



Avaya 1200 Series IP Deskphone

Avaya Business Communications Manager

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Regulatory and safety information

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/ TV technician for help.

This Class B digital apparatus complies with Canadian ICES-003. Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

Warnings

- This is a Class B product. In a domestic environment this product can cause radio interference in which case the user must take adequate measures.
- Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.”

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取扱説明書に従って正しい取り扱いをして下さい。

Table 1 lists EMC compliance for various jurisdictions.

Table 1 EMC compliance (Sheet 1 of 2)

Jurisdiction	Standard	Description
United States	FCC CFR 47 Part 15	Class B Emissions: FCC Rules for Radio Frequency Devices
Canada	ICES-003	Class B Emissions: Interference-Causing Equipment Standard: Digital Apparatus
Australia/New Zealand	CISPR 22	Class B Emissions: Information technology equipment - Radio disturbance

Table 1 EMC compliance (Sheet 2 of 2)

Jurisdiction	Standard	Description
European Community	EN 55022	Class B Emissions: Information technology equipment - Radio disturbance
	EN 55024	Information technology equipment - Immunity characteristics Limits and methods of measurement
	EN 61000-3-2	Limits for harmonic current emissions (equipment input current ≤ 16 A per phase)
	EN 61000-3-3	Limitation of voltage fluctuations and flicker in low-voltage supply systems for equipment with rated current ≤ 16 A
Japan	VCCI	Regulations for voluntary control measures.

Table 2 lists Safety compliance for various jurisdictions.

Table 2 Safety compliance

Jurisdiction	Standard	Description
United States	UL 60950-1	Safety of Information Technology Equipment
Canada	CSA 60950-1-03	Safety of Information Technology Equipment
European Community	EN 60950-1	ITE equipment - Safety - Part 1: General requirements
Australia/New Zealand	AS/NZS 60950.1:2003	Safety of Information Technology Equipment

Other Safety Approvals: IEC 60950-1: ITE equipment - Safety - Part 1: General requirements.

Other

US/Canada: Hearing Aid Compatibility (HAC) as per FCC Part 68

This equipment complies with the CE Marking requirements. 

Australia: AS/ACIF S004: Voice Frequency Performance Requirements for Customer Equipment

EU Countries: This device complies with the essential requirements and other relevant provisions of Directive 1999/5/EC. A copy of the Declaration may be obtained from www.avaya.com.

DenAn regulatory notice for Japan



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Connecting Power

Use Only with Avaya-approved Limited Power Source 48Vdc 520mA (FSP Group Inc. Model: FSP025-1AD207A)

Connecting to Local Area Network (LAN)

Severe damage to your IP Deskphone will occur if this set is plugged into an ISDN connection. Consult your system administrator to ensure that you are plugging your set into a 10/100 Base-T ethernet jack.

Operation

The earpiece / mouthpiece region on the handset can attract and retain small objects.

Location

It is recommended that this unit not be exposed to direct sunlight for a prolonged period of time.

Customer Service

This section explains how to get help for Avaya products and services. Visit the Avaya Web site to access the complete range of services and support that Avaya provides. Go to <http://www.avaya.com> or go to one of the pages listed in the following sections.

Navigation

- “Getting technical documentation” on page 9
- “Getting product training” on page 9
- “Getting help from a distributor or reseller” on page 9
- “Getting technical support from the Avaya Web site” on page 9

Getting technical documentation

To download and print selected technical publications and release notes directly from the Internet, go to <http://www.avaya.com/support>.

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Getting technical support from the Avaya Web site

The easiest and most effective way to get technical support for Avaya products is from the Avaya Technical Support Web site at <http://www.avaya.com/support>.

Chapter 1

Introduction

This section contains the following topics:

- [Avaya 1210, 1220, and 1230 IP Deskphones \(page 11\)](#)
- [Avaya 1200 Series Expansion Modules \(page 18\)](#)

Avaya 1210, 1220, and 1230 IP Deskphones

The Avaya 1210, 1220, and 1230 IP Deskphones bring voice and data to the desktop by connecting directly to a local area network (LAN) through an Ethernet connection.

In this guide, programmable button labels appear beside the keys, and soft key labels appear directly above the keys.

For information about telephone features and how to use them, see the *Telephone Features User Guide* (NN40020-100).

