

# UCx Feature Guide for WebRTC

## - Feature key mode enabled

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Phone models: WebRTC

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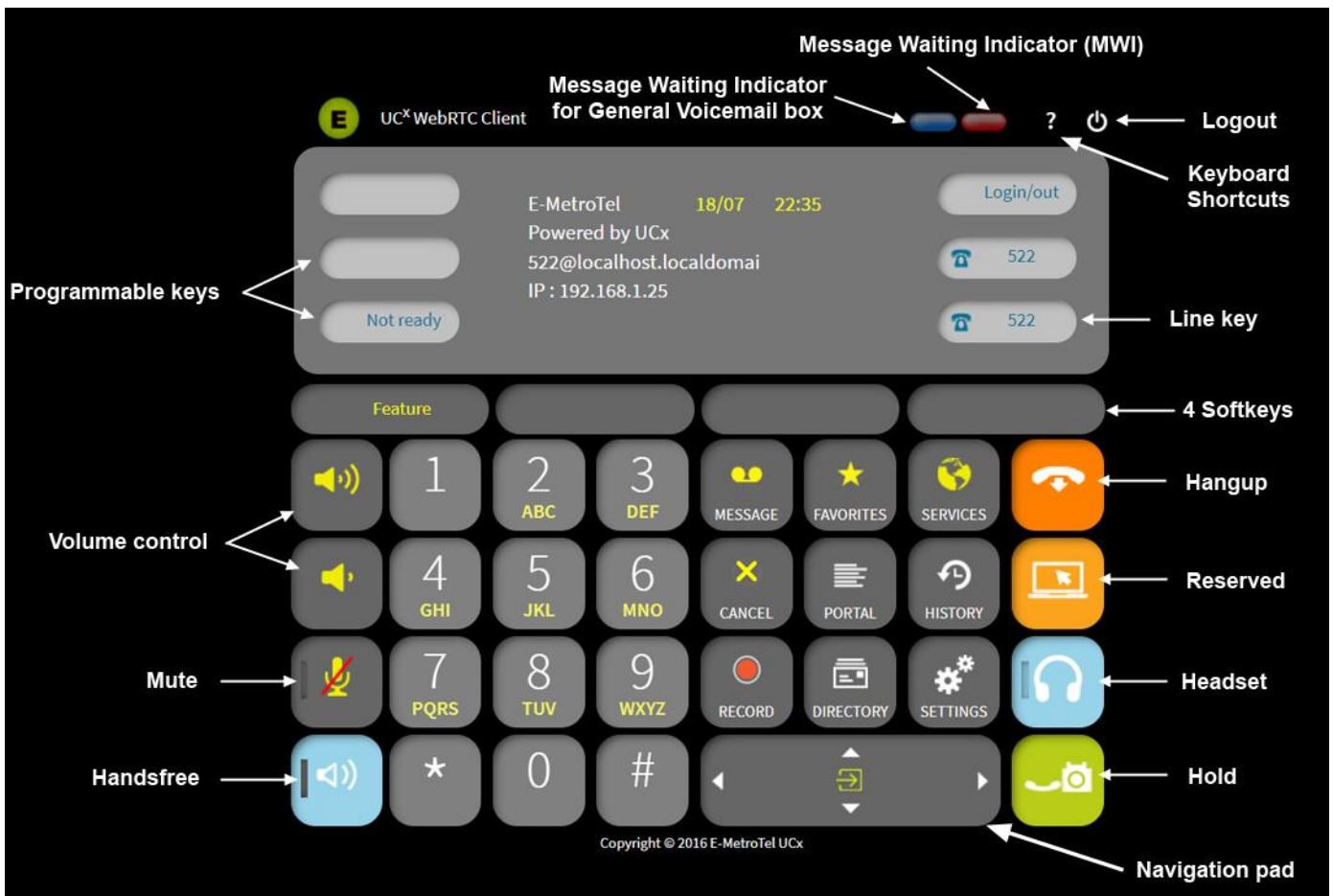
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# 1. INTRODUCTION





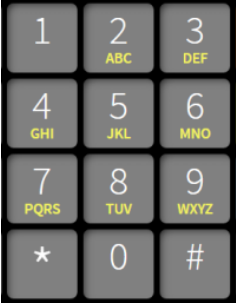

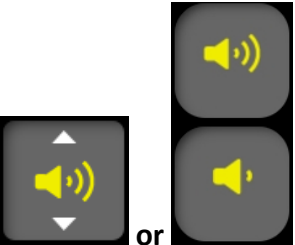


This Feature Guide describes the usage of your UCx WebRTC client and how the different features can be invoked.





