

# UCx Feature Guide for Nortel IP phones - with Feature Key mode enabled

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Phone models: Nortel IP Phones i20xx Series, 11xx Series and 12xx Series

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# 1. INTRODUCTION

This Feature Guide describes the usage of your Nortel IP Phone when Feature Key mode is enabled. With Feature Key mode enabled, the operation of your Nortel IP phone when connected to the UCx Server operates like a Nortel BCM phone by displaying a Feature key that is used to invoke features using feature codes.














Depending on the model of phone you have, different keys may be offered for different features. Nevertheless, there are some basic set of controls and buttons that will be available across all models.

The figure below shows the button layout of the 1140E IP phone as a reference. Refer to the respective Nortel IP phone user guide for the button layout of your phone.



## 1.1 Controls and Buttons

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

Name	Control/Button	Description
Dial pad		Standard telephone dial pad
Volume Up/Down		Ringer volume/sound volume
Mute		Mute/unmute toggle
Handsfree		Enable handsfree mode
Up/Down/Left/Right Navigation keys		Menu navigation
Inbox		Voicemail
Outbox		Call history (Call log)
Directory		Company directory
Release (Goodbye)		Release a call; Exit; End of a feature
Headset		Enable headset mode (if a headset is present)
Hold		Put call on-hold
Services		Provides a list of features that can be invoked
Feature		Invokes features via feature codes

## 2. USAGE

### 2.1 Making a Call

Feature	Steps
Using Off-hook dialing	<ol style="list-style-type: none"> <li>1. Lift handset.</li> <li>2. Dial the number.</li> </ol>
Using On-hook dialing	<ol style="list-style-type: none"> <li>1. Press the <b>Line</b> key.</li> <li>2. Dial the number.</li> </ol>
Using Handsfree dialing	<ol style="list-style-type: none"> <li>1. Press the <b>Handsfree</b> key or <b>Headset</b> key if headset is connected.</li> <li>2. Dial the number.</li> </ol>
Using System Directory	<ol style="list-style-type: none"> <li>1. Press the <b>Directory</b> key OR Press the <b>Feature</b> softkey followed by feature code <b>960</b>.</li> <li>2. Use the dial pad to enter the first 3 letters of either the first or last name of the person you want to call.</li> </ol>
Using Call History (Call Log)	<ol style="list-style-type: none"> <li>1. Press the <b>Outbox</b> key OR Press the <b>Feature</b> softkey followed by feature code <b>812</b>.</li> <li>2. Press the <b>Recvd</b>, <b>Placed</b> or <b>Missed</b> soft key to view the list of received, dialed or missed calls.</li> <li>3. Use the <b>Up/Down Navigation</b> keys to view call log entries.</li> <li>4. On Nortel phones with a single display line, use the <b>More</b> soft key to view additional information about call log entries.</li> <li>5. Press the <b>Call</b> soft key to call the phone number from the selected call log entry.</li> </ol> <div data-bbox="532 1688 1485 1787" style="border: 1px solid black; background-color: #ffffcc; padding: 5px; margin-top: 10px;"> <p>Note: The Call Log feature is NOT supported on phones that have single line display screens and do not have soft keys.</p> </div>

<p><b>Using Calls key</b></p>	<ol style="list-style-type: none"> <li>1. Press the <b>Calls</b> soft key to view details of missed calls.</li> <li>2. Press the <b>Call</b> soft key to call the phone number from the selected call log entry.</li> </ol> <div style="border: 1px solid black; background-color: #e0ffe0; padding: 5px; margin-top: 10px;"> <p>The Calls soft key will appear when there are missed calls since the last use of the phone.</p> </div>
<p><b>Using Last Number Redial</b></p>	<ol style="list-style-type: none"> <li>1. Press the <b>Line</b> key followed by the the <b>Redial</b> soft key OR Press the <b>Feature</b> soft key followed by feature code <b>5</b>.</li> </ol>
<p><b>Using Hotline</b></p>	<ol style="list-style-type: none"> <li>1. Lift handset or press the <b>Line/Handsfree/Headset</b> key and the configured number is dialed automatically.</li> </ol> <div style="border: 1px solid black; background-color: #e0ffe0; padding: 5px; margin-top: 10px;"> <p>The Hotline feature and number is configured by the UCx Administrator on a per extension basis.</p> </div>
<p><b>Using Intercom (Voice Call)</b></p>	<ol style="list-style-type: none"> <li>1. Press the <b>Feature</b> soft key followed by feature code <b>66</b>.</li> <li>2. Enter the EXTENSION number.</li> <li>3. Speak into the handset and your voice will be heard on the dialed EXTENSION's speaker</li> </ol>
<p><b>Using Paging</b></p>	<ol style="list-style-type: none"> <li>1. Dial the PAGE GROUP extension number.</li> <li>2. Speak into the handset and your voice will be heard on the speakers of the extensions that belong to the page group.</li> </ol> <div style="border: 1px solid black; background-color: #e0ffe0; padding: 5px; margin-top: 10px;"> <p>Page Groups are configured by the UCx Administrator under Paging and Intercom.</p> </div>
<p><b>Using Page General</b></p>	<ol style="list-style-type: none"> <li>1. Press the <b>Feature</b> soft key followed by feature code <b>60</b>.</li> <li>2. Speak into the handset and your voice will be heard on the speakers of the extensions that belong to the Default page group.</li> </ol>



