	200

Setting:	remoteDir.ldap_search_delay		
Description:	Sets the LDAP maximum search delay in seconds.		
Values:	0–500	Default:	0

Setting:	remoteDir.ldap_firstname_filter		
Description:	Sets the LDAP first name attribute filter.		
Values:	Text string	Default:	Firstname

Setting:	remoteDir.ldap_lastname_filter		
Description:	Sets the LDAP last name attribute filter.		
Values:	Text string	Default:	Lastname

Setting:	remoteDir.ldap_number_filter		
Description:	Sets the LDAP number filter.		
Values:	Text string	Default:	Blank
Setting:	remoteDir.ldap_firstname_attribute		
Description:	Sets the name attributes. Enter the name attributes that you want the VSP725 to display for each entry returned after an LDAP search. Separate each attribute with a space. For example, givenName sn will display the first name and surname for each entry.		
Values:	Text string	Default:	Blank
Setting:	remoteDir.ldap_lastname_attribute		
Description:	Sets the last name attributes.		
Values:	Text string	Default:	Blank
Setting:	remoteDir.ldap_work_number_attributes		
Description:	Sets the number attributes. Enter the number attributes that you want the VSP725 to display for each entry returned after an LDAP search. Separate each attribute with a space. For example, telephoneNumber mobile will display the work phone number and mobile phone number for each entry.		
Values:	Text string	Default:	Blank
Setting:	remoteDir.ldap_mobile_number_attributes		
Description:	Sets the mobile number attributes.		
Values:	Text string	Default:	Blank
Setting:	remoteDir.ldap_home_number_attributes		
Description:	Sets the “home” number attributes.		
Values:	Text string	Default:	Blank

Setting:	remoteDir.ldap_incall_lookup_enable		
Description:	Enables or disables LDAP incoming call lookup. If enabled, the VSP725 searches the LDAP directory for the incoming call number. If the number is found, the VSP725 uses the LDAP entry for CID info.		
Values:	0 (disabled), 1 (enabled)	Default:	0
Setting:	remoteDir.ldap_outcall_lookup_enable		
Description:	Enables or disables LDAP outgoing call lookup. If enabled, numbers entered in pre-dial or live dial are matched against LDAP entries. If a match is found, the LDAP entry is displayed for dialing.		
Values:	0 (disabled), 1 (enabled)	Default:	0
Setting:	remoteDir.broadsoft_enable		
Description:	Enables or disables the Broadsoft phonebook.		
Values:	0 (disabled), 1 (enabled)	Default:	0
Setting:	remoteDir.broadsoft_display_name		
Description:	Sets the Broadsoft Phonebook display name.		
Values:	Text string	Default:	Blank
Setting:	remoteDir.broadsoft_server		
Description:	Sets the Broadsoft Phonebook IP address.		
Values:	Text string	Default:	Blank
Setting:	remoteDir.broadsoft_port		
Description:	Sets the Broadsoft Phonebook port.		
Values:	1–65535	Default:	0
Setting:	remoteDir.broadsoft_user_name		
Description:	Sets the Broadsoft Phonebook authentication user name.		
Values:	Text string	Default:	Blank

Setting:	remoteDir.broadsoft_password		
Description:	Sets the Broadsoft Phonebook authentication password.		
Values:	Text string	Default:	Blank
Setting:	remoteDir.broadsoft_dir_type		
Description:	Sets the Broadsoft Phonebook directory type.		
Values:	Group, GroupCommon, Enterprise, EnterpriseCommon, Personal	Default:	Group
Setting:	remoteDir.ldap_check_certificate		
Description:	Enables or disables accepting only a trusted LDAP certificate.		
Values:	0 (disabled), 1 (enabled)	Default:	0
Setting:	remoteDir.broadsoft_check_certificate		
Description:	Enables or disables accepting only a trusted Broadsoft certificate.		
Values:	0 (disabled), 1 (enabled)	Default:	0

"web" Module: Web Settings

The web settings control the web server IP, port, and security settings.

