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Part No. NN10042-113
April, 2003

i2004 Internet Telephone User Guide

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About this guide

Welcome

This guide describes how to setup and get started using your Nortel Networks i2004 Internet Telephone.

Topics include:

- Setting up and initializing your i2004 Internet Telephone
- Introducing the i2004 Internet Telephone
- Configuring the i2004 Internet Telephone
- Making calls
- Managing your calls
- Advanced features and services

For a brief overview of how to use the SIP Multimedia PC Client to control your i2004 Internet Telephone, see [Appendix A, “Using the SIP Multimedia PC Client and the i2004 Internet Telephone,”](#) on page 69.

Audience

This guide is intended for subscribers of the i2004 Internet Telephone services and features.

Text conventions

This guide uses the following text conventions:

bold text	Indicates the i2004 softkey you need to press Example: Press the Ok softkey.
<i>italic text</i>	Indicates new terms, document titles Example: See the <i>i2004 Internet Telephone User Guide</i> .

Acronyms

This guide uses the following acronyms:

DHCP	Dynamic Host Configuration Protocol
DTMF	Dual Tone Multi Frequency
ERC	Express Routing Code
ISDN	Integrated Services Digital Network
IM	Instant Message
IP	Internet Protocol
IPCM	Internet Protocol Client Manager
LAN	Local Area Network
LCD	Liquid Crystal Display
MAC	Media Access Control
RTCP	Real Time Control Protocol
SIP	Session Initiation Protocol
TCP	Transmission Control Protocol
URL	Universal Resource Locator
VoIP	Voice over IP
WAN	Wide Area Network

Related publications

Other publications related to the i2004 Internet Telephone User Guide:

- *SIP Multimedia PC Client User Guide*
- *SIP Personal Agent User Guide*

How to get help

If you purchased a service contract for your Nortel Networks product from a distributor or authorized reseller, contact the technical support staff for that distributor or reseller for assistance.

If you purchased a Nortel Networks service program, contact Nortel Networks Technical Support. To obtain contact information online, go to the www.nortelnetworks.com/cgi-bin/comments/comments.cgi URL, then click on Technical Support.

From the Technical Support page, you can open a Customer Service Request online or find the telephone number for the nearest Technical Solutions Center. If you are not connected to the Internet, you can call 1-800-4NORTEL (1-800-466-7835) to learn the telephone number for the nearest Technical Solutions Center.

An Express Routing Code (ERC) is available for many Nortel Networks products and services. When you use an ERC, your call is routed to a technical support person who specializes in supporting that product or service. To locate an ERC for your product or service, go to the <http://www.nortelnetworks.com/help/contact/erc/index.html> URL.

Chapter 1

Setting up and initializing your i2004 Internet Telephone

This section describes how to setup and initialize your i2004 Internet Telephone.



Tip: Your system administrator must ensure that your network is prepared for you to setup and initialize your i2004 Internet Telephone.

Setup: Before you begin

Before you begin setting up your telephone, check to see that you have the following components:

- i2004 Internet Telephone set
- telephone handset
- telephone handset cord
- i2004 base
- AC adapter
- ethernet cable
- active LAN connection



Tip: Optional hardware buttons can be installed on your i2004 Internet Telephone. Refer to the installation manual packaged with these optional devices for further information.

The following picture shows an i2004 Internet Telephone:



Installing your i2004 Internet Telephone



Warning: Severe damage will occur if this set is plugged into an ISDN connection. Contact your administrator to ensure that you plug the set into a 10/100-BaseT Ethernet jack.

To connect your i2004 Internet Telephone

- 1 Connect one end of the handset cord to the handset jack (identified with a handset icon) on the telephone base, and connect the other end of the handset cord to the handset.
- 2 Choose one of the following connections:

- a** For a telephone not sharing a LAN access with a PC:

Connect one end of the Ethernet cable to the Ethernet plug (identified with a network icon) on the telephone, and the other end to your 10/100-BaseT Ethernet jack.

- b** For a telephone sharing a LAN access with a PC:

Complete step a and connect one end of a second Ethernet cable to the PC Ethernet port on the back of the telephone and the other end to the computer's Ethernet port.

- 3** Plug the AC adapter plug into the base of the telephone.
- 4** Plug the AC adapter into the nearest electrical outlet.
- 5** Connect the base to the telephone set. To do this you must first ensure that your power cable and handset cable are properly fitted into the provided slots.
- 6** Once the power cable and handset cable are secured tightly in place and flush with the bottom of the phone set, take the base and hinge it into the plastic slots at the front of the phone set. Then, press the back of the base into the back of the telephone.
- 7** To lock the base in place, depress the light gray button at the back of the phone set while carefully pressing the base into place. Release the button to lock the base once it is in place.



Tip: If you have trouble locking the base, or if the phone wobbles on your desktop, re-examine the phone's cables to ensure the cables are not obstructing the base.

Initializing your i2004 Internet Telephone



Tip: Your i2004 Internet Telephone may be pre-configured or may require a partial or total initialization. Refer to [“Initializing options” on page 5](#).

When you power up the i2004 Internet Telephone for the first time, you will see the introduction screen with a flashing Nortel Networks display as shown in the following picture:



Table 1 Initializing options

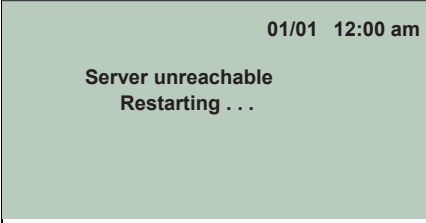
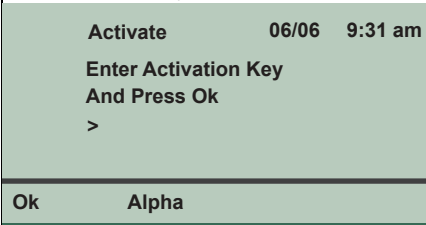
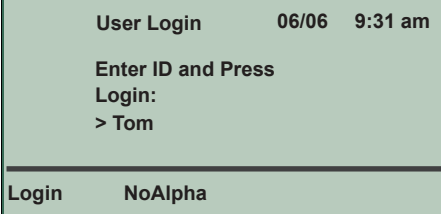
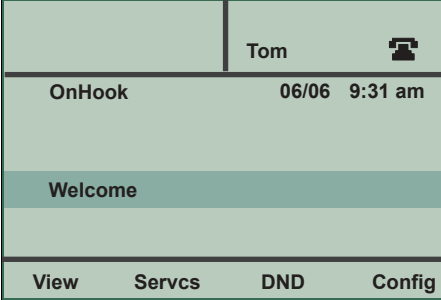
When you power up your i2004 Internet Telephone ...	Then
<p>if the display shows that the server is unreachable and continuously resets</p> 	<p>go to “Setting DHCP parameters” on page 77 and follow the steps in the order they appear.</p>
<p>if the telephone successfully connects to the server and the display prompts you to enter an activation key</p> 	<p>go to “Step 1: Enter an activation key” on page 6.</p>

Table 1 Initializing options

When you power up your i2004 Internet Telephone ...	Then
<p>if the telephone successfully connects to the server and the display prompts you for your login id</p> 	<p>the i2004 has been provisioned but a user has not been assigned. Go to “Step 2: Logging in to your i2004 Internet Telephone” on page 7.</p>
<p>if the telephone successfully connects to the server and the idle display screen appears</p> 	<p>you are ready to use your telephone. Go to Chapter 2, “Introducing the i2004 Internet Telephone,” on page 13.</p>



Tip: You may need to contact your system administrator to determine the correct information to use during the initialization procedure.

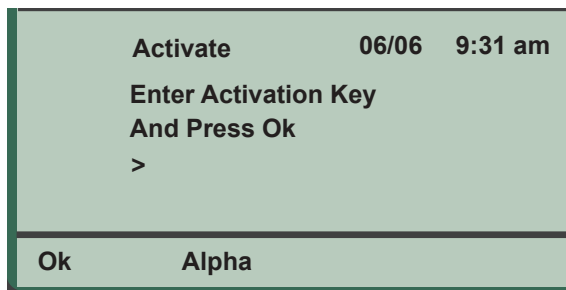
Step 1: Enter an activation key

When the i2004 successfully connects to the server, the Enter Activation Key screen appears.



Tip: If your i2004 Internet Telephone cannot locate the server, it will automatically retry every two minutes. After several attempts, if your telephone set does not locate the server, contact your system administrator for assistance.

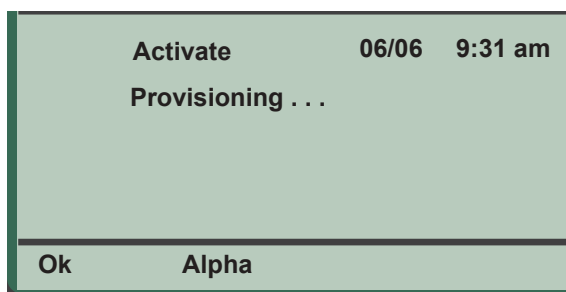
Figure 1 Enter Activation Key screen



Tip: Your system administrator will provide you with an activation key.

Enter the activation key and press the **Ok** softkey, the following screen displays:

Figure 2 Unprovisioned Device - Contacting Database Display



Once the i2004 Internet Telephone is successfully provisioned then you may see an idle display that indicates you are ready to use the phone or, you may be prompted to log in.

Step 2: Logging in to your i2004 Internet Telephone

The device is ready for login, and the newly provisioned device idle screen displays. At the prompt, enter your username and password supplied by your system administrator.

Figure 3 shows user "tom" logging in.



Tip: When typing in your user name, you only need to type in the "user" portion of the name, not the @domain portion.

