

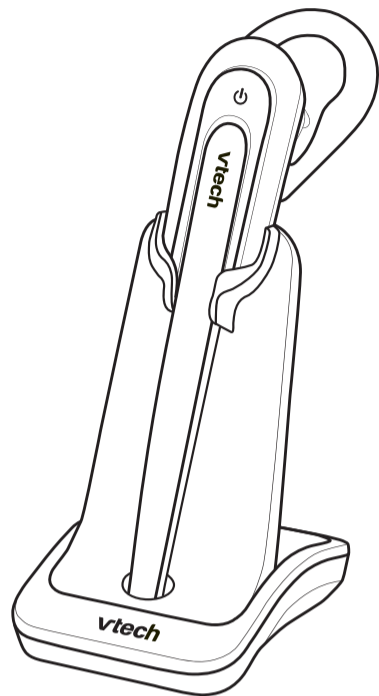


Quick Start Guide

VSP500A

ErisTerminal® DECT SIP Cordless Headset

for use with VSP725A/VSP735A



Congratulations









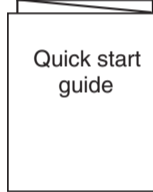
on purchasing your new VTech product. Before using this telephone, please read **Important safety instructions**.

This manual has all the feature operations and frequently asked questions necessary to install and operate your new VTech product. Please read this manual thoroughly to ensure proper installation and operation of this VTech product.

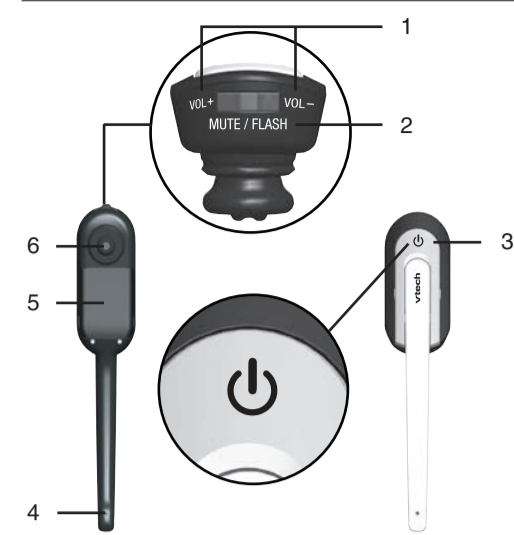
For customer service or warranty service, please contact our regional offices / distributors in the country or region where you purchase VSP500A.

Parts checklist

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

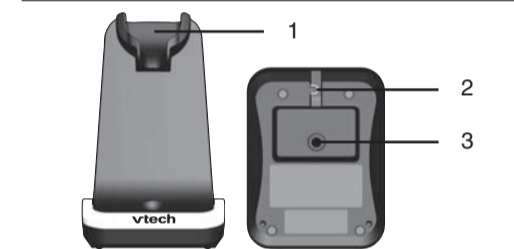
-  Cordless headset with medium-sized earbud attached
-  Headset charger
-  Battery pack (with battery compartment cover attached)
-  Headset charger power adapter (plug shown may differ depending on your territory)
-  Earbud x5
-  Over the ear hook x2
-  Over the head band
-  Behind the neck band
-  Quick start guide

Headset overview



- 1 – VOL+/VOL-**
 - Push to right or left to adjust the ringer volume while in idle mode, or the listening volume while on a call.
- 2 – MUTE/FLASH**
 - Press to mute the ringer in the earpiece when there is an incoming call.
 - Press to mute the microphone during a call.
 - Press and hold for two seconds to answer an incoming call when you receive a call waiting alert during a call.
- 3 – Ⓞ**
 - Press to make, answer or end a call.
- 4 – Microphone**
- 5 – Battery pack**
 - Open to replace the battery pack.
- 6 – Earpiece**

