

Carrier VoIP

Nortel IP Phone 2002 User Guide

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New in this release

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

8 New in this release

Overview

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 handsfree operation
- a standard telephone keypad,
- call service keys: Release, Hold, volume control, and Mute
- a liquid crystal display area
- navigation keys for scrolling through menu items, the Inbox, the Outbox, and directory lists

To use the IP Phone 2002, log on to the Communication Server 2100 IP Client Manager (CICM) by entering a user name and password. After you log on, 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 feature keys and the soft keys.

"IP Phone 2002" (page 10) shows the IP Phone 2002.

IP Phone 2002**Hardware features**

Nortel IP Phone 2002 provides the following hardware features:

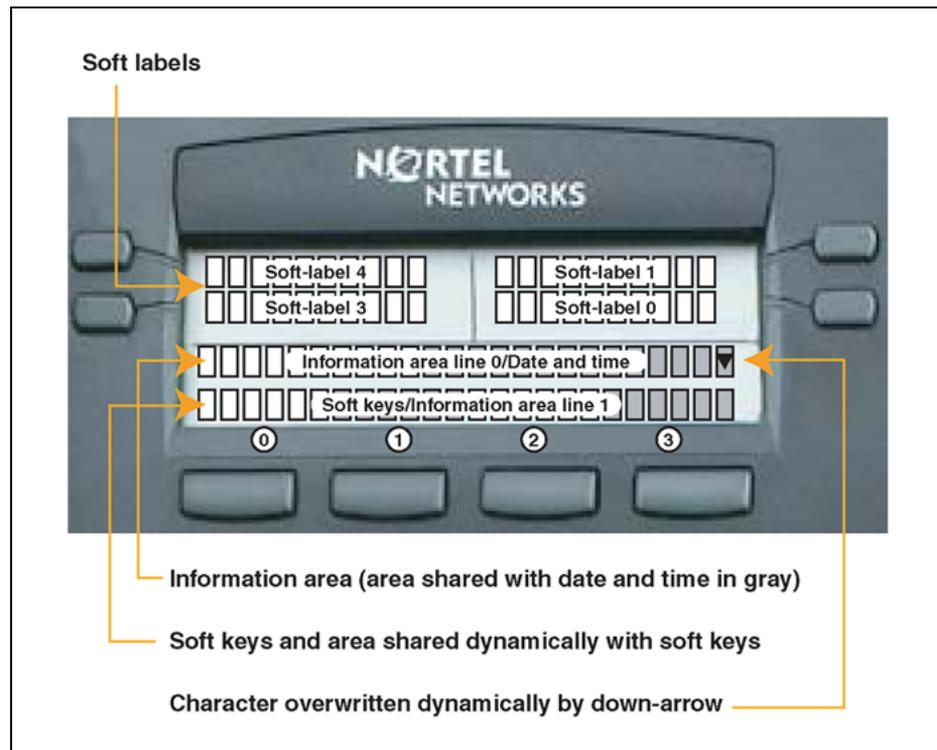
- fixed-angle stand
- wall mounting hardware
- built-in Ethernet switch (two RJ-45 jacks)
- four user-defined feature keys
- supports 10 features available by paging through the navigation keys
- one-line display area
- Standard Stetron LS19 speaker (no tuned cavity)
- Standard Primo EM-80 handsfree microphone

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

Telephone display

The IP Phone display is divided into three areas. "IP Phone 2002 display" (page 11) describes each area.

IP Phone 2002 display



- The Login screen shows digits and characters entered through the keypad, on information line 0. The user name and passwords can be up to a maximum of 15 digits.
- Four user-defined feature keys provide access to call features available to the IP Phone. Although the IP Phone 2002 has only 4 feature keys, the IP Phone has 10 features available. Use the navigation keys to scroll through pages of features.
- Four soft keys allow you to select menu items and perform operations.
- To select a menu item, use the navigation keys to highlight the item and press Ok.
- To select a numerically-indexed menu item, use the keypad to enter the menu item number. The display immediately shows the screen for the item, without the need to scroll. Only menu items 0 through 9 have a shortcut key.
- Information line 1 is shared by the soft key labels and incoming call information when at the base screen. If a menu screen is open when a call comes in, you must exit the menu before caller information appears.
- Access the menu system by pressing the Menu soft key or by pressing the Services key on the IP Phone. See figure "IP Phone 2002" (page 10) for the location of this key.