<b>Using Page Zones</b>	<ol style="list-style-type: none"> <li>1. Press the <b>Feature</b> soft key followed by feature code <b>61X</b>, where X is the zone number from 1 to 6.</li> <li>2. Speak into the handset and your voice will be heard on the speakers of the extensions that belong to Page Zone X.</li> </ol> <div data-bbox="532 499 1481 646" style="border: 1px solid black; background-color: #e0ffe0; padding: 5px;"> <p>The first page group with Group Description ending with the digit "X" will be treated as Page Zone X.</p> </div>
<b>Using Ring Again (Call Back)</b>	<ol style="list-style-type: none"> <li>1. Dial an extension and if you receive a Busy tone or if there is No Answer.</li> <li>2. Press the <b>RngAgn</b> soft key.</li> <li>3. If Ring Again is activated when the dialed extension is Busy, you will be notified when the extension becomes idle.</li> <li>4. If Ring Again is activated when the dialed extension has No Answer, you will be notified when there is activity on the phone and the phone becomes idle.</li> <li>5. When the extension you want to reach is available, you will be notified and prompted to call back the extension.</li> <li>6. If you respond <b>Yes</b>, the feature will dial the extension immediately.</li> <li>7. If you respond <b>No</b>, Ring Again for that extension will be cancelled.</li> </ol>
<b>Using User Speed Dial</b>	<ol style="list-style-type: none"> <li>1. Dial <b>*75</b> to enter the user speed dial menu.</li> <li>2. Enter the speed dial location and press the <b>#</b> sign.</li> <li>3. Follow the audio prompts.</li> </ol> <div data-bbox="532 1411 1481 1650" style="border: 1px solid black; background-color: #e0ffe0; padding: 5px;"> <p>The same steps are used to add or change a speed dial entry. For an existing entry, the following audio prompts are presented:</p> <ul style="list-style-type: none"> <li>1 - To Listen to the number</li> <li>2 - To Change the entry location</li> <li>3 - To Change the number</li> <li>* - To Cancel and delete the entry</li> </ul> </div>

<b>Using System Speed Dial</b>	<ol style="list-style-type: none"> <li>1. Press the <b>Feature</b> soft key followed by the feature code <b>0</b>.</li> <li>2. Enter the Speed Dial Code.</li> </ol> <div style="border: 1px solid black; background-color: #e0ffe0; padding: 5px; margin-top: 10px;">       Speed Dial Codes are configured by the UCx Administrator under Phonebook.     </div>
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## 2.2 While on a Call

Feature	Steps
<b>On Hold</b>	<ol style="list-style-type: none"> <li>1. To place an active call on hold, just press the <b>Hold</b> key.</li> <li>2. To retrieve the call previously put on-hold, press the <b>Line</b> key with the held call.</li> <li>3. If a call is placed on hold for an extended period of time, a notification tone will be played.</li> </ol> <div style="border: 1px solid black; background-color: #e0ffe0; padding: 5px; margin-top: 10px;">       The time interval for the notification tone is configurable and can also be disabled by your UCx Administrator under Nortel Settings.     </div>
<b>Transfer (Attended)</b>	<ol style="list-style-type: none"> <li>1. Press the <b>Transfer</b> soft key and the original caller is placed on hold.</li> <li>2. Enter the other number you want to call and press the <b>Call</b> soft key or the <b>#</b> sign.</li> <li>3. When the other party answers, you can consult with the other party first.</li> <li>4. To connect the other party with the original caller press the <b>Transfer</b> soft key.</li> <li>5. To abort the transfer, press the <b>Cancel</b> soft key or the <b>Release</b> key to return to the original caller.</li> </ol>
<b>Transfer (Blind)</b>	<ol style="list-style-type: none"> <li>1. Dial <b>##</b> and the system prompt will say "Transfer" and present dial tone.</li> <li>2. Enter the other number you want to transfer the call to.</li> <li>3. The call is immediately transferred.</li> </ol>
<b>Transfer to Voicemail Box</b>	<ol style="list-style-type: none"> <li>1. Press the <b>Feature</b> soft key followed by the feature code <b>986</b>.</li> <li>2. Enter the mailbox number you want to transfer to.</li> </ol>