Figure 3 Newly provisioned device login display

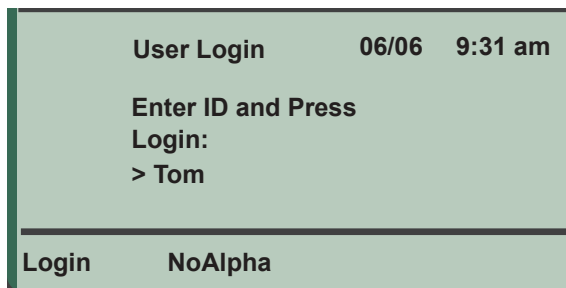
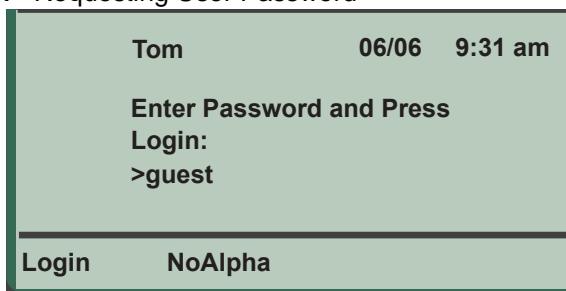


Figure 4 shows user "tom" entering his password of "guest". Non-alphanumeric digits are entered by first pressing the NoAlpha softkey.

Figure 4 Requesting User Password



After typing your password, the following screen appears.

Figure 5 Entering Logon Time

Enter the amount of time you want to be logged in or press the **UseProv** softkey to use the network provisioned values. Then, press the **Login** softkey.



Tip: If you specify a Logon Time (for example, 1 hour) then the telephone will automatically log off after that time. If you choose **UseProv** then you will be automatically re-registered and remain logged in until you manually log off.



Note: To change the network provisioned values for the **UseProv** softkey see the *SIP Personal Agent User Guide*.

If the i2004 has been provisioned into the database and a user has been assigned, then the OnHook screen displays (Figure 6).

Figure 6 Idle Screen



Tip: The idle screen text (for example, "Welcome") can be changed and may vary depending on what has been provisioned. Refer to [“Setting the idle display of the i2004 Internet Telephone” on page 30](#) for more information.

To reset your i2004 Internet Telephone

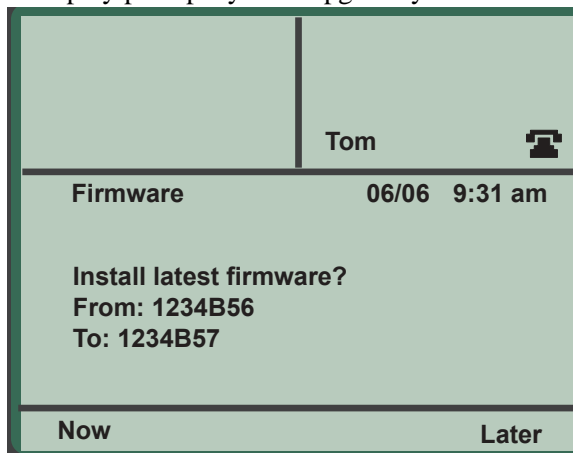
Use the Reset Phone option in the Config menu (see [“Resetting your i2004 Internet Telephone” on page 33](#)) or unplug your telephone.

To upgrade firmware



Tip: If there is a newer firmware load for your i2004 Internet Telephone then you need to upgrade.

When the display prompts you to upgrade your firmware



- Press the **Now** softkey to upgrade, or press the **Later** softkey and manually start the update at a later time through the Configuration menu (see [“Displaying i2004 information” on page 32](#)).



Note: If you press the **Later** softkey then the system will periodically prompt you to upgrade.

Chapter 2

Introducing the i2004 Internet Telephone

This section describes: the features and services available on your i2004 Internet Telephone and some basic functions to get you started using your phone.

Your i2004 Internet Telephone: features and services

Your i2004 Internet Telephone is a device that is as familiar and easy to use as your traditional telephone, yet capitalizes on all the new capabilities available from your internet connection. Here are some of the features and services:

- Hardware features
 - integrated 3 port switch
 - high-quality Voice over IP (VoIP) sound
 - integrated headset jack
 - local generation of call alerting, call progress, and dial tones (as well as support for out-of-band DTMF signaling) to conserve valuable LAN/WAN bandwidth
 - dedicated hold, release, handsfree, headset, and mute buttons
 - user-selectable ringer, speaker, handset, and headset volume
 - large multi-field LCD display for calling party number, and subject display (between SIP clients)
 - wideband-compatible speakerphone (150 Hz to 7 kHz) with acoustic echo cancellation
 - hearing-aid compatible
- Software features
 - call forward, ignore, decline, and transfer
 - conference, call waiting, and call hold
 - automatic registration on activation of the device

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- multiple user logon
- inbox
- outbox
- address book
- list of Buddies

Your i2004 Internet Telephone also provides features not available on traditional phone systems including:

- instant messages—send, receive and reply to instant messages on your i2004 Internet Telephone.
- stock query—obtain stock quotes directly on your i2004 Internet Telephone display.



Note: This feature may not be activated for your system. Contact your system administrator for more information.

- bulletins—receive messages from your service provider, such as news of an upcoming system upgrade, directly on the display screen of your i2004 Internet Telephone.
- QoS—view quality of service information for the media stream of the call on your i2004 Internet Telephone. Your service provider can use this information to analyze network performance.

Some useful terms you should know

The i2004 Internet Telephone may look like a regular telephone but there are some important differences that you need to keep in mind.

Multiple user logon

Your i2004 Internet Telephone can support up to 6 lines. That means that 6 different people can log on to a single i2004 Internet Telephone to receive and place calls. The first person who logs on to the telephone has the primary line. You can also be logged on to several different i2004 Internet Telephones at the same time. If you have a job function that requires you to move around to different locations then you can always be sure that your calls will reach you.

Some menu options allow you to configure or view parameters that are specific to a line. If there are multiple users logged on to the telephone then you will be prompted to select your line button.

What is an address?

When you enter an address to call someone, that can mean entering a telephone number or a SIP address. A SIP address is a unique identifier of users on the IP network. It has the same format as an email address, for example, `jdoe@lab1.org`, but it is not an email address. The characters before the `@` sign represent the username, in our example, `jdoe`. The characters after the `@` sign represent the domain name of the server, in our example, `lab1.org`. If you are located in the same domain as the user you are calling then you do not need to enter the domain name part of their SIP address (`@lab1.org`).

The network can track where you are and route your calls when you log into any i2004 Internet Telephone with your SIP address. Using SIP addresses allows you to take advantage of the other powerful features such as Presence.

In order to make it easier to place calls, you can store addresses (SIP addresses or telephone numbers) in an address book.

Address book

Your personal network-based address book is a key tool for managing addresses. You can save your addresses for quick call access as well as organize addresses into groups.

Inbox



Your i2004 Internet Telephone keeps track of all the calls you receive which you can view by pressing the inbox button. Using the softkeys you can view a list of all the people who have called you or just the calls that you have missed. With the press of a softkey you can dial entries from your inbox.

Outbox



Your i2004 Internet Telephone keeps track of all the calls you have made which you can view by pressing the outbox button. With the press of a softkey you can redial entries from your outbox.

Buddies

Within your network-based address book you can designate entries as buddies. If you have entered the SIP address of the person then you can see their online presence status.

Presence

Presence is a feature that allows you to see the online status of other users on the network and also a way to alert others to your status. Through the View menu you can change your presence status to let other users know if you are online or away from your desk. Through the View menu you can check the presence of the users you have designated as buddies.

Getting to know the i2004

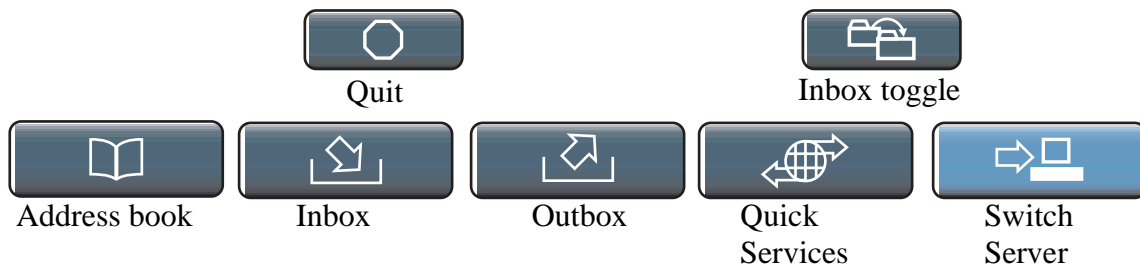
i2004 buttons

Your i2004 Internet Telephone includes buttons that provide instant access to features of the set. The following picture shows the buttons available on your i2004 Internet Telephone:



Using the i2004 quick buttons

The i2004 quick buttons provide pre-programmed service access with a touch of a button. The quick buttons are located along the bottom of your i2004 phone, from middle to far right, as shown in the following picture:



During certain operations (such as receiving an incoming call) the quick buttons will remain disabled. In some situations (such as programming a Forward to Destination), the address book and outbox quick buttons may be used to select and/or switch between the lists as applicable. [Table 2](#) lists the i2004 Internet Telephone quick buttons and functions.

