

# vtech®

## **ErisStation®**

SIP Conference Phone with Wireless Mics

# User's manual

[businessphones.vtech.com](http://businessphones.vtech.com)



# Model: VCS752

# DECT 6.0

# Congratulations

on purchasing your new VTech product. Before using this product, please read **Important safety instructions** on page ii of this manual.

This manual includes the information and procedures necessary to install and operate your new VTech product. Please review this manual thoroughly to ensure proper installation and operation of this innovative and feature-rich VTech product. For support, shopping, and everything new at VTech, visit our website at **[businessphones.vtech.com](http://businessphones.vtech.com)**.

# Important safety instructions

When using your ErisStation Conference Phone with Wireless Mics, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following:

1. Read and understand all instructions.
2. Follow all warnings and instructions marked on the product.
3. Unplug this product from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
4. Do not use this product near water such as near a bathtub, wash bowl, kitchen sink, laundry tub or swimming pool, or in a wet basement or shower.
5. Do not place this product on an unstable table, shelf, stand or other unstable surfaces.
6. Slots and openings in the back or bottom of the base unit and wireless mic 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.
7. 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 supply in your office, consult your dealer or local power company.
8. Do not allow anything to rest on the power cord. Do not install this product where the cord may be walked on.
9. Never push objects of any kind into this product through the slots in the base unit or wireless mic because they may touch dangerous voltage points or create a short circuit. Never spill liquid of any kind on the product.
10. 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 base unit or wireless mic 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.
11. Do not overload wall outlets and extension cords.
12. Unplug this product from the wall outlet and refer servicing to an authorized service facility under the following conditions:
  13. When the power supply cord or plug is damaged or frayed.
  14. If liquid has been spilled onto the product.
  15. If the product has been exposed to rain or water.
  16. 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.
  17. If the product has been dropped and the base unit and/or wireless mic has been damaged.
  18. If the product exhibits a distinct change in performance.
19. Avoid using the ErisStation Conference Phone with Wireless Mics during an electrical storm. There is a remote risk of electric shock from lightning.
20. Do not use the ErisStation Conference Phone with Wireless Mics 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 wireless mic 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 wireless mic onto the charging 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.
21. Only put the wireless mic next to your mouth when it is in normal talk mode.
22. The power cables 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 or cabinet outlet.
23. For pluggable equipment, the socket-outlet shall be installed near the equipment and shall be easily accessible.
24. CAUTION: Use only the batteries indicated in this manual. There may be a risk of explosion if a

wrong type of battery is used. Use only the supplied rechargeable battery or replacement battery pack (BT183642/BT283642). Do not dispose of batteries in a fire. They may explode. Dispose of used battery according to the information in **The RBRC® seal**.

25. Use only the adapter included with this product. Incorrect adapter polarity or voltage can seriously damage the product. Base unit power adapter: Input 100–240V AC 50/60Hz; Output: 9V DC 1500mA.

## **SAVE THESE INSTRUCTIONS**

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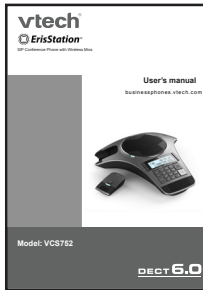
# Introduction

## About ErisStation Conference Phone with Wireless Mics

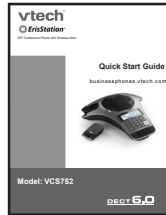
The ErisStation Conference Phone with Two Wireless Mics is designed for use in office settings. It consists of a base unit and two wireless mics, enabling participants in different areas of a meeting room to deliver clear conversation in a phone conference.

### Parts checklist

Your conference phone package contains the following items. Save your sales receipt and original packaging in the event warranty service is necessary.



User's manual



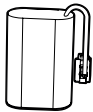
Quick start guide



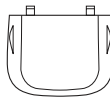
Base unit



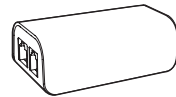
Wireless mic ×2



Battery ×4



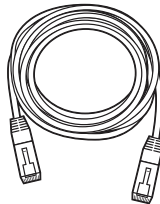
Battery door ×4



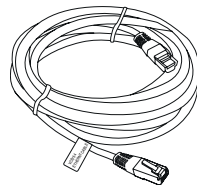
Power adapter



AC power cord



DC power cable  
(with yellow plugs)



Ethernet cable

#### note

To purchase any accessories or replacements, visit our website at [businessphones.vtech.com](http://businessphones.vtech.com) or call 1-888-370-2006.

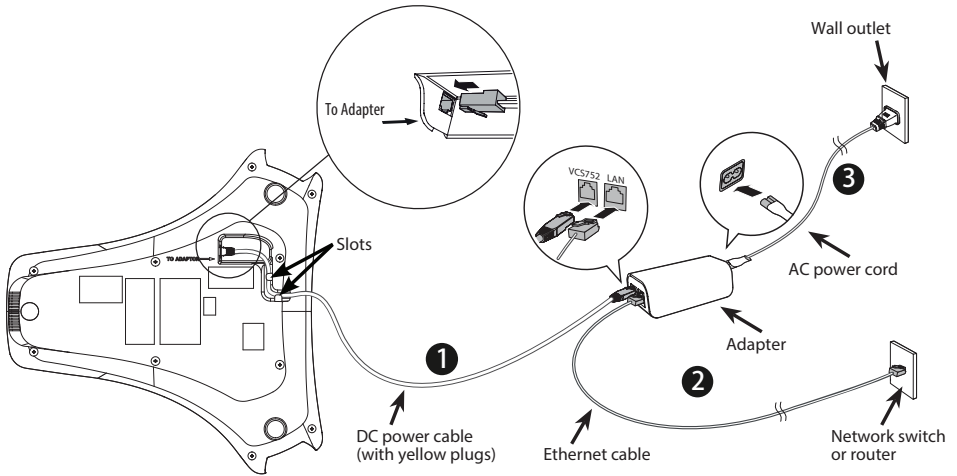
# Getting Started

## Connect base unit

The VCS752 can be powered by AC power or Power over Ethernet (PoE—Class 3).

**Note:** The ErisStation Conference Phone with Wireless Mics requires a network connection to an IP PBX to operate. This manual assumes that your network infrastructure is established and that your IP PBX phone service has been ordered and configured for your location. For more information about installation options and phone setup, see the VCS752 Administrator and Provisioning Manual, available at [businessphones.vtech.com](http://businessphones.vtech.com).

To use AC power, connect the base unit as shown below.



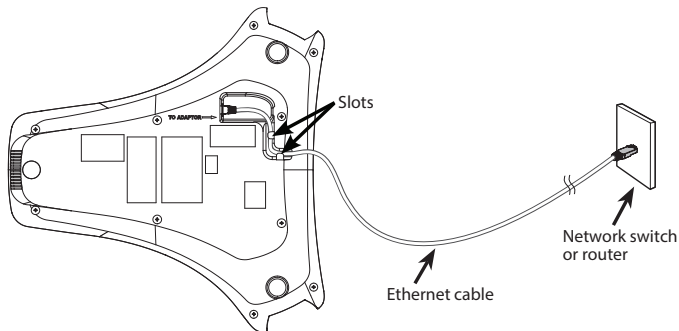
1. Plug one end of the DC power cable into the power jack of the base unit, and plug the other end into the **VCS752** jack of the power adapter. Route the cord through the slots.
  2. Plug one end of the Ethernet cable into the **LAN** jack of the power adapter, and plug the other end into a network switch or router.
  3. Plug the small end of the AC power cord into the power jack of the adapter, and plug the large end into a wall outlet not controlled by a switch.
- The supplied power adapter is designed for use with only the ErisStation Conference Phone with Two Wireless Mics. It is not designed to power other network devices. Do not connect the supplied power adapter to any other network devices through the supplied DC power cable or any other Cat5e ethernet cable.
  - The AC power cord is intended for a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling or cabinet outlet.



# Getting Started

## To power the VCS752 using PoE:

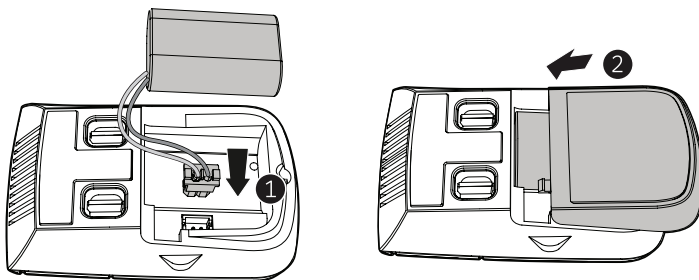
1. Plug one end of the Ethernet cable into the Ethernet port on the bottom of the unit.
2. Plug the other end of the cable into your network router or switch. When the base unit is powered up, the status indicators turn green for about two seconds.



**Note:** You can connect the VCS752 to both PoE and AC power. Ensure that you connect the cables in the order shown in the diagram on page 2. Once connected, the unit will use PoE. If PoE fails, the unit will use AC power as a backup.

## Install the wireless mic battery

1. Plug the battery connector securely into the socket inside the battery compartment. Insert the battery (with the label **THIS SIDE UP** facing up) into the battery compartment.
2. Slide the battery door until it clicks into place.



3. Place the wireless mic onto the charging cradle until it is flush.

**Note:** The status indicator on the wireless mic turns orange when charging, and turns off when the wireless mic is fully charged.

# Getting Started

## Before use

---

### Check for dial tone

- Press  $\frac{\text{TALK}}{\text{OFF}}$ . If you hear a dial tone, and see that the status indicators turn green on the base unit, the installation is successful.

### If you do not hear a dial tone:

- Recheck the installation diagram and the connections to the unit.
- Ensure the unit is correctly configured with the correct SIP account information. For more information, see the VCS752 Administrator and Provisioning Guide, available at [businessphones.vtech.com](http://businessphones.vtech.com).
- Consult your service provider if you require additional user accounts or if you suspect a service disruption is at fault.

### Operating range

This conference phone operates with the maximum power allowed by the Federal Communications Commission (FCC). Even so, this wireless mic and base unit can communicate over a certain distance, which can vary with the locations of the base unit and wireless mic, the weather, and the layout of your office.

