EmetroTel UCx Quick Tips

1st day of service on new system (Nortel Phones)

Depending on the time of day we move you onto the new UCx Phone System you may see the display of your phone reading "Not Registered" and one of the buttons under the display will say "Config". We have not gotten to your phone as of yet to configure your phone for your extension.

If you see this you can press the Config button under the display and enter 266344 and then press the Enter button under the display. The display will now read Ext: Enter your Extension number and then press enter again. Your display will now read the Date and Time. From here your phone is now fully functional.

To Make a call

You will need to Dial a 9 and then the number to make calls out. Example; 9 1-410-573-0555 to Reach Sunrise Solutions.

To Transfer a call

While talking to another party, press the Transfer button on your phone or the Transfer key under the display, Dial the extension of the phone you wish to transfer the call to. At this point you can stay on the line to tell the person you are transferring someone to them or you can just press transfer again to complete the transfer.
If you start to make a transfer and then decide to stop you can press the Cancel button under the display to keep the call.

Conference Call

Make the first call or while you are currently on a call press the Conference Key (under the display) and then dial the extension or the outside number of the next party you wish to add to the call. When they have answered press the Conference button again and all parties will be on the call.

Transfer to Voice Mail

If a caller you are talking to wishes to leave a Voice Mail for another user on the system do one of the following:

- Press your Trans to VM key
- Press the Feature key followed by 986

Enter the Extension/VM box # and the caller will be sent directly to the Voice Mail box that you entered.

To Park a Call

While connected to a call, Press the Park Key on your phone. The UCx will respond with a Park Code; Ex. 701. At this point the call is on hold although you cannot see it.

Once the call is Parked you can page, call or tell the person who the call is intended for, to pick up the Parked call on 701.

From any phone on the system the user can dial 701 and retrieve the call.

If the user does not pick the call up within a pre-programmed time frame (default 45 seconds) the call will ring back to the extension that originally parked the call.