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VTech Control

for use with
VH6210/VH6211/
VH6212/VH621/
VH6220/VH6221/
VH6222/VH622
Wireless Headset
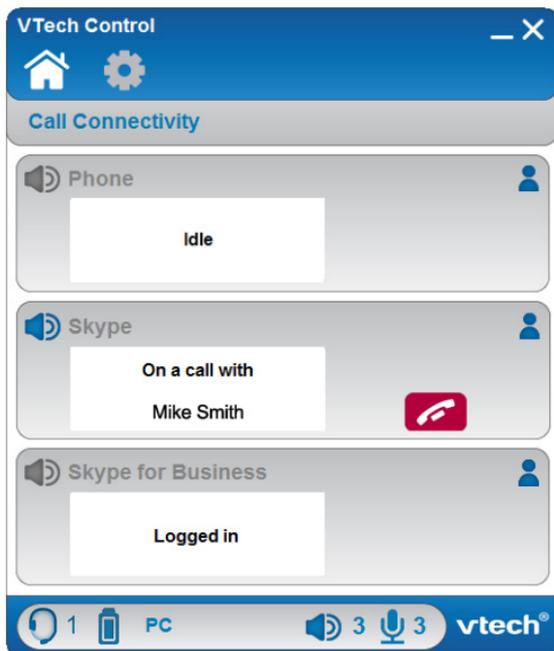
vtech®

Installation and Operation Guide

Table of contents

Getting started

Introduction

VTech Control helps you to monitor your everyday business communication using your VH6210/VH6211/VH6212/VH621/VH6220/VH6221/VH6222/VH622 cordless headset. Before using **VTech Control**, make sure you have:

- Connected your VH6210/VH6211/VH6212/VH621/VH6220/VH6221/VH6222/VH622 headset or Dongle to your computer.
- Installed **VTech Control**.

With the USB cable connected to the headset base and **VTech Control** installed on your computer, you can make and receive VoIP calls through Skype®* or Skype for Business®.

In the ⌂ (**Call Connectivity**) panel, you can view the current status of your Skype and Skype for Business calls. To make VoIP calls, launch your Skype or Skype for Business and dial the number from there. To receive or end calls, you can simply use the headset, use the Skype or Skype for Business program, or use the corresponding buttons in the ⌂ (**Call Connectivity**) panel.

You can check for software updates or configure various settings in the ⚙ (**Settings**) panel to best suit your needs.

Skype® and Skype for Business® are registered trademarks of Microsoft Corporation

* The VTech Control supports Skype version 7.1-7.40. Later versions of Skype are not supported by VTech Control for remote headset call control.

Getting started

Installation

Compatibility

VTech Control works with Microsoft**®** Windows**®** 7, Windows 8, and Windows 10 systems with the following programs:

- Skype**®** 7.1-7.40
- Skype for Business**®** 2016
- Windows Media Player**®** 10 or above
- iTunes**®** 10 or above

Installation

To install **VTech Control** to your computer:

1. Unzip the file if it is zipped.
2. Double click the installation file to begin the InstallShield Wizard.
3. If any security warning window pops up, click the appropriate button to authorize the installation of the software. Click **Run**.
4. Click **Next>**. Read the license agreement, and then accept the terms by pressing the upper checkbox. Press **Next>** to continue.
5. Click the **Browse...** button to change the path if necessary. Click **Next>**.
6. Click **Install** to begin installation.
7. When the installation is done, press **Finish** to exit the installation program. If you want to launch the **VTech Control** after installation, tick the option checkbox before pressing **Finish**.

Windows® is a registered trademark of Microsoft Corporation.

