



# **The i2004 Internet Telephone User Guide**

**June 2001**

# The i2004 Internet Telephone User Guide

The i2004 Internet Telephone User Guide shows you how to install and operate your i2004 Internet Telephone.

## Contents

	Page Number
<b>I. Introduction – About the i2004 Internet Telephone .....</b>	<b>4</b>
<i>Input on the i2004 Internet Telephone.....</i>	<i>4</i>
<i>i2004 Internet Telephone - Introduction.....</i>	<i>5</i>
Display Screen .....	7
Softkeys.....	8
Multiple Line Appearances.....	9
Icons.....	10
<b>II. Getting Started.....</b>	<b>11</b>
<i>Installing the i2004 Internet Telephone.....</i>	<i>11</i>
Connecting the i2004 Internet Telephone .....	11
Initializing the i2004 Internet Telephone .....	12
<b>III. Using Your i2004 Internet Telephone.....</b>	<b>17</b>
<i>Basic Calls .....</i>	<i>17</i>
Making a Call.....	18
Pre-Dialing.....	19
Answering a Call.....	20
Call Waiting – Multiple Line Appearance .....	21
Placing and Retrieving a Call on Hold.....	22
Transferring a Call.....	23
Conferencing Calls .....	24
Adding Additional Calls .....	25
Adding on Incoming Calls to your Conference .....	26
Forwarding Calls.....	27
Inspect.....	28
Do Not Disturb .....	29
Message Waiting and Message Retrieval.....	30
<i>Enhanced Features .....</i>	<i>32</i>
Call Park.....	32
Call Pickup .....	34
Ring Again.....	35
Privacy and Privacy Release .....	36
<i>Directory Features .....</i>	<i>37</i>
Outbox and Redial.....	37
Call Log .....	39
Personal Directory .....	42

Abbreviated Dialing.....	44
Speed Call.....	45
<i>Services.....</i>	<i>47</i>
Changing Language .....	48
Changing Phone Options.....	49
Using Session Features.....	51
Setting or Changing your Password .....	52
Viewing Network Info.....	53
Changing Display Formats .....	54

# **I. Introduction – About the i2004 Internet Telephone**

## ***Input on the i2004 Internet Telephone***

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

NOTE: This equipment has been tested and found to comply with the limits for a digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Use only with Nortel recommended, approved Limited Power Source; output rated: 16VAC, 500mA, 50/60Hz.

## ***i2004 Internet Telephone - Introduction***

Internet Protocol (IP) telephony is the next generation of telecommunication services that integrates voice and data capabilities to enhance everyday communications and increase productivity. IP telephony takes advantage of new high-bandwidth central office technologies to provide any service, anywhere, at anytime – instantly.

Nortel Networks has developed the **i2004 Internet Telephone** to work on your corporate local area network (LAN) to deliver voice over IP (VoIP) services. The i2004 Internet Telephone works in concert with your existing Centrex- or PBX-based telephone system (see Figure 1).

**Figure 1**



The i2004 Internet Telephone and the Terminal Proxy Server software are built on H.323 standards established by the International Telecommunications Union for multimedia communications over packet-based networks such as a corporate LAN. This means your phone will work in harmony with other IP-based software and hardware.

The design of the i2004 Internet Telephone includes one-button access to features like speakerphone, and voicemail and supports the unique requirements of various users. Additional features and functionality of the i2004 Internet Telephone include its display screen, softkeys, and multiple line appearances.

The i2004 Internet Telephone includes special keys that provide instant access to features of the set (see Figure 2). The use of these keys is discussed in more detail throughout this User Guide.

**Figure 2**



## Display Screen

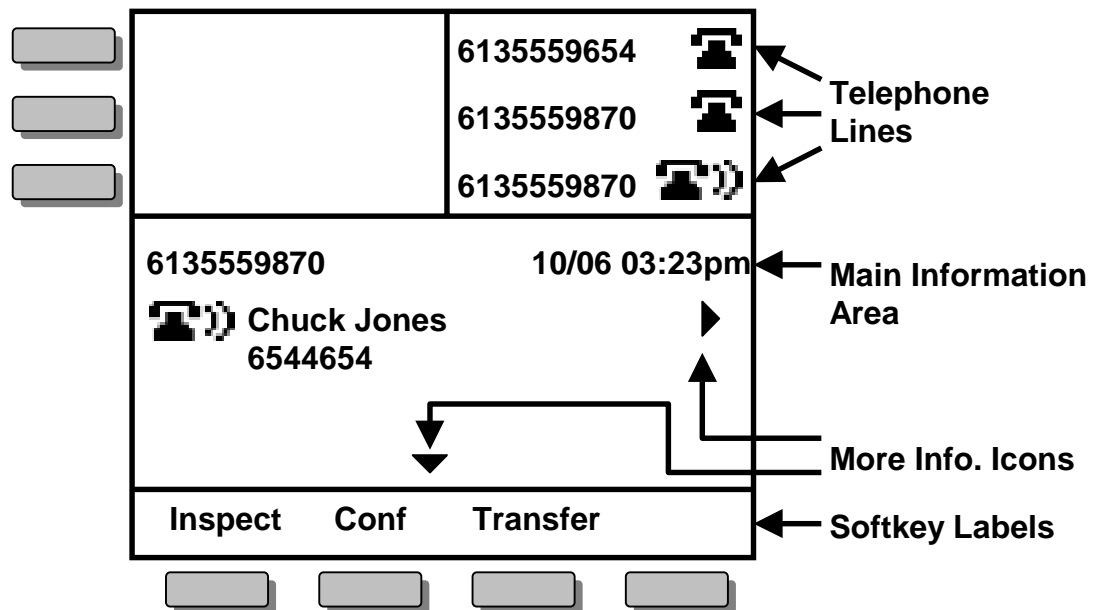
The i2004 Internet Telephone is a feature-rich capable telephone that has a built-in display screen for ease of use.

The display screen has three areas to show different types of information (see Figure 3). The top half of the display screen shows the available telephone lines associated with your i2004 Internet Telephone. Your primary telephone line will always be associated with the lower right-hand **LINE** key and is highlighted with a special green key.

The middle portion of the display screen is the main information area and identifies incoming callers by name and number (if programmed with Caller ID) and provides status messages. When the telephone is idle, this display area identifies the current date and time and reminds you if your phone is forwarded or blocked from receiving incoming calls.

The lower portion of the display screen provides "on screen" information about the available features programmed for each softkey on your i2004 Internet Telephone. These features are easily accessed by pressing the corresponding keys.

**Figure 3**

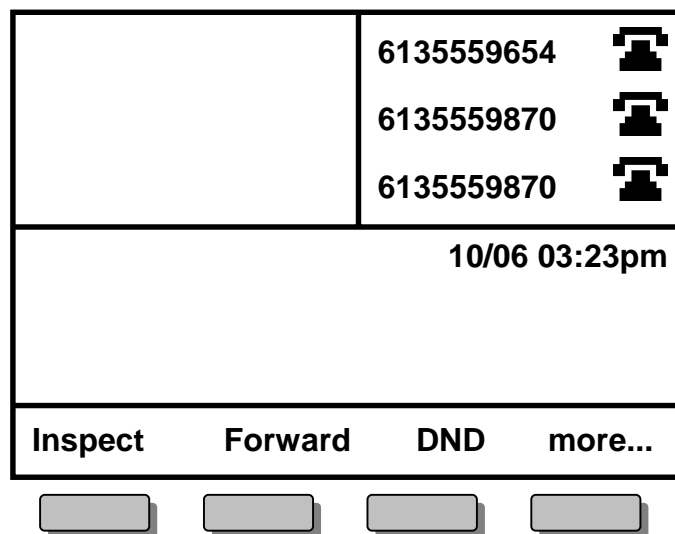


## Softkeys

The softkeys on the i2004 Internet Telephone add greater versatility and provide easy access to features that are customized for your current call activity. For example, while on a call, softkeys offer one-button access to Call Conference and Call Transfer – no more activation codes to remember! When the phone is idle, softkey features may include Inspect, Forward and Do Not Disturb. Each available option is identified on the display screen above the appropriate softkey.

If your i2004 Internet Telephone is programmed with more than four features (the number of softkeys available), additional features can be accessed through nested menu options. Pressing **MORE...** will provide one-button access to the remainder of the feature list (see Figure 4).

**Figure 4**





The i2004 Internet Telephone includes six programmable keys for multiple telephone lines and line appearances that can be updated by your system administrator. Each unique line and appearance for that line has a dedicated key assigned to it using the programmable **LINE** keys. Line key labels display the associated phone number, or "Line X" with the primary line labeled "Line 1" based on your system's configuration.

A single telephone line that is established as a Multiple Appearance Directory Number (MADN) can appear on multiple phones, making call sharing easier to manage in a busy office. MADN lines will display the same label across all terminals that share the line.

The i2004 Internet Telephone includes special features that permit you to determine the status of the line before accessing it and that provide for call privacy so other MADN group users do not interrupt your call. Special icons identify the status of each telephone line: ringing, on hold, or idle.

The diagram illustrates a 9-line 1230 telephone system. It features a central display area with a grid of call status information. To the left of the grid are three rectangular buttons, and to the right are three more, with a bracket indicating they represent '2 line appearances of Primary Directory Number'. Below the grid are four rectangular buttons. The grid itself is divided into sections: the top section shows three line appearances with numbers 6135559654, 6135559870, and 6135559870, each accompanied by a handset icon; the middle section shows the number 6135559654 and the time 10/06 03:23pm with a handset icon; the bottom section contains the labels 'Inspect', 'Forward', and 'DND'.

	6135559654	📞
	6135559870	📞
	6135559870	📞
6135559654	10/06 03:23pm	
📞		
Inspect	Forward	DND

## Icons

### Description of icon:



This icon will appear when the telephone line is idle. In a MADN group, this icon indicates that all members in the MADN group are idle.



This icon indicates another MADN member has gone off-hook. MADN member A will show this hollow icon on their set to indicate that a member in the MADN group is using the line.



This icon indicates an incoming, ringing call. In a MADN group all members in the MADN group will show this icon.



This icon indicates the telephone line is off-hook either initiating or answering a call, or has bridged onto a call presented to a MADN group.



This icon indicates another MADN member is active on the line.



This icon indicates that an active call has been put on Hold. In a MADN group the icon will only blink if no other MADN members are active on the call.

## II. Getting Started

### *Installing the i2004 Internet Telephone*

**Before installing your i2004 Internet Telephone, consult your system administrator to avoid serious damage to the set.**

Your system administrator must create a terminal profile and provide you with an IP address and other information required to initialize the set. Be sure you have this information before installation:

- You will need the primary Directory Number or DNKey
- You will need to know whether your system uses full, partial or no DHCP
- If your system does not use full DHCP, you will need the parameter information listed in the table on page 14.

### **Connecting the i2004 Internet Telephone**

**CAUTION** – Severe damage will occur if this set is plugged into an ISDN connection. Consult your system administrator to assure that you are plugging your set into a 10/100 BaseT Ethernet jack.

To connect the i2004 Internet Telephone, follow these steps:

**Step 1:** Connect one end of the handset cord to the handset jack on the telephone base, and connect the other end of the handset cord to the handset.

**Step 2:** Connect one end of the line cord to the line cord jack on the telephone base and the other end of the line cord to an IP voice network, using a CAT-5 cable with an RJ45 connector.

**Step 3:** Plug the AC Power adapter into the base of the telephone, and plug the adapter into the nearest 120V AC (60 Hz) outlet.

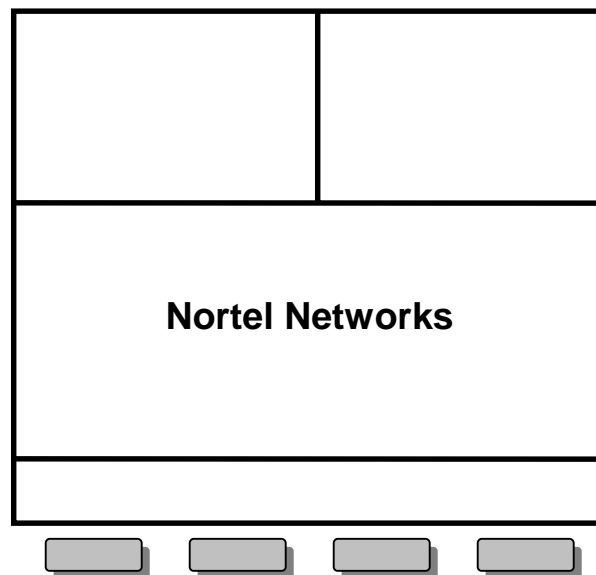
## Initializing the i2004 Internet Telephone

When you first connect your i2004 Internet Telephone to a power source, all hardkey indicator lights and softkey icons may flash. This indicates that the phone has not yet been initialized. You may need to contact your system administrator to determine the correct information to use during the initialization procedure.

When the i2004 Internet Telephone is first powered up, one would see the introduction screen as shown in Figure 6 below. To begin the initialization process, you must enter a **KEY SEQUENCE** while the introduction screen appears after powering your i2004 Internet Telephone. If the key sequence is not entered within the first two seconds of the initialization process, your set will be initialized with previously entered parameters.

Enter the initialization key sequence by pressing each of the four softkeys (located at the bottom of the display screen) once, pressing from left to right.

**Figure 6**




The default entry for each parameter will be displayed on the screen (see Figure 7).

**NOTE:** Some versions of the i2004 begin with the prompt 'SET IP'. You will then be asked to edit or accept all of the parameter information in the table on page 14. The last parameter prompt will be 'DHCP?'. In this situation, you should enter '0' – the set will then display 'Locating server' (see Figure 8 and go to the instructions that follow it).

