



# Avaya 1200 Series IP Deskphones with SIP Software — User Guide

## IP Office 8.1 Feature Pack 1

Document Status: **Standard**

Document Version: **02.07**

Document Number: **AV40050-111**

Date: **November 2012**



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# Welcome

The Avaya 1200 Series offers two models of IP Deskphones: the Avaya 1220 and the 1230 IP Deskphones. The Avaya 1220 and 1230 IP Deskphones bring voice and data to your desktop by connecting directly to a Local Area Network (LAN) through an Ethernet connection. The IP Deskphones communicate using Session Initiated Protocol (SIP) after the software is upgraded to a SIP-enabled version.

## Basic features

---

The Avaya 1200 Series IP Deskphones include the following features:

- lines with 25-character display capability
  - 1220 IP Deskphone: 5
  - 1230 IP Deskphone: 9
- self-labeled line keys
  - 1220 IP Deskphone: 4
  - 1230 IP Deskphone: 10
- four context sensitive soft keys (self labeled)
- six specialized feature keys
- six fixed call processing keys (three with LED status):
  - Mute
  - Handsfree
  - Goodbye
  - Applications
  - Headset
  - Hold
- volume up/down key 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
- 10/10 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 Deskphone controls

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The following figures show the location of controls on each model of IP Deskphone. [Figure 1 on page 11](#) shows the Avaya 1220 IP Deskphone; the Avaya 1230 IP Deskphone is shown in [Figure 2 on page 12](#).

Figure 1: Avaya 1220 IP Deskphone



**Figure 2: Avaya 1230 IP Deskphone**



This section describes the controls on the 1200 Series IP Deskphones. Your IP Deskphone can have fixed keys with icons or with labels. This document presents both versions of the fixed key.



When a message is waiting, the red Message Waiting/Incoming Call indicator LED at the top center of the IP Deskphone flashes.

Also, if configured, this indicator glows when the ringer sounds.



Line keys or speed dial keys are located on either side of the display area and are labeled on the LCD display. You can program these keys as either line or speed dial keys (for one touch dialing). These keys select which line is in use when the IP Deskphone is active and also act as status monitoring keys when a number is set as a speed dial.



**Context-sensitive soft keys** are located below the display area. The LCD label above each key changes based on the active feature.

(Copy)



Press the **Copy** key to copy contact information from one source, such as the Address Book to a destination, such as a feature key.

(Services)



When the IP Deskphone is idle, press the **Services** key to briefly display the software version, network address, and Ethernet address. When you navigate the menu, press the **Services** key to back up one level to the previous display.

(Quit)



Press the **Quit** key to close an active menu.

The state of active calls is not affected with you press the **Quit** key.

(Inbox)



Press the **Inbox** key to access your Call Inbox. The Call Inbox stores all incoming calls on an active IP Deskphone.

(Redial)



Press the **Redial** key to display a list of 15 most recently dialed numbers. You can select a number from the redial list and then dial it, save in the phonebook, delete, or check information about the call.

(Directory)



Press the **Directory** key to access your phonebook.



Use the **Navigation Key Cluster** to scroll through menus and lists that appear on the LCD display screen or for text entry. The outer part of this key cluster rocks for up, down, left, and right movements. For more information, see [“Navigation keys” on page 29](#).

(Volume)



Use the **Volume control** buttons 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 the volume.

(Mute)



Press the **Mute** key to listen to the call without transmitting. Press the **Mute** key again to return to two-way conversation. The **Mute** key applies to handsfree, handset, and headset microphones.

**Note:** When you enable mute, a red LED on the **Mute** key remains lit.

(Handsfree)



Press the **Handsfree** key to activate the built-in speaker and microphone.

**Note:** The Handsfree LED indicator on the **Handsfree** key lights to indicate when handsfree is active.



Use the **Enter** key, at the center of the **Navigation Key Cluster**, to select menu items or to confirm changes.

**Note:** The **Enter** key has the same function as the context-sensitive soft keys **Select** and **Set**.

(Goodbye)



Press the **Goodbye/Release** key to terminate an active call. When multiple calls are active, press the **Goodbye/Release key** to end the highlighted call.

Use the **Goodbye/Release** to close menu navigation or cancel user tasks.

(Headset)



Press the **Headset** key to answer a call using the headset or to switch a call from the handset or handsfree to the headset.

**Note:** The Headset LED indicator on the **Headset** key lights to indicate that the headset is in use.

(Hold)



Press the **Hold** key to put an active call on hold. Press the **Hold** fixed key to return to a call on hold.

You can have several calls in a hold state.



(Expand)



Press the **Expand** key to access the Instant Messaging Log.



Use the Dialpad to enter numbers and text. To navigate to an item in a menu, press the corresponding number on the dialpad to activate the item or to continue to navigate the list of items.

## IP Deskphone display

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Your Avaya 1200 Series IP Deskphone display is divided into two display areas:

- The upper display area is for information such as caller number, caller name, feature prompt string, user-entered digits, date and time information, and telephone information.
- The lower display area provides labels for the four context-sensitive soft keys.

### Cleaning the IP Deskphone LCD display screen

To clean the LCD display screen, gently wipe with a soft, dry cloth.



#### **CAUTION**

Do not use any liquids or powders on the IP Deskphone. Using anything other than a soft, dry cloth can contaminate IP Deskphone components and cause premature failure.

## Context-sensitive soft keys


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Your Avaya 1200 Series IP Deskphone has four context-sensitive soft keys beneath the LCD screen. The context-sensitive soft keys access different features and menus depending on the state of the IP Deskphone




and the menu you access. When you press a key, you can access the menus for 60 seconds. If you do not choose an option within that time, the screen returns to the main menu.

Table 1 on page 17 lists the context-sensitive soft keys that you can use to access menu items..




**Table 1: Menu items accessed through context-sensitive soft keys (Part 1 of 4)**

Item	Function
<p data-bbox="235 500 327 524">Feature</p> 	<p data-bbox="481 500 929 716">Press the <b>Feature</b> soft key to activate features on your phone. When you press the <b>Feature</b> soft key, a prompt displays, where you can enter the code of the feature you want to activate. Use the <b>Feature</b> soft key to activate the following functions:</p> <ul style="list-style-type: none"> <li data-bbox="529 756 732 781">— Call Forward</li> <li data-bbox="529 805 783 829">— Forward on Busy</li> <li data-bbox="529 854 817 878">— Forward No Answer</li> <li data-bbox="529 902 717 927">— Private Call</li> <li data-bbox="529 951 809 976">— Automatic Callback</li> <li data-bbox="529 1000 724 1024">— Group Page</li> <li data-bbox="529 1049 823 1073">— Voice/Auto Intercom</li> <li data-bbox="529 1097 738 1122">— Direct Pickup</li> <li data-bbox="529 1146 713 1170">— Pickup Any</li> <li data-bbox="529 1195 910 1219">— Call Park/Call Park to Other</li> <li data-bbox="529 1243 735 1268">— Retrieve Call</li> <li data-bbox="529 1292 756 1317">— Do Not Disturb</li> <li data-bbox="529 1341 834 1390">— Button Programming (Programmable keys)</li> <li data-bbox="529 1414 908 1438">— Button Programming Query</li> </ul>

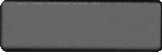
**Table 1: Menu items accessed through context-sensitive soft keys (Part 2 of 4)**

Item	Function
<p>Feature</p> 	<ul style="list-style-type: none"> <li>— Account Code</li> <li>— Voicemail On</li> <li>— Twin</li> <li>— Relay On</li> <li>— Relay</li> <li>— Extension Login</li> <li>— Extension Logout</li> <li>— Conference Meet Me</li> <li>— After Call Work</li> <li>— Follow Me Here/Cancel</li> <li>— Follow Me To</li> <li>— Call Record</li> </ul>
<p>Msgs</p> 	<p>Press the <b>Msgs</b> context-sensitive soft key to access the following features:</p> <ol style="list-style-type: none"> <li>1. Voice Mail—use to call your Voice Mail number.</li> <li>2. Missed Call Notification—use to access your Missed Call details.</li> </ol>
<p>Redial or New Call</p> 	<p>Press the <b>Redial</b> context-sensitive soft key to redial the last dialed number.</p> <p>If there is no stored redial number, the <b>NewCall</b> context-sensitive soft key appears and has the same effect as pressing the primary user line key (dial prompt).</p>

**Table 1: Menu items accessed through context-sensitive soft keys (Part 3 of 4)**

Item	Function
<p>More...</p> 	<p>When you press the <b>More...</b> context-sensitive soft key, a different selection of context-sensitive soft keys appears.</p>
<p>abc or 123</p> 	<p>Press the <b>abc</b> context-sensitive soft key to</p> <ul style="list-style-type: none"> <li>• <b>abc</b> context-sensitive soft key must be displayed.</li> <li>• <b>abc</b> context-sensitive soft key to display the <b>123</b> context-sensitive soft key on the menu list.</li> </ul>
<p>Prefs</p> 	<p>Press the <b>Prefs</b> context-sensitive soft key to display the Preferences menu.</p> <p>The menu items include the following:</p> <ol style="list-style-type: none"> <li>1. Display—use to adjust the display settings of the LCD screen.</li> <li>2. Audio—use to adjust tones and volume settings.</li> <li>3. Feature Options—use to configure the following: <ul style="list-style-type: none"> <li>— Call Ignore Action</li> <li>— Missed Call Notification</li> </ul> </li> </ol>

**Table 1: Menu items accessed through context-sensitive soft keys (Part 4 of 4)**




Item	Function
<p style="text-align: center;">Prefs</p> 	<ol style="list-style-type: none"> <li>4. Language—use to change the interface language.</li> <li>5. Misc Options—use to access the following options:               <ul style="list-style-type: none"> <li>— Alpha Dialing</li> <li>— Search Method</li> <li>— Incoming Privacy</li> <li>— Outgoing Privacy</li> <li>— Hold Mode: Private</li> <li>— Time</li> </ul> </li> <li>6. Network—use to access the following:               <ul style="list-style-type: none"> <li>— Server Settings</li> <li>— Device Settings</li> <li>— Diagnostics</li> <li>— Licensing</li> <li>— Lock</li> </ul> </li> <li>7. User Settings - use to modify the following:               <ul style="list-style-type: none"> <li>— Call Settings</li> </ul> </li> </ol>

### Idle display screen after dial pad input

After you enter information using the dial pad (there is no dial tone or preceding line selection), the context-sensitive soft keys displayed on the idle screen appear as shown in [Table 7 on page 42](#).

Table 2 on page 21 lists the context-sensitive soft keys that you can use to access menu items after dial pad input.

**Table 2: Menu items accessed after dial pad input through context-sensitive soft keys**



Item	Function
<p style="text-align: center;">Send</p> 	<p>Press the <b>Send</b> context-sensitive soft key to dial out the user input using the primary login of the IP Deskphone.</p> <p>User input is run against the dialing plan.</p>
<p style="text-align: center;">abc or 123</p> 	<p>Press the <b>abc</b> or <b>123</b> context-sensitive soft key to toggle between alpha and numeric input mode.</p>
<p style="text-align: center;">Subject</p> 	<p>Press the <b>Subject</b> context-sensitive soft key to set a subject line to your outgoing call before pressing the <b>Send</b> context-sensitive soft key.</p>

## In-call context-sensitive soft keys

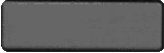

When a call is active, use the context-sensitive soft keys to access menu items.

Table 3 on page 22 lists the context-sensitive soft keys you can use to access menu items during an in-call session.

**Table 3: Menu items accessed during an in-call session through context-sensitive soft keys (Part 1 of 7)**



Item	Function
<p>Trnsfer</p> 	<p>Press the <b>Trnsfer</b> context-sensitive soft key to transfer the current call to another location or to another contact.</p>
<p>Audio</p> 	<p>Press the <b>Audio</b> context-sensitive soft key to access the following features:</p> <p><b>Tones</b></p> <ul style="list-style-type: none"> <li>• Ring Pattern             <ul style="list-style-type: none"> <li>— Select test patterns from 1 to 8</li> </ul> </li> <li>• Alerting Volume             <ul style="list-style-type: none"> <li>— Set Desired volume</li> </ul> </li> </ul>

**Table 3: Menu items accessed during an in-call session through context-sensitive soft keys (Part 2 of 7)**



Item	Function
<p>Audio</p> 	<p><b>Voice</b></p> <ul style="list-style-type: none"> <li>• Set the volume for the following: <ul style="list-style-type: none"> <li>— Handset Volume</li> <li>— Headset Volume</li> <li>— Handsfree Volume</li> </ul> </li> </ul> <p><b>Codecs</b></p> <p>Select the Audio Codecs:</p> <ul style="list-style-type: none"> <li>• G722 (wideband codec)</li> <li>• PCMU (standard u-law)</li> <li>• G729 (729 codec)</li> <li>• PCMA (standard a-law)</li> </ul>
<p>Audio</p> 	<p><b>Note:</b> You can change the audio settings to improve audio quality based on the available band width. If the Internet bandwidth is low, you can improve the audio quality by changing the audio setting to low.</p> <ul style="list-style-type: none"> <li>• Monitor Audio Quality—used to view details about the audio quality of an active call.</li> </ul> <p style="text-align: center;"><b>OR</b></p>




**Table 3: Menu items accessed during an in-call session through context-sensitive soft keys (Part 3 of 7)**

Item	Function
<p>Activate</p> 	<p>The <b>Activate</b> context-sensitive soft key appears when the call is not active. The most common usage of this key is when the call displayed onscreen is a call that was parked against the user (or a call that the user placed on hold).</p> <p><b>Note:</b> The <b>Activate</b> context-sensitive soft key never appears at the same time as the <b>Audio</b> context-sensitive soft key.</p>
<p>More...</p> 	<p>Press the <b>More...</b> context-sensitive soft key to select a new menu list of context-sensitive soft keys (three menu lists are available).</p> <p>When you press the <b>More...</b> context-sensitive soft key, a different selection of context-sensitive soft keys appears.</p>


**Table 3: Menu items accessed during an in-call session through context-sensitive soft keys (Part 4 of 7)**

Item	Function
<p>More...</p> 	<ul style="list-style-type: none"> <li>If you press the <b>More...</b> context-sensitive soft key once from the first menu list, you access the following context-sensitive soft keys: [NewCall] [More...]</li> <li>If you press the <b>More...</b> context-sensitive soft key from the first menu list twice, you access the following context-sensitive soft keys: [Prefs] [ ] [ ] [More...]</li> <li>If you press the <b>More...</b> context-sensitive soft key from the first menu list three times, you return to the first menu list with the following context-sensitive soft keys. [Trnsfer] [Audio] [More...]</li> </ul>
<p>When you press the <b>More...</b> context-sensitive soft key for the first time, the following context-sensitive soft keys appear on the menu list.</p>	
<p>NewCall</p> 	<p>Press the <b>NewCall</b> context-sensitive soft key to obtain a dial tone to place another call during an active call or to a make a conference call.</p> <p>The <b>NewCall</b> context-sensitive soft key behaves like the <b>Conf</b> context-sensitive soft key.</p>




**Table 3: Menu items accessed during an in-call session through context-sensitive soft keys (Part 5 of 7)**

Item	Function
<p>When you press the <b>More...</b> context-sensitive soft key for the second time, the following context-sensitive soft keys appear on the menu list.</p>	
<p>Prefs</p> 	<p>Press the <b>Prefs</b> context-sensitive soft key to display the Preferences menu.</p> <p>The menu items include the following:</p> <ol style="list-style-type: none"> <li>1. Display—use to adjust the display settings of the LCD screen.</li> </ol>

**Table 3: Menu items accessed during an in-call session through context-sensitive soft keys (Part 6 of 7)**

Item	Function
<p>Prefs</p> 	<ol style="list-style-type: none"> <li>2. Audio—use to adjust tones and volume setting.</li> <li>3. Feature Options—use to configure the following: <ul style="list-style-type: none"> <li>— Call Ignore Action</li> <li>— Call Fwd Notification</li> <li>— Answer Mode Settings appear when the Auto Answer Mode is enabled on the IP Deskphone.</li> </ul> </li> <li>4. Language—use to change the interface language.</li> <li>5. Misc Options—use to access the following options: <ul style="list-style-type: none"> <li>— Alpha Dialing</li> <li>— Search Method</li> <li>— Incoming Privacy</li> <li>— Outgoing Privacy</li> <li>— Hold Mode: Private</li> <li>— Time</li> </ul> </li> </ol>

**Table 3: Menu items accessed during an in-call session through context-sensitive soft keys (Part 7 of 7)**

Item	Function
<p>Prefs</p> 	<ol style="list-style-type: none"> <li>6. Network—use to access the following:               <ul style="list-style-type: none"> <li>— Server Settings</li> <li>— Device Settings</li> <li>— Diagnostics</li> <li>— Disable screensaver</li> <li>— Licensing</li> <li>— Lock</li> </ul> </li> <li>7. User Settings—use to modify the following:               <ul style="list-style-type: none"> <li>— Call Settings</li> </ul> </li> </ol>
<p>More...</p> 	<p>Press the <b>More...</b> context-sensitive soft key to return to the first menu list of context-sensitive soft keys.</p> <p>The next available menu list contains the following context-sensitive soft keys:</p> <p>[Trnsfer] [Audio] [More...]</p>
<p>Unlock</p> 	<p>The <b>Unlock</b> context-sensitive soft key appears if you answer a call when the IP Deskphone is locked with a password protected screensaver.</p>

## Navigation keys

---



This section provides information about keys you can use to navigate within the menus of your IP Deskphone.

