

XSTIM Infinity Phones User Guide

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Phone models: E-MetroTel will provide support for the following Infinity IP phones, as long as the phones are on the latest firmware versions and the phones have been configured as per the programming instructions:

- 5004
- 5006
- 5008
- 5010
- 5010W

Documentation Link: <https://www.emetrotel.com/tsd/>

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1. INTRODUCTION

This User Guide describes the usage of your Infinity phone with the UCX Server.

Depending on the model of phone you have, different keys may be offered for different phones. Nevertheless, there are some basic controls and buttons that are typically available on all phones.

Infinity 5010W



Infinity 5010



Infinity 5008




















Infinity 5004



1.1 Controls and Buttons

Standard telephone controls and buttons are listed in the table below.

Control/Button	Phone Model	Description
LED Indicator	All	Blinks when the phone is ringing.
Line keys	All	Configurable line keys with labels displayed on the LCD screen.
Soft keys	All	Context sensitive keys with labels displayed on the LCD screen.
Cancel key 	5006/5010	To return to idle screen or cancel a call.
Navigation keys 	5006/5010	Menu navigation (up/down/left/right) and center OK key to select.
Navigation keys 	5004/5008/5010W	Menu navigation (up/down/left/right) and center OK key to select.
SERVICES  	All	Press the center OK key when idle to access UCX Features.
Message 	All	New message indicator, press to access voicemail box.
Headset 	All	Headset mode toggle (applicable only if a headset is present).
Mute 	All	Mute/unmute toggle.
Speaker 	All	Speaker/handset mode toggle.
Keypad	All	Standard telephone keypad.
Volume keys	All	Call volume increase/decrease.
Call history 	5006/5010/5008/5010W	To access the call logs for Received, Placed and Missed calls.
Transfer 	5006/5010/5008/5010W	To transfer an active call.
WiFi On/Off 	5010W	Press and hold the TRANSFER key to toggle WiFi On/Off. (Network cable must be disconnected first before Wifi can be turned on.)
Hold 	All	Hold/Resume call toggle.

Control/Button	Phone Model	Description
PHONE MENU 	5004/5008/5010W	Double press the HOLD key when idle to access the Phone Menu.
Release 	5004/5008/5010W	To release or disconnect a call.
Conference 	5006/5010	Single press on an active call to initiate Conference.
PHONE MENU 	5006/5010	Double press CONFERENCE key when idle to access the Phone Menu.

2. FEATURES AND USAGE

2.1 Making a Call



Off-hook dialing

- Lift handset.
- Dial the number.


On-hook dialing

- Press the **Line** key.
- Dial the number.

Hands-free dialing

- Press the **Speaker**  or **Headset**  button.
- Dial the number.

Call History / Call Log

- Press the **Call History**  button.
- Use the **Up/Down** Navigation buttons to view call log entries.
- Press the **Recvd/Placed/Missed** soft key to toggle through the different types of call history.
- Press the **Call** soft key to call the phone number from the selected call log entry.

Use feature code

- Press the **Feature** soft key followed by feature code **812**.
- Use the **Up/Down** Navigation buttons to view call log entries.
- Press the **Recvd/Placed/Missed** soft key to toggle through the different types of call history.
- Press the **Call** soft key to call the phone number from the selected call log entry.

The phone model 5004 does not have the Call History button, a **Call Log** feature line key can be programmed for easy access to the feature. Contact the Administrator.

Last Number Redial

- Press the **Redial** soft key.
- A call will be made to the last dialed number from the phone.

Hotline

The hotline feature allows the user to make a call simply by lifting the handset or pressing the **Line/Speaker/Headset** key and the configured hotline number will be dialed automatically.

This feature is configured by the administrator on the UCX Server.

Intercom (Voice Call)

Use star code

- Dial ***80** + EXTENSION. (For example, to intercom extension 200, dial *80200.)
- Speak into the handset and your voice will be heard on the dialed EXTENSION's speaker.

Use programmed feature line key

- Press the programmed **VoiceCall** line key.
- Enter the EXTENSION number.
- Speak into the handset and your voice will be heard on the dialed EXTENSION's speaker.