The web settings follow the format: web.[element].

All the web settings are included in the general configuration file.

Setting:	web.http_port
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Description:	Sets the http port when http is enabled.
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Values:	1–65535	Default:	80
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Setting:	web.https_enable
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Description:	Sets server to use the https protocol.
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Values:	0 (disabled), 1 (enabled)	Default:	0
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Setting:	web.https_port
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Description:	Sets the https port when https is enabled.
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Values:	1–65535	Default:	443
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"user_pref" Module: User Preference Settings

The user settings are accessible to the VSP725 user. These settings are useful for initial setup. You may wish to remove these settings from auto-provisioning update files so that users do have their own settings overwritten.

The user preference settings follow the format: `user_pref.[element]`.

The user preference settings are exported when you manually export the configuration from the VSP725.

General configuration file settings

Setting:	<code>user_pref.account.x.ringer</code>		
Description:	Sets the ring tone for account x.		
Values:	1–10	Default:	1
Setting:	<code>user_pref.web_language</code>		
Description:	Sets the language that appears on the WebUI. English, French and Spanish are available.		
Values:	en, fr, es	Default:	en
Setting:	<code>user_pref.language</code>		
Description:	Sets the language that appears on the device screen. English, French and Spanish are available.		
Values:	en, fr, es	Default:	en
Setting:	<code>user_pref.idle_to_logo_timeout</code>		
Description:	Sets the delay (in seconds) before the logo replaces the idle screen.		
Values:	0 (disabled)–300	Default:	0
Setting:	<code>user_pref.logo_to_idle_timeout</code>		
Description:	Sets the delay (in seconds) before the idle screen replaces the logo. This parameter enables the LCD to cycle between the idle screen and the logo.		
Values:	1–300	Default:	60

MAC-specific configuration file settings

Setting: `user_pref.backlight_timeout`

Description: Sets the backlight timeout in seconds.

Values: 10–60 **Default:** 30

Setting: `user_pref.audio_mode`

Description: Sets the default audio mode.

Values: speaker, headset **Default:** speaker

Setting: `user_pref.hold_reminder.enable`

Description: Enables or disables audible hold reminder.

Values: 0 (disabled), 1 (enabled) **Default:** 1

Setting: `user_pref.hold_reminder.interval`

Description: Sets the interval for the audible hold reminder in seconds.

Values: 10–300 **Default:** 30

Setting: `user_pref.call_waiting.tone_enable`

Description: Enables or disables the call waiting tone.

Values: 0 (disabled), 1 (enabled) **Default:** 1

Setting: `user_pref.call_waiting.tone_interval`

Description: Sets the interval for the call waiting tone in seconds.

Values: 10–60 **Default:** 30

Setting: `user_pref.call_waiting.mode`

Description: Enables or disables rejecting calls if already on a call.

Values: 0 (disabled), 1 (enabled) **Default:** 1

Setting:	user_pref.lcd_contrast		
Description:	Sets the LCD contrast on the VSP725.		
Values:	1–7	Default:	4
Setting:	user_pref.backlight		
Description:	Sets the backlight brightness level.		
Values:	off, low, medium, high	Default:	high
Setting:	user_pref.idle_backlight		
Description:	Sets the backlight brightness level when the VSP725 is idle.		
Values:	off, low, medium, high	Default:	off
Setting:	user_pref.absent_timeout		
Description:	Sets the absent timeout (the interval after going off hook with no action taken) in seconds. After the absent timeout, the phone returns to idle mode.		
Values:	10–60	Default:	30
Setting:	user_pref.speaker_volume		
Description:	Sets the speakerphone volume.		
Values:	1–9	Default:	5
Setting:	user_pref.headset_volume		
Description:	Sets the headset volume.		
Values:	1–9	Default:	5
Setting:	user_pref.handset_volume		
Description:	Sets the corded handset volume.		
Values:	1–9	Default:	5
Setting:	user_pref.key_beep_enable		
Description:	Enables or disables key beeps on the VSP725.		
Values:	0 (disabled), 1 (enabled)	Default:	1

"call_settings" Module: Call Settings

The call settings configure data related to a user's call preferences. The data is stored internally at /mnt/flash/CallSettings.xml.