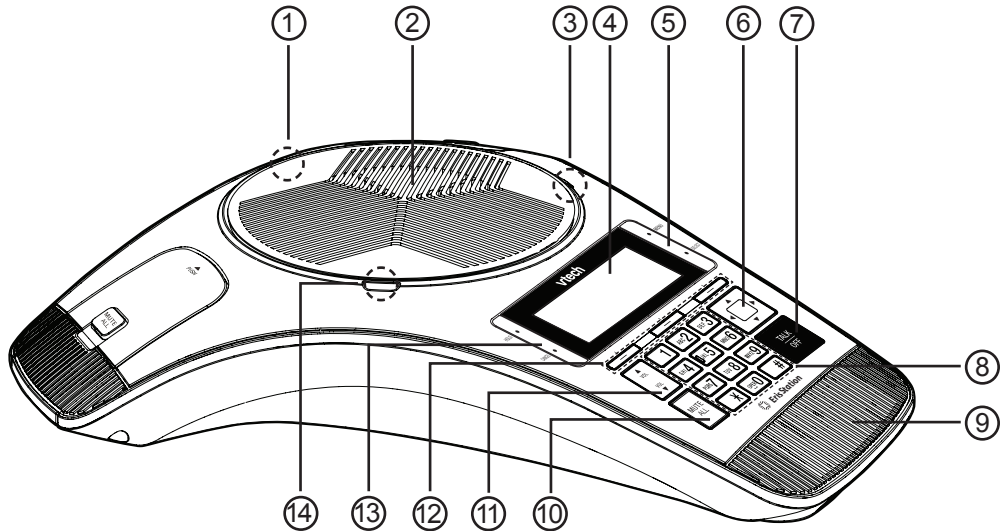
When the wireless mic is out of range, the status indicator on the wireless mic flashes red slowly. The wireless mic will sleep after being out of range for 30 minutes. Therefore, you should always return the wireless mic to the charging cradle after use.

If there is an incoming call while the wireless mic is out of range, the incoming call green light may not flash on the wireless mic. If it flashes, the call may not connect well when you press  $\frac{\text{TALK}}{\text{OFF}}$  on the base unit. Move the wireless mic closer to the base unit, and then press  $\frac{\text{TALK}}{\text{OFF}}$  on the base unit to answer the call. If the wireless mic moves out of range during a telephone conversation, there may be interference. To improve reception, move closer to the base unit.

# Getting Started

## Base unit overview (front)

---



### 1. Status indicator

- Indicates the system status. See also **Status indicators overview** on page 9.

### 2. Speaker

### 3. Cell 2/Headset Bluetooth Status indicator

- Indicates the status of the Bluetooth-connected device. See also **Status indicators overview** on page 9.

### 4. LCD screen

### 5. MENU / SELECT

- Press to show the menu.
- Press to select an item, or save an entry or setting in a menu.

### 6. Navigation keys ▲ ▼ / ◀ ▶

- Press to scroll up or down while in the menu, phonebook, or call log.
- Press to move the cursor right or left while entering names or numbers.
- Press to view additional soft key labels and view multiple active calls.

### 7. TALK OFF

- Press to make, answer, or end a call.

# Getting Started

## 8. Dial pad keys

- Press to enter numbers or characters.
- While editing names, press <sup>OPER</sup>0 to add a space.

## 9. Front microphone

## 10. MUTE ALL

- During a call, press to mute or end mute all microphones in the system.

## 11. VOL /

- Press to adjust the ringer volume.
- During a call, press to adjust the listening volume.

## 12. Soft keys

- Press to perform actions as indicated by the on-screen labels.

## 13. HOLD / CANCEL

- While on a call, press **HOLD** to put the call on hold.
- While in a menu, press **CANCEL** to return to the previous menu.

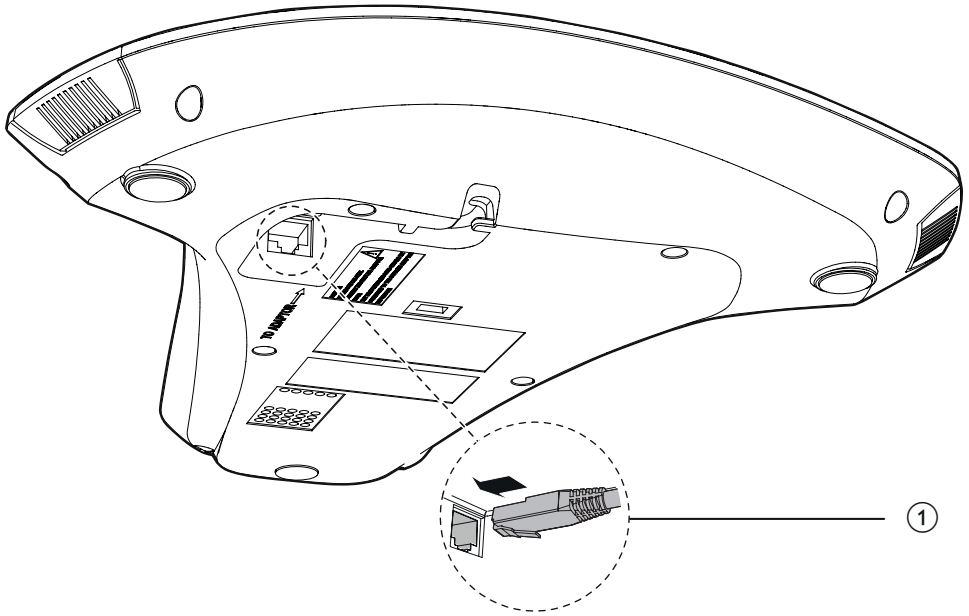
## 14. Cell 1 Bluetooth Status indicator

- Indicates the status of the Bluetooth-connected device. See also **Status indicators overview** on page 9.

# Getting Started

## Base unit overview (rear)

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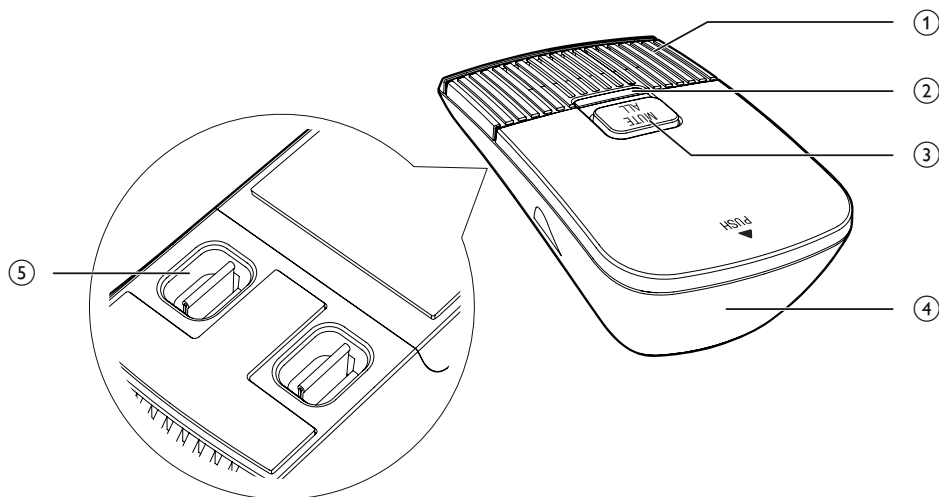


### 1. Adapter jack

# Getting Started

## Wireless mic overview

---



### 1. Microphone

- Functions as an extended microphone of the base unit during a call.

### 2. Status indicator

- Indicates the system status. See **Status indicators overview** on page 9.

### 3. MUTE ALL

- During a call, press to mute or end mute all microphones in the system.

### 4. Battery door

### 5. Charging contacts

# Getting Started

## Status indicators overview

---

### Status indicator on the base unit

Green (two seconds)	<ul style="list-style-type: none"><li>• Power up.</li></ul>
Green (steady)	<ul style="list-style-type: none"><li>• On a call.</li></ul>
Red (steady)	<ul style="list-style-type: none"><li>• System is muted during a call.</li></ul>
Green (slow flash)	<ul style="list-style-type: none"><li>• Call on hold.</li></ul>
Green (fast flash)	<ul style="list-style-type: none"><li>• Incoming call.</li></ul>
Yellow (flash)	<ul style="list-style-type: none"><li>• Line unregistered or Network Down.</li></ul>

### Bluetooth Status indicators

	CELL 1 LED (BLUE)	CELL 2/HEADSET LED (BLUE)
Steady	Bluetooth Device 1 is connected.	Bluetooth Device 2 or headset is connected.
Fast flash	Incoming call on Device 1.	Incoming call on Device 2.
Slow flash	Device 1 is on hold.	Device 2 is on hold.
LEDs flash alternately	Base is in discovery mode.	Base is in discovery mode.

### Status indicator on the wireless mic

Orange (two seconds)	<ul style="list-style-type: none"><li>• Power up.</li></ul>
Orange	<ul style="list-style-type: none"><li>• Charging on the cradle except during registration.</li></ul>
Orange (flashing)	<ul style="list-style-type: none"><li>• Mic battery is low.</li></ul>
Red/Green alternating	<ul style="list-style-type: none"><li>• Wireless mic is registering to the base.</li></ul>
Green	<ul style="list-style-type: none"><li>• On a call.</li></ul>
Green (fast flash)	<ul style="list-style-type: none"><li>• Incoming call.</li></ul>
Red	<ul style="list-style-type: none"><li>• System is muted during a call.</li></ul>
Red (slow flash)	<ul style="list-style-type: none"><li>• Mic is out of range or not registered or off cradle during paging.</li></ul>
Off	<ul style="list-style-type: none"><li>• Mic is in idle mode or without a battery.</li></ul>

# Getting Started

## Idle screen

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

From the Idle screen, you can press:




- **Directory** to view the directories that are available to you. See **Using the local directory** on page 27.
- **Line** to select another line (SIP Account). When you make a call, the phone will use this line. **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 30.

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

## Idle mode screen icons

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

Icon	Status
	Call Forward All is on. See <b>To set Call forward:</b> on page 24.
	The ringer is off.
	Do Not Disturb is on. See <b>To set Do Not Disturb:</b> on page 24.

## Active call screen icons

---

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

Icon	Status
	Speakerphone—the speakerphone is active.
	Call counter—more than one call is active.
	More than one call is active. Press ▼ or ▲ to view another call.

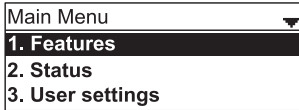


# Getting Started

## Using the phone 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 items

---

1. Features (see page 22)
2. Status (see page 53)
3. User settings (see page 34)
4. Admin settings (Available only to your system administrator. For more information, see the VCS752 Administrator and Provisioning Guide, available from [businessphones.vtech.com](http://businessphones.vtech.com).)

# Conference phone operation

## Making calls

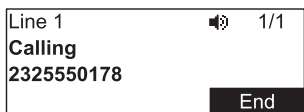
You can make a call at any time by pressing  $\frac{\text{TALK}}{\text{OFF}}$ , and then dialing a number. When the phone is in idle mode or has calls on hold, you can make a call by pre-dialing a phone number and then pressing  $\frac{\text{TALK}}{\text{OFF}}$  or **Dial** to call the number.

