



# W5 SERIES TELEPHONE

## USER GUIDE

Welcome to the Cloud! Thank you for choosing SonicTel as your managed service provider. This manual will guide you through the initial setup and teach you the basic functions of your new enterprise phone system.

## BASIC CALL FEATURES





### PLACING A CALL

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#### Using the handset:

1. Enter the desired number when the handset is idle, and press 

#### To place a call from the local directory:

1. Press  when the handset is idle
2. Press  or  to highlight the desired entry, and press 

#### To place a call from the call history:

1. Press the History soft key, and select the desired call history list
2. Press  or  to highlight the desired entry, and press 

*Note: During a call, you can alternate between the handset and the hands-free speakerphone modes by pressing the Speakerphone key.*

### ANSWERING A CALL

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#### To answer a call, do one of the following:

1. Press the **ACCEPT** soft key
2. Press 
3. Press 

*Note: You can ignore an incoming call by pressing the Reject soft key.*

### ENDING A CALL

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1. Press 

### INTERCOM (HFAI - Hands-Free Over Intercom)

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#### To perform a private intercom:

1. Enter the extension number, and then press the **SEND** soft key

#### To perform a direct announce intercom:

1. Enter 99 followed by the extension number, and then press the **SEND** soft key

*Note: To intercom using handset/speakerphone/headset, refer to Placing a Call.*



## CALL HOLD & RESUME

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### To place a call on exclusive hold:

1. Press Options then select **HOLD** during an active call

### To resume the call, do one of the following:

1. If there is only one call on hold, press the **RESUME** soft key
2. If there is more than one call on hold, press  or 
3. Select the call you wish to retrieve and press the **RESUME** soft key

## CALL TRANSFER


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You can transfer a call in the following ways:

### Blind Transfer

1. Press the **TRANSFER** key during an active call
2. Enter the number you want to transfer to
3. Press the **TRANSFER** key

### Attendant Transfer


1. Press the **TRANSFER** key
2. Enter the number you want to transfer to, and the press 
3. Press the **TRANSFER** key when the second party answers

### Transfer to Voicemail

1. Press the **TRANSFER** key
2. Enter 7 followed by the mailbox number you want to transfer to
3. Press **TRANSFER**

## CALL CONFERENCE

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1. Press the **OPTIONS** soft key during an active call. Press **CONFERENCE**
2. Enter the number of the second party, and then press 
3. Press the **CONF** soft key again when the second party answers. All parties are now joined in the conference
4. Press the **END** soft key to disconnect all parties.

## VOICE MESSAGE

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### Configuring your voice mailbox:

1. Press the **OK** key to enter the main menu, and select Voicemail or dial 5000.  
Select Play Message.
2. The default password for your mailbox is \_\_\_\_\_
3. Record your name when prompted
4. Record your greeting when prompted
5. Press 5 for options
6. Press 1 to change your password

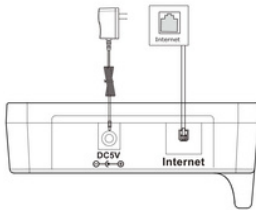
# PHONE OVERVIEW



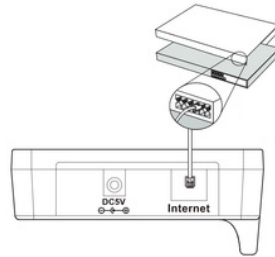
# PHONE ASSEMBLY

1. Connect the network and power for the base station in one of the following ways:

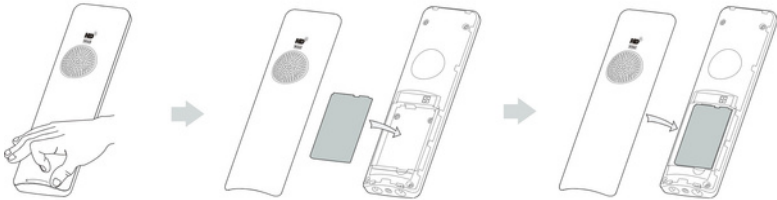
AC Power Option



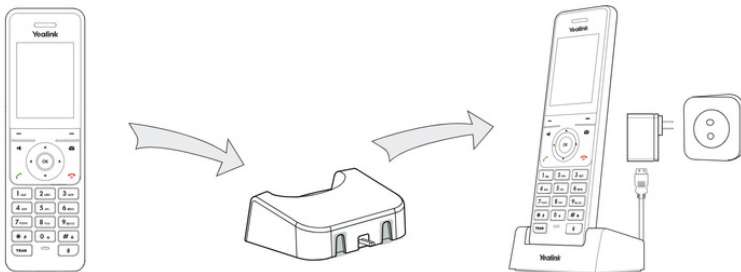
PoE Option  
(Power over Ethernet)



2. Insert the battery into the handset, as shown below:



3. Connect the charger cradle and charge the handset, as shown below:



## PERSONAL INFORMATION

**Name** \_\_\_\_\_

**Extension** \_\_\_\_\_

**Mailbox** \_\_\_\_\_

**Mailbox Password** \_\_\_\_\_

**New Mailbox Password** \_\_\_\_\_

**General Mailbox** \_\_\_\_\_

**General Mailbox Password** \_\_\_\_\_

**Agent ID** \_\_\_\_\_

## SONICTEL PORTAL INFORMATION

To access the Sonictel portal, visit [pbx.sonictel.io](https://pbx.sonictel.io)

**Username** \_\_\_\_\_

**Password** \_\_\_\_\_

If you need additional assistance after reading through this user guide, please contact the Sonictel Support Team by:



**PHONE:** 1.844.SONICTEL, Option 3



**EMAIL:** Open up a trouble ticket by sending an email with an explanation of the issue that you're having to [help@sonictel.com](mailto:help@sonictel.com)



**PORTAL:** Open up a ticket at <https://help.sonictel.com/>

