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Carrier VoIP

Nortel IP Phone 2210, 2211, 2212 User Guide

Contents

New in this release

There have been no updates to the document in this release.

Overview

Nortel IP Phone 2210, 2211, 2212 (221x) wireless handsets bring Voice over Internet Protocol (VoIP) to the work environment through the 2245 server. 221x handsets access Centrex IP Client Manager (CICM), which uses Internet Protocol (IP) telephony to integrate voice and data capabilities. CICM products, and its interactive dependent products, use Voice over IP (VoIP) technology to deliver central office exchange service (Centrex) capabilities to users connected to an IP network with a Call Server 2000 (CS2000).

Navigation

IP Phone 221x handset description

Nortel IP Phone 2210, 2211, 2212 wireless handsets have these features:

- navigation keys:
    - on the dialpad, the * and # keys function as left and right keys
    - the volume keys on the handset function as up and down keys
- multifield LCD display screen: 4 lines x 19 characters
- four soft keys
- four fixed keys (five on IP Phone 2211 and 2212 handsets)
    - power on/start call
    - power off/end call
    - FCN
    - LINE
    - Menu (available on IP Phone 2211 and 2212 handsets)
- six call processing keys
    - Hold
    - Goodbye
    - Directory
    - Inbox
    - Mute
    - Outbox
- 221x headset controls
- Headset jack
- push-to-talk radio control (available on IP Phone 2211 and 2212 handsets)
- microphone jack (available on IP Phone 2211 and 2212 handsets)

Figure IP Phone 2210 handset (page 10), IP Phone 2211 handset (page 11), and IP Phone 2212 handset (page 12), identify the location of the keys and the components available on each handset.

IP Phone 2210 handset
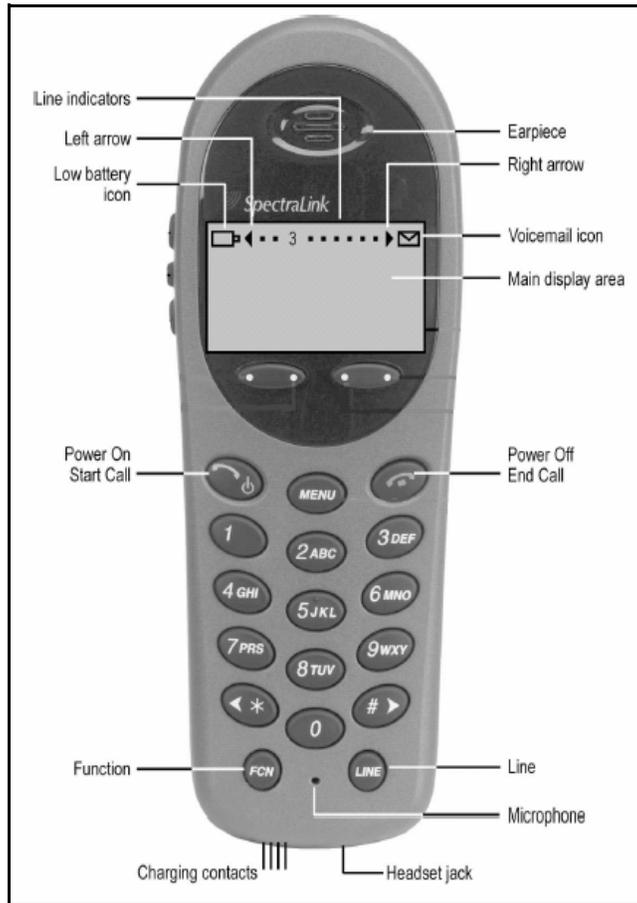
IP Phone 2211 handset

IP Phone 2212 handset

Push To Talk
Radio Control

Soft Keys

Power On/End Call

Power Off/end Call

Navigation keys

left   right   Up

Select

Function   Line   Down

Microphone

Charging contacts   Headset jack
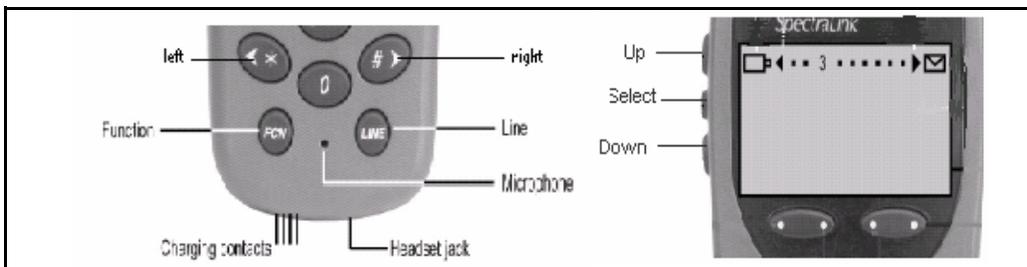
IP Phone 221x handset controls

The table, 221x handset controls (page 13), provides a brief description of
Nortel IP Phone 2210, 2211, 2212 (221x) handset controls.

221x handset controls

Control	Meaning
Soft keys	Soft keys provide access to all Centrex IP Client Manager (CICM) menus and services. Two rocker switches (soft keys), located immediately below the display area, provide the means to select menu items and perform operations.
Power on/start call	Press to activate the handset and enter the active/on-hook state.
Power off/end call	Press to deactivate the handset and return to the idle (power save) state.
Dialpad	A standard telephone push-button pad.
MENU	Transitions the handset from the idle state to the active state, or from the active state to the idle state without going off-hook.
FCN	Function key that provides access to these feature keys: 1. Mute 2. Hold 3. Goodbye 4. Directory 5. Inbox 6. Outbox
LINE	Provides access to the User Options menu: Ring Type, Noise Mode, Alias IP Address, Current IP Address, Extension, Current Call Server, Terminal Type.
* and # keys	Navigation keys that function as left and right key, see the figure Navigation keys (page 12).
Up/Down	Use to navigate up and down through menus.
IP Phone 2211 and 2212 handsets	
Push to Talk	When the feature is enabled, the handset can function like a walkie-talkie.

221x handset display

The liquid crystal display (LCD) is divided into three main areas:

- Top—status row displays the status icons of each line appearance, a message waiting indicator (envelope icon), a battery level indicator, and left and right arrows.

- Center—text area that is 4 lines x 19 characters. Lines longer than 19 characters are truncated using an algorithm that first removes spaces and punctuation, then vowels, then consonants, moving from right to left.

- Bottom—row shows soft labels, see the figure Display area (page 14). A soft label is a maximum of 4 characters long.

Display area

221x handset states

This section describes the states of Nortel IP Phone 2210, 2211, 2212 (221x) handsets.

Power off

The handset is turned off. In this state, the handset is not registered with the call server. Press the Power Off/End Call key for 2 seconds to change to this state.

In this state, you can recharge the battery pack.

Standby states

In this state, the handset is online, but it is inactive. The handset is still in communication with the call server, can receive calls, and can access the User Option menu, but the handset conserves battery power. To perform other operations, the handset must be in the active/off-hook state.

The handset automatically returns to the standby state if no key is pressed for a period of 10 seconds. This is the default timeout for the active/off-hook state.

In this state, you can recharge the battery pack.

Active/off-hook state

This state is equivalent to a wired telephone that is off-hook. The handset transitions to the active/off-hook state when the handset is in the standby or active/idle state and you press the Power On/Start Call key.

Active/idle state

This state is equivalent to a wired telephone that is idle. The handset transitions to idle state in one of two ways.

- The handset receives an incoming call while it is in the standby state, which also causes the handset to ring.

