

UCx Feature Guide for Nortel IP Phones

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Table of Contents

1	Introduction	8
2	Installing the telephone	9
3	Using Your Nortel Telephone	10
3.1	Controls and Buttons	10
4	Basic Phone Features	12
4.1	Calling Internally	12
4.2	Calling Outside	12
4.3	Answering a Call	12
4.4	Name and Number Toggle	12
4.5	Putting Call on Hold	12
5	Advanced Phone Features	14
5.1	Transferring a Call (blind and attended transfer)	14
5.1.1	Phones With Transfer key - Attended Transfer	14
5.1.2	Phones Without Transfer key - Attended Transfer	14
5.1.3	Using star code - Blind Transfer	14
5.2	Transferring a Call to Voice Mail Box	14
5.2.1	Phones With Feature Key	15
5.2.2	Phones Without Feature Key	15
5.3	Call Forward All/Unconditional	15
5.3.1	Phones With Feature Key	15
5.3.2	Phones Without Feature Key	15
5.3.3	Phones Without Feature Key - Prompting	15
5.4	Call Forward on No Answer/Unavailable	16
5.5	Call Forward on No Answer/Unavailable Prompting	16
5.6	Call Forward on Busy	16
5.7	Call Forward Busy Prompting	16
5.8	Call Waiting	17
5.9	Call History	17
5.9.1	Calls key	17
5.10	Last Number Redial	17
5.10.1	Phones With Feature Key	18
5.11	Multi-Party Conference	18
5.11.1	Phones with Conf key	18
5.11.2	Phones without Conf key	18
5.11.3	Join Capability	18
5.12	Do-Not-Disturb feature (DND) or Make-Set-Busy feature (MSB)	19
5.12.1	Phones With Feature Key	19
5.12.2	Phones Without Feature Key	19
5.12.3	Do-Not-Disturb feature (DND) or Make-Set-Busy feature (MSB) Toggle	19
5.13	Dial By Name	19
5.13.1	Phones With Feature Key	19

5.13.2 Phones Without Feature Key	20
5.13.3 Phonebook dial-by-name directory	20
5.14 Call Park	20
5.14.1 Phones With Feature Key	20
5.14.2 Phones Without Feature Key	20
5.14.3 Using star code	20
5.15 Directed Call Pickup	21
5.15.1 Phones With Feature Key	21
5.15.2 Phones Without Feature Key	21
5.16 Group Call Pickup	21
5.16.1 Phones With Feature Key	21
5.16.2 Phones Without Feature Key	21
5.17 System Speed Dial	22
5.17.1 Phones With Feature Key	22
5.17.2 Phones Without Feature Key	22
5.18 Speak Your Extension	22
5.19 Speak Time	22
5.19.1 Phones With Feature Key	22
5.19.2 Phones Without Feature Key	22
5.20 Accessing Voicemail	23
5.20.1 Phones With VMsg Key	23
5.20.2 Phones Without Vmsg Key	23
5.21 Static Time and Date	23
5.22 Wake Up Call	23
5.23 Echo Test	24
5.24 Call Trace	24
5.25 Intercom	24
5.26 Toggle Call Recording	24
5.27 Set user speed dial.	24
6 Phone Configuration Features	26
6.1 External Autodial Button	26
6.1.1 Phones With Feature Key	26
6.1.2 Phones Without Feature Key	26
6.2 Internal Autodial Button	26
6.2.1 Phones With Feature Key	27
6.2.2 Phones Without Feature Key	27
6.3 Feature Button	27
6.3.1 Phones With Feature Key	27
6.3.2 Phones Without Feature Key	27
6.4 Language	28
6.4.1 Phones With Feature Key	28
6.4.2 Phones Without Feature Key	28
6.5 Ring Type	28
6.5.1 Phones With Feature Key	28
6.5.2 Phones Without Feature Key	28
6.6 Ring Volume	29

