VoIP: Quick Feature Card for Nortel IP Phone Set i2004

Activate the Auto Login Feature
1. On your main display, press the Menu key.
2. Use the Down button ▼ to scroll and highlight #7 User.
3. Press the OK key.
4. Use the Down button ▼ to scroll and highlight #3 Auto Login.
5. Press the OK key.
6. Press the Up button ▲ to scroll and highlight Enabled.
7. Press the OK key.
8. Press the Quit key.

Basic Phone Operations (Place a Call, Answer a Call, Mute, Hold, etc.)
Refer to stanford.edu/group/itss-cns/facultystaff/multiline/features.html.

Adjust the Footstand (Tilt)
1. Press the bar located at the top of the set, just underneath the rim (to right of handset).
2. Lift up or press down to adjust set. Let go of the bar at desired tilt.

Logon to Your Set
1. Your display shows Enter Username: It is your ten-digit phone number. Press OK.
2. Enter Password: The default password is 1234. Press OK. You are logged in.

Check Messages
1. An envelope will appear on the left side of your display and the Set Lamp will be lit when you have voice mail messages.
2. Press the Message feature key to access voice mail. Use the prompts as usual.

Need more information, such as a User’s Guide or FAQs?
Go to: http://voip.stanford.edu

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Change Your Password
1. Press the Menu key.
2. Scroll down to highlight User. Press the OK button.
3. Scroll down to highlight Password. Press the OK button.
4. Enter old password (1234). Press OK.
5. Enter new password. Press OK. Verify password by reentering. Press OK. Display shows “Password changed.”
6. Press OK.
7. Press Quit key.

Program the Directory
2. Press Add. Numbers are added alphabetically by last name.
3. Enter number, including 9 and 1 if needed. Press Next.
4. Use the dial pad keys that correspond to the letters of the person’s last name. Press Next.
5. Repeat Step 4 to enter the first name
6. Press Next, Next.
7. Press Quit (key with stop sign icon) to exit.

Use the Directory to Dial

Set the Volume
1. Press key by phone number on Display to get dial tone.
2. Press the Volume Control up or down to adjust volume.
3. Press the Volume Control down on both sides simultaneously to save.

View/Dial Missed Calls
1. When you have missed calls, press the Inbox key (inbox icon).
2. Scroll down to the list of incoming calls.
3. To store a number in your Directory, press Store soft key.
4. Use the dial pad keys that correspond to the letters of the person’s last name. Press Next.
5. Scroll down to the list of incoming calls. Repeat Step 4 to enter the first name.
6. Press Dial to dial, or press Quit to exit.

View/Dial Placed Calls
1. Press Outbox.
2. Scroll down to the list of outgoing calls.
3. To store a number in your Directory, press Store.
4. Use the dial pad keys that correspond to the letters of the person’s last name. Press Next.
5. Repeat Step 4 to enter the first name.
6. Press Dial to dial, or press Quit to exit.

Clear Missed/Placed Calls
1. To clear your entire* Inbox, press your Inbox key.
2. Press Clear.
3. Press Yes.
4. Press Quit to exit.

Label Your Auto Dials
(if available on your set)
1. Press the Menu key.
2. Use the Down scroll button \(\downarrow\) to highlight the Feature option.
3. Press the OK button.
4. Use the Down scroll button \(\downarrow\) to highlight the Autodial key you wish to label.
5. Press the Label button.
6. Use the dial pad keys that correspond to the letters of the label.
7. Press the OK button.
8. Press Quit. You will now see that new label on your display.

Logoff from Your Set
Logoff from your Nortel IP set if you wish to logon to another set or lock up your phone, similarly to how you lock your computer.
1. Press the Menu key.
2. Making sure Logoff is highlighted, press the OK button.
3. Press Yes to verify you wish to logoff. The phone immediately displays the login and is unusable until logging back in.

Problems or Questions? Please submit a HelpSU request:
http://helpsu.stanford.edu
Select the problem category of Phone/Voice/Pager/Cellular/Video. Please put VoIP in the first line of your problem description.

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