



Nortel IP Phones 1200 Series

SIP User Guide

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Regulatory and Safety Information

EMC

- United States: FCC 47 CFR Part 15 Class B
- Canada: ICES-003 Class B
- Australia/New Zealand: CISPR 22
- European community:
 - EN55022 Class B
 - EN 55024
 - EN 61000-3-2
 - EN 61000-3-3
- Japan: VCCI
- Korea MIC: KN22 and KN24

Safety

- United States: UL 60950-1
- Canada: CSA 60950-1-03
- Australia/New Zealand: AS/NZS 60950.1:2003
- European Community: EN 60950-1+A11
- International: IEC 60950-1
- Mexico: NOM approvals

Other

- FCC Part 68 HAC
- IC CS-03 HAC
- Australia AS/ACIF 004
- New Zealand PTC 220
- Complies with the essential requirements and other relevant provisions of Directive 1999/5/EC10
- Complies with Reduction of Hazardous Substances (RoHS) – (6 of 6) as part of European Union Environmental Directive
- American Disabilities Act (ADA) compliant dialpad

Introduction

Your IP Phones 1200 series bring voice and data to your desktop and are designed and optimized for small and medium sized businesses. These phones have an ergonomic and advanced design.

IP Phone 1200 Series

Your IP Phones 1200 series include three models, namely IP Phone 1210, IP Phone 1220 and IP Phone 1230. The choice of the three phone models enables you to choose the functionality and price that is just right for your business use.

This section includes the following topics:

- [Basic Features](#),
- [Installing Your IP Phone](#),
- [Description of Keys and Components](#).

Basic Features

IP Phone 1210

The IP Phone 1210 is the entry-level deskset in the exciting IP Phone 1200 Series that comes pre-programmed with key features used by today's businesses. It is a standard-level desktop phone for basic communication needs. It is a great choice for lobbies, lunchrooms and other common public areas. The phone includes the following features:

- Four Context Sensitive Soft Keys (self labeled)
- Two Specialized Feature Keys
- Six Fixed Call Processing Keys (Three with LED Status), namely Mute, Handsfree, Goodbye, Applications, Headset, Hold
- Volume Up/Down Keys to Separately Adjust the Ringer, Speaker, Headset And Handset's Volume
- Four-Way Navigation Cluster plus Enter Key
- Wall Mountable
- LCD Display Screen
- High Quality Speakerphone
- Hearing Aid Compatibility
- Handset Jack
- Headset Jack
- 10/100 Ethernet Ports:
 - One Ethernet port for LAN Connection
 - One Ethernet port for optional PC connection
- Power Over Ethernet (PoE) through the LAN port, or Power Through a Supported AC Adapter

IP Phone 1220

The IP Phone 1220 is one of the desksets in the exciting IP Phone 1200 Series that comes pre-programmed with key features used by today's businesses. The IP Phone 1220 is an intermediate-level desktop that is ideally positioned for office workers with moderate call activity. The phone includes the following features:

- 5 Lines x 25 Character LCD Display
- Four Context-Sensitive Soft Keys (Self Labeled)
- Six Specialized Feature Keys
- Six Fixed Call Processing Keys (Three with LED Status) namely – Mute, Handsfree, Goodbye, Applications, Headset, Hold
- Volume Up/Down Keys to Separately Adjust the Ringer, Speaker, Headset and Handset Volume
- Four-Way Navigation Cluster Plus Enter Key
- Four Line Keys (Self Labeled)
- Wall Mountable
- LCD Display Screen
- High Quality Speakerphone
- Hearing Aid Compatibility
- Headset Jack
- Handset Jack
- 10/100 Ethernet Ports:
 - One Ethernet Port for LAN Connection
 - One Ethernet Port for Optional PC Connection
- Power Over Ethernet (PoE) through the LAN port, or Power Through a Supported AC Adapter
- Accessory Expansion Module (AEM) Port to Connect the Expansion Module

IP Phone 1230

The IP Phone 1230 comes pre-programmed with key features used by today's businesses. It is a premium-intermediate deskset and is best suited for power users with advanced communication needs, users such as managers, knowledge workers and administrative assistants. The phone includes the following features:

- 9 Nine lines x 25 Character LCD Display
- Four Context Sensitive Soft Keys (Self Labeled)
- Six Specialized Feature Keys
- Six Fixed Call Processing Keys (Three with LED Status) namely – Mute, Handsfree, Goodbye, Applications, Headset, Hold
- Volume Up/Down Keys to Separately Adjust the Ringer, Speaker, Headset and Handset Volume
- Four-Way Navigation Cluster Plus Enter Key
- Ten Line Keys (Self Labeled)
- Wall Mountable
- LCD Display Screen
- High Quality Speakerphone
- Hearing Aid Compatibility
- Headset Jack
- Handset Jack
- 10/100 Ethernet Ports:
 - One Ethernet Port for LAN Connection
 - One Ethernet Port for Optional PC Connection
- Power Over Ethernet (PoE) through the LAN port, or Power Through a Supported AC Adapter
- Accessory Expansion Module (AEM) Port to Connect the Expansion Module

Installing Your IP Phone

Phone Components

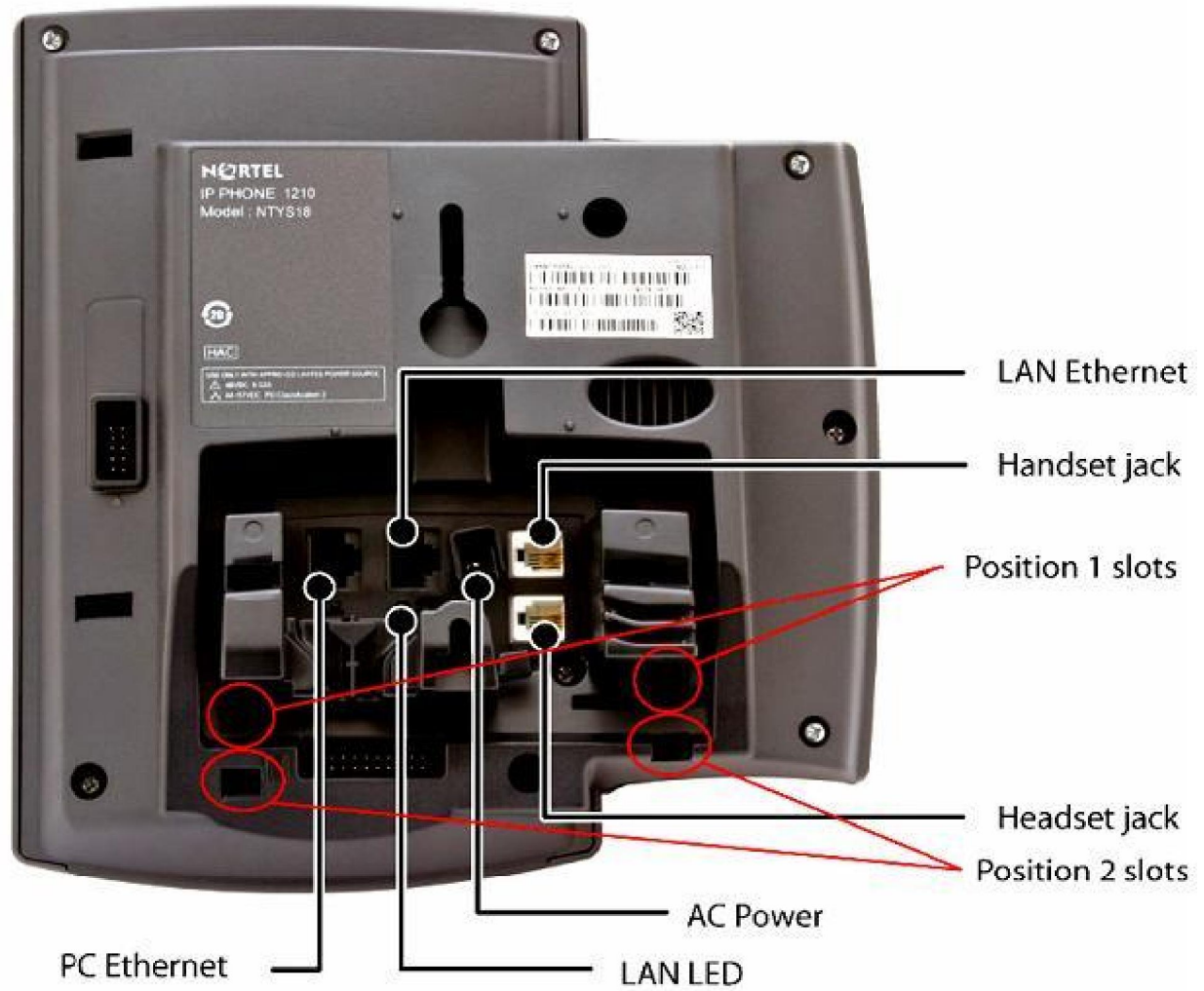
This section details the steps and precautionary measures to perform during the installation of your IP Phone. The standard package includes the following accessories:

- Foot Stand
- Handset
- Handset Cord
- 2.1 meters (7 feet) CAT5e Ethernet Cable
- Number Plate and Lens

[Figure 1](#) shows the connections on the back of a 1200 Series IP Phone. Perform the following steps to connect the components of the phone and to install the phone:

- [Attaching the Foot Stand \(optional\)](#)
- [Connecting the Handset](#)
- [Connecting the Headset \(optional\)](#)
- [Connecting AC Power \(optional\)](#)
- [Connecting the LAN Ethernet cable](#)
- [Connecting the PC Ethernet cable](#)
- [Wall mounting \(optional\)](#)

Figure 1: Connections on an IP Phone 1200 Series



Attaching the Foot Stand (optional)

Attach the foot stand in the appropriate slots depending on the desired angle for your IP Phone. If you insert the foot stand into the upper slots, your IP Phone sits at a 25-degree angle. If you insert the foot stand into the lower slots, your IP Phone sits at a 55-degree angle.

1. Align the bottom tabs on the foot stand with the position 1 slots or the position 2 slots on the back of your IP Phone.

In position 1 the IP Phone sits at a 25-degree angle.

In position 2 the IP Phone sits at a 55-degree angle.

2. Press the foot stand into the slots until it snaps into place.

If you install your IP Phone on a wall, do not attach the foot stand.

Connecting the Handset

Use the following procedure to connect the handset to your IP Phone:

1. Plug the end of the handset cord with the short straight section into the handset.
2. Plug the other end of the handset cord with the long straight section into the handset jack marked with the handset symbol as shown in [Figure 1](#).
3. (Optional) Thread the cord through the channel in the foot stand (if installed) so that it exits on the side of the foot stand.

Connecting the Headset (optional)

If you have a headset, you can connect the headset to the IP Phone as given in the following procedure:

1. Plug the headset cord into the headset jack on the back of the IP Phone as shown in [Figure 1](#).
2. Thread the cord through the channel in the side of the foot stand (if installed).
3. Set up the headset according to the headset instructions.

For information on how to use your headset with your IP Phone, refer to [Headset](#).

Connecting AC Power (optional)

Your IP Phone supports AC power and Power over Ethernet (PoE). For AC power, use only the Nortel-approved Global Power Supply (N0146475) and the country-specific IEC cable that you can order separately. To use PoE, your connected LAN must support PoE.

1. Connect the DC barrel connector to the power jack on the back of the IP Phone.
2. Thread the cable through the channel in the foot stand (if installed) to secure the cable.
3. Plug the country-specific IEC cable into the Global Power Supply, and then plug the Global Power Supply into the nearest AC power outlet.

Connecting the LAN Ethernet Cable

Connect your IP Phone to your LAN using a CAT5e Ethernet cable to enable full functionality of your IP Phone. If your Ethernet port is equipped with Power over Ethernet (PoE), your IP Phone can be powered through the LAN port. Do not extend the LAN Ethernet cable outside the building.

1. Plug one end of the supplied LAN Ethernet cable into the LAN Ethernet port on the back of your IP Phone as shown in [Figure 1](#).
2. Thread the cable through the channel in the foot stand (if installed).
3. Connect the other end of the cable to your LAN Ethernet connection. The LAN LED on the back of the IP Phone lights when a LAN connection is established.

Note: When your LAN cable gets unplugged on an active phone, your phone LCD displays an alert message “LAN cable unplugged”.

Connecting the PC Ethernet Cable

Connect a CAT5e PC Ethernet cable between your IP Phone and your computer to enable your computer to access the LAN.

1. Plug one end of the PC Ethernet cable (not supplied) into the PC Ethernet port on the back of your IP Phone as shown in [Figure 1](#).
2. Thread the cable through the channel in the foot stand (if installed).
3. Connect the other end of the cable to the LAN port on your PC.

Wall Mounting (Optional)

You can install your IP Phone on a wall. Wall-mount the IP Phone using the two keyholes on the back of the IP Phone. You do not need the foot stand for wall-mounted applications.

1. Remove the foot stand, if already attached.
2. Ensure all cables are properly routed and the IP Phone is functioning.
3. Make small marks on the wall where you want to align each keyhole slot.
4. Insert the screws (not provided) so that they protrude slightly from the wall.
5. Align the keyholes on the back of the IP Phone with the screws in the wall.
6. Slide the IP Phone onto the screws to secure the IP Phone in position.

Description of Keys and Components


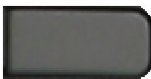



You should look at the following figures to understand the locations of the keys and components on your IP Phone [1210](#), [1220](#) or [1230](#). For a description of the keys and components on your IP Phone, look at [Table 1 – IP Phone 1200 Series Description of Keys and Components](#).



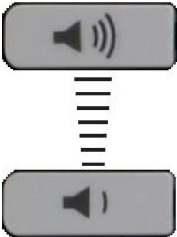
Figure 2: IP Phone 1210


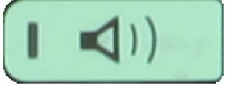

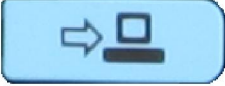


Figure 3: IP Phone 1220

Figure 4: IP Phone 1230

Table 1: IP Phone 1200 Series Description of Keys and Components

Key or Component	Description
<p>Message Waiting / Incoming Call Indicator</p> 	<p>When a message is waiting, the red message waiting indicator glows.</p> <p>Also, if configured, this indicator glows when the ringer sounds.</p>
<p>Line or Speed Dial keys</p> 	<p>The keys on either side of the display area are line or speed dial keys and are labeled on the LCD display. You may program these keys as either line or speed dial keys (for one touch dialing). These keys select which line is in use when the phone is active, and also act as Status Monitoring Keys when a number is set as a speed dial.</p> <p>(These user defined line keys are not available on the IP Phone 1210, whereas there are ten line keys in IP Phone 1230 four in IP Phone 1220)</p>
<p>Display Screen</p>	<p>Shows the call information and phone status icons and guides you while using features.</p>
<p>Soft Keys</p> 	<p>Soft key labels are displayed on the last line of your phone's LCD screen. The LCD label above each key changes based on the active feature. At most four softkeys can be displayed on the LCD screen. If, however, there are more functions present in a menu, the right and left navigation keys can be used to view the additional soft keys. Pressing the corresponding button below each softkey label operates the soft keys. If the label for a particular button is not present, this means that that softkey is inactive for the current menu.</p>
<p>Six Specialized Feature keys</p>  	<p>The keys on either side of navigation keys are fixed specialized feature keys. The IP Phone 1210 has two keys, namely Services and Conference, while the IP Phones 1220 & 1230 have six keys. The system administrator programs these keys with the following features:</p> <p>Conference: To initiate conference. When a conference server is not configured, this key functions when there are two or more active calls. This key functions at all times when a conference server is configured.</p> <p>Services: When your telephone is idle, press this key to briefly display your telephone's firmware version, network address and Ethernet address. When navigating the menu,</p>

	<p>press this key to back up one level to the previous display.</p> <p>Quit: To close an active menu or dialog box. Pressing the Quit key does not affect the state of active calls.</p> <p>Message: To open your Voicemail box. For more information about mailbox options, refer to Voicemail.</p> <p>Redial: Pressing this key displays a list of 15 most recently dialed numbers. You may select a number from the redial list and then dial it, save in the phonebook, delete, or check information about the call.</p> <p>Directory: To access phonebook.</p>
<p>Four Way Navigation Cluster With Enter key</p> 	<p>Press this key to scroll through menus and lists on the display screen. The outer keys in this key cluster are used for Up, Down, Left and Right movements whereas Enter lies in its center. These perform the following functions:</p> <p>Enter key: Pressing this key confirms a menu selection. In most menus, you can press the enter key instead of the Select/Enter softkey.</p> <p>Up/Down Scroll key: When there is more text to be displayed than the number of lines possible on one screen full, then use the Up/Down scroll keys to view the complete text. These keys can also be used to move to an item in a list.</p> <p>Right/Left Scroll Keys: When there are more than four soft keys present in a menu, then to access those additional soft keys press the right arrow key. To get back to the previous set of soft keys press left arrow key. In addition, you may use these left and right scroll keys to move the cursor left or right when typing in text.</p>
<p>Volume Control Keys</p> 	<p>Press the Volume control keys to adjust the volume of the Ringer, Handset, Headset, and the Handsfree features. Press the top button to increase the volume, and press the bottom button to decrease volume.</p>

