NORTEL

Nortel Communication Server 2000/2100

Nortel IP Phone 2002

User Guide

>THIS IS **THE WAY**

>THIS IS NORTEL™

Revision history

August 2005

Standard 1.01. The information contained in this user guide applies to the IP Phone 2002 when used in Communication Server 2100 and Communication Server 2000 networks.

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About the IP Phone 2002

The Nortel IP Phone 2002 brings voice and data to the desktop by connecting directly to a Local Area Network (LAN) through an Ethernet connection.

Functional components

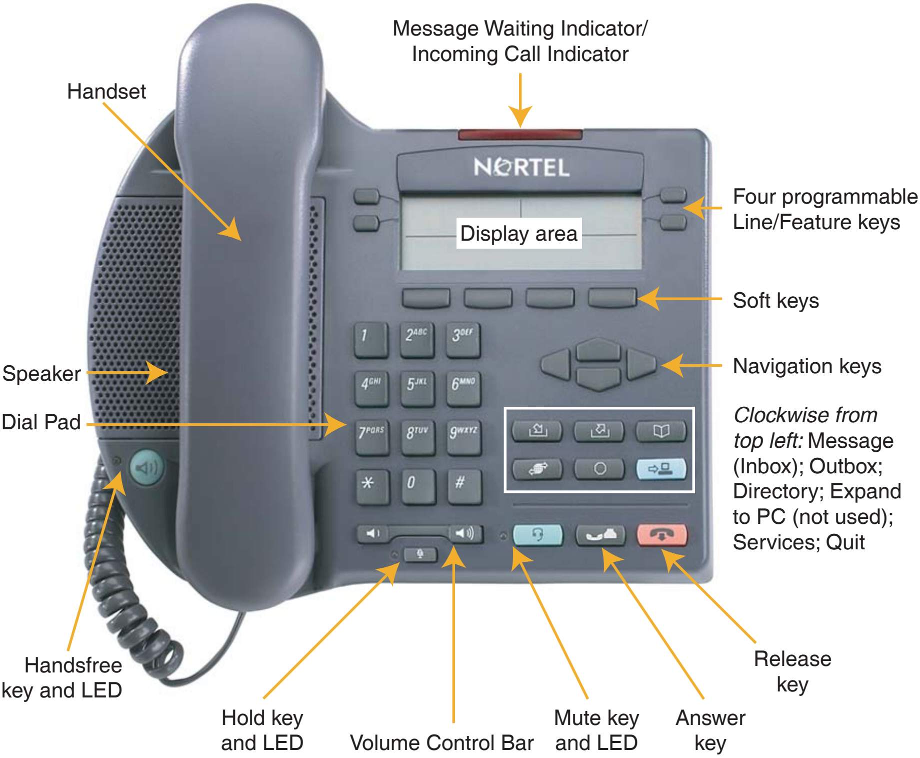
The IP Phone 2002 supports the following functional components:

- a handset
- a speaker and headset connector for hands-free operation
- a standard keypad, including Release, Hold, Volume Control and Mute
- a function display area with a set of keys for scrolling

To use the IP Phone 2002, log on to the Communication Server 2100 IP Client Manager by entering a username and password. Once logged in, the handset and keypad of the IP Phone 2002 operate in the same way as a standard Meridian Business Set (MBS) telephone. Additional services and features can be accessed using the four programmable line/ feature keys to the left and right of the function display area. The soft keys to the bottom of the display are used to access menu options and the navigation keys can be used to select a particular menu option.

Figure 1 on page 10 shows the IP Phone 2002.

Figure 1
IP Phone 2002


Message Waiting Indicator/
Incoming Call Indicator
Handset
NORTEL
Display area
Four programmable Line/Feature keys
Soft keys
Navigation keys
Speaker
Dial Pad
Clockwise from top left: Message (Inbox); Outbox; Directory; Expand to PC (not used); Services; Quit
Handsfree key and LED
Release key
Hold key and LED
Volume Control Bar
Mute key and LED
Answer key

Hardware features

Your IP Phone 2002 provides the following hardware features:

- fixed-angle stand
- wall mount
- built-in Ethernet switch (two RJ-45 jacks)
- four line keys
- supports 10 features available by paging through the navigation keys
- one-line display area

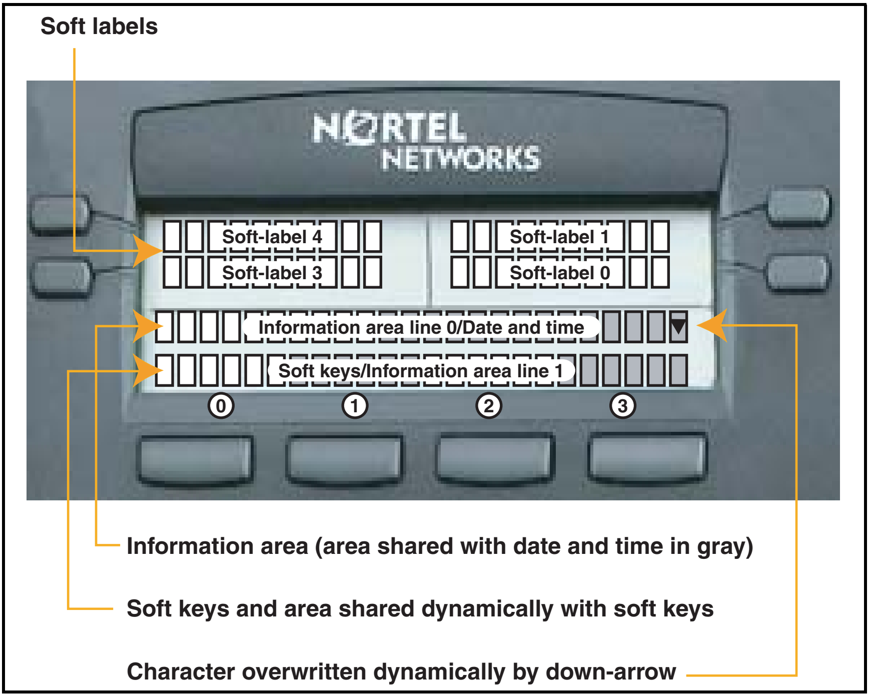
- Standard Stetron LS19 speaker (no tuned cavity)
- Standard Primo EM-80 handsfree microphone

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

Telephone display

Figure 2 shows the IP Phone 2002 display areas.

Figure 2
IP Phone 2002 display map


Soft labels
NORTEL NETWORKS
Soft-label 4
Soft-label 3
Soft-label 1
Soft-label 0
Information area line 0/Date and time
Soft keys/Information area line 1
0
1
2
3
Information area (area shared with date and time in gray)
Soft keys and area shared dynamically with soft keys
Character overwritten dynamically by down-arrow

The IP Phone 2002 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.

- Four soft-labelled feature keys allow you to select features. To view additional feature keys, scroll through pages of feature keys by pressing the navigation keys located to the bottom right of the display.
- 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 navigations 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).
- The IP Phone 2002 displays the time and date, on information line 0, only when the phone is idle and you are in the base menu. If the set is not idle, information line 0 displays call information. All menu prompts appear on information line 0. You can view additional text to describe the prompt by selecting the “Help” soft key.
- 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 2002 components

Before you begin

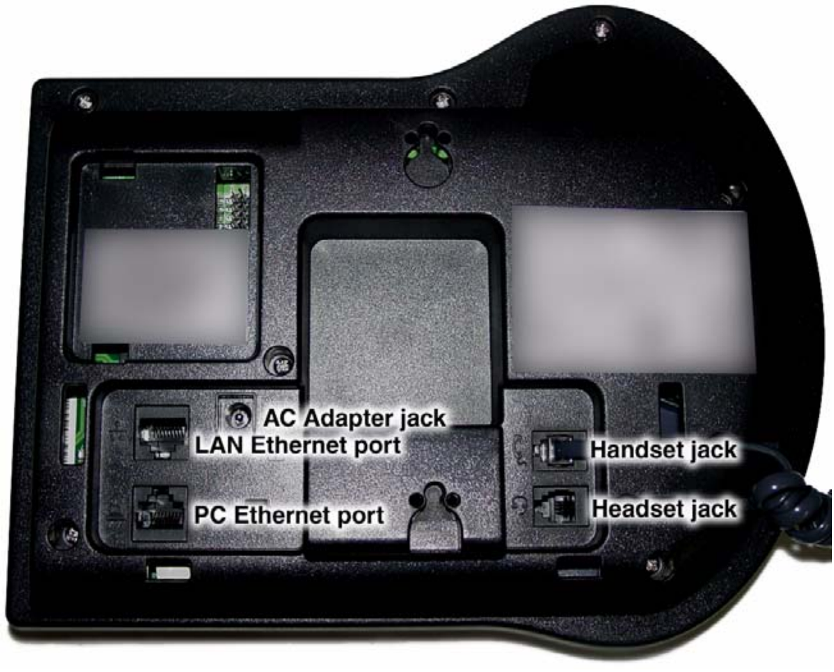
CAUTION
Damage to Equipment
Do not plug the IP Phone 2002 into a regular telephone jack. This results in severe damage to the IP Phone 2002. Consult your system administrator to ensure that you plug your telephone into a 10/100BaseT Ethernet jack.

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 4 on page 19).
2. Choose one of the following connections:
   a. *For a telephone not sharing LAN access with a PC*, connect one end of the CAT5 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 CAT5 line cable into the IP network.
   b. *For a telephone sharing LAN access with a PC*, connect one end of the CAT5 line cable to the LAN Ethernet port located on the back of the telephone (identified with a LAN icon) and the other end to the IP network. Insert a second CAT5 line cable into the PC Ethernet port located on the back of the telephone (identified with a PC icon) and the other end into the computer’s Ethernet port.
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. Use the angle grip on the top back of the telephone to change position.

Figure 3 shows connections on the IP Phone 2002.

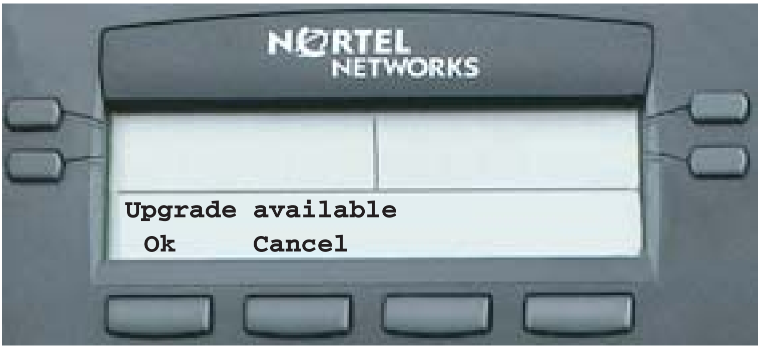
Figure 3
IP Phone 2002 connections


AC Adapter jack
LAN Ethernet port
PC Ethernet port
Handset jack
Headset jack

Log into your IP Phone 2002

This section describes the navigation screens that appear when you are logging into an IP Phone 2002.

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

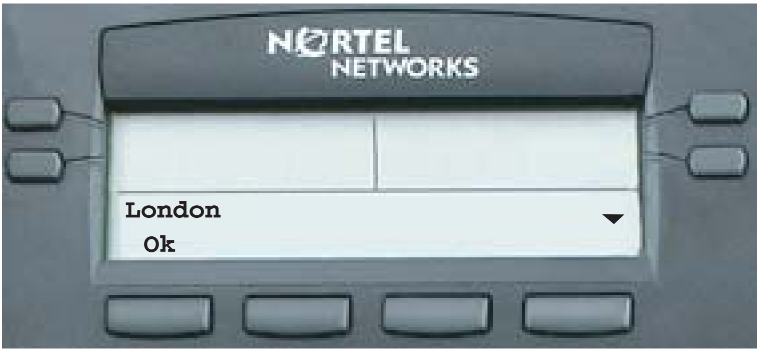


Upgrade available

Press **Ok** to go to the Upgrade confirmation screen or press **Cancel** to proceed with the login.

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

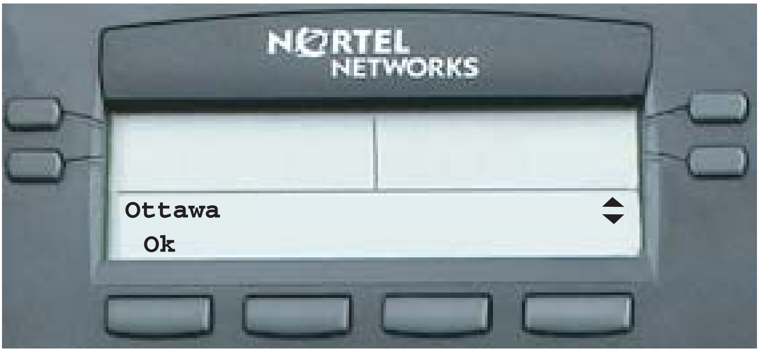
2. The following screens are examples of what appear if you have the Selective Gateway Login feature configured on your system:



London

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

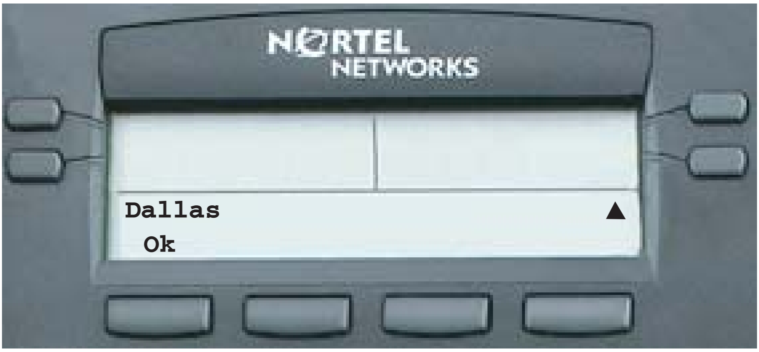
Otherwise press the down navigation key to scroll to the following screen:



Ottawa ⬍
Ok

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:

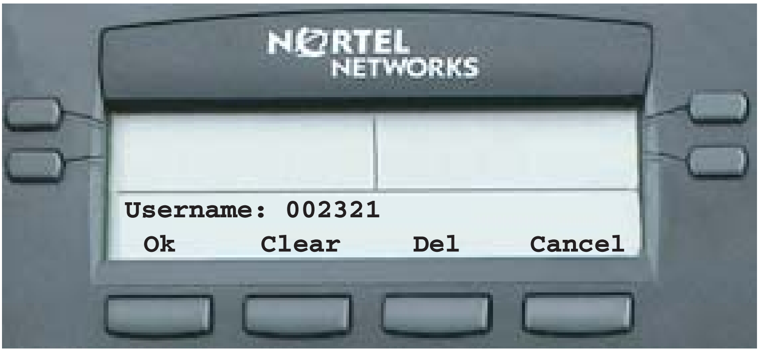


Dallas ▲
Ok

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.

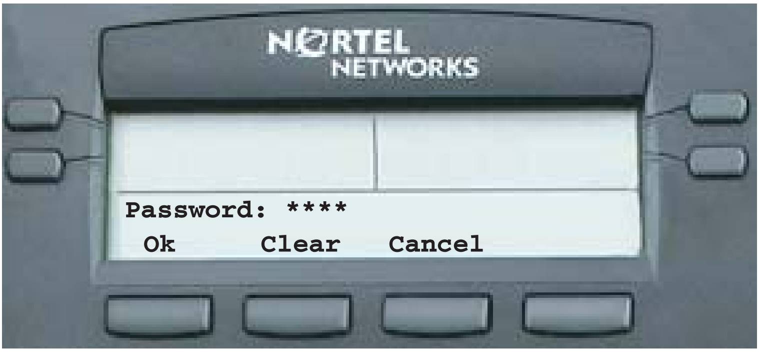
3. When you press **Ok**, or start entering your username, the following screen appears:


Username: 002321

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.