### To make a call:

1. Press  $\frac{\text{TALK}}{\text{OFF}}$ . You hear a dial tone.
2. Use the dial pad keys 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). When entering letters, pressing the \* or # keys allows you to enter symbols. For example, press \* twice for the @ symbol.
3. Press **Dial**, or, if the number is valid, the phone 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.

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

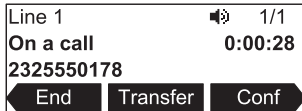
1. Use the dial pad keys to enter the desired phone number.



- 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). When entering letters, pressing the \* or # keys allows you to enter symbols. For example, press \* twice for the @ symbol.
2. Dial the number by pressing  $\frac{\text{TALK}}{\text{OFF}}$  or **Dial**:

# Conference phone operation

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



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.

## Use a wireless mic during a call

1. During a call, lift a wireless mic from the base unit charging cradle, and then put it on the table. The status indicator on the wireless mic turns green.
2. Speak towards the microphone on the wireless mic.
  - For best performance, speak to the microphone on the wireless mic at a distance of no more than 3 feet.
  - Always return the wireless mics to the charging cradles after use.

## Ending the call


To end the call, press **TALK OFF** or **End**.

## Answering a call

### To answer a call:

On the base unit, press **TALK OFF**, or press **Answer**.



- 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.



# Conference phone operation

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.

## Putting a call on hold

---

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

### To put a call on hold:

During a call, press **HOLD** on the base unit.

The **On hold** screen appears. The status indicator flashes green slowly.

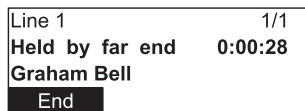


From the **On hold** screen, you can press:

- **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.



# Conference phone operation

## 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 or call history (the call history stores the numbers for missed calls, received calls and dialed calls).

**Note:** Your phone's Call Forward–No Answer setting will cancel the manual forwarding process if it takes effect first. For example, your phone may be set to forward calls to voicemail after a call rings for 10 seconds, before you can reach the phone to forward the call yourself. If you have problems forwarding calls because of the Call Forward–No Answer setting, you can extend your Call Forward–No Answer delay. See **Using the Call menu** on page 23.

### To forward a call using manual entry:

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



Line 1  
Forward to:  
█  
Cancel 123

If you press **Cancel**, the phone 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.

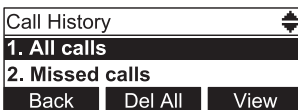
### To forward a call using the directory or call history:

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

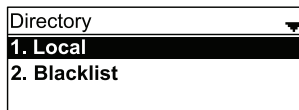


Line 1  
Forward to:  
█  
Cancel 123

2. Press **MENU**, and then select the Features menu to access the Directory or Call History.



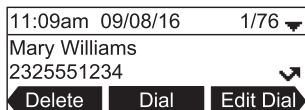
Call History ▾  
1. All calls  
2. Missed calls  
Back Del All View



Directory ▾  
1. Local  
2. Blacklist

# Conference phone operation

3. Select the Call History folder or Directory you want to access.



4. If necessary, press ◀ or ▶ until **Dial** appears and then press **Dial**. The **Call Forwarded** screen appears. Your phone returns to idle mode if you have no other active calls.



## Transferring calls

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

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

However, the transfer recipient does not have to talk to you before receiving the transferred call. If you do not talk to the transfer recipient before transferring the call, you are making a “blind” transfer. You can also transfer a call to a held call.

### To transfer a call (supervised):

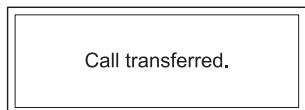
1. During a call, press **Transfer**. The call is automatically put on hold and the transfer setup screen appears.



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



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



# Conference phone operation

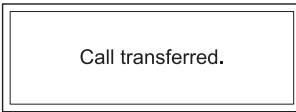
## To cancel the transfer, press:

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

## To transfer a call (blind):

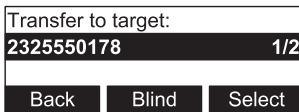
1. During a call, press **Transfer**. The call is automatically put on hold and the transfer setup screen appears.
2. Press **Blind**.
3. Dial the number to which you want to transfer the call. You can also use a number from a list, such as the Directory or Call History.
4. Press **Transf**, or wait for the phone to automatically dial, once it recognizes a valid number.

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



## To transfer a call to a held call:

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



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

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



# Conference phone operation

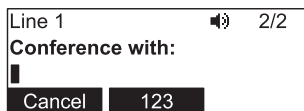
## Making a conference call

---

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

### To make a conference call:

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



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



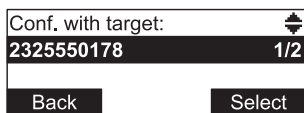
### To cancel the conference setup, press:

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

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

### 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.



# Conference phone operation

## To end a conference call:

Press one of the following soft keys:

- **End** , to hang up on both calls.
- **Split** , to put both calls on hold. The screen shows information for the second call. You will remain on the second call and your first call is put on hold.
- **Bridge** , to combine the first and second calls and return your phone to idle mode.

## Setting up a Network Conference

---

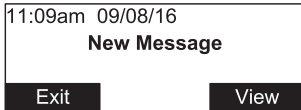
A Network Conference is hosted by your service provider and allows multiple parties to join a conference. A Network Conference works in a similar way to the regular conference described above, except that the **Split** and **Bridge** functions will not be available.

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.

## Retrieving messages

---

The phone displays the **New Message alert** screen when you have a new message.



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.



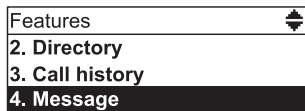
The Message menu displays the mailboxes you can access from your phone. If your phone has more than one line, you may be able to access multiple mailboxes. Press **▲** or **▼** to highlight the desired mailbox and press **SELECT** to access messages in that mailbox.

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

# Conference phone operation

## To view the Message menu:

1. When the phone is idle, press **Menu**.
2. With **Features** highlighted, press **SELECT**.
3. On the Features menu, 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**.

## Redialing

---

1. From the idle screen, press **Redial** .  
The Dialed calls list appears.
2. Press the ▼ or ▲ navigation key to view the entry you want to dial.
3. While viewing the desired entry, press **Dial** to dial the number.

## Muting active calls

---

The mute function allows you to hear the other party but the other party cannot hear you.


- During a call, press **MUTE ALL** on the base unit or a wireless mic. The status indicators turn red. All microphones in the system are muted until the mute function is turned off.
- Press **MUTE ALL** on the base unit or a wireless mic to end mute all microphones in the system. The status indicators turn green.

## Temporarily silencing the ringer

---

When the base unit is ringing, you can temporarily silence the ringer of the base unit without disconnecting the call. The next call rings normally at the preset volume.

### To silence the ringer:

Press **MUTE ALL** on the base unit. The  symbol appears.

**Note:** You can also press  $\uparrow$  VOL or  $\downarrow$  VOL on the base unit to adjust the ringer volume. The adjustment will be saved and applied to the next incoming call.

## Locating wireless microphones

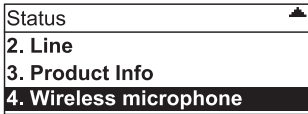
---

This feature helps you find any misplaced wireless mics within the range of the base unit.

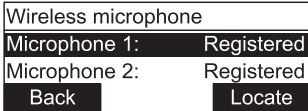
# Conference phone operation

## To locate wireless microphones:

1. Press **MENU**, and then highlight and select **STATUS**.
2. On the **Status** menu, highlight and select **Wireless microphone**.



3. On the Wireless microphone menu, press **Locate** .



The base unit screen displays **Wireless microphones will ring. Press CANCEL/ Back to stop**. All wireless mics that are not on the charging cradles play the location tone for 30 seconds.

## To mute the mic-location tone:

- On the base, press **Back** or **CANCEL**.
- On the wireless mic(s), press **MUTE ALL**, or put the mic(s) back onto the charging cradle.

# Phone Features

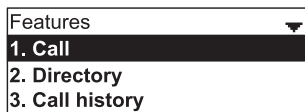
## Using the Features menu

---

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

### 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	23	Manages how your phone handles incoming calls.
2. Directory	27	Stores contact information and call contacts.
3. Call history	30	Lists incoming and outgoing call information.
4. Message	19	Accesses your voicemail.
5. Speed dial	32	Accesses your list of speed dial numbers.
6. Multicast Paging		Sends a page to the selected paging zone.

# 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	24	You can set Do Not Disturb (DND) for each line assigned to your phone. When DND is set, the ringer is silenced and the phone rejects incoming calls and pages. After rejecting a call, the phone displays the <b>Missed Calls</b> screen.  You can enable the phone to answer incoming calls when DND is on. When DND answering is enabled, the incoming call screen appears. See “Do Not Disturb Settings” on page 43.
2. Call forward	24	Automatically forwards incoming calls depending on the setting. You can enable the following types of call forwarding: <ul style="list-style-type: none"><li>• Call forward always: incoming calls are forwarded immediately and the phone does not ring.</li><li>• Call forward busy: incoming calls are forwarded if all your available lines are busy.</li><li>• Call forward no ans: incoming calls are forwarded after the no answer delay expires.</li></ul>
3. Block anonymous	25	Enables the phone to reject incoming calls that have no caller ID.
4. Dial as anonymous	25	Enables the phone to make outgoing calls with the Caller ID hidden from the far end.
5. Missed call alert	25	Enables the missed call alert screen.
6. Call waiting	26	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**.

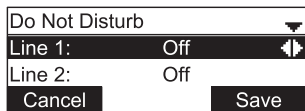
The Call menu appears.



# Phone Features

## 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.



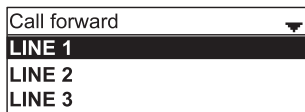
4. When the desired line is highlighted, press ◀ or ▶ to turn Do Not Disturb On or Off.
5. Press **Save**.

When Do Not Disturb is on,  appears on the idle screen.

## To set Call forward:

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

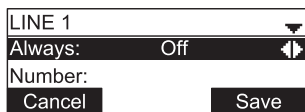
The Call forward menu appears.



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



# Phone Features

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 always is on,  appears on the idle screen.

## 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
<b>Cancel</b>	<b>Save</b>

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
<b>Cancel</b>	<b>Save</b>

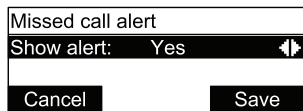
3. Highlight the desired line, and then press ◀ or ▶ to turn anonymous call dialing On or Off for that line.
4. Press **Save**.

