

UCx and CS1000 Feature Comparison Guide for Nortel IP phones

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System: UCx

Release: 5.0

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

Table of Contents

1.	Introduction.....	3
2.	Features Comparison	4
2.1	Making a Call	4
2.2	While on a Call.....	4
2.3	Incoming Calls.....	5
2.4	Calls with Multiple Parties	6
2.5	Additional Features available on the UCx	6
3.	Services Key	7
	Features available from Services key listed in order of appearance	7
4.	Voicemail.....	10
4.1	Accessing Voicemail.....	10
4.2	Direct Dial to Voicemail	10
5.	User Extension Portal	11

1. Introduction

This Feature Guide provides a comparison of the feature usage for i20xx/11xx/12xx series VoIP telephone sets when connected to the UCx Server versus the CS1000.

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.



2. Features Comparison

2.1 Making a Call

Feature	UCx	CS1000
Using Off-hook dialing	Lift handset	Same
Using On-hook dialing	Press DN key	Same
Using handsfree dialing	Press Handsfree key	Same
Using System Directory	Press Directory key	Press Directory key and select Corporate Directory
Using Personal Directory	Not available	
Using Call History	Press Outbox key	Press Directory key and select Callers List
Using Autodial	Not available	
Using Last Number Redial	Press Redial softkey	Same
Using Hotline	Configured by administrator, lift handset or press DN/Handsfree key to automatically dial the configured number	Press Hotline softkey to automatically dial the configured number
Using Intercom (Voice Call)	Dial *80 + DN	Press Intercom key + intercom group code
Using Paging	Dial Page Group DN	Dial Page Trunk Access Code
Using Ring Again	Press RngAgn softkey	Same
Using Speed Call	Dial *75	Press Speed Call Controller soft key
Using System Speed Call	Dial *0	Press System Speed Call soft key

2.2 While on a Call

Feature	UCx	CS1000
On Hold	Press Hold key	Same
On Hold Reminder	Yes (Time period configurable by administrator)	Yes
Transfer	Press Transfer softkey + DN + Transfer softkey	Same
Transfer (Blind)	Dial ## + DN	Not available
Transfer to Voicemail Box	Dial ## + ## + DN	Not available
Transfer Reminder Recall	Not available	
Attendant Recall	Transfer to "0"	Press Attendant Recall key
Call Park	Press Park softkey	Press Park softkey twice or Park+DN+Park
Call Park Recall	Yes	Yes

Feature	UCx	CS1000
Call Park Retrieval	Dial DN announced when the call was parked or dial *86 to retrieve the oldest parked call	Press Park softkey + DN
Recording Calling Party Number	Not available	
Display Name/Number for active call	For telephones with only a single line display, you can press the Info softkey to toggle between the Name and Number.	Not available
Display Name/Number for incoming call while on an active call	Name/number displayed automatically.	Press Display key
Call Trace	Dial *69	Press Call Trace key

2.3 Incoming Calls

Feature	UCx	CS1000
Auto Answer	When Internal Auto Answer is set to Intercom , 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. Internal auto answer is configured by the UCx administrator.	Press Automatic Answerback key
Call Pickup	Dial ** + DN	Press Pickup key + DN
Group Pickup	Dial *8	Press Group Pickup softkey
Call Waiting	Dial *70 to activate and *71 to deactivate	Configured by administrator
Call Forward All ¹	Press Forward softkey + DN + Forward softkey	Same
Call Forward Busy ¹	Dial *90 + DN to activate and *91 to deactivate	Not available
Call Forward Unavailable ¹	Dial *52 + DN to activate and *53 to deactivate	Not available
Internal Call Forward	Not available	
Remote Call Forward	Dial DISA number + PIN code + *720 + DN to activate. Dial DISA number + PIN code + *73 + DN to deactivate. OR Configure via User Extension Portal (See section 5. User Extension Portal)	Dial DISA number + Remote Call Forward Activate FFC + Station Control Password + DN + #
Make Set Busy	Press MSB key	Same

