



Carrier VoIP

Nortel IP Audio Conference Phone 2033 User Guide

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New in this release

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

6 New in this release

Regulatory and safety information

Standards information

Jurisdiction	Standard	Description
United States	FCC CFR 47 Part 15	Class B Emissions: FCC Rules for Radio Frequency Devices (see Notes 1a and 1b)
Canada	ICES-003	Class B Emissions: Interference-Causing Equipment Standard: Digital Apparatus
Australia/New Zealand	AS/NZS 3548 CISPR 22	Class B Emissions: Information Technology Equipment–Radio Disturbance
Japan	VCCI	Class B Emissions: Information Technology Equipment (see Note 2)
European Community	EN 55022 /CISPR 22	Class B Emissions: Information Technology Equipment–Radio Disturbance
	EN 55024	Information Technology Equipment–Immunity Characteristics Limits and methods of measurement
	EN 61000-3-2	Limits for harmonic current emissions (equipment input current \leq 16 A per phase)
	EN 61000-3-3	Limitation of voltage fluctuations and flicker in low-voltage supply systems for equipment with rated current \leq 16 A

Note 1a: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception,

which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

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

Note 1b: The user should not make changes or modifications not expressly approved by Nortel. Any such changes could void the user's authority to operate the equipment.

Note 2:

VCCI:

Class B ITE

この装置は、情報処理装置等電波障害自主規制協議会（VCCI）の基準に基づくクラスB 情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。
取扱説明書に従って正しい取り扱いをして下さい。

Translation:

This is a Class B product based on the standard of the Voluntary Control Council for Interference from Information Technology Equipment (VCCI). If this is used near a radio or television receiver in a domestic environment, it may cause radio interference. Install and use the equipment according to the instruction manual.

Safety

Jurisdiction	Standard	Description
United States	UL 60950	Safety for Information Technology Equipment
Canada	CSA 60950	Safety for Information Technology Equipment
European Community	EN 60950	Safety for Information Technology Equipment

Other Safety Approvals:

IEC 60950: Safety for Information Technology Equipment

Overview

Nortel IP Audio Conference Phone 2033 brings voice and data to the tabletop audio conference environment by connecting directly to a Local Area Network (LAN) through an Ethernet connection.

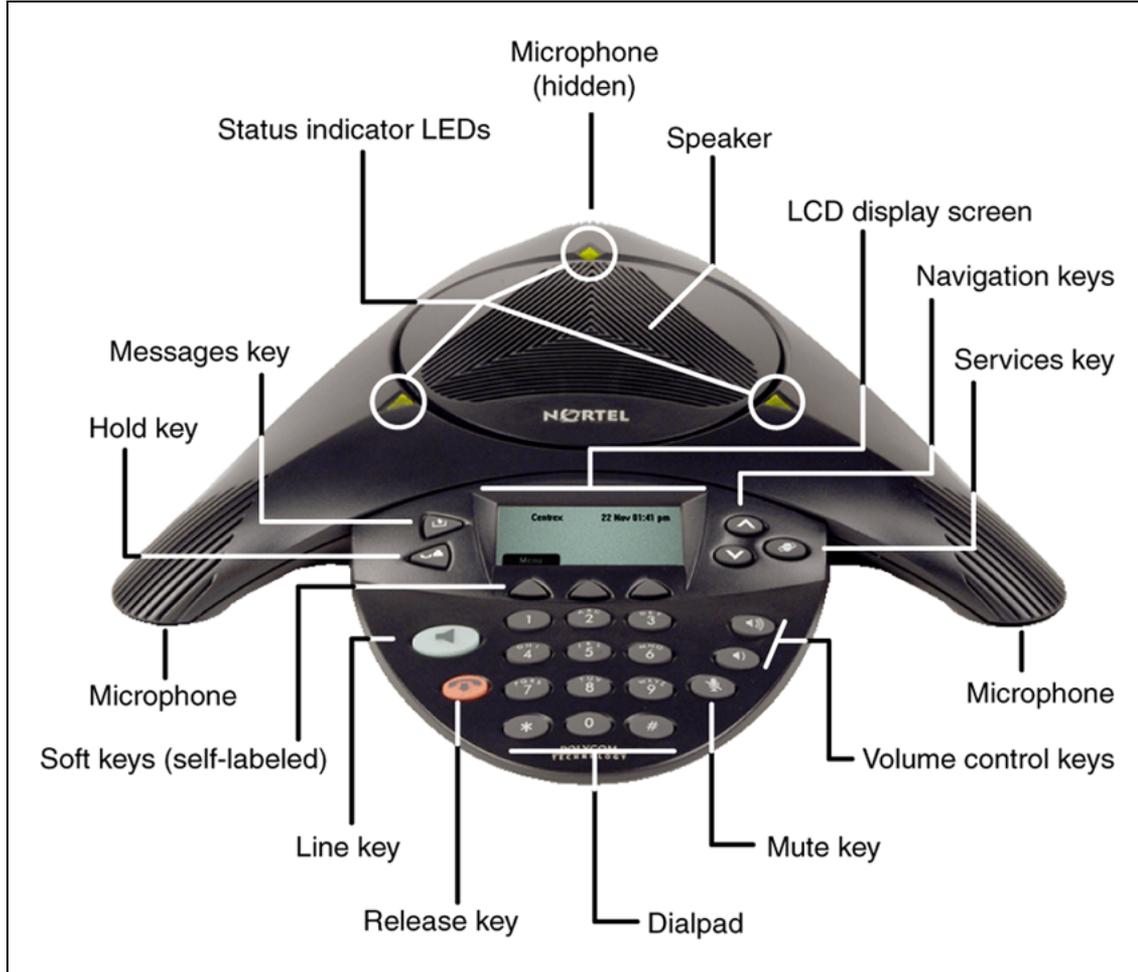
Basic features

The IP Audio Conference Phone 2033 has the following features:

- three soft keys (self-labeled) that, when required, map to four soft keys (the >> soft key is used to navigate between the first two and last two soft keys)
- multi-field LCD screen
- a maximum of two extension microphones to provide microphone coverage in larger rooms
- volume control buttons for adjusting ringer and speaker volume
- two specialized fixed keys:
 - Services
 - Messages
- three call-processing fixed keys:
 - Line
 - Hold
 - Release
- automatic network configuration

"[IP Audio Conference Phone 2033](#)" (page 10) shows the location of the IP Phone 2033 components.