# Phone Features

## To enable missed call alerts:

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

The Missed call alert menu appears.



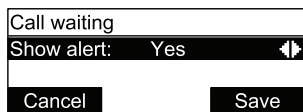
Missed call alert	
Show alert:	Yes ◀▶
Cancel	Save

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

## To enable call waiting alerts:

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

The Call waiting menu appears.



Call waiting	
Show alert:	Yes ◀▶
Cancel	Save

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

When **Show alert** is on and you are on a call, incoming calls are displayed on the screen. When **Show alert** is off:

- Incoming calls are rejected and no notification appears on the screen.
- Rejected incoming calls are logged as missed calls.

See also **Call Waiting Settings** on page 46.



# Phone Features

## Using the local directory

You can store the names and phone numbers for up to 200 contacts in the directory. Once directory entries are saved, you can dial them directly from the directory. You can also search directory entries by first or last name.

When adding an entry, you can enter numbers for work, mobile, and other. You can also select a ringtone for that contact. Later, you can edit entries if their contact information changes.

### To view the local directory:

1. When the phone is idle, press **MENU**.
2. With **Features** highlighted, press **SELECT**.
3. Press **▼** to highlight **Directory**, and then press **SELECT**.  
The Directory menu appears, listing all your available directories and the blacklist. Any directories other than Local 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:

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

# Phone Features

## To call a contact:

1. Press ▲ or ▼ or **Search** (see “To search directory entries:” on page 29) to view the desired directory entry.
2. To view other numbers for the entry, press **Type**.
3. When the desired number appears, press **TALK OFF** or **Dial**.

**Note:** If you view a directory entry when the phone is in dial mode, 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.

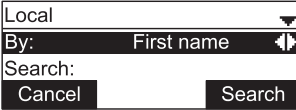
First name:	Mary Williams	
Last name:		
Work:	2325551234	
<b>Backspc</b>	<b>ABC</b>	<b>Save</b>

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

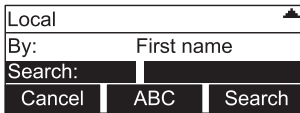
## To search directory entries:

1. From the Local or Blacklist directory, press ◀ or ▶ until the **Search** soft key appears.
2. Press **Search** .  
The search screen appears.



Local  
By: First name  
Search:  
Cancel Search

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

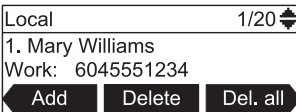


Local  
By: First name  
Search:  
Cancel ABC Search

5. 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.
6. Press **Search** . The phone 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** (see “To search directory entries:” above) to view the desired directory entry.
2. Press ◀ or ▶ until the **Delete** soft key appears.



Local 1/20  
1. Mary Williams  
Work: 6045551234  
Add Delete Del. all

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

## Call history

---

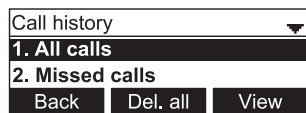
The call history provides available name and number information for the last 200 incoming and outgoing calls. The newest entries replace the oldest. You can view call history information for:

- 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.

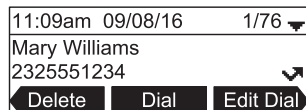
### To view the call history:

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.



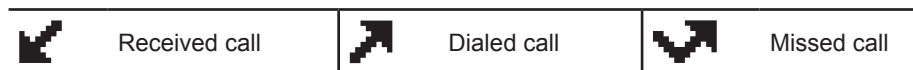
4. Press **▼** to highlight the desired call history folder.
5. Press **View** to see call history entries in the highlighted folder. The first entry appears.



If the folder is empty, the message **<Folder name> history is empty** (for example, **All calls history is empty**) 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.



# Phone Features

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

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

## To call a call history entry:

While viewing the desired entry, press **TALK OFF** or **Dial** . The phone dials the number immediately.

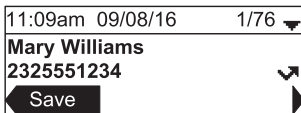
–or–

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

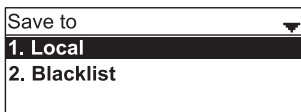
**Note:** If you view a call history entry when the phone is in dial mode, press the **Dial** soft key to dial the number. You can use this feature when making a call, forwarding a call, transferring a call, and setting up a conference call.

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

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

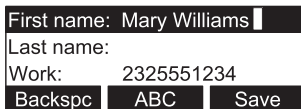


2. Press **Save** .
3. On the **Save to** menu, select the location to which you want to save the entry.



- 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** .

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



# Phone Features

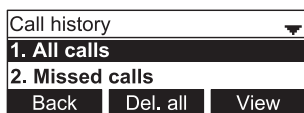
- If necessary, edit the name and number.  
Press ▼ to move the cursor to the next line.
  - Press **Backspc** to delete incorrect characters.
4. Press **Save** to save the entry.

## To delete a single call history entry:

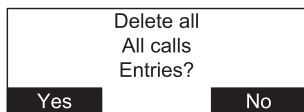
While viewing the desired entry, press **Delete** .

## To delete multiple call history entries:

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



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



## Using 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 47.

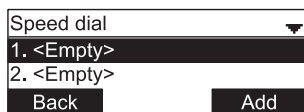
## Entering speed dial numbers

---

### To add a speed dial entry:

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

The Speed dial menu appears.

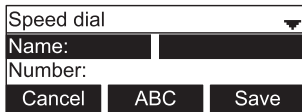


4. Press ▼ to highlight a speed dial entry marked **<Empty>**.

# Phone Features

5. Press **Add** .

A blank speed dial entry appears.



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

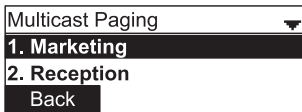
## Sending a Multicast Page

---

Your phone supports multicast paging. You can send a page to a paging zone that has been set up by your system administrator. An incoming page may interrupt any active calls you are on, depending on how your system administrator has configured the paging function.

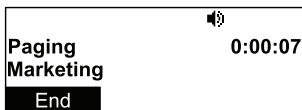
### To send a multicast page:

1. When the phone is idle, press **Menu**.
2. With **Features** highlighted, press **SELECT**.
3. Press **▼** to highlight **Multicast Paging**, and then press **SELECT**.
4. On the Multicast Paging menu, press **▼** to highlight the desired paging zone.



5. Press **SELECT**.

You will hear a paging tone before you can begin broadcasting your message to the assigned paging zone.



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

# Configuring the Phone

## How to configure 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 41.

## Using the User Settings menu

---

**To view the User Settings menu:**

1. Press **MENU** when the base unit is not in use.
2. Press **▼** to highlight **User settings**.
3. 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, DST, 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)
4. Wireless microphone	Register Deregister
5. Bluetooth	Device list Add device Change PIN



# Configuring the Phone

## Preferences

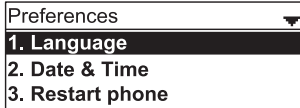
---

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

### To use the Preferences menu:

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

The Preferences menu appears.



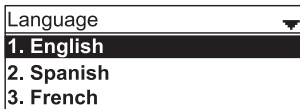
2. Press **▲** or **▼** to highlight the desired option, and then press **SELECT**. The available options are:
  - Language
  - Date & Time
  - Restart phone

### Setting the language

---

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

The Language menu appears.



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

# Configuring the Phone

## Setting date and time preferences

---

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

**Note:** If the Network Time Protocol (NTP) server is enabled, you cannot manually set the date and time using this menu.

### 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 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 VCS752 Administrator and Provisioning Guide, available from [businessphones.vtech.com](http://businessphones.vtech.com).

# Configuring the Phone

## 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, when you press **SELECT** a message appears informing you that date and time cannot be edited. See **To enable or disable the NTP (Network Time Protocol) server** on page 36.

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** .

## Restarting the phone

---

From the Preferences menu, press ▼ to highlight **Restart phone**, and then press **SELECT**.

The Restart phone screen appears.



To restart the phone, press **Yes** .

To return to the Preferences menu, press **No** .

## Display

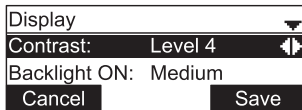
---

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** .

# Configuring the Phone

## 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

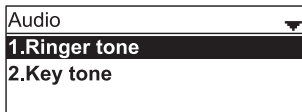
---

Use the Audio menu to pick one of ten ringer tones, and turn key tones on and off.

**Note:** To adjust the ringer volume, press the  $\blacktriangle$  <sup>VOL</sup> /  $\blacktriangledown$  keys while the phone is idle.

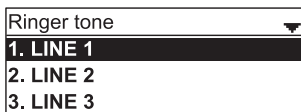
### To use the Audio menu:

From the User Settings menu, press  $\blacktriangledown$  to highlight **Audio**, and then press **SELECT**. The Audio menu appears.

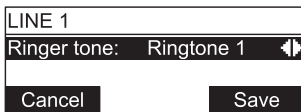


### To select different ringer tones for each line:

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



3. On the selected line screen, press  $\blacktriangleleft$  or  $\blacktriangleright$  to select one of ten ringer tones. The default is 1. Ringer tone samples play when selected. If you turn off the ringer volume, you will not hear ringer tone samples.

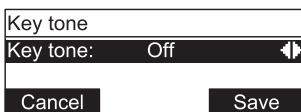


4. After selecting the desired ringer tone, press **Save**. To exit without saving a new ringer tone, press **Cancel**.

### To set the key tone:

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

The Key tone menu appears.



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

## Wireless Mic Registration

Your wireless mics are pre-registered. If you need to purchase replacement wireless mics (model **VCS752-WM**), visit our website at **businessphones.vtech.com** or call **1-888-370-2006**. You should register your new wireless mics to the base unit following the instructions in the VCS752-WM wireless mic Quick Start Guide.

# WebUI

## Using the WebUI

---

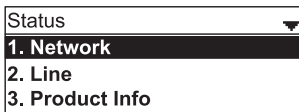
Use an Internet browser to access the Web User Interface (WebUI) that resides on the conference phone. After you log on to the WebUI, you can configure the following features:

- Call Settings (See page 43)
- User Preferences (See page 45)
- Program Dial soft keys (See page 46)
- Speed Dial (See page 47)
- Local Directory (See page 48)
- Blacklist (See page 48)
- Call History (View only. You can click numbers that have hyperlinks to dial them.)
- User Password (See page 51)

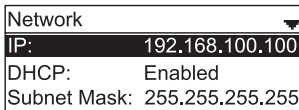
The WebUI also has a Status page, where you can view status and information.

