IP Phone 1200 Series User Guide

IP Phone 1200 Series

Business Communications Manager

Document Status: **Standard**

Document Version: **01.01**

Document Number: **NN40050-111**

Date: **August 2007**

NORTEL

Contents

Regulatory and safety information

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/ TV technician for help.

This Class B digital apparatus complies with Canadian ICES-003. Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

Warnings

- This is a Class B product. In a domestic environment this product can cause radio interference in which case the user must take adequate measures.
- Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device."

この装置は、情報処理装置等電波障害自主規制協議会（ＶＣＣＩ）の基準に基づくクラスＢ 情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。

　　　取扱説明書に従って正しい取り扱いをして下さい。

Table 1 lists EMC compliance for various jurisdictions.

Table 1   EMC compliance (Sheet 1 of 2)

Jurisdiction	Standard	Description
United States	FCC CFR 47 Part 15	Class B Emissions: FCC Rules for Radio Frequency Devices
Canada	ICES-003	Class B Emissions: Interference-Causing Equipment Standard: Digital Apparatus
Australia/New Zealand	CISPR 22	Class B Emissions: Information technology equipment - Radio disturbance

Table 1 EMC compliance (Sheet 2 of 2)

Jurisdiction	Standard	Description
European Community	EN 55022	Class B Emissions: Information technology equipment - Radio disturbance
	EN 55024	Information technology equipment - Immunity characteristics Limits and methods of measurement
	EN 61000-3-2	Limits for harmonic current emissions (equipment input current <= 16 A per phase)
	EN 61000-3-3	Limitation of voltage fluctuations and flicker in low-voltage supply systems for equipment with rated current <= 16 A
Japan	VCCI	Regulations for voluntary control measures.

Table 2 lists Safety compliance for various jurisdictions.

Table 2 Safety compliance

Jurisdiction	Standard	Description
United States	UL 60950-1	Safety of Information Technology Equipment
Canada	CSA 60950-1-03	Safety of Information Technology Equipment
European Community	EN 60950-1	ITE equipment - Safety - Part 1: General requirements
Australia/New Zealand	AS/NZS 60950.1:2003	Safety of Information Technology Equipment

Other Safety Approvals: IEC 60950-1: ITE equipment - Safety - Part 1: General requirements.

Other

US/Canada: Hearing Aid Compatibility (HAC) as per FCC Part 68

This equipment complies with the CE Marking requirements. CE

Australia: AS/ACIF S004: Voice Frequency Performance Requirements for Customer Equipment

EU Countries: This device complies with the essential requirements and other relevant provisions of Directive 1999/5/EC. A copy of the Declaration may be obtained from www.nortel.com or Nortel Networks GmbH address: Ingolstaedter Strasse 14-18, 80807 Munich Germany

DenAn regulatory notice for Japan

⚠ **Warning**

Please be careful of the following while installing the equipment:
- Please only use the Connecting cables, power cord, AC adaptors shipped with the equipment or specified by Nortel to be used with the equipment. If you use any other equipment, it may cause "failures, malfunctioning or fire".
- Power cords shipped with this equipment must not be used with any other equipment. In case the above guidelines are not followed, it may lead to death or severe injury

⚠ 警告

本製品を安全にご使用頂くため、以下のことにご注意ください。
- 接続ケーブル、電源コード、ACアダプタなどの部品は、必ず製品に同梱されております添付品または指定品をご使用ください。添付品・指定品以外の部品をご使用になると故障や動作不良、火災の原因となることがあります。
- 同梱されております付属の電源コードを他の機器には使用しないでください。上記注意事項を守らないと、死亡や大怪我など人身事故の原因となることがあります。

Connecting Power

Use Only with Nortel approved Limited Power Source 48Vdc 520mA (FSP Group Inc. Model: FSP025-1AD207A)

Connecting to Local Area Network (LAN)

Severe damage to your IP Phone will occur if this set is plugged into an ISDN connection. Consult your system administrator to ensure that you are plugging your set into a 10/100 Base-T ethernet jack.

