



VTech VCS754
User Guide

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Installation

Components

- Base Unit
- Wireless Mic x 4
- Battery x 4
- Battery Door x 4
- Power Adapter
- AC Power Cord
- DC Power cable
- Ethernet Cable
- USB Cable

Desktop Setup – Base Unit

1. Plug one end of the DC power cable into the power jack of the base unit, and plug the other end into the **VCS754** 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 an outlet not controlled by a switch (*Figure 1-1*).

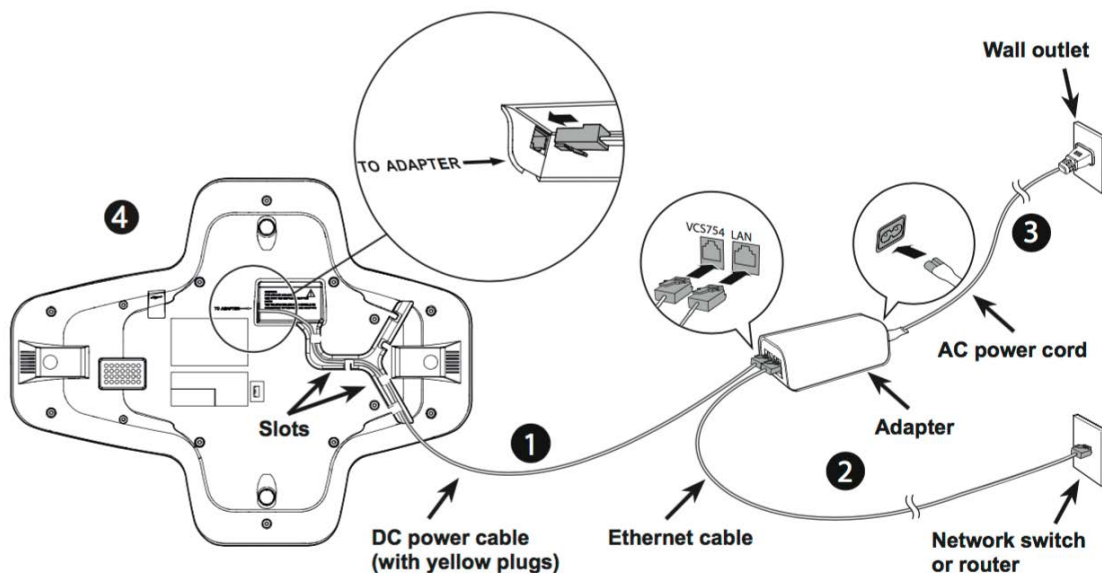


Figure 1-1: Network Configuration

Desktop Setup – Wireless Microphones

4. Place the battery (with the label **THIS SIDE UP** facing up) into the battery compartment.
5. Slide the battery door until it clicks into place (*Figure 1-2*).