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

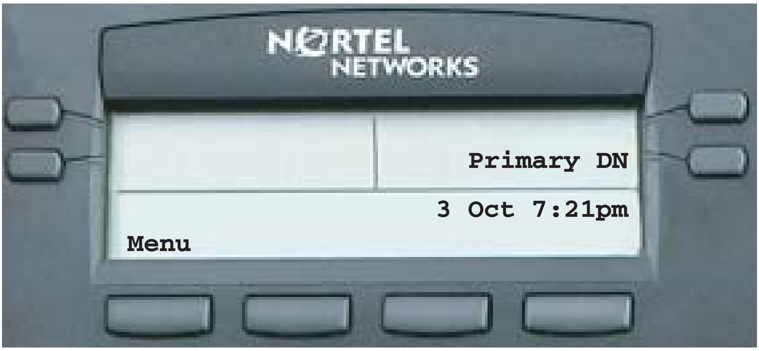

Password: ****

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

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 2002

Once you have successfully logged into your IP Phone 2002, the following Menu screen appears:



Primary DN

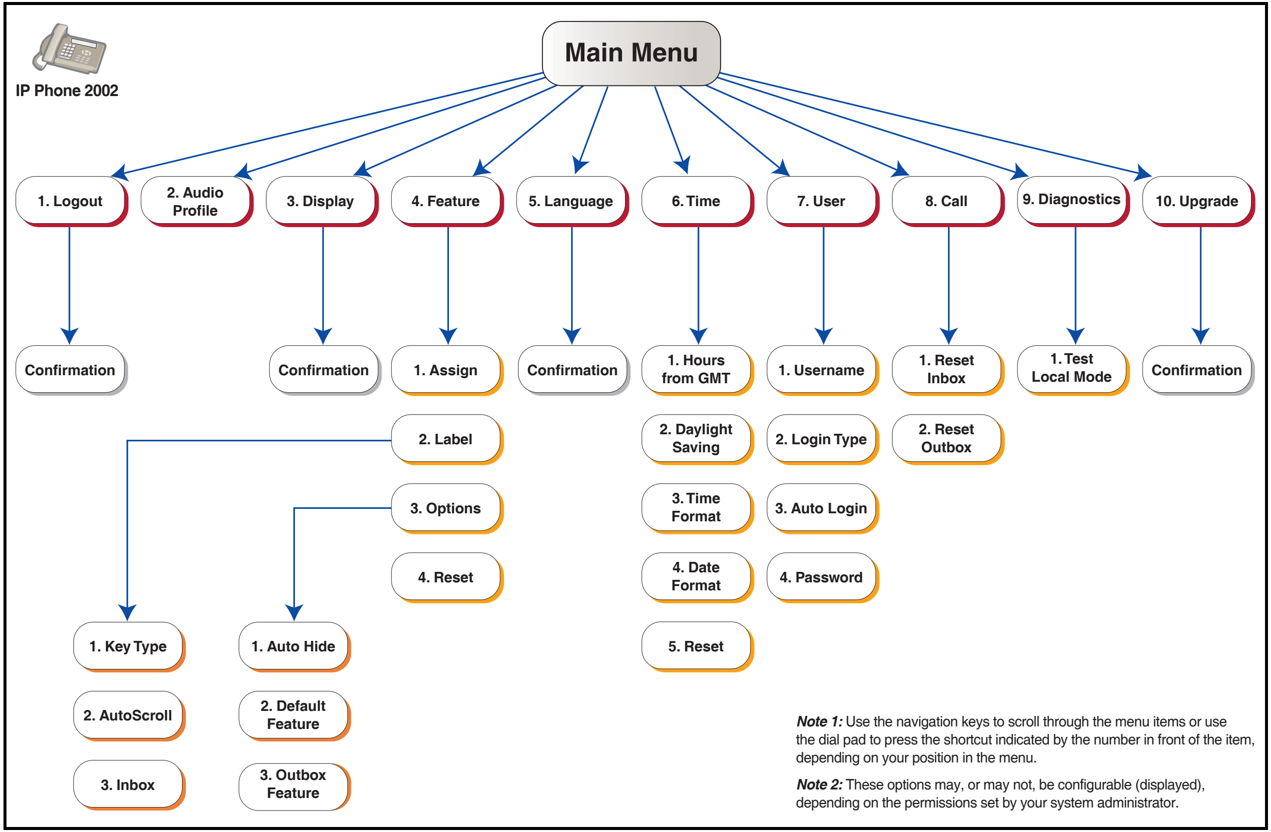
3 Oct 7:21pm

Menu

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:

1. Logout (see "Log out of your IP Phone 2002" on page 20)
2. Audio Profile (see "Change your audio profile" on page 21)
3. Display (see "Adjust your IP Phone 2002 display contrast" on page 23)
4. Feature (see "Use the Feature menu" on page 24)
5. Language (see "Select a language" on page 42)
6. Time (see "Set your time formats" on page 43)
7. User (see "Navigate the User Information menu" on page 53)
8. Call (see "Use Call History" on page 60)
9. Diagnostics (see "Use the Diagnostics menu" on page 62)
10. Upgrade (if required) (see "Perform an upgrade" on page 64)

Figure 4
IP Phone 2002 display menu hierarchy

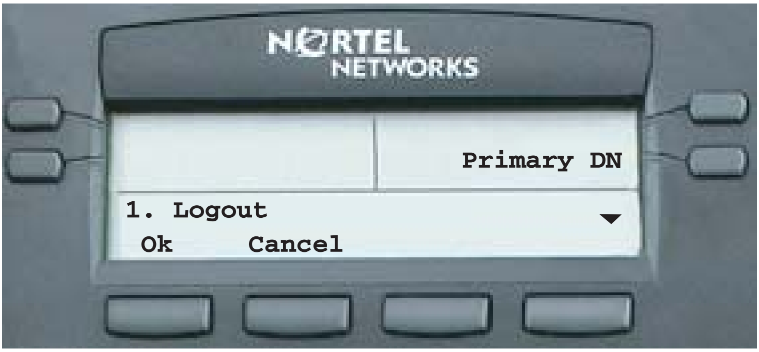

IP Phone 2002
Main Menu
1. Logout
2. Audio Profile
3. Display
4. Feature
5. Language
6. Time
7. User
8. Call
9. Diagnostics
10. Upgrade
Confirmation
Confirmation
1. Assign
Confirmation
1. Hours from GMT
1. Username
1. Reset Inbox
1. Test Local Mode
Confirmation
2. Label
2. Daylight Saving
2. Login Type
2. Reset Outbox
3. Options
3. Time Format
3. Auto Login
4. Reset
4. Date Format
4. Password
5. Reset
1. Key Type
1. Auto Hide
2. AutoScroll
2. Default Feature
3. Inbox
3. Outbox Feature

Note 1: Use the navigation keys to scroll through the menu items or use the dial pad to press the shortcut indicated by the number in front of the item, depending on your position in the menu.

Note 2: These options may, or may not, be configurable (displayed), depending on the permissions set by your system administrator.

Log out of your IP Phone 2002

1. Scroll through the Main menu using the navigation keys so that Logout appears (the first item in the list).

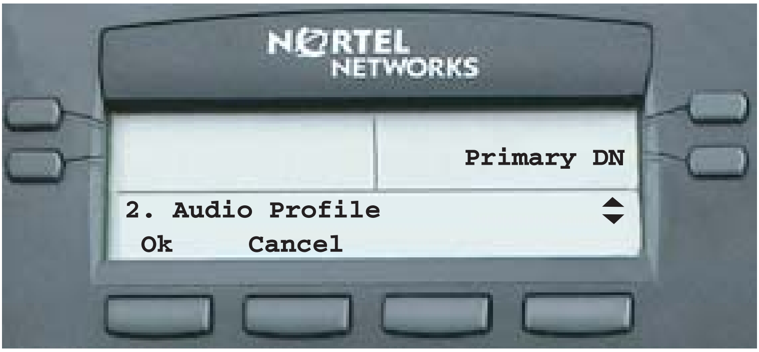


NORTEL NETWORKS
Primary DN
1. Logout
Ok
Cancel

2. Press **Ok** to logout of the IP Phone 2002 or press **Cancel** to return to the Main menu.

Change your audio profile

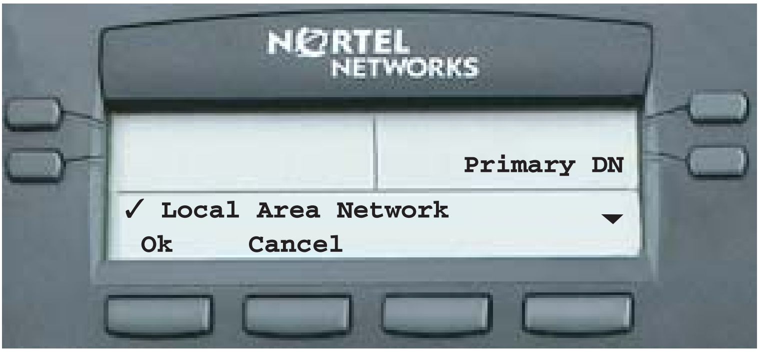
1. Scroll through the Main menu using the navigation keys so that Audio Profile appears (the second item in the list).


NORTEL NETWORKS
Primary DN
2. Audio Profile
Ok Cancel

   Press **Ok** to access Audio Profile screens or press **Cancel** to return to the Main menu.

2. 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 audio functionality.

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

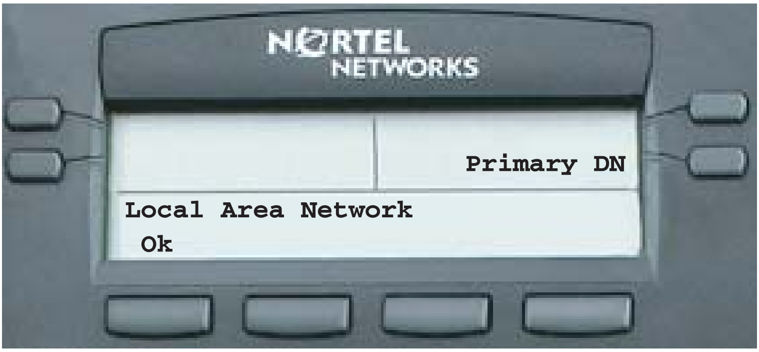

NORTEL NETWORKS
Primary DN
✓ Local Area Network
Ok Cancel

You can toggle between enabling the Audio Local Area Network functionality by pressing the down navigation key. Press **Ok** to save the setting and return to the Main menu. 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. 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:

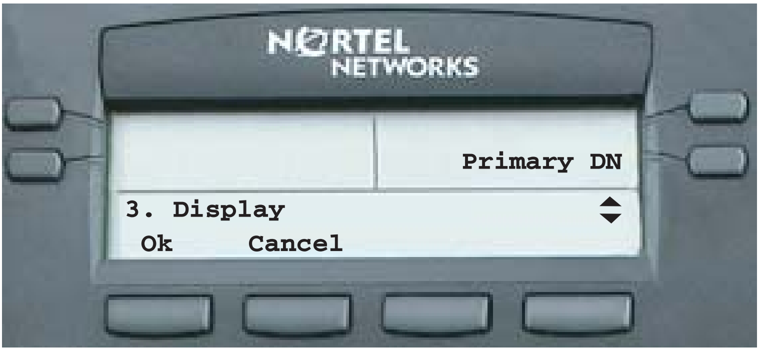


Local Area Network
Ok

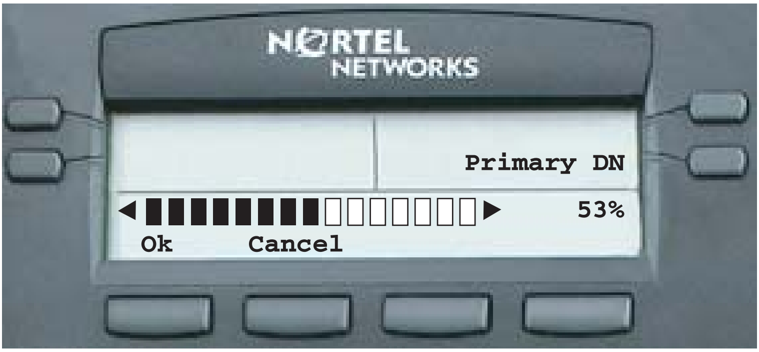
You can view your current Audio Profile selection in this screen. Press **Ok** to return to the Audio Profile screen.

Adjust your IP Phone 2002 display contrast

1. Scroll through the Main menu using the navigation keys so that Display appears (the third item in the list).


NORTEL NETWORKS
Primary DN
3. Display
Ok
Cancel

2. Press **Ok** to access the following Display Contrast screen or press **Cancel** to return to the Main menu.


NORTEL NETWORKS
Primary DN
53%
Ok
Cancel

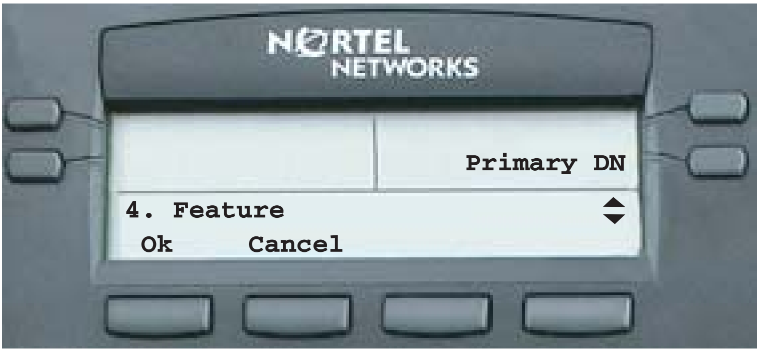
3. Press the left-most navigation button to decrease the contrast of your display. Press the next button to the right to increase the contrast of your display. The percentage figure decrease/increases depending on how long you press the corresponding button.
4. When you find the contrast you like, press the **Ok** button to save the change. Otherwise, press the **Cancel** button to return the previously saved contrast.

Use the Feature menu

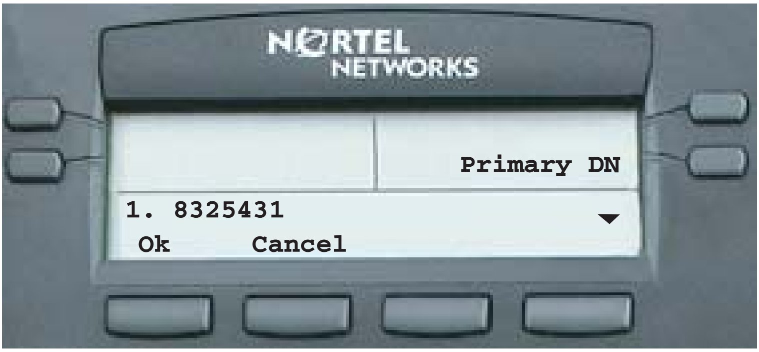
You can add or edit feature key associations on your IP Phone 2002.

> ***Note:*** Features are assigned by your system administrator. Changing your feature key association does not create new functionality, but instead changes the labels on a key. For example, you may prefer to change the “Forward” label to “Re-direct”.

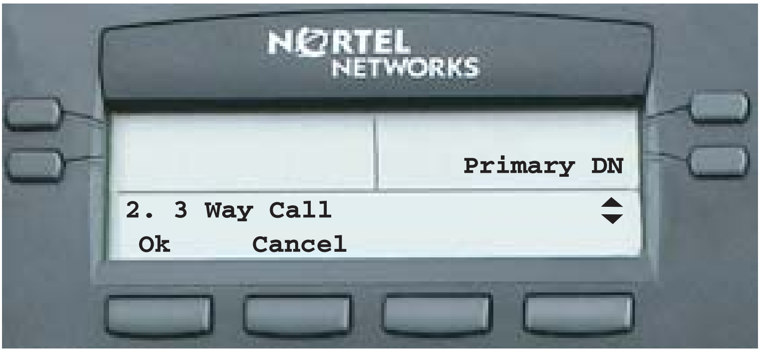
1. Scroll through the Main menu using the navigation keys so that Feature appears (the fourth item in the list).

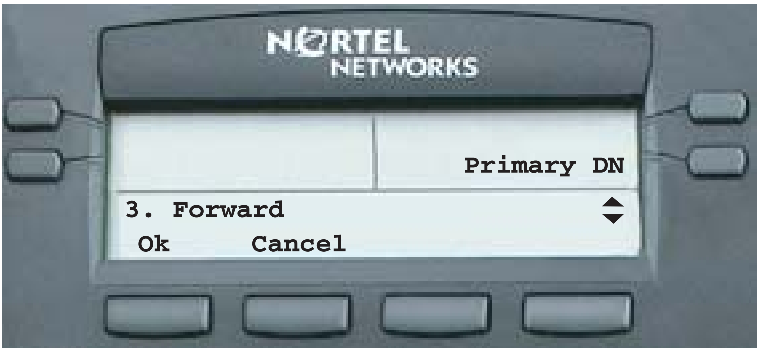

NORTEL NETWORKS
Primary DN
4. Feature
Ok
Cancel

2. Press **Ok** to access the Feature screen or press **Cancel** to return to the Main menu.
3. If you press **Ok**, the following is an example of the screen that appears.


NORTEL NETWORKS
Primary DN
1. 8325431
Ok
Cancel

4. The first item is your DN which is followed by a list of features in the order as 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. The following two screens show examples of additional features in the list.


NORTEL NETWORKS
Primary DN
2. 3 Way Call
Ok
Cancel


NORTEL NETWORKS
Primary DN
3. Forward
Ok
Cancel

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

   - Assign (see “Assign a feature” on page 26)
   - Label (see “Label a feature” on page 33)
   - Options (see “Use the Feature Options menu” on page 34)
   - Reset (see “Reset your feature keys to defaults” on page 41)

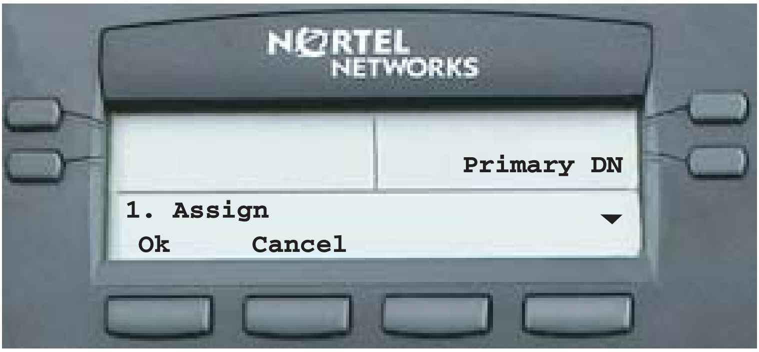
Assign a feature

The Assign menu contains the following items:

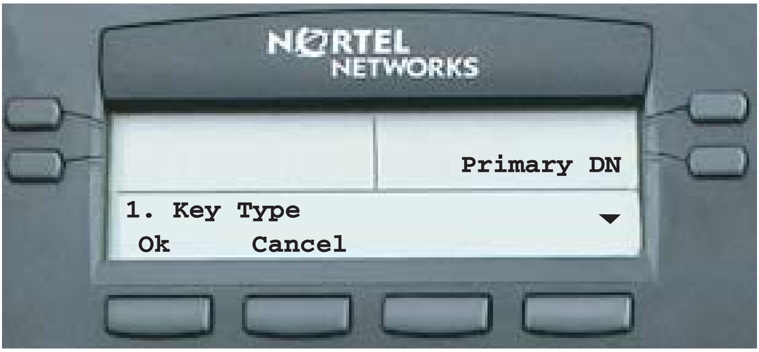
- Key Type (see "Define the key type" on page 26)
- AutoScroll (see "Configure AutoScroll" on page 28)
- Inbox (see "Enable the Inbox feature" on page 31)

Define the key type

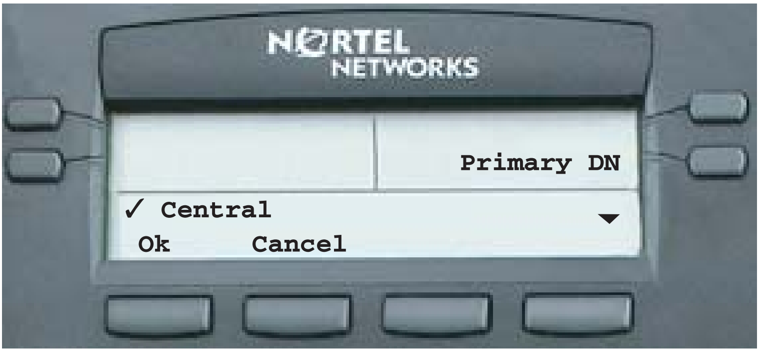
1. Scroll through the Feature menu using the navigation keys so that Assign appears (the first item in the list).


