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**NEC**



***UX5000***

## Multibutton Terminal User Guide

**0913401**  
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Setting Up Your  
Terminal

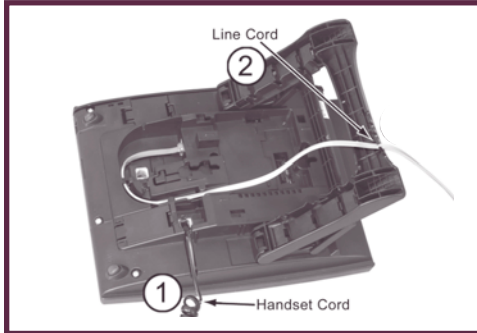
A Quick Tour of  
Your Terminal

Answering and  
Placing Calls

Features to Make You  
More Productive

Using Your  
Voice Mail

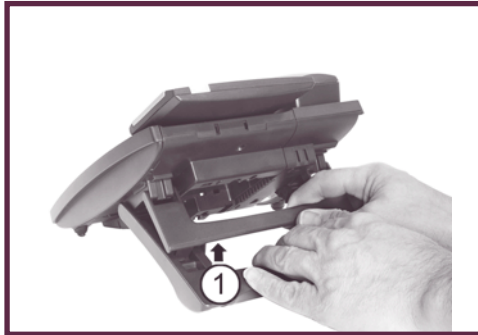
## INSTALLING THE HANDSET AND LINE CORD



**When installing the handset and line cord:**

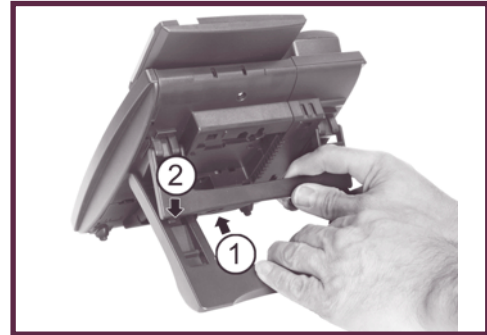
1. Plug the handset cord into the handset jack on the bottom of the terminal. The handset cord routes through the lower channel on the right side of the terminal base.
2. The line cord routes through the curved channel, directed toward the back of the terminal, and then secured in the notch located on the terminal legs.

## ADJUSTING THE FIVE-POSITION VIEWING ANGLE



**To adjust the viewing angle position:**

1. Secure legs and lift center brace.



**To set a higher viewing angle position:**

1. Slide brace up for adjustment.
2. Tabs will insert into desired slot position located on legs.

## REMOVING AND REINSTALLING THE FACEPLATE



### To remove the faceplate

(if installing a custom DESI label):

1. Put your finger in the recessed area under the faceplate and lift off the faceplate.



### To reinstall the faceplate:

1. Remove the old label, then insert the customized replacement DESI label.
2. Replace and press down on the faceplate as shown.

## HOW TO USE THIS GUIDE

### When using the instructions in this user guide, you:

1. **Dial** a digit on the key pad. For example:
  - For line keys, dial **#903**.
2. **Press** a Programmable Function Key or Fixed Function Key. For example:
  - Press **CONF**.
3. **Push** a Soft Key. For example:
  - Push **Dir**.

Service Codes and Program entries may vary depending on installation. You may want to check with your Communications Manager.

See the next page for a quick tour of your terminal's layout and keys.

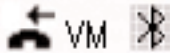
# SECURE MODE AND DISPLAY

## Secure Mode

IP Terminals can be locked to prevent access and ensure security of stored data.

## Alphanumeric Display

- *While your terminal is idle*, the display shows:
  - The date and time, your name and your extension number.
  - The idle menu Soft Key functions.
    - List** Push to view previous numbers dialed and Caller ID information.
    - Dir** Push for access to directory dialing (**ABB**, **EXT**, **STA**, or **TELBK**).
    - ICM** Push to use common terminal functions.
    - Prog** Push to set terminal functions.
- *While your terminal is ringing*, the display shows:
  - (If an Intercom call) Your caller's name.
  - (If an outside call with Caller ID) The name and number of the incoming caller.
- *While you are on a call*, the display shows:
  - Your caller's name and number (if provided - see above).
  - The functions of the Soft Keys that help you handle your call.
- *Top Row Display Icons* indicate such things as missed calls or voice messages.
  - Once missed calls or voice messages are checked, icon will disappear.
- *5th Row on IP Terminals* is used for double -height character row.
- *Display Icons* indicate such things as missed calls or voice messages.
  - Icons disappear on digital terminals when double height characters are enabled.



