#### MAKING CALLS

# Caller ID Blocking

Keep your caller ID information private when making a phone call. This feature applies only during the time of the current call. You must re-apply this setting each time you want to

- 1 Listen for the dial tone, then press **RESTRICT**.
- 2 Press \*67.
- 3 Dial the destination phone number.

#### Call Return

Call back the last extension that called you.

Press CALL RETURN. OR \*69.

# Camp-On (Callback)

Automatically call back an extension that is busy, does not answer, or forwards you to voicemail.

#### After receiving a busy signal or no answer:

- 1 Press Camp-On, or Flash, then \*76.
- 2 Hang up.

When the target extension becomes available your phone will ring:

3 Answer the ring to retry your call.

#### Cancel

Press \*77.

#### Redial

Places a call to the last number dialed from the phone.

Press REDIAL, OR #.

# System Speed Dial

Dial frequently used phone numbers using a predefined code.

- 1 Press SYSTEM DIAL, OR \*89.
- 2 Enter the code used to represent the phone number.

# System Speed Dial Preview (models with displays only) Review the list of existing Speed Dial numbers.

- 1 Press SYSTEM DIAL.
- 2 Use the volume buttons to scroll through list of Speed Dial numbers.
- 3 Press SYSTEM DIAL again to dial the selected speed dial number.

# TAP (Erase Last Digit Dialed)

When dialing a number, use TAP to erase dialed digits as

Press TAP to delete the last digit dialed.

Press TAP twice to erase all digits.

# Voicecall (intercom)

Make a voice announcement to a specified extension.

- Press VOICECALL, OR \*82.
- 2 Dial the target extension.

# **ANSWERING CALLS**

# Call Pickup

Answer inbound calls on other extensions within your pickup group.

#### Extension

Pick up any call coming into a specific extensions within your group.

- 1 Press Extn Pickup, OR ★75.
- 2 Dial the extension number of ringing station.

#### Group

Pick up any call coming into your group.

Press GROUP PICKUP. OR \*74.

#### Call Waiting

Place the current call on hold to answer another incoming call.

- 1 Press CALL WAITING, OR Flash.
- 2 Press TAP to return to the first call or to toggle between

#### Disable

Disable Call Waiting for the current call only.

- 1 Press \* 70.
- 2 Dial your call.

#### Night Answer

Place the system into a mode in which all inbound calls are redirected to a predetermined destination

Press NIGHT ANSWER. OR \*85.

#### Cancel

Press NIGHT ANSWER, OR \*86.



# **DIGITAL PHONE** FEATURE CODE REFERENCE

Flash + \*66 + ext

Call Park

Directed

| Directed   |
|--|
| Self Flash + *64   |
| Retrieval * 65 + ext<br>System Flash + *62                   |
| Retrieval  |
| Call Pickup  |
| Extension  |
| <b>Call Return</b>   |
| Call Waiting Answer Flash Disable                            |
| Caller ID Blocking *67                                       |
| <b>Camp-on (Callback)</b> <i>Flash</i> + *76 Cancel*77 + ext |
| <b>Centrex</b> <i>Flash</i> + *80 + code                     |
| Conference Flash + phone no +                                |
|  |
| Do Not Disturb         *41           Cancel         *42      |
| Forward *43 + destination no. or ext Cancel                  |
| Log Incident * *   |
| <b>Night Answer</b>  |
| Page           System  |
| Phone Relocation *98 + extension no.                         |
| Sys Spd Dial *89 + speed dial no.                            |
| <b>Transfer</b> Flash + destination ext                      |
| <b>Voicecall</b>   |



# **QUICK** REFERENCE **GUIDE**

for Vertical Edge 100, Edge 700, Impact SCS, and Vodavi Digital Phones





#### INTRODUCTION

This guide describes how to use Vertical Edge digital phones with the Vertical Wave phone system. See your phone system administrator for information on which features are available on your specific Vertical Edge phone model.

# THE FLASH BUTTON

The Flash button is utilized in many of the features of this phone (such as when making calls, transferring calls, or placing calls on hold). It is often used in conjunction with "star codes" (see Feature Code Reference listing on the back of this guide).

The location of the Flash button may vary from model to model. Contact your system administrator for details about whether or not (and where) a Flash button exists on your phone.

# PHONE SETTINGS

# Handset and Speaker Volume

# During a call, while the other party is speaking:

Use the volume buttons to adjust volume.

The most recent setting will be saved.

Volume Reset Override (if programmed on your phone) If your phone has this button, use it to prevent the phone from

automatically resetting to the default level.

# Press VolResetOverride to toggle on and off. Display Contrast (For all models except Edge 700)

- 1 Press MENU, then NEXT until DISP appears then press DISP.
- 2 Use the Light and Dark softkeys to adjust the display contrast level.
- 3 Press Done or SPEAKER to save the setting.

# Ring Volume

Press the volume buttons to adjust the ring volume.

# Ring Tone

Change the sound of the tone (not the volume) of your phone.

- 1 Press MENU, then RING
- 2 Use the UP and Down softkeys to select a ring tone.
- 3 Press Done or SPEAKER to save the setting.

### **ADDITIONAL FEATURES**

# Do Not Disturb (DND)

Block all incoming calls and pages (except in the case of a Camp-on callback) and send them to a another destination.

Press Do Not Disturb. OR \*41.

#### Cancel

Press Do Not Disturb. OR \* 42.

#### Centrex Access

If your Wave system uses Centrex service, follow these steps to access the associated Centrex features. Listen for dial tone.

Press \*80, then enter the Centrex feature code.

# Log Incident

When using a remote phone, pressing \*\* logs a time stamp in the Wave system trace logs that may be useful when troubleshooting a problem.

