

CONFERENCING CALLS

Conferencing

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

With a party on the line:

- 1 Press *TRNS/CONF*.
- 2 Dial the telephone number of the next conference member.
- 3 Wait for an answer.
- 4 Press *TRNS/CONF*.
 - Repeat the steps above for each additional conference member.

Dropping Outside Lines from a Conference

- 1 Press *HOLD* to place all members on hold.
 - You must do this or the conference will be interrupted by a tone.
- 2 Press the flashing line button that corresponds to the conference member you want to drop.
- 3 Hang up.
- 4 Press *TAP* to retrieve the remaining members and return them to the conference.

Remove Yourself from a Conference when another Member Is on an Outside Line

- 1 Press *#*.
- 2 Hang up.

Rejoin an Unsupervised Conference

- 3 Press *TAP*.

PAGING

Page - All Call

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

- 1 Lift handset.
- 2 Press *INTERCOM*, then 70.
- 3 Make the announcement.
- 4 Wait for a response (see below) or hang up.

Page - Zone

Send a page to a specific group of digital telephones.

- 1 Lift handset.
- 2 Press *INTERCOM*.
- 3 Enter the two-digit zone number (71~77)
- 4 Make the announcement.
- 5 Wait for a response (see below) or hang up.

Meet-Me Answer

Call the extension from which a page was sent (without having to know the exact extension.

Press *INTERCOM*, then 78.

Page - External

Send a page over an external system. Contact your system administrator for information about programmed page codes and buttons.

NOTE

The external paging port must be enabled for the selected page zone.

Enter designated page access code, **OR** press the programmed *PAGE* button.

PROGRAMMING

Using the SHIFT Button

This button is located to the right side of the phone keypad. You can use it to enter a second level of programmable buttons. Various combinations can be used for programming and dialing.

POSSIBLE COMBINATIONS:

LEVEL 1	Speed Dial	DSS/BLF
LEVEL 2	Speed Dial	SPEED DIAL

Storing Speed Dials

- 1 Press *INTERCOM*, then ***1*.
- 2 Listen for fast tone.
- 3 Press a programmable button.
OR
Press keypad button (0~9).
- 4 Press a line button.
OR
Select a line group (dial 01~16) or prime line or last line used (dial 00).
- 5 Dial the number to be stored:
You can store:
 - up to 16 digits using digits 0~9, ***, and *#*
 - a hookflash by pressing *TAP*
 - a pause by pressing *HOLD*
- 6 Press *TRNS/CONF* to store the setting.
 - Repeat steps 3 through 6 for each Speed Dial number.
- 7 Press *SPEAKER* to exit.

Storing Feature Codes

- 1 Press *INTERCOM*, then ***1*.
- 2 Listen for fast tone.
- 3 Press a programmable button.
- 4 Enter codes for the feature (see Feature Access Codes chart).
- 5 Press *TRNS/CONF* to store the setting.
 - Repeat steps 3 through 5 for each feature code.
- 6 Press *SPEAKER* to exit.

Storing DSS (Extension) Numbers

- 1 Press *INTERCOM*, then ***3*.
- 2 Listen for fast tone.
- 3 Press a programmable button.
- 4 Dial extension to be stored.
 - Repeat steps 3 and 4 for each DSS extension.
- 5 Press *SPEAKER* to exit.

Storing Response Message Button

- 1 Press *INTERCOM*, then ***6*.
- 2 Listen for fast tone.
- 3 Press a programmable button.
- 4 Dial message location number (01~30).
OR
Dial 00 to create a universal message button for the LCD.
- 5 Press *#*.
 - Repeat steps 3 through 5 for each Response Message button.
- 6 Press *SPEAKER* to exit.

NOTE

Be sure to write any programmed button features on the telephone designation strip.