You can select menu items in one of the following ways:


- Menu items are sorted by number. Press the corresponding number on the dialpad and then press the **Select** soft key.
- Use the navigation key to scroll through the menu to highlight the item you want to select and then press the **Select** soft key.

Table 4 on page 30 describes the navigation keys and their functions.

**Table 4: Navigation keys and functions (Part 1 of 2)**

Key	Function
<p>Navigation Key Cluster</p> 	<p>Press the Left or Right arrows on the <b>Navigation Key Cluster</b> to:</p> <ul style="list-style-type: none"> <li>• Scroll long lines of text when you view caller ID.</li> </ul> <p><b>Note:</b> The IP Deskphone automatically scrolls long lines of text from right to left for entries such as in your address book or your Call Inbox. When your Search Method is set to Index Search, you can increase the speed of the scrolling by repeatedly pressing the right navigation key or decrease the scrolling speed by repeatedly pressing the left navigation key. For more information, see <a href="#">“Copying information to the Address Book” on page 114.</a></p> <ul style="list-style-type: none"> <li>• Change the slide adjustment from left to right when you adjust such things as contrast or volume.</li> </ul>
<p>Navigation Key Cluster</p> 	<p>Press the right side of the <b>Navigation Key Cluster</b> to:</p> <ul style="list-style-type: none"> <li>• Create a space when you enter and edit text.</li> <li>• View the details of the selected call log entry in the Inbox.</li> </ul>

**Table 4: Navigation keys and functions (Part 2 of 2)**

Key	Function
<p data-bbox="139 261 416 289">Navigation Key Cluster</p> 	<p data-bbox="471 261 907 321">Press the left side of the <b>Navigation Key Cluster</b> to:</p> <ul data-bbox="471 342 921 542" style="list-style-type: none"> <li data-bbox="471 342 921 402">• Move cursor to the left when you enter and edit text.</li> <li data-bbox="471 418 921 542">• Leave the detail view of the Inbox and return to the main Inbox. Operates like the <b>Back</b> context-sensitive soft key.</li> </ul> <p data-bbox="471 578 896 638">Press the up or down arrows on the <b>Navigation Key Cluster</b> to:</p> <ul data-bbox="471 659 907 829" style="list-style-type: none"> <li data-bbox="471 659 907 719">• Erase a character (backspace) when you enter and edit text.</li> <li data-bbox="471 735 907 829">• Highlight items in a list, such as Address Book entries or items in your Call Inbox.</li> </ul> <p data-bbox="519 849 921 938"><b>Note 1:</b> Move the cursor from line to line when entering and editing text or data.</p> <p data-bbox="519 976 921 1065"><b>Note 2:</b> To scroll through a list of items, you can press and hold the up or down key.</p>

## Available IP Deskphone call features

The 2000 Series IP Deskphones are supported by the Avaya IP Office 8.0 call server. Your system administrator uses IP Office to assign call features to your IP Deskphone. To determine which features are available or to activate features, contact your system administrator or service provider.

**Note:** Not all service providers support the entry of a SIP address to initiate a call; for example, jim@company.com. Some service




providers require that you enter a Directory Number (DN) to initiate a call, for example, 555-5555. Contact your system administrator to determine whether your Call Server supports SIP address dialing.

## Security features

---

Before you can use your IP Deskphone, an ID and password must be assigned to your IP Deskphone. This security measure ensures that, after you log off, calls cannot be made from your IP Deskphone and features, such as Address Book, are inaccessible. Your ID and password also prevent unauthorized access to your user profile.

### Secure connection

Call security is identified by the presence of a security icon (padlock)  that is displayed on the IP Deskphone screen.

After the IP Deskphone is registered with the SIP Proxy, you can view the security icon when:

- the IP Deskphone is idle
- you are on an active call

# Regulatory and safety information

- This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20cm between the radiator and your body (excluding the handset). This transmitter must not be collocated or operated in conjunction with any other antenna or transmitter.

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 5 lists EMC compliance for various jurisdictions.

**Table 5: EMC compliance (Part 1 of 2)**

Jurisdiction	Standard	Description
United States	FCC CFR 47 Part 15	Class B Emissions: FCC Rules for Radio Frequency Devices (see Notes 1 and 2)
Canada	ICES-003	Class B Emissions: Interference-Causing Equipment Standard: Digital Apparatus
Australia/ New Zealand	AS/NZ CISPR 22 CISPR 22	Class B Emissions: Information technology equipment - Radio disturbance

**Table 5: EMC compliance (Part 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 $\leq$ 16 A per phase)
	EN 61000-3-3	Limitation of voltage fluctuations and flicker in low-voltage supply systems for equipment with rated current $\leq$ 16 A
Japan	VCCI	Regulations for voluntary control measures.

Table 6 lists Safety compliance for various jurisdictions.

**Table 6: Safety compliance**

Jurisdiction	Standard	Description
United States	UL 60950-1	Safety of Information Technology Equipment
Canada	CSA 60950-1-30	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

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

## 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 Avaya 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、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、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。

# Getting started

This section provides information about how to use the Avaya 1200 Series IP Deskphones. Carefully read each of the following sections before you operate your IP Deskphone:

- “Before you begin” on page 36
- “Connecting the components” on page 36
- “Entering text” on page 40
- “Accessing the Avaya 1200 Series IP Deskphone” on page 46
- “Configuring Avaya 1200 Series IP Deskphones” on page 62

## Before you begin

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**CAUTION**

**Damage to Equipment**

Consult your system administrator to ensure that you plug your IP Deskphone into a 10/100/1000 BaseT Ethernet jack. To prevent severe damage to your IP Deskphone, do not plug your Avaya 1200 Series IP Deskphone into a regular phone jack.



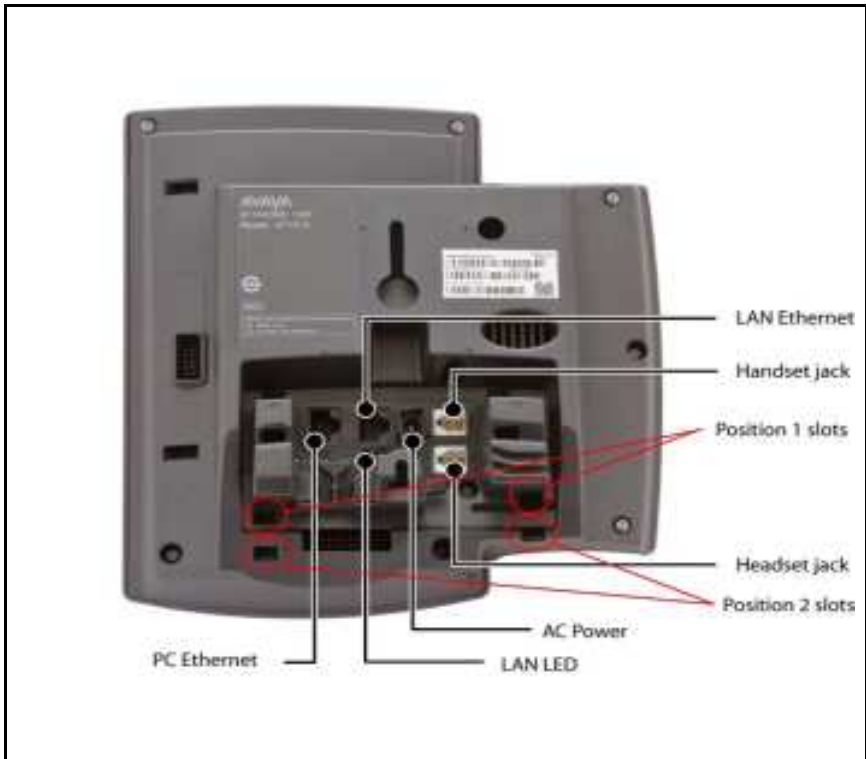
**CAUTION**

Your Avaya 1200 Series IP Deskphone is designed for use in an indoor environment only.

## Connecting the components

---

Figure 3 on page 37 shows the connections on the Avaya 1200 Series IP Deskphones.

**Figure 3: Connections on Avaya 1200 Series IP Deskphones**

**WARNING** Ensure that the protective rubber cap on the Expansion Module port is in place when the port is not in use. Connection of anything other than the proper Expansion Module connector to this port can cause damage to the IP Deskphone.

## Attaching the foot stand (optional)

Attach the foot stand in the appropriate slots depending on the desired angle for your Avaya 1200 Series IP Deskphone. If you insert the foot stand into the upper slots, your IP Deskphone sits at a 25-degree angle.

If you insert the foot stand into the lower slots, your IP Deskphone 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 Deskphone.  
In position 1, the IP Deskphone sits at a 25-degree angle.  
In position 2, the IP Deskphone sits at a 55-degree angle.

[Figure 3 on page 37](#) shows the slots on the back of the IP Deskphone.

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

**Note:** If you mount your IP Deskphone on a wall, do not attach the foot stand.

## Connecting the handset

---

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

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 [Figure 3 on page 37](#).
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)

---

You can connect a headset to the IP Deskphone as described in the following procedure:

1. Plug the headset cord into the headset jack on the back of the IP Deskphone as shown in [Figure 3 on page 37](#).
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.

## Connecting AC power (optional)

---

Your Avaya 1200 Series IP Deskphone supports AC power and Power over Ethernet (PoE). For AC power, use only the Avaya-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 Deskphone.
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 Avaya 1200 Series IP Deskphone to your LAN using a CAT5e Ethernet cable to enable full functionality of your IP Deskphone. If your Ethernet port is equipped with Power over Ethernet (PoE), your IP Deskphone 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 Deskphone as shown in [Figure 3 on page 37](#).
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 Deskphone lights when a LAN connection is established.

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



# Connecting the PC Ethernet cable

---

Connect a CAT5e PC Ethernet cable between your Avaya 1200 Series IP Deskphone 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 Deskphone as shown in [Figure 3 on page 37](#).
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 mount your Avaya 1200 Series IP Deskphone on a wall. Wall-mount the IP Deskphone using the two keyholes on the back of the it. 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 Deskphone 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 Deskphone with the screws in the wall.
6. Slide the IP Deskphone onto the screws to secure it in position.

# Entering text

---

You can use combinations of the letters and numbers on the dialpad of your IP Deskphone to enter SIP addresses, create Address Book entries, and to designate labels for programmable keys.

To make a call, you can dial an alphanumeric SIP address; for example, `jdoe2@domain.com`. You can enter and edit text on your IP Deskphone using the following methods:

**Attention:** Some service providers support only the use of a Directory Number (DN) such as 555-5555 to initiate a call to another IP Deskphone. Contact your system administrator or service provider to determine if alphanumeric dialing is supported. Alphanumeric dialing consists of string of text that contain letters and numbers that make up; for example, a SIP address.

## Entering text using the IP Deskphone dialpad

---

For applications that offer text input, when you use the dialpad to enter text the system activates the **abc/123** context-sensitive soft key.

You can toggle between numeric and alphabetic input as follows:

- When the context-sensitive soft key label is **abc**, you can enter alphabetic text.
- When the context-sensitive soft key label is **123**, you can enter numbers.

For example, if you want to enter the lower case letter a, press the **abc/123** context-sensitive soft key to toggle to alphabetic input. Then press the number **2** key once. If you want to enter the upper case letter C, press the number **2** key six times. You can cycle through the letters (and the numeral) by pressing the number button repeatedly.

To create names or words that contain two adjacent letters that appear on the same button, for example, the word *press*, you can do the following:

1. To enter the first character, press the dialpad key **6**.
2. Pause briefly.
3. To enter the next letter, press the dialpad key **6** twice to cycle to the letter **r**.

When entering alphanumeric information, the **1** key on the dialpad represents the characters in [Table 7 on page 42](#). To enter a special

character, press the dialpad number **1** to cycle through the characters until you reach the one you need. For example, to enter a question mark (?), press the number **1** key eight times.

**Table 7: Alphanumeric characters for dialpad key 1 (Part 1 of 2)**

Character	Name
@	at
.	period
-	dash
_	underscore
&	ampersand
'	apostrophe
^	carat
?	question mark
!	exclamation point
(	left parentheses
)	right parentheses
,	comma
\	backslash
/	forward slash
:	colon
;	semi-colon
~	tilde
=	equal

**Table 7: Alphanumeric characters for dialpad key 1  
(Part 2 of 2)**

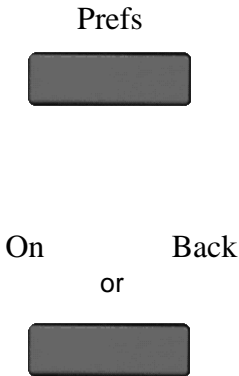
Character	Name
+	plus
1	numeral 1

**Note:** No letters are associated with the 0 key.

## Configuring the dialpad to alphanumeric dialing

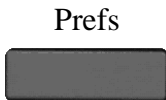
To eliminate the need to press the **abc/123** context-sensitive soft key when you enter text, you can set the Avaya 1200 Series IP Deskphone dialpad default to alphabetic mode.

### To set the dialpad to alphabetic mode as the default:



1. Press the **Prefs** context-sensitive soft key, and then select **Misc Options**. Highlight **Alpha Dialing**, and then press the **Change** context-sensitive soft key.
2. Choose one of the following:
  - Press the **On** context-sensitive soft key to turn on alphanumeric dialing.
  - Press the **Back** context-sensitive soft key to keep existing configurations and return to the **Preferences** menu.

### To disable alphabetic mode and set numeric mode as the default:



1. Press the **Prefs** context-sensitive soft key, and then select **Misc Options**. Highlight **Alpha Dialing**, and then press the **Change** context-sensitive soft key.

Off  
or  
Back



2. Choose one of the following:

- Press the **Off** context-sensitive soft key to turn on alphanumeric dialing.
- Press the **Back** context-sensitive soft key to keep existing configurations and return to the **Preferences** menu.

# Accessing the Avaya 1200 Series IP Deskphone

You require a log on ID and a password to log on to a server with your IP Deskphone.

## Logging on

---

Whenever you log on to your IP Deskphone you must do the following:

- confirm your logon ID
- enter your password
- select the duration of this session

If your system administrator has configured your Deskphone with your user logon and password, you can use the deskphone without further configuration. For more information, see [“Automatic login” on page 47](#).

The first time you use your IP Deskphone, you need to complete some of the following procedures:

- [“Setting the domain” on page 47](#)
- [“Selecting a language” on page 49](#)
- [“Logging on to your IP Deskphone” on page 50](#)
- [“Configuring the duration of the login” on page 54](#)
- [“Selecting a location” on page 56](#)
- [“User Profile” on page 56](#)
- [“Confirmation logon screen” on page 57](#)

**Note:** The system automatically logs you back on after a power outage or software upgrade. The system administrator configures this feature on a network-wide basis.

## Automatic login

Before you first receive your IP Deskphone, your system administrator can configure your IP Deskphone with your user logon and password. If this is the case, after you plug in the IP Deskphone you can use it without further configuration.

**Note:** If the IP Deskphone is configured with automatic login, you can not use the log off function, and you need a password to access some features and functions. Contact your system administrator or service provider for further information.

## Setting the domain

Before the log on process, if you need to change the domain or confirm that the domain you log on to is correct, press the **Domain** context-sensitive soft key from the logon prompt. The current domain appears on the IP Deskphone LCD screen. You can edit the domain that is listed or press the **Domain** context-sensitive soft key to access a list of available domains to which you can choose to connect.

**Note 1:** You must enter the admin password to edit domains.

**Note 2:** Check with your system administrator before editing or changing domains.

### To change the domain:

Domain



1. Press the **Domain** context-sensitive soft key to change the current domain.

**Note:** You must enter an admin password before you can edit the domain in which the IP Deskphone connects.



2. Press the **Up/Down** navigation key to highlight the new domain you want to use.



Select



Back



Done



3. Choose one of the following:
  - Press the **Select** context-sensitive soft key to change the domain to the highlighted domain from the list. The IP Deskphone returns to the **Current Domain** page, and the new domain appears.
  - Press the **Back** context-sensitive soft key to keep existing configurations and return to the previous menu.
4. Press the **Done** context-sensitive soft key to confirm the new domain and return to the **User Login** screen.

## Password protection for domains

This feature supports admin password protection for editing of the domain and is not required for switching domains. If you log on using the administrator password, you can use the editing domain option for both the Current Domain state and Domain List state.

After you press **back** on the edit page or on the password prompt, the idle display appears. You must enter the admin password to reenter the editing domain.

### Password check to switch domains

When no one is logged on, a domain soft key appears. When you press the domain soft key, the current domain page appears without a password query.

### Password protection for editing domain

When you press **Edit** for a domain, the admin password prompt appears. The editing domain page appears after you enter the correct admin password. If you do not enter the correct password, the message “incorrect password” appears with a prompt to retry.