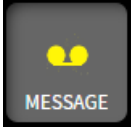
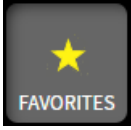

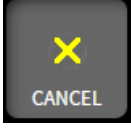
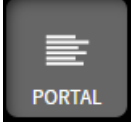
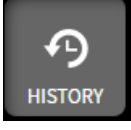
The figure below shows the button layout of UCx WebRTC client with “classic Black” theme. The layout may change depending on the selected theme, however the icons representing the different functions will remain the same.








## 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		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
<b>Using Keypad</b> 	<ol style="list-style-type: none"> <li>1. Click the <b>Line</b> key OR the <b>Handsfree</b> key OR <b>Headset</b> key if headset is connected.</li> <li>2. Click on the dial pad keys or enter the number from the keyboard.</li> </ol>
<b>Using System Directory</b> 	<ol style="list-style-type: none"> <li>1. Click the <b>Directory</b> button.</li> <li>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.</li> </ol>
<b>Using Favorites</b> 	<ol style="list-style-type: none"> <li>1. Click the <b>Favorites</b> button.</li> <li>2. From the list of entries displayed, click on the desired entry and select <b>Call</b>.</li> </ol> <div data-bbox="537 1115 1487 1209" style="border: 1px solid black; background-color: #e0ffe0; padding: 5px;"> <p>For steps to add or remove entries from the Favorites list, refer to the document <a href="#">Using WebRTC Client</a>.</p> </div>
<b>Using Call History</b> 	<ol style="list-style-type: none"> <li>1. Click the <b>History</b> button.</li> <li>2. Click on the <b>Recvd / Placed / Missed</b> softkey toggles to view the list of received, dialed or missed calls.</li> <li>3. Use the <b>Up/Down Navigation</b> keys on the dial pad or keyboard to view call log entries.</li> <li>4. Click the <b>Call</b> softkey to call the phone number from the selected call log entry.</li> </ol>
<b>Using Last Number Redial</b>	<ol style="list-style-type: none"> <li>1. Click the <b>Line</b> key.</li> <li>2. Click the <b>Redial</b> softkey.</li> </ol>
<b>Using Hotline</b>	<ol style="list-style-type: none"> <li>1. Click the <b>Line/Handsfree/Headset</b> key and the configured number is dialed automatically.</li> </ol> <div data-bbox="537 1822 1487 1917" style="border: 1px solid black; background-color: #e0ffe0; padding: 5px;"> <p>The Hotline feature and number is configured by the UCx Administrator on a per extension basis.</p> </div>