Mute key 	Press the Mute key to listen to the receiving party without transmitting audio. Press the Mute key again to return to two-way conversation. The Mute LED indicator on the Mute key flashes to indicate that the microphone is muted. The microphone remains muted for your current call and all other calls until you press the Mute key again to turn the microphone on. The Mute key applies to handsfree, handset, and headset microphones.
Handsfree key 	Press the Handsfree key to activate handsfree. The Handsfree LED Indicator on the Handsfree key lights to indicate when handsfree is active. For information on how to use the handsfree mode, refer to Hands free .
Goodbye key 	This key is used to return the phone to its idle on-hook state. Pressing this key terminates an active call.
Applications key (Intercom) 	This key is used to make an Intercom call. Press the application key before dialing the number to place a one-way Intercom call instead of a regular two-way call. When receiving an Intercom call, press this key to turn the call into a regular call with two-way audio.
Headset key 	Press the Headset key to answer a call using the headset or to switch a call from the handset or handsfree to the headset. The Headset LED Indicator on the Headset key lights to indicate that the headset is in use.
Hold key 	When in a call press the Hold key to put the other phone on hold. Press it again to deactivate hold and retrieve the call.

Configuring Your IP Phone

Once your telephone is connected to the LAN, you need to configure it. You also may need to modify the configuration from time to time. There are three ways of doing this:

- You may use menus that are accessible on the telephone's LCD (**Local Configuration**)
- You may access the website on the telephone's built-in web server using a web browser on a computer that is on the same network as your telephone (**Web Configuration**).
- You may configure your telephone using an XML **Auto-Configuration** file. This option is available only to an administrator of your telephony system.

If your telephone is connected to a telephony system that is centrally managed, please be sure to check with the administrator of your system before you modify any configuration options locally using either the phone's LCD interface or the phone's web-server interface. You may end up losing important system-specific configuration information if you make changes without the approval of your administrator, thereby rendering your phone inoperable. Conversely, it is possible that you may lose any changes that you make locally when the telephony system or the phone is restarted.

Local Configuration

Local configuration provides access to many configuration options in the Setup menu on your IP Phone's LCD, which can be accessed by pressing the Services key on your phone and then pressing the Setup softkey. Simply follow the prompts on the LCD screen of your phone to navigate in the local configuration menu, as follows:

Phone Info

When your telephone is idle, press the **Services key** to momentarily display your phone's firmware version and network address. Further, use the **Down navigation key** to check your phone's Ethernet MAC Address. To return to the previous display, press the **Up navigation key**.

Tones Setting

You may customize your call and ringer tones according to your preference as explained below:

- **Setting Call Processing Tone**

Use the following procedure to set your preferred country specific call processing tones:

- Press the **Services** key and press the **Setup** softkey.
- Now select **Config**, followed by **Phone** softkey.
- Press **Tones**, followed by **Call** softkey.
- Use the **Up/Down** navigation keys to scroll to choose one of the call types and press **Set** softkey or the **Enter** key to save.
- Further affirm your selection by choosing either **Yes** or **No**.

- **Setting Ringer Tone**

Use the following procedure to set your preferred Ringer Tone:

- Press the **Services** key and press the **Setup** softkey.
- Now select **Config**, followed by **Phone**.
- Press **Tones**, followed by **Ringer** softkey option.
- Use the **Up/Down** navigation keys to scroll and choose one of the ringer types, samples of which play automatically while scrolling, and press **Select** softkey or the **Enter** key to save.

- **Setting RoutingTone**

You can control whether a routing tone is played on your IP phone for the brief interval between when you place a call and before the remote end starts ringing, by following the following procedure:

- Press the **Services** key and press the **Setup** softkey.

- Now select **Config**, followed by **Phone** softkey.
- Press **Tones**, followed by **Route** softkey option.
- Choose whether to enable or disable the routing tone by pressing **On** or **Off**.
- Further confirm your selection by pressing **Yes** or **No**.

Time Zone

Use the following procedure to set your time zone:

- Press the **Services** key and select **Setup** softkey.
- Select **Time** softkey, followed by the **Tzone** option.
- Use **Up/Down** navigation keys to scroll through the various time zones and select the desired zone by pressing **Set**.

NOTE: By default your time zone is set to GMT London.

Time Server

Use the following procedure to either enter manually configure network time servers, or allow the phone to use default time servers available on the Internet:

- **Manual**

You may choose to configure your preferred time servers by entering valid time server addresses, such that your phone retrieves its time settings from those servers. The procedure is as follows:

- Press the **Services** key and select **Setup** softkey.
- Select **Time** softkey, followed by **Server** option.
- Select **Manual** softkey and enter address of Time Server 1 (primary). Press **Enter** to continue.
- Enter address of Time server 2 (optional) and press **Enter** to save. Press **Enter** without entering a time server address if you wish not to use Time server 2.

- **Default**

You may set your time as given by default network servers. By selecting this option, your phone retrieves time from phone's default time servers. The procedure is as follows:

- Press the **Services** key and select **Setup**.
- Select **Time** softkey, followed by **Server** option and further select **Deflt**.
- Save your settings by choosing **Yes** or **No**.

Line Name

Use the following procedure to label the line keys with your own choice of names:

- Press the **Services** key and press the **Setup** softkey.
- Select **Config** and then **Lines**.
- Use the **Up/Down** navigation key to scroll and **Select** your desired line.
- Further select **Name**, use the keypad to type in a name of your choice and press **Enter**.
- Your chosen display name appears next to your line key icon.

User ID

Use the following procedure to set your user ID:

- Press the **Services** key and select **Setup**.
- Select **Config**, followed by **Lines** softkey.
- Use the **Up/Down** navigation key to scroll and choose a line by pressing **Select** softkey.
- Now select **Sip**, followed by **Id** softkey.
- Select **User** softkey and type in user ID.

- Press **Enter** to save.

Auth ID

Use the following procedure to set your auth ID:

- Press the **Services** key and select **Setup**.
- Select **Config** softkey, followed by **Lines**.
- Use the **Up/Down** navigation key to scroll and choose a line by pressing **Select** softkey.
- Now select **Sip**, followed by **Id** softkey.
- Select **Auth** and type in Auth ID.
- Press **Enter** to save.

SIP Password

Use the following procedure to enter your SIP password:

- Press the **Services** key and select **Setup**.
- Select **Config** and then **Lines**.
- Use the **Up/Down** navigation key to scroll and choose a line by pressing **Select** softkey.
- Now select **Sip** softkey, followed by **Id** option.
- Select **Paswd** softkey and type in the SIP password.
- Press **Enter** to save.

Call Forwarding

You may set call forwarding on individual lines or cancel call forwarding as explained below:

- **Set Call Forwards**

Use the following procedure to set call forwarding:

- Press the **Services** key and press the **Setup** softkey.
- Now select **Config** and **Lines**.
- Use the **Up/Down** navigation keys to scroll and **Select** the line on which you wish to set call forwarding.
- Further select **Forwd** softkey, enter the number you want your calls to get forwarded to and press **Save**.
- Choose amongst **Cfu** (call forward unconditional), **Cfb** (call forward when busy) or **Cfna** (call forward when not available) softkey options and confirm by selecting **Yes** or **No**.
- Your chosen option (Cfu, Cfb or Cfna) now appears next to the respective line key icon, showing that the line is in call forwarding mode.
- When you select Cfna, you can also select the duration of time before which the call is forwarded, 20, 40 or 60 seconds (default is 20 seconds).

- **Cancel Call Forwards**

Use the following procedure to cancel call forwarding:

- Press the **Services** key and select **Setup** softkey.
- Now Select **Config**, followed by the **Lines** softkey.
- Use the **Up/Down** navigation keys to scroll and **Select** the line for which you wish to cancel call forwarding.
- Now select **Forwd** and press **Save** softkey on the "forward to" option (the previously entered "forward to" number is of no consequence), and select **None** to cancel call forward.

Or, select **Forwd** and press **Clear** softkey, thereby making the "forward to" number blank, and then press **Save** softkey. Further confirm your selection by pressing **Yes** or **No**.
- Note that when you cancel call forwarding on a line, the display name automatically gets restored next to that line key icon.