Table 2 i2004 quick buttons








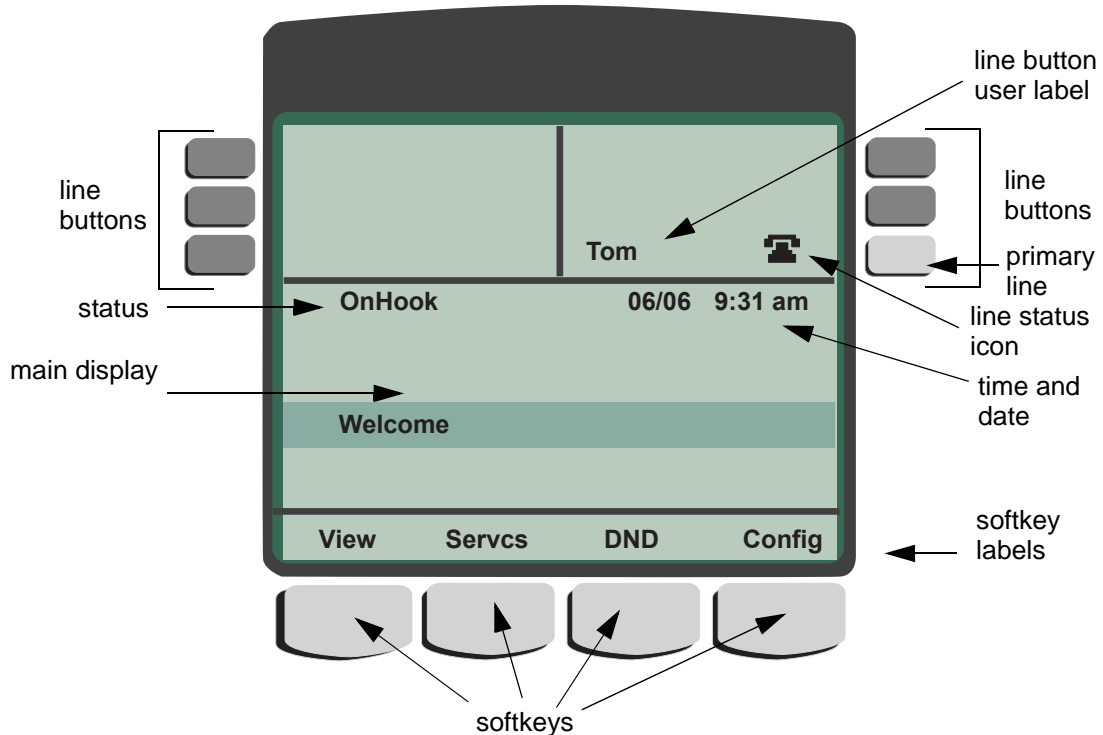
Pressing this quick button...	Activates this function and softkeys...
<p>Address book</p> 	<p>Access to a network-based address book. Select</p> <ul style="list-style-type: none"> • Call - to place a call to the highlighted entry in the list • Add - to add an entry in the list • Modify - to edit or delete the highlighted entry • Ok - to return to the idle display <p>If there are multiple users on the phone, you will first be presented with a list of address books and the following softkeys</p> <ul style="list-style-type: none"> • Select - to display the missed calls for the highlighted Inbox • Cancel - to return to the idle display <p>For more information see “Managing your address book” on page 57.</p>
<p>Inbox</p> 	<p>Displays a log of calls received. Select</p> <ul style="list-style-type: none"> • Call - to place a call to the highlighted entry in the list • All/Missed - toggles between the list of all calls and those you missed • Delete - to remove the highlighted entry from the list • Ok - to return to the previous screen (list of Inboxes or idle display) <p>If there are multiple users on the phone, you will first be presented with a list of Inboxes and the following softkeys</p> <ul style="list-style-type: none"> • Select - to display the missed calls for the highlighted Inbox • Cancel - to return to the idle display <p>For more information see “Using the inbox options” on page 55.</p>
<p>Outbox</p> 	<p>Displays a log of the most recent calls you made. Choose</p> <ul style="list-style-type: none"> • Call - to dial the highlighted entry • Delete - to remove an entry • Ok - to return to the previous menu <p>If there are multiple users on the phone, you will first be presented with a list of Outboxes and the following softkeys</p> <ul style="list-style-type: none"> • Select - to display the missed calls for the highlighted Inbox • Cancel - to return to the idle display <p>For more information see “Managing your outbox” on page 58.</p>
<p>Quick Services</p> 	<p>Access to Presence, Stock Query, and Send IM. Choose</p> <ul style="list-style-type: none"> • Select - to select the highlighted entry • Cancel - to return to the idle display <p>For more information about these features see “Advanced features and services” on page 61.</p>

Table 2 i2004 quick buttons

Pressing this quick button...	Activates this function and softkeys...
Switch Server 	Allows you to select an alternate server. A display prompts "Use Alternate Server?" and displays the IP and Port of the alternate server. Select <ul style="list-style-type: none"> • Ok - to have your i2004 Internet Telephone attempt to connect to the alternate server listed in the display • Cancel - to return to the idle display
Quit 	Allows you to cancel a feature or function.
Inbox lists toggle 	Allows you to toggle between the Inbox lists of all calls or just the list of call that you missed.

The i2004 display

The i2004 Internet Telephone display is organized as follows:



- the main display, when idle, shows the day and time, the online status of the primary line user, as well as any bulletins sent by your service provider. The display changes to show call activity (such as, who is calling), feature activation and menu options.
- the line information area of the display shows:
 - who is logged on to the telephone and what line they are assigned. The first person to log on is assigned the primary line.
 - line status icons that change according to call activity. For more information about icons see [“Recognizing common i2004 Internet Telephone icons.”](#) on page 24.
- the softkey area of the display shows the labels for the corresponding telephone buttons below. The softkey labels will change according to the telephone activity. From the idle display you can access the View, Services and Config menus as well as activate the DND (Do not Disturb) feature.

Entering alphanumeric characters

You can make a call by dialing a telephone number or by dialing a person's alphanumeric address (for example, jdoe@domain.com). Alphanumeric dialing refers to the spelling of names or words by dialing alphabetic characters co-located with the numbers on the numeric dialpad of your i2004 Internet Telephone.

For example, the 6 button on your numeric dialpad represents the letters "m," "n," and "o". You can cycle through the letters (and finally the actual number) by repeatedly pressing the number button. Names or words that have two adjacent letters that require the same button, such as in the name "nortel", are entered by entering the first character, briefly pausing, and entering the next letter.

To practice using alphanumeric dialing, follow the steps in [Table 3](#) to spell the word "nortel".

Table 3 Alphanumeric dialing exercise

Step	Action	Result
1.	Go off-hook, press the Alpha softkey, and press the 6 (MNO) button twice on the dial pad.	The first time the 6 button is pressed, "m" appears on the display. The second time the 6 button is pressed the letter "n" appears on the display.
2.	Pause for one second and press the 6 button three times.	The letter "o" appears on the display.
3.	Press the 7 button twice.	The letter "r" appears on the display.
4.	Press the 8 button.	The letter "t" appears on the display.
5.	Press the 3 button twice.	The letter "e" appears on the display.
6.	Press the 5 button three times.	The letter "l" appears on the display.



Note: Your i2004 Internet Telephone may already default to alphanumeric dialing. If you see the **NoAlpha** softkey then you are already in alphanumeric dialing mode.



Tip: To enter an uppercase letter, press the up navigation button following the entered letter. To change to lowercase press the down navigation button following the entered letter. The back navigation button erases the last character. To enter a space, press the right navigation button.

In alphanumeric dialing, the **1** button represents the following characters:

Table 4 Symbols

Character	Name
@	at
.	period
-	dash
_	underscore
&	ampersand
'	apostrophe
^	carat
?	question mark
!	exclamation point
(left parenthesis
)	right parenthesis
,	comma
1	numeral 1



Note: To enable or disable the Alphanumeric dialing option see [“Setting preferences”](#) on page 28.

Helpful hints

- in a numbered menu list press the dialpad number that corresponds to the item on the list to highlight it
- use the navigation buttons to scroll vertically and horizontally through display information

- use the * dialpad button to return to the beginning of a list and the # button to go to the end of a list
- to capitalize a letter, first enter the letter using the dialpad and then press the up navigation button to apply capitalization

Recognizing common i2004 Internet Telephone icons.

The i2004 Internet Telephone displays various icons to indicate call and feature status. The following table presents some of the more common icons that you will see on the display.

Table 5 i2004 Internet Telephone icons










Icon	Meaning
	telephone line is idle
	shows when a call feature is activated (for example, call forward) when blinking, indicates a problem with the network (try to log in again or contact your Network Administrator)
	ringing call
	if this icon displays beside a line button the telephone is off-hook if this icon displays in the Inbox then it indicates a call that you answered
	another active call
	active call has been put on Hold

Table 5 i2004 Internet Telephone icons

Icon	Meaning
	message waiting
	instant message
	missed call

Chapter 3

Configuring the i2004 Internet Telephone

This section describes the settings that you can customize on your i2004 Internet Telephone. The Configuration menu of the i2004 Internet Telephone includes the following options:

- 1 Contrast Setting
- 2 Preferences
- 3 Idle Display
- 4 Location
- 5 Time Preferences
- 6 Display Version
- 7 Reset Phone
- 8 Switch Controller



Tip: For quick selection, press the number on the dialpad that corresponds to the menu item. Use the up and down navigation buttons to scroll through the Configuration menu list. The * button takes you to the beginning of a list and the # button takes you to the end of a list.



Note: Some menu options allow you to configure or view parameters that are specific to a line. If there are multiple users logged on to the telephone then you are prompted to select your line button.

Adjusting the contrast settings

To set how light or dark the characters appear on your LCD display

- 1 Press the **Config** softkey.
- 2 Highlight the **Contrast Setting** option and press the **Select** softkey.
- 3 Use the navigation left and right buttons to make the display lighter or darker.
- 4 Press the **Ok** softkey when you are satisfied with the contrast, or the **Cancel** softkey to cancel any changes to the display.

Setting preferences

The preferences sub-menu offers the following options:

- Alpha Dialing - set the default dialing mode
- IM Display - block instant messages from appearing on the display
- Ignore Action - choose a setting for the Ignore softkey

Setting alpha-numeric dialing

You can set the telephone dialpad to default to alphanumeric dialing or to dial only numbers. To change the alphanumeric dialing default

- 1 Press the **Config** softkey.
- 2 Highlight the **Preferences** option and press the **Select** softkey.
- 3 Highlight the **Alpha Dialing** option and press the **Change** softkey.
- 4 Press the **Ok** softkey to change the Alphanumeric dialing option or press the **Cancel** softkey to exit.



Note: For more information about using alphanumeric dialing see [“Entering alphanumeric characters” on page 22.](#)

Setting IM display

You can choose to block all incoming instant messages so that the text does not appear on the telephone display. The default setting is ON. To change the IM display setting

- 1 Press the **Config** softkey.
- 2 Highlight the **Preferences** option and press the **Select** softkey.
- 3 Highlight the **IM Display** option and press the **Change** softkey.
- 4 Press the **Ok** softkey to change the IM Display option or press the **Cancel** softkey to exit.