- You press the key on the handset to access the User Options menu, which causes the transition.

The handset does not ring in this state.

The handset must be brought into the active/idle state before you can perform any action, or access the CICM functionality. In the active/idle state, the handset display is active and displays a message EXT-----, and you hear a loud ring from the handset.

When the phone is in the on-hook state, the MENU, FCN, and LINE keys are active. The handset remains active as long as a menu is selected or a soft key is pressed. The timeout does not apply.

Error state

The handset transitions to this state if it loses the signal from the call server. If the handset regains the signal within approximately 20 seconds, it returns to the state it was in when it lost the signal. If the signal is lost for more than 20 seconds, the handset restarts and transitions to the standby state.

Active call state

The handset transitions to this state when you make or answer a call, and remains in this state for the duration of the call.

Push-to-talk state

The handset transitions to this state with the first Push-to-talk transmission, and ends after there has been two-way radio traffic on the channel for 10 seconds. While in this state, you cannot use the keypad for any other functions, but you can receive and place calls.

221x handset status indicators, icons, and soft keys

This table describes the on-screen status indicators, icons, and soft keys that appears on Nortel IP Phone 2210, 2211, 2212 (221x) handsets.

A steady (not flashing) indicator beside an extension number or feature indicates that the item is active. A flashing indicator means the line is on hold or the feature is in the process of being programmed.

221x handset status indicators, icons, and soft keys

Indicator	Meaning or Action
Top area	
Battery icon	The icon flashes when the battery level is low. Location: top left corner.
Envelope	Voicemail icon. Indicates a message is waiting or a missed call in the Inbox. An on-screen message tells you whether you missed a call or have a message waiting. Location: upper right corner.
Soft keys	
Ok	Press to select the highlighted item on the display.
Cancel	Press to cancel the action and return to the standby mode.
Yes	Press to confirm a positive response to a prompt, such as logging out from the system.
No	Press to confirm a negative response to a prompt, such as logging out of the system.
Up	Press to return to the previous menu or to scroll up through the items displayed.
Down	Press to scroll down through the items displayed.
Clear	Press to remove the text you entered.
Del	Press to remove the characters to the right of the cursor.
Menu	Press to access 221x main menu of services.
Bkspc	Appears when you create a Label. Press to correct the entry without clearing all the characters.
Help	Press to access online help for additional information.
Other indicators	
Check mark	Appears beside some items to indicate that the item is selected.

Inbox

To use the Inbox feature, you must assign it to a directory number (DN) key. For example, you have two DNs, 1111 and 2222. If you assign 1111 as the Inbox, all calls to that number are logged to the Inbox but calls to 2222 are not.

After you assign the Inbox to a DN key, the handset logs all incoming calls to that number. The system logs the incoming key number, time, and date. If the duration of the call is longer than two seconds, the system captures the display as it appeared when the call was received.

A maximum of four DN keys can be assigned to the Inbox.

The Inbox can store a maximum of 10 calls. When the maximum is reached, the oldest call is dropped. Calls appear in the list in order in which they were received, with the most recent call at the top of the list. Use the up and down navigation keys to scroll through the list.

In the handset display, calls in the Inbox are tagged with a phone icon that appears on the left side of the Inbox screen. The off-hook icon indicates that you answered the call, and envelope icon indicates a missed call.

The Inbox call display consists of a time or date stamp and a name and number. A time stamp appears beside calls you receive on the same day on which you view the Inbox. A date stamp appears beside calls that arrived prior to the day of viewing.

Outbox

To use the Outbox feature, you must assign it to a directory number (DN) key. After you assign the Outbox to a DN, the handset logs all outgoing calls from that number. The system logs the outgoing key number, time, and date. If the duration of the call is more than two seconds, the system captures the display as it appeared when the call was made.

The Outbox can store a maximum of 10 calls. When the maximum is reached the oldest call is dropped. Calls appear in the list in the order they were received, with the most recent call at the top of the list. Use the up and down navigation keys to scroll through the list.

The Outbox call list consists of a time or date stamp and a name and number. A time stamp appears beside calls you made on the same day on which you view the Outbox. A date stamp appears beside calls you made prior to the day of viewing. If no name or number was extracted from the display of the outgoing call, the dialed number is displayed.

Only one DN key can be assigned to the Outbox.

Hardware requirements

To operate, Nortel IP Phone 2210, 2211, 2212 (221x) handsets require a 2245 server, 2246 Application Gateway, 2230 Access Point, 2270 WSS and CICM 09.

2245 server

The 2245 server acts as a proxy and provides services for 221x wireless handsets. The server should be connected to the same subnet as the wireless handsets.

Call Server

IP Phone 221x handsets require a CS2000 or CS2100 call server running SN09/Se09 software release.

2246 Applications Gateway

This device provides an access gateway to allow third-party applications access to the handsets.

2230 Access Point

An 802.11b access point. For best quality of service (QoS) performance the Access Point should be SVP-compliant, for example the Nortel 2230 Access Point.

2270 Wireless Security switches

The 2270 Wireless Security switches act as aggregation points for multiple access points or ports, and are the gateways from the Wireless LAN into the wired LAN. 2270 Wireless Security switches allow the handset to roam from subnet to subnet while retaining its IP address.

CICM menu system

The Centrex IP Client Manager (CICM) menu system provides additional functions and features to Nortel IP Phone 2210, 2211, 2212 (221x) handsets. The figure CICM menu hierarchy (page 19), shows a schematic map of the CICM menu system. This section describes the menus. Procedures on how to access and use the features appear in other sections.

CICM menu hierarchy
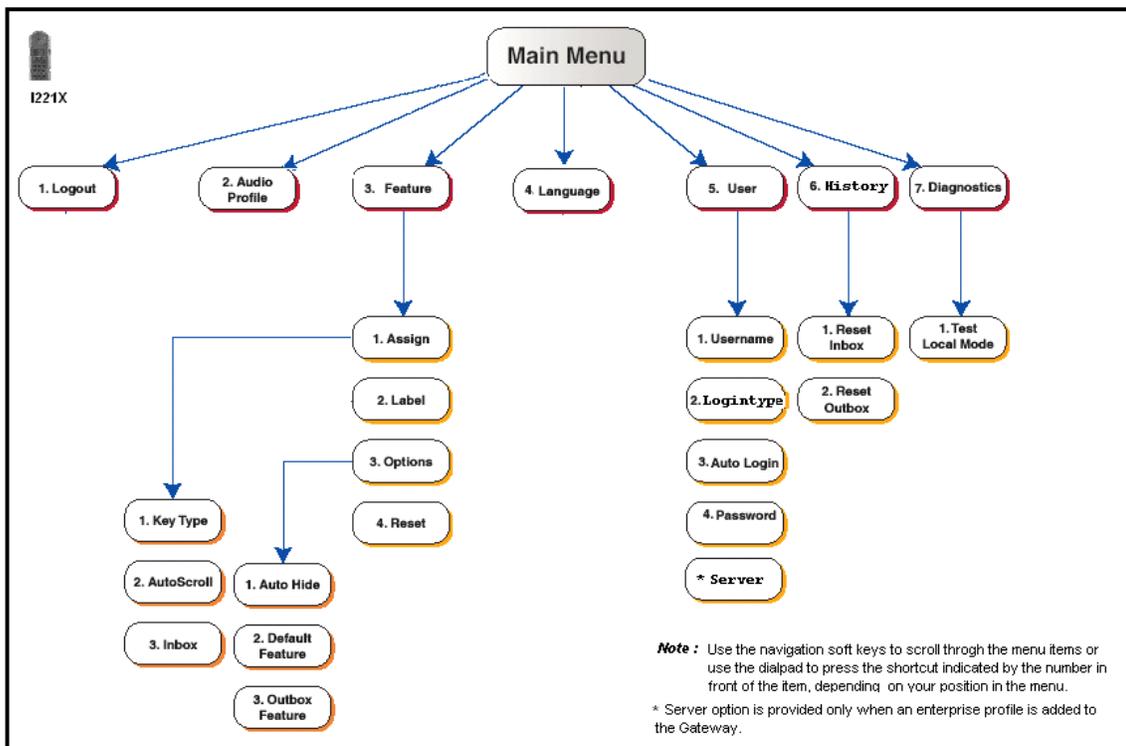
CICM main menu

After you successfully log on, the menu systems are active and available. An up or down arrow beside an item indicates the navigation key you can press to scroll to the next item. Labels appear next to the soft keys, in response to the item you select on the screen.