Feature	Steps
<p><b>Call Park</b></p>	<ol style="list-style-type: none"> <li>1. Press the <b>Feature</b> soft key followed by the feature code <b>74</b>.</li> <li>2. The system will say and display the PARKING LOT number.</li> <li>4. To retrieve the parked call, dial the PARKING LOT number from any phone.</li> </ol> <div data-bbox="534 520 1485 690" style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>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 UCx Administrator under Parking Lot.</p> </div>
<p><b>Call Park Retrieval</b></p>	<ol style="list-style-type: none"> <li>1. An alternative method to retrieve a parked call is to dial <b>*86</b>.</li> <li>2. The oldest parked call is retrieved regardless of who parked the call.</li> </ol>
<p><b>Display Name/Number for active call</b></p>	<ol style="list-style-type: none"> <li>1. The Name and Number of the calling party is automatically displayed for an active call.</li> <li>2. For telephones with only a single line display, you can press the <b>Info</b> soft key to toggle between the Name and Number.</li> </ol>
<p><b>Display Name/Number for incoming call while on an active call</b></p>	<ol style="list-style-type: none"> <li>1. The Name and Number of another incoming call is automatically displayed while you are active on an existing call.</li> <li>2. By default, the Name and Number will be displayed for 5 seconds.</li> </ol> <div data-bbox="534 1268 1485 1360" style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>The Call Display Timer is configurable by your UCx Administrator under Nortel Settings.</p> </div>
<p><b>Disconnect</b></p>	<ol style="list-style-type: none"> <li>1. If using the handset, replace the handset into the cradle or press the <b>Release</b> key.</li> <li>2. If using Handsfree or Headset, press the <b>Release</b> key.</li> </ol>

## 2.3 Incoming Calls

Feature	Steps
<b>Internal Auto Answer</b>	<ol style="list-style-type: none"> <li>1. When Internal Auto Answer is set to <b>Intercom</b>, all calls from internal extensions will behave as intercom calls (i.e. auto-answered). All external calls or calls under certain circumstances (e.g. Blind Transfer and Follow Me) will behave as a normal call.</li> </ol> <div data-bbox="532 569 1484 663" style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Internal Auto Answer is configured by the UCx Administrator on a per extension basis. The feature is disabled by default.</p> </div>
<b>Call Pickup</b>	<ol style="list-style-type: none"> <li>1. Press the <b>Feature</b> soft key followed by the feature code <b>76</b>.</li> <li>2. Enter the EXTENSION number that is ringing.</li> <li>3. Press the <b>Enter</b> soft key to invoke the pickup.</li> </ol>
<b>Group Pickup</b>	<ol style="list-style-type: none"> <li>1. Press the <b>Feature</b> soft key followed by the feature code <b>75</b>.</li> <li>2. Call ringing at another extension in your pickup group is picked up.</li> </ol> <div data-bbox="532 1020 1484 1115" style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Call group and Pickup group(s) are configured by the UCx Administrator on a per extension basis.</p> </div>
<b>Call Waiting</b>	<ol style="list-style-type: none"> <li>1. To activate Call Waiting, dial <b>*70</b>.</li> <li>2. To deactivate Call Waiting, dial <b>*71</b>.</li> </ol> <div data-bbox="532 1297 1484 1608" style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>To use call waiting, your phone must be configured to have 2 or more lines (DN) keys.</p> <p>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 line keys can be used only to make outgoing calls</p> </div>
<b>Call Forward All/Unconditional</b> <sup>1</sup>	<ol style="list-style-type: none"> <li>1. Press the <b>Feature</b> soft key followed by the feature code <b>4</b>.</li> <li>2. Enter or change the destination number.</li> <li>3. Press the <b>Forwd</b> soft key to invoke call forward all calls.</li> <li>4. To cancel, press the <b>Feature</b> soft key followed by the feature code <b>#4</b>.</li> </ol>

Feature	Steps
<b>Remote Call Forward All/Unconditional</b> <sup>1</sup>	<ol style="list-style-type: none"> <li>1. To activate Call Forward All/Unconditional from another local phone, dial <b>*720</b>.</li> <li>2. If calling from an external phone, dial your DISA number followed by the PIN code. When dial tone is presented, dial <b>*720</b>.</li> <li>3. Enter your EXTENSION number when prompted.</li> <li>4. Enter the destination number.</li> <li>5. To deactivate Call Forward All/Unconditional, dial <b>*73</b> + EXTENSION.</li> </ol>
<b>Call Forward Busy</b> <sup>1</sup>	<ol style="list-style-type: none"> <li>1. To activate Call Forward on Busy, dial <b>*90</b> + EXTENSION. (For example, to call forward to extension 200, dial *90200.)</li> <li>2. To deactivate Call Forward on Busy, dial <b>*91</b>.</li> </ol>
<b>Remote Call Forward Busy</b> <sup>1</sup>	<ol style="list-style-type: none"> <li>1. To activate Call Forward Busy from another local phone, dial <b>*910</b>.</li> <li>2. If calling from an external phone, dial your DISA number followed by the PIN code. When dial tone is presented, dial <b>*910</b>.</li> <li>3. Enter your EXTENSION number when prompted.</li> <li>4. Enter the destination number.</li> <li>5. To deactivate Call Forward on Busy, dial <b>*91</b> + EXTENSION.</li> </ol>
<b>Call Forward Unavailable</b> <sup>1</sup>	<ol style="list-style-type: none"> <li>1. To activate Call Forward on Unavailable, dial <b>*52</b> + EXTENSION. (For example, to call forward to extension 200, dial *52200.)</li> <li>2. To deactivate Call Forward on Unavailable, dial <b>*53</b>.</li> </ol>
<b>Remote Call Forward Unavailable</b> <sup>1</sup>	<ol style="list-style-type: none"> <li>1. To activate Call Forward All/Unconditional from another local phone, dial <b>*520</b>.</li> <li>2. If calling from an external phone, dial your DISA number followed by the PIN code. When dial tone is presented, dial <b>*520</b>.</li> <li>3. Enter your EXTENSION number when prompted.</li> <li>4. Enter the destination number.</li> <li>5. To deactivate Call Forward on Unavailable dial <b>*53</b> + EXTENSION.</li> </ol>
<b>Call Forward to Voicemail</b> <sup>1</sup>	<ol style="list-style-type: none"> <li>1. Press the <b>Feature</b> soft key followed by the feature code <b>984</b>.</li> <li>2. To cancel, press the <b>Feature</b> soft key followed by the feature code <b>#4</b>.</li> </ol>