Setting Ignore action

You can set the actions of the Ignore softkey. The Local setting stops an incoming call from ringing on your i2004 Internet Telephone, any other devices defined in your ring list continue to ring for the duration of the ring list before advancing to the next ring list. The Network setting stops the incoming call from ringing on all devices defined in your ring list and forwards the call to the next ring list (if defined). For example, you may set up your ring list sequence to go to your voicemail account.



Tip: For more information about creating a ring list refer to the *SIP Personal Agent User Guide*.

- 1 Press the **Config** softkey.
- 2 Highlight the **Preferences** option and press the **Select** softkey.
- 3 Highlight the **Ignore Action** option and press the **Change** softkey.
- 4 Press the **Ok** softkey to change the Ignore Action option or press the **Cancel** softkey to exit.

Setting the idle display of the i2004 Internet Telephone

You can customize a text label to display when your telephone is idle. To set the idle display of the telephone

- 1 Press the **Config** softkey.
- 2 Highlight the **Idle Display** option and press the **Select** softkey. The display shows Set Idle Display: and a text label.
- 3 Use the left navigation button to erase the current text and enter the text you want to display on your telephone. (For example, John's phone.)
- 4 Press the **Ok** softkey. The new text label displays on the screen when the telephone is idle.

Specifying the location

You can enter a text description of where the telephone physically resides (for example, 1st Floor Lobby).

To change the system default information for the location of your telephone

- 1 Press the **Config** softkey.
- 2 Highlight the **Location** option and press the **Select** softkey. The display shows the current location description.
- 3 Use the left navigation button to erase the current text and enter the text you want to display on your telephone. (For example, Meeting Room.)
- 4 Press the **Ok** softkey.

Setting time preferences

You can choose how the date and time displays on your telephone screen and set your time zone.



Tip: Use the left and right navigation buttons to horizontally scroll the text.

Changing the date format

To choose whether the date format displays as month/day or day/month

- 1 Press the **Config** softkey.
- 2 Highlight the **Time Preferences** option and press the **Select** softkey. The screen displays the current Time Preferences settings.
- 3 Press the **DateFm** softkey. A list of date format choices appears on the screen.
- 4 Highlight the date format you want and press the **Select** softkey.
- 5 Press **Ok** to exit or choose another Time Preferences option.

Changing the time zone

To specify your time zone

- 1 Press the **Config** softkey.
- 2 Highlight the **Time Preferences** option and press the **Select** softkey. The screen displays the current Time Preferences settings.

- 3 Press the **TmZone** softkey. A list of time zone choices appears on the screen.
- 4 Highlight the time zone format you want and press the **Select** softkey.
- 5 Press **Ok** to exit or choose another Time Preferences option.



Tip: Use the left and right navigation buttons to horizontally scroll the time zone descriptions.

Changing the time format

To specify how the clock will display time

- 1 Press the **Config** softkey.
- 2 Highlight the **Time Preferences** option and press the **Select** softkey. The screen displays the current Time Preferences settings.
- 3 Press the **TimeFm** softkey. A list of time format choices appears on the screen.
- 4 Highlight the time format you want and press **Select**.
- 5 Press **Ok** to exit or choose another Time Preferences option.

Displaying i2004 information

To view technical information about the telephone and system

- 1 Press the **Config** softkey.
- 2 Highlight the **Display Version** option and press the **Select** softkey. The screen displays; the system release, build and date, IPCM IP address and port, firmware version, MAC address, IP Address of the i2004 and Terminal ID, Domain, Location. Use the navigation buttons to scroll through the information on the screen.
- 3 Press the **FirmW** softkey for a prompt to upgrade the firmware to the latest available load, or **Cancel** to return to the idle display.

Resetting your i2004 Internet Telephone

To reset your phone to reconnect to the server

- 1 Press the **Config** softkey.
- 2 Highlight the **Reset Phone** option and press the **Select** softkey.
- 3 Press the **Ok** softkey to confirm the reset, or cancel to return to the idle display.


Switching the server control

If the connection to your server drops, your i2004 Internet Telephone will automatically switch to the secondary server. You can also manually switch to the secondary server.

To manually change the proxy server that controls your i2004 Internet Telephone

- 1 Press the **Config** softkey.
- 2 Highlight the **Switch Controller** option and press the **Select** softkey.
- 3 At the display prompt, confirm the IP address and port number of the alternate server.
- 4 Press the **Ok** softkey. The control of the phone switches to the new server.



Note: As a shortcut you can use the  Quick button to change servers.

Chapter 4

Making calls

This section describes the various ways that you can place and receive calls on your i2004 Internet Telephone.

Getting started: i2004 functions

The i2004 Internet Telephone functions table lists the steps to follow for some of the functions you will use on an everyday basis.

Table 6 i2004 Internet Telephone functions


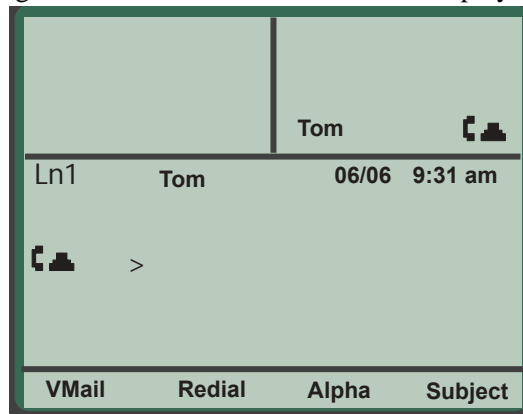
To...	Do this...
Place a call	<ol style="list-style-type: none">1. Pick up your handset or press the Handsfree button to go off hook on the primary line (the green line button).2. Dial a phone number or enter an alphanumeric address. See “Entering an address” on page 38.3. Either wait briefly for the phone to place the call automatically, or you can press the Send softkey.4. Hang up the handset or press the  button to disconnect from the call. <p>To place a call to an entry in your inbox, outbox, address book or list of buddies see Chapter 5, “Managing your calls,” on page 51.</p>

Table 6 i2004 Internet Telephone functions

To...	Do this...
Place a conference call	<ol style="list-style-type: none"> 1. After initiating or receiving a call, press the NewCall softkey to invite an additional party to the conversation. 2. Dial a phone number or enter an alphanumeric address. You will hear the second number ring. 3. Wait for an answer, then press the Join softkey. 4. Hang up the handset or press the Goodbye softkey to disconnect from the conference.
Check a stock quote	<ol style="list-style-type: none"> 1. Select the Servcs softkey. 2. Use the navigation buttons to highlight and select the Stock Query feature from the display area. 3. Use the alphanumeric keypad to enter the symbol in the display area of the stock you wish to query. If you make a mistake, re-enter the symbol and the previous entry is deleted. 4. Select the Submit softkey to initiate your query. Once the query is complete, the quote appears on the display.

Softkey dialing options

When you go off-hook to make a call the idle display changes:




Press

- **VMail** to dial your voice mailbox
- **Redial** to dial the last number you called
- **Alpha/NoAlpha** to activate alphanumeric dialpad characters
- **Subject** to select a call subject to add to you call

Placing a call

You can make calls with your i2004 Internet Telephone in any of the following ways:

To make a call with the...	Do this...
Handsfree button	Press the Handsfree button to go off-hook on the primary line (the green line button) and produce a dial tone.
Line button	Press any available line button to produce a dial tone. An available line is one that has a user name listed next to it.
Handset	Pick up the handset.
Headset button 	Press this button to go off-hook on the primary line (the green line button) and produce a dial tone.



Tip: Press the



button to disconnect from the call at any

Entering an address

To make a call you can dial a number (numeric address such as, 555-1212) or an alphanumeric SIP address (jdoe@domain.com).

To enter an address using the dialpad

- 1 Dial the number using the dialpad. When dialing, the left navigation button acts as a backspace button.
- 2 When you finish dialing the number, the phone automatically places the call if nothing has been entered for a short time. You can expedite the dialing by pressing the **Send** softkey.

To enter an address using alphanumeric dialing

- 1 Once off-hook, press the **Alpha** softkey to begin dialing.
- 2 After entering the name or word, press the **Send** softkey, or wait for the phone to place the call.



Note: For more information about alphanumeric dialing see [“Entering alphanumeric characters” on page 22](#) and [“Setting preferences” on page 28](#). If the **NoAlph** softkey appears on your display then alphanumeric dialing is already enabled.

Adding subjects to a call

You can send a line of text to the person you are calling to let them know why you are calling. The subject text will appear on the display of the person you are calling. This procedure assumes that a list of call subjects has already been defined. For information on how to create or change subject text see [“Adding call subjects” on page 53](#).

To add a (pre-defined) subject to an outgoing call

- 1 While making a call, press the **Subject** softkey and use the navigation buttons to highlight the desired subject.

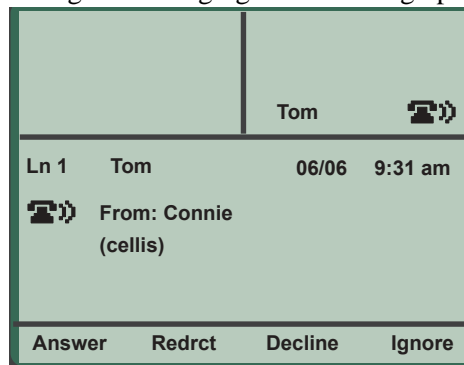
- 2 Press the **Select** softkey. The subject text will appear on the screen of the person you are calling (if their device supports this feature).



Tip: If you have access to the SIP Personal Agent then you can quickly customize your list of subjects. For more information refer to the *SIP Personal Agent User Guide*.

Answering an incoming call

When an incoming call is ringing the following options are available:



Press:

- **Answer** to answer the call with handsfree or pick up the handset
- **Redrct** to send the call to another destination
- **Decline** to stop the call from ringing (cancel)
- **Ignore** to stop the call from ringing and handle it through a ring list

See [“Incoming call options” on page 46](#) for more information.