**Figure 7**

<b>Manual Cfg</b>			
<b>DHCP? (0-No, 1-Yes)</b>			
<b>OK</b>	<b>BkSpace</b>	<b>Clear</b>	<b>Cancel</b>



On most i2004 sets, you are first prompted to set DHCP parameters.

**If the i2004 will use DHCP**, enter a '1' on the keypad. You will be asked to indicate the level of DHCP use; enter '0' for full DHCP (parameters will be set automatically) or '1' for partial DHCP (parameters will be partially entered). Once parameters are entered, 'Locating server' will appear on the display (see Figure 8 and go to the instructions that follow it).

**If the i2004 will not use DHCP**, enter a '0' on the keypad. You will be prompted to set all necessary parameters manually.

As you enter parameters manually, use the BkSpace or Clear softkeys to edit the default entry. BkSpace will delete each character as the key is pressed. Clear will delete the entire entry.

Enter requested information in the menu fields by pressing the number keys on the dialpad. Press the \* key to enter a period (".") when entering the set's IP address.

Pressing OK will record the entry and advance the initialization to the next parameter. Pressing Cancel will abandon the manual configuration process and restart the power-up process.

Each parameter must have a corresponding entry. An error "beep" will notify you if you attempt to advance to the next parameter without a field entry.

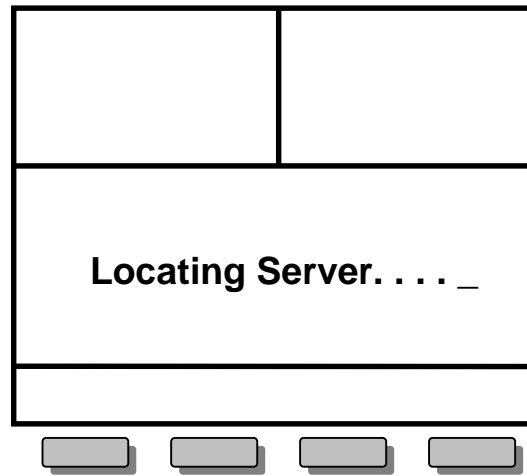
The following table defines the required parameters.

Parameter	Definition
SET IP	IP address for the i2004 Internet Telephone
NETMASK	Net submask
DEF GW	Default gateway IP network address
S1 IP	Primary server IP address
S1 PORT	Primary server port number
S1 ACTION	Primary action code (enter 1 for UNISim)
S1 RETRY COUNT	Primary retry count (value from 0-255, enter 10)
S2 IP	Secondary server IP address
S2 PORT	Secondary server port number
S2 ACTION	Secondary action code (enter 1 for UNISim)
S2 RETRY COUNT	Secondary retry count (value from 0-255, enter 10)

Your system platform may require additional parameters. See your system specific User Guide for details.

When each parameter has been entered, your i2004 Internet Telephone will attempt to connect to the server (see Figure 8).

**Figure 8**



If your telephone set cannot locate the server, it will automatically retry every two minutes. After several attempts, if your telephone set does not locate the server, contact your system administrator for assistance.

After successfully connecting to the server, you will be prompted to enter the DNKey (see Figure 9). If your primary directory number is unique, enter your 10-digit primary Directory Number (DN). Otherwise, obtain this information from your system administrator.

**Figure 9**

		08/00 03:31pm	
Enter DNKey			
OK	Clear	BkSpc	Exit

Your system administrator may have assigned a password to your DN. If so, you will be prompted to enter the password.

These prompts will only occur once, so if your i2004 Internet Telephone has completed the initialization process previously, this step will not occur.

If you enter an incorrect DNKey or password, your display will show "Initialization Failed" and identify one of several errors displayed in the following table.

DNKey Not Found	<ul style="list-style-type: none"><li>the user entered a twenty-digit DN key that does not exist</li></ul>
DNKey In Use	<ul style="list-style-type: none"><li>the user entered a DN key that is currently being used by another set</li></ul>
DN Not Found	<ul style="list-style-type: none"><li>the user entered a 10-digit primary DN that does not exist</li></ul>
DN Is Not Unique	<ul style="list-style-type: none"><li>the user entered a 10-digit MADN DN. The user must enter a twenty-digit DN key to uniquely identify the set</li></ul>
Password Not Correct	<ul style="list-style-type: none"><li>the user entered the incorrect password</li></ul>

If the telephone set was previously initialized, just connect the telephone cords and power adapter - no additional actions are required to begin using your i2004 Internet Telephone.



### III. Using Your i2004 Internet Telephone

#### ***Basic Calls***

The i2004 Internet Telephone gives you multiple options to make a call. Each of these options is described in detail. You can make a call either in the off-hook mode or in the on-hook mode by using your handset, headset, or hands-free speaker (see Figure 10).

#### ***Normal Dialing:***

1. Using your Handset
2. Using your Headset key or Handsfree key

#### ***Pre-Dialing:***


1. Pre-dialing with your Handset
2. Pre-dialing with your Headset key or Handsfree key

**Figure 10**




## Making a Call

### ***Using your Handset***

1. Lift the **HANDSET** to make a call using the primary line or lift the **HANDSET** and press a **LINE** key to select another line. 
2. Enter the phone number.
3. Press **GOODBYE** to end the call (or replace the **HANDSET**).

The primary line is always selected unless you select another **LINE** key.

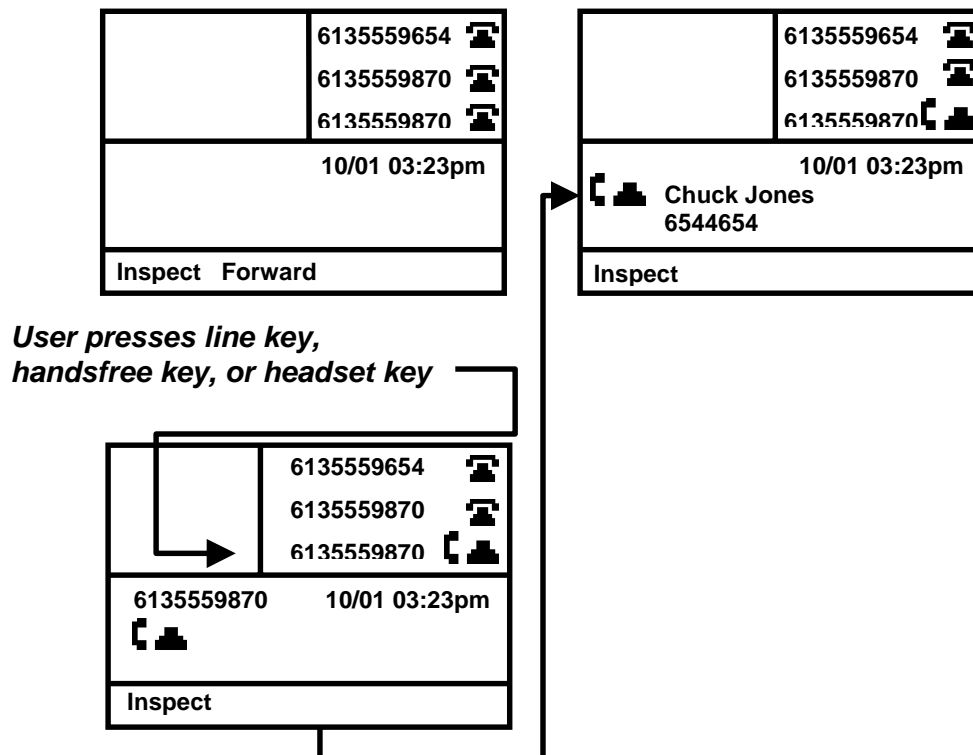
### ***Using your Headset or Handsfree Keys***

1. Press the green **HANDSFREE** or **HEADSET** key. 
2. Enter the phone number.
3. Press **GOODBYE** to end the call.

Dial tone is heard from the speaker if **HANDSFREE** was selected.

When placing a call in one of the off-hook positions, the display will show the number you are dialing. If there is a corresponding name in the Centrex switch associated with the number you are dialing, it will appear on the display (see Figure 11).

**Figure 11**



## Pre-Dialing

Pre-dialing allows you to verify the phone number dialed on the phone's display before completing your call.

### ***Pre-dialing with your Handset***

1. Enter the phone number (no dial tone will be heard).
2. Lift the **HANDSET**.
3. Replace the **HANDSET** to end the call (or press **GOODBYE**).

The primary line is used to place the call.

### ***Pre-dialing with your Headset or Handsfree Keys***




1. Enter the phone number (no dial tone will be heard).
2. Press the **HANDSFREE** or **HEADSET** key and the call is routed to the appropriate speaker.
3. Press **GOODBYE** to end the call.

The primary line is used to place the call.

Pressing a **LINE** key after entering a phone number on the keypad will automatically activate the **HANDSFREE** function on your phone. All the line icons will appear as idle until you press a **LINE**, **HEADSET** or **HANDSFREE** key or lift the **HANDSET** (see Figure 12).

If you make an error while entering the phone number, you do not have to cancel the call. Just press the **BKSPC** softkey to delete the entered numbers individually, correct the entry, and complete your call.

**Figure 12**

	6135559654	
	6135559870	
	6135559870	
04/17 03:23pm		
6544654		
Inspect	BkSpc	Exit

## Answering a Call

The calling party's name and number, if available, will be displayed on incoming calls if the telephone is idle (if the phone is holding a call, not on an active call, receiving Caller ID from another call, or in a functional area such as the Directory). In some instances, only the number will be displayed. If name and number are not delivered, the display will state, "Unknown Caller."

### ***If the telephone is idle***

1. Answer the call by:
  - lifting the handset,
  - pressing the **LINE** or **HANDSFREE** key (for hands free speaker use), or
  - pressing the **HEADSET** key for headset use.
2. Press **GOODBYE** to end the call.

Incoming calls will ring the set and display a ringing phone on the LINE key. 

If you are on another call, the new name and number will display for three seconds after the first ring, then revert to the current call's display (see Figure 13).

### ***While on another call***

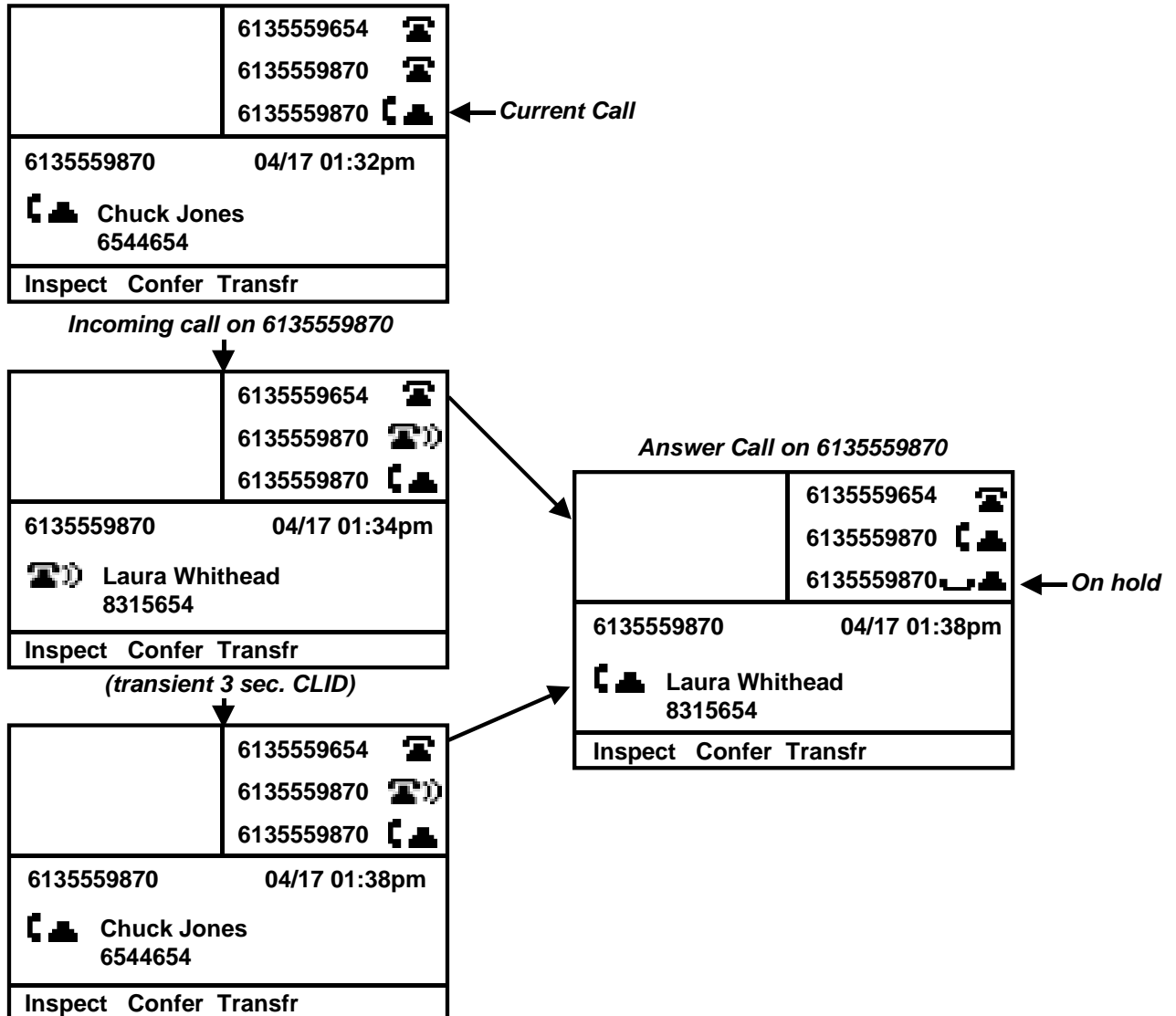
1. Answer the new call by pressing the **LINE** key for the incoming call.
2. Your first caller will be *automatically* placed on hold, and your display will show the new caller.
3. Press **GOODBYE** to end the current call, or press **HOLD** to place this caller on hold.
4. Press the appropriate **LINE** key to return to either caller.