6.6.1	Phones With Feature Key	29
6.6.2	Phones Without Feature Key	29
6.7	Contrast	29
6.7.1	Phones With Feature Key	29
6.7.2	Phones Without Feature Key	29
6.8	Time Zone Offset	30
6.8.1	Phones With Feature Key	30
6.8.2	Phones Without Feature Key	30
6.9	Call Flow Control toggle all	30
6.10	Save Recording and Check Recording.	30
6.11	Direct Dial Prefix	31
6.12	Disconnect	31
6.13	Simulate Incoming Call	31
7	User extension portal access.	32
7.1	Access the user extension portal by typing the following in a web browser:	32
7.2	Accessing User Portal	32
7.3	Viewing List of Configured Features	32
7.4	Viewing or Modifying your Phone Features	33
7.5	Configuring VmX Locator	34

- [Introduction](#)
- [Installing the telephone](#)
- [Using Your Nortel Telephone](#)
 - [Controls and Buttons](#)
- [Basic Phone Features](#)
 - [Calling Internally](#)
 - [Calling Outside](#)
 - [Answering a Call](#)
 - [Name and Number Toggle](#)
 - [Putting Call on Hold](#)
- [Advanced Phone Features](#)
 - [Transferring a Call \(blind and attended transfer\)](#)
 - [Phones With Transfer key - Attended Transfer](#)
 - [Phones Without Transfer key - Attended Transfer](#)
 - [Using star code - Blind Transfer](#)
 - [Transferring a Call to Voice Mail Box](#)
 - [Phones With Feature Key](#)
 - [Phones Without Feature Key](#)
 - [Call Forward All/Unconditional](#)
 - [Phones With Feature Key](#)
 - [Phones Without Feature Key](#)
 - [Phones Without Feature Key - Prompting](#)
 - [Call Forward on No Answer/Unavailable](#)
 - [Call Forward on No Answer/Unavailable Prompting](#)
 - [Call Forward on Busy](#)
 - [Call Forward Busy Prompting](#)
 - [Call Waiting](#)
 - [Call History](#)
 - [Calls key](#)
 - [Last Number Redial](#)
 - [Phones With Feature Key](#)
 - [Multi-Party Conference](#)
 - [Phones with Conf key](#)
 - [Phones without Conf key](#)
 - [Join Capability](#)
 - [Do-Not-Disturb feature \(DND\) or Make-Set-Busy feature \(MSB\)](#)
 - [Phones With Feature Key](#)
 - [Phones Without Feature Key](#)
 - [Do-Not-Disturb feature \(DND\) or Make-Set-Busy feature \(MSB\) Toggle](#)
 - [Dial By Name](#)
 - [Phones With Feature Key](#)
 - [Phones Without Feature Key](#)
 - [Phonebook dial-by-name directory](#)

- Call Park
 - Phones With Feature Key
 - Phones Without Feature Key
 - Using star code
- Directed Call Pickup
 - Phones With Feature Key
 - Phones Without Feature Key
- Group Call Pickup
 - Phones With Feature Key
 - Phones Without Feature Key
- System Speed Dial
 - Phones With Feature Key
 - Phones Without Feature Key
- Speak Your Extension
- Speak Time
 - Phones With Feature Key
 - Phones Without Feature Key
- Accessing Voicemail
 - Phones With VMsg Key
 - Phones Without Vmsg Key
- Static Time and Date
- Wake Up Call
- Echo Test
- Call Trace
- Intercom
- Toggle Call Recording
- Set user speed dial.

- Phone Configuration Features
 - External Autodial Button
 - Phones With Feature Key
 - Phones Without Feature Key
 - Internal Autodial Button
 - Phones With Feature Key
 - Phones Without Feature Key
 - Feature Button
 - Phones With Feature Key
 - Phones Without Feature Key
 - Language
 - Phones With Feature Key
 - Phones Without Feature Key
 - Ring Type
 - Phones With Feature Key
 - Phones Without Feature Key
 - Ring Volume
 - Phones With Feature Key
 - Phones Without Feature Key
 - Contrast
 - Phones With Feature Key
 - Phones Without Feature Key
 - Time Zone Offset
 - Phones With Feature Key
 - Phones Without Feature Key
 - Call Flow Control toggle all
 - Save Recording and Check Recording.
 - Direct Dial Prefix
 - Disconnect
 - Simulate Incoming Call
- User extension portal access.
 - Access the user extension portal by typing the following in a web browser:
 - Accessing User Portal
 - Viewing List of Configured Features
 - Viewing or Modifying your Phone Features
 - Configuring VmX Locator

1 Introduction

This User's Guide provides a description of features for i200x series and 11xx/12xx series VoIP telephone sets and Nortel digital sets with a UC^X Server.

