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Ver 3.0

Yealink

Velocita
TECHNOLOGY 
www.vtjoliet.com www.cloudtalkpro.com

Porting Your Phone Numbers Desktop Phone

Porting is when your phone numbers are moved from your current carrier into the new CloudTalk Pro System.

This process will go very smoothly or it will take some time. This will normally be completed within 30 days, however don't be surprised if it happens to take longer ... no carrier wants to lose a customer so they will do everything they can to prolong this process.



Important Note:

Do Not Call 911 on your new phones before the porting process has completed. If you use your new phones to call 911 before the porting process is completed you will be charged \$350.00 per 911 call made. Once the porting process has completed 911 calls may be made from your new phones as needed.

This fee is not being initiated by Velocita Technology, and Velocita Technology has no way of waving this fee. You may use your old phones (if they are still connected) or your cell phones to call 911, if needed, in the interim.



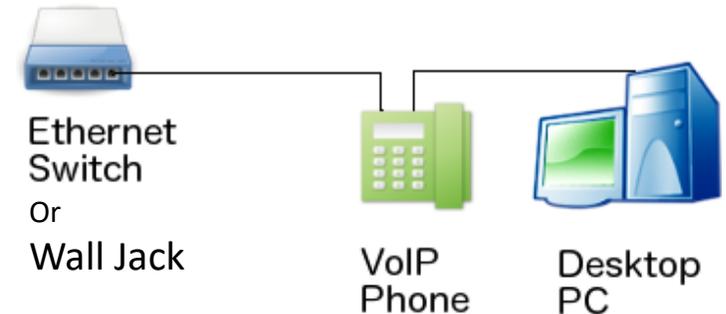
How to Setup Phone Desktop Phone

1. Unbox your new phone
2. Insert one end of the curly handset cord into the bottom of the phone where it is labeled "Handset" and the other end into the actual Handset itself.
3. Use the other cable included (the Ethernet Cable) to connect your new phone to your local area network connection / Internet connection. One end of this cable goes into your wall jack or Ethernet switch and the other end into the bottom of the phone where it is labeled "LAN".
**Alternatively you can use your phone as a pass through if you have limited network cabling available. Connect your phone "LAN" port to your wall jack. Next cable from your phone's "PC" port to your computer's Ethernet port.
4. If the Ethernet switch that your new phone is plugged into provides power, has POE, then the phone should already be powering itself up. If not you will need to use the included power supply.



2. Connect Phone Cord to Handset Port

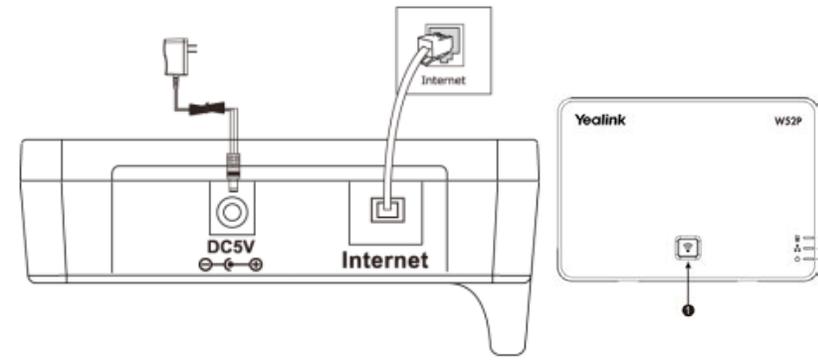
Alternative Connection Method



How to Setup Phone Cordless Phone

1. Unbox your new phone
2. Use the cable included (the Ethernet Cable) to connect your new phone to your local area network connection / Internet connection. One end of this cable goes into your wall jack or Ethernet switch and the other end into the side of the W52P Base Station. If the Ethernet switch that your Base Station is plugged into provides power, has POE, then the Base Station should already be powering itself up. If not you will need to use the included power supply.
3. Next install the Batteries into the Cordless Handset; open the Battery cover, Insert the Batteries in the correct polarity, Close the Battery cover.
4. The Cordless Handset charges when inserted into its Charging Cradle. Please use one of the power packs included to power the Charging Cradle.

Your Handset will normally be delivered already “Paired” to the Base Station. If you need to perform the pairing operation please see “Handset Registration” in the W52P Users Guide (PG 15).