A short tone is heard to alert you to another incoming call.

## Call Waiting – Multiple Line Appearance

If the new call is on the second line appearance of your primary line, your caller will not hear a busy signal, and the incoming call can be handled like any other call. Press the **LINE** key, and your current call will be automatically placed on hold while you speak to the new caller. Press the **LINE** key of the held call to return to the first caller (see Figure 13).


Figure 13



## Placing and Retrieving a Call on Hold

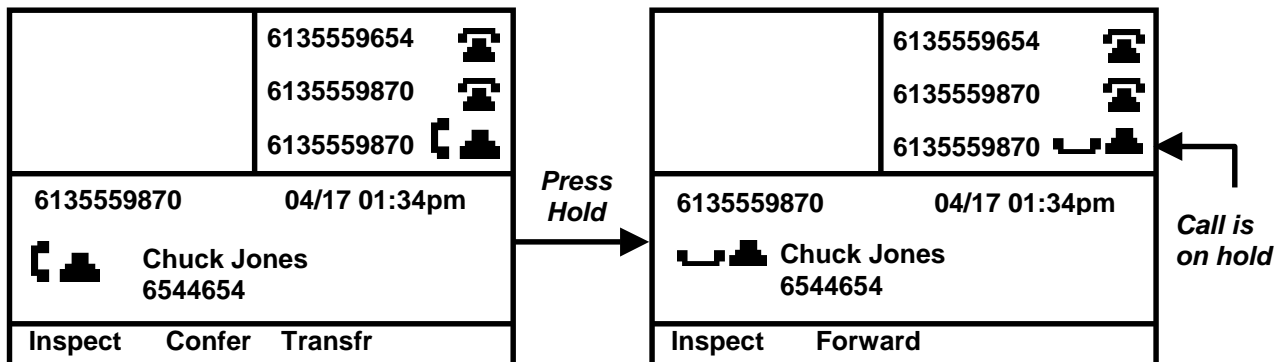
This feature allows you to answer additional incoming calls or to hold a call until you are ready for the caller. Your i2004 Internet Telephone has an orange key designated for the **HOLD** function.

### While on a call

1. Press the **HOLD** key. 
2. Press the appropriate **LINE** key to retrieve the call, or press **HOLD** again to return to the last call placed on hold.

The Line icon key flashes to indicate that the line is on hold (see Figure 14).

**Figure 14**



## Transferring a Call

Softkeys make transferring an active call to another telephone number simple.

This feature allows you to transfer calls in several ways:

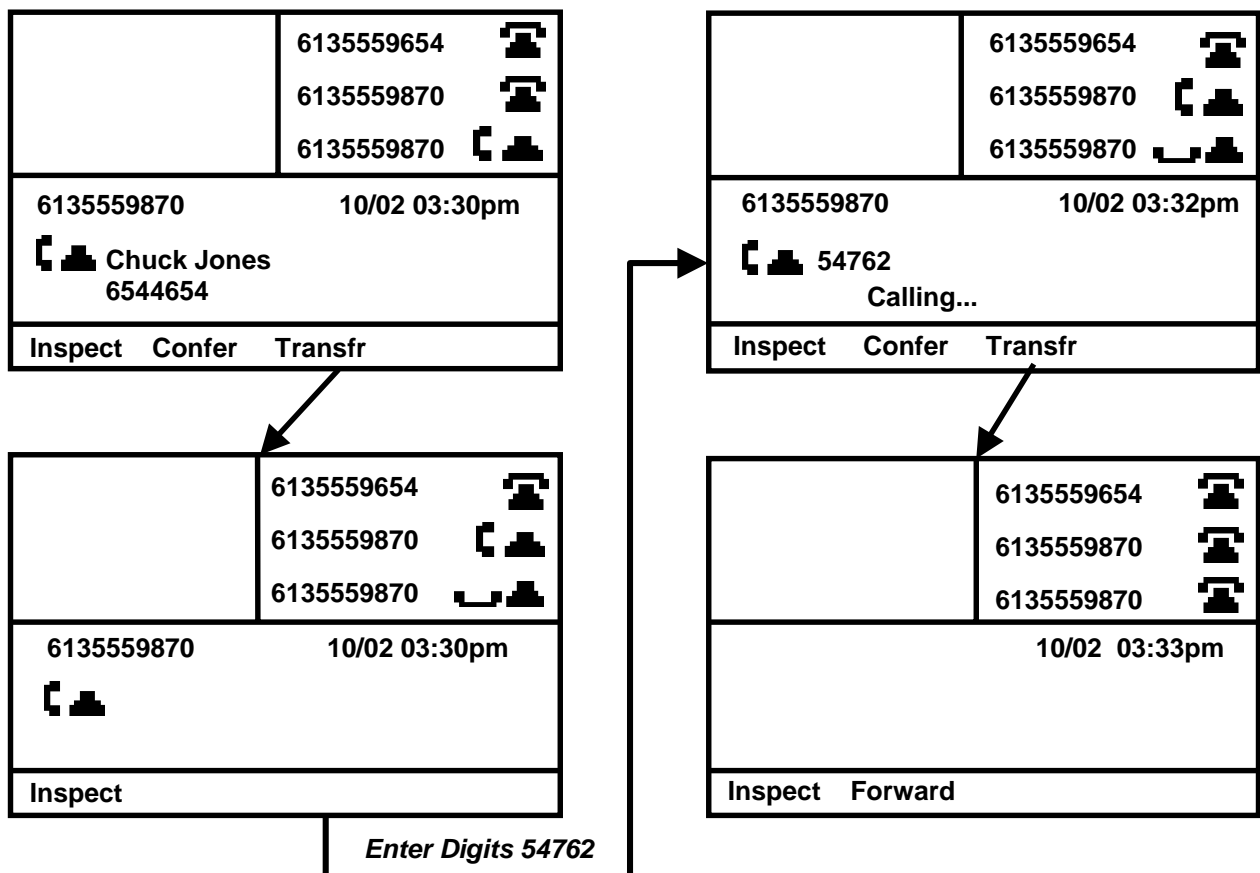
- announcing your transferred call before releasing it,
- speaking with your called party privately before releasing the call, or
- transferring the call directly.

Your display screen will prompt you through the steps required to use this feature and will provide the status of the call (see Figure 15).

### ***While on an active call***

1. Press the **TRANSFR** softkey - your active call will be automatically placed on hold.
2. Enter the phone number you want to transfer your active call to.
3. Press **TRANSFR** again when you are ready to “send” the call to the dialed number.
4. Your set will return to idle.

**Figure 15**



## Conferencing Calls

Use call conferencing when you need to join several callers together. Your i2004 Internet Telephone allows you to establish conference calls by individually adding each phone number, or by conferencing active calls together (see Figure 16).

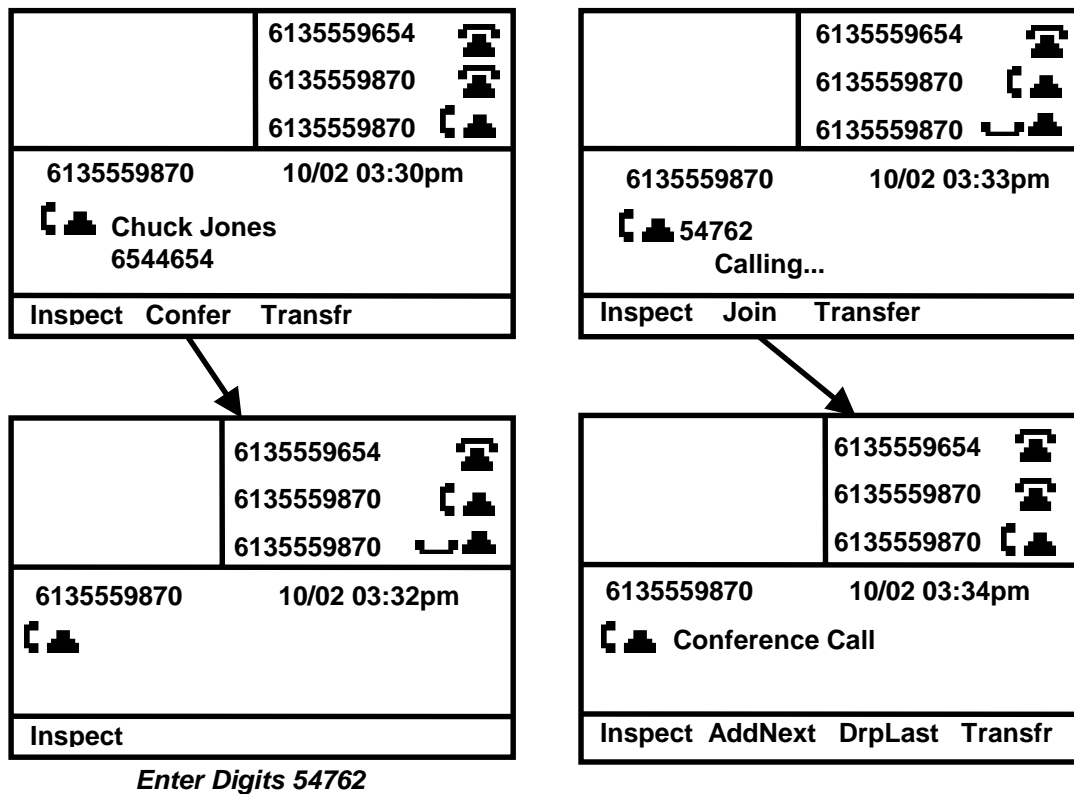
### **Setting up a 3-way conference call**

1. Start with an active call by calling the telephone number of one of the conference individuals.
2. Press the **CONFER** softkey - your active call will be automatically placed on hold and an idle line will be seized.
3. Enter the phone number of the next individual you want to conference with.
4. Press **JOIN** to bring all parties together and begin the conference call.

After dialing your second caller, delay pressing **JOIN** and you may speak privately before beginning the conference call.

When you press **JOIN**, the line used to call the second party will become available for other calls.

**Figure 16**





## Adding Additional Calls

Adding additional callers to your active conference call is just as simple as using the softkey options (see Continuation of Figure 16).

NOTE: The maximum number of people that can be conferenced in a call is limited by the bridge size provisioned on the switch. Please check with your service administrator.

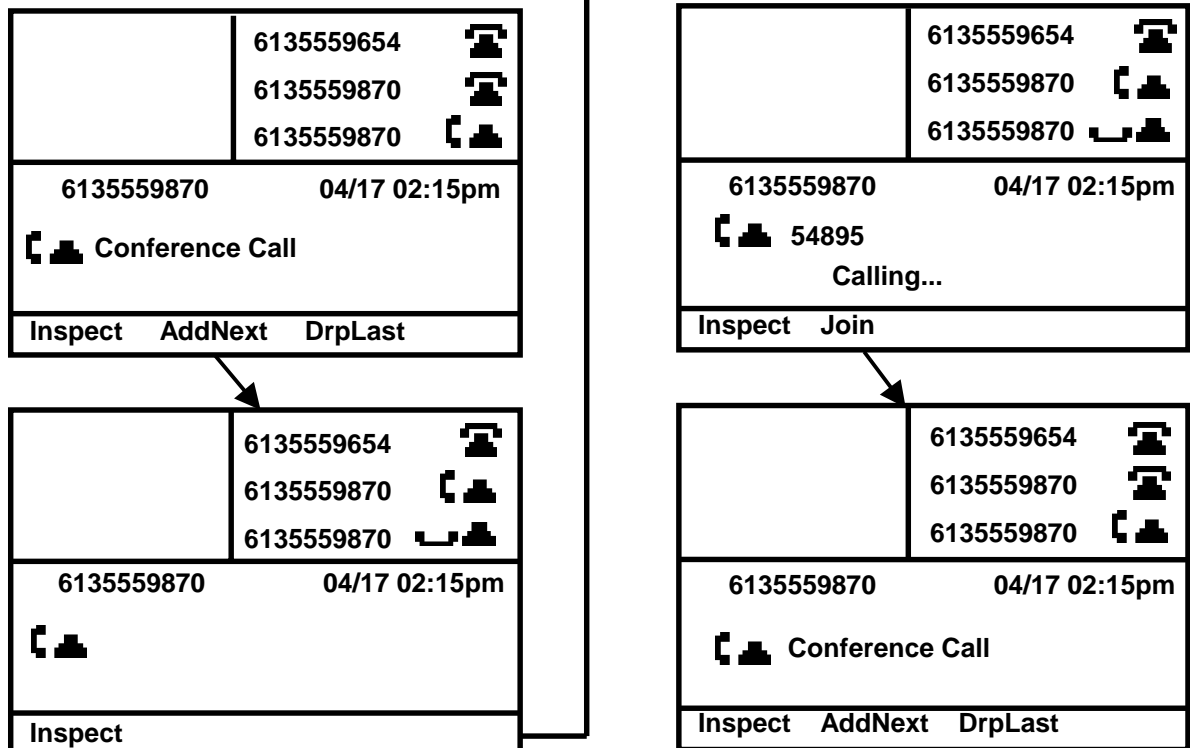
### Adding a new party while on an active 3-way conference call

1. Press the **ADDNEXT** softkey, your conference call will automatically be placed on hold and an idle line will be seized.
2. Enter the phone number of the individual you want to add to the conference.
3. Press **JOIN** to rejoin your conference call.

The **DRPLAST** softkey allows you to remove the last phone number added to the conference call. Press this softkey while on an active conference call and the last party added to the call will be dropped from the conference.

If your i2004 Internet Telephone is configured with Flex Call, pressing **GOODBYE** will remove you from the conference call while leaving the other parties connected even if you originated the conference call. Check with your system administrator to determine how your set and the associated features are configured.