Basic features

Your IP Deskphones support the following features:

- four soft keys
- specialized feature keys
- six call processing fixed keys
 - Mute
 - Handsfree
 - Goodbye
 - Applications
 - Headset
 - Hold
- volume control keys to adjust the ringer, speaker, handset, and headset volume
- headset jack
- handset jack
- high-quality speaker phone
- hearing aid compatibility
- accessory expansion module (AEM) port
- 10/100 Ethernet ports
 - one Ethernet port for LAN connection
 - one Ethernet port for the optional PC connection
- Power over Ethernet (PoE) or power through a supported AC adapter

- wall-mountable

In addition, the Avaya 1220 and 1230 IP Deskphone models have the following features:

- programmable keys with labels and indicators
- specialized feature keys:
 - Quit
 - Directory
 - Services
 - Conferences
 - Messages
 - Redial

**CAUTION****Risk of equipment damage**

Do not plug the Avaya 1210, 1220, and 1230 IP Deskphones into a regular telephone jack. This results in severe damage to the IP Deskphone. Consult your system administrator to ensure that you plug your IP Deskphone into a 10/100 BaseT Ethernet jack.

**CAUTION****Risk of equipment damage**

The Avaya 1210, 1220, and 1230 IP Deskphones are for use in an indoor environment only.

Phone components

Your Avaya 1210, 1220, and 1230 IP Deskphones comes with

- foot stand
- handset
- handset cord
- 2.1 m (7 ft) CAT5 Ethernet cable
- number plate and lens

Avaya 1210, 1220, and 1230 IP Deskphones keys and descriptions

For the location of the keys and components on the Avaya 1210, 1220, and 1230 IP Deskphones, see the following figures. For a description of the keys and components on your Avaya 1210, 1220, and 1230 IP Deskphones, see the table [Avaya 1210, 1220, and 1230 IP Deskphones keys and components descriptions \(page 16\)](#). Some keys or components are not available on all IP Phone models.

