

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.