<p><b>Using Intercom (Voice Call)</b></p>	<ol style="list-style-type: none"> <li>1. Click the <b>Feature</b> softkey followed by feature code <b>66</b>.</li> <li>2. Enter the EXTENSION number.</li> <li>3. Speak into the handset and your voice will be heard on the dialed EXTENSION's speaker.</li> </ol>
<p><b>Using Paging</b></p>	<ol style="list-style-type: none"> <li>1. Dial the PAGE GROUP extension number.</li> <li>2. Speak into the handset and your voice will be heard on the speakers of the extensions that belong to the page group.</li> </ol> <div data-bbox="532 674 1484 768" style="border: 1px solid black; background-color: #e0ffe0; padding: 5px;"> <p>Page Groups are configured by the UCx Administrator under Paging and Intercom.</p> </div>
<p><b>Using Page General</b></p>	<ol style="list-style-type: none"> <li>1. Click the <b>Feature</b> softkey followed by feature code <b>60</b>.</li> <li>2. Speak into the handset and your voice will be heard on the speakers of the extensions that belong to the Default page group.</li> </ol>
<p><b>Using Page Zones</b></p>	<ol style="list-style-type: none"> <li>1. Click the <b>Feature</b> softkey followed by feature code <b>61X</b>, where X is the zone number from 1 to 6.</li> <li>2. Speak into the handset and your voice will be heard on the speakers of the extensions that belong to Page Zone X.</li> </ol> <div data-bbox="532 1157 1484 1251" style="border: 1px solid black; background-color: #e0ffe0; padding: 5px;"> <p>The first page group with Group Description ending with the digit "X" will be treated as Page Zone X.</p> </div>
<p><b>Using Ring Again (Call Back)</b></p>	<ol style="list-style-type: none"> <li>1. Dial an extension and if you receive a Busy tone or if there is No Answer.</li> <li>2. Click the <b>RingAgn</b> softkey.</li> <li>3. If Ring Again is activated when the dialed extension is Busy, you will be notified when the extension becomes idle.</li> <li>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.</li> <li>5. When the extension you want to reach is available, you will be notified and prompted to call back the extension.</li> <li>6. If you respond <b>Yes</b>, the feature will dial the extension immediately.</li> <li>7. If you respond <b>No</b>, Ring Again for that extension will be cancelled.</li> </ol> <div data-bbox="532 1755 1484 1850" style="border: 1px solid black; background-color: #e0ffe0; padding: 5px;"> <p>This feature is available only when the dialed extension is a Nortel phone.</p> </div>

<p><b>Using User Speed Dial</b></p>	<ol style="list-style-type: none"> <li>1. Dial <b>*75</b> to enter the user speed dial menu.</li> <li>2. Enter the speed dial location number followed by the <b>#</b> sign.</li> <li>3. Follow the audio prompts.</li> </ol> <div style="border: 1px solid black; background-color: #e0ffe0; padding: 5px; margin-top: 10px;"> <p>The same steps are used to add or change a speed dial entry. For an existing entry, the following audio prompts are presented:</p> <ul style="list-style-type: none"> <li>1 - To Listen to the number</li> <li>2 - To Change the entry location</li> <li>3 - To Change the number</li> <li>* - To Cancel and delete the entry</li> </ul> </div>
<p><b>Using System Speed Dial</b></p>	<ol style="list-style-type: none"> <li>1. Click the <b>Feature</b> softkey followed by the feature code <b>0</b>.</li> <li>2. Enter the Speed Dial Code.</li> </ol> <div style="border: 1px solid black; background-color: #e0ffe0; padding: 5px; margin-top: 10px;"> <p>Speed Dial Codes are configured by the UCx Administrator under Phonebook.</p> </div>

## 2.2 While on a Call

Feature	Steps
<p><b>On Hold</b></p> 	<ol style="list-style-type: none"> <li>1. To place an active call on hold, just click the <b>Hold</b> key.</li> <li>2. To retrieve the call previously put on-hold, click the <b>Line</b> key with the held call.</li> <li>3. If an external call is placed on hold for an extended period of time, a notification tone will be played.</li> </ol> <div style="border: 1px solid black; background-color: #e0ffe0; padding: 5px; margin-top: 10px;"> <p>The time interval for the held call reminder notification tone is configurable and can also be disabled by your UCx Administrator under Nortel Settings.</p> </div>
<p><b>Transfer (Attended)</b></p>	<ol style="list-style-type: none"> <li>1. Click the <b>Trnsfer</b> softkey and the original caller is placed on hold.</li> <li>2. Enter the other number you want to call followed by the <b>#</b> sign or click the <b>Call</b> softkey.</li> <li>3. When the other party answers, you can consult with the other party first.</li> <li>4. To connect the other party with the original caller, click the <b>Trnsfer</b> softkey.</li> <li>5. To abort the transfer, click the <b>Cancel</b> softkey or the <b>Hangup</b> button to return to the original caller.</li> </ol>