IP Audio Conference Phone 2033

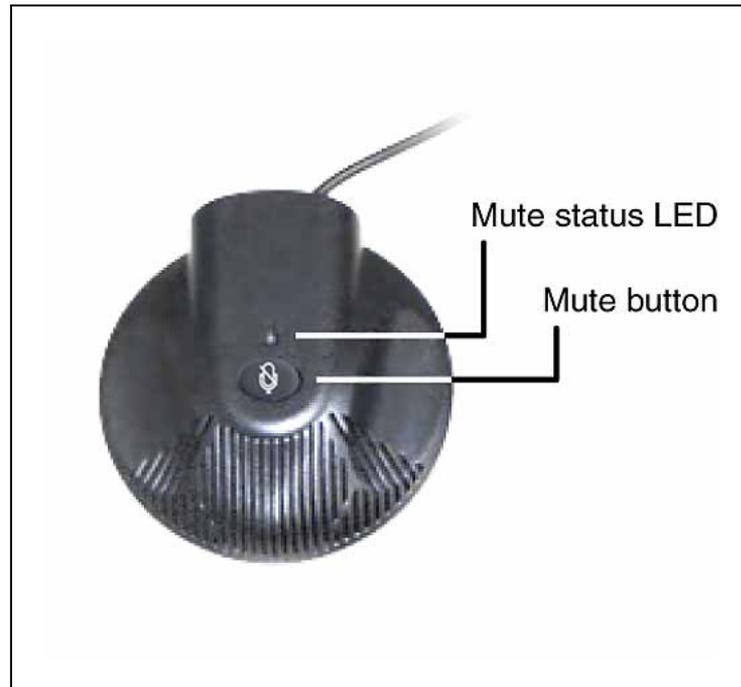


Extension microphones

Nortel IP Audio Conference Phone 2033 supports a maximum of two extension microphones to increase the microphone range in large rooms. Each extension microphone has a Mute button and an LED indicator to indicate the current mute state.

"[Extension microphone](#)" (page 11) shows an example of an extension microphone.

Extension microphone



Telephone controls

IP Phone 2033 controls



Use these buttons to adjust the volume of the ringer and speaker.



Press the Mute button on the main unit, or any extension speaker, to mute the ringer and speaker.

Pressing the Mute button on an extension microphone toggles the mute state of all the microphones that are connected to the IP Phone.



Press the line (DN) key to access the single line and activate on-hook dialing. No status icon or LED is provided.



Press the Release key to terminate an active call.



Press the Hold key to put an active call on hold.



Press the Inbox key to access the callers list.



Use the navigation keys to scroll through menus and lists appearing on the screen.



A small arrow appears on the right side of the display when there is additional text or prompts to be displayed.



Use the Services key to access in-call services, as described for the particular service.

OK



Soft keys are located below the LCD display.

>>



Press the >> soft key to toggle between the first and second row of soft keys.

Menu



Press the Menu soft key to access the main menu.

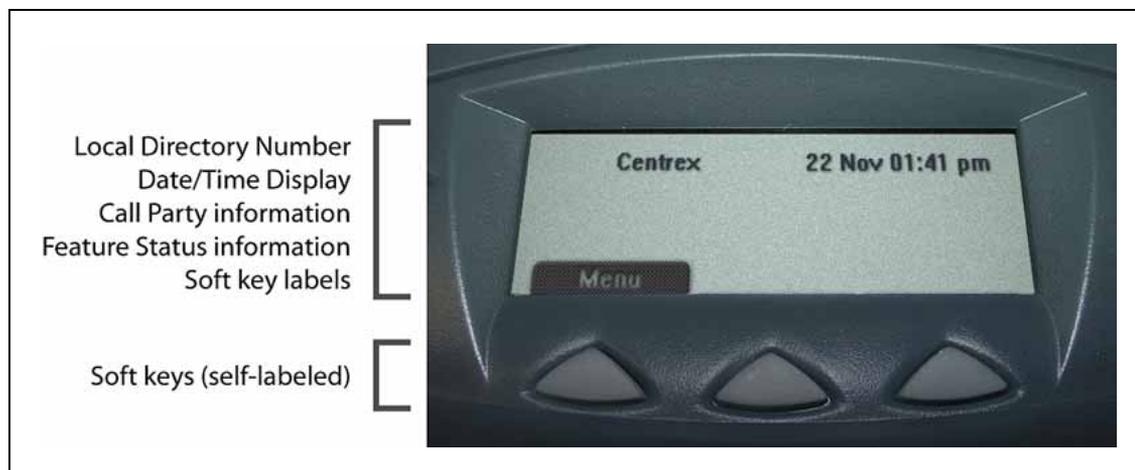
Telephone display

Nortel IP Audio Conference Phone 2033 has two areas on the LCD screen:

- The upper display area contains single-line information for items such as the caller number, caller name, feature prompt strings, digits entered by the user, date and time information, and set information.
- The lower display area provides soft key label information.

"IP Audio Conference Phone 2033 display" (page 13) shows an example of the display when the phone is idle.

IP Audio Conference Phone 2033 display



Telephone status indicators

Nortel IP Audio Conference Phone 2033 uses three bi-color LED lights, located around the speaker, to indicate the telephone status.

"Status indicators" (page 13) lists the telephone state corresponding to the status indicator.

Status indicators

LED color and state	Status
Solid green	Active call
Solid red	Message waiting
Flashing red	Incoming call
Blinking red	Mute

The idle telephone display also indicates if there is a message waiting, missed call, a call on hold, each with appropriate text.

Each extension microphone has an LED indicator, indicating the mute status of the telephone.

Call features and Feature Access Codes

System administration is required for call features and Feature Access Codes (FAC). Contact your system administrator to configure these features and codes on your telephone.

Call features and FACs must be assigned to your telephone and supported by system software.

Connecting the IP Audio Conference Phone 2033 components



CAUTION

Damage to equipment

Do not plug a Nortel IP Audio Conference Phone 2033 into a regular telephone jack. Doing so results in severe damage to the IP Audio Conference Phone. Consult your system administrator to ensure that you plug your set into a 10/100BaseT network interface.

See "[IP Audio Conference Phone 2033 connectors](#)" (page 16) for the location of each connector.

