



Carrier VoIP

Nortel IP Phone 1110 User Guide (CICM)

ATTENTION

Clicking on a PDF hyperlink takes you to the appropriate page. If necessary, scroll up or down the page to see the beginning of the referenced section.

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Contents

New in this release	7
Features	7
Overview	9
IP Phone terminal description	9
Terminal display	11
Terminal indicators	11
IP Phone 1110 menu systems	13
Logoff	13
Call Services menu	13
Settings menu	14
Regional menu	14
User menu	14
Terminal menu	14
Call menu	14
Inbox	15
Outbox	15
Directory	15
Menu Hierarchy	16
How to use the navigation keys	17
Connecting the IP Phone to the LAN	19
Logging on	21
Logging off	23
Making calls	25
Making a call using off-hook dialing	25
Making a call using handsfree dialing	25
Making a call using predial	26
Editing a predialed number	26
Answering calls	27
Answering a call	27
Answering a second call	27

Ending a call	29
While on an active call	31
Using call hold	31
Transferring a call	31
Using conference call	32
Using call forward	33
Navigating the menu system	35
Navigating the main menu	35
Navigating the Call Services menu	36
Navigating the Settings menu	36
Navigating the Regional menu	36
Navigating the User menu	37
Navigating the Terminal menu	37
Navigating the Call menu	37
Navigating the Feature menu	38
Using the Call Services menu	41
Activating a feature from the menu	41
Using a softkey to activate a feature	42
Assigning a feature to a key	42
Removing a feature assignment from a softkey	42
Viewing softkey assignments	43
Displaying softkey labels while on a call	43
Hiding softkey labels	44
Viewing feature profiles	44
Labeling softkeys	45
Using the Regional Menu	47
Selecting the language	47
Selecting the time zone	48
Enabling Daylight Saving Time	48
Disabling Daylight Saving Time	49
Setting the time format	49
Setting the date format	50
Resetting the default time	51
Using the User menu	53
Viewing your user name	53
Viewing your login type	53
Viewing, disabling, or enabling Auto Login	54
Changing your password	55

Using the Terminal menu	57
Accessing the Audio menu	57
Viewing and editing your audio settings	58
Changing the default volume	59
Selecting a ring tone	60
Selecting the dialpad feedback	61
Enabling and disabling handsfree	61
Adjusting the contrast level of the display	62
Performing a firmware upgrade	62
<hr/>	
Using the Call menu	65
Resetting softkeys to the defaults	65
<hr/>	
Using the Feature menu	67
Using the Assign menu	67
Defining the Key type	68
Resetting the feature keys to the defaults	69
Labeling a feature	69
Using the Options menu	70
Enabling or disabling auto hide	70
Defining your default feature	71
Assigning the Outbox to a key	72
<hr/>	
Using the Directory menu	73
Adding or editing a directory entry	73
Deleting an entry from the directory	75
Making a call using the directory	75
<hr/>	
Using the Inbox	77
Accessing the Inbox	77
Viewing Inbox call information	78
Storing a number from the Inbox	78
Using the Inbox to make a call	79
Resetting the Inbox	79
<hr/>	
Using the Outbox	81
Accessing the Outbox	81
Viewing Outbox call information	82
Storing a number from the Outbox	82
Using the Outbox to make a call	83
Resetting the Outbox	83
<hr/>	
Call Services	85
Feature profiles	85
Softkey assignment	86

Mute feature	91
Using the dialpad to enter text	93
Use the IP Phone with the IP Softphone m6350	95
Access Code summary	97

New in this release

The following section details what's new in the *Nortel IP Phone 1110 User Guide (CICM)* (NN10300-021) for the release (I)SN10.

Features

This new document for Nortel Communication Server 2000/2100 supports the integration of Nortel IP Phone 1110 into the Centrex IP Client Manager (CICM) portfolio of supported terminals.

Overview

Nortel IP Phone 1110 brings voice and data to the desktop by connecting directly to a Local Area Network (LAN) through an Ethernet connection.

When you are logged on the system, the handset and keypad of the IP Phone 1110 operate in the same way as a standard Meridian Business Set (MBS) telephone. You can access additional services and features through the softkeys. The label beside a softkey identifies the current function associated with that key.

IP Phone terminal description

Nortel IP Phone 1110 offers these features:

- four light-emitting diode (LED) indicator lamps
 - message waiting lamp
 - data lamp
 - link/data lamp
- multifield LCD screen
 - adjustable contrast
 - backlight
- four softkeys to access and utilize Centrex features that are available through the Call Services menu
- five navigational keys
 - up
 - down
 - left
 - right
 - send
- speaker for on-hook dialing or on-hook listening

- fixed keys:
 - Services
 - Inbox
 - Volume control
 - Hold
 - Expand to PC
 - Line
 - Goodbye
- standard telephone dialpad
- Automatic network configuration
- upgradeable firmware

"IP Phone 1110 components" (page 10) shows the location of the keys and the components of the IP Phone.

The IP Phone does not have a microphone for handsfree talking. A mute function is available through the Call Services menu.

Not all features are available on all telephones. Consult your system administrator to verify which features are available to you.

IP Phone 1110 components

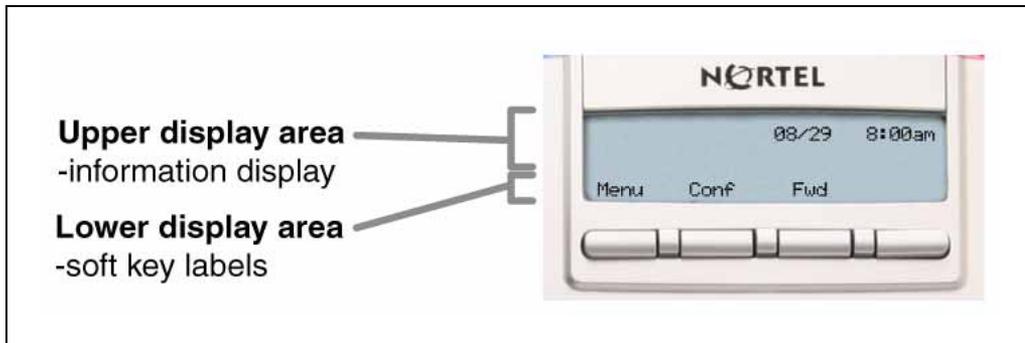


Terminal display

The display on the IP Phone terminal has blue LED backlighting, which you can turn on and off. The backlight is automatically turned off after a period of inactivity.

See "IP Phone display" (page 11).

IP Phone display



Terminal indicators

IP Phone terminal uses light-emitting diodes (LEDs) of different colors to indicate the current state of the terminal. The following table describes each color its associated state.

A steady indicator means that the extension or feature beside it is active.

IP Phone indicators

Indicator	LED color	Meaning
Message waiting	Red (located at the top of the set)	Lit when a message is waiting, or a call is missed. The light turns off after you retrieve the waiting message.
Data waiting	Blue (located at the top of the set)	Lit when the terminal is on an active call.
Link/Data	Green (located on the back cover near the network Ethernet jack)	Lit when the link is alive and flashes to indicate activity.

IP Phone 1110 menu systems

After you have successfully logged on to the network, the menu systems are active and available. An up or down arrow beside an item indicates the navigation key you can press to scroll to the next item. Labels appear next to the softkeys, in response to items selected on the screen.

The IP Phone menu system provides access to these menus and functions.

Logoff

Use this item to log off from the network.

See "[Logging off](#)" (page 23).

Call Services menu

The Call Services menu gives the IP Phone 1110 access to Centrex features. The softkeys in the display provide an alternative to the dedicated feature keys on an IP Phone 2004. Any changes made to the IP Phone 1110 feature key assignments through the feature menu, apply only when the user is logged on to an IP Phone 2002 or 2004, which has dedicated feature keys.

The Call Services menu is available after you select a Centrex feature from the list, and press **Ok** or press the send key. Use the Call Services menu to:

- activate a feature
- deactivate a feature
- assign a Centrex feature to a softkey
- remove a feature from a softkey
- view the current softkey assignments
- view a feature profile
- change the label associated with a softkey

See "[Call Services](#)" (page 85) for detailed information about this feature, and see "[Using the Call Services menu](#)" (page 41).

Settings menu

Use the Settings menu to access these submenus and configure user preferences.

See ["Navigating the Settings menu" \(page 36\)](#).

Regional menu

Use the Regional menu to:

- set your language preference
- access the Time menu where you can:
 - select a time zone
 - enable or disable Daylight Saving Time
 - select the format used to display the time
 - select the format used to display the date
 - reset the time to the defaults

See ["Using the Regional Menu" \(page 47\)](#).

User menu

Use the User menu to:

- view your user name
- view your login type
- enable or disable auto login feature
- change your password

See ["Using the User menu" \(page 53\)](#).

Terminal menu

Use the Terminal menu to:

- view your audio settings
- adjust the contrast level of the display
- perform a firmware upgrade

See ["Using the Terminal menu" \(page 57\)](#).

Call menu

Use the Call menu to:

- access the Feature menu
- access the History Menu

- reset softkeys to default configuration

See ["Using the Call menu" \(page 65\)](#).

Inbox

Use the Inbox menu to:

- dial a number currently stored in the Inbox
- display the contents of the Inbox
- store a number from the Inbox to the directory

See ["Using the Inbox" \(page 77\)](#).

Outbox

Use the Outbox menu to:

- dial a number currently stored in the Outbox
- display the contents of the Outbox
- store a number from the Outbox to the directory

See ["Using the Outbox" \(page 81\)](#).