Getting started

Important settings

Audio settings

After you installed **VTech Control**, check to make sure the audio setting is properly configured in your Windows system.
If you have installed Skype and/or Skype for Business and want to use them with your headset, make sure the audio settings are configured correctly in the programs as well.

a) Audio settings in Windows system:

  i.   Launch the **VTech Control** program.
  ii. Click the ⚙ (**Settings**) panel, and then the **GENERAL** tab.
  iii. Click [**Click to launch audio devices control panel**]**.**
  iv. Make sure **VTech Headset** is selected under the playback and recording settings in your Windows system.

b) Audio settings in Skype (Skype 7.1-7.40):

  i.   Launch the Skype program.
  ii. Click **Tools**, and then **Options**.
  iii. Click **Audio settings**.
  iv. Make sure **VTech Headset** is selected under the microphone and speakers settings.

📢 *NOTES:*

- The **VTech Control** does not support the APP versions of Skype, including both mobile APP and desktop APP.

- The **VTech Control** supports Skype version 7.1-7.40. Later versions of Skype are not supported by VTech Control for remote headset call control.

- After installation of **VTech Control**, Skype will prompt a message "**VTechControl. exe is requesting access to Skype**". Choose **Allow Access** to connect your Skype to **VTech Control**.

Getting started

Important settings

c) Audio settings in Skype for Business 2016:

  i. Launch the Skype for Business program.

  ii. Click **Options**, and then **Audio device**.

  iii. Make sure **VTech Headset** is selected under the Audio device setting.

IMPORTANT

Periodically check for software updates. Go to the **ABOUT** tab under the

⚙ (**Settings**) panel in **VTech Control**, and then click **Check Update**. For more details, refer to the **Software update** section on page 16.

Skype access authorization

At the first time you run Skype after you have installed **VTech Control**, Skype will prompt a message "**VTechControl.exe is requesting access to Skype**". Choose **Allow Access** to connect your Skype to **VTech Control**.

If you have accidentally denied the access, follow the steps below to allow the access:

• Launch Skype, and then go to **Tools** > **Options** > **Advanced** > **Advanced Settings** > **Manage other programs' access to Skype** > Locate **VTechControl.exe** > Click **Change** > Check **Allow this program to use skype** > Click **OK** > Click **Save**.

GETTING STARTED
Overview - 🏠 Call Connectivity panel
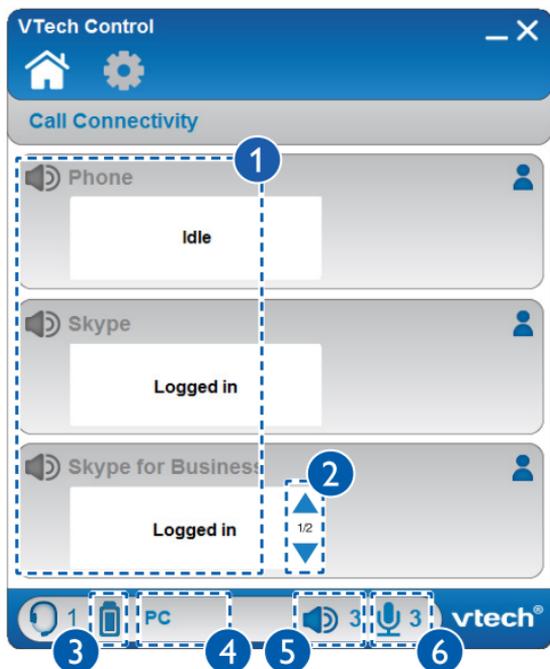
1. **Call status**
   • Displays the calls status of phone, Skype, and Skype for Business.

2. **Switch between Skype/Skype for Business calls**
   • Click ▲ or ▼ to switch between calls when there are multiple calls.

3. **Battery status**
   • Displays the battery status of the active headset when it is placed in the headset base (see page 6).

4. **Current mode**
   • Displays whether the active headset is in **Phone** or **PC** mode.

5. **Microphone volume**
   • Display the current microphone volume of the headset base.

6. **Speaker volume**
   • Display the current speaker volume of the headset earpiece.

Getting started
Overview - ⌂ Call Connectivity panel

Call status messages

The table below summarizes all the call status messages in the
⌂ **Call Connectivity** panel.