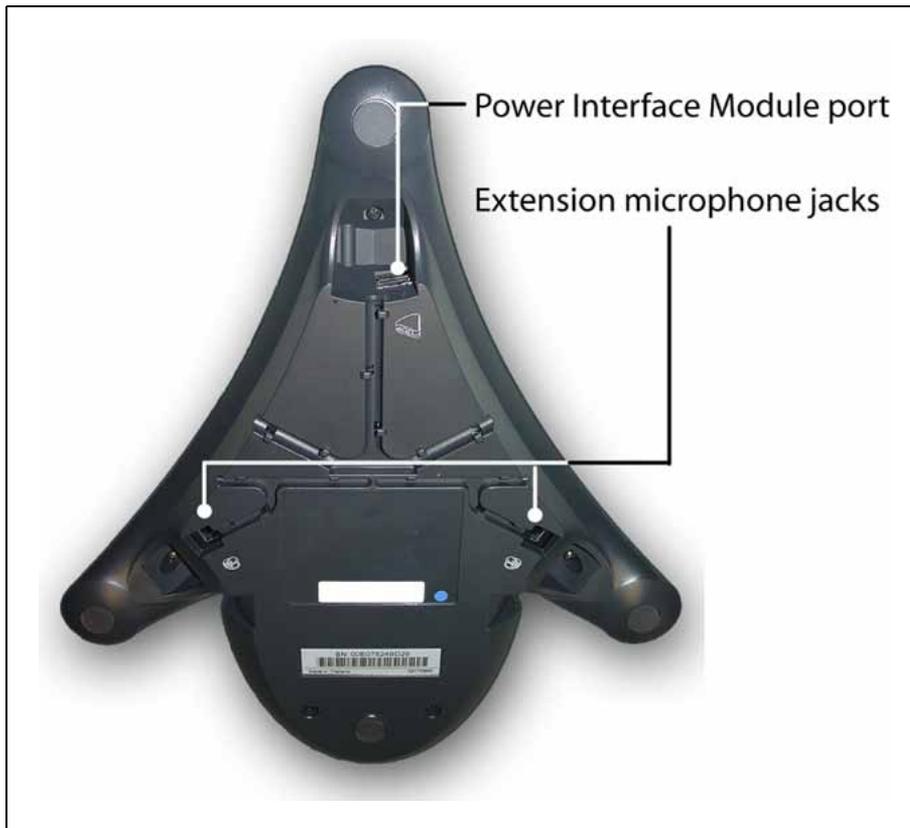
Step	Action
------	--------

- | | |
|---|--|
| 1 | Connect one end of the CAT5 Ethernet cable to the network interface located on the back of the Power Interface Module (PIM). Plug the other end of the CAT5 Ethernet cable into your IP network interface. |
| 2 | Connect one end of the AC power adapter cord to the power supply port located on the back of the PIM. Thread the cord through the channel on the bottom of the PIM and plug the other end into the AC power source. |
| 3 | The middle port of the power interface module (PIM) (see " Power Interface Module " (page 17)) has an attached CAT5 Ethernet cable. Thread the cord through the channel on the bottom of the telephone, and plug it into the Power Interface Module port on the telephone. |
| 4 | To connect an extension microphone, run the microphone cord through one of the channels on the bottom of the main unit, and plug it into one of the extension microphone jacks on the bottom on the unit. |

—End—

Procedure job aid

IP Audio Conference Phone 2033 connectors



Power Interface Module



Menu system

The IP Audio Conference Phone 2033 uses a menu system to access all the features and functions of the telephone. "Menu hierarchy" (page 20) shows a schematic map of the menu system. This section describes the main menu.

To select an option in a menu, do one of the following:

- scroll to the option, using the navigation keys
- enter the number of the option, using the dialpad

Main Menu display

From the main menu you can:

- log off the IP Audio Conference Phone 2033
- configure the telephone settings
- access the Inbox, Outbox, and Directory functions

These functions are described in the following sections of the user guide.

Press the Menu soft key to access the main menu. The Menu option is always displayed. The following may also appear on the screen:

- a missed call message appears when do not answer a call.
- a message waiting message appears when there is a message in your Inbox.
- a call held message appears when you put a call on hold

Menu hierarchy



Logging on and logging off

Follow these procedures to log on to, and log off from, the IP Audio Conference Phone 2033.

The IP Phone can be configured to use the Selective Gateway feature, which is list of available gateways that allows you to log in to any gateway in the system.

Step	Action
1	Perform one of these actions: <ul style="list-style-type: none"> • If the Selective Gateway feature is installed, use the navigation keys to scroll and highlight the gateway to which you are logging in. • If the Selective Gateway feature is not installed, indicated by the display of a username prompt, type your username.
2	Press OK .
3	Enter your password.
4	Press OK .
—End—	

Logging off

Follow this procedure to log off from the IP Audio Conference Phone 2033.

Step	Action
1	Press Menu .
2	Perform one of these actions:

22 Logging on and logging off

- Use the navigation keys to scroll and highlight **Logoff**, and press **OK**.
- On the dialpad, press **1**.

3 Press **OK**.

—End—

Configuring the IP Audio Conference Phone 2033

The IP Audio Conference Phone 2033 Settings menu lists the following submenus:

- The Regional settings menu allows you to configure telephone preferences, such as language, date, and time.
- The User settings menu allows you to change your login preferences, such as username and password.
- The Terminal settings menu allows you to change your display settings.
- The Call settings menu allows you to see the call features that are available on your IP Phone, review the call history, and reset your Inbox and Outbox.

Using the Regional settings menu

Use the options in the Regional settings menu to:

- set the language for the telephone display
- set the time and date formats on your telephone display
- set your Universal time (that is, GMT plus or minus hours)
- turn Daylight Savings Time on or off

Selecting the language

Follow this procedure to select the language used for the display.

Step	Action
1	Press Menu .
2	Perform one of these actions: <ul style="list-style-type: none"> • Use the navigation keys to scroll and highlight Settings, and press OK. • On the dialpad, press 2.

- 3 Perform one of these actions:
 - Use the navigation keys to scroll and highlight **Regional**, and press **OK**.
 - On the dialpad, press **1**.
- 4 Perform one of these actions:
 - Use the navigation keys to scroll and highlight **Language**, and press **OK**.
 - On the dialpad, press **1**.
- 5 Use the navigation keys to scroll and highlight the language you want used on the telephone display.
- 6 Press **OK** to save the new setting.

—End—

Setting the time and date formats

Follow this procedure to set the time format on the telephone display:

Step	Action
1	Press Menu .
2	Perform one of these actions: <ul style="list-style-type: none">• Use the navigation keys to scroll and highlight Settings, and press OK.• On the dialpad, press 2.
3	Perform one of these actions: <ul style="list-style-type: none">• Use the navigation keys to scroll and highlight Regional, and press OK.• On the dialpad, press 1.
4	Perform one of these actions: <ul style="list-style-type: none">• Use the Navigation keys to scroll and highlight Time, and press OK.• On the dialpad, press 2.
5	Perform one of these actions:

- Use the navigation keys to scroll and highlight **Time format**, and press **OK**.
 - On the dialpad, press the **3**.
- 6** Use the **Navigation** keys to scroll and highlight the format you want to use, and press **OK**.
- The check mark indicates the currently selected time format.
- 7** Press **OK**.

—End—

Setting the date format

Follow this procedure to set the date format.

Step	Action
1	Press Menu .
2	Perform one of these actions: <ul style="list-style-type: none"> • Use the navigation keys to scroll and highlight Settings, and press OK. • On the dialpad, press the 2.
3	Perform one of these actions: <ul style="list-style-type: none"> • Use the navigation keys to scroll and highlight Regional, and press OK. • On the dialpad, press 1.
4	Perform one of these actions: <ul style="list-style-type: none"> • Use the navigation keys to scroll and highlight Time, and press OK. • On the dialpad, press 2.
5	Perform one of these actions: <ul style="list-style-type: none"> • Use the navigation keys to scroll and highlight Date format, and press OK. • On the dialpad, press 4.
6	Use the navigation keys to scroll and highlight the format you want to use. A check mark indicates the selected data format.

- 7 Press **OK**.

—End—

Selecting the time zone

Follow this procedure to select a time zone.

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

- | | |
|---|--|
| 1 | Press Menu . |
| 2 | Perform one of these actions: <ul style="list-style-type: none"> • Use the navigation keys to scroll and highlight Settings, and press OK. • On the dialpad, press 2. |
| 3 | Perform one of these actions: <ul style="list-style-type: none"> • Use the navigation keys to scroll and highlight Regional, and press OK. • On the dialpad, press 1. |
| 4 | Perform one of these actions: <ul style="list-style-type: none"> • Use the navigation keys to scroll and highlight Time, and press OK. • On the dialpad, press 2. |
| 5 | Use the navigation keys to scroll to the country and time zone, and press the OK soft key. |

—End—

Enabling or disabling Daylight Savings Time

Follow this procedure to enable or disable Daylight Savings Time on the IP Phone.

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

- | | |
|---|-------------------------------|
| 1 | Press Menu . |
| 2 | Perform one of these actions: |

- Use the navigation keys to scroll and highlight **Settings**, and press **OK**.
 - On the dialpad, press **2**.
- 3** Perform one of these actions:
- Use the navigation keys to scroll and highlight **Regional**, and press **OK**.
 - On the dialpad, press **1**.
- 4** Perform one of these actions:
- Use the navigation keys to scroll and highlight **Time**, and press **OK**.
 - On the dialpad, press **2**.
- 5** Perform one of these actions:
- Use the navigation keys to scroll and highlight **Daylight Saving**, and press **OK**.
 - On the dialpad, press **2**.
- 6** Use the navigation keys to scroll and highlight **On** or **Off**.
The check mark indicates the current selection.
- 7** Press **OK**.

