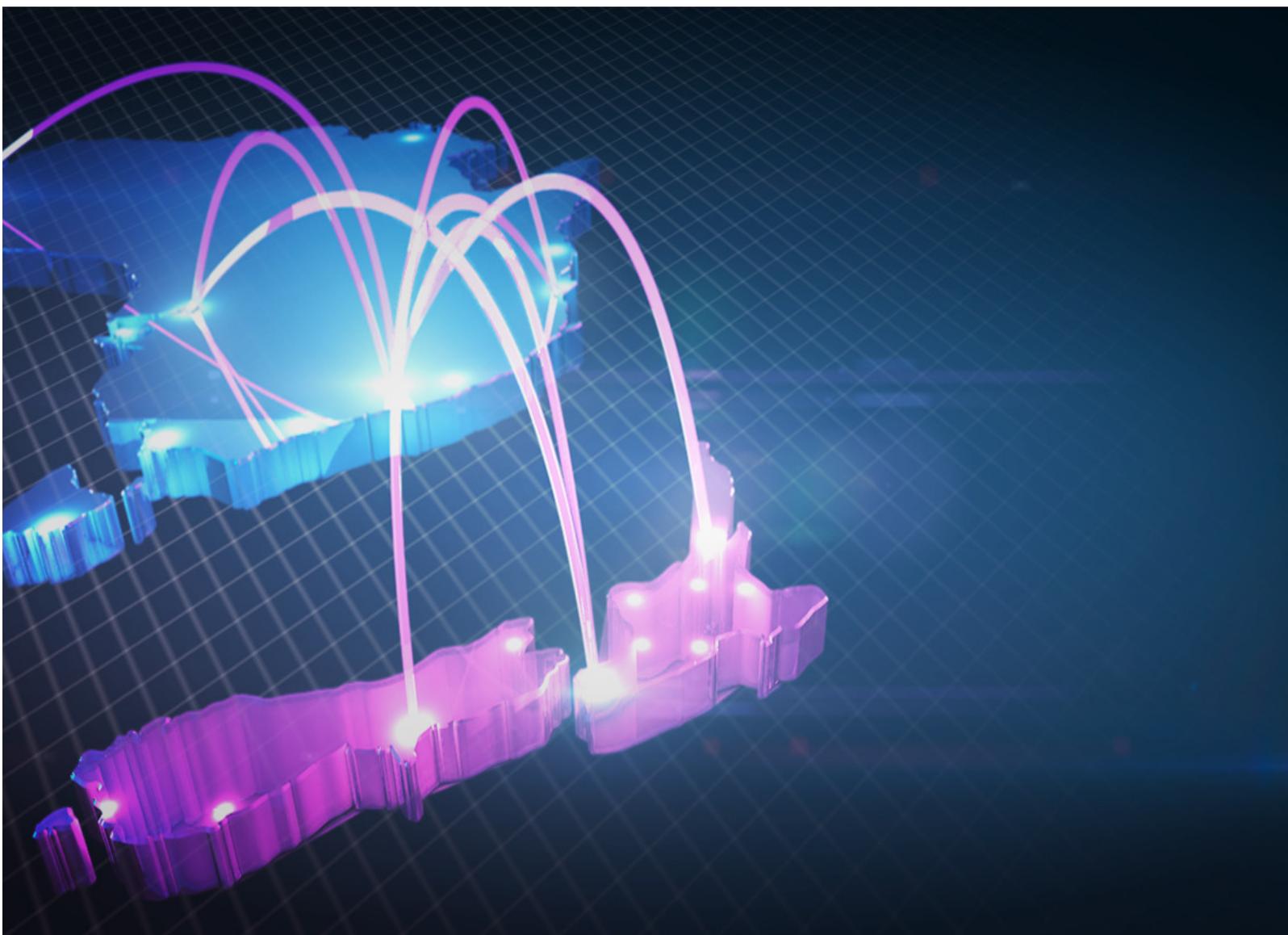




Verse VSP Softphone Installation & User Guide



VSP – Softphones

VSP is DTS' new fully managed softphone platform available exclusively to Verse Hosted PABX clients.

As a fully managed service offering that also includes messaging and presence, VSP is easily scalable and is fully integrated with DTS's Verse Hosted PBX and is suitable for all customer types ranging from Enterprise to SME.



