

Advanced Uses for your Virtuoso...

- 1. How to re-learn the virtuoso when you move your phone or unplug the power source**

Anytime that you unplug the power to your virtuoso, or power is lost at the station, you must re-learn the virtuoso to your phone. To do this, follow these instructions:

 - a. Set the headset/ handset switch to handset.
 - b. Pick up the receiver and listen for a dialtone.
 - c. Switch the headset/ handset switch to headset and put on your headset.
 - d. Push the "learn" button on the back of your virtuoso and let go of it quickly.
 - e. When you hear the dialtone in your headset, you may hang up the phone.
 - f. You will have to readjust your volume settings on the back of virtuoso so that the callers can hear you.
- 2. How to record your client's voice/ phone conversation**
 - a. Make sure the Slider position is set to #2.
 - b. Click the "Record" button in the SalesReady browser (next to Sales-9 button).
 - c. Give your new recording a name and click the OK button.
 - d. When the CoolEdit window opens, click the record button to start recording.
- 3. How to play audio through your phone for your client to hear**
 - a. Inform your client to hold momentarily while you get the audio playing.
 - b. Move the Slider position to #3.
 - c. Double-click the file you would like to play for the client.
 - d. Move the volume control for audio all the way to the left, and then roll it towards the "+" to make the sound louder until the customer says it's good.

Troubleshooting: Problem ➡ Solution

Caller says your voice sounds far away	<ol style="list-style-type: none">1. Check your microphone position to be 2 finger-widths from your lower lip.2. Position the slider on #2 by sliding it one way and sliding it back to 2.
Caller can't hear you, but you can hear him	<ol style="list-style-type: none">1. Make sure the Mute light is not flashing.2. Position the slider on #2 by sliding it one way and sliding it back to 2.3. Adjust the transmit volume with the gray toggle button on the back of the Virtuoso.
Caller can't hear you & you can't hear him	<ol style="list-style-type: none">1. Check headset/ handset switch.2. Position the slider on #2 by sliding it one way and sliding it back to 2.