Logout

Use this item to log out from the IP Phone system.

See Logging off (page 30).

Audio Profile

Use this item to view your audio profile.

See Audio Profile (page 20).

Feature

Use the Feature menu to access these submenus:

Assign

Use the Assign menu to:

- define the key type

- enable and disable autoscroll

- enable and disable the Inbox

See Using the Assign menus (page 36).

Label

Use this item to change a label associated with a feature key.

See Labeling a feature key (page 39).

Options

Use the Options menu to:

- enable and disable auto hide

- define your default feature

- enable the Outbox feature

See Using the Options menus (page 40).

Reset

Use the Reset item to reset the feature keys to the default settings.

See Resetting the feature keys to their defaults (page 44).

Language

Use this menu item to select the language used in the display.

See Selecting a language (page 46).

User

Use the User menu to:

- view your user name

- view your login type

- enable or disable auto login feature

- change your password

See Using the User menu (page 48).

History

Use History menu to:

- reset the Inbox

- reset the Outbox

See Resetting the Inbox or the Outbox (page 82).

Diagnostics

Use this item to test the local mode.

See Testing the local mode (page 47).

221x handset menus

Nortel IP Phone 2210, 2211, 2212 (221x) handsets have feature keys and user options menus, in addition to the Centrex IP Client Manager (CICM) menus.

Navigation

Function key menu

The function key menu has six non-programmable features. Each feature is associated with a number and selected by entering that number using the corresponding number on the dialpad.

These features are independent of Centrex IP Client Manager (CICM) menus and services. For more information about CICM services, see .

This table describes the services available through the handset Function key.

221x handset Function Keys menu

Item number	Function name	Description
1	Mute	Allows you to listen to the incoming call without transmitting.
2	Hold	Allows you to suspend an active call without losing it.
3	Goodbye	Changes the state of the handset to active/idle, giving you access to the Function menu. Useful if you want to make a call immediately after you complete a call. **Attention:** Unless you intend to place another call immediately, end calls by pressing the power off key to transition to the standby state. This conserves battery power.
4	Directory	Allows you to access the Corporate Directory if it is configured.
5	Inbox	Allows you to access your voicemail.
6	Outbox	Reserved for future use.

User Options menu

The User Options menu lets you configure the noise level for the Nortel IP Phone 2210, 2211, 2212 (221x) handset and view system information.

221x handset User Options menu

Function name	Description
Ring Type	Not currently available on 221x handsets.
Noise Mode	Use this option to adjust the handset for varying noise levels within the work environment, see Using Noise mode (page 85).
(1 of 2)	

221x handset User Options menu (continued)

Function name	Description
Alias IP Address	Use this option to view the IP address currently assigned to the handset by the call server, see Viewing the alias IP address (page 86).
Current IP Address	This option allows you to view the handset's current IP address, see Viewing current IP address (page 87).
Extension	Use this option to set the extension number uniquely identifies the handset, see Entering the extension number for the handset (page 88).
Current Call Server	Use this option to view the IP address and port number of the call server, see Viewing the current call server (page 89).
Terminal Type	Use this option to view the PBX type used by the system, see Viewing the terminal type (page 90).
(2 of 2)	

Turn the handset on and off

Follow these procedures to turn on and off Nortel IP Phone 2210, 2211, 2212 handsets.

See the handset figures in Overview (page 8) for the location of the keys.

Navigation

Turning on the handset

Follow this procedure to turn on the handset.

Procedure steps

Step	Action
1	Press and hold for 2 seconds, the Power on/Start call key.
	Two chirps sound.
2	Release the power on/start call key.
	The in-service tone sounds and the extension number appears on the display.
	The handset is now in standby mode.

--End--

Turning off the handset

Follow this procedure to turn off the handset.

You cannot turn off the handset while a call is active.

Procedure steps

Step	Action
1	Press and hold for 2 seconds, the Power off/End call key.
	One chirp sounds and the handset turns off.

--End--

Logging on

Follow these steps to log on. You must be logged onto the system to make or receive calls.

If you are unsure how to use the dialpad to enter text, see Enter text using the dialpad (page 91) before starting this procedure.

Prerequisites

You must be logged out.

Procedure steps

Step	Action
1	Press the Power on/Start call key.
	The handset changes to the standby state.
2	If you have Selective Gateway Login Feature configured on your system, a screen appears where you can select a gateway. Press the down arrow to select a gateway (a check mark indicates the current selection).
3	Press `Ok`.
	The Login screen appears.
4	Use keys on the dialpad to enter your user name.
	If your use rname is longer than 19 characters, the characters scroll to the left and an ellipsis appears to the left of the Username field.
	If you make a mistake entering your user name, press `Clear` and start again.
5	Press `Ok`.
	The password screen appears.
6	Use the dialpad to enter your password. For security, the system displays your password as asterisks.

If you make a mistake entering your password, press `Clear` and start again.

7 Press `ok`.

The display shows the options/idle screen.

--End--

Logging off

Follow these steps to log off from the system.

Prerequisites

You must be logged on, and the handset must be active.

Procedure steps

Step	Action
1	From the main menu, select and open `Logout`.
2	Press `Ok`. The logout confirmation screen appears.
3	Press `Yes`.

--End--

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Viewing and editing your audio profile

Follow this procedure to view and edit your audio profile.

The audio profiles available to you depend on those selected by the system administrator. Contact your administrator for recommended profiles.

You must have permission to edit the audio profile. If the administrator has granted you permission, a check mark appears beside the active profile in the display.

Prerequisites

- You must be logged on, and the handset must be active.
- The system administrator must grant you permission to edit your audio profile. A check mark in front of an item indicates that you are in editing mode.

Procedure steps

Step	Action
1	From the main menu, select and open `Audio Profile`.
	The Profile screen appears, showing your audio profile. If you have permission to edit your profile, a check mark appears beside the active profile.
	If you do not have permission to edit your profile, the procedure is complete.
2	If you have permission, and you want to edit your audio profile, press **Ok**.
3	Use the navigation keys to toggle between enabling and disabling the Local Area Network functionality.
4	Press `OK` to save the setting.

--End--

Using the main menu

Follow this procedure to access the Centrex IP Client Manager (CICM) menu of services.

Prerequisites

The handset must be active, and you must be logged on. See Logging on (page 28).

Procedure steps

Step	Action
1	Press **Menu** . The CICM main menu appears.
	--End--

Use the CICM Feature menu

Follow these procedures to access the Centrex IP Client Manager (CICM) Feature menus.

