IP Phone 2002 User Guide

BCM
Business Communications Manager

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NORTEL

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Chapter 1
Getting started

The Nortel IP Phone 2002 brings voice and data to your desktop.

Introduction

This guide contains information about:

- telephone buttons and lights
- telephone display
- telephone setup
- how to make and answer calls
- how to use the navigation buttons
- how to program memory buttons
- how to offset the time on your telephone display

Figure 1 shows the IP Phone 2002.

Figure 1 IP Phone 2002

IP Phone 2002 button and light descriptions

Figure 2 shows the IP Phone 2002 lights and buttons.

Figure 2 IP Phone 2002 buttons

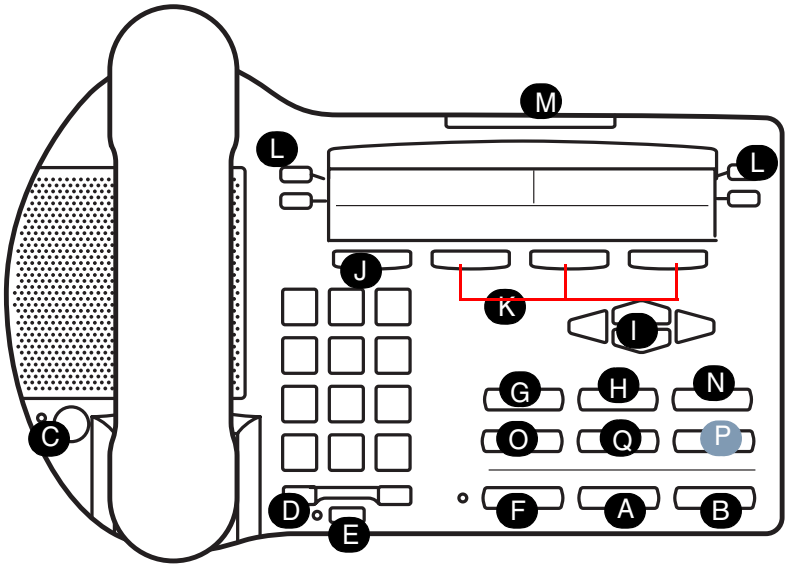


Table 1 shows a description of the lights and buttons.

Table 1 IP Phone 2002 buttons and descriptions

A		**Hold button** Places an active call on hold.
B		**Goodbye button** Ends an active call.
C		**Handsfree button with LED** Turns on the Handsfree mode.
D		**Volume control bar** Adjusts the handset, Handsfree, headset, and ringer volume.
E		**Mute button with LED** Turns the microphone off and on when you are on a call.
F		**Headset button with LED** Turns on the headset mode.
G		**Mailbox in button (programmable memory button #06)** Opens your CallPilot mailbox. For more information about mailbox options, refer to your *CallPilot Quick Reference Card*.

H

Express messaging (FEATURE 980) (programmable memory button #07)

Enables you to send voice mail messages. For more information on voice mail messaging, refer to your *CallPilot Quick Reference Card.*

I

Navigation cluster buttons

Enables you to view items stored in your Call Log. For more information on the Call Log feature, refer to "Navigation buttons" on page 14.

J

Feature button

Starts or ends a feature.

K

Display buttons

Shows feature options.

L

Line and Memory buttons

For more information on line and memory buttons, refer to "You can program a memory button with a new number or feature." on page 15.

M

Telephone light

Flashes when a call rings at the telephone.

Lights up when `Message for you` appears on the display.

N

Programmable memory button #05

(Default: Blank)

O

Default Services button (programmable memory button #08)

Default access to scrollable feature display menu (FEATURE *900), including the hot desking feature.

Q

Programmable memory button #09

(Default: Blank)

The following button is reserved for future development.

P

PC Expansion button

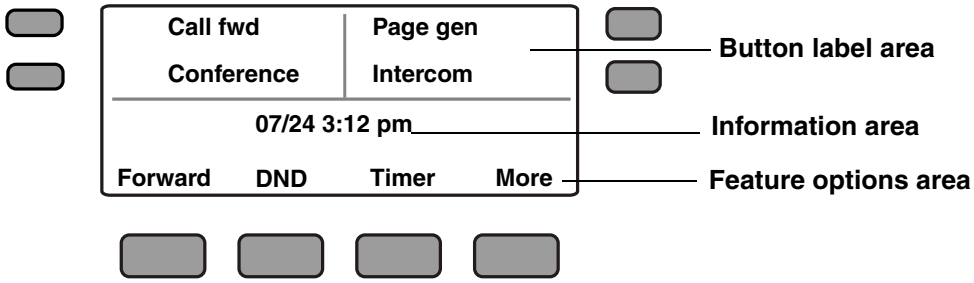
IP Phone 2002 telephone display

There are three areas to the IP Phone 2002 telephone display:

- Button label area
- Information area
- Feature options area

Figure 3 shows an example of the display and describes each area.

Figure 3 Display area



Button label area

The button label area shows the label and status of the four programmable memory buttons. For more information about these buttons, refer to "You can program a memory button with a new number or feature." on page 15.

Information area

The Information area shows:

- the date and time when the telephone is not in use, and changes to show features and call information when the telephone is in use.

Feature options area

When a feature is activated, or when you are on an active call, the display command line shows you the action you must take to proceed.
For example: Pswd. This means you must enter your mailbox password.

The Feature options area shows the label for the FEATURE button and for the three display buttons. These button labels appear in capital letters directly above the Feature and display buttons, and to the right of the FEATURE label on the display. These button labels vary depending on the feature in use.