## Password request in server settings mode

When you edit the domain from the server settings under the Network menu, you are prompted to enter the admin password. After you enter the password, the Domain page appears. When you press the **Edit** context-sensitive soft key, there is no prompt for the admin password because you have already entered the admin password to load the Server Settings menu.

## Selecting a language

Your Avaya 1200 Series IP Deskphone has the capacity to operate using other languages. The system administrator can configure which languages are available to use for the menus on the phone. The administrator can make up to five languages available.

If the IP Deskphone is provisioned with other languages, you can select a language from a list of available options.

### To change the language:

More



1. Press the **More** soft key.

Prefs



2. Press the **Prefs** soft key.



3. Use the navigation key to highlight the **Language** option.

Select



4. Press the **Select** soft key.

The screen displays the current language.

Change



5. Press the **Change** soft key.

The phone displays a list of language options.



6. Use the navigation key to highlight a language.

Select



7. Press the **Select** soft key.

The screen will change to the new language selected.

Exit



8. Press the **Exit** soft key to return to the main screen.

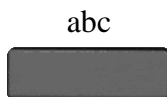
## Logging on to your IP Deskphone

You need to log on to your IP Deskphone when you first install and restart your IP Deskphone and anytime you log off or reboot.

**Note 1:** When you log on to the Avaya 1200 Series IP Deskphone for the first time, the system prompts you for a location. For more information, see [“Selecting a location” on page 56](#).

**Note 2:** The IP Deskphone retains the previous user logon ID, which appears after the ID prompt whenever the IP Deskphone reboots.

### To logon to the IP Deskphone:



1. Press the **abc/123** context-sensitive soft key to toggle between alphabetic or numeric input.



2. Use the dialpad to enter your user ID login at the prompt.

**Note:** Use the left navigation key to backspace and remove a previous user ID.

## Login



3. Press the **Login** context-sensitive soft key.

If Authentication is enabled by your system administration, you are presented with the Authentication ID screen. The authentication ID is autofilled with your user ID.

If Authentication is not enabled, a new screen appears and prompts you for your password.

- a. Press the **abc/123** context-sensitive soft key to toggle between alphanumeric or numeric input.
- b. Use the dialpad to enter your authentication ID login at the prompt.
- c. Press the **Login** context-sensitive soft key.

A new screen appears and prompts you for your user password.



4. Enter your password by using the dialpad.

**Note 1:** When you enter your password, the last character entered appears. However, all previous characters are hidden.

**Note 2:** When you enter your password and you use the navigation key to backspace, you erase all the characters and must completely reenter your password again.

5. Press the **Next** context-sensitive soft key.



Cancel



**Note:** You can cancel the login process by pressing one of the following keys:

- **Cancel** context-sensitive soft key
- **Goodbye** fixed key
- **Quit** fixed keys

## Configuring the duration of the login

After you enter your logon ID and password the **Duration** screen appears. You can enter the maximum length of time of the session. If you choose to use the default duration Permanent, you remain logged on to the IP Deskphone until you log off.

To configure the login duration:

Next



Timed



Period



Next



1. Choose one of the following:
  - Press the **Next** context-sensitive soft key to set the logon duration to Permanent. A login confirmation screen appears.
  - Press the **Timed** context-sensitive soft key to open a screen to set a maximum time to remain logged in.

**Note:** If you press the **Timed** context-sensitive soft key, you must then set the duration of the login.

2. Press the **Period** context-sensitive soft key to toggle the logon duration entries between hours or days.
3. Do one of the following:
  - Use the dialpad to enter the number of hours or days you want to remain logged on and press the **Next** context-sensitive soft key.

Back



- Press the **Back** context-sensitive soft key to return to the permanent logon screen.

Cancel



- Press the **Cancel** context-sensitive soft key to return to the first logon screen.

## Timed logoff

---

When you determine a logon time other than permanent, the IP Deskphone reminds you of your expiry time.

### Timed logoff while the IP Deskphone is idle

When the login time expires and the IP Deskphone is idle (not on a call), you can do one of the following at the prompt:

- Press the **Yes** context-sensitive soft key to log off immediately.
- Press the **No** context-sensitive soft key to switch to Permanent logon.
- Press the **Quit** or **Release/Goodbye** key to logout immediately.

If you do not respond, the prompt times out in 45 seconds and the IP Deskphone logs off.

If you answer a call during the logout prompt, the logon switches to permanent login.

### Timed logoff while on a call

When the login time expires while you are on a call, you can do one of the following at the prompt:

- Press the **Yes** context-sensitive soft key to log off immediately.
- Press the **No** context-sensitive soft key to switch to Permanent logon.
- Press the **Quit** key to dismiss the log out prompt and switch to permanent login.



- Press the **Release/Goodbye** key to dismiss the logout prompt and switch to permanent login.

**Note:** If you press the **Release/Goodbye** key to dismiss the logout prompt, you also terminate the call.

If you do not respond, the prompt times out in 45 seconds and the IP Deskphone switches to permanent login.

## Selecting a location

When you first login to the IP Deskphone, the system prompts you for a location. The location you select is saved in your User Profile.

Depending on your service provider, the Enhanced Emergency Service uses the location you select or the Directory Number (DN) on the call server, when handling emergency calls. The configuration of the call server determines how emergency service calls are handled by your IP Deskphone.

**Note 1:** During an emergency call, you cannot log out from the IP Deskphone or release or disconnect the call. The IP Deskphone remains connected to the emergency service until the emergency service operator disconnects it.

**Note 2:** If the login time expires during an emergency call, a prompt does not appear and the IP Deskphone automatically switches to permanent login.

**Note 3:** When you set your user profile for the first time, you must confirm that the selected location is correct. You can view your location by accessing the IP Deskphone information screen. For more information, see [“Viewing the IP Deskphone information” on page 165.](#))

## User Profile

---

Your User Profile contains your specific settings and data. You are prompted to create a User Profile the first time you log on to your IP Deskphone. If you delete your User Profile, the IP Deskphone reboots, and you must log on and create a new User Profile. When you log on to

your IP Deskphone, your specific settings and data are automatically available for you.

The information stored in your user profile includes:

- Independent volume adjustments for handset, headset, and handsfree
- Alerting Volume adjustment
- Idle Screen display text
- Display Contrast and Backlight Screen Saver settings
- Voice Mail settings (number and mailbox ID)
- User location (from a server-provided list)
- Time, Date, and Zone format settings
- Default dialing (alpha/numeric)
- Call Ignore action (local/network)
- Search method (Name, First character, Index)
- Dialing pattern default (alpha/numeric)
- Address Book entries
- Call Inbox entries
- Programmable keys configuration

## Confirmation logon screen

---

When you complete the logon process, the logon confirmation screen appears. Press the **OK** context-sensitive soft key to complete the logon process.

If the login is unsuccessful, a login error message `Failed to login user, Authentication required` appears. Press the **OK** context-sensitive soft key to return to the first logon screen. The most common cause for logon failure is the incorrect entry of your password.

**Note:** In case of login failures, the IP Deskphone displays the message “Failed to login user” and then automatically returns to the login screen.

## Logging off from the Avaya 1200 Series IP Deskphone

---

To log off from the IP Deskphone:



1. Press the **Services** fixed key, and then select **Logout** from the menu.

abc



2. Press the **abc/123** context-sensitive soft key to toggle between alphabetic or numeric input.



3. Use the dialpad to enter your password at the prompt.

Logout or Back



4. Choose one of the following:
  - Press the **Logout** context-sensitive soft key to complete the logout process. The IP Deskphone returns to the **User Login** screen.
  - Press the **Back** context-sensitive soft key to remain logged on and return to the Services menu.

## Logging on and off from a different extension

---

This feature allows you to log on to a different deskphone using your own extension number.

## To log on from a different deskphone

Feature



1. Press the **Feature** soft key.

Elogl



2. Press the **Elogl** soft key.

The screen displays `Extension login?`

Yes



3. Press the **Yes** soft key.

The deskphone displays the following prompt: `User ID:>`



4. Using the key pad, enter the extension number of your deskphone.

Done



5. Press the **Done** soft key.

The deskphone displays the following prompt: `Password:>`



6. Using the key pad, enter the password for your deskphone.

The deskphone displays the confirmation message `Login OK.`

### To log off from a different deskphone

Feature



1. Press the **Feature** soft key.

ElogO



2. Press the **ElogO** soft key.

The screen displays `Extension  
logout?`

Yes



3. Press the **Yes** soft key.

The deskphone displays the following prompt: `Password: >`



4. Using the key pad, enter the extension number of your deskphone.

Done



5. Press the **Done** soft key.

The deskphone displays the confirmation message `Logout OK.`

## Making an emergency call

---

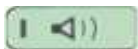
You can use the Avaya 1200 Series IP Deskphone to make an emergency call to the Public Safety Answering Point (PSAP) from any accessible screen without logging on.

When you pick up the handset, press the handsfree button or headset button without logging on, a message **“Emergency calls only”** appears,

and the IP Deskphone can only be used to make an emergency call. All context-sensitive soft keys and feature keys are blank and unusable except for the second context-sensitive soft key which allows you to switch between numeric and alphabetic characters.

**Note:** When the IP Deskphone is waiting for the user to log on or it is blocked by a screen saver, you can still make an emergency call. If you pick up the handset, a message "Emergency calls only" appears and the IP Deskphone can be used for making only emergency calls.

### To make an emergency call:



1. Choose one of the following:
  - Pick up the handset.
  - Press the handsfree button.
  - Press the headset button.

**Note:** Hang up or switch off the handset to return to normal state.

2. Dial the emergency number that is provided by your dialing plan.

Send



3. Press the **Send** context-sensitive soft key.

**Note:** If you try to dial the number that does not match the dialing plan, a message appears to inform you that the number is incorrect.

# Configuring Avaya 1200 Series IP Deskphones

You can adjust a few settings of the Avaya 1200 Series IP Deskphone to conform to the environment where you want to use the phone. These settings are saved to your User Profile. This chapter describes some of the settings that you can customize on your IP Deskphone.

- “Adjusting the display screen contrast” on page 62
- “Creating the idle screen text display” on page 63
- “Configuring Menu auto back-out” on page 64
- “Adjusting the volume” on page 66
- “Selecting a language” on page 70
- “Selecting the date and time format” on page 71

## Adjusting the display screen contrast

---

**Note:** Adjusting the display screen contrast of the IP Deskphone also adjusts the Expansion Module contrast, if you have an Expansion Module connected to your IP Deskphone.

To adjust the display screen contrast:


Prefs



1. Press the **Prefs** context-sensitive soft key, select **Display**, **Display Settings** and then select **Contrast**.



2. Press the **Left/Right** navigation key to increase or decrease the display contrast level.




- Apply                      Cancel  
or
- 
3. Choose one of the following:
    - Press the **Apply** context-sensitive soft key to save the changes and return to the **Display** menu.
    - Press the **Cancel** context-sensitive soft key to keep the existing configurations and return to the **Display** menu.

## Creating the idle screen text display

---

You can create a text to display on the screen, while the IP Deskphone is idle.

### To create the idle screen display text:

- Prefs
- 
- abc
- 
- 
1. Press the **Prefs** context-sensitive soft key, select **Display**, and select **Idle Screen Text Display**.
  2. Press the **abc/123** context-sensitive soft key to toggle between alphabetic or numeric input.
  3. Use the dialpad to enter the display text you want to appear on the idle screen display of the IP Deskphone.



Save  
or  
Back



4. Choose one of the following:
  - Press the **Save** context-sensitive soft key to save the idle screen text display.
  - Press the **Back** context-sensitive soft key to keep the existing screen display text and return to the **Display** menu.

## Configuring Menu auto back-out

---

You can use the Menu Auto back-out feature to configure the time interval required for the IP Deskphone to go back to the idle screen when the IP Deskphone is left inactive.

**To configure Menu Auto back-out:**

Prefs



1. Press the **Prefs** context-sensitive soft key, choose **Display**, and then **Menu Auto back-out**.

Select  
or  
Back



2. Choose one of the following:
  - Press the **Select** context-sensitive soft key.
  - Press the **Back** context-sensitive soft key to return to the previous menu.



3. Press the **Up/Down** navigation key to scroll through the screen and choose the required time interval.

Choose one of the following values:

- Never
- 10 min
- 5 min
- 2 min
- 1 min
- 30 sec
- 15 sec

**Note:** The Never option turns off Menu Auto back-out.

Select  
or  
Back



4. Choose one of the following:
  - Press the **Select** context-sensitive soft key to configure the Auto back-out time to the selected (highlighted) value and return to the Display menu.
  - Press the **Back** context-sensitive soft key to dismiss the Auto back-out time menu and return to the Display menu.

**Note:** When you enter the Auto back-out menu, the current configuration for the Menu Auto back-out time is pre-selected (highlighted) on the list.

When you press the **Select** context-sensitive soft key, the time interval is flagged to commit to the configured preferences (done after the idle screen is displayed), and is used for menu auto back-outs from that point forward.

## Selecting a ring pattern

---

You can use the ring pattern feature to select the ring pattern for an incoming call.

To select the ring pattern for an incoming call:



1. Press the **Prefs** context-sensitive soft key, select **Audio**, select **Tones**, and then select **Ring Pattern**.
2. Press the **Up/Down** navigation key to scroll through and highlight the different ring patterns displayed on the LCD screen.
3. Choose one of the following:
  - Press the **Select** context-sensitive soft key to set the ring pattern and return to the Tones menu.
  - Press the **Test** context-sensitive soft key to briefly play the selected ring pattern.
  - Press the **Back** context-sensitive soft key to keep the existing configurations and return to the previous menu.

## Adjusting the volume

---

You can adjust the volume of the IP Deskphone for the following:

- Ring Volume
- Handset Volume
- Headset Volume

- Handsfree Volume

A sliding scale appears on the LCD screen display when you adjust the volume. Adjusting the ring volume

You can adjust the ring volume for an incoming call.

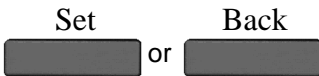
### To adjust the ring volume for an incoming call:



1. Press the **Prefs** context-sensitive soft key, select **Audio**, select **Tones**, and then select **Alerting Volume**.



2. To adjust the ring volume of an incoming call do one of the following:
  - Press the **Left/Right** navigation key.
  - Press the **Volume** fixed keys to increase or decrease the volume.



3. Choose one of the following:
  - Press the **Set** context-sensitive soft key to set the selected volume and return to the **Tones** menu.
  - Press the **Back** context-sensitive soft key to keep the existing configurations and return to the **Tones** menu.

## Adjusting the volume of the Handset, Headset, and Handsfree mode

You can adjust the volume for the handset, headset, and the handsfree speaker of the IP Deskphone.

To adjust the volume of the handset:

Prefs



1. Press the **Prefs** context-sensitive soft key, select **Audio**, select **Voice**, and then select **Handset**.
2. To adjust the handset volume use one of the following methods:



- Press the **Left/Right** navigation key to increase or decrease the volume of the handset.
- Press the **Volume +** fixed key to increase the handset volume or press the **Volume -** fixed key to decrease the handset volume.

**Note:** To adjust the volume during a call, use only the **Volume +** and **Volume -** fixed keys.

3. Choose one of the following:
  - Press the **Set** context-sensitive soft key to set the selected volume and return to the **Voice** menu.
  - Press the **Back** context-sensitive soft key to keep existing configurations and return to the **Voice** menu.

Set



or

Back



You can adjust the headset volume on the IP Deskphone.

## To adjust the headset volume:

Prefs



1. Press the **Prefs** context-sensitive soft key, select **Audio**, select **Voice**, and then select **Headset**.
2. To adjust the handset volume use one of the following methods:



- Press the **Left/Right** navigation key to increase or decrease the volume of the handset.
- Press the **Volume +** fixed key to increase the handset volume or press the **Volume -** fixed key to decrease the handset volume.

**Note:** To adjust the volume during a call, use only the **Volume +** and **Volume -** fixed keys.

3. Choose one of the following:

Set



or

Back



- Press the **Set** context-sensitive soft key to set the selected volume and return to the **Voice** menu.
- Press the **Back** context-sensitive soft key to keep the existing configurations and return to the **Voice** menu.

You can adjust the handsfree mode volume on the IP Deskphone.

To adjust the handsfree mode volume:

Prefs



1. Press the **Prefs** context-sensitive soft key, select **Audio**, select **Voice**, and then select **Handsfree**.
2. To adjust the handsfree volume use one of the following methods:



- Press the **Left/Right** navigation key to increase or decrease the volume of the handset.
- Press the **Volume +** fixed key to increase the handset volume or press the **Volume -** fixed key to decrease the handset volume.

**Note:** To adjust the volume during a call, use only the **Volume +** and **Volume -** fixed keys.

3. Choose one of the following:

Set



or

Back



- Press the **Set** context-sensitive soft key to set the selected volume and return to the **Voice** menu.
- Press the **Back** context-sensitive soft key to keep the existing configurations and return to the **Voice** menu.

## Selecting a language

The display is available in multiple languages. A maximum of five languages are accessible through the IP Deskphone. The system administrator determines which languages are available for your IP Deskphone.

