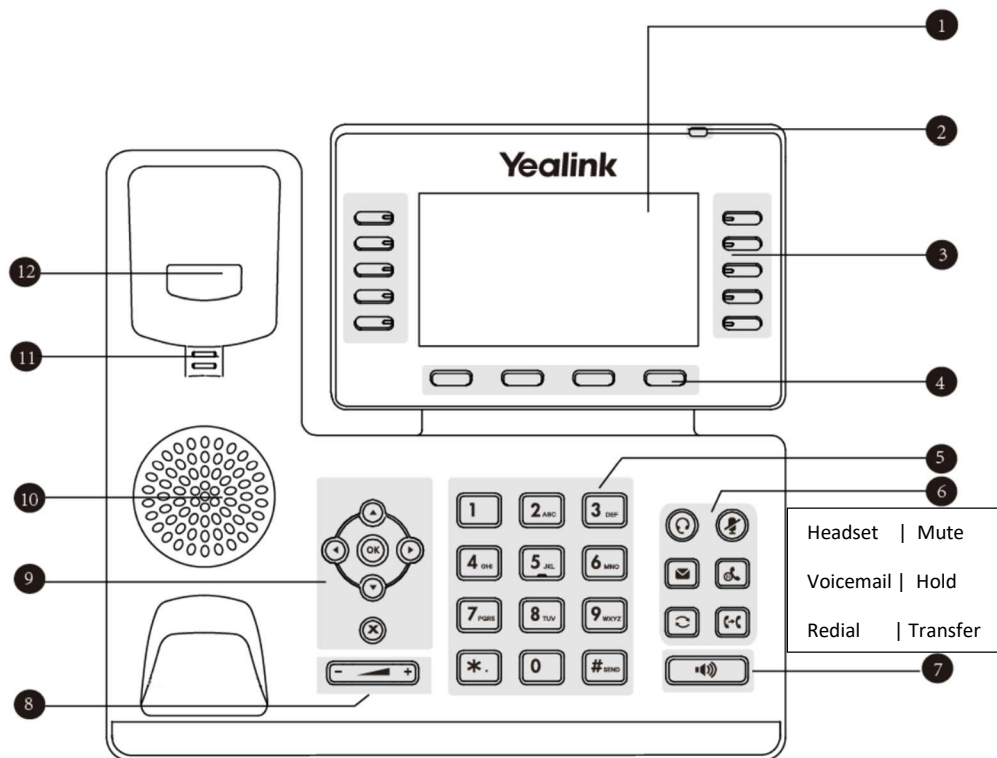


Elevate Quick Reference Guide

T5X Series Hardware



Phone Layout:

1. Display Screen
2. Power LED
3. Line Keys and Programmable Buttons
4. Softkeys
5. Touchtone Keypad
6. Fixed Function Keys
7. Speaker On/Off Button
8. Volume Control
9. Display Screen Navigation Buttons
10. Speaker
11. Wall Mount Hook
12. Switch Hook Button



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Calls:

- To place an outgoing call, lift the handset, or press the speaker button and dial the desired telephone number on the keypad. You do not need to dial 8 or any access code first.
- To answer an incoming call. Lift the handset, or press the speaker button.
- To disconnect the call. Place the handset in the cradle, or press the speaker button.

You may dial direct 3-digit extension numbers

Transfer:

- While on an active call, press the “Transfer” softkey
- Enter the 3-digit extension, or press the desired programmed button
- Hang up to release the call.
- Optionally, you may stay on the phone to announce the call before you hang up to release the call

Call Park:

You may place a call on hold to be retrieved by another user in the office from any phone using the Call Park feature.

- **To place a call on hold for another user**
 - Press the **000** soft key, then press the softkey labelled Park or.
 - Press the line key labelled Call Park
- The system will announce the parking group extension number and the corresponding park button will be illuminated at some phones.
- **To answer a parked call**
 - Dial the extension number where the call was parked or
 - Press the illuminated button of the parked call to be answered.
- A call that has been parked will remain parked for 5 minutes and then ring back to the phone that placed the call in the parking group.



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Conference Calls:

You can create a conference with other two parties using the phone's local conference.

To set up a local conference call with two external parties via the handset:

1. Place a call to the first party
2. Press **Conference**. Soft key
3. Do one of the following:
 - Dial the 10-digit outside number or the 3-digit extension number of the second party.
 - Press the Directory soft key, and then select the desired contact.
4. When the second party answers the call, you can consult with him or her before adding the call to the conference.
5. Press the **Conference**. soft key again to join the two calls in the conference.

Voicemail:

You can check voicemail over the phone, in your email, or in the Elevate App.

If you have any voicemail messages left for you, the voicemail light on your phone will be ON. The light will be OFF only when you play all the new messages on the phone.

To listen to voicemail over the phone:

Using your office desktop phone, dial your own extension and enter your PIN code when prompted.

Note: When listening to a voicemail message using your phone, you have the following options available:

- **1** - listen to new voicemail
 - during VM playback
 1. **1** - replay the current message
 2. **2** - delete the VM
 - **5** - confirm deletion
 3. **3** - mark message as unheard
 4. **4** - skip current message
 5. **5** - callback the sender of voicemail
 6. **6** - forward voicemail to the extension
 7. **#** - skip the playback of message details
 - after VM playback
 1. **1** - replay the current message
 2. **2** - delete the VM
 3. **3** - mark message as unheard
 4. **4** - skip current message



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- 5. **5** - callback the sender of voicemail
 - 6. **6** - forward voicemail to the extension
- **2** - listen to old messages
 - during VM playback
 - 1. **1** - replay the current message
 - 2. **2** - delete the VM
 - **5** - confirm deletion
 - 3. **3** - mark message as unheard
 - 4. **4** - skip current message
 - 5. **5** - callback the sender of voicemail
 - 6. **6** - forward voicemail to the extension
 - 7. **#** - skip the playback of message details
 - after VM playback
 - 1. **1** - replay the current message
 - 2. **2** - delete the VM
 - 3. **3** - mark message as unheard
 - 4. **4** - skip current message
 - 5. **5** - callback the sender of voicemail
 - 6. **6** - forward voicemail to the extension
- **3** - personal options
 - **1** - record voicemail greeting
 - 1. Press **1** to record your voicemail greeting
 - 2. The current greeting plays
 - 3. Press **1** to record a new greeting
 - 4. Speak at the tone then press **#** to end the recording
 - 5. Press **1** to accept the new recording, or press ***** to retry (Takes you back to step 2 above)
 - 6. Confirmation announcement should say "Your new greeting is saved"
 - **2** - change PIN
 - 1. Enter the new pin on the keypad + **#**
 - 2. Press **1** to accept the new pin.
 - ***** - return to VM list

Notes:

- Before playing the actual voicemail, the date and time when it has been received will be announced.
- When forwarding the voicemail, the system will provide you with the option to record an introduction message, which is sent along with the forwarded voicemail and plays before the original voicemail when reviewed. If a call is returned for the forwarded message using option 5, the person who forwarded the message will be called, not the person who originally left the voicemail.