Feature	Steps
<p><b>Do Not Disturb</b></p>	<ol style="list-style-type: none"> <li>1. Press the <b>DND</b> key OR Press the <b>Feature</b> soft key followed by the feature code <b>85</b>.</li> <li>2. When DND is active on your phone, the phone display shows “Do not disturb”.</li> <li>3. To deactivate Do Not Disturb, press the <b>DND</b> key again OR press the <b>Feature</b> soft key followed by the feature code <b>#85</b></li> </ol>

1: Dial **\*74** from any local phone to deactivate all types of call forwarding for the specified extension.

## 2.4 Calls with Multiple Parties

Feature	Steps
<p><b>Call Join</b></p>	<ol style="list-style-type: none"> <li>1. While in a call or conference on the first Line (DN) key, press the <b>Hold</b> key. The caller(s) on the first line is placed on hold.</li> <li>2. Make or receive a call on the second <b>Line</b> key</li> <li>3. Press the <b>Conf</b> soft key, followed by the <b>Join</b> soft key.</li> <li>4. Press the first <b>Line</b> key to join all parties into a conference.</li> <li>5. You can continue to add as many parties to the existing conference with the above steps.</li> </ol> <div data-bbox="534 1278 1484 1457" style="border: 1px solid black; background-color: #ffffcc; padding: 5px; margin-top: 10px;"> <p>Note: The Call Join capability is applicable only under the following conditions:</p> <ul style="list-style-type: none"> <li>• The phone has a minimum of 2 Line (DN) keys</li> <li>• The calls on both lines can be conferenced</li> </ul> </div>
<p><b>Conference</b></p>	<ol style="list-style-type: none"> <li>1. While on a call, press the <b>Conf</b> soft key. The original caller is placed on hold.</li> <li>2. Dial the extension or external phone number of the party you want to add to the call.</li> <li>3. To add the new party to the conference, press the <b>Conf</b> soft key again.</li> <li>4. To return to the conference without adding the new party, press the <b>Cancel</b> soft key.</li> </ol>

## 2.5 Additional System Features

Feature	Steps
<b>Blacklist</b>	<ol style="list-style-type: none"> <li>1. To add a number to the blacklist, dial <b>*30</b>.</li> <li>2. Enter the number to be added to the blacklist.</li> <li>3. Press <b>1</b> to confirm.</li> <li>4. Blacklisted numbers are screened and blocked from all incoming routes.</li> </ol> <div style="border: 1px solid black; background-color: #ffffcc; padding: 5px; margin-top: 10px;"> <p>Note: Internal numbers cannot be blacklisted.</p> </div>
<b>Blacklist Cancel</b>	<ol style="list-style-type: none"> <li>1. To remove a number from the blacklist, dial <b>*31</b>.</li> <li>2. Enter the number to be removed from the blacklist.</li> <li>3. Press <b>1</b> to confirm.</li> </ol>
<b>Blacklist Last Caller</b>	<ol style="list-style-type: none"> <li>1. To add the number from the last caller to the blacklist, dial <b>*32</b>.</li> <li>2. Press <b>1</b> to confirm.</li> </ol>
<b>Call Recording toggle</b>	<ol style="list-style-type: none"> <li>1. While on a call, dial <b>*1</b> to start recording. The system will play a beep tone to indicate recording has started.</li> <li>2. To stop recording, press <b>*1</b> again. The system will play a beep tone to indicate recording has stopped.</li> </ol> <div style="border: 1px solid black; background-color: #ccffcc; padding: 5px; margin-top: 10px;"> <p>On Demand Recording is configured by the UCx Administrator on a per extension basis.</p> </div>
<b>Call Timer</b>	<ol style="list-style-type: none"> <li>1. While the phone is idle, press the <b>Feature</b> key followed by the feature code <b>77</b> to show the duration of the last call. OR While in a call, press the <b>Feature</b> key followed by the feature code <b>77</b> to show the current static duration of the call.</li> </ol>
<b>Call Trace</b>	<ol style="list-style-type: none"> <li>1. Dial <b>*69</b> and the system will announce information about your last call.</li> <li>2. Enter <b>1</b> to dial the number of the last call.</li> </ol>