<b>Transfer (Blind)</b>	<ol style="list-style-type: none"> <li>1. Dial <b>##</b> and the system prompt will say "Transfer" and present dial tone.</li> <li>2. Enter the other number you want to transfer the call to.</li> <li>3. The call is immediately transferred.</li> </ol>
<b>Transfer to Voicemail Box</b>	<ol style="list-style-type: none"> <li>1. Click the <b>Feature</b> softkey followed by the feature code <b>986</b>.</li> <li>2. Enter the mailbox number you want to transfer to.</li> </ol>
<b>Call Park</b>	<ol style="list-style-type: none"> <li>1. Click the <b>Feature</b> softkey followed by the feature code <b>74</b>.</li> <li>2. The system will say and display the PARKING LOT number.</li> <li>4. To retrieve the parked call, dial the PARKING LOT number from any phone.</li> </ol> <div data-bbox="532 793 1484 963" style="border: 1px solid black; background-color: #e0ffe0; padding: 5px;"> <p>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.</p> </div>
<b>Call Park Retrieval</b>	<ol style="list-style-type: none"> <li>1. An alternative method to retrieve a parked call is to dial <b>*86</b>.</li> <li>2. The oldest parked call is retrieved regardless of who parked the call.</li> </ol>
<b>Display Name/Number for active call</b>	<ol style="list-style-type: none"> <li>1. The Name and Number of the calling party is automatically displayed for an active call.</li> </ol>
<b>Display Name/Number for incoming call while on an active call</b>	<ol style="list-style-type: none"> <li>1. The Name and Number of another incoming call is automatically displayed while you are active on an existing call.</li> <li>2. By default, the Name and Number will be displayed for 5 seconds.</li> </ol> <div data-bbox="532 1394 1484 1488" style="border: 1px solid black; background-color: #e0ffe0; padding: 5px;"> <p>The Call Display Timer is configurable by your UCx Administrator under Nortel Settings.</p> </div>
<b>Disconnect</b> 	<ol style="list-style-type: none"> <li>1. Click the <b>Hangup</b> button.</li> </ol>

## 2.3 Incoming Calls

Feature	Steps
<b>Internal Auto Answer</b>	<ol style="list-style-type: none"> <li>1. When Internal Auto Answer is set to <b>Intercom</b>, 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.</li> </ol> <div data-bbox="532 573 1484 667" style="border: 1px solid black; padding: 5px; margin-top: 10px;">           Internal Auto Answer is configured by the UCx Administrator on a per extension basis. The feature is disabled by default.         </div>
<b>Call Pickup</b>	<ol style="list-style-type: none"> <li>1. Click the <b>Feature</b> softkey followed by the feature code <b>76</b>.</li> <li>2. Enter the EXTENSION number that is ringing.</li> <li>3. Click the <b>Enter</b> softkey to invoke the pickup.</li> </ol>
<b>Group Pickup</b>	<ol style="list-style-type: none"> <li>1. Click the <b>Feature</b> softkey followed by the feature code <b>75</b>.</li> <li>2. Call ringing at another extension in your pickup group is picked up.</li> </ol> <div data-bbox="532 984 1484 1079" style="border: 1px solid black; padding: 5px; margin-top: 10px;">           Call group and Pickup group(s) are configured by the UCx Administrator on a per extension basis.         </div>
<b>Call Waiting</b>	<ol style="list-style-type: none"> <li>1. To activate Call Waiting, dial <b>*70</b>.</li> <li>2. To deactivate Call Waiting, dial <b>*71</b>.</li> </ol> <div data-bbox="532 1228 1484 1535" style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>To use call waiting, your phone must be configured to have 2 or more lines (DN) keys.</p> <p>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</p> </div>
<b>Call Forward All/Unconditional</b> <sup>1</sup>	<ol style="list-style-type: none"> <li>1. Click the <b>Feature</b> softkey followed by the feature code <b>4</b>.</li> <li>2. Enter or change the destination number.</li> <li>3. Click the <b>Forward</b> softkey to invoke call forward all calls.</li> <li>4. To cancel, click the <b>Feature</b> softkey followed by the feature code <b>#4</b>.</li> </ol>