All the call settings (except one) follow the format: `call_settings.account.x.[element]` where `x` is an account number ranging from 1 to 3.

All the call settings are included in the MAC-specific configuration file.

Setting:	<code>call_settings.account.x.block_anonymous_enable</code>		
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Description:	Enables or disables anonymous call blocking.		
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Values:	0 (disabled), 1 (enabled)	Default:	0
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Setting:	<code>call_settings.account.x.outgoing_anonymous_enable</code>		
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Description:	Enables or disables outgoing anonymous calls.		
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Values:	0 (disabled), 1 (enabled)	Default:	0
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Setting:	<code>call_settings.account.x.dnd_enable</code>		
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Description:	Enables or disables Do Not Disturb for account <code>x</code> .		
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Values:	0 (disabled), 1 (enabled)	Default:	0
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Setting:	<code>call_settings.account.x.dnd_incoming_calls</code>		
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Description:	Sets whether incoming calls are shown or rejected when DND is on for account <code>x</code> .		
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Values:	show, reject	Default:	reject
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Setting:	<code>call_settings.account.x.call_fwd_always_enable</code>		
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Description:	Enables or disables Call Forward Always for account <code>x</code> .		
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Values:	0 (disabled), 1 (enabled)	Default:	0
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Setting:	<code>call_settings.account.x.call_fwd_always_target</code>		
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Description:	Sets the Call Forward Always target number for account <code>x</code> .		
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Values:	Text string	Default:	Blank
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Setting:	call_settings.account.x.call_fwd_busy_enable		
Description:	Enables or disables Call Forward Busy for account x.		
Values:	0 (disabled), 1 (enabled)	Default:	0

Setting:	call_settings.account.x.call_fwd_busy_target		
Description:	Sets the Call Forward Busy target number for account x.		
Values:	Text string	Default:	Blank

Setting:	call_settings.account.x.cfna_enable		
Description:	Enables or disables Call Forward No Answer for account x.		
Values:	0 (disabled), 1 (enabled)	Default:	0

Setting:	call_settings.account.x.cfna_target		
Description:	Sets the Call Forward No Answer target number for account x.		
Values:	Text string	Default:	Blank

Setting:	call_settings.account.x.cfna_delay		
Description:	Sets the Call Forward No Answer delay (in number of rings) for account x.		
Values:	1–10	Default:	6

Setting:	call_settings.missed_call_alert_enable		
Description:	Enables or disables missed call alerts.		
Values:	0 (disabled), 1 (enabled)	Default:	1

"pfk" Module: Programmable Feature Key Settings

The programmable feature key (PFK) settings store the data associated with each programmable feature key.

The programmable feature key settings follow the format: pfk.x.[element], where x is the programmable feature key ID, ranging from 1 to 24.

All the programmable feature key settings are included in the general configuration file.

Setting:	pfk.x.feature		
Description:	Assigns a feature to PFK x.		
Values:	unassigned, line, dir, call log, redial, messages, dnd, cfwd all, cfwd busy, cfwd no answer, quick dial, busy lamp field, acd, page, multicast page, park call, retrieve parked call, in call dtmf, callback, group call pickup, direct call pickup	Default:	See "Programmable Keys" on page 12.