## To select a language:

Prefs



1. Press the **Prefs** context-sensitive soft key, and then select **Language**. The current language displays.

Change



2. Press the **Change** context-sensitive soft key to change the language.



3. Press the **Up/Down** navigation key to scroll and highlight the desired language (for example, German [Deutsche]).

4. Choose one of the following:

Select



or

Back



- Press the **Select** context-sensitive soft key to save the desired language and return to the previous screen.
- Press the **Back** context-sensitive soft key to keep the existing configurations and return to the **Preferences** menu.

## Selecting the date and time format

---

Several date and time formats are available. Formats are based on the 12-hour and 24-hour clocks.

### To select a date format:

Prefs



1. Press the **Prefs** soft key.





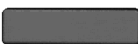
Select



Change



Change

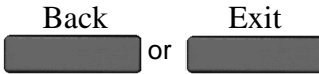


Select



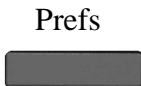
2. Press the **Up/Down** navigation key to highlight **Misc Options** in the menu.
3. Press the **Select** soft key.
4. Press the **Up/Down** navigation key to highlight **Time** in the menu.
5. Press the **Change** soft key.  
The screen displays a series of options.
6. Press the **Up/Down** navigation key to highlight **Date Format** in the menu.
7. Press the **Change** soft key.
8. Press the **Up/Down** navigation key to scroll and select the format you want to use.
9. Press the **Select** soft key to save the format.

10. Press the **Back** soft key to return to the menu and press the **Exit** soft key to return to the main screen.



The IP Deskphone provides the ability for you to select a time zone; however, your system administrator sets the time zone on the IP Office caller server. Your selection will be overwritten if the system administrator has configured the time zone differently.

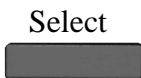
### To select a time zone:



1. Press the **Prefs** soft key.



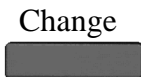
2. Press the **Up/Down** navigation key to highlight **Misc Options** in the menu.



3. Press the **Select** soft key.



4. Press the **Up/Down** navigation key to highlight **Time** in the menu.



5. Press the **Change** soft key.

The screen displays a series of options.



6. Press the **Up/Down** navigation key to highlight **Timezone** in the menu.

Change



7. Press the **Change** soft key.



8. Press the **Up/Down** navigation key to scroll through and highlight the time zones.

**Note:** Time zones are listed based on GMT format, for example:

- GMT -11:00 Samoa
- GMT -10:00 Hawaii

Select



9. Press the **Select** soft key.

Back



or

Exit



10. Press the **Back** soft key to return to the menu and press the **Exit** soft key to return to the main screen.

You can select the time zone format for your IP Deskphone.

### To select a time format:

Prefs



1. Press the **Prefs** soft key.



Select



Change



Change



2. Press the **Up/Down** navigation key to highlight **Misc Options** in the menu.

3. Press the **Select** soft key.

4. Press the **Up/Down** navigation key to highlight **Time** in the menu.

5. Press the **Change** soft key.

The screen displays a series of options.

6. Press the **Up/Down** navigation key to highlight **Time Format** in the menu.

7. Press the **Change** soft key.

8. Press the **Up/Down** navigation key to scroll and highlight a time format:

- 12-hour
- 24-hour
- French

9. Press the **Back** soft key to return to the menu and press the **Exit** soft key to return to the main screen.

Back



or

Exit



# Making a call

This section describes the methods you can use to make a call. You can make a call from your Avaya 1200 Series IP Deskphone using one of the following:

- [“Making a call using off-hook dialing” on page 78](#)
- [“Making a call using on-hook dialing” on page 80](#)
- [“Making a call using redial” on page 82](#)
- [“Making an intercom call” on page 83](#)
- [“Making paging calls” on page 84](#)
- [“Making a call using automatic callback” on page 85](#)
- [“Joining a conference call” on page 86](#)

You can also initiate a call while using one of the following features:

- [“The Address Book” on page 107](#)
- [“Call Inbox” on page 121](#)

When an outgoing call fails to connect to the destination, one of the following messages appears:

- Declined, Temporarily unavailable
- Declined, Cannot find user
- Declined, User has declined call

## Making a call using off-hook dialing

To make a call using off-hook dialing:



1. Make a call by using one of the following off-hook dialing methods:
  - Press the **Line** feature key
  - Lift the handset
  - Press the **Headset** fixed key
  - Press the **Handsfree** fixed key

The IP Deskphone produces a dial tone.

2. You can make a call using one of the following methods:
  - Enter the phone number or SIP address by using the dialpad.

**Note:** The **abc/123** context-sensitive soft key toggles between alphabetic and numeric input.

## Redial



- Press the **Redial** context-sensitive soft key to dial the last dialed number.

**Note:** The **Redial** context-sensitive soft key only appears if a number or address was previously entered.

## Msgs



- Press the **Msgs** context-sensitive soft key and select **Voice Mail** from the Messages menu to access your voice mail.
- Press the **Speed dial** feature key that you programmed to call with a commonly used or important phone number or SIP address.

## Send



3. Press the **Send** context-sensitive soft key to immediately initiate the call.

**Note:** The IP Deskphone automatically initiates a call shortly after you enter the SIP address or phone number.



# Making a call using on-hook dialing

You can make a call by using on-hook dialing. Enter the SIP address or the phone number before going off-hook.

**Note:** When you use this method, you cannot toggle between alphabetic or numeric input.

### To make a call using on-hook dialing:



1. Dial the number or SIP address.

Chad



2. Continue the call by using one of the following methods:

- Press the **line** feature key.
- Press the **Headset** fixed key.
- Press the **Handsfree** fixed key.



3. To terminate the call, choose one of the following:

- Replace the handset into the cradle.
- Press the **Goodbye** key.

## Using handsfree calling

While on an active call, you can switch between the handset and handsfree mode.

**To end a handsfree call:**



Press the **Goodbye** key

**To mute a handsfree call:**



1. Press the **Mute** key.  
The LED indicator lights.



2. Press the **Mute** key again to return to a two-way handsfree conversation.

**To switch from the handsfree to handset mode:**



Lift the handset.

**To switch from the handset mode to handsfree mode:**



1. Press the **Handsfree** key.  
The LED indicator lights with a solid red light.



2. Replace the handset.

### To use a headset:

1. Connect the headset to the headset jack or the handset jack.



2. Press the **Headset** key.  
The LED indicator lights.



3. Press the **Goodbye** key or press the button on the wireless headset, if equipped, to release a call.

### To switch from handsfree to headset:



1. Press the **Headset** key.  
The LED indicator lights.

## Making a call using redial

---

Automatically redial the last telephone number that you dialed.

### To make a call using redial:

1. Redial the last number called by using one of the following methods:

Redial



- Press the **Redial** softkey to immediately initiate the call.

**Note:** The **Redial** context-sensitive soft key only appears if a number or address was previously entered.

OR

Feature



- Press the **Feature** soft key.

- Press the **5** on the key pad.



Enter



- Press the **Enter** key, located in the center of the navigation key, to initiate the call.

## Making an intercom call

---

To make a call using the intercom:

Feature



1. Press the **Feature** soft key.

IAuto



2. Press the **IAuto** soft key.

The screen displays `Voice/Auto IC?`.

Yes



3. Press the **Yes** soft key.

The deskphone displays the following prompt: `Voice/Auto IC:>`



4. Enter the extension number you wish to call.

Done



5. Press the **Done** soft key.

## Making paging calls

---

To make a call using paging:

Feature



1. Press the **Feature** soft key.

GrpPg



2. Press the **GrpPg** soft key.

The screen displays the message `Page group?`

Yes



3. Press the **Yes** soft key.

The deskphone displays the following prompt: `GrpPg:>`



4. Enter the number (or group number) that you wish to page.

Done



5. Press the **Done** soft key.

## Making a call using automatic callback

You can set an automatic callback for a user that you have called but who has not answered. When the user next ends a call, the telephone system will call you and when you answer, will automatically make a call to the user.

### To make a call using automatic callback:

Feature



1. Press the **Feature** soft key.

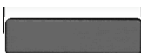
AutoCB



2. Press the **AutoCB** soft key.

The screen displays Automatic Callback?

Yes



3. Press the **Yes** soft key.

The screen displays the confirmation message Activation OK.

### To deactivate automatic callback:

Feature



1. Press the **Feature** soft key.

AutoCB



2. Press the **AutoCB** soft key.

The screen displays Automatic  
Callback?

Yes



3. Press the **Yes** soft key to toggle the  
setting.

The screen displays the confirmation  
message Deactivation OK.

## Joining a conference call

---

You can use the Conference Meet Me feature to join a specific conference call.

### To join a conference call:

Feature



1. Press the **Feature** soft key.

CnfMM



2. Press the **CnfMM** soft key.

The screen displays Conference  
Meet Me?

Yes



3. Press the **Yes** soft key.

The deskphone displays the following prompt: Conference ID:>



4. Using the key pad, enter the ID number of the conference you wish to join. The conference ID is from 1-10 digits in length.

**Note:** Ad hoc conferences are assigned IDs starting at 100. Use numbers outside of this range for the Meet Me conferences.

Done



5. Press the **Done** soft key.

The deskphone displays the following confirmation message: To:  
Conference <#>.



# Receiving a call

When you receive a call, you are typically notified by the alerting ring, and the incoming caller identification appears on the LCD screen.

## Caller identification

When you receive an incoming SIP call, the Caller ID information appears on the LCD screen. When you receive a call from a contact that is entered in the IP Deskphone Address Book, the caller information appears as it is in the Address Book.

You can restrict the information displayed for incoming calls or for calls you make. For more information, see [“Configuring privacy settings” on page 160](#).

This chapter contains information about the following topics:

- [“Answering an incoming call” on page 88](#).
- [“Ignoring an incoming call” on page 89](#).
- [“Configuring Do Not Disturb” on page 90](#)
- [“Setting an interval for after-call work” on page 92](#)
- [“Receiving intercom calls” on page 93](#).
- [“Receiving paging calls” on page 93](#).
- [“Receiving calls to a pickup group” on page 94](#)
- [“Receiving voice mail” on page 96](#)
- [“Forwarding calls to another number” on page 98](#)

## Answering an incoming call

---

When you can answer an incoming call, you can choose one of four methods.

**To answer an incoming call:**

1. Choose one of the following:
  - Press the **Answer** context-sensitive soft key that activates a Handsfree call.
  - Lift the handset.
  - Press the **Headset** fixed key.
  - Press the **Handsfree** fixed key.

## Ignoring an incoming call

---

You can terminate an incoming call alert without answering the call or sending a Decline Call reason by pressing the **Ignore** context-sensitive soft key or by pressing the **Goodbye** fixed key. The caller continues to hear the ringing tone but is unaware that you are ignoring the call.

You can set the Call Ignore feature to either Local or Network. When Call Ignore is set to Local, only that IP Deskphone is affected, and it stops ringing when you press the **Ignore** context-sensitive soft key. When Call Ignore is set to Network and you press the **Ignore** context-sensitive soft key, the IP Deskphone stops ringing, and a message is sent to the network indicating that you are busy at all SIP IP Deskphones you are logged on to, and that server should stop trying to contact you.

To set the Ignore feature to Local or Network press the **Prefs** context-sensitive soft key, select **Feature Options**, and then select **Call Ignore Action** from the menu. Press the **Change** context-sensitive key to change the Call Ignore setting to either Call Ignore: Local, or Call Ignore: Network.

**Note:** When you are on active call and you receive an incoming call, do not press the **Goodbye** fixed key to ignore an incoming call. If you press the **Goodbye** fixed key, the current call disconnects. Press the **Ignore** context-sensitive soft key to ignore the incoming call.

### To ignore an incoming call:

Prefs



1. Press the **Prefs** context-sensitive soft key, select **Feature Options**, and then select **Call Ignore Action** from the menu.

Change



2. Press the **Change** context-sensitive key to change the Call Ignore setting to either Call Ignore: Local or Call Ignore: Network

Ignore



3. To terminate an incoming call alert and ignore the incoming call, do one of the following:

- Press the **Ignore** context-sensitive soft key to terminate an incoming call.
- Press the **Goodbye** fixed key when you are not on an active call.



## Configuring Do Not Disturb

---

You can use the Do Not Disturb feature to prevent incoming calls.

### To prevent an incoming call:

Feature



1. Press the **Feature** soft key.

DND



Yes



2. Press the **DND** soft key.  
The screen displays Do Not Disturb?

3. Press the **Yes** soft key.  
The screen displays Do Not Disturb to indicate that the feature is activated. If you have assigned DND to a programmable key, the Do Not Disturb icon displays next to the button while the feature is active.

**To cancel Do Not Disturb:**

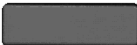
Feature



DND



Yes



1. Press the **Feature** soft key.
2. Press the **DND** soft key.  
The screen displays Do Not Disturb?

3. Press the **Yes** soft key to toggle the setting.  
The screen displays Allow Calls to confirm that incoming calls will not be blocked. The Do Not Disturb icon is removed from the screen.




If you have assigned DND to a programmable key, the Do Not Disturb icon is removed to indicate that the feature is currently inactive.

## Setting an interval for after-call work


---

The After Call Work feature allows you to have an interval of time between disconnecting from one call and receiving another incoming CCR Agent hunt group call. During the interval, any CCR Agent hunt group calls are prevented but direct calls to your extension are received. This feature prevents incoming hunt group calls for an interval of time that is set by your system administrator.

### To set an interval for after-call work:

- |  |   |
|--|---|
| Feature<br> | 1. Press the <b>Feature</b> soft key.   |
| ACWrk<br>   | 2. Press the <b>ACWrk</b> soft key.<br>The screen displays <code>After Call Work?</code>  |
| Yes<br>     | 3. Press the <b>Yes</b> soft key.<br>The screen displays <code>After Call Work</code> to confirm that incoming calls will be prevented. |

### To cancel after-call work:

- |  |                                       |
|--|---------------------------------------|
| Feature<br> | 1. Press the <b>Feature</b> soft key. |
|--|---------------------------------------|

ACWrk



2. Press the **ACWrk** soft key.

The screen displays `After Call Work?`

Yes



3. Press the **Yes** soft key to toggle the setting.

The screen displays `Allow Calls` to confirm that incoming calls will be received.

## Receiving intercom calls

---

Your IP Deskphone can be part of an intercom group. After you receive a call from the intercom group, the following occurs:

- You receive a call notification and the IP Deskphone rings; the display is similar to the display of a normal call.
- The IP Deskphone auto-answers the intercom call on handsfree after the configured number of seconds pass by.
- The IP Deskphone auto-answers only if you do not answer the call within the configured time limit.
- If you are on an active call, the IP Deskphone does not auto-answer the incoming intercom call.

## Receiving paging calls

---

Your IP Deskphone can be part of a paging group. After you receive a call from the paging group, the following happens:

- The display on the screen includes a `<<Paging>>` tag, the From header, and optional subject.
- The IP Deskphone establishes a one-way speech path between the IP Deskphone and the caller; that is, you can only hear the call, you cannot respond.

- The IP Deskphone does not display context-sensitive soft keys.
- The IP Deskphone blocks all key events, such as line keys and digit keys, except for the Volume up and down keys, the Mute on and off key, and the Release key (Goodbye key).
- If you are on an active call, the IP Deskphone does not auto-answer the page call.
- While the page call is active, Do Not Disturb (DND) is enabled on the IP Deskphone; the IP Deskphone does not accept other incoming calls until the page call ends.
- If you are in the process of making an outgoing call and a page call comes in, the IP Deskphone ends the outgoing call and auto-answers the page call.

## Receiving calls to a pickup group

---

Your IP Deskphone can be part of a pickup group. In a pickup group, each member can answer another member's calls. The following options are available for answering calls to a pickup group:

- Group pickup: answer an incoming call to any group of which you are a member.
- Direct pickup: answer an incoming call at an extension number that is not assigned to the group.
- Pickup any: answer the first available incoming call.

Pickup groups are assigned by your system administrator.

### To receive a call using group pickup:



1. Press the **Feature** soft key,

PickG



2. Press the **PickG** soft key.

The screen displays Group Pickup?

Yes



3. Press the **Yes** soft key.

### To receive a pickup group call using direct pickup:

Feature



1. Press the **Feature** soft key.

PickG



2. Press the **DPkUp** soft key.

The screen displays Direct Pickup?

Yes



3. Press the **Yes** soft key.

The IP deskphone displays the following prompt: DpkUp> .



4. Enter the number of the phone from which you wish to pickup the call.



Done



5. Press the **Done** soft key.

To receive a pickup group call using pickup any:

Feature



1. Press the **Feature** soft key.

PickG



2. Press the **PickA** soft key.

The screen displays Call Pickup Any?

Yes



3. Press the **Yes** soft key.

## Receiving voice mail

---

The following sections describe how to use the voicemail functions on your IP Deskphone:

- [“Enabling or disabling voice mail” on page 96](#)
- [“Retrieving voice mail” on page 98](#)

### Enabling or disabling voice mail

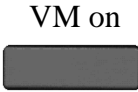
You can control whether the IP Deskphone directs your unanswered calls to voice mail.

If you enable voice mail, and later disable voicemail so that new calls are not directed to voicemail, the setting does not affect existing messages. You can continue to access existing messages and use other voicemail functions.

### To enable voice mail:

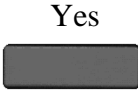


1. Press the **Feature** soft key.



2. Press the **VM on** soft key.

The screen displays `Voicemail On?`



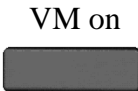
3. Press the **Yes** soft key to enable voice mail.

