



Nortel Communication Server 2000/2100

Nortel IP Phone 2004 User Guide



> THIS IS **THE WAY**

> THIS IS **NORTEL™**

Revision history

August 2005

Standard 1.01. The information contained in this user guide applies to the IP Phone 2004 when used in Communication Server 2100 and Communication Server 2000 networks.

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About the IP Phone 2004

The Nortel IP Phone 2004 brings voice and data to the desktop by connecting directly to a Local Area Network (LAN) through an Ethernet connection.

Functional components

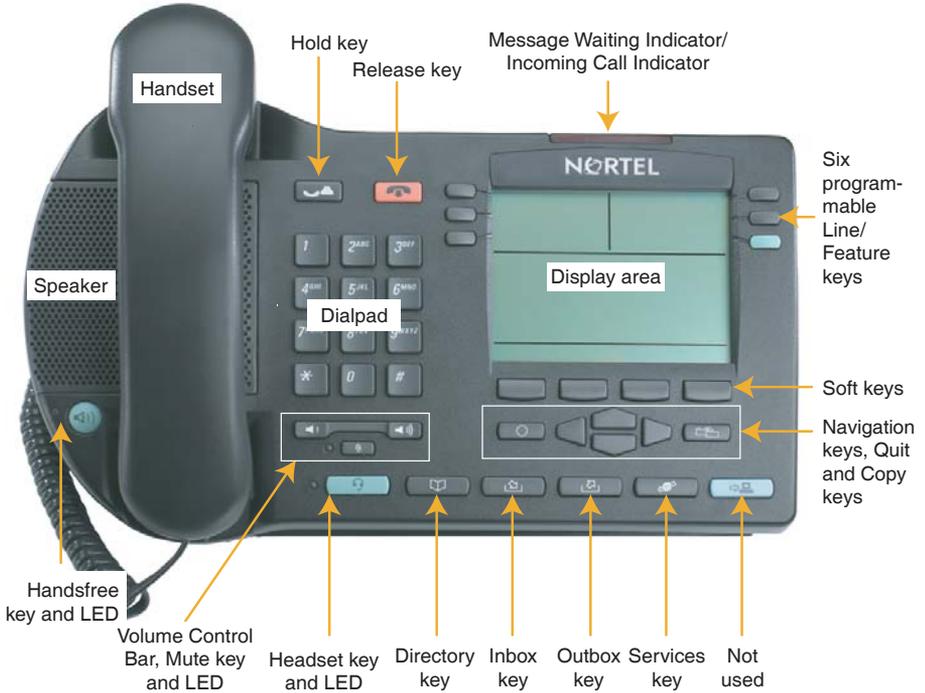
The IP Phone 2004 supports the following functional components:

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

To use the IP Phone 2004, log on to the Communication Server 2100 IP Client Manager by entering a username and password. Once logged in, the handset and keypad of the IP Phone 2004 operate in the same way as a standard Meridian Business Set (MBS) telephone. Additional services and features can be accessed using the soft keys of the function display area. Each of the soft keys corresponds to a menu option, and the navigation keys can be used to select a particular menu option.

[Figure 1 on page 10](#) shows the IP Phone 2004.

Figure 1
IP Phone 2004



Hardware features

The IP Phone 2004 supports the following features:

- 11 programmable feature keys (but this can be extended to 14): six (physical) user-defined feature key labels and six lines/features accessed using the up and down navigation keys to scroll through pages of features. The primary DN key (green) always has the PDN displayed against this key.
- Four soft keys for navigation and selection of items in the menu system.

Note: Your IP Phone 2004 may not be configured to support soft key functionality. Consult your system administrator.

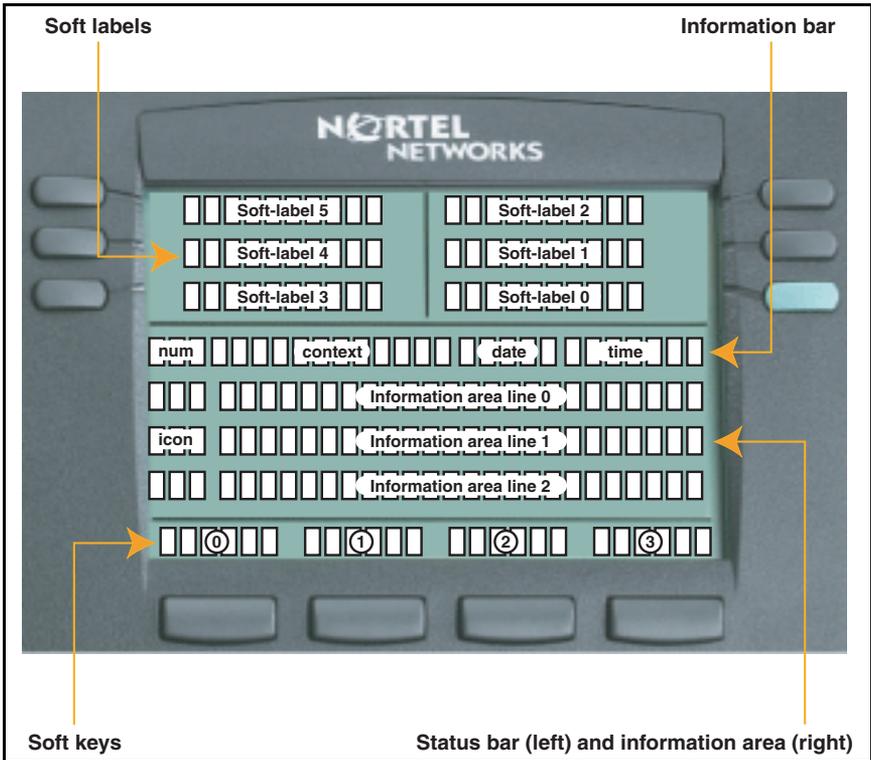
- Multi-field LCD display screen; four-line display area.
- Speaker for on-hook dialing or on-hook listening.
- Volume control bar for adjusting ringer, speaker, handset and headset volume.
- Six specialized fixed keys:
 - Quit
 - Directory
 - Message (Inbox)
 - Outbox
 - Services
 - Expand to PC (not used with the IP Client Manager)
- Four call processing fixed keys:
 - Hold
 - Goodbye
 - Handsfree
 - Mute
- Shared LAN access with a PC through the use of the Internet Switch Module (it splits the LAN drop into separate feeds for the phone and a PC).
- Adjustable-angle stand.
- Headset jack with On/Off key.
- Handsfree microphone.
- Automatic network configuration.
- Hearing-aid compatibility.

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

Telephone display

Figure 2 shows the IP Phone 2004 display areas.

Figure 2
IP Phone 2004 display map



The IP Phone 2004 display has the following rules:

- The Login Screen shows the digits on information line 0 as entered. The username and passwords can be up to a maximum of 15 digits.
- Six soft-labelled feature keys allow you to select features. To view additional feature keys, scroll through pages of feature keys by pressing the navigation keys located to the bottom right of the display.
- Select Menu options by using a scrollable list. Up and down arrows to the far right of the information line show your position in the list. Press the up or down navigations keys to scroll through the items.

- Menu items appear on information lines 0 to 2 with the selected item indicated by a shaded bar behind the item.
- To select a numerically-indexed menu item, view the option and press “Ok”. Alternatively, enter the appropriate shortcut using the keypad which enables you to jump straight to the menu item without scrolling (note: menu items above 9 do not have a shortcut).
- You access the menu system by either selecting the “Menu” soft key or by pressing the **Services** key.



Connect the IP Phone 2004 components

Before you begin



CAUTION

Damage to Equipment

Do not plug the IP Phone 2004 into a regular telephone jack. This results in severe damage to the IP Phone 2004. Consult your system administrator to ensure that you plug your telephone into a 10/100BaseT Ethernet jack.

Steps

1. Connect one end of the handset cord to the handset jack (identified with a handset icon) on the back of the telephone. Connect the other end to the jack on the handset (see [Figure 3 on page 15](#)).
2. Choose one of the following connections:
 - a. *For a telephone not sharing LAN access with a PC*, connect one end of the CAT5 line cable to the LAN Ethernet port located on the back of the telephone (identified with a LAN icon). Plug the other end of the CAT5 line cable into the IP network.
 - b. *For a telephone sharing LAN access with a PC*, connect one end of the CAT5 line cable to the LAN Ethernet port located on the back of the telephone (identified with a LAN icon) and the other end to the IP network. Insert a second CAT5 line cable into the PC Ethernet port located on the back of the telephone (identified with a PC icon) and the other end into the computer's Ethernet port.
3. Contact your installation technician for the proper power option. This telephone can be powered by an AC adapter or over a LAN.
4. Thread the cord around the strain relief, retaining hook and channel provided for a secure power connection.
5. Secure the telephone footstand to the telephone base. Use the angle grip on the top back of the telephone to change position.

Figure 3 shows connections on the IP Phone 2004.

Figure 3
IP Phone connections



Log into your IP Phone 2004

This section describes the navigation screens that appear when you are logging into an IP Phone 2004.

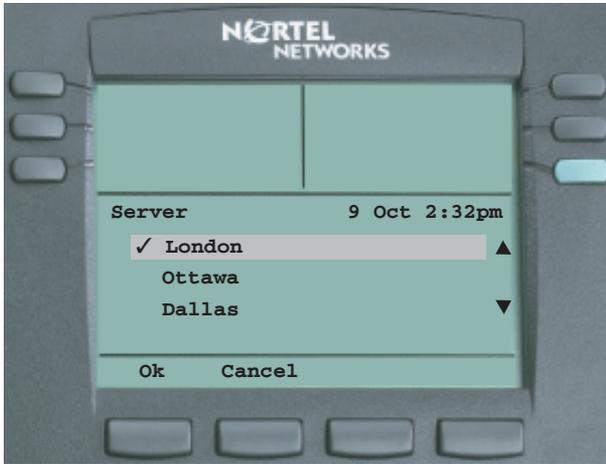
1. The following screen appears only if a firmware upgrade is available:



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

If you press **Ok** from the confirmation screen, the set will reboot and a progress bar displays to indicate the status of the download.

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



Press **Ok**, or start entering your username, if you want to use the London Gateway. The check mark shows that this is your current selection.

Otherwise press the down arrow to scroll to the to a different Gateway. The following screen is an example.