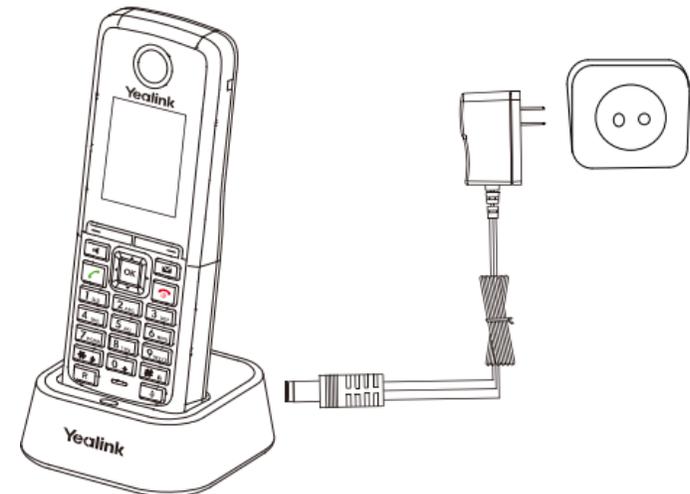
Charging time: approximately 6 hours (fully discharged to full capacity).

Standby time: up to 100 hours when the backlight is disabled.

Talk time: up to 10 hours active talk time (with full charged batteries).



Connect the DC plug on the power adapter to the DC5V port on the charger cradle. Connect the other end of the power adapter into an electrical power outlet.



New Phone Overview

Desktop Phone

- 1. Line keys – Line Keys are used for Incoming and Outgoing call Status and Control.
- 2. Soft Keys – Provide specific options that are dynamically available based on the current operation.
- 3. To enter the Phones options please use the Navigation Keys, start out by selecting the “Menu” “Soft Key” to begin.
- 4. The Send button (alternatively the # Pound Key) is used to tell the phone that you have completed entering information. IE ... after dialing a phone number hit the Send button or press the # key to tell the phone that you are done.
- 5. When you have a voicemail the Message Waiting Indicator will Flash.
- 6. To enter your VoiceMail Box simply press the Message button.
- 7. The “Page” button will cycle through 3 pages of “Feature Buttons” allowing the phone to be customized to you and your organization.



How to Make a Call Handset, Headset or Speaker Phone

1. Take the Handset **(A)** off-hook, the Headset off-hook by selecting the Headset button or press the Speaker **(B)** button to use the Speakerphone.
2. The Line will be activated with a Green Light and you will hear a dial tone.
3. Dial the number using the Numeric Keypad **(C)** and press the Send button (or # button), or use a Pre-Programmed button from the 24 programmable buttons on the right of the phone.
4. When you are ready to disconnect the call, hang up the Handset **(A)**, if you had used your Headset press the Headset button or if you had used your Speakerphone then simply press the Speaker **(B)** button. You may also use the “EndCall” soft key that will be shown on your Call Display, no matter how the call was made.



How to Answer Calls Single or Multiple

Assuming a Single incoming call is currently ringing.

1. Answer the call by taking the Handset (A) or Headset off-hook or press the Speaker (B) button to activate the Speakerphone function. You can also press the corresponding ringing Line button in the upper left of the color display.

Assuming Multiple incoming calls are currently ringing.

1. Answer the first call as shown in step 1 above. To toggle between multiple incoming calls use the Line (C) buttons. Pressing the Line button of an incoming call will automatically put the current call on hold.



How to Transfer a Call

Blind Transfer

Assuming that you are in a call and wish to transfer the call to another party.

1. Press the Transfer button **(A)** or the Transfer soft key **(B)**.
2. Dial the number you would like to transfer the call to, once completed select the Transfer button **(A)** or the Transfer soft key **(B)** once again to complete the transfer ... or just simply hang up.

The number can be outright dialed on the numeric keypad or it can be a pre-programmed button on the phone **(C)**.

The number dialed can be an extension number to a phone, a feature number for a function like a Conference Room or even an External Phone number like the bosses cell phone.



How to Transfer a Call

Attended Transfer

Assuming that you are in a call and wish to transfer the call to another party.

1. Press the Transfer button **(A)** or the Transfer soft key **(B)**.

Dial the number **(B)** and Announce the Call. If the party called accepts the call then press the Transfer button once again to complete the transfer process, or simply hang up.

If the party called does not accept the transferred call, the call will be returned to your phones Line 1 automatically. Press Line 1 **(C)** to be returned with the calling party.

The number dialed can be an extension number to a phone, a feature number for a function like a Conference Room or even an External Phone number.



How to Transfer a Call Directly to Voicemail

Assuming that you are in a call and wish to transfer the call to another party.