- The first one is Caller ID Missed Call History. With Caller ID enabled, this icon displays when an outside call is not answered. Checking Call History (by pressing LIST-CID) will remove the icon from the display. (The Call History can also be accessed by pressing the circular button in the center of the Navigation Pad.)
- The second one is for a new voice mail message. Once the message(s) have been listened to, the icon will be removed.
- The third one is for Bluetooth connectivity. It will be displayed whenever a Bluetooth device is connected.



# UNDERSTANDING THE RING/MESSAGE LAMP

## The Ring/Message Lamp

- Fast flash (red): A call is ringing your terminal.
- Fast flash (red): You have a message waiting.
- Lit solid (red): You left a message waiting on a co-worker's terminal.

# USING THE SOFT KEYS

## Soft Keys

- Use Soft Keys instead of dialing feature codes when handling your calls.

# USING THE FUNCTION KEYS

## Function Keys

- To place or answer a call on your outside Line/Loop keys:
  - Press a Line/Loop key to place or answer an outside call.
  - Line/Loop keys flash red or green while ringing, are on steady red when busy.  
With the DESI-Less terminals, the Line/Loop keys can be displayed on one of four display pages. To display the page with the ringing line/loop, use the Scroll key to change pages (however, in most cases, you can simply lift the handset to answer the call).
  - Your line keys are normally located on the first two rows of Function Keys.
- To make a Hotline key for a co-worker's extension:
  - Press **CALL 1** + Dial **851** + Press Function Key + Hotline Code 01 + Dial co-worker's extension number + **HOLD** to exit. (See the *Terminal Feature Handbook* for more Function Key types you can set up.)
- To call or Transfer your call to a co-worker:
  - While on the call, press the Hotline Key. (The key lights red while your co-worker is busy, flashes red if in DND.)
  - If you're not on a call, pressing the Hotline Key places an Intercom call to your co-worker.
- To check your Function Key assignments:
  - Press **CHECK** then the Function Key.

# SETTING UP YOUR ABBREVIATED DIAL BIN KEYS

## Abbreviated Dial Bin Keys

- To store common or group Abbreviated Dialing numbers:  
Press **CALL1 + 853** (for Common) or **CALL1 + 854** (for Group) + Dial Abbreviated Dialing bin number + Phone number to store + **HOLD** + Enter name for stored number + **HOLD + SPK** or hang up (Refer to page 18 for Entering Names).
- To dial your stored Abbreviated Dialing number:  
Press **CALL1 + #2** + 3-digit bin (for Common) OR **CALL1 + #4** + Bin (for Group).
- To store a personal Abbreviated Dial number:  
Press **CALL1** + Dial **855** + Dial bin number (1-9, 0) you want to program + Dial extension number you want assigned + Press **HOLD** + Enter the name associated with the bin you are programming. (If your terminal is a non-display, simply press **HOLD**) + Press **HOLD** + Press **SPK** to hang up.
- To dial your stored personal Abbreviated Dialing number:  
Press **CALL1 + #7** + 1-digit bin (for Personal Abbreviated Dialing).



## Fixed Function Keys

- **DIAL**
  - Press **DIAL** to access Abbreviated Dialing.
- **CALL1 or CALL2**
  - Line appearance keys are Intercom keys for placing, answering or transferring calls.
- **FLASH**
  - Lets you access features of your outside lines (if provided), such as Waiting Call Pickup.
- **MIC**
  - While on a call, pressing **MIC** will mute (turn off) your handsfree microphone.
  - A MIC Function Key can be programmed which will mute the handset.
- **DND**
  - Enables Do Not Disturb.
- **MENU**
  - While idle, press to adjust the Ring Volume, Off Hook Ring, Backlighting, Headset, and Peripherals.
- **VOLUME**
  - If idle, adjusts the display contrast.
  - While on a call, adjusts the call volume.
  - If Background Music is playing, adjusts the volume.
- **LND**
  - Use LND to dial previously dialed numbers.
- **DIR**
  - To view numbers in Central Telephone Book.
- **CONF**
  - While on a call, press to set up a Conference.
  - Line/Loop key will be On (green) while on a Conference.
  - Flashes (green) if you put a Conference call on Hold.
- **SPK**
  - Press to use Handsfree. Lift the handset for privacy.
  - While on a handset call, press twice for Group Listen.
- **HOLD**
  - Puts your call on Hold.
- **Navigation Pad Center Key**
  - Press to view Caller ID Call History