### To access the WebUI:

1. Ensure that your computer is connected to the same network as your phone.
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**.

# WebUI

- Under **Password**, enter **user** (the default password), or your own password, if you have already changed the default password. You can change a password after you log on.
- 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.

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

STATUS	SYSTEM	CONTACTS	SERVICING
<b>System Status</b>			
<b>General</b>			
Model:	VCS754		
Serial Number:	VU800002228		
MAC Address:	00:12:2A:4B:3E:E7		
Boot Version:	1.xx		
Firmware Version:	1.x.x		
V-Series:	1.38.3-0-ENG		
Hardware Version:	HW1.0		
EMC Version:			
<b>Account Status</b>			
Account 1:	Registered		
Account 2:	Not Registered		
Account 3:	Not Registered		
<b>Network</b>			
LAN Port IP Address:	10.88.52.55		
IP Type:	DHCP		
Subnet Mask:	255.255.0.0		
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		



# 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 phone menu. See **Using the Call menu** on page 23.

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

The screenshot shows the 'SYSTEM CALL SETTINGS 1' page. On the left is a blue sidebar with a 'SYSTEM' header and a list of settings: Call Settings, Account 1 (selected), Account 2, Account 3, User Preferences, Programmable Keys, Program Dial 1, Program Dial 2, Program Dial 3, and Speed Dial. The main content area has a dark header with 'STATUS', 'SYSTEM', 'CONTACTS', and 'SERVICING'. Below this is the title 'SYSTEM CALL SETTINGS 1'. The 'General Call Settings' section includes two checkboxes: 'Anonymous Call Reject' and 'Enable Anonymous Call'. The 'Do Not Disturb' section has an 'Enable DND' checkbox and an 'Incoming Calls:' label with a dropdown menu showing 'Show'. The 'Call Forward' section has three checkboxes: 'Enable Call Forward Always', 'Enable Call Forward Busy', and 'Enable Call Forward No Answer'. Each has a 'Target Number:' label and an input field. The 'Enable Call Forward No Answer' section also has a 'Delay:' label and a dropdown menu showing '6 rings'. A blue 'Save' button is at the bottom.

## 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

# WebUI

## 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

# WebUI

## User Preferences

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

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

**SYSTEM**

Call Settings

Account 1

Account 2

Account 3

**User Preferences**

Programmable Keys

Program Dial 1

Program Dial 2

Program Dial 3

Speed Dial

STATUS    SYSTEM    CONTACTS    SERVICING

### General User Settings

WebUI Language:

Phone Language:

Backlight Timer (secs):

Ringer Volume:

### Call Hold Reminder

Enable Call Hold Reminder Tone

Tone Interval (secs):

### 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):

## General User Settings

Setting	Description	Range	Default
WebUI Language	Sets the language that appears on the WebUI.	Any language supported by your phone. For example, English, French, Spanish, etc.	English
Phone Language	Sets the language that appears on your phone.	Any language supported by your phone. For example, English, French, Spanish, etc.	English
Backlight Timer	Sets how long the screen backlight stays on after the last button press.	10 to 60 seconds	30 seconds
Ringer Volume	Sets the ringer volume for incoming calls. You can also use the <b>VOLUME ▼</b> or <b>▲</b> keys on the phone.	Off, 1–9	5

# WebUI

## 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

### Program Dial Soft Keys

The Program Dial feature allows you to dial numbers with a single press of a soft key. On the Program Dial pages, you can configure up to three Program Dial keys. Each key requires a label (short enough to fit in the soft key's area), an account and number that the key will dial, a location where the key will fit between the other soft keys, and the call modes during which the key will appear.

**SYSTEM**

Call Settings

Account 1

Account 2

Account 3

User Preferences

Programmable Keys

**Program Dial 1**

Program Dial 2

Program Dial 3

Speed Dial

STATUS SYSTEM CONTACTS SERVICING

**Program Dial 1**

Label

Value

Account

**Enable**

**Mode**

Idle mode

Active mode

Held mode

Livedial mode

**Insert Label Before**

# WebUI

## To enter program dial soft keys:

1. Enter the Program Dial key label. Labels that exceed the width of the soft key will end with ... when they appear on the phone.
2. Enter a value that the Program Dial key will dial.
3. Select an account that the Program Dial key will use.
4. Select the call modes for which you want the Program Dial key to appear.
5. Select the location for the Program Dial key for the selected call modes. You can place the key before another key, or place it last in the order.
6. Click **Save**.
7. Configure any additional Program Dial keys.

## 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 phone. The Speed dial list is accessed through the Features menu. See page 32.

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

The screenshot shows the WebUI interface for configuring speed dial keys. On the left is a blue sidebar with a menu. The main content area has a dark header with tabs for 'STATUS', 'SYSTEM', 'CONTACTS', and 'SERVICING'. Below the header, the title 'Speed Dial' is displayed. A table with four columns: 'Key', 'Name', 'Value', and 'Account' is shown. Each row corresponds to a key from Key 1 to Key 0. The 'Name' and 'Value' columns contain empty text input fields. The 'Account' column contains a dropdown menu with 'Default' selected. A 'Save' button is located at the bottom left of the table area.

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

## 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**.

# WebUI

## 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 across several pages. Click **Next**, **First**, **Last**, or a page number to view the desired page of entries.

**Note:** You can also use the phone menu to manage your local directory entries. For more information, see **Using the local directory** on page 27.

**CONTACTS**

- Local Directory
- Blacklist
- 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	Other	Account	
<input type="checkbox"/>	Angela	Martin	0	<a href="#">7325550118</a>			1	<a href="#">Edit</a>
<input type="checkbox"/>	Bronwyn	McDonald	0	<a href="#">2325550140</a>			1	<a href="#">Edit</a>
<input type="checkbox"/>	Charlie	Johnson	0	<a href="#">5550198</a>			1	<a href="#">Edit</a>
<input type="checkbox"/>	Dale	Appleton	0		<a href="#">6045550135</a>		1	<a href="#">Edit</a>
<input type="checkbox"/>	David	Carter	3	<a href="#">2325550194</a>	<a href="#">2325550177</a>		2	<a href="#">Edit</a>
<input type="checkbox"/>	Davis	Swerdlow	0		<a href="#">2325550172</a>		1	<a href="#">Edit</a>
<input type="checkbox"/>	Elkhart	Taxi	0		<a href="#">6045550155</a>		1	<a href="#">Edit</a>
<input type="checkbox"/>	Graham	Ball	0		<a href="#">2325550176</a>		1	<a href="#">Edit</a>
<input type="checkbox"/>	Kathryn	Dolphy	0		<a href="#">6045550195</a>		1	<a href="#">Edit</a>
<input type="checkbox"/>	Linda	Miller	0		<a href="#">6045550117</a>		2	<a href="#">Edit</a>
<input type="checkbox"/>	Lydia	Braithwaite	0	<a href="#">2325550157</a>			1	<a href="#">Edit</a>
<input type="checkbox"/>	Martin	Meyers	0	<a href="#">2325550122</a>			1	<a href="#">Edit</a>
<input type="checkbox"/>	Mary	Williams	0		<a href="#">6045550145</a>	<a href="#">6045550146</a>	1	<a href="#">Edit</a>
<input type="checkbox"/>	Richard	Serling	0		<a href="#">6045550141</a>	<a href="#">7875550161</a>	2	<a href="#">Edit</a>
<input type="checkbox"/>	Robert	Brown	2		<a href="#">6045550105</a>		2	<a href="#">Edit</a>
<input type="checkbox"/>	Sandro	Voss	0	<a href="#">2325550149</a>			1	<a href="#">Edit</a>
<input type="checkbox"/>	Stefan	Wheeler	0		<a href="#">2325550161</a>		1	<a href="#">Edit</a>
<input type="checkbox"/>	Susan	Ballance	0		<a href="#">6045550170</a>		1	<a href="#">Edit</a>
<input type="checkbox"/>	Terry	Ng	0		<a href="#">2325550187</a>		1	<a href="#">Edit</a>
<input type="checkbox"/>	Ursula	Baldwin	0	<a href="#">6045550166</a>			1	<a href="#">Edit</a>

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

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

### Import Local Directory

No File Chosen [Choose File](#)

[Import](#)

### Export Local Directory

[Export](#)

# WebUI

## Local Directory

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

### To add a new directory entry:

1. Click **Add New Entry**.

The Create Local Directory Entry page appears.

The screenshot shows a web interface with a blue sidebar on the left containing 'CONTACTS', 'Local Directory', 'Blacklist', and 'Call History'. The main content area has a dark header with 'STATUS', 'SYSTEM', 'NETWORK', 'CONTACTS', and 'SERVICING'. Below the header is the 'Create Local Directory Entry' form with the following fields:

- First Name:
- Last Name:
- Ringer Tone:  (dropdown)
- Account:  (dropdown)
- Work Number:
- Mobile Number:
- Other Number:
- Save:

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

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

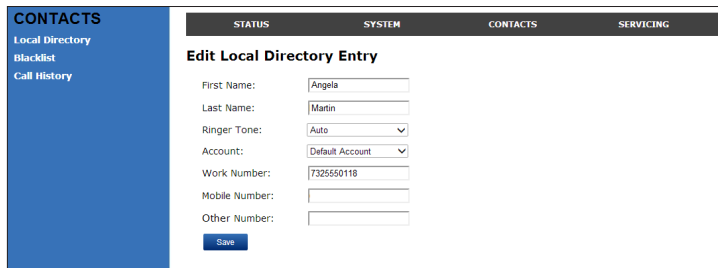
3. Click **Save**.

# WebUI

## To edit a directory entry:

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

The Edit Local Directory Entry page appears.



The screenshot shows a web interface for editing a local directory entry. On the left is a blue sidebar with navigation links: 'CONTACTS' (highlighted), 'Local Directory', 'Blacklist', and 'Call History'. The main content area has a dark header with tabs for 'STATUS', 'SYSTEM', 'CONTACTS', and 'SERVICING'. Below the header is the title 'Edit Local Directory Entry'. The form contains several input fields: 'First Name' (text box with 'Angela'), 'Last Name' (text box with 'Martin'), 'Ringer Tone' (dropdown menu with 'Auto'), 'Account' (dropdown menu with 'Default Account'), 'Work Number' (text box with '732550118'), 'Mobile Number' (text box), and 'Other Number' (text box). A blue 'Save' button is located at the bottom left of the form.

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 file window that opens, navigate to the directory file.
3. Click the file, and then click **Open**.
4. On the WebUI, click **Import**.