2 Installing the telephone

Please refer to your respective installation guide provided with the telephone set. Below are links to soft-copies for your convenience:

1. [i2002 users guide](#)
2. [i2004 users guide](#)
3. [1120e users guide](#)
4. [1140e users guide](#)
5. [1220/1240 users guide](#)

3 Using Your Nortel Telephone

Depending on the model of phone you have, different keys may be offered for different features. Nevertheless, there are basic set of controls and buttons across all models as shown in the sections below.

The figure below shows the button layout of the 1140 phone as a reference. Note in particular where certain keys are located as a visual reference:

- **Soft keys** (4 at the bottom of the display will show the **Feature** key in position 1 if enabled on your phone)
- **Inbox** key (voice mail access)
- **Outbox** key (for call log)
- **Hold** key
- **Handsfree** key



3.1 Controls and Buttons

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

Name	Description
Dialpad	Standard telephone dialpad
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
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
Feature	Enter a feature code to invoke a feature

**Feature key availability**

The **Feature** soft key is available only when it is enabled in the UC^X configuration. If this option is disabled by your administrator, please refer to the system-wide list of star codes for information on how to invoke features!

4 Basic Phone Features

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

4.1 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. If automatic dialing has been configured by your administrator, the dialing would commence as soon as you enter a valid extension. Alternatively, press **Call**, **#**, or just wait (if a dial out timeout has been configured by your administrator).

You should quickly get either a ringing sound or a busy signal, and an onscreen indication of your call's progress and duration.

4.2 Calling Outside

To make an outside call, you can pick up the handset, press a **Line** 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 UC^X administrator to provide information about the access to external lines and long distance dialing.

4.3 Answering a Call

To answer an incoming call, just pick up the handset, press the **Handsfree** key or press the **Line** 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.

4.4 Name and Number Toggle

On Nortel phones with single line display, press the **Info** key to toggle the display between the Caller Name and Caller Number.

4.5 Putting Call on Hold

To put a call on Hold, just press the **Line** key.

To retrieve the call previously put on-hold, press the **Line** 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 UC^X administrator.

5 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 the **Feature** key or through the **system-wide star codes**.

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

5.1 Transferring a Call (blind and attended 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.

5.1.1 Phones With Transfer key - Attended Transfer

1. While on call, press the **Transf** soft key
2. Dial the other number and press the **Call** key or the **#** key
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 **Transf** soft key to connect the original caller to the other party (transfer the call)
5. Press the **Cancel** soft key or the **Release** key to return the original caller (abort the transfer)

5.1.2 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

5.1.3 Using star code - 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

5.2 Transferring a Call to Voice Mail Box

5.2.1 Phones With Feature Key

1. While on call, press the **Feature** key and enter the feature code 986 (**F986** - transfer to voicemail)
2. Enter the mailbox you want to transfer the call to
3. Press the **Transfer** soft key to complete the transfer

5.2.2 Phones Without Feature Key

1. While on call, invoke **Blind Transfer** by dialing **##** - the system prompt will say "Transfer" and present the dial tone
2. 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**)

5.3 Call Forward All/Unconditional

5.3.1 Phones With Feature Key

1. To forward your phone, press the **Feature** key and enter the feature code 4 (**F4** - call forward)
2. Enter the destination phone number. If you select an external number, remember to enter the prefix required for external dialing.
3. Press the "Forward" soft key to enable call forwarding for your phone
4. To cancel call forwarding, press the **Feature** key and enter the feature code #4 (**F#4** - cancel call forward)

5.3.2 Phones Without Feature Key


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**

5.3.3 Phones Without Feature Key - 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**


5.4 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**

 This feature can be invoked only using the system-wide star code.