Charger overview



- 1 – Magnetic charging mount**
 - Place the headset here for charging.
- 2 – Power cord slot**
- 3 – Power jack**

Light and alert tones overview

Light:

Light status	
Red	<ul style="list-style-type: none"> On when the headset is charging in the headset charger. Flashes every 10 seconds to indicate the battery is low when the headset is not in the headset charger. Flashes three times to indicate the headset is powering off.
Blue	<ul style="list-style-type: none"> On when a fully charged and registered headset is in the headset charger. Flashes three times to indicate the headset is powering on. Flashes twice every three seconds when there is an incoming call. Flashes four times every four seconds when there is an incoming call. Flashes every 10 seconds when a fully charged and registered headset in idle mode is out of the headset charger.
Red and blue	<ul style="list-style-type: none"> Flashes slowly when the headset is not registered. Flashes quickly when the headset is trying to register to a telephone base.
Off	<ul style="list-style-type: none"> No battery is installed or out of battery. The headset is powered off.

Alert tones:

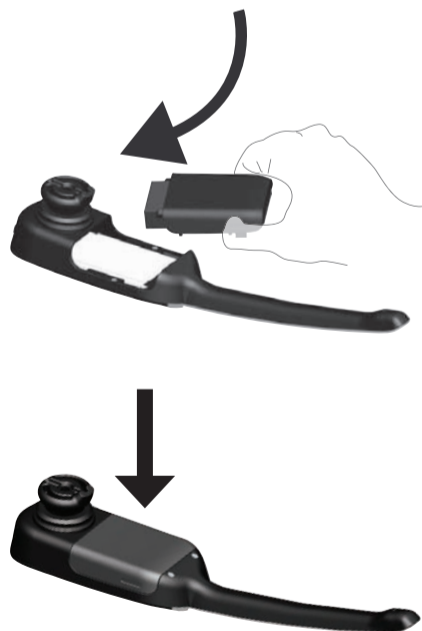
One short beep	Headset key tone.
One short beep every 30 seconds	Muted headset microphone alert tone.
Two beeps	<ul style="list-style-type: none"> Error alert tone. The ringer volume is at its lowest setting. The listening volume is at its highest or lowest setting. Any key is pressed while the headset is out of range
Two low beeps	Call waiting alert tone.
Two rapid beeps every 20 seconds	Low battery warning.
Three rising beeps	A conference call starts.
Three rapid beeps every 20 seconds	<ul style="list-style-type: none"> The headset is out of range. The headset is not yet registered.
Ring tone	<ul style="list-style-type: none"> Incoming call alert tone. Ring back tone.
Three rapid beeps	The headset is powering on or off.

Install the battery

NOTE

- The battery is permanently attached to the battery compartment cover (known as the battery pack). Do not try to separate them from each other.

Install the battery as shown below.



NOTES

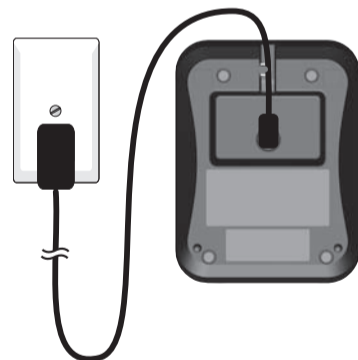
- Use only the supplied battery.
- Remove any headset attachment (earbud excluded) before battery replacement.
- If the headset will not be used for a long time, remove the battery to prevent possible leakage.
- To purchase a replacement battery pack, please contact authorized dealer.

Connect and charge the battery

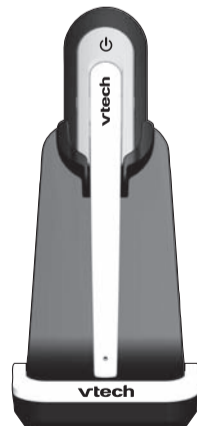
NOTES

- Use only the supplied adaptor.
- Charge the battery provided with or identified for use with this product only in accordance with the instructions and limitations specified in this manual.