1: Dial ***74** to deactivate all types of call forwarding

2.4 Calls with Multiple Parties

Feature	UCx	CS1000
Call Join	Press Conference softkey + Join softkey + DN key	Press Conference softkey + DN key + Conference softkey
Conference	Press Conference softkey + Dial the DN + Conference softkey	Same
Conferee Selectable Display	Not available	
Group Call	Not available	

2.5 Additional Features available on the UCx

Feature	UCx	Description
Blacklist	Dial *30	Add a number to the blacklist. Blacklisted numbers are screened and blocked from all incoming routes. (Internal DNs cannot be blacklisted.)
Blacklist Cancel	Dial *31	Remove a number from the blacklist.
Blacklist Last Caller	Dial *32	Add the number from the last caller to the blacklist.
Call Recording toggle	Dial *1#	Toggle start and stop recording. (On Demand Recording must be enabled for the DN by the administrator.)
Follow Me toggle	Dial *21	Toggle the Follow Me feature on and off.
Intercom Allow	Dial *54 or *54XXX	Allow all intercom calls to the phone OR allow intercom calls from a specific DN (XXX).
Intercom Disallow	Dial *55 or *55XXX	Disallow all intercom calls to the phone OR disallow intercom calls from a specific DN (XXX).
Speak your Extension	Dial *65	Play a message saying your current extension/DN number.
Speak Time	Dial *60	Play a message saying the current system time.
Stamp Log	Dial 9*9	Create a time stamp log entry for troubleshooting purposes.
Wake Up Call	Dial *68	Schedule a reminder or wake-up call.

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

Features that can only be invoked via the Services key are highlighted in **bold**.

Feature	Feature access code	Description
Stamp log	9*9	Creates a time stamp log entry for troubleshooting purposes.
Speed dial	*0	Dials the number stored in the System Speed Dial list.
Voice call (Intercom)	*80 + DN	Uses the speaker of another phone set as an intercom.
Group pickup	*8	Answers a call alerting at another DN that belongs to the same group.
Directed pickup	** + DN	Answers a call alerting at another DN.
Call timer		Shows the duration of the current or the most recent call.
Do not disturb	*78 or *76 (toggle)	Activates Make-Set-Busy feature.
Do not disturb cancel	*79 or *76 (toggle)	Deactivates Make-Set-Busy feature.
Call forward	*72 + DN	Activates Call Forward all calls.
Call forward cancel	*73	Deactivates Call Forward all calls.
Forward to voicemail		Activates Call Forward all calls to Voicemail.
CID blocking		Blocks the Caller Name and ID for the next outbound call. (Once any outbound call is made, the feature is automatically deactivated. This feature has no effect on internal calls.)
CID blocking cancel		Cancel Caller ID blocking.
Hotdesking		Temporarily assigns a DN to the phone that normally uses another DN. (Similar to Virtual Office)
Hotdesking cancel		Cancels the Hotdesking feature and returns the phone back to its normal DN.

Feature	Feature access code	Description
Static Time/Date		For phones with no dedicated date and time area, this feature is invoked to always show the time and date on the screen. The Static Time and Date feature keeps the Time and Date on the display of the phone even when there are missed calls or new messages on the phone.
Static Time/Date cancel		Cancel Static Time and Date feature.
Agent Login / Logout	*45 + Queue DN	Toggles queue member Login and Logout.
Agent Not Ready / Ready	*46 + Queue DN	Toggles queue member Not Ready / Ready state.
External autodial		Configures an autodial key for an external telephone number.
Internal autodial		Configures an autodial key for an internal DN.
Configure feature		Configures any programmable key on the phone to invoke a supported feature.
Language - English		Configures the language of voice prompts used for services such as voicemail, conferencing etc.
Language - French		
Language - Spanish		
Language - default		
Time zone offset		By default, the system time of the UC ^X Server is displayed. If a phone is installed in a different time zone, the UC ^X system time must be adjusted in order to display the correct time for the phone. This feature allows the user to select the time zone offset to be used for the date and time displayed on the phone.
Ring type		Configures the ring type used for the phone.
Contrast		Selects the display contrast used by the phone.
Ring volume		Selects the ring volume used by the phone.
Page general		Initiates paging to the default page group
Page zone 1		Initiates paging to the first page group with Group Description ending with the digit "1".
Page zone 2		Initiates paging to the first page group with Group Description ending with the digit "2".
Page zone 3		Initiates paging to the first page group with Group Description ending with the digit "3".

