



# Wave Phone User Guide

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## Revision History

Release	Date	Documentation Changes	Page No.
1.5 SP3	09/09	Simplified formatting styles throughout to make the document easier to read.	---
		Added note about displaying Call History information if all of your calls come in and out via line appearances (you never use your primary line).	<a href="#">3-5</a>
		Correction: If you enable Do Not Disturb while your primary line is ringing, the call is transferred to your No Answer forwarding destination.	<a href="#">3-31</a>
		Added note about verifying Bluetooth® device compatibility.	<a href="#">3-37</a>
		Expanded note about using the Flash button on a SIP phone to place a call on temporary hold.	<a href="#">3-39</a>
		A digital phone user can now transfer a call directly to a user's voicemail even if a Transfer to Voice Mail feature button has not been configured on their phone.	<a href="#">3-60</a>
		A SIP phone user can now transfer a call directly to a user's voicemail.	<a href="#">3-60</a>
		Added information using the Voicecall feature on SIP and digital phones.	<a href="#">3-62</a>
		Added step to section "Sending a Message" describing how to send a voice message to a Voice Mail Distribution Group.	<a href="#">4-11</a>
		Added section "Using the 480i/CT and 9480i/CT SIP Phone Hand Set vs. Base Station" to describe expected behavior when using the cordless handset vs. base unit.	<a href="#">5-8</a>
1.5 SP2	06/09	Added new SIP phones supported by Wave: models 9143i, 9480i, 9480i/CT.	<a href="#">5-1</a>
1.5 SP1	02/09	The title page and page footers were modified to show support for the current software version; manual content is unchanged.	---
1.5	01/09	Added minor edits for clarification: corrected formatting styles.	---

## Revision History

Release	Date	Documentation Changes	Page No.
	11/08	A variety of corrections and small edits throughout the book.	---
		Call Announce is not supported in this release.	2-7
		Notes added about delay in time to Direct Park and retrieve a Direct Park when using the Edge 700 - 24 button phone.	3-6
		Updated description for System Park on digital phones.	3-10
		Added a note regarding the requirement of a Call Waiting button in order to use CW on a digital phone. Information about using Flash for this feature on a digital phone was removed.	3-15
		Hands-free Answer Mode is not supported in this release.	3-36
		Call Supervising features (Monitor/Coach/Join) added.	3-57
		Additional note was added regarding the possibility of multiple Voicecall buttons on a digital phone.	3-62
		Addition of Aastra 5 series information throughout the book.	Ch 3 & Ch 5
		Voicemail feature descriptions were expanded.	Ch 4
		Changes to Aastra 5 series softkey assignments	5-15
		Edited/improved diagrams of all phones, as well as the associated callouts and feature tables.	Ch 5 & Ch 6
		Impact SCS (8012 & 8024) Digital Phone models and features added.	6-10 to 6-13
		Message Wait light option/callout information removed for Vodavi Phones as it did not apply. While notes were added to other digital phones regarding the possibility of more than one Message Waiting button on an individual phone.	6-18 to 6-23
		Information regarding a Program button on digital phones has been added.	6-26
		Information regarding a Vol Reset Override button on digital phones has been added.	6-29
		Added Toggle feature code for Analog Phones	7-2

## Revision History

Release	Date	Documentation Changes	Page No.
1.0 SP2	01/08	Edge 700 Phone models and features added.	<a href="#">6-6 to 6-11</a>
		Vodavi Digital Phone models and features were added.	<a href="#">6-18 to 6-23</a>
		Outside Lines feature added for digital phones.	<a href="#">6-24</a>
		Hands-free Answer Mode has been removed from Chapter 5 since it is not fully implemented in this version.	---
1.0 SP1	11/07	Hands-free Answer Mode has been added to the list of supported features.	<a href="#">3-36</a>
1.0	10/07	Initial Release	---



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# Introduction

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All Wave phones are multifunctional and specifically designed for use with the Vertical Communications Vertical Wave system.

## How To Use This Guide

This guide provides a comprehensive description of each type of phone and its functionality. Depending upon the type of phone you have (SIP, digital, or analog), you will need to review the basic information in the first two chapters of this guide. You will also be directed to a specific chapter pertaining to each phone type as provided in Chapters 5 through 7.

### Wave Phone Features

It is a good idea to review the information in chapters 1 and 2 to familiarize yourself with the basic operation of a Wave phone. You can then refer to specific model information as needed.

### Specific Phone Model Information and Features

While general information for Wave phones can be found in Chapters 1 and 2 of this guide, information regarding each type of phone and phone model are covered in chapters 5 through 7.

#### If You are Using a SIP Phone

For information on a Wave SIP Phone, see Chapter 5 to review descriptions for each of the SIP phone models shown below:

- Vertical 9133i
- Vertical 480i/480iCT
- Aastra 53i\*
- Vertical 9143i
- Vertical 9480i/9480iCT
- Aastra 55i\*
- Aastra 57i\*

*\* In this document, these models are often collectively referred to as the Aastra 5 Series.*

**Note:** For details about SIP Softphone, see “CounterPath SIP Softphone” on page A-1.

### **If You are Using a Digital Phone**

For information on a Wave Digital Phone, see Chapter 6 to review descriptions for each of the digital phone models shown below:

- Edge 100 - 12 button
- Edge 700 - 24 button
- Vodavi Enhanced - 8 button
- Edge 100 - 24 button
- Impact SCS - 12 button
- Vodavi Executive - 8 button
- Edge 700 - 8 button
- Impact SCS - 24 button
- Vodavi Executive - 30 button

### **If You are Using a Analog Phone**

For information on a Wave Analog Phone, see Chapter 7 to review specific details for analog phones.

## **Getting Help**

If you need information that is not included in this guide, you can get help from your System Administrator, Vertical Technical Support and additional Wave documentation.

### **Your System Administrator**

Your first line of support is your System Administrator. This person should be able to provide you with any additional information you may need regarding your phone. For example, the System Administrator can provide you with a list of any pre-programmed buttons depending upon the type of phone you are using.

### **Vertical Technical Support**

If your System Administrator is unavailable or you have questions that he/she cannot answer, you can contact Vertical Technical Support. Trained technicians are available during regular business hours to provide you with information regarding the operation of your phone.

### **Additional Documentation**

There are two kinds of documentation available to you besides this user guide. Contact your System Administrator for information about obtaining the following documentation.

#### **Quick Reference Guides**

These guides provide concise information about each phone type. It is designed to provide basic information and step-by-step instructions in a way that saves you time and gets you familiarized with your phone as quickly as possible. If you did not receive a Quick Reference Guide with your phone, contact your System Administrator.



The following Vertical Quick Reference Guides are available:

- Wave SIP Phone Quick Reference Guide
- Wave Digital Phone Quick Reference Guide
- Wave Analog Phone Quick Reference Guide
- Wave Voicemail Quick Reference Guide

### Wave Viewpoint User Guide

The Wave Viewpoint User Guide describes how to use Wave's Windows interface which allows you a quick and easy way to handle and manage calls and messages. Contact your System Administrator for more information about Vertical Viewpoint.

## List of Features by Phone Type

The following table shows the three types of phones covered in this chapter and lists the features available for each phone type.

Feature	SIP	Digital	Analog
Account Codes		✓	✓
Authorization Codes	✓	✓	✓
Auto Dial		✓	
Call Break-in		✓	
Call History		✓	
Call Lists		✓	
Call Park			
Directed	✓	✓	✓
Self	✓	✓	✓
System Park	✓	✓	✓
Call Pickup			
Extension	✓	✓	✓
Group	✓	✓	✓
Call Record		✓	✓
Call Return	✓	✓	✓
Call Waiting	✓	✓	✓
Caller ID Blocking	✓	✓	✓
Callers List	✓		

Feature	SIP	Digital	Analog
Camp on		✓	✓
Centrex		✓	✓
Conference Calls	✓	✓	✓
Dial-by-Name		✓	
Directory List	✓		
Do Not Disturb (DND)	✓	✓	✓
DSS/BLF		✓	
Feature Codes	✓	✓	✓
Flash	✓	✓	✓
Forward Calls	✓	✓	✓
Greetings (manage)	✓	✓	✓
Headset	✓	✓	✓
Hold	✓	✓	✓
Intercom <b>Note:</b> While digital phone models, Impact SCS 8012 and 8024 have an Intercom button, that button is used as a primary line button, not for specific “Intercom” functionality.	✓		
Join a Call		✓	
Line Appearance Buttons	✓	✓	
Message Waiting	✓	✓	
Multiple Call Handling		✓	
Mute	✓	✓	
Night Answer	✓	✓	✓
Outside Line		✓	
Paging			
Specific Group/Zone	✓	✓	✓
System/All	✓	✓	✓
Password			
Protection		✓	

Feature	SIP	Digital	Analog
Password (set/change)	✓	✓	✓
Privacy		✓	
Redial	✓	✓	
Saved Number Redial		✓	
Release		✓	
Shift		✓	
Silent Monitor (Supervisors Only)		✓	
Speed Dial	✓	✓	✓
Status Commands (set)	✓	✓	✓
Supervise Calls (Coach, Monitor, Join)	✓	✓	✓
Swap Button	✓		
Toggle/Switch Calls		✓	✓
Transfer			
Blind	✓	✓	✓
Supervised	✓	✓	✓
(to) Voicemail	✓	✓	✓
User Programmable Buttons		✓	
Voice title	✓	✓	✓
Voicecall		✓	
Voicemail			
Call Notification	✓	✓	✓
Management	✓	✓	✓
Visual		✓	



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# Basic Operation

## CHAPTER CONTENTS

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This chapter describes the basic features common to all phones, including making, answering, ending calls, and so forth. The information here should allow you to quickly familiarize yourself with your phone’s basic function.

You will find information about the following tasks in Chapter 4:

- Phone Account Management (login, password, greetings, and so forth)
- Voicemail Management (listening, replying to, deleting messages, and so forth)

For details specific to your phone, refer to the Table of Contents or Chapter 1 (“How To Use This Guide” on page 1-1) to locate additional information about your phone type.

**IMPORTANT:** Because of configuration changes and choices made by your System Administrator, some features that may be set up differently than how they are described in this guide. Ask your Administrator if there have been any configuration changes or custom settings that could affect the operation of your phone.

## Using a Wave Phone

You can pick up a Wave phone and place a call in the same way that you place calls on other phones. But you can also do much more. For example, you can dial other Wave users by name and use special button combinations to redial your last call or call back your last caller. Depending on your Wave system, you can also place calls over Centrex lines or over the Internet.

This section explains the following aspects of placing calls on a Wave phone:

- Using the Speaker to make and answer calls
- Adjusting the Handset and Speaker Volume
- Obtain Information for Your Phone

- Using phones other than your own (another user's phone)
- Dialing internal and external numbers
- Dialing by name
- Using the Hold feature (placing calls on hold to answer and switch between other calls, and so forth)
- Making a call using the \* options (redialing the last number you called, returning the last call that arrived)
- Disabling call waiting for a call
- Using the Page and/or Intercom features

**Hint:** For information about placing calls visually using ViewPoint, refer to the *Wave ViewPoint User Guide*.

### Fixed Buttons vs. Pre-programmed/Feature Buttons

Most of the models described in this guide have both Fixed buttons and Pre-programmed (sometimes also known as Feature) buttons. These buttons are used to access and perform various tasks and functions. Some may be used in conjunction with other buttons.

- **Fixed buttons** are those that are permanently labeled on the phone hardware. Such buttons can include SPEAKER, TRANS, HOLD, VOLUME, and so forth
- **Pre-programmed buttons** are those buttons that are pre-programmed by your System Administrator. Their names and functions will be on a more temporary-type template that can be replaced if and when the buttons are reprogrammed. Such buttons can include Call Park, Call Pick Up, Night Answer, and so forth

**Hint:** Often, If your phone does not have a fixed or pre-programmed button for a specific function, you may be able to use a feature codes. Review the last page of each Chapter 5 through 7 to review the feature codes that are available for the type of phone you are using.

## Softkeys

For phones with displays, softkeys are provided that allow you to make selections on the display when choices are offered (for example, **MENU**, **VMAIL**, and so forth).

## Using the Speaker

### *To Make a Call*

1. Press the line or *SPEAKER* button.

or,

Press  () on models 9112i, 9133i, 9143i, and all Aastra Series 5 models).

**Hint:** If you have a headset plugged into the phone, this action will then only toggle between the headset and the handset. The speaker will not be available until you unplug the headset. Also see “Using a Headset [ALL]” on page 3-37. You can also just start dialing at this point.

or,

Press *ON/OFF* (Vodavi Phones).

2. Follow the usual process for making calls beginning on page 2-8.

### *To Answer a Call*

*When a call is ringing:*

1. Follow the steps above for using the speaker.
2. Follow the usual process for answering calls beginning on page 2-6.

### *To End a Call (Digital and Analog Phones only)*

Press *SPEAKER* to drop the active call on Vertical digital phones.

or,

Press *ON/OFF* (Vodavi Phones)

or,

Press the *RELEASE* button (if programmed).

**Note:** The  button () button on models 9112i, 9133i, 9143i and all Aastra Series 5 SIP phones) cannot be used to end calls (see “Ending a Call” on page 2-7).

**To Switch from Handset to Speaker Mode**

While on a call using the handset:

1. Press the line or *SPEAKER* button.

or,

Press  (  /  ) on models 9112i, 9133i, 9143i and all Aastra Series 5 models).

**Hint:** If you have a headset plugged into the phone, this action will then only toggle between the headset and the handset. The speaker will not be available until you unplug the headset. Also see “Using a Headset [ALL]” on page 3-37. You can also just start dialing at this point.

or,

Press *ON/OFF* (Vodavi Phones).

2. Place the handset on hook to transition the call from the handset to the speaker mode.

**To Switch from Speaker Mode to Handset**

While on a call using the speaker:

Pick up the handset to remove the call from speaker mode and continue the conversation.

**Using a Headset**

See 3-37 for details about using a headset on your specific phone model (SIP, digital, or analog).

**Adjusting the Volume**

During a call it may be necessary to increase or decrease the volume.

**Note:** Changes in volume level will be retained for future calls.

**To Adjust the Volume**

Press the up or down *VOLUME* keys while the other party is speaking to change the volume as needed.



## Obtain Information for Your Phone

You can access a prompt that tells you your extension number and station ID.

### *To Hear the Prompt*

**Note:** If you are using a digital phone, you can skip step 1 below.

1. Press the line or *SPEAKER* button to get a dial tone.
2. Press \*00 to activate the prompt.

## Using a Phone Other than Your Own

If you use another user's phone to place calls, you are subject to that user's dialing restrictions, outgoing Caller ID information, and other settings, and your calls are logged as being from that user. To make sure that your calls are placed and logged as yourself, do the following:

1. Log into your account from that phone (# <your extension> # <your password> #).

*Once you are logged on:*

2. Press 5 1 to forward your calls to that phone.

*When you are finished placing calls at the other user's phone:*

3. Press \*0 0 to log off.

**Note:** If the phone is idle for too long (for example, more than an hour) you may be logged off automatically.

## Using the \* Options

When you press \* at a dial tone, the system offers you a menu of feature code commands. These options include redialing and/or returning the last call as described below:

**Hint:** Refer to Chapters 4 through 6 for a list of \* options available on your specific phone type.

### *To Redial the Last Call You Placed*

Press \*66.

### *To Return a Call to Your Last Identified Caller*

You cannot return calls that do not have a specific caller ID.

Press \*69.

Wave reads the number it will dial and prompts you to approve it before it dials the call.

## Answering Calls

Aside from using the handset or speakerphone (when available), the operation of the Wave phones is quite basic. The main functions you'll probably be using are:

- Using the Hold feature
- Using the Call Waiting, Call Park, Pickup, and Transferring features

### Using the Hold Feature

You can place calls on hold and place a new call, switch between calls on hold, and end a call without losing other calls on hold.

#### ***To Place Your Current Call on Hold and Place a New Call***

1. Press Hold to place the current call on hold. You will hear a dial tone.

If you are using a digital phone, you will not hear a dial tone after pressing Hold. On digital phones, you do not need a dial tone to be able to dial a number.

If the phone you are using does not have a Hold button, you can use Flash and # instead. See Chapters 5 through 7 for more information about the buttons and keys available on your particular phone model.

2. Dial your call.

### Using the Call Waiting, Call Park, Pickup, and Transferring Features

These features are used slightly differently on each phone type (SIP, Digital, and Analog). You can find these Wave phone features in Chapter 3 listed alphabetically and each feature shows each phone type.

#### ***While on a Call***

1. Press *TRNS/CONF* or *TRANS*.

If your phone does not have a programmed *TRNS/CONF* or *TRANS* button, press Flash and 1.

2. Dial the extension, or press *DSS*.
3. Hang up to complete the operation.

## Switching Between Calls

You can switch (or toggle) between calls that you have on hold. You can answer calls, make calls, and transfer calls without losing other calls by using the Hold feature to switch between the various calls.

### ***To Switch (Toggle) from Your Current Call to a Call That Is on Hold***

*If your phone has Call Appearance buttons:*

Press the button associated with the call you wish to retrieve. The current call will be put on hold.

*or,*

*If your phone has a TAP button:*

Press TAP to put the current call on hold and retrieve the call that has been on hold the longest.

Pressing HOLD when not connected on a call will display each held call, and pressing TAP will retrieve whatever call is currently displayed.

*or,*

Press Flash, then 4.

If you have multiple calls on hold, you will hear a menu from which you can select the call to which you want to connect.

## Ending a Call

You can either hang up the handset or, for specific model types you can do the following.

### **SIP PHONES**

Press *Goodbye* ( also known as End Call on some models) to end the active call.

**Hint:** SIP Phone Models 480i/CT, 9480i/CT, and Aastra 5 series also include a Drop softkey that can be pressed to end the call.

### **DIGITAL AND ANALOG PHONES**

Press the SPEAKER button (if available) to end calls.

*or,*

Press ON/OFF on any Vodavi phone.

## Making Calls

### Dialing Internal and External Numbers

Internal calls are calls to other Wave extensions. External calls are calls to outside numbers, including calls to another phone system (PBX), a Centrex extension, another Wave system such as a branch office, and an Internet address.

**Note:** If you encounter a delay after dialing before your calls are connected, press # after the extension or number (for example, 187#) to skip the delay.

#### *To Dial an Internal Number*

Do one of the following:

- Dial the extension number.
- Dial the extension number followed by \* to go directly to voicemail (if your administrator has enabled that feature).
- Press **411** for the dial-by-name directory.

#### *To Dial an External Number*

You must dial an access code to start dialing an external number. Ask your Wave System Administrator what types of external calls you can place and what access codes you must use.

Enter **<access code><phone number>**.

**Example:** In the U.S. if you want to call the external phone number **555 1212**, you must dial **9** (the usual access code) before you dial **555 1212**.

### Dialing by Name

You can dial another Wave user by name if you do not know the other user's extension.

**Hint:** Your System Administrator can remove you from the dial-by-name directory, or you can remove yourself using ViewPoint, so that only callers who know your extension can dial you.

#### *To Dial-by-Name*

Press 411.

If you are using a digital phone with softkeys, you can also press **MENU** softkey and then the **DIAL** softkey, and then scroll through the list to select the name to dial. See Chapter 6 for more information about the buttons and keys available on your particular digital phone model.

## Dialing a User's Voicemail Directly

If your System Administrator enables this feature, you can leave a message in another user's voicemailbox directly without ringing that user's phone. Also see "Using Voicemail" on page 4-1 for more information about using Wave Voicemail features.

### *To Dial Directly into a User's Voicemail*

Enter the other user's extension, then press \* after the extension (for example **187\***).

If the option is available, you may also dial the extension, then \* from the point when you hear the auto attendant or the other user's greeting to access their voicemail without having to wait for the entire message to play.

**Hint:** This can be a useful feature for you to tell your frequent callers. You can also use it as a quick way to leave yourself a voice message when calling in. Contact your System Administrator to find out if this option is available on your company's Wave system.

## Using Account Codes

Depending on your office's configuration of Wave, you may be prompted to enter an account code when you place an external call. Even if you are not prompted for an account code by the system, your office may require you to enter one. Your Wave System Administrator can tell you what account codes, if any, you must use.

Account codes can be entered prior to placing a call or during an active call.

### Entering Account Codes When Prompted

If you are prompted to enter an account code when you place a call, you will hear one of the following prompts:

- **Single beep**—Prompts for the initial input
- **Double beep**—Indicates that you that you don't need to enter an account code because the contact whom you are dialing already has an associated account code.

### *If You Hear One of the Previous Prompts*

Enter the account code followed by #.

### ***If You Hear the Double Beep***

You can press # to use the contact's associated account code.

*or,*

You can enter a different account code, then press #.

If you enter the wrong account code, press *Flash* before pressing # and the system will let you re-enter it.

Depending on how your Wave System Administrator configured your system, the prompt may occur either after you dial the access code or after you dial the phone number.

If the prompt occurs after you dial the access code, enter the account code followed by #, and then continue entering the phone number.

**Example:** You would dial 9 [listen for the prompt] **8812 # 212 123 4567** (where 9 is the access code and 8812 is the account code, and the numbers after # are the area code and phone number).

## **Disabling Call Waiting for a Call**

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.

### ***To Disable Call Waiting for a Call***

Press \*70 and dial the number.

You do not hear the call waiting tone during that call. Incoming calls while you are on that call are sent directly to your voicemail. After the call ends, call waiting is enabled again.

**Note:** You can enter \*70 as part of a fax dial string to avoid the fax being disrupted by a call waiting tone. For example, your fax dial string might be \*70 9 1 617 555 7744.

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# Using Wave Phone Features

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This chapter describes the various features of each of the phone types. Not all features are offered on all phone types.

In addition, while some features are available on more than one phone type, the functionality may differ. Therefore, please be sure to review the descriptions carefully to make sure that you are reading the information for your specific phone type. To help you recognize which features belong to which phones, the following designations have been provided:

When you see:	The feature applies to the following phone type:	For more information, see:
[S]	SIP Phones*	Chapter 5 - About Wave SIP Phones
[D]	Digital phones*	Chapter 6 - About Wave Digital Phones
[A]	Analog phones	Chapter 7 - About Wave Analog Phones
[ALL]	All phones (but not necessarily all models within a phone type)	



## Authorization Codes

You may be assigned an authorization code that gives you the ability to make calls on restricted phone line keys. Authorization codes are used to override access restrictions.

### Using Authorization Codes [ALL]

#### *To Use an Authorization Code*

1. Dial a phone number.  
You hear a long beep, and the display (on SIP and Digital phones only) prompts you to enter your authorization code.
2. Enter your authorization code, then press #.

## Auto Dial

Auto Dial allows you to dial frequently used phone numbers with one button press. You can also use your Auto Dial keys to dial digits while a call is connected.

**Note:** Not all phone types offer this feature.

### Programming, Editing, and Using an Auto Dial Button [D]

#### DIGITAL PHONES

**Note:** Not all keys are programmable, so you should first query the current programming. To do so, press **MENU**, then the appropriate button. See “Using the Query Feature (phone models with displays only)” on page 3-62 to find an available button. Once you locate a button that you want to program, follow the steps below to program it.

See also “Storing the Saved Number as an Auto Dial” on page 3-51.

#### *To Program an Auto Dial Button*

1. Choose the button you want to program.  
*From an idle phone:*
2. Press the **MENU** softkey on the display.
3. Press **NEXT** until **PROG** appears, then press the corresponding softkey.

4. Press the **ADIAL** softkey.
5. Press the button you want to use for the Auto Dial (see step 1 above).
6. Use the keypad to enter the name you want to assign to this button.
7. Press **Next** when the name is entered.
8. Enter the number you want to assign to this button.

If you are programming an external phone number, enter the full phone number (including the external access digit(s) and area code).

You can press the *TAP* or *Flash* button to enter a flash at the start of the dialing string (to use Flash codes). You can press *HOLD* to insert a pause in the dialing string.

9. Press **Save** to store the settings.
10. Press **SPEAKER** to exit the menu.

#### **To Edit an Auto Dial button**

Follow steps 1 and 2 from above.

11. Press **NEXT** until **EDIT** appears, then press the corresponding softkey.
12. Press the AutoDial button you wish to edit.
13. Make the changes to the AutoDial name
14. Use the keypad to change the name.

*And/Or*

Press **Next** to display the number screen.

15. Change the number as needed (see step 8 for programming the Auto Dial button for details about entering a number).
16. Press **Save** to store the change(s).

#### **To Use an Auto Dial button**

Press the *Auto Dial* button assigned to the number you want to dial.

## **Call Appearance**

To handle multiple calls on the same line, your System Administrator can program Call Appearance keys to work in conjunction with the Line button. For details about Call Appearance keys used with Line keys, see “Multiple Call Handling” on page 3-43.

## Call History

A list of (up to) the last ten outgoing, ten incoming, and ten missed calls is stored for each digital phone. Note that multiple calls to or from the same destination will result in one entry in the list.

Missed calls are not logged if the call is made to a hunt group in which the user is a member.

A similar feature, Callers List, is available on SIP phones. See page 3-19.

### Using Call History [D]

#### DIGITAL PHONES

##### *To Access the Call Lists*

*From an idle phone:*

1. Press the **MENU** softkey on the display.
2. Press **LISTS**.
3. Press **Out** to view the outgoing list, **Miss** to view the missed calls list, or **Next** then **In** to view the incoming calls list.

While viewing a list, you can scroll through the it by pressing **Next**, or press **Sel** to select the call and see when the call was made. Press **DIAL** to call the currently displayed number.

**Note:** If all of your calls come in and out via line appearances (you never use your primary line), the Call History will initially be blank. To view the Call History for a line appearance, press that line appearance button while in the Call History screen.

##### *To Clear the Call Lists*

*From an idle phone:*

1. Press the **MENU** softkey on the display.
2. Press **LISTS**.
3. Press **NEXT**.
4. Press **Clear**.
5. Press **Out** to clear the outgoing list, **Miss** to clear the missed calls list, or **Next** then **In** to clear the incoming calls list, or **All** to clear all three lists at once.