Connecting 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.

See "IP Phone 2002 connectors" (page 14) for the location of the connectors.

Step	Action
------	--------

- | | |
|---|---|
| 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. |
| 2 | Choose one of the following connections: <ul style="list-style-type: none">• For an IP Phone 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 phone (identified with a LAN icon). Plug the other end of the CAT5 line cable into the IP network.• For an IP Phone 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 phone (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 phone (identified with a PC icon) and the other end into the computer Ethernet port. |
| 3 | Contact your installation technician for the correct power option. This IP Phone can be powered by an AC adapter or over a LAN. |

14 Connecting the IP Phone 2002 components

- 4 For a secure power connection, thread the excess cord around the strain relief retaining hook and through the channel provided.
- 5 Secure the IP Phone footstand to the base. Use the angle grip on the top back of the phone to adjust the angle of the phone.

IP Phone 2002 connectors



—End—

Logging on

Follow this procedure to log on to the network. If the Centrex IP Client Manager (CICM) is set up as part of a group of CICMs, you can choose which CICM to connect to. After you select a gateway, the terminal directs itself at that CICM and the Username screen appears.

If a firmware upgrade for the IP Phone is available, the system prompts you to upgrade when you log on. If the terminal is below the minimum level, the only option available is Yes. You cannot log on until you perform the upgrade. To perform an upgrade, see "[Performing a firmware upgrade](#)" (page 45).

Step	Action
1	If the Selective Gateway Login feature is configured on your system, navigate through the list to select the gateway.
2	When the gateway you want appears, press Ok , or start entering your username. <i>If the Username screen appears when you start to enter your user name, the characters you already entered appear at the beginning of the Username field.</i>
3	If you make a mistake, press Clear to clear the field, and then enter the user name again. <i>If your user name is too long for the display (longer than 15 characters), the digits scroll to the left and an ellipsis appears to the left of the user name.</i>
4	Press Ok . <i>The Password screen appears.</i>
5	Enter your password. For security, the password characters are displayed as asterisks (*).
6	If you make an error, press Clear to clear the field, and then enter the password again.
7	Press Ok .

You are logged on and the Menu screen appears.

—End—

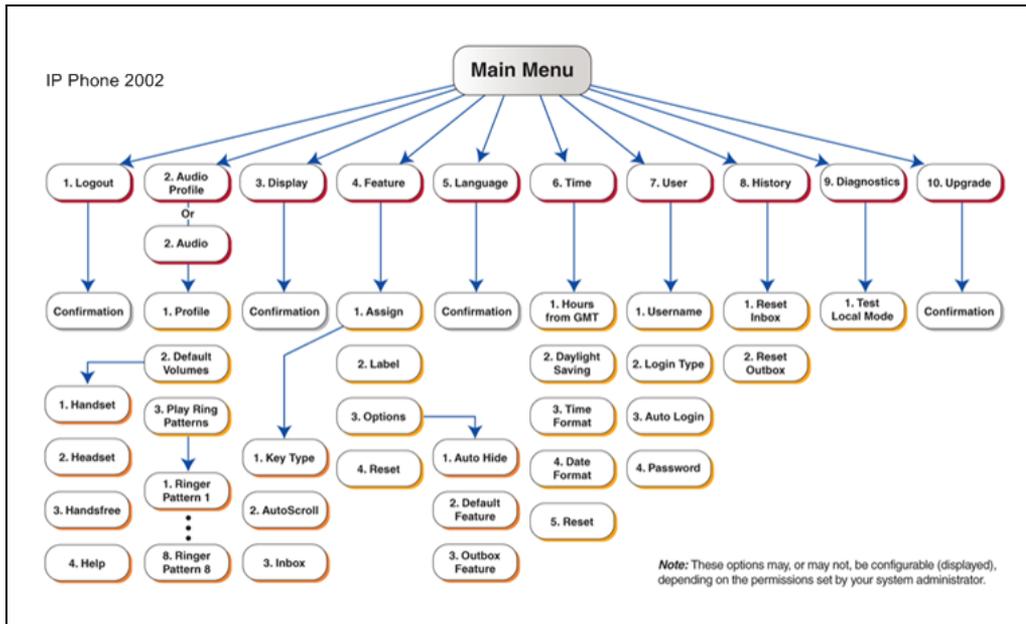
Displaying the menu

Follow this procedure to access the main menu. You must be logged on to access the main menu system.