Directory

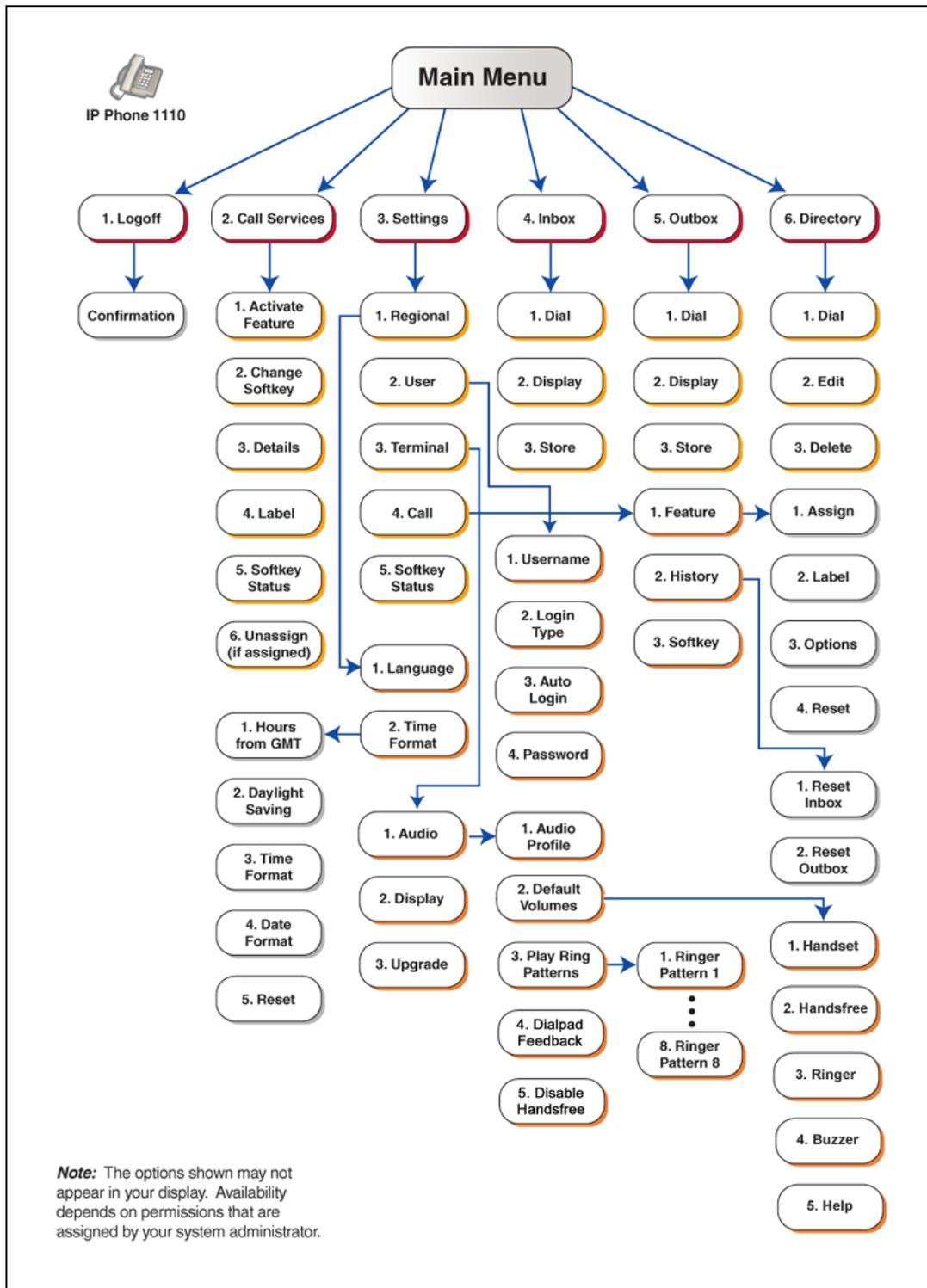
Use the Directory menu to:

- add an entry to the directory
- edit a directory entry
- delete an entry from the directory
- make a call using the directory

See ["Using the Directory menu" \(page 73\)](#).

Menu Hierarchy

IP Phone 1110 menu hierarchy



How to use the navigation keys

The IP Phone terminal has five keys that you use to navigate the menus, and to help you to enter text in the display. See "[IP Phone 1110 components](#)" ([page 10](#)) for the location of these keys.

When the menu system is active, the navigation keys behave this way:

- up key—return to the previous menu item
- down key—got to the next menu item
- left/right key—active when you can enter text. Press the left key to move the cursor to the left. Press the right key to move the cursor to the right.
- send key—performs the function specified by the label above the far left softkey, for example **Ok** or **Cancel**.

Connecting the IP Phone to the LAN

Follow this procedure to connect the terminal to the Local Area Network (LAN), and to a power source. See "IP Phone connectors" (page 20).



CAUTION

Risk of equipment damage

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

Prerequisites

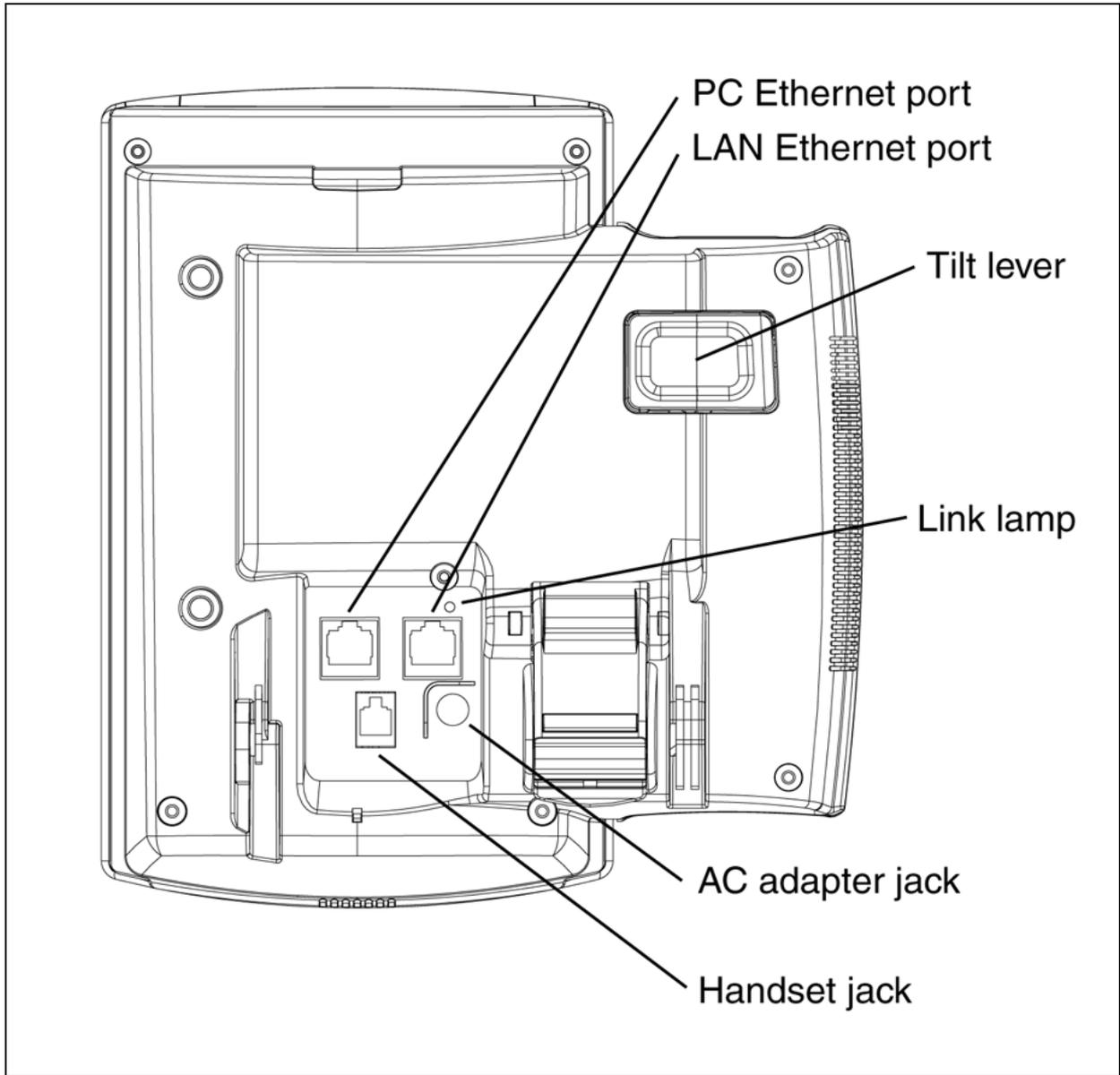
IP Phones can be powered by an AC adapter or over a LAN. Contact your installation technician to identify the correct power option.

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

- | | |
|---|--|
| 1 | Connect one end of the CAT-5 line cable to the LAN Ethernet port, identified with a LAN icon, located on the underside of the terminal. |
| 2 | Connect the other end of the CAT-5 line cable to the IP network jack..
<i>For a terminal sharing LAN access with a PC, connect a second CAT-5 line cable to the PC Ethernet port located on the back of the terminal, identified by the PC icon. Connect the other end of the cable to the Ethernet port on the computer.</i> |
| 3 | For a secure power connection, thread the cord around the strain relief, retaining hook, and channel on the back of the terminal. |
-

—End—

Procedure job aid
IP Phone connectors



Logging on

Follow this procedure to log on to the network. If the Centrex IP Client Manager (CICM) is set up as part of a group of CICMs, you can choose which CICM to connect to. After you select a gateway, the terminal directs itself at that CICM and the Username screen appears.

If a firmware upgrade for the IP Phone is available, the system prompts you to upgrade when you log on. If the firmware level is between the minimum and maximum level set by the administrator, Yes and No options appear on the softkeys. If the terminal is below the minimum level, the only option available is Yes. You cannot log on until you perform the upgrade.