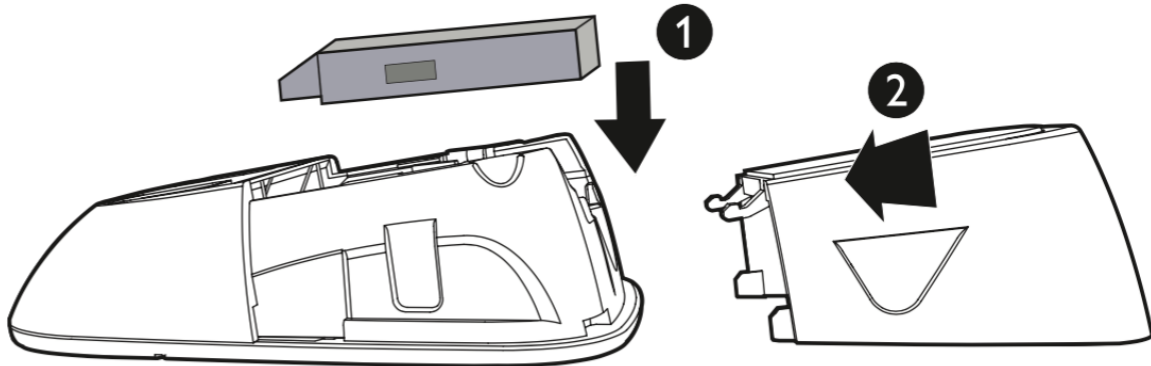


Figure 1-2: Assembling the Wireless Microphone

6. Place the wireless mic onto the charging cradle until it is flush (*Figure 1-3*).

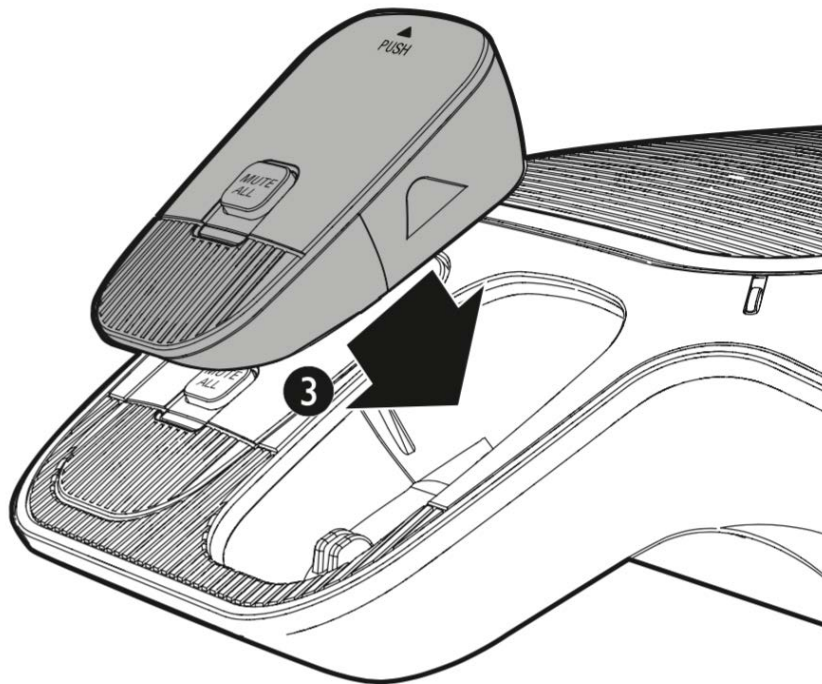


Figure 1-3: Docking the Wireless Microphone

Location of Controls

Front

The images below show the standard button configurations of the VTech VCS754 (Figure 2-1 & Figure 2-2), and the integrated wireless microphone (Figure 2-3).