FEATURE ACCESS CODES

Account Code	INTERCOM *04, code
Attendant	INTERCOM 0 (zero)
Authorization Code	INTERCOM #08, code
Auto Redial	INTERCOM #70
Callback - Automatic	INTERCOM *6
Cancel	INTERCOM #6
Background Music	INTERCOM * 11 or 12
Off	INTERCOM #1
Button Query	INTERCOM **8
Call Forward	
All Calls	INTERCOM * 52, ext
Personal	INTERCOM * 51, ext
RNA - All Calls	INTERCOM * 54, ext
RNA - Personal	INTERCOM * 53, ext
Call Divert	INTERCOM * 55, ext
CFOS	INTERCOM * 56, outside no
Cancel	INTERCOM #5
Call Park	
Orbit 10~99	INTERCOM *910~999
Pick Up	INTERCOM #910~999
Call Pick Up	
Directed	INTERCOM *4, ext
Group	INTERCOM #4
Conference	
Private	INTERCOM 5800
Public (1~5)	INTERCOM 5801~5805
DND On/Off	INTERCOM #01
Executive Override	INTERCOM, ext, *03
Hold	
Direct Station	INTERCOM *90, ext
Retrieve	INTERCOM #90, ext
Exclusive	HOLD, HOLD
Regular	HOLD
LCD Messaging	INTERCOM *02, MSG #
Line Group Access	
Group 1~ARS	INTERCOM 9
Groups 2~11	INTERCOM 80~89
Groups 12~16	INTERCOM 60~64
Line Pickup	
Zone 1~4	INTERCOM 65~68
Zone - ALL	INTERCOM 69
Meet-Me Answer Page	INTERCOM 78
Message Waiting	INTERCOM *3, ext
Cancel	INTERCOM #3, ext
Paging	
All Call	INTERCOM 70, announce
Zones 2~8	INTERCOM 71~77, announce
Personal Ring Tones	INTERCOM **41~46
Redial Last Number	#
Service Observing	INTERCOM #03, ext
Speed Dial	*100~599 OR *000~999 OR *0000~1999
Voice Announce Block	INTERCOM *2
Cancel	INTERCOM #2
Volume (save)	INTERCOM **7

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QUICK REFERENCE GUIDE

Vertical Edge 100 (12/24 button models)
Impact SCS (12/24 button models) and iPrimo
for FXII and MP5000 Systems



SPEAKERPHONE OPERATION

You can use either the speaker or the handset to make a phone call. You can switch from one mode to the other at any time while on a call. However, when privacy is required, it is advisable to use the handset.

Switch from Handset to Speakerphone

- 1 Press **SPEAKER**.
- 2 Hang up handset.
- 3 Speak toward telephone.

Switching from Speaker to Handset

Recommended when privacy is required.

Pick up handset and continue conversation.

MAKING CALLS

Using the Handset

- 1 Lift the handset.
- 2 Press a line button or **INTERCOM** button.
- 3 Dial the number or extension, or use speed dial.

Using the Speakerphone

- 1 Press a line button or **INTERCOM** button.
- 2 Dial the number or use speed dial.
- 3 Speak toward phone when called party answers.

Entering Account Codes

If your phone system requires that you enter an account code before dialing an outside number, use the following procedure:

- 1 Press a line button for the outgoing call.
- 2 Press the **INTERCOM** button, then ***04**.
OR
Press the pre-programmed account button.
- 3 Enter the account code.
- 4 Listen for dial tone.
- 5 Dial the outgoing number.

Line Group Access for Outside Calls

If your phone system requires that you enter an access code before dialing an outside number, use the following procedure:

- 1 Press **INTERCOM**.
- 2 Enter one of the following access codes:

Dial	for group(s)
9	1/ARS
81~89	2~11
60~64	12~16

- 3 Listen for the "outside" dial tone.
- 4 Dial the outside number.

Speed Dial

Dial a pre-programmed telephone number.

While phone is idle and the handset is on-hook:

Press the programmed button, **OR** enter the index number using the keypad (0~9).

OR

Press **SHIFT**, then the programmed button to dial pre-programmed number stored at a second level.

MAKING CALLS (continued)

Auto Redial

Places a call to the last number dialed from the telephone once a minute for two minutes.

While phone is idle and the handset is on-hook:

- 1 Press assigned auto-redial button.

OR

If you hear a busy or ring-back tone after dialing a number:

Press the **Auto-Redial** softkey.

When you hear the redialed number being answered:

- 2 Lift the handset to release the auto-redial feature.
 - You can then switch to the speakerphone if needed.

Call Waiting Tone

Send a tone to a busy destination extension to send them a "Call Waiting" tone. Called party can place the current call on hold or disconnect from the call to answer your call-waiting tone, or choose to ignore your call-waiting tone and continue current conversation.

Upon hearing a busy signal at a dialed extension:

- 1 Press ***6** to send a tone to the destination extension.
- 2 Wait for a reply.

Cancel

- 1 Press **INTERCOM**, then **#6**.
- 2 Hang up, **OR** press **SPEAKER** to end.