Feature	Steps
<b>Remote Call Forward All/Unconditional</b> <sup>1</sup>	<ol style="list-style-type: none"> <li>To activate Call Forward All/Unconditional from another local phone, dial <b>*720</b>.</li> <li>If calling from an external phone, dial your DISA number followed by the PIN code. When dial tone is presented, dial <b>*720</b>.</li> <li>Enter your EXTENSION number when prompted.</li> <li>Enter the destination number.</li> <li>To deactivate Call Forward All/Unconditional, dial <b>*73</b> + EXTENSION.</li> </ol>
<b>Call Forward Busy</b> <sup>1</sup>	<ol style="list-style-type: none"> <li>To activate Call Forward on Busy, dial <b>*90</b> + EXTENSION. (For example, to call forward to extension 200, dial *90200.)</li> <li>To deactivate Call Forward on Busy, dial <b>*91</b>.</li> </ol>
<b>Remote Call Forward Busy</b> <sup>1</sup>	<ol style="list-style-type: none"> <li>To activate Call Forward Busy from another local phone, dial <b>*910</b>.</li> <li>If calling from an external phone, dial your DISA number followed by the PIN code. When dial tone is presented, dial <b>*910</b>.</li> <li>Enter your EXTENSION number when prompted.</li> <li>Enter the destination number.</li> <li>To deactivate Call Forward on Busy, dial <b>*91</b> + EXTENSION.</li> </ol>
<b>Call Forward Unavailable</b> <sup>1</sup>	<ol style="list-style-type: none"> <li>To activate Call Forward on Unavailable, dial <b>*52</b> + EXTENSION. (For example, to call forward to extension 200, dial *52200.)</li> <li>To deactivate Call Forward on Unavailable, dial <b>*53</b>.</li> </ol>
<b>Remote Call Forward Unavailable</b> <sup>1</sup>	<ol style="list-style-type: none"> <li>To activate Call Forward All/Unconditional from another local phone, dial <b>*520</b>.</li> <li>If calling from an external phone, dial your DISA number followed by the PIN code. When dial tone is presented, dial <b>*520</b>.</li> <li>Enter your EXTENSION number when prompted.</li> <li>Enter the destination number.</li> <li>To deactivate Call Forward on Unavailable dial <b>*53</b> + EXTENSION.</li> </ol>
<b>Call Forward to Voicemail</b> <sup>1</sup>	<ol style="list-style-type: none"> <li>Click the <b>Feature</b> softkey followed by the feature code <b>984</b>.</li> <li>To cancel, click the <b>Feature</b> softkey followed by the feature code <b>#4</b>.</li> </ol>


Feature	Steps
<b>Do Not Disturb</b>	<ol style="list-style-type: none"> <li>Click the <b>DND</b> key (if configured) OR Click the <b>Feature</b> softkey followed by the feature code <b>85</b>.</li> <li>When DND is active on your phone, the phone display shows “Do not disturb”.</li> <li>To deactivate Do Not Disturb, click the <b>DND</b> key again (if configured) OR click the <b>Feature</b> softkey followed by the feature code <b>#85</b></li> </ol>

1: Dial **\*74** from any local phone to deactivate all types of call forwarding for the specified extension.

## 2.4 Calls with Multiple Parties

Feature	Steps
<b>Call Join</b>	<ol style="list-style-type: none"> <li>While in a call or conference on the first Line (DN) key, click the <b>Hold</b> button. The caller(s) on the first line is placed on hold.</li> <li>Make or receive a call on the second <b>Line</b> key</li> <li>Click the <b>Conf</b> softkey, followed by the <b>Join</b> softkey.</li> <li>Click the first <b>Line</b> key to join all parties into a conference.</li> <li>You can continue to add as many parties to the existing conference with the above steps.</li> </ol> <div style="border: 1px solid black; background-color: #ffffcc; padding: 5px; margin-top: 10px;"> <p>Note: The Call Join capability is applicable only under the following conditions:</p> <ul style="list-style-type: none"> <li>The phone has a minimum of 2 Line (DN) keys</li> <li>The calls on both lines can be conferenced</li> </ul> </div>
<b>Conference</b>	<ol style="list-style-type: none"> <li>While on a call, click the <b>Conf</b> softkey. The original caller is placed on hold.</li> <li>Dial the extension or external phone number of the party you want to add to the call.</li> <li>To add the new party to the conference, click the <b>Conf</b> softkey again.</li> <li>To return to the conference without adding the new party, click the <b>Cancel</b> softkey.</li> </ol>