The screen displays the confirmation message `Voicemail On`.

### To disable voice mail:

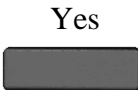


1. Press the **Feature** soft key.



2. Press the **VM on** soft key.

The screen displays `Voicemail On?`



3. Press the **Yes** soft key to toggle the setting and disable voice mail.

The screen displays the confirmation message `Voicemail Off`.

## Retrieving voice mail

To retrieve voice mail messages:

1. Choose one of the following methods:

Msgs



- Press the **Msgs** soft key.

The IP deskphone immediately connects to your voice mail inbox.

OR

Feature



- Press the **Feature** soft key.

- Enter **981** on the key pad.



- Press the **Enter** key, located in the center of the navigation key.



## Forwarding calls to another number

---

You can redirect your calls to another telephone in your system. The IP Deskphone allows you to control how your calls are redirected. The following sections describe the options for redirecting calls:

- [“Call forwarding” on page 99](#)

- “Follow me” on page 103

## Call forwarding

There are three options for call forwarding:

- forward all calls immediately
- forward calls only when there is no answer at your number
- forward calls only when your line is busy

### To activate call forwarding for all calls:

- |                                     |  |
|-------------------------------------|--|
| <p>Feature</p> <input type="text"/> | 1. Press the <b>Feature</b> soft key.  |
| <p>CFwd</p> <input type="text"/>    | 2. Press the <b>CFwd</b> soft key.<br>The screen displays Call Forward?  |
| <p>Yes</p> <input type="text"/>     | 3. Press the <b>Yes</b> softkey.   |
| <p>All</p> <input type="text"/>     | 4. Press the <b>All</b> softkey.<br>The screen displays the last number to which calls were forwarded.                                   |
| <p>Enable</p> <input type="text"/>  | 5. Specify the number that you want to forward the calls to:<br>— To forward calls to the same number, press the <b>Enable</b> soft key. |
- OR

Edit

Save

Enable

- To forward calls to a different number, press the **Edit** soft key and enter the number that you want to forward the calls to.
- Press the **Save** soft key to save the new number.
- Press the **Enable** soft key.

The screen displays `Forward>` and the number to which calls will be forwarded.

### To activate call forwarding—no answer:

Feature

1. Press the **Feature** soft key.

CFwd

2. Press the **CFwd** soft key.

The screen displays `Call Forward?`

Yes

3. Press the **Yes** soft key.

NoAns

4. Press the **NoAns** soft key.

The screen displays `Forward On No Answer?`

5. Specify the number that you want to forward the calls to:

Enable

- To forward calls to the last number to which calls were forwarded, press the **Enable** soft key.

OR

Edit

- To forward calls to a different number, press the **Edit** soft key and enter the number that you want to forward the calls to.

Save

- Press the **Save** soft key to save the new number.

Enable

- Press the **Enable** soft key.

The screen displays `Forward>` and the number to which calls will be forwarded.

### To activate call forwarding–busy:

Feature

1. Press the **Feature** soft key.

CFwd

2. Press the **CFwd** soft key.

The screen displays `Call Forward?`

Yes

3. Press the **Yes** soft key.

Busy

4. Press the **Busy** soft key.

The screen displays `Forward On Busy?`

Enable

Edit

Save

Enable

5. Specify the number that you want to forward the calls to:

- To forward calls to the last number to which calls were forwarded, press the **Enable** soft key.

OR

- To forward calls to a different number, press the **Edit** soft key and enter the number that you want to forward the calls to.

- Press the **Save** soft key to save the new number.

- Press the **Enable** soft key.

The screen displays `Forward>` and the number to which calls will be forwarded.

### To cancel call forwarding:

Feature

CFwd

1. Press the **Feature** soft key.
2. Press the soft key for whichever type of call forwarding is enabled:
  - **All**
  - **Busy**
  - **NoAns**

Yes

3. Press the **Yes** soft key.

The screen displays the last number to which calls were forwarded.

Disable

4. Press the **Disable** soft key.

The screen displays `Cancel forward>` to confirm the change.

**Note:** If the IP Deskphone is ringing or is in Do Not Disturb mode, you cannot forward the call.

## Follow me

Follow me to is used to redirect your calls to another extension where you will be working. The calls are presented with your user name so that you can distinguish them from calls for the extension's assigned user. This allows you to share another person's phone without logging them off their phone.

When you enable Follow me, the screen on your phone displays a message to confirm that the feature is active, and indicates the extension where the calls are redirected to. On the phone to which your calls are redirected, the screen displays a message to confirm that the feature is active and receiving calls from your extension.

The redirected calls are subject to all of your user settings as if they were ringing at your phone. For example, if you do not answer the redirected call, or if the line is busy, the redirected call is treated like an unanswered call to your own extension.

Two options are available:

- **Follow Me To**—use this option to enable the feature from your own phone.
- **Follow Me Here**—use this option to enable the feature from the extension where you want to receive your calls.



## To redirect calls using Follow Me To:

Feature



1. Press the **Feature** soft key.

FolTo



2. Press the **FolTo** soft key.

The screen displays `Follow Me To?`

Yes



3. Press the **Yes** softkey.

The screen displays the last number to which calls were redirected.

4. Specify the number that you want to redirect the calls to:

— To redirect calls to the same number, press the **Enable** soft key.

OR

Edit



— To redirect calls to a different number, press the **Edit** soft key and enter the number that you want to redirect the calls to.

Done



— Press the **Done** soft key to save the new number.


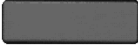
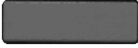
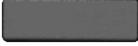



Enable



— Press the **Enable** soft key.

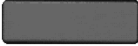





The screen displays `Activation OK..`

## To redirect calls using Follow Me Here:

- |   |  |
|---|--|
| <p>Feature</p>   | 1. Press the <b>Feature</b> soft key.  |
| <p>Here+</p>     | 2. Press the <b>Here+</b> soft key.<br>The screen displays <code>Follow Me Here?</code>  |
| <p>Yes</p>       | 3. Press the <b>Yes</b> softkey.<br>The screen displays the last number to which calls were redirected.  |
| <p>Enable</p>    | 4. Specify the number that you want to redirect the calls to:<br>— To redirect calls to the same number, press the <b>Enable</b> soft key.<br>OR |
| <p>Edit</p>    | — To redirect calls to a different number, press the <b>Edit</b> soft key and enter the number that you want to redirect the calls to.           |
| <p>Done</p>    | — Press the <b>Done</b> soft key to save the new number.   |
| <p>Enable</p>  | — Press the <b>Enable</b> soft key.  |
- The screen displays `Activation OK..`

## To cancel Follow Me Here:

When you cancel Follow Me Here, you must do so from the same extension where you activated the feature and received the redirected calls.

- |   |  |
|---|--|
| Feature<br>  | 1. Press the <b>Feature</b> soft key.  |
| Here-<br>    | 2. Press the <b>Here-</b> soft key.<br>The screen displays <code>Cancel Follow Me Here?</code> |
| Yes<br>      | 3. Press the <b>Yes</b> softkey.   |
| Edit<br>     | 4. Press the <b>Edit</b> soft key and at the prompt, enter your own extension number.          |
| Done<br>     | 5. Press the <b>Done</b> soft key when you have finished entering your extension number.       |
| Enable<br> | 6. Press the <b>Enable</b> soft key.<br>The screen displays <code>Activation OK.</code>        |

# The Address Book

The Address Book is a personal directory of contacts from which you can make a phone call. You can access the Address Book while on a call and start a new call from the highlighted contact. You can use the Address Book for the following:

- “Viewing the Address Book” on page 107
- “Initiating a call from the Address Book” on page 107
- “Adding a contact to your Address Book” on page 109
- “Editing a contact in your Address Book” on page 110
- “Copying information to the Address Book” on page 114
- “Searching for a contact in the Address Book” on page 116

## Viewing the Address Book

---

To access the Address Book, press the **Directory** fixed key or press the **View** context-sensitive soft key, and then select **Address Book** from the menu. See [Figure on page 107](#).

To view information about a contact use the navigation button to highlight a name, and then press the **View** context-sensitive soft key. The name, SIP address, and designation of contact or not as **Friend** appears.

When you view the details of a contact, you can:

- Edit the contact information. For more information, see “[Editing a contact in your Address Book](#)” on page 110.

## Initiating a call from the Address Book

---

You can initiate a call directly from your IP Deskphone Address Book.

**Note:** If your service provider requires that a Directory Number (DN) be used to initiate a call, the Address Book entry must have the DN to initiate a call.

First, go off-hook by using one of the methods described in the section “Making a call using off-hook dialing” on page 78.

You can also access the Address Book while on an active call and initiate a new call. The IP Deskphone automatically places the active call on hold when you initiate a new call.

### To initiate a call to a contact stored in the Address Book:



1. Press the **Directory** fixed key to select a contact from the Address Book to call.



2. Press the **Up/Down** navigation key to highlight a contact on the list.

View



3. Press the **View** context-sensitive soft key to make a call to the contact.

4. Choose one of the following:

Call



or

Back



- Press the **Call** context-sensitive soft key to make a call to the contact.
- Press the **Back** context-sensitive soft key to return to the off-hook screen.

## Adding a contact to your Address Book

You can add a new contacts to the Address Book of the IP Deskphone.

### To add a contact to your Address Book:



Add



abc



Next



Back



1. Choose one of the following:
  - Press the **Directory** fixed key.
  - Press the **Add** context-sensitive soft key, select **Address Book** from the menu, and then press the **New** context-sensitive soft key.
2. Press the **abc/123** context-sensitive soft key to toggle between alphabetic and numeric characters.
3. Choose one of the following:
  - Use the dialpad to enter a name for the new contact and press the **Next** context-sensitive soft key to continue.
  - Press the **Back** context-sensitive soft key to return to the previous menu.
4. Use the dialpad to enter a phone number or SIP address (URI) for the new contact.

Yes



No



Back



Ok



5. Do one of the following to complete the entry:
  - Press the **Yes** context-sensitive soft key to add the contact to a group and then select the group for the contact to be added.
  - Press the **No** context-sensitive soft key if you do not want the contact to a group, and return to the address menu screen.
  - Press the **Back** context-sensitive soft key to return to the previous menu.
6. Press the **Ok** context-sensitive soft key to complete the entry and return to the Address Book menu.

## Editing a contact in your Address Book

---

You can edit a contact in your Address Book.

**To edit a contact in your Address Book:**



1. Press the **Directory** fixed key.



View



Edit



abc



Next



Back



2. Press the **Up/Down** navigation key to highlight the contact you want to edit, and then press the **View** context-sensitive soft key.
3. Press the **Edit** context-sensitive soft key to edit the contact information.
4. Press the **abc/123** context-sensitive soft key to toggle between alphabetic and numeric characters.
5. Use the dialpad to enter the new name for the contact.
6. Choose one of the following:
  - Press the **Next** context-sensitive soft key to continue.
  - Press the **Back** context-sensitive soft key to return to the previous menu.

**Note:** If you only need to change the SIP address or phone number for the contact, press the **Next** context-sensitive soft key without making changes to the name.





Next



Back



Yes



No



Back



7. Use the dialpad to enter a new phone number or new SIP address (URI) for the contact.

8. Choose one of the following:

- Press the **Next** context-sensitive soft key to continue.
- Press the **Back** context-sensitive soft key to return to the previous menu.

9. Do one of the following to complete the entry:

- Press the **Yes** context-sensitive soft key to designate the contact as a friend and return to the address menu screen.
- Press the **No** context-sensitive soft key if you do not want a contact designated as a friend and return to the address menu screen.

**Note:** If the contact is already designated as a friend then the question *Remove from friends?* appears. Press the **Yes** context-sensitive soft key to remove the contact from your friends list or press the **No** context-sensitive soft key to keep the contact on your friends list.

- Press the **Back** context-sensitive soft key to return to the previous menu.

Ok

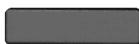


10. Press the **Ok** context-sensitive soft key to complete the entry and return to the previous menu.

### To delete a contact from your Address Book:



View



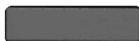
1. Press the **Up/Down** navigation key to highlight the contact you want to delete and press the **View** context-sensitive soft key.

Edit



2. Press the **Edit** context-sensitive soft key to access the contact information.

Delete



3. Press the **Delete** context-sensitive soft key to completely delete the contact from the Address Book.

Ok

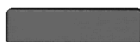


Back



4. Choose one of the following:
  - Press the **Ok** context-sensitive soft key to confirm.
  - Press the **Back** context-sensitive soft key to return to the previous menu.

Ok



5. Press the **Ok** context-sensitive soft key to complete the procedure and return to the Address Book.

## Copying information to the Address Book

To copy information from the Call Inbox screen to the Address Book use the **Copy** fixed key.

### To copy a contact to the Address Book:



Copy



1. Press the **Up/Down** navigation key to highlight the contact in the Call Inbox that you want to add to your Address Book and press the **Copy** fixed key.

A new screen appears offering the following destinations for the contact information:

- 1. Address Book



Select



2. Press the **Up/Down** navigation key to highlight the Address Book and press the **Select** context-sensitive soft key.

abc



3. Press the **abc** context-sensitive soft key to toggle between alphanumeric and numeric characters.



4. Use the dialpad to enter a name for the new entry.

Next



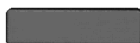
Back



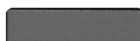
Next



Back



Yes



5. Choose one of the following:
  - Press the **Next** context-sensitive soft key to continue.
  - Press the **Back** context-sensitive soft key to return to the previous menu.

**Note:** If you do not need to change the name for the contact, press the **Next** context-sensitive soft key.

6. Use the dialpad to enter a new phone number or new SIP address for the above contact.

7. Choose one of the following:
  - Press the **Next** context-sensitive soft key to continue.
  - Press the **Back** context-sensitive soft key to return to the previous menu.

**Note:** If you do not need to change the name for the contact, press the **Next** context-sensitive soft key.

8. Do one of the following to complete the entry:
  - Press the **Yes** context-sensitive soft key to add the contact to a group and then select the group for the contact to be added.

No



Back



— Press the **No** context-sensitive soft key if you do not want a contact designated as a friend and return to the address menu screen.

— Press the **Back** context-sensitive soft key to return to the previous menu.

Yes



No



9. Choose one of the following:

— Press the **Yes** context-sensitive soft key to designate the contact as a friend.

— Press the **No** context-sensitive soft key if you do not want to designate the contact as a friend and return to the address menu screen.

OK



10. Press the **OK** context-sensitive soft key to complete the entry and return to the previous menu.

## Searching for a contact in the Address Book

---

When you access the IP Deskphone Address Book you can perform a search for a contact using one of the following methods:

- Index Search (performs a search based on the index number you enter)
- 1st Character Search (performs a search based on the first character you enter)
- Name Search (performs a search based on the name you enter)

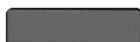
## To change the search method of the IP Deskphone:

Prefs



1. Press the **Prefs** context-sensitive soft key, select **Misc Options**, and then highlight **Search Method** from the menu.

Change



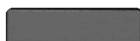
2. Press the **Change** context-sensitive soft key.



3. Press the **Up/Down** navigation key to highlight the Search Method you want to use as the default when you search for a contact:

- 1. Index Search
- 2. 1st Character Search
- 3. Name Search

Select



4. Press the **Select** context-sensitive soft key to select a search method, and then return to the previous menu.

## Using the Search feature in the Address Book

To search for a contact while accessing your personal Address Book, use the dialpad to enter the search information. For example:

- **Index Search**—to search for a contact by using the Index Search method, enter the index number. When entering an index number larger than 9, you must enter the next digit quickly to move to that item on the list. For example, if the address you need is item 28 on the list, you must enter the digit 8 quickly after entering the digit 2.
- **1st Character Search**—to search for a contact whose name begins with the letter *d*, using the dialpad, press the *d* (3) key on the dialpad. The first entry in the Address Book that begins with the letter *d* appears.

- Name Search—to search for a specific name in your personal Address Book, enter the name by using the dialpad.

## Using the Search feature

---

You can search for a contact that is in your Avaya 1200 Series IP Deskphone Address Book. You can save a contact name and SIP address found on the call server to your personal Address Book stored in your IP Deskphone.

### Using Local Search

You can search for a contact that is stored in your Address Book.

#### To search for a contact stored in your Address Book:



1. Press the **Services** fixed key, select **Search**, and then select **Local Search** from the menu.



2. Press the **Up/Down** navigation key and then press the **Select** context-sensitive soft key to choose a search criteria:

- 1. User Name
- 2. Name
- 3. Phone Number

Select



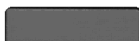
abc



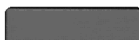
3. Press the **abc/123** context-sensitive soft key to toggle between alphabetic and numeric characters.



Search



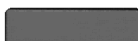
Back



Call



Search



Exit



4. Use the dialpad to enter the search information for the contact.
  
5. Choose one of the following:
  - Press the **Search** context-sensitive soft key.
  - Press the **Back** context-sensitive soft key to return to the previous menu.