Step	Action
1	<p>On the IP Phone, perform one of these actions:</p> <ul style="list-style-type: none">• Press the Menu soft key.• Press the Services key. <p><i>The main menu opens.</i></p>
2	<p>Perform one of these actions:</p> <ul style="list-style-type: none">• Select Logout, see "Logging off" (page 19).• Select Audio Profile, see "Changing your audio profile" (page 21).• Select Display, see "Adjusting the display contrast" (page 23).• Select Feature, see "Using the Feature menu" (page 25).• Select Language, see "Selecting a language" (page 31).• Select Time, see "Using the Time menu" (page 33).• Select User, see "Using the User menu" (page 37).• Select Call, see "Resetting the Inbox or the Outbox" (page 41).• Select Diagnostics, see "Testing the local mode" (page 43).• Select Upgrade, see "Performing a firmware upgrade" (page 45).

—End—

IP Phone 2002 menu hierarchy



Logging off

Follow this procedure to log off from the system.

Step	Action
1	From the main menu, select Logout . <i>The Logout screen appears.</i>
2	To log off, press Ok . <i>You are asked to confirm the action.</i>
3	Press Yes .

—End—

Changing your audio profile

Follow this procedure to view your audio profile.

Local Area Network is an example of a profile datafilled by your administrator, who sets various CODECs (G711 or G729 for example) and Quality of Service levels. Use this menu to select the profile you wish to use. Contact your administrator for recommended profiles.

Step	Action
1	From the main menu, select and open Audio Profile . <i>The Audio Profile screen appears.</i>
2	Press Ok . <i>The Audio Profile screen appears. If you have permission to edit your profile, a check mark appears beside the profile name in the display.</i>
3	If you have permission to edit your profile, you can toggle between enabling and disabling 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.

—End—

Adjusting the display contrast

Follow this procedure to adjust the contrast level of the display.

Step	Action
1	From the main menu, select and open Display. <i>The Display menu opens.</i>
2	Perform one of these actions: <ul style="list-style-type: none">• To decrease the contrast level, press the soft key on the far left.• To increase the contrast level, press the soft key second from the left. <i>The percentage figure shows the change in the contrast.</i>
3	When you find the contrast you like, press Ok to save the change.

—End—

Using the Feature menu

Follow these procedure to use the Feature menu.

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

Navigation

- ["Using the Assign menu" \(page 25\)](#)
- ["Labeling a feature key" \(page 27\)](#)
- ["Using the Options menu" \(page 28\)](#)
- ["Resetting the feature keys to the default settings" \(page 30\)](#)

Using the Assign menu

Follow this procedure to use the Assign menu.

Defining the key type

Follow this procedure to assign a key type to a feature key.

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).

Step	Action
------	--------

- | | |
|---|--|
| 1 | From the main menu, open the Feature menu.
<i>A list of the feature keys and their current assignments appears.</i> |
| 2 | Select a key to change.
<i>The Feature submenu appears.</i> |
-

- 3 Select and open **Assign**.
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.
- 4 Press **Key Type**.
The Key Type screen appears. A check mark appears beside the type currently assigned to the key.
- 5 Perform one of these actions:
 - To change Central to Local, select **Local**.
 - To change Local to Central, select **Central**.
- 6 Press **Ok**.
The key type is changed and a check mark appears beside the selection.

—End—

Enabling or disabling AutoScroll

Follow this procedure to configure the Auto Scroll feature.

If AutoScroll is enabled, the IP Phone display automatically opens the screen for the feature selected when you press a feature key.

Step	Action
1	From the main menu, open the Feature menu. <i>The Feature menu opens.</i>
2	From the Feature menu, select and open the Assign menu. <i>The Assign menus opens.</i>
3	From the Assign menu, select Auto Scroll and press Ok . <i>The AutoScroll screen appears.</i>
4	Perform one of these actions: <ul style="list-style-type: none"> • To enable autoscroll, select Enable. • To disable autoscroll, select Disable.
5	Press Ok .