### Continuation of Figure 16



## Adding on Incoming Calls to your Conference

Your i2004 Internet Telephone allows you to easily connect two independent calls for an immediate three-way conference (see Figure 17).

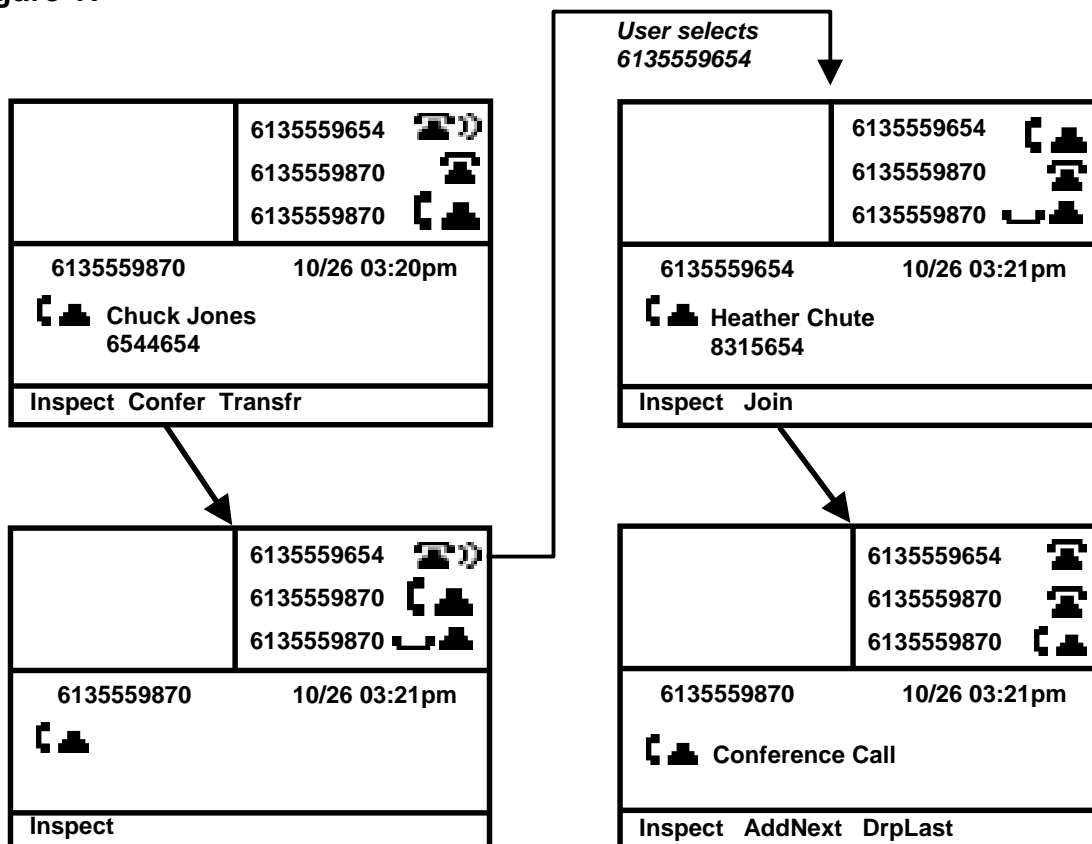
When pressing the Confer softkey, your i2004 Internet Telephone will always seize an available line on your set. To conference two active callers you will need to release this line to complete your conference.

### Setting up a 3-way conference call by joining two active calls

1. While on an active call, press the **CONFER** softkey - an available line will be seized and your caller will be placed on hold.
2. Press the **LINE** key to retrieve the other caller (not the call placed on hold in step 1) - the seized line will be released.
3. Press **JOIN** to begin the conference.

Be sure to press **JOIN** instead of **TRANSFR**. Pressing **TRANSFR** will transfer your first caller to your second caller and disconnect you from the call. You can use the **ADDNEXT** and **DRPLAST** softkeys to further enhance your conference call.

Figure 17



## Forwarding Calls

A special softkey allows you to easily forward your calls. You can select the most recently 'forwarded to' number, or change the number your calls are forwarded to (see Figure 18).

When forwarding your calls, incoming calls to ALL telephone numbers assigned to your i2004 Internet Telephone are forwarded to the number you designate.

If you attempt to forward to an invalid number, the following error will display on the screen – "Invalid Forward to DN."

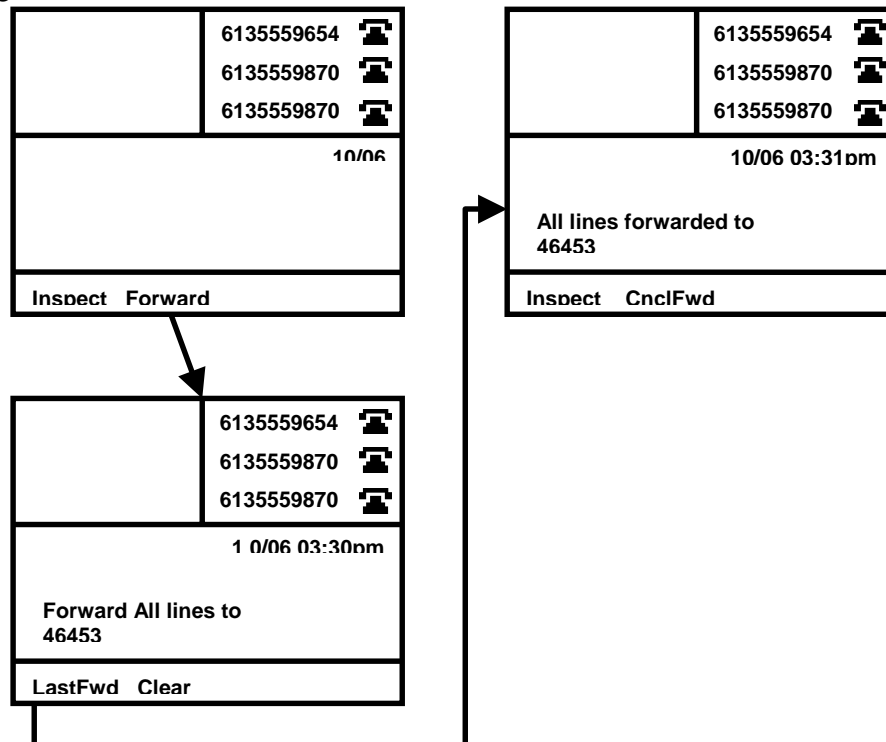
### ***When your phone is idle***

1. Press the **FORWARD** softkey.
2. Press the **LASTFWD** softkey. The number last forwarded to will be displayed.

### ***Or...***

1. Press the **CLEAR** softkey to enter a new forwarding number.
2. Press **OK** to complete the forwarding of your calls.

**Figure 18**



When your calls are forwarded, a comment on your display screen will remind you of the number you have forwarded to. A softkey option allows you to cancel call forwarding from your i2004 Internet Telephone and accept incoming calls.

### ***When your phone is forwarded***

1. Press the **CNCLFWD** softkey to cancel call forwarding.

## Inspect

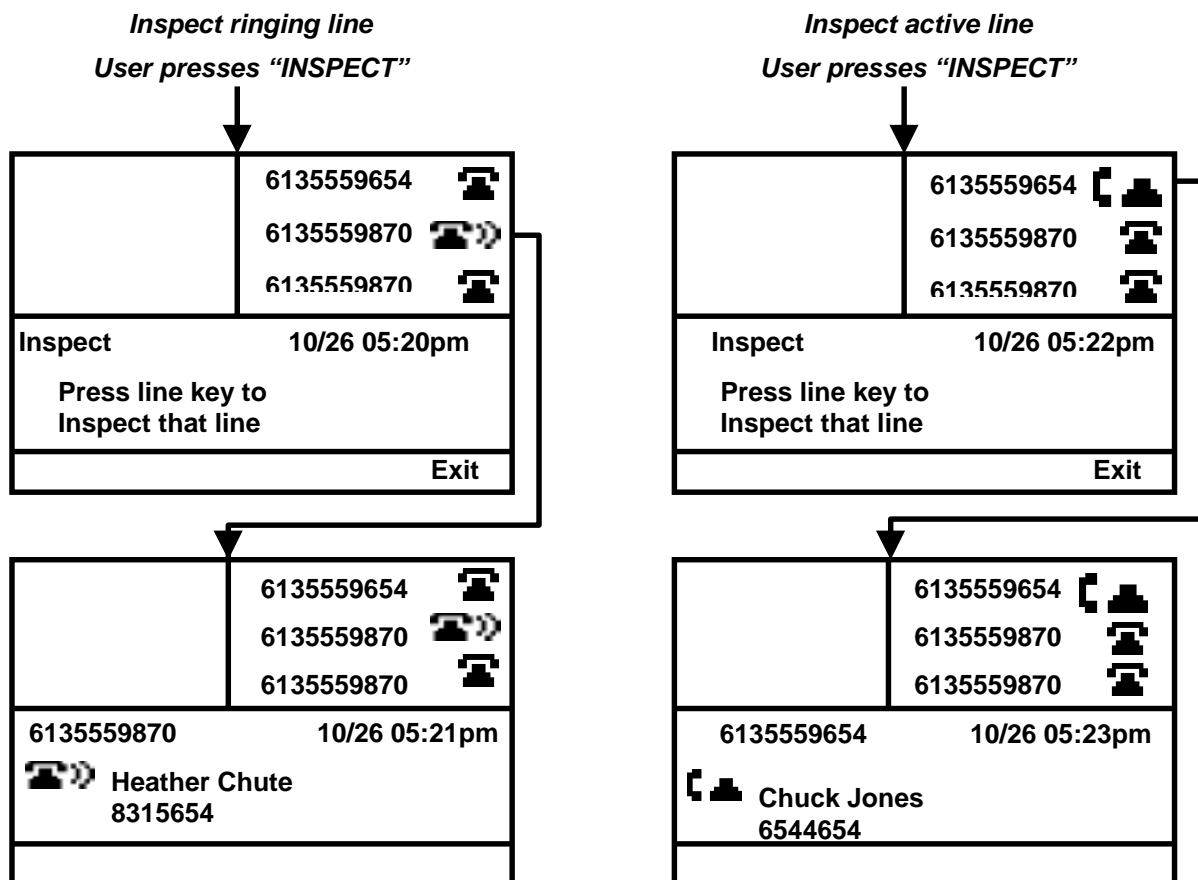
If your i2004 Internet Telephone has two or more line appearances, the Inspect feature is available. Inspect allows you to view information about a line without accessing it first. When you inspect a line, the call status and Caller ID information (if available) will display on your set. You can inspect lines that are in use, on hold, or ringing with a new call (see Figure 19).

### ***When your phone is idle, ringing, on hold, or active***

1. Press the **INSPECT** softkey.
2. Press the **LINE** key for the line you wish to inspect.

If the line you inspect is active, on hold, or ringing, the Caller ID record will display in the main information area of the display. If the line is idle, the directory number and status ("No Call") will display.

**Figure 19**



## Do Not Disturb

Work at your desk uninterrupted with this feature on your i2004 Internet Telephone. Do Not Disturb (also known as Make Busy) prevents incoming calls from ringing on your set. Calls to numbers other than your primary line, such as MADN group numbers, won't ring on your set either, so ringing phones will not interrupt your work. Incoming calls will hear busy signal (see Figure 20).

### ***When your phone is idle***

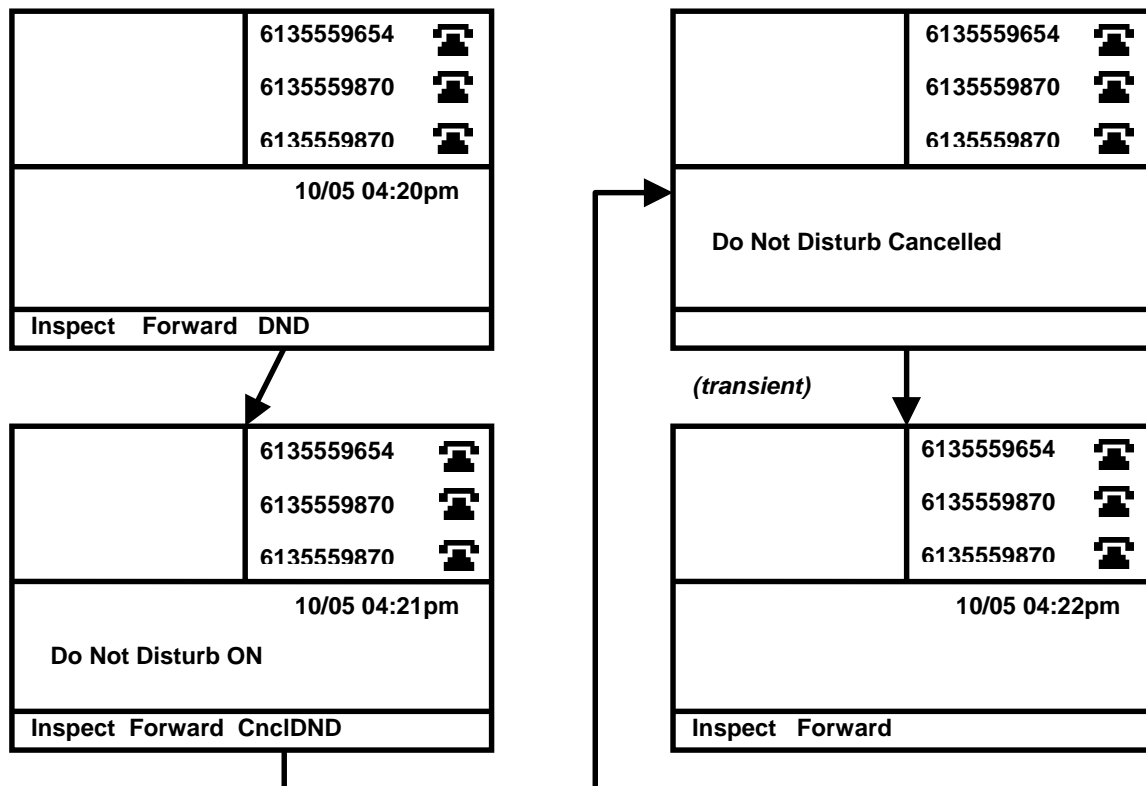
1. Press the **DND** softkey.