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

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

3. With London highlighted, when you press **Ok**, or start entering your username, the following screen appears:



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

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

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



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

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

Use the display menu on the IP Phone 2004

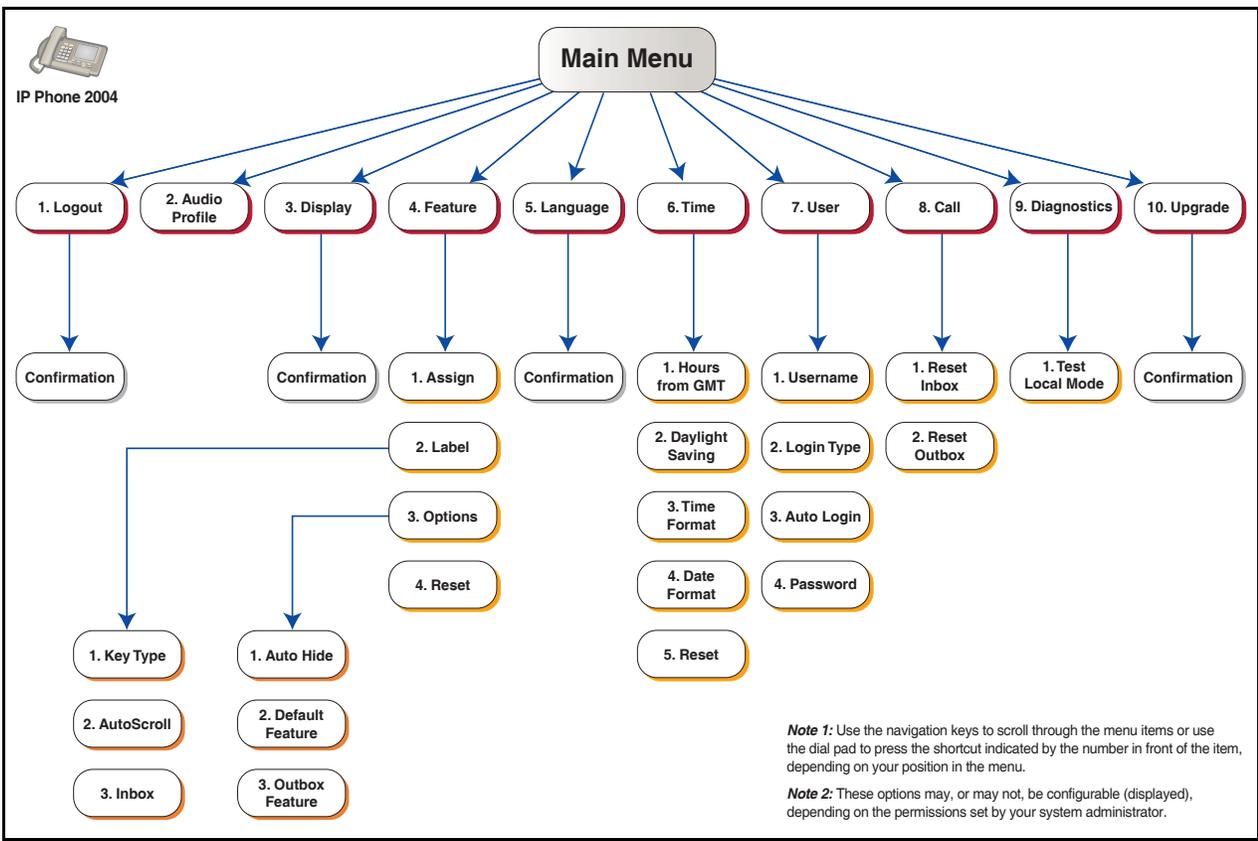
Once you have successfully logged into your IP Phone 2004, the following menu screen appears:



If you press **Menu** soft key, or the **Services** key, the following menu items are displayed depending on the permissions set by your administrator:

1. Logout (see [“Log out of your IP Phone 2004”](#) on page 22)
2. Audio Profile (see [“Change your audio profile”](#) on page 23)
3. Display (see [“Adjust you IP Phone 2004 display contrast”](#) on page 26)
4. Feature (see [“Use the Feature menu”](#) on page 28)
5. Language (see [“Select a language”](#) on page 45)
6. Time (see [“Set your time formats”](#) on page 46)
7. User (see [“Navigate the User Information menu”](#) on page 54)
8. Call (see [“Use Call History”](#) on page 61)
9. Diagnostics (see [“Use the Diagnostics menu”](#) on page 63)
10. Upgrade (if required) (see [“Perform an upgrade”](#) on page 65)

Figure 4
IP Phone 2004 display menu hierarchy



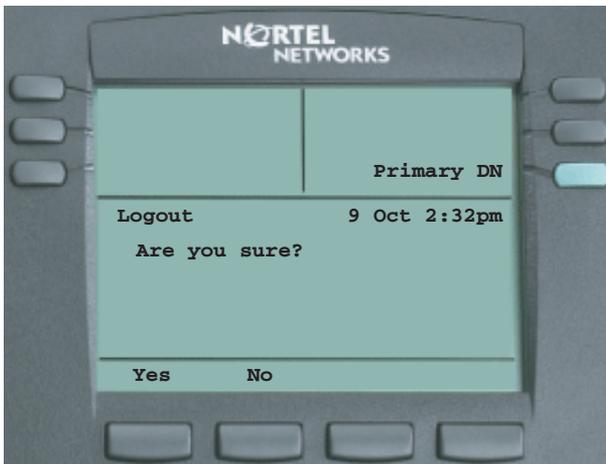
IP Phone 2004

Log out of your IP Phone 2004

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



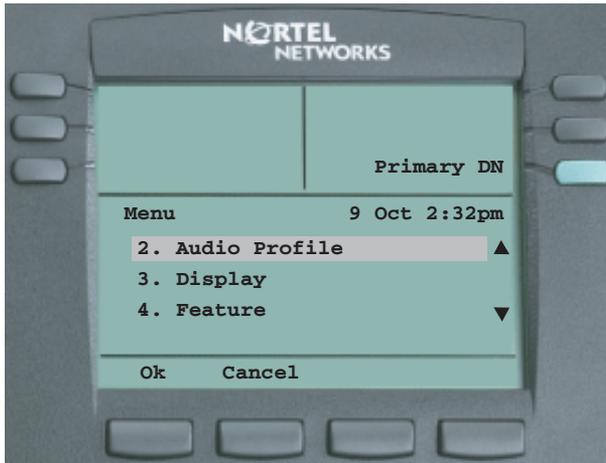
2. Press **Ok** to access the following Logout confirmation screen or press **Cancel** to return to the Main menu:



3. Press **Yes** to Logout or press **No** to return to the Main menu.

Change your audio profile

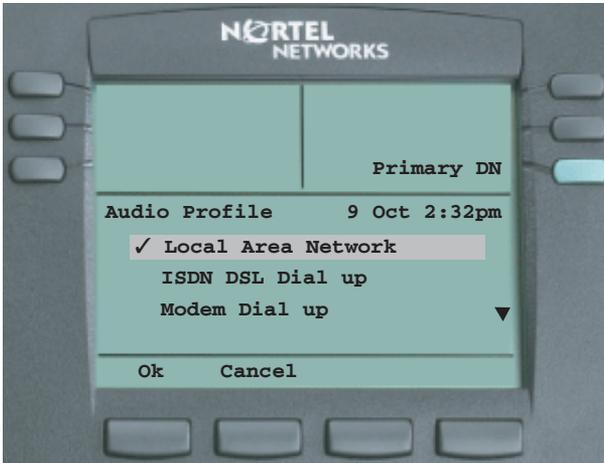
1. Scroll through the Main menu using the navigation keys so that Audio Profile appears (the second item in the list).



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

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

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



You can toggle between enabling the Audio Local Area Network functionality by pressing the down navigation key. Press **Ok** to save the setting and return to the Main menu. Press **Cancel** to return to the Audio Profile screen without saving your changes.

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

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

- b. If editing is not enabled, press **Ok** to access the following screen:



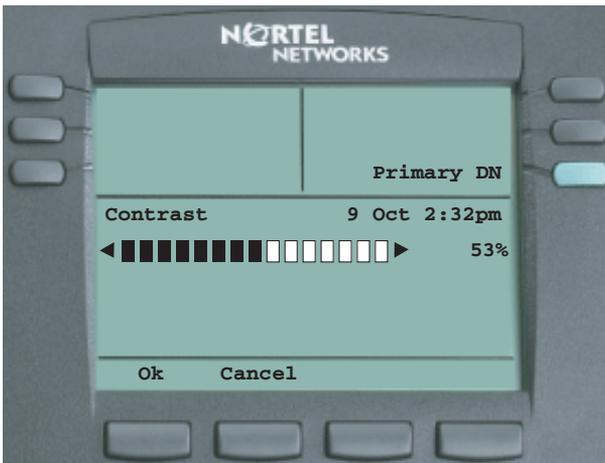
You can view your current Audio Profile selection in this screen. Press **Ok** to return to the Audio Profile screen.

Adjust you IP Phone 2004 display contrast

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



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



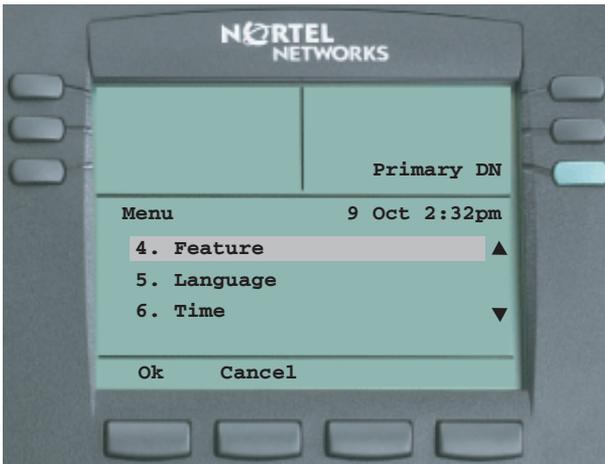
3. Press the left-most bottom button to decrease the contrast of your display. Press the next button to the right to increase the contrast of your display. The percentage figure decrease/increases depending on how long you press the corresponding button.
4. When you find the contrast you like, press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

Use the Feature menu

You can add or edit feature key associations on your IP Phone 2004.

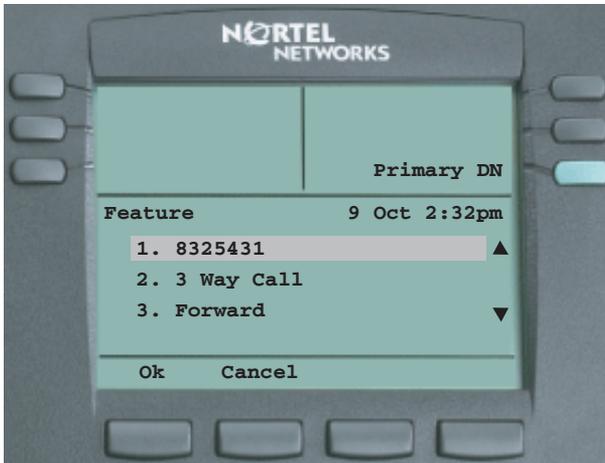
Note: Features are assigned by your system administrator. Changing your feature key association does not create new functionality, but instead changes the labels on a key. For example, you may prefer to change the “Forward” label to “Re-direct”.