To perform an upgrade, see "[Performing a firmware upgrade](#)" (page 62).

Step	Action
1	If the Selective Gateway Login feature is configured on your system, press the down navigation key to scroll through the list to select the gateway.
2	When the gateway you want appears, press Ok , or start entering your user name. If the Username screen appears when you start to enter your user name, the characters you already entered appear at the beginning of the Username field.
3	If you make a mistake, press Clear to clear the field, and then enter the user name again. If your user name is too long for the display (longer than 15 characters), the digits scroll to the left and an ellipsis appears to the left of the username.
4	Press Ok , or press the send key. <i>The Password screen appears.</i>
5	Enter your password. For security, the characters are displayed as asterisks (*).

- 6 If you make an error, press **Clear** to clear the field, and then enter the password again.
- 7 Press **Ok**, or press the send key.
You are logged on and the Menu screen appears.

—End—

Logging off

Follow this procedure to log off from the network

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

- | | |
|---|---|
| 1 | From the main menu, select Log Off . |
| 2 | Press Ok , or press the send key.
<i>A confirmation screen appears.</i> |
| 3 | To confirm the action, press Yes or press the send key.
<i>You are logged off from the network.</i> |

—End—

Making calls

Follow one of the procedures in this section to make a call.

See "IP Phone 1110 components" (page 10) for the location of the Line key.

Navigation

- "Making a call using off-hook dialing" (page 25)
- "Making a call using handsfree dialing" (page 25)
- "Making a call using predial" (page 26)
- "Editing a predialed number" (page 26)

Making a call using off-hook dialing

Follow this procedure to make a call using off-hook dialing.

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

- | | |
|---|---|
| 1 | Lift the handset from the cradle.
<i>You hear a dial tone.</i> |
| 2 | Use the dialpad to enter the number. |
| 3 | When the call is answered, begin speaking |

—End—

Making a call using handsfree dialing

Follow this procedure to make a call using handsfree dialing.

See the figure, "IP Phone 1110 components" (page 10) for the location of the handsfree key.

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

- | | |
|---|---|
| 1 | With the handset in the cradle, press the Line key on the terminal. |
|---|---|

You hear a dial tone.

- 2 Use the dialpad to enter the number.
- 3 When the call is answered, lift the handset and begin speaking.

—End—

Making a call using predial

Follow this procedure to use the predial feature to make a call.

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

- | | |
|---|--|
| 1 | Before you press a line key or lift the handset, use the dialpad to enter the number.

<i>The number is entered into the terminal.</i> |
| 2 | When you want to make the call, press Ok or press the send key.

<i>The number is dialed.</i> |
| 3 | When the call is answered, lift the handset and begin speaking. |

—End—

Editing a predialed number

Follow this procedure to edit a number held in the predialed state.

Prerequisites

A number must be predialed.

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

- | | |
|---|---|
| 1 | Perform one of these actions. <ul style="list-style-type: none">• To delete numbers that appear to the left of the cursor, press Bkspc .• To delete numbers that appear to the right of the cursor, press Delete . |
| 2 | Use the dialpad to enter the new number. |

—End—

Answering calls

Follow these procedures to answer calls. Incoming calls cause the telephone to ring and the Message Indicator lamp to flash.

The IP Phone 1110 does not have a handsfree feature. You can answer a call by pressing the Link key, or by picking up the handset. You must use the handset to speak to the caller. See ["IP Phone 1110 components"](#) (page 10) for the location of the Link key.

Answering a call

Follow this procedure to answer a call.

Step	Action
1	Perform one of these actions to answer a call: <ul style="list-style-type: none"> • Lift the handset and begin speaking. • Press the Link key, then lift the handset and begin speaking.
—End—	

Answering a second call

Follow this procedure to answer a call when you are engaged in a call.

If another call comes in while the primary line is engaged, the phone sounds and a message indicator icon on the display flashes. While the indicator is flashing you have the opportunity to put the first call on hold and answer the second call.

Step	Action
1	Press the hold key to put the active call on hold.
2	Perform one of these actions: <ul style="list-style-type: none"> • Press the softkey assigned to the line with the incoming call.

- Select the line from the call services menu.

The call is answered.

- 3** To transition between calls, press the hold key and perform one of these actions:
- From the call services menu, select the line of the call you want to retrieve.
 - From the assigned softkey/primary line key, select the line of the call you want to retrieve.

—End—

Ending a call

Follow this procedure to terminate an active call.

The Goodbye is useful for dropping out of a conference call or exiting voice mail. See "IP Phone 1110 components" (page 10) for the location of this key.

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

- | | |
|---|--|
| 1 | Perform one or these actions. <ul style="list-style-type: none">• Return the handset to the cradle.• Press the goodbye key. |
|---|--|

The call is ended.

—End—

While on an active call

Follow these procedures to put a call on hold, transfer a call, and use the conference call feature.

See "IP Phone 1110 components" (page 10) for the location of the keys.

Navigation

- "Using call hold" (page 31)
- "Transferring a call" (page 31)
- "Using conference call" (page 32)

Using call hold

The Hold feature allows you to suspend a call without terminating it. Follow this procedure to use the hold feature.

Step	Action
1	To put the call on hold, press the hold key. <i>The call is suspended.</i>
2	Press the softkey with the DN assigned, select the DN from the Call Services list, or press the line key. <i>The call is active again.</i>
—End—	

Transferring a call

Follow this procedure to transfer a call to another extension.

Step	Action
1	During a call, press the key to which the transfer feature is assigned. <i>The call is put on hold and a dial tone sounds.</i>

- 2 Use the dialpad to enter the number to which to transfer the call.
- 3 When that number rings or is answered, press the transfer key again.
The call is transferred.

—End—

Using conference call

Follow this procedure to engage in a conference call.

The Three Way Call (3WC) feature allows you to add three calls to a conference. If six port conference is available, you can add a maximum of six calls to a conference. If six port conference is available, 6WC appears beside a feature key in the display.

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

- | | |
|---|---|
| 1 | During a call, press the key to which the conference call feature is assigned, either 3WC or 6WC.

<i>The call is put on hold and a dial tone sounds. On the display, an indicator flashes beside the line on which the call is held.</i> |
| 2 | Dial the number of the person you want to add to the call.

<i>At this time, you can talk privately to the person you are adding, to announce the conference.</i> |
| 3 | Press the conference key again to merge the calls. |
| 4 | Repeat steps 2 and 3, to add more calls to the conference. |
| 5 | If you make a mistake dialing, or a party does not want to be included in the conference, press the softkey with the DN assigned, select the DN from the Call Services list, or press the line key. |

—End—

Using call forward

Follow this procedure to forward calls to another IP Phone when you are away from your desk.

Step	Action
1	To activate call forward without lifting the handset, press the key to which the Forward feature is assigned.
2	Use the dialpad to enter the number of the extension to which to forward your calls.
3	Press the forward key, any softkey, or services key to display the features on the softkeys again. <i>An icon appears in the display, beside the forward key label.</i>
4	Press the forward key again to confirm.
5	To turn off call forward, press the forward key. <i>The feature is deactivated and the icon disappears from the display.</i>

—End—

Navigating the menu system

Follow these procedures to navigate and select items from the main menu.

Menu items can be selected with a shortcut key. The shortcut key is the number on the dialpad that corresponds to the number of the menu item. Only items numbered 0 through 9 have a shortcut key.

Use the navigation keys to scroll through menus and screens. Use the send key to quickly perform the function of the left softkey. See "[How to use the navigation keys](#)" (page 17) for details.

Navigation

- "[Navigating the main menu](#)" (page 35)
- "[Navigating the Call Services menu](#)" (page 36)
- "[Navigating the Settings menu](#)" (page 36)
- "[Navigating the Regional menu](#)" (page 36)
- "[Navigating the User menu](#)" (page 37)
- "[Navigating the Terminal menu](#)" (page 37)
- "[Navigating the Call menu](#)" (page 37)
- "[Navigating the Feature menu](#)" (page 38)

Navigating the main menu

Follow this procedure to navigate the main menu.

Step	Action
1	Press Menu . <i>The main menu opens.</i>
2	To select an item in a menu, perform one of these actions: <ul style="list-style-type: none"> • Select the item in the menu, and press Ok or press the send key. • Press the shortcut key.

The selected menu opens.

—End—

Navigating the Call Services menu

Follow this procedure to open the Call Services menu.

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

1	From the main menu, select and open Call Services .
---	--

*The **Call Services** menu opens.*

2	See "Using the Call Services menu" (page 41).
---	---

—End—

Navigating the Settings menu

Follow this procedure to open the Settings menu.

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

1	From the main menu, select and open Settings .
---	---

The Settings menu opens.

2	Perform one of these actions:
---	-------------------------------

- Select and open **Regional**.
See "Navigating the Regional menu" (page 36).
- Select and open **User**.
See "Navigating the User menu" (page 37).
- Select and open **Terminal**.
See "Navigating the Terminal menu" (page 37).
- Select **Call**.
See "Navigating the Call menu" (page 37).

—End—

Navigating the Regional menu

Follow this procedure to open the Regional menu.

Step	Action
1	From the main menu, open the Settings menu.
2	Form the Settings menu, select and open Regional .
3	Press Ok , or press the send key. <i>The Regional menu open.</i>
4	See " Using the Regional Menu " (page 47).

—End—

Navigating the User menu

Follow this procedure to open the User menu.

Step	Action
1	From the main menu, open the Settings menu.
2	From the Settings menu, select and open User . <i>The User menu opens.</i>
3	See " Using the User menu " (page 53).

—End—

Navigating the Terminal menu

Follow this procedure to open the Terminal menu.