## Export Local Directory

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

## To export the local directory:

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



# WebUI

## User Password

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On the User Password page, you can change the password you use to log on to the WebUI. By changing your password from the default password (“user”) you can prevent others from logging on to the WebUI remotely and changing your settings.

To view the User Password page, click **Servicing** on the WebUI header.

The User Password page appears.

SERVICING Security	STATUS	SYSTEM	CONTACTS	SERVICING
	<b>User Password</b>			
	Enter Old Password:	<input type="text"/>		
	Enter New Password:	<input type="text"/>		
	Re-enter New Password:	<input type="text"/>		
	<input type="button" value="Save"/>			

# Appendix

## Battery

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It takes up to 8 hours for the wireless mic battery to be fully charged (the orange status indicator turns off). Always return the wireless mics to the charging cradles after use. When it is fully charged, you can expect the following operating times:

Operation	Operating time
While the wireless mic is in use (talking*)	Up to 8 hours
While not in use (standby**)	Up to 70 hours

\* Actual talk time will be shorter for calls using HD audio (G.722).

\*\* The wireless mic is not charging or in use.

### The battery needs charging when:

- A new battery is installed into the wireless mic.
- The status indicator on the wireless mic flashes orange.

### CAUTION:

#### To reduce the risk of fire or injury, read and follow these instructions:

- Use only the batteries provided or equivalent. To order a replacement, visit our website at [businessphones.vtech.com](http://businessphones.vtech.com) or call **1-888-370-2006**.
- Do not dispose of the batteries in a fire. Check with local waste management codes for special disposal instructions.
- Do not open or mutilate the batteries. Released electrolyte is corrosive and may cause burns or injury to the eyes or skin. The electrolyte may be toxic if swallowed.
- Exercise care in handling batteries in order not to create a short circuit with conductive materials.
- Charge the batteries provided with or identified for use with this product only in accordance with the instructions and limitations specified in this manual.
- Observe proper polarity orientation between the battery and metallic contacts.
- To prevent fire or shock hazard, do not expose this product to water or any type of moisture.

# Troubleshooting

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

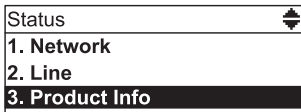
## Finding the firmware version

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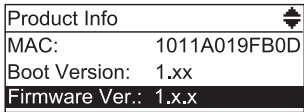
As part of troubleshooting, you may be asked to provide the firmware version of the conference phone.

### 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.



### My ErisStation Conference Phone with Wireless Mics does not work at all.

After powering up the base unit with a correct setup (page 2), the LCD display will show the display name and account number (extension) of the base. Press **TALK OFF** and you will hear a dial tone. If any of this does not happen, please try the following:

- Make sure the DC power cable is securely plugged into base unit and the power adapter.
- Make sure the AC power cord is securely plugged into the power adapter and a wall outlet not controlled by a wall switch.

### I cannot dial out.

- Try all the above suggestions.
- Make sure there is a dial tone before dialing.
- If other telephones in your office are having the same problem, the problem is in the wiring or telephone service. Contact your IP PBX system administrator.
- Eliminate any background noise. Dial from another room in your office with less background noise.

# Troubleshooting

## The base unit does not ring when there is an incoming call.

- Make sure there is a dial tone before dialing.
- Make sure the ringer volume of the base unit is not set to off (page 5).
- Make sure the DC power cable, Ethernet cable, AC power cord, and the power adapter are plugged in properly (page 2).
- If other telephones in your office are having the same problem, the problem is in the wiring or IP PBX service. Contact your service provider (charges may apply) or system administrator.
- Other electronic products such as HAM radios and other DECT phones can cause interference with your conference phone. Try installing your conference phone as far away as possible from these types of electronic devices.
- Unplug the AC power cord from the wall outlet. Wait for approximately 15 seconds, and then plug it back in. If you still cannot get a dial tone, please contact our customer service hotline designated above for assistance.

## My wireless mic does not work at all.

The wireless mic works only when the base unit is properly powered and the wireless mic is lifted from the charging cradle.

If the wireless mic works, with the wireless mic lifted, the status indicator under the **MUTE ALL** button turns green within 2 seconds when you press **TALK OFF** on the base unit.

If the status indicator remains off and inactive, please follow the steps below:

1. Remove the battery from battery compartment.
2. Insert the battery again and secure the battery door. Then, return the wireless mic to the charging cradle.
3. Make sure the wireless mic is placed in the charging cradle correctly (page 4). The status indicator under the **MUTE ALL** button should turn orange.

If the status indicator remains off at the time the wireless mic returned to the charging cradle, the wireless mic or the charging cradle is probably defective. Please contact customer service for assistance.

If the status indicator does not turn orange, please follow the steps below:

1. Remove the wireless mic from the charging cradle and install the battery again (page 3).
2. Return the wireless mic to the charging cradle. The status indicator under the **MUTE ALL** button should turn orange. The wireless mic is charging now.
3. Allow the wireless mic to be charged for at least 30 minutes.
4. Remove the wireless mic from the charging cradle again.
5. Press **TALK OFF**. The status indicator under the **MUTE ALL** button should turn green within 2 seconds.

If that still does not work, the wireless mic might have lost its connection to the base unit.

1. Re-register all the wireless mics with the base unit.
2. Remove the wireless mic from the charging cradle.
3. Press **TALK OFF** again. The status indicator under the **MUTE ALL** button should turn green.

# Troubleshooting

If that still does not work, you might have a defective battery or a defective wireless mic. Please contact customer service for assistance.

**Note:** Every time the base unit is powered up, the wireless mics will need some time to connect to the base unit. Please allow at least one minute for the wireless mic and base unit to synchronize before use after the base unit has powered up.

**Note:** If you have more than one ErisStation Conference Phone with Wireless Mics in the office, use the **Locate** function (page 20) to identify the wireless mics that are connected to the corresponding base unit. Make sure that they are not mixed up between each of your ErisStation Conference Phone with Wireless Mics.

## **The callers cannot hear me when I am using the wireless mic.**

- Make sure the wireless mic is not muted during a call.
- Move the wireless mic closer to the base unit. It may be out of range.
- Speak into the wireless mic from a distance of no more than 3 feet.
- Reset the base unit. Unplug the AC power cord from the wall outlet. Wait for approximately 15 seconds, and then plug it back in. Allow at least one minute for the wireless mic and base unit to synchronize.
- If you have more than one ErisStation Conference Phone with Wireless Mics in the office, use the locate function (**MENU > Status > Wireless microphone**) to identify the wireless mics that are connected to the corresponding base unit. Make sure that they are not mixed up between each of your ErisStation Conference Phone with Wireless Mics.
- Other electronic products such as HAM radios and other DECT phones can cause interference with your ErisStation Conference Phone with Wireless Mics. Try installing your ErisStation Conference Phone with Wireless Mics as far away as possible from these types of electronic devices.

## **Status Indicator on the wireless mic flashes orange.**

The wireless mic has low battery.

- Place the wireless mic onto the charging cradle for recharging.

For optimal battery life performances:

- Charge the wireless mics for up to 8 hours before the first time of use.
- Return the wireless mics to the charging cradle after use. Charge them for at least 30 minutes before subsequent uses.

## **Status Indicator on the wireless mic flashes orange even after a long period of charging.**

The efficiency of the battery might have been reduced after being used for some time.

- Make sure the wireless mic is placed in the charging cradle correctly (page 3) when charging.
- Remove and install the battery again (page 3) and use it until the battery is fully depleted, and then charge the wireless mic in charging cradle for 8 hours.
- If the above measures do not solve the problem, replace the battery.

# Troubleshooting

## **The status indicator on the wireless mic does not turn orange when in charging cradle.**

- The wireless mic might be fully charged.
- Clean the charging contacts on the wireless mic and the charging cradles each month with a pencil eraser or a dry non-abrasive fabric.
- Make sure the DC power cable, telephone line cord, AC power cord, and the power adapter are plugged in properly (page 2).
- Make sure the wireless mic is placed in the charging cradle correctly (page 3).
- Unplug the power cable. Wait for 15 seconds before plugging it back in. Allow up to one minute for the wireless mic and base unit to reset.
- Lift the wireless mic and place it back into the charging cradle. If the wireless mic status indicator turns orange for 5 seconds, and then turns off, the battery is fully charged.

## **There is interference during a telephone conversation.**

### **My calls fade out when I am using the wireless mic.**

- Move the wireless mic closer to the base unit. It may be out of range.
- Appliances plugged into the same circuit as the base unit can cause interference. Try moving the appliance or base unit to another outlet.
- Other electronic products such as HAM radios and other DECT phones can cause interference with your conference phone. Try installing your conference phone as far away as possible from these types of electronic devices.
- If your telephone is plugged into a modem or a surge protector, plug the telephone (or modem/surge protector) into a different location. If this doesn't solve the problem, relocate your telephone or modem farther apart from each other, or use a different surge protector.
- If other telephones in your office are having the same problem, the problem is in the wiring or the IP PBX service. Contact your IP PBX system administrator.

# Troubleshooting

**I have accidentally set my LCD language to Spanish or French, and I don't know how to change it back to English.**

- When the base unit is not in use or on a call, press **MENU** → **3** → **1** → **1** → **1**.

## **Common cure for electronic equipment.**

- If the telephone is not responding normally, put the wireless mics onto the charging cradles. If it does not respond, try the following (in the order listed):
  1. Disconnect the power to the base unit.
  2. Remove the battery from the wireless mics.
  3. Wait a few minutes before connecting power to the base unit.
  4. Install the battery again and place the wireless mics onto the charging cradles.
  5. Wait for the wireless mic to synchronize with the base unit. Allow up to one minute for this to take place.

# Precautions for users of implanted cardiac pacemakers

Cardiac pacemakers (applies only to digital cordless telephones):

Wireless Technology Research, LLC (WTR), an independent research entity, led a multidisciplinary evaluation of the interference between portable wireless telephones and implanted cardiac pacemakers. Supported by the U.S. Food and Drug Administration, WTR recommends to physicians that:

## Pacemaker patients

- Should keep the wireless telephone at least six inches from the pacemaker.
- Should NOT place wireless telephones directly over the pacemaker, such as in a breast pocket, when it is turned ON.
- Should use the wireless telephone at the ear opposite the pacemaker.

WTR's evaluation did not identify any risk to bystanders with pacemakers from other persons using wireless telephones.