NORTEL NETWORKS
Primary DN
1. Assign
Ok
Cancel

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.


NORTEL NETWORKS
Primary DN
1. Key Type
Ok
Cancel

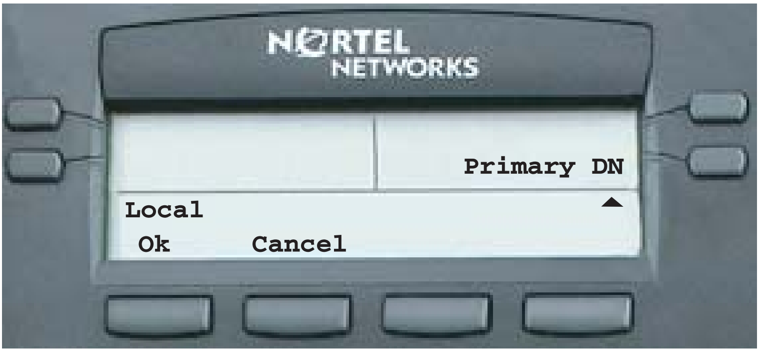
3. Press **Ok** to access the following screen in which you can assign the key type or press **Cancel** to return to the Assign menu:



Primary DN

✓ Central

4. Press **Ok** to assign a feature from the core or press the down navigation button to access the following screen (the "✓" shows that this option is selected):



Primary DN

Local

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 make a Speed Call (see "Answer or terminate a call" on page 68).

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".

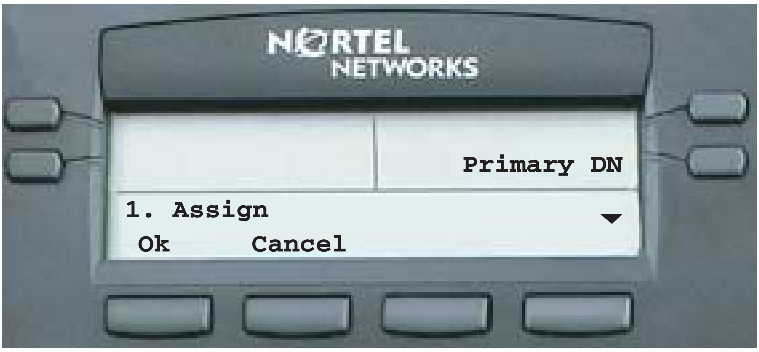
Selecting 2. Feature and pressing **Ok**, shows a list of your Directory Contacts (all ten items if configured). By default the first item in the list will show a check mark and be empty. You can scroll through the list using the navigation keys to select an entry and then press **OK** to have that contact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

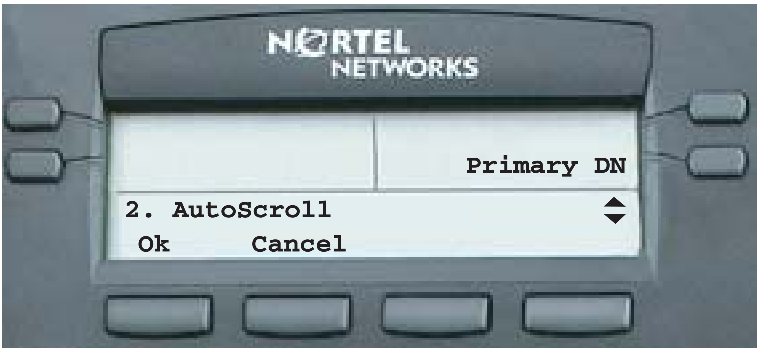
Configure AutoScroll

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 Feature menu using the navigation keys so that Assign appears (the first item in the list).



2. 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.

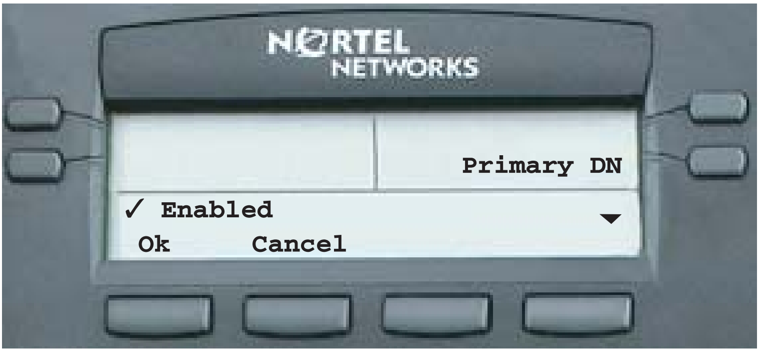


Primary DN

2. AutoScroll

Ok Cancel

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

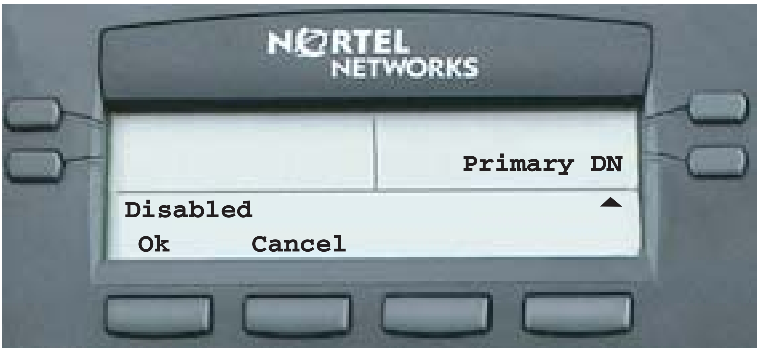


Primary DN

✓ Enabled

Ok Cancel

4. Press **Ok** to enable AutoScrolling or press **Cancel** to return to the AutoScroll menu. Press the down navigation button to access the following screen (the "✓" shows that this option is selected):



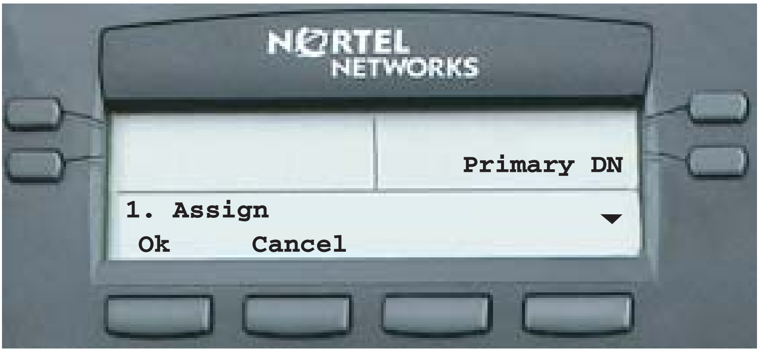
Primary DN

Disabled

5. Press **Ok** to disable AutoScrolling or press **Cancel** to return to the AutoScroll menu. Press the up navigation button to access the Enable AutoScrolling screen.

Enable the Inbox feature

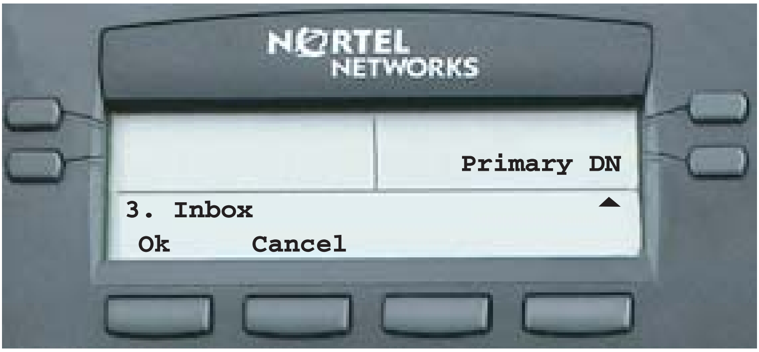
1. Scroll through the Feature menu using the navigation keys so that Assign appears (the first item in the list).



Primary DN

1. Assign

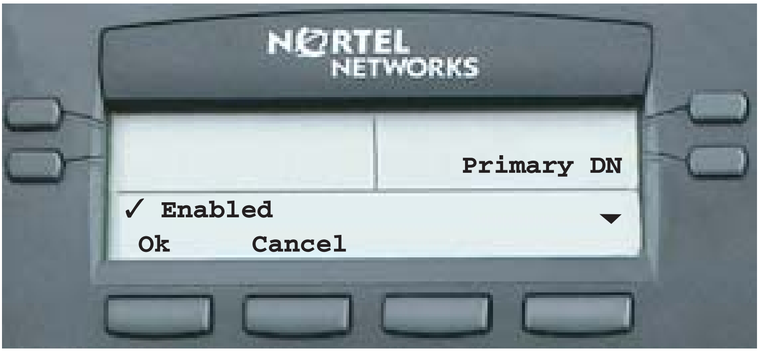
2. Scroll through the Assign menu using the navigation keys so that Inbox appears (the final item in the list) and press **Ok** or press **Cancel** to return to the Feature menu.



Primary DN

3. Inbox

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



Primary DN

✓ Enabled

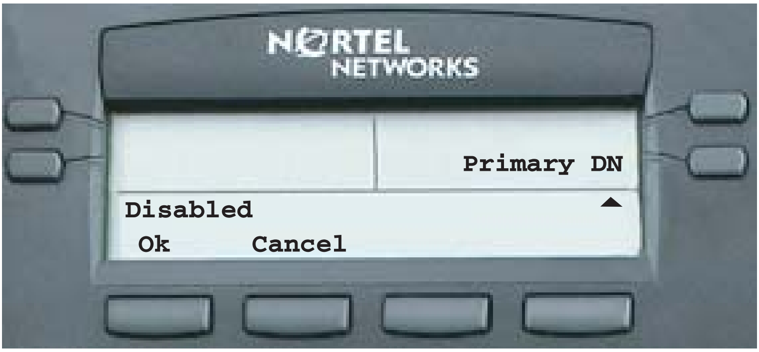
Ok Cancel

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

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

   For more information about the inbox, see "Use your inbox" on page 89).

5. Press the down navigation button to access the following screen:



Primary DN

Disabled

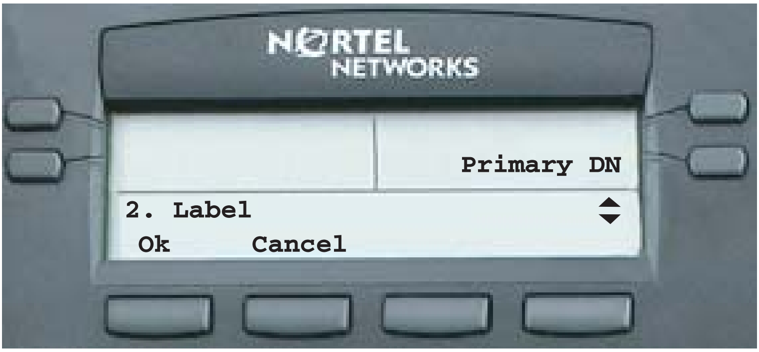
Ok Cancel

Press **Ok** to disable the Inbox feature or press **Cancel** to return to the Inbox menu. Press the up navigation button to access the Enable Inbox screen.

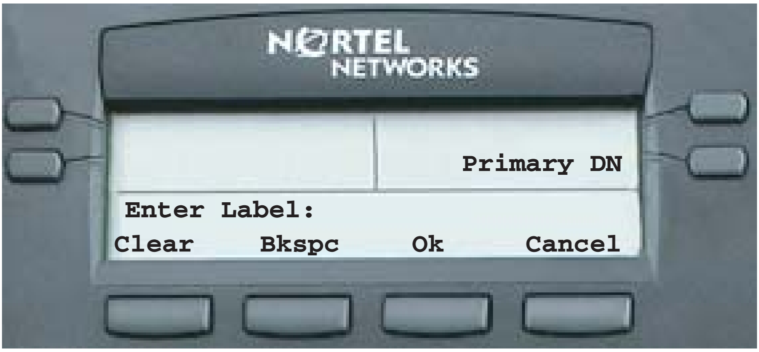
Label a feature

You can assign a label to the feature keys on your IP phone 2002.

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


NORTEL NETWORKS
Primary DN
2. Label
Ok
Cancel

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


NORTEL NETWORKS
Primary DN
Enter Label:
Clear
Bkspc
Ok
Cancel

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 Assign menu.

Use the Feature Options menu

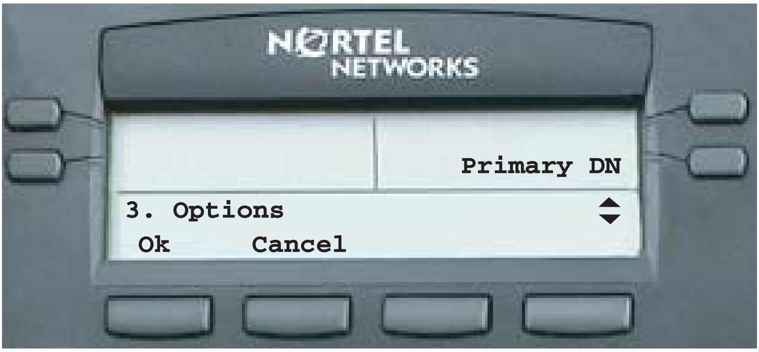
The Feature Options menu contains the following items:

- Auto Hide (see “Configure Auto Hide” on page 34)
- Default Feature (see “Define your default feature” on page 37)
- Outbox (see “Enable the Outbox feature” on page 39)

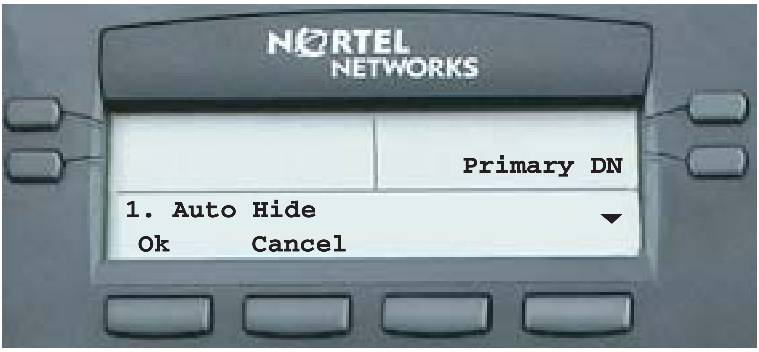
Configure Auto Hide

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).



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.

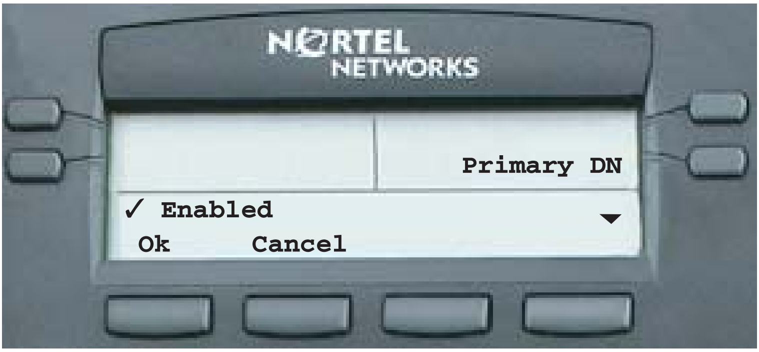


Primary DN

1. Auto Hide

Ok Cancel

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



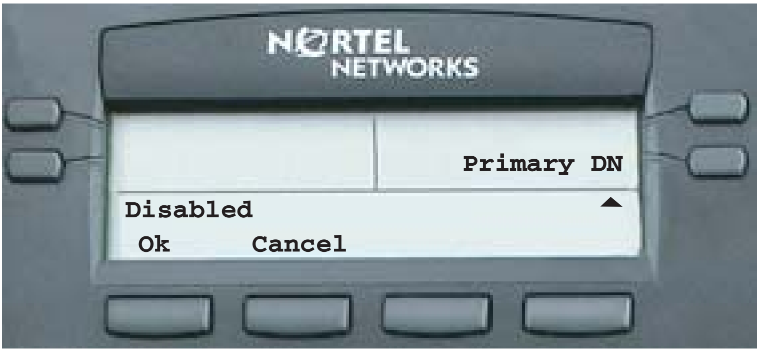
Primary DN

✓ Enabled

Ok Cancel

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

5. Press the down navigation button to access the following screen:

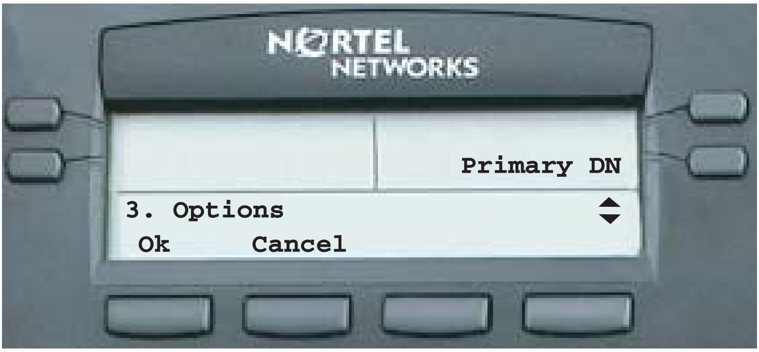


NORTEL NETWORKS
Primary DN
Disabled
Ok
Cancel

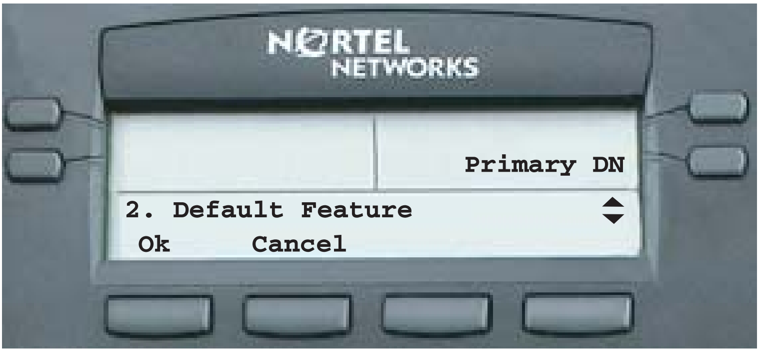
Press **Ok** to disable the Auto Hide feature or press **Cancel** to return to the Auto Hide menu. Press the up navigation button to access the Enable Auto Hide screen.