A check mark appears beside the option you selected. You return to the Assign menu.

—End—

Enabling or disabling the Inbox

Follow this procedure to enable or disable the Inbox feature.

Step	Action
1	From the main menu, open the Feature menu.
2	From the Feature menu, select and open the Assign menu. <i>The Assign menu opens.</i>
3	From the Assign menu, select Inbox and press Ok . <i>The Inbox screen appears.</i>
4	Perform one of these actions: <ul style="list-style-type: none"> • To enable the Inbox, select Enable. • To disable the Inbox, select Disable.
5	Press Ok . <i>A check mark appears beside the option to indicate your choice. You return to the Assign menu.</i>

—End—

Labeling a feature key

Follow this procedure to change the label associated with a feature.

If you are unfamiliar with how to use the dialpad to enter text, see ["Using the dialpad to enter text" \(page 59\)](#) before you begin this procedure.

Step	Action
1	From the main menu, open the Feature menu.
2	From the Feature menu, select and open Label . <i>The Enter Label screen appears.</i>
3	Press Clear to delete the current label.

- 4 Use the dialpad to enter the new label.
- 5 To correct the label, press **Bkspc**.
- 6 When you have correctly entered the new label, press **Ok**.
The new label is applied. You return to the Feature menu.

—End—

Using the Options menu

Follow these procedures to open the Options menu.

Step	Action
------	--------

- 1 From the main menu, open the Feature menu.
- 2 From the Feature menu, select and open **Options**.
- 3 Press **Ok**.
The Options menu opens.

—End—

Enabling or disabling Auto Hide

Follow this procedure to enable or disable the Auto Hide feature. When you enable the Auto Hide feature, only those features that are available appear in the display. Feature availability depends on the state of the terminal and the administrator settings.

Step	Action
------	--------

- 1 From the main menu, open the Feature menu.
- 2 From the Feature menu, select and open the **Options** menu.
The Options menu opens.
- 3 From the Options menu, select and open **Auto Hide**.
The Auto Hide screen appears.
- 4 Perform one of these actions:
 - To enable auto hide, select **Enable**.
 - To disable auto hide, select **Disable**.

- 5 Press **Ok**.

A check mark appears beside your selection. You return to the Options menu.

—End—

Selecting the default line key

Follow this procedure to select a feature key to be your default line key.

Step	Action
------	--------

- | | |
|---|--|
| 1 | From the main menu, open the Feature menu. |
| 2 | From the Feature menu, select and open Options .
<i>The Options menu opens.</i> |
| 3 | From the Options menu, select and open Default Feature .
<i>The Default Feature screen appears, showing a list of DN keys.</i> |
| 4 | Scroll through the list to select the key that you want to assign as your default line key. |
| 5 | Press Ok .
<i>The selected key is now your default line key. You return to the Options menu.</i> |

—End—

Assigning the Outbox to a key

Follow this procedure to assign the Outbox to a feature key. For more information about how to use your Outbox, see ["Using the Outbox" \(page 65\)](#).

Step	Action
------	--------

- | | |
|---|---|
| 1 | From the main menu, open the Feature menu. |
| 2 | From the Feature menu, select and open the Options menu.
<i>The Options menu opens.</i> |
| 3 | From the Options menu, select Outbox . |
| 4 | Press Ok to access the list of keys. |

- 5 Use the navigation keys to scroll through the list and select the feature key to which to assign to the Outbox.

—End—

Resetting the feature keys to the default settings

Step	Action
1	From the main menu, open the Feature menu.
2	From the Feature menu, select and open Reset . <i>The Reset to Defaults screen appears.</i>
3	Press Yes . <i>The keys are reset to the default settings. You return to the Feature menu.</i>

—End—

Selecting a language

Follow this procedure to select your language preference.

Step	Action
1	From the main menu, select and open Language . <i>A list of available languages appears.</i>
2	Scroll through the list and select your preferred language.
3	Press Apply . <i>The terminal now displays text in the selected language.</i>
4	Press Ok . <i>You return to the main menu.</i>

—End—

Using the Time menu

Follow procedures in this section to configure time and date formats.

Any change you make to the time and date format takes place immediately.