Operation

The earpiece / mouthpiece region on the handset can attract and retain small objects.

Location

It is recommended that this unit not be exposed to direct sunlight for a prolonged period of time.

How to get help

This section explains how to get help for Nortel products and services.

Getting help from the Nortel Web site

The best way to get technical support for Nortel products is from the Nortel Technical Support Web site:

www.nortel.com/support

This site provides quick access to software, documentation, bulletins, and tools to address issues with Nortel products. More specifically, the site enables you to:

- download software, documentation, and product bulletins
- search the Technical Support Web site and the Nortel Knowledge Base for answers to technical issues
- sign up for automatic notification of new software and documentation for Nortel equipment
- open and manage technical support cases

Getting help over the phone from a Nortel Solutions Center

If you do not find the information you require on the Nortel Technical Support Web site, and you have a Nortel support contract, you can also get help over the phone from a Nortel Solutions Center.

In North America, call 1-800-4NORTEL (1-800-466-7835).

Outside North America, go to the following Web site to obtain the phone number for your region:

www.nortel.com/callus

Getting help from a specialist by using an Express Routing Code

To access some Nortel Technical Solutions Centers, you can use an Express Routing Code (ERC) to quickly route your call to a specialist in your Nortel product or service. To locate the ERC for your product or service, go to:

www.nortel.com/erc

Getting help through a Nortel distributor or reseller

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

Chapter 1
Introduction

This section contains the following topics:

IP Phone 1210, 1220, and 1230

The Nortel IP Phone 1210, 1220, and 1230 bring voice and data to the desktop by connecting directly to a Local Area Network (LAN) through an Ethernet connection.

In this guide, programmable button labels appear beside the keys, and soft key labels appear directly above the keys.

For information about telephone features and how to use them, see the *Telephone Features User Guide* (NN40020-100).

Basic features

Your IP Phones support the following features:

- four soft keys
- specialized feature keys
- six call processing fixed keys
  - Mute
  - Handsfree
  - Goodbye
  - Applications
  - Headset
  - Hold
- volume control keys to adjust the ringer, speaker, handset, and headset volume
- headset jack
- handset jack
- high-quality speaker phone
- hearing aid compatibility
- accessory expansion module (AEM) port
- 10/100 Ethernet ports
  - one Ethernet port for LAN connection
  - one Ethernet port for the optional PC connection
- Power over Ethernet (PoE) or power through a supported AC adapter

- wall-mountable

In addition, the IP Phone 1220 and IP Phone 1230 models have the following features:

- programmable keys with labels and indicators
- specialized feature keys:
    — Quit
    — Directory
    — Services
    — Conferences
    — Messages
    — Redial

> ⚠️ **CAUTION**
> **Risk of equipment damage**
> Do not plug the IP Phone 1210, 1220, or 1230 into a regular telephone jack. This results in severe damage to the IP Phone. Consult your system administrator to ensure that you plug your IP Phone into a 10/100 BaseT Ethernet jack.

> ⚠️ **CAUTION**
> **Risk of equipment damage**
> The IP Phone 1210, 1220, and 1230 are for use in an indoor environment only.

Phone components

Your IP Phone 1210, 1220, and 1230 comes with

- foot stand
- handset
- handset cord
- 2.1 m (7 ft) CAT5 Ethernet cable
- number plate and lens

IP Phone 1210, 1220, and 1230 keys and descriptions

For the location of the keys and components on the IP Phone 1210, 1220, and 1230, see the following figures. For a description of the keys and components on your IP Phone 1210, 1220, and 1230, see the table IP Phone 1210, 1220, and 1230 keys and components descriptions (page 18). Some keys or components are not available on all IP Phone models.

