MAKING CALLS

Dialing Internal and External Calls†

Internal Calls
1. Lift the handset (or press the Speaker button, if available).
2. Dial the extension number.

External Calls

NOTES

> Ask your System Administrator what types of external calls you can place and what access codes you must use.
>
> Internal / External Calls -- Wave does not send Caller ID on analog trunks.

1. Lift the handset (or press the Speaker button, if available).
2. Enter the appropriate access code, then the destination phone number.

Call Return
Call back the last number that called you.

> Listen for dial tone, then press ✶69 to dial the last number that dialed you.

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. Hang up.
2. Go offhook and listen for dial tone.
3. Press ✶76, then hang up again.

When the target extension becomes available your phone will ring:

4. Answer the ring to retry your call.

Cancel

> Listen for dial tone, then press ✶77.

System Speed Dial
Dial frequently used phone numbers using predefined codes (always three digits).

1. Listen for dial tone, then press ✶89.
2. Dial assigned speed dial number.

ANSWERING CALLS

Call Pickup
Answer inbound calls on other extensions within your pickup group.

Extension
Pick up a call for a specific extension in your group.
1. Listen for dial tone, then press ✶75.
2. Enter the extension number of ringing station.

Group
Pick up any call coming into your group.
> Listen for dial tone, then press ✶74.

Call Waiting†
Put the current call on hold so you can answer another call.

When you are on a call and hear an interrupt tone:

> Press FLASH to place the current call on hold and connect to the incoming call.

Reconnect to the Original Call

After answering another incoming call:

> Press FLASH and 3, to disconnect the second call and reconnect to the first.
>
> - OR -
>
> Press FLASH and 3, then press 2 to disconnect the second call and reconnect to the first call.

Disable for the Current Call Only
1. Listen for dial tone, then press ✶70.
   - *You will still hear the dial tone until you complete step 2.*
2. Dial the extension or external phone number.

Night Answer
Program your phone so that all after-hours incoming calls are redirected to a pre-defined destination predefined.
1. Press ✶85.
2. Listen for two beeps, then hang up.

Cancel
1. Press ✶86.
2. Listen for two beeps, then hang up.

ANALOG TELEPHONE FEATURE CODE REFERENCE

Call Park
Directed . . . . *Flash + ✶66 + ext*
  Retrieval . . . . ✶*65 + ext*
Self . . . . *Flash + ✶64*
  Retrieval . . . . ✶*65 + ext*
System . . . .*Flash + ✶62*
  Retrieval . . . . ✶*63 + slot no*

Call Pickup
Extension. . . . . ✶*75 + ext*
Group Pickup . . . . ✶*74*

Call Return. . . . .✶*69*

Call Waiting Answer . . . .*Flash*
  Disable . . . .✶*70*

Reconnect *3*
Toggle *4*

Camp-on (Callback) . . . . ✶*76*
  Cancel . . . . ✶*77*

Centrex . . . . *Flash + ✶80 + code*

Conference† . . . .*Flash + # + phone no+*
                                       Flash + 5
  Return. . . . .*Flash +4*

Do Not Disturb . . . . ✶*41*
  Cancel . . . . ✶*42*

Forward
Internal/External†† . ✶*43 + destination no*
  Cancel . . . . ✶*44*
Follow-Me . . . . ✶*78 + your ext + # +*
                          your password + #
  Cancel . . . . ✶*79 + your ext*

Hold†. . . . .*Flash + 7*
  Reconnect†. . . . . *Flash + 3 or 4*

Night Answer . . . . ✶*85*
  Cancel . . . .✶*86*

Log Incident. . . . . ✶✶

Page
System . . . . ✶*11*
Zone . . . . ✶*12 + zone no*

Station ID . . . .* + 00*

Syst Speed Dial . . . . ✶*89 + speed dial no*

Toggle†. . . . . *Flash + 4*

Transfer . . . . *Flash + 1 + ext*

Transfer to VMail† . . . . *Flash + 2 + ext*

QUICK REFERENCE GUIDE

for Analog Phones

Wave

VERTICAL™

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†There is more than one way to access this feature. Refer to the Wave Phone User Guide for details.
††Forwarding to an external number may require use of a password.

The features described in this guide are provided by the Vertical Wave PBX and are available using Vertical Communications analog phones only.

Because not all of the features are available on all Vertical Wave analog phones, it is recommended that you contact your phone System Administrator for additional information.

THE FLASH BUTTON

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

The location of the FLASH button may vary from model to model. Your phone may have a button labeled FLASH. However, it might have a button labeled Link or Call Wait.