Define your default feature

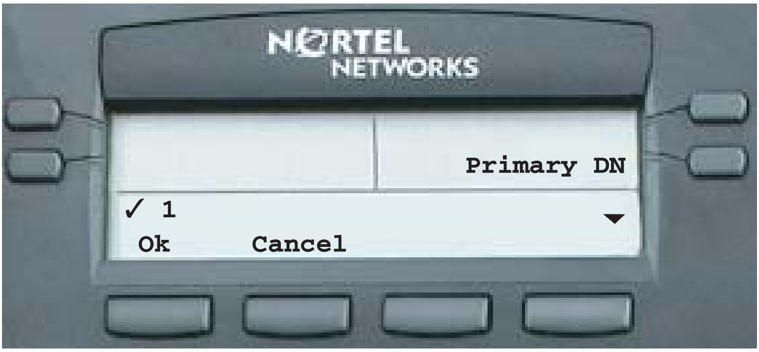
1. Scroll through the Feature menu using the navigation keys so that Options appears (the third item in the list).


NORTEL NETWORKS
Primary DN
3. Options
Ok Cancel

2. 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.


NORTEL NETWORKS
Primary DN
2. Default Feature
Ok Cancel

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



Primary DN

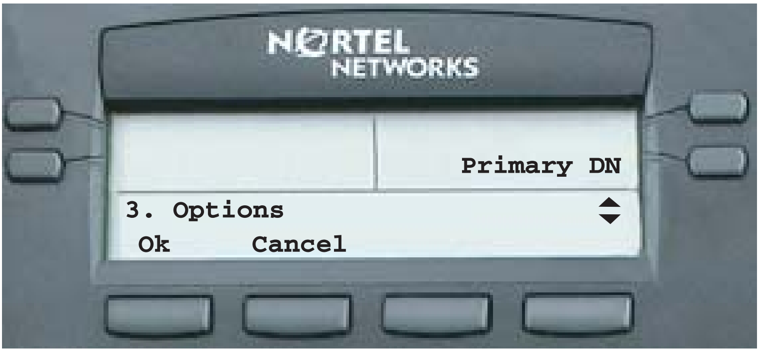
✓ 1

Ok Cancel

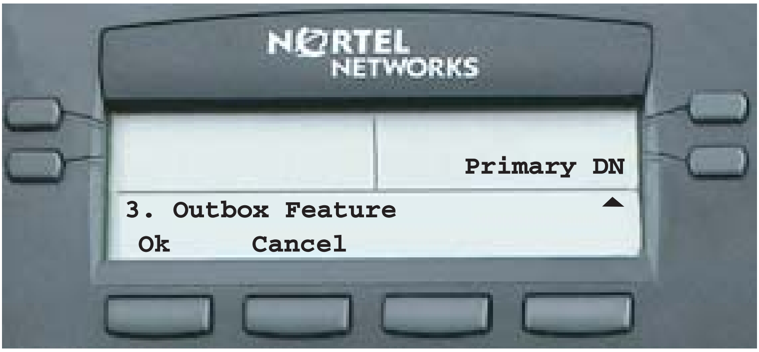
This screen displays a list of the DN keys. You can scroll through the list to select a key that you want to assign as your default feature key. Press **Ok** to save your selection or press **Cancel** to return to the Default Feature menu.

Enable the Outbox feature

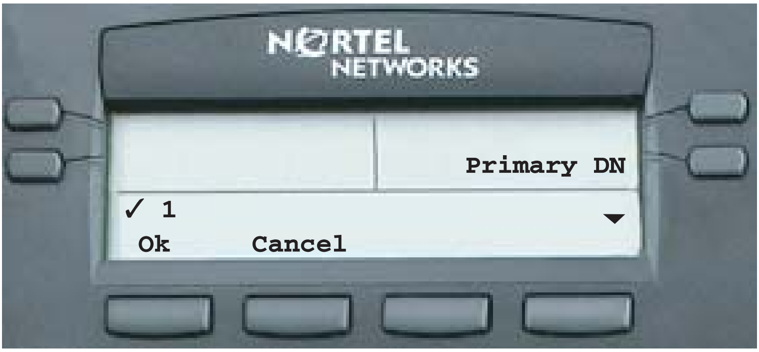
1. Scroll through the Feature menu using the navigation keys so that Options appears (the third item in the list).


NORTEL NETWORKS
Primary DN
3. Options
Ok
Cancel

2. 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.


NORTEL NETWORKS
Primary DN
3. Outbox Feature
Ok
Cancel

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

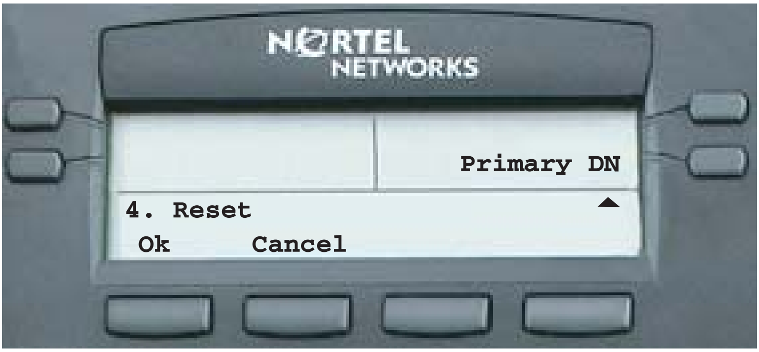


This screen displays a list of the DN keys. You can scroll through the list to select a key that you want to assign as your Outbox key. Press **Ok** to save your selection or press **Cancel** to return to the Outbox menu.

For more information about how to use your outbox, see “Use your outbox” on page 93.

Reset your feature keys to defaults

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

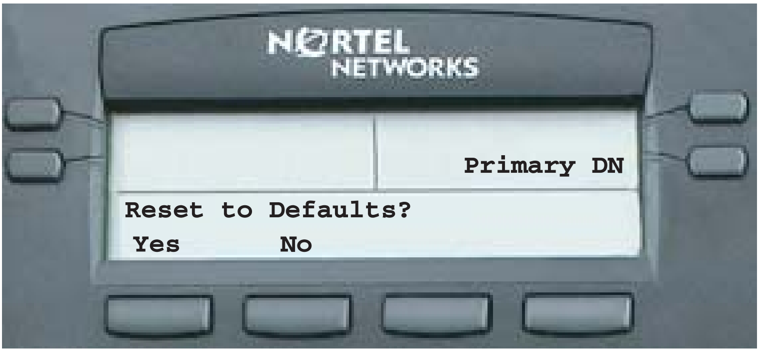


Primary DN

4. Reset

Ok Cancel

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



Primary DN

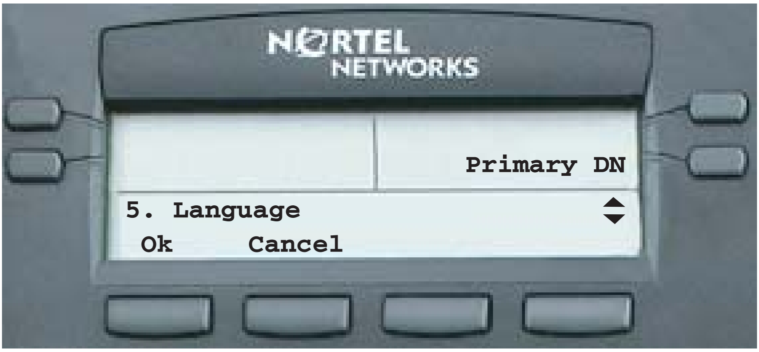
Reset to Defaults?

Yes No

Press **Yes** to reset your feature keys to their defaults or press **No** to return to the Reset menu.

Select a language

1. Scroll through the Main menu using the navigation keys so that Language appears (the fifth item in the list).

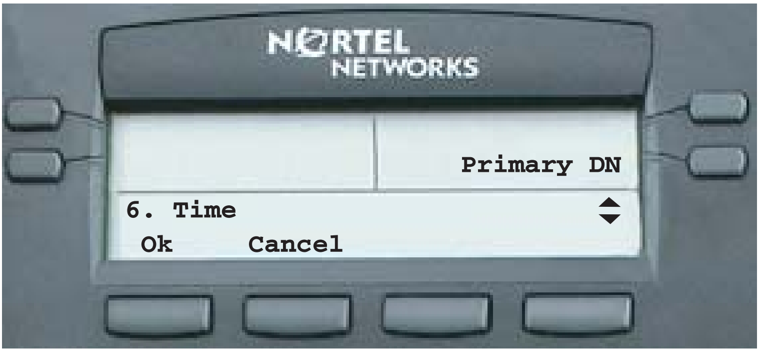


2. Press **Ok** to access a list of available languages or press **Cancel** to return to the Main menu.
3. When you press **Ok**, a list of available languages appears. Press the up and down navigation keys to select the language you want to use.
4. Press the **Apply** key and then press **Ok**.

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

Set your time formats

1. Scroll through the Main menu using the navigation keys so that Time appears (the sixth item in the list).



2. Press **Ok** to access the Time menu or press **Cancel** to return to the Main menu.

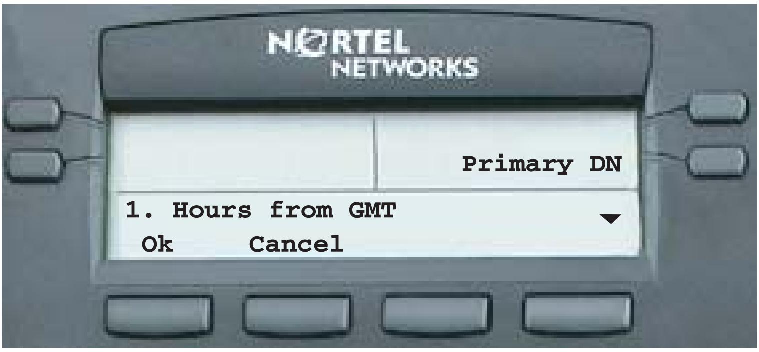
The Time menu contains the following items:

- Hours From GMT (see “Define your regional time zone” on page 44)
- Daylight Saving (see “Enable Daylight Savings” on page 46)
- Time Format (see “Define your time format” on page 48)
- Date Format (see “Define your date format” on page 50)
- Reset (see “Reset your time defaults” on page 52)

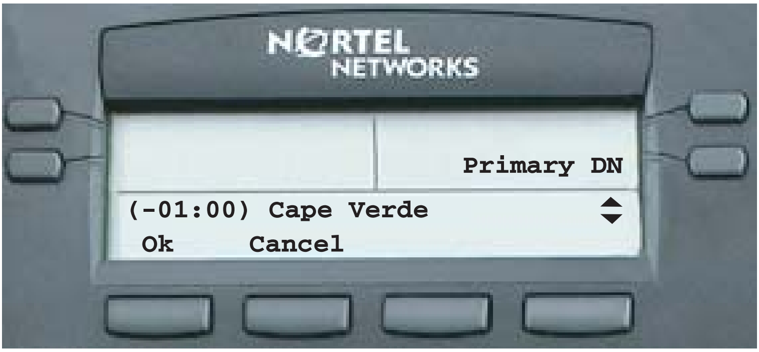
All changes in this section take place immediately. See the screen on page 18 for an example.

Define your regional time zone

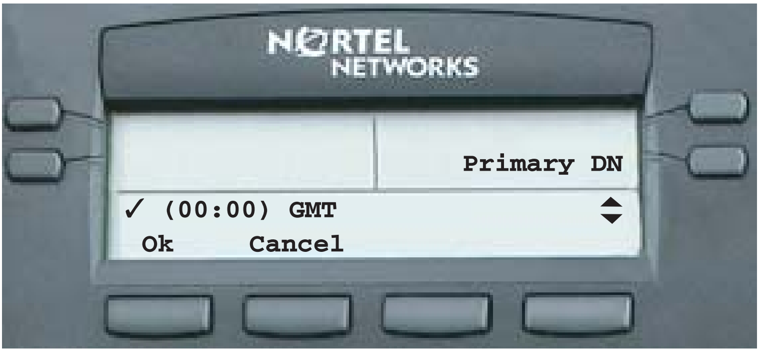
1. Scroll through the Time menu using the navigation keys so that Hours From GMT appears (the first item in the list).


NORTEL NETWORKS
Primary DN
1. Hours from GMT
Ok
Cancel

2. Press **Ok** to access the Hours from GMT menu or press **Cancel** to return to the Time menu.

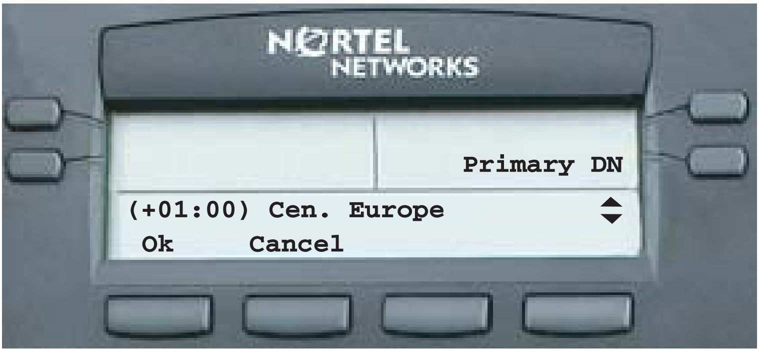

NORTEL NETWORKS
Primary DN
(-01:00) Cape Verde
Ok
Cancel

3. Use the navigation keys to scroll through the list to select your regional time zone. The following screens are some examples:



Primary DN

✓ (00:00) GMT



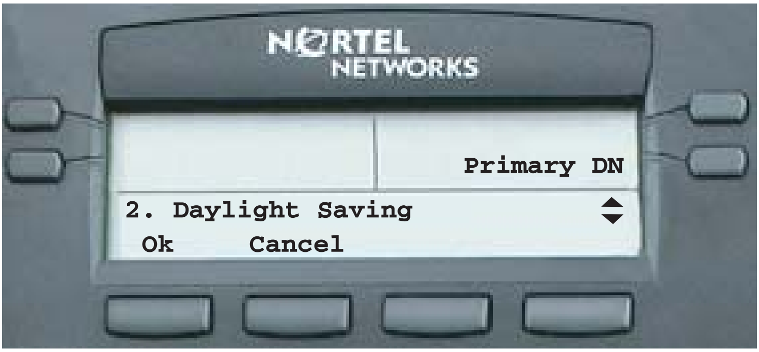
Primary DN

(+01:00) Cen. Europe

The “✓” in front of the time zone indicates your current selection. Scroll through the list to display your time zone and Press **Ok** to save your selection or press **Cancel** to return to the Time menu.

Enable Daylight Savings

1. Scroll through the Time menu using the navigation keys so that Daylight Saving appears (the second item in the list).

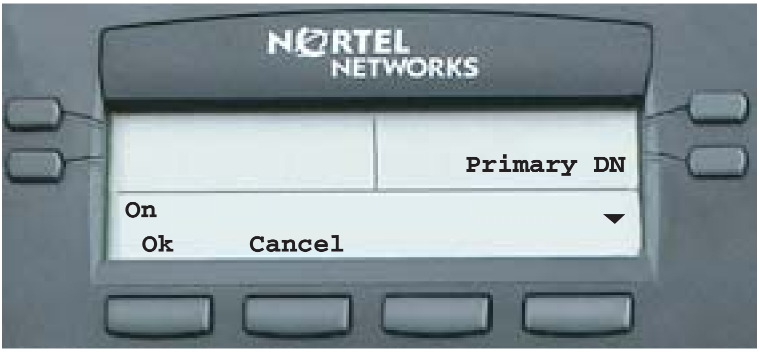


Primary DN

2. Daylight Saving

Ok Cancel

2. Press **Ok** to access the Daylight Saving menu or press **Cancel** to return to the Time menu.

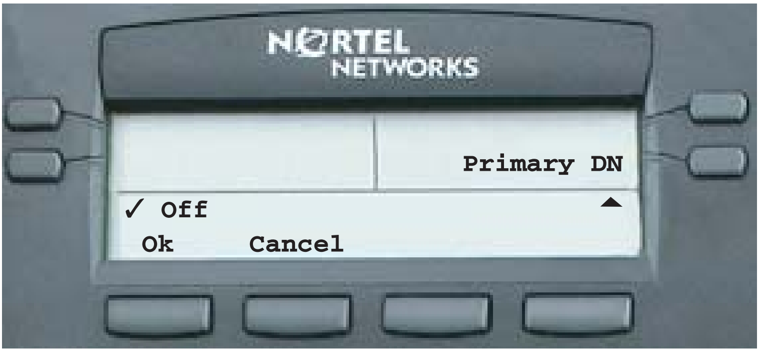


Primary DN

On

Ok Cancel

3. Press **Ok** to turn on Daylight Savings or press **Cancel** to return to the Time menu. Use the down navigation button to access the following screen in which you can turn off Daylight Savings.



Primary DN

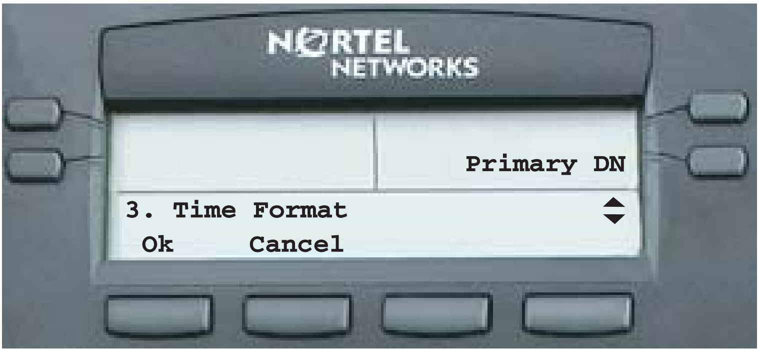
✓ Off

Ok Cancel

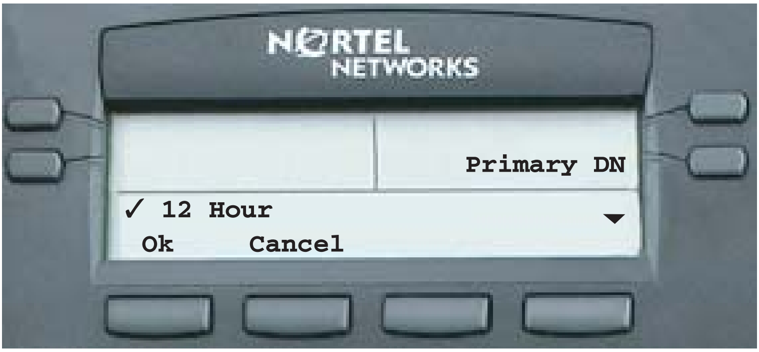
The “✓” in front of the time zone indicates your current selection (that is, Daylight Savings disabled). Press **Ok** to turn off Daylight Savings (if there is no “✓”) or press **Cancel** to return to the Time menu. You can also press the up navigation button to return to the screen in which you enable Daylight Savings.