Reset Phone

- **Phone**

You have an option to reset (or reboot) your phone anytime you want without changing your phone settings, by following the procedure below:

- Press the **Services** key and select **Setup** softkey.
- Now select **Reset**, followed by **Phone** softkey.
- Select **Yes** to confirm or **No** to cancel and go back to the welcome page.
- To abort and go back to the previous menu, press **Services** key.
- Your phone restarts if you select **Yes**.

- **Mode**

You have an option to toggle between User mode and Administrator access modes. The procedure to use this feature is as follows:

- Press the **Services** key and select **Setup**.
- Now select **Reset**, followed by **Mode** softkey.
- Press **Yes** to confirm toggling of access mode, or **No** to cancel and go back to the idle screen.
- To abort and go back to the previous menu, press **Services** key.
- Your phone restarts in new mode if you press **Yes**.

- **Default**

When your access mode is "Admin," you have an option to restore your phone to default factory settings. The procedure is as follows:

- Press the **Services** key and select **Setup**.
- Now select **Reset**, followed by **Deflt** softkey.

- Select **Yes** to confirm or **No** to cancel.
- To abort and go back to the previous menu, press **Services** key.
- Your phone restarts with factory default settings if you press **Yes**.

NOTE: If your phone is in a network from which it automatically picks up auto-configuration, the phone may first restore defaults, reboot, and then proceed to auto-configure. If you wish to avoid auto-configuration, connect the phone to a network that does not automatically configure phones, or ask your telephony administrator to disable auto-configuration for your particular phone.

- **Password**

You can change your “Admin” password by using the following procedure:

- Press the **Services** key and select **Setup**.
- Now select **Reset**, followed by **Paswd** softkey.
- Enter your old password, followed by a new password and press **Enter**.

Web Configuration

There are several areas to configure on the website, all reachable through links on the main page at <http://<network address>/>, where <network address> is the network address of your telephone, e.g., 10.0.0.167. You can determine what this address is by pressing the **Services** key on the phone. The address is displayed momentarily on the phone's LCD.

From the main page (where your telephone version and serial number are displayed), you can follow links to pages for:

- General
- Phone Configuration
- Phonebook
- Change Password



WARNING: Never change the configuration of your telephone during a call.

When you first attempt to access the website, you are prompted for a User Name and Password. The user name is "user" (without the quotes) and the corresponding password is "1234" (also without the quotes). You should change the password as soon as possible.

General

After logging onto your IP phone's web interface, the initial display on your computer screen appears as follows:

General

Firmware Version	Nortel IP Phone 12x0 (SIP12x0.00.09.04.00)
Uptime	0 days, 0 hours, 46 mins, 33 secs
MAC Address	002162FF7010

Phone Configuration

The phone-configuration page contains basic settings and features that a user initially sets up and might want to change from time to time. A part of your page looks as follows:

Phone Configuration

Enable Do Not Disturb ☐

Disable Call Waiting ☐

Enable IM Beep Alert ☒

Blink Light On Incoming Calls ☒

Enable Flashing for MWI Indicator ☐

Block My Caller ID ☐

Enable Routing Tone ☒

Tone Set

Ringer Type

RLS Subscription URI

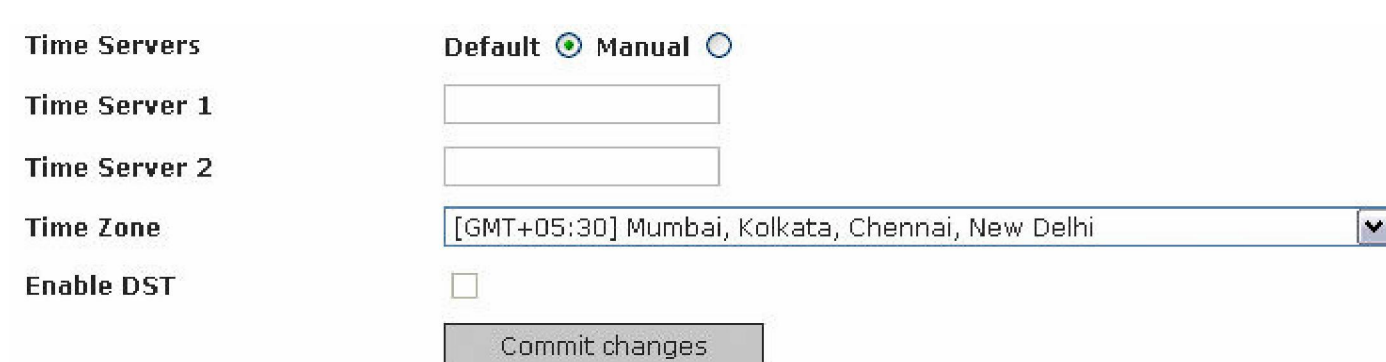
Note: RLS subscription is sent from first available line.

Dial Plan

- When the **Enable Do Not Disturb** feature is checked, your telephone does not receive any incoming call. Phone is reported as busy to the other party.
- Call Waiting can be disabled by checking **Disable Call Waiting** checkbox, such that your telephone immediately rejects an incoming call if there is already an active call on the same line.

- You can control whether your telephone beeps when it receives an Instant Message, by checking **Enable IM Beep Alert**.
- When **Blink Light on Incoming Calls** checkbox is checked, the light at the top of the telephone starts blinking whenever there is an incoming call.
- When **Enable Flashing for MWI Indicator** checkbox is checked, then the light at the top of the telephone starts blinking when there is a voicemail message or an Instant Message waiting for your attention. When the checkbox is unchecked, the light at the top of the telephone glows solid red when there is a voicemail message or an Instant Message waiting for your attention.
- The **Block My Caller ID** field prevents your Caller ID from being shown to the other party. This only occurs, however, when your telephone is configured to use a telephony server, because the server strips out the Caller ID. Without a server, your Caller ID cannot be blocked, so that the other party can always see it.
- You can control whether your telephone sounds a routing tone for the brief interval between when you place a call and the time that the remote end starts ringing, by checking the **Enable Routing Tone** checkbox.
- The **Tone Set** feature enables you to scroll and select the set of tones your telephone uses based on your regional preference.
- The **Ringer Tone** feature enables you to scroll and select the incoming call ringer type on your telephone, as per your preference.
- Resource List Server or **RLS Subscription URI** is a telephony server-dependent feature. It is auto-generated through auto-configuration when you add a speed dial in the configuration available on the server. This feature enables notification of the state of speed dials configured on your phone.
- You may initiate a call by dialing a number and then providing a “dialing completed” event by pressing the Dial softkey, pressing the # key, pressing the Handsfree key, pressing the Headset key, or picking up the handset. You may, however, avoid providing a “dialing completed” event by configuring a **Dial Plan** of up to 128 characters. The dial plan tells your phone the pattern of a telephone number in your network. Once your telephone recognizes a complete telephone number as you dial, it automatically places the call.

The next part of the Phone Configuration page allows you to configure attributes that are specific to time. It looks as follows:



The screenshot shows a configuration interface for time settings. It includes a 'Time Servers' section with two radio buttons: 'Default' (selected) and 'Manual'. Below this are two text input fields for 'Time Server 1' and 'Time Server 2'. A 'Time Zone' dropdown menu is set to '[GMT+05:30] Mumbai, Kolkata, Chennai, New Delhi'. There is an 'Enable DST' checkbox which is currently unchecked. At the bottom is a 'Commit changes' button.

- Your telephone contacts a time server to determine what time and date it is. There are two ways it determines which servers to contact:
 1. If **Default** is selected, and time servers are not obtained from DHCP, phone uses the pre-programmed time servers (1.pool.ntp.org and 2.pool.ntp.org) to retrieve the time settings. If time servers are obtained from DHCP those will be used to obtain time settings instead of the default ones.
 2. If **Manual** time servers are selected, the phone uses the time servers you specify in the **Time Server 1** and **Time Server 2** fields, regardless of whether time servers are provided by a DHCP response.
- Select your **Time Zone** and whether Daylight Saving Time (DST) is observed (**Enable DST**) in your time zone, so that your telephone knows how to adjust the information it gets from the time server for your specific location.

Your changes take effect only when you save them by pressing **Commit Changes** button.

Phonebook

From this page you can **Load a phonebook from your PC** as a text file that you created through some other means, or add numbers on the **Phonebook** web page. Click the **Browse** button to import the **File** to be uploaded on your phone, and click the **OK** button. Note that importing is additive. It does not replace your existing phonebook entries even if entries have the same name. A line that starts with the '^' character in the phonebook file is ignored as a comment line. The space and tab characters can appear anywhere except within a nickname or URI.