Connect the charger



Charge the battery



The Ⓞ light turns on when the headset is charging.

NOTES

- For best performance, keep the headset in the charger when not in use.
- The battery is fully charged after three hours of continuous charging.
- When fully charged, the headset battery provides approximately 12 hours of talk time or 5 days of standby time.

Before use

Add and register a headset

You can add new VSP500A headset (purchased separately) to your VSP725A or VSP735A telephone. Your VSP725A or VSP735A telephone supports one headset only.

Register the headset with the telephone base before use. After charged, the Ⓞ light on headset flashes in red and blue slowly and alternately.

NOTE

- Charge the new headset without interruption for at least 30 minutes before registering it to the telephone base.

To register a headset:

- Remove the headset from the charger.
- Press **Menu** at the telephone base when idle.
- Press **▼** to highlight **User Settings**, and then press **SELECT**.
- Press **▼** to highlight **DECT headset**, and then press **SELECT**.
- With **Register** highlighted, press **SELECT** on the telephone base.
- Place the headset back to the charger. The Ⓞ light flashes quickly in red and blue.

It takes about 60 seconds to complete the registration process. The Ⓞ light turns red when the headset is registered but not fully charged, or turns blue when it is registered and fully charged.

To verify the registration, press the button on the headset and check for a dial tone. If the registration fails, you hear the voice prompt "Not registered" and the light on the headset flashes slowly in red and blue.

To reset the headset, remove it from the headset charger and repeat the registration process again.

Deregister a headset

To replace a headset or register the headset to another telephone base, you must deregister all devices, and then register each device individually.

To deregister all devices:

- Press **Menu** at the telephone base when idle.
- Press **▼** to highlight **User Settings**, and then press **SELECT**.
- Press **▼** to highlight **DECT headset**, and then press **SELECT**.
- Press **▼** to highlight **Deregister**, and then press **SELECT**.

The Ⓞ light flashes slowly in red and blue when the deregistration process is successful. It takes about 10 seconds to complete the deregistration process.

Position the headset

You can choose a suitable size of earbud and an appropriate way to position your headset.

Earbud

There are three sizes of earbuds provided. The medium-sized earbud is already attached to the headset.

To remove the earbud from the headset earpiece:

- Hold both sides of the earbud. Twist and pull the earbud until it separates from the earpiece.

To attach the earbud to the headset earpiece:

- Choose an appropriate earbud.
- Position the earbud on the earpiece.
- Press the earbud down on the earpiece until it clicks into place. Move the earbud around so that the protruding bump on the earbud is pointing towards your mouth when placed in your ear.

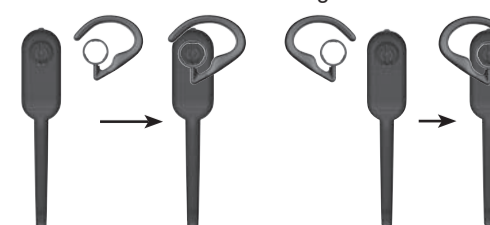


Over the ear hook

There are two sizes of ear hooks. You can choose the suitable ear hook to attach to the headset.

To adjust the headset to wear on the left or right ear:

- To wear on the left ear
- To wear on the right ear

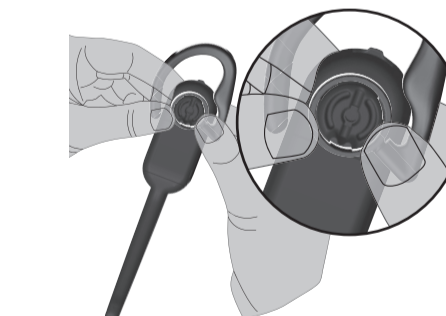


To attach the ear hook to the headset:

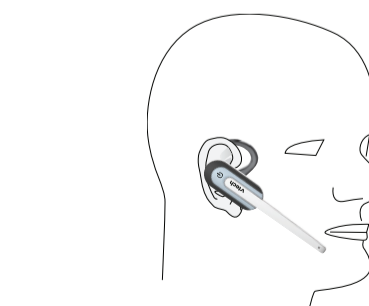
- Remove any headset attachment (earbud excluded) currently connected to the headset.
- Insert the earpiece into the ear hook ring.