When you activate this feature, a comment on your display screen will remind you that your set will not accept incoming calls. A softkey option allows you to deactivate this feature easily and return your phone to an idle status, ready for incoming calls (see Figure 20).

### ***When Do Not Disturb is activated***

1. Press the **CNCLDND** softkey to cancel Do Not Disturb.

**Figure 20**



## Message Waiting and Message Retrieval




Your i2004 Internet Telephone will tell you when you have messages in your voice mailbox if you subscribe to voice mail services from your local telecommunications provider. Your display will provide a message ("Message Waiting"), and the Set Lamp will flash when the phone is idle (see Figure 21).

### ***To check for messages***

1. Go off hook and enter the phone number for your voice mail provider.
2. Review your messages.
3. Press **GOODBYE** to end your call.

When you have listened to your voice mail messages, the Set Lamp will extinguish, and the display will return to idle status.

**Figure 21**

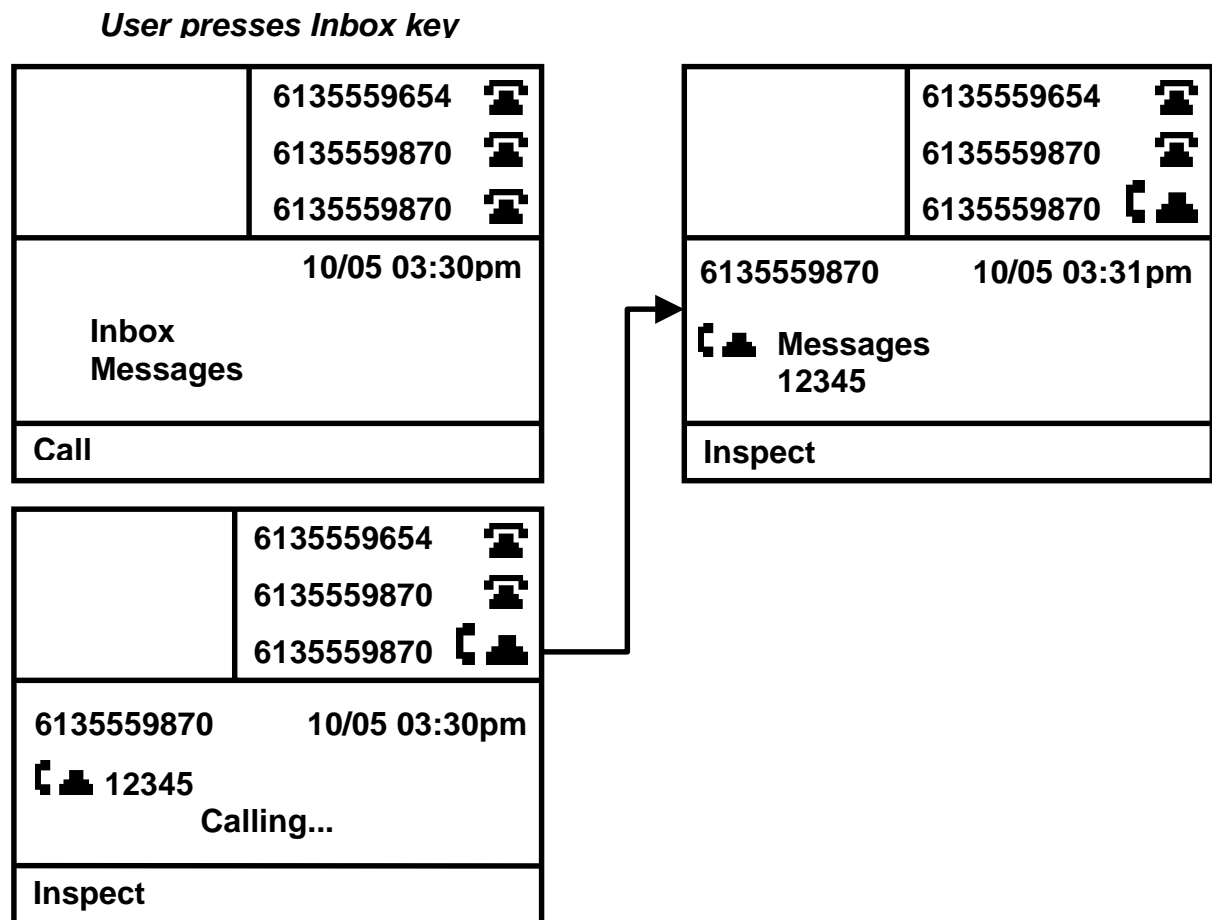
	6135559654	
	6135559870	
	6135559870	
10/05 02:20pm		
Message Waiting		
Inspect	Forward	

If your i2004 Internet Telephone is provisioned with a network-based messaging application, connecting to your mailbox is as easy as pressing the **INBOX** key.

***To check for messages***

1. Press **INBOX** – 'Inbox', 'Messages' and the **CALL** softkey will appear on the display.
2. Press the **CALL** softkey to call your messaging system with the primary line.
3. Review your messages.
4. Press **GOODBYE** to end your call.

**Figure 22**



## Enhanced Features

### Call Park

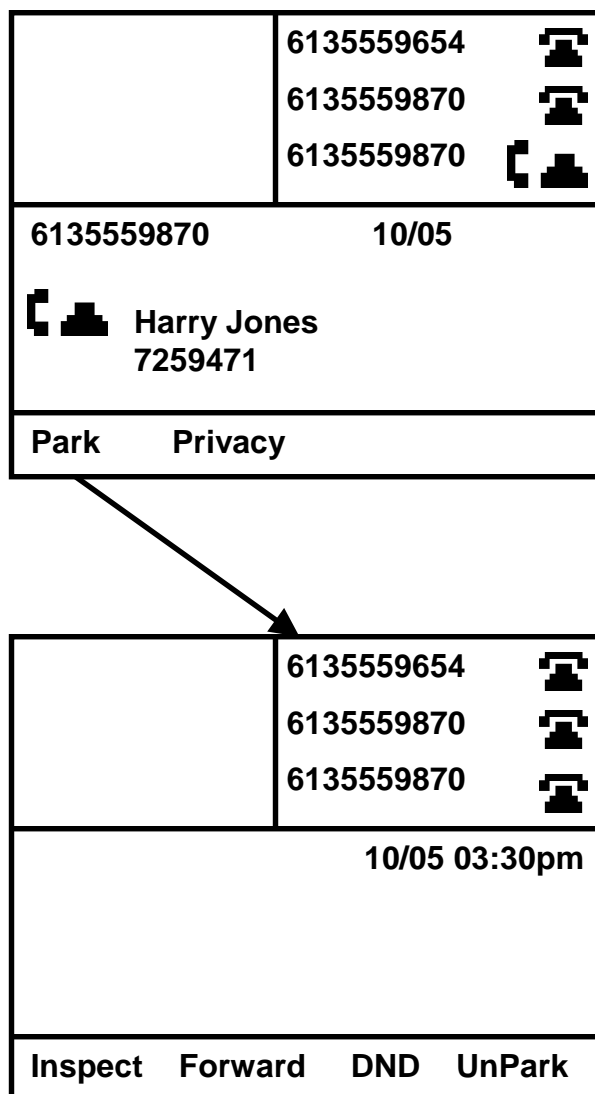
Your i2004 Internet Telephone allows you to temporarily hold a call so it can be retrieved from another set with the single press of a softkey even if you do not know in advance where you will be retrieving the call (see Figure 23).

#### ***While on an active call***

1. Press the **PARK** softkey.

The call will be "parked" and the set becomes idle and ready for new callers. The "parked" call is now ready to be retrieved from any set.

**Figure 23**





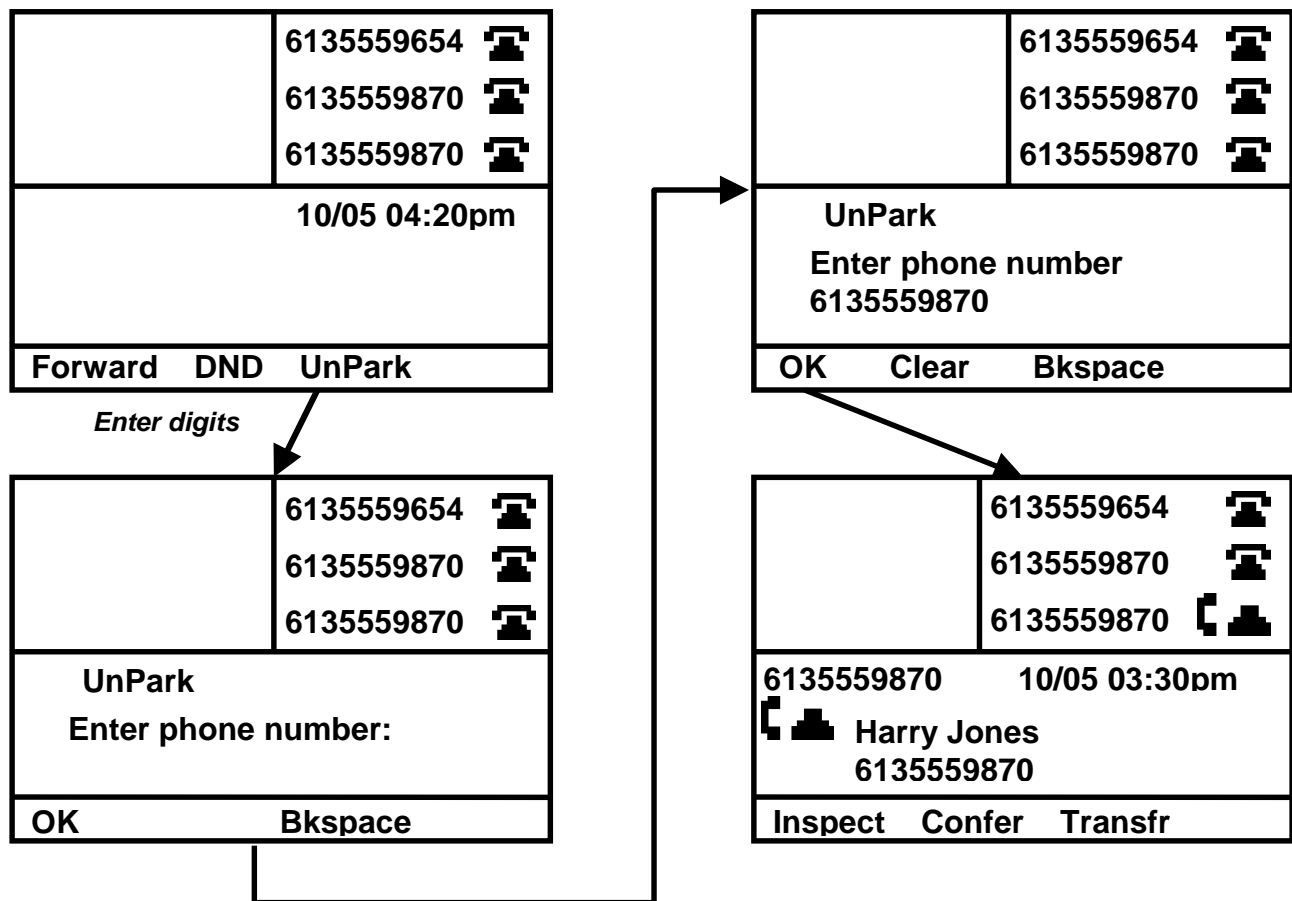
You can retrieve a parked call just as easily (see Figure 24).

***When your phone is idle***

1. Press the **UNPARK** softkey.
2. Enter the telephone number of the line where the call was parked.
3. Press the **OK** softkey.

The primary line will be used to capture the call.