Navigation

Navigating the Feature menu

Follow these steps to access Centrex IP Client Manager (CICM) Feature menu, which is used to add or edit feature key associations. See Using the main menu (page 33) to access the Feature menu.

The CICM adminstrator assigns the features. Changing your feature key associations does not create new functionality.

Prerequisites

You must be logged on, and the handset must be active.

Procedure steps

Step	Action
1	From the main menu, select and open **Feature**. The Feature screen appears.
2	Press **Ok**.
3	Use up and down navigation keys to select a feature key.
4	Press **Ok** to access the list and select an item. Possible actions are: Assign, Label, Options, and Reset.
5	Select an action and press **Ok**. The screen for that action appears.
6	To change a key assignment, see Using the Assign menus (page 36).

Step	Action
To redefine a feature key	go to Defining the key type (page 37).
To enable or disable the Inbox	go to Enabling or disabling the CICM Inbox (page 38).
To change the label	go to Labeling a feature key (page 39).
To access the Options menu	go to Using the Options menus (page 40).
To select a language for the handset display	go to Selecting a language (page 46).
To run a diagnostic check	go to Testing the local mode (page 47).

--End--

Using the Assign menus

Follow these steps to access the Assign menus: Key Type and Inbox.

Prerequisites

The Feature > Assign menu must be displayed.

Procedure steps

Step	Action
1	From the main menu, open the Feature menu.
2	On the handset, press the key to which you want to assign a feature.
3	From the Feature menu, select and open **Assign**. The Assign menu opens.
4	Select an item:

- **Key Type**: see Defining the key type (page 37).
- AutoScroll: the feature is not available on Nortel IP Phone 2210, 2211, 2212 handsets.
- **Inbox**: see Enabling or disabling the CICM Inbox (page 38).

--End--

Defining the key type

Follow this procedure to define the key type. See Using the Assign menus (page 36) to access the Assign menu.

Each feature key can be defined in one of two ways: Central or Local. A feature key defined as Central can have a Centrex feature, such as Call Forward, assigned to it. A feature key defined as Local can have a directory entry assigned to it. By default, all feature keys are defined as Central. For further information about Centrex features, see *CICM Basics* (NN10044-111).

> **Attention:** AutoScroll is not available on Nortel IP Phone 2210, 2211, 2212 handsets. The item is not enabled.

Procedure steps

Step	Action
1	From the main menu, open the Feature menu.
	A list of the feature keys and their current assignments appears.
2	Scroll through the list and select they key to change.
	The Feature submenu appears.
3	Select and open `Assign`.
4	Press `Key Type`.
	If the key you selected in step 2 is assigned to a Centrex feature, these soft key labels appear: Key Type and Autoscroll.
	If the selected key is assigned to a local feature, these soft key labels appear: Key Type and Feature.
5	Press `Key Type`.
	The Key Type screen appears. A check mark appears beside the type currently assigned to the key.
6	To change the key type, select the key type that does not have a check mark beside it, and press `Ok`.

--End--

Enabling or disabling the CICM Inbox

Follow this procedure to enable the Centrex IP Client Manager (CICM) Inbox.

Prerequisites

You must first access the Feature menu. To access this menu see .

Procedure steps

Step	Action
1	From the Feature menu, select and open **Inbox**. The Inbox screen appears.
2	Perform one of the following steps.

Step	Action
To enable the Inbox	select **Enable**.
To disable the Inbox	select **Disable**.

3	Press **Ok**.

--End--

Labeling a feature key

Follow these steps to change the label of a feature key.

If you are unsure how to use the dialpad to enter text, see Enter text using the dialpad (page 91) before starting this procedure.

Prerequisites

- You must first access the Feature menu. To access the menu, see Navigating the Feature menu (page 35).

Procedure steps

Step	Action
1	From the Feature menu, select and open **Label**.
	The Label screen appears.
2	Press **Clear** to delete the label currently associated with the key.
3	Use the dialpad to enter the new label. Press **Bksp** to backspace if you need to make a correction.
4	Press **Ok** to save the entry.
	You return to the Feature menu.

--End--

Using the Options menus

Follow these steps to access the Options menus: Auto Hide, Default Feature, and Outbox.

Prerequisites

You must first access the Feature menu. To access the Feature menu see Navigating the Feature menu (page 35).

Procedure steps

Step	Action
1	From the Feature menu, select and open `Options`. The Options menu appears.
2	Select an item. • `Auto Hide`: see Configuring Auto Hide (page 41). • `Default Feature`: see Assigning a default DN key (page 42). • `Outbox`: see Enabling or disabling the CICM Outbox (page 43).

--End--

Configuring Auto Hide

Follow this procedure to configure the Auto Hide feature.

This feature allows only those features that are available to you to appear in the display. Availability of features depends on the state of the handset and administrator settings.

Prerequisites

The Feature > Options menu must be displayed. See Using the Options menus (page 40).

Procedure steps

Step	Action
1	From the Options menu, select and open **Auto Hide**. The Auto Hide screen appears.
2	Perform one of these steps

Step	Action
To enable the Inbox	select **Enable**.
To disable the Inbox	select **Disable**.

3	Press **Ok**.

--End--

Assigning a default DN key

Follow this procedure to assign a directory number (DN) key to be your default feature.

Prerequisites

The Feature > Options menu must be displayed. See .

Procedure steps

Step	Action
1	From the Options menu, select and open `Default Feature`.
	The Default Feature screen appears, with a list of DN keys.
2	Scroll through the list of DN keys and select the one you want to assign as your default feature key.
3	Press `Ok` to make this your default key.

--End--

Enabling or disabling the CICM Outbox

Follow this procedure to enable or disable the Centrex IP Client Manager (CICM) Outbox.

Prerequisites

You must first access the Options menu. To access this menu see .

Procedure steps

Step	Action
1	From the Options menu, select and open `Outbox`.
	The Outbox screen appears.
2	Perform one of the following steps.

Step	Action
To enable the Inbox	select `Enable`.
To disable the Inbox	select `Disable`.

3	Press `ok`.

--End--

Resetting the feature keys to their defaults

Follow this procedure to return the handset feature keys to the default settings.

Prerequisites

You must first access the Feature menu. To access this menu see Navigating the Feature menu (page 35).

Procedure steps

Step	Action
1	From the Feature menu, select and open `Reset`. The Reset screen appears.
2	Press `Yes` to reset the feature keys to their default settings

--End--

Navigating the Call menu

Follow this procedure to navigate the Call menu.

Prerequisites

You must first access the Feature menu. To access this menu, see .

Procedure steps

Step	Action
1	From the Feature menu, select and open `Call`. The Call screen appears.

--End--

Selecting a language

Follow this procedure to set the language for the handset display.

Prerequisites

You must be logged on.

Procedure steps

Step	Action
1	From the main menu, select and open `Language`.
	A list of available languages appears.
2	Use the navigation keys to scroll through the list to select a language.
3	Press `Apply`.
4	Press `Ok`.
	The display now uses the language you selected.

--End--

Testing the local mode

The Diagnostics menu is mainly used by an administrator for registering the terminal with a Survivable Remote Gateway.

Follow this procedure to test the local mode.

Prerequisites

- You must be logged on.
- Permission to access this menu must permission granted by the system administrator.

Procedure steps

Step	Action
1	From the main menu, select and open **Diagnostics**. The Diagnostics screen appears. Test Local Mode transitions the terminal to its S2 for registration with a Survivable Remote Gateway.
2	Press **Ok** to access the confirmation screen.
3	Press **Ok** to enter local test mode, or **No** to return to the Diagnostics menu. Press **Help** for more information.

