








**Welcome to your new device!**

*This guide is intended as a quick reference for the main features you may be using on your new phone.*



Control/Button	Description
LED Indicator	Blinks when the phone is ringing.
Line keys	Configurable line keys with labels displayed on the LCD screen.
Soft keys	Context sensitive keys with labels displayed on the LCD screen. <ul style="list-style-type: none"> <li>• MSB (Make Set Busy) – Do Not Disturb feature</li> <li>• Forward – Press to set up a call forward on your device</li> <li>• Redial – Call the last numbered dialed on your handset</li> <li>• Hotdesk – This feature is only enabled on some systems. To learn more about Hotdesking, click the link at the bottom of this guide or contact us for more information</li> </ul>
Cancel/Hang Up key	To disconnect/cancel a call or cancel menu navigation.
Navigation/OK keys	Menu navigation (up/down/left/right) and OK key to select. Press the <b>OK (check mark)</b> key when the phone is idle to access <b>User Settings</b> .
Message 	New message indicator, press to access voicemail box.
Headset 	Headset mode toggle (applicable only if a headset is present).
Mute 	Mute/unmute toggle.
Speaker 	Speaker/handset mode toggle.
Keypad	Standard telephone keypad.
Volume keys	Call volume increase/decrease.
Call history 	To access the call logs for Received, Placed and Missed calls.
Transfer 	Call Transfer.
Hold / Menu 	Single press to Hold/Resume a call. Double press while idle to access the 'Admin' Menu.

Please refer to the table below for a list of the more commonly used phone features:

<b>Adjust Ringer Type/Volume and Call Volume:</b>
<ul style="list-style-type: none"><li>• To change the ring volume, press the <b>User Settings</b> key and invoke <i>Ring Volume</i> (scroll down to the bottom of the Services menu). Use the <b>Up/Down</b> soft keys to change the volume level and press the <b>Enter</b> soft key to select and save.</li><li>• During an active call, press the <b>Volume Up/Down</b> keys to change the call volume.</li><li>• To change the ring pattern, press the <b>User Settings</b> key and invoke <i>Ring type</i>. Use the <b>Up/Down</b> soft keys to hear the different ring types and press the <b>Enter</b> soft key to select and save.</li></ul>
<b>Call Transfer:</b>
<ul style="list-style-type: none"><li>• Press the <b>Transfer</b> key and dial the number or extension.<ul style="list-style-type: none"><li>○ Press <b>Transfer</b> again to complete the transfer or press the <b>Cancel</b> soft key to return to the call.</li></ul></li><li>• To transfer to voicemail, press the <b>TransToVM</b> line key, if programmed, followed by the mailbox number.</li></ul>
<b>Call Conference:</b>
<ul style="list-style-type: none"><li>• While on a call, press the <b>Conference</b> key and dial to make a new call, press <b>Conference</b> to add the new party to the conference.</li><li>• While on an active call, make or receive a second call by pressing the second <b>DN</b> line key, the first call will be placed on hold. Press the corresponding <b>DN</b> line key to toggle between calls.<ul style="list-style-type: none"><li>○ To join all parties into a conference, press the <b>Conference</b> key followed by the <b>Join</b> soft key, then the <b>DN</b> line key on hold.</li></ul></li></ul>
<b>Setup Speed Dial:</b>
<ul style="list-style-type: none"><li>• To setup new speed dials use the following process:<ul style="list-style-type: none"><li>○ Dial <b>*75</b> to enter the speed dial menu</li><li>○ Enter the Speed Dial Location and press the # sign (2 digit number to assign the speed dial to)</li><li>○ Enter the number to assign to this new location and press the # sign</li><li>○ For Example - To setup a speed dial for 1-800-392-0692 using 'location' 22 you would press:<ul style="list-style-type: none"><li>▪ <b>*75 22# 18003920692#</b></li></ul></li></ul></li><li>• To use speed dials setup with the above process dial <b>*0</b> followed by the 'Speed Dial Location'<ul style="list-style-type: none"><li>○ For Example - To call the speed dial that was setup in the previous example you would press:<ul style="list-style-type: none"><li>▪ <b>*0 22</b></li></ul></li></ul></li></ul>
<b>Call Forwarding:</b>

- Press the **Forward** soft key followed by a target number (with dialing prefixes), and press **Forward** again to activate.
- Press **NoForwd** soft key to deactivate.
- To call forward to voicemail, press the **User Settings** key and invoke *Forward to Voicemail*.

#### **Call History Options:**

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

#### **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.
  - The default voicemail password is 4455.
- To change your **Voicemail Password** press the **Message** button, enter your current password, press **0**, then press **5**
- To listen to your voicemail(s), press the **Message** button, input your password, and then press **1**
  - To **replay** the message press **5**
  - To **delete/restore** a message press **7**
  - To **save** a message press **9**
  - To **forward** a message to another mailbox/extension press **8**
  - To move to the **previous** message press **4**/To move to the **next** message press **6**
- To change your **Unavailable** voicemail greeting, press the **Message** button, input your password, press **0**, and then press **1**
  - To change your **Busy** greeting press **2** (this will default to your unavailable greeting if not setup)
  - To change your **Name** greeting press **3**
  - To change your **Temp/Vacation** greeting press **4**

For further information and features please visit the below weblink to access the full User Guide.

<https://www.emetrotel.com/tsd/content/xstim-5010-quick-reference-guide>

If you have any further questions about your phone, or to request a programming change, please contact us by email at [help@innerworks.ca](mailto:help@innerworks.ca) or by phone at **1-800-392-0692**.