UX5000 Mobile Extension User Instructions

A mobile extension is an external telephone (preferably a mobile phone) linked to the UX5000 via a Proxy Port in order to operate as an internal SLT extension. The features available from a Mobile Extension are listed below. As the Mobile Extension is based on an SLT port, the service codes used are as per an SLT port. Any feature not listed should be assumed to be not supported:

- Hold
- Transfer
- Incoming Ring Group member
- Department Group member
- DID
- Toll Restriction
- Class of Service
- DSS Keys

  Though DSS keys are available for the Mobile Extension, they cannot provide an exact indication of busy status if, for example, the Mobile Extension is active on a call not linked to the Aspire.

Note:

- **Callback / Camp-On :** A Mobile Extension user can use the Callback/Camp-On feature for other extensions, however, it cannot receive Callback/Camp-On requests from other extensions.
- **Caller ID :** Caller ID must be enabled for the Mobile Extension. This is used to confirm the actual telephone number of the external phone and then provide internal dial tone to the Mobile Extension. The Mobile Extension user can not use the Block Caller ID code (*67) when calling in since the Caller ID must be confirmed.

The following service codes are supported:

Type Incoming Feature	Code	Set By Mobile Extension	Set to Mobile Extension
Day/Night Mode Switching	818	Yes	
Night Mode Switching (other group)	118	Yes	
Call Forward - Immediate	No Setting	Yes	Yes
Call Forward - Busy	No Setting	Yes	Yes
Call Forward - No Answer	No Setting	Yes	Yes
Call Forward - Busy/No Answer	No Setting	Yes	Yes
Call Forward - Both Ring	No Setting	Yes	Yes
Call Forward - Select Option (Answering Machine Emulation not available)	*2	Yes	
Call Forward - Follow Me	No Setting	Yes	Yes
DND	847	Yes	
Message Waiting - Answer	*0	Yes	
Message Waiting - Cancel All	873	Yes	
Automatic Transfer Setup per Extension Group	102	Yes	
Automatic Transfer Cancellation per Extension Group	103	Yes	
Delayed Transfer per Extension Group	105	Yes	
Delayed Transfer Cancellation per Extension Group	106	Yes	
DND Setup per Extension Group	107	Yes	
DND Cancellation per Extension Group	108	Yes	
Pilot Group Withdrawing	150	Yes	
One Touch Dial Number Entry (dial *0 to hang up)	855	Yes	
VAU/Off-Premise Call Forwarding (common cancelling code (120) required to cancel)	*4	Yes	
DND/Call Forward Override Call (Bypass Call)	807	Yes	Yes
Conference	#1	Yes	
Override Off-hook Signalling	809	Yes	
Enable Camp-on	850	Yes	Yes
Disable Camp-on	870	Yes	Yes
Voice Call & Signal Call Switching	812	Yes	
Step Call	808	Yes	Yes
Barge-In	810	Yes	Yes