## About wireless mics

- **Privacy:** The same features that make a wireless mic convenient create some limitations. Calls on conference phones are transmitted between the base unit and the wireless mic by radio waves, so there is a possibility that the wireless mic conversations could be intercepted by radio receiving equipment within range of the wireless mic. For this reason, you should not think of conference phone conversations as being as private as those on corded telephones.
- **Electrical power:** The base unit of this conference phone must be connected to a working electrical outlet. The electrical outlet should not be controlled by a wall switch. Calls cannot be made from the conference phone if the base unit is unplugged, switched off or if the electrical power is interrupted.
- **Potential TV interference:** Wireless mic operates at frequencies that may cause interference to televisions and VCRs. To minimize or prevent such interference, do not place the base unit near or on top of a TV or VCR. If interference is experienced, moving the wireless mic farther away from the TV or VCR often reduces or eliminates the interference.
- **Rechargeable batteries:** Exercise care in handling batteries in order not to create a short circuit with conducting material such as rings, bracelets and keys. The battery or conductor may overheat and cause harm.
- **Nickel-metal hydride rechargeable batteries:** Dispose of these batteries in a safe manner. Do not burn or puncture. Like other batteries of this type, if burned or punctured, they could release caustic material which could cause injury.



# Maintenance

## **Taking care of your ErisStation Conference Phone with Wireless Mics**

Your conference phone contains sophisticated electronic parts, so it must be treated with care.

### **Avoid rough treatment**

Place the wireless mic down gently. Save the original packing materials to protect your ErisStation Conference Phone with Wireless Mics if you ever need to ship it.

### **Avoid water**

Your ErisStation Conference Phone with Wireless Mics can be damaged if it gets wet. Do not use the wireless mic outdoors in the rain, or handle it with wet hands. Do not install the base unit 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 electrical appliances during storms.

### **Cleaning your ErisStation Conference Phone with Wireless Mics**

Your ErisStation Conference Phone with Wireless Mics 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 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 base unit should fall into water, DO NOT RETRIEVE IT UNTIL YOU UNPLUG THE AC POWER CORD FROM THE WALL. Then, remove the telephone by the unplugged cords.

# FCC, ACTA and IC regulations

## FCC Part 15

This equipment has been tested and found to comply with the requirements for a Class B digital device under Part 15 of the Federal Communications Commission (FCC) rules. These requirements are intended to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications to this equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Privacy of communications may not be ensured when using this telephone.

To ensure safety of users, the FCC has established criteria for the amount of radio frequency energy that can be safely absorbed by a user or bystander according to the intended usage of the product. This product has been tested and found to comply with the FCC criteria. The wireless mic may be safely held against the face of the user. The base unit shall be installed and used such that parts of the user's body other than the hands are maintained at a distance of approximately 20 cm (8 inches) or more.

This Class B digital apparatus complies with Canadian requirement: CAN ICES-3 (B)/NMB-3(B)

# FCC, ACTA and IC regulations

If this equipment is malfunctioning, it must be unplugged from the modular jack until the problem has been corrected. Repairs to this telephone equipment can only be made by the manufacturer or its authorized agents. For repair procedures, follow the instructions outlined under the Limited warranty. If this equipment is causing harm to the telephone network, the telephone service provider may temporarily discontinue your telephone service. The telephone service provider is required to notify you before interrupting service. If advance notice is not practical, you will be notified as soon as possible. You will be given the opportunity to correct the problem and the telephone service provider is required to inform you of your right to file a complaint with the FCC. Your telephone service provider may make changes in its facilities, equipment, operation, or procedures that could affect the proper functioning of this product. The telephone service provider is required to notify you if such changes are planned.

If this product is equipped with a corded or cordless handset, it is hearing aid compatible.

If this product has memory dialing locations, you may choose to store emergency telephone numbers (e.g., police, fire, medical) in these locations. If you do store or test emergency numbers, please:

Remain on the line and briefly explain the reason for the call before hanging up.

Perform such activities in off-peak hours, such as early morning or late evening.

## Industry Canada

This device complies with Industry Canada license-exempt RSS standard(s).

Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Privacy of communications may not be ensured when using this telephone.

The term "IC:" before the certification/registration number only signifies that the Industry Canada technical specifications were met.

This product meets the applicable Innovation, Science and Economic Development Canada technical specifications.

## The RBRC® seal



The RBRC® Seal means that the manufacturer is voluntarily participating in an industry program to collect and recycle nickel-metal hydride rechargeable batteries when taken out of service within the United States. These batteries may be taken to a participating local retailer of replacement batteries or recycling center. Or you may call 1 (800) 8 BATTERY® for locations accepting spent Ni-MH batteries.

**RBRC® and 1 (800) 8 BATTERY® are registered trademarks of the Rechargeable Battery Recycling Corporation.**

# California Energy Commission battery charging testing instructions

This telephone is set up to comply with the energy-conserving standards right out of the box. These instructions are intended for California Energy Commission (CEC) compliance testing only. When the CEC battery charging testing mode is activated, all telephone functions, except battery charging, will be disabled.

## To activate the CEC battery charging testing mode:

1. Place all wireless mics (with batteries inserted) into the base unit to make sure they can work normally with the base unit.
2. Turn the base unit upside down. The end with the display screen and dial pad should be closest to you.
3. Access the battery testing switch, which is located beneath the base unit, midway up and to the right. The switch is hidden beneath an adhesive cover. Use a pen knife or another small blade to lift off the cover and access the switch.
4. Use a small screwdriver or another instrument to slide the switch from right to left.
5. Turn the base unit right side up.
6. Remove the batteries from each wireless mic.
7. Insert the battery back into a wireless mic while holding the **MUTE ALL** key on the mic until the mic's status indicator shows steady red.
8. Release the **MUTE ALL** key and then press it again immediately.
9. Place the mic in its charging cradle on the base unit. The mic status indicator should flash red and green.
10. Repeat steps 6 through 8 for the remaining wireless mics.

After about one minute, the base unit will enter the CEC battery charging testing mode. The base indicators turn off and all wireless mics are will be deregistered. All telephone functions, except battery charging will be disabled.

If the base unit has failed to enter this mode, repeat step 5 through step 9 above.

## To deactivate the CEC battery charging testing mode:

Turn the base unit upside down and slide the switch back to its original position. The base unit is powered up as normal. To register the wireless mics again, go to **Main Menu** → **3. User Settings** → **4. Wireless microphone** → **1. Register**, or follow the instructions in the VCS752-WM wireless mic Quick Start Guide.

# For C-ETL compliance only

## Mesures de sécurité importantes

Vous devez toujours observer des mesures de précaution lorsque vous utilisez le Téléphone de conférence avec microphones sans fil ErisStation, afin d'éviter les risques d'incendie, d'électrocution et de blessures, incluant ce qui suit :

1. Lisez et comprenez bien toutes les instructions.
2. Observez toutes les instructions et mises en garde inscrites sur l'appareil.
3. Débranchez ce téléphone de la prise murale avant de le nettoyer. N'utilisez pas de nettoyeurs liquides ni en aérosol. N'utilisez qu'un chiffon doux et légèrement humecté.
4. N'utilisez pas ce produit près de l'eau, tel que près d'un bain, d'un lavabo, d'un évier de cuisine, d'un bac de lavage ou d'une piscine, ou dans un sous-sol humide ou sous la douche.
5. Ne déposez pas ce téléphone sur un chariot, support ou table chancelants. L'appareil pourrait tomber et être sérieusement endommagé.
6. Les ouvertures situées à l'arrière ou sous le socle et le microphone sans fil servent à la ventilation. Afin d'empêcher la surchauffe, ces ouvertures ne doivent pas être obstruées en plaçant l'appareil sur un lit, divan, tapis ou autre surface similaires. Ne placez pas cet appareil à proximité d'un élément de chauffage ni d'une plinthe électrique. De plus, ne l'installez pas dans une unité murale ou un cabinet fermé qui ne possède pas d'aération adéquate.
7. Ne faites fonctionner cet appareil qu'avec le type d'alimentation indiqué sur les étiquettes de l'appareil. Si vous ne connaissez pas le voltage de votre maison, consultez votre marchand ou votre fournisseur d'électricité.

8. Ne déposez rien sur le cordon d'alimentation. Installez cet appareil dans un endroit sécuritaire, là où personne ne pourra trébucher sur la ligne d'alimentation ni le cordon téléphonique modulaire.
9. N'enfonchez jamais d'objets dans les fentes du socle ou du microphone sans fil, car ceci risquerait d'entrer en contact avec des points de tension dangereux ou provoquer un court-circuit. N'échappez pas de liquides dans l'appareil.
10. Afin de réduire les risques d'électrocution, ne démontez pas l'appareil, mais apportez-le plutôt à un centre de service qualifié s'il doit être réparé. L'ouverture ou le retrait de pièces du socle ou du microphone sans fil autre que les portes d'accès peuvent vous exposer à des tensions dangereuses et à d'autres risques. Débranchez l'appareil avant de procéder au nettoyage. Utilisez un chiffon humide et doux.
11. Ne surchargez pas les prises de courant et les rallonges.
12. Débranchez cet appareil de la prise de courant et communiquez avec le département de service à la clientèle de VTech dans les cas suivants :
  - Lorsque le cordon d'alimentation est endommagé ou écorché.
  - Si du liquide a été échappé dans l'appareil.
  - Si l'appareil a été exposé à une source d'humidité telle que la pluie ou l'eau.
  - Si le produit ne fonctionne pas normalement en respectant les instructions de fonctionnement. Réglez uniquement les commandes indiquées dans les instructions de fonctionnement. Les réglages incorrects des autres commandes pourraient provoquer un dommage qui pourrait exiger un travail exhaustif de la part d'un technicien autorisé afin de rétablir le fonctionnement normal de l'appareil.
  - Si le produit a été échappé et que le socle et/ou le microphone sans fil a été endommagé.
  - Si le produit affiche une nette diminution de sa performance.
13. Évitez d'utiliser le Téléphone de conférence avec microphones sans fil ErisStation pendant un orage.
14. N'utilisez pas le Téléphone de conférence avec microphones sans fil ErisStation pour rapporter une fuite de gaz à proximité de la fuite. En certaines circonstances, une flammèche pourrait être provoquée lorsque l'adaptateur est branché dans une prise de courant ou lorsque le microphone auxiliaire est déposé sur son socle. Ceci est un événement commun associé à la fermeture d'un circuit électrique. L'utilisateur ne doit pas brancher le téléphone dans une prise de courant ni insérer un microphone sans fil rechargé dans le socle, si le téléphone se trouve dans un environnement contenant des concentrations de matières inflammables ou autres gaz susceptibles de produire des flammes, sauf en présence d'une aération adéquate. Une flammèche dans un tel endroit pourrait provoquer un incendie ou une explosion. De tels environnements peuvent comprendre: des endroits où l'on utilise de l'oxygène médical sans ventilation adéquate; des gaz industriels (dissolvants de nettoyage, des vapeurs d'essence, etc.); une fuite de gaz naturel, etc.
15. Ne déposez que le microphone sans fil près de votre oreille que lorsqu'il est en mode de conversation normale.
16. Ces adaptateurs ont été conçus pour être orientés en position verticale ou montés au sol. Les broches ne sont pas conçues pour maintenir l'adaptateur en place si celui-ci est branché dans une prise au plafond ou sous une table/ armoire.
17. Pour les PRODUITS À BRANCHER À UNE PRISE DE COURANT, la prise de courant doit être installée près du produit, afin d'assurer une accessibilité sécuritaire à la prise de courant.
18. **MISE EN GARDE** : Il peut y avoir un risque d'explosion si vous utilisez le mauvais type de piles. N'utilisez que le bloc-piles rechargeable inclus ou le bloc-piles de recharge (BT183642/BT283642). N'incinerez pas les piles. Celles-ci risqueraient d'exploser. Jetez les piles usées selon les renseignements suivant le **sceau du RBRC<sup>MD</sup>**.
19. N'utilisez que les adaptateurs inclus avec ce produit. L'utilisation d'un adaptateur dont la polarité ou la tension serait inadéquate risque d'endommager sérieusement le produit et mettre votre sécurité en péril. Adaptateur : Entrée 100–240V CA 50/60 Hz; Sortie : 9 V CC 1500 mA