Call ended	You have just ended a call.
Calling to	You are making an outside call.
Feature unavailable in this Skype version	The software does not support the desktop API of Skype.
Incoming call	There is an incoming call.
Incompatible version	The Skype/Skype for Business version you are using is not compatible with the software.
Logged in	You have logged in to Skype/Skype for Business.
Logged out	You have logged out from Skype/Skype for Business.
Not installed	Skype/Skype for Business is not installed on your computer.
On a call with	You are on a call with someone.

Battery status

The table below summarizes all the battery status when the headset is
placed in the headset base.

	The headset battery has no or very little charge.
	The headset battery is less than 50% charged.
	The headset battery is more than 50% charged.
	The headset battery is fully charged.

GETTING STARTED
Overview - ⚙ Settings panel
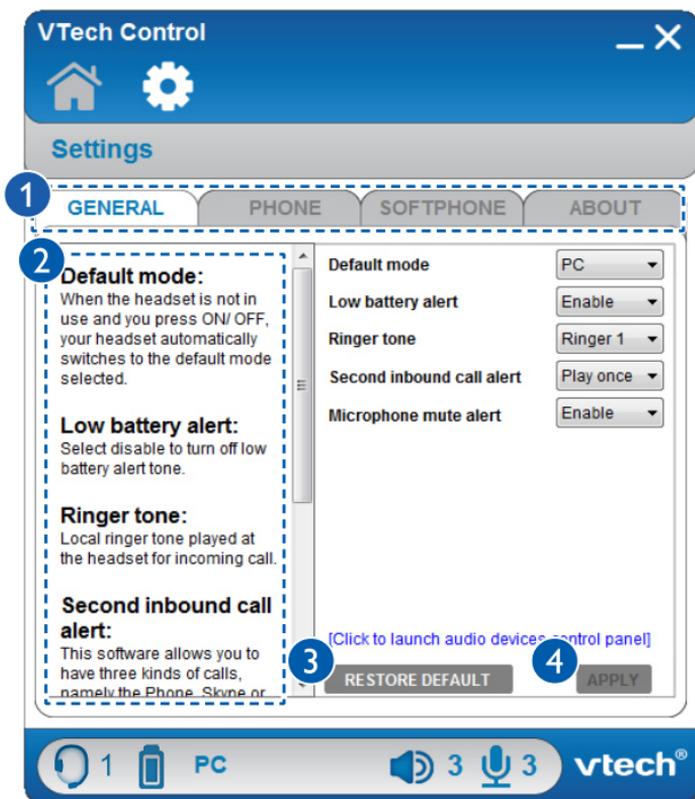
1. **GENERAL, PHONE, SOFTPHONE, and ABOUT tabs**
   - Click the tab of the setting you want to edit (see **Settings** on pages 8-16).

2. **Introduction panel**
   - Provides an introduction for each item in the **SETTINGS** panel.

3. **RESTORE DEFAULT**
   - Click to restore all settings to their default settings.

4. **APPLY**
   - Click to confirm any setting changes.

Getting started

Settings

About Settings

Before using this software, you can customize various settings in the ⚙ (**Settings**) panel.

- **GENERAL** tab

  You can change the settings for the headset base default mode, headset low battery alert tone, ringer tone, second inbound call alert, and headset microphone muted alert.

- **PHONE** tab

  You can set the locations in which the ringer will be played, or the audio device of the PC speaker in which the ringer will be played.

- **SOFTPHONE** tab

  You can enable or disable caller ID announce. You can also enable or disable the alert message appeared when Skype or Skype for Business is not installed on your computer, or when their versions are incompatible with this software.

- **ABOUT** tab

  You can download this **Installation and Operation Guide**, or to get customer support. You can also set headset operating range, check the current software and firmware versions, or check if there is an updated software version for download.

