NORTEL

IP Phone 2002 Quick Reference

message waiting indicator /
incoming call indicator

4 line buttons
time/date, call timer

handset

primary line button

softkey labels

4 softkeys*
navigation
buttons

handsfree
button and
indicator

6 quick buttons

goodbye

hold

volume control

mute button
and indicator

headset button
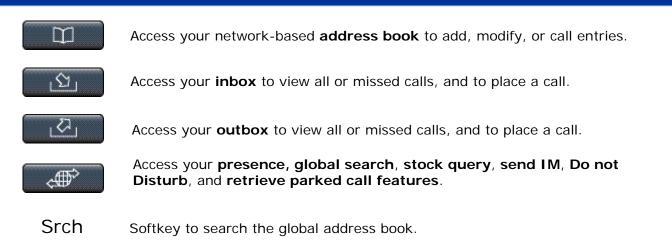and indicator

*The four soft keys under the LCD display also allow you to access many additional features (as detailed in the IP Phone 2002 User Guide).

IP Phone 2002 shortcuts

Access your network-based **address book** to add, modify, or call entries.

Access your **inbox** to view all or missed calls, and to place a call.

Access your **outbox** to view all or missed calls, and to place a call.

Access your **presence, global search**, **stock query**, **send IM**, **Do not Disturb**, and **retrieve parked call features**.

Srch   Softkey to search the global address book.

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Making a call

Press the **Handsfree** button, or the **Line** button. Or press **View>Friends**, select an entry, and press **Call**. Or press **Srch** to find an entry in the global address book and press **Call.** Or pick up the handset and:
- Dial the username or number and press the **Send** softkey, or
- Press **Rdial**, or
- Dial from the Address Book or Inbox/Outbox as follows:
  - ➢ Press the **Address Book** or **Inbox** or **Outbox** quick button.
  - ➢ Use the navigation buttons to scroll to desired entry.
  - ➢ Press the **Call** softkey to dial.

Conference

1. Press the **Call** softkey to place the existing call on hold.
2. Call each party for the conference and repeat Step 1.
3. Press the **Join** softkey.

Redial

1. Press the **Inbox** or **Outbox** quick button (use navigation buttons for details).
2. Select the appropriate **Line** button (if more than one available).
3. Use the navigation buttons to select the Call Log entry.
4. Press the **Call** softkey to call.

Transfer

1. Call the first party.
2. Press the **Trnsfr** softkey.
3. Enter the destination address or, use the quick buttons to select an entry from the address book, inbox, or outbox.
4. Press the **Trnsfr** softkey. You are prompted to consult with the called party.
5. Select **Yes** or **No** and follow the prompts to complete the transfer.

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Answering a call

- Press the **Handsfree** key, the **Line** key, or pick up the handset.
- Or, press one of the following softkey options:
  - ➢ **Aswer** - Answers the call.
  - ➢ **Redrct** - Redirects the call to another party or location.
  - ➢ **Dcline** - Rejects the call (you can provide a reason).
  - ➢ **Ignre** - Call ringing stops (call is handled by the Personal Agent screening instructions).

View menu

Friends - View presence, call friend
Presence - Choose your presence status
Call Subject - Add, edit subjects
Reject Reason - Add, edit reasons
Line Information - View username, domain and feature activation information
Inbox - View, add, remove, call entries
Address book - View, call entries
Outbox - View, add, remove, call entries

Services menu

Stock Query - Set up stock quotes
Send IM - Send an instant message
Call Forward - Forward all calls
Do Not Disturb - Block all calls
User Login - Manually log in
User Logout - Log out
Retrieve Parked Call – Access parked call
Global Search – Search global address book
Program key – Use line buttons for features

Config menu

Volume Setting – Adjust *Ring Pattern*, *Handset*, *Headset*, *Handsfree*, and *Alerting* volume
Contrast Setting - Adjust display contrast
Preferences - *Alpha Dialing*, *IM Display*, *Search Method*, *Ignore Action, Dialpad*
Location - Set location for emergency services
Language Preference – Change language
Time Preferences - Date and time display
Display Version - System information
Reset Phone - Reconnect to server
Switch Controller - Change servers