Note: For information on how to use set up ring lists refer to the *SIP Personal Agent User Guide*.

After you have answered a call

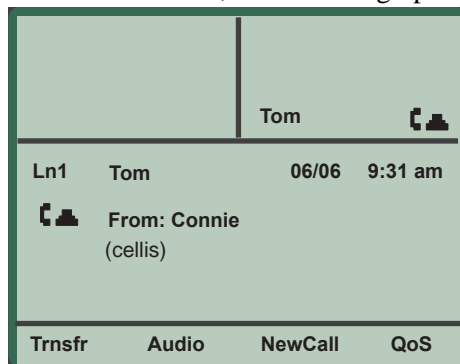
The following softkey options are available to you after answering a call.

Table 7 Softkey options for answered calls

Softkey	Description
Trnsfr	Transfers the call to another party
Audio	Displays details about the current codec setting
NewCall	Initiates new outgoing calls
QoS	Displays quality of service information for the media stream of the call Note: Your Service Provider uses these metrics to monitor system performance.

Active call actions

After you have answered a call, the following options are available:



Press:

- **Transfer** to send this call to another person
- **Audio** to view and change audio setting parameters
- **NewCall** to put the active call on hold and call another person
- **QoS** to view the quality of service for the current call

Receiving a second call

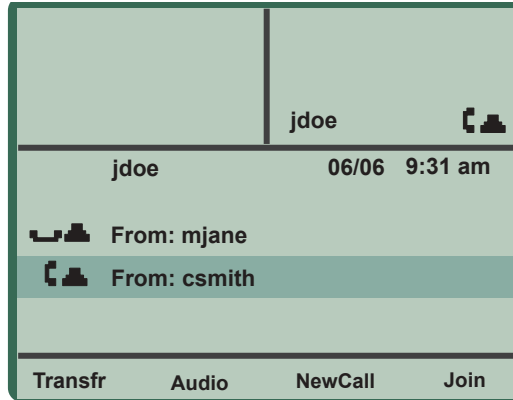
If you are on an active call and someone else tries to call you on the same line, the i2004 Internet Telephone will alert you with an audible beep and the ringing call information will appear on the display. For example:

- 1 While mjane and jdoe are talking, jdoe receives an incoming call from csmith.
- 2 An audible beep alerts jdoe of the incoming call from csmith.
- 3 The information about the call with mjane no longer appears on the screen.
- 4 The caller ID for csmith displays and a ringing icon appears next to csmith.
- 5 The softkeys along the bottom of the screen also change. The softkeys apply to csmith's call.
- 6 jdoe can use the softkeys to **Answer**, **Rdirect**, **Decline**, or **Ignore** the call from csmith while continuing to talk to mjane.

Answering a second call

When answering a second call

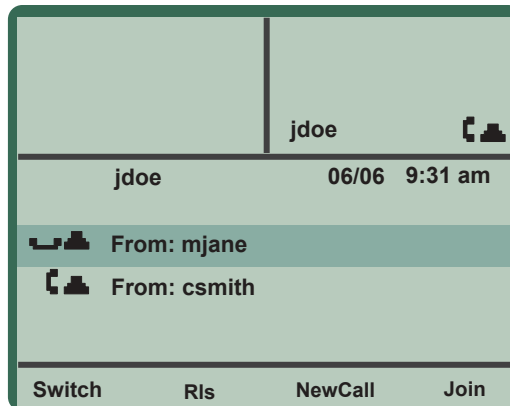
- 1 To answer the incoming call with csmith, jdoe presses the line button next to jdoe's name, or presses the **Answer** softkey, while csmith's caller ID information is highlighted.
- 2 The first call (between mjane and jdoe) is placed on hold.
- 3 The new call between csmith and jdoe becomes active.
- 4 When the second call is answered, the display changes to reflect these new states. The phone icons on the screen indicate the state of the calls. The softkeys change and apply to the highlighted call, which is now csmith.



Switching between active calls on the same line

To switch between calls that are on the same line

- 1 Use the navigation buttons to highlight the inactive call.
- 2 Press the line button associated with the call or press the **Switch** softkey to switch calls.



The following example describes how to switch between calls on the same line:

- 1 jdoe uses the navigation buttons to highlight the inactive call with mjane.
- 2 jdoe presses the **Switch** softkey or the line button next to jdoe's name on the screen. The call between csmith and jdoe is put on hold.
- 3 Once again, the call between mjane and jdoe becomes active, and mjane's line remains highlighted. The phone icons on the screen indicate the state of both calls.
- 4 When the active call is switched, the display changes. The hold icon appears beside the call on hold and the off-hook icon appears beside the active call.
- 5 Highlighting csmith's call and pressing the **Switch** softkey will place mjane on hold and switch the call back to csmith.



Tip: Switching between calls works for both incoming and outgoing calls.

Ending a call



To end an active call, press the **Goodbye** button or put the handset on the receiver.

In the following example, jdoe is conversing with mjane. mjane's call is highlighted. To end this active call

- 1 jdoe presses the **Goodbye** button or puts the handset on the receiver. The call is released between jdoe and mjane. The call between jdoe and csmith is left on hold. The information about the call between jdoe and csmith is displayed using the full screen. jdoe presses the **Hold** softkey to resume conversation with csmith.

Placing a conference call

The i2004 Internet Telephone allows you to connect calls together to form a conference.

While on a call, you can initiate a conference call to connect new parties to the call.

To place a conference call using the **NewCall** softkey

- 1 Press the **NewCall** softkey. Your current call is automatically put on hold.
- 2 Enter the new address.
- 3 Press the **Send** softkey. The new address begins to ring. Once the new party answers the call, the display changes. You can speak to the newly called party and the original called party is still on hold.
- 4 When the party answers press the **Join** softkey to connect the calls.

To place a conference call to entries in your inbox, outbox or address book. While on a call

- 1 Press the **NewCall** softkey. Your current call is automatically put on hold.
- 2 Press an inbox, outbox or address book quick button.
- 3 Highlight an entry.
- 4 Press the **Select** softkey. The new address begins to ring. Once the new party answers the call, the display changes. You can speak to the newly called party and the original called party is still on hold.
- 5 To complete the conference call, press the **Join** softkey.



Tip: Any party, including the originator of the conference call, may hang up and the remaining callers on a conference call will still be connected.

Placing a call on hold



To place a call on hold

- 1 Press the **Hold** button to place the other party on hold. The hold icon beside the line button flashes.
- 2 Press the **Hold** button a second time or press the line button associated with the call on hold to resume the conversation.



Tip: If someone else puts you on hold (remote hold) the hold icon on your display flashes.

Transferring a call

You can transfer a call without speaking to the person you are transferring to (blind transfer) or you can consult with them prior to completely the transfer.

Call transfer

While on a call, you can transfer a call to another location without waiting for the new party to answer. The originating or terminating party can initiate the transfer, but is no longer involved in the call upon completing the transfer.

To transfer a call

- 1 Press the **Trnsfr** softkey.
- 2 Enter the address where you want to transfer this call. Or, press the quick buttons to access and select an entry from the inbox, outbox or address book.
- 3 Press the **Trnsfr** softkey. The display prompts you to select whether or not you want to consult with the called party.
- 4 Press the **No** softkey to complete the transfer without consulting with the party you are calling. The original called party is put on hold. The display confirms if the transfer is complete or fails.

- 5 Press the **Ok** softkey to return to an idle display or, if the transfer failed, press the line key to reconnect the call.

Call transfer with consult

While on a call, you can call another address, speak with the person at the new address, and then transfer the original call to the new address. You must be the caller in order to initiate a transfer with consult.

To transfer with consult

- 1 Press the **Trnsfr** softkey.
- 2 Enter the address where you want to transfer this call. Or, press the quick buttons to access and select an entry from the inbox, outbox or address book.
- 3 Press the **Trnsfr** softkey. The display prompts you to select whether or not you want to consult with the called party.
- 4 Press the **Yes** softkey to consult with the party you are calling. The original called party is put on hold. The call to the new address rings.
- 5 Consult with the party you wish to transfer the first call too. Press the **Trnsfr** softkey to complete the transfer or **Cancel** to disconnect and return to the original call. The display confirms if the transfer is complete or fails.
- 6 Press the **Ok** softkey to return to an idle display or, if the transfer failed, press the line key to reconnect the original call.

Incoming call options

The following softkey options are available for incoming ringing calls:

Table 8 Softkey options for ringing calls

Softkey	Description
Answer	Answers the call.
Redrct	Allows you to redirect the call to another address.

Table 8 Softkey options for ringing calls

Softkey	Description
Decline	<p>Stops the call from ringing (does not advance to the next ring list). The call is cancelled and a message is sent to the caller.</p> <p>Note: Decline stops a call from ringing on all devices defined in your ring list.</p>
Ignore	<p>Stops the call from ringing on your i2004 Internet Telephone (call handling depends on the feature settings). The call is then handled by your ring list.</p> <p>For more information about Ignore feature settings see “Setting Ignore action” on page 29.</p>

Redirecting a call

To redirect an incoming call to another location without answering the call

- 1 Press the **Redrct** softkey.
- 2 Use the dialpad to enter the new address.
- 3 Press the **Redrct** softkey to add the new party.

To redirect an incoming call using the outbox or address book

- 1 Press the **Redrct** softkey.
- 2 Press an outbox or address book quick button.
- 3 Highlight the entry you wish to redirect to and press the **Select** softkey.
- 4 Press the **Redrct** softkey.

Declining a call

When you decline an incoming call it stops ringing on your telephone. The caller receives a decline message and a busy signal. You can also decline a call and specify a reason if you have configured reject reasons through the View menu.

To decline an incoming call without a reason

- 1 Press the **Decline** softkey.
- 2 Press the **Ok** softkey to decline the call. The calling party receives a busy signal.

Or press the **Cancel** softkey to cancel the decline. The original ringing display appears.