Step	Action
1	From the main menu, open the Settings menu.
2	From the Settings menu, select and open Terminal . <i>The Terminal menu opens.</i>
3	See " Using the Terminal menu " (page 57).

—End—

Navigating the Call menu

Follow this procedure to open the Call menu.

Step	Action
1	From the main menu, open the Settings menu.
2	From the Settings menu, select and open Call . <i>The Call menu opens.</i>
3	Perform one of these actions: <ul style="list-style-type: none"> • Select and open Feature. See "Using the Feature menu" (page 67). • Select and open History. See "Resetting the Inbox" (page 79) and "Resetting the Outbox" (page 83). • Select and open Softkey. See "Resetting soft keys to the defaults" (page 65).

—End—

Navigating the Feature menu

The Call Services menu gives the IP Phone 1110 access to Centrex features; the softkeys in the display provide the functionality. Any changes the user makes to the feature key assignments, through the Feature menu, apply only when the user is logged onto an IP Phone with dedicated feature keys.

Relabel softkeys through the Call Service menu, only.

Local features, such as Directory Contacts, cannot be assigned to softkeys. Only Centrex features can be assigned to softkeys. For more information about Centrex features, see *Nortel CICM Fundamentals* (NN10044-111).

Step	Action
1	From the main menu, open the Settings menu.
2	From the Settings menu, open the Call menu.
3	From the Call menu, select and open Feature . <i>The Feature menu opens.</i>
4	Perform one of these actions: <ul style="list-style-type: none"> • Select and open Assign. See "Using the Assign menu" (page 67).

- Select and open **Label**.
See "Labeling a feature" (page 69).
- Select and open **Options**.
See "Using the Options menu" (page 70).
- Select and open **Reset**.
See "Resetting the feature keys to the defaults" (page 69).

—End—

Using the Call Services menu

Follow procedures in this section to use the Call Services menu.

Navigation

- "Activating a feature from the menu" (page 41)
- "Using a soft key to activate a feature" (page 42)
- "Assigning a feature to a key" (page 42)
- "Removing a feature assignment from a soft key" (page 42)
- "Viewing soft key assignments" (page 43)
- "Displaying soft key labels while on a call" (page 43)
- "Hiding soft key labels" (page 44)
- "Viewing feature profiles" (page 44)
- "Labeling soft keys" (page 45)

Activating a feature from the menu

Follow this procedure to activate a Centrex feature through the Call Services menu.

Step	Action
1	From the main menu, open the Call Services menu.
2	From the Call Services menu, select the feature you want to activate.
3	Press Ok , or press the send key. <i>The Call Services menu opens.</i>
4	Select Activate Feature .
5	Press Ok , or press the send key.
—End—	

Using a softkey to activate a feature

Follow this procedure to activate a feature that is assigned to a softkey.

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

- | | |
|---|---|
| 1 | Press the softkey associated with the feature you want to use.
<i>The feature is activated. A down arrow icon appears next to the item to indicate that the feature is active.</i> |
|---|---|
-

—End—

Assigning a feature to a key

Follow this procedure to assign a feature to a softkey.

An assigned feature appears in the display except when the terminal is in the state specified by the profile: Hide when idle or Hide when active.

If a feature is already assigned to the selected key, you are asked if you want to replace the current assignment.

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

- | | |
|---|---|
| 1 | From the main menu, open the Call Services menu. |
| 2 | From the Call Services menu, select the feature you want to assign to a softkey. |
| 3 | From the Call Services menu, select and open Change Softkey .
<i>The Select Key screen appears.</i> |
| 4 | Press the softkey below the number of the key to which you want to assign the feature.
<i>The Confirmation screen appears.</i> |
| 5 | Press Yes .
<i>The feature is assigned to the selected softkey.</i> |
-

—End—

Removing a feature assignment from a softkey

Follow this procedure to remove the feature assignment from a softkey. The feature is still available from the Call Services menu.

Step	Action
1	From the main menu, open the Call Services menu.
2	From the Call Services menu, select and open Unassign . <i>A Confirmation screen appears.</i>
3	Confirm the action. <i>The feature assignment is removed from the softkey.</i>

—End—

Viewing softkey assignments

Follow this procedure to view a list of softkey assignments.

Softkey assignments are available from the Call Services menu and the Settings menu.

Step	Action
1	Perform one of these actions: <ul style="list-style-type: none"> • To view softkey status from the Call Services menu: <ul style="list-style-type: none"> — From the main menu, open the Call Services menu. — Select a feature from the call services list. — Select and open Softkey Status. • To view softkey status from the Settings menu: <ul style="list-style-type: none"> — From the main menu, open the Settings menu. — Select and open Softkey Status. <p><i>The Softkey screen appears. Scroll through the list to see the softkey assignments.</i></p>

—End—

Displaying softkey labels while on a call

When the IP Phone is engaged in a call, the terminal clears the softkey labels so that other information can be displayed. When the labels disappear, a timer starts running. After four or five seconds, the labels reappear.

See "IP Phone 1110 components" (page 10) for the location of the services key.

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

- | | |
|---|--|
| 1 | On the terminal press the services key.
<i>The softkey labels appear.</i> |
|---|--|
-

—End—

Hiding softkey labels

Follow this procedure to hide the softkey labels.

The terminal temporarily hides the softkey labels when it is engaged in a call.

See "IP Phone 1110 components" (page 10) for the location of the services key.

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

- | | |
|---|---|
| 1 | On the terminal, press the services key.
<i>The softkey labels are hidden.</i> |
| 2 | To display the labels again, press the services key a second time. |
-

—End—

Viewing feature profiles

Follow this procedure to view feature profiles.

Before assigning a Centrex feature to a softkey, you should know if the profile is defined as Hide when idle, Hide when active, or Never hide. When you know the feature profiles you can:

- Increase the number of softkey assignments on your terminal by assigning a Hide when idle feature and a Hide when active feature to the same key.
- Avoid losing a previously assigned feature by assigning a Never hide feature to the same softkey.

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

- | | |
|---|--|
| 1 | From the main menu, open the Call Services menu. |
|---|--|
-

- 2 From the Call Services menu, select a feature from the call services list.
- 3 From the Call Services menu, select and open **Details**.
The profile appears.
- 4 Press **Ok** or press the send key, to return to the previous screen.

—End—

Labeling softkeys

Follow this procedure to replace the default softkey label that is associated with a feature.

If you are unfamiliar with how to use the dialpad to enter text, see "[Using the dialpad to enter text](#)" (page 93)

- The label can be a maximum of five characters.
- The label can consist of any alphanumeric characters and dialpad symbols.

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

- | | |
|---|---|
| 1 | From the main menu, open the Call Services menu. |
| 2 | From the Call Services menu, select and open Label .
<i>The Enter Label screen appears.</i> |
| 3 | Use the dialpad to enter the new label. |
| 4 | Press Ok , or press the send key.
<i>The softkey label associated with that feature is changed.</i> |

—End—

Using the Regional Menu

Follow the procedures in this section to configure time and date settings used by the terminal.

Navigation

- "Selecting the language" (page 47)
- "Selecting the time zone" (page 48)
- "Enabling Daylight Saving Time" (page 48)
- "Disabling Daylight Saving Time" (page 49)
- "Setting the time format" (page 49)
- "Setting the date format" (page 50)
- "Resetting the default time" (page 51)

Selecting the language

Follow this procedure to select your language preference.

Step	Action
1	From the Settings menu, open the Regional menu.
2	From the Regional menu, select and open Language . <i>A list of available languages appears.</i>
3	Scroll through the list and select your preferred language. <i>A check mark appears beside the selected language.</i>
4	Press Ok , or press the send key. <i>The terminal now displays text in the selected language. You return to the previous screen.</i>

—End—

Selecting the time zone

Follow this procedure to select a time zone.

Step	Action
1	From the main menu, open the Settings menu.
2	From the Settings menu, open the Regional menu.
3	From the Regional menu, select and open Time . <i>The Time menu opens.</i>
4	From the Time menu, select and open Hours from GMT . <i>The hours from GMT screen appears.</i>
5	Scroll through the list and select a time zone. <i>The time displayed changes to that of the selected zone.</i>
6	Press Ok , or press the send key. <i>The time is displayed using the selected time zone. You return to the previous screen.</i>
—End—	

Enabling Daylight Saving Time

Follow this procedure to enable Daylight Saving Time.

Step	Action
1	From the main menu, open the Settings menu.
2	From the Settings menu, open the Regional menu.
3	From the Regional menu, open the Time menu. <i>The Time menu opens.</i>
4	From the Time menu, select and open Daylight Saving . <i>The Daylight Saving screen appears. The word Off appears with a check mark beside it, to indicate that the feature is disabled.</i>
5	Select On .
6	Press Ok , or press the send key. <i>Daylight Savings Time is enabled. The word On appears with a check mark beside it, to indicate the feature is enabled.</i>

You return to the previous screen.

—End—

Disabling Daylight Saving Time

Follow this procedure to disable Daylight Saving Time.

Step	Action
1	From the main menu, open the Settings menu.
2	From the Settings menu, open the Regional menu.
3	From the Regional menu, open the Time menu. <i>The Time menu opens.</i>
4	From the Time menu, select and open Daylight Saving . <i>The Daylight Saving screen appears. The word On appears with a check mark beside it, to indicate that the feature is enabled.</i>
5	Select Off .
6	Press Ok , or press the send key. <i>Daylight Saving Time is disabled. The word Off appears in the display, with a check mark beside it.</i> <i>You return to the previous screen.</i>

—End—

Setting the time format

Follow this procedure to set the time format the terminal uses to display the current time. The time format choices are:

- 12-hour clock
- French
- 24-hour clock

Step	Action
1	From the main menu, open the Settings menu.
2	Form the Settings menu, open the Regional menu.
3	From the Regional menu, open the Time menu.

