E-MetroTel — Exceptional Innovation

Line keys
Soft keys
LED Indicator
Services (when idle)
Navigation/OK keys
Message
Headset
Mute
Speaker

Release
Hold
Menu (double press)
Volume Up/Down
Call history
Transfer
Wifi On/Off (press and hold)

Make a Call

1. Lift **handset** and dial –OR- dial and lift **handset**.

2. Press **Line/Speaker/Headset** key and dial.

3. Press **Redial** soft key to call the last dialed number.

4. Press **Call history** button, use **Recvd/Placed/Missed** soft key to toggle through call types, use **Up/down** navigation keys to view entries, press **Call** soft key to call the selected entry.

5. If monitoring other phone(s) with BLF keys, press the **BLF** line key to call the monitored extension.

6. To intercom an extension, press the **VoiceCall** line key followed by the extension.

7. If target extension is busy or do not answer, press the **RingAgn** soft key. When it is available, you will be notified by a beep and visual prompts, press the **Yes** soft key to make the call.

Answer a Call

1. Pickup handset –OR- press **Speaker/Headset** key -OR- press **Answer** soft key. Press *Ignore* soft key to stop the ringing.

2. If BLF line key is alerting, press **BLF** key to pickup call.

3. To pickup a call ringing at another extension, press the **DNPickup** line key followed by the extension –OR- **Pickup** line key if in the same pickup group.

While on a Call

1. Press **Speaker/Headset** key to switch modes, lift **handset** to switch back to handset mode.

2. Press **Transfer** key and dial the number. Press **Transfer** again to complete the transfer or press *Cancel* soft key to return to the call.

3. To transfer to voicemail, press **TransToVM** line key followed by the mailbox number.

4. To park the call, press the **Park** soft key, the parking lot number will be announced. Dial the parking lot number to retrieve the call.

5. If **BLF direct call park** line key is configured, press the BLF key to park the call. Press BLF key again to retrieve the call.

Multi-party Calls

1. While on a call, press the **Conference** soft key and dial to make a new call, press **Conference** again to add the new party into the conference.

2. While on an active call, make or receive a second call by pressing the second **DN** line key, the first call will be placed on hold. Press the corresponding **DN** line key to toggle between calls.
   To join all parties into a conference, press **Conference** followed by the **Join** soft key, then the **DN** line key on hold.

Services

To access UCx features via the **Services** key, press the middle **OK** navigation key while the phone is idle.

Use the **Up/Down** navigation keys to scroll through the features and the middle **OK** key to invoke the feature.

Call Forward

1. Press the **Forward** soft key followed by target number and **Forward** soft key again. Press **NoForwd** soft key to deactivate.
2. To call forward to voicemail, press the **Services** key and invoke *Forward to voicemail*.

Add Autodial line key

1. To program a line key to autodial an internal extension, press the **Services** key and invoke *Internal autodial*. Select the desired line key followed by the extension.
2. To program a line key to autodial an external number, press the **Services** key and invoke *External autodial*. Select the desired line key followed by the external number (include any required prefixes).

Ring pattern and Volume adjustments

1. To change the ring pattern, press the **Services** key and invoke *Ring type*. Use the **Up/Down** soft keys to hear the different ring types and press the **Enter** soft key to select.
2. To change the ring volume, press the **Services** key and invoke *Ring volume*. Use the **Up/Down** soft keys to change the volume level and press the **Enter** soft key to select.
3. During an active call, press the **Volume Up/Down** keys to change the receive call volume.

Shared Call Appearances

If you have SCA line keys configured, when the SCA line is alerting, you can pick up the call by pressing the **SCA** line key.

You can place the SCA call on hold by pressing the **Hold** key. Any SCA call placed on hold can be picked up by other extensions that have the same SCA key configured by pressing the **SCA** line key.

If you make an outgoing call on a route with SCA configured, the call can be placed on hold and be retrieved by other extensions with the same SCA line key.

Hotdesk

1. To invoke hotdesking, press the **Hotdesk** soft key, enter extension followed by hotdesk password.
2. To cancel hotdesking, press the **Unreg** soft key.
3. To cancel from your own phone, press the **Recall** soft key.

Voicemail

The **Message** key and the phone **LED** is lit when there is a new message waiting. Press the **Message** button to retrieve your messages and enter your mailbox password when prompted.

You can access your mailbox from another phone by dialing your number, then press the ***** key when you hear the voicemail greeting.

Voicemail Main Mailbox menu

1 – Play new messages
2 – Change folders
3 – Advanced options
0 – Greetings and password
* - Help
# - Exit

Voicemail Message menu

2 – Change folders
3 – Advanced options
4 – Previous message
5 – Replay message
6 – Next message
7 – Delete/restore message
8 – Forward message
9 – Save message
* - Help
# - Exit

Voicemail Message playback

* - Rewind 3 seconds
# - Fast forward 3 seconds
0 – Pause/resume playback

Voicemail Greeting recording

1 – Accept recording
2 – Listen to recording
3 – Re-record greeting
- End recording

Activate Bluetooth

1. Double press the HOLD button to enter the Phone Menu, select **Basic** followed by **Bluetooth** submenu
2. Change **Bluetooth** setting to **On**, then press the **Save** soft key.
3. The bluetooth icon will be displayed at the top of the LCD screen.

Pair Bluetooth Headset

1. From the bluetooth headset, initiate pairing mode. (Refer to the user guide of the headset.)
2. From the Phone Menu, **Bluetooth** submenu, press the **Scan** soft key.
3. The phone starts searching for bluetooth devices within the working range of 32 feet.
4. All detected bluetooth devices will be displayed.
5. Select the desired device and press the **Connect** soft key.
6. The bluetooth icon will be displayed when a device is paired.

Paired Bluetooth Devices

To view a list of current or previously paired devices, from the **Bluetooth** submenu, select **Paired Bluetooth Device**.

All previously paired devices will be listed. The active paired device will have a checkmark beside it.

You can choose to **Connect** or **Delete** the selected device or **Delete all** of the listed devices.

Wi-Fi

The 5010W phone supports network connection via 2.4 GHz Wi-Fi. The Wi-Fi option is available only when the network cable is unplugged.

Turn on Wi-Fi

To toggle Wi-Fi **On** or **Off** without having to enter the phone menu, press and hold the TRANSFER button until you see the Wi-Fi icon appear / disappear at the top of the LCD screen.

Connect to Wi-Fi Manual Mode

1. Double press the HOLD button to enter the Phone Menu, select **Basic** followed by **Wi-Fi** submenu.
2. Set the **Mode** to **Manual** and press the **Enter** soft key.
3. Go to **Available Network(s)** and press the **Scan** soft key.
4. Select the desired network from the list and press the **Connect** soft key.
5. Enter the Wi-Fi password, then press the **Connect** soft key.
6. When the connection is successful, the Wi-Fi icon will turn blue.

Connect to Wi-Fi Provision Mode

1. Double press the HOLD button to enter the Phone Menu, select **Basic** followed by **Wi-Fi** submenu.
2. Set the **Mode** to **Provision** and press the **Enter** soft key.
3. Select the **Security Mode** from the list.
4. Enter the network **SSID**.
5. Enter the Wi-Fi password, then press the **Save** soft key.
6. When the connection is successful, the Wi-Fi icon will turn blue.