



QUICK REFERENCE GUIDE

SIP Phone



MAKING CALLS

- Lift the handset.
- **OR** -
Press (on models 9112i and 9133i)
- For external calls:**
2 When you hear dial tone, use the dial pad to enter the external access code (such as 9.)
- 3 Enter the phone number using the dial pad.
- **OR** -
For internal calls:
Enter the extension using the dial pad.

Call Return

Calls back the last extension that rang on your primary line. Call Return does not return calls from external phone numbers.

Press *Call Return*, OR *69.

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 last phone number you dialed.

Press *Redial* ().

ANSWERING CALLS

- Lift the handset.
- **OR** -
Press (on models 9112i and 9133i).
- 2 Press the associated line appearance key while the line is ringing to connect the call.

Call Pickup

Answer an incoming call on another extension or your pickup group.

Extension

- 1 Press *Pickup*, OR *75.
- 2 Dial the extension number, if necessary.

Group

Press *74.

Call Waiting

While on an active call, receive incoming calls. You have a choice to either accept this call (putting the original call on hold) or ignore the new incoming call.

Accept an Incoming Call

While on a call, if you hear the Call Waiting beep:

Press *L2* (or the *Pickup* softkey on model 480i/480CT) or *FLASH* to place the initial call on hold and connect to the call that is waiting.

Reconnect to the initial call:

Press the primary line key (or the *Toggle* softkey on 480i/480CT or the *Swap* key on 9112i).

ANSWERING CALLS (continued)

Release the Call Waiting Call:

While the call waiting call is active:

Press *Goodbye* () also known as *End Call* on models 9112i and 9133i) to drop the call waiting call and reconnect to the original call.

Disabling Call Waiting

You can disable Call Waiting for the duration of a specific call only.

Press *70, and dial the phone number.

Night Answer

Use the Night Answer feature, to manually redirect all inbound calls to the Vertical Wave system to a predetermined destination.

- Your system administrator can configure any on- or off-premise phone number as the destination.

To turn on the Night Answer Service:

Press *85.

To turn off the Night Answer Service:

Press *86.

PLACING CALLS ON HOLD

Hold

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

While on an active call:

- 1 Press *Hold* () on models 9112i and 9133i).
- 2 Press the key corresponding to the line at which the call was placed on hold to reconnect.

NOTE

You can also use *Call Park* features to place calls on hold. Refer to the *Wave Phone User's Guide* for details.

TRANSFERRING CALLS

Transfer

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

Blind

Transfer a call without announcing the call to the recipient.

With a party on the line:

- 1 Press *Xfer*.
- 2 Enter the destination extension.
- 3 Press *Xfer* and/or hang up to complete the transfer.

Supervised

Place a call on hold while you dial the destination extension, then announce the call to the recipient before transferring.

With a party on the line:

- 1 Press *Xfer*.
- 2 Enter the destination extension.
- 3 Press the *Dial* softkey and wait for an answer.
- 4 Announce the call.

Press *Xfer* and hang up to complete the transfer.

SIP PHONE STAR CODE REFERENCE

Call Park	
Directed	Flash + *66 + ext.
Retrieval	*65 + ext.
Self	Flash + *64
Retrieval	*65 + ext.
System	Flash + *62
Retrieval	*63 + slot
Call Pickup	
Extension.....	*75 + ext.
Group	*74
Call Return	*69
Call Waiting	Flash
Disable	*70
Caller ID Blocking	*67
Cancel	*77 + ext.
Centrex	Flash + *80 + code
Conference	Flash + *71
Connect Party	*71
Reconnect to Conference	*72
Do Not Disturb	*41
Cancel	*42
Forward	*43 + dest.
Cancel	*44
Hold	Flash
Intercom	*82
Night Answer	
Activate	*85
Deactivate	*86
Page	*11
Page Group	*12 + group no.
System Speed Dial	*89 + code
Toggle	*73



Transfer. **Flash + ext.**

PART NUMBER XXX-XXXX-XXXXXX

INTRODUCTION

IMPORTANT! Which Phone Are You Using?

This Quick Reference Guide includes general information for SIP phones. Because SIP phone models vary as to which features and buttons are available on a particular phone, please refer to the Wave Phone User's Guide to review specific details about the buttons/keys and features that are available on your phone.

Using the Display Screen

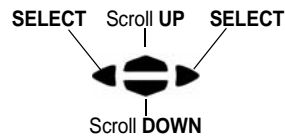
When you are not on a call, the display screen provides information about your phone and extension.

When you are on a call, the display screen provides information about the call, including a call timer that displays the length of time you have been connected. Additional information is displayed if your calls are forwarded to another number, if you have a call on hold, if you have missed calls, and so forth.

When you are on an inbound call, the display screen shows caller ID information if it was provided by the other party and if your phone service provider sends it. If caller ID is not available, the display screen identifies the inbound trunk group handling the call.

Using the Navigation Keys

When you press certain keys, for example a feature key or soft key, a list of options is sometimes displayed from which you must select an item. Use the display screen control keys to move up and down the list, then use the appropriate soft key to select the desired item.