## Call Park

Use Call Park to place a call on hold for retrieval from any phone on the system.

### Directed Park [ALL]

Directed Park allows you to park a call on another line. A specific extension number may be programmed on your Directed Park button to allow you to always park a call on a specific line.

#### SIP PHONES

##### ***To Direct Park a Call***

*With a party on the line:*

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

##### ***To Retrieve a Direct Parked Call***

1. Listen for the dial tone.
2. Press \*65.
3. Dial the extension.

#### DIGITAL PHONES

##### ***To Direct Park a Call***

*While on an active call:*

1. Press the pre-programmed *Directed Park* button.  
If your phone does not have a programmed *Directed Park* button, press *Flash*, then \*66 to park a call.
2. Enter an extension number, as needed.
3. Listen for two short beeps, then hang up.

If the button is configured to display the status of the parked call, the green LED will flash until the call is unparked. If the call does not get answered, you can retrieve the call by pressing the *Directed Park* button. You can use the button to park another call on another line even if the green LED is flashing.

**Note:** The Edge 700 - 8 button phone utilizes red LED lights only on pre-programmed buttons.

You can only park one call on any given line. Any other phones that have a *Directed Park* button targeted at the same line where the call was parked, and are configured to show status, will flash red, indicating that there is a call already parked on the target line.

If you leave a call parked for a long period of time, your phone rings back, and **PARK** is displayed.

### ***To Retrieve a Direct Park Call***

Press the pre-programmed *Directed Park* button, then the extension at which the call is parked.

If your phone does not have a programmed *Directed Park* button, press \*65, then the extension at which the call was parked.

**Note:** After you dial the target extension number, either dial # to signify the end of the number, or wait several seconds for the dialing time out.

If the Direct Park button has been programmed with an extension, it cannot be used to retrieve a call from a different extension. You can use the \*65 feature code to retrieve the call from an extension other than the one programmed in your Direct Park button.

Contact your Wave System Administrator for more information.

## **ANALOG PHONES**

### ***To Direct Park a Call***

*With a party on the line:*

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

### ***To Retrieve a Direct Parked Call***

1. Listen for the dial tone.
2. Press \*65.
3. Dial the extension.

## Self Park [ALL]

Self Park places a call in a parked state on your primary line for retrieval from other phones.

### SIP PHONES

#### ***To Park a Call at Your Primary Line***

*With a party on the line:*

1. Press *Flash*, then \*64.
2. Dial the extension.
3. Listen for two beeps.
4. Hang up.

#### ***To Retrieve a Parked Call***

*From any phone:*

1. Listen for the dial tone.
2. Press \*65.
3. Dial the extension.

### DIGITAL PHONES

#### ***To Park a Call at Your Primary Line***

*With a party on the line:*

1. Press the pre-programmed *Self Park button*.  
If your phone does not have a programmed *Self Park button*, press *Flash*, then \*64 to park a call.
2. Listen for two short beeps, and hang up.  
If you leave a call parked for a long period of time, your phone rings back, and **PARK** is displayed.

**To Retrieve a Parked Call**

*From any phone:*

Press the pre-programmed *Self Park button*.

If the phone does not have a *Self Park* button, dial \*65, then #.

You can also use the Direct Park button (if programmed), then dial your extension to retrieve a call parked on your Primary Line.

**ANALOG PHONES****To Self Park a Call**

*With a party on the line:*

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

**To Retrieve a Self Parked Call**

1. Listen for the dial tone.
2. Press \*65.
3. Dial your extension.

*or,*

Press # to retrieve a call on your own extension

## System Park [ALL]

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

### SIP PHONES

**Note:** This feature is pre-configured on the 480i/CT, 9480i/CT, and all Aastra Series 5 models.

#### ***To Park a Call on the System***

*While on an active call:*

1. Press the pre-programmed *System Park* button.  
If your phone does not have a programmed *System Park* button, press *Flash* and dial \*62 to park a call.
2. Listen for two beeps.
3. Hang up.  
The display shows the parking slot number at which the call is parked. Make a note of this number as you will need it to retrieve the call.

#### ***To Retrieve a Call Parked on System***

*From 480i/CT, 9480i/CT, or Aastra 5 Series models:*

Press the **RETRIEVE** softkey, then enter slot number.

*or,*

*From any other SIP phone model:*

1. Press *System Park*.  
If your phone does not have a *System Park* button, dial \*63, the orbit number.  
**Note:** The phone will automatically pause for approximately 3 seconds between each digit. However, pressing the *Dial* button as mentioned above will quicken the retrieval process.
2. Dial the parking slot number on which the call was parked.
3. Press the *Dial* softkey.



## DIGITAL PHONES

### ***To System Park a Call***

*While on a call:*

1. Press the pre-programmed *System Park* button.  
If your phone does not have a programmed *System Park* button, press *Flash*, then \*62 to park a call.

2. Listen for two short beeps, and hang up.

The display shows the parking slot number where the call is parked. Be sure that you remember this number since you'll need to use it to retrieve the call.

The *System Park* red LED remains lit until the parked call is retrieved.

If you leave a call parked for a long period of time, your phone rings back, and **PARK** is displayed.

**Note:** While a call is parked from your phone, and the *System Park* button's red LED is lit, you can query the parking slot of the last call parked from your phone by pressing **MENU**, then the *System Park* button.

### ***To Retrieve a Call Parked on the System***

*From any extension:*

1. Press the pre-programmed *System Park* button.  
If your phone does not have a programmed *System Park* button, dial \*63.
2. Dial the parking slot number at which the call was parked.

## ANALOG PHONES

### ***To System Park a Call***

*With a party on the line:*

1. Press *Flash*, then \*62.
2. Listen for two beeps.
3. Hang up.  
Or,
  1. With a party on the line, press *Flash*, then 6.
  2. Listen to the system prompt for the slot number.

**To Retrieve a System Parked Call**

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

## Call Pickup

You can pick up a call on any extension within your call pickup group. If the line button you use to pick up a call is not part of a call pickup group you cannot pick up calls on lines that belong to a call pickup group. There are two types of Call Pickup: Extension Pickup and Group Pickup.

**Note:** Extension and Group Pickup groups are configured by the System Administrator.

### Extension Pickup [ALL]

Extension Pickup allows you to answer any ringing primary or secondary line in your call pickup group.

#### SIP PHONES

**To Answer a Specific Extension**

1. Press the pre-programmed *Pickup button*.  
If your phone does not have a programmed *Extn Pickup* button, dial \*75.
2. Dial the extension number of the ringing station.  
**Note:** An extension number may be programmed on the *Extn Pickup* button to provide directed pickup for a specific extension.
3. Speak to the caller.

#### DIGITAL PHONES

**To Answer a Specific Extension**

1. Press the pre-programmed *Extn Pickup button*.  
If your phone does not have a programmed *Extn Pickup* button, dial \*75.
2. Dial the extension number of the ringing station.  
**Note:** An extension number may be programmed on the *Extn Pickup* button to provide directed pickup for a specific extension.
3. Speak to the caller.

## ANALOG PHONES

### *To Answer a Specific Extension*

1. Listen for the dial tone, then press \*75.
2. Dial the extension number of the ringing station.

## Group Pickup [ALL]

Group Pickup allows you to answer a call on any primary or secondary line within your call pickup group.

## SIP PHONES

### *To Answer a Call in Your Pickup Group*

Press the pre-programmed *Group Pickup button*.

If your phone does not have a programmed *Group Pickup button*, dial \*74.

## DIGITAL PHONES

### *To Answer a Call in Your Pickup Group*

1. Press the pre-programmed *Group Pickup button*. If your phone does not have a programmed *Group Pickup button*, dial \*74.
2. Speak to caller.

## ANALOG PHONES

### *To Answer a Call in Your Pickup Group*

Listen for the dial tone, then press \*74.

## Call Record

Call Record records the currently active call and saves it as a WAV file to a voice mailbox. The maximum length of a recording equals the maximum length of a Voicemail message. The *Call Record* button is a programmed button; contact your System Administrator for additional information.

**Warning:** In many localities, it is illegal to record a phone call without first notifying the person or persons being recorded. Contact your System Administrator for information about call recording guidelines.

### Recording a Call [D] / [A]

#### DIGITAL PHONES

##### *To Use Call Record*

1. Notify the person or people with whom you are speaking that you are about to record the call (see Warning above).
2. Press *Call Record*.

##### *To End the Recording Session*

3. Press *Call Record* again.

**Note:** Using another phone feature will end a call recording session.

You access the recording in the same way you access Voicemail messages. See “Message Waiting” on page 3-42 for details.

#### ANALOG PHONES

##### *To Use Call Record*

1. Notify the person or people with whom you are speaking that you are about to record the call (see Warning above).
2. Press *Flash*, then \*16.

##### *To End the Recording Session*

3. Press *Flash*, then \*16 (or hang up to stop recording and end the call).

## Call Return

Call Return calls back the last extension or phone number of the last answered call on your primary line.

**Note:** Contact your System Administrator to find out if the Return Call feature is available for external numbers.

### Returning a Call [ALL]

#### SIP & DIGITAL PHONES

##### *To Use Call Return*

Press the pre-programmed *Call Return button* to dial the last number that called your extension. If your phone does not have a programmed *Call Return button*, dial \*69.

#### ANALOG PHONES

##### *To Use Call Return*

1. Listen for the dial tone
2. Press \*69 to dial the last number that called your extension.

## Call Waiting

### Using Call Waiting [ALL]

During a call on your primary extension, you may hear a call waiting beep and see the *Call Waiting LED* flash indicating an incoming call on Call Waiting.

**Note:** Call Waiting will not be active during a transfer or conference, if both the primary line and an appearance for another line are connected, or if the primary line is ringing.

**IMPORTANT:** If one or more Call Appearance buttons are configured on your digital or SIP phone, it is recommended that Call Waiting be disabled. This is because it is preferable to use Call Appearance buttons to answer additional calls to your phone rather than a Call Waiting button because a Call Appearance button shows the call status on the phone's display, while a Call Waiting button does not. Also, once connected you can move easily between calls by pressing the associated Call Appearance buttons. For more information see "Multiple Call Handling" on page 3-43.

## SIP PHONES

The L2 button on each model serves as the call waiting indicator. Also, models 480i/CT and 9480i/CT has two softkeys: **PICKUP** and **IGNORE**.

Pressing the **PICKUP** softkey button is equivalent to the L2 button; it will connect you to the new call (and place the existing call on hold). However, pressing the **IGNORE** softkey sends the incoming call directly to voicemail.

### ***To accept a call waiting call***

Press L2 (or the **PICKUP** softkey on models 480i/CT, 9480i/CT & Aastra Series 5).

The initial call is placed on temporary hold. The corresponding primary line button LED blinks, and the L2 LED lights (solid).

**Hint:** Remember, on models 480i/CT, 9480i/CT, and Aastra Series 5 you can also press *Ignore* to send the incoming call directly to voicemail.

### ***To reconnect to the initial call***

Press your primary line button.

The call that was waiting is placed on temporary hold. The Call Waiting LED flickers, and the corresponding primary line LED lights.

You can toggle back and forth between the initial call and the call waiting call by pressing the primary line button and the *Call Waiting* button. The LEDs and display update to reflect which caller is connected.

- Model 9112i has a Swap button that allows you to toggle between two calls on the same line.

### ***To release the call waiting call***

*While the Call Waiting call is active, press End Call.*

- For models 480i/CT, 9480i/CT, and all Aastra Series 5: press *Goodbye* () or use the **DROP** softkey.

The call waiting call is dropped and you are reconnected to the initial call.

**To release the initial call**

While the initial call is active, press *End Call*.

- For 480i/CT, 9480i/CT, and all Aastra Series 5 models: press *Goodbye* (  ) or use the **DROP** softkey.

The initial call is dropped and you are reconnected to the call waiting call. The call waiting call is rolled onto the primary line button.

**Hint:** You can add a call waiting call to a call on your primary line by pressing *Conference*. See “Blocking Caller ID [ALL]” on page 3-18 for more information about the *Conference* feature.

You can transfer a call waiting call to another extension. See “Transfer” on page 3-57 for more information about the *Transfer* feature.

You can park a call waiting call for pickup on another extension. See “Call Pickup” on page 3-12 for information about parking calls.

**To disable Call Waiting**

Press \*70, and dial the phone number.

Call Waiting is disabled for the duration of the call. Call Waiting is re-enabled when the call is terminated.

**DIGITAL PHONES****To Accept a Call Waiting Call**

Press the pre-programmed *Call Waiting button*. (If your digital phone does not have a programmed *Call Waiting button*, the Call Waiting feature is not available.)

The initial call is placed on temporary hold.

**Note:** If your digital phone does not have a programmed *Call Waiting button*, the Call Waiting feature is not available.

**To Reconnect to the Initial Call**

Press the *TAP button*.

The call waiting call is placed on temporary hold.

You can toggle between the initial call and the call waiting by pressing the *TAP button*.

The display updates to reflect which caller is connected.

**To Disable Call Waiting**

Press *Call Waiting*, or \*70, then dial the phone number.

*or,*

Press *Call Waiting* during an active call.

Call Waiting is disabled for the duration of the call. Call Waiting is re-enabled when the call is terminated.

**ANALOG PHONES****To Accept a Call Waiting Call**

Press *Flash* to place the current call on hold and connect to the incoming call.

**To Reconnect to the Original Call**

Press *Flash*, then 3, then follow the prompts.

**To Toggle Back and Forth Between the Two Calls**

Press *Flash*, then 4, then follow the prompts.

*or,*

Press *Flash*, then \*73 to toggle between the two calls.

**To Disable Call Waiting**

Press \*70, then dial the extension or external phone number.

## Caller ID Blocking

Keeps your caller ID information private when making a phone call.

This feature applies only during the current call, and must be reapplied each time you want to make a call.

### Blocking Caller ID [ALL]

**ALL PHONES****To Block Caller ID**

1. Listen for the dial tone (analog phones only).
2. Press \*67.
3. Dial your call.



## Callers List

### Using the Callers List [S]

#### **SIP PHONES**

The Callers List is a stored log of your incoming calls. Your telephone logs the number and name (if available) of the caller, when they last called, and the number of times they tried to reach you.

When the Callers List is full, the oldest call records are deleted to accommodate the information of new callers. If the telephone number of an incoming or outgoing call matches a number that you have programmed with a name in a programmable button or the Directory, the Callers List will display the name and number.

The display shows you how many callers have been added to the list since you last checked it.

**Note:** Contact your System Administrator for information about the maximum number of calls allowed to be stored in your Callers List.

**IMPORTANT:** For the Aastra 5 Series, a Callers List button must be pre-programmed in order for this feature to be available for use. Contact your System Administrator for more information.

**Note:** A similar feature, Call History, is available on digital phones. See page 3-5.

## Callers List Screen Display

ICON	DESCRIPTION
	You have received a new voice message.
	You have a call on hold. While browsing the Callers list, indicates an unanswered call.
	You are on an outgoing call. While browsing the Callers list, indicates an answered call.
	You are on an incoming call. While browsing the Callers list, indicates a Call Waiting call.
	You have an incoming Call Waiting call.
<b>N</b>	You have a new incoming call.
	You returned the call from the Callers list.
<b>2x</b>	This type of indicator shows that the caller has called twice. The display also shows the date and time of the last call from the caller.
<b>XX NEW CALL ERS</b>	This type of message shows the number of callers that have been added to the list since you last checked it.

## Accessing and Dialing the Callers List

**Note:** You can add numbers from the Callers List to your Directory. See “Saving Numbers & Names to the Directory” on page 3-30 for details.

### To Access the Callers List

1. Press *Callers List* () , and scroll through the incoming call list. For Models 480i/CT and 9480i/CT, press *Services*.
2. Press the *Up* button to see the most recent call, or press the *Down* button to see the oldest call on your list.

### To Dial the Displayed Number

1. Lift the handset or press .
2. Press a line button.
3. Press *End Call* to cancel. For 480i/CT, 9480i/CT and all Aastra Series 5 models: press *Goodbye* () or the **DROP** softkey to end/cancel the call.

## Editing in the Callers List

**WARNING:** The Callers List does not save changes. Editing in the Callers List is generally used if you plan to call the number and need to add a prefix. Remember, you can add numbers from the Callers List to your Directory. See “Saving Numbers & Names to the Directory” on page 3-30 for detail.

**Hint:** In the Callers list, if a dial pad button is pressed when a number and/or a name is displayed, the cursor will automatically add the digit at the left side of the number to enable the entry of the prefix.

1. Press *Callers List* (). For Models 480i/CT and 9480i/CT, press *Services*.
2. Scroll to find the entry you want to edit.

**Hint:** Press the up button to see the most recent call, or the down button to see the oldest call on your list.

3. Press any button on the dial pad to begin editing.

**Hint:** To erase one digit to the left of the cursor, press the left select button. To add a one-second pause during number editing, press *Hold* (.

## Deleting from the Callers List

There are two ways to delete calls from the Callers List: one call at a time, or all calls.

### **To Delete Items One-by-One**

1. Press *Callers List* (). For Models 480i/CT and 9480i/CT, press *Services*.
2. Scroll to find the item you want to delete.

**Hint:** Press the up button to see the most recent call, or the down button to see the oldest call on your list.

3. Press *Delete*.

A prompt will appear to ask if you want to delete the current item.

4. Press *Delete* again to erase the item from the list.

### **To Delete All Calls**

1. Press *Callers List* (). For Models 480i/CT and 9480i/CT, press *Services*.
2. Press *Delete*.

A prompt will appear to ask if you want to delete the current item.

3. Press *Delete* again to erase the item from the list.

## Camp-on (Callback)

Camp-on (also known as Callback) allows your phone to automatically call back an extension that is busy, does not answer, or forwards you to Voicemail. Camp-on does not work on external phone numbers. The Camp-on button is a pre-programmed button. Contact your System Administrator for details.

### Using Camp-on (Callback) [D] / [A]

#### DIGITAL PHONES

##### *After Receiving a Busy Signal or No Answer*

Press the pre-programmed *Camp-on* button. If your phone does not have a programmed *Camp-on* button, dial *Flash* + \*76 if you are still connected, or \*76 after going onhook.

The *Camp-on* button red LED lights and you hear a beep. Camp-on will remain enabled if you make or answer another call.

When the Camp-on target extension becomes available you hear a callback of three short rings, the primary line LED flashes, and **CAMP-ON** appears on the display.

4. Lift the handset, or press your primary line button.

The target extension will ring when you answer the callback. If you do not answer the callback within the number of rings (three quick rings each time) specified in your No Answer forwarding destination, Camp-on is canceled. Camp-on is not canceled if the target extension does not answer the call.

##### *To Cancel Camp-on*

Press the pre-programmed Camp-on button. If your phone does not have a programmed Camp-on button, dial \*77 to cancel

The *Camp-on* button LED goes out, and you hear a beep.

##### *To Display the Camp-on Target Extension*

1. Press the MENU softkey on the display.
2. Press Camp-on to display the Camp-on target extension.

## ANALOG PHONES

### ***After Receiving a Busy Signal or No Answer***

1. Hang up.
2. Go off-hook, then listen for the dial tone.
3. Press \*76.
4. Hang up.

*When the target extension becomes available your phone will ring:*

5. Answer the ring to retry your call.

### ***To Cancel Camp-on***

1. Listen for the dial tone.
2. Press \*77.
3. Listen for two beeps.
4. Hang up.

## Centrex Features

The programmed *Centrex Flash* button allows you to access Centrex features.

**Note:** You must subscribe to Centrex service through your phone service provider to use this feature. Contact your System Administrator for more information.

### Using Centrex Flash [D] / [A]

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

## DIGITAL PHONES

### ***To Use Centrex Flash***

*During a call:*

1. Press the pre-programmed *Centrex Flash* button. If your phone does not have a programmed *Centrex Flash* button, press *Flash*, then \*80.
2. Listen for the dial tone, then enter Centrex feature code (as appropriate).

## ANALOG PHONES

### *To Access Centrex Flash*

1. Listen for the dial tone, then press \*80.
2. Enter a Centrex feature code.

## Conference Calls

You can set up a conference call that includes both internal and external parties. If you have a *Conference* (**Conf**) button or a *Flash* button, you can set up a conference call. Contact your System Administrator for the maximum number of parties allowed on a single conference call.

### Setting Up a Conference Call [ALL]

## SIP PHONES

### *To Set Up a Conference Call Using the Conference (**Conf**) Button*

*With a party on the line:*

1. Press *Conference* (**Conf**) to place the other party on hold.  
On some models, there is a **CONF** softkey.
2. Listen for the dial tone, then dial the number of the next party.
3. When that party answers, press *Conference* (**Conf**) again to connect the calls.
  - If a party is not available, press *End Call* to reconnect to the first party.
  - For 480i/CT, 9480i/CT, and all Aastra Series 5 models: press *Goodbye* () to reconnect to the first party.

Repeat steps above for each party you want to include in the conference (up to the allowed maximum).

*When all parties have been connected:*

4. Press *Conference* (**Conf**) one more time to complete the set up process and begin the conference call between all current parties.

### **To Make a Conference Call with Feature Codes**

*During a call:*

1. Press *Flash* to place the other party on hold.
2. Listen for the dial tone, then dial the extension of the third party.

*When the third party answers:*

3. Press *Flash* and dial \*71 to connect the calls.
  - If a party is not available, press *Flash* and dial \*72 to reconnect to the first party.
  - If a party's Voicemail answers, or the party does not want to join the conference, press *End Call*.
  - For 480i/CT, 9480i/CT, and all Aastra Series 5 models: press *Goodbye* () to drop the call and rejoin the first party.
4. Press *Flash* again to place the conference call on hold and to add a fourth party.
5. Press *Flash* and Dial \*71 to connect the fourth party to the conference.

### **To Disconnect from a Conference Call**

Hang up the handset, or press *End Call*

- For 480i/CT, 9480i/CT, and all Aastra Series 5 models: press *Goodbye* () or use the **DROP** softkey.

## **DIGITAL PHONES**

Since all Wave Digital phones have a hard-coded *TRNS/CONF* or *TRANS* button, a programmed Conference feature button is not required. However, such a feature button is supported for backwards compatibility.

The functionality between such a button and the *TRNS/CONF* (or *TRANS*) button is identical. Therefore, you can use the steps below substituting the feature button for the *TRNS/CONF* (or *TRANS*) button.

### **To Set Up a Conference**

*During a call:*

1. Press *TRNS/CONF* or *TRANS* button to place the other party on hold.  
The *HOLD* button LED flashes red.
2. Listen for the dial tone, then dial the number of the next party.

*When the other party answers:*

3. Press *TRNS/CONF* or *TRANS* button again to connect the calls.  
The number of parties in the current conference call will appear on the display.  
If a party is not available, press *TAP*, or press the button corresponding to the initial call to reconnect to the first party.
4. Press *TRNS/CONF* or *TRANS* again to place the conference call on hold and add a fourth party.  
Repeat steps 2 through 4 to add additional parties.
5. Complete the conference by pressing *TRNS/CONF* or *TRANS*.

## **ANALOG PHONES**

### ***To Set Up a Conference***

*With a party on the line:*

1. Press *Flash*, then #.
2. Dial the phone or extension number of a conference member.

*After the conference member answers:*

3. Press *Flash* and #, then press \*71.  
or,
4. Press *Flash*, then 5.

Repeat for each additional conference member.

*If you dial a member that is not available*

Press *Flash*, then 4 to return to the conference.



## Dial-by-Name

The Dial-by-Name feature allows a call to be placed by entering a name using the keypad or by scrolling through a list of names. There are two lists of names that can be searched: one of internal names and one of external names.

### About Dial-by-Name [D]

The Dial-by-Name Internal list will include the following numbers:

- Extensions in the database.
- Numbers listed in the Off-premise table.
- Primary Line Appearance Call List (if the calling party number is less than seven digits).
- Autodial feature keys (if the stored number is less than seven digits).
- System Speed Dial numbers (if the stored number is less than seven digits).

The Dial-by-Name External list will include the following numbers:

- Primary Line Appearance Call List (if the calling party number is seven digits or more).
- Autodial feature keys (if the stored number is seven digits or more).
- System Speed Dial numbers (if the stored number is seven digits or more).

## DIGITAL PHONES

### *To Use Dial-by-Name*

*From an idle phone:*

1. Press the **MENU** softkey on the display.
2. Press **DIAL**.
3. Press **Int** or **Ext** to specify an internal or external name.
4. Press **First** or **Last**. The name search can be done last name first or first name first.
5. Press the keypad digit that corresponds to the first letter for the name being searched.

*When the correct name is displayed:*

6. Press **More**, then press **Dial** to place the call.

If you do not see the correct name right away, you can spell out the name further using the keypad, or press **Next** to scroll through the list.

## Direct Station Select/Busy Lamp Field (DSS/BLF)

DSS/BLF buttons allow you to perform certain functions with only one press of a button (such as calling an extension or transferring a call, and so forth). Features available on these buttons depend upon how they are programmed for your phone. Contact your System Administrator for details.

**IMPORTANT:** *DSS/BLF* keys are configured by the System Administrator or by user programming and can be configured for either blind or supervised transfer. If the *DSS/BLF* button's programming has Blind Transfer enabled, a blind transfer will be attempted when the button is pressed. If not, a supervised transfer will be attempted instead.

A solid red LED next to a *DSS/BLF* button indicates that the line is in use. A flickering red LED indicates the extension is ringing. A blinking LED indicates that the extension has a call on hold.

### Using the DSS/BLF Feature [D]

#### DIGITAL PHONES

##### Calling an Extension

Press the *DSS/BLF* button to call the programmed destination extension.

##### Using Supervised Transfer

A supervised transfer allows you to announce a call before completing the transfer.

##### *To Make a Supervised Transfer*

*While connected to another party:*

1. Press the *DSS/BLF* button for the destination extension.
2. When the destination party answers, announce the call.
3. Hang up or press *SPEAKER* to complete the transfer.

##### *To Cancel a Supervised Transfer*

Press *TAP* to cancel the transfer before completion.