Feature	Steps
<b>Caller ID Blocking</b>	<ol style="list-style-type: none"> <li data-bbox="537 342 1406 411">1. To block the Caller Name and ID for the next outbound call, press the <b>Feature</b> key and enter the feature code <b>819</b>.</li> <li data-bbox="537 432 1433 501">2. To cancel the feature, press the <b>Feature</b> key and enter the feature code <b>#819</b>.</li> </ol> <div data-bbox="532 527 1482 621" style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Once any outbound call is made, the feature is automatically deactivated. This feature has no effect on internal calls.</p> </div>
<b>Follow Me toggle</b>	<ol style="list-style-type: none"> <li data-bbox="537 695 1227 728">1. To toggle the Follow Me feature ON and OFF, dial <b>*21</b>.</li> </ol> <div data-bbox="532 751 1482 846" style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>The Follow Me feature is added by the UCx Administrator on a per extension basis.</p> </div>
<b>Intercom Allow</b>	<ol style="list-style-type: none"> <li data-bbox="537 919 1179 953">1. To allow all intercom calls to your phone, dial <b>*54</b>.</li> <li data-bbox="537 974 1458 1043">2. To allow intercom calls from a specific EXTENSION, dial <b>*54 + EXTENSION</b>. (For example, to allow intercom calls from extension 200, dial <b>*54200</b>.)</li> </ol>
<b>Intercom Disallow</b>	<ol style="list-style-type: none"> <li data-bbox="537 1077 1211 1110">1. To disallow all intercom calls to your phone, dial <b>*55</b>.</li> <li data-bbox="537 1131 1490 1201">2. To disallow intercom calls from a specific EXTENSION, dial <b>*55 + EXTENSION</b>. (For example, to disallow intercom calls from extension 200, dial <b>*55200</b>.)</li> </ol>
<b>Speak your Extension</b>	<ol style="list-style-type: none"> <li data-bbox="537 1234 1466 1304">1. To have the system play a message saying your current extension number, dial <b>*65</b>.</li> </ol>
<b>Speak Time</b>	<ol style="list-style-type: none"> <li data-bbox="537 1339 1450 1409">1. To have the system play a message saying the current system time, press the <b>Feature</b> soft key followed by the feature code <b>803</b>.</li> </ol>
<b>Static Time and Date</b>	<ol style="list-style-type: none"> <li data-bbox="537 1444 1471 1514">1. To always show the time and date on the phone's display screen, press the <b>Feature</b> soft key followed by the feature code <b>806</b>.</li> </ol> <div data-bbox="532 1537 1482 1675" style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>This feature is useful for phones with no dedicated date and time area. The Time and Date is displayed on the phone even when there are missed calls or new messages.</p> </div>
<b>Stamp Log</b>	<ol style="list-style-type: none"> <li data-bbox="537 1755 1450 1824">1. To create a time stamp log entry for troubleshooting purposes, press the <b>Feature</b> soft key followed by the feature code <b>9*9</b>.</li> </ol>
<b>Wake Up Call</b>	<ol style="list-style-type: none"> <li data-bbox="537 1860 1162 1894">1. To schedule a reminder or wake-up call, dial <b>*68</b>.</li> </ol>



## 2.6 Phone Configuration Features

Feature	Steps
<p><b>External Autodial</b></p>	<p>This feature allows the user to configure a programmable button on their phone to dial a combination of digits, * and/or #. Typically, this feature is used to configure the programmable button as a speed dial for an external telephone number. When the button is pressed, the configured digits are automatically dialed. To program a button:</p> <ol style="list-style-type: none"> <li>1. Press the <b>Feature</b> key followed by the feature code <b>*1</b>.</li> <li>2. Press the programmable button you want to program.</li> <li>3. Enter the string of digits you want to configure.</li> <li>4. Press the <b>Enter</b> soft key.</li> </ol>
<p><b>Internal Autodial</b></p>	<p>This feature allows the user to configure a programmable button on their phone to dial an internal extension. When the button is pressed, the configured extension is automatically dialed. If the configured extension belongs to a Nortel phone, the button further provides the following functionality:</p> <ul style="list-style-type: none"> <li>• The icon associated with the programmable button indicates the current state of the configured extension</li> <li>• When the programmable button is pressed while the configured extension is alerting, the button invokes the directed pickup feature (i.e. allows the user to answer calls alerting at the configured extension)</li> </ul> <p>To program a button:</p> <ol style="list-style-type: none"> <li>1. Press the <b>Feature</b> key followed by the feature code <b>*2</b>.</li> <li>2. Press the programmable button you want to program.</li> <li>3. Enter the string of digits you want to configure.</li> <li>4. Press the <b>Enter</b> soft key.</li> </ol>
<p><b>Configure Feature</b></p>	<p>This feature allows the user to configure a programmable button on their phone to invoke any supported feature.</p> <ol style="list-style-type: none"> <li>1. Press the <b>Feature</b> key followed by the feature code <b>*3</b>.</li> <li>2. Press the programmable button you want to program.</li> <li>3. Enter the feature access code you want to configure.</li> <li>4. Press the <b>Enter</b> soft key.</li> </ol>