## 2.5 Additional System Features

Feature	Steps
<b>Blacklist</b>	<ol style="list-style-type: none"> <li>To add a number to the blacklist, dial <b>*30</b>.</li> <li>Enter the number to be added to the blacklist.</li> <li>Press <b>1</b> to confirm.</li> <li>Blacklisted numbers are screened and blocked from all incoming routes.</li> </ol> <div style="border: 1px solid black; background-color: #ffffcc; padding: 5px; margin-top: 10px;"> <p>Note: Internal numbers cannot be blacklisted.</p> </div>
<b>Blacklist Cancel</b>	<ol style="list-style-type: none"> <li>To remove a number from the blacklist, dial <b>*31</b>.</li> <li>Enter the number to be removed from the blacklist.</li> <li>Press <b>1</b> to confirm.</li> </ol>
<b>Blacklist Last Caller</b>	<ol style="list-style-type: none"> <li>To add the number from the last caller to the blacklist, dial <b>*32</b>.</li> <li>Press <b>1</b> to confirm.</li> </ol>
<b>Call Recording toggle</b> 	<ol style="list-style-type: none"> <li>While on a call, click the <b>Record</b> button to start recording. The system will play a beep tone to indicate recording has started.</li> <li>To stop recording, click the <b>Record</b> button again. The system will play a beep tone to indicate recording has stopped.</li> </ol> <div style="border: 1px solid black; background-color: #ccffcc; padding: 5px; margin-top: 10px;"> <p>On Demand Recording is configured by the UCx Administrator on a per extension basis.</p> </div>
<b>Call Timer</b>	<ol style="list-style-type: none"> <li>While the phone is idle, click the <b>Feature</b> key followed by the feature code <b>77</b> to show the duration of the last call. OR While in a call, click the <b>Feature</b> key followed by the feature code <b>77</b> to show the current static duration of the call.</li> </ol>
<b>Call Trace</b>	<ol style="list-style-type: none"> <li>Dial <b>*69</b> and the system will announce information about your last call.</li> <li>Enter <b>1</b> to dial the number of the last call.</li> </ol>
<b>Caller ID Blocking</b>	<ol style="list-style-type: none"> <li>To block the Caller Name and ID for the next outbound call, click the <b>Feature</b> key and enter the feature code <b>819</b>.</li> <li>To cancel the feature, click the <b>Feature</b> key and enter the feature code <b>#819</b>.</li> </ol> <div style="border: 1px solid black; background-color: #ccffcc; padding: 5px; margin-top: 10px;"> <p>Once any outbound call is made, the feature is automatically deactivated. This feature has no effect on internal calls.</p> </div>



Feature	Steps
<b>Follow Me toggle</b>	1. To toggle the Follow Me feature ON and OFF, dial <b>*21</b> . <div style="border: 1px solid black; background-color: #e0ffe0; padding: 5px; margin-top: 10px;">             The Follow Me feature is added by the UCx Administrator on a per extension basis.           </div>
<b>Intercom Allow</b>	1. To allow all intercom calls to your phone, dial <b>*54</b> . 2. To allow intercom calls from a specific EXTENSION, dial <b>*54 + EXTENSION</b> . (For example, to allow intercom calls from extension 200, dial *54200.)
<b>Intercom Disallow</b>	1. To disallow all intercom calls to your phone, dial <b>*55</b> . 2. To disallow intercom calls from a specific EXTENSION, dial <b>*55 + EXTENSION</b> . (For example, to disallow intercom calls from extension 200, dial *55200.)
<b>Speak your Extension</b>	1. To have the system play a message saying your current extension number, dial <b>*65</b> .
<b>Speak Time</b>	1. To have the system play a message saying the current system time, click the <b>Feature</b> softkey followed by the feature code <b>803</b> .
<b>Stamp Log</b>	1. To create a time stamp log entry for troubleshooting purposes, click the <b>Feature</b> softkey followed by the feature code <b>9*9</b> .
<b>Wake Up Call</b>	1. To schedule a reminder or wake-up call, dial <b>*68</b> .