- 4 From the Time menu, select and open **Time Format**.
The Time Format screen appears.
- 5 Scroll through the Time Format options to select the format you want.
A check mark appears beside the format currently is use.
- 6 To enable a format, select it and press **Ok**, or press the send key.
A check mark appears beside the option, to indicate that it is enabled. The time is displayed in the selected format. You return to the previous screen.

—End—

Setting the date format

Follow this procedure to set the date format the terminal uses to display the current date. When month (mmm) is selected, the display shows an abbreviated name, Oct for example, and not a number.

The date format choices are:

- mmmdd
- ddmmm
- mm/dd
- dd/mm

Step	Action
1	From the main menu, open the Settings menu.
2	Form the Settings menu, open the Regional menu.
3	From the Regional menu, open Time menu.
4	From the Time menu, select and open Date Format . <i>The Date Format screen appears.</i>
5	Scroll through the Date Format options to select the format you want. <i>A check mark appears beside the format currently in use.</i>
6	To enable a format, scroll to the format, and press Ok or press the send key. <i>A check mark appears beside the option, to indicate that it is enabled.</i>
7	Press Ok , or press the send key.

The date is displayed in the selected format. You return to the previous screen.

—End—

Resetting the default time

Follow this procedure to reset the terminal to the default time.

Step	Action
1	From the main menu, open the Settings menu.
2	Form the Settings menu, open the Regional menu.
3	From the Regional menu, open the Time menu.
4	From the Time menu, select and open Reset . <i>A confirmation screen appears.</i>
5	Confirm the action. <i>The terminal reverts to the default time settings. You return to the previous screen.</i>

—End—

Using the User menu

Follow procedures in this section to view and edit your User profile.

Navigation

- "Viewing your user name" (page 53)
- "Viewing your login type" (page 53)
- "Viewing, disabling, or enabling Auto Login" (page 54)
- "Changing your password" (page 55)

Viewing your user name

Follow this procedure to view your user name.

Step	Action
1	From the main menu, open the Settings menu.
2	From the Settings menu, open the User menu.
3	From the User menu, select and open Username . <i>The Username screen, and your user name appear.</i>
—End—	

Viewing your login type

Follow this procedure to view your login type.

The terminal can operate in one of two login types:

- Unique—the terminal cannot join a session with an m6350 Softclient.
- Joint—the terminal can operate in a joint session with a Softclient.

Step	Action
1	From the main menu, open the Settings menu.

- 2 From the Settings menu, open the User menu.
- 3 From the User menu, select and open **Login Type**.
If the current login type is unique, Unique is displayed. If the current login type is joint, Joint is displayed.
- 4 Press **Ok**, or press the send key.
You return to the User menu.

—End—

Viewing, disabling, or enabling Auto Login

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

Any maintenance activity, for example a firmware upgrade, results in a forced log off. If you enable Auto Login, you are automatically logged on to the IP Client Manager when the terminal is available again.

Prerequisites

You must have permission to edit the Auto Login setting. If you have permission, a check mark appears beside Enabled when the screen appears.

Step	Action
1	From the main menu, open the Settings menu.
2	From the Settings menu, open the User menu.
3	From the User menu, select and open Auto Login . <i>The Auto Login screen appears displaying your Auto Login profile. If you do not have permission to edit this feature, the procedure is finished</i>
4	If you have permission to edit this feature, click Ok , or press the send key. <i>The Enabled screen appears. A check mark appears if the feature is enabled.</i>
5	Perform one of these actions: <ul style="list-style-type: none"> • To enable Auto Login, select Enabled. • To disable Auto Login, select Disabled.
6	Press Ok , or press the send key.

A check mark appears beside the item you selected. You return to the AutoLogin screen.

—End—

Changing your password

Follow this procedure to change your password.

If you are unfamiliar with how to use the dialpad to enter text, see "[Using the dialpad to enter text](#)" (page 93) before you begin this procedure.

Step	Action
1	From the main menu, open the Settings menu.
2	From the Settings menu, open the User menu.
3	From the User menu, select and open Password . <i>The Current Password screen appears. The system prompts you to enter your current password.</i>
4	Use the dialpad to enter the current password.
5	After you enter the current password, use the dialpad to enter the new password in the same screen. <i>The Verify Password screen appears. The system prompts you to enter your new password again.</i>
6	Enter your new password again. <i>If you successfully entered your new password, Password Changed is displayed.</i>
7	Press Ok , or press the send key. <i>The password is changed and you return to the previous menu. Use the new password the next time you log on.</i>

—End—

Using the Terminal menu

Follow procedure in this section to view the Terminal settings and adjust the contrast level of the display.

Navigation

- "Accessing the Audio menu" (page 57)
- "Viewing and editing your audio settings" (page 58)
- "Changing the default volume" (page 59)
- "Selecting a ring tone" (page 60)
- "Selecting the dialpad feedback" (page 61)
- "Enabling and disabling handsfree" (page 61)
- "Adjusting the contrast level of the display" (page 62)
- "Performing a firmware upgrade" (page 62)

Accessing the Audio menu

Follow this procedure to open the Audio menu.

Prerequisites

You must have permission to change the default volumes.

Step	Action
1	From the main menu, open the Settings menu.
2	From the Setting menu, open the Terminal menu.
3	From the Terminal menu, select Audio .
4	Press Ok , or press the send key. <i>The Audio menu opens.</i>
5	Perform one of these actions: <ul style="list-style-type: none"> • Select and open Profile.

- See "Viewing and editing your audio settings" (page 58).
- Select and open **Default Volumes**.
See "Changing the default volume" (page 59)
- Select and open **Play Ring Patterns**.
See "Selecting a ring tone" (page 60)
- Select and open **Dialpad Feedback**.
See "Selecting the dialpad feedback" (page 61).
- Select and open **Disable Handsfree**.
See "Enabling and disabling handsfree" (page 61).

—End—

Viewing and editing your audio settings

Follow this procedure to view and edit your audio settings.

Prerequisites

You must have permission to edit the audio settings. If the administrator has granted you permission, a check mark appears beside the profile that appears in the display.

Step	Action
1	From the main menu, open the Settings menu.
2	From the Settings menu, open the Terminal menu.
3	From the Terminal menu, open the Audio menu.
4	From the Audio menu, select and open Profile . <i>The Profile screen appears, showing your audio settings. If you have permission to edit your profile, a check mark appears beside the active profile.</i>
5	If you have permission, and want to edit you audio profile, press Ok or press the send key. <i>A list of available profiles appears.</i>
6	Scroll though the list of profiles and select the option.
7	Press Ok , or press the send key, to save the setting. <i>A check mark appears beside the selected profile. You return to the Audio menu.</i>

—End—

Changing the default volume

Follow this procedure to set the volume of the handset, handsfree speaker, ringer, or buzzer.

Prerequisites

The Audio menu item must be available from the main menu.

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

- | | |
|---|--|
| 1 | From the main menu, open the Settings menu. |
| 2 | From the Settings menu, open the Terminal menu. |
| 3 | From the Terminal menu, open the Audio menu. |
| 4 | From the Audio menu, select and open Default Volumes .
<i>The Default Volumes menu opens.</i> |
| 5 | From the Default Volumes menu, perform one of these actions: <ul style="list-style-type: none"> • Select and open Handset. • Select and open Handsfree. • Select and open Ringer. • Select and open Buzzer. • Select and open Help. <p><i>If you select Handset, Handsfree, Ringer, or Buzzer, a screen appears displaying a scroll bar.</i></p> |
| 6 | If you select Handset, Handsfree, Ringer, or Buzzer, perform one of these actions: <ul style="list-style-type: none"> • To decrease the volume, press and hold the left navigation key. • To increase the volume, press and hold the right navigation key. <p><i>A number is displayed to the right of the scroll bar to indicate the actual volume level in numerical form.</i></p> |
| 7 | Perform one of these actions: <ul style="list-style-type: none"> • For Headset, Handset, and Handsfree: <ul style="list-style-type: none"> — Press Cancel to cancel the request. |

- Press **Reset** to reset the volume to the previous level.
- Press **Ok**, or press the send key, when you have the volume level you want.
- For Buzzer and Ringer:
 - Press **Cancel** to cancel the request.
 - Press **Reset** to reset the volume to the previous level.
 - Press **Play** to hear the level of the currently selected volume.
 - Press **Ok**, or press the send key, when you have the volume level you want.

The default volume of the selected speaker is set.

—End—

Selecting a ring tone

Follow this procedure to select a ring tone.

Prerequisites

You must have permission to edit your audio profile to perform this procedure. Permission to edit your audio profile is granted by your system administrator.

Step Action

- 1 From the main menu, open the Settings menu.
- 2 From the Settings menu, open the Terminal menu.
- 3 From the Terminal menu, open the Audio menu.
- 4 From the Audio menu, select and open **Play Ring Patterns**.
The list of ring tones opens.
- 5 To hear a ring tone before you select it, select one from the list and press **Play**. Press **Stop** to stop the ring tone from playing.
- 6 To select a ring tone, press **Apply**.

—End—

Selecting the dialpad feedback

Follow this procedure to select the sound that the keypad makes when you press a number button on the dialpad.

You must have permission to edit your dialpad feedback to perform this procedure. Permission to edit your dialpad feedback is granted by your system administrator.

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

- | | |
|---|--|
| 1 | From the main menu, open the Settings menu. |
| 2 | From the Settings menu, open the Terminal menu. |
| 3 | From the Terminal menu, open the Audio menu. |
| 4 | From the Audio menu, select and open Dialpad Feedback .
<i>The Dialpad Feedback menu opens, and a list of options appears:</i> <ul style="list-style-type: none"> • Server DTMF • No Sound • Identical Sounds • Terminal DTMF <i>A check mark appears beside the format currently selected.</i>
<i>Server DTMF is the default option.</i> |
| 5 | Select an item. |
| 6 | Press Ok , or press the send key, to save the setting. |

—End—

Enabling and disabling handsfree

Follow this procedure to enable or disable handsfree mode.

