

# UCx Feature Guide for Nortel M1/CS1000 Digital and Analog Phones

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# Table of Contents

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1	Introduction	7
2	Installing the telephone	8
3	Using Your Nortel Telephone	9
4	Basic Phone Features	10
4.1	Calling Internally	10
4.2	Calling Outside	10
4.3	Answering a Call	10
4.4	Putting Call on Hold	10
5	Advanced Phone Features	11
5.1	Transferring a Call (blind and attended transfer)	11
5.1.1	Phones With Transfer key - Attended Transfer	11
5.1.2	Phones Without Transfer key - Attended Transfer	11
5.1.3	Using star code - Blind Transfer	11
5.2	Transferring a Call to Voice Mail Box	11
5.2.1	Transfer	12
5.3	Call Forward All/Unconditional	12
5.3.1	Call Forward	12
5.3.2	Call Forward Prompting	12
5.4	Call Forward on No Answer	12
5.5	Call Forward on No Answer/Unavailable Prompting	12
5.6	Call Forward on Busy	13
5.7	Call Forward Busy Prompting	13
5.8	5.8. Call Waiting	13
5.9	Multi-Party Conference	14
5.9.1	Conference	14
5.9.2	Join Capability	14
5.10	Do-Not-Disturb feature (DND) or Make-Set-Busy feature (MSB)	15
5.10.1	DND	15
5.10.2	Do-Not-Disturb feature (DND) or Make-Set-Busy feature (MSB) Toggle	15
5.11	Dial By Name	15
5.11.1	Dial By Name	15
5.11.2	Phonebook dial-by-name directory	16
5.12	Call Park	16
5.12.1	Phones with Call Park soft key	16
5.12.2	Using star code	16
5.13	Directed Call Pickup	16
5.14	Group Call Pickup	16
5.15	System Speed Dial	17
5.16	Speak Your Extension	17
5.17	Speak Time	17
5.18	Accessing Voicemail	17

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5.19	Wake Up Call	18
5.20	Echo Test	18
5.21	Call Trace	18
5.22	Intercom	18
5.23	Toggle Call Recording	18
5.24	Set user speed dial.	19
5.25	Call Flow Control toggle all	19
5.26	Save Recording and Check Recording	19
5.27	Direct Dial Prefix	19
5.28	Disconnect	20
5.29	Simulate Incoming Call	20
6	User extension portal access.	21
6.1	Access the user extension portal by typing the following in a web browser:	21
6.2	Accessing User Portal	21
6.3	Viewing List of Configured Features	21
6.4	Viewing or Modifying your Phone Features	22

- [Introduction](#)
- [Installing the telephone](#)
- [Using Your Nortel Telephone](#)
- [Basic Phone Features](#)
  - [Calling Internally](#)
  - [Calling Outside](#)
  - [Answering a Call](#)
  - [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
    - Transfer
  - Call Forward All/Unconditional
    - Call Forward
    - Call Forward Prompting
  - Call Forward on No Answer
  - Call Forward on No Answer/Unavailable Prompting
  - Call Forward on Busy
  - Call Forward Busy Prompting
  - 5.8. Call Waiting
  - Multi-Party Conference
    - Conference
    - Join Capability
  - Do-Not-Disturb feature (DND) or Make-Set-Busy feature (MSB)
    - DND
    - Do-Not-Disturb feature (DND) or Make-Set-Busy feature (MSB) Toggle
  - Dial By Name
    - Dial By Name
    - Phonebook dial-by-name directory
  - Call Park
    - Phones with Call Park soft key
    - Using star code
  - Directed Call Pickup
  - Group Call Pickup
  - System Speed Dial
  - Speak Your Extension
  - Speak Time
  - Accessing Voicemail
  - Wake Up Call
  - Echo Test
  - Call Trace
  - Intercom
  - Toggle Call Recording
  - Set user speed dial.
  - 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](#)

# 1 Introduction

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This User's Guide provides a description of features for the Aries and Taurus series Meridian digital telephone sets as well as analogue telephones with a UC<sup>X</sup> Server.

## 2 Installing the telephone

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To configure a M3900 series Nortel digital set, see [Adding a Nortel Extension](#) in the Administration Guide.



## 3 Using Your Nortel Telephone

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Depending on the model of phone you have, different keys may be offered for different features. Refer to the pages [M3900 and Aries Digital Sets and Features](#) and [Analog Sets](#) in the UC<sup>X</sup> Media Gateway Administration Guide for details.

## 4 Basic Phone Features

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

### 4.1 Calling Internally

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To make an internal call, you can pick up the handset, press a **DN** 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.

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.

### 4.2 Calling Outside

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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 UC<sup>X</sup> administrator to provide information about the access to external lines and long distance dialing.

### 4.3 Answering a Call

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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 Putting Call on Hold

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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 UC<sup>X</sup> administrator.

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## 5 Advanced Phone Features

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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 UC<sup>X</sup> administrator - examples below are based on default star code settings.