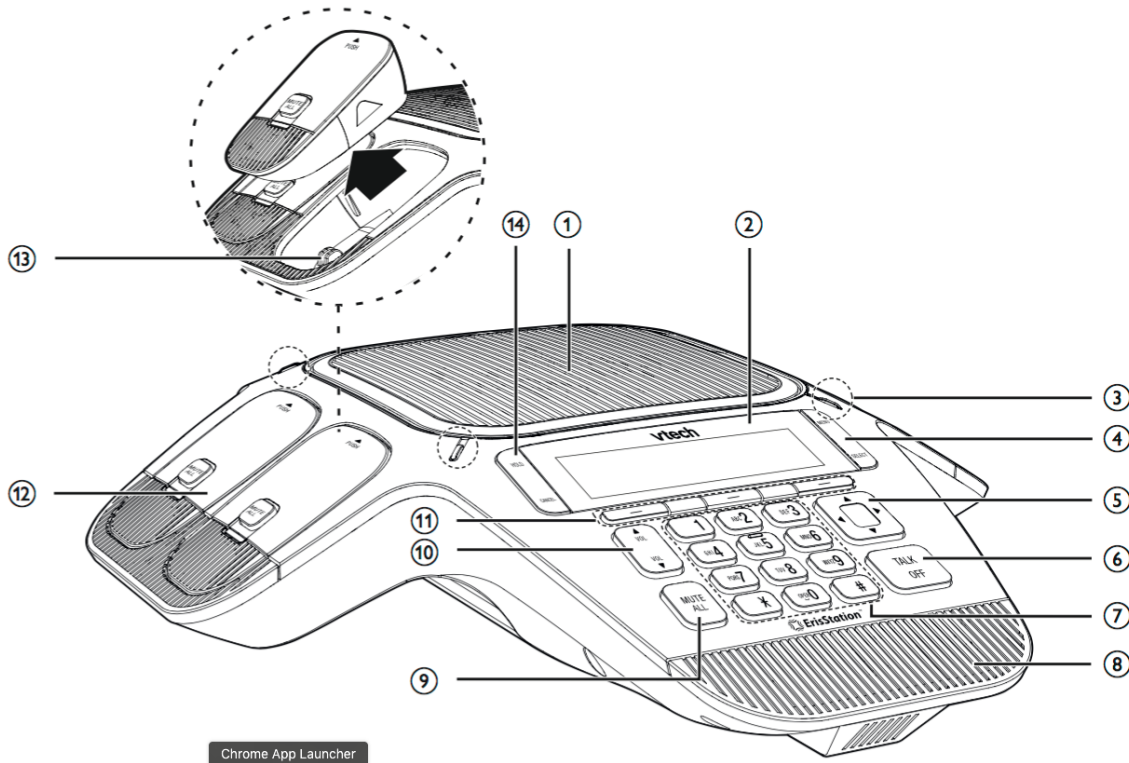


Figure 2-1: Front Feature Map

- | | |
|----------------------------|-----------------------|
| 1. Speaker | 8. Front Microphone |
| 2. LCD Screen | 9. MUTE ALL |
| 3. System Status Indicator | 10. Volume adjust |
| 4. Menu/Select | 11. Softkeys |
| 5. Navigation Keys | 12. Wireless Mic |
| 6. Talk/Off | 13. Charging Contacts |
| 7. Dial Pad Keys | 14. Hold/Cancel |

Back

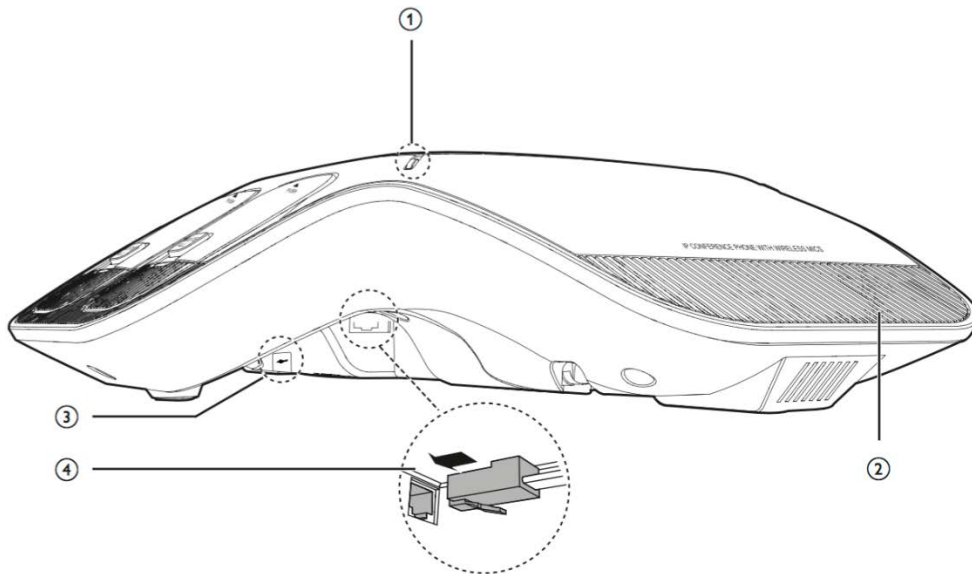


Figure 2-2: Rear Feature Map

- 1. System Status Indicator
- 2. Rear Microphone
- 3. USB Port
- 4. Adapter Jack

