



QUICK REFERENCE GUIDE

Vertical Edge 100
Digital Phone
(12 and 24 button models)

ANSWERING CALLS

Call Pickup

Answer inbound calls on other extensions within your pickup group.

Extension

- 1 Press **EXTENSION 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**.

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**.

Call Waiting

Place the current call on hold so you can answer another incoming call.

- 1 Press **CALL WAITING, OR FLASH**.
- 2 Press **TAP** to return to the first call or to toggle between two calls.

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 Press ***70**.
- 2 Dial your 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 voice mail or an attendant (see Forwarding Calls in this guide).

- 1 Listen for dial tone.
- 2 Press **DO NOT DISTURB, OR *41**.

Cancel

- 1 Listen for dial tone.
- 2 Press **DO NOT DISTURB, OR *42**.

Centrex Access

If your Wave system uses Centrex service, follow these steps to access the associated Centrex features. Contact your phone administrator for more information.

- 1 Listen for dial tone.
- 2 Press ***80**.
- 3 Enter Centrex feature code.

Edit (Program)

Program your Auto Dial and Forward keys to dial specific digits.

- 1 Press **MENU**, then press **NEXT**.
- 2 Press **EDIT**.
- 3 Follow the prompts.

ADDITIONAL FEATURES (continued)

Message Waiting

- 1 Press **MESSAGE**.
- 2 Follow the voice mail prompts to retrieve voice mail messages and use voice mail features.

Mute

Press **MUTE** to toggle the microphone or handset on and off.

Query

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

Release

Press **RELEASE** to disconnect an active call.

Shift

When pressed, the phone will enter into the shift mode, allowing the user to use programmable keys as auto dial keys.

Press **SHIFT**, then the feature key.

Speaker

Press **SPEAKER** to switch between hands-free mode (speaker/microphone) and the handset.
• This can also be used to exit the Edit feature.

PHONE SETTINGS

Handset and Speaker Volume

During a call:

Use the **VOLUME** arrow buttons to adjust volume while the other party is speaking.

- The most recent setting will be saved.
- The handset volume is saved if lower or equal to the default. However, if the volume is changed to a louder setting, it will not be saved, and will return to the default setting.
- Any change in the speaker volume is saved.

Volume Reset Override (on/off)

If you have changed the volume setting on your phone, use this key to prevent the phone from automatically resetting to the default level.

Press **VOL RST OVRD** to toggle on and off.

Display Contrast

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

Ring Volume

Use the procedure below to adjust the ring volume on your phone.

Use the **VOLUME** arrow buttons to adjust 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 buttons to select a different ring tone.
- 3 Press **Done** or **SPEAKER** to save the setting.

DIGITAL PHONE STAR 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 ***74**

Call Return *69

Call Waiting Answer **FLASH**
Disable ***70**

Caller ID Blocking *67

Camp-on (Callback) **FLASH + *76**
Cancel ***77**

Centrex FLASH + *80 + code

Conference **FLASH + phone no + FLASH + *71**

Reconnect FLASH + *72

Do Not Disturb ***41**
Cancel ***42**

Forward ***43 + destination no. or ext**
Cancel ***44**

Hold FLASH + *64

Night Answer ***85**
Cancel ***86**

Page

System ***11**
Zone ***12 + zone**

System Speed Dial *89 + speed dial no

Transfer FLASH + destination ext

Voicecall *82 + ext



PART NUMBER XXX-XXXX-XXXXXX



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 Star 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 to for details about whether or not (and where) a FLASH button exists on your phone.

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 make a call.

- 1 Press ***67**.
- 2 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 voice mail.

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)

Review the list of existing Speed Dial numbers.

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

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MAKING CALLS (continued)

TAP (Erase Last Digit Dialed)

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

Press **TAP** to delete the last digit dialed.

- OR -

Press **TAP** twice to erase all digits.

Voicecall (intercom)

Make a voice announcement to a specified extension.

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

Respond

Pick up handset.

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 **SELF 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.

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)

Hold

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

Press **HOLD**.

Reconnect

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

- Press **TAP** to retrieve the most recently held call, then press **HOLD** if more than one call has been placed on hold. Press **HOLD** repeatedly (while not connected to a call) to scroll through the held calls. Press **TAP** to retrieve a specific call.

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.
- 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 **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 voice mail answers:

Hang up to transfer the call to Voice Mail.

- OR -

Press **FLASH, then *72** to reconnect to the caller.

Transfer to Voice Mail

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

With a party on the line:

- 1 Press **TRANSFER VM**.
- 2 Dial the destination extension.
- 3 Hang up to complete the transfer.

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.
- 3 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 *12**.
- 2 Enter zone number (always 2 digits).
- 3 Begin speaking.
- 4 Hang up to end the page.

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.
- 3 If prompted, enter the appropriate voice mail password.
- 4 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 voice mail password, then **#**.

Forward (Cancel - Follow Me)

Press ***79**.

CONFERENCE CALLS

Conference

Set up a conference call with up to 4 participants including yourself.

With a party on the line:

- 1 Press **FLASH**.
- 2 Dial the phone number of conference member.
- 3 Press **FLASH, then *71**.
- 4 Repeat for each additional conference member.

If you dial a member that is not available:

Press **FLASH, then *72** to return to the conference.

REMEMBER, WHILE ADDING MEMBERS...

- Conference members can talk with each other as you add more people to your conference call.