# Message Waiting

- 1 Press MESSAGE.
- 2 Follow the voicemail prompts to retrieve voicemail messages and use voicemail features.

#### Mute

Prevent the party at the other end from hearing anything from your phone.

Press MUTE to toggle this feature on and off.

#### ADDITIONAL FEATURES (continued)

# Query (models with displays only)

Review what features are programmed on which buttons.

Press *MENU*, then a feature button to find out if and how that button is programmed.

#### **Phone Relocation**

Keep your previous phone number and configuration settings when you move to another location.

Press \*98 and dial your current extension number.

#### Progran

Program buttons on your phone to perform various features (such as Auto-Dial or Forward).

- 1 Press PROGRAM, OR MENU, then NEXT, then press PROG.
- 2 Follow the prompts.

#### Release

Disconnect an active call, clear the display, mute the speaker during a page, and/or cancel transfers, conferences, or the Program feature.

Press *RELEASE* to perform one of the above functions.

#### Shift (Edge and Impact Phone Models Only)

Each feature button can be programmed with an AutoDial key accessed via the Shift button.

Press SHIFT, then the AutoDial feature kev.

#### Speaker

Use the speaker and microphone instead of the handset or headset.

Press SPEAKER to switch between speaker and headset/handset.

• On Vodavi phones use the OFF/ON button.

# TRANSFERRING CALLS

# Transfer (Blind)

Place a call on hold while you dial the destination extension, then transfer the call without announcing the call to the recipient.

#### With a party on the line:

- 1 Press TRNS/CONF, **or** Flash.
- 2 Dial the destination extension, then hang up to complete the transfer.

# Transfer (Consultation)

Place a call on hold while you dial the destination extension, then announce the call to the recipient before transferring.

#### With a party on the line:

- 1 Press TRNS/CONF, OR Flash.
- 2 Dial the destination extension.
- 3 Wait for the destination extension to answer.
- 4 Announce the call.
- 5 Hang up to complete the transfer.

#### If voicemail answers:

Hang up to transfer the call to Voicemail.

- OR -

Press Flash, then \*72 to reconnect to the caller.

#### Transfer to Voicemail

Transfer a party directly into a voice mailbox (without ringing the destination extension). Contact your System Administrator to find out

# if this option is available on your phone. \*\* With a party on the line:

- 1 Press Transfer.
- 2 Dial the destination extension, then hang up to complete the transfer.

# FORWARDING CALLS

# Forward (External)

Forward calls to an external phone number when you are away from your office.

- 1 Press \*43.
- 2 Enter the external line access code.
- If prompted, enter the appropriate voicemail password.
- 3 Dial the external destination phone number, then press #.

#### Forward (Internal)

Forward calls to another extension when you are away from your phone.

- 1 Press \*43.
- 2 Dial the destination extension.

#### Forward (Cancel - Internal/External)

Cancel any of the Forward settings.

Press \*44.

#### Forward (Follow-Me)

From any phone in the system, specify an extension to which you want your calls forwarded.

- 1 Press \*78.
- 2 Enter the destination extension.
- 3 If prompted, enter the appropriate voicemail password, then #.

#### Forward (Cancel - Follow Me)

- 1 Press \*79.
- 2 Enter the destination extension.

#### CONFERENCE CALLS

Set up a conference call with up to multiple participants (including yourself).

#### With a party on the line:

- 1 Press TRNS/CONF or TRANS to place the other party
- 2 Listen for the dial tone, then dial the number of the next party.
- 3 Repeat for each additional conference member.

# If a party is not available, press TAP, or press the

button corresponding to the initial call.

4 Press TRNS/CONF or TRANS again to complete the call.

# **PAGING**

# Page (System)

Send a page over all digital phones and the overhead public address system.

- 1 Press SYSTEM PAGE, **OR** \* 11.
- 2 Begin speaking, then hang up to end the page.

# Page (Zone)

Send a page over all digital phones and the overhead public address system in a specific group of digital phones.

- 1 Press PAGE (ZONE).
- OR -

Press \*12, then enter the zone number (always 2 digits).

2 Begin speaking, then hang up to end the page.

# PLACING CALLS ON HOLD

# Call Park (Directed)

Place a call in a parked state on any extension for retrieval from any Vertical Wave phone.

#### With a party on the line:

- 1 Press DIRECTED PARK, OR Flash, then \*66.
- 2 Dial the extension. ††
- 3 Listen for two beeps.
- 4 Hang up.

#### Retrieval

- 1 Press DIRECTED PARK, OR \*65.
- 2 Dial the extension. ††

# Call Park (Self)

Place a call in a parked state on your extension for retrieval from any Vertical Wave phone.

#### With a party on the line:

- 1 Press SELF PARK, OR Flash, then \*64.
- 2 Listen for two beeps.
- 3 Hang up.

#### Retrieval

- 1 Press SFLF PARK, OR \*65#.
- 2 Dial your extension.

# Call Park (System)

Place a call in one of ten parking slots on the Vertical Wave system for retrieval from another phone.

#### With a party on the line:

- 1 Press SYSTEM PARK, OR Flash, then \*62.
- 2 Note the displayed slot number.

#### Retrieval

- 1 Press SELF PARK. OR \*63.
- 2 Dial the slot number.

# Hold

Put the current call on hold while you use other phone features.

Press HOLD.

#### Reconnect

#### For a single call on hold

Press TAP, **OR** the line or call appearance key corresponding with the held call.

# For multiple calls on hold

- 1 Go on-hook, then press TAP.
- 2 Press HOLD repeatedly to display and scroll through the list of held calls.
- 3 Press TAP to retrieve the currently displayed call.
- † Your phone must have a pre-programmed Transfer button in order for this feature to be used.
- ††† This may not be necessary if your DIRECTED PARK button has been programmed to dial a specific number.

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