
UCx Quick Tips

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.

To Park a Call

While on a active call press the Park Button or dial ##700.

The system will respond back with a Park # such as 701.

You then tell the user to go to any phone and dial 701 to retrieve the call.

1st Time Voice Mail Setup

Login to Voice Mail using one of the following methods –

- Press your Voicemail key
- Dial *97#

At the Password Prompt enter – 829xxx; xxx is your 3 digit Extension #. If you have a 4 digit Extension do 829xxxx.

Recording Mailbox Greetings

After login dial 0 for Mailbox Options

***Press 1** to record Unavailable Message – “Hi this is John, Sorry I missed your call but if you leave your name, number and a detailed message I will return your call as soon as possible.....”

Press 2 to record Busy Message – ““Hi this is John, I am currently busy or on the phone, please leave your name, number and a detailed message and I will return your call as soon as possible.....”

***Press 3** to Record Name – Record First and Last Name only. (This is used in the Company Directory)

***Press 5** to change your password from the Default of 829xxxx. – We strongly urge you not to use simple passwords such as 1234, 1111 etc. It is best to use 5 digits or more.

* Highly recommended that each user complete these 3 options.

Logging into Voice Mail remotely

Users typically access their voicemail using the telephone keypad. Users can also access their mailbox from any phone by dialing their business phone number and pressing the * key when they hear their voicemail greeting.

If calling in to the office after hours and you are answered by the Auto Attendant, you will press * - The Auto Attendant will say “UCx Voice Mail, Mailbox?” At which time you enter your Mailbox number. (In most cases this will be the same as your Extension number) followed by the # key.

The system will then ask you for your password at which time you will enter your password followed by the # key.

Example using Mailbox number 105.

At AA greeting press *
Enter MB number - 105#
Enter Password – 829105#

If calling into the office and someone answers the call, have them transfer your call to your Extension. When the VM answers follow the instructions above.