## OUTSIDE CALLS

### To answer an outside call:

1. Press **SPK** or lift the handset.
2. If you are not automatically connected, press flashing **LINE** or **LOOP** key.
  - If you hear a call ringing a co-worker, dial **\*\*** and their extension number to pick it up.

### To place an outside call:

1. Lift the handset or press a **LINE** or **LOOP** key (normally located on your first two rows of Programmable Function Keys).
2. Wait for outside dial tone, then dial your outside number.

**OR**

1. Press **CALL1**.
2. Dial **9**.
3. Wait for outside dial tone, then dial your outside number.

### To use **Last Number Redial** to quickly redial your outside call:

1. Do not lift the handset and press **CALL1** + Dial **#5**.

**OR**

1. To select a call from the last 10 numbers you dialed, do not lift handset, press **LND** key OR push **List - Redial Soft Key + Arrow Up** or **Down Soft Key** to scroll to the number to be dialed, then press **CALL1**.

### To return a call in your **Caller ID** log:

1. Push the **List Soft Key + CID Soft Key**.
2. Push the **Arrow Down Soft Key** to scroll through the list of numbers in memory.
3. Once the desired number is displayed, press a **LINE**, **LOOP** or **CALL1** key.

### To place a **Personal Abbreviated Dial** call:

1. Press **Dir Soft Key + Sta Soft Key** (to view stored Personal Abbreviated Dial numbers - up to 10) + press **Arrow Up/Down Soft Keys** to scroll through the list + press **Dial Soft Key**.

### To call a number stored in a **system-wide Abbreviated Dial** bin:

1. (Optional) Lift handset + press **CALL1** + Dial **#2** + 3-digit bin (for common).

**OR**

1. (Optional) Lift handset + press **CALL1** + Dial **#4** + bin (for group).



## INTERCOM CALLS TO AND FROM CO-WORKERS

### To answer an Intercom call from a co-worker:

1. Do one of the following:
  - If you hear a beep, speak toward your terminal or lift handset for privacy.
  - If you hear Intercom ringing, press **SPK** or lift the handset.

### To dial a co-worker over the Intercom:

1. Press **CALL1**.
2. Dial your co-worker's extension number.
  - If you hear intercom ringing, wait for your co-worker to answer.
  - If you hear two beeps, your call has voice-announced. Go ahead and speak.
  - If you hear a single beep, your call has voice-announced but your co-worker has their handsfree microphone muted (turned off).
3. (Optional) To make a voice-announced Intercom call ring, Dial **1**.

### To call a co-worker using a Hotline Function Key:

1. (Optional: Lift handset) Press the Hotline Key.
  - The Hotline Key is off when your co-worker is idle, on if busy, and flashing if in Do Not Disturb.
  - See the *Terminal Feature Handbook* for more Function Key types you can set up.

### If the co-worker you call is busy:

1. For Camp-On, dial **2** and wait on the line for them to become free.

**OR**

1. For Callback, dial **2** and hang up.
2. Wait for the system to call you back, then answer to have your call automatically go through.
  - To cancel Callback, press **CALL1** + Dial **870** + Hang up.

### To Page a co-worker:

1. Press **CALL1**.
2. Dial **\*1 + 0** for All Call Page, or **\*1 + 1 through 8** for page groups.

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

1. Call your co-worker on the Intercom + Press your Programmed Voice Mail Function Key or Dial **8**.

### To call your own mailbox:

1. Press your Programmed Voice Mail Function Key OR press **CALL1** + Dial **\*8**.

## PLACE A CALL ON HOLD

### To place your call on System (Regular) Hold:

(Your co-workers can pick up calls you place on System Hold.)

1. Do not hang up + Press **HOLD**.
  - While an outside call is on Hold, the line key will flash (green).
  - While an Intercom call is on Hold, your **CALL1** key will flicker (red).
  - A call you leave on Hold too long will recall to you. If you don't answer the recall from an outside call, it may then ring the attendant.
  - Your co-workers cannot pick up an Intercom call you place on Hold.