Figure 1 Avaya 1210 IP Deskphone

Figure 2 Avaya 1220 IP Deskphone

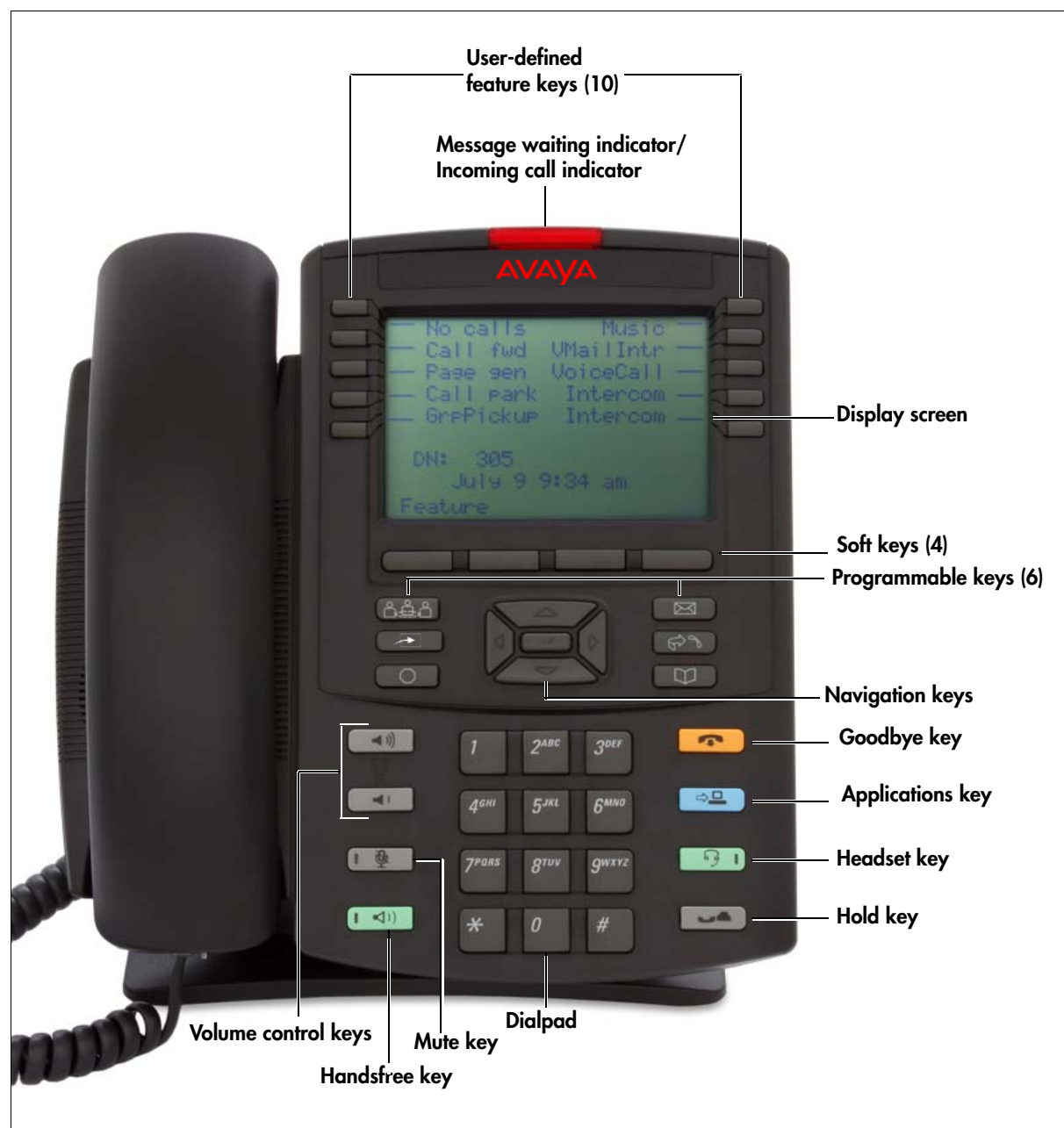
Figure 3 Avaya 1230 IP Deskphone

Table 3 Avaya 1210, 1220, and 1230 IP Deskphones keys and components descriptions

Key or component	Description
Message waiting indicator/ Incoming call indicator	When a message is waiting, the red message waiting indicator flashes. Also, when the ringer sounds, this indicator flashes.
User-defined feature keys (not available on the Avaya 1210 IP Deskphone)	<p>The keys on either side of the display area are programmable keys with labels on the LCD display. The system administrator programs these keys as either memory, line, or intercom keys.</p> <p>A steady LCD light beside a programmable line (or intercom) key indicates that the call is active. A flashing LCD light indicates that the line or intercom call is on hold or that you have an incoming call.</p> <p>For more information about the user-defined feature keys, see User-defined feature keys (page 24).</p>
Display screen	Shows the call information and phone status icons and guides you while using features.
Soft keys	<p>Soft keys are below the display area. The LCD label above each key changes based on the active feature.</p> <p>The Feature soft key is on the bottom left of the display area and is used to access various phone options, such as changing the ring type (Feature *6).</p>
Programmable keys	<p>The keys on either side of the navigation keys are programmable keys. The Avaya 1210 IP Deskphone has two keys, while the Avaya 1220 and 1230 IP Deskphones have six keys. The system administrator programs these keys with the following features:</p> <p>Conference—access conferencing capabilities.</p> <p>Quit—close an active menu or dialog box. Pressing the Quit key does not affect the status of active calls.</p> <p>Message—open your CallPilot mailbox. For more information about mailbox options, see your <i>CallPilot Quick Reference Card</i>.</p> <p>Redial—redial the last number called.</p> <p>Directory—access speed call.</p> <p>Services—access the scrollable Feature Display menu (FEATURE *900) that includes</p> <ul style="list-style-type: none"> • Call Pickup • Call Park • Voice Call • Page • Background Music • Message Send • Hot Desking • Call Forward • Do Not Disturb • Speed Call • Last Number Redial • Block Outgoing Name/Number <p>Double-press the Services key to access the Local Tools menu, and use the navigation keys to make a selection. For details about the Local Tools menu, see Local Tools menu options and descriptions (page 21).</p>

Table 3 Avaya 1210, 1220, and 1230 IP Deskphones keys and components descriptions