**Figure 24**



## Call Pickup

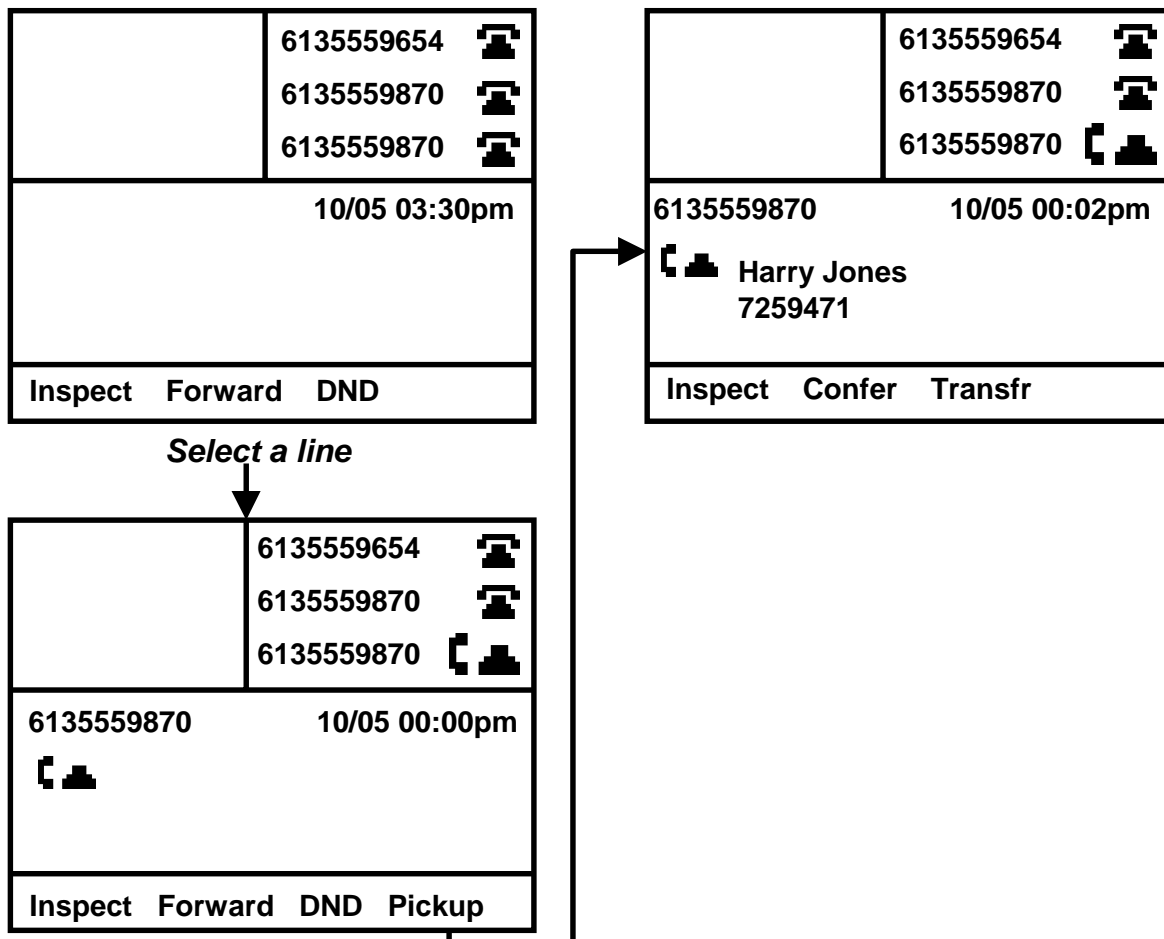
i2004 Internet Telephone users that are in the same Call Pickup group can answer ringing calls from other sets in their pickup group (see Figure 25). The system administrator establishes these pickup groups. You may want to check with your system administrator to determine if your set is part of a pickup group and to determine the other users in your group.

### ***When your phone is idle***

1. Lift the **HANDSET** to use the primary line, or lift the **HANDSET** and press a **LINE** key to select another line.
2. Press the **PICKUP** softkey.

The incoming call in the pickup group will be routed to your line.

**Figure 25**



## Ring Again

In busy offices, it can be difficult to reach your party without getting a busy signal. Ring Again will notify you when the number you are trying to call becomes available (see Figure 26).

### ***While on a "busy" call***

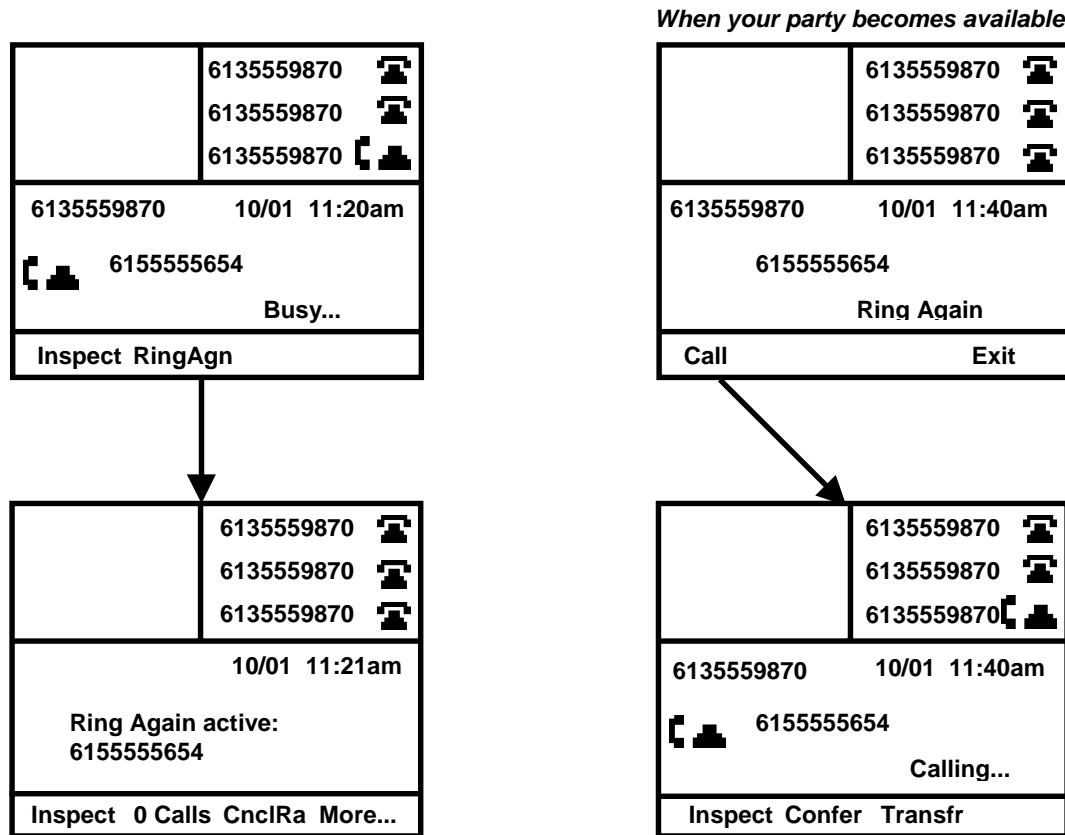
1. When you hear the "busy signal", press **RINGAGN**. The line will be released and the feature activated.
2. Your display will identify that the feature is activated.

When the line becomes available, a tone through the speaker will notify you, prompting action to complete the call. If you decide not to complete the call, you may cancel the Ring Again feature by pressing **CNCLRA**.

### ***When Ring Again is active***

1. Lift the **HANDSET**, (or press **HANDSFREE** or **HEADSET**), and press **CALL**. The network will connect you to the party that you have been trying to reach and you will hear the ring back tone.

**Figure 26**



## Privacy and Privacy Release

Typically, lines in a MADN group can be shared by several users, and more than one user can access a call at the same time. To ensure privacy on sensitive calls, the Privacy feature prevents others in your MADN group from joining your call. Check with your system administrator to determine how your MADN lines are programmed (see Figure 27).

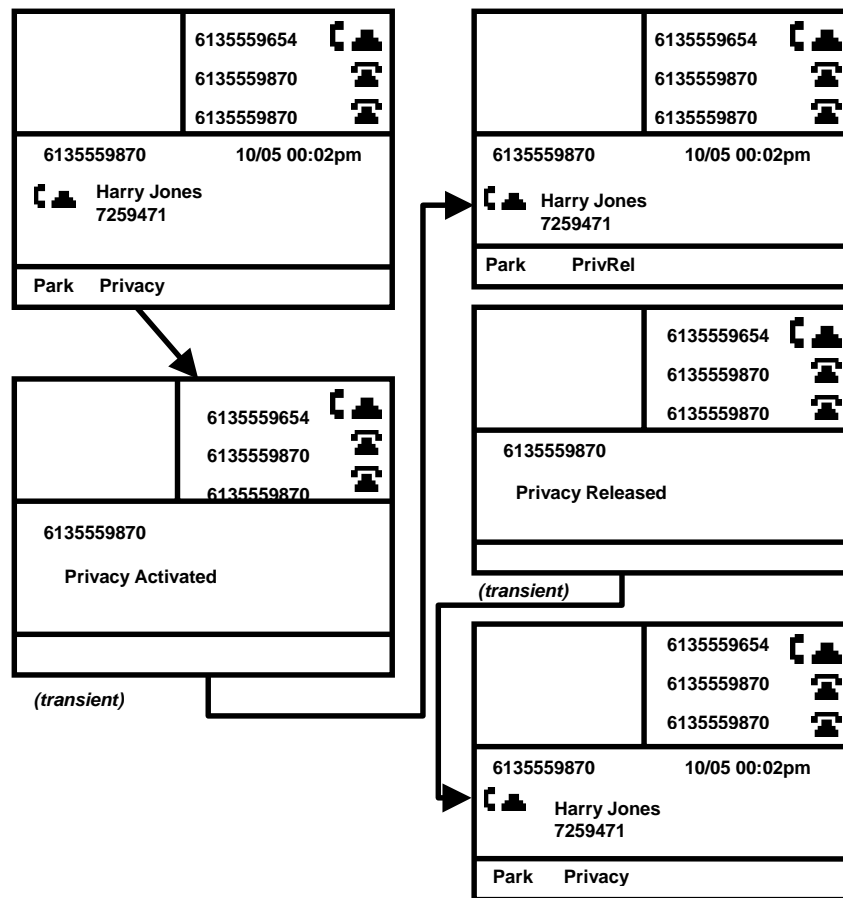
### ***While on a call***

1. Press the **PRIVACY** softkey.
2. Press the **PRIVREL** softkey at any time to allow others in your MADN group to join the call.

The Privacy feature deactivates at the end of a call and must be reactivated on subsequent calls if required.

If your MADN group is programmed as “private” all calls are placed and retrieved in the Privacy mode. Your MADN group users can join your call if you activate the Privacy Release feature by pressing the **PRIVREL** softkey. This feature then deactivates at the end of a call and must be reactivated on subsequent calls.

**Figure 27**



## ***Directory Features***

### **Outbox and Redial**

Your i2004 Internet Telephone is equipped with an Outbox feature which logs the last ten dialed numbers. You may access your Outbox list to display and redial any listed number by using your softkeys. If you subscribe to Caller ID services from your local service provider, the party's name may also display in your Outbox records.

Select numbers in your Outbox by using the navigation keys to move throughout the list, or press the number on your keypad that corresponds with the Outbox entry and quickly move to that listing in your Outbox. For example, pressing the number 6 on your dialpad will move to the sixth listing in your Outbox (see Figure 28).

#### ***To access your OUTBOX***

1. Press **OUTBOX** – up to three names or numbers will appear on your display.
2. Use your navigation keys to move up or down in the list. When you get to the end of the listed numbers, your display will show – End of List –
3. The name or number selected will appear in bold text.
4. Press **EXIT** or press the **QUIT** key to exit the menus.

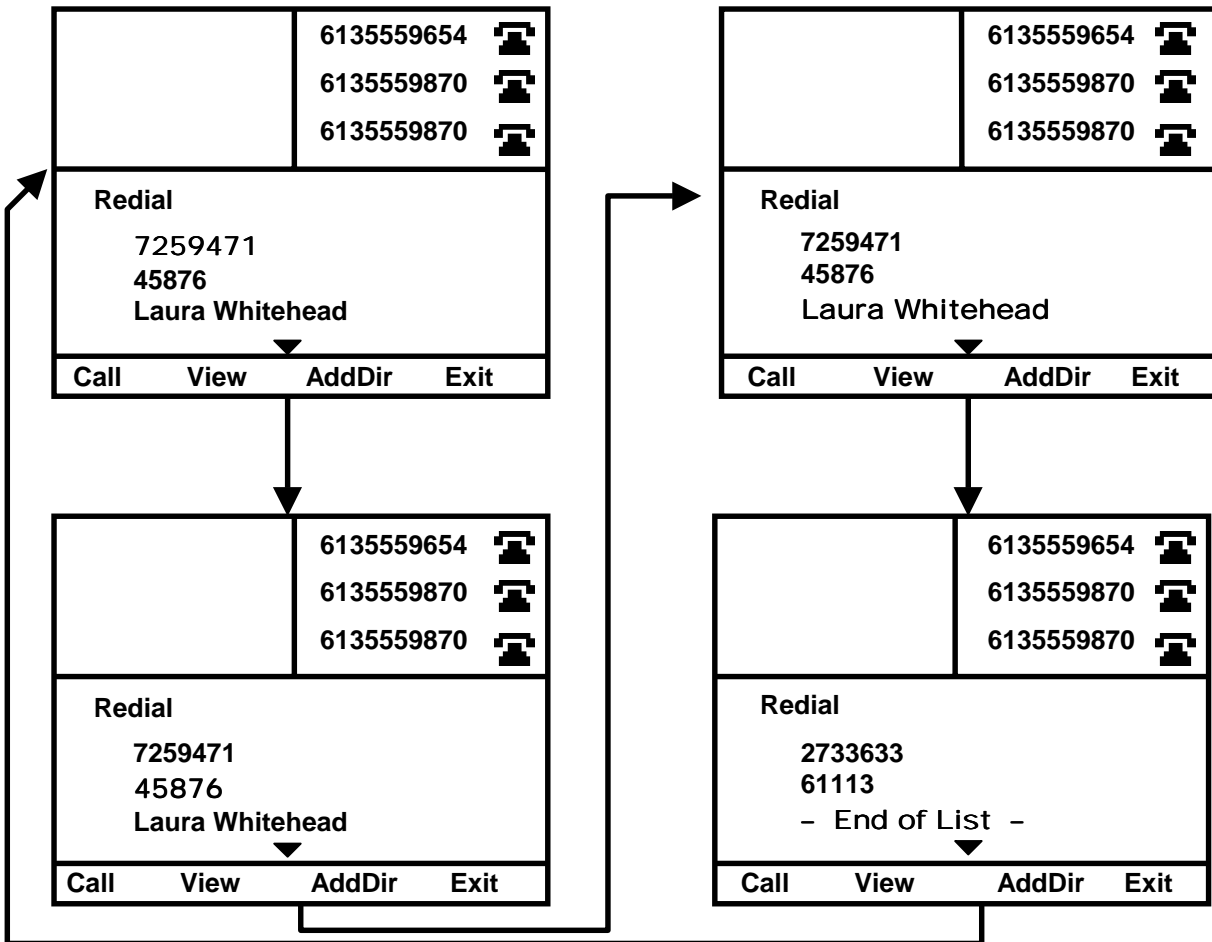
You can place a call from your Outbox by pressing the **CALL** softkey - the caller selected will be dialed. While viewing your Outbox log, lift the **HEADSET** or press **HANDSFREE** to automatically dial the number selected.