Navigation

- "Selecting the time zone" (page 33)
- "Enabling Daylight Saving Time" (page 33)
- "Disabling Daylight Saving Time" (page 34)
- "Setting the time format" (page 34)
- "Setting the date format" (page 35)
- "Resetting the time defaults" (page 36)

Selecting the time zone

Step	Action
1	From the Main menu, open the Time menu.
2	From the Time menu, select and open Hours from GMT .
3	Scroll through the list and select the time zone.
4	Press Ok .
	<i>The time displayed changes to that of the selected zone.</i>
—End—	

Enabling Daylight Saving Time

Follow this procedure to enable Daylight Saving Time.

Step	Action
1	From the Main menu, open the Time menu.
2	From the Time menu, select and open Daylight Saving . <i>The Daylight Saving screen appears. The word Off appears with a check mark beside it, to indicate that the feature is disabled.</i>
3	Select On .
4	Press Ok . <i>Daylight Savings Time is enabled. The word On appears with a check mark beside it, to indicate the feature is enabled. You return to the previous screen.</i>
—End—	

Disabling Daylight Saving Time

Follow this procedure to disable Daylight Saving Time.

Step	Action
1	From the main menu, open the Time menu.
2	From the Time menu, select and open Daylight Saving . <i>The Daylight Saving screen appears. The word On appears with a check mark beside it, if the feature is enabled.</i>
3	Select Off . <i>Daylight Saving Time is disabled. The word Off appears in the display, with a check mark beside it. You return to the previous screen.</i>
—End—	

Setting the time format

Follow this procedure to set the time format the terminal uses to display the current time. The time format choices are:

- 12-hour clock
- French
- 24-hour clock

Step	Action
1	From the Main menu, open the Time menu.
2	From the Time menu, select and open Time Format . <i>The Time Format screen appears.</i>
3	Scroll through the Time Format options to select the format you want. <i>A check mark appears beside the format currently in use.</i>
4	To enable a format, select it and press Ok , <i>A check mark appears beside the option, to indicate that it is enabled. The time is displayed in the selected format. You return to the previous screen.</i>
—End—	

Setting the date format

Follow this procedure to set the date format the terminal uses to display the current date. When month (mmm) is selected, the display shows an abbreviated name, Oct for example, and not a number.

The date format choices are:

- mmmdd
- ddmmm
- mm/dd
- dd/mm

Step	Action
1	From the main menu, open the Time menu.
2	From the Time menu, select and open Date Format .
3	Use the navigation keys to scroll through the list to select your preferred date format.
4	Press Ok . <i>The Date Format screen appears.</i>
5	Scroll through the Date Format options and select a format. <i>A check mark appears beside the format currently in use.</i>
6	To enable a format, select it and press Ok .

A check mark appears beside the option, to indicate that it is enabled. The date is displayed in the selected format. You return to the previous screen.

—End—

Resetting the time defaults

Follow this procedure to reset the terminal to the default time settings.

Step	Action
------	--------

- | | |
|---|---|
| 1 | From the main menu, open the Time menu. |
| 2 | Form the Time menu, select and open Reset . |
| 3 | Press Ok .
<i>A confirmation screen appears.</i> |
| 4 | Confirm the action.
<i>The terminal reverts to the default time settings. You return to the previous screen.</i> |

—End—

Using the User menu

Follow procedures in this section to view and edit your User profile.

Navigation

- "Viewing your username" (page 37)
- "Viewing your login type" (page 37)
- "Viewing, enabling, or disabling Auto Login" (page 38)
- "Changing your password" (page 39)

Viewing your username

Follow this procedure to view your user name.

Step	Action
1	From the main menu, open the User menu.
2	From the Time menu, select Username . <i>The Username screen appears, showing your user name.</i>
—End—	

Viewing your login type

Follow this procedure to view your login type.

The terminal 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.

Step	Action
1	Joint—the ability to operate in a joint session with an m6350 Softclient is enabled.
2	From the User menu, select and open Login Type . <i>The Unique screen appears. If Unique is enabled, Ok appears above the far left soft key.</i>
3	Press the down navigation key to view the Joint screen. <i>If Joint is enabled, Ok appears above the far left soft key.</i>
—End—	

Viewing, enabling, or disabling Auto Login

Follow this procedure to view, enable, or disable the auto login feature.