Setting:	pfk.x.quick_dial		
Description:	Sets the quick dial string to use if quick dial is assigned to PFK x.		
Values:	Text string (SIP URI)	Default:	Blank

Setting:	pfk.x.blf		
Description:	Sets the BLF string to use if Busy Lamp Field is assigned to PFK x.		
Values:	Text string (SIP URI)	Default:	Blank

Setting:	pfk.x.incall_dtmf		
Description:	Sets the DTMF string if In-call DTMF is assigned to PFK x.		
Values:	Text string (SIP URI)	Default:	Blank

Setting:	pfk.x.multicast_zone		
Description:	Sets the multicast paging zone if multicast page is assigned to PFK x.		
Values:	1–10	Default:	Blank

Setting:	pfk.x.account		
Description:	Sets the SIP account used for the assigned feature (if applicable).		
Values:	1–3	Default:	1

Setting:	pfk.x.page_destination		
Description:	If required by your service provider, enter a page destination number. The target number for the outgoing page will be formed by concatenating Paging feature access code of the selected account and the PFK page destination value.		
Values:	text string	Default:	blank

Setting:	pfk.x.park_destination		
Description:	If required by your service provider and sip_account.x.park_variant setting, enter a value for the park “orbit” or extension.		
Values:	text string	Default:	blank

Setting:	pfk.x.park_retrieval_source		
Description:	If required by your service provider and sip_account.x.park_variant setting, enter a value for the park “orbit” or extension.		
Values:	text string	Default:	blank

"speed_dial" Module: Speed Dial Settings

The speed dial key settings configure the dial pad keys for speed dialing pre-programmed phone numbers. When configured, the VSP725 user can press and hold a dial pad key to dial a programmed phone number.

The speed dial key settings follow the format `speed_dial.x.[element]`, where x is the dial pad key, ranging from 1 to 0 (with 0 being the "0" OPERATOR key).

All the speed dial settings are included in the MAC-specific configuration file.

Setting:	speed_dial.x.name		
Description:	Sets the name associated with the phone number for dial pad key x. The name is visible on the VSP725 LCD.		
Values:	Text string	Default:	Blank

Setting:	speed_dial.x.number		
Description:	Sets the phone number that dial pad key x dials when pressed and held.		
Values:	Text string (SIP URI)	Default:	Blank

Setting:	speed_dial.x.account		
Description:	Sets the SIP account used for dialing when dial pad key x is pressed and held.		
Values:	0–3 (0 is the default account)	Default:	0

"ringersetting" Module: Distinctive Ringer Settings

The distinctive ringer settings configure the distinctive ringer feature. For more information, see ["Ringer Settings" on page 57](#). You can configure up to 8 instances of the distinctive ringer feature.

The ringer setting parameters follow the format `ringersetting.x.[element]`, where x is the instance of the setting, ranging from 1 to 8.

All the ringer settings are included in the general configuration file.

Setting:	<code>ringersetting.x.ringer_text</code>		
Description:	Enter the text that will match the "info" parameter and play the ringer tone. The matching of the "info" parameter and <code>ringer_text</code> setting is case sensitive.		
Values:	Text string (max. 40 characters)	Default:	Blank

Setting:	<code>ringersetting.x.ringer_type</code>		
Description:	Select the desired ring tone for ringer setting x.		
Values:	1–10	Default:	1

"file" Module: Imported File Settings

The "file" parameters enable the provisioning file to import additional configuration files of various types, including:

- Contact lists
- Custom logos
- Security certificates

The following certificates are supported:

- Per-account TLS certificate (you can choose to use the Account 1 certificate for all accounts)
- Broadsoft directory
- LDAP
- Web server (the VSP725 has a default self-signed web server certificate)
- Provisioning
- Languages

File parameter values are URLs that direct the VSP725 to the location of the file to be imported.

None of these settings are exported when you manually export the configuration from the VSP725.