Wireless Microphones

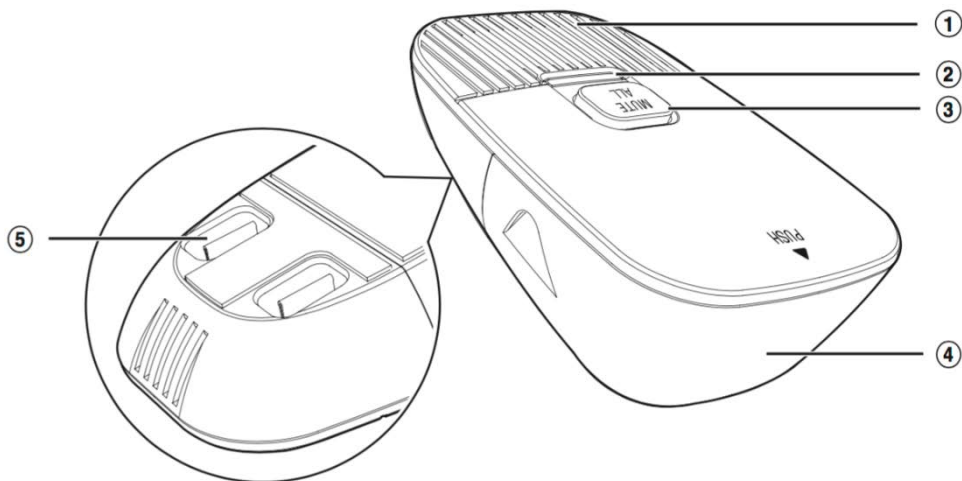


Figure 2-3: Wireless Microphone Feature Map

- 1. Microphone
- 2. Status Indicator
- 3. MUTE ALL
- 4. Battery Door
- 5. Charging Contacts

Status Indicators

Base Unit

Power up	<ul style="list-style-type: none"> Green for about two seconds.
On a call	<ul style="list-style-type: none"> Green during a call. Red when the system is muted during a call.
Call on hold	<ul style="list-style-type: none"> Flash green slowly.
Incoming call	<ul style="list-style-type: none"> Flash green when there is an incoming call.

Wireless Mic

Power up	<ul style="list-style-type: none"> Orange for about two seconds.
On the cradle	<ul style="list-style-type: none"> Orange when charging on the cradle except during registration. Flashes red and green alternately when the non-registered wireless mic is charging on the cradle.
Off the cradle	<ul style="list-style-type: none"> Green during a call. Red when the system is muted during a call. Off when the wireless mic is in idle mode or without a battery. Flashes orange when the wireless mic's battery is low. Flashes green when there is an incoming call. Flashes red slowly when the wireless mic is: <ul style="list-style-type: none"> out of range; or not registered; or off cradle during paging (with a paging tone).
During registration	<ul style="list-style-type: none"> Flashes red and green alternately.

Provisioning Steps

Assign the MAC Address to a User

1. For Administrators, log in to the NextOS 3.0 admin portal by visiting www.nextiva.com and clicking on the customer Login found at the top right.
2. Log in to the NextOS 3.0 admin portal with your login credentials.
3. Click **Manage** in the **Users** tile.
4. Hover your cursor over the user you want to assign the phone to, and click the **pencil icon** that appears to the right.
5. Click the **Device** section.
6. Select **Own Device**.
7. Select **Nextiva VTech VCS754** from the **Own Device** drop-down list.
8. Enter the MAC address of the phone in the **MAC Address** text box.
9. Click **Generate** under the **Authentication Name** text box.
10. Select the **Change Password** checkbox, and then click **Generate** under the **Change Password** text box (*Figure 3-1*).

Device

Available Devices ?

Add Device ?

Nextiva VTech VCS754

* MAC Address ?

00122a48558a

SIP Username: 9963278743

Domain: prod.voipdnsservers.com

Authentication Name: 3716232277

Change Password

Generate ? **Generate**

Cancel **Save**

Figure 3-1: Assign Device to User

11. Click **Save**.

Configuring a Static IP Address

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

Disabling DHCP:

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

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

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

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

Configuring a Static IP Address:

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

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

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

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

Configuring the DNS Servers:

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

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

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

Enabling DHCP

If the phone displays an incorrect time and date (00:00 and 01/01/14), it may be caused by the phone being configured with an incorrect static IP Address.