—End—

Resetting the date and time options to the system defaults

Follow this procedure to reset the date and time formats to the system defaults.

Step	Action
1	Press Menu .
2	Perform one of these actions: <ul style="list-style-type: none"> • Use the navigation keys to scroll and highlight Settings, and press OK. • On the dialpad, press 2.
3	Perform one of these actions:

- Use the navigation keys to scroll and highlight **Regional**, and press **OK**.
 - On the dialpad, press **1**.
- 4** Perform one of these actions:
- Use the navigation keys to scroll and highlight **Time**, and press **OK**.
 - On the dialpad, press **2**.
- 5** Perform one of these actions:
- Use the navigation keys to scroll and highlight **Reset**, and press **OK**.
 - On the dialpad, press **5**.

—End—

Using the User settings menu

Use the options in the User settings menu to:

- view the user name for the telephone
- view the auto login settings, and enable or disable auto login if permitted by your system administrator
- change your password

Viewing the IP Phone username

Follow this procedure to view the user name for this IP Phone.

Step	Action
1	Press Menu .
2	Perform one of these actions: <ul style="list-style-type: none">• Use the navigation keys to scroll and highlight Settings, and press OK.• On the dialpad, press 2.
3	Perform one of these actions: <ul style="list-style-type: none">• Use the navigation keys to scroll and highlight User, and press OK.• On the dialpad, press 2.

- 4 Perform one of these actions:
 - Use the navigation keys to scroll and highlight **Username**, and press **OK**.
 - On the dialpad, press **1**.

The username appears.

- 5 Press **OK** to return to the previous screen.

—End—

Viewing, enabling, or disabling auto login

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

Step	Action
1	Press Menu .
2	Perform one of these actions: <ul style="list-style-type: none"> • Use the navigation keys to scroll and highlight Settings, and press OK. • On the dialpad, press 2.
3	Perform one of these actions: <ul style="list-style-type: none"> • Use the navigation keys to scroll and highlight User, and press OK. • On the dialpad, press 2.
4	Perform one of these actions: <ul style="list-style-type: none"> • Use the navigation keys to scroll and highlight Auto Login, and press OK. • On the dialpad, press 3. <p>You may not have permission to edit your Auto Login functionality. Check with your system administrator.</p>
5	Perform one of these actions: <ul style="list-style-type: none"> • If there is an asterisk (*) on the display, use the navigation keys to enable or disable Auto Login, and press OK. • If there is no asterisk, press OK. You cannot edit your Auto Login functionality.

—End—

Changing your password

Follow this procedure to change your password.

Step	Action
1	Press Menu .
2	Perform one of these actions: <ul style="list-style-type: none">• Use the navigation keys to scroll and highlight Settings, and press OK.• On the dialpad, press 2.
3	Perform one of these actions: <ul style="list-style-type: none">• Use the navigation keys to scroll and highlight User, and press OK.• On the dialpad, press 2.
4	Perform one of these actions: <ul style="list-style-type: none">• Use the navigation keys to scroll and highlight Password, and press OK.• On the dialpad, press 4.
5	Use the dialpad to enter your old password.
6	Press OK .
7	Use the dialpad to enter your new password.
8	Press OK .
9	Enter the new password again to verify it.
10	Press OK again to save the password.

—End—

Using the Terminal settings menu

Use the Terminal settings menu to adjust the contrast of your telephone display.

Adjusting the contrast of the display

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

Step	Action
1	Press Menu
2	Perform one of these actions: <ul style="list-style-type: none"> • Use the navigation keys to scroll and highlight Settings, and press OK. • On the dialpad, press 2.
3	Perform one of these actions: <ul style="list-style-type: none"> • Use the navigation keys to scroll and highlight Terminal, and press OK. • On the dialpad, press 3.
4	Perform one of these actions: <ul style="list-style-type: none"> • Use the navigation keys to scroll and highlight Display, and press OK. • On the dialpad, press 2.
5	Use the navigation keys to increase or decrease the contrast.
6	Press OK .

—End—

Using the Call settings menu

Use the Call settings menu to:

- see what features are available on your phone
- assign feature keys
- label feature keys
- set feature key options
- reset feature keys to their defaults
- reset (clear) your Inbox or Outbox

Viewing the available features

Follow this procedure to see the features that are available on this IP Phone.

Step	Action
1	Press the Menu .
2	Perform one of these actions: <ul style="list-style-type: none"> Use the navigation keys to scroll and highlight Settings, and press OK. On the dialpad, press 2.
3	Perform one of these actions: <ul style="list-style-type: none"> Use the navigation keys to scroll and highlight Call, and press OK. On the dialpad, press 4.
4	Perform one of these actions: <ul style="list-style-type: none"> Use the navigation keys to scroll and highlight Feature, and press OK. On the dialpad, press 1.
5	Use the navigation keys to scroll through the list of features available on your telephone.

—End—

Assigning feature keys

Beginning with release SN08/SE08, changes to feature keys are visible only when:

- you log off from the IP Audio Conference Phone 2033 and log on again using an IP Phone 2002 or IP Phone 2004
- when the IP Audio Conference Phone 2033 is used in a joint session with the M6350 Softclient

This is because the IP Audio Conference Phone 2033 has no physical feature keys. The options are still present, but you do not see any changes because they apply only to physical feature keys.

When you assign feature keys, you can do the following:

- Assign a Central features to a feature key. Central features are those features provisioned on the CS 2000 or CS 2100, including Three-Way Calling, Call Forward Universal, and Make Set Busy.

- Assign the name and number of a contact in your Directory to a feature key. This assignment implements a type of Speed Call, as you can call that contact by just pressing that feature key.
- Enable and disable AutoScroll. This functionality automatically directs you to the page that contains the active feature.
- Enable your Inbox to log all incoming calls on a DN.

Assigning a Central feature to a key

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

Step	Action
1	Press Menu .
2	Perform one of these actions: <ul style="list-style-type: none"> • Use the navigation keys to scroll and highlight Settings, and press OK. • On the dialpad, press 2.
3	Perform one of these actions: <ul style="list-style-type: none"> • Use the navigation keys to scroll and highlight Call, and press OK. • On the dialpad, press 4.
4	Perform one of these actions: <ul style="list-style-type: none"> • Use the navigation keys to scroll and highlight Feature, and press OK. • On the dialpad, press 1.
5	Use the navigation keys to scroll and highlight the feature to be assigned, and press OK .
6	Perform one of these actions: <ul style="list-style-type: none"> • Use the navigation keys to scroll and highlight Assign, and press OK. • On the dialpad, press 1.
7	Perform one of these actions: <ul style="list-style-type: none"> • Use the navigation keys to scroll and highlight Key Type, and press OK. • On the dialpad, press 1.

- 8 Use the navigation keys to scroll and highlight **Central**, and press **OK**.

The check mark indicates the currently selected key type.

—End—

Assigning a directory contact to a feature key

Follow this procedure to assign a contact from the directory to a feature key.