--End--

Using the User menu

Follow this procedure to access and use the Centrex IP Client Manager (CICM) User menu. Use the User menu to:

- Configure your user name
- Define your login type
- Enable the auto-login feature
- Change your password

Navigation

Navigating the User information menus

Follow this procedure to access the User submenus.

Prerequisites

You must be logged on and the handset must be active. See Turning on the handset (page 26) and Logging on (page 28).

Procedure steps

Step	Action
1	Press the LINE key.
	The User menu appears.
2	Use up and down navigation keys to select an item.

Step	Action
To change your username	go to Changing your user name (page 50).
To redefine your login type	go to Viewing your login type (page 52).
To enable the auto-login feature	go to Enabling Auto Login (page 51).
To change your login password	go to Changing your password (page 53).

3	Press Ok.

--End--

Changing your user name

Follow this procedure to change your user name.

If you are unsure how to use the dialpad to enter text, see Enter text using the dialpad (page 91) before you start this procedure.

Prerequisites

The User menu must be displayed. See Navigating the User information menus (page 49).

Procedure steps

Step	Action
1	From the User menu, select and open `Username`.
	The Username screen appears.
2	Use the dialpad to enter the user name.
3	Press `Ok`.
	Enter this user name the next time you log on.

--End--

Enabling Auto Login

Follow this procedure to enable the Auto Login feature.

Any system maintenance activity, such as a firmware upgrade, results in logging you out of the system. By enabling the Auto Login feature, you are automatically logged into the IP Client Manager when the terminal is available again.

You must have sufficient permission to enable this feature.

Prerequisites

The User menu must be displayed. See .

Procedure steps

Step	Action
1	From the User menu, select and open **Auto Login**.
	The AutoLogin screen appears.
2	Use the navigation key to select **Enabled**.
3	Press **Ok**.

--End--

Viewing your login type

Follow this procedure to view your login type.

Nortel IP Phone 2210, 2211, 2212 handsets can operate in one of two login types:

- Unique—the ability to join a session with an m6350 Softclient is not enabled.
- Joint—the ability to operate in a joint session with an m6350 Softclient is enabled.

Prerequisites

The User menu must be displayed. See Navigating the User information menus (page 49).

Procedure steps

Step	Action
1	From the User menu, select and open `Login Type`.
2	Use the navigation keys to view the `Unique` screen and the `Joint` screen.
	A check mark indicates the current selection.

--End--

Changing your password

Follow this procedure to change your log on password.

If you are unsure how to use the dialpad to enter text, see Enter text using the dialpad (page 91) before you start this procedure.

Prerequisites

The User menu must be displayed. See Navigating the User information menus (page 49).

Procedure steps

Step	Action
1	With the User menu displayed, scroll through the list and select and open **Password**. The Password screen appears.
2	Use the dialpad to enter your current password.
3	In the same screen, use the dialpad to enter the new password.
4	Press **Ok**. Use the new password the next time you log on.

--End--

Make a call

These procedures show you how to make calls using Nortel IP Phone 2210, 2211, 2212 handsets.

See the handset figures in Overview (page 8) for the location of the keys and the headset jack.

Navigation

Using off-hook dialing

Follow this procedure to make a call.

Procedure steps

Step	Action
1	Press the Power on/Start call key.
2	Use the dialpad to enter the number.
3	Press the Power off/End call key when you finish the call.

--End--

Using Predial

Follow this procedure to make a call using the Predial feature.

Procedure steps

Step	Action
1	Press the MENU key.
	The handset state changes from idle to the active/on-hook state.
2	Use the dialpad to enter the number you want to call.
	The number appears in the display area.
3	Press OK to dial the number.

--End--

Editing the predial number

Follow this procedure to edit a previously entered predial number.

Procedure steps

Step	Action

1	Press the MENU key.
	The handset state changes from idle to the active/on-hook state.
2	Perform one of the following steps.

Step	Action
To delete numbers that appear to the right of the cursor	press **Delete**.
To delete numbers that appear to the left of the cursor	press **Bksp**.
To quit without editing a number	press **Cancel**.

| **3** | Press **Ok** to dial the number. |

--End--

Making a call using a headset

Follow this procedure to make a call using the headset.

Procedure steps

Step	Action
1	Connect the headset to the handset.
2	Go to one of these procedures to complete the call:

--End--

Answering a call using a headset

Follow this procedure to answer a call using the headset.

Procedure steps

Step	Action
1	Connect the headset to the handset.
2	Press the Power on/Start call key.

--End--

Making a call using a line

Follow this procedure to make a call using a line.

Procedure steps

Step	Action
1	Press the MENU key.
	The handset state changes from idle to the active/on-hook state
2	Press the LINE key and select the number key that corresponds to the DN from which you want the call to originate.
3	Use the dialpad to enter the number.

--End--

Answer a call

Follow these procedure to answer an incoming call.

Each incoming call causes the handset to ring, an arrow beside the LINE (DN) key to flash, and the Message Indicator lamp to flash.

See the handset figures in for the location of the keys and the headset jack.

Navigation

-
-

Answering a call

Follow this procedure to answer a call. When the handset receives a call, it rings or vibrates, and a line number appears and flashes on the display. The name and the extension may appear, depending on datafill set by the administrator.

Procedure steps

Step	Action
1	Press the Power on/Start call key.

--End--

Answering a call while using a headset

Follow this procedure to answer a call. When the handset receives a call, it rings or vibrates, and a line number appears and flashes on the display. The name and the extension may appear, depending on datafill set by the administrator.

Procedure steps

Step	Action
1	Press any key on the handset except Power on/Start call, Power off/ End call, soft keys, or keys on the side of the handset.

--End--

Ending a call

Follow this procedure to terminate calls.

See the handset figures in Overview (page 8) for the location of the key.

Nortel Networks recommends that you end all calls by pressing the Power off/ End call key, even when the far end disconnects first.

Procedure steps

Step	Action
1	Press the Power off/End call key.

--End--

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While on an active call

Follow these procedures to put a call on hold, transfer a call, or use Conference Call features.

See the handset figures in Overview (page 8) for the location of the keys.

Navigation

Putting a call on hold

Follow this procedure to put a call on hold. The Hold feature allows you to suspend a call without terminating it.

Procedure steps

Step	Action
1	To place a call on hold, press the LINE key.
2	On the dialpad, press the number key that corresponds to the `Hold` option.
	The call is suspended. On the display, `Call Held` appears, and the number of the held line appears and flashes in the top line of the display.

--End--

Resuming a call that is on hold

Follow this procedure to resume a call that is on hold.

Prerequisites

You must have a call on hold.

Procedure steps

Step	Action
1	Press the LINE key.
2	Select the number of the call on hold. Look for a flashing line number in the top row of the display.

--End--

Transferring a call

Follow this procedure to transfer a call to another party.

Procedure steps

Step	Action
1	During an active call, press the LINE key.
	A list of available features appears.
2	Use the navigation keys to select the Transfer feature.
3	Press Ok.
	The caller is put on hold, and you hear a dial tone. An icon appears beside the Transfer item in the LINE menu, indicating that the call is transferred.
4	Use the dialpad to enter the number to which to transfer the call.
5	When that number rings or is answered, press the LINE key and select the Transfer feature again.
	The call is transferred.
6	If you put a call on hold to answer and transfer a call, press the LINE key and select the line you put on hold.
	The original call is active.

--End--

Using the Conference call feature

Follow this procedure to create a conference call. The maximum number of callers per conference is six.