5.5 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**

 This feature can be invoked only using the system-wide star code.


5.6 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**

 This feature can be invoked only using the system-wide star code.


5.7 Call Forward 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

 This feature can be invoked only using the system-wide star code.

5.8 Call Waiting

1. To activate call waiting, dial ***70**
2. To deactivate call waiting, dial ***71**

 This feature can be invoked only using the system-wide star code.

 To use call waiting, your phone must be configured to have 2 or more line appearances (line keys).


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 won't 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.

5.9 Call History

1. To access the call log, press the **Outbox** key . Alternatively, press the **Feature** key and enter the feature code 812 (**F812** - call log).
2. Press the **Recvd**, **Placed** or **Missed** soft key to view the list of received, dialed or missed calls
3. Use the **Up/Down Navigation keys** to view call log entries
4. On Nortel phones with a single display line, use the **More** soft key to view additional information about call log entries
5. Press the **Call** soft key to call the phone number from the selected call log entry

5.9.1 Calls key


The **Calls** soft key will appear when there are missed calls since the last use of the phone. On pressing the **Calls** soft key, details of the missed calls will be displayed.

 This feature is available only when Feature Key Mode is enabled by the UC^X administrator.

5.10 Last Number Redial

5.10.1 Phones With Feature Key

1. Press the **Line** key which you want to use to make the call
2. Press the **Redial** soft key to dial the last dialed phone number

 The **Redial** soft key is not presented if no last phone number is available.

You can also redial the last dialed phone number using the **Feature** key. Just press the **Feature** key and enter the feature code 5 (**F5** - redial).


5.11 Multi-Party Conference

5.11.1 Phones with Conf key

1. While on a call, press the **Conf** soft key
2. Dial the extension or external phone number of the party you want to add to the call
3. To add the new party to the conference, press the **Conf** soft key again
4. To return to the conference without adding the new party, press the **Cancel** soft key

5.11.2 Phones without Conf key

1. While on a call, dial ***88**
2. Dial the extension or external phone number of the party you want to add to the call
3. To add the new party to the conference, dial ***89**
4. To return to the conference without adding the new party, dial **#8**

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

5.11.3 Join Capability

This feature includes the join capability where 2 calls on 2 lines can be conferenced together. The join capability is applicable only under the following conditions:

- The phone has a minimum of 2 line appearances
- The calls on both lines can be conferenced

1. While in a call or conference on the first line appearance, place the call on hold, make or receive a call on the second line appearance
2. Press the **Conf** key, followed by the **Join** key, then finally the **Held** line appearance, now all parties are in a conference
3. You can continue to add as many parties to the existing conference with the above 2 steps


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

5.12.1 Phones With Feature Key

1. To activate DND/MSB, press the **Feature** key and enter the feature code 85 (**F85** - do not disturb)
2. To cancel DND/MSB, press the **Feature** key and enter the feature code #85 (**F#85** - do not disturb cancel)

5.12.2 Phones Without Feature Key

1. To activate DND/MSB, dial ***78**
2. To cancel DND/MSB, dial ***79**
3. To toggle the DND/MSB activation state, dial ***77**

 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 UC^X administrator.

5.12.3 Do-Not-Disturb feature (DND) or Make-Set-Busy feature (MSB) Toggle

1. To activate DND/MSB, dial ***76**
2. To cancel DND/MSB, dial ***76**

5.13 Dial By Name


5.13.1 Phones With Feature Key


1. To access the directory, press the **Directory** key. Alternatively, press the **Feature** key and enter the feature code 960 (**F960** - directory).

2. At the prompt, dial the name of the party you wish to reach using the keypad.

5.13.2 Phones Without Feature Key

1. To access the directory, dial #
2. 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.

 If your system was upgraded from Release 3.0 to 4.0, the # access code is automatically created to access the directory. If this is a new Release 4.0 system, then the # access code needs to be created by your UC^X administrator. See [Directories](#) for details.