Figure 1 IP Phone 1210

Message waiting indicator/
Incoming call indicator

Display screen

Soft keys (4)

Programmable keys (2)

Navigation keys

Goodbye key

Applications key

Headset key

Hold key

Volume control keys

Mute key

Dialpad

Handsfree key

Figure 2   IP Phone 1220

Figure 3   IP Phone 1230

User-defined
feature keys (10)

Message waiting indicator/
Incoming call indicator

Display screen

Soft keys (4)
Programmable keys (6)

Navigation keys

Goodbye key

Applications key

Headset key

Hold key

Volume control keys   Mute key   Dialpad

Handsfree key

Table 3 IP Phone 1210, 1220, and 1230 keys and components descriptions (Sheet 1 of 2)

Key or component	Description
Message waiting indicator/ Incoming call indicator	When a message is waiting, the red message waiting indicator flashes. Also, when the ringer sounds, this indicator flashes.
User-defined feature keys (not available on the IP Phone 1210)	The keys on either side of the display area are programmable keys with labels on the LCD display. The system administrator programs these keys as either memory, line, or intercom keys.
	A steady LCD light beside a programmable line (or intercom) key indicates that the call is active. A flashing LCD light indicates that the line or intercom call is on hold or that you have an incoming call.
	For more information about the user-defined feature keys, see User-defined feature keys (page 26).
Display screen	Shows the call information and phone status icons and guides you while using features.
Soft keys	Soft keys are below the display area. The LCD label above each key changes based on the active feature.
	The Feature soft key is on the bottom left of the display area and is used to access various phone options, such as changing the ring type (Feature *6).
Programmable keys	The keys on either side of the navigation keys are programmable keys. The IP Phone 1210 has two keys, while the IP Phone 1220 and 1230 have six keys. The system administrator programs these keys with the following features:
	Conference—access conferencing capabilities.
	Quit—close an active menu or dialog box. Pressing the Quit key does not affect the status of active calls.
	Message—open your CallPilot mailbox. For more information about mailbox options, see your *CallPilot Quick Reference Card*.
	Redial—redial the last number called.
	Directory—access speed call.
	Services—access the scrollable Feature Display menu (FEATURE *900) that includes
	• Call Pickup
	• Call Park
	• Voice Call
	• Page
	• Background Music
	• Message Send
	• Hot Desking
	• Call Forward
	• Do Not Disturb
	• Speed Call
	• Last Number Redial
	• Block Outgoing Name/Number
	Double-press the Services key to access the Local Tools menu, and use the navigation keys to make a selection. For details about the Local Tools menu, see Local Tools menu options and descriptions (page 23).

Table 3   IP Phone 1210, 1220, and 1230 keys and components descriptions (Sheet 2 of 2)