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



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

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



4. Use the up and down navigation keys to select the feature key you wish to assign or edit.
5. Selecting a feature and pressing **Ok** presents you with the following list:
 - Assign (see [“Assign a feature”](#) on page 30)
 - Label (see [“Label a feature”](#) on page 37)
 - Options (see [“Use the Feature Options menu”](#) on page 39)
 - Reset (see [“Reset your feature keys to defaults”](#) on page 44)

Assign a feature

The Assign menu contains the following items:

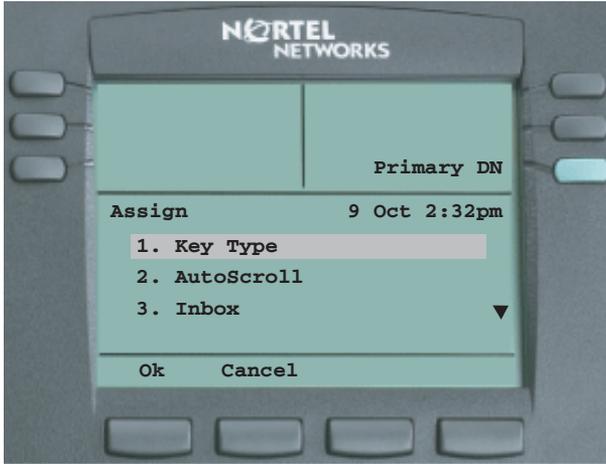
- Key Type (see “Define the key type” on page 30)
- AutoScroll (see “Configure AutoScroll” on page 33)
- Inbox (see “Enable the Inbox feature” on page 35)

Define the key type

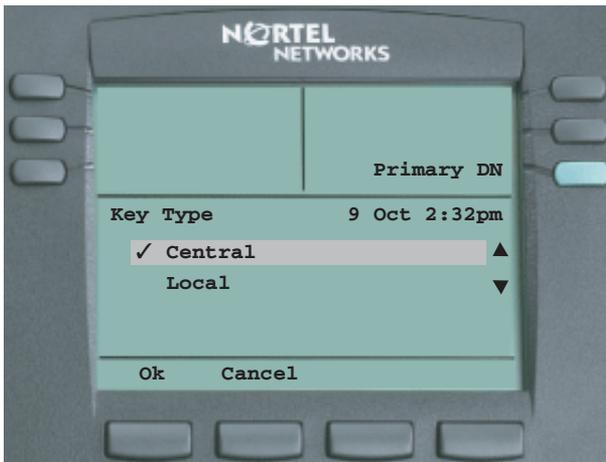
1. Scroll through the Feature menu using the navigation keys so that Assign appears (the first item in the list) and press **Ok**.



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



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



4. Press **Ok** to assign a feature from the core or press the down navigation button to highlight Local (the "✓" shows the option that is selected).
5. With Local highlighted, press **Ok** to assign a contact to this key from the user's directory list, instead of a feature. You can then use this key to call the contact.

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

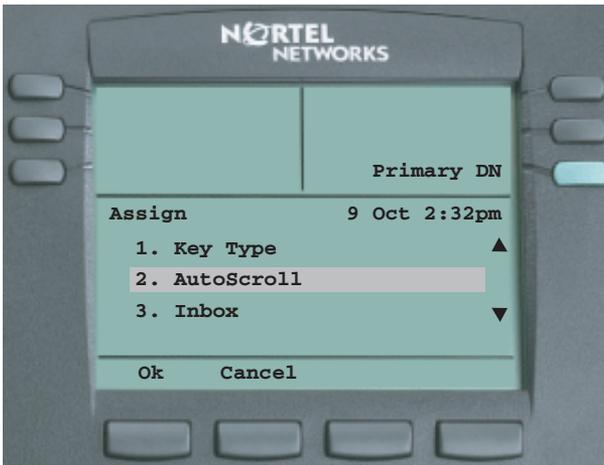
Selecting 2. Feature and pressing **Ok**, shows a list of your Directory Contacts (all ten items if configured). By default the first item in the list will show a check mark and be empty. You can scroll through the list using the navigation keys to select an entry and then press **OK** to have that contact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

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

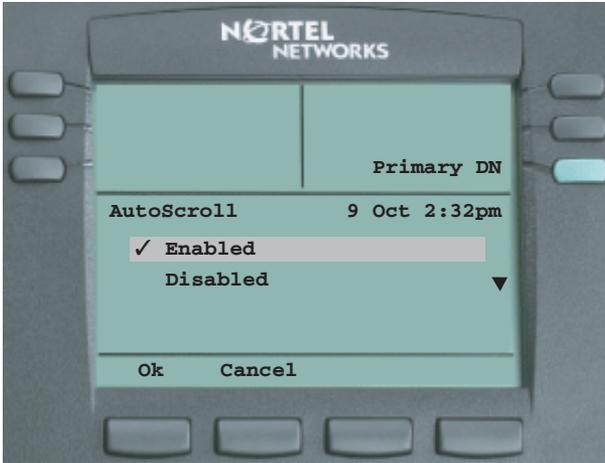
Configure AutoScroll

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

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



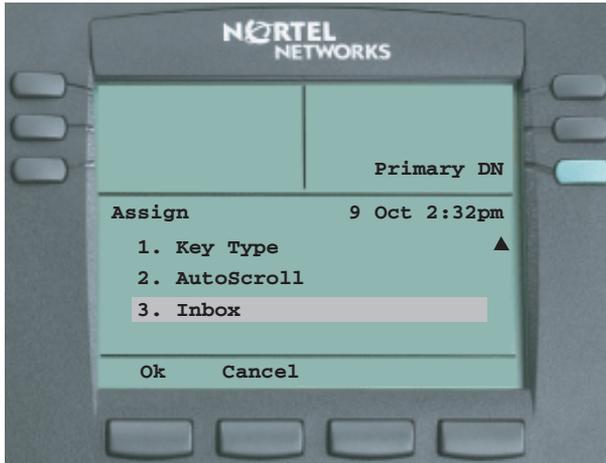
2. Press **Ok** to access the following AutoScroll screen or press **Cancel** to return to the feature menu:



3. Press **Ok** to enable AutoScrolling or press **Cancel** to return to the Assign menu or press the down navigation button to highlight Disabled (the “✓” shows that this option is selected)
4. With Disabled highlighted, press **Ok** to disable AutoScrolling or press **Cancel** to return to the Assign menu.

Enable the Inbox feature

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



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



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

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

4. Press the down navigation button to highlight Disabled.

Press **Ok** to disable the Inbox feature or press **Cancel** to return to the Assign menu. For more information about the inbox, see [“Use your inbox” on page 91](#)).

Label a feature

You can assign a label to the feature keys on your IP phone 2004.

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



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



3. Enter the feature label using your keypad.

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

Use the Feature Options menu

The Feature Options menu contains the following items:

- Auto Hide (see “Configure Auto Hide” on page 39)
- Default Feature (see “Define your default feature” on page 41)
- Outbox (see “Enable the Outbox feature” on page 42)

Configure Auto Hide

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

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



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



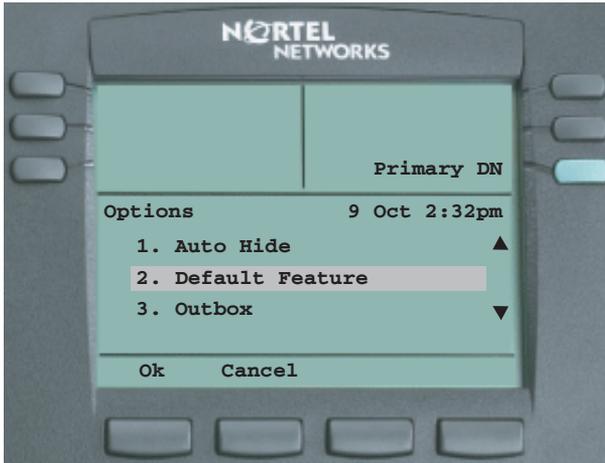
3. Press **Ok** to access the following Inbox screen or press **Cancel** to return to the feature menu:



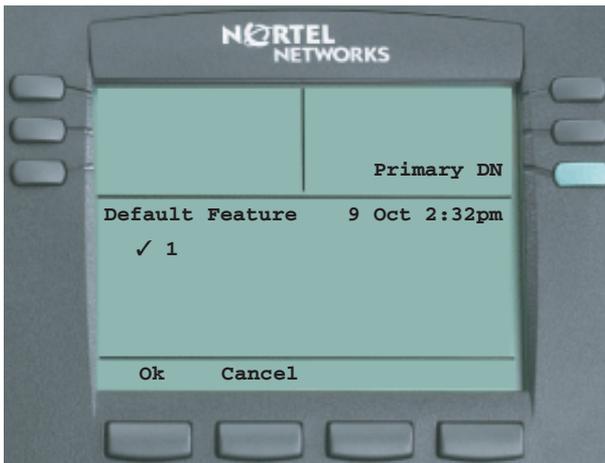
4. Press **Ok** to enable Auto Hide or press **Cancel** to return to the Options menu (the “✓” shows that this option is selected).
5. Press the down navigation button to highlight Disabled.
Press **Ok** to disable the Auto Hide feature or press **Cancel** to return to the Options menu.