## CONSERVEZ CES INSTRUCTIONS

# For C-ETL compliance only

## Pile

- MISE EN GARDE : N'utilisez que la pile incluse.
- Ne jetez pas la pile au feu. Vérifiez les instructions spécifiques de mise aux rebus auprès des autorités locales.
- N'ouvrez pas et ne mutilez pas la pile. L'électrolyte qui s'en échapperait est corrosif et pourrait causer des brûlures ou des blessures aux yeux ou à la peau. L'électrolyte est toxique si avalé.
- Soyez prudents lorsque vous manipulez les piles afin d'éviter les courts-circuits provoqués par des matériaux conducteurs.
- Rechargez la pile incluse avec cet appareil, selon les instructions et limites spécifiées dans ce guide d'utilisation.

## Stimulateurs cardiaques implantés dans l'organisme

Les simulateurs cardiaques (s'applique uniquement aux téléphones numériques sans fil):

L'organisme 'Wireless Technology Research, LLC (WTR)', une firme de recherche indépendante, a mené une évaluation pluridisciplinaire des interférences entre les téléphones sans fil portatifs et les stimulateurs cardiaques implantés dans l'organisme. Appuyée par l'Administration des aliments et drogues (FDA) des États-Unis, la firme WTR recommande aux médecins:

## Avis aux détenteurs de stimulateurs cardiaques

- Ils doivent tenir le téléphone sans fil à une distance d'au moins six pouces du stimulateur cardiaque.
- Ils ne doivent PAS placer le téléphone sans fil directement sur le stimulateur cardiaque, tel que dans une poche de chemise, lorsque celui-ci est en marche.
- Ils doivent utiliser le téléphone sans fil en l'appuyant sur l'oreille qui se trouve dans la direction opposée au stimulateur cardiaque.

L'étude effectuée par l'organisme WRS n'a pas identifié de risque pour les détenteurs de simulateurs cardiaques causés par les gens qui utilisent un téléphone sans fil à proximité de ceux-ci.

## À propos des microphones sans fil

- **Confidentialité:** Les mêmes caractéristiques qui constituent des avantages pour les téléphones sans fil affichent également des restrictions. Les appels téléphoniques sur les téléphones conférence sans fil sont transmis entre le combiné sans fil et le socle par le biais d'ondes radio ; il y a donc la possibilité que vos conversations téléphoniques sans fil soient interceptées par des équipements de réception radio se trouvant dans la portée du combiné sans fil. Pour cette raison, vous ne devez pas percevoir les communications sur les téléphones conférence sans fil comme étant aussi confidentielles que celles des téléphones à cordons.
- **Alimentation électrique:** Le socle de ce téléphone conférence sans fil doit être branché à une prise électrique fonctionnelle. La prise électrique ne doit pas être contrôlée par un interrupteur mural. Les appels ne pourront pas être effectués du téléphone conférence sans fil si le socle est débranché ou mis hors tension ou si le courant est interrompu.
- **Possibilité d'interférences aux téléviseurs:** Certains microphones sans fil fonctionnent sur des fréquences pouvant causer des interférences aux téléviseurs et aux magnétoscopes. Pour réduire ou prévenir de telles interférences, ne placez pas le socle du téléphone sans fil à proximité ou sur un téléviseur ou magnétoscope. S'il y a présence de parasites, il est conseillé d'éloigner le téléphone sans fil du téléviseur ou du magnétoscope afin de réduire possiblement les interférences.
- **Piles rechargeables:** Manipulez les piles avec soin afin de ne pas les court-circuiter avec des bagues, bracelets ou clés. Les piles ou le conducteur peut surchauffer et causer des blessures.
- **Les bloc-piles rechargeables à l'hydrure métallique de nickel:** Jetez ces blocs-piles de manière écologique et sécuritaire. Ne les incinerez pas et ne les percez pas. Tel que les autres piles de ce type, elles pourraient dégager une matière toxique qui peut causer des blessures corporelles si elles sont brûlées ou percées.

# Limited warranty

## What does this limited warranty cover?

The manufacturer of this VTech Product warrants to the holder of a valid proof of purchase (“Consumer” or “you”) that the Product and all accessories provided in the sales package (“Product”) are free from defects in material and workmanship, pursuant to the following terms and conditions, when installed and used normally and in accordance with the Product operating instructions. This limited warranty extends only to the Consumer for Products purchased and used in the United States of America and Canada.

## What will VTech do if the Product is not free from defects in materials and workmanship during the limited warranty period (“Materially Defective Product”)?

During the limited warranty period, VTech’s authorized service representative will repair or replace at VTech’s option, without charge, a Materially Defective Product. If we repair the Product, we may use new or refurbished replacement parts. If we choose to replace the Product, we may replace it with a new or refurbished Product of the same or similar design. We will retain defective parts, modules, or equipment. Repair or replacement of the Product, at VTech’s option, is your exclusive remedy. VTech will return the repaired or replacement Products to you in working condition. You should expect the repair or replacement to take approximately 30 days.

## How long is the limited warranty period?

The limited warranty period for the Product extends for TWO (2) YEARS from the date of purchase. If VTech repairs or replaces a Materially Defective Product under the terms of this limited warranty, this limited warranty also applies to the repaired or replacement Product for a period of either (a) 90 days from the date the repaired or replacement Product is shipped to you or (b) the time remaining on the original two-year warranty; whichever is longer.

## What is not covered by this limited warranty?

This limited warranty does not cover:

1. Product that has been subjected to misuse, accident, shipping or other physical damage, improper installation, abnormal operation or handling, neglect, inundation, fire, water or other liquid intrusion; or
2. Product that has been damaged due to repair, alteration or modification by anyone other than an authorized service representative of VTech; or
3. Product to the extent that the problem experienced is caused by signal conditions, network reliability, or cable or antenna systems; or
4. Product to the extent that the problem is caused by use with non-VTech accessories; or
5. Product whose warranty/quality stickers, product serial number plates or electronic serial numbers have been removed, altered or rendered illegible; or
6. Product purchased, used, serviced, or shipped for repair from outside the United States of America or Canada, or used for commercial or institutional purposes (including but not limited to Products used for rental purposes); or
7. Product returned without a valid proof of purchase (see item 2 on the next page); or
8. Charges for installation or set up, adjustment of customer controls, and installation or repair of systems outside the unit.

# Limited warranty

## How do you get warranty service?

To obtain warranty service in the USA, please visit our website at [businessphones.vtech.com](http://businessphones.vtech.com) or call **1-888-370-2006**.

**NOTE:** Before calling for service, please review the user's manual - a check of the Product's controls and features may save you a service call.

Except as provided by applicable law, you assume the risk of loss or damage during transit and transportation and are responsible for delivery or handling charges incurred in the transport of the Product(s) to the service location. VTech will return repaired or replaced Product under this limited warranty. Transportation, delivery or handling charges are prepaid. VTech assumes no risk for damage or loss of the Product in transit. If the Product failure is not covered by this limited warranty, or proof of purchase does not meet the terms of this limited warranty, VTech will notify you and will request that you authorize the cost of repair prior to any further repair activity. You must pay for the cost of repair and return shipping costs for the repair of Products that are not covered by this limited warranty.

## What must you return with the Product to get warranty service?

1. Return the entire original package and contents including the Product to the VTech service location along with a description of the malfunction or difficulty; and
2. Include a "valid proof of purchase" (sales receipt) identifying the Product purchased (Product model) and the date of purchase or receipt; and
3. Provide your name, complete and correct mailing address, and telephone number.

## Other limitations

This warranty is the complete and exclusive agreement between you and VTech. It supersedes all other written or oral communications related to this Product. VTech provides no other warranties for this Product. The warranty exclusively describes all of VTech's responsibilities regarding the Product. There are no other express warranties. No one is authorized to make modifications to this limited warranty and you should not rely on any such modification.

**State/Provincial Law Rights:** This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state or province to province.

**Limitations:** Implied warranties, including those of fitness for a particular purpose and merchantability (an unwritten warranty that the Product is fit for ordinary use) are limited to two years from the date of purchase. Some states/provinces do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. In no event shall VTech be liable for any indirect, special, incidental, consequential, or similar damages (including, but not limited to lost profits or revenue, inability to use the Product or other associated equipment, the cost of substitute equipment, and claims by third parties) resulting from the use of this Product. Some states/provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

**Please retain your original sales receipt as proof of purchase.**



# Technical specifications

Frequency control	Crystal controlled PLL synthesizer
Transmit frequency	Wireless mic: 1921.536–1928.448 MHz Base unit: 1921.536–1928.448 MHz
Channels	5
Nominal effective range	Maximum power allowed by FCC and IC. Actual operating range may vary according to environmental conditions at the time of use.
Optimal and minimum distances	Optimal distance between the base unit/wireless mic and the participant: 2 feet Minimum distance between each wireless mic: 1 foot
Power requirements	Wireless mic: Ni-MH Battery Pack; 2.4V; 400mAH rechargeable battery Base unit adapter: Input: 100–240V AC 50/60Hz Output: 9V DC @ 1500mA
Memory	Local directory: 200 memory locations; up to 28 digits and 15 characters Call log: 200 memory locations; up to 16 digits and 15 characters



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And your life.

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