**Note:** When the search is unsuccessful, the following message appears:  
No entries found for <search criteria>
  
6. When a search result is successful, you can do one of the following:
  - Press the **Up/Down** navigation key to highlight a contact, from the search result and press the **Call** context-sensitive soft key to initiate a call.
  - Press the **Search** context-sensitive soft key to start a new search.
  - Press the **Exit** context-sensitive soft key to return to the idle screen.



Search



Exit



7. When a search result is not successful, you can do one of the following:
  - Press the **Search** context-sensitive soft key to return to the search menu and begin a new search.
  - Press the **Exit** context-sensitive soft key to return to the idle screen.

# Call Inbox

While your IP Deskphone is active, all incoming calls are saved in your Call Inbox. You can view the following details about each call:

- Call status (Missed)
- Name of the caller
- SIP address
- Time of the call
- Number of consecutive calls each caller made to you

You can set the filter on your Call Inbox to display all incoming calls or missed calls. You can access your Call Inbox while the IP Deskphone is idle or while you are on a call.

## Accessing the Call Inbox

---

You can access the Call Inbox and initiate a call when the IP Deskphone is:

- Idle. For more information, see [“Managing calls in the Call Inbox while not on a call” on page 121](#).
- Active. For more information, see [“Accessing the calls in your Call Inbox during a call” on page 130](#).

## Managing calls in the Call Inbox while not on a call

You can manage calls in the Call Inbox while you are not on a call.

**To manage calls in the Call Inbox while not on a call:**



1. Press the **Msg/Inbox** fixed key.



2. Press the **Up/Down** navigation key to highlight a call from the list of calls in your Call Inbox.

**Note:** You can initiate a call to the highlighted caller. For more information, see [“Initiating a call from the Call Inbox” on page 128.](#)

Enter



3. Do one of the following:

- To place a call to the selected address using the primary login of the IP Deskphone, press the **Enter** key.
- To view the details of a highlighted call, press the **Right** navigation key. See [“Viewing the details of a call in the Call Inbox” on page 124.](#)
- To leave the detail view and return to the main inbox screen, press the **Left** navigation key.
- Press the **Missed** context-sensitive soft key to toggle the view filter from the **All** context-sensitive soft key to the **Missed** context-sensitive soft key. See [“Managing missed calls” on page 125.](#)
- The **All** context-sensitive soft key is displayed when the view mode is on **Missed**, and displays all the calls in the Call Inbox.



Missed



All



Delete



- Press the **Delete** context-sensitive soft key to delete the highlighted call or all calls in your Call Inbox. See [“Deleting calls in your Call Inbox” on page 129](#).




Exit




- Press the **Exit** context-sensitive soft key to exit the Call Inbox.

[Table 8 on page 123](#) provides a list of additional user interactions for the main inbox screen.

**Table 8: Additional user interactions**

Item	Function
	<p>Use the <b>Enter</b> key to place a call to the selected address using the primary login of the IP Deskphone.</p> <p>The <b>Enter</b> key has the same behavior as the <b>Call</b> context-sensitive soft key.</p>
	<p>Use the <b>Dial pad</b> to select an item by index.</p>
	<p>To place a call to the address of the selected call log entry from the primary logged in user of the IP Deskphone, do one of the following:</p> <ul style="list-style-type: none"> <li>— Lift the handset.</li> <li>— Press the <b>Headset</b> fixed key.</li> <li>— Press the <b>Handsfree</b> fixed key.</li> </ul>

**Table 8: Additional user interactions**

Item	Function
	Press the <b>Line key</b> to place a call to the address of the selected call log entry from the user logged in on the selected line key.

## Viewing the details of a call in the Call Inbox

To view details of a call in the Call Inbox:

1. When you view the details of a call in the Call Inbox, you can do the following:

- Initiate a call to the caller displayed on the screen. For more information, see [“Initiating a call from the Call Inbox” on page 128.](#)

Call



- Press the **Call** context-sensitive soft key to place a call to the selected address using the primary login of the IP Deskphone.

Prev



- Press the **Prev** context-sensitive soft key to select and display the details of the previous entry in the call log.

Next



- Press the **Next** context-sensitive soft key to select and display the details of the next entry in the call log.

Back



- Press the **Back** context-sensitive soft key to leave the detail view and return to the main inbox screen.

## Managing missed calls

When you do not answer incoming calls, the number of new calls appears on the IP Deskphone LCD screen. For example, if you miss three calls the following message appears: 3 new calls.

**Note:** When you view a missed call in your Call Inbox, the new call message no longer appears on the LCD screen. The new calls are stored as missed calls.

### To view missed calls:

Msgs



1. Press the **Msg/Inbox** fixed key and press the **Missed** context-sensitive soft key.



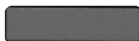
2. Press the **Up/Down** navigation key to highlight a call from the list of missed calls.



3. Press the **Right** context-sensitive soft key to view the details of the missed call.

**Note:** You manage the missed call the same as any call that is in your Call Inbox. For more information, see [“Viewing the details of a call in the Call Inbox” on page 124](#) and [“Initiating a call from the Call Inbox” on page 128](#).

All



4. To view all the calls in the Call Inbox, press the **All** context-sensitive soft key.

Delete



5. To delete the highlighted missed call or all missed calls, press the **Delete** context-sensitive soft key. For more information, see “[Deleting calls in your Call Inbox](#)” on page 129.

**Note:** The IP Deskphone deletes only the missed calls from the Call Inbox.

Exit



6. To exit the Inbox and return to the idle IP Deskphone screen, press the **Exit** context-sensitive soft key.

## Missed Calls Notification

You can change the call log behavior so that the message `xx new calls` is cleared by entering the Inbox without having to select each missed call.

### Changing the Missed Calls Notification behavior:

Msgs



1. Press the **Msgs** context-sensitive soft key.



2. Press the **Up/Down** navigation key to highlight **Missed Calls Notification**.

## Select



## 3. Choose one of the following:

- Press the **Select** context-sensitive soft key.
- Press the **Back** context-sensitive soft key to abort the changing of the configurations and return to the Message Options screen.

If you press the **Select** context-sensitive soft key, one of the following messages appears (based on the current setting of the option):

- Press Manual to change Missed Call Notification Message clearing mode
- Press Auto to change Missed Call Notification Message clearing mode

## Auto



## 4. Choose one of the following:

- Press the **Auto** context-sensitive soft key to change the clearing mode for the `xx new calls missed call` message for the IP Deskphone.

**Note:** **Auto** means that the message is cleared from the idle screen as soon as you enter the Inbox.

## Manual



- Press the **Manual** context-sensitive soft key to change the clearing mode for the `xx new calls missed call` message for the IP Deskphone.

**Note:** **Manual** means that the message is cleared from the idle screen only after you look at the call detail for every newly missed call in the Inbox.



### Initiating a call from the Call Inbox

When you receive a call that is missed or answered, the calling number is listed in the Inbox. You can select the number, and then dial from the Inbox, or you can edit the number in the Inbox.

To initiate a call from the Call Inbox, press the **Msg/Inbox** fixed key and select **Inbox** from the menu.

**Note 1:** If your service provider requires that a Directory Number (DN) be used to initiate a call, the Call Inbox entry must have the DN to initiate a call.

**Note 2:** While you are on a call, you can initiate a new call from the Call Inbox. For more information, see [“Accessing the calls in your Call Inbox during a call” on page 130.](#)

#### To initiate a call from the Call Inbox:



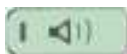
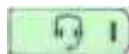
1. Press the **Msg/Inbox** fixed key.



2. Press the **Up/Down** navigation key to highlight a call from the list of calls in your Call Inbox.



3. To view details of the call, press the **Right** navigation key.



Edit



Call



- To place a call to the selected address, do one of the following:

- Lift the handset.
- Press the **Headset** fixed key.
- Press the **Handsfree** fixed key.

or

Press the **Edit** context-sensitive soft key

Then press the **Send** context-sensitive soft key.

## Deleting calls in your Call Inbox

When you delete calls from the Call Inbox, both missed calls and answered calls are deleted. When you view the missed calls and select delete, only the missed calls are deleted.

**To delete calls from your Call Inbox:**



Delete



- Press the **Up/Down** navigation key to highlight a call from the list of calls in your Call Inbox.
- Press the **Delete** context-sensitive soft key.

Yes



AllU<sub>Sr</sub>



All



No



3. Select one of the following context-sensitive soft keys:
  - Press the **Yes** context-sensitive soft key to delete the highlighted call.
  - Press the **AllU<sub>Sr</sub>** context-sensitive soft key to delete all the calls from the selected caller.
  - Press the **All** context-sensitive soft key to clear all calls from the Call Inbox.
  - Press the **No** context-sensitive soft key to return to the Inbox.

## Accessing the calls in your Call Inbox during a call

You can access the calls in your Call Inbox while you are in an active call.

**To access the calls in your Call Inbox during a call:**



Select



Back



1. Press the **Up/Down** navigation key to highlight a call from the list of calls in your Call Inbox.
2. Choose one of the following:
  - Press the **Select** context-sensitive soft key to initiate a call to the highlighted caller.

**Note:** This places the current call on hold, if it is not already on hold.

  - Press the **Back** context-sensitive soft key to return to the in-call screen.

# While on an active call

You can use the following features during an active call:

- “Making a new call” on page 131
- “Call Waiting” on page 132
- “Placing a call On Hold” on page 133
- “Using call conferencing” on page 139
- “Transferring a call” on page 141
- “Using the Call Park feature” on page 144
- “Using account codes” on page 146
- “Recording a call” on page 147

You can use the **Action** context-sensitive soft key to perform the following actions with an active call:

1. New Call—to begin a new call while other calls are on hold.
2. Transfer Call—to transfer the call to another phone number or SIP address.

## Making a new call

---

The IP Deskphone has a single call appearance button that you can use to initiate a new call when there are no other current calls.

You can initiate a new call during a current call. If you do not place the current call on hold first, the IP Deskphone automatically places the current call on hold when you initiate a new call. You can initiate a new call by using any of the following methods:

- “Initiating a call using the active call context-sensitive soft key menu” on page 132
- “Initiating a call from the Address Book” on page 107
- “Initiating a call from the Call Inbox” on page 128

## Initiating a call using the active call context-sensitive soft key menu

You can initiate a call using the active call context-sensitive soft key menu.

To initiate a call using the active call context-sensitive soft key menu:

More...



NewCall



Back



1. Choose one of the following:

- While on a call, press the **More...** context-sensitive soft key, and then the **NewCall** context-sensitive soft key.

The IP Deskphone produces a dial tone.

2. Choose one of the following:

- Use the dial pad to dial the number or SIP address.

**Note:** This places the current call on hold, if it is not already on hold, and you can continue to initiate the call as normally.

- Press the **Back** context-sensitive soft key to return to the in-call screen.

## Call Waiting

---

While you are on an active call and you receive an incoming call. You are notified of an incoming call by a message on the LCD screen and a notifying beep. Answering the new call places the active call on hold you can also redirect the new call, decline the new call, transfer the new call, or ignore the new call. For more information, see [“Receiving a call” on page 88](#).

## Placing a call On Hold

Use the Hold feature when you are talking to one contact and want to perform another action, such as answer a new incoming call, transfer a call, or initiate a new call. You can have a number of calls on hold at the same time.

### To place a call on hold:



1. Press the **Hold** fixed key.

The LCD on hold icon flashes beside the line on hold.

### To retrieve a call on hold:

chad



1. To retrieve a call on hold do one of the following:

- Press the **Line** feature key beside the flashing LCD indicator.
- Press the **Hold** fixed key.



## Multiple calls On Hold

When you have more than one call on hold, use the navigation key to highlight a call on the LCD screen. You can perform an action with that call by using the context-sensitive soft keys on the In-call menu list. The context-sensitive soft keys displayed vary depending on the type of call that is currently selected. For example, a held call has the **Activate** context-sensitive soft key instead of the **Audio** context-sensitive soft key.

When you highlight a call that is not active, you can retrieve the call from on hold and make it active by pressing the **Activate** context-sensitive soft key.

### Multiple calls In-call mode

When the IP Deskphone has multiple calls connected at the same time, you can access menu items.

### Context-sensitive soft keys for the multiple calls In-call display screen

NewCall



Press **NewCall** context-sensitive soft key to obtain a dial tone to place another call. The **NewCall** context-sensitive soft key is used to make a conference call. This key behaves like the **Conf** context-sensitive soft key.

Audio/Activate



Press the **Audio** context-sensitive soft key to change the audio settings or the current active call.

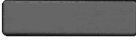
The **Activate** context-sensitive soft key appears when the highlighted call is not the selected call.

Press the **Activate** context-sensitive soft key to place the current call on hold and activate the call you want to connect to.

This context-sensitive soft key is also used to retrieve calls parked against the user.

**Note:** The **Activate** context-sensitive soft key never appears at the same time as the **Audio** context-sensitive soft key

more...



Press the **more...** context-sensitive soft key to select a new menu list of context-sensitive soft keys.

When you press the **more...** context-sensitive soft key, a different selection of context-sensitive soft keys appears.

- If you press the **more...** context-sensitive soft key once from the first menu list, you access the following context-sensitive soft keys:

[Trnsfer] [more...]

- If you press the **more...** context-sensitive soft key from the first menu list twice, you access the following context-sensitive soft keys:

[Prefs] [more...]

- If you press the **more...** context-sensitive soft key from the first menu list three times, you return to the first menu list with the following context-sensitive soft keys.

[NewCall] [Audio] [more...]

When you press the **more...** context-sensitive soft key for the first time, the following context-sensitive soft keys appear on the menu list.

Trnsfer



Press the **Trnsfer** context-sensitive soft key to transfer the current call.



more...



Press the **more...** context-sensitive soft key to select a new menu list of context-sensitive soft keys.

The next available menu list contains the following context-sensitive soft keys:

[Conf] [Prefs] [more...]

When you press the **more...** context-sensitive soft key for the second time, the following context-sensitive soft keys appear on the menu list.

## Prefs



Press the **Prefs** context-sensitive soft key to display the Preferences menu.

The menu items include the following:

1. Display—use to adjust the display settings of the LCD screen.
2. Audio—use to adjust tones and volume settings.
3. Feature Options—use to configure the following:
  - Call Ignore Action
  - Call Fwd Notification
  - Answer Mode Settings appear when the Auto Answer Mode is enabled on the IP Deskphone.
4. Language—use to change the interface language.
5. Misc Options—use to access the following options:
  - Alpha Dialing
  - Search Method
  - Incoming Privacy
  - Outgoing Privacy
  - Hold Mode: Private
  - Time

Prefs



6. Network—use to access the following:
  - Server Settings
  - Device Settings
  - Diagnostics
  - Disable screensaver
  - Licensing
  - Lock
7. User Settings—use to modify the following:
  - Call Settings

more...



Press the **more...** context-sensitive soft key to return to the first menu list of context-sensitive soft keys.

The next available menu list contains the following context-sensitive soft keys:

[NewCall] [Audio] [more...]

**To access a call on hold when multiple calls are on hold:**



1. Press the **Up/Down** navigation key to highlight a call on hold.

Chad



2. To retrieve the highlighted call on hold do one of the following:
  - Press the **Line** feature key beside the flashing LCD indicator.
  - Press the **Hold** fixed key to retrieve a call on hold.

### To make a call on hold the active call:



1. Press the **Up/Down** navigation key to highlight a call on hold.

Activate



2. Press the **Activate** context-sensitive soft key to make the highlighted call on hold the active call.

This removes the call from on hold and automatically places the previous call on hold.

## Using call conferencing

---

You can use the Conference feature to establish a conference call between the active call and calls on hold. The Conference feature is available when you are on an active call.

To use call conferencing:



1. Enter the first phone number or SIP address that you want to call.



2. Place the active call on hold.



3. Make a second call.

4. When the second call is connected, choose one of the following methods to establish a conference call:

Conf



- Press the **Conf** soft key and then press the line button of the first held call.

OR

Feature



- Press the **Feature** soft key.

- Enter **3** on the keypad.





- Press the **Enter** button.



- Press the Line button of the first held call.

## Transferring a call

When more than one call is on hold, the call you want to transfer must be the active call. For more information, see [“To make a call on hold the active call:” on page 139.](#)

**Note 3:** The IP Deskphone does not automatically place the call you want to transfer on hold. To prevent the caller from hearing the transfer process, place the caller on hold and then complete the transfer process.

### To transfer a call to another phone:



1. Press the **Up/Down** navigation key to highlight Transfer Call from the menu.

Transfer



2. Press the **Transfer** context-sensitive soft key while on a call to access the **Transfer** menu.

abc



3. Press the **abc/123** context-sensitive soft key to toggle between numeric and alphabetic input.



Select



Transfr



Clear



Back



4. Choose one of the following:
  - Enter the phone number or SIP address to which you are transferring the call.
  - Select a contact from the Address Book or Call Inbox by pressing the corresponding fixed key. Highlight a contact from the list and then press the **Select** context-sensitive soft key.
  
5. Choose one of the following:
  - Press the **Transfr** context-sensitive soft key to connect the calling party.
  - To erase the address you enter, press the **Clear** context-sensitive soft key.
  - To return to the previous screen, press the **Back** context-sensitive soft key.

The IP Deskphone prompts you with the following question, Consult with party?