- Press the edge of the ear hook ring towards the earpiece until it clicks into place.



- Hook the headset onto the desired ear. Adjust the angle of the headset until the microphone is pointing towards your mouth.



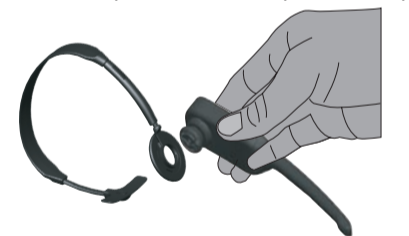
To remove the ear hook from the headset:

- Hold the headset with one hand. Twist and pull the ear hook with your other hand until it separates from the earpiece.

Over the head band

To attach the head band to the headset:

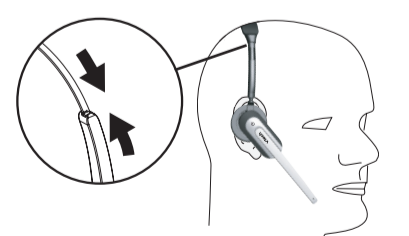
- Remove any headset attachment (earbud excluded) currently connected to the headset.
- Insert the earpiece into the loop of the ear pad.



- Push the earpiece towards the loop of the ear pad until it clicks into place.

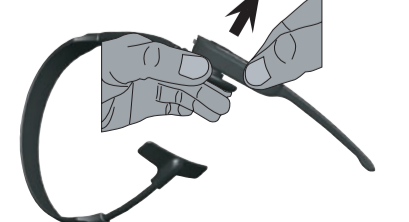


- Adjust the head band to fit your head. Adjust and rotate the angle of the headset until the microphone is pointing towards your mouth.



To remove the head band from the headset:

- Hold the headset with one hand and the ear pad with your other hand. Twist and pull the headset until it separates from the loop of the ear pad.



Behind the neck band

To attach the neck band to the headset:

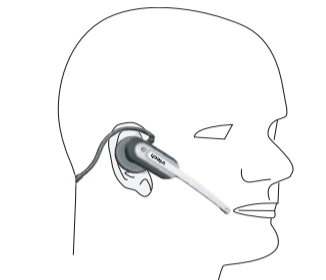
1. Remove any headset attachment (earbud excluded) currently connected to the headset.
2. Insert the earpiece into the loop of the ear pad.



3. Push the earpiece inward until it clicks into place.



4. Place the neck band around your neck with the ear pads over your ears.
5. Adjust and rotate the angle of the headset until the microphone is pointing towards your mouth.



To remove the neck band from the headset:

- Hold the headset with one hand and the ear pad with your other hand. Twist and pull the headset until it separates from the loop of the ear pad.



Use the headset

Make a call

1. Follow the instructions in your telephone user's manual for making calls.
2. Press **📞** on the headset to join the call.
3. Hang up the headset at any time to leave the call and the headset continues the call.

Answer a call

- Press **📞** on the headset to answer a call.

End a call

- Press **📞** on the headset or place the headset on the charger.

Ringer

The headset does not have an external ringer. When there is an incoming call, the headset earpiece rings.

If you have telephones connected to the same telephone line, you can rely on the ringers of those telephones to alert you to incoming calls.

Temporary ringer silencing

When there is an incoming call, you can temporarily silence the ringer in the headset earpiece without disconnecting the call. The next call rings normally at the preset volume.

To silence the headset ringer:

- Press **MUTE/FLASH** on the headset.