GETTING STARTED
Settings - GENERAL

Default mode

Before using the headset, you may change the default mode of your headset. When you press ▯ on your headset in idle mode, it automatically switches to the default mode you selected. You can choose between **Phone** mode and **PC** mode.

SOFTPHONE	ABOUT
Default mode	PC ▼
	PC
Low battery alert	Phone
Ringer tone	Ringer 1 ▼
Second inbound call alert	Play once ▼
Microphone mute alert	Enable ▼

To choose PHONE mode:

1. Click the 🔧 (**Settings**) panel.
2. Click the **GENERAL** tab.
3. Click ▼ in the **Default mode** drop-down menu.
4. Click **Phone**.
5. Click the **APPLY** button to confirm. The **PHONE** light on the headset base turns on.

🎧 *NOTE:*

• You cannot make phone calls (in **PHONE** mode) using this software. You have to use the deskphone your headset is connected to for making phone calls.

To choose PC mode:

1. Click the 🔧 (**Settings**) panel.
2. Click the **GENERAL** tab.
3. Click ▼ in the **Default mode** drop-down menu.
4. Click **PC**.
5. Click **APPLY** to confirm. The **PC** light on the headset base turns on.

Getting started
Settings - GENERAL

Low battery alert tone

The headset beeps twice every 20 seconds when the headset battery is low. You can enable or disable this alert tone.

To enable or disable the low battery alert tone:

1. Click the ⚙ (**Settings**) panel.
2. Click the **GENERAL** tab.
3. Click ▼ in the **Low battery alert** drop-down menu.
4. Click **Enable** or **Disable**.
5. Click **APPLY** to confirm.

Ringer tone

You can choose one of 10 ringer tones for the headset.

1. Click the ⚙ (**Settings**) panel.
2. Click the **GENERAL** tab.
3. Click ▼ in the **Ringer tone** drop-down menu.
4. Click the desired ringer tone.
5. Click **APPLY** to confirm.
6. To listen to the selected ringer tone, slide the volume switch at the top of the headset towards **VOL+** or **VOL-**.
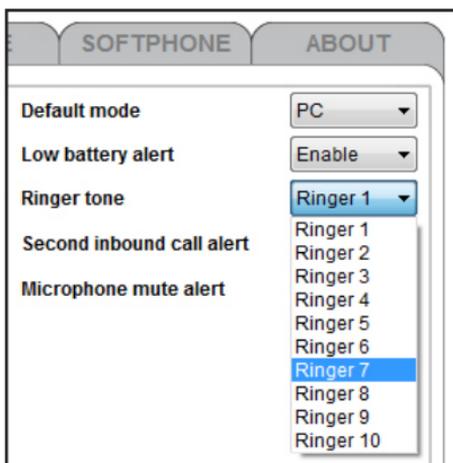
Getting started

Settings - GENERAL

Second inbound call alert

This software allows you to have two kinds of calls - Skype calls or Skype for Business calls. While you are on a call of any kind and there is another kind of incoming call, you will hear an alert tone. You can set the alert tone to sound continuously or play once only, or disable the alert tone.
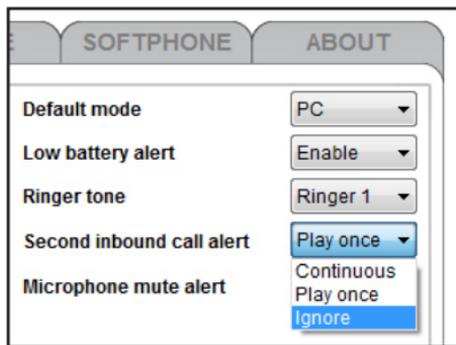
To set or disable the second inbound call alert:

1. Click the ⚙ (**Settings**) panel.
2. Click the **GENERAL** tab.
3. Click ▼ in the **Second inbound call alert** drop-down menu.
4. Click **Continuous**, **Play once** or **Ignore**.
5. Click **APPLY** to confirm.

Microphone mute alert tone

If the headset microphone is muted, the headset beeps twice every 30 seconds to alert you. You can enable or disable this alert tone.