### To place your outside call on Exclusive Hold:

(Your co-workers cannot pick up calls you place on Exclusive Hold.)

1. Press the Exclusive Hold Function Key.

### To pick up an outside call on Hold:

1. Press the flashing **LINE/LOOP** or **CALL1**.

### To pick up an Intercom call on Hold:

1. Lift handset or press **SPK** + Press the flashing **CALL1** Key.

## TRANSFER A CALL TO A CO-WORKER

### To Transfer your call to a co-worker:

(If you have a Hotline Function Key for your co-worker, press it and skip to step 3.)

1. While on a call, press **HOLD**.
  - To Transfer the call directly to your co-worker's mailbox, press your Programmed Voice Mail Key before going to step 2.
2. Dial your co-worker's extension number.
3. Do one of the following:
  - If you did not press your Voice Mail key after step 1, you can alternately press it here to send the call to your co-worker's mailbox.
  - Announce the call and hang up or simply hang up to have the Transfer go through unannounced.
4. The transferred call will recall to you if it is not picked up.
  - If you don't answer the recall, the call may ring the attendant.

## SET UP A CONFERENCE (TELEPHONE MEETING)

### To set up a conference/meeting:

1. Place or answer your first call + **CONF**.
2. Place or answer your next call + **CONF**.
3. Press **CONF** again to begin the Conference.
  - To add additional callers to your Conference (32 max), press **CONF** and repeat steps 2 through 3
  - You can add either Intercom or outside callers.
  - If you hear an error tone after trying to add another party, your Conference is full.
  - To place a Conference on Hold, press **HOLD** but do not hang up. To reinstate the Conference, press **CONF**.

## FORWARD (REROUTE) YOUR CALLS

To forward (reroute) your calls to a co-worker, voice mail or off-premise:

1. **CALL1** + Dial \***2**.

- Soft Keys can also be used to access the Call Forward feature.

**OR**

1. To forward off-premise: \***46** + Line access code (e.g. 9) + Telephone number + **HOLD**.

To cancel: \***46** + **HOLD** + Hang up.

2. Dial *Call Forwarding Condition*:

- **1** = Personal Answering Machine Emulation (then skip to step 4)
- **2** = Busy or not answered
- **3** = Follow Me
- **4** = Immediate
- **6** = Not answered
- **7** = Immediate with both ringing (not for Voice Mail)
- **0** = Cancel

3. Dial destination extension, the Voice Mail master number (normally 700), or press your Voice Mail key.

4. Dial Call Forwarding type:

- **2** = All calls
- **3** = Outside calls only
- **4** = Intercom calls only

- DND flashes slowly. A voice prompt may remind you that your calls are forwarded.

To cancel **Call Forward**:

1. **CALL1** + Dial \***2**. + Dial **0**.

## MESSAGE WAITING

**To leave a Message Waiting (flashing Message Wait LED) when your co-worker doesn't answer:**

1. Place or answer your call + Do not hang up + Dial **0**.
  - Your co-worker's Message Wait LED flashes fast. Your MW is lit.
  - With Voice Mail, dial 8 to leave a message in your co-worker's mailbox.

**To answer a Message Waiting left for you:**

1. **CALL1 + \*0**.
  - To cancel Messages Waiting (those you left and those left for you): **CALL1 + 873**.

## MENU

**To adjust the Ring Volume, Off Hook Ring, Back Light, and Headset:**

**Ring Volume:**

1. While idle, press the **MENU** key + Press the **VOL ▲** or **▼** key to scroll and highlight Ring Volume MENU option + Push **OK Soft Key** (you will hear ringing) + Press **VOL ▲** or **▼** key to adjust volume level + Push **OK Soft Key** to set + Push **Back Soft Key** to exit.

**Off Hook Ring, Back Light and Headset:**

1. While idle, press the **MENU** key + Press the **VOL ▲** or **▼** key to scroll through MENU options + (once highlighted) Push **OK Soft Key** to Enable or Disable + Push **OK Soft Key** to set + Push **Back Soft Key** or the **CLEAR** key to exit.