Define your default feature

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



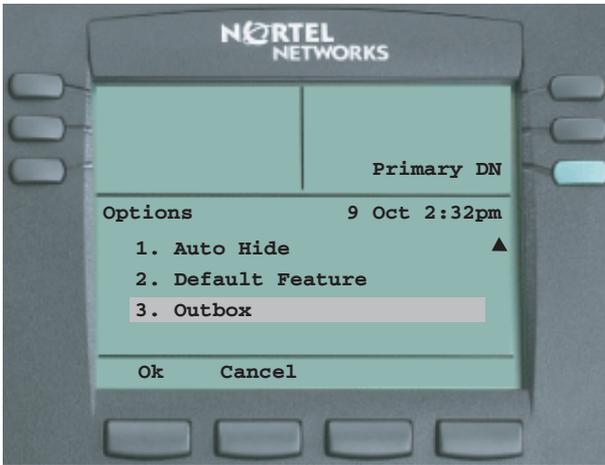
2. Press **Ok** to access the following screen or press **Cancel** to return to the Options menu:



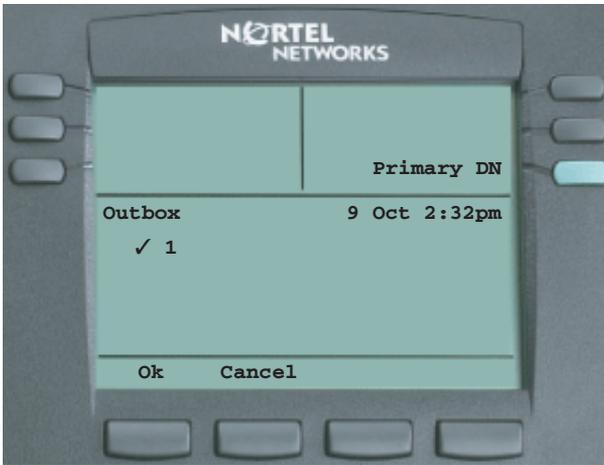
This screen displays a list of the DN keys. You can scroll through the list to select a key that you want to assign as your default feature key. Press **Ok** to save your selection or press **Cancel** to return to the Options menu.

Enable the Outbox feature

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



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

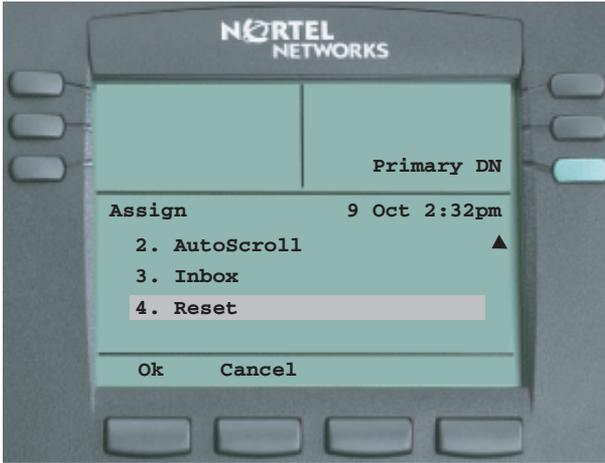


This screen displays a list of the DN keys. You can scroll through the list to select a key that you want to assign as your Outbox key. Press **Ok** to save your selection or press **Cancel** to return to the Options menu.

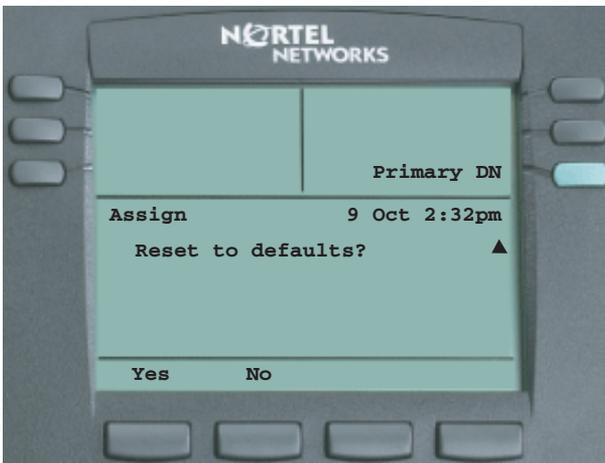
For more information about how to use your outbox, see ["Use your outbox" on page 93](#).

Reset your feature keys to defaults

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



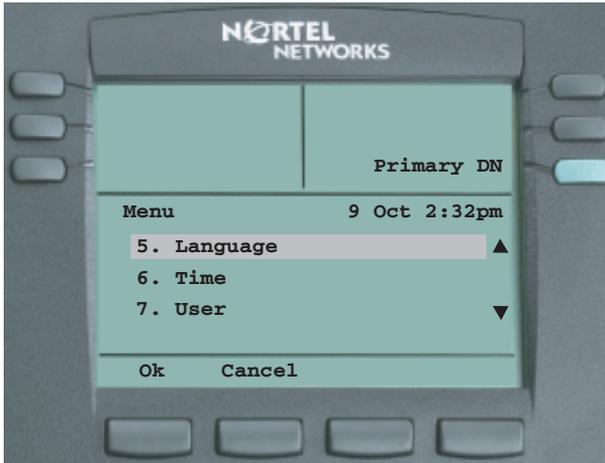
2. Press **Ok** to access the following Reset screen or press **Cancel** to return to the Feature menu.



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

Select a language

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



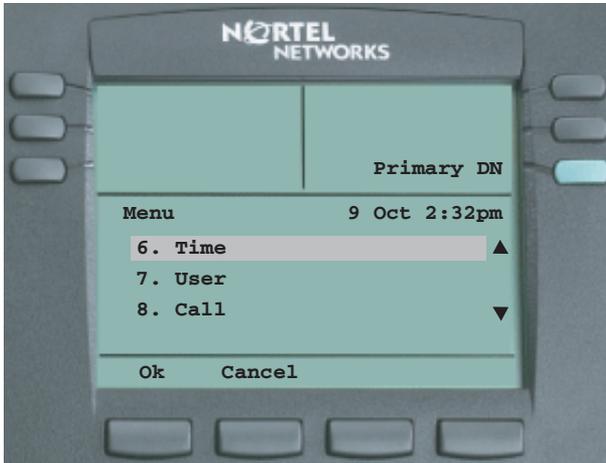
2. Press **Ok** to access a list of available languages or press **Cancel** to return to the Main menu.
3. When you press **Ok**, a list of available languages appears. Press the up and down navigation keys to select the language you want to use.
4. Press the **Apply** key and then press **Ok**.

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

Set your time formats

Changes to time options shown in this section will change the time and date displayed on the context line instantly.

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



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

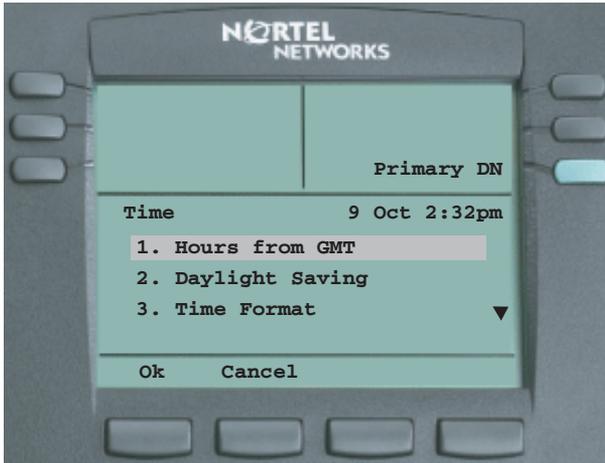
The Time menu contains the following items:

- Hours From GMT (see [“Define your regional time zone” on page 47](#))
- Daylight Saving (see [“Enable Daylight Savings” on page 48](#))
- Time Format (see [“Define your time format” on page 50](#))
- Date Format (see [“Define your date format” on page 51](#))
- Reset (see [“Reset your time defaults” on page 53](#))

All changes in this section take place immediately. See the screen on [page 20](#) for an example.

Define your regional time zone

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



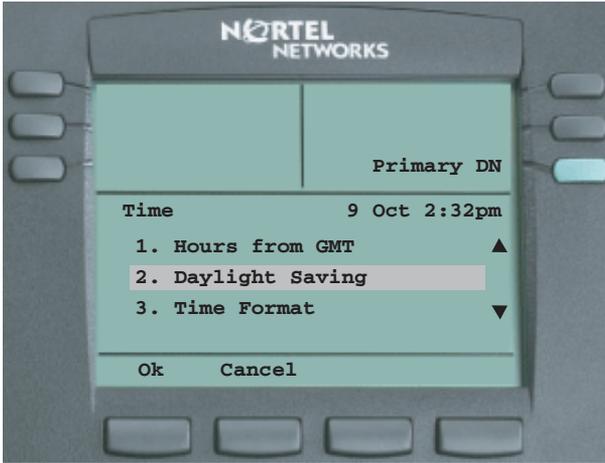
2. Press **Ok** to access the Hours from GMT menu or press **Cancel** to return to the Main menu.



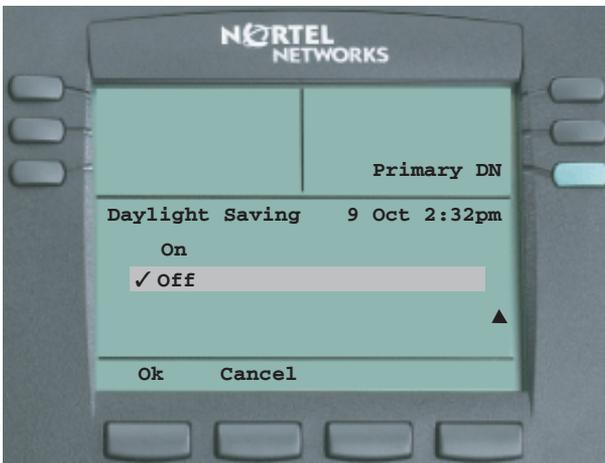
3. The "✓" in front of the time zone indicates your current selection. Scroll through the list to display your time zone and press **Ok** to save your selection or press **Cancel** to return to the Time menu.

Enable Daylight Savings

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



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



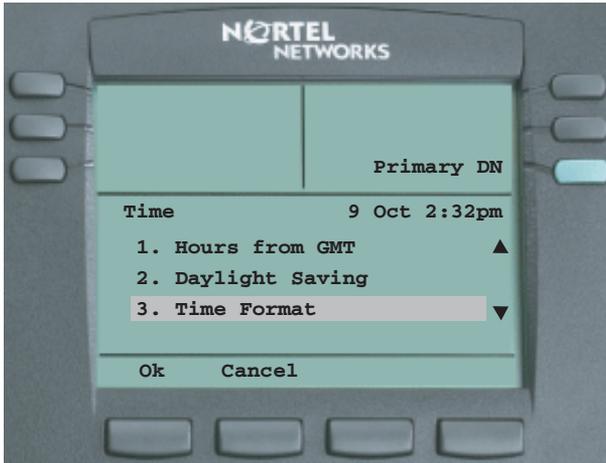
3. Press **Ok** to turn on Daylight Savings or press **Cancel** to return to the Time menu. Use the down navigation button to access the following screen in which you can turn off Daylight Savings.