## 2.6 Phone Configuration Features

Feature	Steps
<b>External Autodial</b>	This feature allows the user to configure a programmable key on their phone to dial a combination of digits, * and/or #. Typically, this feature is used to configure the programmable key as a speed dial for an external telephone number. When the key is selected, the configured digits are automatically dialed. To program a key: <ol style="list-style-type: none"> <li>1. Click the <b>Feature</b> key followed by the feature code <b>*1</b>.</li> <li>2. Select the programmable key you want to program.</li> <li>3. Enter the string of digits you want to configure.</li> <li>4. Click the <b>Enter</b> softkey.</li> </ol>

Feature	Steps
<p><b>Internal Autodial</b></p>	<p>This feature allows the user to configure a programmable key on their phone to dial an internal extension. When the key is selected, the configured extension is automatically dialed. If the configured extension belongs to a Nortel phone, the key further provides the following functionality:</p> <ul style="list-style-type: none"> <li>• The icon associated with the programmable key indicates the current state of the configured extension</li> <li>• When the programmable key is selected while the configured extension is alerting, the key invokes the directed pickup feature (i.e. allows the user to answer calls alerting at the configured extension)</li> </ul> <p>To program a key:</p> <ol style="list-style-type: none"> <li>1. Click the <b>Feature</b> key followed by the feature code <b>*2</b>.</li> <li>2. Select the programmable key you want to program.</li> <li>3. Enter the string of digits you want to configure.</li> <li>4. Click the <b>Enter</b> softkey.</li> </ol>
<p><b>Configure Feature</b></p>	<p>This feature allows the user to configure a programmable key on their phone to invoke any supported feature.</p> <ol style="list-style-type: none"> <li>1. Click the <b>Feature</b> key followed by the feature code <b>*3</b>.</li> <li>2. Select the programmable key you want to program.</li> <li>3. Enter the feature access code you want to configure.</li> <li>4. Click the <b>Enter</b> softkey.</li> </ol>
<p><b>Language</b></p>	<p>This feature allows the user to configure the language of voice prompts used for services such as voice mail, conferencing, etc. To configure the language:</p> <ol style="list-style-type: none"> <li>1. Click the <b>Feature</b> key followed by the desired language code: <ul style="list-style-type: none"> <li>➤ <b>*501</b> – English</li> <li>➤ <b>*502</b> – French</li> <li>➤ <b>*503</b> – Spanish</li> <li>➤ <b>*504</b> – Default (The default language configured by your UCx Administrator.)</li> </ul> </li> </ol>

Feature	Steps
<b>Time Zone Offset</b>	<p>By default, the UCx system time is displayed on the phone. If a phone is installed in a different time zone from the UCx system, time must be adjusted to display the correct time for that time zone. To adjust the time:</p> <ol style="list-style-type: none"> <li>1. Click the <b>Feature</b> key followed by the feature code <b>*510</b>.</li> <li>2. Use the <b>Up</b> and/or <b>Down</b> softkeys or digits <b>0</b> to <b>9</b> to select the desired time zone offset.</li> <li>3. Click the <b>Enter</b> softkey to save the selected time zone offset.</li> </ol>
<b>Button Inquiry</b>	<p>To check what is programmed on a button on the phone:</p> <ol style="list-style-type: none"> <li>1. Click the <b>Feature</b> key followed by the feature code <b>*0</b>.</li> <li>2. Click the button you want to check.</li> </ol>
<b>Test Set</b>	<p>To test the functionality of a button on a phone:</p> <ol style="list-style-type: none"> <li>1. Click the <b>Feature</b> key followed by the feature code <b>805</b>.</li> <li>2. Click the button you want to test.</li> </ol>

## 2.7 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.

### Hotdesk from a phone with the Feature Key

To invoke Hotdesking:

1. Click the **Feature** soft key followed by the feature code **\*999**.
2. Enter the Hotdesk extension.
3. Enter the Hotdesk password.

To cancel Hotdesking:

Click the **Unreg** soft key.