The core benefits of our VSP platform are below:

- Ability to have multiple devices linked to a single registered login.
- Inbound calls can be tailored to ring all registered devices at once, or ring them in order of preference.
- Using the Mobile app, users can utilise VSP features such as leveraging off your existing mobile contacts list as well as being able to see other users presence either in the office, at home or while travelling.
- Calls using the VSP mobile app will move and stay connected when moving between office WIFI to cellular (3G/4G etc..) coverage.
- DTS technical support will proactively support and maintain any change requests seamlessly via our own management platform.

VSP is a perfect solution for customers who strive for peace of mind for softphones, and need cohesive management for any business softphone deployment with top of the line support.



VSP Installation and User Guide

Installing The VSP Client

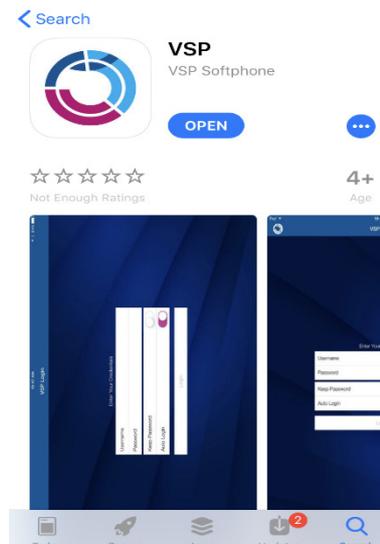
Android

Please go to the Play Store on your mobile Device
Search for "VSP Softphone"
download and install the VSP Client



IOS

Please go to the App Store on your mobile Device
Search for "VSP Softphone"
download and install the VSP Client



For Windows or Mac

VSP for Windows: <http://vsp.mobi/clients/VSPSoftphone.msi>

VSP for Mac: <http://vsp.mobi/clients/VSPSoftphone.dmg>

Click on the correct link for your Operating system, this will download the softphone
Please run the downloaded installation file on your computer to install and setup the Softphone platform

Note: If your company has a managed network, you may need assistance from your IT Support Provider to install or update the VSP app version

Logging in to the Softphone Platform

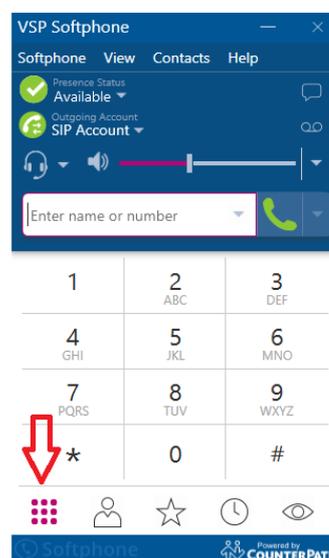
- Please login using the Details provided by DTS
- VSP Softphone can be used on up to 4 devices per account.
- If you have a single user login, only one device can be used at a time
- if you have a multiple user login, you will be able to use 2 or more devices (limited to the number of user logins that have been approved)

Placing a Call

There are a number of ways on how to place a call using the VSP Softphone.

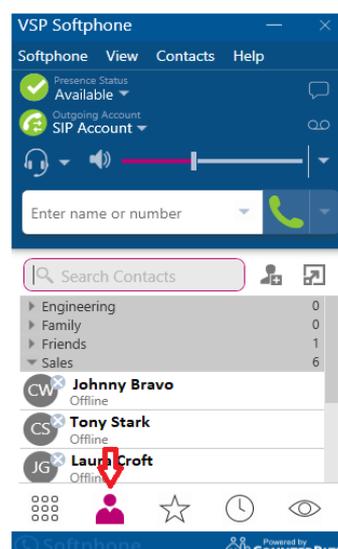
● Using Dialpad

Click on the Dialpad and then type the number, or name you are trying to call. Then press enter or click the green telephone icon



● Using Contact List

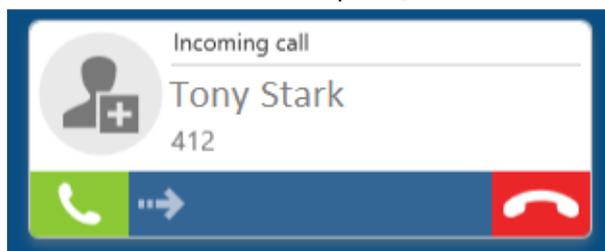
Make calls on VSP by hovering, single click, double click, right click (Windows), or command + click (MAC) on your mouse.



Handling Incoming Calls

- **Answering on the call panel**

To answer a call on the call panel, click the button for the action you want to do.