Define your time format

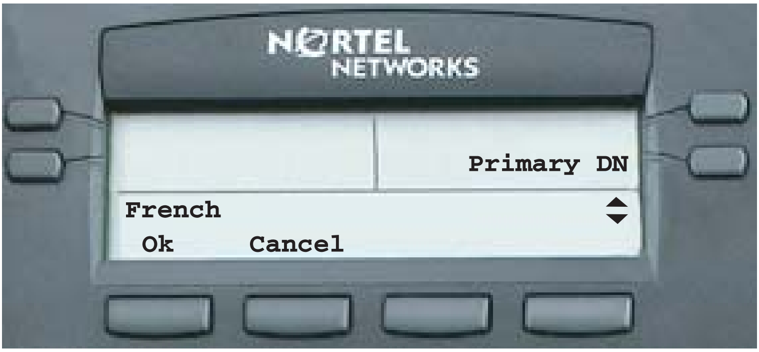
1. Scroll through the Time menu using the navigation keys so that Time Format appears (the third item in the list).

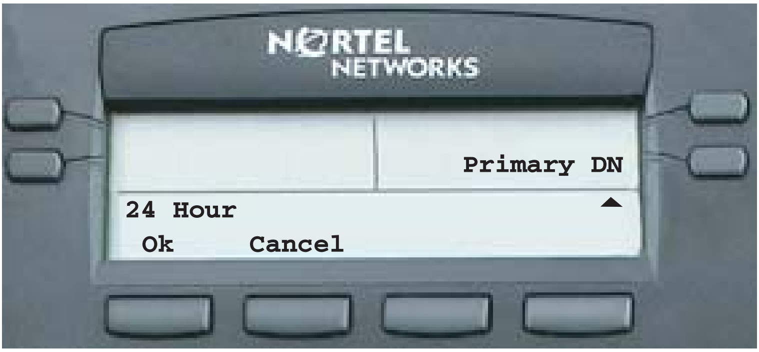

NORTEL NETWORKS
Primary DN
3. Time Format
Ok
Cancel

2. Press **Ok** to access the Time Format menu or press **Cancel** to return to the Time menu.


NORTEL NETWORKS
Primary DN
✓ 12 Hour
Ok
Cancel

3. Use the navigation keys to scroll through the list to select your preferred time format. The following screens are some examples:

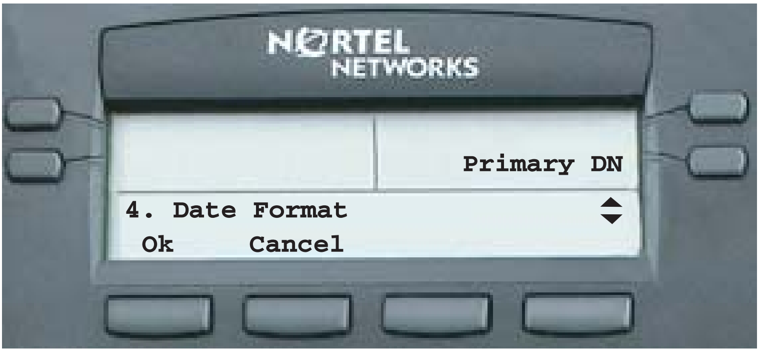

NORTEL NETWORKS
Primary DN
French
Ok
Cancel


NORTEL NETWORKS
Primary DN
24 Hour
Ok
Cancel

The “✓” in front of “12 Hour” indicates your current selection. Scroll through the list to display your time format preference and Press **Ok** to save your selection or press **Cancel** to return to the Time menu.

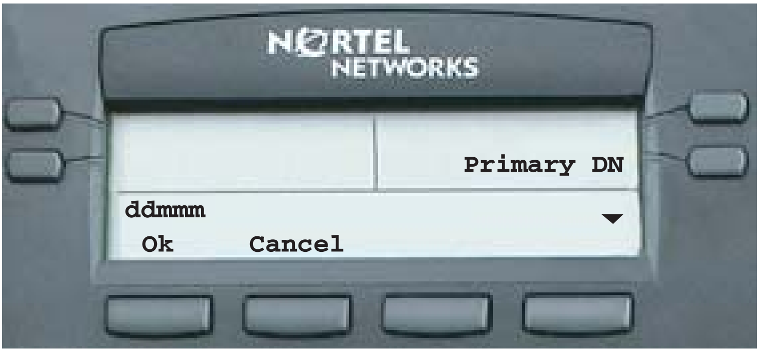
Define your date format

1. Scroll through the Time menu using the navigation keys so that Date Format appears (the fourth item in the list).



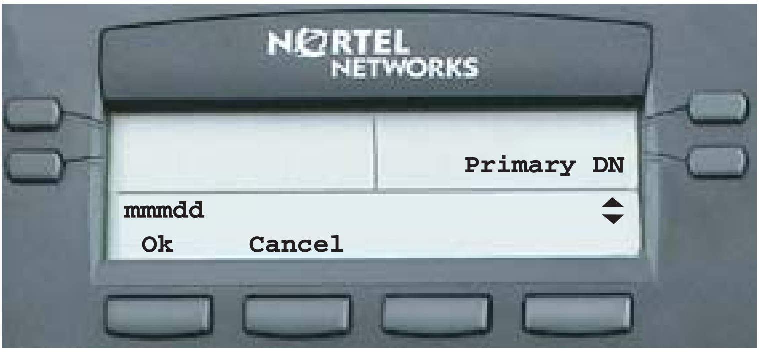
NORTEL NETWORKS
Primary DN
4. Date Format
Ok
Cancel

2. Press **Ok** to access the Date Format menu or press **Cancel** to return to the Time menu.



NORTEL NETWORKS
Primary DN
ddmmm
Ok
Cancel

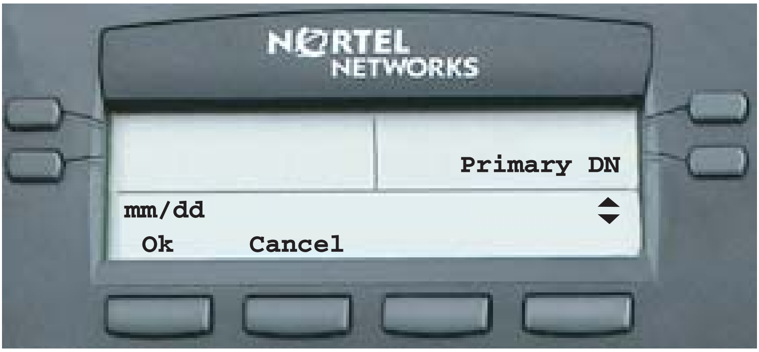
3. Use the navigation keys to scroll through the list to select your preferred date format. The following screens are some examples:


NORTEL NETWORKS

Primary DN

mmmdd

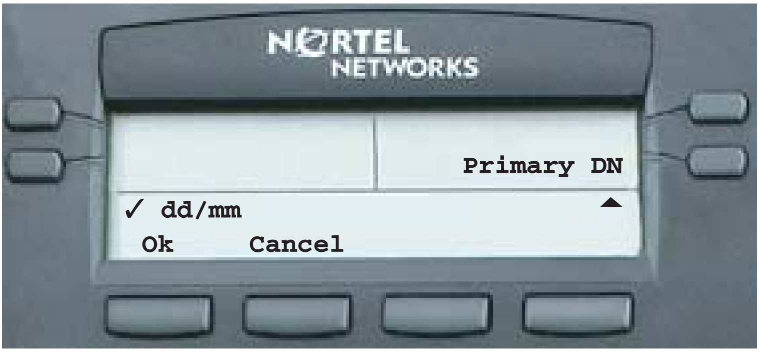
Ok
Cancel


NORTEL NETWORKS

Primary DN

mm/dd

Ok
Cancel


NORTEL NETWORKS

Primary DN

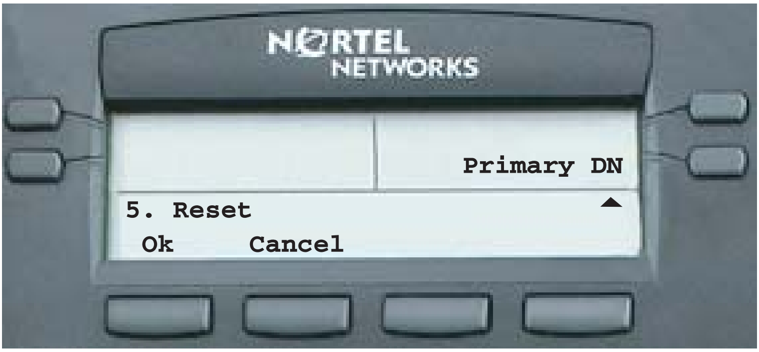
✓ dd/mm

Ok
Cancel

The “✓” in front of “dd/mm” indicates your current selection. Scroll through the list to display your date format preference and Press **Ok** to save your selection or press **Cancel** to return to the Time menu.

Reset your time defaults

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

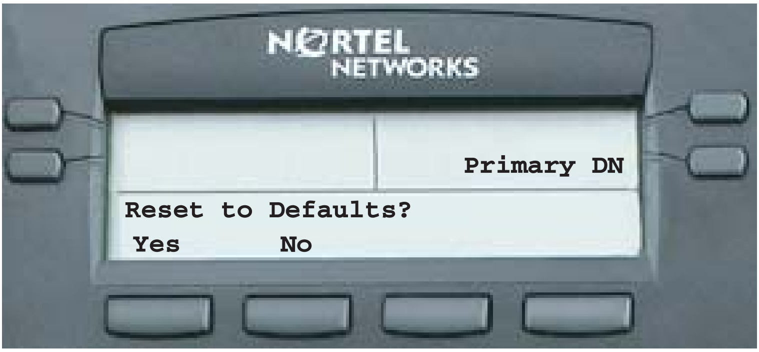


Primary DN

5. Reset

Ok Cancel

2. Press **Ok** to access the following Reset screen or press **Cancel** to return to the Time menu.



Primary DN

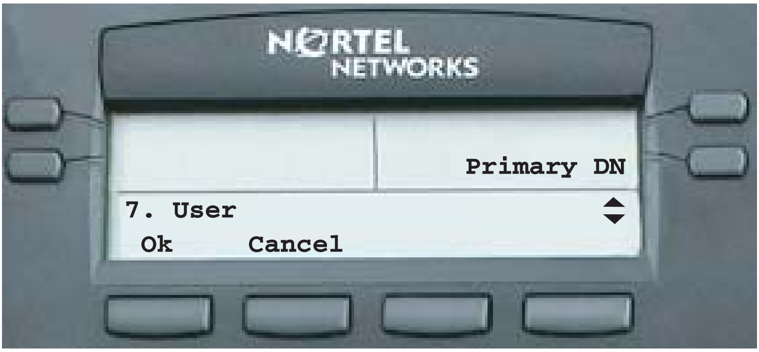
Reset to Defaults?

Yes No

Press **Yes** to reset your time settings to their defaults or press **No** to return to the Time menu.

Navigate the User Information menu

1. Scroll through the Main menu using the navigation keys so that User appears (the seventh item in the list).



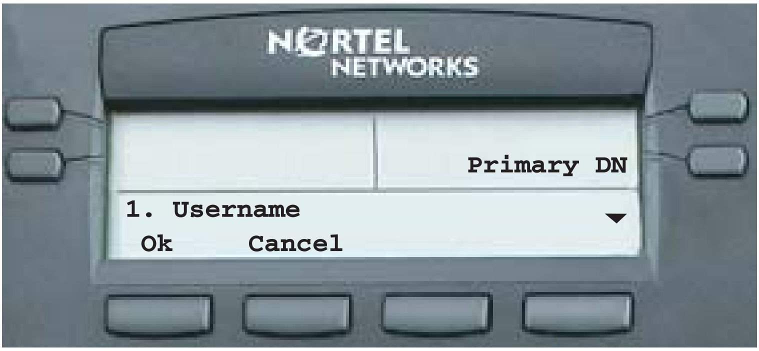
2. Press **Ok** to access the User menu or press **Cancel** to return to the Main menu.

The User menu contains the following items:

- Username (see “Configure your username” on page 54)
- Login Type (see “Define your login type” on page 55)
- Auto Login (see “Enable Auto Login” on page 57)
- Password (see “Change your password” on page 59)

Configure your username

1. Scroll through the User menu using the navigation keys so that Username appears (the first item in the list).



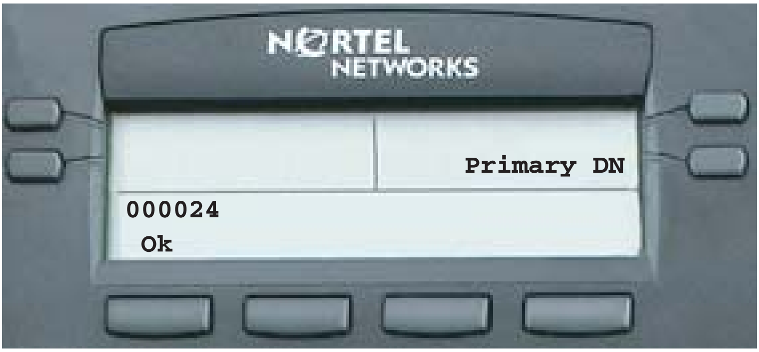
Primary DN

1. Username

Ok Cancel

Press **Ok** to access the following screen to edit your username or press **Cancel** to return to the User menu.

2. The following screen appears when you press **Ok**.



Primary DN

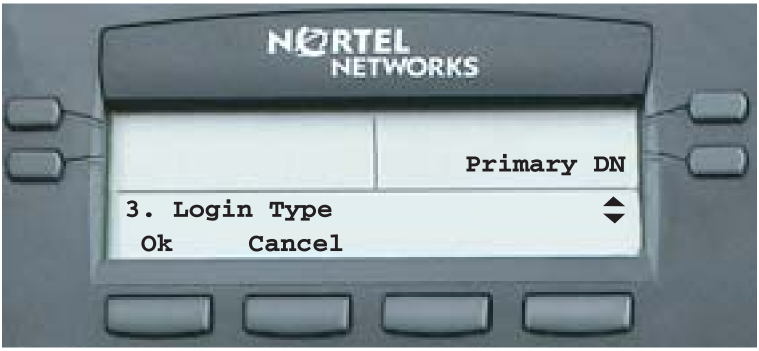
000024

Ok

You can enter your new username in this screen. Press **Ok** to save your name and return to the User menu.

Define your login type

1. From the User menu scroll until Login Type is displayed which is the second item in the list.

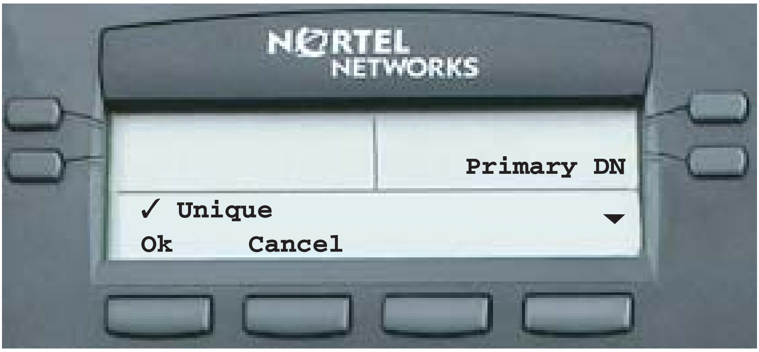

NORTEL NETWORKS

Primary DN

3. Login Type

Ok Cancel

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

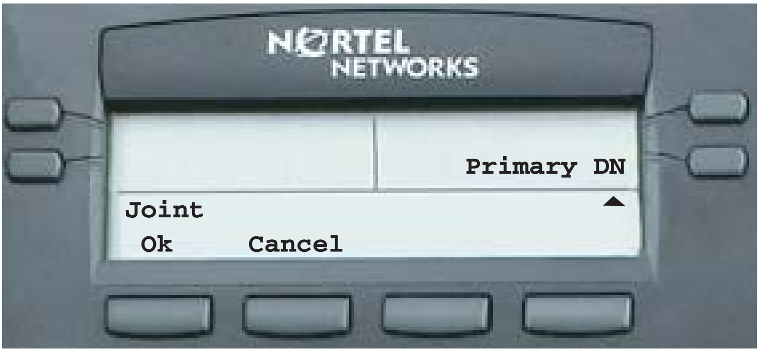

NORTEL NETWORKS

Primary DN

✓ Unique

Ok Cancel

3. Press **Ok** if you will be using your IP Phone 2002 on its own or scroll down to have the following screen appear:



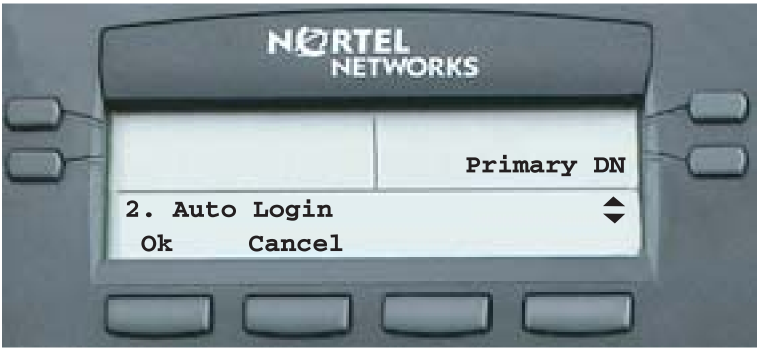
Primary DN
Joint
Ok Cancel

Press **OK** if you want your IP Phone 2002 to operate in a joint session with a softclient.

Enable Auto Login

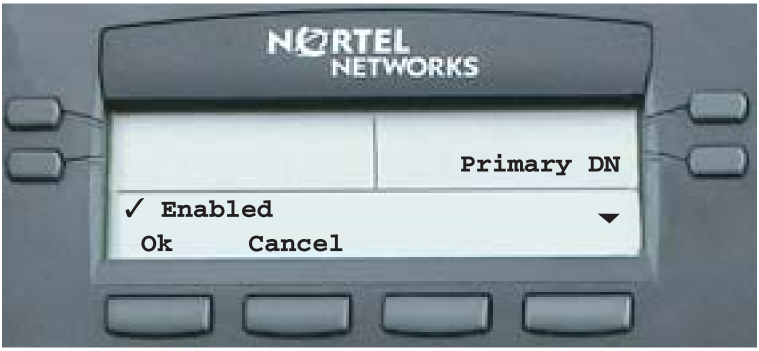
Any maintenance activity requires a user to be logged out forcibly (for example, a firmware upgrade). If you have Auto Login enabled, you will automatically be logged back into the IP Client Manager once the terminal becomes available again.

1. Scroll through the User menu using the navigation keys so that Auto Login appears (the third item in the list).


NORTEL NETWORKS
Primary DN
2. Auto Login
Ok
Cancel

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.

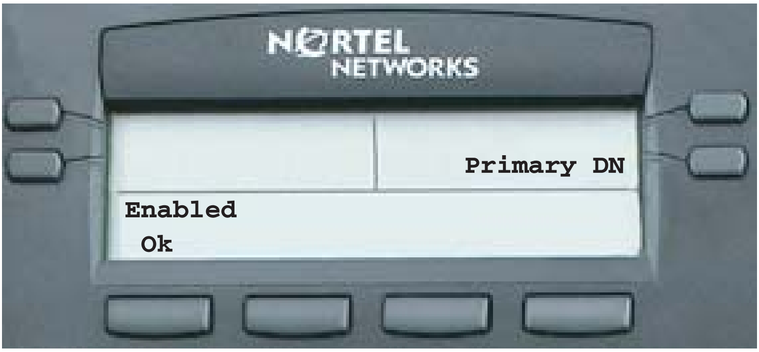
a. If editing is enabled, press **Ok** to access the following screen:


NORTEL NETWORKS
Primary DN
✓ 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:



Primary DN

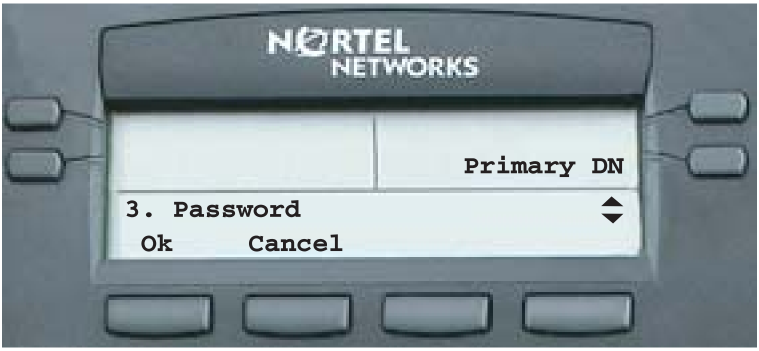
Enabled

Ok

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

Change your password

1. Scroll through the User menu using the navigation keys so that Password appears (the third item in the list).

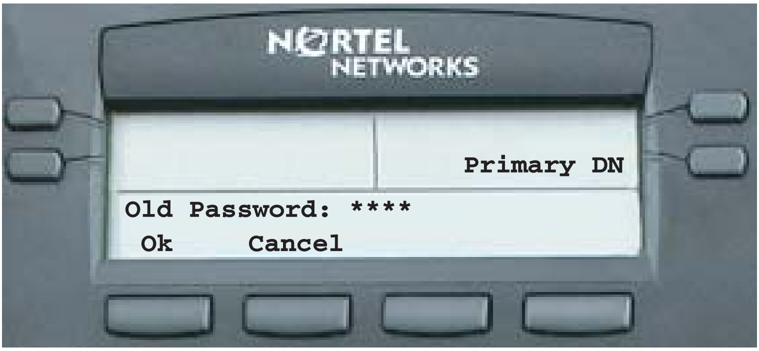


Primary DN

3. Password

Ok Cancel

Press **Ok** to access the following screen to edit your password or press **Cancel** to return to the User menu.



Primary DN

Old Password: ****

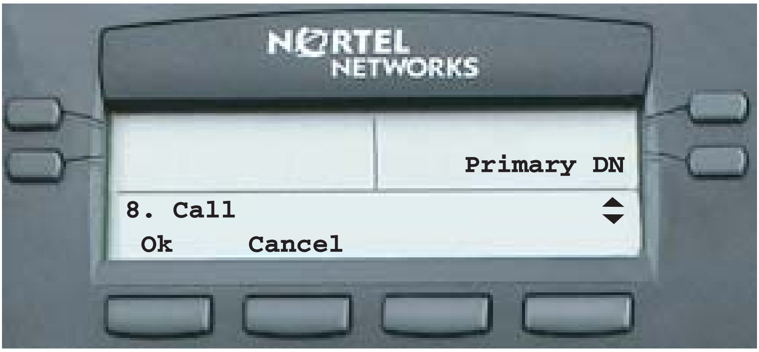
Ok Cancel

The system prompts you to enter your old password. Once your old password is successfully entered, you can 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.

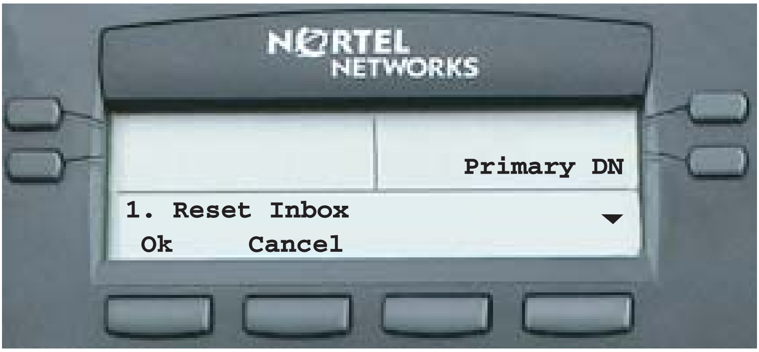
Use Call History

1. The Call History feature enables you reset your inbox and outbox.

   Scroll through the Main menu using the navigation keys so that Call appears (the eighth item in the list).

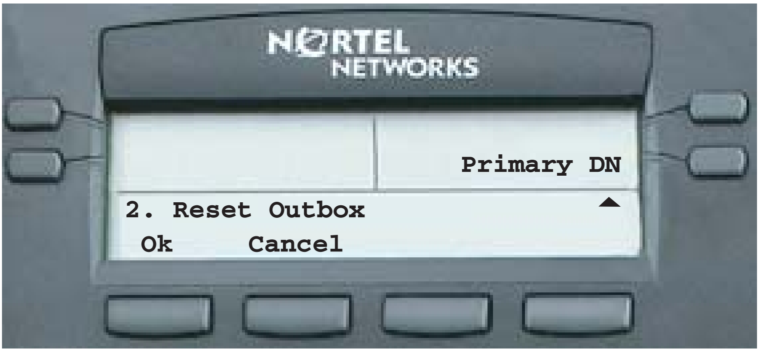

NORTEL NETWORKS
Primary DN
8. Call
Ok
Cancel

2. Press **Ok** to access the Call screens or press **Cancel** to return to the Main menu.
3. The following screen appears when you press **Ok**.


NORTEL NETWORKS
Primary DN
1. Reset Inbox
Ok
Cancel

4. Press **Ok** to reset your inbox or press **Cancel** to return to the Call screen.

5. The following screen appears when you press the down navigation key.



Primary DN

2. Reset Outbox

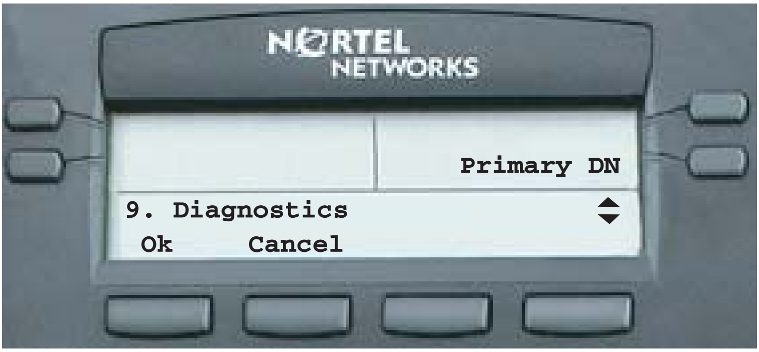
Ok Cancel

Press **Ok** to reset your outbox or press **Cancel** to return to the Call screen.

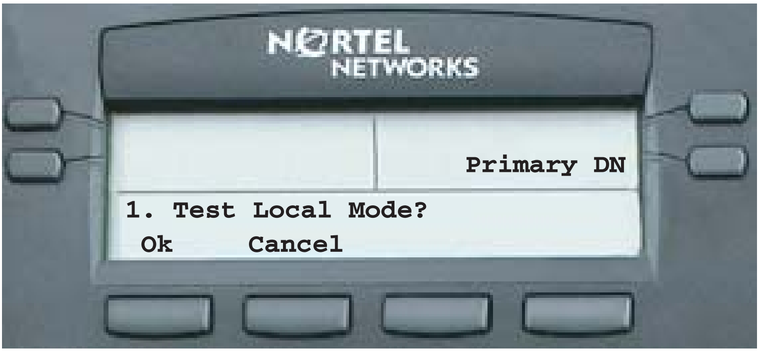
Use the Diagnostics menu

This item is mainly used by an administrator for registering the set with a Survivable Remote Gateway.

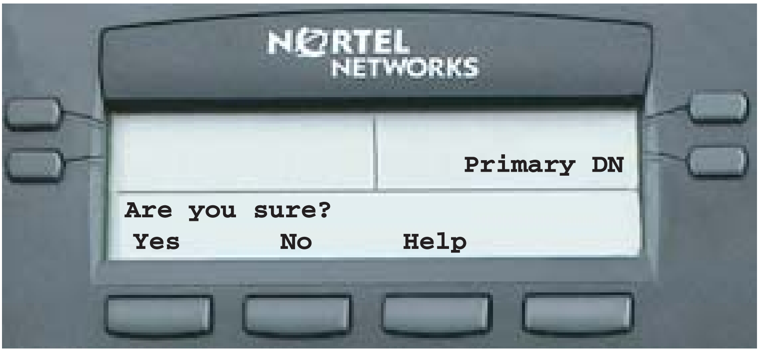
1. Scroll through the Main menu using the navigation keys so that Diagnostics appears (the ninth item in the list).


NORTEL NETWORKS
Primary DN
9. Diagnostics
Ok
Cancel

2. Press **Ok** to access the following diagnostics menu or press **Cancel** to return to the Main menu.


NORTEL NETWORKS
Primary DN
1. Test Local Mode?
Ok
Cancel

3. Press **Ok** to access the following confirmation screen or press **Cancel** to return to the Diagnostics menu.



Primary DN

Are you sure?

Yes No Help

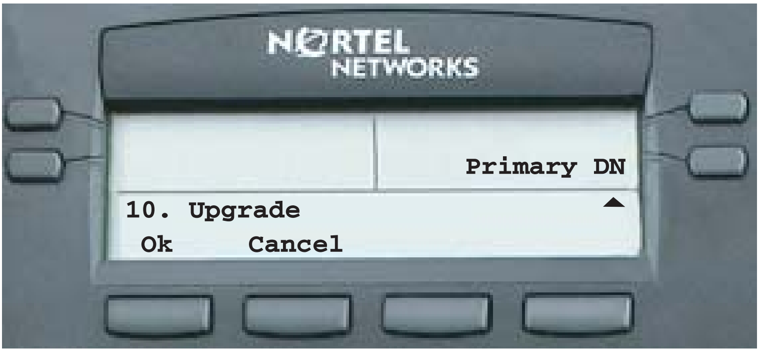
4. Press **Ok** to enter local test mode which will transition the set to its secondary IP address and will disconnect you from the IP Client Manager.

Perform an upgrade

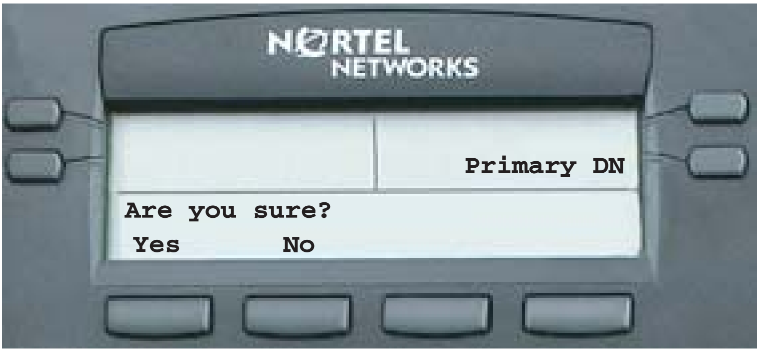
Upgrades are only presented to you if your firmware is at a lower level than recommended by the IP Client Manager. When an upgrade is occurring, your phone will reboot and temporarily be unavailable.

Use the following procedure if you require a firmware upgrade.

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


Primary DN
10. Upgrade
Ok Cancel

2. Press **Ok** to go to the Upgrade confirmation screen or press **Cancel** to return to the Main menu.
3. If you press **Ok** in the Upgrade screen, the following confirmation screen appears:


Primary DN
Are you sure?
Yes No

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

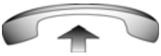
Make a call

There are several ways to make a call from an IP Phone 2002.

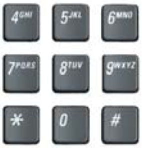
Use Off-hook dialing

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

1. Your Primary Extension is assigned to the lower right-hand key of the programmable four line/feature keys to the left and right of the display.



2. Pick up the handset and your primary extension is automatically activated and ready for you to make a call.

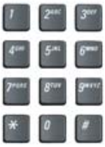


3. Dial the number.

Use Handsfree dialing

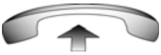
This procedure shows you how to use Handsfree dialing to make a call.

1. To place a call while on Handsfree, press any extension key.

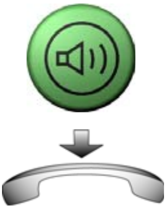


2. Dial the number.

3. When the call is answered, begin speaking.



4. For privacy, lift the handset.

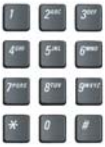


5. To return to Handsfree, press the **Handsfree** key (the small green circular button on the bottom left corner of your telephone) and put the handset down in its cradle.

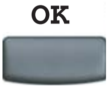
Use Predial

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

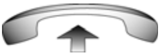
To use Predial:



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

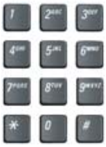


2. Press the **OK** option on soft key 1 to dial the number.



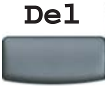
3. Lift the handset when the called party answers.

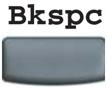
To edit a Predial number:



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

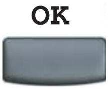
2. Choose one of the following:





— 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.



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

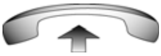
You can press the **OK**, **Line**, **Handsfree** or **Headset** key to confirm the predial.

Answer or terminate a call

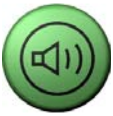
Answer a call

Each incoming call causes the telephone to ring, the LCD indicator ☎ beside the Line (DN) key to flash, and the Message Indicator lamp to flash.

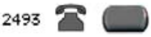
Choose one of the following to answer a call:



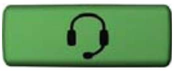
- Lift the handset.



- Press the **Handsfree** button located on the left side of the handset.



- Press the line (DN) key beside the LCD indicator as it flashes. Secondary extensions are located across from the main extension. If a second call comes in, the additional extension will ring once and flash for four rings, during which time you have the opportunity to put the first caller on hold and pick up the second incoming call.

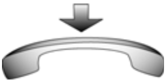


- Press the **Headset** key if a headset is connected to your telephone.

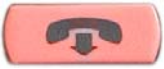
Terminate a call

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.



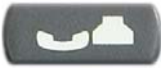
- Press the **Goodbye** button located on the left side of the handset. The **Goodbye** key is especially useful for disconnecting Handsfree calls, dropping out of a Conference Call or exiting Voice Mail.

While on an active call

This section describes features available during an active call.

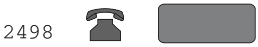
Place a call on hold

Use the Hold feature when talking on one line and another call arrives on a second line. Retain the original call by putting it on hold and then answer the second call.



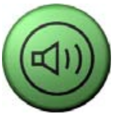
To place a call on hold, press the **Hold** key. The LCD indicator flashes beside the line on hold.

To retrieve a call on hold, press the line (DN) key beside the flashing LCD indicator.

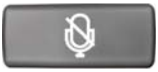


Mute a call

This procedure shows you how to mute a call.



1. A red light next to the green, circular Handsfree button means that your speaker phone is turned on.

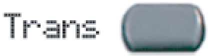


2. Press the **Mute** key located under your volume control bar.

3. A red light appears next to the Mute key, meaning your speaker phone is turned on, but the microphone is off and the caller cannot hear you.

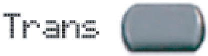
Transfer a call

Use the Transfer feature to redirect a call to a third party.

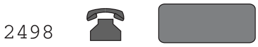


1. Press the **Transfer** key in the upper display area. The other party is on hold and a dial tone sounds. The LCD indicator light flashes steadily.

2. Dial the DN to which the call is to be transferred.



3. When that number rings or a person answers, announce the call and then press the **Transfer** key to connect the calling party.

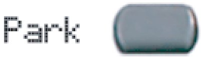


1. To return to the original call, if the transfer is incomplete, press the line (DN) key (next to the LCD indicator) to reconnect to the original call.

   Note: After screening the call, if the transferred to party does not answer, press the Goodbye key and then press the flashing extension.

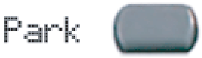
Use Call Park

Use the Call Park feature to hold temporarily (park) and retrieve a call from any telephone. Using Call Park does not tie up a line.



1. To park a call to another extension, during an active call, press the **Park** key in the upper display area.

2. Look at the display. A System Park extension is displayed. Take a note of the number.



3. Press the **Park** key.

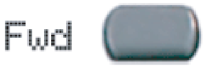
4. Go to any phone and retrieve the call by dialing the System Park number that was displayed.

While away from your desk

This section describes features to use when you are away from your desk.

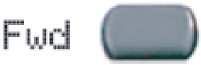
Use Call Forward

Call Forward allows you to forward incoming calls to another extension within the system. Outgoing calls can still be placed from your telephone when Call Forward is activated.

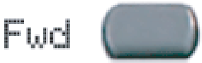


1. To activate Call Forward, without lifting the handset, press the **Forward** key in the upper display area.

2. Dial the Extension to which you want your calls to be answered.



3. Press the **Forward** key. An icon next to the label on the feature key will appear on your display.



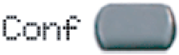
1. To deactivate Call Forward, press the **Forward** key (the icon disappears).To reactivate Call Forward, Press the **Forward** key twice.

Talk with more than one person

This section describes features that enable conversations between more than two people.

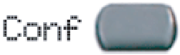
Set up a Conference call

The Conference feature enables you to add up to five people to an established call (either internal or external).



1. While on a call, press the **Conference** key in the upper display area to place the party on hold. You receive a dial tone.

2. Dial the number of the person you want to add to the conference call. You can talk privately to the person you are adding at this time to announce the conference.



3. Press the **Conference** key a second time to conference all parties.

   Note: At this point you can press the SWAP key to toggle between the two parties before connecting.

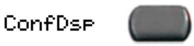
4. Repeat the step to include up to a total of six people.

   If you make a mistake dialing, or the party does not want to be included in the conference, Press the extension key on which the conference is being held and you will be reconnected to the conference.

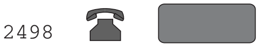
Use the Conferee Selectable Display feature

The Conferee Selectable Display feature allows you to view the type of call and amount of callers in a conference call.

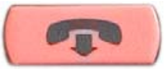
1. After a Conference Call has been established with three or more parties your display will show the total amount of internal callers.



2. Press the **ConfSelDsp** key to scroll through respective conferees.



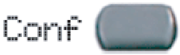
3. To disconnect a specific conferee, as their name appears on the display, press your extension key to drop the person from the conference.



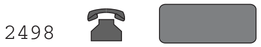
4. To disable the ConfSelDsp command, press the **Goodbye** key.

Use Call Join

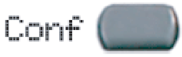
If you are talking with a person and have another person on hold (on another line), you can join both parties into a Conference call.



1. While on a call, press the **Conference** key in the upper display area.



2. Press the extension key that has the number of the person you want to connect to your current call.



3. Press the **Conference** key to join the person on hold to your conversation.

Additional features and controls

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.

> ***Note:*** No letters are associated with the number 1 or the 0 keys.

Use the Symbol key to enter special characters

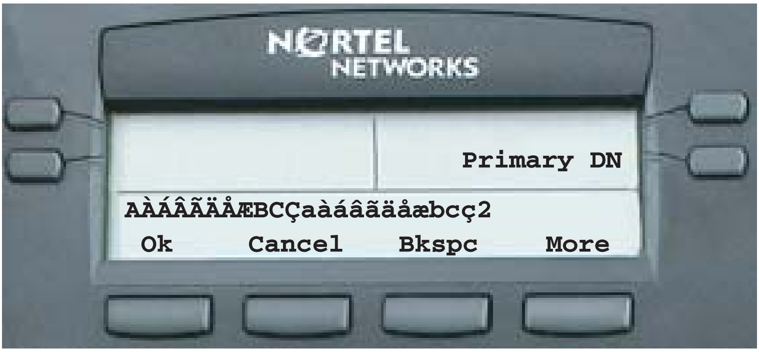
When entering text into a directory name, surname etc. you will see a “flashing cursor” on the information line above the bottom soft keys.

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:


NORTEL NETWORKS
Primary DN
AÀÁÂÃÄÅÆBCÇaàáâãäåæbcç2
Ok
Cancel
Bkspc
More

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”. Press **More** to show all the available symbols. You can then use the up, down, left and right navigation keys to selected the symbol you require.

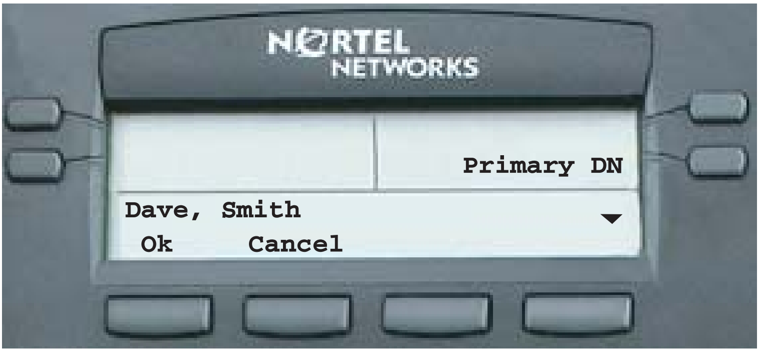
Pressing **OK** saves the character and enables you to continue entering text.

Directory

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

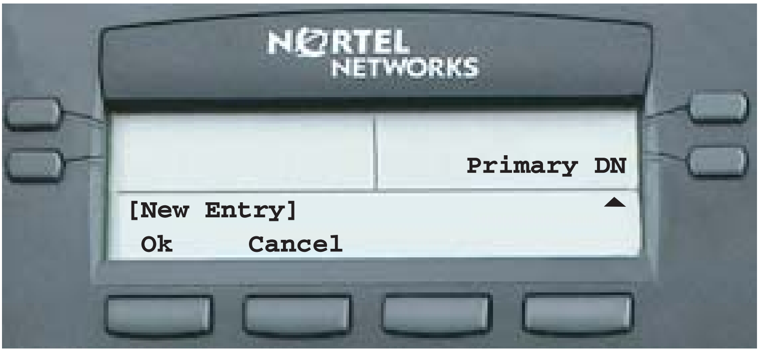
1. Press the Directory key to access the Directory menu.

The following screen is an example of what appears.


NORTEL NETWORKS
Primary DN
Dave, Smith
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:

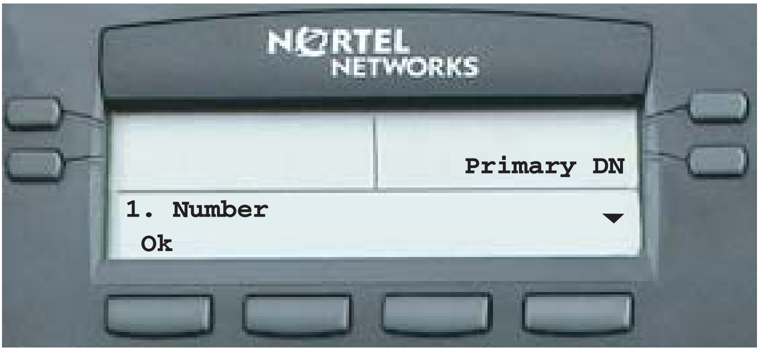

NORTEL NETWORKS
Primary DN
[New Entry]
Ok
Cancel

Use your directory to perform the following:

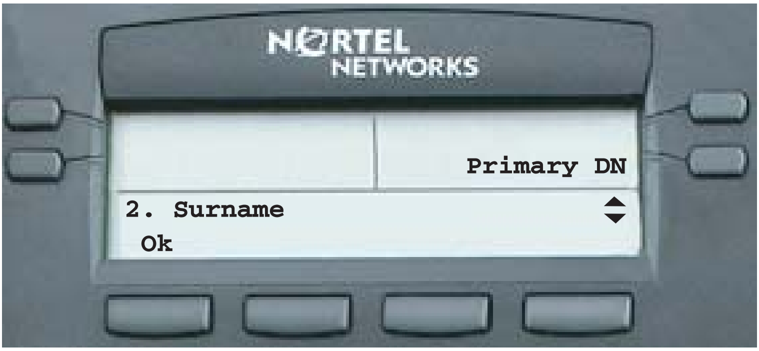
- Add an entry (see "Add an entry to the directory" on page 80)
- Edit an entry (see "Edit an entry in the directory" on page 82)
- Delete an entry (see "Delete an entry in the directory" on page 85)
- Dial an entry (see "Make a call using the directory" on page 86)
- Reset to defaults (see "Reset to defaults" on page 87)

Add an entry to the directory

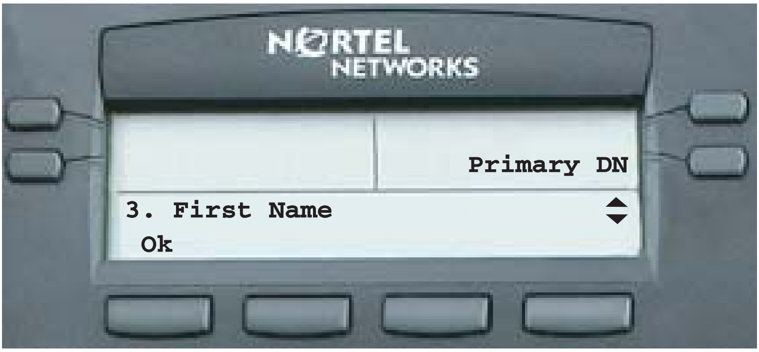
1. Scroll through the Directory menu using the navigation keys so that [New Entry] appears and press **Ok**. The following screen appears:


NORTEL NETWORKS
Primary DN
1. Number
Ok

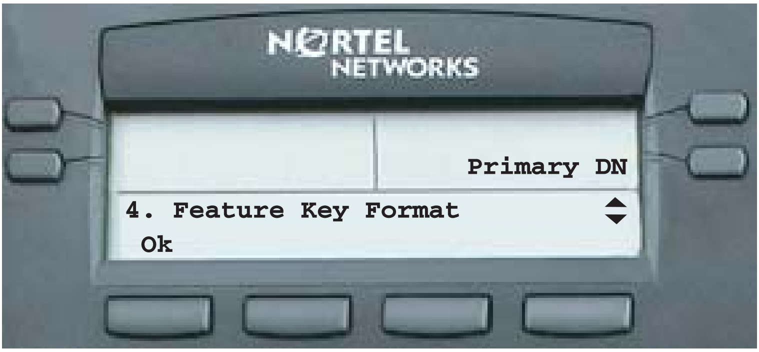
2. Enter the number and press **Ok**. The following screen appears:


NORTEL NETWORKS
Primary DN
2. Surname
Ok

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


NORTEL NETWORKS
Primary DN
3. First Name
Ok

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

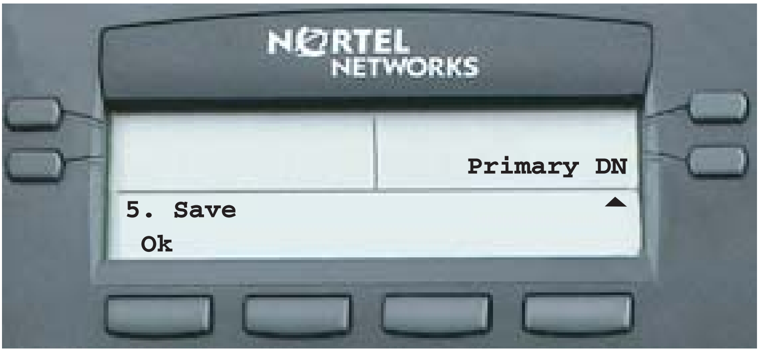


Primary DN

4. Feature Key Format

Ok

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:



Primary DN

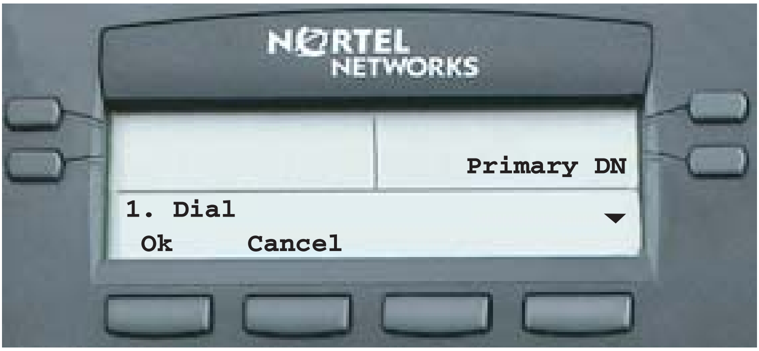
5. Save

Ok

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

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:

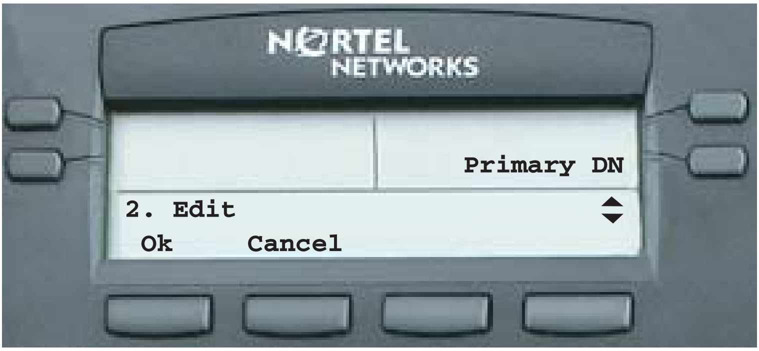


Primary DN

1. Dial

Ok Cancel

2. Scroll to the second item in the list which is edit.

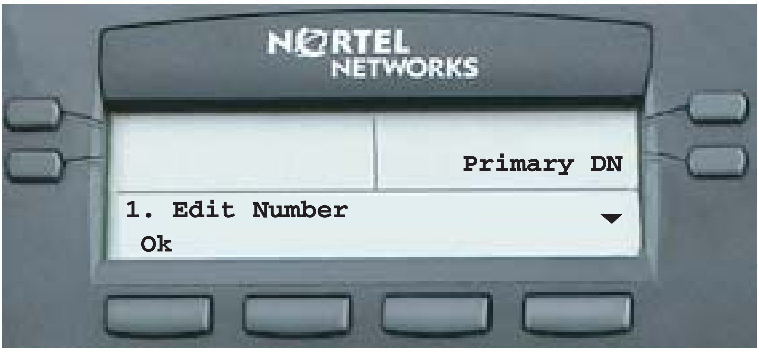


Primary DN

2. Edit

Ok Cancel

3. Press **Ok** and the following screen will appear:

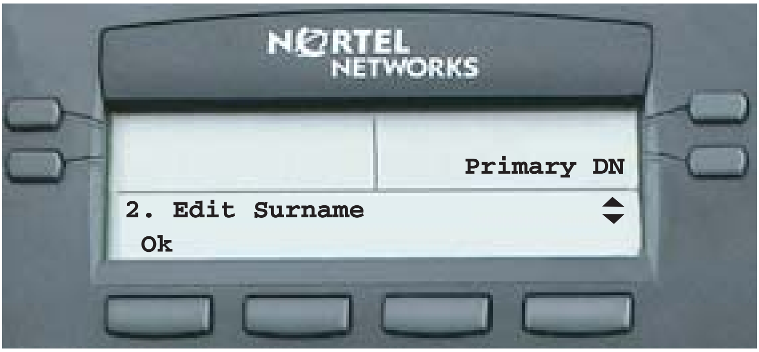

NORTEL NETWORKS

Primary DN

1. Edit Number

Ok

4. Edit the number, if required, and press **Ok**. The following screen appears:

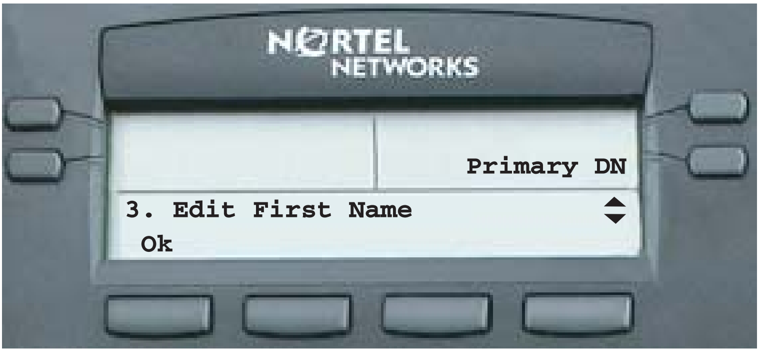

NORTEL NETWORKS

Primary DN

2. Edit Surname

Ok

5. Edit the surname, if required, and press **Ok**. The following screen appears:

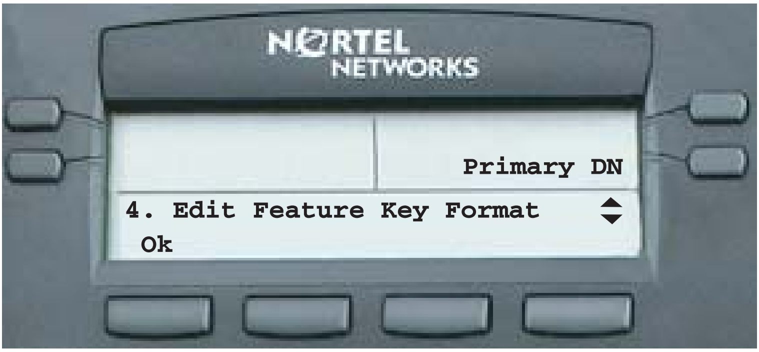

NORTEL NETWORKS

Primary DN

3. Edit First Name

Ok

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

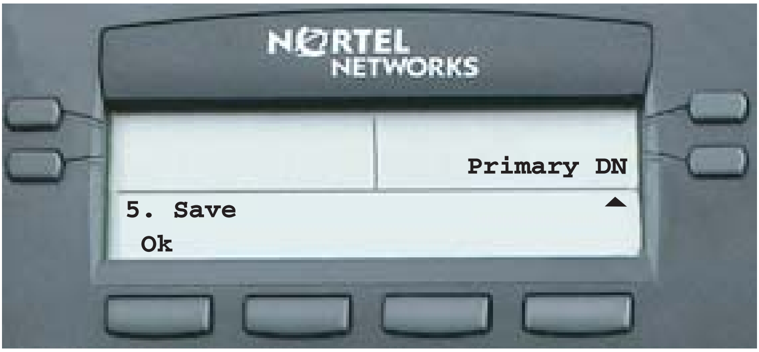


Primary DN

4. Edit Feature Key Format

Ok

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:



Primary DN

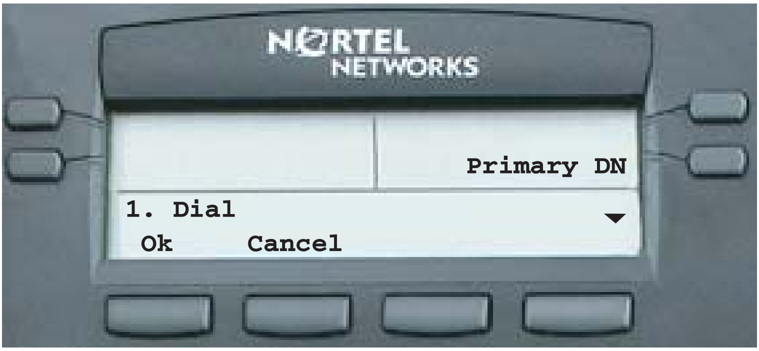
5. Save

Ok

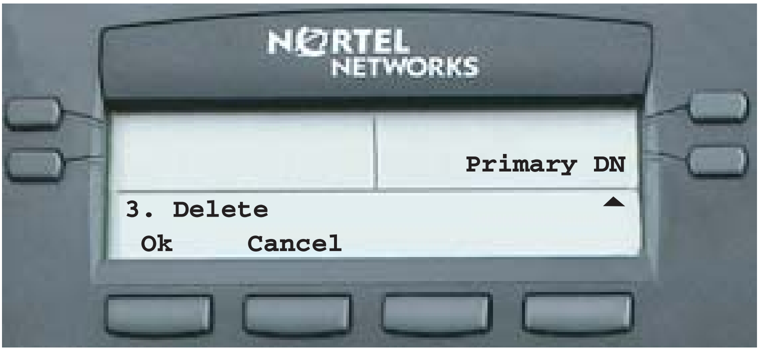
8. Press **Ok** to save your entry.

