UCx Feature Guide for Nortel IP phones - with Feature Key mode disabled

Date: 22 November 2016

System: UCx

Release: 5.0

Phone models: Nortel IP Phones i20xx Series, 11xx Series and 12xx Series

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1.   INTRODUCTION

This Feature Guide describes the usage of your Nortel IP Phone when Feature Key mode is disabled. With Feature Key mode disabled, the operation of your Nortel IP phone when connected to the UCx Server resembles the operation of a Nortel IP phone connected to the CS1000.
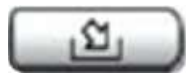
Depending on the model of phone you have, different keys may be offered for different features. Nevertheless, there are some basic set of controls and buttons that will be available across all models.

The figure below shows the button layout of the 1140E IP phone as a reference. Refer to the respective Nortel IP phone user guide for the button layout of your phone.

1.1   Controls and Buttons

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

Name	Control/Button	Description
Dial pad		Standard telephone dial pad
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 (Call log)
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
Services		Provides a list of features that can be invoked

2.   USAGE

2.1   Making a Call

Feature	Steps
Using Off-hook dialing	1. Lift handset. 2. Dial the number.
Using On-hook dialing	1. Press the **Line (DN)** key. 2. Dial the number.
Using Handsfree dialing	1. Press the **Handsfree** key or **Headset** key if headset is connected. 2. Dial the number.
Using System Directory	1. Press the **Directory** key. 2. Use the dial pad to enter the first 3 letters of either the first or last name of the person you want to call.
Using Call History (Call Log)	1. Press the **Outbox** key. 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. Note: The Call Log feature is NOT supported on phones that have single line display screens and do not have soft keys.
Using Last Number Redial	1. Press the **Line (DN)** key. 2. Press the **Redial** softkey.

Using Hotline	1. Lift handset or press the **Line (DN)/Handsfree/Headset** key and the configured number is dialed automatically. The Hotline feature and number is configured by the UCx Administrator on a per extension basis.
Using Intercom (Voice Call)	1. Dial ***80** + EXTENSION. (For example, to intercom extension 200, dial *80200.) 2. Speak into the handset and your voice will be heard on the dialed EXTENSION's speaker
Using Paging	1. Dial the PAGE GROUP extension number. 2. Speak into the handset and your voice will be heard on the speakers of the extensions that belong to the page group. Page Groups are configured by the UCx Administrator under Paging and Intercom.
Using Ring Again (Call Back)	1. Dial an extension and if you receive a Busy tone or if there is No Answer. 2. Press the **RngAgn** softkey. 3. If Ring Again is activated when the dialed extension is Busy, you will be notified when the extension becomes idle. 4. If Ring Again is activated when the dialed extension has No Answer, you will be notified when there is activity on the phone and the phone becomes idle. 5. When the extension you want to reach is available, you will be notified and prompted to call back the extension. 6. If you respond **Yes**, the feature will dial the extension immediately. 7. If you respond **No**, Ring Again for that extension will be cancelled.

Using User Speed Dial	1. Dial ***75** to enter the user speed dial menu.
	
	2. Enter the speed dial location and press the **#** sign.
	
	3. Follow the 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

Using System Speed Dial	1. Dial ***0** + SPEED DIAL CODE. (For example, if the speed dial code is 100, dial *0100.) Speed Dial Codes are configured by the UCx Administrator under Phonebook.

2.2   While on a Call

Feature	Steps
On Hold	1. To place an active call on hold, just press the **Hold** key. 2. To retrieve the call previously put on-hold, press the **Line (DN)** key with the held call. 3. 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 under Nortel Settings.

