UCx Feature Guide for WebRTC
- Feature key mode disabled

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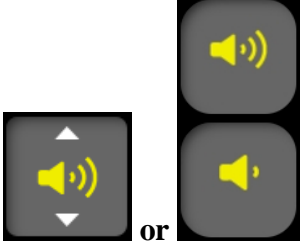
1. INTRODUCTION

This Feature Guide describes the usage of your UCx WebRTC client and how the different features can be invoked.
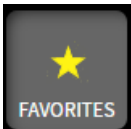
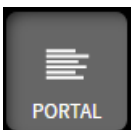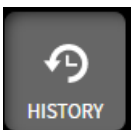The figure below shows the button layout of UCx WebRTC client with "classic Black" theme. The layout may change depending on the selected theme, however the icons representing the different functions will remain the same.
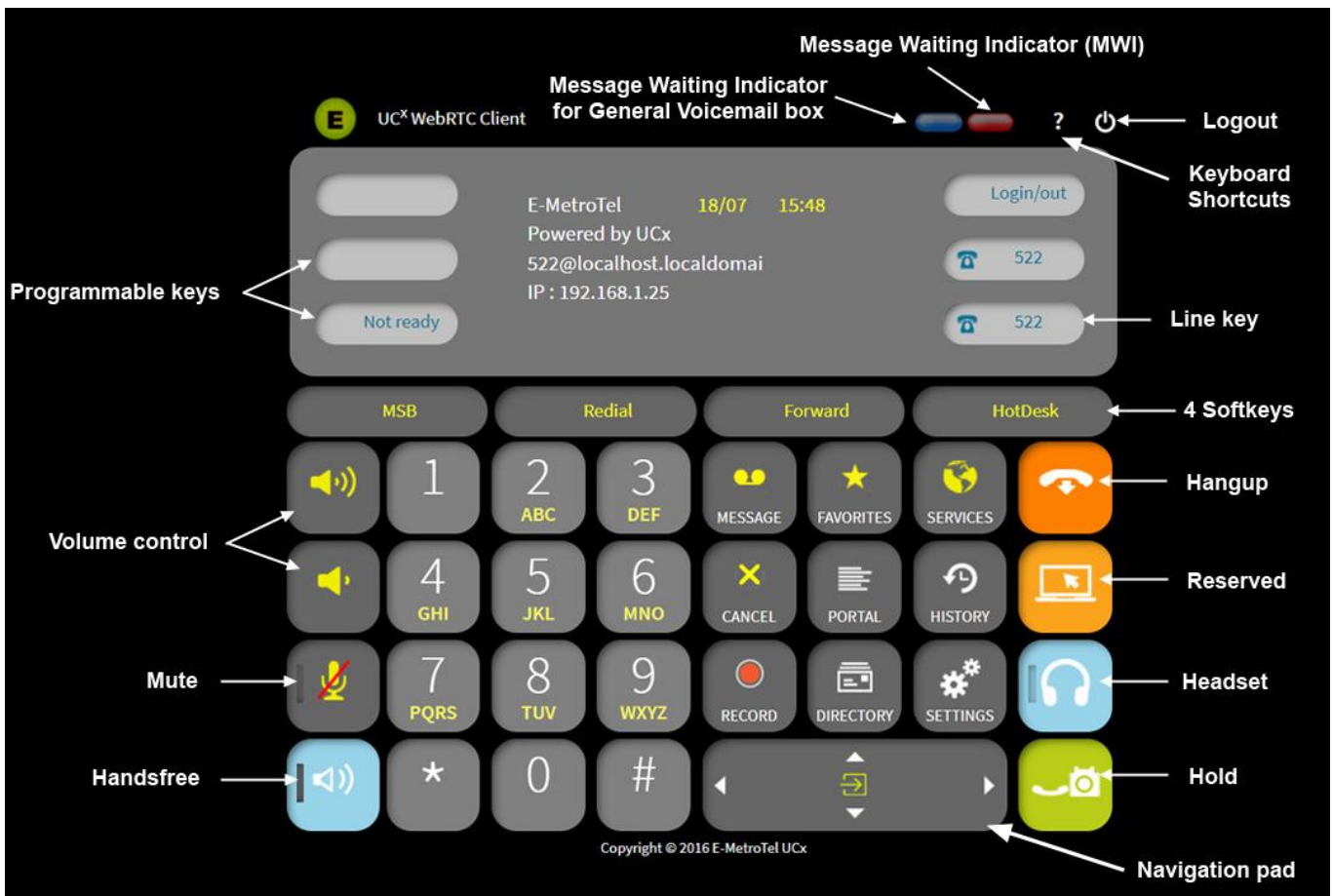
1.1   Controls and Buttons