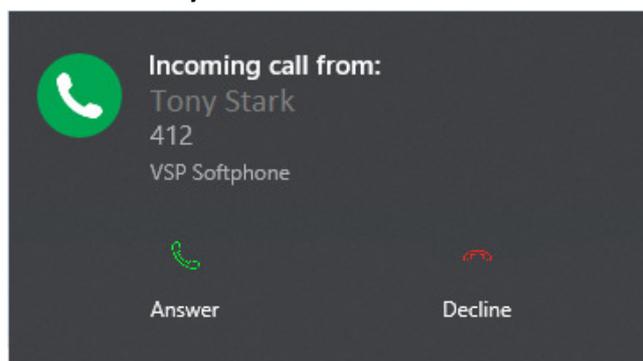


	Answer incoming call Answer incoming call with audio only	Answer call Answer with audio only	Answer an incoming audio call or answer an incoming video call with audio only	The call is answered with audio. If you were on another call, Bria 5 places the first call on hold.
	Forward this call to another person without answering	Forward call	Forward an incoming audio or video call without answering it first	A call entry field appears. Enter the name or number to forward the call to and click Forward (Windows) or Forward Call (Mac).
	Refuse incoming call	Reject call	Decline an incoming audio or video call	The caller will get a busy signal or the call will be forwarded to voice mail if you have this service.

- **Answering via Windows notifications**

To use Windows interactive toast notifications, you have to enable Use Windows notifications in the VSP App > Softphone > Preferences > Alerts and sounds

Windows 10 style notifications



- **Answering Mac notifications**

In Mac, you will receive banner style notifications or alert style notifications. Banner style notifications appear briefly in the top of the screen. They will disappear on their own. To answer a call, click on the notifications. This brings VSP into the foreground and you can answer the using the call panel.

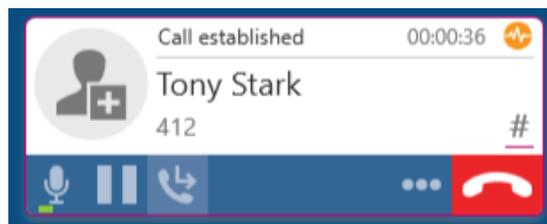


Call Transferring

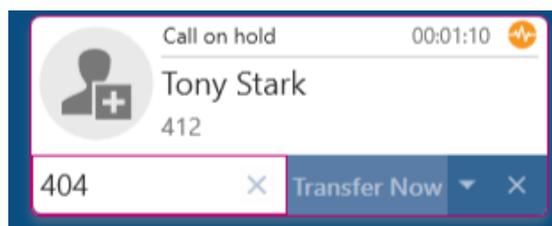
- **Basic (unattended) transfer**

- Click Transfer this call (Windows) or Transfer (Mac) at the bottom of the call panel.

VSP will put the call on hold



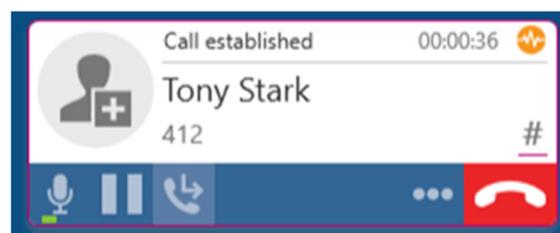
- Type the number or name of the target
- Click Transfer now



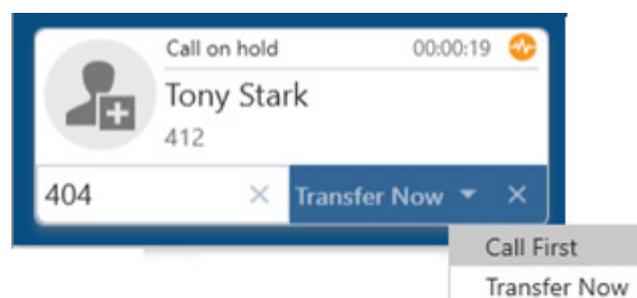
- **Attended transfer**

- Click Transfer this call (Windows) or Transfer (Mac) at the bottom of the call panel.

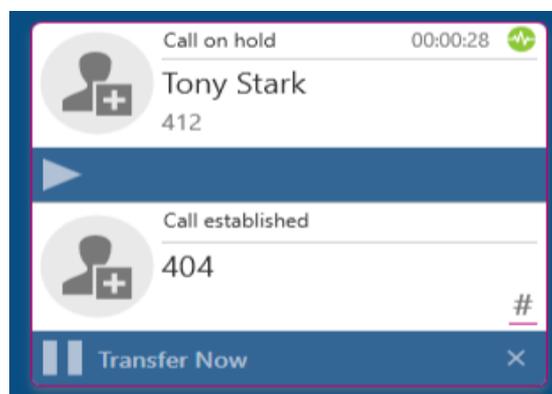
VSP will put the call on hold



- Type the number or name of the target
- Click the dropdown menu and select Call First