Yes



No



Back



6. Select one of the following context-sensitive soft keys:

- Press the **Yes** context-sensitive soft key to consult with the contact to which you are transferring the call before completing the transfer.
- Press the **No** context-sensitive soft key to transfer the call without consulting the contact to whom you want to transfer the call.
- Press the **Back** context-sensitive soft key to return to the previous screen.



## Using the Call Park feature

---

You can use the Call Park feature to temporarily park a call so that you or another user can retrieve the parked call from another phone. Using Call Park does not tie up a line, because the call is held on the IP Office call server.

You can use the Call Park feature to temporarily park a call so that you or another user can retrieve the parked call from another phone. Using Call Park does not tie up a line, because the call is held on the IP Office call server.

A timer determines how long a call can remain parked; this timer is configured by your system administrator. If the timer expires before the call is retrieved at another extension, the call is returned to your phone.

### To park a call:

Feature



1. Press the **Feature** soft key.

CPark



2. Press the **CPark** soft key.

The screen displays the message Call Park?

Yes



3. Press the **Yes** soft key.

The deskphone displays the following prompt: PrkOn: >



- Using the key pad, enter an ID for the parked call. Enter an ID that is up to 9 digits in length. You will need to enter this ID when you retrieve the call from park.

**Note:** If there is not currently an active called parked that uses the ID that you have entered, the deskphone displays Forbidden.

OK



- Press the **OK** soft key.

The screen displays `To:CPark`  
`<extension number@IPaddress>`.

## Retrieving a Parked Call

You must have the retrieval code to retrieve a parked call from the server. You can retrieve a parked call while the IP Deskphone is in the idle state or while on a call.

### To retrieve a parked call

Feature



- Press the **Feature** soft key.

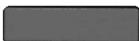
RCall



- Press the **RCall** soft key.

The screen displays `Retrieve?`

Yes



- Press the **Yes** soft key.

The deskphone displays the following prompt: `UnPark:>`



- Using the key pad, enter the ID for the parked call.

OK



- Press the **OK** soft key.

**Note:** If there is not currently an active called parked that uses the ID that you have entered, the deskphone displays Forbidden.

## Using account codes

---

Your system administrator can configure account codes on the IP Office call server. Account codes can be used to keep track of calls in relation to particular activities or clients. They can also be used to keep track of calls by particular users or sets of users.

If your system uses account codes, you can enter an account code when you make a call, or during a call. The account code that you enter must match an account code set on the telephone system. If you enter an invalid code, the deskphone prompts you to re-enter the account code.

### To use an account code:

Feature



- Press the **Feature** soft key.

Acct



2. Press the **Acct** soft key.

The screen displays Account Code?

Yes



3. Press the **Yes** soft key.

The deskphone displays the prompt Enter Account>.



4. Using the key pad, enter the account code for the call.

Done



5. Press the **Done** soft key.

## Recording a call

---

The IP Deskphone allows you to record all or part of a conversation.

**To record a call:**

Feature



1. Press the **Feature** soft key.

CRec



2. Press the **CRec** soft key.

The screen displays Call Record?

Yes



3. Press the **Yes** soft key.

The deskphone displays the message Recording Started.

An audio announcement plays to alert call participants that the call is being recorded.

**To stop recording a call:**

Feature



1. Press the **Feature** soft key.

CRec



2. Press the **CRec** soft key.

The screen displays Call Record?

Yes



3. Press the **Yes** soft key.

The deskphone displays the message Recording Stopped.

# Configuring custom settings

This chapter provides information about the following topics:

- “Programmable keys” on page 149
- “Assigning functions to programmable keys” on page 150
- “Erasing a programmable key” on page 152
- “Restoring the default settings for programmable keys” on page 153
- “Configuring speed dial keys” on page 153
- “Querying programmable keys” on page 155
- “Using the relay option” on page 156
- “Twinning” on page 158
- “Configuring privacy settings” on page 160
- “Audio Codecs” on page 163

## Programmable keys

---

You can configure the programmable keys on the IP Deskphone or on a Key Expansion Module (KEM) to activate specific features. When you configure a programmable key, it acts as a short cut so that you do not need to enter a feature codes in order to activate the feature.

If a feature is programmed on a button, the status of the button will be updated with an active/idle state, depending of the status of that feature. This is supported by the following features:

- Call Forward All
- Twinning
- Private Call
- Automatic Callback
- Do Not Disturb
- Voicemail On

- After Call Work
- Call Record
- Follow Me Here
- Follow Me To

The IP Deskphone numbers the programmable keys on the IP Deskphone from 1 to 4. Key 1 is reserved as the line key for the IP Deskphone.

## Assigning functions to programmable keys

You can assign features to programmable keys in order to quickly activate features that you use frequently. Use the following procedure to assign a feature to a programmable key, or to change a feature that is already assigned.

### To assign or change a feature:

Feature



1. Press the **Feature** soft key.

BtnPg



2. Press the **BtnPg** soft key.

The screen displays the prompt `Button Programming?`

Yes



3. Press the **Yes** soft key.

The Button Programming screen displays and prompts you to `Select a button.`



4. Press the programmable key that you want to assign a feature to.

If the key was not previously programmed, the screen prompts you to `Select feature`. If the key was already programmed, the screen displays options to `Erase` or `Edit` and prompts you to select one.

Edit



5. Choose one of the following options:

- If the screen prompts you to `Select feature`, select a feature using the soft keys.
- If the screen displays the options to `Erase` or `Edit`, press the **Edit** soft key. When the screen prompts you to, select a feature using the soft keys.

The screen displays the following options: `Quit`, `No`, or `Yes`.

Yes



6. Press the **Yes** soft key.

The screen displays `Button Programmed` and a label displays next to the programmable key to indicate the name of the assigned feature.



## Erasing a programmable key

---

To remove a feature from a programmable key:

Feature



1. Press the **Feature** soft key.

BtnPg



2. Press the **BtnPg** soft key.

The Button Programming screen displays and prompts you to *Select* a button.



3. Press the programmable key from which you want to delete the feature.

The screen displays options to *Erase* or *Edit* and prompts you to select one.

Erase



4. Press the **Erase** soft key.

The screen prompts you to *Select* a feature and then prompts you to confirm that you want to delete the selected item.

Yes



5. Press the **Yes** soft key.






The screen displays *Button Erased*.

## Restoring the default settings for programmable keys

---

If you have assigned features to programmable keys, you can return the programmable keys to their default settings using the following procedure.

### Restoring default settings:

- |  |  |
|--|--|
| <p>Feature</p>  | <p>1. Press the <b>Feature</b> soft key.</p>   |
| <p>BtnPg</p>    | <p>2. Press the <b>BtnPg</b> soft key.</p>   |
|                 | <p>3. Press the <b>Enter</b> key.</p> <p>The screen prompts you to <code>Select a button.</code></p>             |
| <p>Reset</p>   | <p>4. Press the <b>Reset</b> soft key.</p> <p>The screen displays the message <code>Reset to default?</code></p> |
| <p>Yes</p>    | <p>5. Press the <b>Yes</b> soft key.</p> <p>The screen displays <code>Buttons Reset.</code></p>                  |

## Configuring speed dial keys

---

You can configure the programmable keys for speed dialing.

### To configure speed dialing:

Feature



1. Press the **Feature** soft key.



2. Enter **\*1** or **\*2** on the dialpad.



3. Press the **Enter** key.

The *Speed Dial* screen displays and prompts you to Press a button.



4. Press the programmable key that you want to assign a feature to.

The screen prompts you to enter a phone number.



5. Enter a phone number using the keypad.

OK



6. Press the **Ok** softkey.

The screen prompts you to enter a label. Enter a label using the keypad, or press Enter to use the phone number as the label.



7. Press the **Enter** key.

The screen displays 'Programmed' and a label displays next to the programmable key to indicate the name of the assigned feature.

## Querying programmable keys

---

You can query any of the programmable keys to confirm which function has been assigned to the key.

To query button programming:

Feature



1. Press the **Feature** soft key.

BtnQy



2. Press the **BtnQy** soft key.

The **Button Inquiry** screen displays for 3 seconds and prompts you to press a button.



3. Press the programmable key that you want to query.

The screen displays text to indicate the name of the assigned feature for 3 seconds and prompts you to press a button for another query.

Exit



4. When you are finished querying programmable buttons, press the **Exit** soft key.





## Using the relay option

---

You can use your IP Deskphone to activate external devices that are connected to the IP Office server through a relay connection. For example, you can use your IP Deskphone to activate a door release system.

The controls on your IP Deskphone allow you to close the relay switch the to activate the device; in this case, the device remains active until you open the relay switch to turn it off. Alternately, you can use relay pulse to activate the device for a 5 seconds.

### To close the switch and activate a relay connection:

- |  |  |
|--|--|
| <p>Feature</p>  | 1. Press the <b>Feature</b> soft key.  |
| <p>Rely+</p>    | 2. Press the <b>Rely+</b> soft key.<br>The screen displays Relay On?                     |
| <p>Yes</p>    | 3. Press the <b>Yes</b> soft key.<br>The screen displays the prompt Enter relay port.    |
|               | 4. Enter the number of the relay port that you want to activate: the options are 1 or 2. |

Done



5. Press the **Done** soft key.

The screen display a confirmation message: Relay\_On: Port<#>.

**To open the switch and de-activate a relay connection:**

Feature



1. Press the **Feature** soft key.

Rely+



2. Press the **Rely+** soft key.

Yes



3. Press the **Yes** soft key.

The screen displays the prompt Enter relay port.



4. Enter the number of the relay port that you want to de-activate: the options are 1 or 2.

Done



5. Press the **Done** soft key.

The screen display a confirmation message: Relay\_Off: Port<#>.

**To use relay pulse:**

Feature



1. Press the **Feature** soft key.

Relay



2. Press the **Relay** soft key.

The screen displays Relay Pulse?

Yes



3. Press the **Yes** soft key.

The screen displays the prompt Enter relay port.



4. Enter the number of the relay port that you want to activate: the options are 1 or 2.

Done



5. Press the **Done** soft key.

The screen display a confirmation message: Relay Pulse: Port<#>.

## Twinning

---

Twinning is a feature that allows you to have your calls ring on two phones. You can twin your IP Deskphone with another internal phone, or with an external phone. For example, you can twin your IP Deskphone with a mobile phone. Your incoming calls will ring on both phones. You can also make calls from either extension.

Twinning is available only if your system administrator has configured it for your system.

### To twin your phone:

Feature



1. Press the **Feature** soft key.

Twin



Yes



Enable



OR

Edit



Done



Enable



2. Press the **Twin** soft key.

The screen displays the message  
Twinning?

3. Press the **Yes** softkey.

The screen displays the last number to  
which calls were twinned.

4. Specify the phone number of the device  
that you want to twin your deskphone  
with:

- To twin calls with the previously  
used number, press the **Enable** soft  
key. The screen displays the  
confirmation message `Activation  
OK` to confirm that twinning is  
enabled.

OR

- To twin calls a different number,  
press the **Edit** soft key and enter the  
new number.

- Press the **Done** soft key to save the  
new number.

- Press the **Enable** soft key. The  
screen displays the confirmation  
message `Activation OK` to  
confirm that twinning is enabled.

**To disable twinning:**

Feature



1. Press the **Feature** soft key.



Twin



2. Press the **Twin** soft key.

The screen displays the message  
Twinning?

Yes



3. Press the **Yes** softkey.

The screen displays the prompt  
Disable Twinning?

Yes



4. Press the **Yes** softkey.

The screen displays the message  
Deactivation OK.

## Configuring privacy settings

---

The IP Deskphone provides several privacy settings. You can restrict caller information coming to the IP Deskphone or caller information leaving the IP Deskphone. You can also restrict the name, SIP address, or both from appearing on the screen. In addition, you can prevent a call from being recorded and restrict it from intrusions.

The following sections describe how to configure privacy settings on your IP Deskphone:

- [“Incoming call privacy” on page 160](#)
- [“Outgoing call privacy” on page 161](#)
- [“Private calls” on page 162](#)

### Incoming call privacy

You can restrict the information for incoming calls to your IP Deskphone by configuring the Incoming Call Privacy setting.

## To configure Incoming Call Privacy:

Prefs



1. Press the **Prefs** context-sensitive soft key, select **Misc Options**, and then **Incoming Privacy** from the menu.

Change



2. Choose one of the following:
  - Press the **Change** context-sensitive soft key to change the Incoming Privacy restriction to the highlighted restriction.

Back



- Press the **Back** context-sensitive soft key to return to the previous menu without implementing any changes.



3. Press the **Up/Down** navigation key to highlight one of the following:
  - None (no restriction)
  - Name (restricts only the name)
  - Address (restricts only the address)
  - All (restricts name and number)

## Outgoing call privacy

You can restrict the information for outgoing calls from your phone by configuring the Outgoing Call Privacy setting.

### To configure Outgoing Call Privacy:

Prefs



1. Press the **Prefs** context-sensitive soft key, select **Misc Options**, and then **Outgoing Privacy** from the menu.

Change



2. Choose one of the following:
  - Press the **Change** context-sensitive soft key to change the Outgoing Privacy restriction to the highlighted restriction.

Back



- Press the **Back** context-sensitive soft key to return to the previous menu without implementing any changes.



3. Press the **Up/Down** navigation key to highlight one of the following:
  - None (no restriction)
  - Name (restricts only the name)
  - Address (restricts only the address)
  - All (restricts name and number)

## Private calls

You can use the Private Call feature to prevent a call from being recorded and to restrict it from intrusions. After you enable Private Call, subsequent calls cannot be intruded on, bridged into or silently monitored until you disable it.

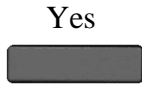
**To set call privacy:**

1. Press the **Feature** soft key.



2. Press the **PrivC** soft key.

The screen displays `Private Call?`



3. Press the **Yes** soft key.

The screen displays `Private Call On` to confirm that privacy is enabled.

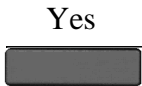
**To disable call privacy:**

1. Press the **Feature** soft key.



2. Press the **PrivC** soft key.

The screen displays `Private Call?`



3. Press the **Yes** soft key to toggle the setting.

The screen displays `Private Call Off`.

## Audio Codecs

---

This feature allows you to specify a codec to which you can switch to during an active call. You can use the Preferences menu to modify the order of preference of the codecs between calls.

You can select an audio codec by name during a call, or while the handset is idle. The Audio Codecs feature also gives you control over the audio configuration that is used for inbound and outbound calls.

To change the codec while on the call, select **Audio, Change codec**, and then press **OK**.

The following context-sensitive soft keys are available on the Audio Codes page:

- **Ok**—to view the Audio Codec Selection screen.
- **Back**—to return to the previous screen.

### Audio Codec Selection

The Audio Codec Selection allows you to select a codec to use during inbound and outbound calls.

The following context-sensitive soft keys are available for selecting the audio codes:

- **Select**: The IP Deskphone attempts to renegotiate the codec for the current call to use the selected codec.
- **Back**: Allows you to return to the Audio Codec screen.

### Audio Codec Ordering

The Audio Codec Ordering allows you to modify the order of preference of codecs to use during inbound and outbound calls.

The following context-sensitive soft keys are available for the audio codec ordering page:

- **Save**—to save the current order as the new preferred codec order.
- **MoveUp**—to move the highlighted codec up in the list.
- **MoveDwn**—to move the highlighted codec down in the list.
- **Back**—to return to the Audio Codec screen.

The Audio Codec Ordering screen allows you to modify the order of preference of the codecs. You can reorder the preferences, and the changes to the ordering are saved.

# Maintaining the IP Deskphone

The following chapter describes the following advanced features:

- “Viewing the IP Deskphone information” on page 165
- “Accessing the services menu” on page 166
- “Network menu” on page 174
- “Maintaining the IP Deskphone” on page 165
- “File Manager” on page 176

## Viewing the IP Deskphone information

To view the Phone information for the IP Deskphone



1. Press the **Services** hard key and select **Phone Information** from the menu.

You can view the following information:

- Load Ver
- Software
- E.M Software
- FeatActv
- Srv Pkg Location

**Note:** You cannot make any changes to the setting from this menu.

## Viewing additional phone information

When you view the Phone Information menu, you can use the following context-sensitive soft keys to display additional information:

- **Details**

- **E911**

Press the **Details** context-sensitive soft key to show:

- Primary User
- Primary Domain
- MAC
- IP
- License server
  - Status

The contents of this screen include user and IP Deskphone identifiable information that needs to be protected (per US Federal/DoD requirements/guidelines).

**Attention:** The administrator can disable the **Details** context-sensitive soft key on the main Phone Information screen to hide information that is protected. If the **Details** context-sensitive soft key is disabled, you cannot view details on the Phone Information details screen.

To view information about E911 press the **E911** context-sensitive soft key after you access the **Phone Information** screen.

## Accessing the services menu

---

Some of the system features require your user password. You must consult with the system administrator or service provider before you can access some of the features.