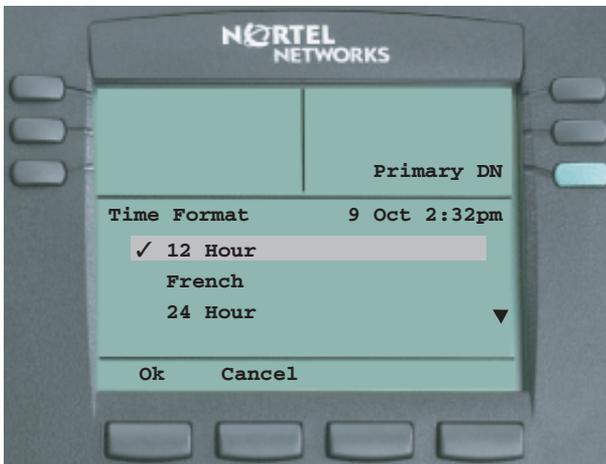
The "✓" in front of the time zone indicates your current selection (that is, Daylight Savings disabled). Press **Ok** to turn off Daylight Savings or press **Cancel** to return to the Time menu.

Define your time format

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



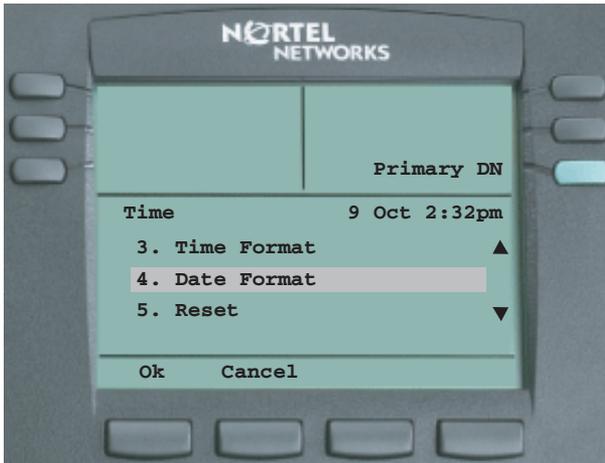
2. Press **Ok** to access the Time Format menu or press **Cancel** to return to the Main menu.



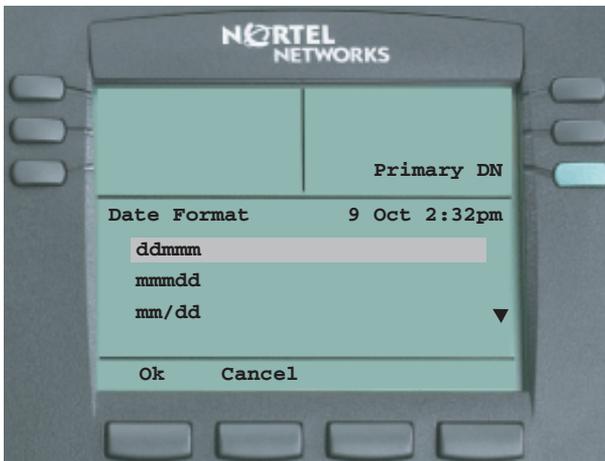
3. The "✓" in front of "12 Hour" indicates your current selection. Scroll through the list to display your time format preference and Press **Ok** to save your selection or press **Cancel** to return to the Time menu.

Define your date format

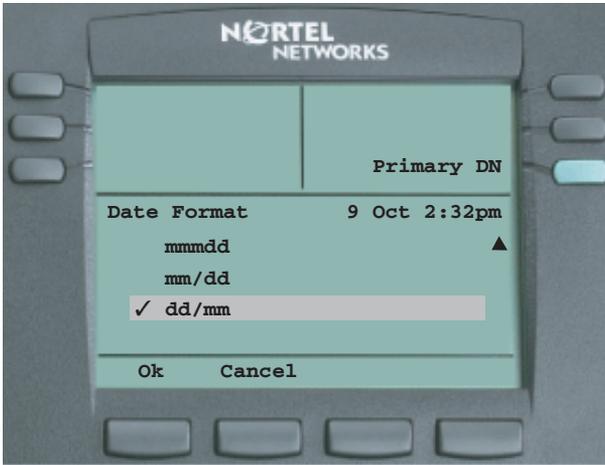
1. Scroll through the Time menu using the navigation keys so that Date Format appears (the fourth item in the list).



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



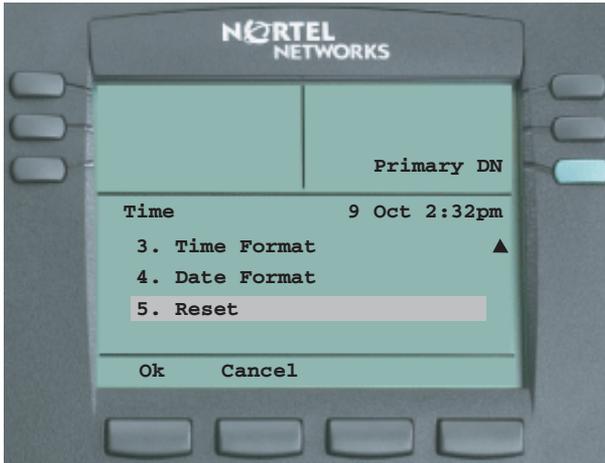
3. Use the navigation keys to scroll through the list to select your preferred date format. The following screens shows the final option.



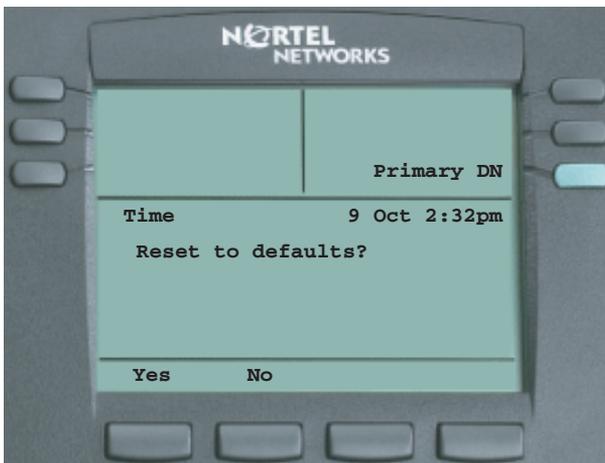
The “✓” in front of “dd/mm” indicates your current selection. Scroll through the list to display your date format preference and Press **Ok** to save your selection or press **Cancel** to return to the Time menu.

Reset your time defaults

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



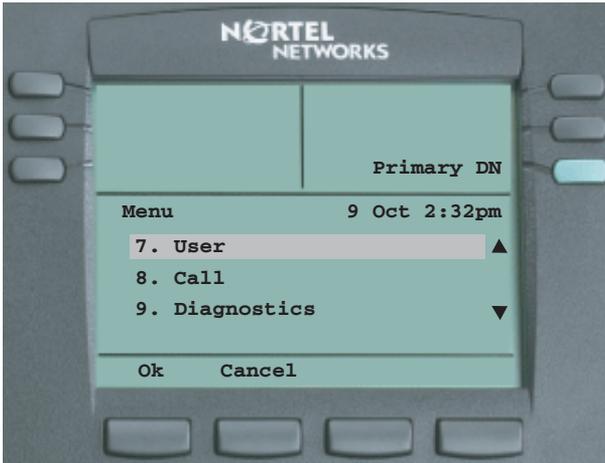
2. Press **Ok** to access the following Reset screen or press **Cancel** to return to the Main menu.



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

Navigate the User Information menu

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



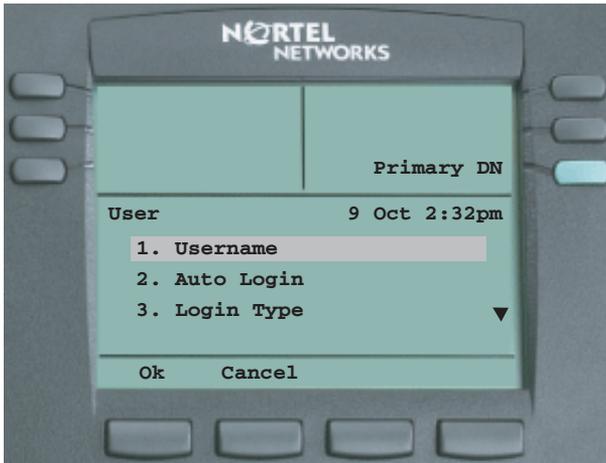
2. Press **Ok** to access the User menu or press **Cancel** to return to the Main menu.

The User menu contains the following items:

- Username (see [“Configure your username” on page 55](#))
- Login Type (see [“Define your login type” on page 56](#))
- Auto Login (see [“Enable Auto Login” on page 57](#))
- Password (see [“Change your password” on page 59](#))

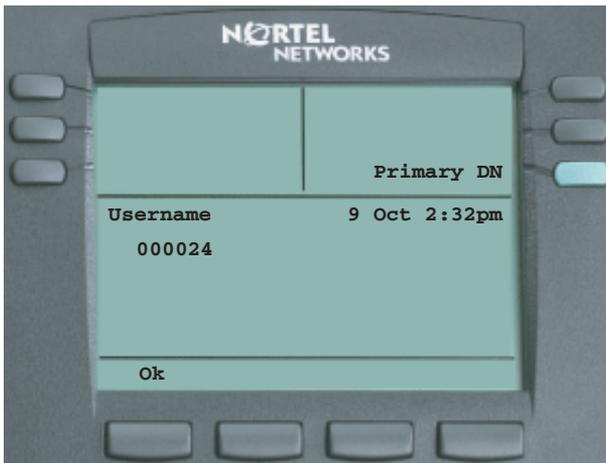
Configure your username

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



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

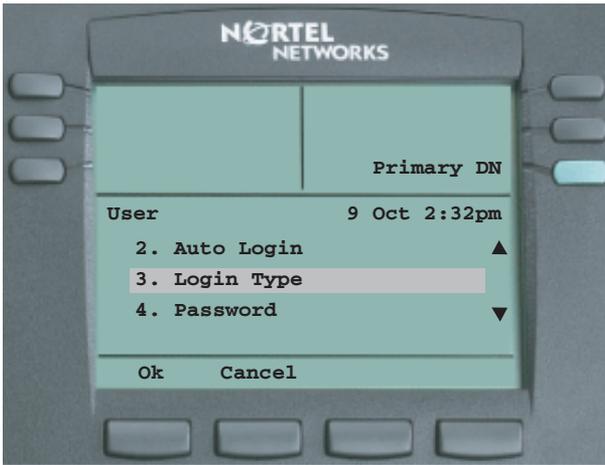
2. The following screen appears when you press **Ok**.