## Using Blind Transfer

A blind transfer allows you to transfer a call to another extension with one button press and without announcing the transfer.

### ***To Make a Blind Transfer***

*While connected to another party:*

Press the *DSS/BLF* button.

If the DSS/BLF button's programming has Blind Transfer enabled, a blind transfer will be attempted when the button is pressed. If not, a supervised transfer will be attempted instead.

## Directory List

### Using the Directory List [S]

#### **SIP PHONES**

The Directory List is your personal phone book, conveniently stored within your phone. You can enter up to 200 entries into the Directory by adding them manually, or by saving the number and name from other lists stored on your phone. Each entry can contain a maximum of 16 letters and numbers.

**Note:** If your phone does not have an Intercom button, you will need to enter the appropriate access code when adding an external number to be saved.

**IMPORTANT:** For the Aastra 5 Series, a Callers List button must be pre-programmed in order for this feature to be available for use. Contact your System Administrator for more information.

### Accessing and Viewing Your Directory

#### ***To Access Your Directory***

1. Press *Directory*. For Models 480i/CT and 9480i/CT, press *Services*.  
The directory displays the number of entries in your list. If the Directory list is empty, Directory Empty/Use Save to add is displayed.
2. Scroll through the displayed list to locate and access the entries.

**To Search for an Entry by Name**

3. Press the dial pad number corresponding to the first letter of the name (for example, press 7 for the letter P).

Continue to press the dial pad number to access other letters on the same button (for example, press 7 three times to display names that begin with the letter R). If there are multiple entries under the same letter, you can scroll through the list, or continue to press the next letters.

**To Dial the Displayed Number**

4. Press , lift the handset, or press any line button.
5. Press *Directory* to cancel. For Models 480i/CT and 9480i/CT, press *Services*.

**Saving Numbers & Names to the Directory**

You can save a number to your permanent Directory from the Redial list or Callers list, or by entering a new number and name.

**Saving from Hard keys to the Directory****To Save an Entry from Your or Callers or Redial List**

1. Press the associated button for the list you want to view: *Callers List* () or *Redial* (). For Models 480i/CT and 9480i/CT, press *Services*.
2. Scroll through the list (selected in step 1) to find the name and number that you wish to save to your directory.
3. Press *Save*, then *Directory* to store the number in the Directory List. For Models 480i/CT, 9480i/CT, and Aastra 5 series models: press *Copy*, then *OK*.

If the name is displayed with the number, both are saved to the directory. If no name is displayed, you can enter the name using the dial pad.

**Entering Numbers & Names in the Directory**

1. Press *Save*.
2. Press *Directory*. For Models 480i/CT and 9480i/CT, press *Services*.

The **Enter number** prompt will appear.

3. Use the dial pad to enter the number.

**Hint:** To add a one second pause during number editing press *Hold* ().

**IMPORTANT:** You will need to enter the appropriate access code when adding an external number to be saved.

## Do Not Disturb

Do Not Disturb (DND) prevents your phone from ringing. It also blocks pages and voice calls. Callbacks from calls left on Hold, Park, and Camp-on will still ring your phone.

- Using the Do Not Disturb button, you can enable or disable Do Not Disturb while you are using the phone without interrupting your conversation.
- If you enable Do Not Disturb while your primary line is ringing, the call is transferred to your No Answer forwarding destination (for example, Voicemail), with one exception: if you are a member of a Ring-All hunt group, and you enable Do Not Disturb for a call to the hunt group, the call will continue to ring the other phones in the hunt group.

**Note:** If your phone shares a line with other phones, only your phone is affected by switching DND on or off.

## Using Do Not Disturb [ALL]

### ALL PHONES

**Hint:** You can use the following alternative method for using DND on ANY phone or use the specific method shown for each phone type below.

1. Login to voicemail.
2. Press 6 for account preferences.
3. Press 1 for personal status.
4. Press 2 to cancel DND.
5. Press 1 to set DND.

### SIP & ANALOG PHONES

#### ***To Enable Do Not Disturb***

Press \*41.

#### ***To Cancel Do Not Disturb***

Press \*42.

## DIGITAL PHONES

The *Do Not Disturb* pre-programmed button on your phone is set up by your System Administrator.

### ***To Enable Do Not Disturb***

Press the pre-programmed *Do Not Disturb* button.

The *Do Not Disturb* red LED lights, and **DND** is displayed.

If your phone does not have a programmed *Do Not Disturb* button, dial \*41.

**Note:** When you go off hook you receive "stutter" dial tone to indicate your phone is in a special state.

### ***To Cancel Do Not Disturb***

Press the pre-programmed *Do Not Disturb* button. If your phone does not have a programmed *Do Not Disturb* button, dial \*42.

The *Do Not Disturb* LED goes out.

### ***To Enable or Disable Do Not Disturb Using the Display***

1. Press **MENU**, then press **NEXT** three times.
2. Select **DND**.
3. Select **On/Off**.
4. Press **Done** or **SPEAKER** end.

## Flash

### About Flash [ALL]

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 "feature codes" (see Feature Code Reference lists at the end of chapters 4 through 6 of this guide).

- The location of the *Flash* button may vary from model to model. Your phone may have button labeled *Flash*, or alternatively *Link* or *Call Waiting*. Check the graphics of the various models in Chapters 4 through 6 of this guide according to the type of phone you are using (SIP, digital, or analog).

## Forward Calls

Use Forward to redirect your calls to another extension or phone number.

### Forwarding Calls [ALL]

#### ALL PHONES

**Hint:** You can use the following alternative method for forwarding calls on ANY phone or use the specific method shown for each phone type below.

1. Login to voicemail.
2. Press 5 for call forwarding.
3. Press 2 and follow the prompts for internal forwarding.
4. Press 3 and follow the prompts for external forwarding.
5. Press 4 to cancel forwarding.

#### SIP PHONES

The *Forward* button applies only to calls received on your primary line. You can activate only one *Forward* button on your phone at any given time.

The Forward feature will behave differently depending on whether or not your *Forward* button is programmed with a target phone number.

#### ***To Forward Calls to an Internal Extension***

1. Press the pre-programmed *Forward* button. If your phone does not have a programmed *Forward* button, press \*43.
2. Enter the extension number to which you want to forward calls.

**To Forward Calls to an External Phone Number**

1. Press the pre-programmed *Forward* button. If your phone does not have a programmed *Forward* button, press \*43.
2. Enter the external access digit(s).  
This is the digit that allows you access to an external phone line (typically 9).
3. Enter the phone number to which you want to forward calls.  
If you enter an international phone number, you must enter a # at the end of the number.

If you are prompted for a password:

4. Enter your Voicemail password, then press #.  
You will hear two beeps, the *Forward* button LED will flash (indicating that Forward is enabled), and **FWD** is displayed.

**To Cancel Call Forwarding**

Press the pre-programmed *Forward* button. If your phone does not have a programmed *Forward* button, dial \*44 to cancel call forwarding.

The *Forward* button LED goes off.

**DIGITAL PHONES**

The *User Forward* button applies only to calls received on your primary line. You can activate only one *User Forward* button on your phone at any given time.

The Forward feature will behave differently depending on whether or not your *User Forward* button is programmed with a target phone number.

**To Forward Calls to Internal Extensions**

1. Press the pre-programmed *User Forward* button. If your phone does not have a programmed *User Forward* button, dial \*43.
2. Enter the extension number to which you want to forward calls.  
The *User Forward* button red LED flashes indicating that Forward is enabled, and **FWD** is displayed.



**To Forward Calls to External Phone Numbers**

1. Press the pre-programmed *User Forward* button. If your phone does not have a programmed *User Forward* button, dial \*43.
2. Enter the external access digit(s).  
The digit that allows you access to an external phone line (usually a 9).
3. Enter the phone number to which you want to forward calls.  
If you enter an international phone number, you must enter a # at the end of the number.
4. If you are prompted for a password, enter your Voicemail password, then press #.  
You will hear two beeps, the *User Forward* button red LED will flash (indicating that Forward is enabled), and **FWD** is displayed.

**Note:** When you go off hook you receive "stutter" dial tone to indicate your phone is in a special state.

**To Cancel Call Forwarding (Internal/External)**

Press the pre-programmed *User Forward* button. If your phone does not have a programmed *User Forward* button, dial \*44 to cancel call forwarding.

The *User Forward* button LED goes off.

**Using Forward (Follow-me)**

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

**Example:** You go to work in a lab room and want all calls forwarded to that room, but have forgotten to set the forward prior to leaving your office. You can pick up the phone in the lab and set it for the Follow-me forward. All calls to your office phone will then ring in the lab (until you cancel the setting).

1. Listen for the dial tone.
2. Press \*78.
3. Enter the destination extension.

*If you are prompted for a password:*

4. Enter the appropriate voicemail password.

**To Cancel Forward (Follow-me)**

1. Listen for the dial tone.
2. Press \*79.
3. Enter the destination extension.

## Programming the User Forward Button

### *To Program a Number on Your User Forward Button*

*From an idle phone:*

1. Press the **MENU** softkey on the display.
2. Press **NEXT** until **PROG** appears, then press the corresponding softkey.
3. Press **NEXT** until **Ufwd** appears, then press the corresponding softkey.
4. Press the button you want to assign as the *User Forward* button.
5. Enter the number.  
If you enter an external phone number, be sure to include the external line access digit (typically 9).
6. Press **Save** to store the setting.
7. Press **SPEAKER** to exit the menu.

### *To Use the Programmed User Forward Button*

1. Press the pre-programmed *User Forward* button.

*If you are prompted for a password:*

2. Enter your Voicemail password, then press **#**.  
You will hear two beeps, the *User Forward* button red LED will flash (indicating that Forward is enabled), and **FWD** is displayed.

## ANALOG PHONES

You can have your calls forwarded to an external number (for example to a branch office or your home) or to another extension within the Wave phone system.

### *To Forward Your Phone to an External Phone*

1. Listen for the 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.

*If prompted:*

5. Enter the appropriate voicemail password, then press **#**.

**To Forward Your Phone to Another Extension**

1. Listen for the dial tone, then press \*43.
2. Dial the destination extension.
3. Listen for two beeps and hang up.

**To Cancel Either External or Internal Forwarding**

1. Listen for the dial tone, then press \*44.
2. Listen for two beeps and hang up.

**Using Forward (Follow-me)**

From any phone in the system, you can specify an extension to which you want your calls forwarded. Follow the steps shown for digital phones in “Using Forward (Follow-me)” on page 3-35.

## Headset

### Using a Headset [ALL]

Follow the procedure below when making and receiving calls using a headset.

**Note:** If you experience problems using a Bluetooth® device with Wave (you do not hear ring back or it is distorted, incoming call ring is distorted, dial tone is distorted, and so forth), contact your System Administrator to verify that you are using a compatible device.

### SIP PHONES

1. Ensure that you have selected a headset audio mode by accessing the Options list (under **OPTION 7.HEADSET SETTINGS**).
2. Plug the headset into the jack.
3. Press  on models 9112i, 9133i, 9143i and all Aastra Series 5 models) to obtain a dial tone or to answer an incoming call.

Depending upon the audio mode selected from the options menu, a dial tone or an incoming call will be received on either the headset or the handsfree speakerphone.

**Hint:** See pages 5-2 through 5-16 for information about phone models and their associated keys/buttons. Also see “Using the Speaker” on page 2-3.

4. Press *End Call*. For 480i/CT, 9480i/CT, and all Aastra Series 5 models: press *Goodbye* () or use the **DROP** softkey to end the call.

## DIGITAL & ANALOG PHONES

When using a headset on digital or analog phones, you can adjust the volume by using the Volume buttons on the front of the phone. In addition to begin or end calls, you will need to use the Speaker keys with the headset plugged into the jack.

### Special Headset Modes (2.5mm and Bluetooth®)

Certain Edge and Vodavi phones may be programmed with 2 special headset modes (in addition to the basic headset use). Contact your System Administrator for more information about the programming special headset options:

- 2.5mm headset (Edge 700 8 & 24 button models and Vodavi Executive models only)
- Bluetooth® (Edge 700 24 button model only)

**Note:** If the 2.5mm or Bluetooth option is selected on your phone, but your phone does not have this capability, standard headset operation is assumed.

### Programming the Phone for Bluetooth® (Edge 700 - 24 button model only)

**IMPORTANT:** In order to use a Bluetooth® with the Edge 700 - 24 button phone, a Bluetooth® module must be connected. In addition to the settings shown below, there are Bluetooth®-specific operations that may be required. Consult your Bluetooth® user documentation for details regarding installation of the module, as well as any other programming settings required for optimum operation of the Bluetooth® device.

Some Bluetooth® headsets will shut off when placed in their charging cradle. If you are using an Edge 700, and this occurs, turn the Bluetooth® headset on, then toggle the headset button.

*Once the Bluetooth® module is connected*

1. Press the **MENU** softkey until the Bluetooth® option appears.
2. Press the softkey that corresponds to the option you want to use (that is, 2.5mm or Bluetooth®).

**Note:** If you choose the Bluetooth® option, the Bluetooth® device must be paired (registered) to its “base station”. If/when you change Bluetooth® units, you will need to unpair the current Bluetooth® unit, then pair the new unit.

When performing the Bluetooth® pairing or unpairing, it is recommended that the headset be within three feet of the phone base.

3. Enter a **1** to “pair” the Bluetooth® device
4. Enter the Bluetooth® device code (four digits).

**Hint:** This information is probably located somewhere on the Bluetooth® packaging or user documentation.

Once you enter the device code, the system will search for the device and, if successful, a “Device registered” will be displayed.

5. Press the **EXIT** softkey.

**To Unpair the Bluetooth®**

Follow steps 1 and 2 above, then in step 3, select 2 to “unpair” the Bluetooth® device. The system will search for the device and, if successful, a “**DEVICE DE-REGISTERED**” will be displayed.

## Hold

You can place a call on hold to keep the other party connected while you hang up the handset or use other phone features.

### Placing a Call on Hold [ALL]

#### SIP PHONES

**To Place a Call on Hold**

Press *Hold* (  ) on models 9112i, 9133i, and 9143i or the button labeled Hold on 480i/CT, 9480i/CT, and all Aastra Series 5 models.

The LED flashes next to the line button with a call on hold.

You can hang up the handset or use other phone features.

If you leave the call on hold for too long, your phone rings back to remind you.

**Note:** The *Flash* button can be used to place calls on temporary hold. When you do so, you will hear dial tone. If you press *TAP*, you will be reconnected to the call on hold; if you hang up the handset the call on hold will immediately recall.

**To Reconnect to a Call On Hold**

Press the button corresponding to the line at which the call was placed on hold.

**Using the Reconnect Softkey (Models 480i/CT and 9480i/CT only)**

Use the **RECONNECT** softkey to reconnect to a call that is on hold or parked.

## DIGITAL PHONES

### ***To Place a Call on Hold***

Press *HOLD*.

When a call is on hold, the red LED flashes next to the corresponding line or call appearance button.

You can hang up the handset or use other phone features.

If you leave the call on hold for longer than the system hold time (three minutes is the default), your phone rings back and **HELD** is displayed.

**Note:** The *Flash* button can be used to place calls on temporary hold. When you do so, you will hear dial tone. If you press *Flash* again or hang up the handset, you will be reconnected to the call on hold.

### ***To Reconnect to a Call on Hold***

Press the line or call appearance button that corresponds to the call that was placed on hold.

*or,*

Press the *TAP* button to retrieve the most recently held call.

**Hint:** If more than one call has been placed on hold, and the phone is not currently connected on a call, you can press the *HOLD* button repeatedly to scroll through all the calls currently on hold. When the desired call is shown on the display, press *TAP* to retrieve that one.

## ANALOG PHONES

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

### ***To Place a Call on Hold***

*With a party on the line:*

1. Press *FLASH*, then #, then \*64.

*or,*

Press *FLASH*, then 7.

2. Listen for two beeps.
3. Hang up.

**Reconnect to a Call on Hold**

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

**Hint:** If you are on a call, you may use the Toggle method to switch between the two active calls.

**To End a Call Without Losing Your Call(s) on Hold**

You can use the Hold feature to end one call without losing other calls that may be on hold for you.

1. Press *Flash*, then 3 to end the current call.  
If you hung up, pick up the phone.
2. Press *Flash*, then 4 to re-connect to the call still on hold.

If you have multiple calls on hold, you will hear a menu from which you can select the call to which you want to connect

## Intercom Button

**Using the Intercom Button [S] / [D]**

You can use this button to make calls from your phone to another extension within your phone system.

**Note:** To see other call procedures, refer to “Making Calls” on page 2-8.

**SIP PHONES (480I/CT & 9480I/CT ONLY)****To Make an Intercom Call**

1. Press *Intercom* (**Icom**).
2. Dial the extension.

To end the call:

3. Press *Intercom* (**Icom**), *Goodbye*, or the **DROP** softkey, or hang up.

## DIGITAL PHONES (8012/8024 ONLY)

### *To Make an Intercom Call*

1. Press *Intercom*.
2. Dial the extension.

*To end the call:*

3. Press *Intercom* or hang up.

## Joining a Call

When a line appearance on your phone is in use by another party, the LED next to the corresponding button indicates whether you can join that call.

- A Red LED indicates that Break-in is blocked.
- A flashing green LED indicates that Break-in is allowed.

**Note:** Also see “Supervising Calls (Monitor/Coach/Join)” on page 3-55.

## Using the Call Break-in Feature [D]

### DIGITAL PHONES

**Note:** Some outside lines can carry more than one call at a time. Break-in is not allowed on those outside lines. Ask your System Administrator if this applies to your system.

### *To Join a Call*

Press the line button that corresponds to the call with a flashing green LED.

**Note:** The Edge 700 - 8 button phone utilizes red LED lights only on pre-programmed buttons.

## Message Waiting

If you have a *Message Waiting* button, the corresponding LED flashes when there are new Voicemail messages.

**Note:** On SIP and Analog phones, when there are new Voicemail messages, you will hear a stutter tone when you select your primary line button.



## Retrieving Voicemail Messages [S] / [D]

See Chapter 4 for details about listening to voicemail messages.

### SIP PHONES

#### *To Retrieve Voicemail*

1. Press the pre-programmed *Voicemail* button.  
If your phone does not have a programmed *Voicemail* button, dial extension 550.  
**Note:** Extension 550 is the default voicemail number for your system. Contact your System Administrator for additional information.
2. Follow the Voicemail prompts.  
Refer to Chapter 4 - Using Voicemail for more information about using Vertical Wave Voicemail.

### DIGITAL PHONES

#### *To Retrieve Voicemail*

Press the fixed *MESSAGE* button or a programmed *Message Waiting* button.

*or,*

*If your phone has softkeys under the LCD display:*

Press the **VMAIL** softkey.

If there are new voicemail messages in your mailbox, the number of new messages will appear on the display (for example “2 Msgs”).

## Multiple Call Handling

### Using Call Appearance Buttons [S] / [D]

To handle multiple calls on the same line, your System Administrator can program Call Appearance buttons to work in conjunction with the Primary Line button.

- Using Call Appearance buttons increases the number of calls allowed to ring into the phone since calls will be allowed to ring if they can be shown on either the Primary Line button or a Call Appearance button.

- If you have one or more calls connected or on hold, you can place another call by pressing an available Line or Call Appearance button. You can select one of the multiple calls by pressing the corresponding button, other calls will be placed on hold. If there is not an available Line or Call Appearance button, then calls will immediately forward or will return a busy signal if the call cannot be forwarded.
- If one or more Call Appearance buttons are configured on your digital or SIP phone, it is recommended that Call Waiting be disabled. This is because it is preferable to use Call Appearance buttons to answer additional calls to your phone rather than a Call Waiting button because a Call Appearance button shows the call status on the phone's display, while a Call Waiting button does not. Also, once connected you can move easily between calls by pressing the associated Call Appearance buttons.

## Mute

This feature allows you to prevent the caller at the distant end to hear anything through your microphone or handset during a call.

**Note:** If the Mute is enabled (on) via the speaker, it will be disabled (off) if you lift the handset

### Muting a Call [S] / [D]

#### SIP & DIGITAL PHONES

##### ***To Mute a Call***

*While on a call:*

Press **MUTE** () to mute the microphone or handset.

The MUTE LED is solid red. You can hear the other party, but the other party cannot hear you.

##### ***To Speak to Your Caller***

Press **MUTE** () again.

The MUTE LED will be cleared.

## Night Answer

By using the Night Answer feature, you can manually place an Vertical Wave system into a mode where all inbound calls to the Vertical Wave system are redirected to a predetermined destination. Your System Administrator can configure any on- or off-premise phone number as the destination.

### Setting Night Answer [ALL]

#### SIP & ANALOG PHONES

##### ***To Turn on the Night Answer Service***

Press \*85.

##### ***To Turn off the Night Answer Service***

Press \*86.

#### DIGITAL PHONES

##### ***To Turn off the Night Answer Service***

Press the pre-programmed *Night Answer* button.

If your phone does not have a programmed Night Answer button, dial \*85.

When the Night Answer Service is active, the *Night Service* LED flashes red.

##### ***To Turn off the Night Answer Service***

Press *Night Answer*.

If your phone does not have a programmed *Night Answer* button, dial \*86.

## Page

The Page feature can operate in one of two ways: the Page button gives you access to the public address system and all the phone speakers on your system, or pages only a specific zone (group) of phones.

### Paging the Entire System [ALL]

**Hint:** Telephones receiving a page on the phone speaker can press *SPEAKER* to disconnect the phone from the paging service.

#### SIP PHONES

##### *To Page All Phones with Speakers*

1. Press *Intercom* ().  
If your phone does not have an *Intercom* button as shown above, dial \*11.
2. Make an announcement.
3. Hang up or press *End Call* when you are finished making your announcement.  
For 480i/CT, 9480i/CT, and all Aastra Series 5 models: press *Goodbye* () or use the **DROP** softkey.

**Note:** When receiving a page on the phone speaker, you can press *End Call*, or for 480i/CT, 9480i/CT, and all Aastra Series 5 models: press *Goodbye* () to disconnect the phone from the paging service.

#### DIGITAL PHONES

##### *To Page All Phones with Speakers*

1. Press the pre-programmed *System Page* button.  
If your phone does not have a programmed *System Page* button, dial \*11.
2. Make the announcement.
3. Hang up when you are finished making your announcement.  
You will remain connected to the public address system until you hang up.

## ANALOG PHONES

### *To Page All Phones with Speakers*

1. Press \*11, then begin speaking.
2. Make the announcement.
3. Hang up to end the page.

You will remain connected to the public address system until you hang up.

## Paging a Specific Group/Zone [S]

### SIP PHONES

#### *To Page a Specific Group/Zone*

1. Press *Intercom* ().  
If your phone does not have an Intercom button as shown above, dial \*12 and the group number.
2. Make an announcement.
3. Hang up or press *End Call* when finished making your announcement.  
For 480i/CT, 9480i/CT, and all Aastra Series 5 models: press *Goodbye* () or use the **DROP** softkey to cancel/end the page.

## Page a Specific Group/ Zone [D] / [A]

### DIGITAL PHONES

#### *To Page a Specific Group/Zone*

1. Press the pre-programmed *Zone Page* button.  
If your phone does not have a programmed *Zone Page* button, dial \*12 and the zone number.
2. Make the announcement.
3. Hang up when you are finished making your announcement.

You will remain connected to the public address system until you hang up.

**Note:** Telephones receiving a page on the phone speaker can press *SPEAKER* to disconnect the phone from the paging service.

## ANALOG PHONES

### *To Page a Specific Group/Zone*

1. Press *Page (Zone)*.  
or,  
Press \*12, then the zone number.
2. Begin speaking.
3. Hang up to end the page.

## Password Protection

You can configure your phone so that it requires a password before allowing user programming such as editing the AutoDial buttons, programming feature buttons, and changing the voicemail display. Contact your Wave System Administrator for information about password protection settings.

### Using Password Protection [D]

## DIGITAL PHONES

### *To Activate/Deactivate Password Protection*

*From an idle phone:*

1. Press the **MENU** softkey on the display.
2. Press **NEXT** until **PPROT** appears, then press the corresponding button.
3. Enter the appropriate password, then press **#** or **Done**.
4. Select **On** to require a password before allowing user programming.  
or,  
Select **Off** if you don't want a password required.

## Privacy

The privacy feature is used to mark a call as private which means that shared line appearances will be prevented from breaking into the call.

Additionally, a held private call can not be retrieved by a shared line appearance. Privacy is generated from any privacy enabled party to all parties in a call.

Transferring or parking a private call removes privacy from the call.

## Using the Privacy Feature [D]

### DIGITAL PHONES

#### *To Make a Call Private*

*While ringback is heard or during a call:*

Press the pre-programmed *Privacy* button.

If your phone doesn't have a programmed *Privacy* button, press *Flash*, then \*21.

If a call is in privacy, all parties in the call will have the LED on any configured *Privacy* button illuminated red.

#### *To Turn off Privacy*

Press the illuminated *Privacy* button.

If your phone doesn't have a *Privacy* button, press *Flash*, then \*21.

## Redial

Redial will place a call to the last phone number you dialed from the phone. Even if you dialed digits while connected to a call, the system will only keep track of the phone number you dialed.

## Using Redial [S] / [D]

### SIP PHONES

**Note:** You can add Redial numbers to your Directory. See “Saving Numbers & Names to the Directory” on page 3-30 for details.

#### *To Redial a Number*

Press *Redial* (.

**Hint:** To display the last number dialed, press **PROG** then press **REDIAL**. Press *End Call* to clear the display.

- For 480i/CT, 9480i/CT, and all Aastra Series 5 models: press *Goodbye* () or use the **DROP** softkey.

## DIGITAL PHONES

### *To Redial a Number*

Press *Redial* or #.

**Hint:** To display the last number dialed, from an idle phone press **MENU** then **REDIAL** or #. Press *SPEAKER* to return the phone to idle.

**Note:** You can also use Saved Number Redial to save a number you have just dialed or to which you are connected (see “Saved Number Redial” below).