### Hotdesk from a phone with a programmed key

To invoke Hotdesking:

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



To cancel Hotdesking:

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



## 2.8 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 **Feature** softkey followed by the feature code **901**

OR 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. (For example, to login to queue 600, dial \*45600.)  
Your extension is added to the specified QUEUE.
2. The system will announce that your extension has been added.

**To logout of a queue:**

1. Click the **Feature** softkey followed by the feature code **901**

OR 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.

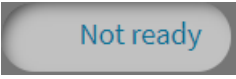
OR

1. Dial **\*45** + QUEUE. (For example, to logout of queue 600, dial \*45600.)  
Your extension is removed from the specified QUEUE.
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 **Feature** softkey followed by the feature code **902**

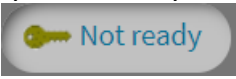
OR click the **Not ready**  key (if configured).  
Your extension is paused for all queues.

OR

1. Dial **\*46** + QUEUE. (For example, to activate pause for queue 600, dial \*46600.)  
Your extension is paused for the specified QUEUE.
2. The system will announce that pause has been activated.

### To deactivate pause:

1. Click the **Feature** softkey followed by the feature code **902**

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

OR

1. Dial **\*46** + QUEUE. (For example, to deactivate pause for queue 600, dial \*46600.)  
Your extension is un-paused for the specified QUEUE.
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 do not have a corresponding System Wide star code or key are highlighted in **bold**.

Feature	Feature key access code	System Wide Star Codes or Keys
Stamp log	F9*9	9*9
Speed dial	F0	*0
Voice call (Intercom)	F66	*80 + EXTENSION
Group pickup	F75	*8
Directed pickup	F76	** + EXTENSION
<b>Call timer</b>	F77	
Do not disturb	F85	*78 or *76 (toggle)
Do not disturb cancel	F#85	*79 or *76 (toggle)
Call forward	F4	*72 + EXTENSION
Call forward cancel	F#4	*73
<b>Forward to voicemail</b>	F984	
<b>CID blocking</b>	F819	
<b>CID blocking cancel</b>	F#819	
<b>Hotdesking</b>	F*999	
<b>Hotdesking cancel</b>	F#*999	
<b>Static Time/Date</b>	F806	
<b>Static Time/Date cancel</b>	F#806	
Agent Login / Logout	F901	*45 + QUEUE number
Agent Not Ready / Ready	F902	*46 + QUEUE number
<b>External autodial</b>	F*1	
<b>Internal autodial</b>	F*2	
<b>Configure feature</b>	F*3	

Feature	Feature key access code	System Wide Star Codes or Keys
Language - English	F*501	
Language - French	F*502	
Language - Spanish	F*503	
Language - default	F*504	
Time zone offset	F*510	
Ring type	F*6	
Contrast	F*7	
Ring volume	F*80	Volume button 
Page general	F60	
Page zone 1	F611	
Page zone 2	F612	
Page zone 3	F613	
Page zone 4	F614	
Page zone 5	F615	
Page zone 6	F616	
Redial	F5	Redial softkey
Voicemail	F981	*97
Voicemail number	F985	
Leave Message	F980	#*
Call log	F812	History button 
Directory	F960	Directory button 
Time announcement	F803	*60
Button inquiry	F*0	
Test sets	F805	



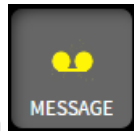
## 4. VOICEMAIL

### 4.1 Accessing Voicemail

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. 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  
For example, to access the mailbox of extension 200, dial \*98200.

To display the voicemail number for your extension:

1. Click the **Feature** key followed by the feature code **985**.
2. The voicemail extension number will be displayed.

### 4.2 Direct Dial to Voicemail

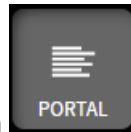
You can dial directly to an Extension's voicemail box without ringing the phone set:

1. Click the **Feature** key followed by the feature code **980**.
2. Enter the EXTENSION number that you want to leave a message for.

## 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.



### Login

---

Login:

Password:

Remember Password

English

Use your **Voicemail Mailbox and Password**  
This is the same password used for the phone

For password maintenance or assistance, contact your Phone System Administrator.