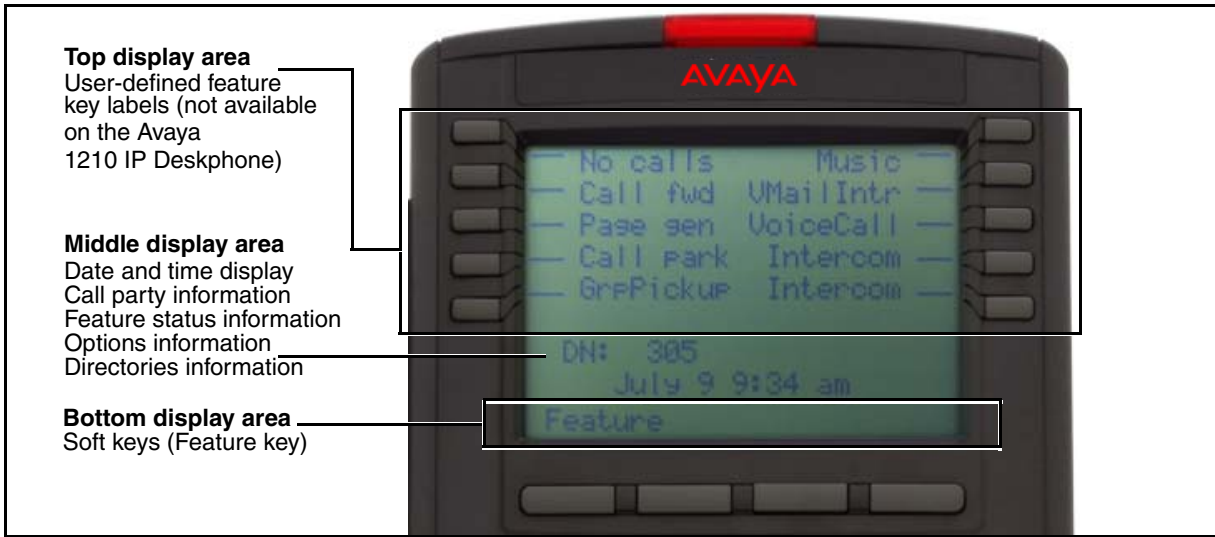
Key or component	Description
Navigation keys (with Enter key)	<p>Press the Navigation keys to scroll through menus and lists that appear on the display screen. The outer part of this key cluster rocks for up, down, left, and right movements.</p> <p>Press the Enter key, at the center of the Navigation key cluster, to confirm menu selections.</p> <p>In most menus, you can press the Enter key instead of the Select soft key.</p>
Volume control keys	Press the Volume control keys to adjust the volume of the ringer, handset, headset, speaker, and the Handsfree feature. Press the top button to increase the volume, and press the bottom button to decrease volume.
Mute key	<p>Press the Mute key to listen to the receiving party without transmitting. Press the Mute key again to return to two-way conversation. The Mute LED indicator, on the Mute key, flashes to indicate that the microphone is muted.</p> <p>The Mute key applies to handsfree, handset, and headset microphones. The microphone remains muted for your current call and all other calls until you press the Mute key again to turn the microphone on.</p>
Handsfree key	Press the Handsfree key to activate handsfree. The Handsfree LED indicator, on the Handsfree key, lights to indicate when handsfree is active.
Goodbye (Release) key	Press the Goodbye key to terminate an active call.
Applications key	Press the Applications key to access external server applications.
Headset key	Press the Headset key to answer a call using the headset or to switch a call from the handset or handsfree to the headset. The Headset LED indicator, on the Headset key, lights to indicate that the headset is in use.
Hold key	<p>Press the Hold key to put an active call on hold. Tap the flashing line (DN) soft key to return to the caller on hold.</p> <p>You also press the Hold key to retrieve a call when certain features are active such as the Do Not Disturb feature.</p>

Display screen

Your Avaya 1210, 1220, and 1230 IP Deskphones have two or three display areas:

- The top display area provides labels for the user-defined feature keys (not available on the Avaya 1210 IP Deskphone).
- The middle display area contains two lines: a context line and an information line. The context line displays the DN of the IP Deskphone. The information line displays items such as caller number, caller name, feature prompt string, user-entered digits, date and time information, and telephone information.
- The bottom display area provides labels for the four soft keys.

The following figure shows an idle Avaya 1230 IP Deskphone display screen.