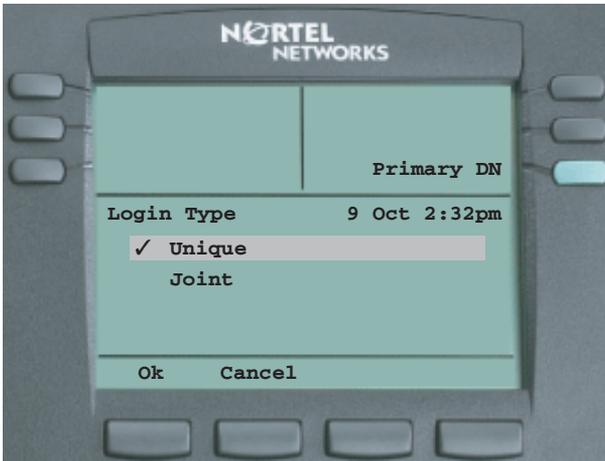
You can enter your new username in this screen. Press **Ok** to save your name and return to the User menu.

Define your login type

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



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

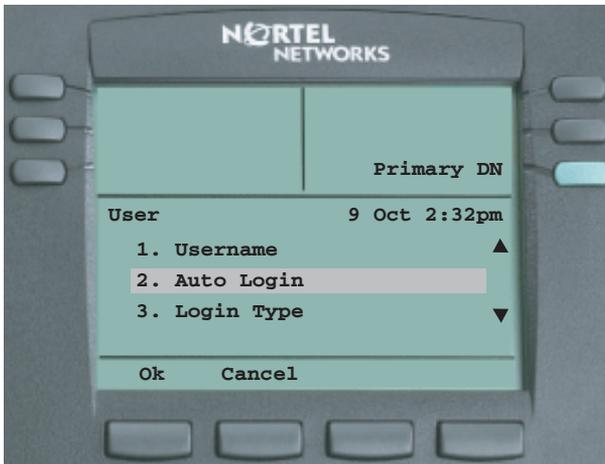


3. Press **Ok** if you will be using your IP Phone 2004 on its own or scroll down and press **OK** if you want your IP Phone 2004 to operate in a joint session with a softclient.

Enable Auto Login

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

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



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

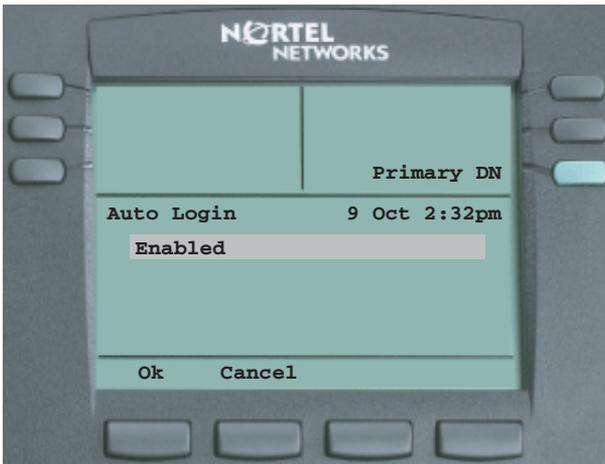
- a. If editing is enabled, press **Ok** to access the following screen:



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

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

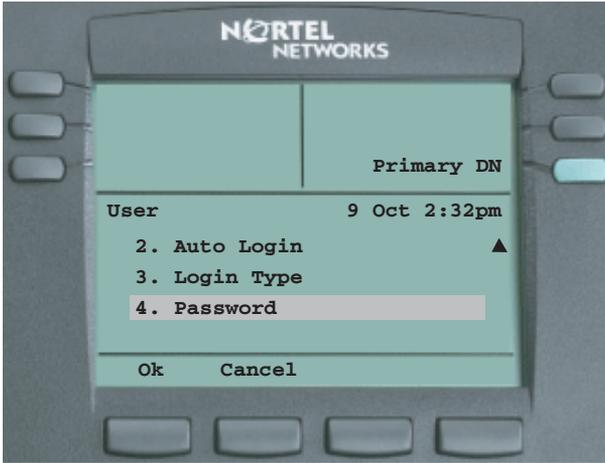
- b. If editing is not enabled, press **Ok** to access the following screen:



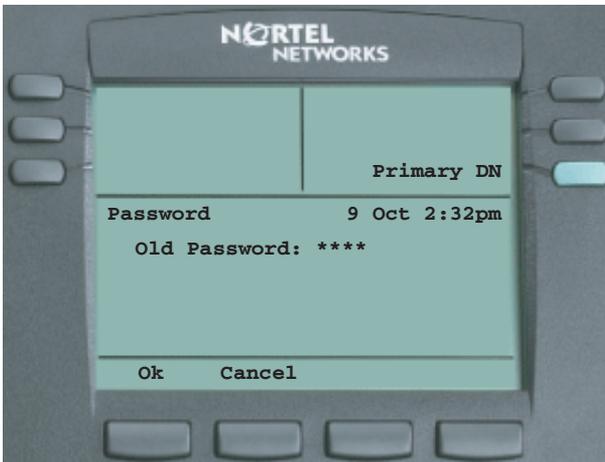
You can view your Auto Login configuration in this screen. Press **Ok** to return to the User menu.

Change your password

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



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

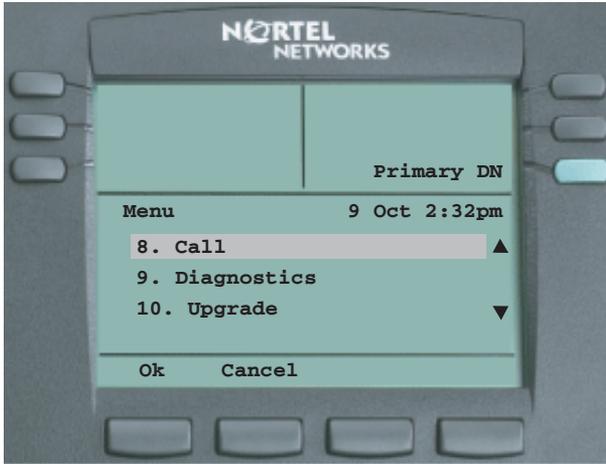


The system prompts you to enter your old password. Once you have successfully entered your old password, you can enter your new password in this screen. Press **Ok** to save your new password and return to the User menu. Press **Cancel** to return to the User menu without saving your changes.

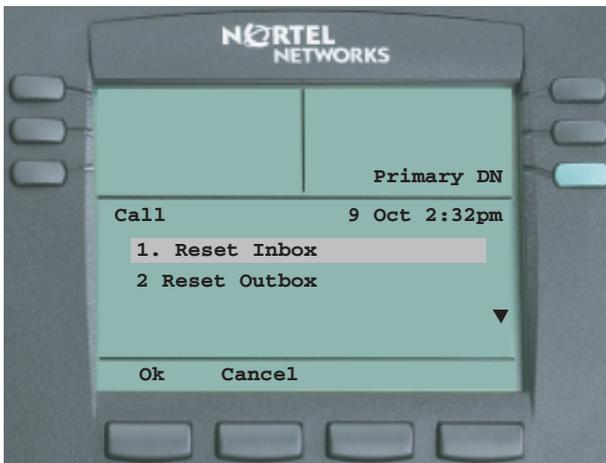
Use Call History

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

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



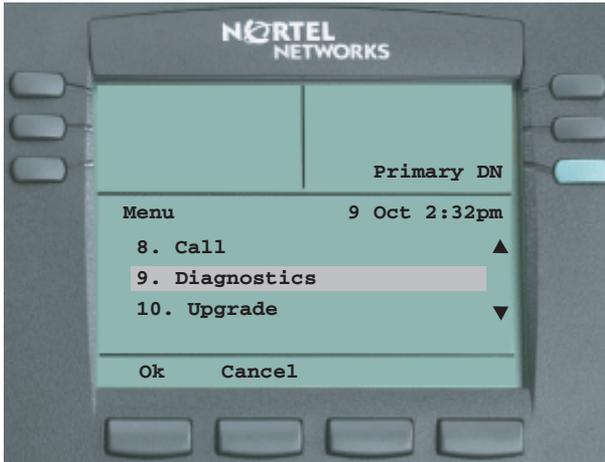
2. Press **Ok** to access the Call screen or press **Cancel** to return to the Main menu.
3. The following screen appears when you press **Ok**.



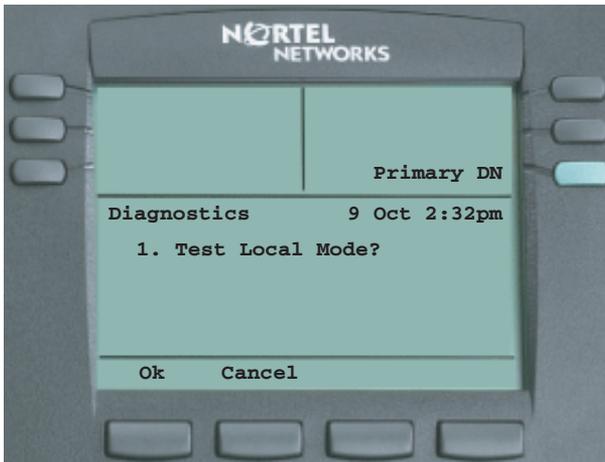
4. Press **Ok** to reset your inbox or press **Cancel** to return to the Main menu.
5. Press the down navigation key to select Reset Outbox. Press **Ok** to reset your outbox or press **Cancel** to return to the Main menu.

Use the Diagnostics menu

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

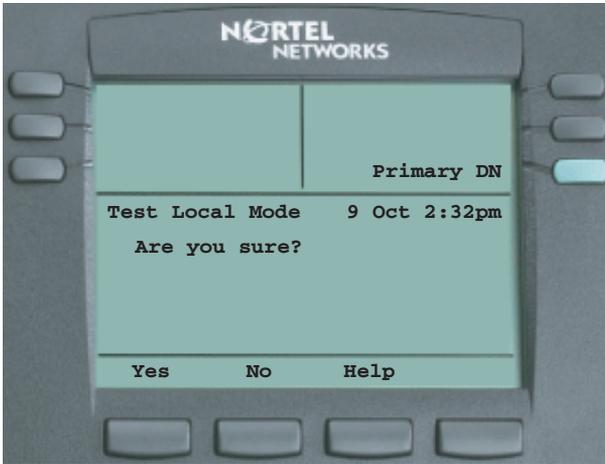


2. Press **Ok** to access the following diagnostics menu or press **Cancel** to return to the Main menu.



Test local mode transitions the terminal to its S2, for registration with a Survivable Remote Gateway.

