CLIENT USER GUIDE – UA5200

Placing a Call

- Click Call Control
- Dial in the destination
- Press Enter or Dial to connect the call

Answering a Call

- Click Answer

Ending a Call

- Click Cancel

Placing a Call on Hold

- While on a call Click Hold

Note: A held call will ring back after 2 minutes

Retrieving a Held Call

- Click Unhold to retrieve

Redial

- Click Call History
- Select a call
- Double Click the line to call back

Transferring a Call

Blind Transfer

- Click Call Control
- Dial in the destination
- Click Blind Xfer to complete the transfer

Consult Transfer

- Click Call Control
- Dial in the destination
- Click Screen Xfer
- Wait for an answer, then announce the call
- Click Release to Complete the Transfer

Transfer to Voicemail

- Click Call Control
- Dial in the destination
- Click Xfer to VM

Intercom Transfer

- Click Call Control
- Dial in the destination
- Click Annc Call
- The phone will beep, Start Talking
- Click Release to Complete the Transfer

Conference Calls

- Click Call Control
- Dial in the destination
- Click Screen Xfer
- Wait for an answer
- Click Conference to Join

Park

- Click Call Control
- Dial in the destination
- Click Park
- Fill in Name and Destination

  Party Holding For
  Name: John Horn
  Destination Num: 4001
  ☐ Notify me when the destination becomes idle

- Click OK

Park Retrieve

- Click Parked Calls
- Right Click on the call you want
- Click Retrieve
- Click Answer

Forwarding Calls

Send calls to a different number

To Activate

- Click Line
- Select Forward... Ctrl+Shift+F
- Type in Your Extension and Click OK
- Choose which type of calls to Forward and Enter the Destination
- Click OK

To Cancel

- Click Line
- Select Forward... Ctrl+Shift+F
- Type in Your Extension and Click OK
- Clear out the Forwarding number
- Click OK

Do Not Disturb

To Activate

- Click Line
- Select Set Do-Not-Disturb... Ctrl+J
- Type in Your Extension and Click OK
- Check the Box
- Click OK

To Cancel (Manual)

- Click Line
- Select Set Do-Not-Disturb... Ctrl+J
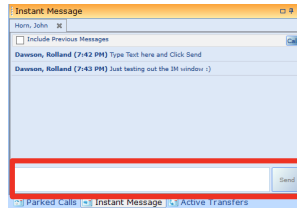- Type in Your Extension and Click OK
- UnCheck the Box
- Click OK

Intercom

- Click Call Control
- Dial in the destination
- Click Annc Call
- The phone will beep, Start Talking
- Click Cancel to End

Instant Messaging

- Click on a Contact's name in the Directory
- Double Click on their Instant Message Info in the Contact Details

    jhorn@MC550.UCE201...
- Type in a Message and click Send

Availability

Shows if you are available, busy or on the phone:

- - Green means the line is Ringing
- - Means a contact is on the Phone
- - Means a contact is Available

Training Links:

LOFFLER