

## UX 5000 PHONE AND VOICE MAIL

### Placing an outside call:

Press the Call1 or Call2 key, dial 8 and the phone number without picking up the handset for a speakerphone call, or pick up handset and dial 8 and the phone number for private call.

### Redial last number:

To quickly redial your last number called simply press #5. To search through the last 10 numbers you dialed press the LND button and VOL up or down to scroll through. When you find your desired number press the line key and your call will be placed.

### Placing an internal call:

Dial your co-workers 3 digit extension number without picking up handset for a speakerphone call, or pick up the handset and dial desired extension number.

*When dialing internally the called party hears a beep tone on their end alerting them of an intercom call. You are then able to have a conversation without having to pick up the handset or press any keys. If you prefer to have the called party's phone ring (so as not to interrupt a meeting etc.) add the digit 1 after the extension number to allow for a ringing intercom call.*

### Answering a call:

If your phone is ringing you can either press the SPK button or pick up the handset to answer. To answer a call ringing at a co-workers extension dial \*#

### Conference calling:

To create a conference call, place or answer your first call and press CONF, place or answer your next call (internal extension or outside call). Press CONF twice to connect all parties. To hang up from the call but allow the outside callers to continue press HOLD and # 8.

### Adjusting your ring tone:

### Adjusting your ring volume:

To adjust your ring volume press CALL 1 and dial 929 and select your volume level. Press SPK to exit.

## Voice Mail

### To access your mailbox from your own phone:

Press your MSG button.

### To access your mailbox from a co-workers phone:

Press 5 and you will be prompted to *"enter your mailbox"*

### To access your mailbox from outside of office:

Call your office main or backdoor number (if assigned) and when the auto attendant answers press # and your mailbox. If your call is answered by a receptionist they can transfer you to voice mail by pressing **HOLD + 5** and hanging up.

### **Parking a call:**

While connected to the outside caller simply press any available PARK button.

### **Retrieve a parked call:**

Press the flashing park key.

### **Transfer a call to co-worker:**

While connected to the outside caller press the HOLD button and dial the extension number or press the Hotline key (if labeled on your phone) you wish to transfer the call to. You can now simply hang up to complete the transfer or wait till your co-worker picks up to announce the call and then hang up to complete the transfer.

### **Transfer a call directly to a co-workers voice mail:**

While connected to the outside caller press the HOLD button then the VM button followed by the extension number and hang up to complete the transfer.

*The outside caller is on hold until the transfer is complete and does not hear your internal conversation.*

### **Setting up your voice mail box:**

- *To record your greeting press your **MSG** button and dial **4**, use greeting **1** for your standard greeting.*
- *To record your name press your **MSG** button and dial **76**.*
- *To create a security code press your **MSG** button and dial **677**.*

### **To leave a co-worker a message:**

Press **5** to access voice mail then dial **\*** and the mailbox number you wish to leave a message in.