To decline an incoming call with a reason

- 1 Press the **Decline** softkey.
- 2 Press the **Reason** softkey. A selection of different text messages is displayed.



Tip: If there are no reject reasons defined then the Reason softkey will not appear on the display.

- 3 Highlight a reason and press the **Select** softkey.
- 4 Press the **Ok** softkey to decline the call. The calling party receives a busy signal and the reject reason appears on their display.

Or press the **Cancel** softkey to cancel the decline. The original ringing display appears.



Note: For information about creating or changing a list of Reject Reasons see [“Adding reject reasons” on page 54](#). For information about setting the i2004 Internet Telephone to automatically decline all calls see [“Do not Disturb \(DND\)” on page 66](#).

Ignoring a call

You can stop an incoming call from ringing (see [“Setting Ignore action” on page 29](#) for an explanation of options) and have it handled by your ring list.

To ignore an incoming ringing call

- 1 Press the **Ignore** softkey.

- 2 Press the **Ok** softkey to pass the call. The call is handled by your ring list. When the ring list is exhausted, the caller receives a busy signal.
Or press the **Cancel** softkey to cancel the ignore process. The original ringing display appears.



Tip: For more information about creating a ring list refer to the *SIP Personal Agent User Guide*.

Sending and receiving instant messages

Your i2004 Internet Telephone beeps to alert you when you receive a new instant message (IM) and shows the message on the display.

To send an instant message press the  quick button and select the **Send IM** option.



Note: For more information about instant messages see “[Instant messaging](#)” on page 63.

Chapter 5

Managing your calls

This section describes how to manage your calls efficiently using both the i2004 Internet Telephone quick buttons and more advanced features in the View menu.

The View menu option provides you with the following options:

- 1 Buddies
- 2 Presence
- 3 Call Subject
- 4 Reject Reasons
- 5 Line Information
- 6 Inbox
- 7 Address Book
- 8 Outbox



Tip: For quick selection, press the number on the dialpad that corresponds to the menu item. Use the up and down navigation buttons to scroll through the Configuration menu list. The * button takes you to the beginning of a list and the # button takes you to the end of a list.



Note: Some menu options allow you to configure or view parameters that are specific to a line. If there are multiple users logged on to the telephone then you will be prompted to select your line button.

Some of these items can also be accessed using the quick buttons.



Address book



Inbox



Outbox

Accessing the list of Buddies

You can maintain a list of users on your system that you frequently contact, using the SIP Personal Agent. Through the View menu on your i2004 Internet Telephone you can see who in your list of Buddies is Online, Offline, Busy, Be Right Back, Out-to-Lunch and Away.

To access the list of Buddies

- 1 Press the **View** softkey.
- 2 Highlight the **Buddies** option and press the **Select** softkey to access your list of Buddies. Your personalized list of Buddies appears on the screen with information about their online status.

You can use the **Call** softkey to call the entry you highlight.



Tip: For more information about creating a list of Buddies refer to the *SIP Personal Agent User Guide*.

Changing your presence status

The presence option allows you to alert other users on the system to your online status. Users that have you listed as one of their buddies can see if you are online, offline, busy, be right back, away or out for lunch.

To change your online status or presence

- 1 Press the **View** softkey.

- 2 Highlight the **Presence** option and press the **Select** softkey. Your current presence status appears on the display and you are prompted to change it.
- 3 Press the **Yes** softkey. A list of presence options appear (use the navigation buttons to scroll through the list).
- 4 Highlight a presence option and press the **Select** softkey. The display shows your new presence status and prompts you to confirm.
- 5 Press the **Ok** softkey to confirm.



Note: If the i2004 Internet Telephone resets then your presence status defaults to "online".

Adding call subjects

You can create a handy list of call subjects to let the person you are calling know the nature of your call. The subject text can be up to 100 characters in length however recipients may need to scroll to see long messages.

To create subjects for outgoing calls

- 1 Press the **View** softkey.
- 2 Highlight the **Call Subject** option and press the **Select** softkey.
(If this is your first call subject then you can begin to enter the text immediately.)
- 3 Press the **Add** softkey.
- 4 Enter the subject text.
- 5 Press the **Ok** softkey.



Tip: You can highlight an existing Subject entry and press the **Modify** softkey to edit the text, or use the **Delete** softkey to remove an entry from the list.



Note: For information on how to use this feature refer to [“Adding subjects to a call”](#) on page 38.

Adding reject reasons

When you are unable to answer a call you can send a message telling the caller why you cannot answer. The reject reason text can be up to 40 characters in length however you must scroll to see messages longer than 24 characters.

To create call reject reasons

- 1 Press the **View** softkey.
- 2 Highlight the **Reject Reasons** option and press the **Select** softkey.
- 3 Press the **Add** softkey and enter the desired text.
- 4 Press the **Ok** softkey.



Tip: You can highlight an existing reject reason entry and press the **Modify** softkey to edit the text, or use the **Delete** softkey to remove an entry from the list.



Note: For information on how to use this feature see [“To decline an incoming call with a reason”](#) on page 48.


Viewing line information

You can see the username, domain, presence, IM active, redial option and feature activation information for each user logged into the telephone.

To view user information

- 1 Press the **View** softkey. If there is more than one user logged in to the telephone then you will be prompted to press the Line button for the user information you want to query.
- 2 Select the **Line Information** option and press the **Select** softkey. The information corresponding to the user assigned to that line appears on the screen.
- 3 Press the **Ok** softkey to return to the View menu.

Using the inbox options

Your i2004 Internet Telephone maintains an inbox list of calls that you returned. You can access this list through the **View** softkey or by pressing the inbox quick button  .

When your telephone is idle and you access the inbox, the following softkey options appear:

- toggle between the inbox lists of **All** calls and **Missed** calls
- **Call** a previous caller
- **Delete** the entry from the inbox
- return to the idle display (**Ok**)

When you are on an active call and you access the inbox, the following softkey options appear:

- **Select** to call an entry
- **Cancel** to return to the active call display.

To call an inbox entry

From a idle display

- 1 Press  .


(Use the navigation buttons to highlight a particular inbox if more than one user is logged in, and press the **Select** softkey to access that inbox.)

- 2 Highlight an entry or enter the number associated with the entry.
- 3 Press the **Call** softkey to dial the entry and return the call.



Tip: Use the right navigation button to access the details information to the right of the screen. Use the left navigation button to scroll back to the previous screen.

To call an inbox entry while on an active call

- 1 Press  .
(Use the navigation buttons to highlight a particular inbox if more than one user is logged in, and press the **Select** softkey to access that inbox.)
- 2 Highlight an entry or enter the number associated with the entry.
- 3 Press **Select**. The active call is automatically put on hold and the new call rings.

Saving an inbox entry to the address book

To save an entry in your inbox to your address book


- 1 Highlight the entry and press the right navigation button to access entry details.
- 2 Press the **Save** softkey. The display prompts, “Save as?”. You can change the entry text. Use the left navigation button to erase the existing text if you need to add new text.
- 3 Press the **Save** softkey again. The display confirms the address book update.



Note: You cannot save an inbox entry to the address book while you are on an active call.

Deleting an inbox entry

To remove an entry from your inbox

- 1 Press  .
- 2 Highlight an entry or enter the number associated with the entry.
- 3 Press the **Delete** softkey.
- 4 To delete the single entry press **Ok**.


To delete all the entries from a particular caller press the **AllUsr** softkey. To delete all of the inbox entries press the **All** softkey.

Managing your address book

The i2004 Internet Telephone allows you to keep a list of addresses.

Accessing your address book

To access your address book and make a call

- 1 Press . (Or press the **View** softkey, highlight the address book option and press the **Select** softkey.)
- 2 Use the navigation buttons to highlight an entry.
- 3 Press the **Call** softkey to place a call.

Adding an entry

To add an entry to the address book

- 1 From the address book screen, press the **Add** softkey.
- 2 Enter the address and/or number.
- 3 Press the **Ok** softkey.

Removing an entry

To remove an entry from the address book

- 1 Highlight the entry in the address book.
- 2 Press the **Modify** and **Delete** softkeys. The display changes to a confirmation screen.
- 3 Press the **Ok** softkey to delete the entry or **Cancel** to cancel the deletion.

Editing an entry

To edit or change a address book entry

- 1 Highlight the entry in the address book.
- 2 Press the **Modify** softkey.


- 3 Enter the changes. (Use the left and right navigation buttons to delete characters within the entry.)
- 4 Press the **Ok** softkey to commit the changes or **Cancel** to cancel the changes.

Managing your outbox

The i2004 Internet Telephone keeps a list of all your outgoing calls.

Accessing your outbox

To access your outbox and make a call


- 1 Press . (Or press the **View** softkey, highlight the **Outbox** option and press the **Select** softkey.)
- 2 Use the navigation buttons to highlight an entry or enter the number associated with the entry.
- 3 Press the **Call** softkey to dial the entry.



Tip: Use the right navigation button to access the information to the right of the screen. Use the left navigation button to scroll back to the previous screen.

Deleting an outbox entry

To remove an entry from your outbox

- 1 Press .
- 2 Use the navigation buttons to highlight an entry or enter the number associated with the entry.
- 3 Press the **Delete** softkey.
- 4 To delete the single entry press **Ok**.

To delete all the entries from a particular caller press the **AllUsr** softkey. To delete all of the outbox entries press the **All** softkey.

Saving an outbox entry to the address book

To save an entry in your outbox to your address book

- 1 Highlight the entry and press the right navigation button to access entry details.
- 2 Press the **Save** softkey. The display prompts, “Save as?”. You can change the entry text.
- 3 Press the **Save** softkey again. The display confirms the address book update.

Chapter 6

Advanced features and services

The Services menu gives you access to many advanced i2004 features:

- 1 Stock Query
- 2 Send IM
- 3 Call Forward
- 4 Do Not Disturb
- 5 User Login
- 6 User Logout



Tip: For quick selection, press the number on the dialpad that corresponds to the menu item. Use the up and down navigation buttons to scroll through the Configuration menu list. The * button takes you to the beginning of a list and the # button takes you to the end of a list.