**To access the services menu:**



1. Press the **Services** hard key.
  
2. Select **File Manager**.

The IP Deskphone displays the following menu:

1. Search—use to perform local/global search.
2. Login.
3. Logout— use to logoff the IP Deskphone. For more information, see [“Logging off from the Avaya 1200 Series IP Deskphone” on page 58.](#)
4. Check for Updates—use to check for the latest software update for the IP Deskphone. For more information, see [“Checking for updates” on page 167.](#)
5. Reset Phone— use to perform a reset of the IP Deskphone. For more information, see [“Resetting the IP Deskphone phone” on page 168.](#)
6. File Manager—For more information, see [“Erasing the user data” on page 169.](#)
7. Logging System—use to enable/disable SIP logging.
8. Phone Information—use to view phone details. For more information, see [“Viewing the IP Deskphone information” on page 165.](#)

### Checking for updates

You can check for the latest software update for your IP Deskphone.

**To check for the latest software update:**



1. Press the **Services** fixed key.

2. Select **Check For Updates**.

Select



3. Press the **Select** context-sensitive soft key.



Yes



No



4. Choose one of the following:
  - Press the **Yes** context-sensitive soft key check for the latest software update for your IP Deskphone.
  - Press the **No** context-sensitive soft key to return to the previous menu without checking for an update.

**Note:** While the IP Deskphone checks for an update, it activates Do Not Disturb (DND).

## Resetting the IP Deskphone phone

You can use this feature to reset the phone without unplugging the power cable.

**To reset the IP Deskphone:**



Select



abc



1. Press the **Services** fixed key, and then select **Reset Phone**.
2. Press the **Select** context-sensitive soft key.
3. Press the **abc/123** context-sensitive soft key to toggle between alphabetic or numeric input.
4. Use the dialpad to enter your password.

Ok



Back



Yes



No



5. Choose one of the following:
  - Press the **Ok** context-sensitive soft key.
  - Press the **Back** context-sensitive soft key to return to the previous menu.

The IP Deskphone prompts you with `Reset Phone?`.

6. Choose one of the following:
  - Press the **Yes** context-sensitive soft key to proceed.
  - Press the **No** context-sensitive soft key to return to the System menu.

## Erasing the user data

The IP Deskphone stores user files that you can delete. These files include:

1. Profiles—user profile settings
2. Sounds—downloaded tones or audio alerts
3. Languages—downloaded language files
4. System file—IP Deskphone system configuration file (Deleting this file returns the IP Deskphone to the factory default configuration settings.)

You can delete some or all of these files. The deletion of files is often necessary when the IP Deskphone is redeployed to a different user.

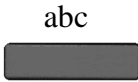
To delete user data files:



1. Press the **Services** fixed key.

2. Select **File Manager**.

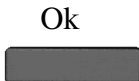
**Note:** You must enter your login password to access the File Manager menu.



3. Press the **abc/123** context-sensitive soft key to toggle between alphabetic or numeric input.

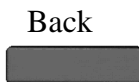


4. Use the dialpad to enter your password.



5. Choose one of the following:

— Press the **Ok** context-sensitive soft key.



— Press the **Back** context-sensitive soft key to return to the previous menu.



6. Press the **Up/Down** navigation key to highlight one of the following:

- Profiles
- Sounds
- Languages
- System file
- All files

Select



Delete



Exit



Back



7. Choose one of the following:

- To enter the selected folder, press the **Select** context-sensitive soft key.
- To delete contents of the selected folder, press the **Delete** context-sensitive soft key.

**Note:** Folders cannot be deleted because they are on the IP Deskphone.

- If you are at the root folder of the flash disk, press the **Exit** context-sensitive soft key to return to the previous menu.
- If you are already inside the folder, press the **Back** context-sensitive soft key to return to the previous menu.

### To delete a user profile:



Delete



Back



1. Press the **Up/Down** navigation key to highlight the user profile you want to delete.
2. Choose one of the following:
  - Press the **Delete** context-sensitive soft key to delete the highlighted user profile from the list.
  - Press the **Back** context-sensitive soft key to return to the previous menu.
3. Log off or restart the IP Deskphone to complete the process.

### To delete a sound file:



Delete



Back



1. Press the **Up/Down** navigation key to highlight the sound file you want to delete.
2. Choose one of the following:
  - Press the **Delete** context-sensitive soft key to delete the highlighted sound file from the list.
  - Press the **Back** context-sensitive soft key to return to the previous menu.

To delete a language file:



Delete



Back



1. Press the **Up/Down** navigation key to highlight the language file you want to delete.
2. Choose one of the following:
  - Press the **Delete** context-sensitive soft key to delete the highlighted language file from the list.
  - Press the **Back** context-sensitive soft key to return to the previous menu.

To delete a log file:



Delete



Back



1. Press the **Up/Down** navigation key to highlight the log file you want to delete.
2. Choose one of the following:
  - Press the **Delete** context-sensitive soft key to delete the highlighted language file from the list.
  - Press the **Back** context-sensitive soft key to return to the previous menu.

### To delete the system file without deleting the user profile:

Next



Back



1. Choose one of the following:
  - Press the **Next** context-sensitive soft key to delete the system file.
  - Press the **Back** context-sensitive soft key to return to the previous menu.
2. Log out or restart the IP Deskphone to complete the process.

### To delete all files:

Next



Back



1. Choose one of the following:
  - Press the **Next** context-sensitive soft key to delete the system file and user profiles.
  - Press the **Back** context-sensitive soft key to return to the previous menu.
2. Log out or restart the IP Deskphone to complete the process.

## Network menu

---

Primarily, the system administrator is the only person authorized to access the network menu and to use an administration password to access the items.

The following Network menu items are available:

- Server Settings—to select and edit domains
- Device Settings—to configure the network settings
- Diagnostics—to run a trace route or send a ping to diagnose the network connection
  - IP Set and DHCP information
  - Network Diagnostics tools
  - Ethernet Statistics
  - IP Network Statistics
  - Advanced Diag Tools
  - Test Key
- Lock Menu—to access to the Network Menu

### To access the Network menu:



Prefs



1. Choose one of the following:
  - Press the **Services** fixed key twice quickly.
  - Press the **Prefs** context-sensitive soft key, and then select **Network** from the menu.

**Note:** You need to enter an administration password to access the Network menu items.

## Automatic remote software updates

---

**Note:** Your system administrator must enable **Remote check for update** for this feature to work.

Your IP Deskphone can be configured to perform automatic software updates. If this feature is configured, the IP Deskphone displays when a software update is scheduled to occur, and **Yes** and **No** context-sensitive



soft keys are displayed. If the IP Deskphone is idle and no key is pressed, the software update begins in one minute.

If you press **Yes**, the software download begins.

If you are using your IP Deskphone (this includes on hold, on a conference call, or when your IP Deskphone is ringing) and you press **No**, the call is not disconnected and the software update does not occur. The IP Deskphone displays the software download prompt again in three minutes a total of three times.

If, after the third notification, you press **No** or no key is pressed, the software update does not occur. Your IP Deskphone attempts the software download process again in two hours.

**Note:** If you allow the update to proceed and the server is down, the IP Deskphone does not ask for updates again.

## File Manager

---

You can use File Manager to navigate to the IP Deskphone file system. Access the File Manager menu through the Services menu.

# Visual indicators

The Avaya 1200 Series IP Deskphones use visual indicators or cues to indicate incoming calls and messages. The display icons on the IP Deskphone also indicate the current call state.

## Visual Alerter/Message Waiting Indicators

The red LED light at the top right of the IP Deskphone lights to indicate incoming calls or when a caller leaves you voice mail.

Table 9 on page 177 lists the visual indicator and the LED status.

**Table 9: Visual Alerter/Message Waiting Indicator**




LED	Visual indicator	LED status
Red LED	Voice mail left by caller	Steady red light until message is reviewed.
	Incoming call (IP Deskphone ringing)	Fast blinking red light.

## Monitoring other extensions

Your system administrator can enable you to monitor the status of other lines. When this feature is enabled, you can use the visual indicators on your IP deskphone to monitor whether other extensions are idle or busy. You can also answer calls to those extensions.

Table 10 on page 178 lists the status visual indicators that the IP deskphone uses to show the status of the line that you are monitoring.

**Table 10: Visual indicators for monitored lines**

Icon	Line status
	Idle
Flashing 	Ringing
Solid 	Busy





# Quick reference






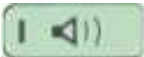

This section provides a quick reference guide for the Avaya 1200 Series IP Deskphone. See the following sections for more information:



- [“Fixed keys” on page 179](#)
- [“Commonly used functions” on page 181](#)
- [“Context-sensitive soft keys” on page 182](#)
- [“Display screen icons” on page 186](#)

## Fixed keys

The fixed keys on Avaya 1200 Series IP Deskphones are available with either icons or English text..

Short-cut and navigation function keys	
<p>Copy</p> 	<p>Copy information from the Address Book, Inbox and Outbox.</p>
<p>Services</p> 	<p>Access Search, Login, Logout, Check For Updates, Reset Phone, File Manager, Logging System, and Phone Information. Press twice quickly to access the Network menu.</p>
<p>Quit</p> 	<p>Quit or exit from a menu.</p>
<p>Inbox</p> 	<p>Access your inbox to view all calls or missed calls and to return a call.</p>

<p>Directory</p> 	<p>Access your address book to view, add or edit entries or initiate a call.</p>
<p>Enter</p> 	<p>Use the Enter key to select highlighted menu items and to set preferences. The Enter key duplicates the function of the phone and select context-sensitive soft keys.</p>
<p><b>Telephone feature keys</b></p>	
	<p>Use to increase the volume of the handset, headphones, phone speaker (handsfree) and alerting volume (phone ringing).</p>
	<p>Use to decrease the volume of the handset, headphones, phone speaker (handsfree) and alerting volume (phone ringing).</p>
<p>Mute</p> 	<p>Use mute to listen to the call without transmitting. The red LED on the Mute key lights when the Mute feature is enabled.</p>
<p>Handsfree</p> 	<p>Activates the built in speaker and microphone. The red LED on the Handsfree key lights when the Handsfree feature is enabled.</p>
<p>Goodbye</p> 	<p>Use to release a call (hang up) and to exit a menu when not on an active call.</p>

<p>Headset</p> 	<p>Activates your IP Deskphone headset when connected. The red LED of the Headset key lights when you use a headset.</p>
<p>Hold</p> 	<p>Use to place a call on hold or to retrieve a call on hold.</p>

**Note:** The **abc/123** context-sensitive soft key toggles between alphabetic and numeric input. When the context-sensitive soft key label is **abc**, you can enter alphabetic text and when the context-sensitive soft key label is **123**, you can enter numbers.

## Commonly used functions

Procedures for the most commonly used functions are provided below.

### Login

1. Enter your User ID and press the **Login** key.
2. Enter your password and press the **Next** key.
3. To permanently login, press the **Next** key.  
To login for a period of time, press the **Timed** key, enter the duration of your login, and press the **Next** key.

### Logout

4. Press the **Services** hard key and then select **Logout**.
5. Press the **abc/123** context-sensitive soft key to toggle between alphabet and numeric input.
6. Press **Logout** context-sensitive key.

### Making a call

- Lift the **Handset** or press the **Headset** key, **Handsfree** key or the **Line** key and enter the SIP address or phone number and press send. Or, press the **Redial** key to call the previously entered SIP address or phone number.
- Press the **Services** hard key, select **Search**, select an entry in the Address Book, and then press the **Call** key. Lift the **Handset** or press the **Headset** key, **Handsfree** key or the **Line** feature key and dial from the Address Book or Inbox as follows:
  - 1. Press the **Address Book** or **Inbox** key.
  - 2. Navigate to the required entry.
  - 3. Press the **Select** key to connect.

### Answering a call

Perform one of the following to answer a call:

- Press the **Handsfree** key
- Press the **Headset** key
- Press the **Line** key
- Press the **Answer** key
- Pick up the **Handset**.

If you choose not to answer the call, you can press one of the following keys:

**Ignore**—Stops call ringing

### Making an emergency call

To make an emergency call, logging on is not required. Choose one of the following options:

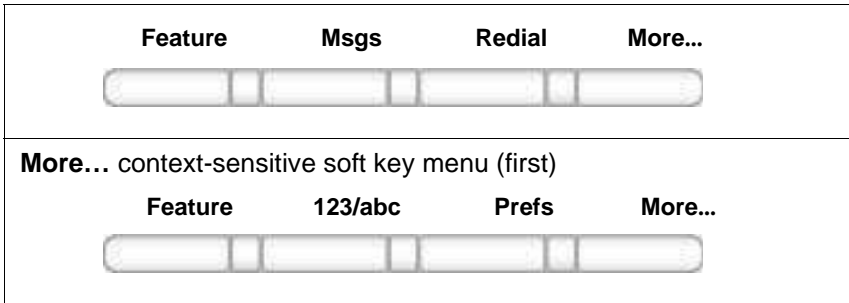
- Lift the **Handset** and dial the emergency number.
- Press the **Handsfree** key and dial the emergency number.
- Press the **Headset** key and dial the emergency number.

## Context-sensitive soft keys

The following context-sensitive key menus are provided below:

- “Idle phone display” on page 183
- “Active call display” on page 184

## Idle phone display



A description of the context-sensitive soft keys available with the phone is idle is provided below.

<b>Redial or NewCall</b>	
Redial the last dialed number.	
<ul style="list-style-type: none"> <li>If there is no stored redial number, <b>NewCall</b> appears and has the same effect as pressing the primary user line key (dial prompt).</li> </ul>	
<b>abc or 123</b>	
Toggle between alpha and numeric input modes.	
<ul style="list-style-type: none"> <li>To type letters, <b>abc</b> must be displayed.</li> <li>To type numbers, press <b>abc</b> to display <b>123</b> on the menu list.</li> </ul>	
<b>Msgs</b>	
Display the Messages menu.	
<b>1.Voice Mail</b> —Use to access your Voice Mail. The IP Deskphone connects to the server to retrieve your Voice Mail.	
<b>ScrnSvr</b>	
Activate the screensaver (only if the screensaver feature is enabled).	
<b>Prefs</b>	



Display the Preferences menu.

1. **Display**—Adjust screen display settings.
2. **Audio**—Adjust tones and volume settings.
3. **Feature Options**—Program call ignore actions and call fwd notification.
4. **Language**—Change language.
5. **Misc Options**—Set alpha dialing, search method, privacy settings, location, and time.
6. **Network**—Access Server Settings, Device Settings, Diagnostics and Lock.
7. **User Settings**—Modify call settings, voice mail setting, and remembering settings.

**More**

Select a new menu list.

- When you press **More...**, the following context-sensitive soft keys appear:
  - [abc] or [123]
  - [Prefs]

**Active call display**



**More...** context-sensitive soft key menu



**More...** context-sensitive soft key menu



When you press the **More...** context-sensitive soft key for the third time, you return to the first menu list.











A description of the context-sensitive soft keys available with the phone is idle is provided below.

<b>Conf</b>	
Obtain a dial tone to place another call during an active call.	
<ul style="list-style-type: none"> <li>• Use to make a conference call.</li> </ul>	
<b>Trnsfer</b>	
<ul style="list-style-type: none"> <li>• Transfer the current call to another location or contact.</li> </ul>	
<b>Audio</b>	
<ol style="list-style-type: none"> <li><b>1. Change audio setting</b>—Use to change the audio settings based on the available bandwidth.</li> <li><b>2. Monitor audio quality</b>—Diagnostic tool to monitor the audio quality.</li> </ol>	
<b>NewCall</b>	
Obtain a dial tone to place another call during an active call.	
<ul style="list-style-type: none"> <li>• Use to make a conference call.</li> <li>• Behaves like the <b>Conf</b> Context-sensitive soft key.</li> </ul>	
<b>Prefs</b>	
See “Idle phone display” on page 183.	
<b>More...</b>	
Select a new menu list.	
<ul style="list-style-type: none"> <li>• When you press <b>More...</b>, a different selection of Context-sensitive soft keys appears. <ul style="list-style-type: none"> <li>– Press once to switch to: <b>[NewCall]</b>.</li> <li>– Press twice to switch to: <b>[Prefs] [ ] [ ]</b>.</li> <li>– Press three time to switch back to the main menu list: <b>[Trnsfer] [Audio]</b>.</li> </ul> </li> </ul>	

## Display screen icons

The table below provides a list of the following display screen icons:

- **Call state**—Icons to indicate the Call state of your phone.
- **Inbox**—Icons to indicate the status of each incoming calls in your Inbox..

Call state	Icon
On hook	
On the phone	
On hold	
Call Forward (enabled) Forward>ext # is displayed	
Do Not Disturb (enabled)	
Outgoing call, Incoming call (ringing)	
Missed call	
Inbox	Icon
Incoming Call Answered	
Incoming Call, Missed, New	
Incoming Call, Missed, Reviewed	

# Limitations

Table 11 on page 187 lists the limitations for Avaya 1200 Series IP Deskphones when used with IP Office 8.0.

**Table 11: Limitations**

Item	Function
Call Decline Reasons	Call Decline Reasons are not supported. A menu item for Call Decline Reasons displays on the IP deskphone when you select <b>Prefs &gt; Feature Options</b> , but will not function.
# Ends Dialing	A menu item for # Ends Dialing displays on the IP deskphone when you select <b>Prefs &gt; Misc Options</b> , but this feature is not supported. The option is disabled by default; do not change this setting.
Call Subject	The Call Subject feature is not supported. A menu item for Call Subject displays on the IP deskphone when you select <b>Prefs &gt; Feature Options</b> , but information that you enter here will not be included in the call.



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```
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```

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```
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```

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