Using your Vertical 9800 Series Phone



CALL HANDLING

Receiving a call: Press the SPEAKERPHONE button OR PICK UP HANDSET

Placing a call: Press the SPEAKERPHONE button OR PICK UP HANDSET then DIAL 8 for external dial tone, then DIAL NUMBER

Placing an internal call: Press the SPEAKERPHONE button OR PICK UP HANDSET DIAL EXT NUMBER. To End Call: Press SPEAKERPHONE Button again OR HANG UP HANDSET

Placing a call on a Headset: Press the HEADSET button, DIAL 8 for external dial tone, then DIAL NUMBER for external calls, OR DIAL EXT NUMBER TO End Call: Press HEADSET button again.

<u>Putting a Call on Hold:</u> While on an active call, Press <u>HOLD</u>. <u>To Retrieve Call on Hold:</u> Press <u>CALL</u> button *A call on hold on the phone can only be retrieved from the same phone.

Transferring a call: While on an active call, Press the TRANSFER button, DIAL EXT NUMBER to transfer to, either wait for receiving party to answer and ANNOUNCE CALL OR HANG UP, the call will be transferred to the receiving party.

Redialing the last number dialed: Press the REDIAL button to place a call to the last number that you dialed. Your phone activates the speakerphone and places the call. Lift the handset for privacy.

To Park a Call: Press SYS PARK from your Programmable Keys (If programmed), LOOK AT YOUR DISPLAY AND SEE THE ZONE NUMBER where the system parked the call (zones are numbered 1-9). To Retrieve a Parked Call: From any extension, Press SYS PARK RT from Multi-Function Buttons, Then DIAL THE ZONE NUMBER zones 1-9 where call is parked. The call is now active on your phone and has freed up the park zone.

CONFERENCE CALLS

Creating a conferencing call: Place a call to the first party, Press the CONF soft key — (the system places the first call in a holding state), dial your next party — DIAL 8 for external dial tone, DIAL NUMBER, When the next party answers, press CONF AGAIN to conference all parties together. REPEAT TO ADD MORE PARTIES to the conference. When the conference is over, HANG UP TO END ALL CALLS.

*You can conference several calls together into a conference. The maximum number of parties allowed in a conference is determined by your phone system administrator.

USING FEATURES
Putting your phone in Do Not Disturb mode: Press the DND button to turn Do Not Disturb on. This sets your extension's personal status to prevent inbound calls from ringing your phone, and sends them to your configured DND destination, which is typically your voice mailbox, but can also be another extension. *The DND button remains lit until you turn DND off. To Cancel DND: Press DND AGAIN to turn DND off. If using the Viewpoint application- the default programming for Out of office / In a meeting/ On vacation status is a DND mode. (this is programmable through your desktop Viewpoint application)
Muting a call: While on an active call: Press the MUTE button to disable outbound audio. You will still hear inbound audio from the call while the call is muted. *The Mute button remains lit while the call is muted. Please remember, Mute is removed automatically if you place a call on hold and then retrieve it. To cancel Mute: Press MUTE AGAIN to re-enable outbound audio.
Speed dialing: Press the SPEED button. ENTER THE SPEED-DIAL NUMBER. Press the CALL multi-function button. *The Speed button on your phone only works with local phone speed-dials. To use System Speed Dials, your phone administrator must program a System Speed Dial feature button on your phone.
Viewing the Call Log: Press the CALL LOG soft key to access the phone's call log. USE THE UP AND DOWN 4-WAY SELECTOR buttons to SELECT ALL, MISSED, RECEIVED, OR PLACED CALLS. Press OK to view the selected calls. To Dial a Number from Call Log Selection: SELECT SPECIFIC NUMBER WITH CORRESPONDING SOFT KEY BELOW DISPLAY and then press OK
Using the Wave phonebooks: Press the DIRECTORY button to Access the Wave Ext directory by name and your Call log.
TO LISTEN TO VOICE MAIL
Listening to your voice messages: With Message Button flashing, Press the MESSAGE button, At the prompt, ENTER YOUR VOICEMAIL PASSWORD and then PRESS # Follow the audio prompts to listen to and manage your voice messages. *To log into the voicemail of a different extension, press the # key at the password prompt. Then, enter the extension for the other voicemail.
NOTES:

