NØRTEL

Nortel Communication Server 2000/2100

Nortel IP Phone 2001

User Guide

>THIS IS **THE WAY**

>THIS IS NØRTEL™

Revision history

July 2005

> Standard 1.01. Up-issued with minor change to the menu map.The information contained in this user guide applies to the IP Phone 2001 when used in Communication Server 2100 and Communication Server 2000 networks.

Contents

Contents

About the IP Phone 2001

The IP Phone 2001 brings voice and data to the desktop by connecting directly to a Local Area Network (LAN) through an Ethernet connection.

Basic features

The IP Phone 2001 supports the following features:

• four soft keys

   Note: Your IP Phone 2001 may not be configured to support soft key functionality. Consult your system administrator.

• multi-field LCD screen

• speaker for on-hook dialing or on-hook listening

• volume control bar for adjusting ringer, speaker and handset volume

• two specialized fixed keys:

   — Services

   — Message (Inbox)

• three call processing fixed keys:

   — Line

   — Hold

   — Goodbye

• automatic network configuration

   Note 1: Not all features are available on all telephones. Consult your system administrator to verify which features are available for your use.

   Note 2: The IP Phone 2001 does not have a mute key or a microphone for handsfree talking.

Figure 1 illustrates the IP Phone 2001.

Figure 1
IP Phone 2001

Message Waiting Indicator/
Incoming Call Indicator

Handset

LCD screen

Speaker

Soft keys

Up Navigation key
Down Navigation key

Dialpad

Services key

Inbox key

Goodbye key

Hold key

Line (DN) key

Volume Control Bar

Telephone display

Figure 2 shows the IP Phone 2001 display areas.

Figure 2
IP Phone 2001 LCD screen
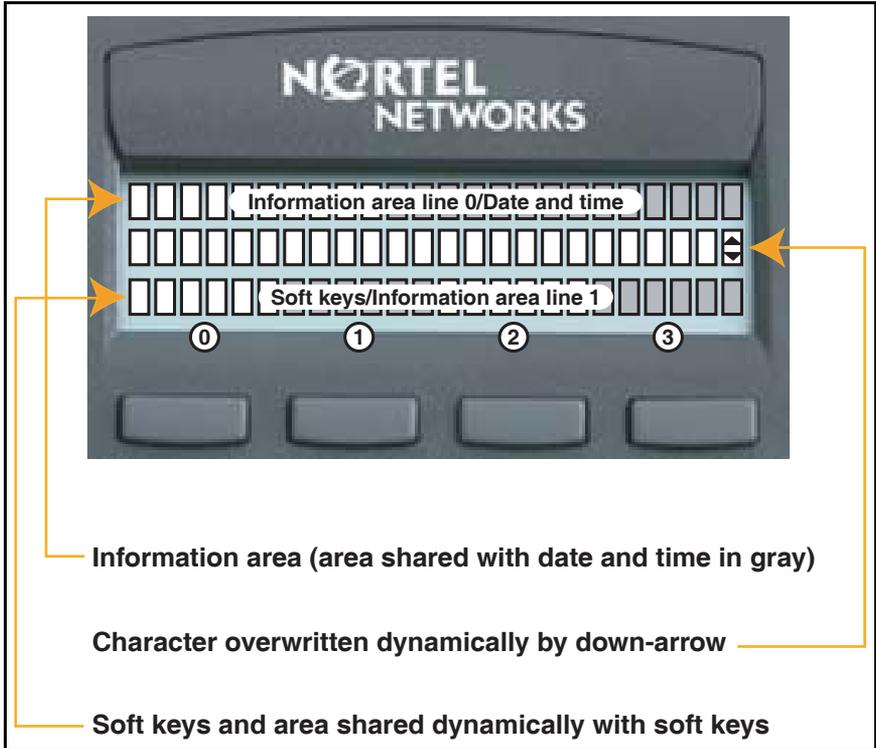
The IP Phone 2001 display has the following rules:

- The Login Screen shows the digits on information line 0 as entered. The username and passwords can be up to a maximum of 15 digits.

- Select Menu options by using a scrollable list. Up and down arrows to the far right of the information line show your position in the list. Press the up or down navigation keys to scroll through the items. Depending on the menu item selected, options appear on the bottom soft keys.

- To select a numerically-indexed menu item, view the option and press "Ok". Alternatively, enter the appropriate shortcut using the keypad which enables you to jump straight to the menu item without scrolling

  Note: Menu items above 9 do not have a shortcut.

- Information line 1 is shared by the soft keys and incoming call information when at the base screen (that is, if you are not in the base screen upon receipt of an incoming call, no information appears, until you exit from the menu system to the base system).

- You access the Menu system by either selecting the "Menu" soft key of by pressing the Services key.

Connect the IP Phone 2001 components

Before you begin

CAUTION
Damage to equipment

Do not plug the IP Phone 2001 into a regular telephone jack. This results in severe damage to the IP Phone 2001. Consult your system administrator to ensure that you plug your telephone into a 10/100BaseT Ethernet jack.

Steps

1. Connect one end of the handset cord to the handset jack (identified with a handset icon) on the back of the telephone. Connect the other end to the jack on the handset (see Figure 3 on page 14).

2. Connect one end of the CAT-5 line cable to the LAN Ethernet port located on the back of the telephone (identified with a LAN icon). Plug the other end of the CAT-5 line cable into the IP network.

3. Contact your installation technician for the proper power option. This telephone can be powered by an AC adapter or over a LAN.

4. Thread the cord around the strain relief, retaining hook and channel provided for a secure power connection.

5. Secure the telephone footstand to the telephone base.

Figure 3
IP Phone 2001 connections

Log into your IP Phone 2001

This section describes the navigation screens that appear when you are logging into an IP Phone 2001.

1. The following screen appears only if a firmware upgrade is available:

    Press **Yes** to go to a generic confirmation screen or press **No** to proceed with the login.

    If you press **Yes** from the confirmation screen, the soft key icons will flash and the screen will remain blank for approximately two minutes while the upgrade occurs.

2. The following screens are examples of what appear if you have the Selective Gateway Login feature configured on your system:

Press **Ok**, or start entering your username, if you want to use the London Gateway.

Otherwise press the down navigation key to scroll to the following screen:

Press **Ok**, or start entering your username, if you want to use the Ottawa Gateway.

Otherwise press the down navigation key to scroll to the following screen:

Press **Ok**, or start entering your username, if you want to use the Dallas Gateway.

Note: If you access the following screen by starting to enter your username, the digits you have entered will appear at the beginning of the username field.

3. When you press **Ok**, or start entering your username, the following screen appears:

When you have correctly entered your username, press **Ok** to access the password screen. If you make an error, you can press **Clear**, to clear the field and re-enter your username.

If your username is too long for the display, the digits you enter will scroll to the left and an ellipsis appears to the left of the username to indicate this.

4. After you enter your username and press **Ok**, the following screen appears:

Enter your password (it will appears as asterisks – ****).

5. Press **Ok** to go to the menu options/idle screen view. If you make an error, you can press **Clear** to clear the field and re-enter your password.

Use the display menu on the IP Phone 2001

Once you have successfully logged into your IP Phone 2001, the following Menu screen appears:

If you press the **Menu** soft key, or the **Services** key, the following submenus become available by pressing the down/up navigation keys depending on your position in the menu (an arrow icon prompts you which navigation key(s) can be pressed):

1.   Logoff (see "Logoff your IP Phone 2001" on page 21).

2.   Settings (see "Configure your IP Phone 2001 settings" on page 22).

3.   Inbox (see "Use your inbox" on page 68).

4.   Outbox (see "Use your outbox" on page 72).

5.   Directory (see "Use your directory" on page 74).

Figure 4
IP Phone 2001 display menu hierarchy
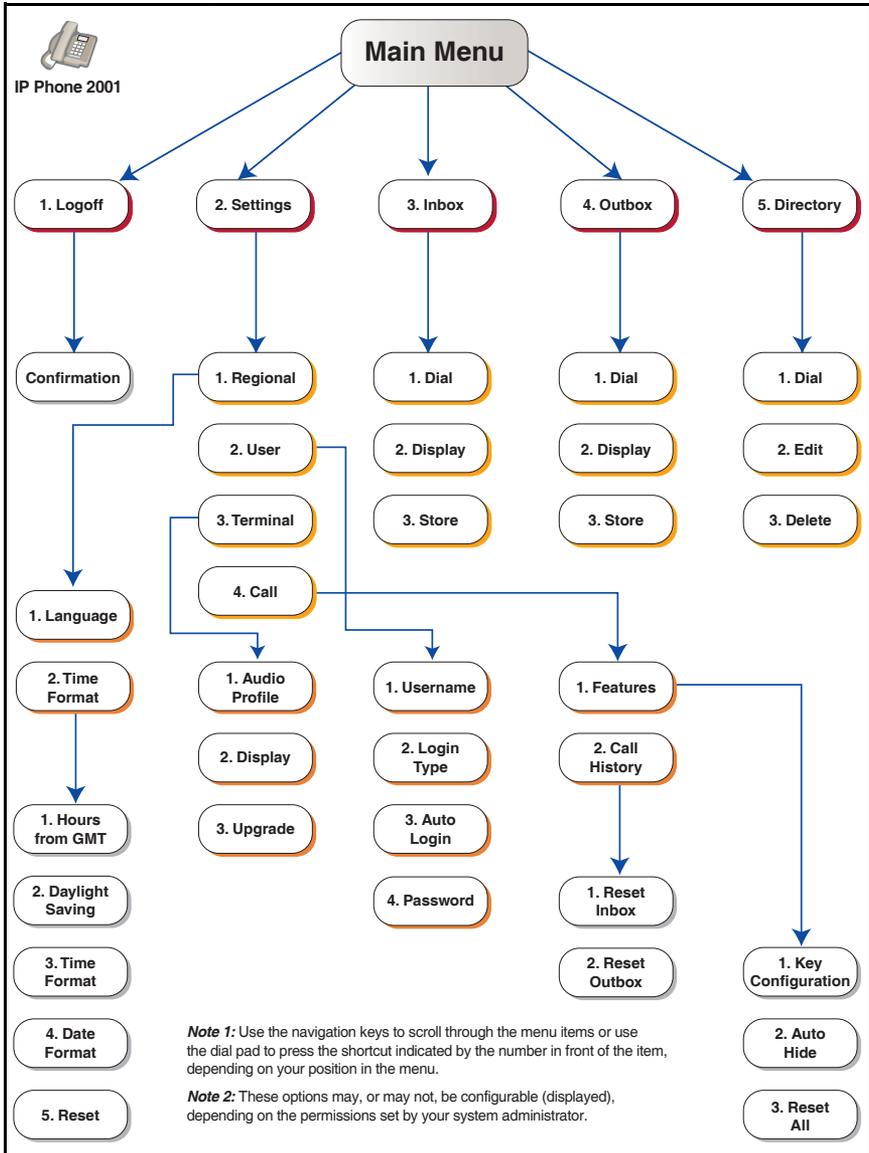
Logoff your IP Phone 2001

1. Logoff is the first submenu that appears under the scrollable menu as follows:
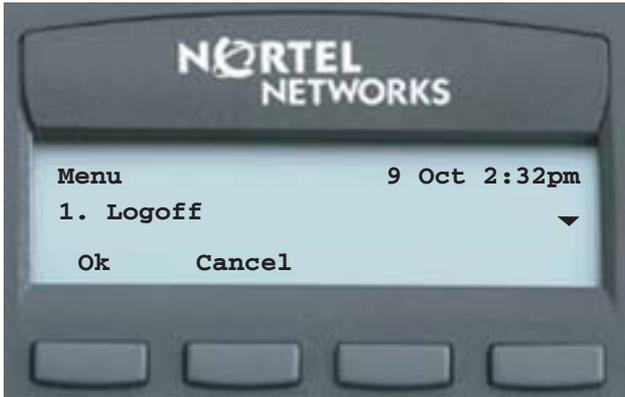
2. Press **Ok** to logoff of the IP Phone 2001 or press **Cancel** to return to the Menu.

Configure your IP Phone 2001 settings

Settings is the second menu item and appears as follows when you press the down navigation key from the Logoff screen:

```
         NØRTEL
           NETWORKS

 Menu                  9 Oct 2:32pm
 2. Settings                    ⬍

  Ok      Cancel
```

Press **Ok**, to access the following four submenus:

- Regional (see "Regional" on page 23).
- User (see "User" on page 35).
- Terminal (see "Terminal" on page 44).
- Call (see "Call" on page 52).

Regional

1. Scroll through the Settings menu until Regional is displayed which is the first item in the list.

```
        NØRTEL
           NETWORKS


  Settings            9 Oct 2:32pm
  1. Regional
                                  ▾
   Ok      Cancel
```

2. Press **Cancel** to return to the Settings menu or press **Ok** to access submenus in which you can configure the following:

*   Language preference (see "Select a language" on page 24)

*   Time format which allows you to configure the following:

    —   Hours from GMT (see "Reset your time settings" on page 34)

    —   Daylight Saving (see "Enable Daylight Savings" on page 27)

    —   Time Format (see "Define your regional time zone" on page 25)

    —   Date Format (see "Define your date format" on page 31)

    —   Reset to Defaults (see "Reset your time settings" on page 34)

Select a language

1. Scroll through the Regional menu until Language is displayed which is the first item in the list.

```
Regional              9 Oct 2:32pm
1. Language                      ▼

 Ok      Cancel
```

2. With Language displayed, press **Ok** to display a list of available languages or press **Cancel** to return to the Regional menu. Press the up and down navigation keys to select the appropriate language.

3. Press the **Apply** key and then press **Ok**.

    All further screens will now appear in the language you have selected.

Define your regional time zone

1. Scroll through the Regional menu until Time is displayed which is the second item in the list and press **Ok**.

```
 NORTEL
    NETWORKS

 Regional          9 Oct 2:32pm
 2. Time                      ▲
  Ok     Cancel
```
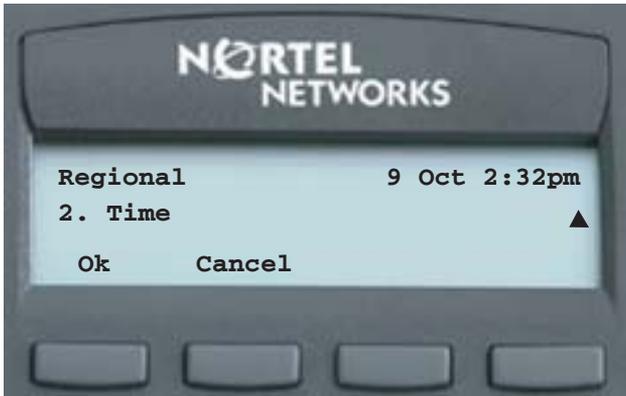
2. From the Time menu scroll until Hours from GMT is displayed which is the first item in the list.

```
 NORTEL
    NETWORKS

 Time              9 Oct 2:32pm
 1. Hours from GMT            ▲▼
  Ok     Cancel
```
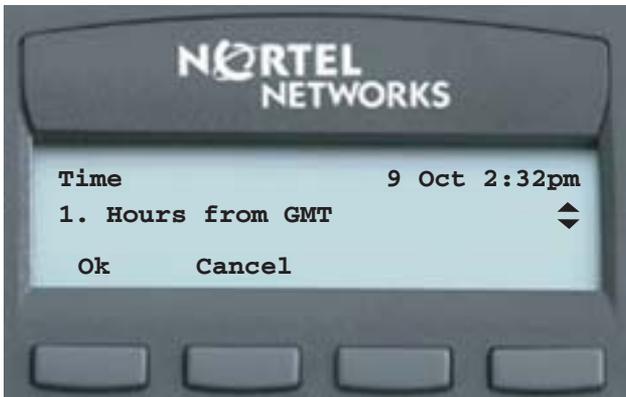
3. Press **Ok** to display the hours from GMT options.

The "✓" shows that you have Greenwich Mean Time selected. Press **Clear** and scroll to select a different time zone as shown in the following example or press **Ok** to return to the Time menu:
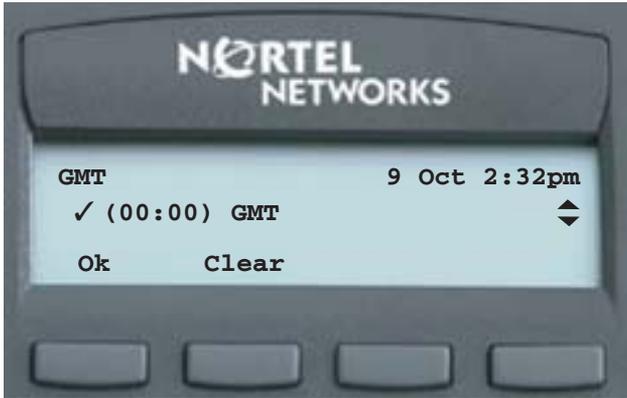
Enable Daylight Savings

1. Scroll through the Regional menu until Time is displayed which is the second item in the list and press **Ok**.

2. From the Time menu scroll until Daylight Saving is displayed which is the second item in the list.

3. Press **Ok** to display the daylight savings options.

```
         NØRTEL
             NETWORKS

 Daylight             9 Oct 2:32pm
  On                               ▼

   Ok      Clear
```

Press **Ok** to turn on Daylight Savings and return to the Time menu.

4. Press **Clear** (if there is a "✓" in front of On) to deselect On and scroll
    to the following screen if you wish to turn off Daylight Savings:

```
         NØRTEL
             NETWORKS

 Daylight             9 Oct 2:32pm
 ✓ Off                            ▲

   Ok      Clear
```

Define a your time format

1. Scroll through the Regional menu until Time is displayed which is the second item in the list and press **Ok**.

2. From the Time menu scroll until Time Format is displayed which is the third item in the list.
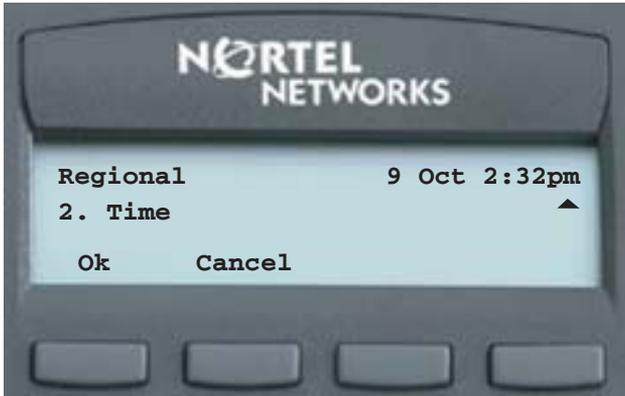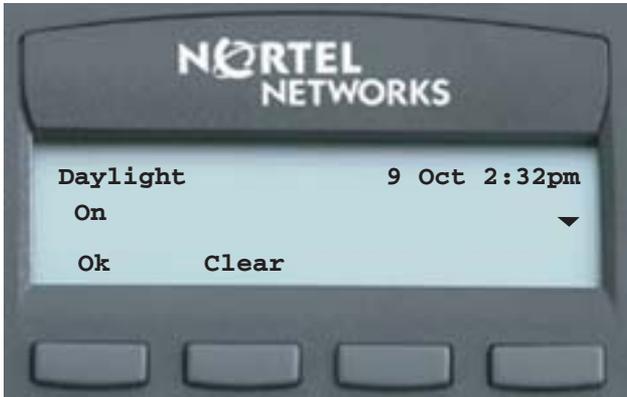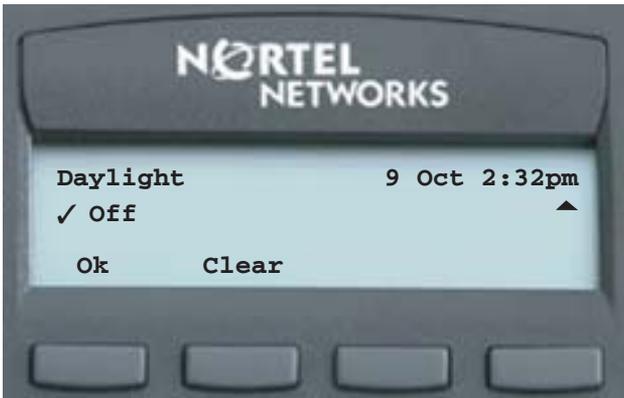

3. Press **Ok** to display the time format options.

The "✓" shows that you have 12-hour format selected. Press **Clear** to uncheck the 12-hour format and scroll to select the following additional formats or press **Ok** to return to the Time menu:
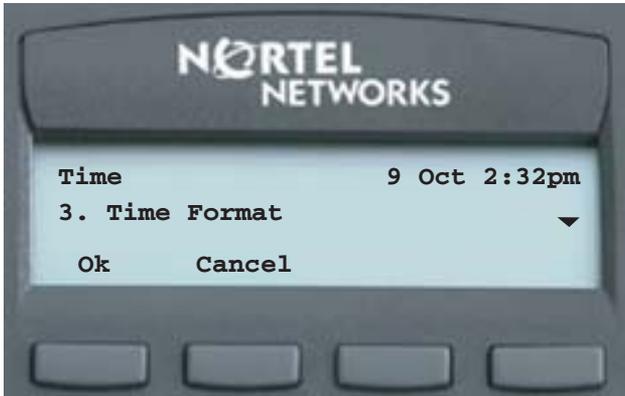
Define your date format

1. Scroll through the Regional menu until Time is displayed which is the second item in the list and press **Ok**.

```
Regional            9 Oct 2:32pm
2. Time                        ▲

  Ok     Cancel
```
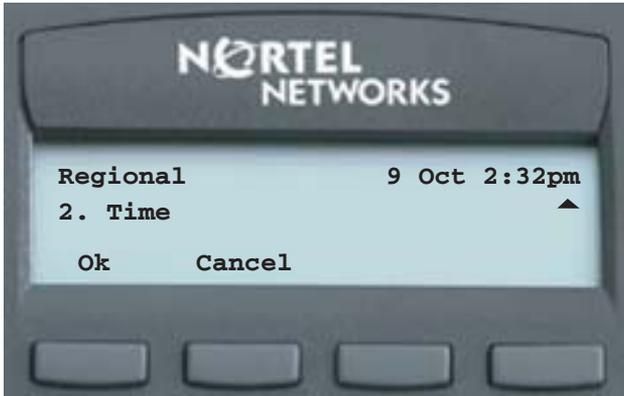
2. From the Time menu scroll until Date Format is displayed which is the fourth item in the list.

```
Time                9 Oct 2:32pm
2. Date Format                 ⬍

  Ok     Cancel
```

3. Press **Ok** to display the date format options.

The "✓" shows that you have the ddmmm format selected (for example, 9 Oct). Press **Clear** to uncheck the ddmmm format and scroll to select one of the following additional formats or press **Ok** to return to the Time menu:
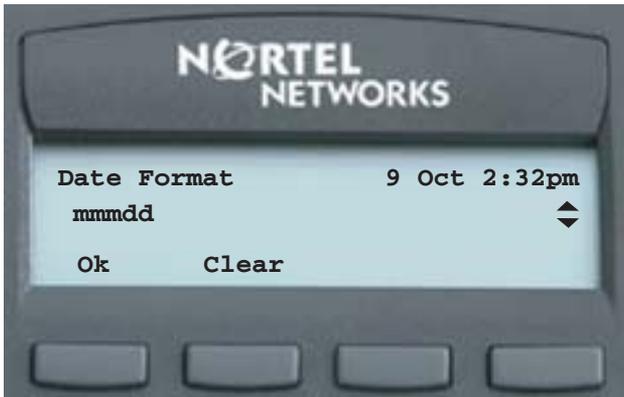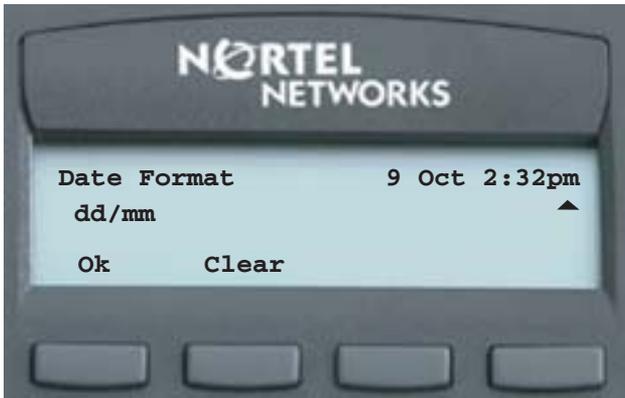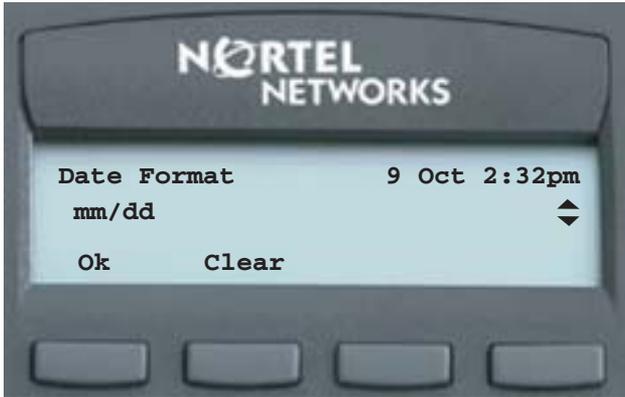
Reset your time settings

1. Scroll through the Regional menu until Time is displayed which is the second item in the list and press **Ok**.

```
NØRTEL
      NETWORKS

Regional            9 Oct 2:32pm
2. Time                        ▲

 Ok      Cancel
```
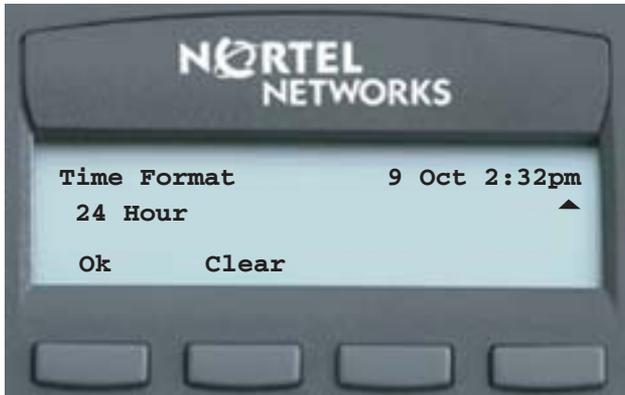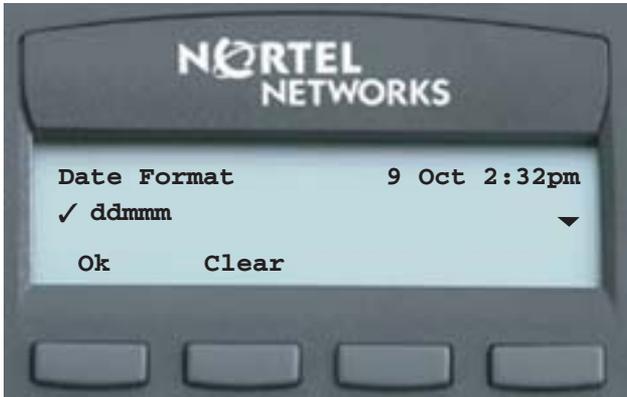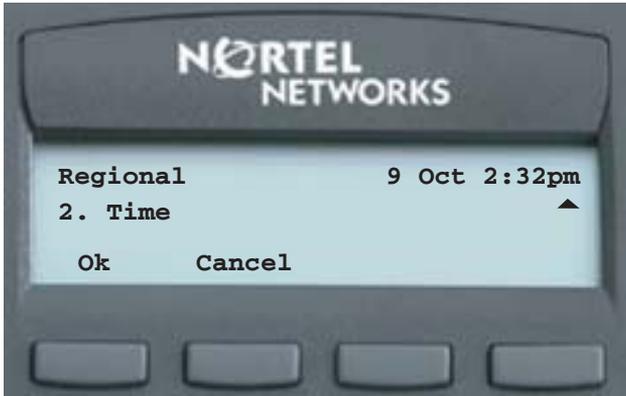
2. From the Time menu scroll until Reset to Defaults is displayed which is the final item in the list.

```
NØRTEL
      NETWORKS

Time                9 Oct 2:32pm
5. Reset to Defaults?          ▲

 Ok      Cancel
```
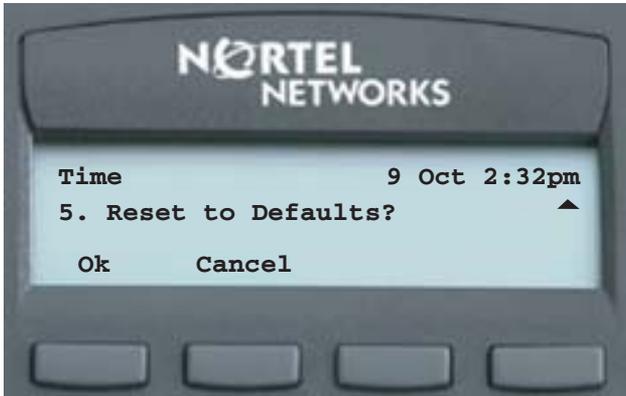
3. Press **Ok** to reset your time options to their defaults or press **Cancel** to return to the Time menu.

User

1. Scroll through the Settings menu until User is displayed which is the second item in the list.

```
        NØRTEL
         NETWORKS


 Settings            9 Oct 2:32pm
 2. User                        ⬍

  Ok      Cancel
```

2. Press **Cancel** to return to the Settings menu or press **Ok** to access the following submenus:

- Username (see "Edit your username" on page 36).

- Login Type (see "Change your password" on page 42).

- Auto Login (see "Define your login type" on page 38).

- Password (see "Change your password" on page 42).

Edit your username

1. Scroll through the Settings menu until User is displayed which is the second item in the list and press **Ok**.

```
Settings              9 Oct 2:32pm
2. User                          ⬍

  Ok      Cancel
```

2. From the User menu scroll until Username is displayed which is the first item in the list.

```
User                  9 Oct 2:32pm
1. Username                      ▼

  Ok      Cancel
```
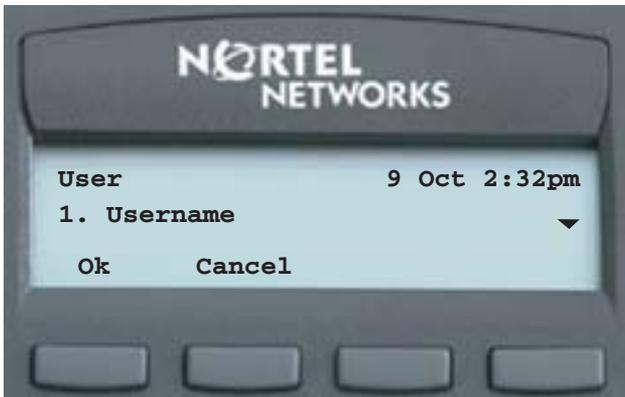
3. Press **Ok** to access the following screen in which you can edit your username or press **Cancel** to return to the User menu:

```
N⊘RTEL
  NETWORKS


Username            9 Oct 2:32pm
000024

  Ok
```

4. Use the keypad to change your username and press **Ok**.

Define your login type

1. Scroll through the Settings menu until User is displayed which is the second item in the list and press **Ok**.

```
           NØRTEL
              NETWORKS

  Settings            9 Oct 2:32pm
  2. User                        ⬍

   Ok     Cancel
```

2. From the User menu scroll until Login Type is displayed which is the third item in the list.

```
           NØRTEL
              NETWORKS


  User                9 Oct 2:32pm
  3. Login Type                  ⬍

   Ok     Cancel
```

3. If you press **Ok** the following screen appears.


```
        NØRTEL
            NETWORKS

Login Type         9 Oct 2:32pm
✓ Unique                      ▼

  Ok
```
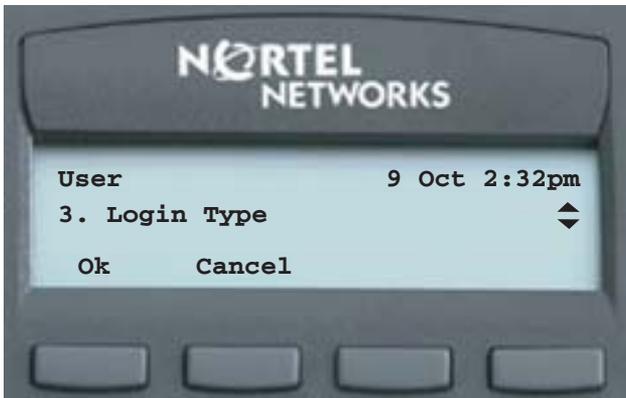
4. Press **Ok** if you will be using your IP Phone 2001 on its own or scroll down to have the following screen appear:


```
        NØRTEL
            NETWORKS

Login Type         9 Oct 2:32pm
Joint                         ▲

  Ok
```
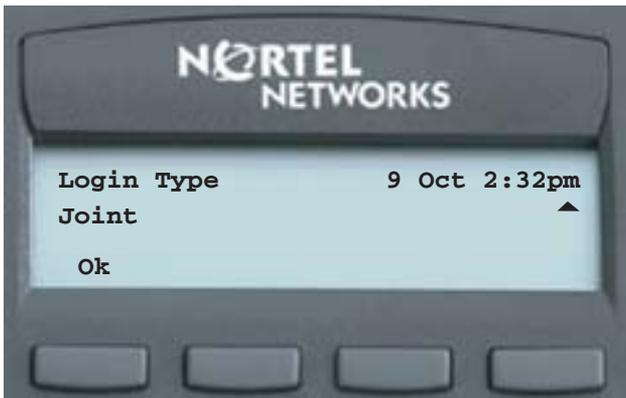
5. Press **OK** if you want your IP Phone 2001 to operate in a joint session with a softclient.

Configure your Auto Login option

Any maintenance activity requires a user to be logged out forcibly (for example, a firmware upgrade). If you have Auto Login enabled, you will automatically be logged back into the IP Client Manager once the terminal becomes available again.

1. Scroll through the Settings menu until User is displayed which is the third item in the list and press **Ok**.
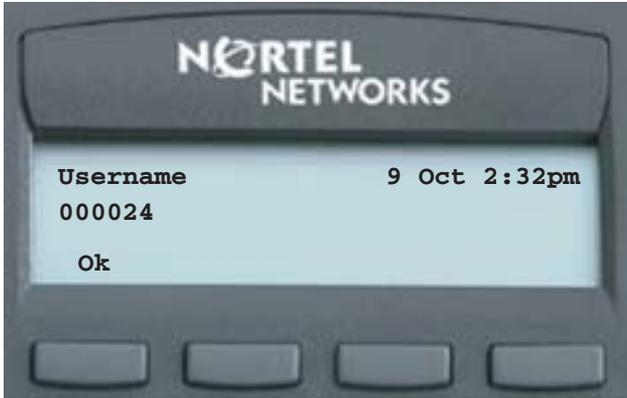

2. From the User menu scroll until Auto Login is displayed which is the second item in the list.

Depending on how your permissions have been configured in the IP Client Manager element manager user/user profile settings, you may have permission to edit your Auto Login functionality.

a. If editing is enabled, press **Ok** to access the following screen in which you can edit your Auto Login capability as follow:

```
                  NORTEL
                    NETWORKS

Auto Login            9 Oct 2:32pm
✓ Enabled                        ▼

  Ok     Cancel
```
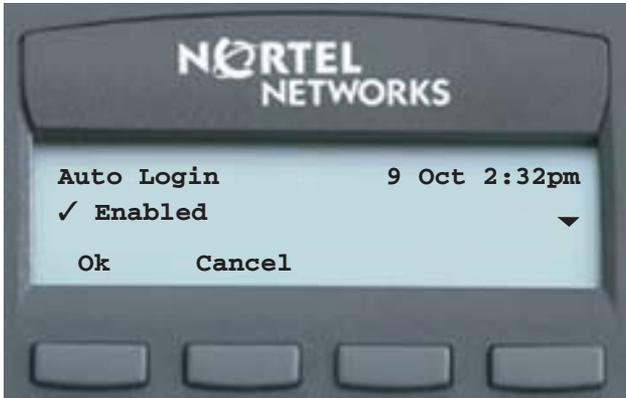
You can toggle between enabling the Auto Login functionality by pressing the down navigation key. Press **Ok** to save the setting and return to the Auto Login screen. Press **Cancel** to return to the Auto Login screen without saving your changes.

The "✓" in front of "Enabled" shows that you are in editing mode.

b. If editing is not enabled, press **Ok** to access the following screen in which you can view your Auto Login capability as follow:

```
                  NORTEL
                    NETWORKS

Auto Login            9 Oct 2:32pm
Enabled

  Ok
```

You can view your Auto Login configuration in this screen. Press **Ok** to return to the Auto Login screen.
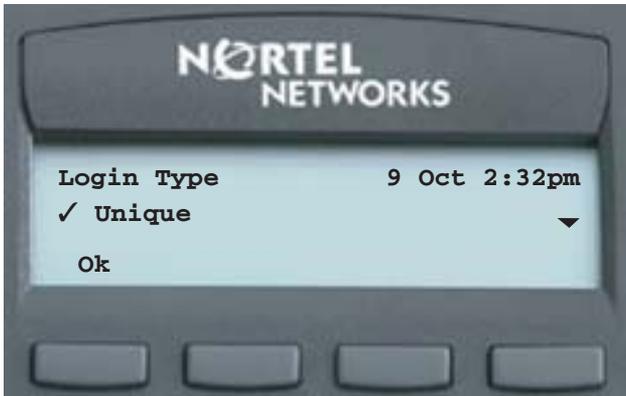
Change your password

1. Scroll through the Settings menu until User is displayed which is the second item in the list and press **Ok**.


2. From the User menu scroll until Password is displayed which is the final item in the list.

3. Press **Cancel** to return to the User menu or press **Ok** to access the following screen:

4. They system prompts you to enter your old password. Once entered, you can use the keypad to enter your new password in this screen. Press **Ok** to save your new password and return to the Password screen. Press **Cancel** to return to the Password screen without saving your changes.

Terminal

1. Scroll through the Settings menu until Terminal is displayed which is the third item in the list.

```
              NØRTEL
                NETWORKS


 Settings              9 Oct 2:32pm
 3. Terminal                      ⬍

  Ok      Cancel
```

2. Press **Cancel** to return to the Settings menu or press **Ok** to access the following submenus:

• Audio Profile (see "Configure your audio profile" on page 45)

• Display (see "Adjust your display contrast" on page 48)

• Upgrade (see "Perform a firmware upgrade" on page 50)

Configure your audio profile
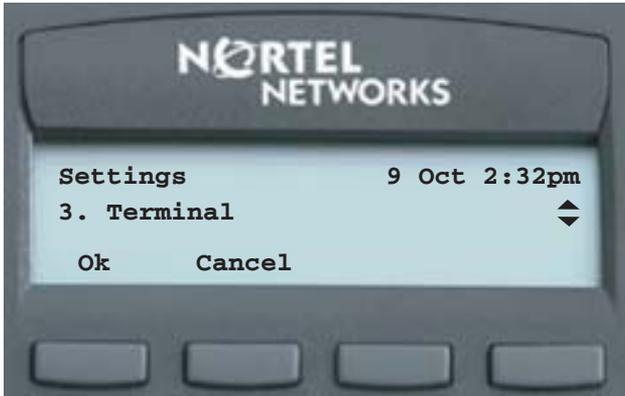
1. Scroll through the Settings menu until Terminal is displayed which is the third item in the list and press **Ok**.

2. From the Terminal menu scroll until Username is displayed which is the first item in the list.

Depending on how your permissions have been configured in IP Client Manager element manager user/user profile settings, you may have permission to edit your Audio Profile.

a. If editing is enabled, press **Ok** to access the following screen in which you can edit your Audio Profile capability as follows:

You can scroll to select additional Audio Profiles by pressing the down navigation key. Press **Ok** to save the setting and return to the Audio Profile screen. Press **Cancel** to return to the Audio Profile screen without saving your changes.

Note: Local Area Network is an example of a profile datafilled by your administrator who sets various Codecs (for example, G711, G72) and Quality of Service levels. You can use this menu to select the profile you wish to use. Contact your administrator for recommended profiles.

The "✓" in front of "Local" shows that you are in editing mode.

b. If editing is not enabled, press **Ok** to access the following screen
    in which you can view your Audio Profile configuration as follows:

You can view your Audio Profile configuration in this screen. Press
Ok to return to the Audio screen.

Adjust your display contrast

1. Scroll through the Settings menu until Terminal is displayed which is the third item in the list and press **Ok**.

2. From the Terminal menu scroll until Display is displayed which is the second item in the list.

3. Press **Ok** to access the following Display Contrast screen or press **Cancel** to return to the Terminal menu.
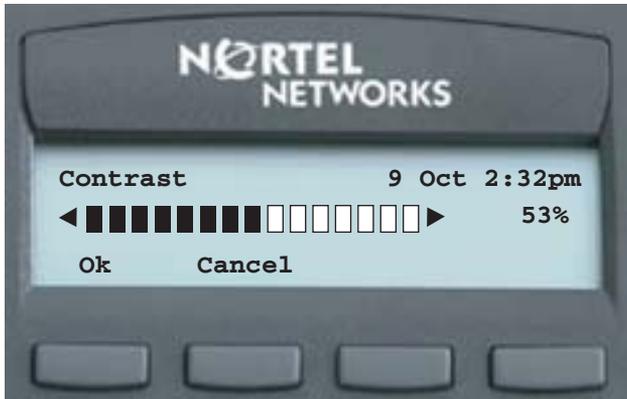
4. Press the left-most bottom button to decrease the contrast of your display. Press the next button to the right to increase the contrast of your display.

    The percentage figure decrease/increases depending on how long you press the corresponding button.

5. When you find the contrast you like, press the **Ok** button to save the change. Otherwise, press the **Cancel** button to return the previously saved contrast.

Perform a firmware upgrade

Upgrades are only presented to you if your firmware is at a lower level than recommended by the IP Client Manager. When an upgrade is occurring, your phone will reboot and temporarily be unavailable.

1. Scroll through the Settings menu until Terminal is displayed which is the third item in the list and press **Ok**.

```
Settings              9 Oct 2:32pm
3. Terminal

  Ok      Cancel
```

2. From the Terminal menu scroll until Upgrade is displayed which is the final item in the list.

```
Terminal              9 Oct 2:32pm
3. Upgrade

  Ok      Cancel
```

3. Press **Ok** to go to the Upgrade confirmation screen or press **Cancel** to return to the Terminal menu.

4. If you press **Ok** in the Upgrade screen, the following confirmation screen appears:

```
NORTEL
   NETWORKS


Upgrade              9 Oct 2:32pm
Are you sure?

 Yes        No
```
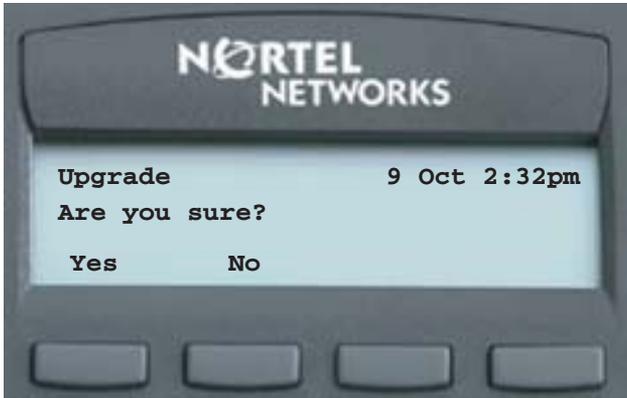
5. Press **Yes** to confirm the upgrade or press **No** to return to the Upgrade screen.

Call

1. Scroll through the Settings menu until Call is displayed which is the final item in the list and press **Ok**.

```
                NORTEL
                   NETWORKS


  Settings              9 Oct 2:32pm
  4. Call                          ▲

    Ok      Cancel
```

2. Press **Cancel** to return to the Settings menu or press **Ok** to access the following submenus:

• Feature (see "Use the Feature menu" on page 53)

• Call History (see "Use Call History" on page 66)
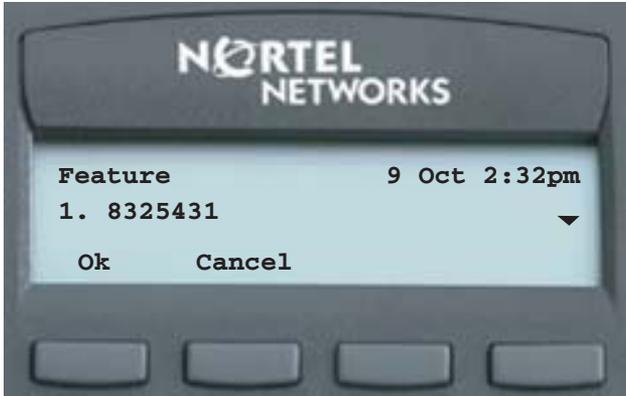
Use the Feature menu

Important note: In SN08/SE08, changes to feature keys only apply when you log out of the IP Phone 2001 and log back in using an IP Phone 2002 or 2004, due to there being no physical feature keys on the IP Phone 2001. The options are still present, and items such as the Inbox keys take effect, but you will not see any changes as they only apply to physical feature keys. This applies to the entire section describing features (from page 53 through to the top of page 66).

1. Scroll through the Call menu until Feature is displayed which is the first item in the list and press **Ok**.

```
         N  RTEL
            NETWORKS


  Call              9 Oct 2:32pm
  1. Feature                    ▼

   Ok      Cancel
```

2. Press **Cancel** to return to the Call menu.

3. If you press **Ok**, the following is an example of the screen that appears.

4. The first item is your DN which is followed by a list of features in the order that they are provisioned by your administrator against your line. Use the up and down navigation keys to select the feature key you wish to assign or edit.

5. Selecting a feature and pressing **Ok** presents you with the following list:

    *   Assign (see "Assign a feature" on page 55)
    *   Label (see "Label a feature" on page 60)
    *   Options (see "Use the Feature Options menu" on page 61)
    *   Reset (see "Reset your feature keys to defaults" on page 65)

Assign a feature

The Assign menu contains the following items:

• Key Type (see "Define the key type" on page 55)

• AutoScroll (see "Configure AutoScroll" on page 57)

• Inbox (see "Enable the Inbox feature" on page 58)

Define the key type

1. Scroll through the Feature menu using the navigation keys so that Assign appears (the first item in the list) and press **Ok**.
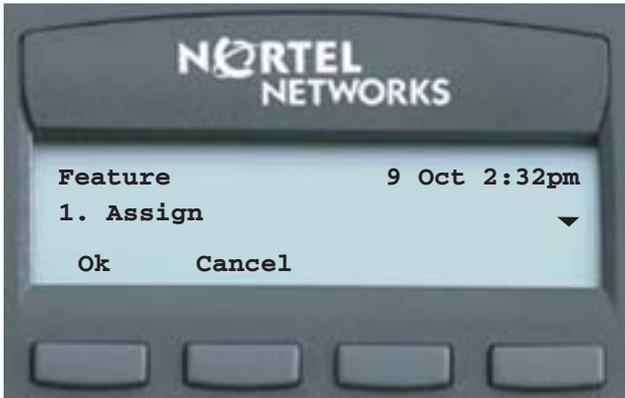
2. Scroll through the Assign menu using the navigation keys so that Key Type appears (the first item in the list) and press **Ok** or press **Cancel** to return to the Feature menu.
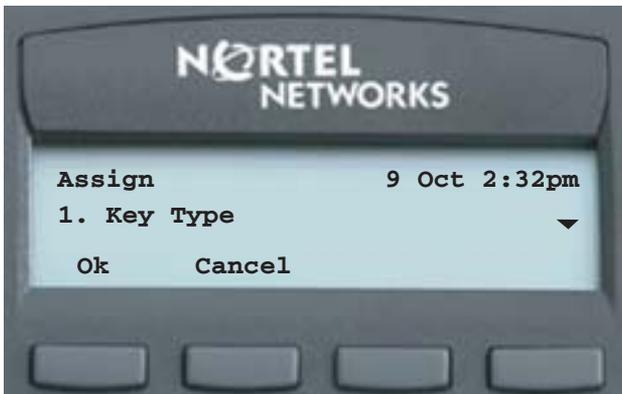
3. Press **Ok** to access the following screen in which you can assign the key type or press **Cancel** to return to the Feature menu:

```
        N RTEL
          NETWORKS


Key Type              9 Oct 2:32pm
✓ Central                        ▼

 Ok      Cancel
```

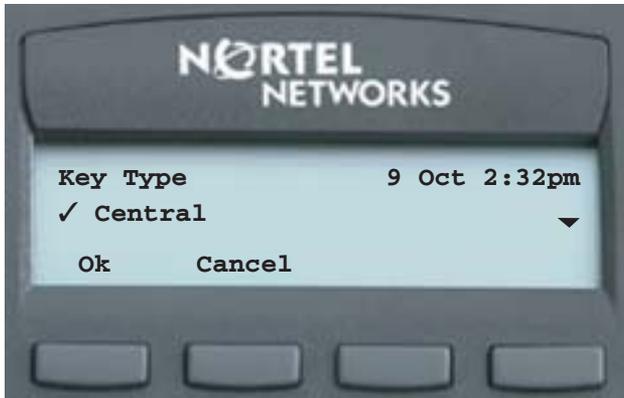4. Press **Ok** to assign a feature from the core or press the down navigation button to have Local appear (the "✓" shows the option that is selected).

    Central features are those provisioned on the Communication Server 2000/2100. Features such as Three-Way Calling, Call Forward Universal and Make Set Busy are all Central features.

5. In the Local screen, press **Ok** to assign a contact to this key from the user's directory list, instead of a feature. You can then use this key to call the contact.

    Local features are contacts contained in your Directory that can be assigned to a Feature key.

In the features menu, if you select a feature assigned to a key (for example, Key 2), you can change the key type to Local. When you change Key Type to Local, the Options menu changes. That is, for Central you get: "1. Key Type" followed by "2. AutoScroll". When you select Local, the second menu item changes to: "2. Feature".

Selecting 2. Feature and pressing **Ok**, shows a list of your Directory Contacts (all ten items if configured). By default the first item in the list will show a check mark and be empty. You can scroll through the list using the navigation keys to select an entry and then press **OK** to have that contact appear against the selected key (Key 2).

For example, selecting "Memory 1: Person X" and pressing **Ok** will have Person X appear as a label beside Key 2 in the feature key format defined for Person X. Once configured, you can now press Key 2 to dial Person X directly.

Configure AutoScroll

If AutoScroll is enabled, the IP Phone will automatically direct you to the page that contains the active feature. For example, you may have your secondary DN configured on page two. If someone calls you on your secondary DN, the feature key pages will scroll to page two to present you with the ability to answer the line.

1. Scroll through the Assign menu using the navigation keys so that AutoScroll appears (the second item in the list) and press **Ok** or press **Cancel** to return to the Feature menu.
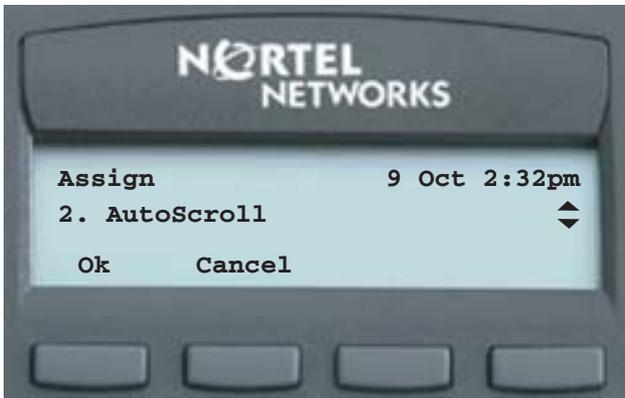
2. Press **Ok** to access the following AutoScroll screen or press **Cancel** to return to the feature menu:

```
        NORTEL
           NETWORKS

AutoScroll           9 Oct 2:32pm
✓ Enabled                      ▼

  Ok      Cancel
```
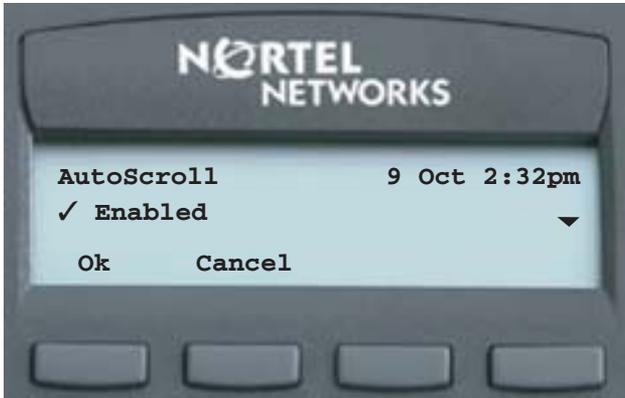
3. Press **Ok** to enable AutoScrolling or press **Cancel** to return to the Assign menu or press the down navigation button to have Disabled appear (the "✓" shows that this option is selected)

4. In the Disabled screen, press **Ok** to disable AutoScrolling or press **Cancel** to return to the Assign menu.

Enable the Inbox feature

1. Scroll through the Assign menu using the navigation keys so that Inbox appears (the final item in the list) and press **Ok** or press **Cancel** to return to the Feature menu.

```
        NORTEL
           NETWORKS

Assign               9 Oct 2:32pm
3. Inbox                       ▲
                               ▼
  Ok      Cancel
```
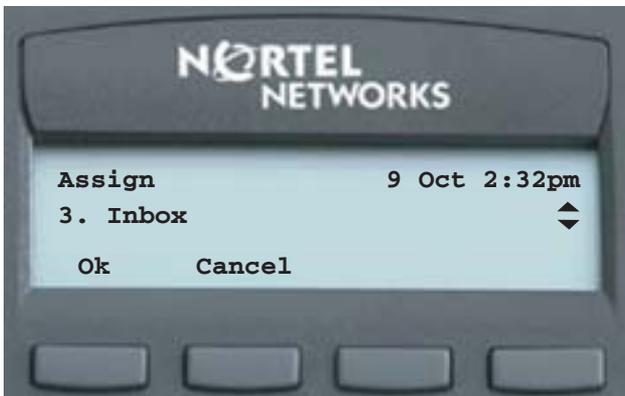
2. Press **Ok** to access the following Inbox screen or press **Cancel** to return to the Feature menu:

```
        NØRTEL
          NETWORKS


 Inbox              9 Oct 2:32pm
 ✓ Enabled                    ▼

   Ok      Cancel
```
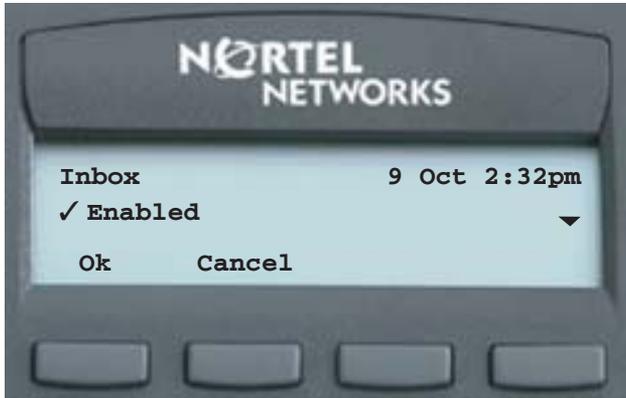
3. Press **Ok** to enable the Inbox feature that logs your calls to an inbox or press **Cancel** to return to the Assign menu (the "✓" shows that this option is selected).

   Note: You must also assign Inbox to a DN key.

4. Press the down navigation button to have Disabled appear.

   Press **Ok** to disable the Inbox feature or press **Cancel** to return to the Assign menu. For more information about the inbox, see "Use your inbox" on page 68).

Label a feature

You can assign a label to the feature keys on your IP phone 2001.

1. Scroll through the Feature menu using the navigation keys so that Label appears (the second item in the list).

2. Press **Ok** to access the following Label menu or press **Cancel** to return to the Feature menu.

3. Enter the feature label using your keypad.

    Press **Clear** to delete the current label. Press **Bkspc** if you need to correct an entry when typing the label. Press **Ok** to save the entry or press **Cancel** to return to the Feature menu.
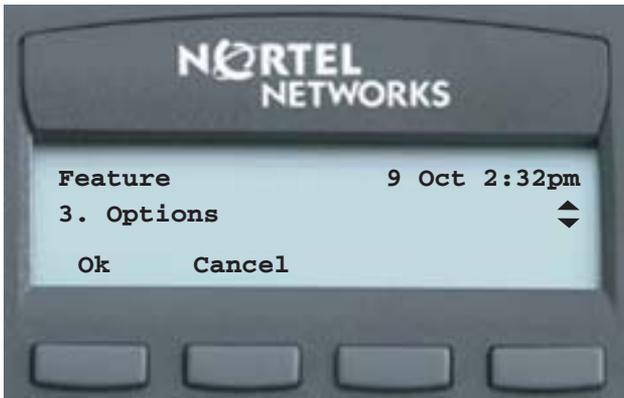
Use the Feature Options menu

The Feature Options menu contains the following items:

- Auto Hide (see "Configure Auto Hide" on page 61)

- Default Feature (see "Define your default feature" on page 63)

- Outbox (see "Enable the Outbox feature" on page 64)

Configure Auto Hide

Auto Hide enables features to appear only when they are available for use depending on the state of your phone and administrator settings. For example, if you enable Auto Hide, Three-Way Calling will only appear on your display while you are on an active call.

1. Scroll through the Feature menu using the navigation keys so that Options appears (the third item in the list) and press **Ok**.

2. Scroll through the Options menu using the navigation keys so that Auto Hide appears (the first item in the list) and press **Ok** or press **Cancel** to return to the Feature menu.

```
        N  RTEL
            NETWORKS


   Options            9 Oct 2:32pm
   1. Auto Hide                   ▼

    Ok      Cancel
```

3. Press **Ok** to access the following Inbox screen or press **Cancel** to return to the feature menu:

```
        N  RTEL
            NETWORKS


   Auto Hide          9 Oct 2:32pm
   ✓ Enabled                      ▼

    Ok      Cancel
```
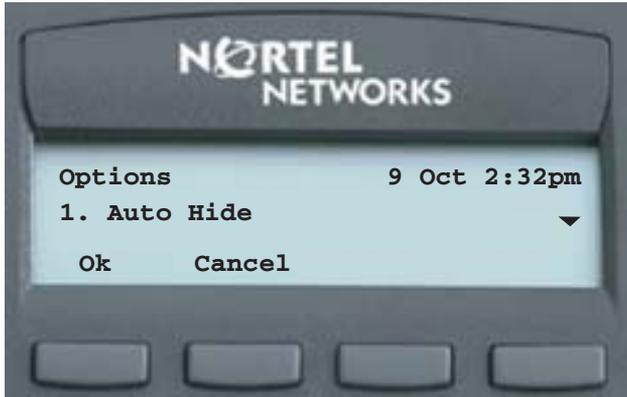
4. Press **Ok** to enable Auto Hide or press **Cancel** to return to the Options menu (the "✓" shows that this option is selected).

5. Press the down navigation button to have Disabled appear.

    Press **Ok** to disable the Auto Hide feature or press **Cancel** to return to the Options menu.

Define your default feature

1. Scroll through the Options menu using the navigation keys so that Default Feature appears (the second item in the list) and press **Ok** or press **Cancel** to return to the Feature menu.
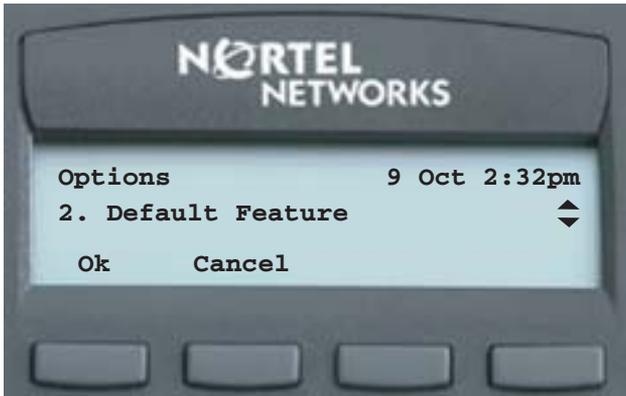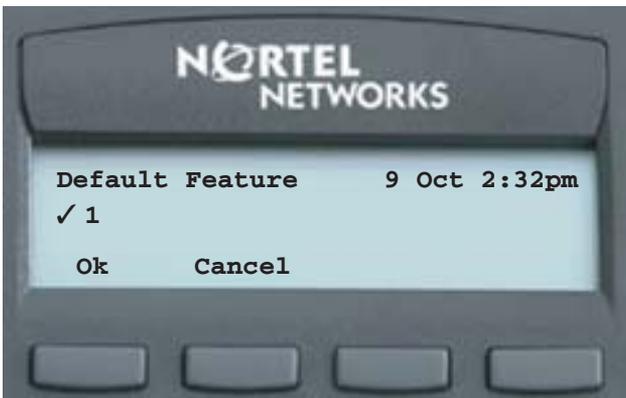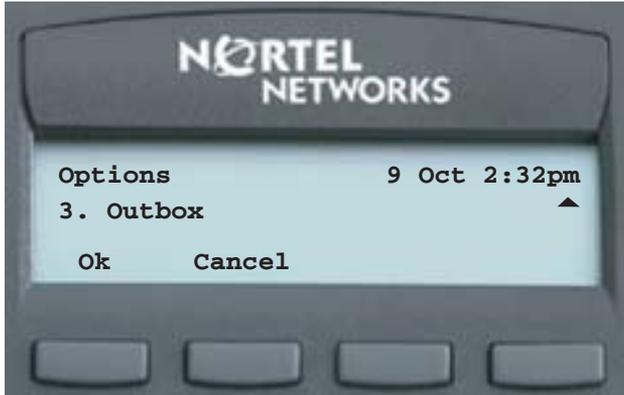

2. Press **Ok** to access the following screen or press **Cancel** to return to the Options menu:
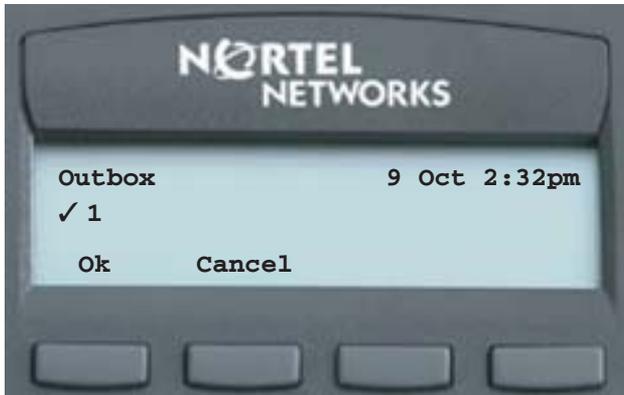

This screen displays a list of the DN keys. You can scroll through the list to select a key that you want to assign as your default feature key. Press **Ok** to save your selection or press **Cancel** to return to the Options menu.

Enable the Outbox feature

1. Scroll through the Options menu using the navigation keys so that Outbox appears (the final item in the list) and press **Ok** or press **Cancel** to return to the Feature menu.

```
NØRTEL
     NETWORKS


Options            9 Oct 2:32pm
3. Outbox                    ▲

  Ok     Cancel
```

2. Press **Ok** to access the following screen or press **Cancel** to return to the Options menu:

```
NØRTEL
     NETWORKS


Outbox             9 Oct 2:32pm
✓ 1

  Ok     Cancel
```

This screen displays a list of the DN keys. You can scroll through the list to select a key that you want to assign as your Outbox key. Press **Ok** to save your selection or press **Cancel** to return to the Options menu.

For more information about how to use your outbox, see "Use your outbox" on page 72.

Reset your feature keys to defaults

1. Scroll through the Assign menu using the navigation keys so that Reset appears (the final item in the list).

2. Press **Ok** to access the following Reset screen or press **Cancel** to return to the Feature menu.
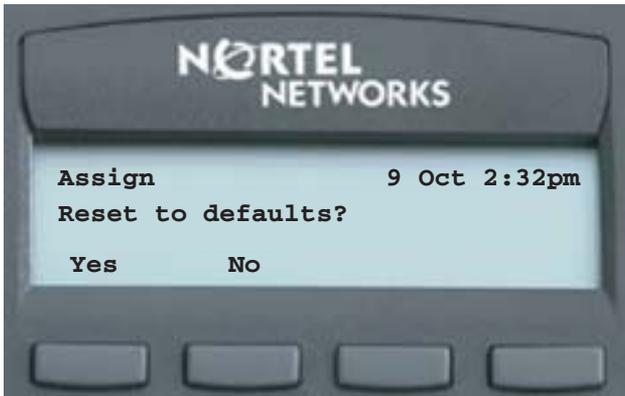
Press **Yes** to reset your feature keys to their defaults or press **No** to return to the Assign menu.

Use Call History

1. Scroll through the Settings menu until Call is displayed which is the final item in the list and press **Ok**.
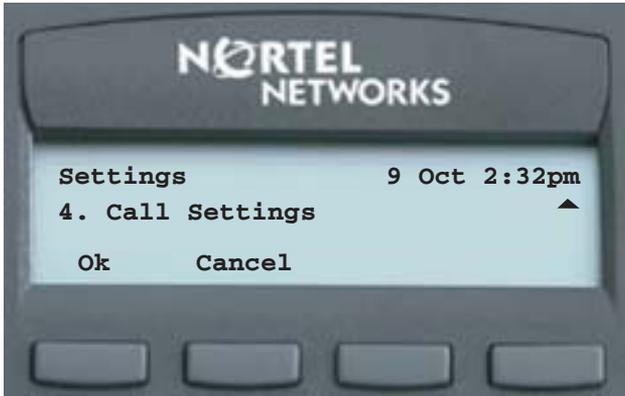
2. Scroll until History is displayed which is the final item in the list.

3. Press **Ok** to access the following screen or press **Cancel** to return to the Call menu:
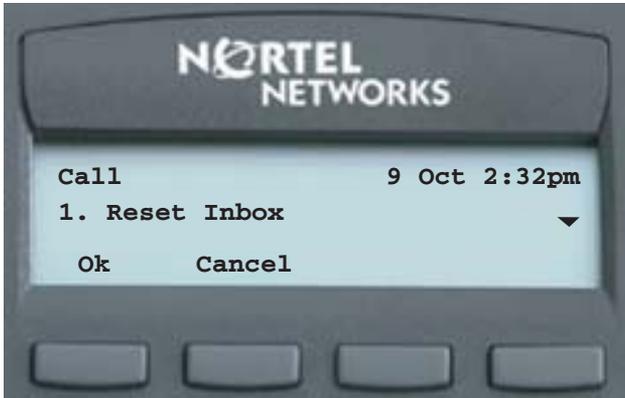
4. Press **Ok** to reset your inbox, press the down navigation key to access your outbox screen or press **Cancel** to return to the Call screen.

5. The following screen appears when you press the down navigation key.
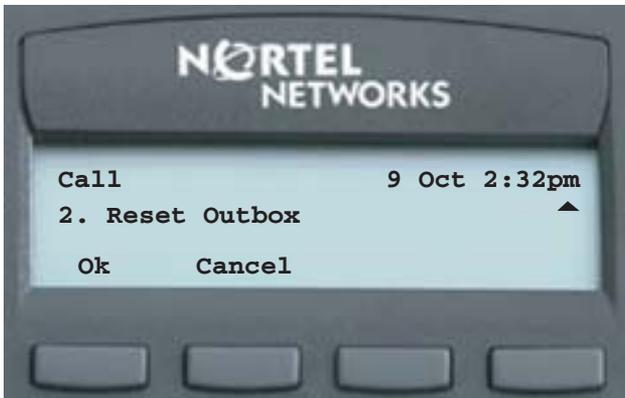
Press **Ok** to reset your outbox, press the up navigation key to return to your inbox screen or press **Cancel** to return to the Call screen.

Use your inbox

Once you assign a DN key as an inbox, the IP Phone 2001 logs all incoming calls to that DN. The system logs the incoming key number, time and date, as well as the display shown on the IP Phone 2001 at the time of the incoming call.

   Note: The display is only captured if the call lasts for more than two seconds.

View the logged calls by pressing the **Inbox** key.

The inbox can store up to 10 of the most recent incoming calls. The list appears in order of the time the call arrived, with the most recent call being at the top of the list.

The display tags the calls in the inbox with a phone icon to the left of the inbox screen. The off-hook icon means that you answered the call, whereas the on-hook icon means that you missed the call.

The inbox call list consists of a time or date stamp (a time stamp is shown if the call was received on the same day of viewing the inbox, otherwise a date stamp is displayed) and a name or number. If no name or number was extracted from the display of the incoming call, a "No Details" message is displayed in the name/number field. You can scroll around the list by using the up and down navigation keys.

   Note: The list does not wrap around.

1. When you select a call in your inbox and press **Ok**, the following
    screen appears:
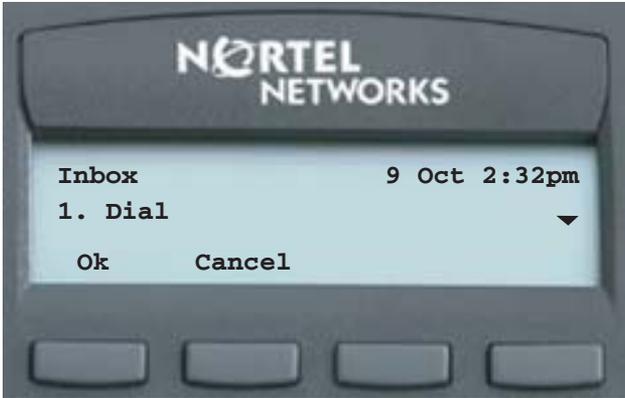
```
Inbox              9 Oct 2:32pm
1. Dial                      ▼

  Ok      Cancel
```

2. Press **Ok** to dial the number, press **Cancel** to return to your Inbox
    menu or press the down navigation key to access the following
    screen:

```
Inbox              9 Oct 2:32pm
2. Display                   ▲▼

  Ok      Cancel
```

3. Press **Ok** to display additional information about the number, press **Cancel** to return to your Inbox menu or press the down navigation key to access the following screen:

Press **Ok** to store the number in your directory or press **Cancel** to return to your Inbox menu.

Inbox example display

The following is an example of what your Inbox displays:
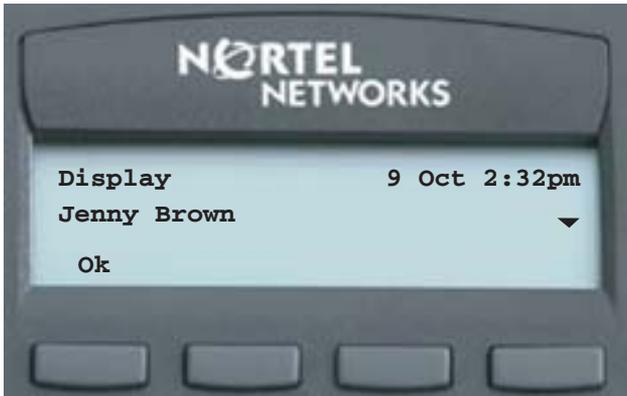
Pressing the down navigation key displays the following:

Pressing the down navigation key again displays the following:

Use your outbox

Once you assign a DN key as an outbox, the IP Phone 2001 logs all outgoing calls to that DN. The system logs the outgoing key number, time and date, as well as the display shown on the IP Phone 2001 at the time of the outgoing call.

Note: The display is only captured if the call lasts for more than two seconds.

View the logged calls by pressing the **Outbox** key you have configured.

The outbox can store up to 10 of the most recent outgoing calls. The list appears in order of the time the call was made, with the most recent call being at the top of the list.

The outbox call list consists of a time or date stamp (a time stamp is shown if the call was made on the same day of viewing the outbox, otherwise a date stamp is displayed) and a name or number. If no name or number was extracted from the display of the outgoing call, the numbered dialed is displayed. You can scroll around the list by using the up and down navigation keys.

Note: The list does not wrap around.

1. When you select a call in your outbox and press **Ok**, the following screen appears:

2. Press **Ok** to dial the number, press **Cancel** to return to your Outbox menu or press the down navigation key to access the following screen:

```
Outbox              9 Oct 2:32pm
2. Display                    ▲
                              ▼
  Ok      Cancel
```

3. Press **Ok** to display additional information about the number, press **Cancel** to return to your Outbox menu or press the down navigation key to access the following screen:

```
Outbox              9 Oct 2:32pm
3. Store                      ▲
                              ▼
  Ok      Cancel
```

Press **Ok** to store the number in your directory or press **Cancel** to return to your Outbox menu.

Use your directory

Enter text using the dialpad

You can use the dialpad to enter text when you use features.

For example, if you want to use the letter "A", press the number **2** key once. If you want the letter "C", press the number **2** key three times.

No letters are associated with the number 1 or the 0 keys.

Use the Directory feature to create and store up to 16 directory entries consisting of names and numbers.

Use the Symbol key to enter special characters

When entering text into a directory name, surname etc. you will see a "flashing cursor" on the information line above the bottom soft keys.

At this point you can press one of the keys on the dialpad. The following list shows what each keypad press will display:

```
Key 1 - Nothing
Key 2 - AÀÁÂÃÄÅÆBCÇaàáâãäåæbcç2
Key 3 - DEÈÉÊËFdeèéêëf3
Key 4 - GHIÌÍÎÏghiìíîï4
Key 5 - JKLjkl5
Key 6 - MNÑOÒÓÔÕÖØmnñoòóôõöø6
Key 7 - PQRSpqrs7
Key 8 - TUÙÚÛÜVtuùúûüv8
Key 9 - WXYÝÞßZwxyýþÿz9
Key # -  !"#$%&'()*+,-./0123456
```

For example, if you press Key 2, the letter "A" will replace the flashing cursor for approximately four seconds. The **Symbol** key will appear as the third soft key from the left.

Pressing the Symbol key shows the following:


```
Surname               9 Oct 2:32pm
  AÀÁÂÃÄÅÆBCÇaàáâãäåæbcç2

  Ok      Cancel    Bkspc    Cancel
```
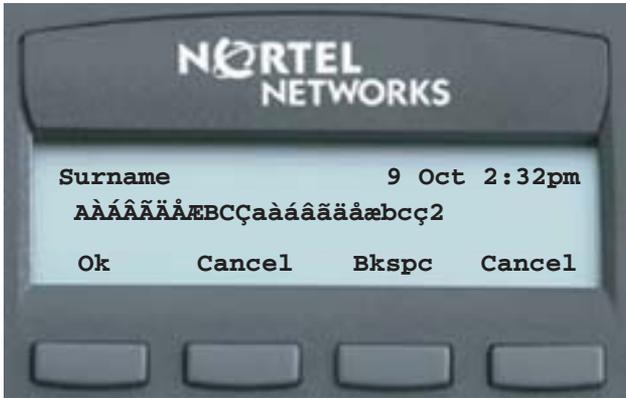
You can then use the up and down navigation keys to scroll through the row to select the special character with which you want to replace the "A". Pressing **OK** saves the character and enables you to continue entering text.

Directory menu

1. Press the Directory key you have programed to access the Directory menu.

    The following screen is an example of what appears.


```
Directory             9 Oct 2:32pm
Smith, Mary                      ▲
                                 ▼
  Ok      Cancel
```

With an existing entry displayed press **Ok** to edit the directory or press **Cancel** to exit from the directory.

2. Press the down navigation key to view other directory entries. The final entry in the directory is as follows:

Use your directory to perform the following:

- Add an entry (see "Add an entry to the directory" on page 77)

- Edit an entry (see "Edit an entry in the directory" on page 80)

- Delete an entry (see "Delete an entry in the directory" on page 84)

- Dial an entry (see "Make a call using the directory" on page 85)

Add an entry to the directory

1. Scroll through the Directory menu using the navigation keys so that [New Entry] appears and press **Ok**. The following screen appears:
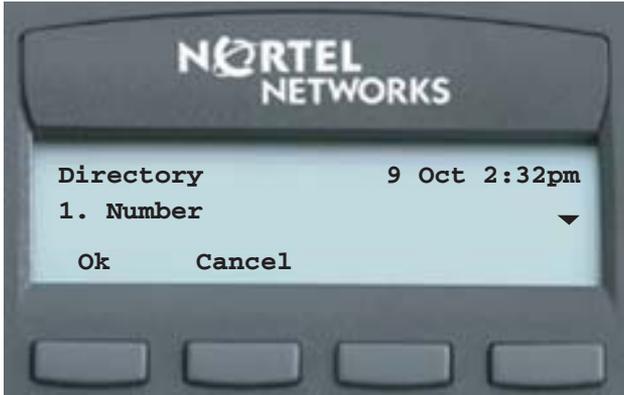
2. Enter the number and press **Ok**. The following screen appears:

3. Enter the surname and press **Ok**. The following screen appears:


```
Directory              9 Oct 2:32pm
3. First Name                    ▲
                                 ▼
  Ok      Cancel
```

4. Enter the first name and press **Ok**. The following screen appears:


```
Directory              9 Oct 2:32pm
4. Feature Key Format            ▲
                                 ▼
  Ok      Cancel
```

5. Enter the feature key on which you want the entry to appear and press **Ok** (if you do not want the entry to appear on a feature key, press **Ok** without making an entry). The following screen appears:

```
        NORTEL
          NETWORKS


Directory              9 Oct 2:32pm
5. Save                          ▲

  Ok      Cancel
```
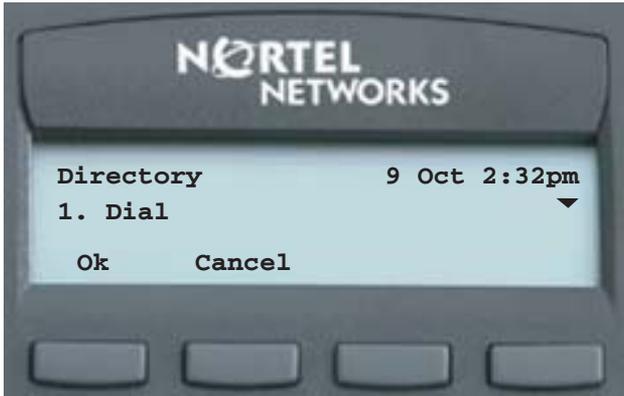
6. Press **Ok** to save your entry.