You must have permission to edit your handsfree mode to perform this procedure. Permission to edit your handsfree mode is granted by your system administrator.

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

- | | |
|---|---|
| 1 | From the main menu, open the Settings menu. |
| 2 | From the Settings menu, open the Terminal menu. |
| 3 | From the Terminal menu, open the Audio menu. |

- 4 From the Audio menu, select and open **Disable Handsfree**.
The Disable Handsfree screen appears.
If the feature is disabled, the word Off appears with a check mark beside it. If the feature is enabled, the word On appears with a check mark beside it.
- 5 Select On or Off.
- 6 Press **Ok**, or press the send key, to save the setting.

—End—

Adjusting the contrast level of the display

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

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

- 1 From the main menu, open the Settings menu.
- 2 From the Settings menu, open the Terminal menu.
- 3 From the Terminal menu, select and open **Display**.
The Contrast screen appears.
- 4 Perform one of these actions:
 - To decrease the contrast, press and hold the up navigation key.
 - To increase the contrast, press and hold the down navigation key.
The percentage scale on the screen shows the degree of change. The level continues to decrease or increase while you hold down the key.
- 5 Stop holding down the key when you find the contrast you like.
- 6 Press **Ok**, or press the send key.
The current contrast level is saved and you return to the previous screen.

—End—

Performing a firmware upgrade

Follow this procedure to upgrade the IP Phone firmware.

If a firmware upgrade for the IP Phone is available, the system prompts you to upgrade when you log on. If the terminal is below the minimum level, the only option is yes. You cannot log on until you perform the upgrade.

During the upgrade, the terminal reboots and is temporarily unavailable.

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

- | | |
|---|---|
| 1 | From the main menu, open the Settings menu. |
| 2 | From the Settings menu, open the Terminal menu. |
| 3 | From the Terminal menu, select Upgrade . |
| 4 | Press Ok , or press the send key.
<i>The Upgrade confirmation screen appears.</i> |
| 5 | Confirm the action.
<i>A second confirmation screen appears.</i> |
| 6 | Press Yes , or press the send key.
<i>The firmware is downloaded.</i> |

—End—

Using the Call menu

Follow procedures in this section to use the Call menu.

Step	Action
1	From the main menu, open the Settings menu.
2	From the Settings menu, select and open Call . <i>The Call menu opens.</i>
3	Perform one of these actions: <ul style="list-style-type: none"> • Select and open Feature. See "Using the Feature menu" (page 67). • Select and open History. See "Resetting the Inbox" (page 79), and "Resetting the Outbox" (page 83). • Select and open Softkey. See "Resetting softkeys to the defaults" (page 65).

—End—

Resetting softkeys to the defaults

Follow this procedure to reapply the default softkey assignments.

Step	Action
1	From the main menu, open the Settings menu.
2	From the Settings menu, open the Call menu.
3	From the Call menu, select and open Softkey . <i>A confirmation screen appears.</i>
4	Confirm the action.

- 5** Press **Ok**, or press the send key.
The softkey assignments are reset to the default.

—End—

Using the Feature menu

Follow the procedures in this section to use the Feature menu.

When you access the Features menu, a numbered list of the features provisioned on each key is displayed. The number displayed indicates the key to which the feature is assigned to your line on the Communication Server 2000 (CS2K).

Features are assigned by your system administrator, so the features you have available may differ from those described in this User Guide.

Changing the keys to which a feature is associated does not create new functionality.

Navigation

- ["Using the Assign menu" \(page 67\)](#)
- ["Defining the Key type" \(page 68\)](#)
- ["Resetting the feature keys to the defaults" \(page 69\)](#)
- ["Labeling a feature" \(page 69\)](#)
- ["Using the Options menu" \(page 70\)](#)
- ["Enabling or disabling auto hide" \(page 70\)](#)
- ["Defining your default feature" \(page 71\)](#)
- ["Accessing the Outbox" \(page 81\)](#)

Using the Assign menu

Follow this procedure to open the Assign menu.

Step	Action
1	From the main menu, open the Settings menu.
2	From the Settings menu, open the Call menu.
3	From the Call menu, open the Feature menu.

A list of the feature keys and their current assignments appears.

- 4 Scroll through the list and select the feature key.
The Feature submenu appears.
- 5 Select and open **Assign**.
- 6 Press **Ok**, or press the send key.
The Assign menu opens.

—End—

Defining the Key type

Follow this procedure to define the key type.

Each feature key can have one of two types of features assigned to it: a Centrex feature such as Call Forward or Mute, or a local CICM feature, which is a directory contact. For further information about Centrex features, see *Nortel CICM Fundamentals* (NN10044-111).

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

- 1 From the main menu, open the Settings menu.
- 2 From the Settings menu, open the Call menu.
- 3 From the Call menu, open the Feature menu.
A list of the feature keys and their current assignments appears.
- 4 Scroll through the list and select the feature key.
The Feature submenu appears.
- 5 Select and open **Assign**.
If the selected key is assigned to a Centrex feature, these softkey labels appear: Key Type and Autoscroll.
If the selected key is assigned to a local feature, these softkey labels appear: Key Type and Feature.
- 6 Press **Key Type**.
The Key Type screen appears. A check mark appears beside the type currently assigned to the key.
- 7 To change the key type, select the key type that does not have a check mark beside it, and press **OK** or press the send key.

—End—

Resetting the feature keys to the defaults

Follow this procedure to reset the keys to the default settings.

Step	Action
1	From the main menu, open the Settings menu.
2	From the Settings menu, open the Call menu.
3	From the Call menu, open the Feature menu. <i>A list of the feature keys and their current assignments appears.</i>
4	Scroll through the list and select the feature key. <i>The Feature submenu appears.</i>
5	Select and open Reset . <i>The Reset screen appears.</i>
6	Press Yes , or press the send key. <i>The keys are reset to the default settings. You return to the Assign menu.</i>

—End—

Labeling a feature

Follow this procedure to change feature labels associated with softkeys. Relabel Centrex feature labels through the Call Service menu, only. See ["Labeling soft keys" \(page 45\)](#).

If you are unfamiliar with how to use the dialpad to enter text, see ["Using the dialpad to enter text" \(page 93\)](#) before you begin this procedure.

Step	Action
1	From the main menu, open the Settings menu.
2	From the Settings menu, open the Call menu.
3	From the Call menu, open the Feature menu. <i>A list of the feature keys and their current assignments appears.</i>
4	Scroll through the list and select the feature key. <i>The Feature submenu appears.</i>
5	Select and open Label .

The Enter Label screen appears.

- 6 Press **Clear** to delete the current label.
- 7 Use the dialpad to enter the new label.
- 8 To correct the label, press **Bkspc**.
- 9 When you have correctly entered the new label, press **Ok** or press the send key.

The new label is applied. You return to the Feature menu.

—End—

Using the Options menu

Follow this procedure to open the Options menu.

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

- 1 From the main menu, open the Settings menu.
- 2 From the Settings menu, open the Call menu.
- 3 From the Call menu, open the Feature menu.
A list of the feature keys and their current assignments appears.
- 4 Scroll through the list and select the feature key.
The Feature submenu appears.
- 5 Select and open **Options**.
- 6 Press **Ok**, or press the send key.
The Options menu opens.

—End—

Enabling or disabling auto hide

The auto hide feature allows only those features that are available for use to appear in the display. Feature availability depends on the state of the terminal, and the administrator settings.

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

- 1 From the main menu, open the Settings menu.

- 2 From the Settings menu, open the Call menu.
- 3 From the Call menu, open the Feature menu.
A list of the feature keys and their current assignments appears.
- 4 Scroll through the list and select the feature key.
The Feature submenu appears.
- 5 Select and open **Options**.
- 6 Perform one of these actions:
 - To enable the feature, select **Enable**.
 - To disable the feature, select **Disable**.
- 7 Press **Ok**, or press the send key.
A check mark appears beside your selection. You return to the Options menu.

—End—

Defining your default feature

Follow this procedure to assign a feature to your default Directory Number (DN) key.

- | Step | Action |
|------|--|
| 1 | From the main menu, open the Settings menu. |
| 2 | From the Settings menu, open the Call menu. |
| 3 | From the Call menu, open the Feature menu.
<i>A list of the feature keys and their current assignments appears.</i> |
| 4 | Scroll through the list and select the feature key.
<i>The Feature submenu appears.</i> |
| 5 | Select and open Options . |
| 6 | From the Options menu, select and open Default Feature .
<i>The Default Feature screen appears, showing a list of DN keys.</i> |
| 7 | Scroll through the list to select the key that you want to select as your default feature key. |
| 8 | Press Ok , or press the send key. |

The selected DN is now your default feature key. You return to the Options menu.

—End—

Assigning the Outbox to a key

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

Step	Action
1	From the main menu, open the Settings menu.
2	From the Settings menu, open the Call menu.
3	From the Call menu, open the Feature menu. <i>A list of the feature keys and their current assignments appears.</i>
4	Scroll through the list and select the feature key. <i>The Feature submenu appears.</i>
5	Select and open Options .
6	From the Options menu, select and open Outbox Feature . <i>The Outbox screen appears, showing a list of Directory Number (DN) keys.</i>
7	Scroll through the list to select a key that you want to assign to the Outbox.
8	Press Ok , or press the send key. <i>The Outbox is assigned to the selected key. You return to the Options menu.</i>

—End—

Using the Directory menu

Follow procedures in this section to use the Directory menu.