To enable or disable the alert tone:

1. Click the ⚙ (**Settings**) panel.
2. Click the **GENERAL** tab.
3. Click ▼ in the **Microphone mute alert** drop-down menu.
4. Click **Enable** or **Disable**.
5. Click **APPLY** to confirm.
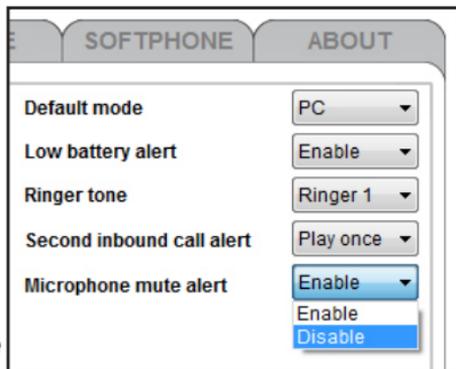
Getting started
Settings - PHONE

Ringer played at location

You can choose whether the ringer will be played through the headset earpiece, or both the headset earpiece and PC speaker.

1. Click the 🔅 (**Settings**) panel.
2. Click the **PHONE** tab.
3. Click ▼ in the **Ringer played at** drop-down menu.
4. Click **Headset** or **Both headset and PC speaker**.
5. Click **APPLY** to confirm.

Ringer played at

Both headset and PC speaker

Headset
Both headset and PC speaker

Speakers (Realtek High Definition Audio)
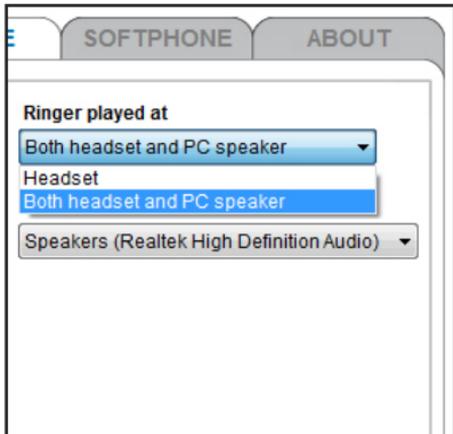
🔅 *NOTE:*

• If you change the setting to **Both headset and PC speaker**, make sure the audio settings in your Windows system is also changed to the PC speaker device connected. See the **Audio settings in Windows system** section on page 3.

PC speaker

If you have chosen the ringer to be played through both the headset and PC speaker, you have to choose the appropriate speaker setting.

1. Click the 🔅 (**Settings**) panel.
2. Click the **PHONE** tab.
3. Click ▼ in the **PC Speaker** drop-down menu.
4. Click the desired PC speaker.
5. Click **APPLY** to confirm.

Ringer played at

Headset

PC Speaker

Speakers (Realtek High Definition Audio)
Speakers (Realtek High Definition Audio)
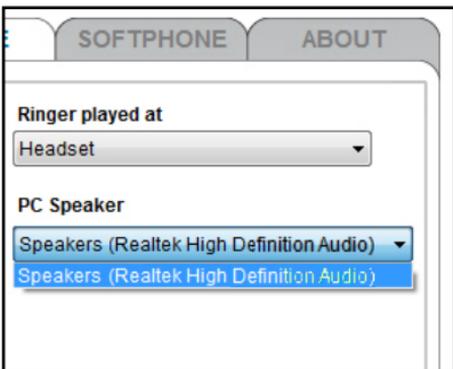
Getting started
Settings - SOFTPHONE

Caller ID Announce

The Caller ID Announce feature lets you know who is calling through softphone without having to look at the display. You can enable or disable the Caller ID Announce feature for softphone calls.