Use feature code

- Press the **Feature** soft key followed by feature code **66**.
- Enter the EXTENSION number.
- Speak into the handset and your voice will be heard on the dialed EXTENSION's speaker.

Paging

Use page group number

- Dial the PAGE GROUP extension number.
- Speak into the handset and your voice will be heard on the speakers of the extensions that belong to the page group.

Use programmed feature line key

- Press the programmed **Paging** line key.
- Speak into the handset and your voice will be heard on the speakers of the extensions that belong to the page group programmed on the line key.

Use feature code

- Press the **Feature** soft key followed by feature code **60**.
- Speak into the handset and your voice will be heard on the speakers of the extensions that belong to the Default page group.

OR

- Press the **Feature** soft key followed by feature code **61x**, where **x** is the zone number from 1 to 6.
- Speak into the handset and your voice will be heard on the speakers of the extensions that belong to page zone X.

BLF (Busy Lamp Field)

A BLF key can act as a autodial key to directly call the monitored extension.

- Press the **BLF** line key and the monitored extension is dialed immediately.

Autodial

Press the configured **Autodial** line key and the target number is dialed immediately.

System Speed Dial

The system administrator can program system wide speed dial locations (a.k.a. speed dial codes). These system speed dial codes will be available to all users.

Use Star Code

- Dial ***0** + SPEED DIAL CODE.
(For example, if the speed dial code is 100, dial *0100.)

Use Feature Code

- Press the **Feature** soft key followed by feature code **0**.
- Enter the SPEED DIAL CODE.

User Speed Dial Override

If a user attempts to program a speed dial location that is already in use by the system, the user will be notified that the speed dial location is already in use.

The user can choose to override the system's number with the user's own number for this location.

All other users will not be affected; they will continue to have access to the speed dial code and number programmed by the system administrator.

If the user wants to revert back to the system speed dial number, simply delete the user's speed dial entry.

Programming User Speed Dial


1. Dial ***75** to enter the user speed dial menu.
2. Enter the speed dial location and press the **#** sign.
3. Follow the audio prompts.

The same steps are used to add or change a speed dial entry. For an existing entry, the following audio prompts are presented:


- 1 - To Listen to the number
- 2 - To Change the entry location
- 3 - To Change the number
- * - To Cancel and delete the entry

2.2 While on a Call


Hold

- Press the **Hold**  button to place a call on hold.
- Press the **Hold** button again or the **Resume** soft key to resume the held call.
- If you have more than one line on hold, then press the **Line** key to resume the call held on that line.

Transfer (Attended)

- Press the **Transfer**  button or **Trnsfer** soft key and the original caller is placed on hold.
- Enter the other number you want to call and press the **Call** soft key or the **#** sign.
- When the other party answers, you can consult with the other party first.
- To connect the other party with the original caller, press the **Transfer** button or **Trnsfer** soft key.
- To abort the transfer, press the **Cancel** soft key to return to the original caller.

Transfer (Blind)

- Press the **Transfer**  button or **Trnsfer** soft key and the original caller is placed on hold.
- Enter the other number you want to call and press the **Transfer** button or **Trnsfer** soft key.
- The call is immediately transferred.

Transfer to Voicemail Box

Use transfer button

- Press the **Transfer** button or **Trnsfer** soft key and the original caller is placed on hold.
- Enter **#*** followed by the mailbox you want to transfer the call to.
(For example, to transfer to the mailbox of extension 200, enter **#* 200**.)
- Press the **Transfer** button or **Trnsfer** soft key.
- The call is immediately transferred.

Use programmed feature line key

- Press the programmed **TransToVM** line key.
- Enter the mailbox number.
- The call is immediately transferred.

Use feature code

- Press the **Feature** soft key followed by feature code **986**.
- Enter the mailbox number.
- The call is immediately transferred.

Call Park

The call park feature allows users to put a call on hold (parked) against a group of available extensions (parking lots), the call can then be retrieved from another telephone.

Use park key

- Press the **Park** soft key.
- The PARKING LOT number is announced.
- The call is now parked.

Use feature code

- Press the **Feature** key followed by feature code **74**.
- The PARKING LOT number is announced.
- The call is now parked.

