



UX5000



Telephone & Voicemail Quick Reference Guide

For Questions on Your Telephone or Voicemail
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Setting Up Message Notification

Message notification allows a user to be notified of their messages even when they are out of the office. Users can be notified at up to three different numbers.

To Set Up Message Notification:

Press Vmail Key

Push **More>** + **Optns** + **Notif** Softkeys

Do one of the following:

Push **On** to turn notification on

Push **Off** to turn notification off

Push **Chnge** to change notification settings

Push **Back** to exit without changing the current settings

Dial the start hour + A (2) for Am or P (7) for PM

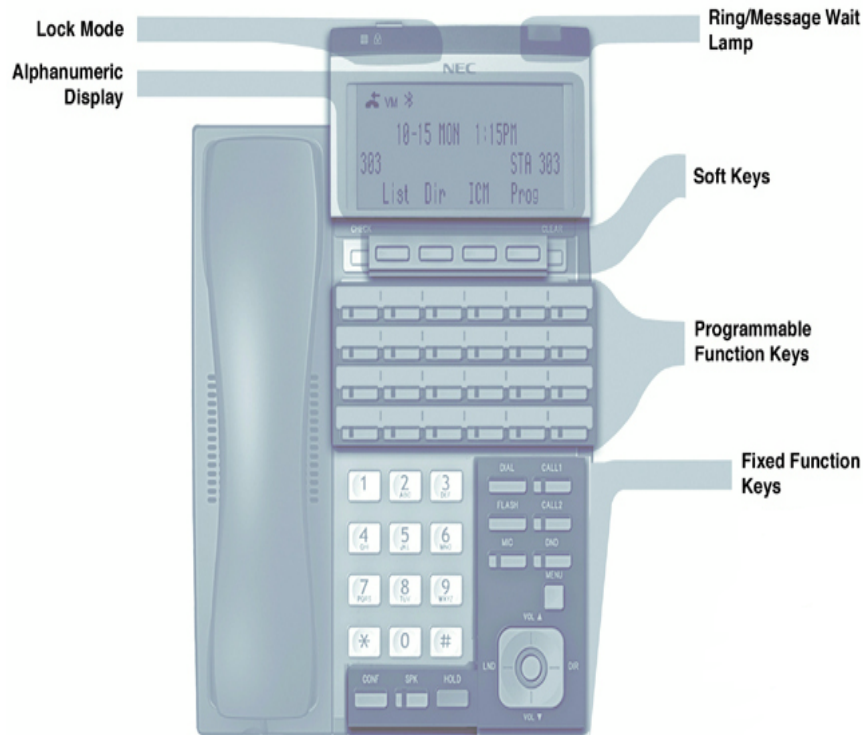
Dial the stop hour + A (2) for Am or P (7) for PM

Select the notification type:

Push **Num** for a telephone number

Push **Pager** for a pager

Dial pager or cell phone number and Push **Ok**



Entering Names

When entering names, use dial pad keys to enter letters. For example, press the digit 2 key once for A, twice for B, three times for C, etc.

1 = 1 @ [¥] ^ _ \ { } ← →	5 = J - L, j - l, 5	9 = W - Z, w - z, 9
2 = A - C, a - c, 2	6 = M - O, m - o, 6	0 = 0 ! " # \$ % & ' ()
3 = D - F, d - f, 3	7 = P - S, p - s, 7	* = * + , - . / : ; < = >
4 = I, G - I, 4	8 = T - V, t - v, 8	

= Accepts an entry (only required if two letters on the same key are needed)

CONF = Clear the character entry one character at a time

FLASH = Clear all the entries from the point of the flashing cursor and to the right

Transfer A Caller To A Mailbox

Use this procedure to transfer a caller directly into a co-workers voice mailbox without ringing the telephone.

While on the call
Press **HOLD** Key
Press your **VMsg Softkey** in display
Press Hotline key or dial extension number of co-worker
Hang-up

Other Voicemail Features

Transferring a co-worker into voicemail:

If a co-worker calling from outside the office wants to check messages, you may transfer them into voicemail by doing the following:

Press **HOLD** Key
Dial **700(0)** (Voicemail Extension Number)
Hang-up

The co-worker will hear the company greeting and can dial # + Extension Number to log on to mailbox.

Leave a quick message for a co-worker:

You can leave a quick message for a co-worker with out accessing your own voice mailbox:

Dial Extension Number of co-worker
Press **Vmail** Key
Leave message

*Note: You can press * to bypass a co-workers greeting.*

Answer A Call

At Your Phone:

When your telephone rings
Lift handset or press **SPK** Key to answer call
Your **CALL 1** Key will be red to indicate you are on a call
Note: If your telephone is programmed with outside line keys, the line that you are using will be Lite green.

Answer Another Phone Ringing:

Lift handset or press **SPK** Key
Press * * + Extension Number that is ringing

Place A Call

Internal Extension

Lift handset or press **SPK** Key
Dial Ext. No. or Press Hotline Key

**Note: You can press 1 after the Ext. No. to switch between voice and tone intercom calling.*

Outside Call

Lift handset
Press available **Line** Key if programmed or Press **9**
Dial telephone number

Speakerphone Operation

You can place and answer calls by pressing the **SPK** Key instead of using the handset.