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



4. Press **Ok** to enter local test mode or press **No** to return to the Diagnostics menu. Press **Help** for more information.

Perform an upgrade

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

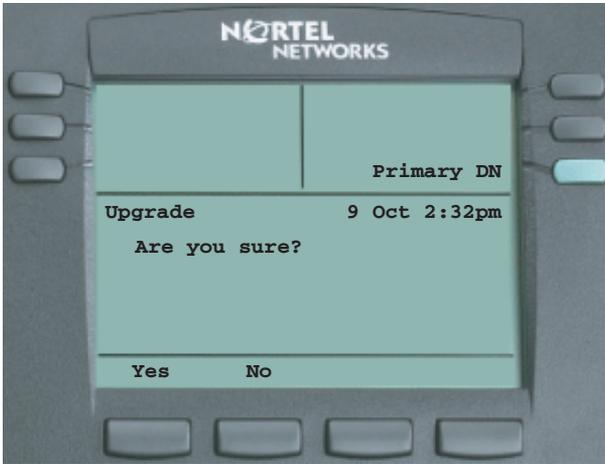
Use the following procedure if you require a firmware upgrade.

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



2. Press **Ok** to go to the Upgrade confirmation screen or press **Cancel** to return to the Main menu.

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



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

Make a call

There are several ways to make a call from an IP Phone 2004.

Use Off-hook dialing

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



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



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



3. Dial the number.

Use Handsfree dialing

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



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

Make a call



2. Dial the number.

3. When the call is answered, begin speaking.

4. For privacy, lift the handset.



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



Use Predial

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

To use Predial:



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

OK



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



- Lift the handset when the called party answers.

To edit a Predial number:



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

- 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.

Del



Bkspc



Re-enter a new number.

OK



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

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

Answer or terminate a call

Answer a call

Each incoming call causes the telephone to ring, the an arrow 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.

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



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

Terminate a call

This procedure shows you how to terminate an active call.

Choose one of the following to terminate a call:



- Return the handset into the cradle.



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

While on an active call

This section describes features available during an active call.

Place a call on hold

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



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



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

Mute a call

This procedure shows you how to mute a call.



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



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

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

Transfer a call

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

Trans 

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.

Trans 

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

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

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

Use Call Park

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



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

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



3. Press the **Park** key.



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

While away from your desk

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

Use Call Forward

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



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



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



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



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

Talk with more than one person

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

Set up a Conference call

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



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



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



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

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

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

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

Use the Conferee Selectable Display feature

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

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


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


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


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

Use Call Join

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

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



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

Conf



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

Additional features and controls

Enter text using the dialpad

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

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

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

Use the Symbol key to enter special characters

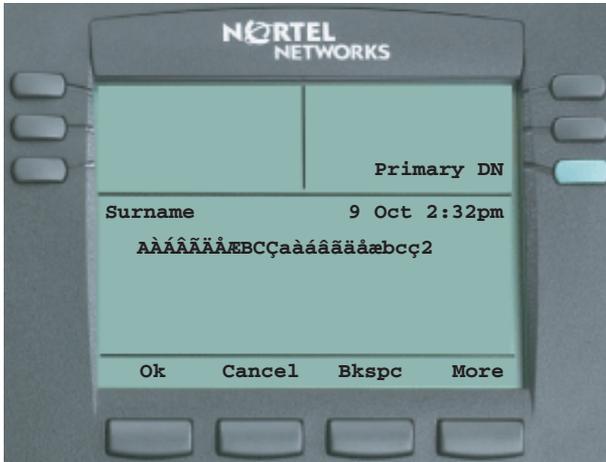
When entering text into a directory name, surname etc. you will see a “flashing cursor” on the information line above the bottom soft keys.

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

Key 1 - Nothing
Key 2 - ÀÁÂÃÄÅÆÇÇaàáâãäåæbcç2
Key 3 - DEÈÉÊËFdeèéêëf3
Key 4 - GHIÌÍÎÏghiiíîï4
Key 5 - JKLjkl5
Key 6 - MNÑOÓÔÕÖØmnñoóôõöø6
Key 7 - PQRSpqrs7
Key 8 - TUÚÛÜVtuúûüv8
Key 9 - WXYÝÞßZwxyýþÿz9
Key # - !"#\$%&'()*+,-./0123456

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

Pressing the Symbol key shows the following:



You can then use the up and down navigation keys to scroll through the row to select the special character with which you want to replace the “A”. Press **More** to show all the available symbols. You can then use the up, down, left and right navigation keys to selected the symbol you require.

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

Directory

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

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

The following screen is an example of what appears.



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

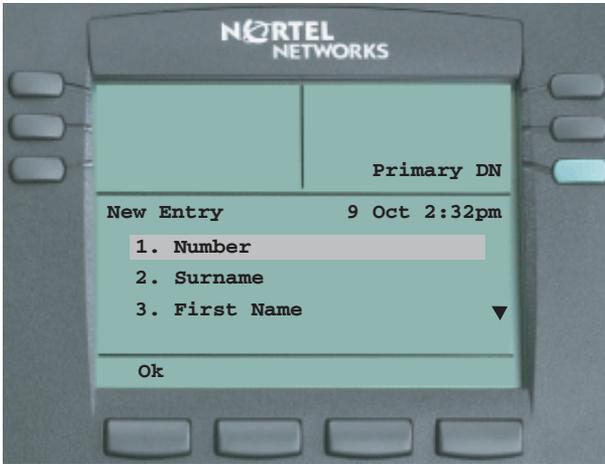
2. Press the down navigation key to select other directory entries. The final entry in the directory is [New Entry].

Use your directory to perform the following:

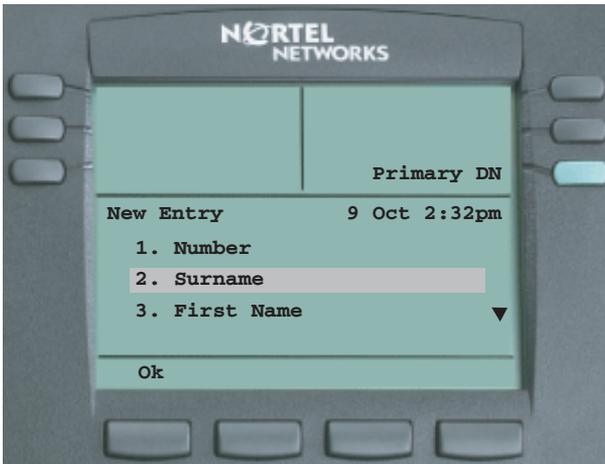
- Add an entry (see [“Add an entry to the directory” on page 81](#))
- Edit an entry (see [“Edit an entry in the directory” on page 85](#))
- Delete an entry (see [“Delete an entry in the directory” on page 88](#))
- Dial an entry (see [“Make a call using the directory” on page 89](#))

Add an entry to the directory

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



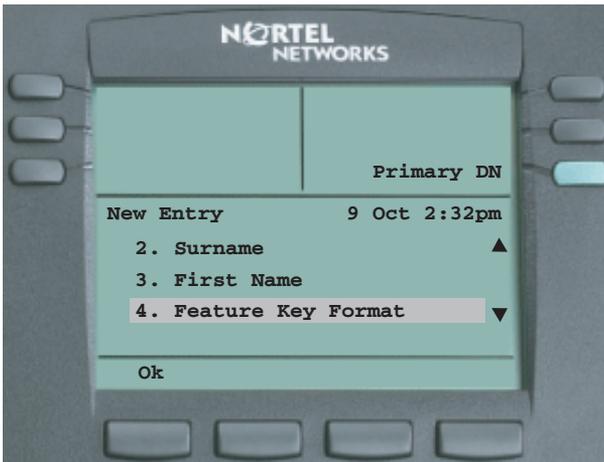
2. Enter the number and press **Ok**. The following screen appears:



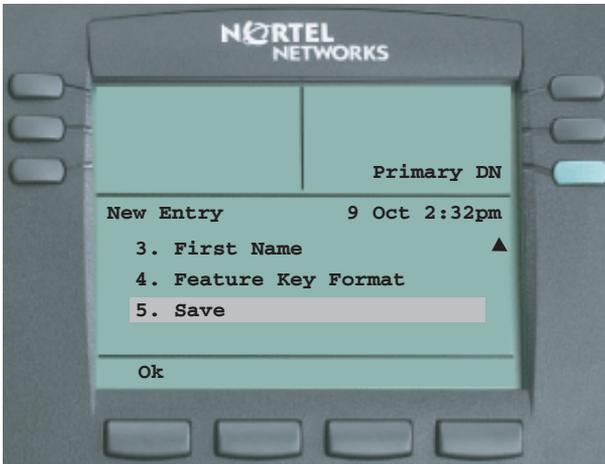
3. Enter the surname and press **Ok**. The following screen appears:



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



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

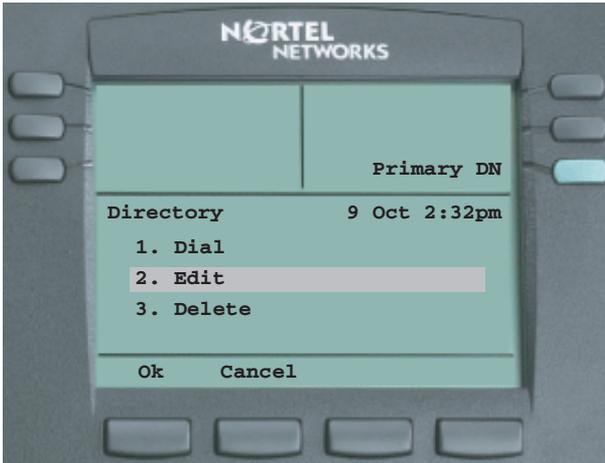


6. Press **Ok** to save your entry.

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

Edit an entry in the directory

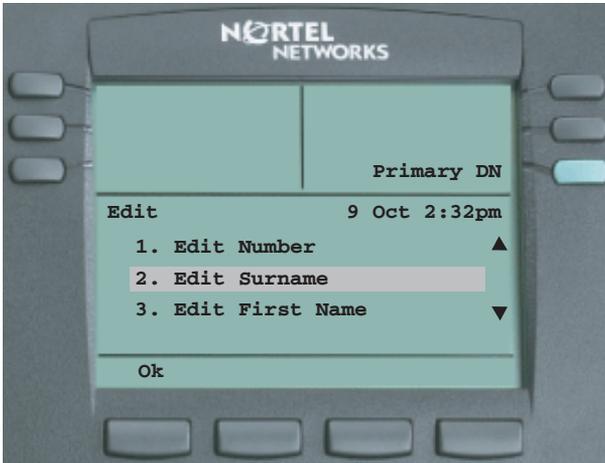
1. Scroll through the Directory menu using the navigation keys so that the entry you wish to edit appears and press **Ok**. Scroll to the second item in the list which is edit.