You can also save a phonebook to your PC as a text file by clicking **Save** button.

You may add records in phonebook by specifying **Nickname** and **Contact Number**, followed by clicking the **Add To Phone List** button. In addition, you may also set it as a Speed Dial by specifying a **Speed Dial Index**.

You may select an entry in the phonebook and make a call by pressing the **Dial** button.

You may select an entry and delete it by pressing the **Delete** button. Whenever entries are added to the phonebook, either through the website or by importing a phonebook from your PC, there is the possibility that one or more entries will have the same nickname. Your telephone resolves this conflict by not saving such contacts and displaying an alert message.

The phonebook page looks as follows:

Phonebook

Load Phone Book From PC

File

Save phonebook.txt To PC

Nickname	Contact Number	Speed Dial Index
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="button" value="Add To Phone List"/>		

Used Entries	000
Unused Entries	200



- Nickname, Contact Number, Speed Dial Index
- Please press Ctrl Key for multiple select and delete
- Select only one entry from the list to Dial
- If multiple entries are selected for dialing, then the topmost selected entry in the list will be dialed and remaining selected entries will be ignored

Change Password

On this page you specify the **admin and user passwords** that grant access to your telephone's website. The website access **admin** password is the same as the phone LCD **admin** password. The LCD menu does not have a **user** password. To change a password, select the one you want to change, specify the **Current Password** and a **New Password** you would like to use. Enter the new password a second time (**Confirm Password**) to help prevent establishing a password with an unknown typographical error. Your changes take effect only when you click **Commit Changes** button. If you forget your password, there are several ways you can restore the phone to factory defaults.

The password-configuration page looks like as follows:

Change Password

User Name	<input type="text" value="admin"/> ▼
Current Password	<input type="text"/>
New Password	<input type="text"/>
Confirm Password	<input type="text"/>
	<input type="button" value="Commit Changes"/>

Auto-Configuration

Your phone may be auto configured. Please contact the administrator of your telephony system to enable this for you.

Using Your IP Phone

This section provides information about features and functionality of IP Phones 1210, 1220, and 1230.

Making Calls

To talk to another party, you may use one of the various methods of dialing on your phone interface, as follows:

Pick up the Handset (OFF HOOK) or press Handsfree / Headset buttons or any registered Line key on your IP phone and do one of the following:

- Enter a number you wish to dial and press **Dial** Softkey or Hash Key (#) on dial pad.
- Press **Redial** to get a list of 15 most recently dialed numbers. Now use the **Up/Down scroll keys** to select the number to be dialed and then press the **Dial** Softkey, or the **Redial feature key** again, to dial the number.
- Press **Book** or **Directory feature key** and then use **Up/Down scroll keys** to select the number to be dialed from the phonebook. Now press the **Dial** softkey to dial this number.

NOTE: If you do not select a line before dialing a number, then by default your phone chooses the [primary line](#) to place the call.

In summary, after pressing Handsfree/Headset button or any registered Line Key, or picking up the receiver, do one of the following:

METHOD	PROCEDURE
From Redial list	When unregistered - Redial > Up/Down > Dial softkey When registered - Redial > Up/Down > Dial softkey
From Phone book	When unregistered - Book > Up/Down > Dial softkey When registered - Book > Up/Down > Dial softkey

Manually entering number	When unregistered - not possible (only Uri dialing) When registered - Enter number > Dial softkey
--------------------------	--

Note: When there is Dial Plan configured on your phone, the call is placed as soon as the phone recognizes a valid phone number.

Without picking up the Handset (ON HOOK) and without pressing Handsfree / Headset buttons and without pressing any Line Key, do one of the following-

- Enter the number (when the phone is idle) and select **Dial** Softkey or press Handsfree / Headset or any registered Line Key or Hash Key (#) or simply pick up the handset receiver. The number that was entered gets dialed.
- Press **Redial** key to get a list of 15 most recently dialed numbers. Use Up/Down scroll keys to select one of the numbers and then press any registered Line Key or **Dial** softkey or press the Handsfree / Headset button or simply pick up the handset receiver to dial the selected number.
- Press **Book** softkey or **Directory** button to display the numbers stored in the phonebook. Use Up/Down scroll keys to select one of the numbers and then press any registered Line Key or **Dial** softkey or press the Handsfree / Headset button or simply pick up the handset receiver to dial the selected number.
- Press Services button followed by **Logs** softkey. Go to any of the lists **In / Out / Missed**. Use Up/Down navigation keys to select one of the numbers and then select **Dial** Softkey or press any registered Line Key or the Handsfree / Headset button or simply pick up the handset receiver to dial the selected number.
- *When the phone is not registered then you can dial a SIP Uri. To do this, press the **Uri** softkey and enter a SIP Uri. Press the **Dial** softkey to dial this Uri.*

NOTE: If you do not select a line before dialing a number, then by default your phone chooses the [primary line](#) to place the call.

In summary, without picking the handset or pressing the Handsfree or Headset key, the procedure is as follows:

METHOD	PROCEDURE
From Redial list	When unregistered - Redial > Up/Down > Dial softkey / Redial Feature Key When registered - Redial > Up/Down > Dial Softkey / Line Key / Redial Feature Key
From Phone book	When unregistered- Book > Up/Down > Dial softkey When registered - Book > Up/Down > Line Key / Dial
From Call Logs	When unregistered - Services key > Logs > In / Out / Miss > Dial softkey When registered - Services key > Logs > In / Out / Miss > Dial softkey / Line Key
Manually entering number	When unregistered - not possible (only URI dialing) When registered - Enter number > Line Key / Dial

Note: When there is Dial Plan configured on your phone, the call is placed as soon as the phone recognizes a valid phone number.

You may also make calls by using your IP Phone's Web Interface on your PC. For this, you need to access the website on the telephone's built-in web server using a web browser on a computer that is on the same network as your telephone and then click on the **Dial** tab. You can make calls by either entering IP address of the phone you wish to call or its phone number and clicking Dial (your phone may be either off-Hook or on-hook, as long as it is not in a call). For hanging up, simply click Goodbye. The **Dial** web page looks as follows:


Dial

URI

Dial


Goodbye

Answering Calls

Upon receiving an incoming call, the LED on the top of the phone starts to blink red (if so configured), along with a change in the specific line icon on which the call is received  (blinking). An incoming call may be answered in one of the following ways:

- Pick up the handset or press Handsfree / Headset button.
- Press the **Line Key** on which the call is received.
- To answer another incoming call on the same line, either press the **Flash** softkey or the **Accept** softkey.
- To answer another incoming call on a different line, press the **Line** key on which the icon is blinking (indicating an incoming call on that line).
- Intercom calls get answered automatically. The receiver hears the audio from the initiator of the Intercom call, but audio from the receiver of the call is not transmitted to the initiator. The receiver of an Intercom call must press the **Applications (Intercom)** key on his or her phone to turn the call into a regular call with two-way audio.

METHOD	PROCEDURE
Normal	Pick up the handset receiver
Speaker	Press Handsfree button
Headset	Press Headset button
Second Call (Same Line)	Press Flash/Accept softkey
Second Call (Different Line)	Press Other Line Key

Note: When you answer a call and the call gets established, the icon next to the active line key changes to .

Rejecting an Incoming Call



This feature allows you to reject an incoming call. To do this, press the **Reject** softkey upon getting an incoming call on your phone.

Note: If you are traversing some LCD menu and you receive an incoming call, you would have to come back out of that menu to the main welcome screen of your phone before the Reject softkey option is displayed on your LCD.

Placing Calls on Hold

An active call may be put on a simple hold, or put on hold to initiate a second call or to pickup another incoming call in the following ways:

- Press the Hold button to hold an active call; “Hold: <callee number>” (without angular brackets) is displayed on your phone’s LCD, whereas “Held: <caller number>” is displayed on the called party’s LCD.
- Press the **Flash** softkey to make some other call when there is already an active call, thereby putting the former call on hold.
- Press **Flash** softkey to pick up an incoming waiting call when there is already an active call, thereby putting the former call on hold.

Note - Whenever the caller puts a call on hold, then the corresponding line key icon changes to  (We Hold), whereas when the other party puts a call on hold, then your line icon changes to  (You Hold).

Retrieving a call from hold:

Press the **Hold** key again if the call were originally put on hold using the **Hold** key. If the call were originally put on hold using the **Flash** softkey, press the **Flash** softkey again in order to retrieve the call.

Activating Mute

By activating Mute you stop transmitting voice to the other party. You can use mute key on handset, handsfree, or headset calls.