Navigation

- "Adding or editing a directory entry " (page 73)
- "Adding or editing a directory entry " (page 73)
- "Deleting an entry from the directory" (page 75)
- "Making a call using the directory" (page 75)
- To add an entry to the directory from the Inbox, see "Storing a number from the Inbox" (page 78).
- To add an entry to the directory from the Outbox, see "Storing a number from the Outbox" (page 82).

Adding or editing a directory entry

Follow this procedure to add or edit a directory entry. If you are unfamiliar with how to use the dialpad to enter text, see "Using the dialpad to enter text" (page 93) before you begin this procedure.

Step	Action
1	From the main menu, open the directory. <i>The Directory opens.</i>
2	Perform one of these actions: <ul style="list-style-type: none"> • If this is a new entry, select and open New Entry. • If you are editing an existing entry, navigate through the list to select the entry.
3	Press Ok or press the send key.
4	To add or edit the number, perform these steps: <ol style="list-style-type: none"> a. From the New Entry menu, select and open Number.

- b. Use the dialpad to enter the number.
- c. Press **Ok**, or press the send key.

The number is entered in the directory, and you return to the New Entry menu.

- 5** To add or edit the surname, perform these steps:

- a. From the New Entry menu, select and open **Surname**.
- b. Use the dialpad to enter the surname.
- c. Press **Ok**, or press the send key.

The surname is entered in the directory, and you return to the New Entry menu.

- 6** To add or edit the first name, perform these steps:

- a. From the New Entry menu, select and open **First Name**.
- b. Use the dialpad to enter the first name.
- c. Press **Ok**, or press the send key.

The first name is entered in the directory, and you return to the New Entry menu.

- 7** To add or edit the feature key label, perform these steps:

- a. From the New Entry menu, select and open **Feature Key Format**.
- b. Use the dialpad to enter how the contact name will appear on the feature key label.
- c. Press **Ok**, or press the send key.

- 8** When you finish entering or editing the information, select **Save**.

You are asked to confirm the action.

- 9** Perform one of these actions:

- To save, press **Yes**.
- To edit the information, press **No**.

The *Resume Editing?* message appears. Press **Yes** to edit the information. Press **No** to exit the directory without saving the information.

—End—

Deleting an entry from the directory

Follow this procedure to access the Directory menu.

Step	Action
1	From the main menu, open the Directory menu.
2	From the Directory list, select the name you want to delete.
3	Press Ok , or press the send key. <i>The Directory menu opens.</i>
4	Press the down navigation key until the Delete option appears.
5	Press Ok , or press the send key. <i>A confirmation screen appears.</i>
6	Press Ok or press the send key, and then press Yes to confirm the action

—End—

Making a call using the directory

Follow this procedure to make a call from within the directory.

Step	Action
1	From the main menu, open the Directory menu.
2	From the Directory list, select the name or number that you want to call.
3	Press Ok , or press the send key. <i>The Dial screen appears.</i>
4	Press Ok , or press the send key. <i>The number is dialed.</i>

—End—

Using the Inbox

Follow procedures in this section to use the Inbox feature. See "[IP Phone 1110 components](#)" (page 10) for the location of the Inbox key.

The IP Phone has a dedicated fixed key for the Inbox. The system logs the incoming key number, time and date, as well as the display shown on the IP Phone at the time of the incoming call. The information from the display is captured only if the call lasts for more than two seconds.

The Inbox can store a maximum of 10 calls. When the maximum is reached, the oldest call is dropped. Calls appear in the list in order in which they were received, with the most recent call at the top of the list.

The Inbox call display consists of a time or date stamp, and a name or number. A time stamp appears beside calls you receive on the same day on which you view the Inbox. A date stamp appears beside calls that arrive prior to the day of viewing. If no call information was extracted from the display of the incoming call, the No Details message appears. Use the up and down navigation keys to scroll through the list.

If you have a message waiting or you have missed a call, the message waiting lamp is turned on. The lamp turns off after you retrieve the waiting message.

Navigation

- "[Accessing the Inbox](#)" (page 77)
- "[Viewing Inbox call information](#)" (page 78)
- "[Storing a number from the Outbox](#)" (page 82)
- "[Using the Inbox to make a call](#)" (page 79)
- "[Resetting the Inbox](#)" (page 79)

Accessing the Inbox

Follow this procedure to access the Inbox.

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

- | | |
|---|---|
| 1 | Press the Inbox key on the terminal. |
|---|---|

The Inbox screen appears, showing a list of the 10 most recent incoming calls.

- 2 Select an item from the list and press **Ok**.
- 3 Perform one of these actions:
 - Select **Dial**, to call the number.
 - Select **Display** to view caller information.
 - Select **Store** to store the number in the directory.

—End—

Viewing Inbox call information

Step	Action
1	Press the Inbox key on the terminal. <i>The Inbox screen appears, showing a list of the 10 most recent incoming calls.</i>
2	Select a number from the list.
3	Press Ok , or press the send key. <i>A list of options appears.</i>
4	Select and open Display . <i>The caller information appears.</i>

—End—

Storing a number from the Inbox

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

Step	Action
1	Press the Inbox key on the terminal. <i>The Inbox screen appears, showing a list of the 10 most recent incoming calls.</i>
2	Select a number from the list.
3	Press Ok , or press the send key.

The Dial screen appears.

- 4 Press the down navigation key to select **Store**.

The directory submenu appears.

- 5 See ["Adding or editing a directory entry "](#) (page 73) for this procedure.

—End—

Using the Inbox to make a call

Follow this procedure to make a call from within the Inbox.

Step	Action
1	Press the Inbox key on the terminal. <i>The Inbox screen appears, showing a list of the 10 most recent incoming calls.</i>
2	Select the number you want to dial.
3	Press Ok , or press the send key.
4	Select Dial .
5	Press Ok , or press the send key. <i>The Predial screen appears with the number entered in the display.</i>
6	Perform one of these actions: <ul style="list-style-type: none"> • To edit the number, see "Editing a predialed number" (page 26). • To make the call, see "Making a call using predial" (page 26).

—End—

Resetting the Inbox

Follow this procedure to empty the contents of the Inbox.

Step	Action
1	From the main menu, open the Settings menu.
2	From the Settings menu, open the Call menu.
3	From the Call menu, select and open History .

The History menu opens.

- 4 Press **Ok**, or press the send key.

The Reset Inbox screen appears.

- 5 To reset the Inbox, Press **Ok** or press the send key.

The Inbox is reset. You return to the Call screen.

—End—

Using the Outbox

You must assign a Directory Number (DN) key the Outbox before you can use this feature. After you assign a DN key, the IP Phone logs all outgoing calls from that DN. The system logs the outgoing key number, time, and date. If the duration of the call is more than two seconds, the system captures the display as it appeared when the call was made.

The Outbox can store a maximum of 10 calls. When the maximum is reached, the oldest call is dropped. Calls appear in the list in order in which they were made, with the most recent call at the top of the list.

The Outbox call display consists of a time or date stamp and a name or number. A time stamp appears beside calls you made on the same day on which you view the Outbox. A date stamp appears beside calls that were made prior to the day of viewing. If no name or number was extracted from the display of the outgoing call, the numbered dialed appears. Use the up and down navigation keys to scroll through the list. The list does not wrap around.

Follow procedures in this section to use the Outbox feature.

Navigation

- ["Accessing the Outbox" \(page 81\)](#)
- ["Viewing Outbox call information" \(page 82\)](#)
- ["Storing a number from the Outbox" \(page 82\)](#)
- ["Using the Outbox to make a call" \(page 83\)](#)
- ["Resetting the Outbox" \(page 83\)](#)

Accessing the Outbox

Follow this procedure to access and use the Outbox.

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

- | | |
|---|---|
| 1 | From the main menu, select and open Outbox . |
|---|---|

The Outbox screen appears, showing a list of the 10 most recent outgoing calls.

- 2 Select an item from the list and press **Ok**, or press the send key.
- 3 Perform one of these actions:
 - Select **Dial**, to call the number.
 - Select **Display** to view caller information.
 - Select **Store** to store the number in the directory.

—End—

Viewing Outbox call information

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

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

- | | |
|---|---|
| 1 | Press Outbox .
<i>The Outbox screen appears, showing a list of the 10 most recent outgoing calls.</i> |
| 2 | Select a number from the list. |
| 3 | Press Ok , or press the send key.
<i>A list of options appears.</i> |
| 4 | Select and open Display .
<i>The caller information appears.</i> |

—End—

Storing a number from the Outbox

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

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

- | | |
|---|---|
| 1 | Press Outbox .
<i>The Outbox screen appears, showing a list of the 10 most recent outgoing calls.</i> |
| 2 | Select a number from the list. |
| 3 | Press Ok , or press the send key.
<i>The Dial screen appears.</i> |

- 4 Press the down navigation key to select **Store**.
The directory submenu appears.
- 5 See "Adding or editing a directory entry " (page 73) for this procedure.

—End—

Using the Outbox to make a call

Follow this procedure to make a call from within the Outbox.

Step	Action
1	Press Outbox . <i>The Outbox screen appears, showing a list of the 10 most recent outgoing calls.</i>
2	Select the number you want to dial.
3	Press Ok , or press the send key. <i>The dial screen appears.</i>
4	Press Ok , or press the send key. <i>The number is dialed.</i>

—End—

Resetting the Outbox

Follow this procedure to empty the contents of the Outbox.

Step	Action
1	From the main menu, open the Settings menu.
2	From the Settings menu, open the Call menu.
3	From the Call menu, select and open History . <i>The History menu opens.</i>
4	Press Ok , or press the send key. <i>The Reset Inbox screen appears.</i>

- 5 Press the down navigation key. On the Reset Outbox screen, press **Ok** or press the send key.