Feature	Steps
Transfer (Attended)	1. Press the **Transfer** softkey and the original caller is placed on hold. 2. Enter the other number you want to call and press the **Call** softkey or the **#** sign. 3. When the other party answers, you can consult with the other party first. 4. To connect the other party with the original caller press the **Transfer** softkey. 5. To abort the transfer, press the **Cancel** softkey or the **Release** key to return to the original caller.
Transfer (Blind)	1. Dial **##** and the system prompt will say "Transfer" and present dial tone. 2. Enter the other number you want to transfer the call to. 3. The call is immediately transferred.
Transfer to Voicemail Box	1. Dial **##** and 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, enter #* 200.)
Call Park	1. Press the **Park** softkey. 2. The system will say and display the PARKING LOT number. 3. To retrieve the parked call, dial the PARKING LOT number from any phone. If nobody retrieves a parked call within the timeout period, the call is automatically sent back to the extension that parked the call. The duration of the timeout is configurable by the UCx Administrator under Parking Lot.
Call Park Retrieval	1. An alternative method to retrieve a parked call is to dial ***86**. 2. The oldest parked call is retrieved regardless of who parked the call.
Display Name/Number for active call	1. The Name and Number of the calling party is automatically displayed for an active call. 2. For telephones with only a single line display, you can press the **Info** softkey to toggle between the Name and Number.

Feature	Steps
Display Name/Number for incoming call while on an active call	1. The Name and Number of another incoming call is automatically displayed while you are active on an existing call. 2. By default, the Name and Number will be displayed for 5 seconds. The Call Display Timer is configurable by your UCx Administrator under Nortel Settings.
Disconnect	1. If using the handset, replace the handset into the cradle or press the **Release** key. 2. If using Handsfree or Headset, press the **Release** key.

2.3   Incoming Calls

Feature	Steps
Internal Auto Answer	1. When Internal Auto Answer is set to **Intercom**, all calls from internal extensions will behave as intercom calls (i.e. auto-answered). All external calls or calls under certain circumstances (e.g. Blind Transfer and Follow Me) will behave as a normal call. Internal Auto Answer is configured by the UCx Administrator on a per extension basis. By default the feature is disabled.
Call Pickup	1. While a call is alerting at another extension, dial ****** + EXTENSION. (For example, to pick up a call that is alerting at extension 330, dial **330.)
Group Pickup	1. While a call is alerting at another extension that is in your pickup group, dial ***8**. Call group and Pickup group(s) are configured by the UCx Administrator on a per extension basis.

Feature	Steps
Call Waiting	1. To activate Call Waiting, dial ***70**. 2. To deactivate Call Waiting, dial ***71**. To use call waiting, your phone must be configured to have 2 or more lines (DN) 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 will not 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
Call Forward All/Unconditional [1]	1. To Call Forward All calls, press the **CFwd** softkey. 2. Enter the destination number. 3. Press the **Forwd** softkey to enable it. 4. To cancel, press the **NoFwd** softkey.
Remote Call Forward All/Unconditional [1]	1. To activate Call Forward All/Unconditional from another local phone, dial ***720**. 2. If calling from an external phone, dial your DISA number followed by the PIN code. When dial tone is presented, dial ***720**. 3. Enter your EXTENSION number when prompted. 4. Enter the destination number. 5. To deactivate Call Forward All/Unconditional, dial ***73** + EXTENSION.
Call Forward Busy [1]	1. To activate Call Forward on Busy, dial ***90** + EXTENSION. (For example, to call forward to extension 200, dial *90200.) 2. To deactivate Call Forward on Busy, dial ***91**.
Remote Call Forward Busy [1]	1. To activate Call Forward Busy from another local phone, dial ***910**. 2. If calling from an external phone, dial your DISA number followed by the PIN code. When dial tone is presented, dial ***910**. 3. Enter your EXTENSION number when prompted. 4. Enter the destination number. 5. To deactivate Call Forward on Busy, dial ***91** + EXTENSION.