## Release

The Release button disconnects an active call, clears the display, mutes the speaker during a page, and cancels transfers, conference calls, and the Program feature.

### Using the Release Button [D]

## DIGITAL PHONES

### *To Use the Release Feature Button*

Press the **Release** softkey.

## Saved Number Redial

This feature allows a user to save a number he has just dialed or is connected to on a button so it can be easily re-dialed. Saved Number Redial requires a programmed *Save/Repeat* button on your phone. Contact your System Administrator for more information.

### Using Saved Number Redial [D]

## DIGITAL PHONES

### **Saving a Number**

While hearing ringback or while connected on a call, press *Save/Repeat*.

If the number to be saved is from an outgoing call, the number will be saved as dialed. If the number to be saved is from an incoming call (and provided caller id for the call is available), the Call Return access code will be added to the beginning of the number before saving so that it can then be dialed.



## Redialing a Saved Number

### *To Redial a Saved Number*

*From an idle phone:*

Press **Save/Repeat**.

The most recently stored number will be dialed.

## Storing the Saved Number as an Auto Dial

The *Save/Repeat* button is intended to be a quick method to temporarily store a number. Only the number is stored; you are not prompted to enter a name and the value stored is not password protected.

For numbers that you will use often, programming an AutoDial button is recommended (see page 3-3).

### *To Program a Saved Number on an AutoDial Button*

*From an idle phone:*

1. Press the **MENU** softkey on the display.
2. Press **NEXT** until **EDIT** appears, then press the corresponding button.
3. Follow the prompts to enter the location and the name to be assigned to the button.

*When Number? appears on the screen:*

4. Press **Save/Repeat**.

The number stored at that button will be copied into the *AutoDial* numbers.

## Shift (Edge and Impact Phone Models Only)

The *SHIFT* button allows you to use programmable keys as AutoDial keys.

**Hint:** If no keys are pressed, the phone will automatically exit the shift mode after 5 seconds.

## Using the Shift Feature [D]

### DIGITAL PHONES

#### *To Use the Shift Feature Keys*

1. Press *SHIFT*.
2. Press the feature button associated with the AutoDial number you want to call.

## Silent Monitor

Silent Monitor allows a supervisor to monitor an agent call without either the agent or the caller knowing that the call is being monitored. The supervisor hears both sides of the call but cannot speak to either the agent or the caller. This feature requires that the supervisor's phone have a (programmed) Silent Monitor button and that the extension to be monitored has Silent Monitoring enabled.

**WARNING:** Most states have laws requiring businesses to inform both their employees and their customers that calls may be monitored.

This feature requires a license button, which will be issued at no charge upon request to your Vertical Communications reseller.

### Using Silent Monitor (*Supervisors Only*) [D]

#### DIGITAL PHONES

##### *To Use Silent Monitor*

1. Press *Silent Monitor*.
2. Enter the extension to be monitored.

If the extension you enter does not have Silent Monitoring enabled, **Feature Unavail** appears on the phone display.

When a silent monitoring session is in progress, the information on the supervisor's phone display is the same as that of extension being monitored, with the added designation **MON** in the upper right.

If the agent being monitored places a call on hard hold, the monitoring session will be terminated.

*When you are finished monitoring a call:*

3. Hang up to end the session.

## Speed Dial

Speed Dials can be programmed to dial directly to another person's line or extension, or set up to quickly access features such as Call return (\*69), or Voicemail.

Your System Administrator can also program these keys through the configuration files (these numbers are set up as System Speed Dial).

## Using Speed Dial [S]

### SIP PHONES

#### Saving a Speed Dial Number

**Note:** You can configure your speed dial number by saving a listing from your *Callers List* () , *Redial* () or *Directory* list to a programmable button through your phone. Saving a new number to a button using one of these list keys overwrites the previous entry.

#### *To Save an Entry from Your Directory Lists*

1. Press *Directory*.
2. Scroll through the selected list to find the name and number that you wish to save to your speed dial.
3. Press the programmable button to which you want to assign the speed dial number.

If the name is displayed with the number, both are saved to the speed dial.

4. Press *Save* to finish.

**Hint:** It's a good idea to label the newly programmed button so that you know what speed dial number is assigned to what button.

#### Dialing a Speed Dial Number

#### *To Use a Programmed Speed Dial Number*

1. Pick up the handset or press  ( on models 9112i, 9133i, 9143i and all Aastra Series 5 models).
2. Press the pre-programmed button assigned to the speed dial number you want to dial.

## Using System Speed Dial [D] / [A]

Depending on the feature button's programming, System Speed Dial may work in one of three ways:

- **System Speed Dial**—The *System Dial* button programming does not contain an index, and the Preview option is not selected
- **System Speed Dial with a programmed number**—The *System Dial* button is programmed with a default index to use. The index number consists of a three-digit number that represents an actual phone number to be dialed.
- **System Speed Dial with dialing preview (phone models with displays only)**—The *System Dial* button is programmed with the Preview option selected. If a default index is programmed, the browsing of the list will begin at that number. If not, it will begin at the last index viewed.

### DIGITAL PHONES

#### *To Use System Speed Dial with a Pre-programmed Number*

Press *System Dial*.

The programmed number will be dialed.

#### *To Use System Speed Dial with a Index Numbers*

1. Press pre-programmed *System Dial*.

Depending upon the program of the phones in your system, a prompt for an index number to be entered will be displayed.

If your phone doesn't have a programmed *System Dial* button, press \*89.

2. Enter the speed dial index number (from 001 to 999) that corresponds to the phone number you want to dial.

The number associated with the index number is displayed on the phone, and is dialed as soon as you enter the last digit of the index.

### ANALOG PHONES

Dial frequently used phone numbers using a predefined three-digit code.

**Note:** Ask your System Administrator for the list of available defined speed dial numbers.

#### *To Use a Speed Dial Number*

1. Listen for the dial tone.
2. Press \*89.
3. Dial assigned speed dial number.

## Supervising Calls (Monitor/Coach/Join)

When enabled on your phone by the System Administrator, the various supervising call features allow you to any of the following:

- **Monitor**—Listen in on a conversation between a user and at least one other party without being heard by any of them. This is the same feature as Silent Monitor for digital phones (see page 3-52).
- **Coach**—Participate in a call so that only one user can hear you, but any other party on the call cannot. For example, Coach can be used when training someone as a customer service representative, because you want to be able to hear the user speaking to a customer, and be able to advise them on how to answer questions or issues without the customer being able to hear your coaching. Coach can also be used by an operator to briefly join someone's call to announce something that requires immediate attention.
- **Join**—Participate in a phone call with two or more parties, where all participants can hear you, and you can hear them. This is similar to conference calling but you don't have to be included by the conference initiator. This is the same feature as Joining a Call (Break-In Feature) for digital phones (see page 3-42)

**Note:** You can switch modes or users any time during the supervision of a call (see page 3-56).

**IMPORTANT:** Each supervise command is available only if you have permission to use that command *and* the user is configured to allow being supervised with that command. In addition, if the target user to be monitored is connected to an internal user, that user must also be configured to allow being monitored. Contact your Wave System Administrator about whether the monitor, coach, and join features are enabled for your phone, and which users can be supervised with these features, if any.

Depending on your system setup, if the person you are supervising leaves the call for any reason (for example, transfers the caller to another extension), you may be disconnected.

## Using Call Supervising Features (*Supervisors Only*) [ALL]

**WARNING:** Most states have laws requiring businesses to inform both their employees and their customers that calls may be monitored.

1. Go off hook, and listen for the dial tone.
2. Press \*57 if you want to monitor a conversation.  
or,  
Press \*58 if you want to coach a conversation.  
or,  
Press \*59 if you want to join a conversation.
3. Dial the extension of the user whose call you want to supervise, then press #.
4. Press 1 to confirm the extension, or press \* to enter a different extension.

**Hint:** You can enter the complete digit string rapidly without waiting for the prompts. For example, \*58 102# 1 to coach extension 102.

### ***To Change the Supervising Mode***

Once connected to the call, you can change the supervising mode (for example from monitoring to coaching).

*While supervising a call:*

Press *Flash*, then enter the new supervising code (see step 2 above).

### ***To Supervise a Different User***

*While supervising a user:*

1. Press *Flash*, then # to return to the dial tone.  
Repeat steps 2 through 4 above.

## Swap Button

### Using the Swap Button [S]

#### **SIP PHONES (MODEL 9112I ONLY)**

The Swap button is a pre-programmed button that allows you to toggle back and forth between an active call and a call waiting when the calls are received on the same line (see “Call Waiting” on page 3-15).

## Transfer

Transfer places a call on hold while you dial the destination extension number. Your System Administrator configures the *Transfer* keys as blind or supervised transfer keys.

### Making a Blind Transfer [ALL]

A blind transfer allows you complete a transfer without announcing the party to the destination extension.

#### SIP PHONES

##### *To Make a Blind Transfer*

*While on a call:*

1. Press *Transfer* (**Xfer**) to place the active call on hold.  
On some models, there is an **XFER** softkey.
2. Listen for the dial tone.
3. Enter the destination extension number.
4. Press *Transfer* (**Xfer**) again or hang up.

The party is transferred to the destination extension.

**Hint:** For 480i/CT, 9480i/CT, 9133i, 9143i and all Aastra Series 5 models: you can also use the L2 button to make this transfer. See the Hint under Supervised Transfer for details.

#### DIGITAL PHONES

##### *To Make a Blind Transfer*

*While on a call:*

1. Press *TRNS/CONF* to place the caller on hold.
2. Listen for the dial tone, then enter the destination extension number.
3. Hang up to complete the transfer.

The party is transferred to the destination extension.

## ANALOG PHONES

### *To Make a Blind Transfer*

*While on a call:*

1. Press *Flash*, then 1.
2. Listen for the prompt to assist you with making the transfer.
3. Dial the destination extension.
4. Hang up to complete the transfer.

## Making a Supervised Transfer [ALL]

A supervised transfer lets you announce a call before completing the transfer.

## SIP PHONES

### *To Make a Supervised Transfer*

*While on a call:*

1. Press *Transfer* (**Xfer**) to place the caller on hold.  
On some models, there is an **XFER** softkey.
2. Listen for the dial tone, then enter the destination extension number.

*When the destination party answers:*

3. Announce the call.
4. Press *Transfer* (**Xfer**), or hang up to complete the transfer.

### *To Cancel the Transfer*

Press *End Call* to reconnect to the calling party.

- For 480i/CT, 9480i/CT, and all Aastra Series 5 models: press *Goodbye* () or use the **DROP** softkey.

**Hint:** Models 480i/CT, 9480i/CT, 9133i, 9143 and all Aastra Series 5 models: you can use the L2 button to make this transfer.

**Note:** A Transfer can become a Conference by pressing *Conference* (**Conf**) after the second party answers.



## DIGITAL PHONES

### ***To Make a Supervised Transfer***

*While on a call:*

1. Press *TRNS/CONF* or *Flash*, to place caller on hold.
2. Listen for the dial tone, then enter the destination extension number.

*When the destination party answers:*

3. Announce the call.
4. Hang up to complete the transfer.

### ***To Cancel the Transfer***

Press *TAP* to reconnect to the caller on hold.

## ANALOG PHONES

### ***To Make a Supervised Transfer***

*While on a call:*

1. Press *Flash*, then press *1*.
2. Listen for the prompt to assist you with making the transfer.
3. Dial the destination extension.

*When the destination party answers:*

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 press *4* to reconnect to the caller.

## Transferring Calls to Voicemail [ALL]

You can transfer calls directly into voicemail without ringing the destination extension.

### DIGITAL PHONES

There are two ways to transfer a call directly to Voicemail via a digital phone:

#### **Via a Dedicated *Transfer to Voice Mail* feature button**

This method requires a specially programmed feature button (*Transfer* with the “Direct Transfer to Voice Mail” option selected). Contact your System Administrator to find out if this feature is available on your Wave digital phone.

#### ***To Transfer Calls to Voicemail via a Transfer to Voice Mail feature button***

*While on a call:*

1. Press the pre-programmed *Transfer to Voice Mail* feature button to place the active call on hold.
2. Enter the destination extension number.
3. Hang up to complete the transfer.

The party is transferred directly to the destination extension’s voicemailbox.

#### **Via the standard *Transfer* feature button**

Use this option if a *Transfer to Voice Mail* feature button has not been configured on your phone.

#### ***To Transfer Calls to Voicemail via the standard Transfer button***

*While on a call:*

1. Press the *TRNS/CONF* button to place the active call on hold.
2. Press the fixed *MESSAGE* button or a programmed *Message Waiting* button.
3. Enter the destination extension number, or press a *DSS/BLF* button that has been configured for a specific extension.

The party is transferred directly to the extension's voice mailbox.

## SIP AND ANALOG PHONES

### *To Transfer a Call to Voicemail*

*While on a call:*

1. Press *Flash*, then #.
2. Press \*83.  
**Hint:** You can also press *Flash*, then press 2.
3. Dial the destination extension.
4. Enter the voicemail hunt group.  
Contact your phone System Administrator for a list of hunt groups.
5. Hang up to complete the transfer.

## User Programmable Buttons (On the Phone or Console)

The following features can be set on the user programmable buttons:

- AutoDial
- Extension Pickup
- Save/Repeat
- Call Return
- Group Pickup
- System Speed
- Camp-on
- Headset
- Unassigned
- Do Not Disturb
- Privacy
- User Forward
- DSS/BLF
- Restrict
- Voicecall

In addition to choosing which feature is associated with an assigned button, you can also specify select values for the keys.

**Note:** Some phones may have a programmed button (usually named “*Program*”) available for performing these programming tasks. Contact your Wave System Administrator for more information about whether or not a “*Program*” button exists on your phone.

## Using Programmable Keys [D]

### DIGITAL PHONES

#### Programming a Feature Button

**Note:** Not all feature keys are user programmable, thus you cannot edit a button that is not in the above list. Display the feature information as described above to determine which keys are available for programming.

In addition, some digital phones have a programmed “*Program*” button which takes you to the same location on the display as steps 2 and 3. See “*Program Button*” on page 6-26

*From an idle phone:*

1. Decide which button you want to program.
2. Press the **MENU** softkey on the display.
3. Press **NEXT** until **PROG** appears, then press the corresponding button.
4. Press **Next** until the desired feature is displayed, then press the corresponding button.
5. Press the button you wish to program.

If additional options are available (such as an extension for *User Forward* or *Blind Transfer for DSS/BLF*) you will be prompted at this point to enter the information.

6. Press **SPEAKER** to clear the display.

#### ***To Clear a Feature Button***

Follow the above steps, and program the button as “Unassigned”.

#### **Using the Query Feature (phone models with displays only)**

A query of a feature button will display what feature has been programmed onto the button.

#### ***To Display Feature Information***

*From an idle phone:*

1. Press the **MENU** softkey on the display.
2. Press a feature button.

The feature button information is shown on the display including the feature name, button number, and extension number, target number, or programmed number if applicable.

3. Press **SPEAKER** to clear the display.

## **Voicecall**

Voicecall is a page directed to a specific digital phone extension that allows the receiving party to reply.

**Note:** Typically, a phone has only one Voicecall button which requires input of an extension number to be dialed and paged. However, additional Voicecall buttons may be programmed on a phone to allow direct calls to other specific extensions. One possible example of the use of multiple VoiceCall buttons might be a supervisor who has a Voicecall button with the standard operation as shown below, as well as additional buttons that correspond to the supervisor’s assistant or other members in their group for direct paging purposes. When entering an extension number is not required, the page is placed directly.

## Using the Voicecall Feature [S] / [D]

### SIP AND DIGITAL PHONES

#### *To Use Voicecall*

1. Press the pre-programmed *Voicecall* button.  
If your phone does not have a programmed *Voicecall* button, dial \*82.  
Listen for the dial tone.
2. Dial an extension.  
The other party hears a tone on the phone speaker.
3. Begin speaking.

#### *To Receive a Voicecall*

If your phone is two-way, your speaker is automatically enabled during a voice call, and you can speak to the other party through the speaker without pressing any keys.

If your phone is configured for one-way communication, the *SPEAKER* red LED flashes during a voice call, and you can lift the handset or press the *SPEAKER* button to speak to the calling party.



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# Using Voicemail

## CHAPTER CONTENTS

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Vertical Wave Voicemail offers state-of-the-art messaging services. Use this chapter as a guide to using the various options available on your system.

## Accessing Voicemail

You log into your Wave voicemail account any time you want to listen to your voice messages or make changes in your account settings. You can log in from your own Wave phone, from any Vertical Wave phone in the system, or from an external (remote) phone.

**IMPORTANT:** The very first time you log into voicemail, you will need to use the system default password (usually “0000”). Your System Administrator should provide you with the appropriate default entry. Once you log in to your account, you will be prompted to change your password. See “Setting or Changing Your Password” on page 4-4.

## Logging In from Your Own Wave Phone

You can easily access your email from your own Wave phone.

**Note:** If you are a digital phone, also see “Using Visual Voicemail (digital phones only)” on page 4-16

### ***To Access Voicemail from Your Own Wave Phone***

1. Press **MESSAGE** or **VMAIL** softkey.

If your phone does not have a **MESSAGE** button or **VMAIL** softkey, take the phone off-hook, then press # twice.

*or,*

If you are a member of a hunt group, dial that access code (usually extension 550), then press #. Contact your System Administrator for details about hunt groups.

*At the prompt:*

2. Enter your password, then press # again.
3. Proceed with using the voicemail features and/or making changes to your account settings (such as listening to messages, changing your password, and so forth) described later in this section.

## Logging in from any Vertical Wave Phone (*other than your own*)

If you are not at your desk, you can access your voicemail from any other Wave phone in the system.

### ***To Access Voicemail from another Phone in the Wave System***

1. Press **MESSAGE** or **VMAIL** softkey.

If your phone does not have a **MESSAGE** button or **VMAIL** softkey, take the phone off-hook, then press #. Then go to step 3 below.

*or,*

If you are a member of a hunt group, dial that access code (usually extension 550), then press # (contact your System Administrator for details about hunt groups). Then go to step 3 below.

*At the password prompt:*

2. Press # to tell the system that you want to access a voicemail other than the one associated with the phone you are using.

You will hear the following prompt: *"I'm sorry, that password is incorrect. To login, enter your extension followed by the # key"*.



*At the extension prompt:*

3. Enter your extension, then press #.

*At the password prompt:*

4. Enter your password, then press #.
5. Proceed with using the voicemail features and/or making changes to your account settings described later in this section (such as changing your password).

## Logging in from any External Phone\*

You can access your voicemail from outside the Wave system (for example, from home, a client's office, and so forth).

### **To Access Voicemail from a Phone Outside the Wave System**

1. Dial the main number to the Wave system (usually your company's main phone number).

*If an operator an/receptionist answers:*

2. Ask for your extension.

*or,*

*If an Automated Attendant answers:*

Enter your extension.

**Note:** If the main number is answered by an Auto Attendant, instead of entering your extension, you may need to press # to access voicemail, then enter your extension, then press #. If this is the case, skip to step 4 to listen to access your voicemail. Contact your System Administrator for more information about accessing your voicemail from outside the Wave system

*When you hear your greeting:*

3. Press 9 during the greeting to access your voicemail options.

**IMPORTANT:** This step may or may not be required for your system. Contact your phone System Administrator to find out if this option is enabled

4. Enter your password, then press #.
5. Proceed with using the voicemail features and/or making changes to your account settings described later in this section (such as changing your password).

## Setting or Changing Your Password

You can easily change your password as often as needed. However, take care when choosing what password you should use.

**IMPORTANT:** Your Vertical Wave phone system may be customized with specific rules or restrictions for choosing a password. Please contact your phone System Administrator for details.

The very first time you log into voicemail, you will need to use the system default password (usually “0000”). Your System Administrator should provide you with the appropriate default entry. Once you log in to your account, you will be prompted to change your password. See “Setting or Changing Your Password” on page 4-4.

### ***To Change Your Password***

1. Log into your account (see previous pages).

**Note:** If you are setting up a new password, contact your phone System Administrator.

*At the prompt:*

2. Press 6 to access the Account Preferences menu.

*You will be prompted prior to each of the following steps:*

3. Press 3 to access the Password feature.

4. Enter a new password.

Contact your System Administrator to find out if there are any special rules for choosing a password.

5. Enter the new password again to confirm it.

6. Press # to save the new password.

## Listening to and Managing Messages

Once you log in, you have access to a variety of options. Most commonly, you will log in to listen to messages. You will always have prompts to guide you through each option.

While listening or after listening to messages, you will have several choices including:

- Save a Message
- Delete a Message
- Replay a Message
- Rewind a Message
- Skip a Message
- Forward a Message (to another user in the system)

### Listening to New Messages

New messages are those that have not yet been saved or deleted.

*After logging into your account:*

1. Press 1 to listen to the first new message.
2. Press one of the designated option numbers to access other listening options (see “Listening Options” on page 4-6).

*or,*

Press 2 to go to the next message.

### Listening to Saved Messages

If you have saved messages from this or a previous voicemail session, you can use the procedure below to listen to them.

*During a voicemail session:*

1. Press 2 to listen to the first saved message.
2. Press one of the designated option numbers to access other listening options (see “Listening Options” on page 4-6).

*or,*

3. Press 2 to go to the next saved message.

## Listening to Deleted Messages (from the current session only)

If you have deleted messages during the current session (without exiting voicemail), you can recall/listen to them. Once you recall them, you can treat them as you would a new or saved message (that is, you can use any of the “Listening Options” on page 4-6).

**Note:** You cannot access deleted messages from any previous sessions. That is, if you have deleted a message and exited voicemail, that message can no longer be recalled. It is permanently deleted.

*While still in the current voicemail session:*

1. Press 5 to listen to the first deleted message.
2. Press one of the designated option numbers to access other listening options (see “Listening Options” on page 4-6).  
*or,*
3. Press 2 to go to the next deleted message.

## Listening Options

Use the options below when listening to new, saved, or recently deleted messages.

### Saving a Message

*During a message, or as soon as it has finished playing:*

Press 6 to save the current message.

### Replaying a Message

*During a message, or as soon as it has finished playing:*

Press 1 to replay the current message.

**Note:** Each time you press 1, the message replay from the beginning.

### Skipping a Message

*During a message, or as soon as it has finished playing:*

Press 2 to skip to the next message while the current message is playing.

### **Deleting a Message**

*During a message, or as soon as it has finished playing:*

Press 3 to delete the current message.

### **Recovering Deleted Messages (from this session only)**

*While you are still in the current voicemail session, and NOT playing a message:*

Press 8 to undelete any messages deleted in this session.

**Note:** If you deleted messages in a previous voicemail session, these messages cannot be recovered.

### **Playing the Previous Message**

*While the current message is still playing:*

Press 5 to listen to the previous message.

### **Rewinding the Current Message**

*While the current message is still playing:*

Press 7 to rewind the current message (by 4 seconds each time you press 7).

### **Fast Forwarding through a Message (skip ahead in a message)**

*While the message header ("message received" preamble) is playing:*

Press # skip to the message header and begin listening to the message.

*or,*

*While the current message is still playing:*

Press 9 to fast forward the current message by four seconds each time you press 9.

*or,*

Press # during the message itself to skip the rest of the message (and play the next message, if there is one).

## Replying to a Message

You can send an immediate reply to the person who left the current voicemail. Your reply will be left as a new message for the user(s) the next time he/she logs into voicemail. If the message was sent to multiple recipients, you have the choice of replying to just the original sender or to all recipients.

*During a message, or as soon as it has finished playing:*

1. Press 4 to access additional Listening Options.

*At the prompt:*

2. Press 1 to access reply options.
3. Press 1 to send your reply to the original sender only.

*or,*

Press 2 to send your reply to all recipients (if the original message was sent to multiple recipients).

*At the tone.*

4. Record your reply, then press # to complete the recording.
5. Set deliver options (see page 4-10) or re-record your message, as needed.
6. Press 1 to send your reply.

## Forwarding a Message to Another User in the System

You can send a copy of the current message to the voicemail of one or more users in your Wave system. In addition, you can include a recorded message that explains the reason you are forwarding the message.

**Example:** *“I just received this message from our customer, Mr. Jones. Can you please call him and answer his questions? Thanks.”*

*During a message, or as soon as it has finished playing:*

1. Press 4 to access additional Listening Options.

*At the prompt:*

2. Press 2 to access the forwarding feature.

*At the tone:*

3. Record your message, then press #.

4. Press 1 to accept your recording.  
or,  
Press 2 to hear your recording.  
or,  
Press 3 to re-record the message.
5. Set deliver options (as described in “Sending a Message” on page 4-11) or re-record your message, as needed.
6. Enter the extension to which you want to forward the message, then press #.  
Repeat step 5 for each extension you want to include.

**Hint:** If you do not know a user’s extension number, press 411, then select the user by name. If you want to send the message to all users on the system who have voicemail capabilities press 8888#.

7. Press # to send the message to the designated extensions.  
or,  
Press \* to cancel.

**Note:** If you entered multiple extensions, press \* to delete the most recently added extension. Press \* to delete each extension. Once all extensions have been deleted, press \* to delete the message itself.

### Calling Back a Sender

Instead of using the reply method to leave a message in the sender’s mailbox, you can use the Callback feature to directly call the extension or outside phone number of the sender.

*During a message, or as soon as it has finished playing:*

1. Press 4 to access additional Listening Options.

*At the prompt:*

2. Press 3 to access the Callback feature without deleting the original message.  
or,  
Press 4 to access the Callback feature and delete the original message.

**Note:** If you are calling back a forwarded message or calling a sender with more than one available phone number (for example a callback number and a Caller ID number), the system will prompt you to select the appropriate number.

*When the caller's number appears:*

3. Press 1 to dial that number.

*or,*

*To choose from a list of available numbers for the sender (see Note above):*

Press 2 to hear a list of available numbers.

4. Select the appropriate number to dial the sender.
5. Press *Flash*, then press 3, or wait for the other party to hang up to make another call.

## Recording and Sending Messages

You can record and send messages directly to someone's mailbox.