Feature	Steps
<p><b>Language</b></p>	<p>This feature allows the user to configure the language of voice prompts used for services such as voice mail, conferencing, etc. To configure the language:</p> <ol style="list-style-type: none"> <li>1. Press the <b>Feature</b> key followed by the desired language code: <ul style="list-style-type: none"> <li>➤ <b>*501</b> – English</li> <li>➤ <b>*502</b> – French</li> <li>➤ <b>*503</b> – Spanish</li> <li>➤ <b>*504</b> – Default (The default language configured by your UCx Administrator.)</li> </ul> </li> </ol>
<p><b>Ring Type</b></p>	<p>This feature allows the user to select the ring type to be used by the phone. To configure the Ring Type:</p> <ol style="list-style-type: none"> <li>1. Press the <b>Feature</b> key followed by the feature code <b>*6</b>.</li> <li>2. Use the <b>Up</b> and/or <b>Down</b> soft keys or digits <b>0</b> to <b>7</b> to select the desired ring type.</li> <li>3. Press the <b>Enter</b> soft key to save the selected ring type.</li> </ol>
<p><b>Ring Volume</b></p>	<p>This feature allows the user to select the ring volume to be used by the phone. To configure the Ring Volume:</p> <ol style="list-style-type: none"> <li>1. Press the <b>Feature</b> key followed by the feature code <b>*80</b>.</li> <li>2. Use the <b>Up</b> and/or <b>Down</b> soft keys or digits <b>0</b> to <b>7</b> to select the desired ring volume.</li> <li>3. Press the <b>Enter</b> soft key to save the selected ring volume.</li> </ol>
<p><b>Contrast</b></p>	<p>This feature allows the user to select the display contrast to be used by the phone. To configure the Contrast:</p> <ol style="list-style-type: none"> <li>1. Press the <b>Feature</b> key followed by the feature code <b>*7</b>.</li> <li>2. Use the <b>Up</b> and/or <b>Down</b> soft keys or digits <b>0</b> to <b>9</b> to select the desired contrast. (Depending on the phone type, contrast levels of 4, 8 or 16 are supported.)</li> <li>3. Press the <b>Enter</b> soft key to save the selected contrast.</li> </ol>

Feature	Steps
<b>Time Zone Offset</b>	<p>By default, the UCx system time is displayed on the phone. If a phone is installed in a different time zone from the UCx system, time must be adjusted to display the correct time for that time zone. To adjust the time:</p> <ol style="list-style-type: none"> <li>1. Press the <b>Feature</b> key followed by the feature code <b>*510</b>.</li> <li>2. Use the <b>Up</b> and/or <b>Down</b> soft keys or digits <b>0</b> to <b>9</b> to select the desired time zone offset.</li> <li>3. Press the <b>Enter</b> soft key to save the selected time zone offset.</li> </ol>
<b>Button Inquiry</b>	<p>To check what is programmed on a button on the phone:</p> <ol style="list-style-type: none"> <li>1. Press the <b>Feature</b> key followed by the feature code <b>*0</b>.</li> <li>2. Press the button you want to check.</li> </ol>
<b>Test Set</b>	<p>To test the functionality of a button on a phone:</p> <ol style="list-style-type: none"> <li>1. Press the <b>Feature</b> key followed by the feature code <b>805</b>.</li> <li>2. Press the button you want to test.</li> </ol>

## 2.7 Hotdesking

The Hotdesking feature allows you to temporarily assign an extension to a phone that normally uses another extension or has no extension assigned. For example, you mainly work from home but occasionally come to the office and you may want to assign your own extension to a phone located at the office. Another use of the Hotdesking feature is to have multiple users share phone(s) in the office. Physical phones have no extensions assigned – each user activates the Hotdesking feature to assign their extension to a phone when they want to use it.

Note: When using Hotdesking with different types of phones, the capabilities are determined by the phone in use. For example, if a physical phone with 2 programmable keys is hotdesked to an extension normally assigned to a phone with 4 programmable keys, only 2 programmable keys would be available during the Hotdesking session.

The physical phone that you want to activate Hotdesking must have the Hotdesking feature enabled. On your extension, the Hotdesking password must be configured.

### Hotdesk from a phone with the Services Key

To invoke Hotdesking:

1. Press the **Feature** soft key followed by the feature code **\*999**.
2. Enter the Hotdesk extension.
3. Enter the Hotdesk password.