General configuration file settings

Setting:	file.https_user.certificate
Description:	URI of HTTPS server certificate to be imported; for example, <protocol>://<user>:<password>@<host>:<port>/<url-path>

Values:	Text string	Default:	Blank
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Setting:	file.provisioning.trusted.certificate
Description:	URI of provisioning certificate to be imported; for example, <protocol>://<user>:<password>@<host>:<port>/<url-path>

Values:	Text string	Default:	Blank
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Setting:	file.sips.trusted.certificate.x		
Description:	URI of SIPS (TLS transport) certificate to be imported for account x; for example, <protocol>://<user>:<password>@<host>:<port>/<url-path>		
Values:	Text string	Default:	Blank

Setting:	file.ldap.trusted.certificate		
Description:	URI of LDAP certificate to be imported; for example, <protocol>://<user>:<password>@<host>:<port>/<url-path>		
Values:	Text string	Default:	Blank

Setting:	file.broadsoft.trusted.certificate		
Description:	URI of Broadsoft certificate to be imported; for example, <protocol>://<user>:<password>@<host>:<port>/<url-path>		
Values:	Text string	Default:	Blank

MAC-specific configuration file settings

Setting:	file.contact.directory.append		
Description:	URL of contact directory to be imported. Entries in the imported file will be added to existing directory entries.		
Values:	Text string	Default:	Blank

Setting:	file.contact.directory.overwrite		
Description:	URL of contact directory to be imported. Entries in the imported file will replace all existing directory entries.		
Values:	Text string	Default:	Blank

Setting:	file.contact.blacklist.append		
Description:	URL of contact blacklist to be imported. Entries in the imported file will be added to existing blacklist entries.		
Values:	Text string	Default:	Blank

Setting:	file.contact.blacklist.override		
Description:	URL of contact blacklist to be imported. Entries in the imported file will replace all existing directory entries.		
Values:	Text string	Default:	Blank
Setting:	file.bootup_logo		
Description:	URL of custom logo shown during bootup. For logo specifications, see “Logo specifications” on page 17 .		
Values:	Text string	Default:	Blank
Setting:	file.idle_logo		
Description:	URL of custom logo shown on the idle screen. For logo specifications, see “Logo specifications” on page 17 .		
Values:	Text string	Default:	Blank

"tone" Module: Tone Definition Settings

The Tone Definition settings configure data for various tones for the purpose of localization. The Audio Manager component uses the data from this model to populate the mcu on bootup.

Each tone definition must be a string of 12 elements separated by a space:

```
"<num of freq> <freq1> <amp1> <freq2> <amp2> <freq3> <amp3> <freq4> <amp4>  
<on duration> <off duration> <repeat count>"
```

Where:

<num of freq>: 0-4

<freq1>: 0-65535

<amp;1>: -32768-32767

<freq2>: 0-65535

<amp;2>: -32768-32767

<freq3>: 0-65535

<amp3>: -32768-32767

<freq4>: 0-65535

<amp;4>: -32768-32767

<on duration>: 0-2^32

<off duration>: 0-2³²

```
<repeat count>: 0-65535
```

All the tone definition settings are included in the general configuration file.

Setting:	<code>tone.call_waiting_tone.num_of_elements</code>		
Description:	Sets the number of elements for the call waiting tone.		
Values:	1–5	Default:	1
Setting:	<code>tone.call_waiting_tone.element.1</code>		
Description:	Defines the call waiting tone element 1.		
Values:	Tone element string	Default:	1 440 -120 0 0 0 0 0 0 500 0 1

Setting:	tone.call_waiting_tone.element.x		
Description:	Defines the call waiting tone element x.		
Values:	Tone element string	Default:	Blank
Setting:	tone.hold_reminder_tone.num_of_elements		
Description:	Sets the number of tone elements for the hold reminder tone.		
Values:	1–5	Default:	1
Setting:	tone.hold_reminder_tone.element.1		
Description:	Defines the hold reminder tone element 1.		
Values:	Tone element string	Default:	1 770 -120 0 0 0 0 0 0 300 0 1
Setting:	tone.hold_reminder_tone.element.x		
Description:	Defines the hold reminder tone element x.		
Values:	Tone element string	Default:	Blank
Setting:	tone.inside_dial_tone.num_of_elements		
Description:	Sets the number of tone elements for the dial tone.		
Values:	1–5	Default:	1
Setting:	tone.inside_dial_tone.element.1		
Description:	Defines the inside dial tone element 1.		
Values:	Tone element string	Default:	2 440 -180 350 -180 0 0 0 0 4294967295 0 65535
Setting:	tone.inside_dial_tone.element.x		
Description:	Defines the inside dial tone element x.		
Values:	Tone element string	Default:	Blank
Setting:	tone.stutter_dial_tone.num_of_elements		
Description:	Sets the number of tone elements for the stutter dial tone.		
Values:	1–5	Default:	2