Type Incoming Feature	Code	Set By Mobile Extension	Set to Mobile Extension
Enable Extension Group to All Ring	No Setting	Yes	
Common/Station Speed Dialling	#2	Yes	
Group Speed Dialling	#4	Yes	
Trunk Group Access	804	Yes	
Specified Trunk Access	805	Yes	
Trunk Access via Networking	No Setting	Yes	
Internal Group Paging (Mobile Extension cannot be a member of a paging group)	801	Yes	
External Paging	803	Yes	
Meet-Me Answer to Specified Internal Paging Group	864	Yes	
Meet-Me Answer to External Paging	865	Yes	
Meet-Me Answer in Same Paging Group (although Mobile Extension cannot be paged)	863	Yes	Yes
Combined Paging	*1	Yes	
Direct Call Pickup own group	856	Yes	Yes
Call Pickup for specified group	868	Yes	Yes
Call Pickup	*#	Yes	Yes
Call Pickup for another group	869	Yes	Yes
Direct Extension Call Pickup	**	Yes	
Park	#6	Yes	
Answer Park	*6	Yes	
Group Hold	832	Yes	
Answer Group Hold	862	Yes	
Personal (Extension) Park	857	Yes	
Door Box Access (Door Box can also ring the Mobile Extension. *# operates relay)	802	Yes	
Common Cancel Service Code	120	Yes	
General Purpose Indication	883	Yes	
Personal Abbreviated Dialing	#7	Yes	
Voice Over	890	Yes	
Flash on Trunk lines	#3	Yes	
Enable SLT On-hook when Holding	849	Yes	
Answer SLT On-hook when Holding	859	Yes	
Call Waiting Answer/Split Answer for SLT	894	Yes	
Account Code	##	Yes	
General Purpose Relay	880	Yes	
Call Own Mailbox (In-skin VM)	*8	Yes	
SLT Live Recording	154	Yes	
ANI/DNIS Routing to VAU	882	Yes	
Tandem Trunking	#8	Yes	
Transfer into Conference	124	Yes	
Enable DND for other extensions	129	Yes	Yes
Disable DND for other extensions	130	Yes	Yes
Enable Wake-up Call for own extension	131	Yes	
Disable Wake-up Call for own extension	132	Yes	
Enable Wake-up Call for other extensions	133	Yes	Yes
Disable Wake-up Call for other extensions	134	Yes	Yes
Enable Room to Room Call Restriction	135	Yes	Yes
Disable Room to Room Call Restriction (Hotel)	136	Yes	Yes
Set Toll Restriction Class for other extensions	137	Yes	Yes
Check-in	138	Yes	Yes
Check-out	139	Yes	Yes
Set Room Status for own extension	140	Yes	
Set Room Status for other extensions	141	Yes	Yes
Room Status Output	142	Yes	
Hotel Room Monitor	175	Yes	Yes

Operation

With any of the features, if the Mobile Extension user presses *, an existing call is placed in a held state. Pressing * a second time is used to access service code features which begin with * (such as Call Forwarding, calling voice mail, etc). Pressing * a third time returns to the held call or the timeout of the inter-digit timer returns the call to conversation mode.

Placing an Intercom Call to a Mobile Extension

1. Lift the handset or press SPK.
2. Dial the extension number assigned to the Mobile Extension.

   If the Mobile Extension is turned off, incoming calls will hear a message indicating the user is not available. The setting in the DTMF Confirmation programming (15-22-02) determines how the call is handled.

   Program 15-22-02 set to 0 or 1 (DTMF Confirmation Required):
   The caller will be retrieved by the Aspire and follows the no-answer programming (ring another extensions, forward to UX5000 voice mail, etc.)

   Program 15-22-02 set to 2 (No DTMF Confirmation Required):
   The caller will be forwarded to the external extension's voice mail, if available.

Outside Party Dialing the Mobile Extension

1. Dial the DID or DIL telephone number for the Mobile Extension.

   UX5000 programming (DID=22-11-01 or DIL=22-07-01) must be defined.

   If the Mobile Extension is turned off, incoming calls will hear a message indicating the user is not available. The setting in the DTMF Confirmation programming (15-22-02) determines how the call is handled.

   Program 15-22-02 set to 0 or 1 (DTMF Confirmation Required):
   The caller will be retrieved by the Aspire and follows the no-answer programming (ring another extension, forward to Aspire voice mail, etc.)

   Program 15-22-02 set to 2 (No DTMF Confirmation Required):
   The caller will be forwarded to the external extension's voice mail, if available.

Placing a Call from the Mobile Extension

1. Dial the DID or DIL telephone number for the Mobile Extension.

   If the Caller ID of the Mobile Extension matches the Abbreviated Dial bin entry (Program 13-04 and 15-22), then internal dial tone is heard by the Mobile Extension user.

2. Dial the desired Intercom number or dial the trunk access code in order to place an outgoing call.

Answering a Call on the Mobile Extension

1. Answer the ringing call.
2. If Program 15-22-02 is set to 0 or 1, the Mobile Extension user will hear Music on Hold/ring tone. Press * (within 10 seconds) to answer the call.

   This step is required when using analog trunks for the Mobile Extension feature.

Sending a Flash from the Mobile Extension

1. While on a conversation, a hook flash is returned by dialing ***#** from the Mobile Extension.

Internal Dial Tone After Hang Up

1. When a call is finished, disconnect the call and receive internal dial tone by dialing ***0**.

Placing/Retrieving a Call on Hold from the Mobile Extension

1. While on a call, press * #.
2. To retrieve the held call, with system dial tone, press * #.

Swapping Between Two Held Calls from the Mobile Extension

1. While on a call, press * #.

   The first call is placed on Hold.