### Recording a Message

1. Log into your account (see page 4-1).

*At the prompt:*

2. Press 3.

*At the tone:*

3. Record your message

*To accept the recording*

4. Press 1.

Once you have accepted the recording, you are ready to send it. Go to "Sending a Message" on page 4-11.

*or,*

*To listen to the message you just recorded:*

Press 2 to review the recording. Then use the Recording Options as described here.

*or,*

*To re-record the message*

Press 3, then repeat from step 3 above.

When you are satisfied with your recording, press 1 to accept it. Otherwise, press 3 again to record the message again.

*or,*



*To add to the current message (append)*

Press 4 to append to the end of the message, then repeat from step 2 above.

*or,*

*To cancel the current message (without sending it)*

Press \* to cancel the recorded message.

## **Sending a Message**

*After you have pressed 1 to accept the recording, set any Message Delivery Options (urgent, private, or with a callback number) as described in “Message Delivery Options (Urgent or Private Messages)” on page 4-11. When you are ready to send the message:*

*To send the message to one or more extensions:*

1. Enter the extension to which you want to send the message, then press #.  
Repeat this step for each extension you want to include.

**Hint:** If you do not know a user’s extension number, press 411, then select the user by name. If you want to send the message to all users on the system who have voicemail capabilities press 8888#.

*To send the message to a Voice Mail Distribution Group:*

2. Press 8, and then enter the Voice Mail Distribution Group Number.  
A Voice Mail Distribution Group is a pre-configured group of extensions. Sending a message to the group automatically sends it to all members of the group. Ask your System Administrator if any groups have been set up.
3. Press # to send the message to the designated extensions.

## **Message Delivery Options (Urgent or Private Messages)**

Once you record a message for any reason (that is to send, reply to, or forward a message), you can set a special delivery option as needed.

You can mark any recorded message:

- **Urgent**—When you mark a message as “urgent”, when the recipient logs into voicemail to listen to messages, he/she will hear messages marked as “urgent” before any other message regardless of time received.
- **Private**—When a message is marked “private” the recipient cannot forward it, nor can users who may share the recipient’s voicemailbox play the message. Contact your phone System Administrator for more information.

- **With a Callback Number**—You can add an external “callback” number for the recipient. This provides him/her with a number to which they can reply. However, this only applies to external callback numbers. You will be prompted to enter the external number.

*After you have pressed # or 1 (as per the prompt) to accept the recording you have just made:*

Press 5 to mark the message as **Urgent**.

*or,*

Press 6 to mark the message as **Private**.

*or,*

Press 7 to enter an (external only) **Callback Number**.

## Managing Your Voicemail Account

You will only have to access these account management features from time to time. These features include:

### Recording Your Voice Title (Name)

This is the recording the callers hear after they dial your extension.

**Example:** The Automated Attendant might state “You will be connected to...”, then your Voice Title recording will be played: “John Smith”.

### Recording and Managing Greetings

These are the messages that callers hear when they reach your voicemail. You can record and store multiple greetings for use in different situations.

**Example:** When a caller reaches your voicemail, your greeting might state: “You have reached the voicemail of John Smith. I am away from my desk at the moment, so please leave a your name, message, and number at the sound of the tone.” or “You have reached the voicemail of John Smith. I am out of the office until June 18th. If you need immediate assistance, please contact Jane Doe at extension 1234.”

### Setting Up Voicemail Notification

You can designate a number at which the system will contact you if a voicemail has been received in your mailbox. This can be either an internal (extension) or an external number (such as your home phone).

## Recording Your Voice Title Name

Record or change your name as it will be heard by callers when they dial your extension. If you do not record your own voice title, the system may play a default recording (contact your System Administrator for more information about any default recordings).

1. Log into your account.

*At the prompt:*

2. Press 6 to access Account Preferences.
3. Press 2 access the Name Title menu.
4. Press 1 to access the recording option.

*At the tone:*

5. Record your name, then press # to save it.
6. Press 1 to re-record your name, then press #.

*or,*

Press 2 to revert to the existing title setting.

*And/Or*

Press \* to return to the previous menu, or hang up to end the session.

## Recording and Managing Your Greetings

You can record greetings to activate when you don't want to use your basic greeting (such as when you are out of the office, travelling, or in a meeting).

If you do not record and activate a primary greeting, the system will play a default greeting which has been predefined by your company.

If you only have one greeting recorded it will automatically be the "active" greeting.

**IMPORTANT:** Check with your phone System Administrator regarding any company-established greeting formats.

### ***To Review, Record, and Manage Your Greetings***

Once you review your greetings, you can make them active, change them, or delete them.

1. Log into your account.

*At the prompt:*

2. Press 4 to access Greetings and hear the currently active greeting.

*At the prompt, choose one of the following:*

- Press **1** to **replay** the current greeting.
- Press **2** to **skip** to the next greeting (if you have more than one greeting recorded).
- Press **3** to **make the current greeting active** (if you have more than one greeting recorded).
- Press **4** to **re-record** an existing greeting, then press **#** to complete and save it.
- Press **6** to **record/add a new greeting**, then press **#** to complete and save it.
- Press **7** to **delete** the current greeting.
- Press **\*** to **return** to the previous menu.

## Setting Voicemail Notification

You can designate either an internal (extension) or external (with access code) phone number for voicemail notification. When you receive a voicemail, the system will use this number to let you know that you have a message waiting.

1. Log into your account.

*At the prompt:*

2. Press **6** to access Account Preferences.
3. Press **4** to access the Notifications menu.
4. Set the appropriate notification option using the steps below:

### ***To Keep the Current Notification Number***

*If you have previously set up a notification number, and completed steps 1 through 4 above:*

5. Press **1** to keep the current Notification number (the default for this will be your own extension number).

*or,*

### ***To Use an Internal/Extension Number***

*After you complete steps 1 through 4 above:*

5. Press **2** if you want to be notified at a specific extension within the Vertical Wave phone system.

6. Enter the extension number.
7. Press **1** to accept the entry.  
or,  
Press **2** to change the entry, then repeat from step 6 above.

### ***To Use an External Number***

*After you complete steps 1 through 4 above:*

5. Press **3**.
6. Enter the external number.  
**IMPORTANT:** You will need to include any access number (such as “9”), and any long distance numbers (such as 1 and the area code) if applicable.
7. Press **#** to hear your entry repeated.
8. Press **1** to accept the entry.  
or,  
Press **2** to change the entry, then repeat from step 6 above.

## **Setting Your Status Commands**

This feature is only available on systems using special call rules, and works in a variety of ways depending upon how those rules are set up. Contact your System Administrator for details as to how the status commands affect your phone and calls.

Once you are familiar with how Status Commands will behave, you can set your status commands on your phone by following the procedure below:

1. Log into your account.
2. Press **6** to access Account Preferences.
3. Press **1** to access Status Commands and hear the currently set status.
4. Set the Status option, as needed

*From the Status Commands menu:*

- Press **1** to set your status to **Available**.
- Press **2** to set your status to **Do Not Disturb**.
- Press **3** to set your status to **In a Meeting**.
- Press **4** to set your status to **Out of the Office**.

- Press 5 to set your status to **On Vacation**.
- Press 6 to set your status to **Available (Queue only)**.
- Press 7 to set your status to **Available (non-Queue)**.
- Press 8 to set your status to **On Break**.

**Note:** The options **Available (Queue only)**, **Available (non-Queue)**, and **On Break** are only available if you are a member of a Wave Contact Center queue.

## Using Visual Voicemail (digital phones only)

In addition to the basic voicemail features available on each phone, the Visual Voicemail feature allows applicable prompts and softkey options to be viewed on any digital phone (with a display and softkeys) while the phone is connected to voicemail.

**Example:** When listening to a new voicemail message, the display will offer the choices “**REPLAY SAVE DEL**” (replay the message, save the message, delete the message), so that you can select one of these options without having to wait to hear the prompt.

### Using Visual Voicemail and Setting Options

#### *To Use Visual Voicemail*

*While the phone is connected to voicemail:*

1. Read the prompts on the display.
2. Press the corresponding softkey of the feature you want to access.

#### *To Increase the Number of Visual Options Offered*

When using Visual Voicemail, there are basic options you have available (**REPLAY** and **SAVE**). However, you can increase these options by enabling the Verbose Prompt Mode. Once this feature has been enabled, you can press the **MORE** softkey to view additional options for listening to voicemail.

**Example:** In addition to the typical options of **REPLAY**, **SAVE**, **MORE**, once you enable this option, you can press **MORE** to see additional options such as **DELETE** and **SKIP**. If you press **MORE** again, you'll see **REW** and **FFWD**. Press **MORE** a third time and you will be returned to the original options of **REPLAY**, **SAVE**, **MORE**.

*From an idle phone:*

1. Press **MENU** softkey on the display.
2. Press **NEXT** until **VPRMT** appears, then press the corresponding button.
3. Press **ON** to select the **VERBOSE PROMPT** mode.

### **Voicemail Message Number Display**

When the phone is idle its display will either show **VMAIL** (**IF** there are no new Voicemail messages in the phone's mailbox), or **# MSG** (where # equals the number of new messages in the mailbox).

#### ***To Retrieve Messages***

When either **VMAIL** or **# MSG** is on the display:

Press the leftmost softkey to initiate a call to Voicemail to retrieve the messages.

#### ***To Deactivate/Activate Voicemail Message Number Display***

*From an idle phone:*

1. Press the **MENU** softkey on the display.
2. Press **NEXT** until **VDISP** appears, then press the corresponding button.

**Note:** If a password is requested at this point, enter the phone's password. Contact your Wave System Administrator for information about passwords.

3. Press **ON** to have **VMAIL** (or **# MSG**, where # equals the number of new messages in the mailbox) displayed.

*or,*

Press **OFF** to have the extension number of the phone displayed.





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# About Wave SIP Phones

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This chapter describes the specific features of the different SIP Phones available for use on the Vertical Wave system.

## Vertical SIP Phones 9133i and 9143i



## Feature Keys & Functions

Feature	Used to ...
1 Speaker	Hear the other party during a call without using the handset or headset (Speaker Mode).
2 Handset	Answer or place an internal or external call.
3 Hold  Button	Place a call on hold and keep the party connected while you hang up the handset or use other phone features.
4 Scroll and Select Buttons	Scroll through menu options and select items shown on the display (see page 5-17).
5 Display	Provide information about what is happening on your phone.
6 End Call (  ) Button	Disconnect from the current call.
7 Callers List (  ) Button	Place a call to a number stored in your phone log of previous incoming calls.
8 Conf ( <b>Conf</b> ) Button	Set up a call between multiple parties, both internal and external.
9 Options Button	Access a list of configurable options, such as time & date, ring tone, and so forth. See page 5-20.
10 Directory Button	Access and dial names and numbers for speed dialing.
11 Save Button	Store settings made for the Options, Directory, and Callers List functions.
12 Delete Button	Erase information stored in the Directory or Callers List.
13 Flash Button	Access various functions, and work with feature codes.
14 Mute Button	Prevent the distant party from hearing any conversation at your end.
15 Microphone Button	Speak to a caller when using the speaker instead of holding the handset.
16 Pre-programmed (PGM) Buttons (6)	Perform special phone functions (pre-programmed by the System Administrator).
17 Xfer ( <b>Xfer</b> ) Button	Place a call on hold while you dial the destination extension number.
18 Speaker/Headset (  ) Button	Toggle between Speaker and Headset modes to hear a caller instead of holding the handset.
19 Line Appearance Buttons (4)	Make and receive external calls without entering an external access code; one or more line appearances may be assigned to your phone.
20 Redial (  ) Button	Place a call to the last phone number you dialed from your phone.
21 Volume Up (  ) Button	Increase the volume of the speaker or the handset during a call.
22 Volume Down (  ) Button	Decrease the volume of the speaker or the handset during a call.
23 Headset (auxiliary) Jack	Speak to a caller when using a headset instead of holding the handset.

# Vertical SIP Phone 9112i



## Feature Keys & Functions

Feature	Used to ...
1 Speaker	Hear the other party during a call without using the handset or headset (Speaker Mode).
2 Handset	Answer or place an internal or external call.
3 Hold  Button	Place a call on hold and keep the party connected while you hang up the handset or use other phone features.
4 Scroll and Select Buttons	Scroll through menu options and select items shown on the display (see page 5-17).
5 Display	Provide information about what is happening on your phone.
6 End Call (  ) Button	Disconnect from the current call.
7 Callers List (  ) Button	Place a call to a number stored in your phone log of previous incoming calls.
8 Conf ( <b>Conf</b> ) Button	Set up a call between multiple parties, both internal and external.
9 Options Button	Access a list of configurable options (such as time & date, ring tone, and so forth. See page 5-20.
10 Directory Button	Access and dial names and numbers for speed dialing.
11 Save Button	Store settings made for the Options, Directory, and Callers List functions.
12 Delete Button	Erase information stored in the Directory or Callers List.
13 Swap Button	Toggle between an active call and a call waiting on the same line.
14 Flash Button	Access various functions, and work with feature codes.
15 Programmable Button (1)	Perform special phone functions (pre-programmed by the System Administrator).
16 Mute Button	Prevent the distant party from hearing any conversation at your end.
17 Microphone	Speak to a caller when using the speaker instead of holding the handset.
18 Xfer ( <b>Xfer</b> ) Button	Place a call on hold while you dial the destination extension number.
19 Speaker/Headset (  ) Button	Toggle between Speaker and Headset modes to hear a caller instead of holding the handset.
20 Redial (  ) Button	Place a call to the last phone number you dialed from your phone.
21 Volume Up (  ) Button	Increase the volume of the speaker or the handset during a call.
22 Volume Down (  ) Button	Decrease the volume of the speaker or the handset during a call.
23 Headset (auxiliary) Jack	Speak to a caller when using a headset instead of holding the handset.

## Vertical SIP Phones 480i/CT and 9480i/CT



## Feature Keys & Functions

Feature	Used to ...
1 Speaker	Hear the other party during a call without using the handset or headset (Speaker Mode).
2 Handset	Answer or place an internal or external call.
3 Hold Button	Place a call on hold and keep the party connected while you hang up the handset or use other phone features.
4 Redial Button	Place a call to the last phone number you dialed from your phone.
5 Goodbye Button	Disconnect the current call.
6 Options Button	Access a list of configurable options (such as time & date, ring tone, and so forth. See page 5-20.
7 Display	Provide information about what is happening on your phone.
8 Softkeys (6)	Make selections from the display. On this model, one of the softkeys is the <b>Flash</b> button which is used to access various functions, and work with feature codes.
9 Scroll and Select Buttons	Scroll through menu options and select items shown on the display. See page 5-17.
10 Icom ( <b>Icom</b> ) Button	Make calls from your phone to another extension within your phone system.
11 Services Button	Access the Callers and Directory lists.
12 Microphone	Speak to a caller when using the speaker instead of holding the handset.
13 Line Appearance Buttons (4)	Make and receive external calls without entering an external access code; one or more line appearances may be assigned to your phone.
14 Conf ( <b>Conf</b> ) Button	Set up a call between multiple parties, both internal and external.
15 Xfer ( <b>Xfer</b> ) Button	Place a call on hold while you dial the destination extension number.
16 Volume Up (  ) Button	Increase the volume of the speaker or the handset during a call.
17 Mute (  ) Button	Prevent the distant party from hearing any conversation at your end.
18 Speaker/Headset (  ) Button	Toggle between Speaker and Headset modes to hear a caller instead of holding the handset.
19 Volume Down (  ) Button	Decrease the volume of the speaker or the handset during a call.
20 Headset (auxiliary) Jack	Speak to a caller when using a headset instead of holding the handset.

## Using the 480i/CT and 9480i/CT SIP Phone Hand Set vs. Base Station

The 480i/CT and 9480i/CT SIP phone consists of a cordless handset and base station, both of which can be used to place and take calls.

**IMPORTANT:** Before using the cordless handset on the 480iCT or 9480iCT SIP phone to place or answer calls, the handset must be paired (registered) to its base station. See “Pairing/Unpairing the Cordless Handset & Base Station (480i/CT & 9480i/CT)” on page 5-9 for details.

### Caller ID updates

For calls placed or received via the 480i/CT or 9480i/CT SIP phone's handset, Caller ID information is not updated on the handset's display when new parties join the call, for example when the call is transferred or enters into a conference.

- **Outbound calls**—The handset's display continues to show the original number dialed.
- **Inbound calls**—The handset's display continues to show the Caller ID of the initial caller. Caller ID is updated as expected on the base station's display for calls placed or answered via the base station.

### Placing a new call via ViewPoint

- **While on an active call on the handset**—Placing a new call via ViewPoint puts the current handset call on hold and the new call is placed via the handset.
  - If you drop the second call and then go offhook on the handset, the held call is automatically reconnected on the handset.
  - If you drop the second call and then select **Take Call** from ViewPoint, the held call is reconnected on the base station.
- **If the handset is idle or offhook**—When using ViewPoint to place a new call, the call is automatically placed via the base station.

### Placing a call on hold and retrieving it

- **Via ViewPoint**—If you place a call on hold via ViewPoint, when the handset goes offhook the call is automatically reconnected on the handset, regardless of whether the call that was put on hold was on the handset or base station.
- **Via the phone**—If you place a call on hold via the phone itself (handset or base station), going offhook on the handset does not automatically reconnect the held call to the handset. Instead, you must select the line on which the call is held (for a single call, the default is L1) in order to retrieve it.



## Pairing/Unpairing the Cordless Handset & Base Station (480i/CT & 9480i/CT)

Before using the 480iCT or 9480iCT cordless handset to place or answer calls, the handset must be paired (registered) to its base station. When successful, pairing adds the handset name to the handset list on the base and synchronizes the handset list from the base station to the newly-paired handset. A total of 4 handsets can be paired to a single 480i/CT or 9480i/CT base.

**IMPORTANT:** When performing the handset pairing or unpairing, the handset be within three feet of the base station.

### Pairing the Handset to the Base Station

*On the 480i/CT and 9480i/CT base station:*

1. Place the handset being paired within three feet of the base station.
2. Press *Options* to access the options list.
3. Scroll down the list of options.
4. Select **HANDSET PAIRING**.
5. Select **PAIR**.

**Note:** If the maximum number of handsets (4) are already paired to the base station, you will not be able to select the **PAIR** option. If the handset has already been paired successfully, the softkey will be labelled as **REMOVE** instead of **PAIR**.

*On the 480i/CT and 9480i/CT cordless handset:*

6. Press .
7. Select **HSET PAIRING** on the handset display.

*On the 480i/CT and 9480i/CT base:*

8. Select **DONE**.  
“Attempting to pair...” will appear on the base display during the process.

*On the 480i/CT and 9480i/CT cordless handset:*

9. Press the **PAIR** softkey.  
“Attempting to pair...” appears on the handset display during the process.

When pairing is successfully completed, “Pairing successful” will appear on both the base and handset displays. If unsuccessful, “Pairing failed” will appear.

If pairing is unsuccessful, repeat the steps above, making sure base station and handset are within three feet of each other.

## Unpairing Handset from the Base Station

Unpairing of the handset can be done from either the cordless handset or the base station.

**Caution:** Unpairing of the handset will return it to factory default state. All data including the functions in the Feature button will be removed.

**Note:** If the handset to be unpaired is out of range from the base station, the unpairing is only performed locally on the handset, and the unpairing procedure will need to be completed from the base station. To avoid this situation, when unpairing make sure that handset and base station are within three feet of each other.

*On the 480i/CT and 9480i/CT base station:*

1. Place the handset being unpaired within three feet of its base station.
2. On the handset, press *Options* to access the options list.
3. Scroll down the list of options.
4. Select **HSET PAIRING**.
5. Select **REMOVE**.

**Note:** If the handset has not been previously paired to the base station, you will not be able to select the **REMOVE** option.

6. Select **DONE**.

“**Attempting to remove...**” will appear on the handset display during the process.

When removal is successfully completed, “**Removal successful**” will appear on the base display. If unsuccessful, “**Pairing failed**” will appear.

If pairing is unsuccessful, repeat the steps above (making sure base station and handset are within three feet of each other), then perform the following additional steps:

*On the 480iCT and 9480iCT Cordless Handset:*

7. Press .
8. Select **HSET PAIRING** on the handset display.

**Note:** If the handset has not been paired to the base, you will not be able to select the **Remove** option.

9. Select **REMOVE**.

“**Attempting to remove...**” will appear on the handset display during the process.

When removal is successfully completed, “**Removal successful**” will appear on both the base station and handset displays. If unsuccessful, “**Pairing failed**” will appear. If pairing is unsuccessful, repeat the steps above making sure base station and handset are located within three feet of each other.

# Aastra SIP Phone 53i



## Feature Keys & Functions

Feature	Used to ...
1 Speaker	Hear the other party during a call without using the handset or headset (Speaker Mode).
2 Handset	Answer or place an internal or external call.
3 Save Button	Store settings made for the Options, Directory, and Callers List functions.
4 Delete Button	Erase information stored in the Directory or Callers List.
5 Flash Button	Access various functions, and work with feature codes.
6 Trans Button	Place a call on hold while you dial the destination extension number.
7 Conf Button	Set up a call between multiple parties, both internal and external.
8 Pre-programmed (PGM) Button (1)	Access specific features programmed for your phone such as: Save, Delete, Flash, and so forth (pre-programmed by the System Administrator).
9 Pre-programmed Button Display	View information about the status of various features such as Save, Delete, Flash, Trans, and so forth (see item 4 through 8 above). Contact your System Administrator for details.
10 Message Waiting Light	Indicate when you have a new voicemail message.
11 Call and Station Status Display	Provide information about what is happening on your phone when making and receiving calls, as well as during a call and when idle.
12 Scroll and Select Buttons	Scroll through menu options and select items shown on the Call and Station Status display (see page 5-17).
13 Line Appearance Buttons (3)	Make and receive external calls without entering an external access code; one or more line appearances may be assigned to your phone.
14 Speaker/Headset  Button	Toggle between Speaker and Headset modes to hear a caller instead of holding the handset.
15 Mute  Button	Prevent the distant party from hearing any conversation at your end.
16 Microphone	Speak to a caller when using the speaker instead of holding the handset.
17 Goodbye Button 	Disconnect the current call.
18 Options Button  *	Access a list of configurable options (such as time & date, ring tone, and so forth). See page 5-20.
19 Hold Button 	Place a call on hold and keep the party connected while you hang up the handset or use other phone features.
20 Redial Button 	Place a call to the last phone number you dialed from your phone.
21 Volume Up  Button	Increase the volume of the speaker or the handset during a call.
22 Volume Down  Button	Decrease the volume of the speaker or the handset during a call.
23 Headset (auxiliary) Jack	Speak to a caller when using a headset instead of holding the handset.

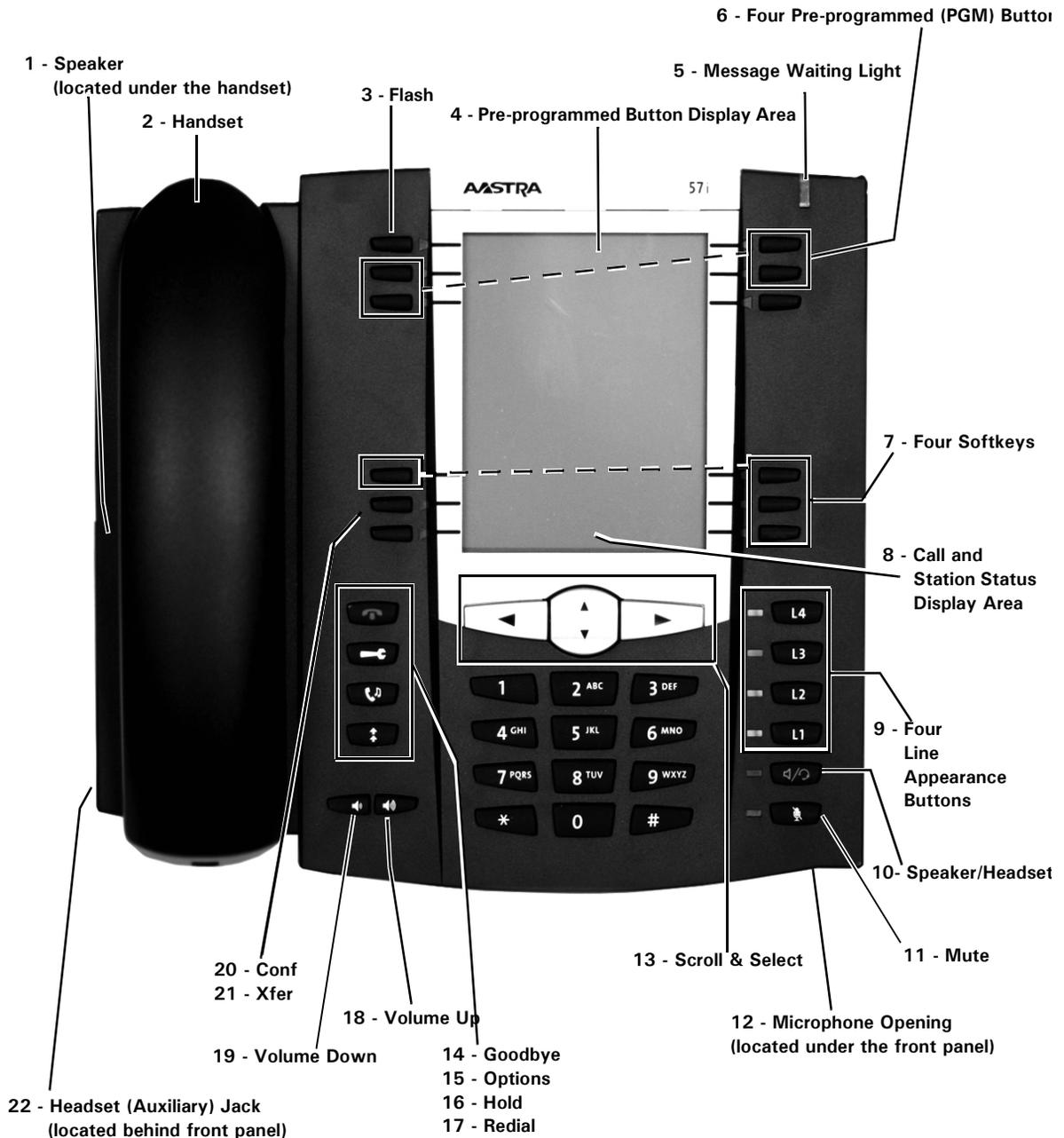
# Aastra SIP Phone 55i



## Feature Keys & Functions

Feature	Used to ...
1 Speaker	Hear the other party during a call without using the handset or headset (Speaker Mode).
2 Handset	Answer or place an internal or external call.
3 Flash Button	Access various functions, and work with feature codes.
4 Pre-programmed Button Display	View information about the status of various features such as Flash, Trans, and so forth (see item 6 below). See your System Administrator for details.
5 Message Waiting Light	Indicate when you have a new voicemail message.
6 Pre-programmed (PGM) Buttons (5)	Access specific features programmed for your phone such as Flash, Trans, and so forth (pre-programmed by your System Administrator.)
7 Call and Station Status Display	Provide information about what is happening on your phone when making and receiving calls, as well as during a call and when idle. It also provides information with regard to the corresponding softkeys.
8 Softkeys (6)	Access specific features set up by your System Administrator, such as: speed dial numbers, Do Not Disturb, or quick access to features such as Call Return.
9 Line Appearance Buttons (Four)	Make and receive external calls without entering an external access code; one or more line appearances may be assigned to your phone.
10 Speaker/Headset  Button	Toggle between Speaker and Headset modes to hear a caller instead of holding the handset.
11 Mute  Button	Prevent the distant party from hearing any conversation at your end.
12 Microphone	Speak to a caller when using the speaker instead of holding the handset.
13 Scroll and Select Buttons	Scroll through menu options and select items shown on the Call and Station Status display area (see page 5-17).
14 Goodbye Button 	Disconnect the current call.
15 Options Button 	Access a list of configurable options (such as time & date, ring tone, and so forth). See page 5-20. See your System Administrator for details.
16 Hold Button 	Place a call on hold and keep the party connected while you hang up the handset or use other phone features.
17 Redial Button 	Place a call to the last phone number you dialed from your phone.
18 Volume Up  Button	Increase the volume of the speaker or the handset during a call.
19 Volume Down  Button	Decrease the volume of the speaker or the handset during a call.
20 Headset (auxiliary) Jack	Speak to a caller when using a headset instead of holding the handset.

