



QUICK REFERENCE GUIDE

Analog Telephone

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 voice mail or an attendant (see *Forwarding Calls* in this guide).

- 1 Listen for dial tone.
- 2 Press *41.
- 3 Listen for two beeps.
- 4 Hang up.

Cancel

- 1 Listen for dial tone.
- 2 Press *42.
- 3 Listen for two beeps.
- 4 Hang up.

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.
- 2 Press *80.
- 3 Enter Centrex feature code.

SPECIAL & PROGRAMMABLE BUTTONS

Special Buttons

- Use the FLASH or Link button on your telephone to use many of the telephone features. If you do not have these buttons, use the flash hook on the phone.

Programmable Feature Buttons

- If your phone has programmable buttons, you can program them to automate various Vertical Wave features.
- Refer to your phone user guide for instructions.

PAGING

Page (System)

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

- 1 Press *11.
- 2 Listen for two beeps.
- 3 Begin speaking.
- 4 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 *12, then the zone number.
- 2 Listen for two beeps.
- 3 Begin speaking.
- 4 Hang up to end the page.

ANSWERING CALLS

Call Pickup

Answer inbound calls on other extensions within your pickup group.

NOTE

Stations must first be programmed for Call Pickup features.

Extension

Pick up a call for a specific extension in your group.

- 1 Listen for dial tone.
- 2 Press *75.
- 3 Enter the extension number of ringing station.

Group

Pick up any call coming into your group.

- 1 Listen for dial tone.
- 2 Press *74.

Call Waiting

Put the current call on hold so you can answer another incoming 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

Reconnect to the original call after answering another incoming call. In other words, disconnect the second call and reconnect to the first call.

Press *FLASH*, then 3 and follow the menu prompts to disconnect the second call and reconnect to the first.

- OR -

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

Toggle

Switch back and forth between the two calls.

Press *FLASH*, then 4 and follow the menu prompts to toggle between the first and second calls.

Call Waiting Disable

Disable Call Waiting for the **current call only**, preventing the call from being interrupted. Disabling call waiting is useful if you are using your extension to send faxes or to connect to the Internet. In both cases, a call waiting tone disrupts the data flow.

- 1 Listen for dial tone.
- 2 Press *70.
 - You will still hear the dial tone until you complete step 3.
- 3 Dial the extension or external phone number.

Night Answer

Program your phone so that all after-hours incoming calls are redirected to a destination predefined by your phone administrator.

- 1 Press *85.
- 2 Listen for two beeps.
- 3 Hang up.

Cancel

- 1 Press *86.
- 2 Listen for two beeps.
- 3 Hang up.

ANALOG TELEPHONE STAR CODE REFERENCE

Call Park	
Directed	<i>FLASH</i> + # + *66 + ext
Retrieval	*65 + ext
Self	<i>FLASH</i> + # + *64
Retrieval	*65 + ext
System	<i>FLASH</i> + # + *62
	(OR <i>FLASH</i> + 6)
Retrieval	*63 + slot no
Call Pickup	
Extension	<i>FLASH</i> + *75 + ext
Call Return	*69
Call Waiting Answer	<i>FLASH</i>
Disable	*70
Caller ID Blocking	*67
Camp-on (Callback)	*76
Cancel	*77
Centrex	<i>FLASH</i> + *80 + code
Do Not Disturb	*41
Cancel	*42
Forward	*43 + destination no
Cancel	*44
Hold	<i>FLASH</i> + # + *64
Reconnect	*65 #
Night Answer	*85
Cancel	*86
Page	
System	*11
Zone	*12 + zone no
System Speed Dial	*89 + speed dial no
Transfer	<i>FLASH</i> + # + ext
	(OR <i>FLASH</i> + 1 + ext)
Transfer to Voice Mail	*83 + ext
	+ hunt group no.



PART NUMBER XXX-XXXX-XXXXXX



INTRODUCTION

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 "star codes" (see Star 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 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 voice mail 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.

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. Therefore, it must be reapplied each time you want to make a call.

- 1 Listen for dial tone
- 2 Press *67.
 - You will still hear the dial tone until you complete step 3.
- 3 Dial your call.

Call Return

Call back the last extension that called you.

- 1 Listen for dial tone
- 2 Press *69 to dial the last dialed extension.

MAKING CALLS (continued)

Camp-on (Callback)

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

After receiving a busy signal or no answer:

- 1 Press FLASH, then *76.

When the target extension becomes available your phone will ring:

- 2 Answer the ring to retry your call.

Cancel

- 1 Listen for dial tone.
- 2 Press *77.

System Speed Dial

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

- 1 Listen for dial tone.
- 2 Press *89.
- 3 Dial assigned speed dial number.
 - Ask your phone system administrator for the list of available defined speed dial numbers.

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 #, then *64.
- 2 Listen for two beeps.
- 3 Hang up.

Reconnect

- 1 Listen for dial tone.
- 2 Press *65, then #.

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, then #, then *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.

REMEMBER, WHEN PLACING A CALL ON HOLD...

- Be sure to let the caller know he/she is being placed on hold and why.
- Try not to keep a caller on hold too long without letting them know the current status of their call.

PLACING CALLS ON HOLD (continued)

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, then #, then *64.
- 2 Listen for two beeps.
- 3 Hang up.

Retrieval

- 1 Listen for dial tone.
- 2 Press *65.
- 3 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 #, then *62.
 - Another option is to press FLASH, then 6, then listen for prompt.
- 2 Listen for two beeps.
- 3 Hang up.

Retrieval

- 1 Listen for dial tone.
- 2 Press *63.
- 3 Dial the appropriate slot number.

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 #.
 - Another option is to press FLASH, then 1, then listen for prompt.
- 2 Dial the destination extension.
- 3 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.
- 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 voice mail answers:

- Hang up to transfer the call to Voice Mail.
- OR -
Press FLASH, then 4 to reconnect to the caller.

TRANSFERRING CALLS (continued)

Transfer to Voice Mail

Transfer a party directly into a voice mailbox (without ringing the destination extension phone).

With a party on the line:

- 1 Press *83.
- 2 Dial the destination extension.
- 3 Enter the voice mail hunt group.
 - Contact your phone system administrator for a list of hunt groups.
- 4 Hang up to complete the transfer.

CONFERENCE CALLS

Conference

Set up conference calls for up to four participating parties to participate in a conference call.

With a party on the line:

- 1 Press FLASH, then #.
- 2 Dial the phone or extension number of a conference member.
- 3 Press FLASH, then 5.
- 4 Repeat for each additional conference member.

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.
- 2 Press *43.
- 3 Enter the external line access code.
- 4 Dial the external (destination) phone number, then #.
- 5 Listen for two beeps.
- 6 If prompted, enter the appropriate voice mail password, then #.

Forward (Internal)

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

- 1 Listen for dial tone.
- 2 Press *43.
- 3 Dial the destination extension.
- 4 Listen for two beeps.
- 5 Hang up.

Cancel

- 1 Listen for dial tone.
- 2 Press *44.
- 3 Listen for two beeps.
- 4 Hang up.