

UCx User Guide for Nortel M1/CS1000 Digital Phones

1. Introduction

This User's Guide provides a description of features for the Aries and Taurus series Meridian digital telephone sets as well as analog telephones with a UCx Server.

2. Basic Phone Features

This section presents the basic features available from the phone itself.

2.1. Calling Internally

To make an internal call, you can pick up the handset, press a **Line** key or the **Handsfree** key, and then dial the internal extension. You should quickly get either a ringing sound or a busy signal, and (if the set has a display) an onscreen indication of your call's progress and duration.

2.2. Calling Outside

To make an outside call, you can pick up the handset, press a **DN** key or the **Handsfree** key, and then dial the telephone number. You may have to dial 8 or 9 for outside local calls and 1 or 011 for outside long distance - please contact your UCx administrator to provide information about the access to external lines and long distance dialing.

2.3. Answering a Call

To answer an incoming call, just pick up the handset, press the **Handsfree** key or press the **DN** key with the alerting call. Speak normally as you would on any telephone. During the course of the call you may need to place the other party on hold, or transfer them to another extension. These features are described below.

2.4. Putting a Call on Hold

To put a call on Hold, just press the **Hold** key (if the set has one).

To retrieve the call previously put on-hold, press the **Hold** key or the **DN** key with the held call again.

If a call is placed on hold for an extended period of time, a notification tone will be played. The time interval for the notification tone is configurable and can also be disabled by your UCx administrator.

3. Advanced Phone Features

This section provides more advanced features available on the phone. Some of the features can be invoked through the phone **Soft** keys or **Programmable** keys or through the **system-wide star codes**.

Please note that system-wide star codes are configurable by the UCx administrator - examples below are based on default star code settings.

3.1. Call Transfer

The steps differ slightly depending what phone type you have. There are two types of call transfer: blind transfer and attended transfer.

- Blind transfer is used when there is no need to consult with the party receiving the call transfer.
- Attended transfer is used when a prior discussion is needed with the party receiving the call transfer. During the prior discussion, the other party is connected to Music On Hold.

3.1.1. Phones with Transfer key - Attended Transfer

1. While on call, press the **Trans** key
2. Dial the other number
3. When the other party answers, you can talk and discuss that you are about to transfer a call. During that time, the original caller is connected to Music On Hold.
4. Press the **Trans** key to connect the original caller to the other party (transfer the call) or
5. Press the **Release** key to return the original caller (abort the transfer)

3.1.2. Phones without Transfer key - Attended Transfer

1. While on call, dial *2 - the system prompt will say "Transfer" and present the dial tone
2. Enter the extension you want to transfer the call to
3. You can talk and discuss that you are about to transfer a call
4. Hang-up the call to complete the transfer

5. Dial ** to abort the transfer (** is the default In-Call Asterisk Disconnect code, this feature must be enabled in the Asterisk Dial Options by the system administrator)

3.1.3. Blind Transfer

1. While on call, dial ## - the system prompt will say "Transfer" and present the dial tone
2. Enter the extension you want to transfer the call to - the call is immediately transferred

3.1.4. Transfer to Voice Mail Box

- While on call, invoke **Blind Transfer** by dialing ## - the system prompt will say "Transfer" and present the dial tone
- Enter #* followed by the mailbox you want to transfer the call to - the call is immediately transferred (for example, to transfer to the mailbox of extension 200, dial #* **200**)

3.2. Call Forward

3.2.1. Call Forward All/Unconditional

1. Dial ***72** to access the **call forward unconditional** configuration
2. Enter the destination phone number followed by the # key
3. To deactivate call forward unconditional, dial ***73**
4. To deactivate all types of call forwarding, dial ***74**

3.2.2. Call Forward All/Unconditional Prompting

1. Dial ***720** to access the **call forward unconditional** configuration
2. Enter the extension for which you want to configure call forward unconditional followed by the # key
3. Enter the destination phone number followed by the # key
4. To deactivate call forward unconditional, dial ***73**
5. To deactivate all types of call forwarding, dial ***74**

3.2.3. Call Forward on No Answer/Unavailable

1. Dial ***52** to access the **call forward on no answer** configuration
2. Enter the destination phone number followed by the # key
3. To deactivate call forward on no answer, dial ***53**
4. To deactivate all types of call forwarding, dial ***74**

3.2.4. Call Forward on No Answer/Unavailable Prompting

1. Dial ***520** to access the **call forward on no answer** configuration
2. Enter the extension for which you want to configure call forward on no answer followed by the # key
3. Enter the destination phone number followed by the # key
4. To deactivate call forward on no answer, dial ***53**
5. To deactivate all types of call forwarding, dial ***74**