5.13.3 Phonebook dial-by-name directory

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

1. Dial *411 to access the directory
2. Follow the voice prompts

5.14 Call Park

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

5.14.1 Phones With Feature Key


1. While on call, press the **Feature** key and enter the feature code 74 (**F74** - park call)
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

5.14.2 Phones Without Feature Key

1. While on call, press the **Park** soft 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

5.14.3 Using star code

1. While on call, invoke **Blind Transfer** by dialing **##** - the system prompt will say "Transfer" and present the dial tone
2. Enter the parking lot extension (by default **70** - configured by your UC^x administrator)
3. The extension that can be used to retrieve the call is spoken
4. To retrieve the parked call, simply dial the extension from any phone

 If nobody retrieves a parked call within a timeout period (configured by the UC^x administrator), the call is automatically sent back to the phone that parked the call.

5.15 Directed Call Pickup

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

5.15.1 Phones With Feature Key


1. While a call is alerting at another extension, press the **Feature** key and enter the feature code 76 (**F76** - directed call pickup)
2. Enter the extension that is alerting and press the **Enter** soft key to invoke the pickup

5.15.2 Phones Without Feature Key

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**)

5.16 Group Call Pickup

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

 Group Call Pickup feature must be configured by the UC^x administrator.


5.16.1 Phones With Feature Key

1. While a call is alerting at another extension, press the **Feature** key and enter the feature code 75 (**F75** - group call pickup)

5.16.2 Phones Without Feature Key

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

5.17 System Speed Dial

 System Speed dials must be configured by the UC^X administrator.

5.17.1 Phones With Feature Key

1. Press the **Feature** key and dial the code 0 (**F0** - system speed dial) followed by the speed dial code.


5.17.2 Phones Without Feature Key

1. Dial ***0** followed by the speed dial code.

5.18 Speak Your Extension

From any phone:

1. Dial ***65**
2. A message will be played back to you as to what is your current extension.

 Speak Your Extension is only available via system-wide star feature code method.

5.19 Speak Time


5.19.1 Phones With Feature Key

1. Press the **Feature** key and dial **803**
2. Listen to the spoken time from the system

5.19.2 Phones Without Feature Key

1. Dial ***60**
2. Listen to the spoken time from the system.


5.20 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.

1. To access your mailbox, press the **Inbox** key. Alternatively, press the **Feature** key and enter the feature code 981 (**F981** - log into voice mailbox).
2. Follow the voicemail prompts

5.20.1 Phones With VMsg Key


The **VMsg** soft key will appear when you have voice message(s) waiting. You can access your mailbox directly by pressing the **VMsg** soft key.

 The VMsg key is available only when Feature Key Mode is enabled by the UC^X administrator.

5.20.2 Phones Without Vmsg Key

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

5.21 Static Time and Date

 This feature is only applicable to phones with the Feature Key.

1. Press the **Feature** key and enter the feature code 806 (**F806**) to set Static Time and Date feature ON
2. Press the **Feature** key and enter the feature code #806 (**F#806**) to set Static Time and Date feature OFF

5.22 Wake Up Call


To schedule a new wake up call for your extension, perform the following steps:

- Dial ***68** and you will be prompted to enter the time in 4 digits
- Enter the desired time in 12 hour or 24 hour format

- If the time entered is less than 1300, then you will be prompted to press "1" for AM and "2" for PM
- If the time entered is 1300 or more, then the time is accepted in 24 hour format
- Wait and you will receive a confirmation, then hangup

To delete a scheduled call, perform the following steps:

- Dial ***68** and you will be prompted to press "1" to add a new call or "2" to cancel the existing call

 This feature can be invoked only using the system-wide star code.

5.23 Echo Test

The echo test is used to give an audible sense of the latency between the set and the UC^X. Everything you say will be echoed back.

1. Dial ***43** to start the test
2. Speak into phone
3. End test by hanging up or pressing #

5.24 Call Trace

Gives information about your last call.

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

5.25 Intercom

Allows the use of another sets speaker as an intercom.

1. Dial ***80** and the destination extension number to activate intercom
2. Speak into handset and the voice will be heard on the dialed numbers speaker

5.26 Toggle Call Recording

Extension must have **On Demand Recording** enabled .