Figure 4 Avaya 1210, 1220, and 1230 IP Deskphones display screen (Avaya 1230 IP Deskphone)

Avaya 1200 Series Expansion Modules

This section provides information about the Avaya 1200 Series Expansion Module —12 Keys Display and the Avaya 1200 Series Expansion Module —18 Keys Display.

The expansion modules are hardware accessories that connect to the IP Deskphone and provide additional line appearances and feature keys. The following figure shows an Avaya 1230 IP Deskphone with the Avaya 1200 Series Expansion Module —12 Keys Display.

Figure 5 Avaya 1230 Ip Deskphone with Avaya 1200 Series Expansion Module —12 Keys Display

Basic features

The expansion modules provide either 12 or 18 additional user-defined feature keys for your IP Phone.

You can place the IP Deskphone and expansion modules on your desktop or you can wall-mount the IP Deskphone and expansion modules.

An IP Deskphone supports up to seven Avaya 1200 Series Expansion Module —12 Keys Display, or up to two Avaya 1200 Series Expansion Module —18 Keys Display. One IP Deskphone does not support the two expansion module types on the same IP Deskphone.

The following IP Deskphones support expansion modules:

- Avaya 1220 IP Deskphone
- Avaya 1230 IP Deskphone

Expansion modules keys and descriptions

For the location of the keys and components on the expansion modules, see the following figures. For a description of the keys and components on your expansion modules, see the table [Expansion modules keys descriptions \(page 20\)](#). Some keys or components are not available on all expansion modules.