# Aastra SIP Phone 57i



## Feature Keys & Functions

Feature	Used to ...
1 Speaker	Hear the other party during a call without using the handset or headset (Speaker Mode).
2 Handset	Answer or place an internal or external call.
3 Flash Button	Access various functions, and work with feature codes.
4 Pre-programmed Button Display Area	View information about the status of various features such as Flash, Trans, and so forth (see item 6 below).
5 Message Waiting Light	Indicate when you have a new voicemail message.
6 Pre-programmed (PGM) Buttons (5)	Access specific features pre-programmed for your phone such as Flash, Trans, and so forth (pre-programmed by your System Administrator.)
7 Softkeys (4)	Access specific features set up by your System Administrator, such as: speed dial numbers, Do Not Disturb, or quick access to features such as Call Return. See your System Administrator for details.
8 Call and Station Status Display Area	Provide information about what is happening on your phone when making and receiving calls, as well as during a call and when idle. It also provides information with regard to the corresponding softkeys.
9 Line Appearance Buttons (4)	Make and receive external calls without entering an external access code; one or more line appearances may be assigned to your phone.
10 Speaker/Headset  Button	Toggle between Speaker and Headset modes to hear a caller instead of holding the handset.
11 Mute  Button	Prevent the distant party from hearing any conversation at your end.
12 Microphone	Speak to a caller when using the speaker instead of holding the handset.
13 Scroll and Select Buttons	Scroll through menu options and select items shown on the Softkey and Status Display.
14 Goodbye Button 	Disconnect the current call.
15 Options Button 	Access a list of configurable options (such as time & date, ring tone, and so forth). See page 5-20. See your System Administrator for details.
16 Hold Button 	Place a call on hold and keep the party connected while you hang up the handset or use other phone features.
17 Redial Button 	Place a call to the last phone number you dialed from your phone.
18 Volume Up  Button	Increase the volume of the speaker or the handset during a call.
19 Volume Down  Button	Decrease the volume of the speaker or the handset during a call.
20 Conf Button	Set up a call between multiple parties, both internal and external.
21 Xfer Button	Place a call on hold while you dial the destination extension number.
22 Headset (auxiliary) Jack	Speak to a caller when using a headset instead of holding the handset.



## Using a SIP Phone

This section describes how to use the physical features on your Vertical SIP phone, including:

- Hard Keys
- Navigation Arrow Keys
- Line Appearance Buttons
- Display Information

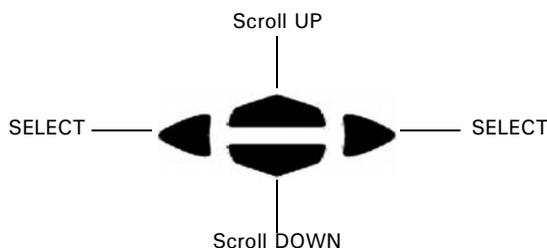
### Hard Keys

The hard keys on your phone are dedicated to specific call handling features. See the Introduction section of this guide for a picture and details of your phone.

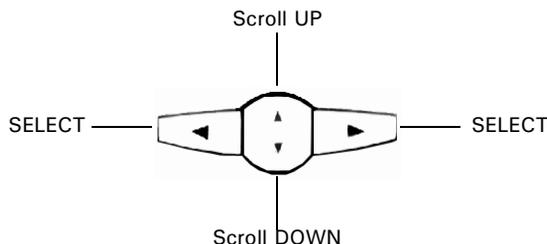
### Navigation Arrow Keys (Scroll and Select)

The navigation keys are located below the display, and are used to scroll through display lists and to select options.

#### Vertical 9133i, 9143i, 9112i, 480i/CT, and 9480i/CT SIP Phones



#### Aastra 53i, 55i, and 57i SIP Phones



## Line Appearance Buttons

All Vertical SIP phones support a primary line, which corresponds to your primary extension number. Your extension number appears on your phone's display.

Depending on the model, your phone may have additional line appearance buttons. See pages 5-2 through 5-7 for details.

**Note:** SIP phones are limited to 2 calls, on Line 1 and Line 2 (Primary and Secondary lines). Lines 3 and 4 can be used for bridged call appearances.

## Line Status Lights

**Models 480i/CT, 9480i/CT, 9133i, 9143i and Aastra 53i**—An LED next to the line appearance button indicates the status of that line.

If the line status light is:	The line status is:
Off	Idle (no call activity)
Flashing quickly	Call is ringing
Solid	Call is connected
Flashing slowly	Call is on hold

**Models 480i/CT, 9480i/CT, and Aastra 53i/55i**—An icon in the display next to a line appearance softkey indicates the status of that line.

Icon:	If the icon is:	The line status is:
	Solid	Idle (no call activity)
	Flashing	Call is ringing
	Solid	Call is connected
	Flashing	Call is on hold

**Model 9112i**—The status light for the single line is located at the top right corner of the phone:

If the line status light is:	The line status is:
Off	Idle (no call activity)
Flashing quickly	Call is ringing
Flashing slowly	New voice message

## Display Information

The Vertical SIP phones include a back-lit display that provide information about what is happening on your phone. During normal operation, you will see the following information in the display:

- **Idle**—When your phone is idle, the display shows your name, the date and time, and your extension. The 480i/CT, 9480i/CT, and Aastra 53i/55i model displays also include softkey options that you select by pressing the corresponding softkey buttons on either side of the display.
- **Dialing**—While you are dialing, line one of the display shows your extension number and line two displays the digits as they are dialed.
- **Active call**—During an active call, line one displays the other party's name or the trunk group your call is using, and line two lists the other party's phone number.

The display does not show caller ID information on an inbound call if that information is blocked by the other party, or if your phone service provider does not send caller ID. The display shows "Private" or inbound trunk group information instead. A call timer indicates the length of time your call has been connected.

In certain circumstances, you may see other information in the display:

- **Vertical splash screen**—Appears when you first plug in your phone, and each time you restart it.
- **'Updating Config' or 'New Firmware'**—Appears whenever your phone is being automatically updated. Typically, updates are scheduled to occur during non-business hours, but if you see either of these messages, allow the update to complete (do not unplug your phone.)
- **'No Service' or 'Network Disconnected'**—Contact your System Administrator if you see this message on the display.

**Note:** If your phone display is blank, see "Troubleshooting" on page B-1.

## Phone Settings

### Setting Options

Pressing the *Options* button gives you a list of configurable options.

The first seven options allow you to customize your phone settings:

#### Setting Options 01 through 06

Press *Options*, then follow the prompts that appear on the display (use the navigation keys as shown on page 5-17 to scroll and make selections as appropriate.

#### Setting Option 7

For option 7, see “Advanced Volume Controls for the Headset/Mic (Option 7)” on page 5-20.

#### Setting Options 08 through 10

Contact your System Administrator for more information.

01	Language
02	Time and Date
03	Set Ring Tone
04	Clear Msg. Wtg.
05	Contrast Level
06	Live Dialpad
07	Headset Settings
08	Network Settings
09	SIP Settings
10	Phone Status

### Advanced Volume Controls for the Headset/Mic (Option 7)

There are three options for the headset microphone volume.

**Note:** By default, the volume for the headset microphone is set to medium.

#### To Change the Volume

1. Press *Options* to access the options list.
2. Scroll down the list of options.
3. Select **Headset Settings**.

**Note:** You can also press 7 to directly access the Headset settings, then press the corresponding select button to select Headset Settings that appears on the display.

4. Scroll down and select **Headset/Mic Volume**.
5. Scroll down the list and select the appropriate volume.
6. Select **Save** to store the settings and exit.

or,

If you do not want to save changes:

Press the left select button to return to the previous screen.





## SIP Phone Feature Codes

The following table lists the feature codes available from your SIP phone. For other features, you use the buttons on your phone. For details about a particular feature, see Chapter 3.

**IMPORTANT:** Each of the features described below may have a fixed or programmable button that may be used instead of the Feature Code shown. Review the model descriptions on pages 5-2 to 5-7 to locate and find the fixed buttons available on the phone model you are using. In addition, contact your System Administrator to find out what programmable buttons are available on your phone model

**Hint:** After dialing feature codes, there may be a 3 to 5 second delay until the feature is confirmed. You can expedite this by dialing the **DIAL** softkey at the end of the feature code entry.

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### Call Park

<b>Directed Park</b>	Park call on another line:	<i>Flash</i> + *66 + extension
	Retrieve direct-parked call:	*65 + extension
<b>Self Park</b>	Park call on your primary line:	<i>Flash</i> + *64
	Retrieve self-parked call:	*65 + extension or #
<b>System Park</b>	Park call in one of 10 parking slots on another line for retrieval from another phone:	<i>Flash</i> + *62
	Retrieve system-parked call from another extension:	*63 + slot number

### Call Pickup

<b>Extension pickup</b>	Answer any ringing extension in your call pickup group, specifying which extension to answer:	*75 + extension
<b>Group pickup</b>	Answer any ringing extension in your call pickup group:	*74
<b>Call Return</b>	Call back the extension or phone number of the last answered call on your primary line:	*69
<b>Call Waiting</b>	Disable Call Waiting for the next call:	*70 + extension or phone number to dial
<b>Caller ID</b>	Block Caller ID for the next call:	*67 + extension or number to dial

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## Conference

Add party to conference: *Flash + \*71*

Return to conference if a member is not available: \*72

## Do Not Disturb

Set Do Not Disturb mode: \*41

Cancel Do Not Disturb mode: \*42

## Forward Calls

**To Extension or External Number from your own phone** \*43 + extension or phone number

**Note:** Forwarding to an external number may require that you enter an access code or password. See your System Administrator to see if this applies to you.

Cancel call forwarding \*44

**Hold** Put active call on hold: *Flash*

## Night Answer

Redirect all calls to a pre-configured destination: \*85

Cancel Night Answer \*86

## Page

**System Page** Make a page to the public address system and all the phone speakers on your system: \*11

**Zone Page** Make a page to a specific zone (group of phones): \*12 + zone number

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## Supervise Calls

**Note:** Supervise Call commands are available only if you have permission to use that command and the user is configured to allow being supervised with that command.

<b>Coach</b>	Participate in a call so that only one user can hear you, but any other party on the call cannot:	*58 + extension
<b>Join</b>	Participate in a phone call with two or more parties, where all participants can hear you, and you can hear them:	*59 + extension
<b>Monitor</b>	Listen in on a conversation between a user and at least one other party without being heard by any of them. <b>Note:</b> This is the same feature as Silent Monitor for digital phones (see page 3-52).	*57 + extension
<b>System Speed Dial</b>	Dial a frequently used extension or phone number. Ask your System Administrator if system speed dial numbers have been set up for your use.	*89 + speed dial number
<b>Voicecall</b>	Direct a page to a specific digital phone extension and allow the receiving party to reply:	*82 + extension

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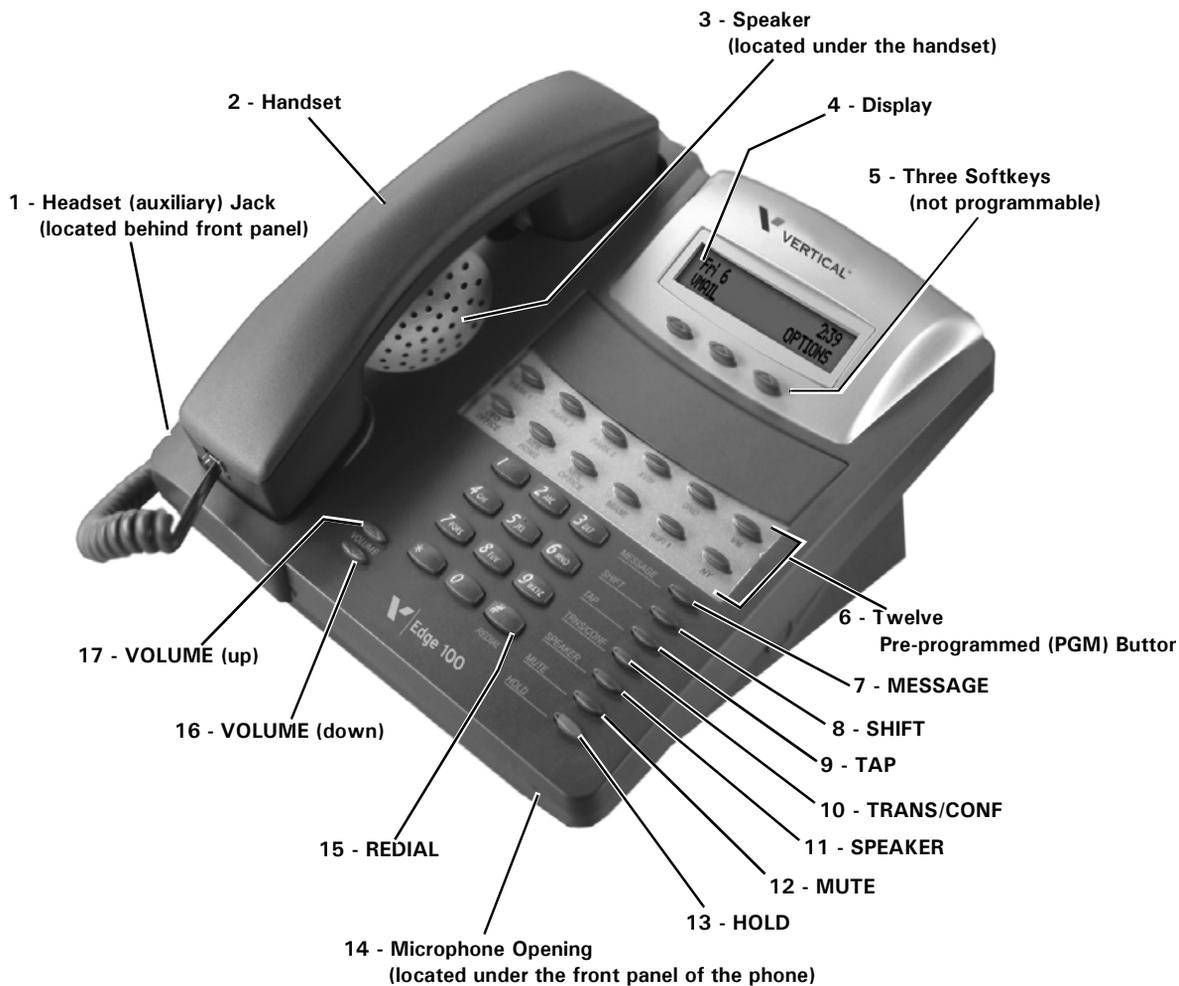
# About Wave Digital Phones

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This chapter describes the specific features of the different Vertical Wave Digital phones.

## Edge 100 - 12 button



**Note:** This phone model also includes an adjustable pedestal (see page 6-27 for details).

## Feature Keys & Functions

Feature	Used to ...
1 Headset (auxiliary) Jack	Speak to a caller when using a headset instead of holding the handset.
2 Handset	Answer or place an internal or external call.
3 Speaker	Hear the other party during a call without using the handset or headset (Speaker Mode).
4 Display	View information about the options and status of your phone.
5 Softkeys (3)	Make selections from the display.
6 Pre-programmed (PGM) Buttons (12)	Perform special phone functions, pre-programmed by the System Administrator.
7 MESSAGE Button	Access user voicemail. <b>Note:</b> Typically, a phone has only one programmed Message or Message Waiting button for that extension. However, some phones may have additional Message Waiting buttons. One reason for having these additional buttons would be if an assistant is responsible for listening to his/her boss's voicemail, or a supervisor is responsible for retrieving voicemail messages for a department, and so forth
8 SHIFT Button	Access a second level of AutoDial buttons.
9 TAP Button	Reconnect (or toggle between) calls on hold, during call transfer, and when creating conference calls. Also, while dialing, pressing this button once will erase the last dialed digit and pressing it twice will clear all the dialed digits.
10 TRANS/CONF Button	Place a call on hold while you dial the destination extension number when transferring calls or creating conference calls.
11 SPEAKER button	Switch to Speaker mode to hear a caller instead of holding the handset.
12 Mute Button	Prevent the distant party from hearing any conversation at your end.
13 HOLD Button	Place a call on hold and keep the party connected while you hang up the handset or use other phone features.
14 Microphone	Speak to a caller when using the speaker instead of holding the handset.
15 REDIAL Button	Place a call to the last phone number you dialed from your phone.
16 VOLUME (down) Button	Decrease the loudness of the speaker or handset while on a call.
17 VOLUME (up) Button	Increase the loudness of the speaker or handset while on a call.

## Edge 100 - 24 button



**Note:** This phone model also includes an adjustable pedestal (see page 6-27 for details).

## Feature Keys & Functions

Feature	Used to ...
1 Headset (auxiliary) Jack	Speak to a caller when using a headset instead of holding the handset.
2 Handset	Answer or place an internal or external call.
3 Speaker	Hear the other party during a call without using the handset or headset (Speaker Mode).
4 Display	View information about the options and status of your phone.
5 Softkeys (3)	Make selections from the display.
6 Pre-programmed (PGM) Buttons (24)	Perform special phone functions (pre-programmed by the System Administrator).
7 MESSAGE Button	Access user voicemail. <b>Note:</b> Typically, a phone has only one programmed Message or Message Waiting button for that extension. However, some phones may have additional Message Waiting buttons. One reason for having these additional buttons would be if an assistant is responsible for listening to his/her boss's voicemail, or a supervisor is responsible for retrieving voicemail messages for a department, and so forth
8 SHIFT Button	Access a second level of AutoDial buttons.
9 TAP Button	Reconnect (or toggle between) calls on hold, during call transfer, and when creating conference calls. Also, while dialing, pressing this button once will erase the last dialed digit and pressing it twice will clear all the dialed digits.
10 TRANS/CONF Button	Initiate a transfer or a conference.
11 SPEAKER button	Switch to Speaker mode to hear a caller instead of holding the handset.
12 MUTE Button	Prevent the other party on your call from hearing anything from your phone.
13 HOLD Button	Place a call on hold and keep the party connected while you hang up or use other phone features. <b>Note:</b> If more than one call is on hold, and you are not currently connected to a call, you can press this button to scroll through a list of calls on hold; press Tap to connect to the displayed call.
14 Microphone	Speak to a caller when using the speaker instead of holding the handset.
15 REDIAL Button	Place a call to the last phone number you dialed from your phone.
16 VOLUME (down) Button	Decrease the volume of the speaker or handset while on a call, or the ringer when not on a call.
17 VOLUME (up) Button	Increase the volume of the speaker or handset while on a call, or the ringer when not on a call.

## Edge 700 Phone- 8 Button





## Feature Keys & Functions

Feature	Used to ...
1 Handset	Answer or place an internal or external call.
2 Speaker	Hear the other party during a call without using the handset or headset (Speaker Mode).
3 Display	View information about the options and status of your phone.
4 Message Waiting Light	Indicate when you have a new voicemail message.
5 Pre-programmed (PGM) Buttons (8, with red LEDs only)	Perform special phone functions (pre-programmed by the System Administrator).
6 TRANS (Transfer)	Put a call on hold while you dial the destination extension number when transferring calls.
7 Volume Up/Down (-/+ ) Buttons	Decrease/increase the loudness of the speaker or handset while on a call, or the ringer when not on a call.
8 TAP Button	Reconnect (or toggle between) calls on hold, during call transfer, and when creating conference calls. Also, while dialing, pressing this button once will erase the last dialed digit and pressing it twice will clear all the dialed digits.
9 Microphone	Speak to a caller when using the speaker instead of holding the handset.
10 HOLD Button	Place a call on hold and keep the party connected while you hang up or use other phone features. <b>Note:</b> If more than one call is on hold, and you are not currently connected to a call, you can press this button to scroll through a list of calls on hold; press Tap to connect to the displayed call.
11 SPEAKER button	Switch to Speaker mode to hear a caller instead of holding the handset.
12 Headset (2.5mm) Jack	Speak to a caller when using a headset instead of holding the handset.

## Edge 700 Phone - 24 Button

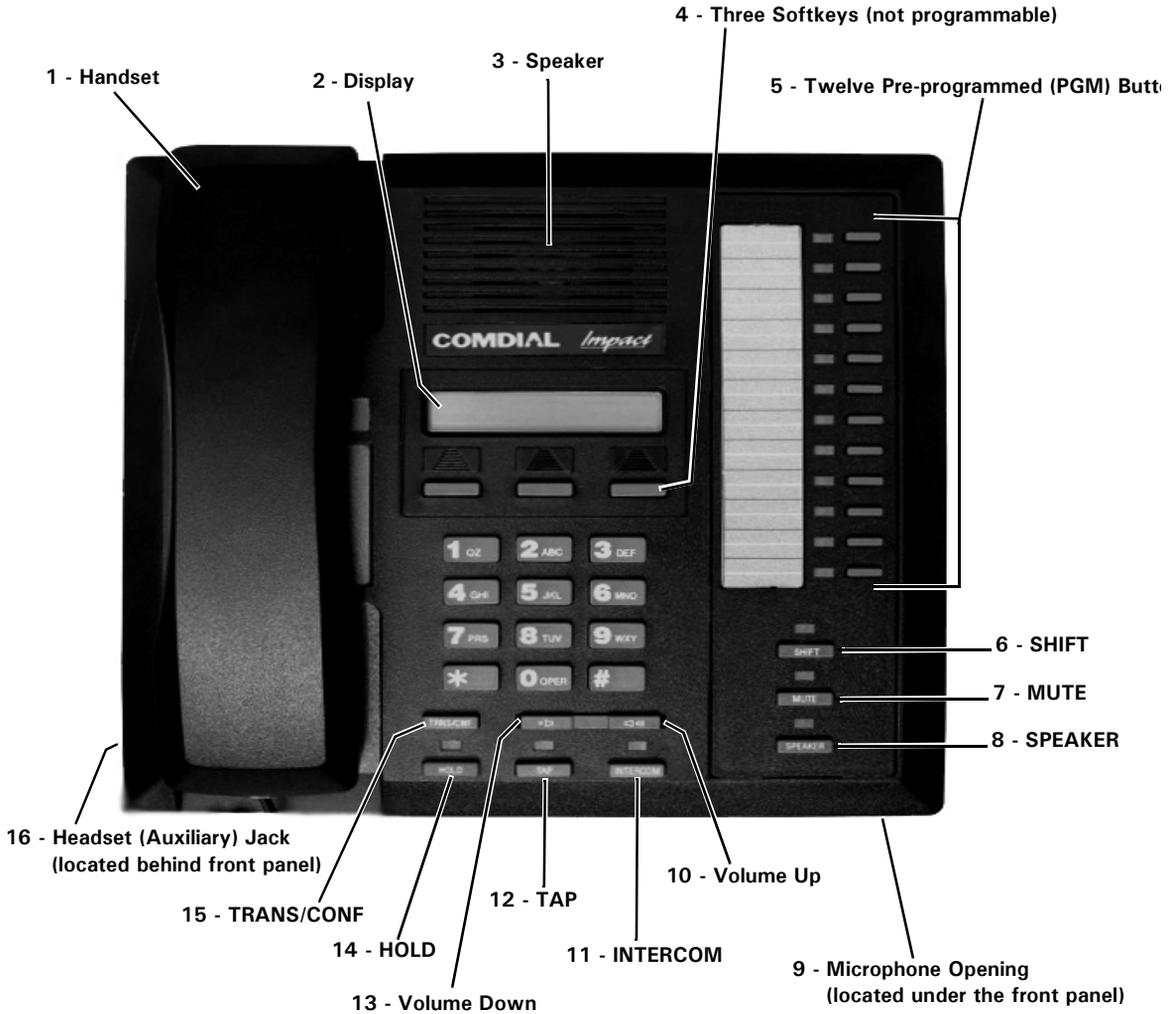


**Note:** The Edge 700 - 24 module phone can have full duplexing capability when the appropriate duplexing module is connected (see item 3 above and on next page)

## Feature Keys & Functions

Feature	Used to ...
1 Handset	Answer or place an internal or external call.
2 Speaker	Hear the other party during a call without using the handset or headset (Speaker Mode).
3 Flat (Ribbon) Cable Connector	Connect a Bluetooth® or Duplex module.
4 Display	View information about the options and status of your phone.
5 Message Waiting Light	Indicate when you have a new voicemail message.
6 Softkeys (3)	Make selections from the display.
7 Pre-programmed (PGM) Buttons (24)	Perform special phone functions (pre-programmed by the System Administrator).
8 Microphone	Speak to a caller when using the speaker instead of holding the handset.
9 TAP Button	Reconnect (or toggle between) calls on hold, during call transfer, and when creating conference calls. Also, while dialing, pressing this button once will erase the last dialed digit and pressing it twice will clear all the dialed digits.
10 TRANS Button	Put a call on hold while you dial the destination extension number when transferring call.
11 SHIFT Button	Access a second level of AutoDial buttons.
12 MUTE Button	Prevent the distant party from hearing any conversation at your end.
13 Scroll and Select Button(s)	Scroll through menu options and select items shown on the display (see page 6-26).
14 Volume Up/Down (-/+ ) Buttons	Decrease/increase the loudness of the speaker or handset while on a call, or the ringer when not on a call.
15 HOLD Button	Place a call on hold and keep the party connected while you hang up or use other phone features. <b>Note:</b> If more than one call is on hold, and you are not currently connected to a call, you can press this button to scroll through a list of calls on hold; press Tap to connect to the displayed call.
16 SPEAKER Button	Switch to Speaker mode to hear a caller instead of holding the handset.
17 Headset (2.5mm) Jack	Speak to a caller when using a headset instead of holding the handset.

