

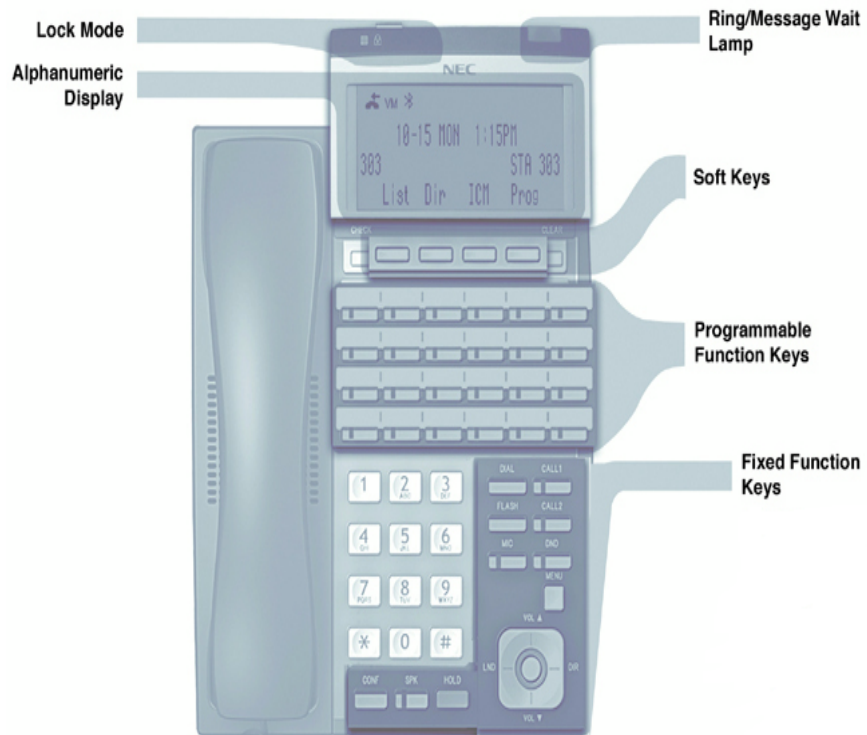


**UX5000**



## 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 **VMsg** Softkey

Enter Security Code

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

Follow voice prompts for setting up to three numbers to be Notified of new messages in your voice mailbox.

### 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 - l, 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 **8**  
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  
Enter Security Code if asked

### **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

**First Time Logon Tutorial:** When you access your mailbox for the first time, the system will play a recorded announcement and tutorial to guide you in setting up your voicemail for the first time. The tutorial will only play the first time you log into your mailbox. You will be asked to record your personal greeting, record your name for the company directory, and set up a new security code (up to 6 digits).

## 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 Softkey**  
Press **1**  
Make announcement  
Hang up

## 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)  
For Internal Extension: **Dial 01 + Extension Number**  
For Outside Phone Number: **Dial 01 + 9+ 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.