Any maintenance activity, for example a firmware upgrade, forces a log off from the network. If you enable auto login, you are automatically logged on to the IP Client Manager when the terminal is available again.

Prerequisites

You must have permission to edit the auto login feature. If you have permission, a check mark appears next to Enabled when the screen appears.

Step	Action
1	From the main menu, open the User menu.
2	From the User menu, select and open Auto Login . <i>The Auto Login screen appears displaying your Auto Login profile.</i> If you do not have permission to edit this feature, the procedure is complete.
3	If you have permission to edit this feature, press Ok . <i>The Enabled screen appears. A check mark appears if the feature is enabled.</i>
4	Perform one of these actions. <ul style="list-style-type: none"> • To enable Auto Login, select Enable. • To disable Auto Login, select Disable.
5	Press Ok .

A check mark appears beside the item you selected. You return to the Auto Login screen.

—End—

Changing your password

Follow this procedure to change your password.

Step	Action
1	From the main menu, open the User menu.
2	From the User menu, select and open Password . <i>The Old Password screen appears. The system prompts you to enter your old password.</i>
3	Use the dialpad to enter the old password.
4	After you enter the old password, use the dialpad to enter the new password in the same screen.
5	Press Ok . <i>The password is changed and you return to the previous menu.</i> Use the new password the next time you log on.

—End—

Resetting the Inbox or the Outbox

Follow this procedure to empty the contents of the Inbox or the Outbox.

Step	Action
1	From the main menu select and open History.
2	Perform one of these actions: <ul style="list-style-type: none">• Select Reset Inbox.• Select Reset Outbox.
3	Press Ok . <i>A confirmation screen appears.</i>
4	Confirm the action. <i>The calls in the selected box are deleted. You return to the previous menu.</i>

—End—

Testing the local mode

Follow this procedure to test the local mode.

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

Step	Action
1	From the main menu, open the Diagnostics menu.
2	From the Diagnostics menu, select Test Local Mode .
3	Press Ok . <i>A confirmation screen appears.</i>
4	Press Yes . <i>The terminal transitions to its secondary IP address and temporarily disconnects from the IP Client Manager.</i>

—End—

Performing a firmware upgrade

Follow this procedure to upgrade the IP Phone firmware.

If a firmware upgrade for the IP Phone is available, the system prompts you to upgrade when you log on. If the terminal is below the minimum level, the only option is yes. You cannot log on until you perform the upgrade. If the firmware level is between the minimum and maximum level, Yes and No options appear.

While an upgrade is in progress, the terminal reboots and becomes temporarily unavailable.

Step	Action
------	--------

- | | |
|---|---|
| 1 | From the main menu, select and open Upgrade .
<i>The Upgrade confirmation screen appears.</i> |
| 2 | Confirm the action.
<i>A second confirmation screen appears.</i> |
| 3 | Press Yes .
<i>The firmware is downloaded.</i> |
-

—End—

Making calls

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

Using 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.

Using 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.

Using 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

Answering 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.



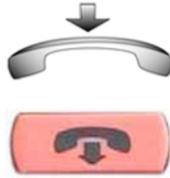
Choose one of the following to answer a call:

- 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.

Ending 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.

Putting 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.

Using the Mute feature

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.

Transferring 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.
4. 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.

Using the Call Park feature

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.

Forwarding calls

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

Conference calls

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

Setting 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.

Using the Call Join feature

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

Using the dialpad to enter text

Follow this procedure to use the dialpad to enter text.

Use the Symbol key to enter special characters

A flashing cursor appears in the display when you can enter text on the screen.

Step	Action
1	To enter text, find the number key associated with the letter you want to enter, and perform one of these actions: <ul style="list-style-type: none">• 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. <p><i>The character appears on the display.</i></p>
2	To enter special characters perform these actions. See " Special characters " (page 60) for the list of available characters.
3	Press the Symbol soft key. <p><i>A list of symbols opens.</i></p>
4	Scroll through the list and select a symbol.
5	Press Ok .

