

UCx Feature Guide for SIP Phones

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1 Introduction

This User's Guide provides a description of features for SIP telephone sets.

2 Installing the telephone

Please refer to your respective manufacturer's user guide or administrator's guide for detailed instructions how to perform the installation.

3 Using Your Telephone

Depending on the model of phone you have, different keys may be offered for different phones. Nevertheless, there are some basic controls and buttons that are typically available on all phones.

3.1 Controls and Buttons



Key Name	Description
Message Waiting Indicator	Red light that comes on when there are message(s) waiting
Soft keys	Feature keys that change depending on the call state
Up/Down/Left/Right Navigation keys	Menu navigation
Headset	Enable headset mode (if a headset is present)
Line	Phone line(s) for making and accepting calls
Release	Release a call; Exit; End of a feature
Handsfree	Enable handsfree mode

Redial	To redial the last called number
Dialpad	Standard telephone key pad
Mute	Mute/unmute toggle
Volume Up/Down	To increase/decrease the sound volume

4 Basic Phone Features

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

4.1 Calling Internally

To make 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 Putting Call on Hold

To put a call on Hold, just press the **Line** key or **Hold** key (if available).

To retrieve the call previously put on-hold, press the **Line** key with the held call or the **Resume**

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 if provided 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.

- **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.
- **Blind transfer** is used when there is no need to consult with the party receiving the call transfer.

Below are the steps required to transfer calls depending on whether your phone provides the Soft key for Transfer.

5.1.1 Attended Transfer with Soft key

1. While on call, press the **Transfer** key - the system will present 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

5.1.2 Attended Transfer without Soft key

1. While on call, dial ***2** - the system prompt will say "Transfer" and present 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 Blind Transfer

1. While on call, dial **##** - the system prompt will say "Transfer" and present 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

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

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**

5.4 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**

5.5 Call Forward All/Unconditional Toggle

1. Dial ***740** to access the **call forward toggle** configuration
2. Enter the destination phone number followed by the **#** key
3. To deactivate call forward unconditional, dial ***740** or dial ***73**
4. To deactivate all types of call forwarding, dial ***74**

5.6 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**

5.7 Call Forward 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**

5.8 Call Forward on Busy

1. Dial ***90** to access the **call forward on 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**

5.9 Call Forward on Busy Prompting

1. Dial ***900** to access the **call forward on 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

5.10 Call Waiting

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

Handy Hint

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.

5.11 Call History

Please refer to your manufacturer's user guide on how to view call log entries.

5.12 Last Number Redial

5.12.1 Phones With Redial Key

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

5.12.2 Phones Without Redial Key

Please refer to your manufacturer's user guide on how to use the redial feature.

5.13 Multi-Party Conference

5.13.1 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

5.13.2 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.

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

1. To activate DND/MSB, dial ***78**


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


5.15 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

5.16 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 accepts both first name or 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.

5.17 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

5.18 Call Park

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

1. While on call, invoke **Blind Transfer** by dialing ## - the system prompt will say "Transfer" and present dial tone
2. Enter the parking lot extension (by default **70** - configured by your UC^X system 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.

5.18.1 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.


5.19 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**)


5.20 Group Call Pickup

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

 Group Call Pickup feature must be configured by the system administrator.

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

5.21 System Speed Dial

 System Speed dials must be configured by the system administrator.

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


5.22 Speak Your Extension

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

5.23 Speak Time

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

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

5.25 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

5.26 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

5.27 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

5.28 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

5.29 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 #

5.30 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

5.31 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

5.32 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.

5.33 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.

5.34 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

5.35 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 .

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

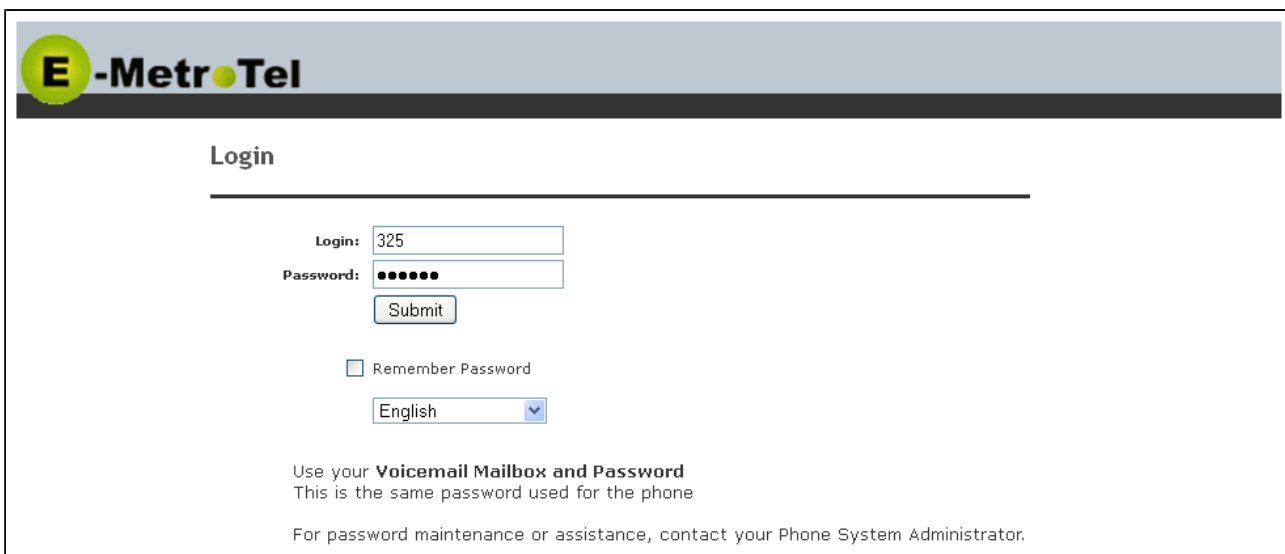
`http://your_ucx_server_ip/recordings`

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`

6.2 Accessing User Portal

Login using your extension and your voice mail password.



The screenshot shows the E-MetroTel User Portal Login page. At the top left is the E-MetroTel logo. Below it, the word "Login" is centered. A horizontal line separates the header from the login 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 checkbox labeled "Remember Password" which is unchecked; 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."

6.3 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

6.4 Viewing or Modifying your Phone Features

Select the Phone Features menu item.

6.5 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.