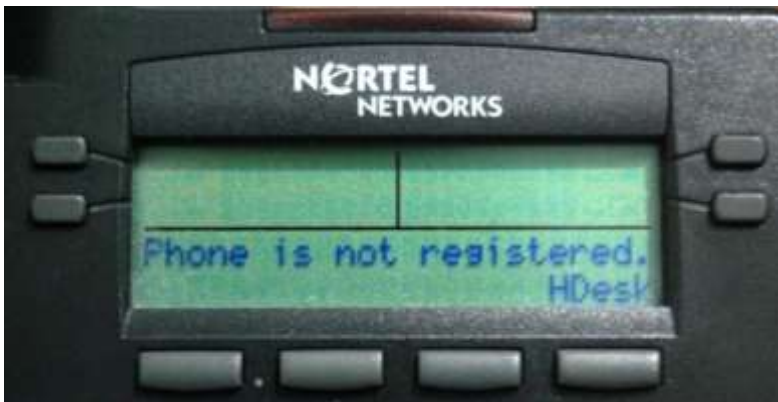
To cancel Hotdesking:

1. Press the **Feature** soft key followed by the feature code **#\*999**.

## Hotdesk from an unregistered phone

To invoke Hotdesking:

1. Press the **Hotdesk (HDesk)** soft key
2. Enter the Hotdesk extension
3. Enter the Hotdesk password



To cancel Hotdesking:

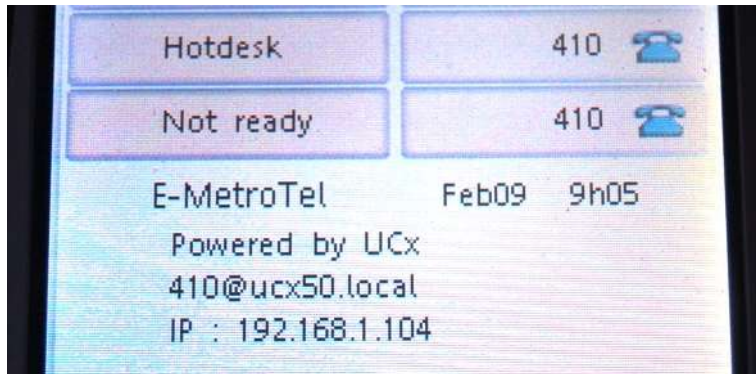
1. Press the **Unreg** soft key



## Hotdesk from a phone with a programmed key

To invoke Hotdesking:

1. Press the **Hotdesk** programmed key
2. Enter the Hotdesk extension
3. Enter the Hotdesk password



To cancel Hotdesking:

1. Press the **Hotdesk** programmed key again

## 2.8 Call Center Agent Features

If your extension is a dynamic member of a queue, then you have to login to the queue to start receiving calls from that queue. (Note: Static members do not need to login and logout of a queue.)

To login to a queue:

1. Press the **Feature** soft key followed by the feature code **901**.  
Your extension is added to all queues in which the extension is configured as a dynamic member.

OR

1. Dial **\*45** + QUEUE. (For example, to login to queue 600, dial \*45600.)  
Your extension is added to the specified QUEUE.
2. The system will announce that your extension has been added.

To logout of a queue:

1. Press the **Feature** soft key followed by the feature code **901**.  
Your extension is removed from all queues in which the extension is configured as a dynamic member.

OR

1. Dial **\*45** + QUEUE. (For example, to logout of queue 600, dial \*45600.)  
Your extension is removed from the specified QUEUE.
2. The system will announce that your extension has been removed.

Queue agents can temporarily change their status to “Not Ready” and pause receiving calls from the queue.

To activate pause:

1. Press the **Feature** soft key followed by the feature code **902**.  
Your extension is paused for all queues.

OR

1. Dial **\*46** + QUEUE. (For example, to activate pause for queue 600, dial \*46600.)  
Your extension is paused for the specified QUEUE.
2. The system will announce that pause has been activated.

To deactivate pause:


1. Press the **Feature** soft key followed by the feature code **902**.  
Your extension is un-paused for all queues.

OR

1. Dial **\*46** + QUEUE. (For example, to deactivate pause for queue 600, dial \*46600.)  
Your extension is un-paused for the specified QUEUE.
2. The system will announce that pause has been deactivated.



### 3. SERVICES KEY

To invoke a feature using the Services key, perform the following steps:

1. While the phone is idle, press the **Services** key 
2. Use the down arrow key to locate the desired feature
3. Press the **Invoke** soft key

#### Features available from Services Key listed in order of appearance

Feature	Feature key access code	System Wide Star Codes or Keys
Stamp log	F9*9	9*9
Speed dial	F0	*0
Voice call (Intercom)	F66	*80 + EXTENSION
Group pickup	F75	*8
Directed pickup	F76	** + EXTENSION
<b>Call timer</b>	F77	
Do not disturb	F85	*78 or *76 (toggle)
Do not disturb cancel	F#85	*79 or *76 (toggle)
Call forward	F4	*72 + EXTENSION
Call forward cancel	F#4	*73
<b>Forward to voicemail</b>	F984	
<b>CID blocking</b>	F819	
<b>CID blocking cancel</b>	F#819	
<b>Hotdesking</b>	F*999	
<b>Hotdesking cancel</b>	F#*999	
<b>Static Time/Date</b>	F806	
<b>Static Time/Date cancel</b>	F#806	
Agent Login / Logout	F901	*45 + QUEUE number
Agent Not Ready / Ready	F902	*46 + QUEUE number
<b>External autodial</b>	F*1	
<b>Internal autodial</b>	F*2	
<b>Configure feature</b>	F*3	