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

- | | |
|---|---|
| 1 | Press Menu . |
| 2 | Perform one of these actions: <ul style="list-style-type: none">• Use the navigation keys to scroll and highlight Settings, and press OK.• On the dialpad, press 2. |
| 3 | Perform one of these actions: <ul style="list-style-type: none">• Use the navigation keys to scroll and highlight Call, and press OK.• On the dialpad, press 4. |
| 4 | Perform one of these actions: <ul style="list-style-type: none">• Use the navigation keys to scroll and highlight Feature, and press OK.• On the dialpad, press 1. |
| 5 | Use the navigation keys to scroll and highlight the feature key to which the contact information is to be assigned, and press OK . |
| 6 | Perform one of these actions: <ul style="list-style-type: none">• Use the navigation keys to scroll and highlight Assign, and press OK.• On the dialpad, press 1. |
| 7 | Perform one of these actions: <ul style="list-style-type: none">• Use the navigation keys to scroll and highlight Key Type, and press OK.• On the dialpad, press 1. |

- 8 Use the navigation keys to scroll and highlight **Local**, and press **OK**.
The check mark indicates the currently selected key type.
- 9 Use the navigation keys to scroll and highlight the contact entry, and press **OK**.

—End—

Enabling or disabling autoscroll

Follow this procedure to enable or disable the Autoscroll feature.

Step	Action
1	Press Menu .
2	Perform one of these actions: <ul style="list-style-type: none"> • Use the navigation keys to scroll and highlight Settings, and press OK. • On the dialpad, press 2.
3	Perform one of these actions: <ul style="list-style-type: none"> • Use the navigation keys to scroll and highlight Call, and press OK. • On the dialpad, press 4.
4	Perform one of these actions: <ul style="list-style-type: none"> • Use the navigation keys to scroll and highlight Feature, and press OK. • On the dialpad, press 1.
5	Press OK again.
6	Perform one of these actions: <ul style="list-style-type: none"> • Use the navigation keys to scroll and highlight Assign, and press OK. • On the dialpad, press 1.
7	Perform one of these actions: <ul style="list-style-type: none"> • Use the navigation keys to scroll and highlight AutoScroll, and press OK. • On the dialpad, press 2.

- 8 Perform one of these actions:
- To enable AutoScroll, use the navigation keys to scroll and highlight **Enabled**, and press **OK**.
 - To disable AutoScroll, use the navigation keys to scroll and highlight **Disabled**, and press **OK**.

The check mark indicates the current status..

—End—

Enabling the Inbox

Follow this procedure to enable the Inbox.

Step	Action
1	Press Menu .
2	Perform one of these actions: <ul style="list-style-type: none">• Use the navigation keys to scroll and highlight Settings, and press OK.• On the dialpad, press 2.
3	Perform one of these actions: <ul style="list-style-type: none">• Use the navigation keys to scroll and highlight Call, and press OK.• On the dialpad, press 4.
4	Perform one of these actions: <ul style="list-style-type: none">• Use the navigation keys to scroll and highlight Feature, and press OK.• On the dialpad, press 1.
5	Press OK again.
6	Perform one of these actions: <ul style="list-style-type: none">• Use the navigation keys to scroll and highlight Assign, and press OK.• On the dialpad, press 1.
7	Perform one of these actions:

- Use the navigation keys to scroll and highlight **Inbox**, and press **OK**.
 - On the dialpad, press **3**.
- 8** Perform one of these actions:
- To enable call logging, use the navigation keys to scroll and highlight **Enabled**, and press **OK**.
You must also assign this feature to the DN key for which you want the incoming calls logged.
 - To disable call logging, use the navigation keys to scroll and highlight **Disabled**, and press **OK**.

The check mark indicates the current status of this feature.

—End—

Labeling feature keys

Beginning with release SN08/SE08, changes to feature keys are visible only when

- you log off from the IP Audio Conference Phone 2033 and log on again using an IP Phone 2002 or IP Phone 2004
- the IP Audio Conference Phone 2033 is used in a joint session with the M6350 Softclient

This is because the IP Audio Conference Phone 2033 has no physical feature keys. The options are still present, but you do not see any changes because they apply only to physical feature keys.

Follow this procedure to change the label of a featured that is assigned to a key.

Step	Action
1	Press Menu .
2	Perform one of these actions: <ul style="list-style-type: none"> • Use the navigation keys to scroll and highlight Settings, and press OK. • On the dialpad, press 2.
3	Perform one of these actions:

- Use the navigation keys to scroll and highlight **Call**, and press **OK**.
 - On the dialpad, press **4**.
- 4 Perform one of these actions:
- Use the navigation keys to scroll and highlight **Feature**, and press **OK**.
 - On the dialpad, press **1**.
- 5 Use the navigation keys to scroll and highlight the feature key to be relabeled, and press **OK**.
- 6 Perform one of these actions:
- Use the navigation keys to scroll and highlight **Label**, and press **OK**.
 - On the dialpad, press **2**.
- 7 Perform one of these actions:
- Use the navigation keys to scroll and highlight **Inbox**, and press **OK**.
 - On the dialpad, press **3**.
- 8 If necessary, press **Delete** to clear the existing label.
- 9 Enter the new label using the steps in "[Using the dialpad to enter text](#)" (page 71).

—End—

Setting feature options

Beginning with release SN08/SE08, changes to feature keys are visible only when:

- you log off from the IP Audio Conference Phone 2033 and log on again using an IP Phone 2002 or IP Phone 2004
- the IP Audio Conference Phone 2033 is used in a joint session with the M6350 Softclient

This is because the IP Audio Conference Phone 2033 has no physical feature keys. The options are still present, but you do not see any changes because they apply only to physical feature keys.

You can set the following feature options:

- Auto Hide—features appear only when they are available, based on the state of your telephone and administrator settings.
- Default Feature—set the default feature key.
- Outbox—set the feature key used to access your Outbox.

Enabling or disabling the autohide

Follow this procedure to enable or disable the autohide feature.

Step	Action
1	Press Menu .
2	Perform one of these actions: <ul style="list-style-type: none">• Use the navigation keys to scroll and highlight Settings, and press OK.• On the dialpad, press 2.
3	Perform one of these actions: <ul style="list-style-type: none">• Use the navigation keys to scroll and highlight Call, and press OK.• On the dialpad, press 4.
4	Perform one of these actions: <ul style="list-style-type: none">• Use the navigation keys to scroll and highlight Feature, and press OK.• On the dialpad, press 1.
5	Press OK again.
6	Perform one of these actions: <ul style="list-style-type: none">• Use the navigation keys to scroll and highlight Options, and press OK.• On the dialpad, press 3.
7	Perform one of these actions: <ul style="list-style-type: none">• Use the navigation keys to scroll and highlight Auto Hide, and press OK.• On the dialpad, press 1.
8	Perform one of these actions:

- To enable AutoHide, use the navigation keys to scroll and highlight **Enabled**, and press **OK**.
- To disable AutoHide, use the navigation keys to scroll and highlight **Disabled**, and press **OK**.

The check mark indicates the current status.

—End—

Setting the default feature key

Follow this procedure to make a feature key your default key.