2. Place second call, then place on Hold by pressing * #.

   The second call is placed on Hold and the first call is picked up.

3. The Mobile Extension can connect the two held calls with Automatic On-Hook Transfer if Program 20-11-11 is enabled by dialing * 0.

Transferring a call from the Mobile Extension
1. With an active call, press * #.
2. Dial the extension number to which the call is to be transferred.
3. Dial * 0 and hang up.

Call Forwarding

To activate or cancel Call Forwarding to/from the Mobile Extension:
1. *When activating Call Forwarding From the Mobile Extension:*
   Dial the DID or DIL telephone number for the Mobile Extension.
       If the Caller ID of the Mobile Extension matches the Abbreviated Dial bin entry (Program 13-04 and 15-22),
       then internal dial tone is heard by the Mobile Extension user.

                    OR
   When activating Call Forwarding to the Mobile Extension:
   Press CALL key or lift the handset.
2. Dial the service code defined in Program 11-11-06.
3. Dial Call Forwarding condition:
   1 = Personal Answering Machine Emulation (then skip to step 5).
   2 = Busy or not answered
   4 = Immediate
   6 = Not answered
   7 = Immediate with simultaneous ringing (not for Voice Mail)
   0 = Cancel
4. Dial destination extension or Voice Mail master number.
5. Dial Call Forwarding type:
   2 = All calls
   3 = Outside calls only
   4 = Intercom calls only
       When you enable Call Forwarding, stutter dial tone is heard on the ICM dial tone of the Mobile extension or,
       on a keyset the DND key flashes slowly.

To activate Call Forward Follow Me:
1. *When activating Call Forwarding From the Mobile Extension:*
   Dial the DID or DIL telephone number for the Mobile Extension.
       If the Caller ID of the Mobile Extension matches the Abbreviated Dial bin entry (Program 13-04 and 15-22),
       then internal dial tone is heard by the Mobile Extension user.

                    OR
   When activating Call Forwarding to the Mobile Extension:
   Press CALL key or lift the handset.
2. Dial the service code defined in Program 11-11-07.
3. Dial 3 + Dial your own extension number (i.e., the source).
4. Dial Call Forwarding Type:
       2 = All Calls
       3 = Outside calls only
       4 = Intercom calls only
5. Hang up.

To cancel Call Forward Follow Me:
1. *When activating Call Forwarding From the Mobile Extension:*
   Dial the DID or DIL telephone number for the Mobile Extension.
       If the Caller ID of the Mobile Extension matches the Abbreviated Dial bin entry (Program 13-04 and 15-22),
       then internal dial tone is heard by the Mobile Extension user.

                    OR
   When activating Call Forwarding to the Mobile Extension:
   Press CALL key or lift the handset.
2. Dial the service code defined in Program 11-11-07.
3. Dial 0.
4. Hang up.

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UX5000 Mobile Extension User Instructions

A mobile extension is an external telephone (preferably a mobile phone) linked to the UX5000 via a Proxy Port in order to operate as an internal SLT extension. The features available from a Mobile Extension are listed below. As the Mobile Extension is based on an SLT port, the service codes used are as per an SLT port. Any feature not listed should be assumed to be not supported:

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- Transfer
- Incoming Ring Group member
- Department Group member
- DID
- Toll Restriction
- Class of Service
- DSS Keys
    Though DSS keys are available for the Mobile Extension, they cannot provide an exact indication of busy status if, for example, the Mobile Extension is active on a call not linked to the Aspire.

Note:

- **Callback / Camp-On :** A Mobile Extension user can use the Callback/Camp-On feature for other extensions, however, it cannot receive Callback/Camp-On requests from other extensions.
- **Caller ID :** Caller ID must be enabled for the Mobile Extension. This is used to confirm the actual telephone number of the external phone and then provide internal dial tone to the Mobile Extension. The Mobile Extension user can not use the Block Caller ID code (*67) when calling in since the Caller ID must be confirmed.