Note: Some menu options allow you to configure or view parameters that are specific to a line. If there are multiple users logged on to the telephone then you will be prompted to select your line button.

Stock query

Your i2004 Internet Telephone can be set up to display stock quotes on the display.



Note: This feature may not be activated for your system. Contact your system administrator for more information.

To setup the stock query feature

- 1 Select the **Servcs** softkey.
- 2 Highlight the **Stock Query** option and press the **Select** softkey.
- 3 Enter the symbol of the stock that you want to query. The default mode for entering a stock symbol is alphanumeric.
- 4 Press the **Submit** button. The display may change briefly to show that the query is in progress. When the query is complete, the result is displayed.
- 5 Press the **Save** softkey.
- 6 Press the **Add** softkey to add this stock query to a bulletin that displays on your screen. You can also query for another stock or press the **Cancel** softkey to go back to the Idle screen.



Tip: For a shortcut to the stock query option press the



button

To remove a stock query entry

To remove a stock query

- 1 Select the **Servcs** softkey.
- 2 Highlight the **Stock Query** option and press the **Select** softkey.
- 3 Enter the symbol of the stock that you want to delete from your Stock Query Bulletin list. The default mode for entering a stock symbol is alphanumeric.

- 4 Press the **Submit** button. The display may change briefly to show that the query is in progress. When the query is complete, the result is displayed.
- 5 Press the **Save** softkey. The display prompts you to remove the stock.
- 6 Press the **Remove** softkey to delete this entry.

Instant messaging

You can send a message that will appear on the telephone display of another user on the system.

To send an instant message

- 1 Select the **Servcs** softkey.
- 2 Highlight the **Send IM** option and press the **Select** softkey.
- 3 Enter the recipient's alphanumeric address (for example, jdoe@domain.com).
- 4 Press the **Next** softkey.
- 5 Enter your message text.
- 6 Press the **Send** softkey. A confirmation message appears.



Tip: For a shortcut to the Send IM option press the

button.



Send an IM to an entry in the inbox, outbox or address book

To send an instant message to an entry in your address book or outbox

- 1 Select the **Servcs** softkey.
- 2 Highlight the **Send IM** feature and press the **Select** softkey.
- 3 Press an **Inbox**, **Outbox** or **Address Book** quick button.
- 4 Highlight an entry and press the **Select** softkey.
- 5 Enter your message text.

- 6 Press the **Send** softkey. A confirmation message appears.

Handling incoming instant messages

When your i2004 Internet Telephone beeps to alert you of a new instant message (IM), you can

- 1 Use the navigation buttons to scroll through the IM text.
- 2 Use the **Detail** softkey to view details about the IM
 - Press **Call** to call the sender of the IM.
 - Press the **Reply** softkey to reply to an IM. Enter the desired message using the alphanumeric input mode, and select the **Send** softkey, or **Cancel** to return to the previous screen.
- 3 Use the **Prev** and **Next** softkeys if you have more than one IM to view.
- 4 Press the **Cancel** softkey to clear all IM messages.

Call forward

You can forward your calls to other locations with your i2004 Internet Telephone Call Forwarding feature.



Tip: If you are logged into multiple i2004 Internet Telephones, every line associated with you will have call forwarding enabled.

Forwarding a call

To forward your calls to another location

- 1 Press the **Servcs** softkey.
- 2 Highlight the **Call Forward** option and press the **Select** softkey. (See Note below if there is more than one user logged in.)
- 3 Enter the destination address. Or, press an **inbox**, **outbox** or **address book** quick button and select an entry from the list.

- 4 Press the **Forwrd** softkey.

Once you complete setting up the forwarding, the display on your phone set briefly changes to indicate that calls are now forwarded. The telephone icon next to the line button becomes hollow.



Note: If there is more than one user logged into the i2004 Internet Telephone then you must press the line button next to the line you want to forward. Or, press the **Ok** softkey to forward the primary line.



Tip: You can still place outgoing calls, even though your line is forwarded to another location.

Canceling a forwarded call

To cancel call forwarding on your line



Tip: If you are logged into multiple i2004 Internet Telephones, every line associated with you will have call forwarding canceled.

- 1 Press the **Servcs** softkey.
- 2 Highlight the **Call Forwarding** option and press the **Select** softkey.
- 3 Press the **Ok** softkey to cancel forwarding for the primary line. If there is more than one user logged in then you will be prompted to press the line button next to the line that you wish to cancel forwarding.
When you press the forwarded line button, call forwarding is canceled immediately.

Do not Disturb (DND)

The Do not Disturb feature blocks all calls on a per line basis and prevents them from ringing on your i2004 Internet Telephone. If your i2004 Internet Telephone is the only device defined in your first ring list then any incoming calls will be directly sent to the next ring list. If you have multiple contacts listed in your first ring list then the other devices will continue to ring for the defined number of rings before the call moves to the next ring list.



Tip: For more information about creating a ring list refer to the *SIP Personal Agent User Guide*.

- 1 Press the **Servcs** softkey.
- 2 Highlight the **Do Not Disturb** option and press the **Select** softkey.
- 3 Press the **Ok** softkey to enable Do not Disturb. Incoming calls do not ring.



Tip: As a shortcut, press the **DND** softkey on the idle display to activate the Do not Disturb feature.

User login

To log in as an i2004 Internet Telephone user

- 1 Press the **Servcs** softkey.
- 2 Highlight the **User Login** option and press the **Select** softkey.
- 3 Enter your user ID and press **Login**.
- 4 Enter your password and press **Login**.
- 5 Enter an amount of time and press **Login** or, press the **UseProv** softkey to use the network provisioned values.

User logout

To log out as an i2004 Internet Telephone user

- 1 Press the **Servcs** softkey.
- 2 Highlight the **User Logout** option and press the **Select** softkey. The screen prompts you to indicate your line (if there is more than one user logged in) and then for your password.
- 3 Enter your password.
- 4 Press the **Logout** softkey.

Appendix A

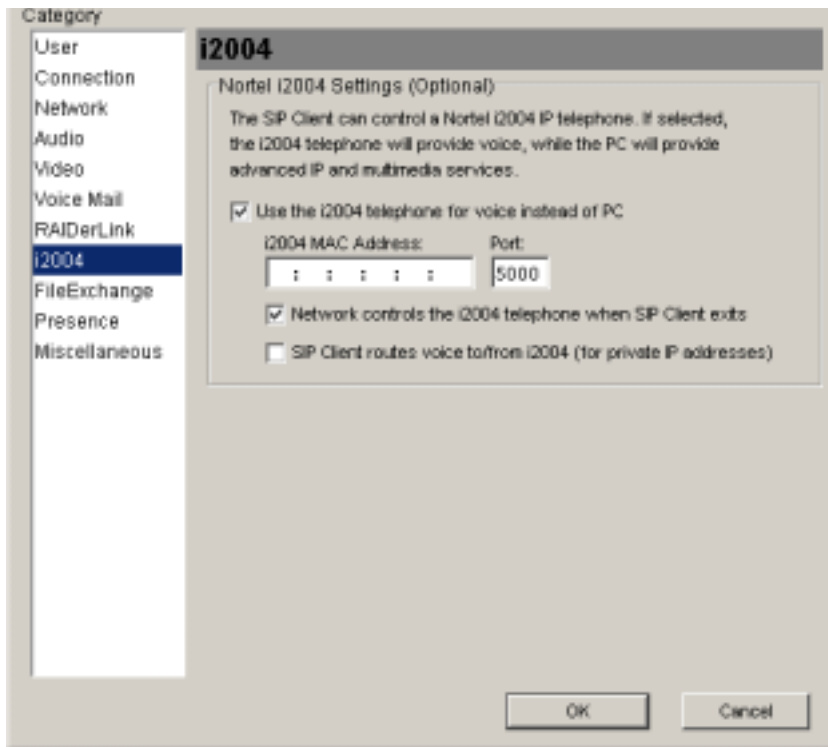
Using the SIP Multimedia PC Client and the i2004 Internet Telephone

You can use your i2004 Internet Telephone to provide premium-quality voice communication while your PC, with the SIP Multimedia PC Client, provides advanced IP and multimedia services. For more information about this SIP Multimedia PC Client Set refer to the *SIP Multimedia PC Client User Guide*.

To set up your SIP Multimedia PC Client to control your i2004 Internet Telephone

- 1 Select **Tools > Preferences** and the **i2004 Internet Telephone** list item. The i2004 window displays.

Figure 7 Preferences - i2004



- 2 Check **Use the i2004...** to indicate that you want the i2004 Internet Telephone to provide premium-quality voice while the PC provides advanced IP and multimedia services.
- 3 Enter the port number (and optionally the MAC address) for the i2004 Internet Telephone.



Tip: The SIP Multimedia PC Client can automatically detect and fill in the MAC address field with information it obtains from the first i2004 Internet Telephone that attempts to contact it on the port specified in Step 4.