Feature	Steps
Call Forward Unavailable [1]	1. To activate Call Forward on Unavailable, dial ***52** + EXTENSION. (For example, to call forward to extension 200, dial *52200.) 2. To deactivate Call Forward on Unavailable, dial ***53**.
Remote Call Forward Unavailable [1]	1. To activate Call Forward All/Unconditional from another local phone, dial ***520**. 2. If calling from an external phone, dial your DISA number followed by the PIN code. When dial tone is presented, dial ***520**. 3. Enter your EXTENSION number when prompted. 4. Enter the destination number. 5. To deactivate Call Forward on Unavailable dial ***53** + EXTENSION.
Call Forward to Voicemail [1]	1. To activate Call Forward to Voicemail, press the **CFwd** softkey. 2. Enter the **#*** + EXTENSION. (For example, to call forward to mailbox of extension 200, enter #*200.) 3. Press the **Forwd** softkey to enable it. 4. To cancel, press the **NoFwd** softkey.
Make Set Busy	1. To activate Make Set Busy, press the **MSB** key. When MSB is active on your phone, the phone display shows "Do not disturb". 2. To deactivate Make Set Busy, press the **MSB** key again.

1: Dial ***74** to deactivate all types of call forwarding

2.4 Calls with Multiple Parties

Feature	Steps
Call Join	1. While in a call or conference on the first Line (DN) key, press the **Hold** key. The caller(s) on the first line is placed on hold. 2. Make or receive a call on the second **Line (DN)** key 3. Press the **Conf** softkey, followed by the **Join** softkey. 4. Press the first **Line (DN)** key to join all parties into a conference. 5. You can continue to add as many parties to the existing conference with the above steps.

Feature	Steps
	Note: The Call Join capability is applicable only under the following conditions: • The phone has a minimum of 2 Line (DN) keys • The calls on both lines can be conferenced
Conference	1. While on a call, press the **Conf** soft key. The original caller is placed on hold. 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** softkey.

2.5 Additional Features using System Wide Feature Codes

Feature	Steps
Blacklist	1. To add a number to the blacklist, dial *30. 2. Enter the number to be added to the blacklist. 3. Press 1 to confirm. 4. Blacklisted numbers are screened and blocked from all incoming routes. Note: Internal numbers cannot be blacklisted.
Blacklist Cancel	1. To remove a number from the blacklist, dial *31. 2. Enter the number to be removed from the blacklist. 3. Press 1 to confirm.
Blacklist Last Caller	1. To add the number from the last caller to the blacklist, dial *32. 2. Press 1 to confirm.
Call Recording toggle	1. While on a call, dial *1 to start recording. The system will play a beep tone to indicate recording has started. 2. To stop recording, press *1 again. The system will play a beep tone to indicate recording has stopped.

Feature	Steps
	On Demand Recording is configured by the UCx Administrator on a per extension basis.
Call Trace	1. Dial ***69** and the system will announce information about your last call. 2. Enter **1** to dial the number of the last call.
Follow Me toggle	1. To toggle the Follow Me feature ON and OFF, dial ***21.** The Follow Me feature is added by the UCx Administrator on a per extension basis.
Intercom Allow	1. To allow all intercom calls to your phone, dial ***54**. 2. To allow intercom calls from a specific EXTENSION, dial ***54** + EXTENSION. (For example, to allow intercom calls from extension 200, dial *54200.)
Intercom Disallow	1. To disallow all intercom calls to your phone, dial ***55.** 2. To disallow intercom calls from a specific EXTENSION, dial ***55** + EXTENSION. (For example, to disallow intercom calls from extension 200, dial *55200.)
Speak your Extension	1. To have the system play a message saying your current extension number, dial ***65**.
Speak Time	1. To have the system play a message saying the current system time, dial ***60**.
Stamp Log	1. To create a time stamp log entry for troubleshooting purposes, dial **9*9**.
Wake Up Call	1. To schedule a reminder or wake-up call, dial ***68**.

2.6 Hotdesking

The Hotdesking feature allows you to temporarily assign an extension to a phone that normally uses another extension or has no extension assigned. For example, you mainly work from home but occasionally come to the office and you may want to assign your own extension to a phone located at the office. Another use of the Hotdesking feature is to have multiple users share phone(s) in the office. Physical phones have no extensions assigned – each user activates the Hotdesking feature to assign their extension to a phone when they want to use it.

Note: When using Hotdesking with different types of phones, the capabilities are determined by the phone in use. For example, if a physical phone with 2 programmable keys is hotdesked to an extension normally assigned to a phone with 4 programmable keys, only 2 programmable keys would be available during the Hotdesking session.