The Outbox is reset. You return to the Call screen.

—End—

Call Services

The Call Services menu gives the IP Phone 1110 access to Centrex features, which are assigned by your system administrator. Any call service features that are provisioned on your line are available when you log onto the IP Phone terminal.

You can have a maximum of 14 features assigned to your line. The full list of features is accessed through the Call Services menu. It is from this list that you can choose specific features to assign to the softkeys on the IP Phone.

Not all features are available on all telephones.

The Call Services menu has six items:

- **Activate**—allows you to activate the selected feature
- **Change Softkey**—allows you to change the feature assigned to the selected softkey
- **Details**—allows you to view the profile of the selected feature
- **Label**—allows you to relabel the selected softkey
- **Softkey Status**—allows you to view the current features assigned the softkeys
- **Unassign**—allows you to remove a feature assignment from a softkey

Feature profiles

Each Centrex feature has a profile. The profile determines when the feature appears in the display, based on the current state of the terminal: idle or active. There are three possible profiles:

- **Hide when idle**
- **Hide when active**
- **Never hide**

Logically, some features are available only when the terminal is active, such as Mute. Other features, like Call Forwarding, are available only when the terminal is idle. You cannot change the profile that is associated with a feature.

To realize the greatest benefit from softkey assignments, you can assign two features to a single softkey. However, you can only assign two features to the same key as long as one has a Hide when idle profile and the other is Hide when active. You cannot assign two features to the same key if one feature has a Never hide profile.

Possible combinations of features assigned to softkeys are:

- Three Idle features and three Active features
- One Never Hide feature, two Idle features, and two Active features
- Two Never Hide features, one Idle feature, and one Active features
- Three Never Hide features

Softkey assignment

The Centrex features assigned to you by the administrator, are always available through the Call Services menu. You do not have to assign a feature to a softkey to be able to use the feature.

The first time you log onto the IP Phone, the available Centrex features are automatically assigned to the softkeys. The default softkey assignment is set by the administrator. The method for this provisioning is based on the numerical order of the feature keys on the core.

For example, if you transfer from an IP Phone 2004 to an IP Phone 1110 for the first time, the Call Service features that were provisioned on feature keys 2, 3, and 4 on the 2004, are assigned to softkeys 2, 3, and 4 based on the feature profile of each feature.

Key 1 on the CS2000 is reserved for the primary directory number (DN), or the associated Directory Number feature.

After you log on the first time and the default key assignments are made, you can change the assignments to suit your own needs. Changing the feature to softkey association does not create new functionality, but instead changes the key on which the feature is available.

The table, Example 1: Default softkey assignment, is an example of Centrex features and default softkey assignments.

Sample: Default softkey assignment

Key	2004 feature assignment	Feature profile	1110 softkey assignment	Automatic softkey assignment on 1110
2	Three Way Call	Hide when idle	1	Yes. The feature appears only when the terminal is active.
3	Call Forward	Hide when active	1	Yes. The feature appears only when the terminal is idle.

Key	2004 feature assignment	Feature profile	1110 softkey assignment	Automatic softkey assignment on 1110
4	Make Set Busy	Hide when active	2	Yes. The feature appears only when the terminal is idle.
5	Busy Override	Hide when idle	2	Yes. The feature appears only when the terminal is active.
6	Ring Again	Never hide	3	Yes. The feature always appears.
7	Call Waiting	Never hide	None	All softkeys are allocated. Therefore the feature is not automatically provisioned.

Examples of feature to softkey mapping

These examples illustrate how the system maps features to softkeys when you make key assignments. In these examples:

- The list of currently assigned features starts out empty, to make it easier for you to follow the mapping.
- The tables show a logical map. The tables are not an example of what you will see on the Status screen when you select Details from the Call Services submenu.
- The features that appear in these examples were chosen at random, and are not an actual reflection of the features you can expect to find assigned to your line.
- Not all features are available on all telephones. Consult your system administrator to verify which features are available to you.

Example 1: Assign a feature to a softkey

In this example, Three Way Call (profile: Hide when idle) is assigned to softkey 1.

Example 1: Assign a feature to a softkey 1

Key	2004 feature assignment	Feature profile	1110 softkey assignment
2	Three Way Call	Hide when idle	1
3	Call Forward	Hide when active	None
4	Make Set Busy	Hide when active	None
5	Busy Override	Hide when idle	None

Key	2004 feature assignment	Feature profile	1110 softkey assignment
6	Ring Again	Never hide	None
7	Call Waiting	Never hide	None

Example 2: Reassign a softkey

If Three Way Call is replaced by Call Waiting (Hide when idle), the map looks like this.

Example 2: Reassign a softkey

Key	2004 feature assignment	Feature profile	1110 softkey assignment
2	Three Way Call	Hide when idle	None
3	Call Forward	Hide when active	None
4	Make Set Busy	Hide when active	None
5	Busy Override	Hide when idle	None
6	Ring Again	Never hide	None
7	Call Waiting	Never hide	1

Example 3: Assign features with opposite profiles to the same key

If a second feature, such as Make Set Busy (Hide when active) is assigned to key 1, the map now looks like this.

Example 3: Assign features with opposite profiles to the same key

Key	2004 feature assignment	Feature profile	1110 softkey assignment
2	Three Way Call	Hide when idle	None
3	Call Forward	Hide when active	None
4	Make Set Busy	Hide when active	1
5	Busy Override	Hide when idle	None
6	Ring Again	Never hide	None
7	Call Waiting	Never hide	1

Example 4: Replace a feature with one with a like profile

When a key has two features assignment to it, you can replace one feature with another with the same profile, without losing the other feature. Therefore, if Call Forward is assigned to key 1, it replaces Make Set Busy, but not Call Waiting. The new map looks like this.

Example 4: Replace a feature with one with a like profile

Key	2004 feature assignment	Feature profile	1110 softkey assignment
2	Three Way Call	Hide when idle	None
3	Call Forward	Hide when active	1
4	Make Set Busy	Hide when active	None
5	Busy Override	Hide when idle	None
6	Ring Again	Never hide	None
7	Call Waiting	Never hide	1

Example 5: Assign a Never hide feature to key already assigned

A feature with a Never hide profile always replaces a feature with a Hide when idle or Hide when active profile. This example shows what happens if you assign a feature with a Never hide profile, to key 1.

Example 5: Assign a Never hide feature to key already assigned

Key	2004 feature assignment	Feature profile	1110 softkey assignment
2	Three Way Call	Hide when idle	None
3	Call Forward	Hide when active	None
4	Make Set Busy	Hide when active	None
5	Busy Override	Hide when idle	None
6	Ring Again	Never hide	1
7	Call Waiting	Never hide	None

Mute feature

The IP Phone 1110 does not have a fixed mute key, but a mute feature is available from the feature list. The mute feature profile is Hide when idle, therefore the item appears in the display only when the handset is active.

To activate the mute feature, see ["Activating a feature from the menu"](#) (page 41).

To assign the feature to a softkey, see ["Assigning a feature to a key"](#) (page 42).

Using the dialpad to enter text

Some screens require you to enter text in order to perform an action, such as changing your password or entering names in the directory. To enter text you use the dialpad on the terminal.

On the dialpad, keys numbered 2 through 9 each have three letters associated with them. When entering text, press the key once to enter the first letter, twice to enter the second letter, and three times to enter the third letter. No letters are associated with the number 1 or the 0 keys.

You can only enter text in the display when you see a flashing cursor in the information line above the softkeys. For example, When you are creating a directory entry, you will see this on the Surname screen.

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

- | | |
|---|---|
| 1 | Perform one of these actions to enter letters. <ul style="list-style-type: none">• To enter the first letter listed on a key, press the key once.• To enter the second letter listed on a key, press the key twice.• To enter the third letter listed on the key, press the key three times. |
| 2 | To enter special characters, perform these steps. See " Procedure job aid " (page 94). <ol style="list-style-type: none">a. Press Symbol.
<i>A list of symbols opens.</i>b. Use the navigation keys to scroll through the list and select the symbol.c. Press Ok or press the send key, to add the symbol to the text string. |

—End—

This list shows the output associated with each key on the dialpad.

Procedure job aid

Key 1	Nothing
Key 2	A Ä Å Ã Ä Å Æ B C Ç a á â ã ä å æ b c ç 2
Key 3	D E È É Ê Ë F d e è é ê ë f 3
Key 4	G H I Î Ï g h i i i i 4
Key 5	J K L j k l 5
Key 6	M N Ñ O Ó Ô Õ Ö Ø m n ñ o ó ô õ ö ø 6
Key 7	P Q R S p q r s 7
Key 8	T U Ú Û Ü V t u ú û ü v 8
Key 9	W X Y Ý Þ ß Z w x y ý þ ÿ z 9
Key #	! " # \$ % & ' { } 0 1 2 3 4 5 6

Use the IP Phone with the IP Softphone m6350

The Call Services menu gives the IP Phone access to Centrex features; the softkeys in the display provide an alternative to the dedicated feature keys on an IP Phone 2004. Any changes the user makes to the 1110 feature key assignments, through the feature menu, apply only when the user is logged onto a terminal with dedicated feature keys.

Nortel recommends that users run the IP Softphone m6350 and the 1110 together for easier feature activation. When in a joint session, the audio is always sent to the physical terminal; therefore, the IP Softphone m6350 could be used for feature key activation only, if required.

Contact your system administrator for more information about how to set up a joint session between your IP Phone and an IP Softphone m6350.

Access Code summary

Contact your system administrator for a list of features available on your IP Phone, and the corresponding Access Codes.

Use Table 1 to keep track of the feature Access Codes.

Assigned feature access codes

Feature	Access Code	Feature	Access Code

Carrier VoIP

Nortel IP Phone 1110 User Guide (CICM)

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