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

Name	Control/Button	Description
Logout		To logout of the client.
Keyboard shortcuts		Displays a list of keyboard shortcuts.
Message Waiting Indicator (MWI)		The red button turns ON when there is a new voice message.
Message Waiting Indicator for General Voicemail box		The blue button turns ON when there is a new voice message in the general voicemail box. The button also flashes when the client is initializing.
Dial pad keys		You can click on the dial pad keys to dial, Or you can use the computer keyboard to dial numbers. Pressing the <RETURN> key on the computer keyboard simulates the # key on the dial pad.
Navigation pad		Use the UP/DOWN/LEFT/RIGHT arrow keys to navigate through menu selections and the center ENTER key to select.
Volume control	**or**	Click on the corresponding buttons to increase/decrease the volume.
Mute		To MUTE/UNMUTE the call. When MUTE is on, the light beside the icon is turned ON.
Hangup		To disconnect a call.

Handsfree		To make or accept a call on handsfree. Can also be used to switch between handsfree and headset.
Headset		To make or accept a call on headset. You need to first configure a headset to be used with the client before this button can be used. Can also be used to switch between handsfree and headset.
Hold		Used during a call to place the call ON and OFF hold.
RESERVED		Reserved for future implementation.
Message		To access voicemail box for this user.
Favorite		To access the favorites list.
Services		To access the list of features that can be invoked.
Cancel		To cancel out of an operation.
Portal		To access the User Portal. A new window will be opened in the browser for the user portal.
History		To show the history of Missed, Received and Placed calls.

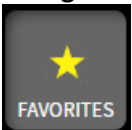|		
Record		Used during a call to turn recording ON/OFF.
Directory		To access the system directory.
Settings		To access the settings page.
Shift / Dialpad		To toggle the interface between DIALPAD and additional buttons. These keys are not available when using Classic and Slim themes.

1.2   Keyboard Shortcuts

You can also access some of the functions via keyboard shortcuts. The table below provides a list of the shortcut keys.

Key	Function
/	Toggle help
*,#	Digits *,#
0-9	Digits 0-9
ctrl 0-9	Programmable key 0-9
F1-F4	Softkey 1-4
Backspace	Softkey "BackSpc"
Esc	Erase or Cancel
d	Devices page
f	Favorites page
h	Hold call
m	Messages
q, a	Volume up, down
r	Release call
s	Settings page
Shift	Toggle dial pad
Return	Simulates the # key

2.　USAGE

2.1　Making a Call

Feature	Steps
Using Keypad	1. Click the **Line** key OR the **Handsfree** button OR **Headset** button if headset is connected. 2. Click on the dial pad keys or enter the number from the keyboard.
Using System Directory	1. Click the **Directory** button. 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 Favorites	1. Click the **Favorites** button. 2. From the list of entries displayed, click on the desired entry and select **Call**. For steps to add or remove entries from the Favorites list, refer to the document *Using WebRTC Client*.
Using Call History	1. Click the **History** button. 2. Click on the **Recvd** / **Placed** / **Missed** softkey toggles to view the list of received, dialed or missed calls. 3. Use the **Up/Down Navigation** keys on the dial pad or keyboard to view call log entries. 4. Click the **Call** softkey to call the phone number from the selected call log entry.
Using Last Number Redial	1. Click the **Line (DN)** key. 2. Click the **Redial** softkey.
Using Hotline	1. Click the **Line/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. Click the **RingAgn** 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. This feature is available only when the dialed extension is a Nortel phone.

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** button. 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 held call reminder notification tone is configurable and can also be disabled by your UCx Administrator under Nortel Settings.
Transfer (Attended)	1. Click the **Trnsfer** softkey and the original caller is placed on hold. 2. Enter the other number you want to call followed by the **#** sign or click the **Call** softkey. 3. When the other party answers, you can consult with the other party first. 4. To connect the other party with the original caller, click the **Trnsfer** softkey. 5. To abort the transfer, click the **Cancel** softkey or the **Hangup** button 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.)