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

5.27 Set user speed dial.

1. Dial ***75** to enter user speed dial menu
2. Enter the speed dial location and the press #
3. Follow audio prompts

6 Phone Configuration Features

This section describes configuration features available on Nortel IP phones with UNISTIM firmware and Nortel digital phones.

6.1 External Autodial Button

This feature allows the user of a Nortel phone to configure a programmable button on their phone to dial 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 characters are automatically dialed.

6.1.1 Phones With Feature Key

1. While the phone is idle, press the **Feature** key and enter the feature code *1 (**F*1** - external autodial)
2. Press the programmable button you want to configure (please note that buttons with like appearances cannot be changed using this feature)
3. Enter the string of characters (digits, * or #) that you want the button to send (auto-dial)
4. Press the **Enter** soft key to save the configuration of the button

6.1.2 Phones Without Feature Key

1. While the phone is idle, press the **Services** key (the key with the globe on Nortel IP phones that use graphics)
2. Use the down arrow key to locate the **External autodial** line
3. Press the **Invoke** soft key
4. Press the programmable button you want to configure (please note that buttons with like appearances cannot be changed using this feature)
5. Enter the string of characters (digits, * or #) that you want the button to send (auto-dial)
6. Press the **Enter** soft key to save the configuration of the button

6.2 Internal Autodial Button

This feature allows the user of a Nortel phone 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:

- The icon associated with the programmable button indicates the current state of the configured extension

- When the programmable button is pressed while the configured extension is alerting, the button invokes the directed pickup feature (i.e., it allows the user to answer calls alerting at the configured extension)

6.2.1 Phones With Feature Key

1. While the phone is idle, press the **Feature** key and enter the feature code *2 (**F*2** - internal autodial)
2. Press the programmable button you want to configure (please note that buttons with like appearances cannot be changed using this feature)
3. Enter the extension number that you want associated with the button
4. Press the **Enter** soft key to save the configuration of the button

6.2.2 Phones Without Feature Key

1. While the phone is idle, press the **Services** key (the key with the globe on Nortel IP phones that use graphics)
2. Use the down arrow key to locate the **Internal autodial** line
3. Press the **Invoke** soft key
4. Press the programmable button you want to configure (please note that buttons with like appearances cannot be changed using this feature)
5. Enter the extension number that you want associated with the button
6. Press the **Enter** soft key to save the configuration of the button

6.3 Feature Button

This feature allows the user of a Nortel phone to configure a programmable button on their phone to invoke any supported [Nortel feature](#).

6.3.1 Phones With Feature Key

1. While the phone is idle, press the **Feature** key and enter the feature code *3 (**F*3** - feature configuration)
2. Press the programmable button you want to configure (please note that buttons with like appearances cannot be changed using this feature)
3. Enter the feature number that you want associated with the button
4. Press the **Enter** soft key to save the configuration of the button

6.3.2 Phones Without Feature Key

1. While the phone is idle, press the **Services** key (the key with the globe on Nortel IP phones that use graphics)

2. Use the down arrow key to locate the **Configure feature** line
3. Press the **Invoke** soft key
4. Press the programmable button you want to configure (please note that buttons with like appearances cannot be changed using this feature)
5. Enter the feature number that you want associated with the button
6. Press the **Enter** soft key to save the configuration of the button

6.4 Language

This feature allows the user of a Nortel phone to configure the language of voice prompts used for services such as voice mail, conferencing, etc.

6.4.1 Phones With Feature Key

1. While the phone is idle, press the **Feature** key and enter the desired language code:
 1. *501 - English (**F*501** - Language - Primary - US English)
 2. *502 - French (**F*502** - Language - Alternate 1 - French)
 3. *503 - Spanish (**F*503** - Language - Alternate 2 - Spanish)
 4. *504 - Default (**F*504** - Language - Alternate 3 - the default language configured by the UC^X administrator)

6.4.2 Phones Without Feature Key

1. While the phone is idle, press the **Services** key (the key with the globe on Nortel IP phones that use graphics)
2. Use the down arrow key to locate the **Language - xxxxx** line with the desired language (English, French, Spanish, Default)
3. Press the **Invoke** soft key

6.5 Ring Type

This feature allows the user of a Nortel phone to select the ring type to be used by the phone.