Using Microphone Cutoff

During a speakerphone call
Press **MIC** Key to mute microphone
Key will light up red
Callers will be unable to hear you, but you will be able to hear the caller
Press **MIC** Key again to turn microphone on

Note: During a speakerphone call, you can lift the handset to make the call private. Press **SPK and hang up handset to return to speakerphone.*

Last Number Dial & Caller ID

To Preview the Last Number You Dialed:

Press **List** Softkey
Press **Redial** Softkey
Use **↑** **↓** Softkeys to scroll through your Redial List
Lift Handset or Press SPK to dial number

To Preview Caller ID (optional if you subscribe to Caller ID)

Press **List** Softkey
Press **CID** Softkey
Use **↑** **↓** Softkeys to scroll through your Caller ID List
Lift Handset or Press SPK to dial number

Call Hold

Place a Call on Hold:

While on a call
Press **HOLD** Key
Your **CALL** Key you are using will flash Red or
if your system is programmed with Line Keys, the line you are
holding will flash Green on your telephone and Red on all others.

Pick up a Call on Hold:

Press flashing **Line** Key from any phone
Or Press Flashing **CALL** Key

Call Park (optional feature)

Park A Call

While on a call
Press available **Park** Key
Park Key will flash green on your phone and red on
all other phones

Pick up a Call from Park

Press flashing **Park** Key
Call was holding on

Setting Up Your Mailbox

When you access your mailbox for the first time, take a few minutes to set up your mailbox by recording a personal greeting, recording your name for the company directory and setting an optional security code to safeguard your mailbox.

To Record Greeting

From Your Telephone
Press **VMsg Sofkey** in display
Press **Greet** Softkey
Push **Gr1**, **Gr2** or **Gr3** Softkey to select which greeting to record
Follow instructions or press Softkey to set up which greeting you want activated and recorded

To Record Your Name

From Your Telephone
Press **VMsg Sofkey** in display
Push **More> + Name** Softkeys
Follow instructions or press Softkeys to record name

To Set A Security Code On Your Mailbox

From Your Telephone
Press **VMsg Sofkey** in display
Push **More> + Optns + Sec** Softkeys
Follow instructions or press Softkeys to set a security code

Accessing Voicemail

From Your Telephone:

Press **VMsg Softkey** in display

From Another Telephone In the Office:

Dial Voice Mail Extension **700(0)**

You will be prompted for your mailbox number

Dial Mailbox Number (same as extension)

Enter Security Code if asked

From Outside the Office if you have a DID (Direct Inward Dial):

Dial your Direct Dial Number

When you hear your greeting

Press **#** to log on to your mailbox

Enter Security Code if asked

From Outside the Office if you have a Voicemail Back Door Number or when Auto Attendant Is On:

Dial Voicemail Back Door Number:

When company greeting answers

Press **# + Mailbox Number**

Enter security code if asked

From Outside the Office if speaking with a Coworker:

Dial main company number

Ask Co Worker to transfer you to Ext. **700(0)**

Press **#** to Log On to your Mailbox

Enter security code if asked

Transfer A Call

While on a call

Press **HOLD** Key

Dial Ext. No. or Press Hotline Key

Announce call (Optional)

Hang-up to complete transfer of call

**Note: To return to the call before hanging up, press flashing call key.*

Conference Call

Place or answer a call

Press **CONF** Key

Place your next call

Press **CONF** Key when answered

Repeat to add more parties

After making last call

Press **CONF** Key twice to begin conference

Using Personal Abbreviated Dialing

Each phone can program up to (10) Personal Speed Dials.

To Program Personal Abbreviated Dialing Number:

Press **CALL 1**

Dial **855**

Dial bin number (1-9, 0) you want to program

Dial 9 + outside phone number you want to program

Press **HOLD** Key to program a name

Use Dial Pad to program name (see chart on page 2)

Press **HOLD** Key to save name

Press **SPK** to hang up

Using Personal Abbreviated Dialing

Lift Handset or Press SPK

Dial **#7 + 1-Digit Bin Number** (1-9.0)

DND

DND permits you to work at your desk without interruptions from the phone.

Press **DND** Key
Dial DND Option code:

1	Blocks your outside calls
2	Blocks Paging, Intercom Calls, Call Forwards and transferred outside calls
3	Blocks All Calls
4	Blocks Call Forwards
0	Cancels Do Not Disturb

Ringtone Adjust

You can customize the way internal and external calls ring your phone:

To Change Incoming Ring Tones:

Press **CALL 1**
Dial **820**
Press **1** for internal call ringing or
Press **2** for external call ringing
Dial code for the ring pattern **1 - 8**
Press **SPK** Key to save tone pattern

All Call Page

Lift Handset
Press **InPg** Soft Key
Dial 1
Make announcement

Programmable Function Keys

Program your unused Function Keys for Internal Hotline keys to other extensions or for frequent dialed outside phone numbers.

Press **CALL 1**
Dial **851**
Press unused Function Key (see page 2)
Dial **01 + Extension number or 9 + Outside Phone Number**
Press **HOLD** to save
Optional—Use Dial Pad to program a name (see page 2)
Press **HOLD** to save Name if programmed
Press **SPK** to hang-up

Directory Dialing

Directory Dialing allows you to select a inside or outside number by name.

There are four types of Directory Dialing:

ABB - Company (Common) Abbreviated Dialing

EXT - Co-worker's extension

STA - Personal Abbreviated Dialing Numbers

TELBK - Company Abbreviated Dialing Numbers

Press the **Dir** Softkey

Press Softkey prompt for directory you want to access

Dial the first letter/number for the name/number you want to call

For example, dial 2 for A, B, C or 2

Press the Up or Down Softkey arrows to jump to that section & scroll

Volume Controls

The volume keys work as volume up and down keys to adjust incoming ringing, volume of speakerphone and handset volume. In addition, they will change the contrast of the display when the phone is idle.

Adjust Volume on Incoming Ringing, Speakerphone, Handset or Display Contrast

While phone is ringing, or while talking with handset or speakerphone, or if phone is idle.

Press Vol **▲▼** repeatedly to adjust the volume of ringing, current call, or if phone is idle, the display contrast.