## Impact SCS (8012) - 12 button



## Feature Keys & Functions

Feature	Used to ...
1 Handset	Answer or place an internal or external call.
2 Speaker	Hear the other party during a call without using the handset or headset (Speaker Mode).
3 Display	View information about the options and status of your phone.
4 Softkeys (3)	Make selections from the display.
5 Pre-programmed (PGM) Buttons (12)	Perform special phone functions (pre-programmed by the System Administrator).
6 SHIFT Button	Access a second level of AutoDial buttons.
7 Mute Button	Prevent the distant party from hearing any conversation at your end.
8 SPEAKER button	Switch to Speaker mode to hear a caller instead of holding the handset.
9 Volume Up (🔊) Button	Increase the volume of the speaker or the handset during a call.
10 Microphone	Speak to a caller when using the speaker instead of holding the handset.
11 INTERCOM	Access the primary line. <b>Note:</b> While this digital phone model has an Intercom button, that button is used as a primary line button, not for specific “Intercom” functionality.
12 TAP Button	Reconnect (or toggle between) calls on hold, during call transfer, and when creating conference calls. Also, while dialing, pressing this button once will erase the last dialed digit and pressing it twice will clear all the dialed digits.
13 Volume Down (🔇) Button	Decrease the volume of the speaker or the handset during a call.
14 HOLD Button	Place a call on hold and keep the party connected while you hang up the handset or use other phone features.
15 TRANS/CONF Button	Place a call on hold while you dial the destination extension number when transferring calls or creating conference calls.
16 Headset (auxiliary) Jack	Speak to a caller when using a headset instead of holding the handset.

## Impact SCS (8024) - 24 button



## Feature Keys & Functions

Feature	Used to ...
1 Handset	Answer or place an internal or external call.
2 Speaker	Hear the other party during a call without using the handset or headset (Speaker Mode).
3 Softkeys (3)	Make selections from the display.
4 Display	View information about the options and status of your phone.
5 Pre-programmed (PGM) Button (24)	Perform special phone functions (pre-programmed by the System Administrator).
6 Mute Button	Prevent the distant party from hearing any conversation at your end.
7 Microphone	Speak to a caller when using the speaker instead of holding the handset.
8 SHIFT Button	Access a second level of AutoDial buttons.
9 SPEAKER Button	Switch to Speaker mode to hear a caller instead of holding the handset.
10 Volume Up (  ) Button	Increase the volume of the speaker or the handset during a call.
11 INTERCOM Button	Access the primary line. <b>Note:</b> While this digital phone model has an Intercom button, that button is used as a primary line button, not for specific “Intercom” functionality
12 TAP Button	Reconnect (or toggle between) calls on hold, during call transfer, and when creating conference calls. Also, while dialing, pressing this button once will erase the last dialed digit and pressing it twice will clear all the dialed digits.
13 Volume Down (  ) Button	Decrease the volume of the speaker or the handset during a call.
14 HOLD Button	Place a call on hold and keep the party connected while you hang up the handset or use other phone features.
15 TRANS/CONF Button	Place a call on hold while you dial the destination extension number when transferring calls or creating conference calls.
16 Headset (auxiliary) Jack	Speak to a caller when using a headset instead of holding the handset.

## Impact SCS (8312) - 12 button

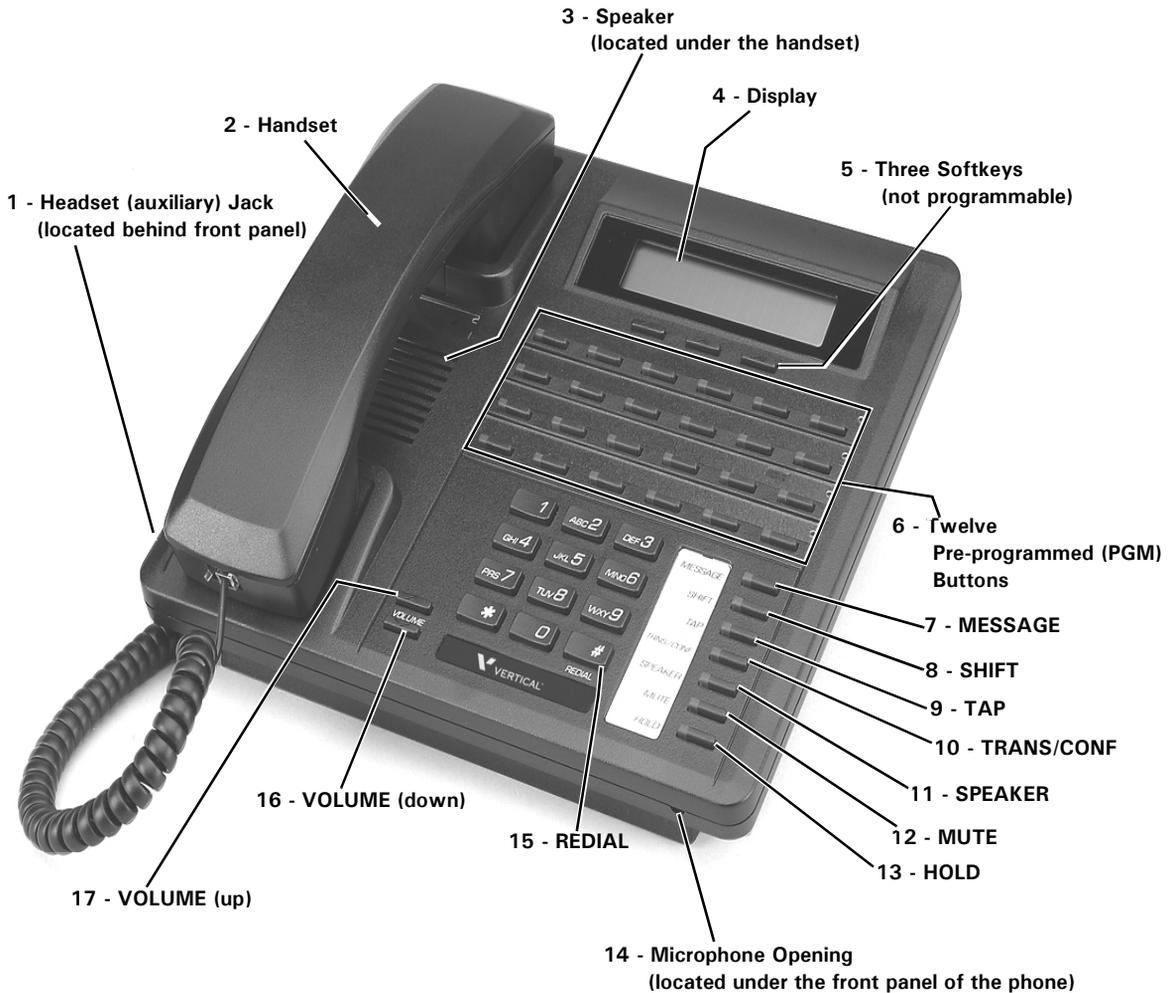


**Note:** This phone model also includes an adjustable pedestal (see page 6-27 for details).



## Feature Keys & Functions

Feature	Used to ...
1 Headset (auxiliary) Jack	Speak to a caller when using a headset instead of holding the handset.
2 Handset	Answer or place an internal or external call.
3 Speaker	Hear the other party during a call without using the handset or headset (Speaker Mode).
4 Display	View information about the options and status of your phone.
5 Softkeys (3)	Make selections from the display.
6 Pre-programmed (PGM) Buttons (12)	Perform special phone functions (pre-programmed by the System Administrator).
7 MESSAGE Button*	Access user voicemail. <b>Note:</b> Typically, a phone has only one programmed Message or Message Waiting button for that extension. However, some phones may have additional Message Waiting buttons. One reason for having these additional buttons would be if an assistant is responsible for listening to his/her boss's voicemail, or a supervisor is responsible for retrieving voicemail messages for a department, and so forth
8 SHIFT Button	Access a second level of AutoDial buttons.
9 TAP Button	Reconnect (or toggle between) calls on hold, during call transfer, and when creating conference calls. Also, while dialing, pressing this button once will erase the last dialed digit and pressing it twice will clear all the dialed digits.
10 TRANS/CONF Button	Place a call on hold while you dial the destination extension number when transferring calls or creating conference calls.
11 SPEAKER Button	Switch to Speaker mode to hear a caller instead of holding the handset.
12 Mute Button	Prevent the distant party from hearing any conversation at your end.
13 HOLD Button	Place a call on hold and keep the party connected while you hang up the handset or use other phone features.
14 Microphone	Speak to a caller when using the speaker instead of holding the handset.
15 REDIAL Button	Place a call to the last phone number you dialed from your phone.
16 VOLUME (down) Button	Decrease the loudness of the speaker or handset while on a call.
17 VOLUME (up) Button	Increase the loudness of the speaker or handset while on a call.

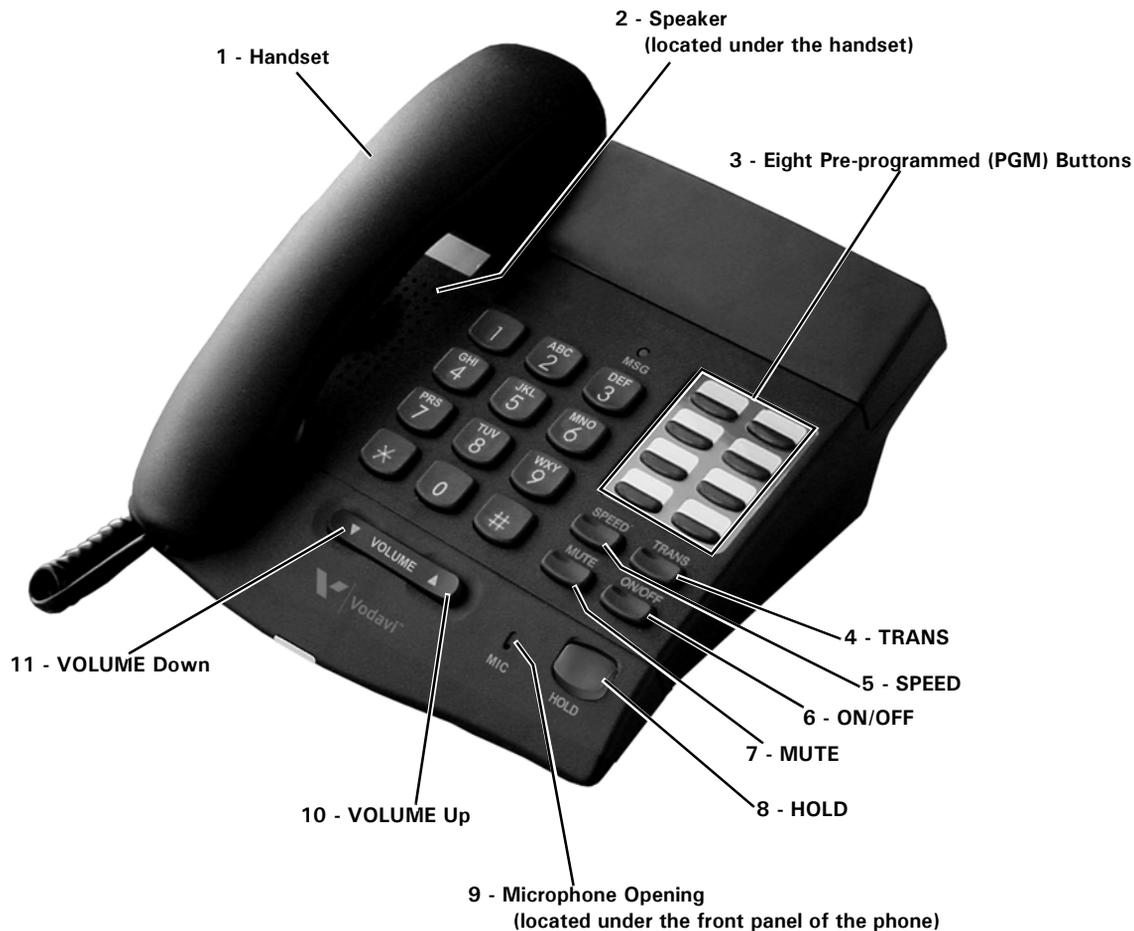
**Impact SCS (8324) - 24 button**

**Note:** This phone model also includes an adjustable pedestal (see page 6-27 for details).

## Feature Keys & Functions

Feature	Used to ...
1 Headset (auxiliary) Jack	Speak to a caller when using a headset instead of holding the handset.
2 Handset	Answer or place an internal or external call.
3 Speaker	Hear the other party during a call without using the handset or headset (Speaker Mode).
4 Display	View information about the options and status of your phone.
5 Softkeys (3)	Make selections from the display.
6 Pre-programmed (PGM) Buttons (12)	Perform special phone functions (pre-programmed by the System Administrator).
7 MESSAGE Button	Access user voicemail. <b>Note:</b> Typically, a phone has only one programmed Message or Message Waiting button for that extension. However, some phones may have additional Message Waiting buttons. One reason for having these additional buttons would be if an assistant is responsible for listening to his/her boss's voicemail, or a supervisor is responsible for retrieving voicemail messages for a department, and so forth
8 SHIFT Button	Access a second level of AutoDial buttons.
9 TAP Button	Reconnect (or toggle between) calls on hold, during call transfer, and when creating conference calls. Also, while dialing, pressing this button once will erase the last dialed digit; pressing it twice will clear all the dialed digits.
10 TRANS/CONF Button	Place a call on hold while you dial the destination extension number when transferring calls or creating conference calls.
11 SPEAKER Button	Switch to Speaker mode to hear a caller instead of holding the handset.
12 Mute Button	Prevent the distant party from hearing any conversation at your end.
13 HOLD Button	Place a call on hold and keep the party connected while you hang up the handset or use other phone features.
14 Microphone	Speak to a caller when using the speaker instead of holding the handset.
15 REDIAL Button	Place a call to the last phone number you dialed from your phone.
16 VOLUME (down) Button	Decrease the volume of the speaker or handset while on a call.
17 VOLUME (up) Button	Increase the volume of the speaker or handset while on a call.

## Vodavi Enhanced Phone - 8 Button



## Feature Keys & Functions

Feature	Used to ...
1 Handset	Answer or place an internal or external call.
2 Speaker	Hear the other party during a call without using the handset or headset (Speaker Mode).
3 Pre-programmed (PGM) Buttons (8)	Perform special phone functions (pre-programmed by the System Administrator).
4 SPEED	Access system speed dial numbers.
5 TRANS	Put a call on hold while you dial the destination extension number when transferring calls or creating conference calls.
6 ON/OFF Button	Toggle between Speaker Mode and using the handset or headset.
7 MUTE Button	Prevent the distant party from hearing any conversation at your end.
8 HOLD Button	Place a call on hold and keep the party connected while you hang up the handset or use other phone features.
9 Microphone	Speak to a caller when using the speaker instead of holding the handset.
10 VOLUME Up (▲) Button	Increase the volume of the speaker or the handset during a call.
11 VOLUME Down (▼) Button	Decrease the volume of the speaker or handset while on a call.

## Vodavi Executive Phone - 8 Button



## Feature Keys & Functions

Feature	Used to ...
1 Handset	Answer or place an internal or external call.
2 Speaker	Hear the other party during a call without using the handset or headset (Speaker Mode).
3 Display	View information about the options and status of your phone.
4 Softkeys (3)	Make selections from the display.
5 Pre-programmed (PGM) Buttons (8)	Perform special phone functions (pre-programmed by the System Administrator).
6 TRANS	Place a call on hold while you dial the destination extension number to transfer a call.
7 SPEED	Access/dial pre-programmed speed dial numbers.
8 ON/OFF Button	Toggle between Speaker Mode and using the handset or headset.
9 MUTE Button	Prevent the distant party from hearing any conversation at your end.
10 HOLD Button	Place a call on hold and keep the party connected while you hang up the handset or use other phone features.
11 Microphone	Speak to a caller when using the speaker instead of using the handset or headset.
12 VOLUME Up (▲) Button	Increase the volume of the speaker or the handset during a call.
13 VOLUME Down (▼) Button	Decrease the volume of the speaker or handset while on a call.

# Vodavi Executive Phone - 30 Button



**Note:** The Vodavi Executive -30 button phone is also available with full duplexing capabilities.



## Feature Keys & Functions

Feature	Used to ...
1 Headset (2.5mm) Jack	Speak to a caller when using a headset instead of holding the handset.
2 Handset	Answer or place an internal or external call.
3 Speaker	Hear the other party during a call without using the handset or headset (Speaker Mode).
4 Display	View information about the options and status of your phone.
5 Softkeys	Make selections from the display.
6 HTP	<i>Not supported in the current version.</i>
7 Pre-programmed (PGM) Buttons (30)	Perform special phone functions (pre-programmed by the System Administrator).
8 Microphone	Speak to a caller when using Speaker Mode instead of using the handset or headset.
9 TRANS Button	Place a call on hold while you dial the destination extension number to transfer a call.
10 CONF Button	Place a call on hold while you add other members and create a conference call.
11 CAMP-ON Button	Automatically call back an extension that is busy, does not answer, or forwards you to Voicemail.
12 MSG Button	Access user voicemail.
13 FWD Button	Send unanswered, incoming calls to another designated number.
14 FLASH Button	Access many of the features of this phone (such as when making calls, transferring calls, or putting calls on hold). Refer to the Feature Code Guide at the end of this chapter.
15 Mute Button	Prevent the distant party from hearing any conversation at your end.
16 SPEED Button	Access/dial pre-programmed speed dial numbers.
17 HOLD Button	Place a call on hold and keep the party connected while you hang up the handset or use other phone features.
18 ON/OFF Button	Toggle between Speaker Mode and using the handset or headset.
19 VOLUME Up (▲) Button	Increase the volume of the speaker or the handset during a call.
20 VOLUME Down (▼) Button	Decrease the volume of the speaker or handset while on a call.

## Using a Digital Phone

### Line Appearance Buttons

All phones have a primary line button. Your phone may also include one or more secondary line appearance buttons as well as outside line buttons. Each line button has a corresponding status LED beside it:

- A line is idle when the LED is not lit.
- A line with a red LED is in use and you cannot join the call.
- A line with a green LED indicates a call connected to your phone.
- A line with a flashing green LED indicates a call connected to another phone that you can join.

### Primary Line Button

Your primary extension number is assigned to one of the pre-programmed feature buttons on your phone. Your extension number should appear on the label strip next to your primary line button. If your phone is idle and you take it off hook, the LED next to the line button will light up, and the extension number will be displayed.

### Secondary Line Buttons

You may have one or more secondary lines assigned to your phone. These additional lines can be primary lines that appear on other phones. You can use these additional lines to make or receive phone calls.

### Outside Line Buttons

You may have one or more outside lines assigned to your phone. These lines allow you to make and receive external calls without entering an external access code. Some systems require a user to dial 9 prior to dialing an external phone number. With outside lines, dialing 9 is not required.

### On Idle Outside Lines

When an outside line is idle, the following features are supported on outside line keys:

- Flash (to restart dialing)
- Release (when programmed)

**Note:** No other features are supported on idle outside line keys. Feature codes are ignored while dialing on an outside line.

### On Connected Calls

When you are connected to a call on an outside line, you can use the following phone keys:

- Primary, secondary, and other outside line keys (press to toggle between calls)
- Keypad digits
- Auto dial
- Redial
- Message Waiting\
- Transfer/Conference (TRNS/CONF, TRANS, CONF)
- DSS/BLF Transfer

### Transferring and Conferencing

*To transfer (or conference) a caller on an outside line to another outside line:*

1. Press the appropriate Transfer/Conference button
2. Dial 9, then the external number.
3. Hang up to finish the connection (transfer or conference).

### Display Information

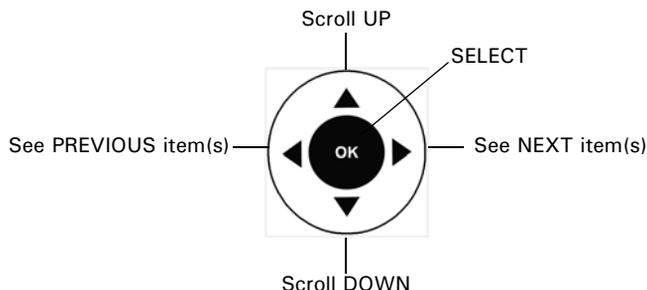
The Edge 100, Edge 700, Impact SCS, and the Vodavi 30-button phone models all provide a two-line display to give you additional call information. On some models, the display is also back-lit.

Generally, when you are not using your phone, the display shows the date and time, as well as the number of messages waiting (if any), a Menu and/or VMail option, station name and/or number, and so forth. The information that appears may vary depending upon the model you are using, as well as the current status of the phone (for example, during an active call on your primary line, the other party's name or the trunk group your call is using is displayed, and call timer displays the length of time your call is connected).

**Note:** The display does not show caller ID information on an inbound call if that information is blocked by the other party, or if your phone service provider does not send caller ID. Instead, the display shows "Private" or inbound trunk group information.

### Scroll and Select Button (Edge 700 Phone - 24 Button Only)

The Scroll and Select button is used to navigate through display lists and to select options (see page 6-8 for location of this button).



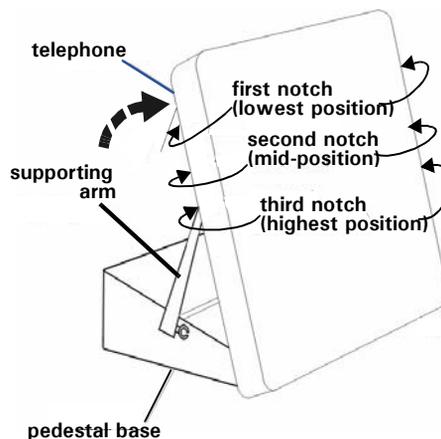
### Program Button

If your phone has this optional feature button, you can use it to access the programming features that appear on your display. Pressing this button takes you to the same place on the display as if you press the following softkeys: **MENU**, then **NEXT** until **PROG** appears; thus, allowing you to program certain feature buttons on your phone (see User Programmable Keys on page 3-61).

## Set Up and Installation

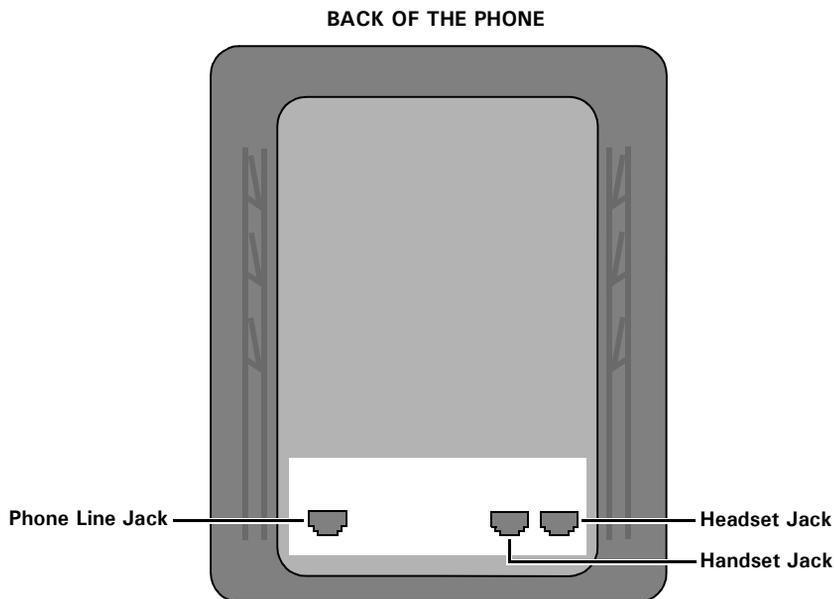
### Adjusting the Pedestal (Edge 100 and Impact models only)

1. Firmly grasp the back of the pedestal base with one hand and lift the back portion upward with your other hand.
2. Lift the front panel of the phone upward with one hand and, with the other hand, raise the supporting arms.
3. Notice there are three sets of notches behind both sides of the front panel. Each notch represents a different angle.
4. When the phone is at the desired height, select the closest pair of notches and insert the supporting arms in the notches.
5. Press down gently on the front panel until you feel the supporting arms snap into place.



