



**vtech**

## VTech VSP726 Desktop Telephone Quick User Guide

This guide covers the basic features and operation of the VTech VSP726 telephone. For more detailed information including a video tutorial, please visit the Star2Star Knowledge Base at [knowledge.star2star.com](http://knowledge.star2star.com)

For a brief video overview of the Star2Star System, visit <http://tinyurl.com/s2sintro>

### Front panel features & controls:

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

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

- Access a line to make a call.
- Dial a monitored extension or a quick-dial number.
- Turn a feature such as Do Not Disturb on and off.

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

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

**Corded headset input** (on side)

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

**MIC**  
This is the microphone used in speakerphone mode

**SCREEN**  
Displays call information, soft key labels, and phone menus.

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

**MENU**  
Press to display the phone's menu.

**SOFT KEYS**  
Performs different actions depending on the on-screen labels.

**SELECT**  
Select a menu item.

**HOLD**  
Puts a call on hold.

**4-Way NAVIGATION KEY**  
While in menus, press ▼ or ▲ to scroll through the menu, highlight items or change settings. While entering names, numbers or other text, press ◀ or ▶ to move the cursor left or right.

### Dial pad and audio keys

**Dial pad**  
Use to dial numbers and enter text.

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

**VOLUME**

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

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

### To Make a Call:

1. Pick up the handset, press **HEADSET** or press **SPEAKER** to hear a dial tone.
2. Enter the desired number on the keypad and press the DIAL soft key. If the phone accepts the number as valid, it will dial the number automatically after a short delay.

### Answering Incoming Calls:

Lift the handset or press **Answer** soft key, **SPEAKER** or **HEADSET**.

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

**Note:** You may reject an incoming call by pressing the **Reject** soft key.

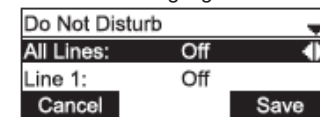
### Ending a Call:

Press **End** to end a call. If you are on speakerphone and the handset is on hook, press **SPEAKER** to end the call.

### Do Not Disturb (DND) mode:

Press **MENU** and **SELECT**

Select the **Call** menu and highlight **Do Not Disturb**.



On the Do Not Disturb menu, highlight All Lines or the desired line to turn Do Not Disturb On or Off. Press ◀ or ▶ to turn Do Not Disturb On or Off.

Press **Save**. When **DND** on for your default line, appears on the idle screen for each line DND applies.

### Adjusting the Volume:

Press **VOLUME** during a call to adjust the receiver volume of the handset/speakerphone/headset.

Press **VOLUME** when the phone is idle to adjust the ringer volume.

## Call History:

Your phone stores 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, press **MENU**, go to **Features**, then press **SELECT**. Press **▲** or **▼** to highlight **Call History**, then press **SELECT**. The **Call History** screen appears. Select the desired Call History folder.

## Placing a call on Hold:

During a call, press the hold button. The On hold screen appears. The key for the held line flashes green slowly.

Line 1	1/1
On hold	0:00:28
2325550178	
End	New Resume

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.

## Transferring Incoming Calls:

There are three ways to transfer a call: Blind Transfer, Attended Transfer and Semi-Attended Transfer.

### Blind Transfer:

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

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

 → 

Line 1	2/2
Transfer to:	
Cancel 123 Blind	

On the transfer setup screen, enter the number to which you want to transfer the call.

Press **Blind**. Dial the number to transfer to.

Line 1	2/2
Transfer to:	
232555	
Backsp	Blind Dial

## Transferring Incoming Calls, continued:

The **Call transferred** screen appears.

Call transferred.
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### Semi-Attended Transfer:

Follow the same steps as above. When the second caller answers, you may talk to the caller to notify them of the transfer, then press **Transfer** to transfer the call.

### Attended Transfer:

Follow the same steps as above. Press **Transfer** when the call is answered.

## Forwarding Incoming Calls:

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

Line 1
Forward to:
Cancel 123

Enter the number to forward to.

Line 1
Forward to:
2325551234
Backspc 123 Forward

Press **Forward**. The call will immediately be forwarded to the number you entered. To automatically forward incoming calls, see Find-Me / Follow-Me in the next section.

## Key Star2Star Features

### Find-Me / Follow-Me:

The Find-Me / Follow-Me feature allows you to determine how calls are automatically forwarded from your extension.

There are three types of Find-Me / Follow-Me:

- **Follow Me (Immediate)** -- Calls to your extension will be sent automatically to the number you define.
- **Find Me (Sequential)** -- Calls to your extension will ring your extension and any other numbers that you define, in order.
- **Find Me (All)** -- Calls to your extension will ring your extension and any other numbers that you define, all at once.

The Find-Me / Follow-Me settings can be changed using the Star2Star Application Framework.

## Conference Calling:

During a call, press **◀** or **▶** to view the next set of soft keys. Press **Conf**. The call is automatically put on hold and the conference setup screen appears.

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

 → 

Line 1	2/2
Conference with:	
Cancel	123

Dial the second number for the other party you want to join your conference. When the second call is established, press **Conf**. The conference begins immediately.

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

 → 

Line 1	
Conference	0:01:08
End	Split Bridge

From here you may End, Hold or Split the conference by using the displayed soft keys.

If you need to create a conference call with more than three participants, you can use our StarConference™ meet-me conferencing feature. Check with your system administrator for more information.

## Voice Mail:

The phone will alert you when you have a new message. The Message Waiting indicator also illuminates.

Wed Sep 08 11:09am	
New Message	
Exit	View

### Listening to voice messages:

When the phone is idle, press **MENU**.

With **Features** highlighted, press **SELECT**.

Press **▼** to highlight **Message**, then press **SELECT**.

Features	↕
2. Directory	
3. Call history	
4. Message	

**Note:** when accessing the voice mail system for the first time, your password is your extension #. Change this to a 4-digit number you can easily recall.

## Call Park & Retrieve (if enabled on your phone)

1. During an incoming call, press the **park** softkey
2. The call will be parked in the first available park position, and the icon for that position will illuminate.
3. The caller will hear music or message on hold if configured on your system.
4. The parked call can be retrieved from any local extension by pressing the illuminated **park** icon.