1. Click the ⚙ (**Settings**) panel.
2. Click the **SOFTPHONE** tab.
3. Click ▼ in the **Caller ID announce** drop-down menu under the section of Skype/ Skype for Business.
4. Click **Enable** or **Disable**.
5. Click **APPLY** to confirm.
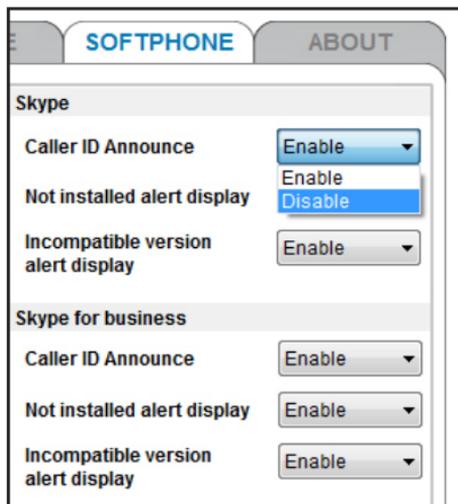
Not installed alert display

If Skype or Skype for Business is not installed on your computer, the Skype/Skype for Business status bar in the 🏠 (**Call Connectivity**) panel will show **Not installed**. You can enable or disable this display message.

1. Click the ⚙ (**Settings**) panel.
2. Click the **SOFTPHONE** tab.
3. Click ▼ in the **Not installed alert display** drop-down menu under the section of Skype/ Skype for Business.
4. Click **Enable** or **Disable**.
5. Click **APPLY** to confirm.

Getting started
Settings - SOFTPHONE

Incompatible version alert display

If the current Skype or Skype for Business installed on your computer is not compatible with this software, the Skype/Skype for Business status bar in the 🏠 (**Call Connectivity**) panel will show **Incompatible version**. You can enable or disable this alert message.

1. Click the ⚙ (**Settings**) panel.
2. Click the **SOFTPHONE** tab.
3. Click ▼ in the **Incompatible version alert display** drop-down menu under the section of Skype/Skype for Business.
4. Click **Enable** or **Disable**.
5. Click **APPLY** to confirm.

Getting started

Settings - ABOUT

User guide

You can download this **Software application - Installation and Operation Guide** from our webpage.

1. Click the ⚙ (**Settings**) panel.
2. Click the **ABOUT** tab.
3. Click **User Guide** in the **Support** section.

Contact

You can obtain customer support information from our **Contact Us** webpage.

1. Click the ⚙ (**Settings**) panel.
2. Click the **ABOUT** tab.
3. Click **Contact** in the **Support** section.

Getting started

Settings - ABOUT

Headset operating range

You can choose the headset to operate in high, middle or low range. The lower the operating range you set, the higher the intensity of signal there will be.

1. Click the ⚙ (**Settings**) panel.
2. Click the **ABOUT** tab.
3. Click ▼ in the **Headset operating range** drop-down menu.
4. Click the desired operating range.
   - **High** - up to 500 feet.
   - **Middle** - up to 200 feet.
   - **Low** - up to 50 feet.
5. Click the **APPLY** button to confirm.
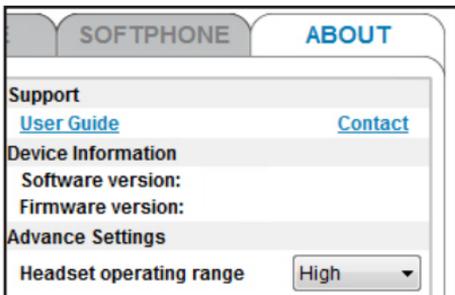
Software update

Periodically check for latest software updates to always keep your software up-to-date.

1. Click the ⚙ (**Settings**) panel.
2. Click the **ABOUT** tab.
3. Click **Check Update** in the **Software update** section.
   - If there is any new software version, click **Update Now** to install the new version.