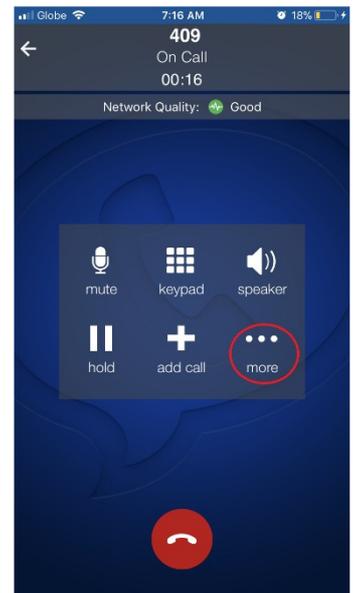
- Once answered, click on Transfer Now



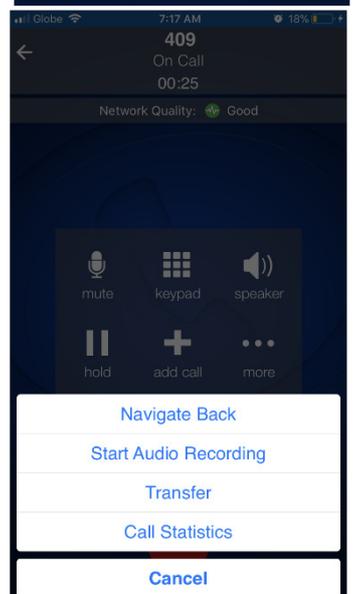
Call Transferring (using mobile app)

- **Basic (unattended) transfer**

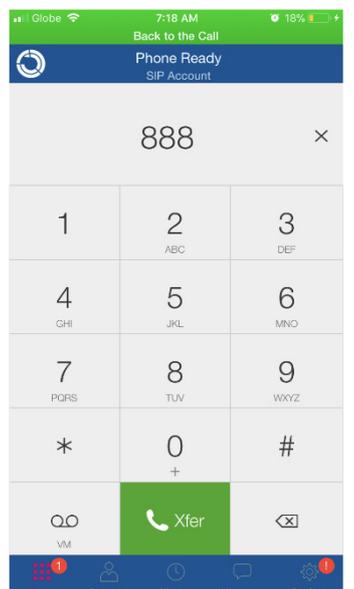
- Once you have received a call you will have this menu on your vsp. Click the “more” three dots on the menu to show more option.



- After clicking the more option, you will have the transfer option. Click transfer and keypad will appear.



- Once keypad appear, dial the extension number you want the call to be transferred then click Xfer.



Setting up Presence

On your Windows Softphone, you can see the Presence Status at top of your softphone menu. Click on the drop down and you see the different status you can select.

Available - Calls as normal.

Busy - Phone call will ring through as normal

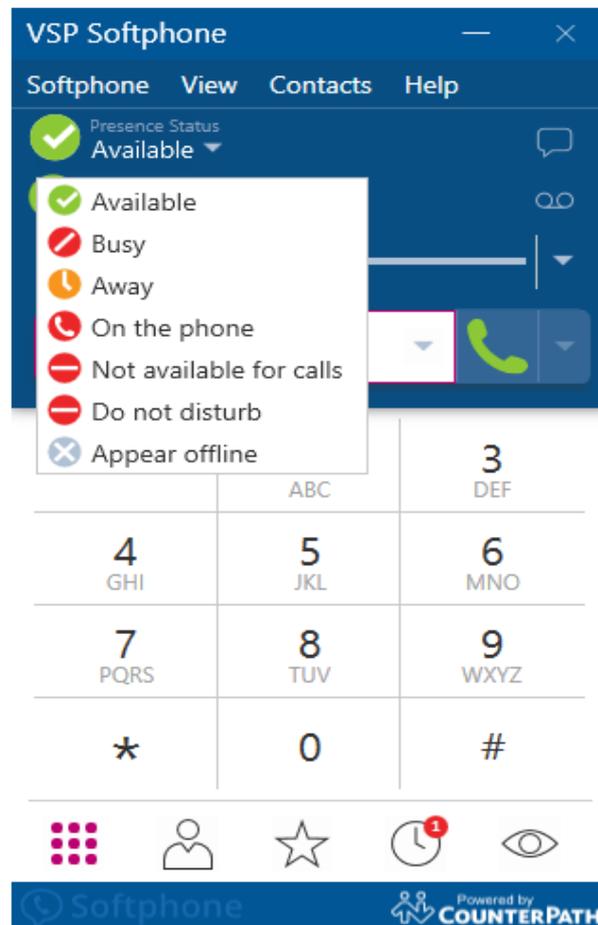
Away - Phone call will come through as normal