Figure 6 Avaya 1200 Series Expansion Module —12 Keys Display

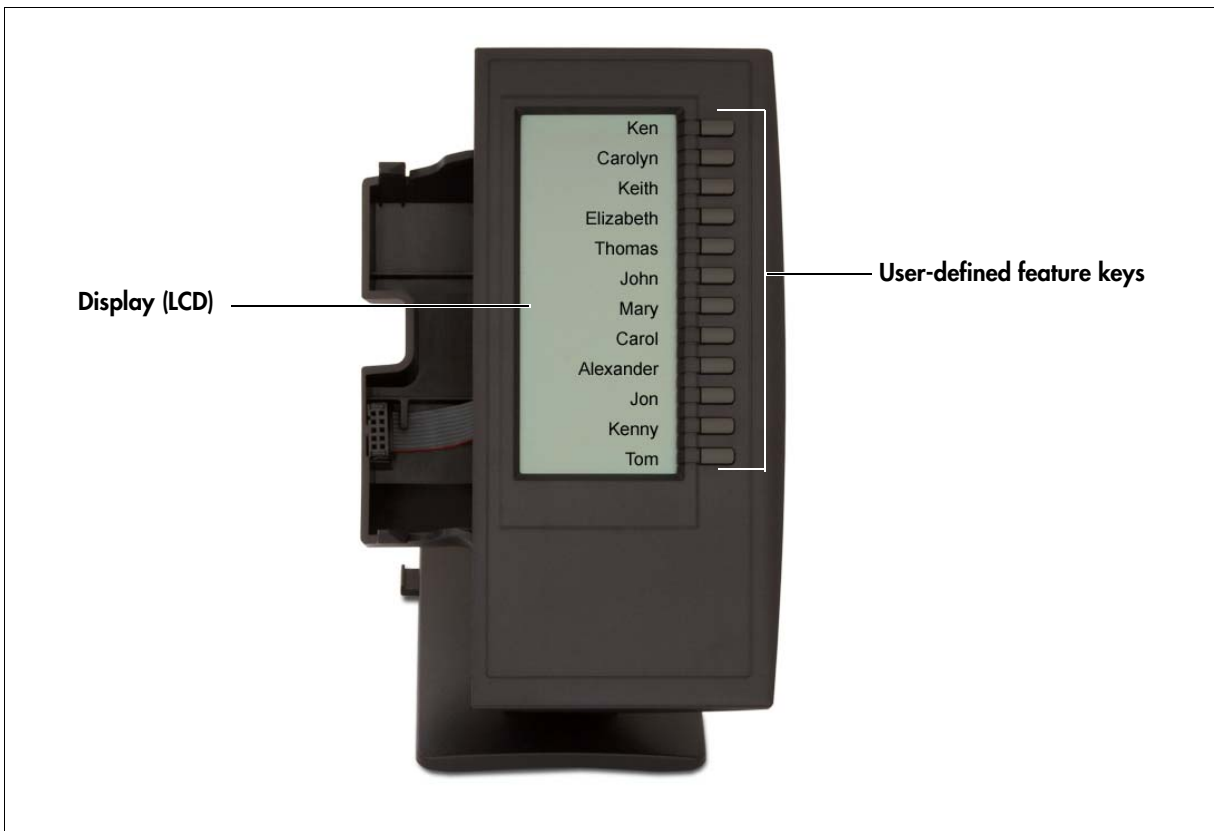
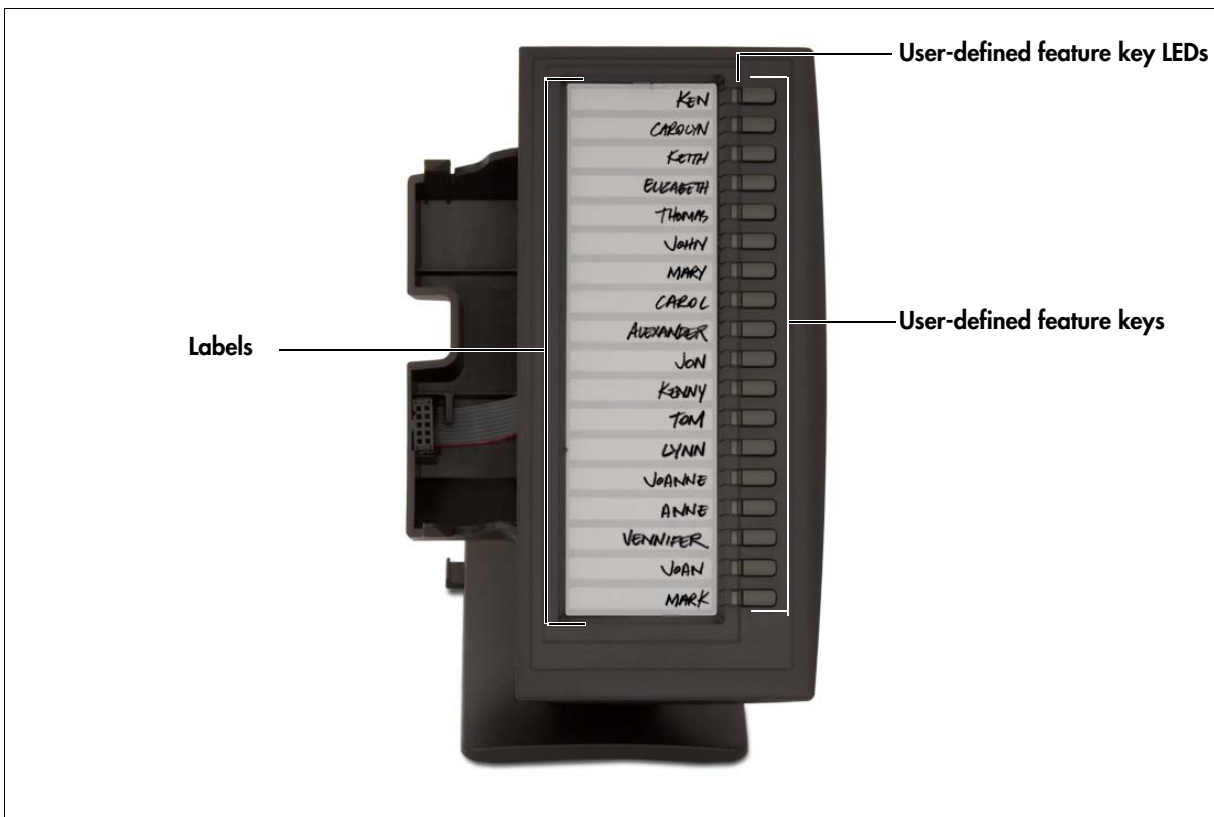


Figure 7 Avaya 1200 Series Expansion Module —18 Keys Display**Table 4** Expansion modules keys descriptions

Key or component	Description
User-defined feature keys	<p>The keys on the expansion modules are programmable keys with an LCD display or paper labels. The system administrator programs these keys as either memory, line, or intercom keys.</p> <p>A steady LCD light beside a programmable line (or intercom) key indicates that the call is active. A flashing LCD light indicates that the line or intercom call is on hold or that you have an incoming call.</p> <p>For more information about the user-defined feature keys, see User-defined feature keys (page 24).</p>
Display	The LCD display provides labels for the programmed keys and icons that show the feature state.
User-defined feature key LEDs	The LEDs show the feature state for the programmed keys.
Labels	Create your own labels for each key.