16
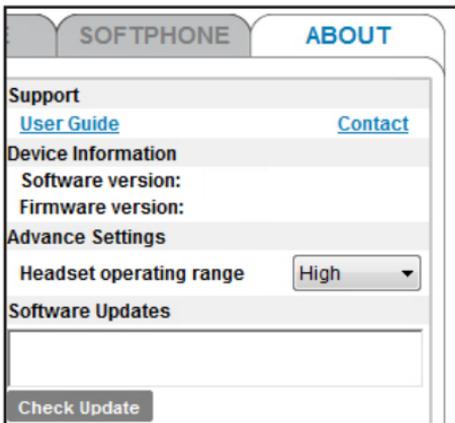
Operation

Making, answering and ending calls

Log in Skype/Skype for Business

To make or receive VoIP calls via Skype/Skype for Business, make sure you logged in to the respective program before use.

1. Launch the Skype/Skype for Business program.

2. Enter your user ID and password to log in to the Skype/Skype for Business program.
   The **Skype/Skype for Business** status bar under the 🏠 (**Call Connectivity**) panel displays **Logged in**.
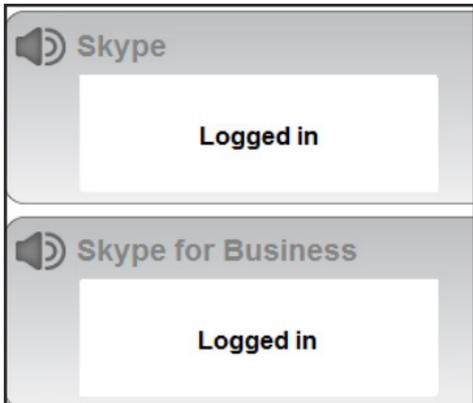
NOTE:

• If you have logged in to the Skype program before and checked **Sign me in when Skype starts** under **Options** of the program, or if you have logged in to the Skype for Business program before, the Skype/Skype for Business program will automatically log in without requesting your user ID and password.

Operation

Making, answering and ending calls

Make a call

To make a Skype/Skype for Business call:

1. Make sure the headset base is in **PC** mode and you have logged in to Skype/Skype for Business.
2. Press the ▌ or ⊚ button on your headset.
3. Dial the number on your Skype/Skype for Business.

🖉 *NOTE:*

• You cannot make phone calls (in **PHONE** mode) using this software. You have to use the deskphone your headset is connected to for making phone calls.

Prolonged exposure to high volume levels using the headset may damage your hearing.

Answer a call

When there is an incoming Skype/Skype for Business call:

You can choose one of the following ways to answer the call:

• Click 📞/📞 on the Skype/Skype for Business pop-up window.
• Click 📞 in the Skype/Skype for Business status bar under the 🏠 (**Call Connectivity**) panel.
• Press the ▌ or ⊚ button on your headset.
• Lift the headset from the charging cradle, if the auto answer feature is turned on at the headset base/charger.

End a call

To end a Skype/Skype for Business call:

You can choose one of the following ways to end the call:

• Click 📞 in the Skype/Skype for Business status bar under the 🏠 (**Call Connectivity**) panel.
• End the call on Skype/Skype for Business.
• Press the ▌ or ⊚ button on your headset.
• Place the headset back to the headset base/charger.

Operation

Making, answering and ending calls

Make another call

You can make another Skype or Skype for Business call when you are already on a Skype or Skype for Business call. The current call is automatically placed on hold.

To resume a held Skype/Skype for Business call:

- Click ▲ or ▼ to scroll to the call on hold if there is more than one established call.
- Click **RESUME** to resume the held call.

Mute

The mute function allows you to turn off the microphone or the volume of the headset earpiece.

To mute a call:

- Click 🎤 at the bottom of **VTech Control** to turn off the headset microphone. 🎤 turns gray. The **MUTE/SPARE BATT** light on the headset base flashes. If you have enabled the microphone mute alert setting, a short beep plays every 30 seconds.

To take a call off mute:

- Click 🎤 at the bottom of **VTech Control** to resume the two-way conversation. 🎤 turns blue.

To mute the headset earpiece:

- Click 🔊 at the bottom of **VTech Control** to turn off the headset earpiece. 🔊 turns gray.