If there is no labeled FLASH button, you can emulate a "flash function" by tapping the button located under the handset.

SPECIAL TONES

Special Tones
You will hear different tones while using your phone:

Dial Tone
A continuous tone.

Stutter Dial Tone
A broken dial tone indicates you have a voicemail message, the phone is forwarded to another extension, or is in Do Not Disturb mode.

Success Tone
Two short beeps indicate a successfully completed command.

Error Tone
A fast busy signal indicates the desired command was not completed. Try the command again.

Interrupt Tone
The short tone you hear during a conversation on the phone indicates an incoming call.

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 such as voicemail or an attendant (see *Forwarding Calls* in this guide).
1. Listen for dial tone, then press ✱41.
2. Listen for two beeps.
3. Hang up.

Cancel
4. Listen for dial tone, then press ✱42.
5. Listen for two beeps.
6. Hang up.

ADDITIONAL FEATURES (continued)

Centrex Access
If your Wave system uses Centrex service, follow these steps to access the associated Centrex features. See your phone administrator for more information.
1. Listen for dial tone, then press ✱80.
2. Enter 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.

Toggle†
Switch back and forth between the two calls.
> Press *FLASH*, then 4 to toggle between the first and second calls.

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 *FLASH*, then 1.
2. Listen for prompt.
3. Dial the destination extension.
4. 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 *FLASH*, then 1.
2. Listen for prompt.
3. Dial the destination extension.
4. Wait for the destination extension to answer.
5. Announce the call.
6. Hang up to complete the transfer.

If voicemail answers:
> Hang up to transfer the call to Voicemail.
> - OR -
> Press *FLASH,* then 4 to reconnect to the caller.

Transfer to Voicemail†
Transfer a party directly into a voicemailbox (without ringing the destination extension phone).

With a party on the line:
1. Press *FLASH*, then #.
2. Press *FLASH*, then 2.
3. Dial the destination extension.
4. Hang up to complete the transfer.

PLACING CALLS ON HOLD

Hold (using the *Flash* function)†
Put the current call on hold while you use other phone features.

With a party on the line:
1. Press *FLASH*, then 7.
2. Listen for two beeps.
3. Hang up.

Reconnect
> Press *FLASH*, then 3 to drop the current call and reconnect to the other.
> - OR -
> Press *FLASH*, then 4 to toggle between the two calls.

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 *FLASH* and #, then press ✱66.
2. Dial the extension.
3. Listen for two beeps.
4. Hang up.

Retrieval
1. Listen for dial tone.
2. Press ✱65.
3. 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 *FLASH*, and #, then press ✱64.
2. Listen for two beeps.
3. Hang up.

Retrieval
1. Listen for dial tone, then press ✱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.
> **NOTE**
> *Any Vertical Wave phone with the Enhanced Call Waiting feature within the system may be used to retrieve the call. Ask your phone administrator if you are unsure if this feature is available on your phone.*

With a party on the line:
1. Press *FLASH*, then 6.
2. Listen for two beeps.
3. Hang up.

Retrieval
1. Listen for dial tone.
2. Press ✱63.
3. Dial the appropriate slot number.

CONFERENCE CALLS

Conference†
Set up conference calls for at least three participating parties.

With a party on the line:
1. Press *FLASH*, then 5.
2. Dial the phone or extension number of a conference member.
3. Press *FLASH* and #, then press ✱71.
4. Repeat for each additional conference member.
5. Press *FLASH*, then 5 again to join all members and include yourself.

Return to Conference
If you dial a member that is not available:
> Press *FLASH*, then 4 to return to the conference.

FORWARDING CALLS

Forward (External)
Forward calls to an external phone number when you are away from your office.
1. Listen for dial tone, then press ✱43.
2. Enter the external line access code.
3. Dial the external (destination) phone number, then #.
4. Listen for two beeps.
5. If prompted, enter the appropriate voicemail password, then #.

Forward (Internal)
Forward calls to another extension when you are away from your phone.
1. Listen for dial tone, then press ✱43.
2. Dial the destination extension.
3. Listen for two beeps.
4. Hang up.

Cancel
1. Listen for dial tone.
2. Press ✱44.
3. Listen for two beeps.
4. Hang up.

PAGING

Page (System)
Page over all analog phones and the PA system.
1. Press ✱11.
2. Listen for two beeps.
3. Begin speaking.
4. Hang up to end the page.

Page (Zone)
Send a page to a specific group of users.
1. Press ✱12, then the zone number.
2. Listen for two beeps.
3. Begin speaking.
4. Hang up to end the page.

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†*There is more than one way to access this feature. Refer to the Wave Phone User Guide for details.*

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