Redial (Last Number Dialed)

Places a call to the last number dialed from the telephone.

While phone is idle and the handset is on-hook:

Press **#**.

OR

If line is already selected:

Press **SHIFT**, then **#**.

Subdued Off-Hook Voice Announcement (SOHVA)

Make a subtle voice announcement to a busy extension.

After receiving a busy signal:

- 1 Press **SOHVA**.
- 2 Listen for tone bursts before making announcement.

System Speed Dial

Dial frequently used telephone numbers using a predefined index number (three or four digits).

• Contact your system administrator for a list of programmed system speed dial index codes.

While phone is idle and the handset is on-hook:

- 1 Press *****.
- 2 Dial the (three or four digit) index number used to represent the telephone number.

OR

If line is already selected:

- 1 Press **SHIFT**, then *****.
- 2 Dial the (three or four digit) index number used to represent the telephone number.

Voice Announce to Another Station

Allows you to make a voice announcement to a specified extension.

- 1 Press **DSS** or **INTERCOM**, then the destination extension number.
- 2 Make announcement.

ANSWERING CALLS

Handset Mode

Orange Flashing Light

Lift handset to begin conversation.

Red Flashing Light

- 1 Lift handset.
- 2 Press the button that corresponds to the flashing light to begin conversation.

Speakerphone Mode

Press **INTERCOM**, **OR** the button that corresponds to the flashing light.

Call Pickup

Answer calls at a specific extension or at any extension within your pickup group.

Extension (Directed)

Answer inbound calls at a specific extension.

- 1 Press **INTERCOM**, then ***4**.
- 2 Dial number of ringing extension.

Group

Answer inbound calls on other extensions within your pickup group.

NOTE

Stations must first be programmed for Call Pickup. Contact your phone system administrator for information.

Press **INTERCOM**, then **#4**.

Call Waiting

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

When you are on a call and hear an interrupt tone:

- 1 Press **HOLD** to place the current call on hold.
 - You can also complete the call and hang up.

The waiting call will ring at your phone:

- 2 Answer using the handset or speakerphone.

Reply to Subdued Off-Hook Voice Announcement (SOHVA)

While on a call, you may hear and reply to such an announcement. An SOHVA is preceded by several tone bursts prior to the actual announcement.

Press **MUTE** to respond to an SOHVA.

PLACING CALLS ON HOLD

Hold (regular and exclusive)

Regular hold places the current call on hold and allows anyone with an appearance for the held line to retrieve the call. However, Exclusive hold places the call on hold and allows only your extension to retrieve it.

Press **HOLD** to place the call in a regular hold state.

OR

Press **HOLD** twice to place the call in the exclusive hold state.

Retrieve

Press **TAP**, **OR** the flashing line button of the held call.

PLACING CALLS ON HOLD (continued)

Directed Station Hold

Places a call in a hold state on any designated extension.

- 1 Press **TRNS/CONF**.
- 2 Press ***90**, then the target extension number.

Retrieve from the Target Extension

Press **TAP**, **OR** the flashing line button of the held call.

Cancel

- 1 Press **INTERCOM**, then **# 90**.
- 2 Dial the target extension number to remove the hold.

Call Park - System

Places a call in one of ninety parking slots on the system for retrieval from any phone in a designated zone.

• Only one call can be parked in a single zone at one time.

- 1 Press **TRNS/CONF**.
- 2 Press *****, then the park zone (910~999)
- 3 Note the designated zone number displayed for retrieval.

System - Retrieval

- 1 Press **INTERCOM**.
- 2 Press **#**, then the park zone (910~999) used to place the call on hold.

TRANSFERRING CALLS

Screened Transfer

Place a call on hold while you dial the destination extension, announce the call to the destination user, then transfer the call.

- 1 Press **TRNS/CONF**, then enter destination extension number, **OR** **DSS**.
- 2 Announce the call when the destination extension answers.
- 3 Hang up to complete the transfer.

Unscreened Transfer

Place a call on hold while you dial the destination extension, then transfer the call without you announcing the call to the destination.

- 1 Press **TRNS/CONF**, then enter the destination extension number, **OR** **DSS**.

Hang up before destination extension answers to complete the transfer.

DO NOT DISTURB (DND)

Do Not Disturb (DND) On/Off

Block all incoming calls, then send them to a another destination such as voice mail or an attendant (see Forwarding Calls in this guide).

Press **INTERCOM #01** to toggle DND on and off.