1. Press the Transfer button **(A)** or the Transfer soft key **(B)**.
2. Select the “Directory” Soft Key **(B)**.
3. Using your arrow keys choose the “Ext – Direct to VM” group by selecting the “OK” button in the center of the arrows.
4. Using the arrow keys once again, arrow down to the persons mailbox selection you would like to transfer the call to and choose the “B Transfer” Soft Key. B Transfer is the abbreviation for Blind Transfer.

NOTE: There is also an alternative method. Assuming you are on a live call, select Transfer and dial “*” + extension number.

For example, during a live call <Transfer Button> + *98117 would transfer the current call directly to ext 98117’s voicemail box.



How to Hold a Call

Hold and Resume

Assuming that you are in a call and wish to place the call on hold.

1. Press the Hold button (A).
2. To Resume the call press the Hold button (A) once again.

When a call is placed on hold only the phone that placed the call on hold can resume the call. If your goal is to pick the call up on a different phone please use the Transfer or Park Call features.



How to Park a Call

Parking Lot Ver 1

Assuming that you are in a call and wish to use the Park Call feature so that the call may be picked up from any phone.

1. Press the “More” **(A)** button. It will be the 4th button under the display. Then press the “Park” button, the 2nd button under the display.
2. Listen to the Parking Extension your call has been transferred to **(B)** .

Once the call has been parked, the call can be picked up from any phone by pressing the corresponding Parking button (active Parking buttons will be Red).

If there is no corresponding button for the Parking Extension you were given, simply dial the extension provided, from any phone, to retrieve the call.



How to Park a Call

Parking Lot Ver 2

Assuming that you are in a call and wish to use the Park Call feature so that the call may be picked up from any phone.

1. Press the “Park Call” **(A)** button. It can be displayed on any of the 3 pages of Custom Programmed Feature Buttons
2. Listen to the Parking Extension your call has been transferred to **(B)** .

Once the call has been parked, the call can be picked up from any phone by pressing the corresponding Parking button (active Parking buttons will be Red).

If there is no corresponding button for the Parking Extension you were given, simply dial the extension provided, from any phone, to retrieve the call.



How to Page All Page or Intercom

It is assumed that you would like to page all phones.

1. Press the “Page All” **(A)** feature button.

It is assumed that you would like to Intercom a specific phone.

1. Press the “Intercom +” **(A)** feature button.
2. Next dial the number of the extension you desire to page or select it from a pre-programmed extension button.

Please remember that pre-programmed feature or extension buttons can be on any of the 3 pages of available buttons.

Note: Alternative method available. While your phone is idle, select the Directory Button, the second button under the display. You will see option “5. Ext – Intercom”. Navigating this list provides you the ability to Intercom any extension on your system.



How to Setup a Conference Call Ver 1

Assuming that you would like to setup a Conference Call between only 3 parties.

1. Have a participant on the phone.
2. Press the Conference button **(A)**, you will receive a dial tone which will allow you to get your 3rd party on the line. You may dial a new phone number, you may select an extension from the pre-programmed buttons.
3. Once you have your 3rd party on the line, press the Conference button once again and all 3 parties will be on the call together.



How to Setup a Conference Call Ver 2

Assuming that you would like to setup a Conference Call between 3 or **more** parties.

1. Have a participant on the phone.
2. Press the Transfer button **(A) or (B)** and then a **“Conf RM” (C)** button from the feature buttons on the phone.
3. Press the Transfer button **(A) or (B)** once again to complete the process.

Repeat steps 1 – 3 as many times required based on the number of participants in the conference. If you would like to join the conference yourself, simply press the same **“Conf RM”** button.



How to Mute a Call

Mute / Un-Mute

Assuming that you are in a call and would like to mute your voice.

1. Press the Mute button **(A)**.
2. To Un-Mute the call, press the Mute button **(A)** once again.

Muting a call will make it so that you can hear the Party on the Phone however they will not be able to hear you.



How to use DND

Do Not Disturb

Assuming that you are NOT in a call and would like to activate the DND (Do Not Disturb) feature.

1. Press the DND Soft Key button **(A)**.
2. To deactivate the DND feature, press the DND Soft Key button **(A)** once again.



How to Feature Codes

Call Forward, Call Waiting

Feature codes are entries that can be made on a CloudTalk Pro telephone to initiate advanced features

Call Forward All Calls

***96** Dial *96 from the phone that you would like all calls to be forwarded from. You will be prompted to enter the number for your target attendant, enter the phone number or CloudTalk Pro extension number that all calls will be forward to. When entering a phone number enter it as if you were dialing out; 1 + area code and telephone number.