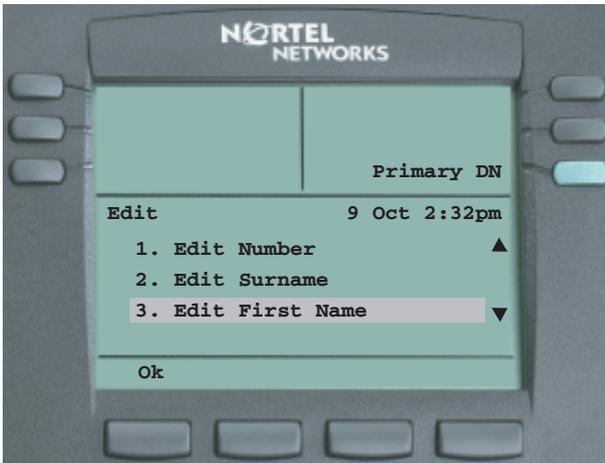
2. Press **Ok** and the following screen will appear:



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



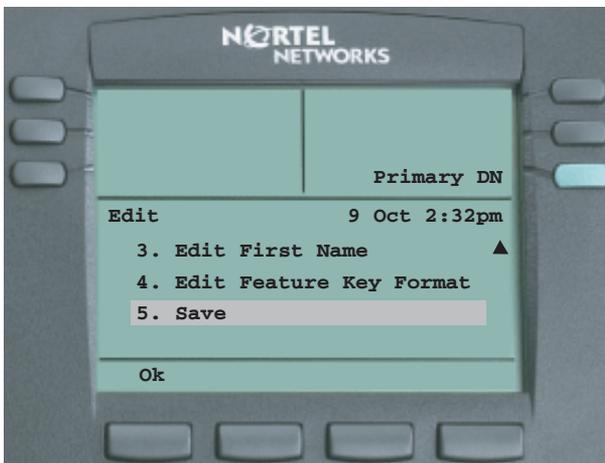
4. Edit the surname, if required, and press **Ok**. The following screen appears:



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



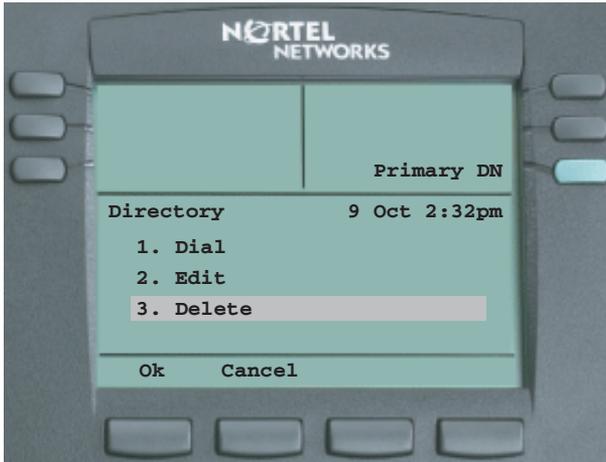
6. Edit the feature key on which you want the entry to appear, if required, and press **Ok** (if you do not want the entry to appear on a feature key, press **Ok** without making an entry). The following screen appears:



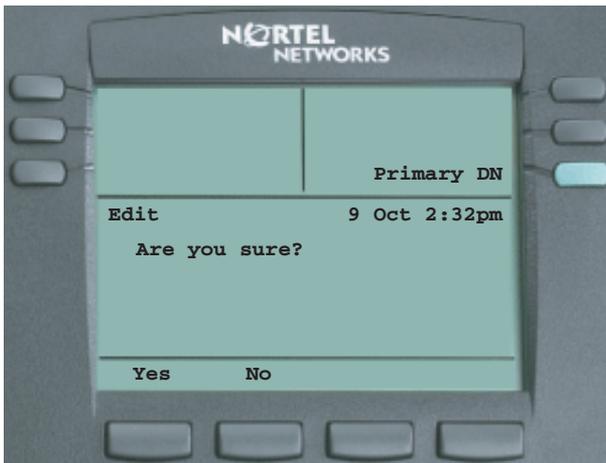
7. Press **Ok** to save your entry.

Delete an entry in the directory

1. Scroll through the Directory menu using the navigation keys so that the entry you wish to delete appears and press **Ok**.
2. Scroll to the third item in the list which is delete.



3. Press **Ok** to delete the entry or press **Cancel** to return to the Directory menu. If you press **Ok**, the following confirmation screen appears.



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

Make a call using the directory

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



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

Inbox/outbox

Assign an Inbox/Outbox to a DN feature key

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

The following operating parameters apply to this feature:

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

Use your inbox

Once you assign a DN key as an inbox, the IP Phone 2004 logs all incoming calls to that DN. The system logs the incoming key number, time and date, as well as the display shown on the IP Phone 2004 at the time of the incoming call.

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

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



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

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

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

Note: The list does not wrap around.

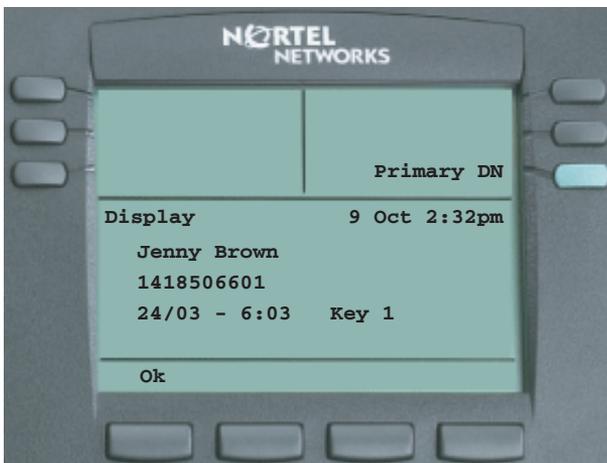
1. When you select a call in your inbox and press **Ok**, the following screen appears:



2. Press **Ok** to dial the number or press **Cancel** to exit from your Inbox.
3. Scroll to select Display to display additional information about the number or press **Cancel** to exit from your Inbox menu.
4. Scroll to select Store and press **Ok** to store the number in your directory or press **Cancel** to exit from Inbox menu.

Inbox example display

The following is an example of what your Inbox displays:



Use your outbox

Once you assign a DN key as an outbox, the IP Phone 2004 logs all outgoing calls to that DN. The system logs the outgoing key number, time and date, as well as the display shown on the IP Phone 2004 at the time of the outgoing call.

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

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

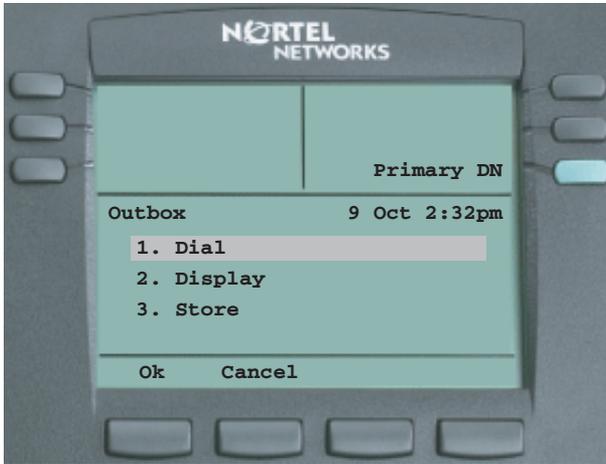


The outbox can store up to 10 of the most recent outgoing calls. The list appears in order of the time the call was made, with the most recent call being at the top of the list.

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

Note: The list does not wrap around.

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



2. Press **Ok** to dial the number, press **Cancel** to exit from your Outbox menu.
3. Scroll to select Display and press **Ok** to display additional information about the number or press **Cancel** to exit from your Outbox menu.
4. Scroll to select Store and press **Ok** to store the number in your directory or press **Cancel** to exit from your Outbox menu.

Volume Control Bar



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

Ringer selection

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

LCD Indicator

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

Message Waiting Lamp



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

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

Accessories

IP Phone Key Expansion Module (KEM)

The Nortel IP Phone Key Expansion Module (KEM) is an optional hardware module that provides additional line appearances and feature keys on your IP Phone 2004. You can connect up to two KEMs to your IP Phone 2004, providing a total of 44 additional keys (that is, 22 keys per KEM).

For more information about the IP Phone Key Expansion Module, consult the *“Nortel Communication Server 2100 IP Phone Key Expansion Module (KEM) User Guide”*.

Terms you should know

Auto Hide

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

Auto Login

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

AutoScroll

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

Calling Party Name Display (CPND)

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

Category 5 (Cat 5)

Balanced 100 Ohm cable and associated connecting hardware whose transmission characteristics are specified up to 100 MHz.

Communication Server 2100

An office IP communication system.

Date/Time display

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

Directory key

Enables access to the Directory.

Directory Number (DN)

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

Feature display

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

Fixed key

The hard-labeled keys on your telephone.

Handsfree

A method of conversing with the party on the other end of the line without lifting your handset.

Goodbye key

A fixed key used to end an active call.

Handsfree

A method of conversing with the party on the other end of the line without lifting your handset.

Headset key

A fixed key used to answer a call using the headset.

Hold key

A fixed key used to place an active call on hold.

Information display

Any display of call activity, lists, prompts, and status of calls. On the IP Phone 2002, the information area is a 1-line by 24-character display. 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 1-line by 24-character area that displays date and time or application information.

IP Phone Key Expansion Module (KEM)

An optional hardware module which provides additional line appearances and feature keys to your IP Phone.

Key Caps

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

Message (Inbox)

A fixed key which connects to your voice messaging system when the key is pressed.

Message waiting indicator/Incoming call indicator

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

Mute key

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

Navigation keys

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

Primary directory number

The main extension number on your telephone.

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

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

Quit key

A fixed key on your telephone that is used to exit applications.

Secondary Directory Number

A second incoming/outgoing line for your telephone.

Services key

A fixed key used to access options.

Soft keys (self-labeled)

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

Speaker key

A fixed key used to activate Handsfree.

Status messages

A message displayed to inform the user of important information. A right arrow appears if more than one Status Message is present. Examples of Status Messages include: Message Waiting, All Lines Forwarded to: 6453, Do Not Disturb On, Ring Again active, Ringer is OFF, and Line x Unavailable.

Volume control bar

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

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Nortel Communication Server 2000/2100

Nortel IP Phone 2004

User Guide

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