Retrieve Parked Call

- Dial the PARKING LOT number from any internal phone.

If nobody retrieves a parked call within the timeout period, the call is automatically sent back to the extension that parked the call. The duration of the timeout is configurable by the Administrator.

The default parking lot numbers and the number of available parking lots can be changed by the Administrator.

Call Park Retrieval Oldest

- An alternative method to retrieve a parked call is to dial ***86**.
- The oldest parked call is retrieved regardless of who parked the call.

BLF Direct Call Park

You can configure a BLF line key to directly transfer calls to a specific parking lot number instead of a group of numbers. The same BLF key can be used to monitor the parking lot number and to retrieve calls parked at that number.

To program a BLF key for a specific parking lot number, enter the parking lot number in the Digits field. Contact the Administrator.



To park a call:

- While on a call, press the programmed **BLF** line key to park the call.
- The BLF key shows a HOLD icon indicating a call is now parked at this number.

To retrieve the parked call:

- Press the **BLF** line key again.

Disconnect

- If using the handset, replace the handset into the cradle.
- If in **Speaker/Headset** mode, press the **Cancel**  button or **Release**  button.

2.3 Incoming Calls

Directed Call Pickup

Directed Call Pickup allows you to pick up a call at a specific extension.

Use star code

- Dial ****** followed by the EXTENSION number that is ringing.

Use programmed feature line key

- Press the programmed **DNPickup** line key.
- Enter the EXTENSION number that is ringing followed by the **#** sign or the **Enter** soft key.

Use feature code

- Press the **Feature** key followed by feature code **76**.
- Enter the EXTENSION number that is ringing followed by the **#** sign or the **Enter** soft key.

Group Pickup

Group Call Pickup allows you to pick up a call that belongs to a group.

Use star code

- Dial ***8** followed by the EXTENSION number that is ringing.
- Call ringing at another extension in your pickup group is picked up.

Use programmed feature line key

- Press the programmed **Pickup** line key.
- Call ringing at another extension in your pickup group is picked up.

Use feature code

- Press the **Feature** key followed by feature code **75**.
- Call ringing at another extension in your pickup group is picked up.

Call group and Pickup group(s) are configured by the Administrator on a per extension basis.

BLF Pickup

To pick up a call alerting on a BLF key:

- Press the corresponding **BLF** line key when the monitored extension is ringing.

Call Waiting

To use call waiting, your phone must be configured to have 2 or more line keys. When you have 2 or more line keys and call waiting is enabled, you will receive additional incoming calls until there is no free line key.

When call waiting is disabled, you will not receive incoming calls if you have a call on at least one of the line keys - additional free line keys can be used only to make outgoing calls.

To answer a call waiting on another line:

- Press the **Line** key of the new incoming call.
- The current line will be placed on hold and the call will be connected to the line of the new incoming call.
- Toggle between the calls by pressing the corresponding **Line** keys.

The Audible Call Waiting notification tone is configured by the Administrator. It can be set to: None, Buzz or Ring.

Call Forward

There are several types of call forward:

- **Call Forward Unconditional** will forward all calls.
- **Call Forward Busy** will forward calls when you are busy on the line.
- **Call Forward Unavailable** will forward calls when you do not answer an incoming call after the specified number of rings.

Call Forward Unconditional (All)

Use star code

- To activate, dial ***72** and enter the target number followed by the **#** key.
- To deactivate, dial ***73**.

Use forward soft key

- To activate, press the **Forward** soft key, enter the target number and then press the **Forward** soft key again.
- To deactivate, press the **NoForwd** soft key.

Use feature code

- Press the **Feature** key followed by feature code **4**, enter the target number and then press the **Forward** soft key.
- To deactivate, press the **Feature** key followed by feature code **#4**.

Call Forward Busy

- To activate, dial ***90** and enter the target number followed by the **#** key.
- To deactivate, dial ***91**.

Call Forward Unavailable

- To activate, dial ***52** and enter the target number followed by the **#** key.
- To deactivate, dial ***53**.

Call Forward to Voicemail

Use star code

- To activate, dial ***72** and enter the target number: **#*** + voicemail box number, then press **#**.
- To deactivate, dial ***73**.