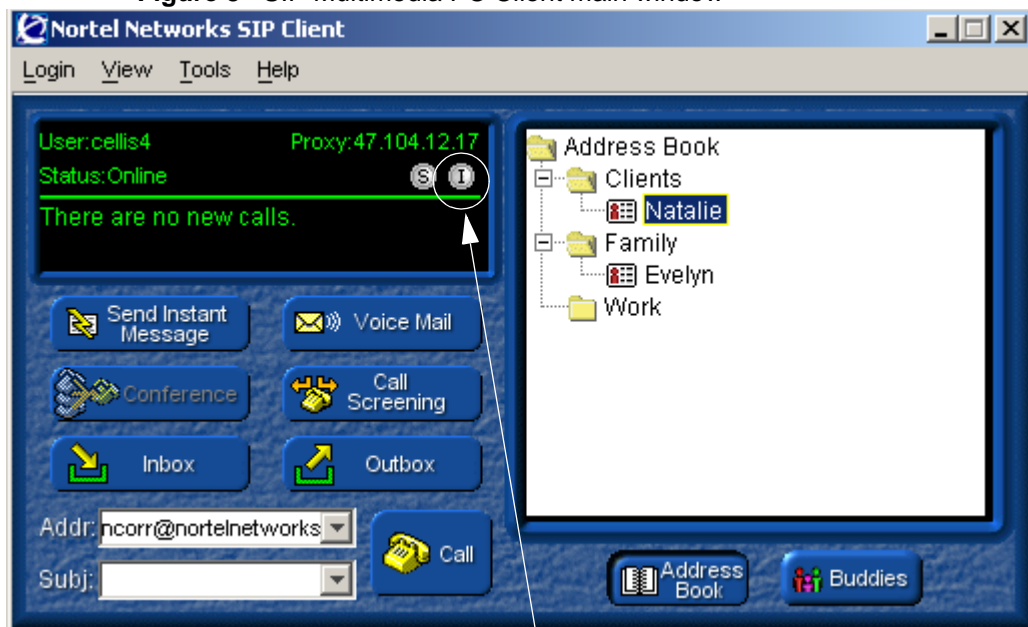
- 4 Check whether you wish the network to take over control of the i2004 Internet Telephone when the SIP Multimedia PC Client exits. The default is that this feature is activated. This step is optional.

- 5 Check whether the SIP Multimedia PC Client should route voice to/from the telephone set for private IP addresses. This option may be required if you are using a private LAN in a home office. This is not usually required for work office use. The default for this feature is not active. This step is optional.
- 6 Click **Ok** to save your changes or **Cancel** to exit without saving.

SIP Multimedia PC Client main window

The SIP Multimedia PC Client main window has a status area with an "I" button. This button turns green when the SIP Multimedia PC Client controls the i2004 for voice telephony.

Figure 8 SIP Multimedia PC Client main window



i2004 indicator

Appendix B

Troubleshooting

This section includes instructions for resolving some common problems that you may encounter.

Locating the MAC address

Examine your i2004 Internet Telephone set. A white label on the bottom of the set shows a series of two digit numbers (similar to 00 60 38 XX XX XX) that make up the device's MAC address. Write this sequence down for later use. The following picture shows how to locate the MAC address:



Manually restarting your i2004 Internet Telephone

There are two ways that you can manually restart your i2004 Internet Telephone by:

- 1 Power cycle (unplug and replug) your phone, or,

- 2 Press the **Config** softkey and select the **Reset Phone** option.

Call does not connect

Before reporting a network problem ensure that you are using the correct address to call someone.

Using SIP addresses versus IP addresses

Rather than dialing an IP address (for example, ron@12.134.47.78), remember to use the SIP address (for example, ron@acme.com). The proxy server that routes the call may serve multiple domains and would not know the domain where a user IP address resides.

Domain name

You must enter the domain (for example, @acme.com) if the person you are calling is not in *your* domain.



Note: The domain name in a user address may not be an Internet domain.

Call is connected but there is no audio

If you are using the handset, check to ensure that the headset button is not activated. The bright red LED light beside the button indicates when the headset option is active. When the headset option is active, and even if there is not headset plugged in, you cannot receive or transmit audio through the handset.

Quality of service information

In order to improve your service or perhaps, to determine a solution to a quality issue, your service provider may ask you to record quality of service information for your calls.

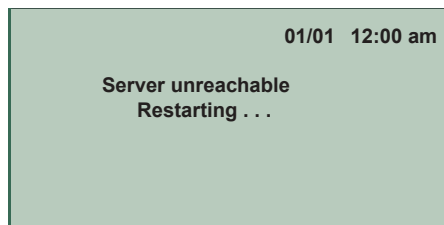
To view quality of service information for an answered call

- 1 Press the QoS softkey.
- 2 Note the information displayed for the media stream of this call.

Appendix C

Setting DHCP parameters

After you power up your i2004 Internet Telephone, if the display indicates that the server is unreachable and it continuously resets then you need to configure some parameters.



Things to consider when setting parameters

- Enter requested information in the menu fields by pressing the number keys on the dialpad. Press the * key to enter a period (".") when entering an IP address.
- To record the entry and advance the initialization to the next parameter, press **Ok**.
- To abandon the manual configuration process and restart the power-up, press **Cancel**.
- If you enter parameters manually, use the **BKSpace** or **Clear** softkeys to edit the default entry. **BKSpace** deletes each character as the key is pressed. **Clear** deletes the entire entry.
- Each parameter must have a corresponding entry. An audible beep notifies you if you attempt to advance to the next parameter without a field entry.

Begin the initialization process

To begin the initialization process, at the flashing Nortel Networks screen, quickly press each of the four softkeys (located at the bottom of the display screen) once, pressing from left to right.



Tip: If you miss the flashing introduction screen, unplug and plug in your i2004 Internet Telephone to reach the configuration screen where you can press the softkeys.

If your network supports DHCP go to [page 78](#). If your network does not support DHCP go to [page 80](#).

If your network supports DHCP

- 1 If your i2004 network supports DHCP, enter the configuration parameters at the prompt in the display area of your phone as described in [Table 9](#).



Tip: You may need to contact your system administrator to check whether your network supports DHCP.

Table 9 Setting DHCP configuration parameters

Parameter	Value	Definition
DHCP (enable)	1	Yes
DHCP (full or partial)	1	Partial
S1 IP	<valid Server IP address>	Primary server (IP Client Manager or SIP Multimedia PC Client) IP address
S1 PORT	5000	Primary server port
S1 ACTION	1	Primary action code (must be set to 1)
S1 RETRY Count	1	Primary retry count
S2 IP	<valid Server IP address>	Secondary server (IP Client Manager or SIP Multimedia PC Client) IP address Note: If you do not know the secondary IP address, use the primary IP address for the secondary address.
S2 Port	5000	Secondary server port Note: If you do not know the secondary port, use the primary port.
S2 ACTION	1	Secondary action code (must be set to 1)
S2 RETRY COUNT	1	Secondary retry count
VLAN (0=No, 1=Yes)	0	QoS 802.1q VLAN Tag Service (applies to i2004 with firmware version xxxxB30)



Warning: The VLAN parameter should never be selected unless the underlying network switches have been configured to filter on VLAN IDs. Otherwise, the i2004 may fail to work properly.

After pressing the **Ok** softkey on the last configuration parameter, you will see a message "Locating Server".

If your network does not support DHCP

If your network does not support DHCP

- 1 Enter a **0** on the dialpad, to indicate that DHCP is not supported.
- 2 Follow the prompts to set all necessary parameters as described in [Table 10](#).

Table 10 Setting non-DHCP parameters

Parameter	Value	Definition
SET IP	<valid IP address>	IP address of your i2004 Internet Telephone provided by your system administrator
NETMSK	<valid subnet mask>	Subnet Mask provided by your system administrator
DEF GW	<valid Default Gateway>	Default gateway IP network address provided by your system administrator
S1 IP	<valid Server IP address>	Primary server (IP Client Manager or SIP Multimedia PC Client) IP address
S1 PORT	5000	Primary server port
S1 ACTION	1	Primary action code (enter 1 for UNISim)
S1 RETRY Count	1	Primary retry count
S2 IP	<valid Server IP address>	Secondary server (IP Client Manager or SIP Multimedia PC Client) IP address Note: If you do not know the secondary IP address, use the primary IP address for the secondary address.
S2 Port	5000	Secondary server port Note: If you do not know the secondary port, use the primary port.
S2 ACTION	1	Secondary action code (enter 1 for UNISim)
S2 RETRY COUNT	1	Secondary retry count
VLAN (0=No, 1=Yes)	0	QoS 802.1a VLAN Tag Service (applies to i2004 with firmware version xxxxB30)



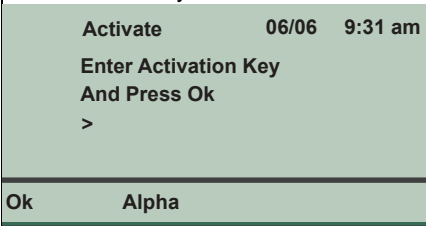
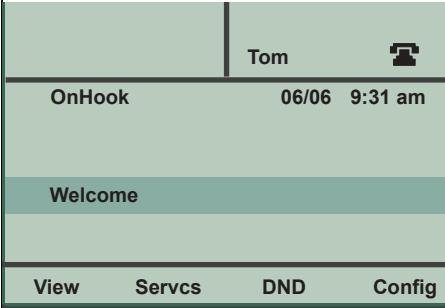
Warning: The VLAN parameter should never be selected unless the underlying network switches have been configured to filter on VLAN IDs. Otherwise, the i2004 may fail to work properly.

After pressing the **Ok** softkey on the last configuration parameter, you will see a message "Locating Server".

Where to go next

After the i2004 Internet Telephone has successfully located the server, follow the instructions in the following table.

Table 11 Initializing options after setting parameters

If ...	Then ...
<p>the telephone successfully connects to the server and the display prompts you to enter an activation key</p> 	<p>go to "Step 1: Enter an activation key" on page 6.</p>
<p>the telephone successfully connects to the server and the idle display screen appears</p> 	<p>you are ready to use your telephone. Go to Chapter 2, "Introducing the i2004 Internet Telephone," on page 13.</p>

Appendix D

Customer support

You can order the following parts and supplies for your i2004 Internet Telephone from your authorized distributor as follows:

Table 12 Separately orderable parts

Description	Part number
Power supply - North America	A0619627
Power supply - Europe	A0619635
Power supply - Australia, New Zealand	A0647042
Power supply - Japan	A0828858
Power supply - Ireland	A0656598
Ethernet cat 5 cable (7 foot)	A0648375
Footstand assembly - (charcoal color used for both ethergray and charcoal models)	A0891623
Handset (ethergray)	A0788874
Handset (charcoal)	A0758634
Handset cord (ethergray)	A0788682
Handset cord (charcoal)	A0720560
Headset	A0779338
Number card	P0744243
Number card lens	P0744242

For help finding an authorized distributor call 1(800) 4NORTEL or (800) 466-7835.

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