Chapter 2

Configuring options

Many of the options discussed in this section are for system administrator use only. Do not make changes unless you are instructed by your system administrator.


Local Tools menu

The Local Tools menu provides access to many configuration options. These settings also affect the expansion modules on your IP Phones.

Two methods are available to navigate in the Local Tools menu:

- Follow the prompts on the screen.
- If a menu entry has a number in front of it, you can select that entry by pressing the associated key on the dialpad. For example, when you are in the Local Tools menu, you can access 2. Local Diagnostics by pressing the 2 key on the dialpad.

Accessing the Local Tools menu

- 1 Double-press  (**Services**) quickly to open the Local Tools menu.

If you attempt to access the Local Tools menu and a dialog box appears that prompts you for a password, contact your system administrator.

- 2 From the **Local Tools** menu, press the key on the dialpad to open the chosen menu.

For more information about the menus and submenus, see the table [Local Tools menu options and descriptions \(page 21\)](#).

- 3 From the selected menu, press the key on the dialpad to open the chosen submenu.
- 4 Use the **navigation** keys and **Select** key to make a selection.
- 5 Press the **Cancel** soft key to exit the menu or submenu.

Table 5 Local Tools menu options and descriptions

Main menu	Submenu	Description
1. Preferences	—	Use the Preferences menu to set or change preferences for your IP Deskphone.
	1. Contrast	Use the Contrast tool to change the physical settings of the display.
	2. Language	Use the Language tool to select the language used on your IP Deskphone.

Table 5 Local Tools menu options and descriptions

Main menu	Submenu	Description
2. Local Diagnostics	--	Your system administrator uses the Local Diagnostics menu to perform diagnostics on the IP IP Deskphone and network. The Local Diagnostics menu is for system administrator use only.
	1. IPSet and DHCP Info	Use the IPSet and DHCP Info tool to view reports about IP IP Deskphone and DHCP operation. This tool is for system administrator use only.
	2. Netwk Diagnostic Tools	The Network Diagnostic Tools menu contains tools to diagnose network problems. This menu is for system administrator use only.
	3. Ethernet statistics	Use the Ethernet statistics tool view reports about Ethernet operation. This menu is for system administrator use only.
	4. IP Network statistics	Use the IP network statistics tool to view reports about network operation. This menu is for system administrator use only.
3. Network Configuration	--	Use the Network Configuration tool to display configuration information for your IP Phone. This tool is for system administrator use only.
4. Lock Menu	--	<p>The system administrator uses the Lock Menu tool to protect the Local Tools menu items from accidental or unwanted changes.</p> <p>The Lock Menu tool is not available on all systems. If the menu entry appears dimmed, it is not enabled on your IP IP Deskphone. Contact your system administrator to find out if this feature is available for your use.</p>

Chapter 3

Using your IP Deskphone

This section provides information about the Avaya 1210, 1220, and 1230 IP Deskphones, and expansion modules settings, features, and functionality. For more information about telephone features, see the *Telephone Features User Guide*.

Ring type, call log, and time offset configuration

Use the following procedures to configure your Avaya 1210, 1220, and 1230 IP Deskphones.

Selecting the ring type

- 1 Press the **Feature** key, and then enter ***6**.
- 2 Press **1, 2, 3, 4**, or **Next** to hear the various ring types.
- 3 Press **OK** to store the ring type.

Editing the call log

Your system administrator must enable call logs before you can edit them.

- 1 Press the **Feature** key, and then enter **812**.
If call logs are not enabled, the display shows the message *No log assigned*.
- 2 Use the navigation keys to scroll through and edit the call log.

Time offset

When your IP IP Deskphone is in a time zone different from your system, the display shows the system time instead of the local time. Use the Time Offset feature to adjust the time on the display. Before you begin, calculate the time difference, in hours, between the server time and local time.

