

**UX5000 TELEPHONE**  
**QUICK REFERENCE GUIDE**

**MAKING CALLS**

Internal: Lift handset OR press SPK key  
Dial desired extension  
Speak after the tone or press 1 to make phone ring

External: Lift handset OR press SPK key  
Dial 9 or Press LINE key + outside number

**ANSWERING CALLS** Lift handset OR press SPK

**TRANSFER**

Press HOLD key  
Dial desired extension / or press programmed BLF key  
Announce call and /or hang up

If busy/ no answer: Press flashing CALL key where call is holding

**TRANSFER TO VM**

Press HOLD  
Press MSG key  
Enter voicemail extension number / or press programmed BLF key  
Hang up

**HOLD**

Retrieve: Press HOLD key  
Lift handset or press SPK  
Press flashing CALL key / or LINE key

**PARK**

To Park a Call: Press 1 of the fixed PARK keys (Park 1, Park 2, etc.)  
To Retrieve: Lift handset or press SPK  
Press fixed PARK key where call is parked

**PAGE**

Lift handset  
Press PAGE key  
Make announcement and hang up

**DIRECTORY**

With handset down, press DIR then EXT for company directory  
Press letters on keypad to spell name  
Use arrow soft keys to scroll  
When you see name you want, lift handset or press SPK

**GROUP LISTEN**

Place or answer call using handset  
Press SPK twice but do not hang up handset (SPK key will flash)  
To cancel: Press flashing SPK key

**REDIAL**

Lift handset or press SPK  
Press LND (last number dialed)

(When phone is idle, press LND or use LIST soft key to scroll through last 10 numbers. To dial, lift handset when you see desired number)

### **CALL FORWARD**

Press PROG soft key  
Press CFWD soft key then STA soft key  
Press IMM soft key  
Enter ext number to forward to

To cancel:

Press ALL soft key  
Press PROG soft key  
Press CFWD soft key  
Press CNCL soft key

### **CONFERENCE**

While connected to 1 party  
Press CONF  
Dial internal extension or press 9 for outside line (dial other party)  
When other party answers press CONF twice to start conference  
To add additional callers, press CONF and repeat steps (32 max)

### **DO NOT DISTURB**

To activate: Press DND + 3 (sends all calls directly to your voice mail if programmed)  
To deactivate: Press DND + 0

### **ONE TOUCH CALLING** (Internal Only)

To program: Press SPK key  
Press 8 5 1  
Press key to program "one of the lit keys"  
Press 01 + extension number  
Press HOLD  
Press SPK to exit

### **VOLUME +/-**

Adjusts 3 different volume settings  
1) Adjusts the volume while you are on the phone  
2) Adjusts the ringing volume  
3) Adjusts the page volume  
Adjustments must be made while the feature is active  
While phone is idle, volume keys will adjust display contrast

### **UX5000 VOICEMAIL**

*Your mailbox number is the same as your extension*

#### **To access voicemail:**

From your phone: Press MSG key  
Enter security code (if applicable)

From outside Dial Back Door number  
When the voicemail answers press # + your mailbox number

From another desk: Lift handset or press SPK

Dial 600  
Enter your mailbox number

*You must initialize your mailbox so callers will know that they have reached the correct mailbox. Initialization includes recording your name for the company directory, recording your personal greeting and changing your security code. By following the directions below you will successfully initialize your mailbox.*

**To set security code:** Access your mailbox  
Press MORE soft key  
Press OPTNS soft key then SEC soft key  
Enter new security code (must be 4 digits)  
Press OK softkey

**Record your name:** Access your mailbox  
Press MORE soft key  
Press NAME soft key then REC soft key  
At the tone, record your first and last name  
Press DONE soft key or #  
Use soft keys to listen, re-record etc.

**Record your greeting:** Access your mailbox  
Press GREET soft key  
Press GR1, GR2 or GR3 to select greeting  
Press REC soft key  
At the tone, record your greeting  
Press DONE soft key or #  
Use soft keys to listen, re-record etc.

**Sample Greetings:**

1. Thank you for calling \_\_\_\_\_. You have reached the voicemail of \_\_\_\_\_. I am either on the phone or away from my desk. At the tone, please leave a message and your call will be returned as soon as possible. If you require immediate assistance, please dial 0 now. Thank you.

**MESSAGE OPTIONS**

*You will be notified of new messages by the flashing light on the MSG key of your telephone.*

**To Listen to Messages:**

Log into your mailbox

- 5 Listen to new messages
- 17 Listen to saved messages

**Options available while listening to a message:**

- 3 Erase the message
- 72 Save the message
- 73 Reply to message sender (internal only)
- 63 Forward message to another user
- 2 Back up 5 seconds

- 22** Back up to beginning of message
- 4** Go forward 5 seconds
- 84** Time and Date stamp (We turn this on for you at installation)
- 5** Go to next message
- 99** Exit Voicemail

**To leave voicemail for another extension:**

Dial the extension number

If unanswered or busy, press your MSG key

**To skip to the end of someone's greeting:**

When you hear their greeting, press \*

**To back up a step in Voice Mail**

Press the # key