Delete an entry in the directory

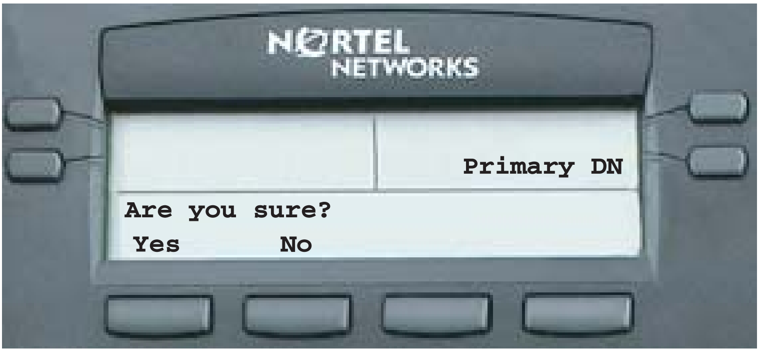
1. Scroll through the Directory menu using the navigation keys so that the entry you wish to delete appears and press **Ok**. The following prompt appears:


NORTEL NETWORKS
Primary DN
1. Dial
Ok
Cancel

2. Scroll to the third item in the list which is delete.


NORTEL NETWORKS
Primary DN
3. Delete
Ok
Cancel

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.

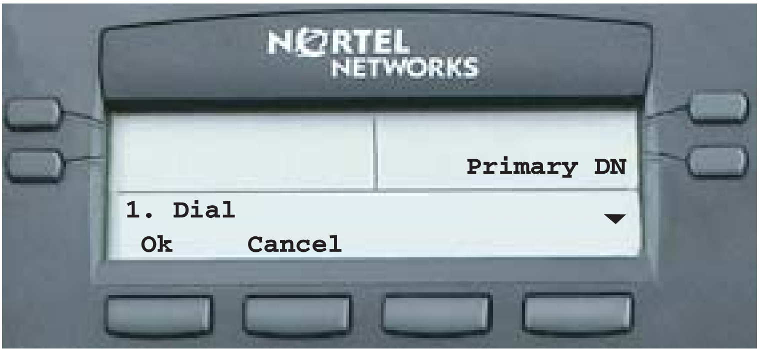

NORTEL NETWORKS
Primary DN
Yes
No

Are you sure?

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

Make a call using the directory

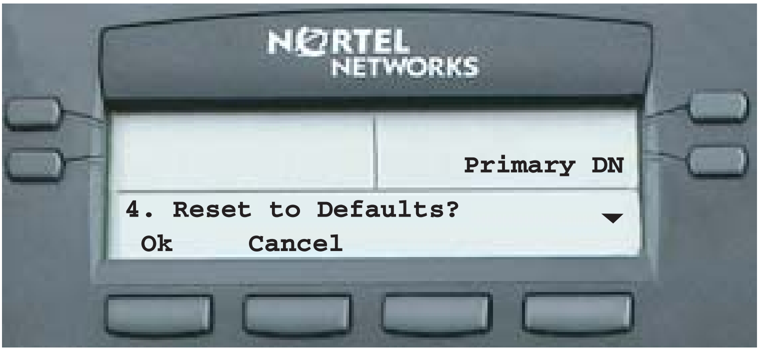
1. Scroll through the Directory menu using the navigation keys so that the entry you wish to dial appears and press **Ok**. The following prompt appears:


NORTEL NETWORKS
Primary DN
1. Dial
Ok
Cancel

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

Reset to defaults

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


NORTEL NETWORKS
Primary DN
4. Reset to Defaults?
Ok
Cancel

Press **Ok** to restore the default settings or press **Cancel** to return to your Directory menu.

Inbox/outbox

Assign an Inbox/Outbox to a DN feature key

If you have assigned an inbox to a DN key and you miss an incoming call assigned to that key, an icon is displayed to the left of the top screen and the red LED illuminates at the top of the set. As soon as you view your inbox, the LED turns off.

The following operating parameters apply to this feature:

- You can assign only one DN to use the outbox at any one time on any feature key.
- Up to four DNs can be monitored by the inbox.
- If you have a message waiting on a feature key assigned as a “Msg Wait” key, the screen displays an envelope to the left of the top screen level. This icon is removed, once you dial your voice mail system to retrieve the waiting message.

Use your inbox

Once you assign a DN key as an inbox, the IP Phone 2002 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 2002 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.

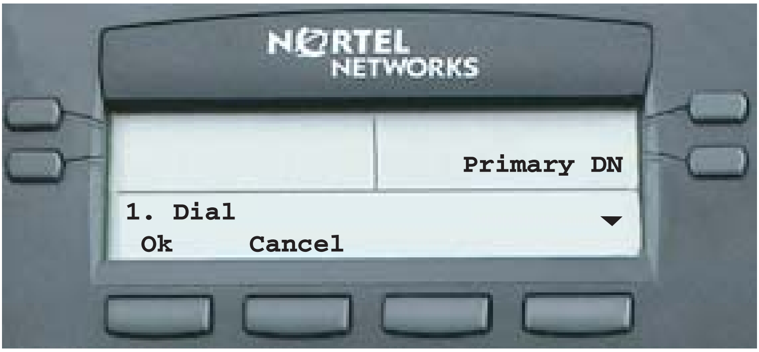
The inbox can store up to 10 of the most recent incoming calls. The list appears in order of the time the call arrived, with the most recent call being at the top of the list.

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.

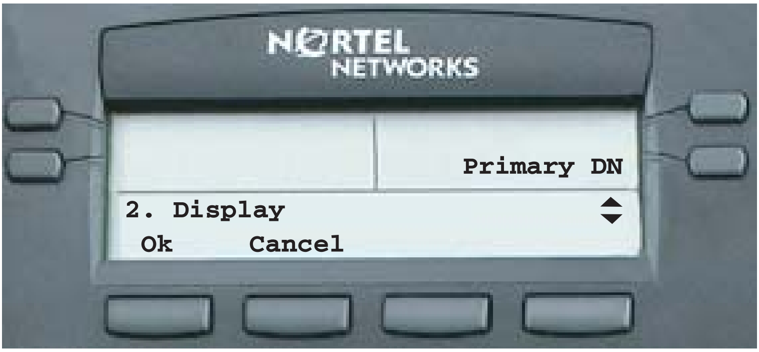
The inbox call list consists of a time or date stamp (a time stamp is shown if the call was received on the same day of viewing the inbox, otherwise a date stamp is displayed) and a name or number. If no name or number was extracted from the display of the incoming call, a “No Details” message is displayed 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:



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:

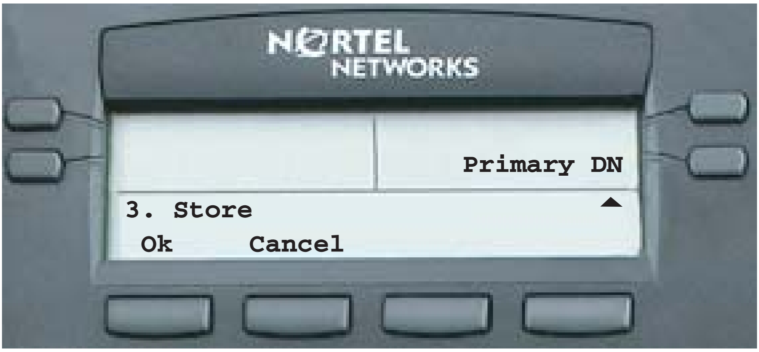


Primary DN

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:



Primary DN

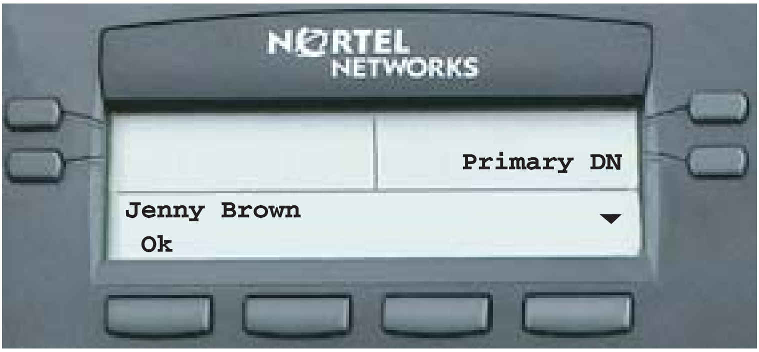
3. Store ▲

Ok Cancel

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:

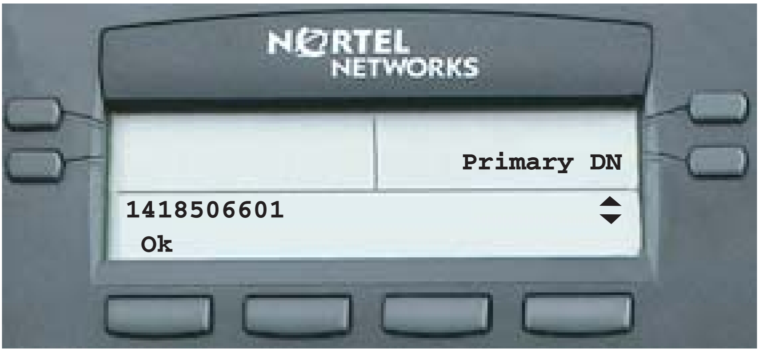


Primary DN

Jenny Brown

Ok

Pressing the down navigation key displays the following:

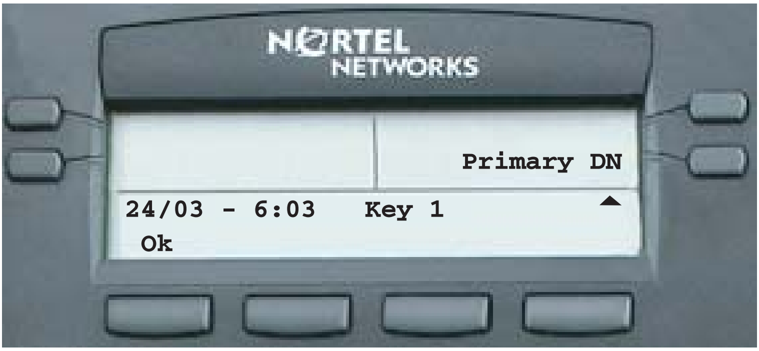


Primary DN

1418506601

Ok

Pressing the down navigation key again displays the following:



NORTEL NETWORKS

Primary DN

24/03 - 6:03 Key 1

Ok

Use your outbox

Once you assign a DN key as an outbox, the IP Phone 2002 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 2002 at the time of the outgoing call.

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

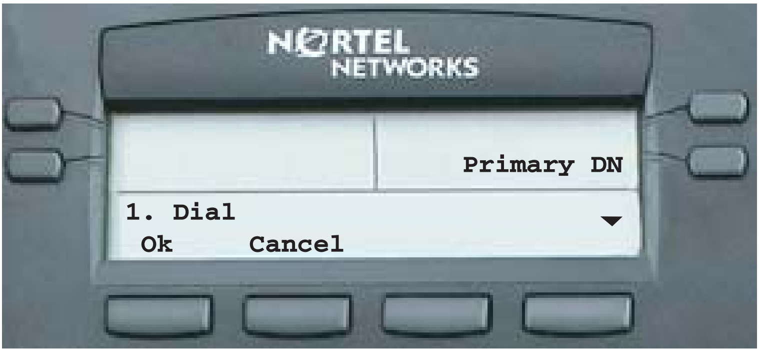
View the logged calls by pressing the **Outbox** key.

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.

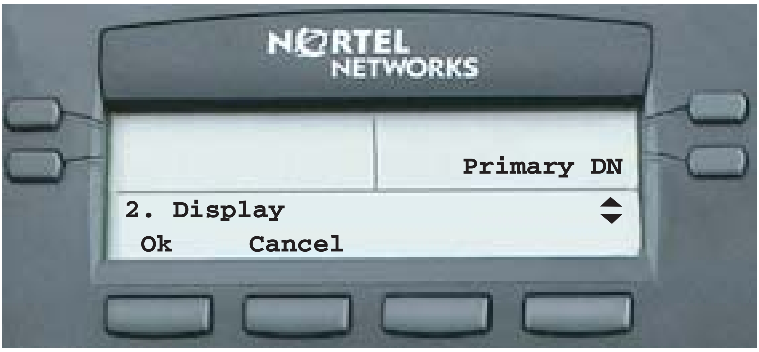
The outbox call list consists of a time or date stamp (a time stamp is shown if the call was made on the same day of viewing the outbox, otherwise a date stamp is displayed) and a name or number. If no name or number was extracted from the display of the outgoing call, the numbered dialed is displayed.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

> ***Note:*** The list does not wrap around.

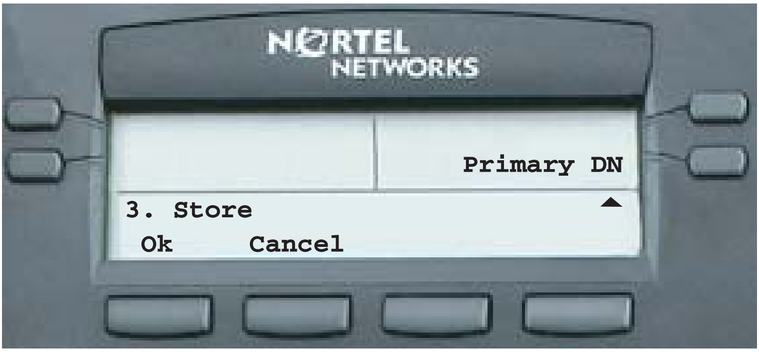
1. When you select a call in your outbox and press **Ok**, the following screen appears:



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:


NORTEL NETWORKS
Primary DN
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:


NORTEL NETWORKS
Primary DN
3. Store
Ok
Cancel

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

Volume Control Bar

Use the Volume Control Bar to adjust the volume of the handset, speaker or ringer while active. Raise or lower the volume of each by pressing the right or left sides of the bar.

Ringer selection

1. From the Menu Option screen, select **Audio**.
2. Select **Play Ring Patterns**.
3. Select a ring pattern (you can listen to it using the **Play** and **Stop** options).
4. Select a new ring pattern by pressing the **Apply** option.
5. Press **Cancel** to exit the Play Ring Patterns screen.

LCD Indicator

A steady indicator means that an extension or feature beside it is active. A flashing indicator means the line is on hold or the feature is in the process of being programmed.

Message Waiting Lamp

The light bar at the top of your telephone illuminates with a steady light to indicate a new Voice Mail message(s) is waiting.

You access Message Waiting by pressing the Message Waiting feature provisioned on one of the feature keys in the upper display area. If you have not provisioned a **Message Waiting** key, access your Voice Mail by dialing your Voice Mail system.

Accessories

IP Phone Key Expansion Module (KEM)

The Nortel IP Phone Key Expansion Module (KEM) is an optional hardware module that provides additional line appearances and feature keys on your IP Phone 2002. You can connect up to two KEMs to your IP Phone 2002, providing a total of 44 additional keys (that is, 22 keys per KEM).

For more information about the IP Phone Key Expansion Module, consult the *“Nortel IP Phone Key Expansion Module (KEM) User Guide”*.

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 (CPND)

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

An office IP communication system.

Date/Time display

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

Goodbye key

A fixed key used to end an active call.

Information line

A one-line by 24-character area that 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 which 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.

Mute key

A fixed key used to listen to the caller without transmitting.

Navigation keys

Up/Down and Left/Right keys used to scroll through menus and lists appearing on the LCD display screen.

Programmable line (DN)/feature keys (self-labeled)

The four keys located at the sides of the upper area of the display.

Services key

A fixed key used to access options.

Soft keys (self-labeled)

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

Volume control bar

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

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Nortel Communication Server 2000/2100

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User Guide

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