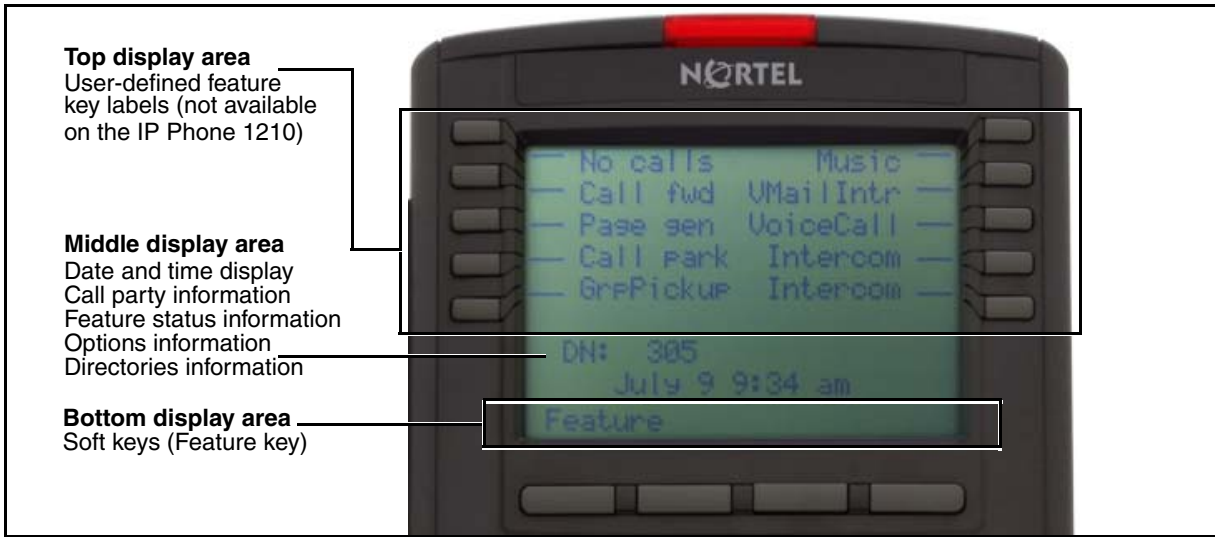| Key or component	Description
Navigation keys (with Enter key)	Press the Navigation keys to scroll through menus and lists that appear on the display screen. The outer part of this key cluster rocks for up, down, left, and right movements.
	Press the Enter key, at the center of the Navigation key cluster, to confirm menu selections.
	In most menus, you can press the Enter key instead of the Select soft key.
Volume control keys	Press the Volume control keys to adjust the volume of the ringer, handset, headset, speaker, and the Handsfree feature. Press the top button to increase the volume, and press the bottom button to decrease volume.
Mute key	Press the Mute key to listen to the receiving party without transmitting. 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 Mute key applies to handsfree, handset, and headset microphones.
	The microphone remains muted for your current call and all other calls until you press the Mute key again to turn the microphone on.
Handsfree key	Press the Handsfree key to activate handsfree. The Handsfree LED indicator, on the Handsfree key, lights to indicate when handsfree is active.
Goodbye (Release) key	Press the Goodbye key to terminate an active call.
Applications key	Press the Applications key to access external server applications.
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	Press the Hold key to put an active call on hold. Tap the flashing line (DN) soft key to return to the caller on hold.

Display screen

Your IP Phone 1210, 1220, and 1230 have two or three display areas:

- The top display area provides labels for the user-defined feature keys (not available on the IP Phone 1210).
- The middle display area contains two lines: a context line and an information line. The context line displays the DN of the IP Phone. The information line displays items such as caller number, caller name, feature prompt string, user-entered digits, date and time information, and telephone information.
- The bottom display area provides labels for the four soft keys.

The following figure shows an idle IP Phone 1230 display screen.

Figure 4 IP Phone 1210, 1220, and 1230 display screen (IP Phone 1230 shown)

Top display area
User-defined feature
key labels (not available
on the IP Phone 1210)

Middle display area
Date and time display
Call party information
Feature status information
Options information
Directories information

Bottom display area
Soft keys (Feature key)

IP Phone 1200 series expansion modules

This section provides information about the LCD Expansion Module:12-Key Self-Labeling and the LED Expansion Module:18-Key Paper Label.

The expansion modules are hardware accessories that connect to the IP Phone and provide additional line appearances and feature keys. The following figure shows an IP Phone 1230 with the LCD Expansion Module:12-Key Self-Labeling.

Figure 5 IP Phone 1230 with LCD Expansion Module:12-Key Self-Labeling

Basic features

The expansion modules provide either 12 or 18 additional user-defined feature keys for your IP Phone.

You can place the IP Phone and expansion modules on your desktop or you can wall-mount the IP Phone and expansion modules.

An IP Phone supports up to seven LCD Expansion Module:12-Key Self-Labeling, or up to two LED Expansion Module:18-Key Paper Label. One IP Phone does not support the two expansion module types on the same IP Phone.

The following IP Phones support expansion modules:

- IP Phone 1220
- IP Phone 1230

Expansion modules keys and descriptions

For the location of the keys and components on the expansion modules, see the following figures. For a description of the keys and components on your expansion modules, see the table Expansion modules keys descriptions (page 22). Some keys or components are not available on all expansion modules.