Feature	Steps
Call Park	1. Click 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.
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. Click the **Hangup** button.

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.

Feature	Steps
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.
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, click the **Forward** softkey. 2. Enter the destination number. 3. Click the **Forward** softkey to enable it. 4. To cancel, press the **NoForwd** 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**.

Feature	Steps
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.
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, click the **Forward** softkey. 2. Enter the **#*** + EXTENSION. (For example, to call forward to mailbox of extension 200, enter #*200.) 3. Click the **Forward** softkey to enable it. 4. To cancel, click the **NoForwd** softkey.
Make Set Busy	1. To activate Make Set Busy, click the **MSB** key. When MSB is active on your phone, the phone display shows "Do not disturb". 2. To deactivate Make Set Busy, click 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, click 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. Click the **Conf** softkey, followed by the **Join** softkey. 4. Click 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. 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, click 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, click the **Conf** soft key again. 4. To return to the conference without adding the new party, click 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.

Feature	Steps
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 RECORD	1. While on a call, click the **Record** button to start recording. The system will play a beep tone to indicate recording has started. 2. To stop recording, click the **Record** button again. The system will play a beep tone to indicate recording has stopped. 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	2. To schedule a reminder or wake-up call, dial ***68**.

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

To invoke Hotdesking:

1. Click the **HotDesk** softkey.
2. Enter the Hotdesk extension.
3. Enter the Hotdesk password.
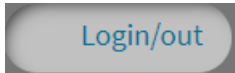
To cancel Hotdesking:

1. Click the **Unreg.** soft key.

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.)
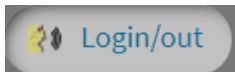
To login to a queue:

1. Click the agent **Login/out** key (if configured).
Your extension is added to all queues in which the extension is configured as a dynamic member.

OR

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. Click the agent **Login/out** key (if configured)**.**
Your extension is removed from all queues in which the extension is configured as a dynamic member.

OR

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. Click the **Not ready** key (if configured).
   Your extension is paused for all queues.

OR

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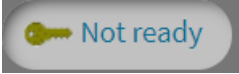2. The system will announce that pause has been activated.

To deactivate pause:

1. Click the **Not ready** key (if configured).
   Your extension is un-paused for all queues.

OR

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

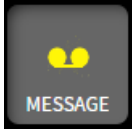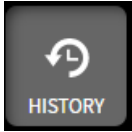To invoke a feature using the Services key, perform the following steps:

1. While the phone is idle, click the **Services** button.
2. Use the down arrow navigation key to locate the desired feature.
3. Click the Invoke softkey

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	**MSB** softkey	Toggles Make-Set-Busy on/off.
Call forward	**Forward** softkey + EXTENSION	Activates Call Forward all calls.
Forward to voicemail	**Forward** 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	**Hotdesk** softkey	Temporarily assigns an extension to the phone that normally uses another extension.
Hotdesking cancel	**Unreg.** softkey	Cancels the Hotdesking feature and returns the phone back to its normal extension.

Feature	Feature access code	Description
Static Time/Date	* Not needed for WebRTC as the date and time is always displayed.	For phones with no dedicated date and time area, this feature is invoked to always show the time and date on the screen.
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.

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Feature	Feature access code	Description
Ring type	* WebRTC supports only one ring type at this time.	Configures the ring type used for the phone.
Contrast	* Not applicable to WebRTC.	Selects the display contrast used by the phone.
Ring volume	**Volume** button	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	**Message** button	Accesses the voicemail box.
Voicemail number		Displays the voicemail number.
Leave Message	**#*** + EXTENSION	Directly dials the voicemail box of a extension without ringing the phone to leave a message.
Call log	**History** button	Shows the call history.

| Feature	Feature access code	Description
Directory	**Directory** button	Accesses the system 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.

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4. VOICEMAIL

4.1 Accessing Voicemail

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

To access your voicemail box:

1. Click the **Message** button
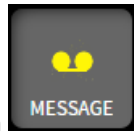
To access your mailbox from a different phone:

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.

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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
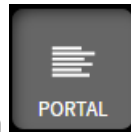
To access the User Portal, click on the **Portal** button .

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