On Phone - Phone call will come through as normal

Not Available for calls - Blocks Incoming calls (give a warning prompt when selecting this)

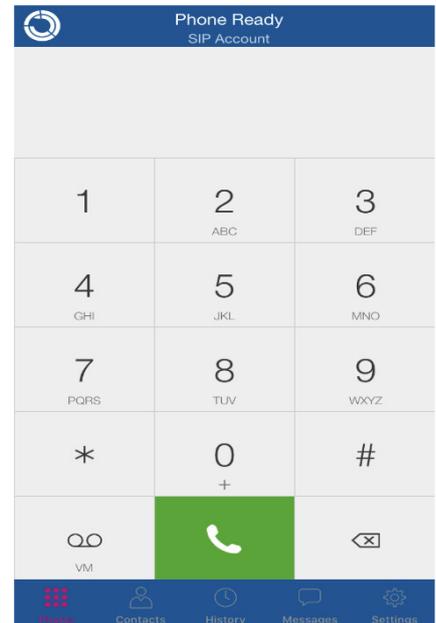
Do Not Disturb - Blocks Incoming calls (give a warning prompt when selecting this)

Appear Offline - Phone call will come through as normal

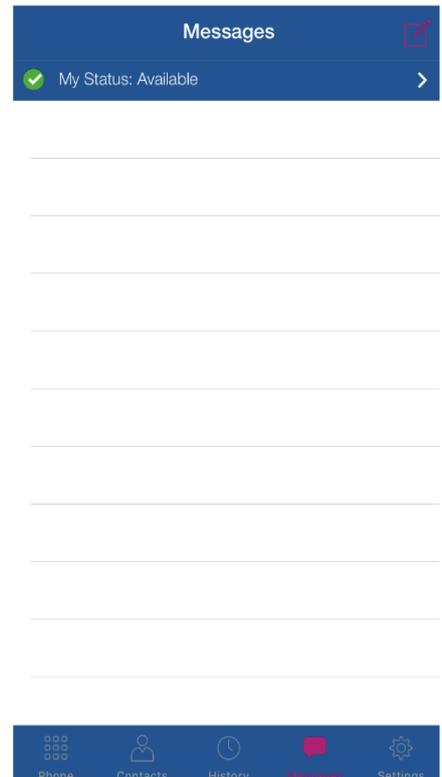


Setting up Presence

On IOS Mobile App, to check if you have successfully logged in, you should see at top the status Phone Ready.



To change your presence, tap on Messages and then tap on the ">" button beside My Status :



Setting up Presence

Then select your desired presence.

Available - Calls as normal.

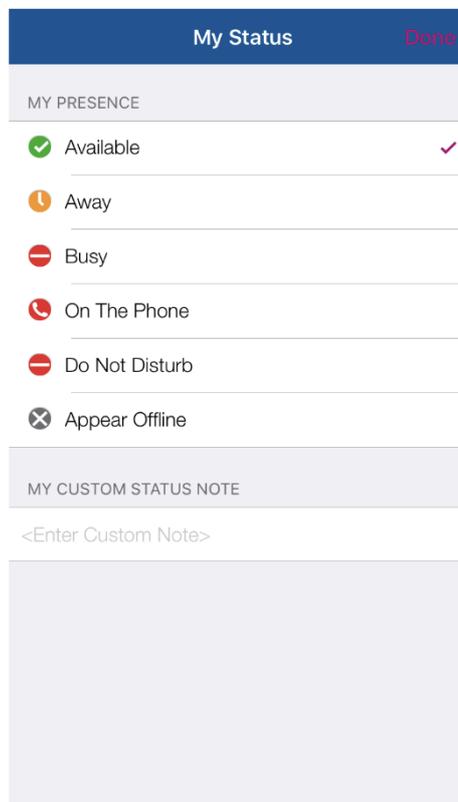
Away - Phone call will come through as normal

Busy - Phone call will ring through as normal

On Phone - Phone call will come through as normal

Do Not Disturb - Blocks Incoming calls
(give a warning prompt when selecting this)

Appear Offline - Phone call will come through as Normal



My Status Done

MY PRESENCE

- Available ✓
- Away
- Busy
- On The Phone
- Do Not Disturb
- Appear Offline

MY CUSTOM STATUS NOTE

<Enter Custom Note>