Use programmed feature line key

- To activate, press the programmed **ForwdToVM** line key.
- To deactivate, press the **NoForwd** soft key.

Use feature code

- To activate, press the **Feature** key followed by feature code **984**.
- To deactivate, press the **Feature** key followed by feature code **#4**.

Do Not Disturb (Make Set Busy)

Use DND/MSB soft key

- Press the **DND/MSB** soft key to turn ON.
- Press the **DND/MSB** soft key again to turn OFF.

Use feature code

- Press the **Feature** key followed by feature code **85** to turn ON.
- Press the **Feature** key followed by feature code **#85** to turn OFF.

2.4 Calls with Multiple Parties

Call Join

The call join feature allows a user to join 2 calls from 2 separate lines into an ad-hoc conference call.

- While in a call or conference on a Line key, press the **Hold** key. The caller(s) on the line is placed on hold.
- Make or receive a new call on a second **Line** key
- Press the **Conf** soft key followed by the **Join** soft key.
- Press the first **Line** key to join all parties into a conference.
- You can continue to add parties to the existing ad-hoc conference with the above steps.

Conference (Multi-Party)

The ad-hoc conference feature described here allows a user to start a multi-party conversation at any time without the need to create a conference bridge.

- While on a call, press the **Conf** soft key.
- Dial the extension or external phone number of the party you want to add to the call.
- To add the new party to the conference, press the **Conf** soft key again.
- To return to the conference without adding the new party, press the **Cancel** soft key.

Once the conference has been initiated, only the initiator of the conference can add additional internal or external callers.

2.5 HOTDESKING

HOTDESKING allows you to temporarily assign an extension to a phone that normally uses another extension (or does not have any extension assigned).

When using HOTDESKING with different types of phones, the capabilities are determined by the phone in use. For example, if an Infinity 5006 with 6 programmable keys is hotdesked to an extension normally assigned to a Infinity 5010 with 10 programmable keys, only 6 programmable keys would be available during the hotdesked session.

HOTDESKING feature can only be used with XSTIM Infinity phones or Nortel phones.

Use programmed feature key or soft key

- Press the programmed **Hotdesk** line key or the **Hotdesk** soft key.
- Enter the EXTENSION number and press the **Enter** soft key.
- Enter the Hotdesk Password and press the **Enter** soft key.

To cancel HOTDESKING:

- Press the **Unreg** softkey

Use feature code

- Press the **Feature** key followed by the feature code ***999** .
- Enter the EXTENSION number and press the **Enter** soft key.
- Enter the Hotdesk Password and press the **Enter** soft key.

To cancel HOTDESKING:

- Press the **Feature** key followed by the feature code **#*999** .

2.6 Feature Codes using Feature Key

FEATURE CODE	DESCRIPTION
F0	System Speed Dial
F*0	Button Inquiry
F*1	Configure Autodial - External
F*2	Configure Autodial - Internal with BLF
F*3	Configure Feature Key
F3	Conference
F4	Call Forward
F#4	Call Forward Cancel
F5	Last Number Redial
F*501	Language - Primary (US-English)
F*502	Language - Alternate 1 (CDN-French)
F*503	Language - Alternate 2 (Spanish)
F*504	Language - Alternate 3 (default configured language)
F*510	Time Zone Offset (IP phones only)

F*6	Ring Type
F60	Page General
F611 - F616	Page Internal Zone 1 - 6
F66	Voice Call
F*7	Display Contrast Adjustment (Not applicable for 5004, 5006, 5008)
F70	Transfer (Attended)
F#70	Transfer Cancel
F71	Link / Hook Flash (For internal analog trunks only)
F74	Call Park
F75	Group Pickup
F76	Directed Pickup
F77	Call Timer
F*80	Ring Volume
F85	Do Not Disturb
F#85	Do Not Disturb Cancel
F803	Time Announcement (Speaking Clock)
F805	Test Sets
F806	Static Time and Date
F#806	Static Time and Date Cancel
F811	Caller ID Info (Caller ID / Caller Name toggle for single line display phones) - Toggled state is kept for subsequent calls.
F812	Call Log - View Information (NOT supported on phones that have single line display screens and do not have soft keys.)