About programmable buttons

Your System Administrator assigns the four programmable buttons as line, intercom, or memory buttons. The label for each button appears on the display next to the button. For more information, see your System Administrator.

Telephone setup

This section describes the IP Phone 2002 display features:

- Display contrast
- Language choice
- Ring type

Note: For more information about the features available on your telephone and how to use them, refer to the *Telephone Features User Guide*.

Display contrast level

Adjust the contrast for the telephone display.

1 Press Feature *7.

2 Press DOWN and UP to view the levels.

3 Press OK to select a level.

Language choice

Select the Primary Language for the telephone display.

1 Press Feature *501.

Select the Alternate Language for the telephone display.

2 Press Feature *502.

Select the Alternate Language 2 for the telephone display.

3 Press Feature *503.

Select the Alternate Language 3 for the telephone display.

4 Press Feature *504.

Select the Alternate Language 4 for the telephone display.

Ring type

Select a different ring type for your telephone.

1 Press Feature *6.

2 Press 1, 2, 3, 4, or NEXT or to hear the different ring types.

3 Press OK to store the ring type.

Chapter 2
Features and buttons

This chapter describes some of the IP Phone 2002 buttons and call features:

- Basic call features
- Navigation buttons
- Memory buttons

Note: For more information about the features available on your telephone and how to use them, refer to the *Telephone Features User Guide*.

Basic call features

You can make external and internal calls using the following features:

- make a call
- answer a call
- hold a call
- Handsfree
- headset
- Mute
- Time Offset

Make a call

There are many ways to make a call depending on your telephone programming and the type of call.

External calls using line buttons

1. Lift the handset.
2. Press a line button.
3. Dial the external telephone number.

External calls using intercom buttons

1. Lift the handset.
2. Press an intercom button, and enter a line pool access code.

3 When you hear an external dial tone, dial the external telephone number.

Note: Contact your System Administrator for a list of line pool codes. When entering a line pool access code on PRI lines, you do not hear dial tone.

Internal calls using intercom buttons

1 Lift the handset.

2 Press an intercom button.

3 Dial the extension number.

Note: Contact your System Administrator for a list of extension numbers.

Answer calls

When your telephone rings and the light flashes, or an intercom or line button indicator flashes:

- lift the handset.

OR

- press the line or intercom button with the flashing indictor before you lift the handset.

Hold

- Calls are put on hold automatically when you switch from one line to another.
- While on a call, press . The indicator for the line on hold flashes.
- To retrieve a held call, press the line button with the flashing indicator.

Handsfree

Your System Administrator must program the Handsfree feature to your telephone.

- Press to make or answer a call.
- To switch to Handsfree when you are on a handset call, press and replace the handset. Lift the handset to switch back.
- To switch to Handsfree when you are on a headset call, press . Press to switch back.

Headset

You must have a headset installed on your telephone to use this feature.

- Press [ ] to activate the headset mode. When the [ ] light is on, press a line or intercom button to make a call.
- To switch to your headset when you are on a handset call, press [ ] and replace the handset. Lift the handset to switch back.
- To switch to your headset when you are on a Handsfree call, press [ ]. Press to switch back.

Mute

- While on a call, press [ ] to turn off the microphone. The [ ] button lights when the microphone is off.
- Press [ ] again to turn on the microphone.
- Use [ ] on handset, Handsfree, or headset calls.

Time offset

When your IP Phone 2002 is located in a different time zone from your system, the display shows the system time, not the local time. The Time Offset feature enables you to adjust the time that appears on the display.

Before you begin, calculate the time difference, in hours, between the server time and local time.

To change the time that appears on your telephone display to local time:

1. Press Feature *510.
2. Press CHANGE.
3. Press * to switch between adding or subtracting time.
4. Using the dialpad, enter the number of hours between local time and system time.

Note: Press # to enter half hour increments.

5. Press OK.

Note: It may take up to one minute for the change to appear on the display.

Navigation buttons

Use the Navigation buttons to scroll through or make changes to your call log.

1 Press Feature 812.

Call log

Call log displays use the following special characters:

1 (underline) identifies a new item
› identifies answered calls
$ identifies long distance calls
/ identifies that the information has been shortened

To view your Call Log:

1 Press ▷ to view old items.

Press ◁ to view new items.

Press ⌓ to return to the last viewed item.

2 Press ⌓ and ⌔ to move through your items.

3 Press ◁ and ▷ to view more information on an item.

To erase a Call Log entry:

1 Press ☎ while viewing an item.

To return a call from your Call Log:

1 Display the desired number on your telephone.

2 Edit the number, if required. You can add numbers for long-distance dialing or line pool access, or you can remove numbers using ◁ and ▷.

3 Press a line button.

4 Lift the handset.

To set call log options:

1 Press Feature •°›.

2 Select the type of calls that will automatically be stored in your Call Log.

3 Press ⌓ to see the next setting.

4 Press ÷ to select the displayed setting.

Memory buttons

This section contains information about the IP Phone 2002 memory buttons and how to use them. These are buttons not assigned as line or intercom buttons. Memory buttons store internal and external numbers or features to give you one-touch dialing or feature activation.

Program Memory Buttons

You can program a memory button with a new number or feature.

To set up external autodial:

1. Press Feature *1.
2. Press a memory button.
3. Dial the external number.
4. Press OK to store the number.

To set up internal autodial:

1. Press Feature *2.
2. Press a memory button.
3. Dial the extension number.
4. Press OK to store the number.

To use features:

1. Press Feature *3.
2. Press a memory button.
3. Press Feature and enter the feature code.
4. Press OK to store the feature code.

Erasing memory buttons:

1. Press Feature *1.
2. Press a memory button.
3. Press OK to erase the button.