Setting:	tone.stutter_dial_dial_tone.element.1		
Description:	Defines the stutter dial tone element 1.		
Values:	Tone element string	Default:	2 440 -180 350 -180 0 0 0 0 100 100 10
Setting:	tone.stutter_dial_dial_tone.element.2		
Description:	Defines the stutter dial tone element 2.		
Values:	Tone element string	Default:	2 440 -180 350 -180 0 0 0 0 4294967295 0 65535
Setting:	tone.stutter_dial_tone.element.x		
Description:	Defines the stutter dial tone element x.		
Values:	Tone element string	Default:	Blank
Setting:	tone.busy_tone.num_of_elements		
Description:	Sets the number of tone elements for the busy tone.		
Values:	1–5	Default:	2
Setting:	tone.busy_tone.element.1		
Description:	Defines the busy tone element 1.		
Values:	Tone element string	Default:	2 480 -180 620 -180 0 0 0 0 500 500 65535
Setting:	tone.busy_tone.element.x		
Description:	Defines the busy tone element x.		
Values:	Tone element string	Default:	Blank
Setting:	tone.ring_back_tone.num_of_elements		
Description:	Sets the number of tone elements for the ringback tone.		
Values:	1–5	Default:	1

Setting:	tone.ring_back_tone.element.1		
Description:	Defines the ringback tone element 1.		
Values:	Tone element string	Default:	2 440 -180 480 -180 0 0 0 0 2000 4000 65535

Setting:	tone.ring_back_tone.element.x		
Description:	Defines the ringback tone element x.		
Values:	Tone element string	Default:	Blank

"profile" Module: Password Settings

The password settings allow you to set the default administrator and user passwords in the configuration file. The administrator password is usually included in the general configuration file, while the user password is usually included in the MAC-specific configuration file. The passwords can also be set using the WebUI. Be aware that scheduled provisioning configuration file updates may reset these passwords.

General configuration file settings

Setting:	profile.admin.password		
Description:	Sets the administrator password for accessing the admin menus on the VSP725 and the WebUI.		
Values:	Text string (15 characters maximum)	Default:	admin

MAC-specific configuration file settings

Setting:	profile.user.password		
Description:	Sets the user password for logging on to the WebUI and editing user-accessible settings.		
Values:	Text string (15 characters maximum)	Default:	user

"page_zone" Module: Paging Zone Settings

The paging zone settings allow you to define a maximum of 10 paging zones that the VSP725 can use for multicast paging.

The paging zone parameters (except for `page_zone.call_priority_threshold`) follow the format `page_zone.x.[element]`, where x is the paging zone ID number, ranging from 1 to 10.

All the paging zone settings are included in the general configuration file.

Setting:	page_zone.x.name		
Description:	Sets the paging zone name, which appears on VSP725 LCD for outgoing and incoming multicast pages. A maximum of 15 characters is allowed.		
Values:	Text string	Default:	Blank

Setting:	page_zone.x.multicast_address		
Description:	Enter the multicast IP address that the VSP725 will monitor. The range of valid IP addresses is 224.0.0.0 to 239.255.255.255.		
Values:	IPv4 IP address	Default:	Blank

Setting:	page_zone.x.multicast_port		
Description:	Enter the multicast port associated with the multicast IP. The range of valid ports is 1 to 65535.		
Values:	1–65535	Default:	Blank