## Making the Connections

The connectors for attaching your Vertical Wave phone to the network are located behind the front panel. Here you will also find connectors (jacks) for attaching the phone line, power source, and handset.



## Phone Settings

### Modifying the Display Contrast (except Edge 700)

#### *To adjust the display contrast*

*On an idle phone:*

1. Press **MENU** softkey on the display.
2. Press **NEXT** until **DISP** appears, then press the corresponding button.
3. Press **LIGHT** or **DARK** to change the contrast.
4. Press **DONE** or **SPEAKER** to save the setting.

## Volume Reset Override

If your phone has a programmed Volume Reset Override button, you can use it to override the volume reset feature. For example, if you are on a call, and you increase the volume. when you hang up the phone the phone will reset the volume on the handset and headset to a safe level.

However, if you press the Volume Reset Override button, you can prevent the volume from returning to the default volume level. This means that when your phone is off-hook, the handset and headset levels will remain at the previous level.

**Note:** This feature is sometimes called “Volume Ring Override”.

## Setting the Ring Volume and Tone

### ***To Adjust the Ring Volume***

*On an idle phone:*

Press **VOLUME** (up or down) keys to adjust the ring volume as needed.

You will hear a short ring that allows you to hear the current ring volume. The volume level will also appear on the display.

### ***To Set the Ring Tone***

*On an idle phone:*

1. Press the **MENU** softkey on the display.
2. Press **NEXT** until **RING** appears.
3. Press the softkey under **RING**.
4. Press the **VOLUME** (up or down) keys to adjust the ring tone as needed.

You will hear a short ring for each tone so that you can decide which one you want to use.  
*or,*

*On an Edge 700 phone:*

Use the softkeys to change the ring tone as needed.

You will hear a short ring for each tone so that you can decide which one you want to use.

5. Press **DONE** or **SPEAKER** to save the setting.

## Digital Phone Feature Codes

The following table lists the feature codes available from your digital phone. For other features, you use the buttons on your phone. For details about a particular feature, see Chapter 3.

**IMPORTANT:** Each of the features described below may have a fixed or programmable button that may be used instead of the Feature Code shown. Review the model descriptions on pages 6-2 to 6-22 to locate and find the fixed buttons available on the phone model you are using. In addition, contact your System Administrator to find out what programmable buttons are available on your phone model.

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### Call Park

<b>Directed Park</b>	Park call on another line:	<i>Flash</i> + *66 + extension
	Retrieve direct-parked call:	*65 + extension
<b>Self Park</b>	Park call on your primary line:	<i>Flash</i> + *64
	Retrieve self-parked call:	*65 + extension or #
<b>System Park</b>	Park call in one of 10 parking slots on another line for retrieval from another phone:	<i>Flash</i> + *62
	Retrieve system-parked call from another extension:	*63 + slot number

### Call Pickup

<b>Extension pickup</b>	Answer any ringing extension in your call pickup group, specifying which extension to answer:	*75 + extension
<b>Group pickup</b>	Answer any ringing extension in your call pickup group:	*74
<b>Call Return</b>	Call back the extension or phone number of the last answered call on your primary line:	*69
<b>Call Waiting</b>	Disable Call Waiting for the next call:	*70 + extension or phone number to dial
<b>Caller ID</b>	Block Caller ID for the next call:	*67 + extension or number to dial

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**Camp-On (Callback)**

Automatically call back an extension that is busy, does not answer, or forwards you to Voicemail: *Flash + \*76*

Cancel Camp-on: *\*77*

**Centrex Features**

Access Centrex features (if used on your system): *Flash + \*80 + Centrex feature code*

**Conference**

Add party to conference: *Flash + phone number + Flash + \*71*

Return to conference if a member is not available: *Flash + \*72*

**Do Not Disturb**

Set Do Not Disturb mode: *\*41*

Cancel Do Not Disturb mode: *\*42*

**Forward Calls**

**To Extension or External Number from your own phone** *\*43 + extension or phone number*

**Note:** Forwarding to an external number may require that you enter an access code or password. See your System Administrator to see if this applies to you.

Cancel call forwarding *\*44*

**Follow-me Call Forwarding from any phone in the system** *\*78 + your extension + # + your password + #*

Cancel Follow-me call forwarding: *\*79 + your extension*

**Hold**

Put active call on hold: *Flash*

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## Night Answer

Redirect all calls to a pre-configured destination: \*85

Cancel Night Answer \*86

## Page

**System Page** Make a page to the public address system and all the phone speakers on your system: \*11

**Zone Page** Make a page to a specific zone (group of phones): \*12 + zone number

## Privacy

Mark a call as private which means that shared line appearances cannot breaking into or retrieve he call: *Flash + \*21*

Turn off Privacy: *Flash + \*21*

## Supervise Calls

**Note:** Supervise Call commands are available only if you have permission to use that command and the user is configured to allow being supervised with that command.

**Coach** Participate in a call so that only one user can hear you, but any other party on the call cannot: \*58 + extension

**Join** Participate in a phone call with two or more parties, where all participants can hear you, and you can hear them: \*59 + extension

**Monitor** Listen in on a conversation between a user and at least one other party without being heard by any of them. \*57 + extension

**Note:** This is the same feature as Silent Monitor for digital phones (see page 3-52).

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<b>System Speed Dial</b>	Dial a frequently used extension or phone number. Ask your System Administrator if system speed dial numbers have been set up for your use.	*89 + speed dial number
<b>Voicecall</b>	Direct a page to a specific digital phone extension and allow the receiving party to reply:	*82 + extension

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# About Wave Analog Phones

## CHAPTER CONTENTS

Special Tones .....	7-1
Analog Phone Feature Codes .....	7-2

While previous chapters in this guide have provided information on the basic features and operation of all Wave phone types, this chapter specifically describes special information for Analog phones only.

Because not all of the features described in previous chapters and in this one, are available on all Wave analog phones, it is recommended that you contact your phone System Administrator for additional information.

## 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.

## Analog Phone Feature Codes

The following table lists the feature codes available from your analog phone. For details about a particular feature, see Chapter 3.

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### Call Park

<b>Directed Park</b>	Park call on another line:	<i>Flash</i> + *66 + extension
	Retrieve direct-parked call:	*65 + extension
<b>Self Park</b>	Park call on your primary line:	<i>Flash</i> + *64
	Retrieve self-parked call:	*65 + extension or #
<b>System Park</b>	Park call in one of 10 parking slots on another line for retrieval from another phone:	<i>Flash</i> + *62
	Retrieve system-parked call from another extension:	*63 + slot number

### Call Pickup

<b>Extension pickup</b>	Answer any ringing extension in your call pickup group, specifying which extension to answer:	*75 + extension
<b>Group pickup</b>	Answer any ringing extension in your call pickup group:	*74

<b>Call Return</b>	Call back the extension or phone number of the last answered call on your primary line:	*69
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### Call Waiting

Answer waiting call and place the current call (if any) on hold:	<i>Flash</i>
Disable Call Waiting for the next call:	*70 + extension or phone number to dial
Reconnect with the original call:	<i>Flash</i> + 3
Toggle between the 2 calls:	<i>Flash</i> + 4

<b>Caller ID</b>	Block Caller ID for the next call:	*67 + extension or number to dial
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### Camp-On (Callback)

Automatically call back an extension that is busy, does not answer, or forwards you to Voicemail: Hang up, go off-hook, \*76

Cancel Camp-on: \*77

### Centrex Features

Access Centrex features (if used on your system): *Flash* + \*80 + Centrex feature code

### Conference

Add party to conference: *Flash* + # + extension or phone number+ *Flash* + 5

Return to conference if a member is not available: *Flash* + 4

### Do Not Disturb

Set Do Not Disturb mode: \*41

Cancel Do Not Disturb mode: \*42

### Forward Calls

**To Extension or External Number from your own phone** \*43 + extension or phone number

**Note:** Forwarding to an external number may require that you enter an access code or password. See your System Administrator to see if this applies to you.

Cancel call forwarding \*44

**Follow-me Call Forwarding from any phone in the system** \*78 + your extension + # + your password + #

Cancel Follow-me call forwarding: \*79 + your extension

### Hold

Put active call on hold: *Flash* + # + \*64

Reconnect call on hold: \*65 + #

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## Night Answer

Redirect all calls to a pre-configured destination: \*85

Cancel Night Answer \*86

## Page

**System Page** Make a page to the public address system and all the phone speakers on your system: \*11

**Zone Page** Make a page to a specific zone (group of phones): \*12 + zone number

**Station ID** Identify the station ID assigned to your phone: \*00

## Supervise Calls

**Note:** Supervise Call commands are available only if you have permission to use that command and the user is configured to allow being supervised with that command.

**Coach** Participate in a call so that only one user can hear you, but any other party on the call cannot: \*58 + extension

**Join** Participate in a phone call with two or more parties, where all participants can hear you, and you can hear them: \*59 + extension

**Monitor** Listen in on a conversation between a user and at least one other party without being heard by any of them. \*57 + extension

**Note:** This is the same feature as Silent Monitor for digital phones (see page 3-52).

**System Speed Dial** Dial a frequently used extension or phone number. Ask your System Administrator if system speed dial numbers have been set up for your use. \*89 + speed dial number

**Toggle** Toggle between the active call and a call on hold: *Flash* + \*73

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**Transfer****Blind Transfer**

*Flash + 1 + destination extension,  
hang up*

**Supervised Transfer**

*Flash + 1 + destination extension,  
announce call, hang up*

**Transfer to Voicemail**

*Flash + 2 + extension + voicemail  
hunt group*

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## CounterPath SIP Softphone

### About the Eyebeam SIP Softphone

Wave supports the eyeBeam SIP softphone on platforms running Windows XP, 2003, 2000, and Vista. If your system has properly configured SIP trunks, the eyeBeam softphone can turn your PC into a SIP-based voice-over-IP telephone.

- To speak and listen, you can use your PC's microphone and speakers, or a USB phone which will provide much higher quality.
- To place calls, you can use ViewPoint or the eyeBeam window.
- To use multiple line appearances with the eyeBeam SIP softphone, contact your System Administrator for more information.



**Hint:** See page A-10 for a table that describes how basic eyeBeam features interact with Wave.

The configuration procedures in this manual describe only those steps necessary for the CounterPath eyeBeam SIP softphones to work with Wave. Other settings may be left in their default configuration. For information on using other softphone features, see the documentation that came with your softphone.

### Recommended USB Headsets

While many headsets may work with the eyeBeam softphone, the following headsets are recommended:

#### **Plantronics ([www.plantronics.com](http://www.plantronics.com))**

- The CS50-USB VoIP Headset (cordless)
- The DSP-500 USB Folding Headset (corded)
- The DSP-400 USB Multimedia Headset (corded)

#### **GN Netcom (<http://www.gnnetcom.com>)**

The GN 8120 USB digital USB-to-headset adapter (corded; compatible with any GN Netcom QD Headset)

## Installing and Configuring the eyeBeam SIP Softphone

### Before You Begin

Before installing an eyeBeam SIP softphone on your computer, talk to your System Administrator and make sure you know the following:

- The IP address or name of the Wave SIP span
- The preferred codec(s), in order, of the Wave SIP span (for example, G.711)
- That your user account on Wave is configured as a SIP station

**Note:** If you are using the phone from a remote location, a VPN (Virtual Private Network) connection is required.

### Installing and Configuring for Wave

Use this procedure to install the eyeBeam softphone on your PC and configure it for use with Wave.

**Note:** These procedures describe the eyeBeam audio-only softphone (version 1.5 or higher). It is recommended that you have the eyeBeam User's Manual available as you install the softphone.

The configuration procedure describes only those steps necessary for the eyeBeam phone to work with Wave. Other settings may be left in their default configuration. For information on using other eyeBeam features, see the eyeBeam documentation.

VPN connectivity is required to work remotely.

#### *To Install and Configure an eyebeam Softphone*

1. Install the softphone on the PC that will be using it.
2. Start the softphone.

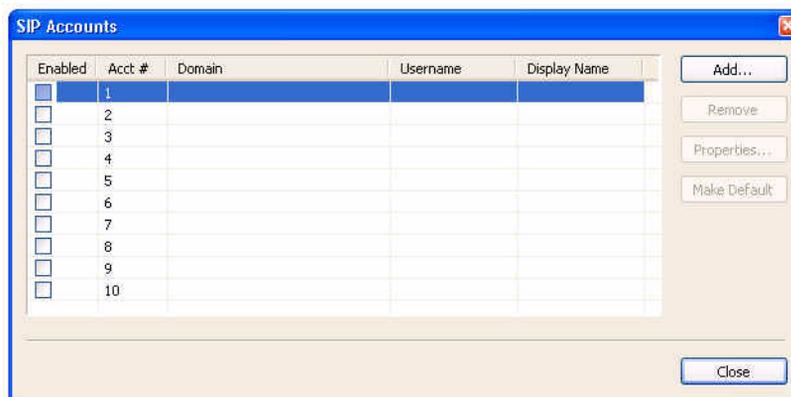


When prompted:

3. Enter the license button that you were supplied, and click *OK*.

When the SIP Accounts dialog box opens:

4. Select the first SIP Account row.



5. Click on the Add Button.

**Note:** If you accidentally exit the dialog box, right-click anywhere on the eyeBeam phone and choose *Account Settings* to open it again.

Under *Properties of Account*:

6. Click on the *Account* tab.

The screenshot shows the 'Properties of Account1' dialog box with the 'Account' tab selected. The 'User Details' section includes the following fields: Display Name, User name, Password, Authorization user name, and Domain. The 'Domain Proxy' section has a checked checkbox 'Register with domain and receive incoming calls', and radio buttons for 'domain', 'proxy', and 'target domain'. The 'Dialing plan' field contains the text '#1\|a|.T;match=1;prestrip=2;'. Buttons for 'OK', 'Cancel', and 'Apply' are at the bottom.

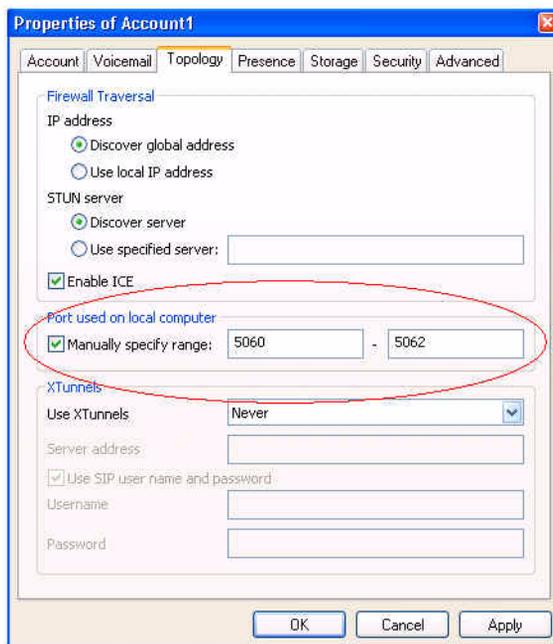
7. Enter the following information:

- *Display name*—Enter your name as you want it displayed to callers.
- *User name*—Enter your extension number.
- *Password*—Leave blank. Not supported in this version.
- *Authorization user name*—Leave blank. Not supported in this version.
- *Send outbound via*—Select *domain* and then enter the name or IP address of the Wave SIP Server to which this phone is registered, as provided by your System Administrator.

Under the *Topology* tab.

8. In the *Port used on your local computer* section:

- Select the *Manually specify range* checkbox.
- Set the range to 5060 - 5062.



9. Click on the *Advanced* tab.

10. Uncheck *Send SIP keep-alives*.

11. Click *OK* or *Apply* to save your changes.

You are returned to the SIP Accounts window. You will see any new SIP account information you added in that window.

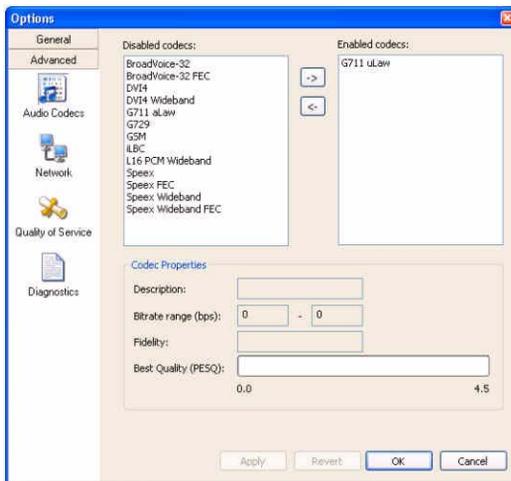


12. Click *Close* to exit that window and return to the *CounterPath SIP Phone* interface.
13. Right-click on the Phone interface to display a menu.



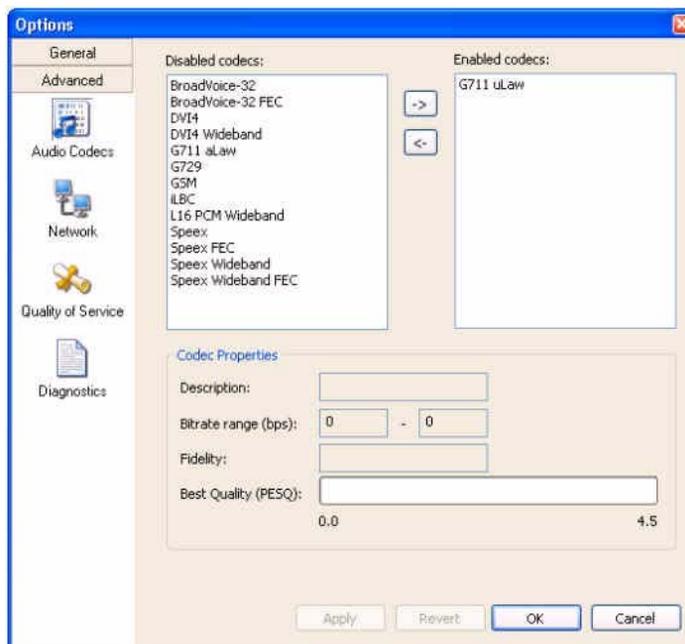


14. Click on *Options* to display the *Options* window.



Under the *Advanced* tab.

15. Click on the *Audio Codecs* icon.
16. Add the preferred codecs to the *Enabled codecs* column.



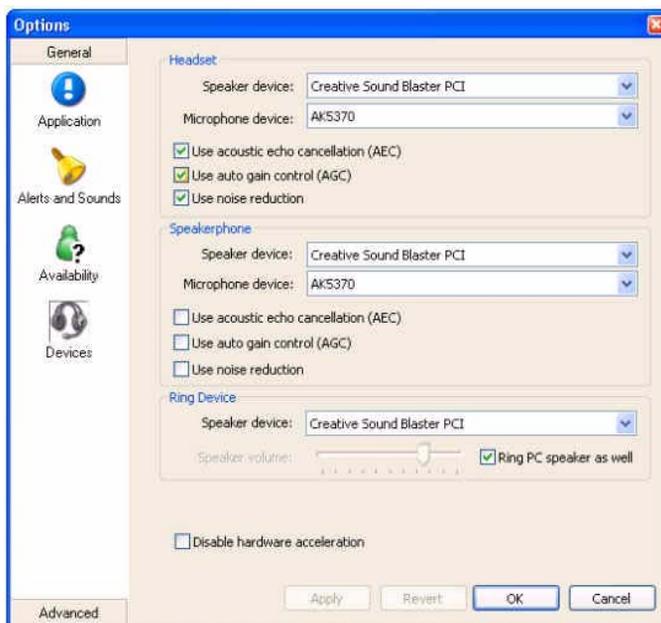
The following codecs on the eyeBeam are supported by Wave:

- G711 uLaw
- G711 alaw
- G729

**Hint:** You will need to click on the appropriate codecs (as shown above), then click on the right arrow  to add them to the *Enabled codecs* column.

Under the General tab.

17. Click on the *Devices* icon



18. Make sure that the correct audio devices on your PC are selected for voice capture and audio.
19. Click OK or Apply to save your changes.

**Hint:** If the configuration has been made correctly the eyeBeam should show “Logged in - enter phone number” and “Your Number is <username>”.

## Using the Counterpath eyeBeam SIP Softphones with Wave

This following table describes how eyeBeam softphone features interact with Wave.

Feature	Directions
Dialing a number	<p>Dial numbers just as you would from a Wave phone, including access codes to place external calls. You can dial Wave extensions or access the telephone commands without an access code.</p> <p>Place a call by clicking the Dial icon:</p>  <p>You can either dial the number first, then click on the icon, or click on the icon first, then dial the number.</p> <p><b>Note:</b> When placing a Wave call that requires dialing an access code from an eyeBeam phone, you do not hear dial tone after dialing the access code. You can continue dialing the number and the call will be placed correctly. Or, to hear dial tone, you can press the Dial button again after dialing the access code—for example, Dial, 9, Dial—and then dial the number.</p>
Ending a call	<p>To end a call, click on the End Call icon:</p> 
Do Not Disturb	<p>Click on the phone's DND button to turn on the Do Not Disturb Wave personal status.</p>
Auto Answer	<p>Click on the phone's AA button to turn on automatic answering of incoming calls.</p> <p>You can use Wave call screening in combination with the eyeBeam auto answer feature.</p>
Conferencing	<p>Call the first conference member (on Line 1). Put the first member on hold and call the second member (that is, swap to Line 2, then make a call from that line). Swap to line 3 and dial *71, then press the green call button).</p> <p>Calls with first and second members will be joined to line 3 as a conference call (lines 1 and 2 are now disconnected, with conference on line 3).</p> <p>You will not be able to create a conference with the <i>CONF</i> button on the eyeBeam softphone. See "Setting Up a Conference Call [ALL]" on page 3-24.</p>

Feature	Directions
Flash	<p>While on a call, you can use the Flash button to access a new line (like selecting another line button). Doing so will put the current call on hold so that you can then make or answer another call, or invoke a feature code from another line.</p> <p>With 2 calls in progress, Flash acts as a call toggle button.</p>
Hold	<p>Click either the phone's Hold button or an active Line button to place a caller on hold.</p> <p><b>Note:</b> If you use the Hold button to put a call on hold, no other calls can be received. In order to put one call on hold to answer or make another call, use the Flash button (see description above). If a call on hold exceeds the hold ringback time, the ringback call is placed on a different line. You can either follow the ringback call prompts to connect to the call on hold, or hang up the ringback call and retrieve the call on hold yourself.</p>
Mute	Click on the phone's Mute button to mute the call.
Record	Clicking Record performs a local eyeBeam recording, not a Wave call recording. See the eyeBeam documentation for details.
Speakerphone	See "Using the Speaker" on page 2-3.
Transfer	Refer to the <i>eyeBeam v1.5</i> user manual on how to perform both blind & supervised transfers.

## Avoiding Hold and Transfer Timeouts and Disconnects

If a SIP softphone is used to transfer a call to a digital or analog phone, and the transfer takes longer than 25 seconds, it may automatically time out and disconnect the call. Such a time out and disconnect may also occur if a call between a SIP phone and SIP softphone (or between two softphones) is placed on hold for longer than 30 seconds.

This behavior may occur because of the default Call Inactivity setting on the eyeBeam SIP softphone. To change this behavior, change the value of the Call Inactivity setting from Enabled (the default) to Disabled. For more information about how to change this setting, refer to the eyeBeam v1.5 user manual (provided by the softphone manufacturer).

## Troubleshooting

This section provides solutions to basic problems you may experience with your phone. If you need further assistance, see your System Administrator.

### **Why is the display on my phone blank?**

Ensure that power is being provided to your phone. If your network does not provide inline power over Ethernet, your System Administrator can obtain an additional accessory, the Vertical PoE (Power over Ethernet) inline power supply, that provides power over Ethernet locally to your phone. Contact your System Administrator for assistance and more information.

### **My display shows 'No Service' or 'Network Disconnected'.**

#### **What should I do?**

'No Service' indicates that your user account may not have been set up correctly. See your System Administrator for assistance.

'Network Disconnected' indicates that your phone is not correctly connected to the network. (The phone also displays the default time and date of 12:00AM Jan 1st, 2000.) Make sure that all phone connections are secure and that the phone has been installed appropriately: contact your System Administrator.

### **Why can't I get dial tone on my phone?**

Check that all phone connections are secure and that the phone has been installed appropriately: contact your System Administrator.

### **Why doesn't my phone ring?**

Check the ring volume on your phone to make sure that it is not turned down or turned off. To adjust the ringer volume setting, press the *VOLUME* button when the phone is on-hook and you are not on a call.

### **Why doesn't my handset work?**

Check to ensure that the handset cord is fully connected to the correct handset jack — not the headset jack (📞)—and that it is securely connected to both the phone and handset. If it still won't work, contact your System Administrator.

**Why doesn't the message waiting light come on when I receive a new voicemail message?**

Your phone system or service provider must provide visual Message Waiting indicator for this feature to work. Contact your System Administrator for information about this feature.

**Why does a transferred call sometimes get disconnected from my SIP Softphone?**

If a SIP softphone is used to transfer a call to a digital or analog phone, and the transfer takes longer than 25 seconds, it may automatically time out and disconnect.

This behavior may occur because of the default Call Inactivity setting on the eyeBeam SIP softphone. To change this behavior, change the value of the Call Inactivity setting from Enabled (the default) to Disabled. For more information about how to change this setting, refer to eyeBeam v1.5 user manual (provided by the softphone manufacturer).

**Why do held calls sometimes disconnect from my SIP or SIP Softphone?**

If a call between a SIP phone and SIP softphone (or between two softphones) is placed on hold for longer than 30 seconds, it may automatically time out and disconnect.

This behavior may occur because of the default Call Inactivity setting on the eyeBeam SIP softphone. To change this behavior, change the value of the Call Inactivity setting from Enabled (the default) to Disabled. For more information about how to change this setting, refer to eyeBeam v1.5 user manual (provided by the softphone manufacturer).





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