Figure 6   LCD Expansion Module:12-Key Self-Labeling
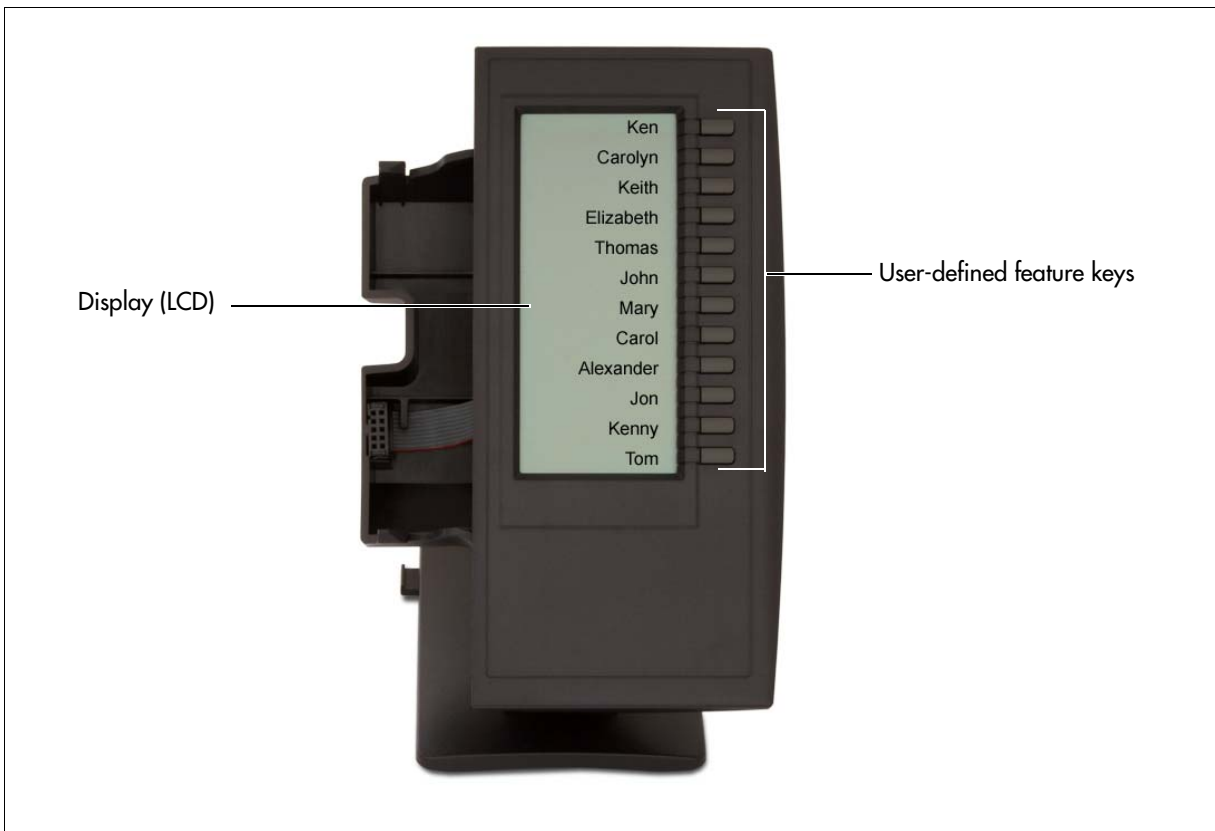
Figure 7   LED Expansion Module:18-Key Paper Label

Table 4   Expansion modules keys descriptions

Key or component	Description
User-defined feature keys	The keys on the expansion modules are programmable keys with an LCD display or paper labels. The system administrator programs these keys as either memory, line, or intercom keys.
	A steady LCD light beside a programmable line (or intercom) key indicates that the call is active. A flashing LCD light indicates that the line or intercom call is on hold or that you have an incoming call.
	For more information about the user-defined feature keys, see User-defined feature keys (page 26).
Display	The LCD display provides labels for the programmed keys and icons that show the feature state.
User-defined feature key LEDs	The LEDs show the feature state for the programmed keys.
Labels	Create your own labels for each key.