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

- | | |
|---|---|
| 1 | Press Menu . |
| 2 | Perform one of these actions: <ul style="list-style-type: none">• Use the navigation keys to scroll and highlight Settings, and press OK.• On the dialpad, press 2. |
| 3 | Perform one of these actions: <ul style="list-style-type: none">• Use the navigation keys to scroll and highlight Call, and press OK.• On the dialpad, press 4. |
| 4 | Perform one of these actions: <ul style="list-style-type: none">• Use the navigation keys to scroll and highlight Feature, and press OK.• On the dialpad, press 1. |
| 5 | Press OK again. |
| 6 | Perform one of these actions: <ul style="list-style-type: none">• Use the navigation keys to scroll and highlight Options, and press OK.• On the dialpad, press 3. |
| 7 | Perform one of these actions: <ul style="list-style-type: none">• Use the navigation keys to scroll and highlight Default Feature, and press OK. |

- On the dialpad, press **2**.
- 8** Use the navigation keys to scroll and highlight the DN key to be assigned as the default feature key, and press **OK**.
- The check mark indicates the key currently assigned as the default feature key.

—End—

Assigning the Outbox to a feature key

Follow this procedure to assign the Outbox to a feature key.

Step	Action
1	Press Menu .
2	Perform one of these actions: <ul style="list-style-type: none"> • Use the navigation keys to scroll and highlight Settings, and press OK. • On the dialpad, press 2.
3	Perform one of these actions: <ul style="list-style-type: none"> • Use the navigation keys to scroll and highlight Call, and press OK. • On the dialpad, press 4.
4	Perform one of these actions: <ul style="list-style-type: none"> • Use the navigation keys to scroll and highlight Feature, and press OK. • On the dialpad, press 1.
5	Press OK again.
6	Perform one of these actions: <ul style="list-style-type: none"> • Use the navigation keys to scroll and highlight Options, and press OK. • On the dialpad, press 3.
7	Perform one of these actions: <ul style="list-style-type: none"> • Use the navigation keys to scroll and highlight Outbox, and press OK.

- On the dialpad, press **3**.
- 8** Use the navigation keys to scroll and highlight the DN key to be assigned as the Outbox access key, and press **OK**.
- The check mark indicates which DN key is selected. Calls from this DN will be logged and available from the Outbox.

—End—

Resetting the feature keys to their defaults

Beginning with release SN08/SE08, changes to feature keys are visible only when:

- you log off from the IP Audio Conference Phone 2033 and log on again using an IP Phone 2002 or IP Phone 2004
- when the IP Audio Conference Phone 2033 is used in a joint session with the M6350 Softclient

This is because the IP Audio Conference Phone 2033 has no physical feature keys. The options are still present, but you do not see any changes because they apply only to physical feature keys.

Follow this procedure to reset feature keys to the system defaults.

Step	Action
1	Press Menu .
2	Perform one of these actions: <ul style="list-style-type: none">• Use the navigation keys to scroll and highlight Settings, and press OK.• On the dialpad, press 2.
3	Perform one of these actions: <ul style="list-style-type: none">• Use the navigation keys to scroll and highlight Call, and press OK.• On the dialpad, press 4.
4	Perform one of these actions: <ul style="list-style-type: none">• Use the navigation keys to scroll and highlight Feature, and press OK.• On the dialpad, press 1.

- 5 Press **OK** again.
- 6 Use the navigation keys to scroll and highlight **Reset**, and press **OK**.
- 7 Press **Yes**.

—End—

Resetting the Inbox or the Outbox

Follow these procedures to delete the calls from the Inbox and the Outbox.

Resetting the Inbox

Step	Action
1	Press Menu .
2	Perform one of these actions: <ul style="list-style-type: none">• Use the navigation keys to scroll and highlight Settings, and press OK.• On the dialpad, press 2.
3	Perform one of these actions: <ul style="list-style-type: none">• Use the navigation keys to scroll and highlight Call, and press OK.• On the dialpad, press 4.
4	To reset the Inbox, perform one of these actions: <ul style="list-style-type: none">• Use the navigation keys to scroll and highlight History, and press OK.• On the dialpad, press 2.
5	To reset the Outbox, perform one of these actions: <ul style="list-style-type: none">• Use the navigation keys to scroll and highlight Reset Inbox, and press OK.• On the dialpad, press 1.
6	Press OK to reset the Inbox or the Outbox.

—End—

Making calls

This section describes features associated with making a call. There are multiple ways to make a call from an IP Audio Conference Phone 2033.

In addition to the ways described in this section, you can also make a call directly from your Inbox, Outbox, or Directory. Refer to "[Additional features](#)" ([page 61](#)) for these procedures.

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

- | | |
|---|--|
| 1 | Press a line (DN) key. |
| 2 | Dial the number. |
| 3 | Press the Release key to terminate an active call. |
-

—End—

Using the Predial feature

Follow this procedure to use the Predial feature to enter, preview, and edit numbers before dialing.

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

- | | |
|---|---|
| 1 | Without selecting the a line (DN) key, enter the number to call. |
| 2 | Perform one of these actions to dial the number: <ul style="list-style-type: none"> • Press the line (DN) key. • Press OK. |
-

—End—

Editing a predialed number

Follow this procedure to edit a predialed number.

Step	Action
1	Without selecting a line (DN) key, enter the number to call.
2	Perform one of these actions: <ul style="list-style-type: none"> To erase all numbers, press Delete. Enter the phone number. To change individual numbers, press the >> key, then the Backspace (BKspc) to backspace. Enter each new number.
3	Press the line (DN) key to dial the number.

—End—

Using Speed Call

Use the Speed Call feature to place internal and external calls by dialing a one-, two-, or three-digit Speed Call code.

Creating a Speed Call number

Follow this procedure to set up a number for speed call.

Step	Action
1	Press the * key and enter the Speed Call Feature Access Code (FAC).
2	At the prompt: <ul style="list-style-type: none"> Enter a one-, two-, or three-digit number (0-999) for the Speed Call code. If required, enter the access code (for example, 9). Enter the telephone number (internal, external, or long-distance number).
3	Press the * key and enter the Speed Call FAC again to save the Speed Call code and number.

—End—

Making a call using Speed Call

Follow this procedure using the Speed Call feature.

Step	Action
1	Press the line (DN) key.
2	Press the * key and enter the Speed Call Feature Access Code (FAC).
3	Dial the Speed Call code to automatically dial the number.

—End—

Answering a call

Each incoming call causes the telephone to ring and the red status indicator light to flash.

Follow this procedure to answer a call.

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

1	Press the line (DN) key.
----------	--------------------------

—End—

While on an active call

This section describes features available during an active call. See "[IP Phone 2033 controls](#)" (page 11) for the location of the telephone control keys.

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. When a call is on hold, a Call Held message appears on the screen.

Follow this procedure to put a call on hold.

Step	Action
1	Press the Hold key.
2	To retrieve a held call, press the line (DN) key.
—End—	

Transferring a call

Use the Transfer feature to redirect a call to the appropriate person.

Follow this procedure to transfer a call to another phone.

Step	Action
1	During an active call, press the Services key. <i>The first call is put on hold, and a dial tone sounds.</i>
2	Dial the extension number of the line to which you want to transfer the call.
3	When that number rings or the call is answered, press the Services key to connect the calling party.

- 4 Press the **Release** key.
- 5 If the transferred call is not answered, press the line (DN) key to reconnect to the call.

—End—

Using Call Park

Use the Call Park feature to temporarily hold and retrieve a call from any telephone. Parking a call is different from putting a call on hold. When you put a call on hold the line remains in use, but when you use Call Park, you release the line without losing the call.

Parking a call on your own IP Phone

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

- 1 During an active call, press the **Services** key.
- 2 Press the * key and enter the Call Park Feature Access Code.
- 3 Press the **Release** key.

—End—

Parking a call on another IP Phone

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

- 1 During an active call, press the **Services** key.
- 2 Press the * key and enter the Call Park Feature Access Code.
- 3 Dial the number of the extension to which you want to park the call.
You hear a confirmation tone.
- 4 Press the **Release** key.

—End—

Retrieving a parked call

Follow this procedure to retrieve a parked call.

Step	Action
1	Press the line (DN) key where the call is parked.
2	Press the * key and enter the Call Park Feature Access Code.
3	Dial the DN where you parked the call. If a parked call is not retrieved within a specified time period, it rings back to your telephone or the attendant.

—End—

Using Call Forward

Follow this procedure to use the Call Forward feature to direct incoming calls to ring on another line (DN).

Step	Action
1	Press the line (DN) key.
2	Press the * key and enter the Call Forward Feature Access Code (FAC).
3	Dial the number of the extension to which you want your calls forwarded.
4	To disable Call Forward, Press the line (DN) key.
5	Press the * key and enter the Call Forward FAC again.

—End—

Setting up a conference call

Follow this procedure to use the Conference feature to set up a conference call for three people, including yourself.

In addition to setting up a conference call, you can also use the IP Audio Conference Phone 2033 for audio conferences. Contact your system administrator for information on accessing audio bridge applications.

See "[IP Phone 2033 controls](#)" (page 11) for the location of the telephone control keys.

Step	Action
1	While on a call, press the Services key to place the call on hold. <i>You hear a dial tone.</i>
2	Dial the number of the first person you want to add to the conference call. You can talk privately to that person at this time.
3	Follow these steps for each additional call you want to add to the conference: a. Press the Services key to put the call on hold. <i>You hear a dial tone.</i> b. Dial the number of the person to be added to the call.
4	Press the Services key to conference all parties together.
5	If the person you attempt to add to the conference is unavailable, press the Release key.

—End—

Working without interruption

Follow this procedure to enable the Make Set Busy feature. When enabled, your phone appears busy to all callers.

Step	Action
1	Press the line (DN) key.
2	Press the * key and enter the Make Set Busy Feature Access Code (FAC).
3	To disable the feature, press the * key and enter the Make Set Busy FAC again.

—End—

Additional features

This section describes the following additional features:

- Inbox
- Outbox
- Directory

Using the Inbox

The Inbox keeps a record of all incoming calls.

To clear the list of callers from your telephone, follow the instructions in ["Resetting the Inbox or the Outbox" \(page 43\)](#).

Viewing the Inbox

Step	Action
1	Perform one of these actions: <ul style="list-style-type: none"> • Press the Messages key. • Press Menu and choose one of the following: <ul style="list-style-type: none"> — Use the navigation keys to scroll and highlight Inbox, and press OK. — On the dialpad, press 3.
2	Use the navigation keys to scroll through the list of callers.

—End—

Dialing a number from the Inbox

Follow this procedure to make a call by selecting the number from the Inbox list.

Step	Action
1	Perform one of these actions: <ul style="list-style-type: none">• Press the Messages key.• Press Menu and choose one of the following:<ul style="list-style-type: none">— Use the navigation keys to scroll and highlight Inbox, and press OK.— On the dialpad, press 3.
2	Use the navigation keys to scroll through the list of callers and highlight the caller you want to dial.
3	Press OK .
4	Perform one of these actions: <ul style="list-style-type: none">• Use the navigation keys to scroll and highlight Dial, and press OK.• On the dialpad, press 1.

—End—

Viewing call details

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

Step	Action
1	Perform one of these actions: <ul style="list-style-type: none">• Press the Messages key.• Press Menu and choose one of the following:<ul style="list-style-type: none">— Use the navigation keys to scroll and highlight Inbox, and press OK.— On the dialpad, press 3.
2	Use the navigation keys to scroll through the list of callers and highlight the caller.
3	Press OK .
4	Perform one of these actions: <ul style="list-style-type: none">• Use the navigation keys to scroll and highlight Display, and press OK.

- On the dialpad, press **2**.

—End—

Storing a number from the Inbox to the directory

Follow this procedure to store a call from the Inbox to the directory.

Step	Action
1	Perform one of these actions: <ul style="list-style-type: none"> • Press the Messages key. • Press Menu and choose one of the following: <ul style="list-style-type: none"> — Use the navigation keys to scroll and highlight Inbox, and press OK. — On the dialpad, press 3.
2	Use the navigation keys to scroll through the list of callers and highlight the number you want to store in the directory.
3	Press OK .
4	Perform one of these actions: <ul style="list-style-type: none"> • Use the navigation keys to scroll and highlight Store, and press OK. • On the dialpad, press 3.

—End—

Using the Outbox

The Outbox keeps a record of all calls made from your telephone.

To clear the list of calls from your telephone, follow the instructions in ["Resetting the Inbox or the Outbox"](#) (page 43).

Viewing the Outbox

Step	Action
1	Press Menu .
2	Perform one of these actions:

- Use the navigation keys to scroll and highlight **Outbox**, and press **OK**.
 - On the dialpad, press **4**.
- 3** Use the navigation keys to scroll through the list of calls.

—End—

Dialing a number from the Inbox

Follow this procedure to make a call by selecting the number from the Outbox list.

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

- | | |
|----------|---|
| 1 | Press Menu . |
| 2 | Perform one of these actions: <ul style="list-style-type: none">• Use the navigation keys to scroll and highlight Outbox, and press OK.• On the dialpad, press 4. |
| 3 | Use the navigation keys to scroll through the list of calls and highlight the number you want to dial. |
| 4 | Press OK . |
| 5 | Perform one of these actions: <ul style="list-style-type: none">• Use the navigation keys to scroll and highlight Dial, and press OK.• On the dialpad, press 1. |

—End—

Viewing call details

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

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

- | | |
|----------|-------------------------------|
| 1 | Press Menu . |
| 2 | Perform one of these actions: |

- Use the navigation keys to scroll and highlight **Outbox**, and press **OK**.
 - On the dialpad, press **4**.
- 3** Use the navigation keys to scroll through the list of calls and highlight the number.
- 4** Press **OK**.
- 5** Perform one of these actions:
- Use the navigation keys to scroll and highlight **Display**, and press **OK**.
 - On the dialpad, press **2**.

—End—

Storing a number from the Outbox to the directory

Follow this procedure to store a call from the Outbox to the directory.

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

- | | |
|----------|--|
| 1 | Press Menu . |
| 2 | Perform one of these actions: <ul style="list-style-type: none"> • Use the navigation keys to scroll and highlight Outbox, and press OK. • On the dialpad, press 4. |
| 3 | Use the navigation keys to scroll through the list of calls and highlight the number you want to store in the directory. |
| 4 | Press OK . |
| 5 | Perform one of these actions: <ul style="list-style-type: none"> • Use the navigation keys to scroll and highlight Store, and press OK. • On the dialpad, press 3. |

—End—

Using the Directory

The Directory contains a list of names and telephone numbers of contacts.

View directory entries

Follow this procedure to view the directory contact list.