Setting:	page_zone.x.accept_incoming_page		
Description:	Enables or disables the VSP725 from receiving incoming multicast pages for that paging zone. If disabled, the VSP725 can make outgoing multicast pages only.		
Values:	0 (disabled), 1 (enabled)	Default:	1

Setting:	page_zone.x.priority		
Description:	Set the paging zone priority from 1 to 10. Zones with a priority higher than another zone can interrupt the lower-priority zone's active page.		
Values:	1–10	Default:	5

Setting:	page_zone.call_priority_threshold		
Description:	Set the call_priority_threshold. If the paging zone priority (page_zone.x.priority) is higher or equal to the call priority, then a multicast page can interrupt an active, dialing, or incoming call.		
Values:	1–10	Default:	2

"softkey" Module: Custom Soft Key Settings

The custom soft key settings allow you to select which soft keys can appear on the Idle screen, the Call Active screen, the Call Held screen and the Live Dial screen. You can also specify the position of each soft key. Softkeys appear on the VSP725 screen in the same order as the softkey values you enter. Enter soft key values separated by commas. For more information, see [“Customizing Soft Keys” on page 19](#). You can specify a maximum of nine soft keys (three levels) for each parameter.

The soft key settings follow the format `softkey.[element]`.

All the soft key settings are included in the general configuration file.

Setting:	softkey.idle		
Description:	Specifies the soft keys visible on the idle screen.		
Values:	blank, dir, call_log, redial, message, dnd, cfwd, cfna, cfwd_all, cfwd_busy, intercom, retrieve, callback, grp_pickup, dir_pickup, line, settings	Default:	dir,line,call_log
Setting:	softkey.call_active		
Description:	Specifies the soft keys visible on the active call screen.		
Values:	blank, new, park_call, end, hold, transfer, conf, xferline, confine	Default:	end,transfer,conf,xferline,conline
Setting:	softkey.call_held		
Description:	Specifies the soft keys visible on the held call screen.		
Values:	blank, new, park_call, retrieve, grp_pickup, dir_pickup, end, resume, transfer, conf, xferline, confine	Default:	end,new,resume,transfer,conf,xferline,conline
Setting:	softkey.live_dial		
Description:	Specifies the soft keys visible on the live dial screen.		
Values:	blank, dir, call_log, redial, message, end, dial, input, cancel, backspc	Default:	backspc,input,dial

CHAPTER 6

TROUBLESHOOTING

If you have difficulty with your VSP725 deskset, please try the suggestions below.



NOTE

For customer service or product information, contact the person who installed your system. If your installer is unavailable, visit our website at businessphones.vtech.com or call **1 (888) 370-2006**.

Common Troubleshooting Procedures

Follow these procedures to resolve common issues. For more troubleshooting information, see the user's manual for your product.

Screen is blank.

- Ensure power is connected. If powered by an AC adapter, check that the adapter is plugged into a wall socket and the VSP725 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.

- Ensure the headset is fully charged and in the charger. Remove and replace the headset in its charger before selecting **Register** on the VSP725.
- Ensure the headset is not already registered to another phone. If it has been registered to another phone, deregister it.

Pages are not received.

- The Page auto answer setting is set to Manual. Check the General Account Settings.

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. On the VSP725, press **MENU > User Settings > Audio > Audio mode**.

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

- Make sure the VSP725 is connected to power. The PC port does not work when the VSP725 does not have power source or during a power outage.
- Make sure you plug the Ethernet cable connected to the router into the VSP725 Ethernet port and the Ethernet cable connected to the computer into the VSP725 PC port.

The network connection speed on my computer drops significantly after plugging the Ethernet cable through the PC port.

- The phone PC port is a 10/100 Mbps RJ-45 port. If you are using a Gigabit Ethernet system, the connection speed drops to 100 Mbps after plugging the Ethernet cable through the PC port.

The firmware upgrade or configuration update isn't working.