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

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

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

Checking the Firmware

The phone should be on firmware 1.1.1.1, and should automatically download the proper firmware after it is provisioned.

Configuring the Provisioning Server

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

Finding the IP Address

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

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

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

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

Entering the Server URL

Once you have the IP Address, you can access the WebUI from any computer on the same network as the phone.

1. Navigate to the phone's IP Address using your web browser.
2. Log in with **admin** for the username and **admin** for the password. The System Status screen displays.

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

5. Click **SERVICING** at the top-left.
6. Click **Provisioning** on the far-left side of the screen.
7. Remove the contents of the **Server URL** text box, and then enter http://dm.nextiva.com:80/dms/Nextiva_Service_Provider/VTech_VCS754
8. Scroll down and click **Save**.

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

Rebooting the Phone

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

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

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

Additional Setup Options

Correcting the Time

If the VTech VCS754 does not display the correct time, first check that the time zone in the NextOS 3.0 portal is correct for the user the phone is assigned to before proceeding.

The VTech VCS754 cannot have its time changed on the local phone. Please call Nextiva Support to ensure your phone's configuration file reflects the proper time zone.

Line Mirroring

Line Mirroring is not supported on the VTech VCS754

Busy Lamp Field (BLF)

Busy Lamp Field (BLF) is not supported on the VTech VCS754

Directories

Remote Directories are not supported on the VTech VCS754

Speed Dials

Speed Dial 100

1. Go **off-hook**.

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

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

Example: To set 05 as a speed dial to 4805551234, enter: **054805551234#**

5. Go **on-hook**.

From the NextOS 3.0 Portal:

1. For Administrators, log in to the NextOS 3.0 portal by visiting www.nextiva.com and clicking on the customer Login found in the upper right corner.
2. Log in to the NextOS admin portal with your login credentials.

3. From the main dashboard, click **Manage** in the **Users** tile.
4. Hover your cursor over the user you want to set up speed dials for, and click the **pencil icon** to the right.
5. Scroll down and select the **Routing** section.
6. Click the **pencil icon** to the right of Speed dial.
7. Click the **plus sign** at the bottom-right (*Figure 4-1*).