The following service codes are supported:

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Call Forward - Both Ring	No Setting	Yes	Yes
Call Forward - Select Option (Answering Machine Emulation not available)	*2	Yes	
Call Forward - Follow Me	No Setting	Yes	Yes
DND	847	Yes	
Message Waiting - Answer	*0	Yes	
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Automatic Transfer Setup per Extension Group	102	Yes	
Automatic Transfer Cancellation per Extension Group	103	Yes	
Delayed Transfer per Extension Group	105	Yes	
Delayed Transfer Cancellation per Extension Group	106	Yes	
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One Touch Dial Number Entry (dial *0 to hang up)	855	Yes	
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DND/Call Forward Override Call (Bypass Call)	807	Yes	Yes
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Override Off-hook Signalling	809	Yes	
Enable Camp-on	850	Yes	Yes
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Step Call	808	Yes	Yes
Barge-In	810	Yes	Yes

Type Incoming Feature	Code	Set By Mobile Extension	Set to Mobile Extension
Enable Extension Group to All Ring	No Setting	Yes	
Common/Station Speed Dialling	#2	Yes	
Group Speed Dialling	#4	Yes	
Trunk Group Access	804	Yes	
Specified Trunk Access	805	Yes	
Trunk Access via Networking	No Setting	Yes	
Internal Group Paging (Mobile Extension cannot be a member of a paging group)	801	Yes	
External Paging	803	Yes	
Meet-Me Answer to Specified Internal Paging Group	864	Yes	
Meet-Me Answer to External Paging	865	Yes	
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Combined Paging	*1	Yes	
Direct Call Pickup own group	856	Yes	Yes
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Direct Extension Call Pickup	**	Yes	
Park	#6	Yes	
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Group Hold	832	Yes	
Answer Group Hold	862	Yes	
Personal (Extension) Park	857	Yes	
Door Box Access (Door Box can also ring the Mobile Extension. *# operates relay)	802	Yes	
Common Cancel Service Code	120	Yes	
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Flash on Trunk lines	#3	Yes	
Enable SLT On-hook when Holding	849	Yes	
Answer SLT On-hook when Holding	859	Yes	
Call Waiting Answer/Split Answer for SLT	894	Yes	
Account Code	##	Yes	
General Purpose Relay	880	Yes	
Call Own Mailbox (In-skin VM)	*8	Yes	
SLT Live Recording	154	Yes	
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Transfer into Conference	124	Yes	
Enable DND for other extensions	129	Yes	Yes
Disable DND for other extensions	130	Yes	Yes
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Disable Wake-up Call for own extension	132	Yes	
Enable Wake-up Call for other extensions	133	Yes	Yes
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Enable Room to Room Call Restriction	135	Yes	Yes
Disable Room to Room Call Restriction (Hotel)	136	Yes	Yes
Set Toll Restriction Class for other extensions	137	Yes	Yes
Check-in	138	Yes	Yes
Check-out	139	Yes	Yes
Set Room Status for own extension	140	Yes	
Set Room Status for other extensions	141	Yes	Yes
Room Status Output	142	Yes	
Hotel Room Monitor	175	Yes	Yes

Operation

With any of the features, if the Mobile Extension user presses *, an existing call is placed in a held state. Pressing * a second time is used to access service code features which begin with * (such as Call Forwarding, calling voice mail, etc). Pressing * a third time returns to the held call or the timeout of the inter-digit timer returns the call to conversation mode.

Placing an Intercom Call to a Mobile Extension

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    If the Mobile Extension is turned off, incoming calls will hear a message indicating the user is not available. The setting in the DTMF Confirmation programming (15-22-02) determines how the call is handled.
    Program 15-22-02 set to 0 or 1 (DTMF Confirmation Required):
    The caller will be retrieved by the Aspire and follows the no-answer programming (ring another extensions, forward to UX5000 voice mail, etc.)
    Program 15-22-02 set to 2 (No DTMF Confirmation Required):
    The caller will be forwarded to the external extension's voice mail, if available.

Outside Party Dialing the Mobile Extension

1. Dial the DID or DIL telephone number for the Mobile Extension.

    UX5000 programming (DID=22-11-01 or DIL=22-07-01) must be defined.