Display Icons

The following icons may appear on the display screen when you are making or receiving calls, or while you are browsing the Callers list.

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.
N	You have a new incoming call.
	You returned the call from the Callers list.
2x	The caller has called twice. The display screen shows the date and time of the last call from the caller.

STANDARD FEATURE KEYS

Feature keys invoke application features. The following features are available on your phone by default.

NOTE

Your SIP phone features may vary depending on the model and on how your Wave phone system is set up. Contact your phone system administrator for more information.

Conf

Establishes server based conference of up to four conferees.

Goodbye

(also known as End Call on models 9112i and 9133i)

Releases the current call the same as hanging up the handset.

Icom

(Icom on model 480i/480CT)
Performs a voice call to another extension.

Mute

(Mute on model 480i/480CT)
When your phone is muted, you can hear the caller but the caller cannot hear you.

Redial

Places a call to the last number you dialed.

Transfer

Places a call on hold while you dial and connect to the destination extension.

PHONE SETTINGS

Volume Adjustment

Use the **#** and **≡** keys below the dial pad to adjust the volume of the handset, speaker, and ringer.

Setting Options

To make changes to settings such as the display contrast, ring tone, headset volume, etc. follow the procedure below.

- 1 Press *Options*
- 2 Follow the prompts that appear on the display (use the navigation keys as described).
 - Refer to the Wave Phone User's Guide or contact your system administrator for information.

ADDITIONAL FEATURES

The Vertical Wave system supports the following features on the Vertical Wave SIP phones. Most of these features are either configured as stationary feature keys or as soft keys that correspond to items on the display. Contact your phone system administrator for details on which features are configured on your phone.

Using authorization codes

You might 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.

Contact your system administrator for specific information regarding authorization codes for your phone system.

- 1 Dial a phone number, and listen for a long beep.
- 2 Enter your authorization code, and press **#**.

ADDITIONAL FEATURES (continued)

Blocking Caller ID internally

Blocking caller ID keeps your caller ID information private when making a call to another extension.

Press ***67**, and dial the phone number.

- Caller ID Blocking is canceled when you end the call.
- You cannot block caller ID to external calls using ***67**.

Callers List

(Models 9133i and 9112i only)¹
The Callers list is a stored log of your incoming calls. Your phone logs the number and name (if available) of the caller, when they last called, and the number of times they tried to reach you.

- Refer to the Wave Phone User's Guide for details.

Directory List (Models 9112i and 9133i only)¹

The Directory List is your personal phone book, conveniently stored within your phone. You can enter up to 200 entries into the 9133i Directory by adding them manually, or by saving the number and name from other lists stored on your phone.

- Refer to the Wave Phone User's Guide for details.

Do Not Disturb

Prevent your phone from ringing.

Press ***41** to enable, then press ***42** to disable Do Not Disturb.

FORWARDING CALLS

Redirect your call from your primary line to another extension or phone number.

NOTE

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

Internal Calls

- 1 Press *Forward*, OR ***43**, then dial the extension number to which you want calls forwarded.
- 2 Enter the extension number to which you want to forward calls.

External Calls

- 1 Press *Forward*, OR ***43**.
- 2 Enter the external access digit(s) - 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.
 - If you are prompted for a password, enter your Voice Mail password, and press **#**.

Canceling Call Forwarding

Press *Forward*, OR ***44** to cancel call forwarding.

CONFERENCE CALLS

Set up a conference with both internal and external participants. Contact your system administrator for information about the maximum allowed participants.

Set Up the Conference

With a party on the line:

- 1 Press *Conference* (**Conf**) to put the other party on hold.
- 2 Dial the number of the next conference member.

When that party answers:

- 3 Press *Conference* (**Conf**) again to connect the calls to start a conference.
- 4 Repeat steps 2 and 3 to connect additional parties.
- 5 Complete the conference by pressing *Conference* (**Conf**).

Drop Yourself from the Conference:

Remove yourself from the conference while leaving other members connected.

Press *Goodbye* () also known as *End Call* on models 9112i and 9133i).

USING INTERCOM AND PAGE

Intercom

Make calls from your phone to another extension within your phone system.

Model 480i/480CT

- 1 Press *Intercom* (**Icom**).
- 2 Dial the extension.
- 3 Press *Intercom* (**Icom**), OR press *Goodbye* () also known as *End Call* on models 9112i and 9133i) to end the call.

Models 9112 and 9133

- 1 Dial the extension
- OR -
Press the desired line button and dial the extension.

Page

Page all the SIP phone speakers on your system, or page the Page key a specific group of SIP phones only.

Page the Entire System

- 1 Press *Intercom* (**Icom**), OR ***11**.
- 2 Make the announcement.
- 3 Hang up when you are finished making your announcement to disconnect from the public address system.

Page a specific group:

- 1 Press *Intercom* (**Icom**), OR ***12**.
- 2 Enter the group number.
- 3 Make your announcement.
- 4 Hang up when you are finished making your announcement..