

# INTERCONNECT SYSTEMS



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## VERTICAL WAVE VOICEMAIL BOX INSTRUCTIONS:

To initialize your voice mailbox, pick up your handset & dial **550#**. You will be prompted to enter your access code.

*(Your temporary access code is \_\_\_\_#).*

Press **6** then **3** to access Passwords.

After prompt, enter new password, press # to save.

Press **6** to record your Voice Title.

Press 2 to record, press # to save.

Press **4** to access Greetings options.

6 to record a new Greeting, press # to save

### Sample Greeting:

"You have reached the voice mail box for \_\_\_\_\_,

Please leave a message after the tone, if you would like to return to the operator please press zero. Thank you!"

### *While playing Messages...*

- [1] Replay
- [2] Skip
- [3] Delete
- [4] Forward, Reply or Callback
- [5] Play previous message
- [6] Save
- [7] Rewind 4 seconds
- [8] Undelete
- [9] Fast Forward 4 seconds
- [#] Skip to next msg.
- [\*] Cancel play of message

## Directions for Accessing your Voicemail box remotely.

1. Call your main number
2. When you hear the auto attendant greeting, press \*.
3. The system will ask you to enter your mailbox number and the password followed by a #. If you have no password press #.

## Directions for Voice mail notification to an External phone number (cell phone)

1. Log in to your voicemail
4. Press 6
5. Press 4
6. Press 3
7. Enter the phone number (it is important to enter a "9" in front of the phone number and any other leading digits that you would use to dial your number, like a 1 or 360)
8. Press # to hear your entry repeated
9. Press 1 to accept the entry
10. Press 2 to change the entry, then repeat the steps above.

## Directions for increasing the options that appear in the display for navigating the above options:

1. Press the MENU soft key
2. Press NEXT until VPRMT appears. The display will say VM Verbose Prompt.
3. Press the soft key under the words On.
4. Press the speaker button to exit.

## Answering Calls:

When your phone rings pick up the handset and you are connected to the calling party. If you are at a non ringing phone and you hear the phones ring, use your pick-up button or dial **\*74**.

## Placing External Calls:

Dial "9" or Press a "Line" button.

**ON/OFF** button LED will light and dial tone will be heard. Dial desired party

Last Number Redial Press "# " button.

## Placing Intercom Calls

Press the DSS button of the party to be called (if programmed.) Pick up the handset, receive dial tone, dial the 3 digit station number.

You will hear ringing if the station is available.

## Placing Handsfree Intercom Calls

Press the "Voicecall" button or **\*82** then dial the extension number or press the DSS button.

Hold: Placing an Outside Line on Hold

Press **HOLD** button once for station Hold. This will place the call on hold at your extension only.

### Call Park:

1. To place a call in Park press the "Park" the system will automatically place the call in the first available park location.
2. You will need to notify the party they have a call. You can do this by calling their extension or paging all phones.
3. To pick up a call: Press the "Park" button then the location number.

### Transfer:

#### *Direct Transfer*

Press the **TRANS** button and Dial the extension number *or* press the DSS button. When the called extension begins to ring, hang up to Transfer the call.

#### *Announced Transfer:*

Press the **TRANS** button and Dial the extension number *or* press the DSS button. When the called extension is answered, you are able to speak privately, as soon as you hang up the outside caller will be connected. Your display will say "transfer complete"

### Group paging:

From any phone: Lift the handset and dial \*11

### Speaker Button:

To make a conversation a "Speaker" phone call presses the "speaker" button and hang up the handset.

Caller ID: (Only if Caller Id is activated at Telco)

### Volume Key:

Used to adjust level of tones, background music, Ringing, receiver volume and display contrast.

### TAP (only on the Edge 700 phones)

1. Press this to erase the last digit entered
2. Press twice to erase all digits

### SHIFT (only on the Edge 700 phones)

This button is like the shift key on your keyboard. You can create autodial buttons "underneath" your flexible button keys.

### Do Not Disturb:

This would be primarily for use when in a meeting and you should not be disturbed. When you are in DND transferred calls will go directly to voicemail.

1. While the phone is Idle, Leave the handset down and dial \*41. You will hear a confirmation tone.
2. To remove, dial \*42 while the phone is idle and on hook. A confirmation tone will be heard.
3. Attendants CANNOT use this feature.

### Conference Calling

1. Lift Handset
2. Select an internal extension or outside party.
3. When party answers press **CONF** button
4. Add the next conference by repeating steps 2 and 3.
5. When your last party answers press the CONF button again to connect all parties together.

### Call Forward

This feature allows to you forward your calls to another extension.

1. Lift Handset
2. Dial \*43
3. Dial the desired extension where to forward calls.
4. To cancel: Dial \*44

### Auto Dial Programming an external phone number.

1. Press the soft key under the work MENU in the display.
2. Then "PROG", then "AUTODIAL", then the display will say LOCATION?
3. Press the flexible button you would like this number to reside.
4. If you are layering an autodial underneath another button using the Shift key. Press SHIFT, then the flexible button.
5. The display will say "NAME?" Using the key pad, spell the name you would like associated with that button.
6. The display will say "NUMBER?" Enter the number; extension or outside number.
7. Press "SAVE"
8. The display will say "saving....SAVED!"

You are still in programming and may continue to program other Auto Dials.

### Programming a DSS button (someone's extension)

1. Press the soft key under the work MENU in the display.
2. Then "PROG", Press the NEXT key until you see Dss.
3. The display will say LOCATION?
4. Press the flexible button you would like this extension to reside.
5. The display will say "NUMBER?" Enter extension number.
6. Press "SAVE"
7. The display will say "saving....SAVED!"

### Ring Tones

1. Press the soft key MENU button
2. Press the NEXT button until you see RING
3. Use the soft keys to choose the ring tone.