Pressing the **View** softkey will display the number associated with a name in your Outbox list.

Use the **AddDir** softkey to add the number from your Outbox to your Personal Directory. See the section called Personal Directory in this User Guide for additional information regarding editing your Directory.



Pressing **Exit** will exit the Outbox log and return to an idle state.

Figure 28



## Call Log

Your i2004 Internet Telephone includes a Call Log, which displays caller information for recently received calls. The number of calls displayed is determined by the TPS system. A softkey on your set will identify the number of callers in your call log, and your screen will display the caller's name and phone number and the date and time of the call (see Figure 29).

Each call display will include a phone icon identifying whether the call was answered  or missed  and whether the log has been viewed or not. An "N" designates a new call while a "V" identifies that the log has been previously viewed. Each record will include the caller's number (and name if identified) and date and time of call.

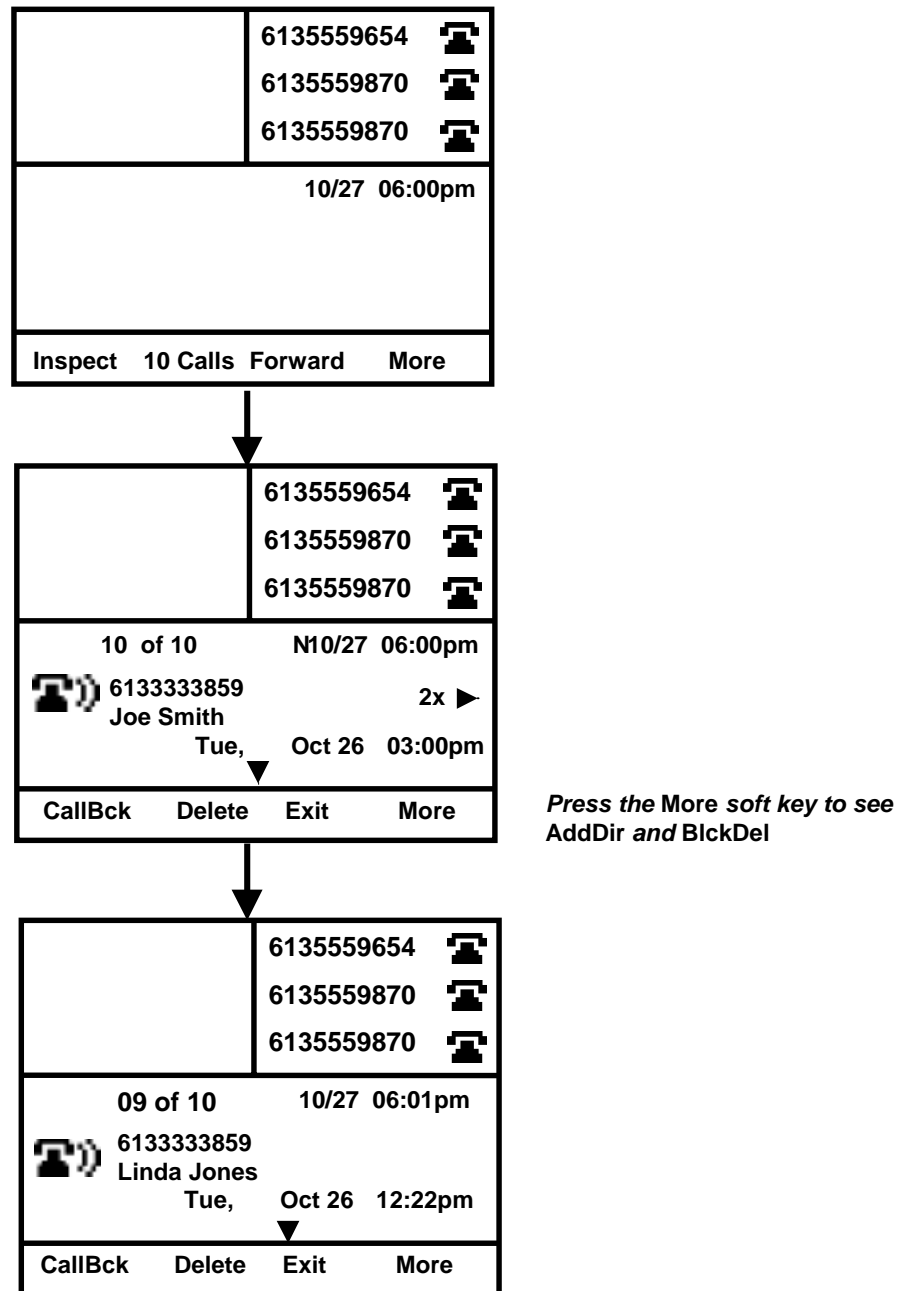
The **CALLS** softkey will identify the number of unviewed caller records in your log, (i.e., xxCALLS). Caller records are displayed in the order calls were received with the most recent caller first. The 'more info' icon will display at the bottom of your screen and using your navigation keys will move you through your call log.

The display screen will note the number of times a call was received if multiple calls were received from the caller. In this case, the 'more info' icon will display and you must use the navigation keys to move right and left to display the data for these additional calls for the same caller record. Multiple calls from the same caller will be sorted with the most recent call first.

### ***When your phone is idle***

1. Press the **xxCALLS** softkey.
2. Use your navigation keys to move through the list of callers.
3. Press **QUIT** on your set to exit the call log.

Figure 29



If you receive an incoming call while viewing your Call Log, answering the call will automatically exit the Call Log.

You can delete calls from your Call Log by pressing the **DELETE** softkey. Clear the entire log by pressing **MORE** and then the **BLCKDEL** softkey.

Other softkey options include Call Back and Add to Directory.

Press **CALLBCK** while viewing the Call Log to place a call to the displayed party.



In many business environments, the displayed number must be edited before you are able to complete a call. For example, your telephone system may require that you dial a "9" to seize a line outside the business' network. You may have to insert a "1" in the number string if the call will be a long distance call.

Edit the displayed number by using your navigation keys to move the cursor throughout the number displayed. Pressing digits on your dialpad will insert digits in the number string to the left of the cursor. Pressing the **ERASE** softkey will remove the character above the cursor in the number string.

Then, originate the call by pressing **DIAL** (an available line will be automatically seized), lifting your handset (an available line will be seized), or pressing **HEADSET** or **HANDSFREE**.

Pressing **CANCEL** will return you to the Call Log without placing a call to the displayed number.

Easily add numbers to your personal directory while viewing your Call Log. Press **MORE**, then **ADD DIR** and an entry will be included in your personal directory which contains the name and number displayed in your Call Log. See the Personal Directory section of this guide for additional information regarding editing your directory records.

## Personal Directory

Your i2004 Internet Telephone is equipped with a Personal Directory which is accessed by pressing the **DIRECTORY** key on your set. Because your Personal Directory is stored on the server that manages your i2004 system, your directory is saved even if your set loses power.

Numbers are listed in your Directory in alphabetic order by the first name entered. If your administrator has defined a directory assistance number, then the first listing will be 'TPS directory.' This listing represents the directory assistance number defined by your administrator. Display your Directory entries by pressing the navigation keys, or press the number on your dialpad which corresponds with the first letter of your party's first name. For example, pressing '4' will jump to the listings in your directory beginning with the letter 'G'.

While numbers from your Outbox and Call Log can be quickly added to your Directory using the **AddDir** softkey, the Directory can also be updated manually (see Figure 30).

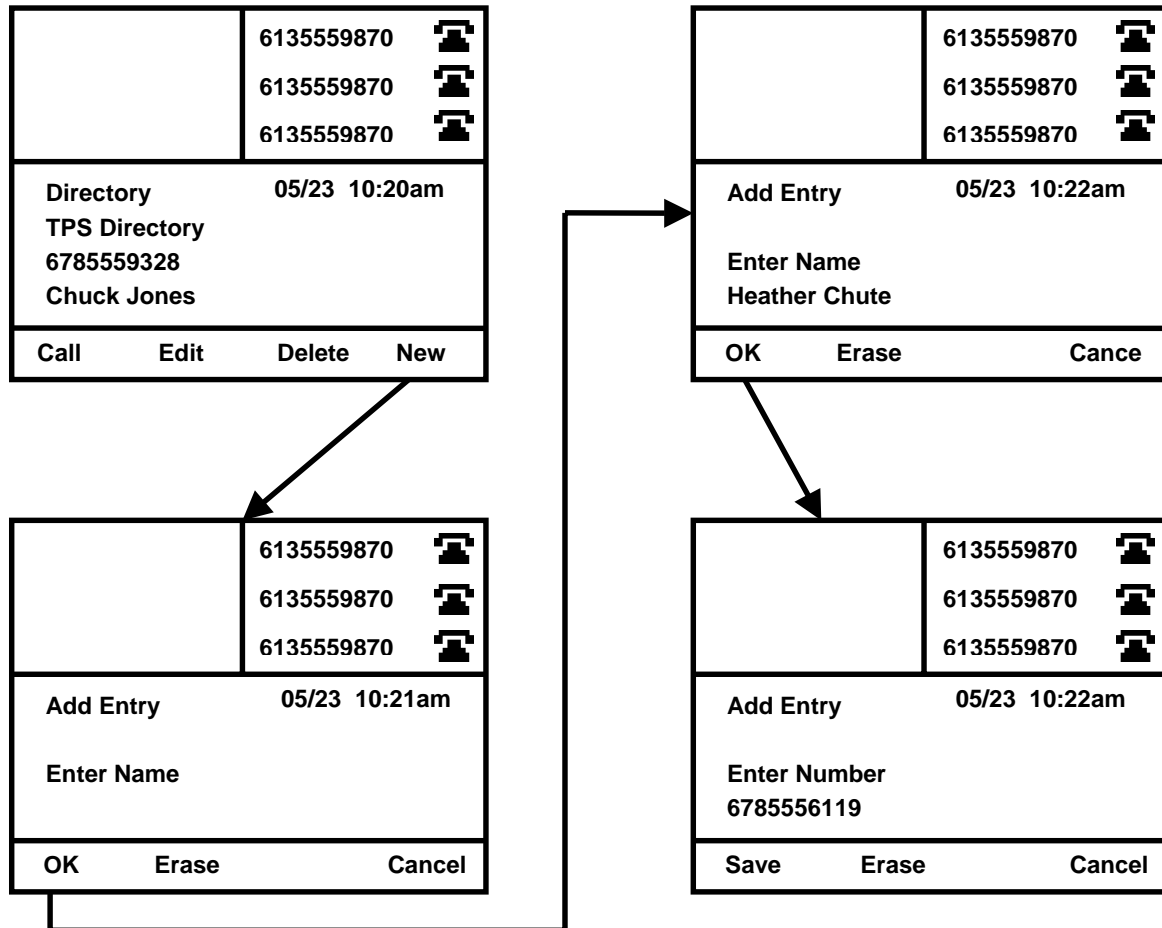
### ***To update your DIRECTORY***

1. Press **DIRECTORY** – the first listing in your directory will display.
2. Press **New**.
3. Enter the name by pressing the corresponding numbers on your keypad.
4. Press **OK**.
5. Enter the telephone number associated with your Directory entry.
6. Press **SAVE** to save your changes.

If you make a mistake while entering the name or telephone number, use the navigation keys to move forward or backward to edit the existing entry.

The numeric keys on your dialpad are associated with the letters of the alphabet. Additionally, press '1' for the following characters: comma, dash, apostrophe, ampersand, period, and the number 1. Press the '0' key to enter a space.

Figure 30



While viewing your directory you may edit entries using the softkeys available in the same manner as you would enter new directory listings. Use your navigation keys to move the blinking cursor within the text or number displayed to insert new numbers or letters in the saved directory listing.

#### ***To edit your DIRECTORY***

1. Select the listing that needs editing by using your navigation keys – the selected entry will appear in **bolded** text.
2. Press **EDIT**.
3. The listed name will display first. Press **OK** if the entry is correct. If changes are required, move the blinking cursor to left of the character that needs changing. Press **ERASE** to remove digits from the listing, or press the appropriate key on your dialpad to add digits.
4. Press **OK**. The phone number associated with the listing will be displayed.
5. Make changes to the number listed, or press **OK** if the entry is correct.
6. Press **SAVE** to save your changes.