    If the Mobile Extension is turned off, incoming calls will hear a message indicating the user is not available. The setting in the DTMF Confirmation programming (15-22-02) determines how the call is handled.
    Program 15-22-02 set to 0 or 1 (DTMF Confirmation Required):
    The caller will be retrieved by the Aspire and follows the no-answer programming (ring another extension, forward to Aspire voice mail, etc.)
    Program 15-22-02 set to 2 (No DTMF Confirmation Required):
    The caller will be forwarded to the external extension's voice mail, if available.

Placing a Call from the Mobile Extension

1. Dial the DID or DIL telephone number for the Mobile Extension.

    If the Caller ID of the Mobile Extension matches the Abbreviated Dial bin entry (Program 13-04 and 15-22), then internal dial tone is heard by the Mobile Extension user.

2. Dial the desired Intercom number or dial the trunk access code in order to place an outgoing call.

Answering a Call on the Mobile Extension

1. Answer the ringing call.
2. If Program 15-22-02 is set to 0 or 1, the Mobile Extension user will hear Music on Hold/ring tone. Press * (within 10 seconds) to answer the call.

    This step is required when using analog trunks for the Mobile Extension feature.

Sending a Flash from the Mobile Extension

1. While on a conversation, a hook flash is returned by dialing ***#** from the Mobile Extension.

Internal Dial Tone After Hang Up

1. When a call is finished, disconnect the call and receive internal dial tone by dialing ***0**.

Placing/Retrieving a Call on Hold from the Mobile Extension

1. While on a call, press * #.
2. To retrieve the held call, with system dial tone, press * #.

Swapping Between Two Held Calls from the Mobile Extension

1. While on a call, press * #.

    The first call is placed on Hold.

2. Place second call, then place on Hold by pressing * #.

    The second call is placed on Hold and the first call is picked up.

3. The Mobile Extension can connect the two held calls with Automatic On-Hook Transfer if Program 20-11-11 is enabled by dialing * 0.

Transferring a call from the Mobile Extension

1. With an active call, press * #.
2. Dial the extension number to which the call is to be transferred.
3. Dial * 0 and hang up.

Call Forwarding

To activate or cancel Call Forwarding to/from the Mobile Extension:

1. ***When activating Call Forwarding From the Mobile Extension:***
   Dial the DID or DIL telephone number for the Mobile Extension.
   > *If the Caller ID of the Mobile Extension matches the Abbreviated Dial bin entry (Program 13-04 and 15-22), then internal dial tone is heard by the Mobile Extension user.*

   OR

   When activating Call Forwarding to the Mobile Extension:
   Press CALL key or lift the handset.
2. Dial the service code defined in Program 11-11-06.
3. Dial Call Forwarding condition:
   1 = Personal Answering Machine Emulation (then skip to step 5).
   2 = Busy or not answered
   4 = Immediate
   6 = Not answered
   7 = Immediate with simultaneous ringing (not for Voice Mail)
   0 = Cancel
4. Dial destination extension or Voice Mail master number.
5. Dial Call Forwarding type:
   2 = All calls
   3 = Outside calls only
   4 = Intercom calls only
   > *When you enable Call Forwarding, stutter dial tone is heard on the ICM dial tone of the Mobile extension or, on a keyset the DND key flashes slowly.*

To activate Call Forward Follow Me:

1. ***When activating Call Forwarding From the Mobile Extension:***
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   > *If the Caller ID of the Mobile Extension matches the Abbreviated Dial bin entry (Program 13-04 and 15-22), then internal dial tone is heard by the Mobile Extension user.*

   OR

   When activating Call Forwarding to the Mobile Extension:
   Press CALL key or lift the handset.
2. Dial the service code defined in Program 11-11-07.
3. Dial 3 + Dial your own extension number (i.e., the source).
4. Dial Call Forwarding Type:
   2 = All Calls
   3 = Outside calls only
   4 = Intercom calls only
5. Hang up.

To cancel Call Forward Follow Me:

1. ***When activating Call Forwarding From the Mobile Extension:***
   Dial the DID or DIL telephone number for the Mobile Extension.
   > *If the Caller ID of the Mobile Extension matches the Abbreviated Dial bin entry (Program 13-04 and 15-22), then internal dial tone is heard by the Mobile Extension user.*

   OR

   When activating Call Forwarding to the Mobile Extension:
   Press CALL key or lift the handset.
2. Dial the service code defined in Program 11-11-07.
3. Dial 0.
4. Hang up.