**Peripherals (Not Used):**

## DIALING BY NAME (DIRECTORY DIALING)

To dial a co-worker or outside call by selecting from a group of names:

1. Push **Dir Soft Key**.
2. Push **Soft Key** for Directory Dialing type:
  - **ABBc** = Common or Group Abbreviated Dialing
  - **EXT.** = Co-worker's extension numbers
  - **STA** = Personal Abbreviated Dialing
  - **TELBK** = Central Telephone Book
3. Dial letter/number for the party you want to call (e.g. dial 2 for A, B, C or 2).
4. Push the **Down Arrow Soft Key** to jump to that section.
5. Push the **Down Arrow Soft Key** or press **VOL ▲** or **▼** to scroll through the list.
6. **CALL1** or lift handset to place call or push the **Dial Soft Key**.

## CHANGE YOUR RING TONES

To change your extension's incoming ring tones:

1. **CALL1 + 820**.
2. Dial **1** to set the Intercom ring or Dial **2** to set the outside line ring.
  - Transferred calls use the intercom ring tone you select.
3. Dial the code for the ring pattern you want (Tones **1-8**).
  - You'll hear the new ring tone as you dial each digit.
4. **SPK** to hang up.

To listen to the incoming ring choices:

1. **CALL1 + 811**.
2. Dial **1** to listen to the Intercom ring or Dial **2** to listen to the outside line ring.
3. Dial code for ring pattern you want (tones **1-8**).
  - For outside line ring (1-3), enter the tone (1-4) to which you want to listen.
4. **SPK** to hang up.

## USING A DSS CONSOLE



For more call handling power and flexibility, the DSS Console provides 60 additional Function Keys (and it's possible to access a second page of keys providing up to 114 possible function keys) and the DLS provides 16. (For more on setting up Function Keys, see the *Terminal Feature Handbook*.)



## SPECIAL FEATURES FOR ATTENDANTS

**If you are an attendant (normally extension 301), you have the following unique features:**

### Attendant Call Queuing

If also enabled as an operator, calls can wait in queue on a CALL key. This means you are never busy for calls - they "stack up" under this key instead. Attendant Call Queuing is a permanent, non-programmable system feature.

### Barge In

You can break into a co-worker's active call.

### Direct Line Access and Forced Line Disconnect

Dial a code to directly access a specific outside line. You can optionally disconnect the call as well.

### Line Queuing / Line Callback

Dial a code to wait for a busy outside line to become free.

### Night Service / Night Ring

Put the system in the night mode (for after-hours answering). This requires a *Night Mode* Function Key.

### Removing Lines and Extensions from Service

Remove problem lines from service - and return them to service once corrected.

(See the *Terminal Feature Handbook* for more on these features.)

## INSTALLING AND USING A HEADSET

### To install an optional headset:

1. Plug the headset cord into the headset jack on the bottom of the terminal.
2. The headset cord routes through the upper channel on the right side of the terminal base.

### To program a Headset Key:

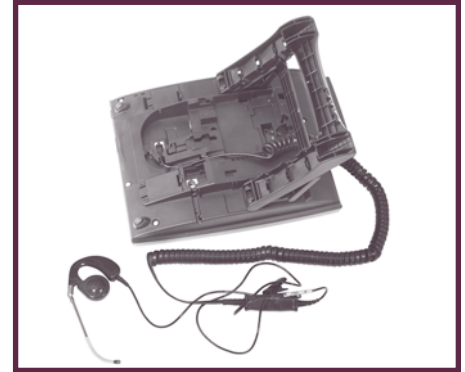
1. **CALL1** + Dial **851** + Press Function Key + Headset code **05** + **SPK**.
  - You will hear a confirmation beep and see visual Headset confirmation on your display.

### To use your headset:

*Option: A Headset Service Code can be defined by your Communications Manager which will allow the headset mode to be automatically used for all calls.*

1. Press your programmed Headset Function Key.
  - The headset key lights when you're on a call.  
To disconnect, press the Headset key again. You can still use the handset for calls or respond to voice-announced Intercom calls with the headset plugged in. The headset only activates when the Headset key is pressed.

*Note: When the user is set up for ringing through the headset, the handset should not be used. It is recommended to only use the headset in this case.*





## INSTALLING AND USING A HEADSET

- Answer a ringing call by pressing the Headset key.  
**OR**
- Press the Headset key and then a line key to make a trunk call.  
**OR**
- Press the Headset key to get Intercom dial tone.  
**OR**
- If on a headset call, press the Headset key to hang up.