The physical phone that you want to activate Hotdesking must have the Hotdesking feature enabled. On your extension, the Hotdesking password must be configured.

Hotdesk from a phone with the Services Key

To invoke Hotdesking:

1. Press the **Services** key and use the navigation down arrow to scroll down until you see **Hotdesking**.

2. Press the **Invoke** softkey.
3. Enter the Hotdesk extension.
4. Enter the Hotdesk password.

To cancel Hotdesking:

1. Press the **Services** key and use the navigation down arrow to scroll down until you see **Hotdesking cancel**.

2. Press the **Invoke** softkey
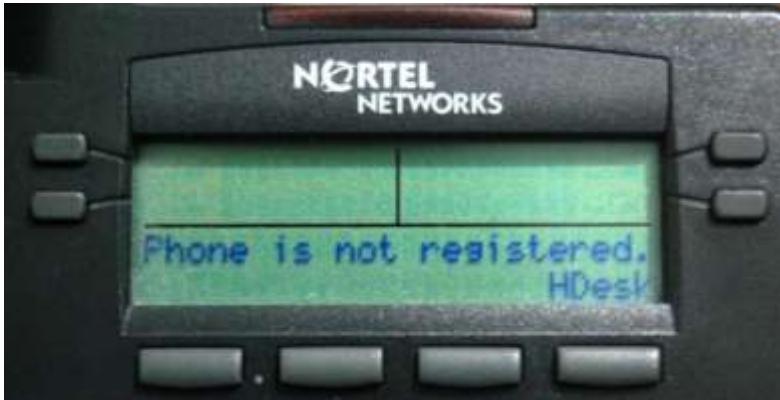
Hotdesk from an unregistered phone

To invoke Hotdesking:

1. Press the **Hotdesk (HDesk)** softkey
2. Enter the Hotdesk extension
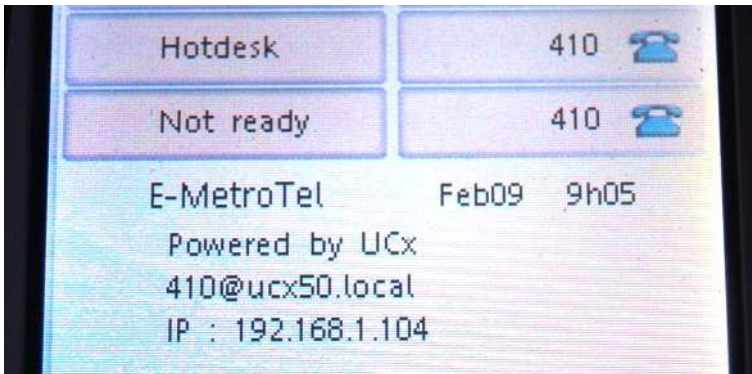3. Enter the Hotdesk password

To cancel Hotdesking:

1. Press the **Unreg** softkey

Hotdesk from a phone with a programmed key

To invoke Hotdesking:

1. Press the **Hotdesk** programmed key
2. Enter the Hotdesk extension
3. Enter the Hotdesk password

To cancel Hotdesking:

1. Press the **Hotdesk** programmed key again

2.7 Call Center Agent Features

If your extension is a dynamic member of a queue, then you have to login to the queue to start receiving calls from that queue. (Note: Static members do not need to login and logout of a queue.)

To login to a queue:

1. Dial ***45** + QUEUE number
   (For example, to login to queue number 600, dial *45600.)
2. The system will announce that your extension has been added.

To logout of a queue:

1. Dial ***45** + QUEUE number
   (For example, to logout of queue number 600, dial *45600.)
2. The system will announce that your extension has been removed.

Queue agents can temporarily change their status to "Not Ready" and pause receiving calls from the queue.

To activate pause:

1. Dial ***46** + QUEUE number
   (For example, to activate pause for queue number 600, dial *46600.)
2. The system will announce that pause has been activated.