Chapter 2
Configuring options

Many of the options discussed in this section are for system administrator use only. Do not make changes unless you are instructed by your system administrator.

Local Tools menu

The Local Tools menu provides access to many configuration options. These settings also affect the expansion modules on your IP Phones.

Two methods are available to navigate in the Local Tools menu:

* Follow the prompts on the screen.
* If a menu entry has a number in front of it, you can select that entry by pressing the associated key on the dialpad. For example, when you are in the Local Tools menu, you can access 2. Local Diagnostics by pressing the 2 key on the dialpad.

Accessing the Local Tools menu

1 Double-press ⟨ ⟩ (**Services**) quickly to open the Local Tools menu.

If you attempt to access the Local Tools menu and a dialog box appears that prompts you for a password, contact your system administrator.

2 From the **Local Tools** menu, press the key on the dialpad to open the chosen menu.

For more information about the menus and submenus, see the table Local Tools menu options and descriptions (page 23).

3 From the selected menu, press the key on the dialpad to open the chosen submenu.

4 Use the **navigation** keys and **Select** key to make a selection.

5 Press the **Cancel** soft key to exit the menu or submenu.

Table 5 Local Tools menu options and descriptions

Main menu	Submenu	Description
1. Preferences	—	Use the Preferences menu to set or change preferences for your IP Phone.
	1. Contrast	Use the Contrast tool to change the physical settings of the display.
	2. Language	Use the Language tool to select the language used on your phone.

Table 5 Local Tools menu options and descriptions

Main menu	Submenu	Description
2. Local Diagnostics	--	Your system administrator uses the Local Diagnostics menu to perform diagnostics on the IP Phone and network. The Local Diagnostics menu is for system administrator use only.
	1. IPSet and DHCP Info	Use the IPSet and DHCP Info tool to view reports about IP Phone and DHCP operation. This tool is for system administrator use only.
	2. Netwk Diagnostic Tools	The Network Diagnostic Tools menu contains tools to diagnose network problems. This menu is for system administrator use only.
	3. Ethernet statistics	Use the Ethernet statistics tool view reports about Ethernet operation. This menu is for system administrator use only.
	4. IP Network statistics	Use the IP network statistics tool to view reports about network operation. This menu is for system administrator use only.
3. Network Configuration	--	Use the Network Configuration tool to display configuration information for your IP Phone. This tool is for system administrator use only.
4. Lock Menu	--	The system administrator uses the Lock Menu tool to protect the Local Tools menu items from accidental or unwanted changes. The Lock Menu tool is not available on all systems. If the menu entry appears dimmed, it is not enabled on your phone. Contact your system administrator to find out of this feature is available for your use.

Chapter 3
Using your IP Phone

This section provides information about the IP Phone 1210, 1220, and 1230, and expansion modules settings, features, and functionality. For more information about telephone features, see the *Telephone Features User Guide*.

Ring type, call log, and time offset configuration

Use the following procedures to configure your IP Phone 1210, 1220, and 1230.

Selecting the ring type

1 Press the **Feature** key, and then enter ***6**.

2 Press **1, 2, 3, 4**, or **Next** to hear the various ring types.

3 Press **OK** to store the ring type.

Editing the call log

Your system administrator must enable call logs before you can edit them.

1 Press the **Feature** key, and then enter **812.**

    If call logs are not enabled, the display shows the message *No log assigned*.

2 Use the navigation keys to scroll through and edit the call log.

Time offset

When your IP Phone is in a time zone different from your system, the display shows the system time instead of the local time. Use the Time Offset feature to adjust the time on the display. Before you begin, calculate the time difference, in hours, between the server time and local time.

Changing the time offset

1 Press **Feature *510**.

2 Press **Change**.

3 Press ***** to switch between adding or subtracting time.

4 Using the dialpad, enter the number of hours between local time and system time.

    Press # to enter half-hour increments.

5 Press **OK**.

    It can take up to 1 minute for the change to appear on the display.