Prerequisites

You must be on an active call.

Procedure steps

Step	Action
1	Press and hold the FCN key and select `3wc`.
	The caller is put on hold and a you hear a dial tone.
2	Dial the number of the person you want to add to the call. At this time, you can talk privately to the person you are adding at this time to announce the conference.
3	Press and hold the FCN key and select `3wc` a second time to merge the parties.

--End--

Using Call Join

Follow this procedure to use the Call Join feature. If you are on one call while you have one caller on hold, you can merge the parties into a conference call.

Procedure steps

Step	Action
1	While on a call, press and hold the FCN key and select `3wc`.
2	Press the Extension key of the call that you want to connect to your current call.
3	To merge the calls, press and hold the FCN key and select `3wc` again.

--End--

Muting a call

Follow this procedure to mute a call. Muting prevents the transmission of sounds by the handset.

Procedure steps

Step	Action
1	Press the FCN key. The Hidden Keys list appears.
2	On the dialpad, press the number key that corresponds to the **Mute** option. The mute feature is enabled, and Mute appears on the display.

--End--

Unmuting a call

Follow this procedure to unmute a call.

Procedure steps

Step	Action
1	Press the FCN key.
	The Feature Keys menu appears
2	On the dialpad, press the number key that corresponds to the `Mute` option.
	The mute feature is disabled, and `Mute` disappears from the display.

--End--

While away from your desk

Follow these procedures to receive calls when you are away from your desk.

See the handset figures in for the location of the keys.

Navigation

-
-

Using Call Forward

Use Call Forward to send incoming calls to another extension within the system. You can continue to place outgoing calls from your handset while the Call Forward is active.

Procedure steps

Step	Action
1	During an active call, press the FCN key and select **Forward**.
2	Use the dialpad to enter the number of the DN to which you want to forward your incoming calls.
3	Press **Forward** again.
	An icon next to the label on the feature key appears on your display.

--End--

Turning off call forwarding

Follow this procedure to disable Call Forward.

Prerequisites

Call forwarding must be activated.

Procedure steps

Step	Action
1	Press the FCN key and select **Forward**. The icon no longer appears in the display.

--End--

Work without interruption

Follow these procedures to enable and disable the Make Busy feature. This feature allows you to work without receiving incoming calls.

See the handset figures in for the location of the keys.

Navigation

-
-

Using the Make Busy feature

The Make Busy feature sets the handset to respond with a busy signal when it receives an incoming call.

Procedure steps

Step	Action
1	Press the Power On/Start Call key.
2	Press the LINE key. The Feature Keys menu appears.
3	On the dialpad, press the number key that corresponds to Make Set Busy. All incoming calls now receive a busy signal. An icon appears beside the Make Set Busy option, indicating that the feature is enabled.

--End--

Disabling Make Busy

Follow this procedure to disable Make Busy.

Prerequisites

The feature must be enabled.

Procedure steps

Step	Action
1	Press the Power On/Start Call key.
2	Press the LINE key.
	The Feature Keys menu appears.
3	On the dialpad, press the number key that corresponds to the `Make Set Busy`.
	The feature is disabled.

--End--

Use the Inbox and Outbox

Follow these procedures to use your Inbox and Outbox.

See the handset figures in for the location of the keys.

Navigation

Using the Inbox

Follow this procedure to use the Inbox. If you have enabled the Inbox and assigned it to a directory number (DN) key, when you miss an incoming call an envelope icon appears in the top left corner of the display. This icon disappears after you retrieve the message.

You can assign a maximum of four DN keys to the Inbox.

Prerequisites

- The handset must be active.

- You must have a call in the Inbox.

Procedure steps

Step	Action
1	Press the FCN key.
2	Use the navigation keys to select **Inbox** from the menu. The Inbox screen appears.
3	Use the navigation keys to scroll through the list and select a call.
4	Press **Ok**.

Step	Action
To dial the call	go to step 5.
To view call information	go to step 6.
To store the number in the directory	go to step 7.

Step	Action
5	Use the navigation keys to select **Dial** and press **Ok**. The handset dials the number. The procedure is complete.
6	Use the navigation keys to select **Display** and press **Ok**. The call information appears. The procedure is complete.
7	Use the navigation keys to select **Store** and press **Ok**. The number is added to your directory. The procedure is complete.

--End--

Using the Outbox

Follow this procedure to use the Outbox.

Prerequisites

You must have assigned the Outbox to a DN key.

Procedure steps

Step	Action
1	Press the FCN key.
2	Use the navigation keys to select `Outbox` from the menu.
	The Outbox screen appears.
3	Use the navigation keys to scroll through the list and select a call.
4	Press `Ok`.

Step	Action
To dial a call	go to step 5.
To view call information	go to step 6.
To store the number in the directory	go to step 7.

5	Use the navigation keys to select `Dial` and press `Ok`.
	The handset dials the number. The procedure is complete.
6	Use the navigation keys to select `Display` and press `Ok`.
	The call information appears. The procedure is complete.
7	Use the navigation keys to select `Store` and press `Ok`.
	The number is added to your directory. The procedure is complete.

--End--

Resetting the Inbox or the Outbox

Follow this procedure to delete the calls from the Inbox or the Outbox.

Prerequisites

The Call screen must be displayed.

Procedure steps

Step	Action
1	From the Call screen, select **Reset Inbox** or **Reset Outbox**
2	Press **Ok**.
	The calls are deleted.

--End--

Additional 221x handset features

Follow these procedures to use other features of Nortel IP Phone 2210, 2211, 2212 (221x) handsets.

See the handset figures in for the location of the keys.

Navigation

Silencing the ringer

Follow this procedure to silence the handset ringer.

Procedure steps

Step	Action
1	When the handset is ringing, press the Power Off/End Call key.
	The ringing stops but the call is not interrupted, which gives the caller the option of leaving a voice mail message.

--End--

Using Noise mode

Follow this procedure to adjust the handset to cope with varying noise levels in your work environment.

These three noise level modes that are available:

- Normal—select this mode for most office environments.
- High—select this mode for environments with a moderate amount of background noise.
- Severe—select this mode for extremely noisy environments.

Prerequisites

The handset must be in standby mode.

Procedure steps

Step	Action
1	Press and hold the FCN key. The User Options menu appears.
2	Use the Up and Down keys to scroll through the list and select `Noise Mode`.
3	Press `Ok`. The Noise Level submenu appears.
4	Use the Up and Down keys to scroll through the list and select a mode.
5	Press `Ok`.
6	Perform one of these steps.

Step	Action
To return to the previous menu	press `Up`.
To return the handset to standby mode	press the Power Off/End Call key, or press `Exit`.

--End--

Viewing the alias IP address

Follow this procedure to view the IP address currently assigned to the handset by the call server.

You cannot edit the IP address.

Prerequisites

The handset must be in standby mode.

Procedure steps

Step	Action
1	Press and hold the FCN key. The User Options menu appears
2	Use the Up and Down keys to scroll through the list and select **Alias IP Addr**.
3	Press **Ok**. The IP address appears.
4	Perform one of these steps.

Step	Action
To return to the previous menu	press **Up**.
To return the handset to standby mode	press the Power Off/End Call key, or press **Exit**.

--End--

Viewing current IP address

Follow this procedure to view the current IP address of the handset.

You cannot edit the IP address.

Prerequisites

The handset must be in standby mode.

Procedure steps

Step	Action
1	Press and hold the FCN key. The User Options menu appears
2	Use the Up and Down keys to scroll through the list and select `Current IP Addr`.
3	Press `Ok`. The IP address appears.
4	Perform one of these steps.