Volume control

To adjust the ringer volume:

- When the headset is not in use, press **VOL+/VOL-**.

To adjust the listening volume:

- During a call, press **VOL+/VOL-**.

Call waiting

When you subscribe to call waiting service from your telephone service provider, you hear an alert tone from the headset earpiece if there is an incoming call while you are on another call.

- **Press and hold MUTE/FLASH** for two seconds to put your current call on hold and take the new call.
- **Press and hold MUTE/FLASH** for two seconds at any time to switch back and forth between calls.

Mute

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

1. During a call, press **MUTE/FLASH** on the headset. The headset announces, *"Mute on."* The headset beeps every 30 seconds until the mute function is turned off.
2. Press **MUTE/FLASH** again to resume the conversation. The headset announces, *"Mute off."*

Switch a call between a handset and a headset

- To switch from a cordless handset to a headset during a call, press **📞** on the headset, then hang up the cordless handset.
- To switch from a headset to a cordless handset during a call, press the button you use to answer call on the cordless handset, then press **📞** on the headset.

Multiple headset/handset use

Headset(s) and handset(s) on the same phone line can join an outside call at the same time. The number of headset(s) and handset(s) that can join may be limited by your telephone system. Refer to the user's manual of your telephone for more information.

To share an outside call:

- When a headset or handset is already on a call, press **📞** on another headset to join the call.
- To exit the call, press **📞** again or place the headset in the charger. The call continues until all handsets and/or headsets hang up.

Answer an intercom call

Follow the instructions in your telephone user's manual for initiating an intercom call. When there is an intercom call request from a cordless telephone to a headset, the headset earpiece rings if it is not in use.

To answer an intercom call:

- Press **📞** on the headset to answer the intercom call.

Answer an incoming call during an intercom call

If you receive an incoming outside call during an intercom call, there will be an alert tone.

- To answer the call, **press and hold MUTE/FLASH** for two seconds. The intercom call ends automatically.
- To end the intercom call without answering the incoming call, press **📞** on the headset. The telephone continues to ring.

End an intercom call

- Press **📞** on the headset or place the headset on the charger.

General product care

Taking care of your headset

Your cordless headset contains sophisticated electronic parts, so it must be treated with care.

Avoid rough treatment

Place the headset down gently. Save the original packing materials to protect your headset if you ever need to ship it.

Avoid water

Your headset can be damaged if it gets wet. Do not use the headset outdoors in the rain, or handle it with wet hands. Do not install the headset charger 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 headset

Your headset 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.

Frequently asked questions

If you have difficulty with your headset, try the solutions below.

My headset doesn't work at all.	Make sure the battery is securely installed in the cordless headset, and charged for at least three hours.
	Make sure your headset is paired with a VSP725A or VSP735A telephone base.
There is no dial tone.	Move the cordless headset closer to the telephone base. You might have moved out of range.
	Check the installation of your VSP725A or VSP735A telephone base.
The other party cannot hear my voice during a call.	Make sure the mute feature is not turned on during a call.
	Adjust the speaking volume during a call.
I cannot hear any ring tone from the headset when there is an incoming call.	Your headset does not have an external ringer. The ring tone can only be heard through the headset earpiece.
Common cure for electronic equipment.	If the headset does not seem to be responding normally, try putting the cordless headset in its charger. If it does not solve the problem, do the following (in the order listed):
	1. Disconnect the power to the headset charger.
	2. Remove the cordless headset battery.
	3. Wait a few minutes.
	4. Connect the power to the headset charger.
	5. Install the battery again, and then place the cordless headset into the headset charger.
	6. Wait for the cordless headset to reestablish its connection with the telephone base. Allow up to one minute for this to take place.