F819	Caller ID Blocking
F#819	Caller ID Blocking Cancel
F9*9	Time Stamp Log
F901	Agent Login / Logout toggle
F902	Agent Not Ready / Ready toggle
F960	Directory Service (Dial by name)
F970	Transfer (Blind)
F980	Leave Message via text prompts
F981	Voice Mail Login
F984	Call Forward To Voice Mail (F#4 to Cancel)
F985	Display Voice Mail DN
F986	Transfer to Voice Mailbox
F989	Record Call
F*999	Hot Desking
F#*999	Hot Desking Cancel

2.7 Additional Features using Star Codes

FEATURE	DESCRIPTION
System Blacklist	<p>To add a number to the blacklist:</p> <ul style="list-style-type: none"> ● Dial *30. ● Enter the number to be added to the blacklist. ● Press 1 to confirm. <p>Blacklisted numbers are screened and blocked from all incoming routes.</p> <div style="border: 1px solid black; background-color: #ffffcc; padding: 5px; margin-top: 10px;"> <p>Note: Internal numbers cannot be blacklisted.</p> </div>

System Blacklist Cancel	To remove a number from the blacklist: <ul style="list-style-type: none"> • Dial *31. • Enter the number to be removed from the blacklist. • Press 1 to confirm.
System Blacklist Last Caller	To add the number from the last caller to the blacklist: <ul style="list-style-type: none"> • Dial *32. • Press 1 to confirm.
Call Recording toggle	While on a call, dial *1 to start recording. The system will play a beep tone to indicate recording has started. To stop recording, press *1 again. The system will play a beep tone to indicate recording has stopped. <div style="border: 1px solid black; background-color: #e0ffe0; padding: 5px; margin-top: 10px;"> On Demand Recording is enabled by the Administrator on a per extension basis. </div>
Call Trace	Dial *69 and the system will announce information about your last call. Enter 1 to dial the number of the last call.
Intercom Allow	To allow all intercom calls to your phone, dial *54 . To allow intercom calls from a specific EXTENSION, dial *54 + EXTENSION . (For example, to allow intercom calls from extension 200, dial *54200 .)
Intercom Disallow	To disallow all intercom calls to your phone, dial *55 . To disallow intercom calls from a specific EXTENSION, dial *55 + EXTENSION . (For example, to disallow intercom calls from extension 200, dial *55200 .)
Speak your Extension	To have the system play a message saying your current extension number, dial *65 .
Speak Time	To have the system play a message saying the current system time, dial *60 .
Stamp Log	To create a timestamp log entry for troubleshooting purposes, dial 9*9 .
Wake Up Call	To schedule a reminder or wake-up call, dial *68 .

2.8 Services Key

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

FEATURE	DESCRIPTION
Stamp log	To create a timestamp log entry for troubleshooting purposes.
Speed dial	To make a call using speed dial.
Voice call (Intercom)	To make a Voice Call or Intercom call.
Group pickup	To pick up a call in the same group.
Directed pickup	To pick up a call at a specified extension.
Call timer	Shows duration of a call.
Do not disturb enable	To prevent incoming calls from ringing the phone. When enabled, the feature places the phone in a constant busy state until the feature is cancelled.
Do not disturb cancel	
Call forward	To call forward incoming calls to another destination.
Call forward cancel	
Forward to voicemail	To call forward incoming calls directly to your voicemail box.
CID blocking	To block the Caller Name and ID for the next outbound call.
CID blocking cancel	
Hotdesking	To temporarily assign an extension to a phone that normally uses another extension or does not have any extension assigned.
Hotdesking cancel	
Static Time/Date	To always display time and date on the phone's display screen.
Static Time/Date cancel	
Agent Login/Logout	Agent login and logout of queue(s).
Agent Not Ready/Ready	Agents can temporarily change the status to "Not Ready" and pause receiving calls from queue(s).