To take off the headset earpiece mute:

- Click 🔊 at the bottom of **VTech Control** to turn the headset earpiece back on. 🔊 turns blue.

Frequently asked questions

If you have difficulty with your product, please try the following suggestions. For customer service, visit our website at **businessphones.vtech.com** or call **1 (800) 595–9511**. In Canada, dial **1 (800) 267-7377**.

I cannot install the software.

- Check the operating system of your PC to make sure it is compatible with this software. See **Compatibility** on page 2.
- Make sure your hard drive has enough space to install **VTech Control**.
- Make sure the file is not corrupted. You can download **VTech Control** from **businessphones.vtech.com/support/downloads** again.

I cannot run VTech Control.

- Try to restart your PC before you run the software again.
- Make sure you have set your fire wall or any antivirus software to allow this software to run.

I cannot update my VTech Control.

- Make sure your PC is connected to the Internet.
- Make sure you have set your fire wall or any antivirus software to allow this software to check for updates.

I cannot use my Skype/Skype for Business with VTech Control.

- Make sure you have installed Skype/Skype for Business and logged in to the programs.
- Make sure your headset is in PC mode. To switch between modes, press the **PHONE** or **PC** button on the headset base, or change the default mode setting in **VTech Control**.

Frequently asked questions

VTech Headset does not appear in the audio devices control panel on my PC.

- Make sure you have powered on the headset.
- Make sure you have correctly installed the headset and headset base. Refer to your VH6210/VH6211/VH6220/VH6221 user's manual for more information.

I cannot see the headset mode, and the 🎤 and 🔊 icons are always in gray on the bottom of VTech Control.

- Make sure you have correctly installed the headset and headset base. Refer to your VH6210/VH6211/VH6220/VH6221 user's manual for more information.

I can't hear any audio.

- Make sure you are in PC mode and the headset is charged. To switch between modes, press the **PHONE** or **PC** button on the headset base, or change the default mode setting in **VTech Control**.
- Slide the volume switch at the top of the headset towards **VOL+** or **VOL-** to adjust the listening volume.
- Adjust the volume in the audio settings of your PC.
- Make sure you have set the audio settings correctly (page 3).

I hear noise or static when using the headset.

- Try lowering the microphone volume by pressing ▼ **VOLUME** ▲ on the headset base or adjusting the PC audio settings.
- Try lowering the listening volume by sliding the volume switch at the top of the headset towards **VOL-** or adjusting the PC audio settings.
- Move the microphone farther away from your mouth.
- Adjust the **Headset operating range** (page 16) to a lower setting.

Frequently asked questions

I can't make calls using the software.

- Make sure your headset is in PC mode. To switch between modes, press the **PHONE** or **PC** button on the headset base, or change the default mode setting in **VTech Control**.

- Make sure the headset is registered to the headset base or Dongle. See the **Adding and registering headsets** section in the VH6210/VH6211/VH6220/VH6221 or the Registering Headset to Dongle section in VH6212/VH6222 user's manual for details.

- If you are using your headset with a corded telephone, you cannot make phone calls (in **PHONE** mode) using this software. You have to use the corded telephone to which your headset is connected for making phone calls.

The other party cannot hear me.

- Make sure your headset is not muted.

- Try increasing the microphone volume by pressing **VOLUME ▲** on the headset base or adjusting the PC audio settings.

I have already logged in to Skype but the status in the Call Connectivity panel shows Logged out.

- At the first time you run Skype after you have installed **VTech Control**, Skype would prompt a message **"VTechControl.exe is requesting access to Skype"**. Make sure you have chosen **Allow Access** to connect your Skype to **VTech Control**.

- Launch Skype, and then go to **Tools** > **Options** > **Advanced** > **Advanced Settings** > **Manage other programs' access to Skype** > Locate **VTechControl.exe** > Click **Change** > Check **Allow this program to use skype** > Click **OK** > Click **Save**.

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And your life.