Important safety instructions

When using your headset, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury, including the following:

1. Read and understand all instructions in this user's manual. Observe all markings on the product.
2. Avoid using a headset during a thunderstorm. There may be a slight chance of electric shock from lightning.
3. Do not use the headset 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 headset is replaced in its cradle. This is a common event associated with the closing of any electrical circuit. The user should not plug the headset charger into a power outlet, and should not put a charged headset into the cradle, if the headset charger 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.
4. Do not use this product near water, or when you are wet. For example, do not use it in a wet basement or shower, or next to a swimming pool, bathtub, kitchen sink, or laundry tub. Do not use liquids or aerosol sprays for cleaning. If the product comes in contact with any liquids, unplug any line or power cord immediately. Do not plug the product back in until it has dried thoroughly.
5. Install this product in a protected location where no one can trip over any line or power cords. Protect cords from damage or abrasion.
6. If this product does not operate normally, see the **Frequently asked questions** section of this user's manual. If you cannot solve the problem, or if the product is damaged, refer to the **Limited warranty** section. Do not open this product except as may be directed in your user's manual. Opening the product or reassembling it incorrectly may expose you to hazardous voltage or other risks.
7. Replace batteries only as described in your user's manual. Do not burn or puncture batteries — they contain caustic chemicals.

8. This power adapter is intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling, an under-the-table or a cabinet outlet.

Important Information

- **Privacy:** The same features that make a cordless headset convenient create some limitations. Telephone calls are transmitted between the telephone base and the headset by radio waves, so there is a possibility that your cordless headset conversations could be intercepted by radio receiving equipment within range of the cordless headset. For this reason, you should not think of cordless headset conversations as being as private as those on corded telephones.
- **Electrical power:** The telephone base of this cordless headset must be connected to a working electrical outlet which is not controlled by a wall switch. Calls cannot be made from the headset if the telephone base is unplugged or switched off, or if the electrical power is interrupted.
- **Potential TV interference:** Some cordless headsets operate at frequencies that may cause interference to TVs and VCRs. To minimize or prevent such interference, do not place the telephone base of the cordless headset near or on top of a TV or VCR. If interference is experienced, moving the cordless headset farther away from the TV or VCR will often reduce or eliminate the interference.
- **Rechargeable batteries:** This product contains lithium-ion rechargeable batteries. Exercise care in handling batteries in order not to create a short circuit with conductive material such as rings, bracelets and keys. The battery or conductor may overheat and cause harm. Observe proper polarity between the battery and the battery charger.
- **Lithium-ion 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.

CAUTION

- There may be a risk of explosion if you use a wrong type of battery. Use only the supplied rechargeable battery or replacement battery (model BT191665).
- Change this product's batteries only in accordance with the instructions and limitations specified in this manual.
- As with any batteries, do not allow conductive materials such as rings, bracelets

or keys to come in contact with the metallic parts of the battery. The battery or conductor may overheat and cause harm.

- Do not open or damage the batteries. Released electrolyte is corrosive and may cause injury to the eyes or skin. The electrolyte may be toxic if swallowed.
- Do not dispose of the batteries in a fire. Check with local waste management codes for special disposal instructions. To prevent fire or shock hazard, do not expose this product to water or any type of moisture.
- Observe proper polarity orientation between the battery and metallic contacts.
- Do not disassemble your headset. There are no user-serviceable parts inside. Refer to qualified service personnel for servicing.

Precautions for users of implanted cardiac pacemakers

Cardiac pacemakers (applies only to digital cordless devices):

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

Pacemaker patients

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

WTR's evaluation did not identify any risk to bystanders with pacemakers from other persons using digital cordless devices .

SAVE THESE INSTRUCTIONS

Declaration of Conformity

Hereby, VTech declares that this VSP500A is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.



Technical specifications

Frequency control	Crystal controlled PLL synthesizer
Transmit frequency	1881.792-1897.344MHz
Channels	10
Operating temperature	32°F - 122°F 0°C - 50°C
Power requirements	Charger: 6V DC @ 400mA Replacement battery: 3.7V 240mAH

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