While talking with an outside party while on speakerphone or off-hook with the headset, ringing for an incoming call will not be heard in the headset.

Going off-hook with the headset while an incoming call is ringing can provide an inconsistent dial tone level.

### Using the Headset with Automatic Answer for ACD Agents:

1. With the keyset in an idle state, press the **CHECK** key.
2. Press the programmed Headset Function Key [851:05] twice.
  - Incoming CO calls to the agent will automatically be answered. Ringing Intercom calls will have to be answered manually.
3. Press the **CLEAR** key to return the display to idle.
  - The Headset key blinks when Automatic Headset is activated.
  - To cancel Automatic Headset, repeat these steps.

## PROGRAMMING YOUR EXTENSION'S NAME

To program your extension's name:

1. Press idle **CALL1** key.
2. Dial **800**.
3. Enter the extension number to be named.
4. Enter the name following the *Name Programming Chart* below.
  - Your name can be up to 12 digits maximum.
  - Also use this procedure to program Personal Abbreviated Dial names and Display Messages.
5. Press **HOLD**.
6. Press **SPK** to hang up.

### Enter 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
Á À Â Ã Ç É Ê Ì Ó	6 = M-O, m-o, 6	0 = 0 ! “ # \$ % & ' ( )
2 = A-C, a-c, 2	7 = P-S, p-s, 7	ô õ ú ä ö ü α ε θ
3 = D-F, a-f, 3	8 = T-V, t-v, 8	* = * + , - . / : ; < =
4 = G-I, g-i, 4		> ? π Σ σ Ω ∞ φ £

# = Accepts an entry (only required if two letters on the same key are needed - ex: MON).  
Pressing a second time adds a space.

**CONF** = Clear the character entry one character at a time.

## ADDITIONAL QUICK REFERENCE FOR OTHER FEATURES

Check with your Communications Manager to see if you can use these features:

<b>Do Not Disturb:</b>	<b>DND + 1</b> to block your outside calls <b>OR 2</b> to block Paging, Intercom calls, Call Forwards and transferred outside calls <b>OR 3</b> to block all calls <b>OR 4</b> to block Call Forwards <b>OR 0</b> to cancel.
<b>Memo Dial:</b>	<i>While on a call, store a number for easy recalling:</i> <b>Memo Dial</b> Function Key + Number to store + <b>Memo Dial</b> key to save. <i>To dial number:</i> <b>Memo Dial</b> key + <b>LINE</b> key.
<b>Meet Me Conference:</b>	<i>To set up a conference/meeting:</i> While on a call, <b>CONF + Page</b> party and announce zone + <b>CONF</b> <u>twice</u> when co-worker answers. <i>To join:</i> <b>CALL1 + 864 + Announced Zone</b> .
<b>Park and Page:</b>	<i>To have your terminal greet your callers and Page you:</i> <b>CALL1 + *47 + Record Personal Greeting + # + 7 + Record Page + # + Dial Page Zone</b> (e.g., 801 + 1 for zone 1) + <b>2</b> (All) or <b>3</b> (CO) + <b>CALL1</b> to hang up. <i>To cancel:</i> <b>CALL1 + *47 + 3</b> . <i>To pick up:</i> <b>CALL1 + ** + Announced extension</b> .
<b>Personal Greeting:</b>	<i>To have your terminal greet callers and forward your calls:</i> <b>CALL1 + * 47 + Record Personal Greeting + # + 2</b> (Busy/No Answer), <b>4</b> (Immediate) or <b>6</b> (No Answer) + Extension to receive calls + <b>2</b> (All) or <b>3</b> (CO) + <b>SPK</b> to hang up. <i>To cancel:</i> <b>CALL1 + *47 + 3</b> .
<b>Repeat Redial:</b>	<i>To automatically redial your outside call if it's not answered:</i> Place outside call + <b>Repeat Redial</b> Function Key (or <b>DIAL + LND</b> ) + Hang up + Lift handset when call goes through. <i>To cancel:</i> <b>DIAL + LND</b> or Press <b>Repeat Redial</b> key.
<b>Secure Set Relocation:</b>	From extension # to be swapped, <b>CALL1 + Extension Data Swap</b> service code (Pgm 11-15-12) + 4-digit password + Extension # to be swapped.
<b>Time:</b>	<b>CALL1 + 828 + 2-digits for hour</b> (24 hour format) + 2-digits for minutes + <b>SPK</b> to hang up.