- While you are in a call, press **Mute** key to turn off the microphone. The Mute LED indicator flashes when the microphone is off.
- Press the **Mute** key again to turn on the microphone.
- The microphone remains muted for your current call and all other calls until you press **Mute** key again to turn on the microphone.

Hanging Up

Hang up means disconnecting calls. There could be one or more ongoing calls on your phone at the same time. Any of the active calls may be disconnected using the Hngup softkey or by other methods as explained below:

- Press **Hngup** softkey to disconnect the currently active call in any mode.
- In speaker-phone mode, press **Handsfree button**.

- Press the **Line** button of the line on which you want to disconnect the call.
- In handset mode, place the **handset back in the cradle**.
- An **intercom call ends automatically** after a configurable timeout (15 seconds by default), except when the receiver of the call turns it into a regular call.
- On the *Web Interface* of your phone, click “**Goodbye**” in the **Dial** tab to disconnect.

Note: During an active call through the speaker, headset or handset, even when the receiver is off-hook, pressing the **Goodbye** key makes the phone go to the on-hook idle state and your call gets terminated.

METHOD	PROCEDURE
Normal	Put Receiver back on the cradle
When phone is in Speaker mode	Press Handsfree key
When phone is in Headset mode	Press Headset key
Using soft key	Press Hngup softkey in any mode
Intercom call	Disconnects automatically after configurable timeout (15 seconds by default), or Press the Handsfree, Headset or Line key

Call Waiting

Call waiting allows you to answer another incoming call when you are already in an active call. The telephone supports Call Waiting Caller ID.

When there are one or more calls active on your phone, an incoming call is indicated by a short beep in regular intervals. The Caller ID of the caller is displayed for two seconds on the screen. For this time the details of the current call are hidden. Also the **Line** button of the line on which the incoming call is ringing starts to blink. You may now accept the second call by:

- Pressing the **Flash Softkey** if the call waiting is on the same line.
- Selecting the **Line Key** on which there is an incoming call.

Note: When there are two calls already running on a single line and there is an incoming call on the same line, the call goes to voicemail if voicemail is enabled. If voicemail is not enabled, the caller gets a busy response. This behavior, however, changes if multiple **Line** keys are assigned to the same line. If, for example, 3 **Line** keys are assigned to the same line, six incoming calls can be received on the same line, two each on the 3 **Line** keys, and the seventh incoming call goes to voicemail if voicemail is enabled.

Caller ID and Call-Waiting Caller ID

This feature allows the name and number of the calling party to be displayed on your phone's LCD. This feature is automatically enabled on your phone as default.

Per Call Caller-Id Blocking

This feature blocks your Caller ID from reaching the other phone for the next call you are preparing to dial. This only occurs, however, when your telephone is configured to use a telephony server, because the server strips out the Caller ID. Without a server, your Caller ID cannot be blocked, so that the other party can always see it. To block your caller-ID in the next call that you place, pick up the Handset or press Handsfree / Headset and enter *67 followed by the number you wish to call, and dial that number. Now for this call and this call alone, your caller ID will be blocked. This feature is not available natively from the phone if * feature codes are turned off in the phone's configuration.

Do Not Disturb

When you do not want to receive any calls then enable Do Not Disturb feature of your telephone so that your phone does not receive any call and caller hears the busy tone or is redirected to the voicemail (if activated) automatically.

To do this, press **Dnd** Softkey that is displayed on your phone *when it is idle*. The Dnd softkey is a toggle key. The Dnd softkey text label changes to **<-Dnd>** (without angular brackets) and a "Do not disturb" message is displayed on the LCD of your phone, indicating that Dnd is activated. In addition, all of your registered line key icons change to **X**.

You may also enable Dnd *while in a call*. To do this, simply press the **Right Navigation key** and select **Dnd** softkey. The Dnd softkey text label changes to **<-Dnd>** (without angular brackets) and the line key icons of all other registered lines which are idle changes to **X**.

To disable Dnd and start receiving calls again, press the **-Dnd** softkey.

Call Forwarding

You may forward incoming calls on your phone to some other phone number using one of three call forwarding options:

- **Forward on Busy (CFB):** Calls will get forwarded only when there are two calls already running on the Line on which forward has been set.
- **Forward Unconditionally (CFU):** All calls will get forwarded no matter what the state of the phone is, but phone must at least be switched on.
- **Forward When No Answer (CFNA):** In this mode you can set forward when the incoming call keeps ringing for a specified amount of time. This time can be set to 20, 40 or 60 seconds (default is 20 seconds.)


For Configuring your call forwarding, refer '[Call Forwarding](#)'.


NOTE: Upon setting your phone on call forward, the LCD display of your **IP Phone 1220 and 1230** shows your selected call forwarding mode (Cfb / Cfu / Cfna) next to your **Line** key icon, instead of the line name/number.

When call forwarding is set on an **IP Phone 1210**, the phone displays your selected call forwarding mode (Cfb / Cfu / Cfna) on the left side of second information line.

Auto Callback / Redialing

This feature enables the phone to automatically callback and connect with a currently busy number whenever that number becomes available. You do not have to keep on trying to dial the number. This user friendly feature works as follows:

When you dial a number and hear the busy tone, an **Acb** softkey displays on the screen. Press the **Acb** softkey; this automatically continues to redial the number (for fifteen minutes by default), until the recipient's number that you were trying to call is available and a call is successfully completed. When **Acb** is activated, your line key icon changes to .

To deactivate auto callback, simply press the **Right Navigation** key and select **Dacb** softkey; your line key icon changes back to .

Call Return

Call return allows you to place a call back to the number that last called you on your phone. This last call return feature is invoked by dialing *69 to automatically

call back the last caller. This feature is not available natively from the phone if * feature codes are turned off in the phone's configuration.

Auto Dial

Your IP Phone supports a feature by which you can get a number configured on your phone from your telephony administrator on which you wish to dial automatically when you Pick up the Receiver, press the Line Key or press the Handsfree / Headset button. Now whenever your phone goes off hook, this number will get dialed automatically.

Call Transfer

This feature is used to transfer the ongoing call to some other number. Transfers are of three types:


- **Blind Transfer:** While you are in a call, press **Xfr** softkey and dial the other party. You may use a Speed Dial key to transfer the call to the number configured in it; for this first press the **Xfr** softkey and then press the Speed Dial Line key. The other parties get connected and your phone goes to idle state.
- **Consultative Transfer:** When there is a call active press **Flash** softkey to put the first party on hold and obtain a dial tone to call a second party. Consult with the second party, and then press **Xfr** softkey to connect the first and the second parties together. Your phone goes to idle state.
- **Conferencing Transfer:** While there is single call active on a line, press **Flash** softkey and then make another call. Now when two ongoing calls are active, press **Conf** softkey. All the three phones now come into a conference and can communicate with each other at the same time. Now press **Xfr** softkey to drop yourself out of the conference and transfer the call from the first party to the second party. This feature works only if a conference server is not configured on the phone.

METHOD	PROCEDURE
Blind transfer	Xfr > enter some number > Dial
Consultative transfer	Flash > enter some number > Dial > Xfr
Conferencing transfer	Flash > enter some number > Dial > Conf > Xfr

Conferencing

Conference feature allows more than two phones to converse with each other at the same time. Conference can be done in one of two ways: up to 3-way conferencing performed natively on the telephone, or n-way conferencing using a conferencing server.

- **Three-way conferencing** natively on the phone: When you are in a call, press **Flash** softkey and make another call. Now you have two ongoing calls on the same line. Press **Conf** softkey. This brings all three phones into conference.
- **N-way Conferencing** using a conference server: If you have a conference server configured on your phone, pressing the **Conf** softkey uses the services of the conference server. If you are in one active call and press **Conf** key, the active call will be transferred to the server, and you may dial another party if you wish to bring the other party into the conference.

Note: The line key icon of your phone changes to , on going to conference.

Call Park / Unpark

With this feature you can park a call on a call-park server, and retrieve it back at some other phone. To do this, follow the steps explained below:


Parking Call: While in a call, press **Park** Softkey. This places the other phone on hold. Now enter a number of a park orbit out of the ones that are available on the server for parking a call and press **Dial** Softkey.

Unpark Call: A user at some other phone may retrieve a parked call by pressing the **Unpark** Softkey and then entering the park retrieve orbit number.