6.5.1 Phones With Feature Key

1. While the phone is idle, press the **Feature** key and enter the feature code *6 (**F*6** - ring type)
2. Use the **Up** and/or **Down** soft keys or digits **0** to **7** to select the desired ring type
3. Press the **Enter** soft key to save the selected ring type

6.5.2 Phones Without Feature Key

1. While the phone is idle, press the **Services** key (the key with the globe on Nortel IP phones that use graphics)
2. Use the down arrow key to locate the **Ring type** line
3. Press the **Invoke** soft key
4. Use the **Up** and/or **Down** soft keys or digits **0** to **7** to select the desired ring type
5. Press the **Enter** soft key to save the selected ring type

6.6 Ring Volume

This feature allows the user of a Nortel phone to select the ring volume to be used by the phone.

6.6.1 Phones With Feature Key

1. While the phone is idle, press the **Feature** key and enter the feature code *80 (**F*80** - ring volume)
2. Use the **Up** and/or **Down** soft keys or digits **0** to **7** to select the desired ring volume
3. Press the **Enter** soft key to save the selected ring volume

6.6.2 Phones Without Feature Key

1. While the phone is idle, press the **Services** key (the key with the globe on Nortel IP phones that use graphics)
2. Use the down arrow key to locate the **Ring volume** line
3. Press the **Invoke** soft key
4. Use the **Up** and/or **Down** soft keys or digits **0** to **7** to select the desired ring volume
5. Press the **Enter** soft key to save the selected ring volume

6.7 Contrast

This feature allows the user of a Nortel phone to select the display contrast to be used by the phone.

6.7.1 Phones With Feature Key

1. While the phone is idle, press the **Feature** key and enter the feature code *7 (**F*7** - display contrast)
2. Use the **Up** and/or **Down** soft keys or digits **0** to **9** to select the desired display contrast (depending on the phone type, 4, 8 or 16 contrast levels are supported)
3. Press the **Enter** soft key to save the selected display contrast

6.7.2 Phones Without Feature Key

1. While the phone is idle, press the **Services** key (the key with the globe on Nortel IP phones that use graphics)
2. Use the down arrow key to locate the **Contrast** line
3. Press the **Invoke** soft key
4. Use the **Up** and/or **Down** soft keys or digits **0** to **9** to select the desired display contrast (depending on the phone type, 4, 8 or 16 contrast levels are supported)
5. Press the **Enter** soft key to save the selected display contrast

6.8 Time Zone Offset

By default, the system time of the UC^X system is displayed on Nortel IP phones. 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 that time zone. This feature allows the user of a Nortel IP phone to select the time zone offset to be used for the date and time displayed on the phone.

6.8.1 Phones With Feature Key

1. While the phone is idle, press the **Feature** key and enter the feature code *510 (**F*510** - time zone offset)
2. Use the **Up** and/or **Down** soft keys or digits **0** to **9** to select the desired time zone offset
3. Press the **Enter** soft key to save the selected time zone offset

6.8.2 Phones Without Feature Key

1. While the phone is idle, press the **Services** key (the key with the globe on Nortel IP phones that use graphics)
2. Use the down arrow key to locate the **Time zone offset** line
3. Press the **Invoke** soft key
4. Use the **Up** and/or **Down** soft keys or digits **0** to **9** to select the desired time zone offset
5. Press the **Enter** soft key to save the selected time zone offset

6.9 Call Flow Control toggle all

The " All: Call Flow Toggle" switches all configured CFCs between modes at the same time. If one or more CFCs are in *Override* mode they will be changed to *Normal* mode. If all CFCs are in *Normal* mode then all CFCs will be changed to *Override* mode.

1. Dial *28 to toggle all CFCs

6.10 Save Recording and Check Recording.

Save Recording is used to create a message to be used as a system recording. Check Recording is used to verify and edit a message to be used as a system recording.