Feature	Feature access code	Description
Page zone 4		Initiates paging to the first page group with Group Description ending with the digit "4".
Page zone 5		Initiates paging to the first page group with Group Description ending with the digit "5".
Page zone 6		Initiates paging to the first page group with Group Description ending with the digit "6".
Redial		Dials the last dialed number
Voicemail	*97	Accesses the voicemail box.
Voicemail number		Displays the voicemail DN number.
Leave Message	#* + DN	Directly dials the voicemail box of a DN without ringing the phone to leave a message.
Call log		Shows the call history. (This feature is not supported on phones with single line display screens and do not have soft keys.)
Directory		Accesses the corporate directory.
Time announcement	*60	Announces the current system time.
Button inquiry		To check what is programmed on a button on the set
Test sets		To test the functioning of a button on the set

4. Voicemail

4.1 Accessing Voicemail

If your UC^X administrator has configured a mailbox for your DN, 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. Dial ***97**

To access your mailbox from a different phone:

1. Dial ***98**
2. Followed by your DN number

4.2 Direct Dial to Voicemail

You can dial directly to a DN's voicemail box without ringing the phone set:

1. Dial **#***
2. Followed by the DN number

5. User Extension Portal

Each DN 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 DN. For more details, refer to the *User Manual for UCx User Extension Portal*.

Accessing the User Extension Portal

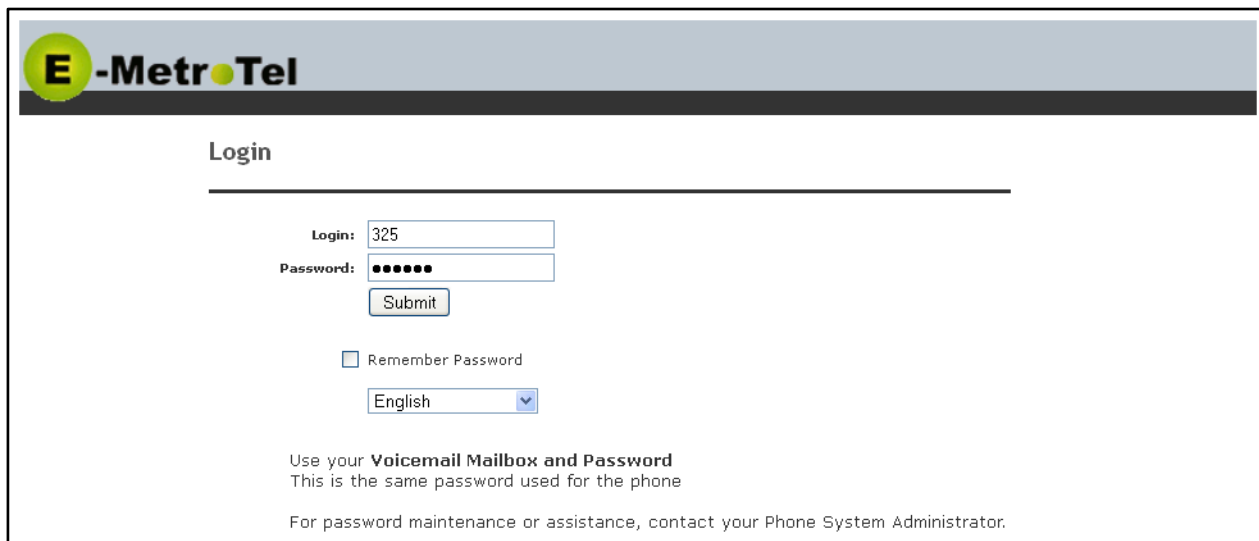
Access the user portal by entering the following URL in a web browser:

http://your_ucx_server_ip_hostname/recordings

For example, if your UC^X Server IP address is 192.168.1.200, access the user portal as follows:

<http://192.168.1.200/recordings>

Log-in using your DN 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 "Remember Password" checkbox; and a language 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."