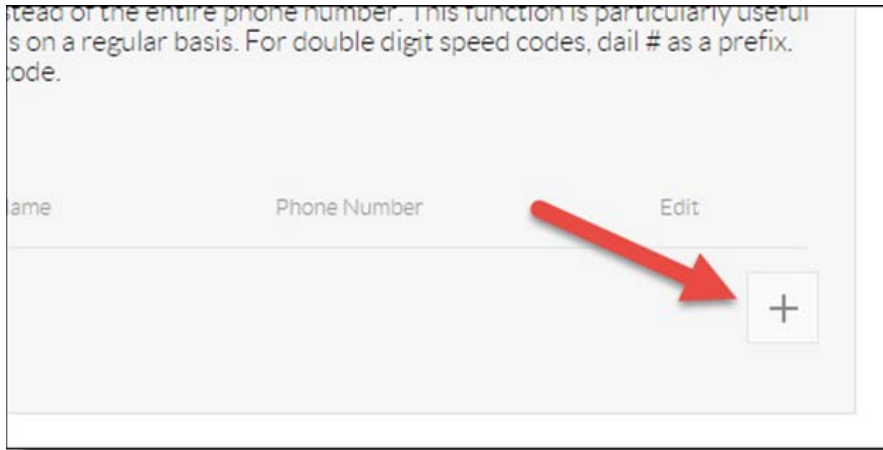


Figure 4-1: Add Speed Dial

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

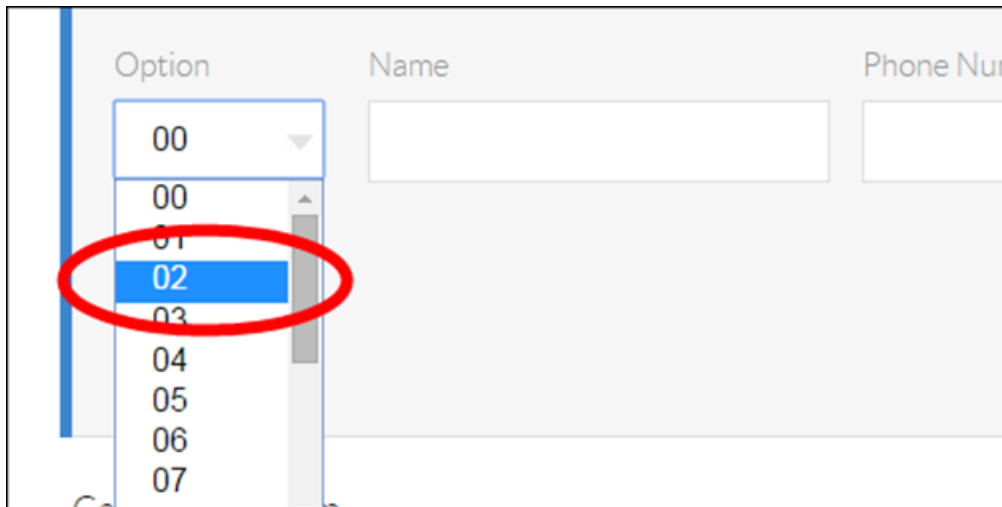


Figure 4-2: Speed Dial Number

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

For single digit codes, just dial the code.

Option	Name	Phone Number	Edit
02	JohnCell	4805551234	

Cancel Save

Call identification

Figure 4-3: Description and Phone Number

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

Automatic Call Distribution (ACD)

States ACD States are not supported on the VTech VCS754.

Usage

Making a Call

1. Dial the 10-digit number of the party you want to call.
2. Press **Talk**.
3. When finished speaking, press **Talk** to end the call.

Making a Second Call

1. While on a call, press “**New**”.
2. Dial the extension or 10-digit number you want to call.

NOTE: After you are connected, you can switch between the two calls by placing one party on hold, and then using the directional keys to select the active call.

Accepting a Call

1. While the phone is ringing, press **Talk**.
2. When finished speaking, press **Talk** to end the call.

Using the Wireless Microphone

1. During a call, lift a wireless microphone from the base unit charging cradle.
2. The status indicator on the wireless mic turns green.
3. 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.

Terminating a Call

While on a call, press the **End** softkey at the bottom of the screen.

Transferring a Call

Note: This phone only supports warm transfers, there is no blind transfer option.

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

Conference Calls

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

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

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

Check Voicemail

The phone displays a **New Message** alert on the LCD screen when there is a voicemail in the system.

1. On the New Message screen, press **View**.
2. Using the arrow keys, select **Mailbox**.
3. Enter your password when prompted. The default password is **0000#**.
4. If this is your first time checking your voicemail, follow the prompts to change your password and record your name.
5. Press **1** to access your voice mailbox.
6. Press **1** to listen to your messages.
7. When finished listening to your voicemails, press the **End** softkey to terminate the call.

Do Not Disturb

The phone does not have a DND button. Follow the steps below to enable DND through the phone's menu and using feature access codes:

Through the Phone's Menu

1. Press the **MENU** button.
2. Select **Call**.
3. Select **Do Not Disturb**.
4. Press the right navigation button to change Off to **On** for **Line 1**.

NOTE: If you are enabling Do Not Disturb for another line besides line 1, scroll down to find the line, and then press the right navigation button.

5. Press the **Save** softkey. Do Not Disturb is activated, and a busy symbol appears in the upper-right corner of the screen.
6. To disable Do Not Disturb, repeat steps 1 through 5, selecting **Off** instead of On for step 4.

Using Feature Access Codes

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

Factory Reset

Through the Phone’s Menu

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

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

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

Through the WebUI

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