To deactivate pause:

1. Dial ***46** + QUEUE number
   (For example, to deactivate pause for queue number 600, dial *46600.)
2. The system will announce that pause has been deactivated.

3.   SERVICES KEY

To invoke a feature using the Services key, perform the following steps:

1. While the phone is idle, press the **Services** key
2. Use the down arrow key to locate the desired feature
3. Press the **Invoke** soft key

Features available from Services Key listed in order of appearance

Features that can only be invoked via the Services key are highlighted in **bold**.

Feature	Feature access code	Description
Stamp log	**9*9**	Creates a time stamp log entry for troubleshooting purposes.
Speed dial	***0**	Dials the number stored in the System Speed Dial list.
Voice call (Intercom)	***80** + EXTENSION	Uses the speaker of another phone set as an intercom.
Group pickup	***8**	Answers a call alerting at another extension that belongs to the same pickup group.
Directed pickup	****** + EXTENSION	Answers a call alerting at another EXTENSION.
Call timer		Shows the duration of the current or the most recent call.
Do not disturb	***78** or ***76** (toggle)	Activates Make-Set-Busy feature.
Do not disturb cancel	***79** or ***76** (toggle)	Deactivates Make-Set-Busy feature.
Call forward	***72** + EXTENSION	Activates Call Forward all calls.
Call forward cancel	***73**	Deactivates Call Forward all calls.
Forward to voicemail	**CFwd** softkey + **#*** + EXTENSION	Activates Call Forward all calls to Voicemail.
CID blocking		Blocks the Caller Name and ID for the next outbound call. (Once any outbound call is made, the feature is automatically deactivated. This feature has no effect on internal calls.)
CID blocking cancel		Cancel Caller ID blocking.
Hotdesking		Temporarily assigns an extension to the phone that normally uses another extension.
Hotdesking cancel		Cancels the Hotdesking feature and returns the phone back

Feature	Feature access code	Description
		to its normal extension.
Static Time/Date		For phones with no dedicated date and time area, this feature is invoked to always show the time and date on the screen. The Static Time and Date feature keeps the Time and Date on the display of the phone even when there are missed calls or new messages on the phone.
Static Time/Date cancel		Cancel Static Time and Date feature.
Agent Login / Logout	*45 + QUEUE number	Toggles queue member Login and Logout.
Agent Not Ready / Ready	*46 + QUEUE number	Toggles queue member Not Ready / Ready state.
External autodial		Configures a programmable button on the phone to dial a combination of digits, * and/or #. Typically, this is used to configure the programmable button as a speed dial for an external telephone number. When the button is pressed, the configured digits are automatically dialed.
Internal autodial		Configures a programmable button on the phone to dial an internal DN. When the button is pressed, the configured DN is automatically dialed. If the configured DN 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 DN • When the programmable button is pressed while the configured DN is alerting, the button invokes the directed pickup feature (i.e. allows the user to answer calls alerting at the configured extension)
Configure feature		Configures a programmable key on the phone to invoke any supported feature.
Language - English		Configures the language of voice prompts used for services such as voicemail, conferencing etc.
Language - French		
Language - Spanish		
Language - default		
Time zone offset		By default, the system time of the UC^X Server is displayed. If a phone is installed in a different time zone from the UC^X system, time must be adjusted to display the correct time for that time zone. This feature allows the user to select the time zone offset to be used for the date and time displayed on the phone.

Feature	Feature access code	Description
Ring type		Configures the ring type used for the phone.
Contrast		Selects the display contrast used by the phone.
Ring volume		Selects the ring volume used by the phone.
Page general		Initiates paging to the default page group
Page zone 1		Initiates paging to the first page group with Group Description ending with the digit "1".
Page zone 2		Initiates paging to the first page group with Group Description ending with the digit "2".
Page zone 3		Initiates paging to the first page group with Group Description ending with the digit "3".
Page zone 4		Initiates paging to the first page group with Group Description ending with the digit "4".
Page zone 5		Initiates paging to the first page group with Group Description ending with the digit "5".
Page zone 6		Initiates paging to the first page group with Group Description ending with the digit "6".
Redial	**Redial** softkey	Dials the last dialed number.
Voicemail	***97**	Accesses the voicemail box.
Voicemail number		Displays the voicemail number.
Leave Message	**#***	Directly dials the voicemail box of a extension without ringing the phone to leave a message.
Call log	**Outbox** key	Shows the call history.
Directory	**Directory** key	Accesses the company directory.
Time announcement	***60**	Announces the current system time.
Button inquiry		To check what is programmed on a button on the set.
Test sets		To test the functioning of a button on the set.