Call Waiting - Activate

***70** Dial *70 to turn on Call Waiting status of the telephone

Call Waiting - Deactivate

***71** Dial *71 to turn off Call Waiting status of the telephone

Queue - Dynamic Member Login / Logout

***45** Dial *45 from a phone that is a dynamic member of a queue to toggle login / logout status



How to FollowMe Find Me / Follow Me

Assuming that you are NOT in a call and would like to activate the FollowMe feature.

1. Press the FollowMe **(A)** feature button.

Note: The FollowMe feature will activate a predetermined list of numbers that will ring simultaneously when your extension rings. When active there will be a RED indication, when this feature is not active there is no RED indication.

If you would like to use this feature please see your supervisor or contact CloudTalk Pro technical support at help@vtjoliet.com with your extension number and a list of phone numbers that you would like to ring when your extension rings.



How to Record Call Start / Stop Recording

Assuming that you are in a call and would like to begin recording the call.

1. Press the “Record Call” **(A)** feature button in the upper right side of the phones programmable keys to begin recording a call.

Assuming that you are currently recording a call and would like to stop the recording process.

1. Press the “Record Call” **(A)** button in the upper right side of the phones programmable keys to stop recording a call.



How to View Logs Call History

Assuming that you are not in a call and would like to view previous Call History.

1. Press the “History” (A) button located at the bottom of your LCD display.
2. Use the Up and Down Arrows (B) to navigate through the call records.
3. Use the Send button (C) to perform an outbound call to this number or.
4. Use the OK key (circle in the middle of the arrows) (B) to view all details regarding a specific call record.



How to Voicemail Internal / External

Assuming that you are not in a call and would like to access your Voicemail account.

1. Internal –
 - (1) Press the Message **(A)** (envelope) Button on your phone.
 - (2) Walk up to any phone and dial *98#
Enter your Extension Number
Enter your Password (default 9955)
2. External –
 - (1) Email, yes ... your Voicemail can be sent to you via Email.
 - (2) Call the external phone number that was provided to you, you will be prompted for your extension number and your password.



How to Phone Book

Assuming that you are not in a call and would like to access your Phone Book.

1. Press the Directory button **(A)**.
2. Use your up and down arrow keys **(B)** to navigate through the list.
3. Use the OK **(B)** button to select an entry.
4. Use the Send **(C)** button to Call the phone number you have selected.

Note: You may manually enter entries into your phone book however these entries may be lost after major software updates. You may use the Grandstream Universal Phone Book application to maintain your contact list. To update your phone you will need to export your list from this software and email it to help@vtjoliet.com for it to be uploaded into your phone.



How to Day / Night

Assuming that you are not in a call and would like to place the system in Day or Night mode.

1. Press the “Day / Night” feature button (A).
2. You will be prompted for your password, after successfully entering your password your phone system will be toggled into either Day or Night mode depending on what state it is in currently.

For example ... if your system is currently in Day mode (Green Button) and you press the “Day / Night” button and successfully enter your password, the system will be put into Night mode (Red Button).

If your system is currently in Night mode (Red Button) and you press the “Day / Night” button and successfully enter your password, the system will be placed into Day mode (Green Button).

Note: Day / Night mode can only be used on systems that are not programmed with start and end time conditions.



How to Override

Assuming that you are not in a call and would like to Override a current scheduled Time Condition.

1. Press the “Override” Button (A).
2. You will be prompted for your password, after successfully entering your password your phone system will be toggled into either Normal or Override mode depending on what state it is in currently.

For example ... if your system is currently in Normal mode (Green Button) and you press the “Override” button and successfully enter your password, the system will be put into Override mode (Red Button).

Note: Override mode is used only on systems that have automated scheduled Day/Night functionality.



How to Bluetooth

Bluetooth Headset Pairing

Assuming that you are not in a call and would like to Pair a Bluetooth Headset to your Desktop Phone.

1. Press the Menu button **(A)**
2. Use the Arrow buttons **(B)** to select “Basic” choose it by pressing the OK Button
3. Select the (7) Bluetooth selection from the menu, again use the Arrow keys and OK button **(B)**.
4. Turn on your Bluetooth Headset and make sure it is in “Pairing Mode”.
5. If Bluetooth is “Off” use the right arrow to change it to “On” and select the “Save” button. If Bluetooth is already “On” skip to the next step.
6. Use the “Scan” button **(C)** to locate your headset, once located continue with the pairing processing by selecting the “Pair” button.

Note: A Bluetooth option, sold separately, is required to provide Bluetooth connectivity.