User-defined feature keys

Your system administrator assigns the user-defined feature keys (on your IP Phone and expansion module) as line, intercom, or memory keys. The label for each key appears on the display next to the key. Your system administrator programs features on the line and intercom keys. However, you can program certain features on the memory keys.

The user-defined feature keys are not available on the IP Phone 1210.

Memory keys

Your system administrator assigns the user-defined feature keys as memory keys. Memory keys store phone numbers or features to give you one-touch dialing or feature activation.

Use the following procedures to program memory keys on your IP Phone 1210, 1220, and 1230 and expansion modules.

Programming external autodial

1   Press the **Feature** key, and then enter ***1**.
2   Press a memory key.
3   Using the dialpad, enter the external number.
4   Press **OK** to store the number.

The programmed phone number shows on the display.

Programming internal autodial

1   Press the **Feature** key, and then enter ***2**.
2   Press a memory key.
3   Using the dialpad, enter the extension number.
4   Press **OK** to store the extension number.

The name assigned to the number shows on the display with *Ad* to indicate AutoDial.

Programming a feature

1   Press the **Feature** key, and then enter ***3**.
2   Press a memory key.
3   Press the **Feature** key, and then enter the feature code.
4   Press **OK** to store the feature code.

Erasing memory keys

1   Press the **Feature** key, and then enter ***1**.

2   Press a memory key.

3   Press **OK** to erase the phone number or feature code programmed on the key.

Call placement

There are many ways to place a call depending on your telephone programming and call type.

Making a call

1   Lift the handset.

2   **(optional) For external calls:** Enter a line pool access code. For example, dial 9 or 6 for an outside line.

3   Use the dialpad to dial the external number or the internal extension.

Making external calls using line keys

1   Lift the handset.

2   Press a **line** key.

3   Use the dialpad to dial the external number or the internal extension.

Making external calls using intercom keys

1   Lift the handset.

2   **(optional)** Press an **intercom** key, if required.

The BCM system selects an intercom key by default.

3   Enter a line pool access code. For example, dial 9 or 6 for an outside line.

4   When you hear an external dial tone, dial the external telephone number.

Contact your system administrator for a list of line pool codes.

Making internal calls using intercom keys

1   Lift the handset.

2   **(optional)** Press an **intercom** key, if required.

The BCM system selects an intercom key by default.

3   Dial the extension number.

Contact your system administrator for a list of extension numbers.

Call answer

You have an incoming call when your telephone rings and the light flashes or when an intercom or line soft key indicator flashes.

Answering a call

1   When you have an incoming call, perform one of the following:

   •   Lift the handset.
   •   Press the line or intercom key with the flashing ▐▲ indicator, and then lift the handset.

Call hold

Calls are placed on hold automatically when you switch from one line to another.

Placing a call on hold

1   While a call is active, press ⌐▲ (Hold).

   The ▐▲ indicator for the line on hold flashes.

2   To return to the call, press the **line** key with the flashing ▐▲ indicator.

Handsfree

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

•   Press ▐◄» (Handsfree) to make or answer a call.
•   To switch to handsfree when you are on a handset call, press ▐◄» (Handsfree) and replace the handset. Lift the handset to switch back.
•   To switch to handsfree when you are on a headset call, press ▐◄» (Handsfree) Press ⌐Ω▐ (Headset) 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 ⌐Ω▐ (Headset) to activate the headset mode. When the Headset LED indicator is on, press a line or intercom soft key to make a call.
•   To switch to your headset when you are on a handset call, press ⌐Ω▐ (Headset) and replace the handset. Lift the handset to switch back.
•   To switch to your headset when you are on a Handsfree call, press ⌐Ω▐ (Headset). Press ▐◄» (Handsfree) to switch back.

Mute key

You can use mute ( ) on handset, handsfree, or headset calls.

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

Applications key

Use the Applications key to access a variety of applications directly from your IP Phone. To find out which applications are available, contact your system administrator.