OPERATION	PROCEDURE
Parking A Call	Park softkey > enter orbit server number > Dial
Retrieving A Call	Unpark softkey > enter orbit number > Dial


Call Pickup

You may pick-up an incoming call ringing at some other phone. This may be done in either of two ways:

- Go off-hook, press the **Right Navigation** Key, press **Pkup** softkey, and then **enter the number** of the phone that has an active incoming call on it (ringing). Press **Dial** softkey.
- If you happen to have stored the number of the ringing phone as one of your Speed Dial numbers, and that Line Icon is blinking , a "one-touch" call pickup is possible by simply pressing that **Speed Dial** key.

OPERATION	PROCEDURE
Pick up an incoming ringing call at some other phone	Go Offhook > Right Navigation Key > Pkup > enter phone number > Dial

Voicemail

This feature allows you to retrieve your voicemail. Each line may have a different voicemail access number, and a different MWI-Uri may be configured for Each Line. If a caller leaves a voicemail, the red light at the top of your phone (LED) starts glowing and a message icon  is displayed next to your specific line key instead of the line registered icon. This indicates that you have new messages in your voicemail inbox. To retrieve a voicemail you have to pick up the Receiver or press Headset or Handsfree button and then Press VM softkey. You may dial *99 or simply press the Message Feature Key which automatically connects you to voicemail server (provided you have your voicemail inbox number pre-configured). The *99 method is not available natively from the phone if * feature codes are turned off in the phone's configuration.

Intercom

You can place an Intercom call that is automatically picked up by the other phone. Audio flow is initially one-way, from the caller to the callee. The Intercom call becomes a two-way call with full-duplex audio only if the remote party opts to do so by pressing the **Applications (Intercom)** key on the called phone when an incoming Intercom call is ringing on the called phone. An intercom call disconnects automatically after a configurable timeout period (default 15 seconds) if the called party does not "accept" the call by pressing the Applications key.

To make an intercom call, **Select the Line** from which you wish to call, press the **Applications (Intercom)** key, and **Dial the number** that you want to call. The call automatically gets picked up at the other end. Intercom invocation has three methods.

Group Page

This feature allows you to simultaneously page multiple users in a paging group. A group of users can be configured in a paging group for the purpose of receiving voice calls that are automatically answered on their phones. The paged users can only listen to the audio from the caller since audio flow is one-way from the caller to the callee.

To invoke a group page, the following two methods are used:

- Dial the **Group Page Prefix** followed by the **Group Page Extension Number** on your phone and make a call.
- Pick up the receiver of your phone or press Handsfree/Headset key. Now press the **Right Navigation** key and select the Gpage softkey. Further enter the **Group Page Extension Number** and press Dial softkey.

Handsfree

To use the handsfree feature, perform one of the following tasks:

- Press Handsfree key to make or answer a call.
- To switch to handsfree when you are on a handset call, press Handsfree key and replace the handset. Lift the handset to switch back.
- To switch to handsfree when you are on a headset call, press Handsfree. Press Headset key to switch back.

Headset

You must have a headset installed on your telephone to use this feature. To use your headset, perform one of the following tasks:

- Press Headset key to activate the headset mode. When the Headset LED Indicator is on, press a **Line/Speed Dial** key or **Applications (Intercom)** key to make a call.

- To switch to your headset when you are on a handset call, press Headset key and place the handset back on the cradle. Lift the handset and press Headset key again to switch back.
- To switch to your headset when you are on a Handsfree call, press Headset key. Press Handsfree key to switch back.

Adjusting Volume

This feature enables you to adjust the volume level according to your comfort by pressing the “Volume+ / Volume- buttons” on the phone. This can be done in the following ways:

- To adjust voice volume, press +/-Volume during a call or after invoking a dial tone when in one of handsfree, headset or handset modes.
- To adjust ringer volume, press +/-Volume while the Handset is on the Cradle and the Headset and Handsfree buttons are off. Continue pressing the button to adjust the volume. The new ringer volume is saved automatically.

Note: The volume settings for Ringer, Handset, Handsfree and Headset are adjusted separately from, and independently of, one another.

Instant Messages (IM)

Instant text messages may be sent and received using this feature. The maximum number of characters allowed per single message is 255 and a character count is displayed on your phone’s LCD while typing a message.

To use this feature, press **Services** key and then press the **IM** softkey. Information about IMs appears on the screen. Now you can read and write messages using the **Read** and **Write** softkeys that appear. While reading a message, you can view information about the sender such as user name, user Id, and the date and time on which message was received by pressing the **Info** softkey. If you so prefer, you may press the **Beep** softkey to configure your phone to emit a beep when an IM is received. Note that when you receive an instant message, the LED on top of your phone glows to indicate an incoming message, along with a display on your LCD stating, for example, “1 New Text Message.” The message remains displayed on the LCD until you read your instant messages.

OPERATION	PROCEDURE
Reading A Message	Services > IM > Read > Up/Down
Writing A Message	Services > IM > Write + Enter > Select a Book/Logs entry or Enter digits using dialpad > Send/ Press a Line Key
Turning Beep On/Off	Services > IM > Beep > On/Off > Yes

Call Logs

You have an option to view your call list of latest one hundred (100) numbers, in each of is your Outgoing, Incoming or Missed call logs.

Note that your phone displays a message on its LCD, for example “1 New missed call,” indicating a missed call, if any. That menu continues to be displayed until you have checked the missed calls log. You can view information about the caller (if it were an incoming call) or the callee (if an outgoing call were made) such as user name, user Id, and date and time of that call by pressing the **Info** softkey when you reach a particular call log entry.

Use the following procedure to check your call logs:

- Press the **Services key**, followed by **Logs** softkey and select either of **In/Out/Missed** softkey options according to your preference.
- Use **Up/Down** navigation keys to scroll through the chosen call log list.

Book Settings

Your phone allows you to Edit, Delete, Dial, Add or Find phonebook entries. The maximum limit is 200 phonebook entries. This could be done on your phone user interface as stated below:

- **Edit a Contact**

You may edit a saved contact in your phonebook, that is, change its name, number or assign a speed dial index as stated in the procedure below:

- Select **Book** softkey or press **Directory Feature** key, followed by **Up/Down** navigation keys to scroll through your phonebook list and select **Edit** when you reach the entry you wish to change.
- Press **Enter** to accept displayed name, or enter/edit Name and press **Enter**.

- Press **Enter** to accept displayed number, or enter/edit Name and press **Enter**.
- Enter Speed dial index if you wish to add as a speed dial, else leave blank, and press **Enter** to save.

- **Delete a Contact**

You may delete a contact from your phonebook by the following procedure:

- Select **Book** softkey or press **Directory Feature** key, followed by **Up/Down** navigation keys to scroll through your phonebook list and select **Delete** when you reach the entry you wish to remove.
- Confirm your action by selecting **Yes** or **No**.

- **Dial a Contact from Book**

You may dial a contact by selecting it in the phonebook. The procedure is as follows:

- Select **Book** softkey or press **Directory Feature** key, followed by **Up/Down** navigation keys to scroll through your phonebook list and select **Dial** when you reach the entry you wish to call.

- **Add a Contact**

You may *add an entry in your phonebook* as stated in the procedure below:

- Select **Book** softkey or press **Directory Feature** key on your phone, followed by **Add**.
- Assign a name and press **Enter**.
- Enter Number and press **Enter**.
- Enter Speed dial index if you want to add as a speed dial, else leave it blank, and press **Enter** to save.
- To go back to the previous menu, press **Services** key.

You may also *save a number from your call logs*, the procedure for which is given below:

- Press **Services** key and select **Logs**.
- Choose amongst **In/Out/Missed** softkey options.
- Use **Up/Down** navigation keys to scroll through the call list and select **Save** softkey when you reach the number you wish to add into your phonebook.
- Press **Enter** to accept displayed name, or enter/edit Name and press **Enter**.
- Press **Enter** to accept displayed number, or enter/edit Name and press **Enter**.
- Enter Speed dial index if you wish to add as a speed dial, else leave blank, and press **Enter** to save.

- **Finding a Contact**

You may search for a contact in your phonebook and use it to make a call. The procedure for this feature is as follows:





- Select **Book** or press **Directory Feature** key on your phone and press the **Right Navigation** key to scroll the LCD display menu and then select **Find** softkey.
- Enter the name of the contact you wish to search and press **Enter**.
- The specific contact gets displayed on your phone's LCD and you may then Edit, Delete, or Dial (as explained above).

