

## VERTICAL XTS Telephone & Voice Mail Features Quick Reference

### Telephone System Features

#### Answering a Call

When the phone rings, lift the handset. The call is connected.

#### Answering a Second Call

While on a call, put the first call on hold and press the flashing line key to answer the second call.

#### Placing an Outside Call

Dial **9** - handsfree mode is activated and the system automatically selects an available line. Dial the phone number. Lift the handset, if desired.

#### Last Number Redial

Press the **REDIAL** key or press the **SPEED** key and the **#** key. The call is automatically re-dialed.

#### Transferring a Call

While on a call, press the appropriate **DSS** key and hang up; or, while on a call, press the **TRANS** key, dial the desired extension number and hang up.

#### Transferring a Caller Directly To Voice Mail

While on a call, press the **TRANS** key. Press the **VMS** key plus the desired **DSS** key, or extension number, and hang up.

#### Transferring an Employee Directly To Voice Mail

While on a call, **transfer them directly to their mailbox** by pressing the **TRANS** key, **VMS** key and the appropriate **DSS** key or extension number.

#### Paging

Lift the handset and Dial **700** or press the **PAGE** key. After a brief tone is heard, you can begin speaking.

#### Call Park

While on a call, press the **TRANS** key. Dial the **CALL PARK** location (**430 to 437**). You will hear a confirmation tone. If you hear busy tone, press the **TRANS** key twice and dial another **PARK** location.

#### Retrieving A Parked Call

Press the **#** key and dial the location where the call was parked – (e.g. **#430**).

#### To Program a Personal Speed Dial Number

Press the **SPEED** key twice. Dial speed code **9000-9019**. Dial the phone number and press the **SPEED** key to save the number. Press the **ON/OFF** key to end the speed dial programming mode.

#### To Dial a Speed Dial Number

Press the **SPEED** key and dial the speed code **9000-9019** for personal numbers; or **9020-9999** for system numbers. The call is dialed automatically.

#### Conference Call

Place or answer your first call. Press the **CONF** key. The first call will be placed on hold, waiting for the conference to be completed. Place or answer your second call. After the second call has been answered, press the **CONF** key twice to establish the conference.

### Voice Mail System Features

#### Initializing Your Mailbox

Press the **VMS** key and dial your temporary access code. Listen to the new user tutorial and follow the instructions. When prompted:

- Record your name;
- Record your greeting;
- Change your password

After completing these tasks, the system will return you to the main menu.

#### Accessing Your Mailbox

##### From Your Phone

Press your **VMS** key and enter your password.

##### From Another Phone In The Office

Lift the handset. Dial **455**, press the **#** key and enter your mailbox number and password.

##### From Outside Of The Office

Dial your main phone number or backdoor voice mail number. When the voice mail system answers the call, press the **#** key and enter your mailbox number and password; **or, while listening to your own personal greeting, press the "\*" key and enter your password.**

#### Leaving a Message (For Someone Internally)

Dial **455**, press **7**, and enter the desired mailbox number. When you hear the person's greeting, **PRESS 1** to bypass it. Record your message and hang up when finished.

Refer to your User Guide for additional details.