## Abbreviated Dialing

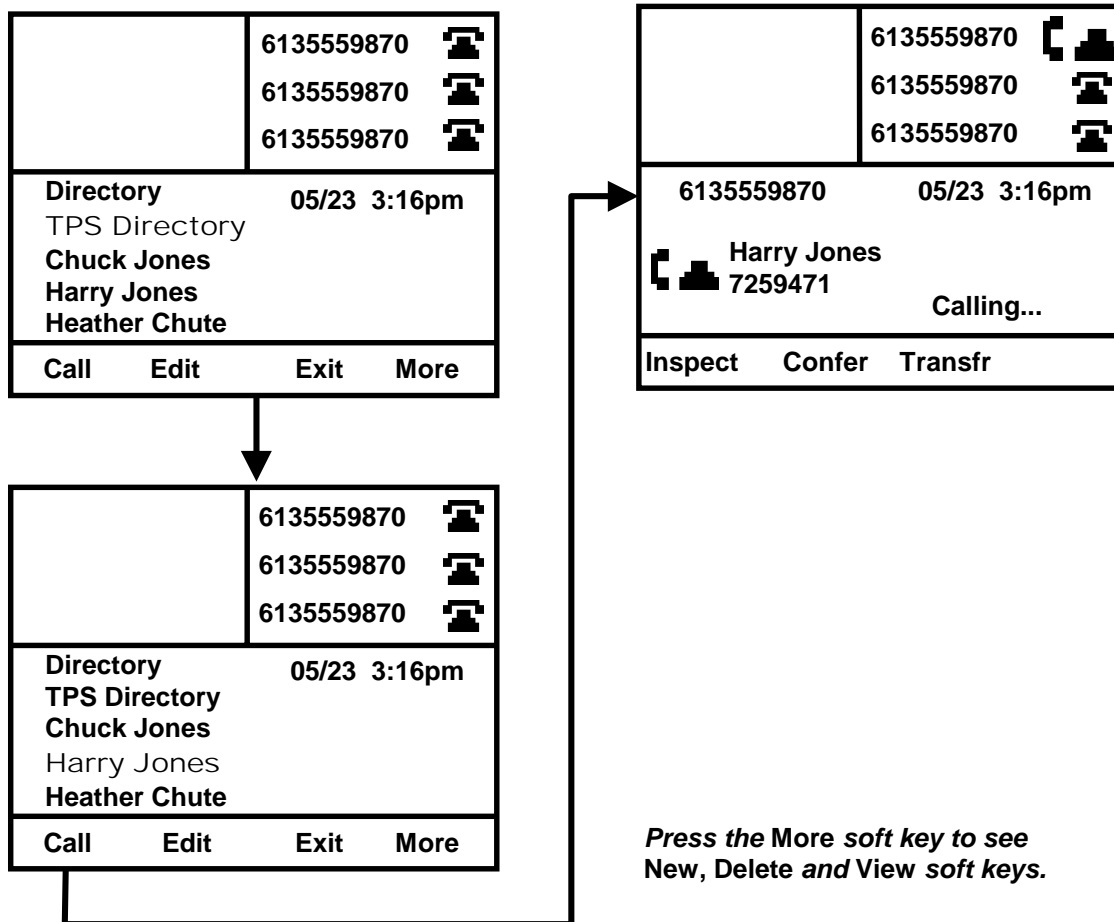
The Personal Directory available with your i2004 Internet Telephone makes abbreviated dialing simple. Because your directory lists names as well as numbers, there are no codes to remember.

Remember the numbers listed in your Directory appear in alphabetic order (see Figure 31).

### ***To dial a number listed in your directory***

1. Press the **DIRECTORY** key on your set – the first listing in your directory will display.
2. Press the 'down' navigation key to select the appropriate directory listing, or press the number on your dialpad which corresponds with the first letter in the directory listing you wish to dial. Your selected listing will appear in **bolded** text.
3. When the directory listing is selected, press **CALL** – an available line will be seized and your call completed.
4. Press **END** to disconnect your active call.

**Figure 31**



## Speed Call

You can also assign 1- and 2-digit codes to specific numbers to make speed calling even more efficient. Your i2004 Internet Telephone uses softkeys to make this task simple (see Figure 32).

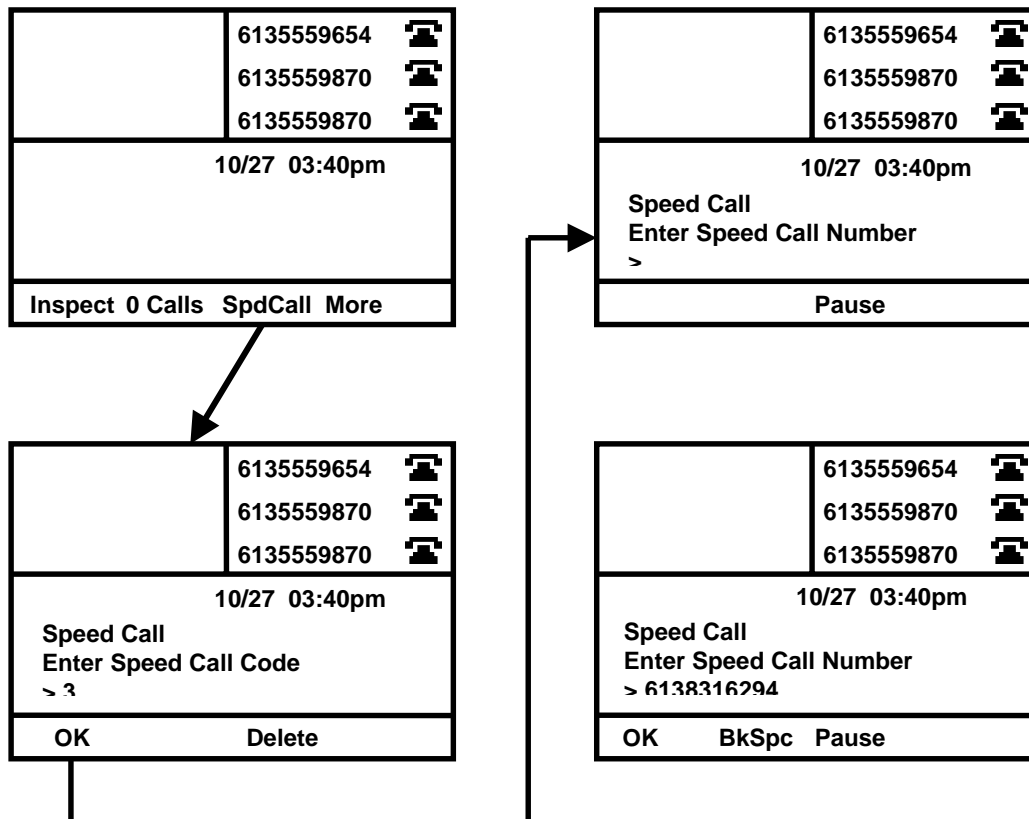
### *When your phone is idle*

1. Press **SPDCALL**.
2. Enter an available 'speed dial code' – this will be the number(s) you dial to place a call to your party.
3. Press **OK** – you will be prompted to enter the phone number you want to associate with this code.
4. Press **OK** to save your entries.

### *To delete a Speed Call assignment*

1. Press **SPDCALL**.
2. Enter the 1- or 2-digit speed call code you wish to remove.
3. Press **DELETE**.

**Figure 32**



Now that your set is programmed, placing a call with Speed Call is simple.

***When your phone is idle***

1. Lift the handset (or press **HEADSET** or **HANDSFREE**).
2. Press the **SPDCALL** softkey.
3. Press the 1- or 2-digit code assigned to the party you wish to call.
4. Press **OK**. Your call will be placed.

Your display will show the number called, preceded by the speed dial code.

## Services

You can customize several settings on your i2004 Internet Telephone through the Services function. Pressing SERVICES accesses a series of nested menus which allows you to view Firmware and set information and change the set's language, time zone, display appearance, and other phone options.

### ***When your phone is idle***

1. Press **SERVICES** on your set – the first level of the nested menus will appear on your display.
2. Use your navigation keys to move up or down in the list of services. When you get to the end of the listed options, your display will show – End of List –. Press the right navigation key to view an explanation of the option.
3. The option selected will be highlighted. Once you find the service or option you wish to edit, press the **SELECT** softkey.
4. After making your change, press **OK** to save the edits.
5. Press **EXIT** or press the **QUIT** key to exit the menus.

The services available are:

- Language
- Phone Options
- Session
- Network Info
- Display Format

See the remaining sections in this guide for information on changing a specific option.

## Changing Language

Your i2004 Internet Telephone is equipped to display commands and other screen options in two different languages; English and French. The Services menu allows you to change the default language used by your set.

### ***When your phone is idle***

1. Press **SERVICES** – the first level of the nested menus will appear on your display.
2. Use your navigation keys to choose Language.
3. Press **SELECT**.
4. Use your navigation keys to choose the appropriate language – your selection will appear in bolded text. Press **OK**
5. Press **OK** to 'reset' your set with the new option, or press **CANCEL** to cancel your change.



## Changing Phone Options

The Phone Options menu in Services allows you to customize the display and ringing of your i2004 Internet Telephone. Menu options include: Display Contrast, Time Zone, Timed Display and Incoming Call Alert.

### ***To change Display Contrast***

1. Press **SERVICES**.
2. Use your navigation keys to choose Phone Options and press **SELECT**.
3. Use your navigation keys to choose Display Contrast and press **SELECT**.
4. Use your left and right navigation keys to decrease or increase the display's contrast levels.
5. Press **OK** to save your changes.

The display on your i2004 Internet Telephone displays the current time. Choosing the correct time zone will ensure your display includes the correct time.

### ***To change Time Zone***

1. Press **SERVICES**.
2. Use your navigation keys to choose Phone Options and press **SELECT**.
3. Use your navigation keys to choose Time Zone and press **SELECT**.
4. Use your up and down navigation keys to choose the correct time zone for your geographic area – your selection will appear in bolded text.
5. Press **OK** to save your changes.

The Timed Display option is available on your i2004 Internet allows you to change the amount of time a transient message is displayed on your set's screen.

### ***To change Timed Display***

1. Press **SERVICES**.
2. Use your navigation keys to choose Phone Options and press **SELECT**.
3. Use your navigation keys to choose Timed Display and press **SELECT**.
4. Use your up and down navigation keys to increase or decrease the amount of time you want transient messages to display on your set – your selection will appear in bolded text.
5. Press **SAVE** to save your changes.

Users of the i2004 Internet Telephone can choose the way the phone identifies incoming calls. Available options include typical ringing, a single burst tone, or no audible indication at all.

***To change Incoming Call Alert***

1. Press **SERVICES**.
2. Use your navigation keys to choose Phone Options and press **SELECT**.
3. Use your navigation keys to choose Incoming Call Alert and press **SELECT**.
4. Use your up and down navigation keys to choose the appropriate option – your selection will appear in bolded text.
5. Press **SAVE** to save your changes.

## Using Session Features

The Session menu in Services provides for logging off your i2004 Internet Telephone, resetting the telephone terminal, and establishing a new password or changing an existing password.

### ***To Log Out***

1. Press **SERVICES**.
2. Use your navigation keys to choose Session and press **SELECT**.
3. Use your navigation keys to choose Log Out and press **SELECT**.
4. Press **OK** to save your changes – your set will display "Enter the DNKey". Pressing **CANCEL** will discard the request and return your set to idle.

Resetting your i2004 Internet Telephone will un-register the set with your system software, then re-register using the previously identified DNKey. This feature may be useful if your set becomes unstable.

### ***To Reset***

1. Press **SERVICES**.
2. Use your navigation keys to choose Session and press **SELECT**.
3. Use your navigation keys to choose Reset and press **SELECT**.
4. Press **OK** to save your changes or press **CANCEL** to discard the request and return to idle.

## Setting or Changing your Password

### *To establish a password*

1. Press **SERVICES**.
2. Use your navigation keys to choose Session and press **SELECT**.
3. Use your navigation keys to choose Change Password and press **SELECT**.
4. Enter your selected password using the keys on your dialpad – your password may contain only numeric characters.
5. Press **OK**.
6. Enter your selected password again to confirm.
7. Press **SAVE** – if both entries were correct, your password will be saved.

### *To change a password*

1. Press **SERVICES**.
2. Use your navigation keys to choose Session and press **SELECT**.
3. Use your navigation keys to choose Change Password and press **SELECT**.
4. Enter your existing password using the keys on your dialpad.
5. Enter a new password by using the keys on your dialpad – your password may contain only numeric characters.
6. Press **OK**.
7. Enter your selected password again to confirm.
8. Press **SAVE** – if both entries were correct, your password will be saved.

## Viewing Network Info

The Network Info menu provides the user with specific information about the i2004 Internet Telephone, including the terminal address, TPS address, and firmware version.

The terminal address information contains the public IP address and port (labeled Pub and separated by a colon), the private IP address (labeled Priv) and the MAC address (labeled MAC).

### ***To view Terminal Address***

1. Press **SERVICES**.
2. Use your navigation keys to choose Network Info and press **SELECT**.
3. Use your navigation keys to choose Terminal Address and press **SELECT**.
4. Press **EXIT** when you have completed viewing the information.

The TPS address information contains the TPS's virtual IP address and listening port (labeled IPv and separated by a colon), the physical IP address (labeled IPp), and the software version (labeled Version).

### ***To view TPS Address***

1. Press **SERVICES**.
2. Use your navigation keys to choose Network Info and press **SELECT**.
3. Use your navigation keys to choose TPS Address and press **SELECT**.
4. Press **EXIT** when you have completed viewing the information.

The last option available in the Network Info menu is Firmware Version.

### ***To view Firmware Version***

1. Press **SERVICES**.
2. Use your navigation keys to choose Network Info and press **SELECT**.
3. Use your navigation keys to choose Firmware Version and press **SELECT**.
4. Press **EXIT** when you have completed viewing the information.

## Changing Display Formats

Users can change the format of time and date displays on the i2004 Internet Telephone.

Time displays include a 12-hour clock, twenty-four-hour clock and French time format.

Date displays include the month appearing in text or numeric form in the following formats: MM/DD, DD/MM, Mon DD and DD Mon.

### ***To change Time Format***

1. Press **SERVICES**.
2. Use your navigation keys to choose Display Format and press **SELECT**.
3. Use your navigation keys to choose Time Format and press **SELECT**.
4. Available formats will be displayed – use your navigation keys to choose a new format – your selection will appear in bolded text.
5. Press **OK** to save your changes, or press **Exit** to cancel.

### ***To change Date Format***

1. Press **SERVICES**.
2. Use your navigation keys to choose Display Format and press **SELECT**.
3. Use your navigation keys to choose Date Format and press **SELECT**.
4. Available formats will be displayed – use your navigation keys to choose a new format – your selection will appear in bolded text.
5. Press **OK** to save your changes, or press **Exit** to cancel.