    A screen appears that prompts you to confirm the save. If you press **No**, a screen appears showing a "Resume Editing?" prompt. If you press **Yes**, you return to the screen showing the details just entered. Pressing **No** exits you from the Directory screens.

Edit an entry in the directory

1. Scroll through the Directory menu using the navigation keys so that the entry you wish to edit appears and press **Ok**. The following screen appears:

2. Scroll to the second item in the list which is edit.
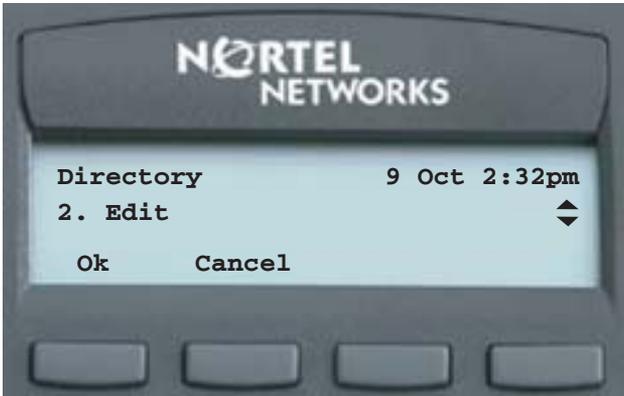
3. Press **Ok** and the following screen will appear:
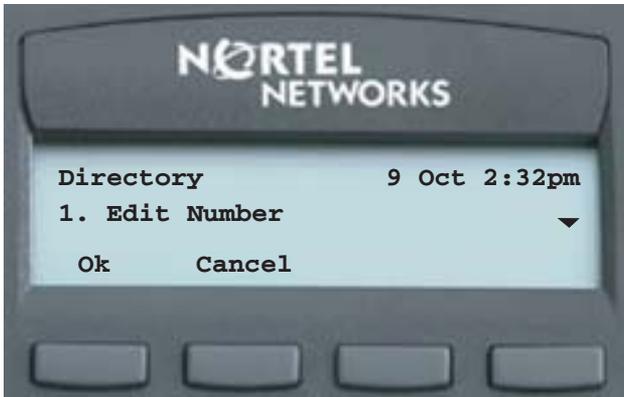
4. Edit the number, if required, and press **Ok**. The following screen appears:
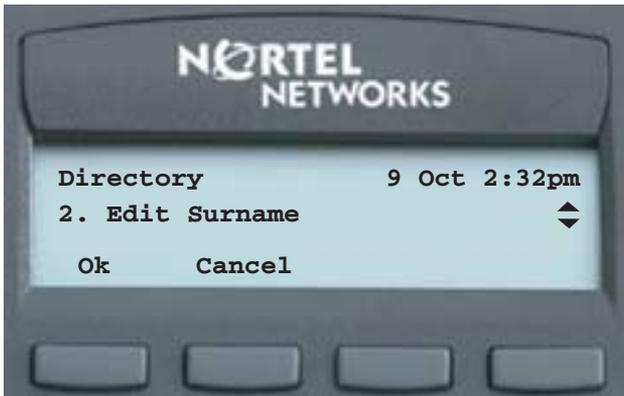
5. Edit the surname, if required, and press **Ok**. The following screen appears:


```
Directory              9 Oct 2:32pm
3. Edit First Name              ⬍

  Ok      Cancel
```

6. Edit the first name, if required, and press **Ok**. The following screen appears:


```
Directory              9 Oct 2:32pm
4. Feature Key Format           ⬍

  Ok      Cancel
```

7. Edit the feature key on which you want the entry to appear, if required, and press **Ok** (if you do not want the entry to appear on a feature key, press **Ok** without making an entry). The following screen appears:

```
        N  RTEL
          NETWORKS


Directory           9 Oct 2:32pm
5. Save                      ▲

  Ok      Cancel
```

8. Press **Ok** to save your entry.

   A screen appears that prompts you to confirm the save. If you press **No**, a screen appears showing a "Resume Editing?" prompt. If you press **Yes**, you return to the screen showing the details just entered. Pressing **No** exits you from the Directory screens.

Delete an entry in the directory

1. Scroll through the Directory menu using the navigation keys so that the entry you wish to delete appears and press **Ok**. The following prompt appears:


2. Scroll to the final item in the list which is delete.
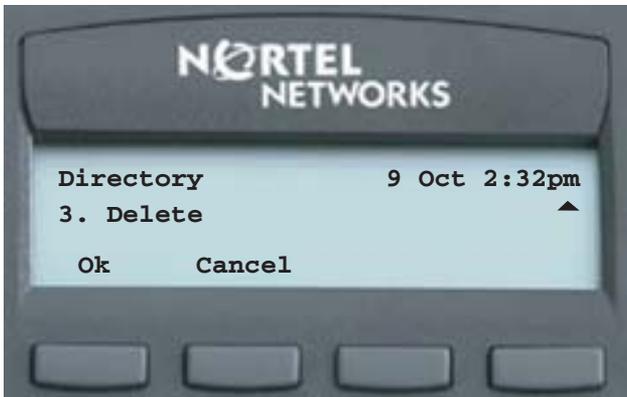
3.   Press **Ok** to delete the entry or press **Cancel** to return to the Directory menu. If you press **Ok**, the following confirmation screen appears.

```
Delete                9 Oct 2:32pm
Are you sure?

 Yes        No
```

Press **Yes** to confirm the removal of the entry from your directory.

Make a call using the directory

1.   Scroll through the Directory menu using the navigation keys so that the entry you wish to dial appears and press **Ok**. The following prompt appears:

```
Directory             9 Oct 2:32pm
1. Dial                          ▼

  Ok     Cancel
```

2.   Press **Ok** to call the person in your directory.

Make a call

There are several ways to make a call from an IP Phone 2001.

Use Off-hook dialing

This procedure shows you how to use off-hook dialing to make a call.

1. Pick up the handset.

2. Dial the number.

Use Handsfree dialing

This procedure shows you how to use Handsfree dialing to make a call.

1. Leave the handset in its cradle.

2. Press the **Line** (DN) key

3. Dial the number when the tone sounds.

4. When the called party answers, lift the handset.

Use Predial

Use the Predial feature to enter, preview, and edit numbers before dialing.

To use Predial:

1. Without selecting the Line (DN) key, enter the number to be dialed.

2. Press the **OK** option on soft key 1 to dial the number.

3. Lift the handset when the called party answers.

To edit a Predial number:

1. Without selecting the Line (DN) key, enter the number to be dialed.

2. Choose one of the following:

Del

Bkspc

— To change numbers one-at-a-time, press the **Delete** soft key to delete characters after the cursor or press the **Bkspc** key to delete characters before the cursor.

Re-enter a new number.

OK

3. Press the **OK** option on soft key 1 to dial the number.

Answer or terminate a call

Answer a call

Each incoming call causes the telephone to ring and the Message Indicator lamp to flash.

To answer a call:

*   Lift the handset.

    Note: Do not use the **Line** (DN) key to answer a call but you will only be able to listen, because there is no handsfree.

Terminate a call

This procedure shows you how to terminate an active call.

Choose one of the following to terminate a call:

*   Return the handset into the cradle.

*   Press the **Goodbye** button located on the left side of the handset. The **Goodbye** key is especially useful for dropping out of a Conference Call or exiting Voice Mail.

Use features on your IP Phone 2001

The IP Phone 2001 has no dedicated feature keys. You activate features through the use of the **Services** Key and access codes.

To use the services key as a flashhook, you need to ensure that Three-Way Calling/Call Transfer (3WC/CXR) is assigned to any of the 14 keys on the core and the IP Client Manager. When you press the **Services** key, the system internally searches through a list and finds the 3WC/CXR feature and activates it.

Entering a * + Access Code that activate features while you are not in a call work as usual (for example, Call Forward Universal and Make Set Busy).

If you need to enter a * + Access Code to activate a feature during an active call (for example, Transfer or Executive Busy Override), you will need to press the **Services** key. This functions like a flashhook giving you a secondary dial tone at which time you can then dial the * + Access Code.

Feature activation examples

While on an active call

The following is an example of how to use a feature while on an active call.

With the Three-Way Calling/Call Transfer configured on one of any 14 keys on the core:

• Press the **Services** key.

You will hear a secondary dial tone.

- Dial the feature Access Code (for example, for Call Transfer dial:
  * + the Call Transfer Access Code)

- When prompted, enter the number to which you want to transfer the call.

While not active on call

The following is an example of how to use a feature when not on an active call.

- Dial the feature Access Code (for example, for Call Forward Universal dial:
  * + the Call Forward Universal Access Code)

- When prompted, enter the number to which you want to forward your phone.

Access Code summary

Contact you system administrator for a list of features available on your set and their corresponding Access Codes. Use Table 1 to keep track of the feature Access Codes on your IP Phone 2001.

Table 1
Your feature access codes

Feature	Access Code	Feature	Access Code

Use the IP Phone 2001 with the IP Softphone m6350

Any feature not covered by the core's Three-Way Calling feature can be accessed by connecting to the IP Client Manager in a joint session with a IP Softphone m6350. In this configuration, the IP Softphone m6350 provides all the feature keys, while the IP Phone 2001 is used for the voice path.

Contact your system administrator for more information about how to set up a joint session between your IP Phone 2001 and an IP Softphone m6350.

Terms you should know

Auto Hide

Auto Hide enables features to appear on your display only when they are available for use depending on the state of your phone and administrator settings.

Auto Login

Any maintenance activity requires a user to be logged out forcibly (for example, a firmware upgrade). If you have Auto Login enabled in your User Setting menu, you will automatically be logged back into the IP Client Manager once the terminal becomes available again.

AutoScroll

If AutoScroll is enabled, the IP Phone will automatically direct you to the page on your display that contains the active feature.

Calling Party Name Display

Information appearing on the LCD display screen such as the caller's name and telephone number. The system must have CPND enabled.

Category 5 (Cat5)

Balanced 100 Ohm cable and associated connecting hardware whose transmission characteristics are specified up to 100 MHz. It is used by 10BaseT, 100BaseT4, and 100BaseTX installations.

Communication Server 2100

Your office communication system.

Date/time display

The current date and time when the telephone is in an idle state.

Directory Number (DN)

A number consisting of one to seven digits for a telephone. Also known as an *extension number*.

Feature display

An area that shows status information about the feature in use. It also displays the name and status of the active session.

Fixed key

The hard-labeled keys on your telephone.

Goodbye key

A fixed key used to end an active call.

Information display

Any display of call activity, lists, prompts, and status of calls. On the IP Phone 2001 this information area is a one-line by 24-characters. If the text message exceeds this area, a scroll arrow icon indicates that you must use the scroll keys to view the remaining text.

Information line

A one-line by 24-character area which displays date and time or application information.

Key Caps

Your IP Phone comes with a choice of English or icon-based Key Caps.

Message (Inbox)

A fixed key on the IP Phone 2001 that connects to your voice messaging system when the key is pressed.

Message waiting indicator/Incoming call indicator

> An LCD or an LED that indicates the status of a feature by the flash, wink, steady on, or off.

Navigation keys

> Keys used to scroll through menus and lists appearing on the LCD display screen.

Services key

> A fixed key used to access your display's menu system.

Soft keys

> A set of keys programmed by your system administrator. These four keys located directly below the display area have four programmable layers.

Volume control bar

> A rocker bar you press to increase or decrease the volume of the ringer, handset, headset, and the speaker.

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User Guide

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