Changing the time offset

- 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.
Press **#** to enter half-hour increments.
- 5 Press **OK**.

It can take up to 1 minute for the change to appear on the display.

User-defined feature keys

Your system administrator assigns the user-defined feature keys (on your IP Deskphone and expansion module) as line, intercom, or memory keys. The label for each key appears on the display next to the key. Your system administrator programs features on the line and intercom keys. However, you can program certain features on the memory keys.

The user-defined feature keys are not available on the Avaya 1210 IP Deskphone.

Memory keys

Your system administrator assigns the user-defined feature keys as memory keys. Memory keys store phone numbers or features to give you one-touch dialing or feature activation.

Use the following procedures to program memory keys on your Avaya 1210, 1220, and 1230 IP Deskphones and expansion modules.

Programming external autodial

- 1 Press the **Feature** key, and then enter *1.
- 2 Press a memory key.
- 3 Using the dialpad, enter the external number.
- 4 Press **OK** to store the number.

The programmed phone number shows on the display.

Programming internal autodial

- 1 Press the **Feature** key, and then enter *2.
- 2 Press a memory key.
- 3 Using the dialpad, enter the extension number.
- 4 Press **OK** to store the extension number.

The name assigned to the number shows on the display with *Ad* to indicate AutoDial.

Programming a feature

- 1 Press the **Feature** key, and then enter *3.
- 2 Press a memory key.
- 3 Press the **Feature** key, and then enter the feature code.
- 4 Press **OK** to store the feature code.

Erasing memory keys

- 1 Press the **Feature** key, and then enter *1.
- 2 Press a memory key.
- 3 Press **OK** to erase the phone number or feature code programmed on the key.

Call placement

There are many ways to place a call depending on your telephone programming and call type.

Making a call

- 1 Lift the handset.
- 2 **(optional) For external calls:** Enter a line pool access code. For example, dial 9 or 6 for an outside line.
- 3 Use the dialpad to dial the external number or the internal extension.

Making external calls using line keys

- 1 Lift the handset.
- 2 Press a **line** key.
- 3 Use the dialpad to dial the external number or the internal extension.

Making external calls using intercom keys

- 1 Lift the handset.
- 2 **(optional)** Press an **intercom** key, if required.
The BCM system selects an intercom key by default.
- 3 Enter a line pool access code. For example, dial 9 or 6 for an outside line.
- 4 When you hear an external dial tone, dial the external telephone number.

Contact your system administrator for a list of line pool codes.

Making internal calls using intercom keys

- 1 Lift the handset.
- 2 **(optional)** Press an **intercom** key, if required.
The BCM system selects an intercom key by default.
- 3 Dial the extension number.

Contact your system administrator for a list of extension numbers.

Call answer

You have an incoming call when your IP Deskphone rings and the light flashes or when an intercom or line soft key indicator flashes.

Answering a call

1 When you have an incoming call, perform one of the following:


- Lift the handset.
- Press the line or intercom key with the flashing indicator, and then lift the handset.

When certain features are active such as the Do Not Disturb feature, you must press the hold key to answer an incoming call.

Call hold

Calls are placed on hold automatically when you switch from one line to another.

Placing a call on hold





1 While a call is active, press  (Hold).

The indicator for the line on hold flashes.

2 To return to the call, press the **line** key with the flashing Sindicator.



Handsfree



To use the handsfree feature, perform one of the following tasks:

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


Headset




You must have a headset installed on your telephone to use this feature. To use your headset, perform one of the following tasks:

- Press  (Headset) to activate the headset mode. When the Headset LED indicator is on, press a line or intercom soft key to make a call.
- To switch to your headset when you are on a handset call, press  (Headset) and replace the handset. Lift the handset to switch back.

- To switch to your headset when you are on a Handsfree call, press  (Headset). Press  (Handsfree) to switch back.

Mute key

You can use mute () on handset, handsfree, or headset calls.

- While you are on a call, press  (Mute) to turn off the microphone. The Mute LED indicator flashes when the microphone is off.
- Press  (Mute) again to turn on the microphone.
- The microphone remains muted for your current call and all other calls until you press  (Mute) again to turn on the microphone.

Applications key

Use the Applications key to access a variety of applications directly from your IP Deskphone. To find out which applications are available, contact your system administrator.