## CALLING (LOGGING INTO) YOUR MAILBOX

*Voice Mail* lets callers leave recorded messages for you and lets you leave recorded messages for co-workers. Messages get stored in each person's mailbox. To listen to your messages or use other voice mail features, you call your mailbox and access the Main Menu. When you have new messages, your Voice Mail key flashes and you see the **VMsg Soft Key** on your display.

The *Automated Attendant* can answer your company's calls with a recorded message and give dialing instructions for callers to follow.

### To log into your mailbox from your own terminal:

1. Do one of the following:
  - Press your Voice Mail Function key.
  - Push **VMsg**.

### To log into your mailbox from a co-worker's terminal:

1. Press **CALL1** and dial the voice mail master number (normally 700).
2. Dial *your own* extension number.
  - If you share a Group Mailbox with co-workers, pressing the Voice Mail key on your terminal *or* their terminal logs you into the same shared mailbox.

### From outside, to log onto your mailbox after calling your company's Automated Attendant:

1. Dial # (for remote logon).
2. Dial *your own* extension number.

### From outside, to log onto your mailbox if you have a direct line to your terminal:

(This requires custom programming and your terminal must be forwarded to voice mail.)

1. When voice mail picks up, wait for your greeting to start.
2. Dial # to stop the greeting.
3. Dial # and *your own* extension number.

### From outside, to leave a message for a co-worker after calling your company's Automated Attendant:

1. Dial \* (for quick message).
2. Dial *your co-worker's* extension number.

Review these basic features before using your mailbox for the first time.

### To record a greeting for your mailbox:

(Callers hear your greeting before leaving you a message.)

1. Press your Voice Mail key or push **VMsg**.
2. Push **Greet**.
3. Push **Gr1**, **Gr2** or **Gr3** to select which of the three available greetings you want to be active.
4. Do one of the following:
  - Push **Lstn** to listen to your greeting (if recorded).
  - Push **Rec** to record a new greeting.
  - Push **Erase** to delete your greeting (and use the built-in prerecorded greeting).
  - Push **Back** to exit without changing your greeting.

### To record a name for your mailbox:

(Callers may hear your recorded name before leaving you a message.)

1. Press your Voice Mail key or push **VMsg**.
2. Push **More>** + **Name**.
3. Do one of the following:
  - Push **Lstn** to listen to your name (if recorded).
  - Push **Rec** to record a new name.
  - Push **Erase** to erase your name (and use your extension number instead).
  - Push **Back** to exit without changing your name.

### To enter a security code for your mailbox:

(A security code prevents unauthorized access to your mailbox.)

1. Press your Voice Mail key or push **VMsg**.
2. Push **More>** + **Optns** + **Sec**.
3. Do one of the following:
  - Enter a new security and push **OK**.
  - Push **Erase** to erase your security code.
  - Push **Back** to exit without changing your security code.

## MORE MAILBOX FEATURES

When you log onto your mailbox, you get your mailbox main menu of options.

### To record and send a message to a co-worker:

1. Press your Voice Mail key or push **VMsg**.
2. Push **Rec**.
3. Listen to the voice prompt, wait for the beep, and start recording.
  - Push **Done** when you are done recording your message.
  - Push **Pause** and **Resume** to pause and resume your recording.
  - Push **Cncl** to cancel your recording without sending it.
4. Enter the *message recipient's* mailbox number.
5. Do one of the following:
  - Push **Cont** to send the message.
  - Push **Mbox** to cancel your mailbox entry and get ready to enter another.
  - Push **Exit** to exit without sending the message.
6. Repeat steps 4 and 5 to send the message to additional co-workers.
7. Push **Exit** when you are done.