Step	Action
1	Press Menu .
2	Perform one of these actions: <ul style="list-style-type: none"> • Use the navigation keys to scroll and highlight Directory, and press OK. • On the dialpad, press 5.
3	Use the navigation keys to scroll through the list of contacts.
—End—	

Adding a contact to the directory

Follow this procedure to add a new contact to the directory.

Step	Action
1	Press Menu .
2	Perform one of these actions: <ul style="list-style-type: none"> • Use the navigation keys to scroll and highlight Directory, and press OK. • On the dialpad, press 5.
3	Use the navigation keys to scroll to the end of the list, and highlight [New Entry] .
4	To enter the new contact's number: <ol style="list-style-type: none"> 1. Perform one of these actions: <ul style="list-style-type: none"> • Use the navigation keys to scroll and highlight Number, and press OK. • On the dialpad, press 1. 2. Enter the new contact's number.
5	To enter the new contact's last name:

1. Perform one of these actions:
 - Use the navigation keys to scroll and highlight **Surname**, and press **OK**.
 - On the dialpad, press **2**.
 2. Enter the new contact's last name using the steps in See "[Using the dialpad to enter text](#)" (page 71).
- 6** To edit the new contact's first name:
1. Perform one of these actions:
 - Use the navigation keys to scroll and highlight **First Name**, and press **OK**.
 - On the dialpad, press **3**.
 2. Enter the new contact's first name using the steps in "[Using the dialpad to enter text](#)" (page 71).
- 7** Perform one of these actions to save your changes:
- Use the navigation keys to scroll and highlight **Save**, and press **OK**.
 - On the dialpad, press **5**

—End—

Making a call from the directory

Follow this procedure to make a call by selecting a contact from the directory list.

Step	Action
1	Press Menu .
2	Perform one of these actions: <ul style="list-style-type: none"> • Use the navigation keys to scroll and highlight Directory, and press OK. • On the dialpad, press 5.
3	Use the navigation keys to scroll and highlight the contact you want to call.
4	Press OK .

- 5 Perform one of these actions:
 - Use the navigation keys to scroll and highlight **Dial**, and press **OK**.
 - On the dialpad, press **1**.

—End—

Editing contact information

Follow this procedure to edit contact information. Before you begin this procedure, see ["Using the dialpad to enter text" \(page 71\)](#).

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

- | | |
|---|---|
| 1 | Press Menu . |
| 2 | Perform one of these actions: <ul style="list-style-type: none">• Use the navigation keys to scroll and highlight Directory, and press OK.• On the dialpad, press 5. |
| 3 | Use the navigation keys to scroll and highlight the contact you want to edit. |
| 4 | Press OK . |
| 5 | Perform one of these actions: <ul style="list-style-type: none">• Use the navigation keys to scroll and highlight Edit, and press OK.• On the dialpad, press 2. |
| 6 | Press OK . |
| 7 | To edit the contact's number: <ol style="list-style-type: none">1. Perform one of these actions:<ul style="list-style-type: none">• Use the navigation keys to scroll and highlight Edit Number, and press OK.• On the dialpad, press 1.2. Enter the contact's new number. |
| 8 | To edit the contact's last name: |

1. Perform one of these actions:
 - Use the navigation keys to scroll and highlight **Edit Surname**, and press **OK**.
 - On the dialpad, press **2**.
 2. Use the dialpad to enter the contact's last name.
- 9** To edit the contact's first name:
1. Perform one of these actions:
 - Use the navigation keys to scroll and highlight **Edit First Name**, and press **OK**.
 - On the dialpad, press **3**.
 2. Use the dialpad to enter the contact's first name.
- 10** To set the format of feature keys:
1. Perform one of these actions:
 - Use the navigation keys to scroll and highlight **Feature Key Format**, and press **OK**.
 - On the dialpad, press **4**.
- 11** Perform one of these actions to save your changes:
- Use the navigation keys to scroll and highlight **Save**, and press **OK**.
 - On the dialpad, press **5**.

—End—

Deleting a contact from the directory

Follow this procedure to remove a contact from the directory.

Step	Action
1	Press Menu .
2	Perform one of these actions: <ul style="list-style-type: none"> • Use the navigation keys to scroll and highlight Directory, and press OK. • On the dialpad, press 5.

- 3 Use the navigation keys to scroll and highlight the contact you want to remove from the directory.
- 4 Press **OK**.
- 5 Perform one of these actions:
 - Use the navigation keys to scroll and highlight **Delete**, and press **OK**.
 - On the dialpad, press **3**.

—End—

Using the dialpad to enter text

Follow this procedure to use the dialpad to enter text into the display.

Step	Action
1	For each letter: <ol style="list-style-type: none">Repeatedly press the numeric key corresponding to the desired letter until the letter is displayed. For example, to select b, press the 2 key two times. To select B, press the 2 key four times.Press the >> key to save the letter and move to the next letter.If required, press the BkSpc key to correct the previous letter(s).
2	Press OK to save the entry.

—End—

Feature Access Codes

Contact your system administrator for a list of features available on your telephone set and the corresponding Feature Access Code (FAC) numbers. Use this worksheet to keep track of the FACs.

Feature Name	FAC	Feature Name	FAC

When entering an FAC into the display, remember to press the * key first. For example, press * 111 to activate Call Forward.

Terms you should know

Attendant

A telephone operator in your organization.

Calling Party Name Display

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

Category 5 (CAT5)

Balanced 100 Ohm Ethernet cable and associated connecting hardware whose transmission characteristics are specified up to 100 MHz. CAT5 cable is used by 10BaseT, 100BaseT4, and 100BaseTX installations. The cable normally has four pairs of copper wire.

Communication Server 2000/2100

Your office communications system.

Date/time display

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

Directory Number (DN)

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

Fastbusy

An audio signal indicating that all outgoing lines are busy or an error condition exists (for example, a misdialed number).

Feature Access Codes (FACs)

Specialized codes entered using the dialpad that enable features (for example, Call Park).

Fixed key

The hard-labeled keys on your telephone.

Indicator

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

Information display

Any display of call activity, lists, prompts, and status of calls. On the IP Audio Conference Phone 2033, this information area is a one-line by 24-character area. If the text message exceeds this area, a scroll arrow icon indicates that you must use the scroll keys to view the remaining text.

Information line

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

Interrupted dial tone

A broken or pulsed dial tone, heard when you access some features on your telephone.

Message waiting indicator/Incoming call indicator

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

Messages key

A fixed key on the IP Audio Conference Phone 2033 that connects to your Inbox when the key is pressed.

Navigation keys

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

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.

Release key

A fixed key used to end an active call.

Ringback/ring tone

A sound indicating that a call you have made is ringing at its destination.

Services key

A fixed key used to access features such as Call Transfer, Call Park, Call Forward, and Conference Call.

Shared Directory Number

A DN (extension) that is shared by two or more persons.

Soft keys (self-labeled)

A set of keys programmed by your system administrator. These three keys, where required, map to four soft keys. In this case, the >> soft key is used to toggle between the first two and last two soft keys.

Special dial tone

The three consecutive tones followed by dial tone that you hear when accessing telephone features.

Status Messages

A message displayed to inform the user of important information. A right arrow appears if more than one Status Message is present.

System or Switch

Your office communications system.

User Interface

Screen displays that interact with the user as a result of an action or event.

Carrier VoIP

Nortel IP Audio Conference Phone 2033 User Guide

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