1. Open the recordings page
2. On the web page enter the extension of phone you are using to create the message and click "go".
3. Dial ***77**
4. Speak the message you want to record and press #
5. Follow audio prompts
6. Dial ***99**
7. Follow audio prompts
8. On the web page enter a name for the recording and press save



Check Recording can also be used with files uploaded to the system using the Upload option on the System Recording page.

6.11 Direct Dial Prefix

Dials directly to an extensions voice mail without ringing the set.

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

6.12 Disconnect

There must be an **H** added to the dialing options for this feature to work.

1. While in a call dial ****** to disconnect the call

6.13 Simulate Incoming Call

Used to simulate an external DID incoming call using a local phone. This needs an incoming route configured with a DID of 7777.

1. Dial **7777** from a set, call will be presented to the destination specified in the incoming route as an incoming call .

7 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.

7.1 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, accessing the User Extension Portal as follows:

`http://192.168.1.200/recordings`

7.2 Accessing User Portal

Login using your extension and your voice mail password.

The screenshot shows the login interface for the E-MetroTel User 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 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 six 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."

7.3 Viewing List of Configured Features

Select the Feature Codes menu item.



[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
*85	Agent Login
*0	Speeddial prefix
*75	Set user speed dial
*97	My Voicemail
*98	Dial Voicemail

7.4 Viewing or Modifying your Phone Features

Select the Phone Features menu item.

7.5 Configuring VmX Locator


The VmX Locator feature provides a "mini-IVR" for each and every voice mailbox that is enabled for an extension.

The feature must first be enabled by the Administrator from the [Extensions](#) panel. The user can then configure it from the User Portal by selecting **VmX Locator Settings** from the menu on the left.

The options are:

Field	Description
Use When	You can choose to apply the VmX Locator feature when unavailable or busy or both, by selecting the appropriate checkboxes
Voicemail Instructions	Check this box if you want the Standard voicemail prompts to be played after your personal greeting. If left unchecked, the caller will simply get a "beep" after your personal greeting.
Go To Operator	If this box is checked, the Press 0 field is disabled. When the caller presses 0, call will be sent to the Operator number configured for the whole system. The system operator number is configured by your administrator under the Voicemail Settings page. (See Voicemail Settings - Dialplan Behavior in the Administration Guide for details).

<p>Press 0</p>	<p>To configure a different number for the Press 0 option, you have to first uncheck the Go To Operator field.</p> <p>This is typically used to overwrite the system operator number in certain scenarios where an executive might prefer to have the call go to the secretary.</p>
<p>Send to Follow-Me</p>	<p>If this box is checked, the Press 1 field is disabled.</p> <p>When the caller presses 1, call will be routed according to your Follow Me list.</p> <p>Ensure that you have the Follow Me feature enabled and configured when using this option.</p>
<p>Press 1</p>	<p>To configure a number for the Press 1 option, you have to first uncheck the Send to Follow-Me field.</p> <p>You can enter any extension, queue, ringgroup or external number (e.g. your cell phone).</p>
<p>Press 2</p>	<p>To configure a number for the Press 2 option.</p> <p>You can enter any extension, queue, ringgroup or external number (e.g. your cell phone).</p>

 Remember to record your personal greeting with instructions that matches your VmX Locator treatments.

Personal greetings for both "busy" and "unavailable" states must be recorded for this feature to work.

[Call Monitor](#)

[Voicemail](#)

[Feature Codes](#)

[Follow Me](#)

[Phone Features](#)

[VmX™ Locator Settings](#)

[Logout](#)

VmX Locator™ Settings for SIP 510 (510)

Use When: unavailable busy


Voicemail Instructions: Standard voicemail prompts.

Press 0: Go To Operator

Press 1: Send to Follow-Me

Press 2:

[Update](#)

 System level settings for VmX Locator are configured by your Administrator in the Voicemail Settings page (See [Voicemail Settings - Dialplan Behavior](#) in the Administration Guide for details). For example: the number of seconds to wait after your personal greeting is played before it times out, and the number of times to repeat your personal greeting etc. are all configurable by the administrator.