Feature	Feature key access code	System Wide Star Codes or Keys
Language - English	F*501	
Language - French	F*502	
Language - Spanish	F*503	
Language - default	F*504	
Time zone offset	F*510	
Ring type	F*6	
Contrast	F*7	
Ring volume	F*80	
Page general	F60	
Page zone 1	F611	
Page zone 2	F612	
Page zone 3	F613	
Page zone 4	F614	
Page zone 5	F615	
Page zone 6	F616	
Redial	F5	Redial soft key
Voicemail	F981	*97
Voicemail number	F985	
Leave Message	F980	#*
Call log	F812	Outbox key 
Directory	F960	Directory key 
Time announcement	F803	*60
Button inquiry	F*0	
Test sets	F805	



## 4. VOICEMAIL

### 4.1 Accessing Voicemail

If your UC<sup>X</sup> administrator has configured a mailbox for your Extension, your phone will indicate with a red lamp that you have message(s) waiting. For more details, refer to the *UCx Voicemail User Guide*.

To access your voicemail box:

1. Press the **Inbox** key

Or you can:

1. Press the **Feature** key followed by the feature code **981**.

To access your mailbox from a different phone:

1. Dial **\*98** + EXTENSION  
For example, to access the mailbox of extension 200, dial \*98200.

To display the voicemail number for your extension:

1. Press the **Feature** key followed by the feature code **985**.
2. The voicemail extension number will be displayed.

### 4.2 Direct Dial to Voicemail

You can dial directly to an Extension's voicemail box without ringing the phone set:

1. Press the **Feature** key followed by the feature code **980**.
2. Enter the EXTENSION number that you want to leave a message for.

## 5. USER EXTENSION PORTAL

Each Extension created with a voicemail box has access to a user extension portal where the end user can access their own voicemail box, call recordings and other features enabled for the Extension. For more details, refer to the *User Manual for UCx User Extension Portal*.

### Accessing the User Extension Portal

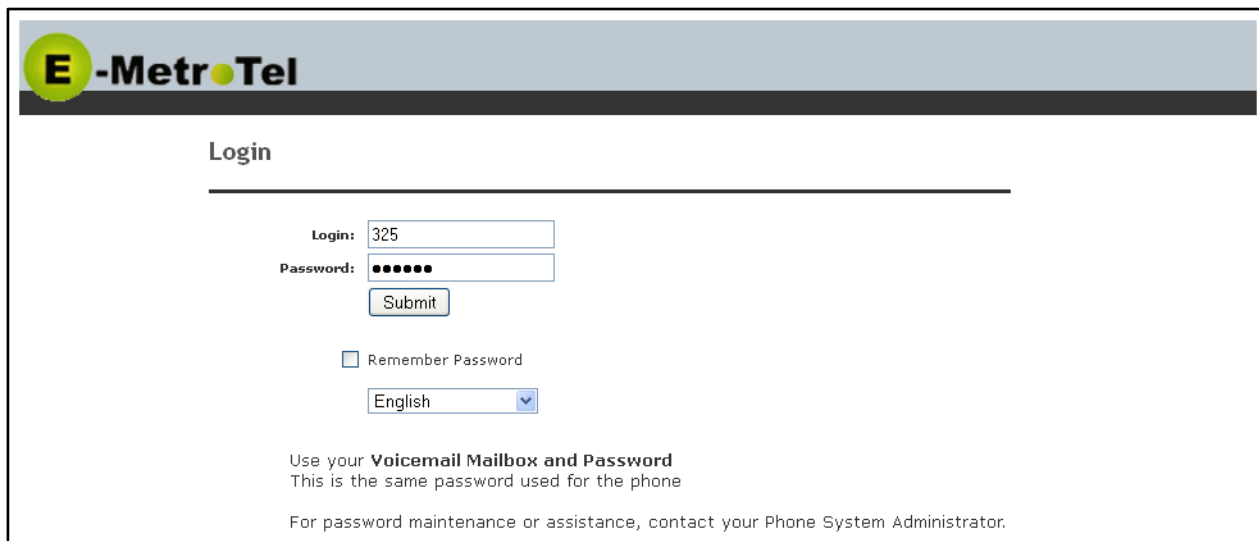
Access the user portal by entering the following URL in a web browser:

[http://your\\_ucx\\_server\\_ip\\_hostname/recordings](http://your_ucx_server_ip_hostname/recordings)

For example, if your UC<sup>X</sup> Server IP address is 192.168.1.200, access the user portal as follows:

<http://192.168.1.200/recordings>

Log-in using your EXTENSION number and your voicemail password.



The screenshot shows the login page for the E-MetroTel User Extension Portal. At the top left is the E-MetroTel logo. Below it, the word "Login" is centered. A horizontal line separates the header from the login form. The form contains the following elements: a "Login:" label followed by a text input field containing "325"; a "Password:" label followed by a password input field with seven dots; a "Submit" button; a checkbox labeled "Remember Password" which is unchecked; and a language selection dropdown menu currently set to "English". Below the form, there is a note: "Use your **Voicemail Mailbox and Password**  
This is the same password used for the phone". At the bottom, it says: "For password maintenance or assistance, contact your Phone System Administrator."