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
Press HOLD key
Retrieve:
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
Press ALL soft key

To cancel:
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
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