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### 5.1 Transferring a Call (blind and attended transfer)

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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 **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** soft key to connect the original caller to the other party (transfer the call) or press the **Release** key to return to 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

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### 5.2 Transferring a Call to Voice Mail Box

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## 5.2.1 Transfer

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 Call Forward

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**

### 5.3.2 Call Forward 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

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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

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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

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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

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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 5.8. Call Waiting

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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.



Since the M3902 set and analog phones only support one line the Call Waiting feature is not supported on these sets

## 5.9 Multi-Party Conference

### 5.9.1 Conference

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 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.

### 5.9.2 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

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

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### 5.10.1 DND

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

### 5.10.2 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**


## 5.11 Dial By Name

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### 5.11.1 Dial By Name

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<sup>X</sup> administrator. See [Directories](#) for details.

## 5.11.2 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

## 5.12 Call Park

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

### 5.12.1 Phones with Call Park soft 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

### 5.12.2 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<sup>x</sup> 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<sup>x</sup> administrator), the call is automatically sent back to the phone that parked the call.

## 5.13 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**)

## 5.14 Group Call Pickup

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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<sup>X</sup> administrator.

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

## 5.15 System Speed Dial

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 System Speed dials must be configured by the UC<sup>X</sup> administrator.


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

## 5.16 Speak Your Extension

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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.


## 5.17 Speak Time

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

## 5.18 Accessing Voicemail

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 If your UC<sup>X</sup> 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, dial **\*97**
2. To access your mailbox from a different phone, dial **\*98** followed with your extension
3. Follow the voicemail prompts

## 5.19 Wake Up Call


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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.

## 5.20 Echo Test

---

The echo test is used to give an audible sense of the latency between the set and the UC<sup>X</sup>. 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 #

## 5.21 Call Trace

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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

## 5.22 Intercom

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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

## 5.23 Toggle Call Recording

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

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

## 5.24 Set user speed dial.

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

## 5.25 Call Flow Control toggle all

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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

## 5.26 Save Recording and Check Recording

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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.

## 5.27 Direct Dial Prefix

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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.

## 5.28 Disconnect

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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

## 5.29 Simulate Incoming Call

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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 .

## 6 User extension portal access.

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

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`http://your_ucx_server_ip/recordings`

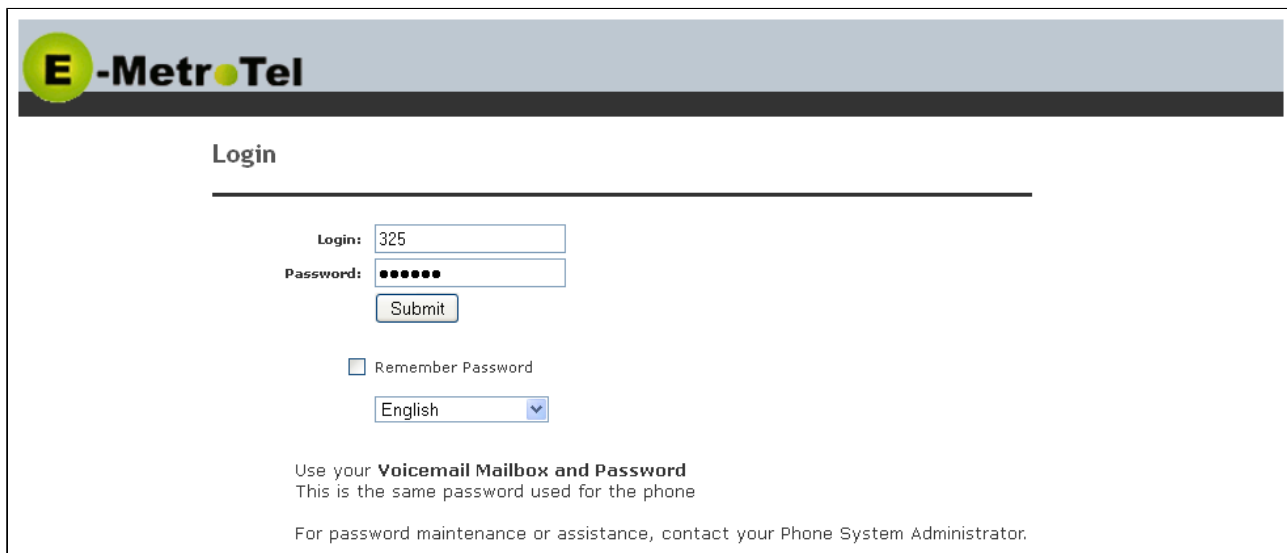
For example, if your UC X IP address is 192.168.1.200, accessing the User Extension Portal as follows:

`http://192.168.1.200/recordings`

### 6.2 Accessing User Portal

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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 selection 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."

### 6.3 Viewing List of Configured Features

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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

## 6.4 Viewing or Modifying your Phone Features

Select the Phone Features menu item.



[Voicemail](#)  
[Call Monitor](#)

**Phone Features**  
[Follow Me](#)  
[Feature Codes](#)

[Settings](#)

[Logout](#)

### Phone Features for IP Phone (325)

#### Phone Features

- Call Waiting
- Do Not Disturb

Call Screening:

#### Call Forwarding

- Unconditional:   Enable
- Unavailable:   Enable
- Busy:   Enable