3.2.5. Call Forward on Busy

1. Dial ***90** to access the **call forward on no busy** configuration
2. Enter the destination phone number followed by the # key
3. To deactivate call forward on busy, dial ***91**
4. To deactivate all types of call forwarding, dial ***74**

3.2.6. Call Forward on Busy Prompting

1. Dial ***900** to access the **call forward on no busy** configuration
2. Enter the extension for which you want to configure call forward on busy followed by the # key
3. Enter the destination phone number followed by the # key
4. To deactivate call forward on busy, dial ***91**
5. To deactivate all types of call forwarding, dial ***74**
6. Enter the extension for which you want to deactivate call forward followed by the # key

3.3. Call Park

The call park feature allows a person to put a call on hold and have the call retrieved from another phone.

Phones with Call Park Key

1. While on call, press the **Park** key
2. The extension that can be used to retrieve the call is spoken (and also displayed)
3. To retrieve the parked call, simply dial the extension from any phone

Phones without Call Park key

While on call, invoke **Blind Transfer** by dialing ## - the system prompt will say "Transfer" and present the dial tone

Enter the parking lot extension **700**

The extension that can be used to retrieve the call is spoken

To retrieve the parked call, simply dial the extension from any phone

Retrieving First Parked Call

An alternative method to retrieving a parked call is to dial ***86**. This will retrieve the first call that was parked, regardless of who parked the call.

3.4. Call Pickup

3.4.1. Directed Call Pickup

This feature allows you to answer a call that is alerting at another extension.

1. While a call is alerting at another extension, dial ****** followed by the extension number (for example, to pick up a call that is alerting at the extension 330, you should dial ****330**)

3.4.2. Group Call Pickup

This feature allows you to answer a call that is alerting at another extension that belongs to a group. Ask your UCx Administrator about setting up Pickup Groups.

- While a call is alerting at another extension, dial ***8**.

3.5. Call Recording Toggle

The extension must have **On Demand Recording** enabled .

- While in a call dial ***1#** to start recording
- Dial ***1#** to stop recording

3.6. Call Trace

Gives information about your last call.

- Dial ***69** and listen to information about your last call
- Press **1** to dial the last calls number

3.7. Conference (Multi-Party)

- While on a call, dial ***88**
- Dial the extension or external phone number of the party you want to add to the call

- To add the new party to the conference, dial ***89**
- To return to the conference without adding the new party, dial **#8**

When dialing the party's extension or external number after dialing ***88**, you can follow the party's number with **#** to tell the system to dial it right away as opposed to waiting for the system time out.

4. Dialing

4.1.1. Dial By Name

- To access the directory, dial **#**
- At the prompt, dial the name of the party you wish to reach using the keypad.
 - The directory feature will prompt the caller to dial the first name or the last name.

4.1.2. Phonebook dial-by-name directory

The telephone directory allows you to dial a user in the directory by entering their name.

- Dial ***411** to access the directory
- Follow the voice prompts

4.1.3. Intercom

Allows the use of another sets speaker as an intercom.

- Dial ***80** and the destination extension number to activate intercom
- Speak into handset and the voice will be heard on the dialed extension's speaker

4.1.4. Set user speed dial.

- Dial ***75** to enter user speed dial menu
- Enter the speed dial location and the press **#**
- Follow audio prompts

The same steps are used to add or change a speed dial entry. For an existing entry, the following audio prompts are presented:

- 1** - To Listen to the number
- 2** - To Change the entry location

- 3 - To Change the number
- * - To Cancel and delete the entry

4.1.5. System Speed Dial

System Speed dials must be configured by the UCx administrator.

- Dial *0 followed by the speed dial code.

4.2. Do-Not-Disturb feature (DND) or Make-Set-Busy feature (MSB)

- To activate DND/MSB, dial *78
- To cancel DND/MSB, dial *79
- To toggle the DND/MSB activation state, dial *76

The label for this feature is **DND** when Feature Key Mode is enabled, label is **MSB** when Feature Key Mode is disabled. Feature Key Mode is configured by the UCx administrator.

5. Voicemail

5.1. Accessing Voicemail

If your UC^X administrator has configured a mailbox for your extension, your phone will indicate with a red lamp that you have message(s) waiting.

- To access your mailbox, dial *97
- To access your mailbox from a different phone, dial *98 followed with your extension
- Follow the voicemail prompts

5.2. Direct Dial to Voicemail

Dials directly to an extensions voicemail without ringing the set.

- Dial #* followed by the extension number to make a call directly to the extensions voice mail.

6. User Extension Portal Access.

Each extension created has automatically a web portal to access their voice mail and profile and consult the list of star code features available for this particular extension.

