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 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 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.

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 two calls.

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

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 + ext

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

Log Incident . . . . * *

Night Answer *85
  Cancel. *86

Page
System *11
Zone . . . . *12 + zone

Phone Relocation *98 + extension no.

Sys Spd Dial . . . *89 + speed dial no.

Transfer. . . . . . *Flash* + destination ext

Voicecall . . . . *82 + ext

Wave™

QUICK REFERENCE GUIDE

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

vertical™

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.

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.

Program

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 key.

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 on hold.
2 Listen for the dial tone, then dial the number of the next party.
3 Repeat for each additional conference member.
   NOTE
   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 *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.

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.*