Step	Action
To return to the previous menu	press `Up`.
To return the handset to standby mode	press the Power Off/End Call key, or press `Exit`.

--End--

Entering the extension number for the handset

Follow this procedure to enter an extension number for the handset.

Prerequisites

The handset must be in standby mode.

Procedure steps

Step	Action
1	Press and hold the FCN key.
	The User Options menu appears
2	Use the Up and Down keys to scroll through the list and select `Extension`.
3	Press `Ok`.
	The Extension screen appears.
4	Use the dialpad to enter the extension number.
5	Press `Save`.
6	Perform one of these steps.

Step	Action
To return to the previous menu	press `Up`.
To return the handset to standby mode	press the Power Off/End Call key, or press `Exit`.

--End--

Viewing the current call server

Follow this procedure to view the IP address and port number of the call server.

You cannot edit the IP address or port number.

Prerequisites

The handset must be in standby mode.

Procedure steps

Step	Action
1	Press and hold the FCN key.
	The User Options menu appears
2	Use the Up and Down keys to scroll through the list and select `Current Call Svr`.
3	Press `Ok`.
	The information appears.
4	Perform one of these steps.

Step	Action
To return to the previous menu	press `Up`.
To return the handset to standby mode	press the Power Off/end Call key, or press `Exit`.

--End--

Viewing the terminal type

Follow this procedure to view the type of public branch exchange (PBX) terminal the system is using.

You cannot edit this information.

Prerequisites

The handset must be in standby mode.

Procedure steps

Step	Action
1	Press and hold the FCN key. The User Options menu appears
2	Use the Up and Down keys to scroll through the list and select `Terminal Type`.
3	Press `Ok`. The PBX terminal information appears.
4	Perform one of these steps.

Step	Action
To return to the previous menu	press `Up`.
To return the handset to standby mode	press the Power Off/End Call key, or press `Exit`.

--End--

Enter text using the dialpad

Follow this procedure to use the dialpad to enter text.

On the dialpad, keys numbered 2 through 9 each have three letters associated with them. When entering text, press the key once to enter the first letter, twice to enter the second letter, and three times to enter the third letter.

The letters Q and Z do not appear on the dialpad, but are available. Q is associated with the 7 key, and Z with the 9 key.

Prerequisites

A screen where you can enter text must be active on the handset.

Procedure steps

Step	Action
1	To enter text, find the number key associated with the letter you want to enter.

Step	Action
To enter the first letter	press the key once.
To enter the second letter	press the key twice
To enter the third letter	press the key three times.

The letter appears on the display.

--End--

Use the CICM Directory

Follow these procedures to use the Centrex IP Client Manager (CICM) Directory feature.

Use the CCM Directory to create a phone directory of names and numbers. The directory can store a maximum of 16 directory entries.

Navigation

Navigating the directory

Follow this procedure to navigate the directory.

Prerequisites

The handset must be active.

Procedure steps

Step	Action
1	Press the FCN key. The Function keys menu appears
2	Use the navigation keys to select **Directory**. The Directory appears with the list of directory entries displayed.
3	Use the down navigation key to move to the end of the list.
4	Select the item for the action you want to perform.
5	Press **Ok**.

Step	Action
To add an entry	Adding an entry to the directory (page 94).
To edit an entry	Editing a directory entry (page 95).
To delete an entry	Deleting a directory entry (page 96).
To dial an entry	Making a call using the Directory (page 97).

--End--

Adding an entry to the directory

Follow this procedure to add an entry to the directory. The directory stores a maximum of 16 entries.

If you are unsure how to enter text using the dialpad, see Enter text using the dialpad (page 91) before you start this procedure.

Prerequisites

The Directory screen must be displayed. To display the screen, see Navigating the directory (page 93).

Procedure steps

Step	Action
1	From the Directory menu, select `New Entry`.
2	Press `Ok`. The New Entry screen appears.
3	From the `New Entry` screen, select `Number`.
4	Use the dialpad to enter the number.
5	Press `Ok`.
6	From the `New Entry` screen, select `Surname Name`, enter the surname (last) name, and press `Ok`.
7	From the `New Entry` screen, select `First Name`, enter the first name, and press `Ok`.
8	If you want the entry to appear on a Feature key, select `Feature Key` on the screen, press `Ok`, enter the feature key the entry should appear and press `Ok`.
9	From the `New Entry` screen, select `Save`.
10	Press `Ok`. You are now prompted to confirm the entry before it is saved. If you press No, the Resume Editing? prompt appears. If you press Yes, you return to the screen showing the details just entered.
11	Press `No` to exit from the `Directory` screens.

--End--

Editing a directory entry

Follow this procedure to edit a directory entry.

If you are unsure how to enter text using the dialpad, see Enter text using the dialpad (page 91) before you start this procedure.

Prerequisites

The Directory screen must be displayed. To display the screen, see Navigating the directory (page 93).

Procedure steps

Step	Action
1	From the Directory screen, use the navigation keys to scroll through the list and select the entry to edit.
2	Press `Ok`. The Edit screen appears.
3	On the `Edit` screen, select the item to edit: Number, Surname, First Name, or Feature Key Format.
4	Use the dialpad to edit the selection.
5	Press `Ok`.
6	Repeat step 3 through step 5 for each item you want to edit.
7	On the Edit screen, select `Save` and press `Ok`.

--End--

Deleting a directory entry

Follow this procedure to delete a directory entry.

Prerequisites

The Directory screen must be displayed. To display the screen, see
.

Procedure steps

Step	Action
1	With the Directory screen displayed, use the navigation keys to scroll through the list and select the entry to delete.
2	Press `Ok`. A screen appears, asking you to confirm the deletion.
3	Press `Yes`. The entry is deleted from the directory.

--End--

Making a call using the Directory

Follow this procedure to dial a number using the directory.

Prerequisites

The Directory screen must be displayed. To display the screen, see
.

Procedure steps

Step	Action
1	With the Directory screen displayed, use the navigation keys to scroll through the list and select the entry to dial.
2	Press `Ok`. You are prompted to confirm the call.
3	Press `Yes`. The number is dialed.

--End--

Use the handset battery pack

Follow these procedures to remove, replace, and recharge the handset battery pack. For more information, see Battery packs (page 104).

Navigation

Removing the battery pack

Follow this procedure to remove the battery pack from the handset; see the figure IP Phone 2211 handset (page 11) for the location of the release buttons.

Procedure steps

Step	Action
1	Press the battery release buttons.
	The battery pack releases from the handset.
2	Lift the battery pack out of the handset cavity.

--End--

Inserting a battery pack

Follow this procedure to insert the battery pack into the handset; see the figure IP Phone 2211 handset (page 11) for the location of the release buttons.

Procedure steps

Step	Action
1	Press the battery release buttons.
	The battery pack releases from the handset.
2	Slide the battery pack straight into the handset cavity.

--End--

Changing a battery pack during a call

Follow this procedure to change the battery pack while you are on a call; see the figure IP Phone 2211 handset (page 11) for the location of the release buttons.

Attention: Do not dispose of a battery pack with your domestic waste. Take battery packs to an appropriate collection point for recycling or sent them back to your supplier or servicing agent.

Prerequisites

You must have a replacement battery pack. Replacement battery packs are available from you supplier or servicing agent.

Procedure steps

Step	Action
1	Put the call on hold. See Putting a call on hold (page 66).
2	Press the battery release buttons.
	The battery pack releases from the handset.
3	Lift the battery pack out of the handset cavity.
4	Slide the battery pack straight into the handset cavity.
5	Resume the call. See Resuming a call that is on hold (page 67).