6.1. Accessing User Portal

Access the user extension portal by typing the following in a web browser:

http://your_ucx_server_ip/recordings

For example, if your UC x IP address is **192.168.1.200**, access the User Extension Portal as follows:

<http://192.168.1.200/recordings>

Login using your extension and your voice mail password.



Login

Login:

Password:

Remember Password

English

Use your **Voicemail Mailbox and Password**
This is the same password used for the phone

For password maintenance or assistance, contact your Phone System Administrator.

6.2. Viewing List of Configured Features

Select the Feature Codes menu item.



E-MetroTel

Voicemail
Call Monitor

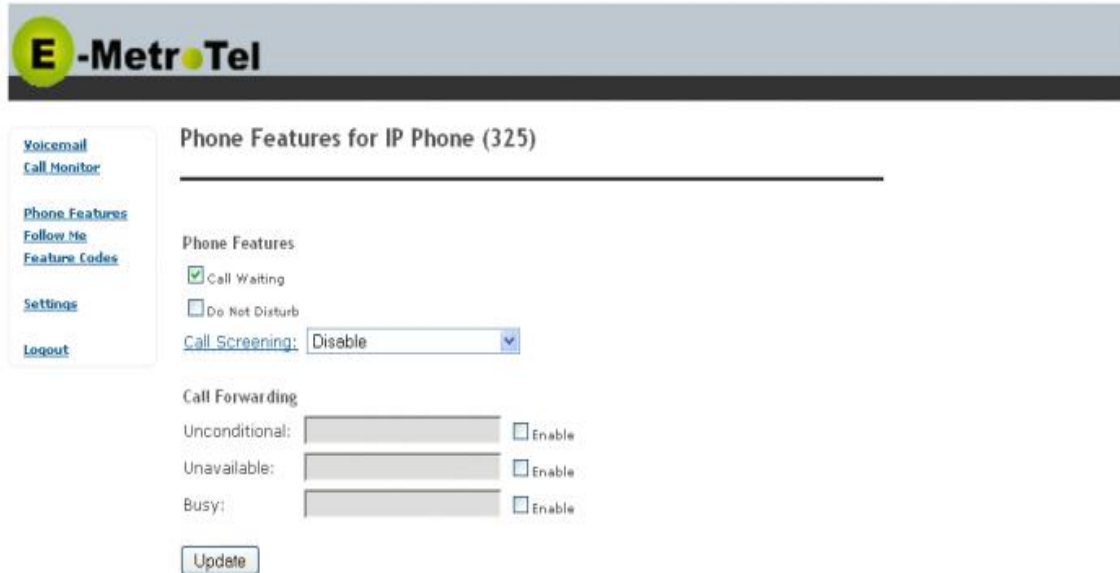
Phone Features
Follow Me
Feature Codes
Settings
Logout

Feature Codes for IP Phone (325)

Handset Feature Code	Action
*30	Blacklist a number
*31	Remove a number from the blacklist
*32	Blacklist the last caller
*52	Call Forward No Answer/Unavailable Activate
*53	Call Forward No Answer/Unavailable Deactivate
*72	Call Forward All Activate
*73	Call Forward All Deactivate
*74	Call Forward All Prompting Deactivate
*740	Call Forward Toggle
*90	Call Forward Busy Activate
*91	Call Forward Busy Deactivate
*92	Call Forward Busy Prompting Deactivate
*70	Call Waiting - Activate
*71	Call Waiting - Deactivate
*34	Perform dictation
*35	Email completed dictation
*76	DND Toggle
*78	DND Activate
*79	DND Deactivate
666	Dial System FAX
*21	Findme Follow Toggle
*422	Connect to Gabcast
*54	User Intercom Allow
*55	User Intercom Disallow
*80	Intercom prefix
*411	Phonebook dial-by-name directory
*45	Queue Login Toggle
*46	Ready Status Toggle
*65	Agent Login
*0	Speeddial prefix
*75	Set user speed dial
*97	My Voicemail
*98	Dial Voicemail

6.3. Viewing or Modifying your Phone Features

Select the Phone Features menu item.



The screenshot shows the E-MetroTel web interface. At the top is a grey header with the E-MetroTel logo. On the left is a navigation menu with links: Voicemail, Call Monitor, Phone Features (highlighted), Follow Me, Feature Codes, Settings, and Logout. The main content area is titled 'Phone Features for IP Phone (325)'. Under 'Phone Features', there are checkboxes for 'Call Waiting' (checked) and 'Do Not Disturb' (unchecked). Below that is a 'Call Screening' dropdown menu set to 'Disable'. Under 'Call Forwarding', there are three rows: 'Unconditional:', 'Unavailable:', and 'Busy:'. Each row has a text input field and an 'Enable' checkbox, all of which are currently disabled. At the bottom of the form is an 'Update' button.