


Quick Guide to VOIspeed

Please keep a copy of this document to hand or on your desktop to check you have followed correctly all the steps below before contacting technical support.

VOIce Soft-Client (with USB phone/ headset)



How to MAKE A CALL with the USB phone?

Dial the destination number on the USB phone and press 'Dial' (or 'Send' on the USB-400) or enter the same number in the VOIce Soft-Client using your keyboard and press 'Enter' or 

How to put a call ON HOLD with the USB phone?

Press the 'Hold' button on the USB phone or the 'Hold' icon on the soft phone, as shown here:



How to TRANSFER a call with the USB phone?

VOIspeed Client has two settings to transfer calls: Go to Options → Settings

1. Transfer mode 'Press transfer button after'

Attended Transfer: to transfer an active call, put the call on hold and then dial the number you want to transfer the call to. When the other party picks up the call, press the 'Transfer' button on the USB phone or the VOIce Soft-Client (pictured here).


Unattended Transfer: place the call on hold, dial the destination number and press the transfer button before the other party picks-up the call.




2. Transfer mode 'Press button before'

Attended Transfer: press the transfer button on either the USB phone or the VOIce Client (picture above);

dial the destination number and press  on the VOIce Client to close the call or replace the USB handset.

Unattended transfer: press the transfer button, dial the destination number and press  or replace the handset on the USB phone before the other party picks-up the call.

How to put your VOIce Soft-Client in DIVERT mode?

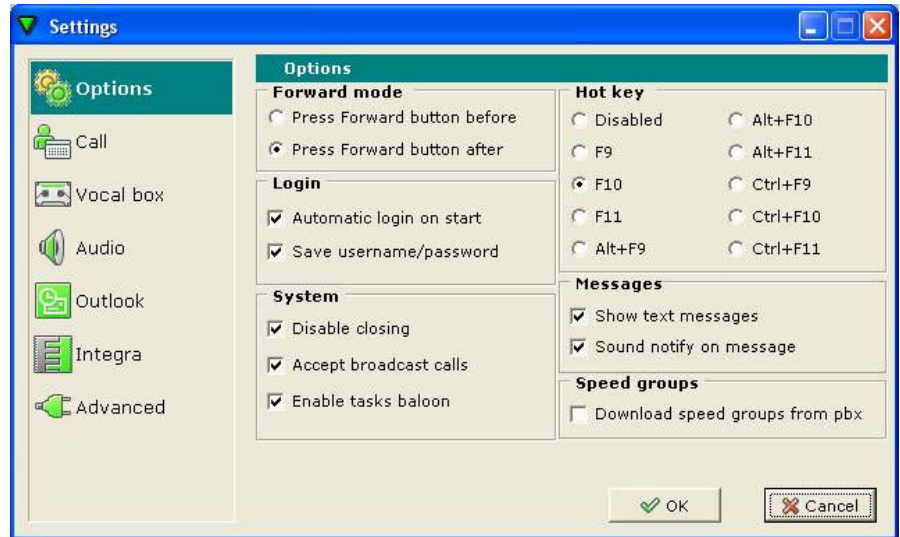
To put the VOIce Client in divert mode, click the divert button  on the VOIce Soft-Phone. To set the 'Divert Time Delay' go to → Options → Settings → Call. When in 'Divert Mode' an incoming call will ring for a number of seconds (determined by 'Divert Time Delay') and will divert the call to the destination number.

How to put your VOIce Soft-Client in 'DO NOT DISTURB' or 'VOCAL BOX' mode?

Press the 'Pause' button  or the 'Vocal Box' button  on the Soft-Client to enter respectively 'Do No Disturb' and 'Vocal Box' mode.

Changing your VOIce Soft-Client SETTINGS

- All settings on the VOIce Soft-Client can be accessed by going from Options to the Settings menu
- Remember that you need to restart the VOIce Client software after making any changes (go to file → logout, then file → exit and then start the VOIce Client manually)
- On the right you will see a typical configuration of a VOIce Soft-Client. You may wish to check on your Soft-Client that the Options are the same as these.



Headsets working with USB phones

If you have any problems with the USB phones and headsets (e.g. CS-60) working together, please check your VOIce Soft-Client settings before taking further action. Go to Options → Settings → Audio and make sure the USB audio device is set as the primary device and the headsets as the secondary device. You can then set the volume levels on either device by pressing the 'Test' button.

OUTLOOK alignment

To enable your Client software to work with Outlook go to: Options → Settings → Outlook and select the option 'Enable Outlook'.

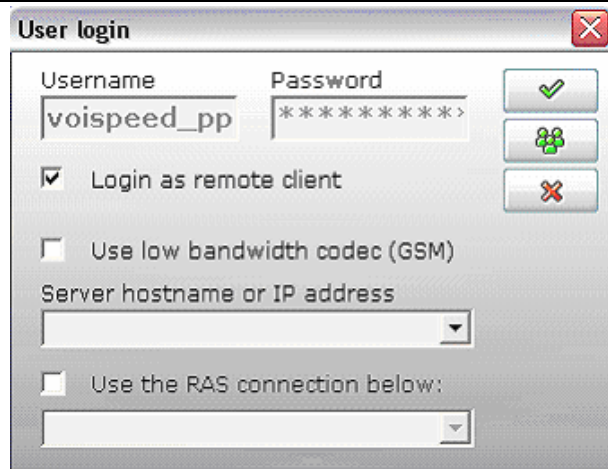
To LOGIN REMOTELY from outside your office

In order to show the login dialog box go to File → Login. If you are already logged on, then go to File → Logout and File → Login. Select the same options as reported in the picture on the right and enter your Server's IP address (contact your network administrator if in doubt).

Using VOIspeed on your laptop or desktop PC

When using a VOIspeed phone with your laptop or PC please take the following steps:

- (1) Connect the USB phone or USB headset to a free USB port before booting-up your laptop or PC
- (2) During the booting-up process, make sure Windows recognises the USB audio device or wait until it does.
- (3) Start your VOIce Soft-Client application



NB: If you fail to follow this procedure you may need to exit the Soft-Client application and start it again.

VOIspeed IP Phones



How to MAKE A CALL with the IP phone?

Dial the destination number on the IP phone and press 'Dial'.

How to place a call ON HOLD with a VOIspeed IP phone?

Press the 'Hold' button to put an active call on-hold (the display will show 'PLEASE DIAL'). Press 'Hold' again to retrieve the call.

How to TRANSFER a call with a VOIspeed IP Phone?

Attended Transfer: place the call 'On Hold', dial the destination number and press 'Dial'. When the other party picks-up the call, press 'Transfer' (the display shows 'Please Hang-Up') and then replace the handset. Press '#' key to terminate the active call (i.e. not the call on hold). Pressing the '*' key will start a 3 way conference call.

Unattended Transfer: press 'Transfer' to place the active call 'On Hold', enter the destination number, press 'Dial' (the display shows 'Please Hang-Up') and replace the handset.

How to place a call ON HOLD with the wireless Wi-Fi phone WPU-7700?

Press the green button ('SEND') to place the active call on-hold. Press it again to retrieve the call.

How to TRANSFER a call with the wireless Wi-Fi phone WPU-7700?

Place the call on hold (press 'SEND') and dial the destination number (Internal or External). When the other party picks up the call press 'Menu' (top-left hand side button) and select the 'Call Forwarding' option.

How to TRANSFER a call with the wireless Hitachi Wi-Fi phone?

Place the call on-hold by pressing the 'L' button (top left-hand side on your keyboard) and select 'mute'. Dial the destination number and press 'L' again when the other party picks up the call. Select the option 'Transfer' and the call will be forwarded.