--End--

Recharging the battery

Follow this procedure to recharge the battery pack. The handset can be recharged when in a power off or standby state.

The indicator light on the Desktop Charger lights only when the handset is inserted correctly into the connector. If the light does not turn on, check to see that you correctly inserted the handset and that the charger is connected to a power source.

It is normal for the battery pack to warm up when it is recharging.

Prerequisites

You must have the Nortel Networks WLAN Handset Desktop Charger appropriate for the model of handset.

Attention:
— To charge the battery pack, always use the Desktop Charger provided. Other chargers can damage the battery pack.
— Use only the original plug-in power adapter provided with the unit.

Procedure steps

Step	Action
1	Press the Power Off/End Call key. Hold the key down for two seconds if you want to transition to the power off state.
2	Place the handset face-forward into the Desktop Recharger.
	The red indicator light turns on. If the handset is in standby mode, the handset extension number and `Charging...` appear in the display. If the handset is off, the extension number does not appear.
3	Recharge the battery.
	The battery is fully charged when `Charge Complete` appears in the display area. The indicator light stays lighted as long as the handset is connected to the recharger.

--End--

Handset maintenance

This section contains information you need to maintain the handset.

Navigation

Battery packs

Nortel IP Phone 2210, 2211, 2212 handsets have rechargeable batteries. The battery pack supply is sufficient for a maximum of for four hours of talk time, or 70 hours standby time. See for procedures about replacing and recharging the battery pack.

Replacement battery packs are available from you supplier or servicing agent.

Attention: Do not dispose of a battery pack with your domestic waste. Take battery packs to an appropriate collection point for recycling or sent them back to your supplier or servicing agent.

Low power indicators

The handset monitors the power level of the battery and notifies you in these ways when the battery per level is low.

- If you are not engaged in a call, you hear a loud beep.

- If you are on a call, you hear a soft beep through the earpiece once every six seconds.

- The battery icon appears in the upper left corner of the display. See .

Cleaning the handset

Nortel IP Phone 2210, 2211, 2212 handsets occasionally need exterior cleaning. Follow these guidelines to clean the handset.

CAUTION
Do not spray liquid directly onto the handset. Always apply the cleaning agent or water to a clean cloth or paper towel first. Then wipe the cloth or paper towel over the surface of the handset.

— Do not immerse the handset in any liquid.

— Do not use furniture polishes, waxes, or plasticizer-based cleaners.

— Do not use pre-moistened towelettes containing lanolin, aloe, glycerin, or other skin care agents.

— Do not use any solvents such as acetone or mineral spirits.

Moisten a clean cloth or paper towel with water an wipe it over the surface of the handset.

If the handset needs a more rigorous cleaning, you can use:

- a mild detergent solution

- a general-purpose household glass and surface cleaner that is sprayed onto a clean cloth or paper towel

- pre-treated cloths sold for cleaning eye glasses or camera lenses

- pre-moistened towelettes that use alcohol. Do not use any that contain lanolin or aloe.

- Isopropyl alcohol. Do not rub isopropyl alcohol vigorously over the keypad. The alcohol will significantly degrade the labels on the keys.

- Be sure to remove any detergent residue from the surface, using a clean cloth or paper towel dampened with plain water.

Cleaning the handset connector

If the handset connector is dirty, you may experience a scratchy or intermittent signal.

To clean connectors:

1 If available, blow compressed air into the connector to clear it of debris.

2 Dip the end of a cotton swab in isopropyl alcohol.

3 Insert the swab into the connector and twist.

4 Repeat step 2 several times.

5 If available, blow compressed air into the connector to dry it.

Desktop Charger

Nortel Networks WLAN Handset Desktop Chargers are designed to fully charge the Nickel Metal Hydride (NiMH) battery packs in approximately 1.5 hours. The charger operates in temperatures from 50° F to 85° F (10° C to 30° C).

To use the charger

- Place the unit on a flat, horizontal surface.

- Plug one end of the power supply into the adapter unit, and the other end into an appropriate wall outlet.

Attention:
— Always use the Desktop Charger provided with the handset to recharge the battery. Other chargers can damage the battery pack.
— Use only the original plug-in power adapter provided with the unit.
— Do not immerse the unit into water, or throw into a fire.

Cleaning the Desktop Charger

Moisten a clean cloth or paper towel with water and wipe it over the surface of the unit.

CAUTION
Do not spray liquid directly onto the unit. Always apply the cleaning agent or water to a clean cloth or paper towel first. Then wipe the cloth or paper towel over the surface of the handset.

— Do not immerse the unit in water or other liquid.

— Do not pour liquid into the chargers slot.

Cleaning the Desktop Charger connectors

If the Desktop Charger connectors are dirty, you may experience difficulty recharging the battery pack.

To clean theconnectors:

1   If available, blow compressed air into the connector to clear it of debris.

2   Dip the end of a cotton swab in isopropyl alcohol.

3   Insert the swab into the connector and twist.

4   Repeat step 2 several times.

5   If available, blow compressed air into the connector to dry it.

Terms you should know

Auto Hide

This feature allows only those features that are available to you to appear in the display. Availability of features depends on the state of the handset, and administrator settings.

Auto Login

Any system maintenance activity, such as a firmware upgrade, results in you forcibly logs you out of the system. By enabling the Auto Login feature, you are automatically logged into the IP Client Manager after the terminal is available again.

CICM

The Centrex IP Client Manager (CICM) product delivers Centrex capabilities uses VoIP technology to connect Nortel IP Phone 2210, 2211, 2212 users to an IP network. CICM provides the interface between the Centrex feature set and an IP network.

CICM feature menu

The CICM system provides additional features services to Nortel IP Phone 2210, 2211, 2212 handsets. These features are assigned by the CICM system administrator.

Dialpad

The dialpad is comprised of numbered keys 0 through 9, *, and #. Use the dialpad to select menu items and enter text and telephone numbers.

Directory Number (DN)

A telephone number from one to seven digits in length. Also known as an extension number.

Display

The liquid crystal display (LCD) on the handset.

FCN key

A fixed (hard-labeled) key used to access the Feature Keys menus: Mute, Hold, Goodbye, Directory, Inbox, Outbox.

Feature Access Codes (FAC)

Specialized codes entered using the dialpad that enable features, such as Call Forward.

Feature Keys menu

A list of six non-programmable features that are not linked to fixed keys on the handset. Feature keys are selected by pressing the number on the dialpad that corresponds to the number of the item in the menu.

Fixed key

The hard-labeled keys on the handset.

LCD

Liquid crystal display; this is the lighted display area of the handset.

LINE key

A fixed (hard-labeled) key used to access the User Options menu.

Off-hook

Any line selected to make a call or receive an incoming call. The term off-hook is applied whether (a) the user presses a line key, (b) the call is automatically answered at the set, or (c) a line is automatically selected for an outgoing call.

Push-to-talk

A feature of the handset that allows it to function as a walkie-talkie.

Soft keys (self-labeled)

A set of keys programmed by the system administrator. These two rocker keys are located directly below the display area.

User Options menu

A list of items (Ring Type, Noise Mode, Alias IP Address, Current IP Address, Extension, Current Call Server, and Terminal Type, that you use to configure the handset ring type and noise level and view system information.

Nortel IP Phone 2210, 2211, 2212 User Guide

The information in this document is sourced in Canada, the United States, and the United Kingdom.

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