—End—

Procedure job aid

Special characters

Key 1	Nothing
Key 2	A Ä Å Æ B C Ç a á â ã ä å æ b c ç 2
Key 3	D E È É Ê Ë F d e è é ê ë f 3
Key 4	G H I Ì Í Î Ï g h i i i i i 4
Key 5	J K L j k l 5
Key 6	M N Ñ O Ó Ô Õ Ö Ø m n ñ o ó ô õ ö ø 6
Key 7	P Q R S p q r s 7
Key 8	T U Ú Û Ü V t u ú ú ü v 8
Key 9	W X Y Ý Þ ß Z w x y ý þ ÿ z 9
Key 10	! " # \$ % & ' { } 0 1 2 3 4 5 6

Using the directory

Follow the procedures in this section to use the Directory feature.

Navigation

- ["Adding or editing a directory entry" \(page 60\)](#)
- ["Deleting an entry from the directory" \(page 61\)](#)
- ["Making a call using the directory" \(page 62\)](#)

Adding or editing a directory entry

Follow this procedure to add or edit a directory entry.

Step	Action
1	Press the directory key to access the directory. <i>The directory opens.</i>
2	Perform one of these actions: <ul style="list-style-type: none"> • If this is a new entry, press Ok. • If you are editing an existing entry, navigate through the list to select the entry, then press Ok. <i>The Directory menu opens.</i>
3	From the Directory menu, select and open New Entry . <i>The New Entry menu opens.</i>
4	To add or edit the number, perform these steps: <ol style="list-style-type: none"> From the New Entry menu, select and open Number. Use the dialpad to enter the number. Press Ok.

The number is entered in the directory, and you return to the New Entry menu.

- 5** To add or edit the surname, perform these steps:
- a. From the New Entry menu, select and open **Surname**.
 - b. Use the dialpad to enter the surname.
 - c. Press **Ok**.

The surname is entered in the directory, and you return to the New Entry menu.

- 6** To add or edit the first name, perform these steps:
- a. From the New Entry menu, select and open **First Name**.
 - b. Use the dialpad to enter the first name.
 - c. Press **Ok**.

The first name is entered in the directory, and you return to the New Entry menu.

- 7** When you finish entering or editing the information, select **Save**.
You are asked to confirm the action.

- 8** Perform one of these actions:
- To save, press **Yes**.
 - To edit the information, press **No**.

*The Resume Editing? message appears. Press **Yes** to edit the information. Press **No** to exit the directory without saving the information.*

—End—

Deleting an entry from the directory

Follow this procedure to delete an entry from the directory.

Step	Action
1	Press the directory key to access the Directory menu. <i>The directory opens.</i>
2	From the directory list, select the entry you want to delete.
3	Press Ok .

The Directory menu opens.

4 Press the down navigation key until the **Delete** option appears.

5 Press **Ok**.

A confirmation screen appears.

6 Press **Ok**, and then press **Yes** to confirm the action.

—End—

Making a call using the directory

Follow this procedure to make a call from within the directory.

Step	Action
1	Press the directory key to access the directory menu.
2	From the Directory list, select the name or number that you want to call.
3	Press Ok . <i>The Dial screen appears.</i>
4	Press Ok . <i>The number is dialed.</i>

—End—

Inbox/Outbox

If you have assigned an Inbox to a feature key and you miss an incoming call, an envelope icon is displayed in the top left corner of the top screen and a red light-emitting diode (LED) at the top of the set turns on. The icon disappears and the LED turns off when you retrieve the message.

- You can assign only one feature key to the Outbox.
- Up to four feature keys can be used to monitor the Inbox.

Navigation

- ["Using the Inbox" \(page 63\)](#)
- ["Viewing Inbox call information" \(page 64\)](#)
- ["Storing a number from the Inbox" \(page 64\)](#)

- "Using the Inbox to make a call" (page 64)
- "Using the Outbox" (page 65)
- "Viewing Outbox call information" (page 66)
- "Storing a number from the Outbox" (page 66)
- "Using the Outbox to make a call" (page 66)

Using the Inbox

After you assign a feature key to the Inbox, the IP Phone 2002 logs all incoming calls to that key. 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. Information from the display is captured only 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, and a name or number. A time stamp appears if the call was received on the same day you view the Inbox, otherwise a date stamp appears. If the name and number could not be extracted from the display when the call came in, a No Details message appears in the name/number field. You can scroll through the list by using the up and down navigation keys. The text in the list does not wrap

Step Action

- 1 Press the Inbox key.
The Inbox screen appears, showing a list of the 10 most recent incoming calls.
- 2 Select an item from the list, and press **Ok**.
- 3 Perform one of these actions:
 - Select **Dial** to call the number.
 - Select **Display** to view call information.
 - Select **Store** to store the number in the directory.