External autodial	To configure a programmable button as a speed dial for an external telephone number.
Internal autodial	To configure a programmable button as a speed dial for an internal extension.
Configure feature	To configure a programmable button on their phone to invoke any supported feature.
Language - English	To configure the language of voice prompts used for services such as voice mail, conferencing, etc.
Language - French	
Language - Spanish	
Language - default	
Time zone offset	To adjust the timezone for the phone.
Ring type	To select the ring type to be used by the phone.
Contrast level	Display contrast cannot be adjusted on Infinity phones. The contrast level set here has no effect on the phone.
Ring volume	To select the ring volume to be used by the phone.
Page general	To make a call to the default page group.
Page zone 1	To make a call to page zone 1.
Page zone 2	To make a call to page zone 2.
Page zone 3	To make a call to page zone 3.
Page zone 4	To make a call to page zone 4.
Page zone 5	To make a call to page zone 5.
Page zone 6	To make a call to page zone 6.
Last number redial	To make a call using Last Number dialed.
Voicemail	To make a call to voice mailbox.

Voicemail number	To display the voice mailbox number.
Leave message	To leave a message for an extension's voicemail box without ringing the phone set.
Call log	To make a call using call history or call log.
Directory services	To make a call using the system directory.
Time announcement	To have the system announce the current system time.
Local IP address	To display the local IP address of the phone.
Button inquiry	To check what is programmed on a button on the phone.
Test sets	To test the functionality of a button on a phone.

3. PHONE SETTINGS

SLEEP MODE

The Sleep Mode settings can be accessed via the [Phone Menu](#).

BASIC SETTING -> SLEEP MODE	
Sleep Mode (read-only)	This feature cannot be disabled. It is an important feature to protect and prolong the life of the LCD screen.
Office hours <ul style="list-style-type: none"> • Monday • Tuesday • Wednesday • Thursday • Friday • Saturday • Sunday 	Define the start and end time for office hours. Default is 07 hours to 21 hours.
Office Hour Inactive Timeout	The timeout period during office hours before the screen is turned off. Default value is 60 minutes.
Free Hour Inactive Timeout	The timeout period after office hours before the screen is turned off. Default value is 10 minutes.

BLUETOOTH (5010W only)

Bluetooth can only be activated and paired from the [Phone Menu](#).

BASIC SETTING -> BLUETOOTH	
Bluetooth	Turn ON and OFF bluetooth.
Paired Bluetooth Device	Displays a list of previously paired devices. Select the desired device then press CONNECT to pair with the device or press DELETE to remove the device.
Edit Device Information	To view the phone's bluetooth device information or to change the device name.
Scan	Press the SCAN softkey to start searching for bluetooth devices within the working range of 32 feet. All detected bluetooth devices will be displayed. Select the desired device and press the CONNECT softkey.

WIFI (5010W only)

The 5010W phone supports network connection via 2.4 GHz Wifi. The Wifi option is available only when the network cable is unplugged. Configuration can be done via the [Phone Menu](#).

BASIC SETTING -> WIFI	
Mode	MANUAL or PROVISION
Wi-Fi	To toggle Wifi ON and OFF.
MANUAL mode	
Wireless Status	To view the current Wifi status of the phone.
The Storage Network	Displays a list of previously connected Wifi network(s).
Available Network(s)	Press the SCAN softkey to search and display available Wifi network(s). Select the desired network and press the CONNECT softkey.
PROVISION mode	
Security Mode	Select from: None / WEP / WPA PSK / WPA2 PSK
SSID	Enter SSID of the Wifi network.
Password (Share Key)	Enter Password of the Wifi network and press the SAVE softkey.

DISPLAY PREFERENCE

There are several other display related settings that can be configured via the phone's web interface. Contact the Administrator to configure them.

SETTING -> PREFERENCE	
LCD Font Size	Select the desired font size for text displayed on the screen: Normal (default) or Large.
Backlight Time	The timeout period in seconds before the backlight turns off (5006) or turns low (5010). Default value is 0, i.e. never.
Screen Time Out	The timeout period before the screen saver activates. Screen saver is turned off by default.
Text Logo	The string to display when screen saver is active.
Screensaver Type	What to display as the screen saver. Default value is time and logo.
Upload Screen Photo	To upload your own pictures for the screen saver. The uploaded file will be available in the drop-down list under Screensaver Type.