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## **Business Communications Manager**

# **Nortel Networks IP Phone 2001**

## **User Guide**



**NORTEL**  
**NETWORKS™**



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# Getting Started

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The Nortel Networks IP Phone 2001 brings voice and data to your desktop.

## Introduction

This guide contains information about:

- telephone buttons and lights
- telephone display
- telephone setup
- how to make and answer calls
- how to offset the time on your telephone display
- how to use the navigation buttons
- how to program memory buttons

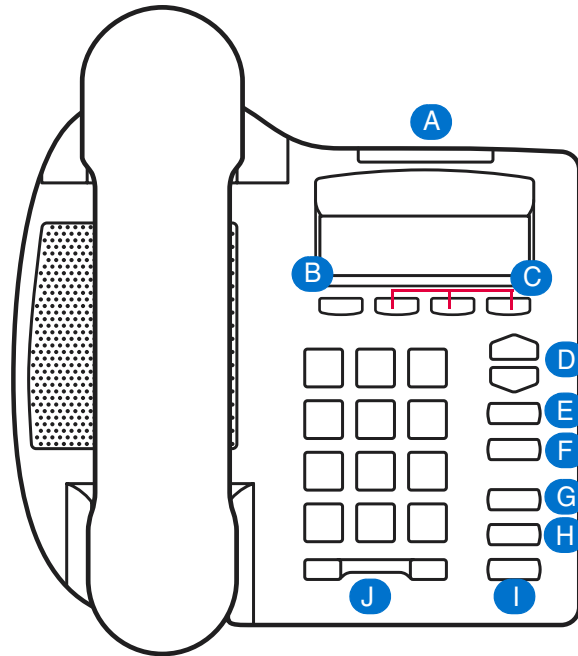
### The IP Phone 2001





**Note:** For information on telephone features and how to use them, refer to the *Business Communications Manager Telephone Feature User Guide*.


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## IP Phone 2001 default buttons and descriptions





- A Telephone light** 










Flashes when a call rings at the telephone.  
Lights up when **Message for you** appears on the display.
- B Feature button** 

Starts or ends a feature.
- C Display buttons** 

Shows feature options.
- D Navigation cluster buttons** 

Allows you to view items stored in your Call Log.  
For more information on the Call Log feature, refer to [“Navigation buttons” on page 9](#).
- E Services button**  or  (**programmable memory button**)

Allows you to view the scrollable display menu for feature options (FEATURE \*900), including the hot desking feature.  
For more information on hot desking and other IP feature options, refer to the *Business Communications Manager Telephone Feature User Guide*.  
**Note:** Feature options in this menu are configured by your system administrator.

- F Message button**  OR  **(programmable memory button)**  
Opens your mailbox on the internal voice message center.  
For more information about mailbox options, refer to the documentation provided with the internal voice message center.
- G Goodbye button**  OR   
Ends an active call.
- H Hold button**  OR   
Places an active call on hold
- I Line button**  OR  **(programmable memory button)**  
Allows you to make a call on an intercom line.
- J Volume bar**   
Adjusts the handset and ringer volume.

## Telephone display

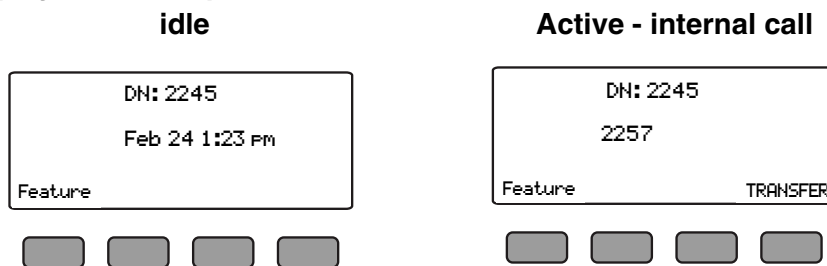
The following information appears on the display when the telephone is not in use:

- Set identification (number or name)
- Date and time
- Label for the **Feature** button

The following information appears on the display when the telephone is in use:

- Set identification (number or name)
  - Label for the **Feature** button
  - Call or feature information
  - Labels for the display buttons
- Button labels appear in capital letters directly above the display buttons. Button labels vary depending on the type of call or feature in use.

### Display area examples



## Telephone setup

Basic telephone setup features are:

- Display contrast
- Language choice
- Ring type

### Display contrast level

Adjust the contrast for the telephone display.

- 1 Press **Feature** \* 7 .
- 2 Press **DOWN** and **UP** to view the levels.
- 3 Press **OK** to select a level.

### Language choice

Select the Primary Language for the telephone display.

- 1 Press **Feature** \* 5 0 1 .

Select the Alternate Language for the telephone display.

- 1 Press **Feature** \* 5 0 2 .

Select the Alternate Language 2 for the telephone display.

- 1 Press **Feature** \* 5 0 3 .

Select the Alternate Language 3 for the telephone display.

- 1 Press **Feature** \* 5 0 4 .

### Ring type

Select a different ring type for your telephone.

- 1 Press **Feature** \* 6 .
- 2 Press 1, 2, 3, 4, or **NEXT** or to hear the different ring types.
- 3 Press **OK** to store the ring type.

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## Features and buttons

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This section describes some of the IP Phone 2001 buttons and call features:

- Basic call features
- Navigation buttons
- Programmable memory buttons



### Basic call features

There are many ways to make a call depending on your telephone programming and the type of call.

#### External calls

- 1 Lift the handset.
- 2 Enter the external code (or line pool code) to access an external line.
- 3 Dial the external telephone number.