—End—

Viewing Inbox call information

Follow this procedure to view the information about a call in the Inbox list.

Step	Action
------	--------

- | | |
|---|--|
| 1 | Press the Inbox key.
<i>The Inbox screen appears, showing a list of the 10 most recent calls.</i> |
| 2 | Select a number from the list and press Ok .
<i>A list of options appears.</i> |
| 3 | Select and open Display .
<i>The caller information appears.</i> |

—End—

Storing a number from the Inbox

Follow this procedure to select a number from the Inbox and save it to the directory.

Step	Action
------	--------

- | | |
|---|--|
| 1 | Press the Inbox key.
<i>The Inbox screen appears, showing a list of the 10 most recent calls.</i> |
| 2 | Select a number from the list and press Ok .
<i>The Dial screen appears.</i> |
| 3 | Press the down navigation key to select Store .
<i>The directory submenu opens.</i> |
| 4 | See " Adding or editing a directory entry " (page 60). |

—End—

Using the Inbox to make a call

Follow this procedure to make a call from within the Inbox.

Step	Action
------	--------

- | | |
|---|--|
| 1 | Press the Inbox key.
<i>The Inbox screen appears, showing a list of the 10 most recent calls.</i> |
|---|--|

2 Select the number you want to dial.

3 Press **Ok**.

4 Select **Dial**.

5 Press **Ok**.

The Predial screen appears with the number entered in the display.

6 See "Using predial" (page 48).

—End—

Using the Outbox

After you assign a feature to the Outbox, the IP Phone 2002 logs all outgoing calls to that key. 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. The information from the display is captured only if the call lasts for more than two seconds.

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, and a name or number. A time stamp appears if the call was made on the same day you view the Outbox, otherwise a date stamp appears. If no name was extracted from the display of the outgoing call, the number dialed is displayed. You can scroll around the list by using the up and down navigation keys. The text in the list does not wrap around.

Step	Action
------	--------

1 Press the key you assigned to the Outbox.

The Outbox screen appears, showing a list of the 10 most recent outgoing calls.

2 Select an item from the list, and press **Ok**.

3 Perform one of these actions:

- Select **Dial** to call the number.
- Select **Display** to view call information.
- Select **Store** to store the number in the directory.

—End—

Viewing Outbox call information

Follow this procedure to view the information about a call in the Outbox list.

Step	Action
1	Press the key you assigned to the Outbox . <i>The Outbox screen appears, showing a list of the 10 most recent calls.</i>
2	Select a number from the list and press Ok . <i>A list of options appears.</i>
3	Select and open Display . <i>The caller information appears.</i>
—End—	

Storing a number from the Outbox

Follow this procedure to select a number from the Outbox and save it to the directory.

Step	Action
1	Press the key you assigned to the Outbox . <i>The Outbox screen appears, showing a list of the 10 most recent calls.</i>
2	Select a number from the list and press Ok . <i>The Dial screen appears.</i>
3	Press the down navigation key to select Store . <i>The directory submenu opens.</i>
4	See " Adding or editing a directory entry " (page 60).
—End—	

Using the Outbox to make a call

Follow this procedure to make a call from within the Outbox.

Step	Action
1	Press the key you assigned to the Outbox. <i>The Outbox screen appears, showing a list of the 10 most recent calls.</i>
2	Select the number you want to dial.
3	Press Ok . <i>The number is dialed.</i>

—End—

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.

LED 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 emitting diode (LED) at the top of the IP Phone illuminates with a steady light when there is a voice mail message waiting. The LED remains on until you retrieve the message.

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

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; 22 keys per KEM.

For more information about the IP Phone Key Expansion Module, consult the *Nortel IP Phone Key Expansion Module User Guide* (NN10300-011).

Carrier VoIP

Nortel IP Phone 2002 User Guide

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