Speed Dialing

This feature allows you quick access to numbers you dial frequently. If you have unused line keys, each of them can display a number for ONE-TOUCH DIALING. The contact directory stores additional names and numbers and has a search function (Find). Your phone keeps track of these contacts with a Speed Dial Index number, which you can assign. Following are a few things you should know about **speed dial index** numbers:

- You do not need to assign the numbers consecutively.
- Your contacts will appear on your speed dial list sorted by index number. However, they will appear as consecutive numbers, regardless of the

index numbers assigned to them. So if you assign index numbers 1, 4, and 5, the speed dial list will show them as 1, 2, and 3. You may also assign the same index number to multiple speed dial entries. The speed dial entries with same index number will appear on your speed dial list sorted according to the alphabetical order of their display name.

- Your speed dials would be assigned to unused line keys automatically sorted by index number until all speed dials are assigned (maximum limit is 200) or all line keys are used up. The icon next to the speed dial **Line** key looks like  <name> where name (without angular brackets) refers to the name entered in the speed dial entry.
- The **Line** keys also act as STATUS MONITORING KEYS if a number is set as a speed dial. You can get to know when:
 - The monitored number receives an incoming call - the icon next to the speed dial **Line** key starts blinking 
 - The monitored number is in a call - the icon next to the speed dial **Line** key changes to 
- The **Line** keys act as ONE-TOUCH CALL-PICKUP keys if the line keys are set as a speed dial and call pick-up is configured in your telephony server and on your phone. If the icon next to a **Line** key set as a speed dial is blinking , and only when it is blinking, you may press that key to initiate call pick-up.
- To remove a contact from your speed dial list, simply delete its speed dial index number; it will still continue to exist as a phonebook entry.

Managing Speed Dial Entries

Listed below are the various ways to manage the speed dial entries on your phone interface:

- **To Add a Speed Dial**

You may add a new entry on your phone interface by following the steps below:

- Select **Book** Softkey or press Directory feature key, followed by **Add** Softkey.
- Now enter Name and press **Enter**.
- Enter Number and press **Enter**.

- Enter Speed dial index (if you want to add it as a speed dial, else leave it blank) and press **Enter** to save.
- To go back to the previous menu, simply press **Services** key.

- **To Save an Entry from Call Logs as Speed Dial**

You may save a number from your call logs by following the procedure below on your phone interface:

- Press **Services** key, select **Logs** followed by **In/Out/Missed** softkey option.
- Use **Up/Down** navigation keys to scroll through the call list and select **Save** softkey on the number you wish to add in your phonebook.
- Press **Enter** to accept displayed name, or enter/edit Name and press **Enter**.
- Press **Enter** to accept displayed number, or enter/edit Name and press **Enter**.
- Enter Speed dial index (if you want to add it as a speed dial, else leave it blank) and press **Enter** to save.

- **To Add an Existing Contact to Your Speed Dial**

You may edit an entry in your saved phonebook and set it as a speed dial by following the procedure below:

- Select **Book** softkey, followed by **Up/Down** navigation keys to scroll through your phonebook list and select **Edit** when you reach the entry you wish to change.
- Press **Enter** to accept displayed name, or enter/edit Name and press **Enter**.
- Press **Enter** to accept displayed number, or enter/edit Name and press **Enter**.
- Enter Speed dial index (if you want to add it as a speed dial, else leave it blank) and press **Enter** to save.

- **To Remove an Entry from Speed Dial and Save in Book**

You may remove an entry from your speed dial line key and still store it in your phonebook by following the procedure below:

- Select **Book** softkey, followed by **Up/Down** navigation keys to scroll through your phonebook list and select **Edit** when you reach the entry you wish to change.
- Press **Enter** to accept displayed name, or enter/edit Name and press **Enter**.
- Press **Enter** to accept displayed number, or enter/edit Name and press **Enter**.
- Select **Clear** under “Enter speed dial index” (make it blank) and press **Enter** to save.

- **To Delete an Entry**

You may delete any entry, whether saved as a speed dial or as phonebook, by following the procedure below:


- Select **Book** softkey, followed by **Up/Down** navigation keys to scroll through your phonebook list and select **Delete** when you reach the entry you wish to remove.
- Confirm your action by selecting **Yes** or **No**.

Log In / Log Out Settings

You may login an unused line, re-login an already active line or edit a line ID/Number by the following procedure:

Login

- When your phone is idle, press the **Right Navigation** key to scroll your soft key display and then select **Login**.
- Use **Up/Down** navigation key to scroll through the available lines of your phone which are displayed as <New> if unregistered, and <line name or line number> (without angular brackets) if already registered, and choose the line you wish to log in (register) or Edit by pressing **Select** softkey.

- Now assign a user id if a new line is selected or edit the previous user id if line selected is an already registered line, and press **Enter** to continue.
- Type in a Password and press **Enter**.
- Enter registrar Uri and press **Enter** to save. After logging in, you will find the icon next to the line key changes to **<User Name>**  (without angular brackets) if the line registers successfully.

Logout

- When your phone is idle, press the **Right Navigation** key to scroll your soft key display and then select **Logout** softkey.
- Use **Up/Down navigation key** to scroll through the available lines of your phone.
- Choose a line you wish to Log out by pressing **Select** softkey. You may also select '**All**' if you want to log out all the registered lines on your phone.

Upgrade

You can upgrade your IP Phone 1200 using either of two methods: using phone's web interface, or using phone's LCD interface.

If your telephone is connected to a telephony system that is centrally managed, it is recommended that you do not upgrade your phone yourself. Phone upgrades are quite likely managed by your administrator in such a system.

Using your phone's Web Interface

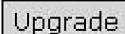
Access the website on the telephone's built-in web server using a web browser on a computer that is on the same network as your telephone and then click on the **Upgrade** tab.

Updated software for your telephone may be obtained directly from Nortel or through your distributor. On pressing Upgrade, your phone will automatically look for available software updates and upgrade to new available software. The Upgrade web page looks as follows:

Upgrade

CAUTION: Please do not remove power from the phone during the upgrade process.

The phone's LCD shows download progress. Please close this web browser window, and access the phone's web configuration pages from a new window once the phone has restarted.



Using your phone's LCD Interface

Make sure that your IP Phone is fully installed and active. Now press the **Services** key and select **Upgrade** softkey. Your phone asks for an affirmation, press **Yes** to confirm or **No** to cancel. Your phone restarts as soon as you press the Yes softkey and auto-upgrades.

Glossary

Cradle

The depression in the base of your telephone where the handset is placed when not in use

DHCP Server

A service provided by a device on the network that assigns network addresses to other devices, such as your telephone and computer.

Fixed Keys

The hard-labeled keys on your IP Phone

Goodbye Key

A fixed key used to end an active call or in general to bring the phone from offhook state to onhook state.

Indicator

An LCD or an LED that indicates the status of a feature.

Information Display

Any display of call activity, lists, prompts, and status of calls. If the text message exceeds the available display area, a scroll arrow icon indicates that you must use the scroll keys to view the remaining text

Idle

The phone is in idle mode when handset is on the cradle, your telephone is not in speakerphone mode or headset mode, and there are no incoming calls. In idle mode, the LCD displays Date and Time along with softkeys and registered line keys.

IM

Instant Message

IP

Internet Protocol

LCD

Liquid Crystal Display

LED

Light Emitting Diode. A semiconductor used as a visual indicator.

Navigation Key

Keys used to scroll through menus and lists appearing on the LCD.

Network Address

IP address. Uniquely identifies a device on the network. Used for routing information to that device.

Offhook

The handset is not in the cradle or your telephone is in speakerphone or headset mode. To "go offhook" means to take your telephone out of its idle state - to remove the handset from the cradle or press Handsfree/Headset Key.

Primary Line

The first line to be registered by the user is the primary line that is assigned to the **Line** key at the bottom right of your phone's LCD.

Power-Over-Ethernet

Provides power over the network cable that is also used for data communications

Registrar

See SIP registrar

SIP

Session Initiation Protocol. This is the call-control protocol used by your telephone.

SIP Proxy Server

A device on the network that acts on behalf of your telephone, translating and routing call-control messages

SIP Registrar

A device on the network that manages user-location information

SIP Uri

Analogous to a telephone number, e.g. SIP:rhoon@example.net. In fact, a URI may contain what at least appears to be a telephone number, e.g., sip:+14085550100@172.16.0.222.

Soft Keys

A set of self labeled pre-programmed keys. These four keys are directly below the LCD.

Speakerphone Mode

The speaker and microphone in the base are in use instead of the equivalent components in the handset or headset.

User Interface

Screen displays that interact with the human user as a result of an action or event.

VoIP

Voice over Internet Protocol. This is a telephone technology where voice and control signals are transmitted over an IP, or Internet Protocol, packet-switched network. This makes more efficient use of network resources and allows more sophisticated features than traditional telephone technology, where audio is transmitted over a circuit-switched network.