#### External calls using the Line button ( or )

- 1 Press  or .
- 2 Enter the external code (or line pool code) to access an external line.
- 3 Dial the external telephone number.
- 4 Lift the handset to speak with the person you are calling.



Contact your system administrator to confirm what external code or line pool code to use on your telephone.

**Note:** When entering a line pool access code on PRI lines you will not hear dial tone.

#### Internal calls

- 1 Lift the handset.
- 2 Dial the extension number.

#### Internal calls using the Line button ( or )





- 1 Press  or .
- 2 Dial the extension number.
- 3 Lift the handset to speak with the person you are calling.

Contact your system administrator for a list of extension numbers.

## Answering calls

Lift the handset to answer a call when your telephone rings and the light flashes.



## Hold ( or

- 1 While on a call, press  or .
- 2 To retrieve a held call, press  or  again.



## Make or answer a second call

You can have two calls active at the same time. Use  or  to switch between calls.



### *To answer a second call while on another call*

- Press  or  to answer the second call. The first call is automatically put on hold.

### *To hold a call and make a second call*

- Press  or  to put the first call on hold and dial the telephone number of the second call.







### *To return to the first call*

- Press  or  again to return to the first call. The second call is automatically put on hold.

## Time offset

When your IP Phone 2001 is located in a different time zone from your system, the display shows the system time not the local time. The Time Offset feature allows you to adjust the time that appears on the display.

Before you begin, calculate the time difference, in hours, between the server time and local time. To change the time that appears on your telephone display to local time:

- 1 Press **Feature**    .
- 2 Press **CHANGE**.
- 3 Press  to switch between adding or subtracting time.
- 4 Using the dialpad, enter the number of hours between local time and system time.  
**Note:** Press  to enter half hour increments.
- 5 Press **OK**.

**Note:** It may take up to one minute for the change to appear on the display.













## Navigation buttons

Use the Navigation buttons to scroll through or make changes to your call log. Call Log displays use the following special characters:

- 1 (underline) identifies a new item
- 1 identifies answered calls
- 5 identifies long distance calls
- ✓ identifies that the information has been shortened

### To view your Call Log:

- 1 Press **Feature**   .
- 2 Press  and  to move through your items.  
Press **OLD** or  to view old items.  
Press **NEW** or  to view new items.  
Press **RESUME** or  to return to the last viewed item.
- 3 Press **MORE** or   to view more information on an item.

### To erase a Call Log entry:

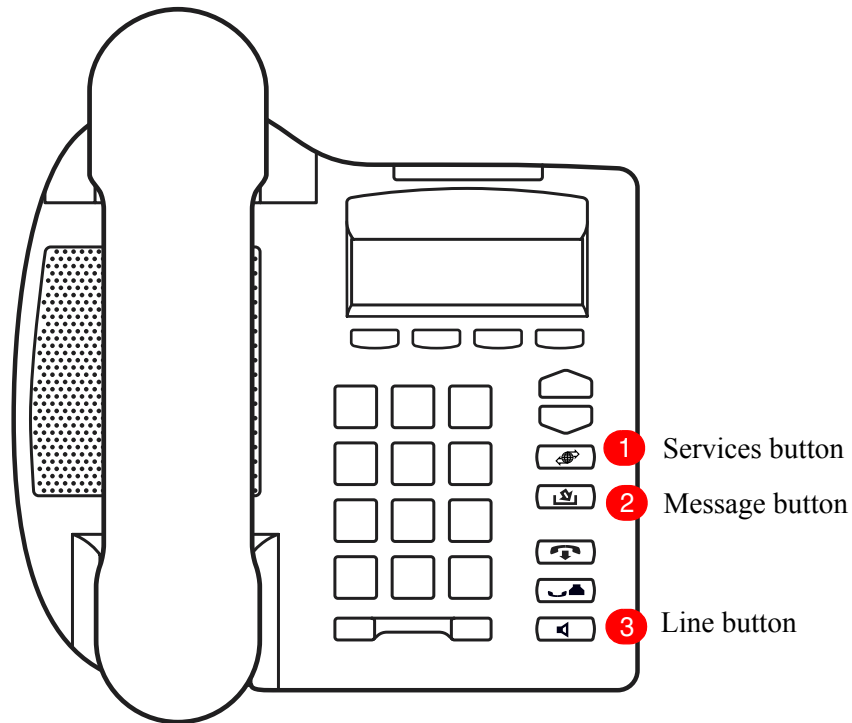
- 1 Press  or **Goodbye** while viewing an item.

### To return a call from your Call Log:

- 1 Display the desired number on your telephone.
- 2 Edit the number, if required. You can add numbers for long distance dialing or line pool access or remove numbers using **TRIM** and **BACKSP**.
- 3 Lift the handset.

## Programmable memory buttons

There are three programmable memory buttons on your telephone. You can change the default programming on these memory buttons with internal and external numbers or features to give you one touch dialing or feature activation.



## Programming memory buttons

You can program a memory button with a new number or feature.



### External autodial

- 1 Press **Feature** \* 1.
- 2 Press a memory button.
- 3 Enter the external number.
- 4 Press **OK** to store the number.



### Internal autodial

- 1 Press **Feature** \* 2.
- 2 Press a memory button.
- 3 Enter the extension number.
- 4 Press **OK** to store the number.

## Features

- 1 Press **Feature**  .
- 2 Press a memory button.
- 3 Press **Feature** and enter the feature code.
- 4 Press **OK** to store the feature code.

## Erase memory buttons

- 1 Press **Feature**  .
- 2 Press a memory button.
- 3 Press **OK** to erase the button.



**Note:** For information on telephone features and how to use them, refer to the *Business Communications Manager Telephone Feature User Guide*.

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