### To listen to your messages:

1. Press your Voice Mail key or push **VMsg**.
2. Push **Lstn**.
3. While listening to your message, you can do one of the following:
  - Push **Reply** to record a reply for the message sender.
  - Push **Forwd** to forward the message to a co-worker.
  - Push **Call** to make a return call to the message sender.
  - Push **CID** to hear the time and date the message was sent.
  - Dial **SA (72)** to save the message in your mailbox, or push **Erase** to erase the message.
  - Push **Next** to listen to the next message.
  - Push **Rew** to back the message up a few seconds, or **FFwd** to go ahead a few seconds.
  - Push **Rpt** to repeat the message from the beginning.
  - Push **Pause** to pause and **Resume** to resume listening.
  - Push **Exit** to exit the message listen mode.
  - Push **More> + List + New, Saved, or All** to listen to new, saved, or all messages.

## MORE MAILBOX FEATURES

**After listening to a message, to have voice mail announce the message sender, as well as the time and date the message was sent to you:**

1. Press your Voice Mail key or push **VMsg**.
2. Push **More>** + **Optns** + **ATime**.
3. Do one of the following:
  - Push **On** to turn Auto Time Stamp on.
  - Push **Off** to turn Auto Time Stamp off.
  - Push **Back** to exit without changing the current setting.

**To be notified (called) at your pager, cell phone, or home office when you have new messages:**

1. Press your Voice Mail key or push **VMsg**.
2. Push **More** + **Optns** + **Notif**.
3. Do one of the following:
  - Push **On** to turn notification on.
  - Push **Off** to turn notification off.
  - Push **Chnge** to change your notification settings.
  - Push **Back** to exit without changing the current setting.

(The following steps apply if you have turned notification on for the first time or have pushed **Chnge**.)

4. Dial the notification start hour. The entry is 2 digits **[01-12]** + **A [2]** for AM or **P [7]** for PM.
5. Dial the notification stop hour. The entry is 2 digits **[01-12]** + **A [2]** for AM or **P [7]** for PM.
6. Select the notification type:
  - Push **Num** to have voice mail notify you at your cell phone or home office.
  - Push **Pager** to have voice mail notify you on your digital pager.
7. Dial your pager, cell phone, or home office number + Push **OK**
  - For help with the number you should dial, see your System Administrator.
8. When you have a new message, voice mail will do one of the following:
  - *For a pager*, call your pager and display digits that let you know you have a new message.
  - *For a cell phone or home office*, call the number and announce the message when you answer.

**To play a recorded help message while you are handling your messages:**

1. Dial **0**.
  - This option is not always available.

## VOICE MAIL ADMINISTRATOR OPTIONS

The following voice mail administration features are available only at the System Administrator's extension (normally 301). See the *Voice Mail Feature Handbook* for more on each of the underlined features.

### To use the System Administrator options:

1. At extension 301, press your Voice Mail key or push **VMsg**.
2. Push **More>** + **Admin**
3. For the System Administrator recording and routing options, do one of the following:
  - To record a UX Mail Welcome Message (initial Automated Attendant greeting), dial **W (9)** + Dial the mailbox for the greeting (e.g., **811 - 814**) + Push **Lstn** to listen, **Rec** to record, or **Erase** to erase.
  - To record an Instruction Menu message (Automated Attendant greeting and dialing options), push **Instr** + Dial the mailbox for the greeting (e.g., **001 - 008** in IntraMail or **811 - 814** in UX Mail) + Push **Lstn** to listen, **Rec** to record, or **Erase** to erase.
  - To record an Announcement Message, push **Annc** + Dial the mailbox for the message (e.g., **009 - 032** in IntraMail or **800 - 809** in UX Mail) + Push **Lstn** to listen, **Rec** to record, or **Erase** to erase.
  - To activate Answer Schedule Override (alternate Automated Attendant answering), Push **More>** + **Sched** + Dial the Answer Table Number (e.g., **1**) + Dial the Override Mailbox number (e.g., **001 - 008** in IntraMail or **811 - 814** in UX Mail) + Push **On** or **Off** (to turn the feature on or off) or **Mbox** (to change the override mailbox).

OR

3. For the System Administrator mailbox maintenance options, do one of the following:
  - Push **Subs** + Dial extension whose mailbox you want to maintain (e.g., **301**).
  - To Erase All Messages in the mailbox, push **Msgs**.
  - To erase the mailbox Greeting, push **Greet**.
  - To erase the Mailbox Name, dial **EN (36)**.
  - To record a new Mailbox Name, push **RcNam** + **Lstn** to listen, **Rec** to record, or **Erase** to erase.
  - To use Mailbox Security Code Delete to delete the mailbox Security Code, push **More>** + **Sec**.

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