- Before using the WebUI, ensure you have the latest version of your web browser installed. Some menus and controls in older browsers may operate differently than described in this manual.
- Ensure you have specified the correct path to the firmware and configuration files on the **SERVICING > Firmware Upgrade > Auto Upgrade** page and the **SERVICING > Provisioning** page.
- If the phone is not downloading a MAC-specific configuration file, ensure the filename is all upper case.

Provisioning: "Use DHCP Option" is enabled, but the VSP725 is not getting a provisioning URL from the DHCP Server.

- Ensure that DHCP is enabled in Network settings.

APPENDIXES

Appendix A: Specifications

RF frequency band:	1921.536–1928.448 MHz
Channels:	5
Operating temperature:	32–122 °F (0–50 °C)
AC adapter output voltage:	5.1 Vdc @ 1200 mA
Ethernet network ports:	10/100 Mbps RJ-45 Ports

Appendix B: Soft Keys

The table below provides an alphabetical list of the labels that appear above the VSP725 soft keys.

Label	Description
abc/ABC/123	Selects the text format for input
Add	Displays the new directory group editor
Add dot	Enters dot in IP editing field
Answer	Answers an incoming call
Back	Shows the previous screen
Backspc	Moves cursor back to correct entries in text editing fields
Blind	Starts the blind transfer process for the active call
Bridge	Joins the two active calls in a conference and returns to idle screen
Callback	Dials the last missed caller
Cancel	Quits the current page without saving any settings
Conf.	Opens the live dialing editor to enter or insert digits for the conference target
ConfLine	Displays a list of held calls as a target for conferencing with the active call
Del. All	Deletes all records in a list
Delete	1) Deletes current entry 2) Deletes assignment 3) Deletes Directory group
Dial	Sends and dials currently displayed/highlighted digits
Directory	Opens the list of available directories
Edit	Go to entry/group editor
EditDial	Edits a number stored in a list before dialing
End	1) Closes the current page 2) Ends the current call
Exit	Exits the current screen and returns to the previous menu
FirstNme	Sorts the directory by first name
Forward	Opens the predial editor to begin forwarding a call
Insert	Inserts a number from the directory or call history to a live dialing screen
LastNme	Sorts the directory by last name
Line	Switches between registered lines
New	Press to predial a new call during a call currently put on hold

Label	Description
No	Returns to the previous screen
Reject	Rejects an incoming call
Resume	Resumes a call put on hold
Save	1) Saves current setting 2) Begins save process
Search	Opens the Directory search editor; begins a search
Select	Selects a highlighted option
Settings	Opens the User settings menu
Set Conf	Confirms to set up conference
SetXfer	Confirms to transfer call
Split	Breaks a conference or call progress into multiple calls
Status	Access the status submenu
Transfer	Opens the live dialing editor to enter or insert digits of the transfer target
Type	Switches between the Directory number types within an entry
View	Displays a list of missed calls, messages, or a call history folder
XferLine	Displays a list of held calls as a transfer target for the active call
Yes	Confirm

Appendix C: Maintenance

Taking care of your telephone

- Your VSP725 deskset 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 VSP725 deskset if you ever need to ship it.

Avoid water

- You can damage your VSP725 deskset if it gets wet. Do not use the corded handset in the rain, or handle it with wet hands. Do not install the VSP725 deskset near a sink, bathtub or shower.

Electrical storms

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

Cleaning your telephone

- Your VSP725 deskset 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 VSP725 deskset 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.

Appendix D: GPL License Information

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—VSP725 GPL code request

If your request does not fully comply with the foregoing requirements, VTech reserves the right to reject your request. Further, by requesting and receiving the available code, you release VTech, its affiliates, and its and their officers, directors, employees, and representatives ("VTech Parties") from any liability or responsibility relating to such code, and you acknowledge that the VTech Parties make no representations with respect to the origin, accuracy, usability, or usefulness of such code, and the VTech Parties have no responsibility to you whatsoever concerning the code, including without limitation any responsibility to provide explanation, support, upgrade, or any communication whatsoever. Your review or use of the available code is at your sole risk and responsibility.