4.   VOICEMAIL

4.1   Accessing Voicemail

If your UC^X administrator has configured a mailbox for your Extension (EXTENSION), your phone will indicate with a red lamp that you have message(s) waiting. For more details, refer to the *UCx Voicemail User Guide*.

To access your voicemail box:

1. Press the **Inbox** key

Or you can:

1. Dial ***97**

To access your mailbox from a different phone:

1. Dial ***98** + EXTENSION
2. For example, to access the mailbox of extension 200, dial *98200.

4.2   Direct Dial to Voicemail

You can dial directly to an Extension's voicemail box without ringing the phone set:

1. Dial **#*** + EXTENSION
2. For example, to directly connect to the mailbox of extension 200, dial #*200.

5. USER EXTENSION PORTAL

Each Extension created with a voicemail box has access to a user extension portal where the end user can access their own voicemail box, call recordings and other features enabled for the Extension. For more details, refer to the *User Manual for UCx User Extension Portal*.
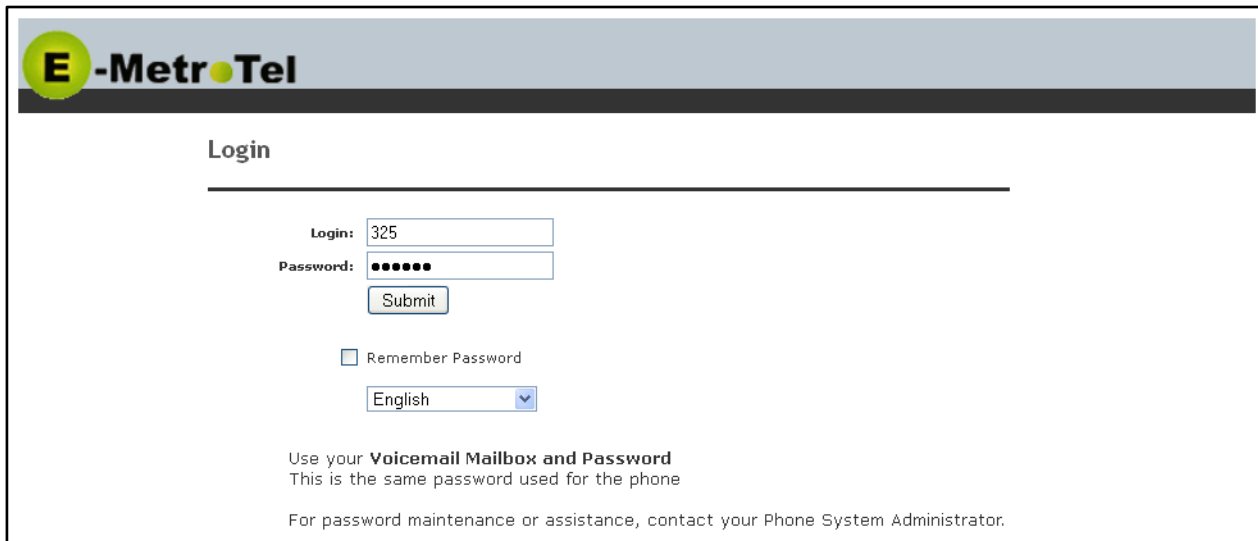
Accessing the User Extension Portal

Access the user portal by entering the following URL in a web browser:

http://your_ucx_server_ip_hostname/recordings

For example, if your UC^X Server IP address is 192.168.1.200, access the user portal as follows:

http://192.168.1.200/recordings

Log-in using your EXTENSION number and your voicemail password.