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Nortel Communication Server 1000

IP Softphone 2050
User Guide

Revision history

August 2005

Standard 2.00. This document is up-issued to support Nortel Communication Server 1000 4.5.

March 2005

Standard 1.00. This is the first issue of the document after removing MVC 2050.

Contents

Contents

IP Softphone 2050 overview

The IP Softphone 2050 turns your computer into a telephone. To make a call, you dial with your keyboard or mouse. To answer a call, you simply click a button. Instead of holding a telephone receiver to hear and speak to callers, you wear a headset.

Designed to work with IP-based phone systems, the IP Softphone 2050 provides Voice Over IP (VoIP) services using a telephony server and your company's Local Area Network (LAN).

The server that supports your IP Softphone 2050 determines what features you can access. For example, Call Conference, Call Transfer, and Call Forward.

Features

The IP Softphone 2050 supports the following features:

- 12 programmable feature keys: 6 Programmable Line (DN)/Feature Keys (self-labeled) and six lines/features accessed by pressing the shift key

- 4 soft keys (self-labeled) that provide access to a maximum of 10 features

- multi-field display

- directory capabilities that are stored locally on your PC or linked to external directories such as LDAP, Microsoft Outlook, and ACT! contact management software

- Personal Directory, Redial List, Callers List, and Password Administration, stored on the application server for systems running CS 1000 Release 4.5 software

- one-click direct dialing from various windows and applications

- 6 specialized fixed keys:

  — DN/Feature Tray selection

  — Directory

— Inbox (Message)

— Shift

— Services

— Expand to PC

• dedicated call processing keys:

— Hold

— Goodbye

— Answer

— Volume

— Mute

— Navigation

— Message waiting

• user-selectable ringer that enables the PC speakers or the headset to ring for incoming calls

• macro functions for programming lengthy dialing patterns

Main parts

The IP Softphone 2050 consists of four main parts:

• "The Call Control window" on page 10

• "The Local Directory window" on page 11

• "The i2050srv application" on page 11

• "The System Tray icon and menu" on page 11

The Call Control window

The IP Softphone 2050 Call Control window displays the line keys, feature buttons, and call display. Use this window to make and manage your telephone calls. You also use this window to access your Network Directory (if one is available), the Personal Directory, Redial List, and Callers List features which include Application Server Administration and Password Administration, and your Local Directory. For more information

on the Call Control window see "IP Softphone 2050 Call Control window" on page 12.

The Local Directory window

This window enables you to create, manage, and use a telephone directory stored on your computer.

The i2050srv application

The i2050srv application is the software on your computer that enables the IP Softphone 2050 to communicate with the communication server you are connected to. This application is launched when you start your computer, but remains "hidden" in the background. To verify that it is running, open the Windows Task Manager.

The System Tray icon and menu

You can right-click the Softphone icon, located in the System Tray, to make and manage calls.

IP Softphone 2050 Call Control window

The IP Softphone 2050 has two Call Control windows: Standard and Enhanced. Both windows contain common elements that provide access to the IP Softphone 2050 features.

Note: The Enhanced Call Control window is the default when you start the IP Softphone 2050 for the first time. You can modify the settings so that the Standard Call Control window appears on startup instead.

To open the IP Softphone 2050 Call Control window:

1. From your Desktop PC, click **Start**.

2. Select **Programs**.

3. Select **Nortel Networks IP Softphone 2050**.

To open the IP Softphone 2050 Standard Call Control window from the Enhanced Call Control window:

1. Click **File**.

2. Click **Select Skin**.

3. Click **Standard**.

To access the Enhanced Call Control window from the Standard Call Control window:

1. Click **Application Menu**.

2. Click **Select Skin**.

3. Click **Enhanced**.

Standard Call Control window

The Standard Call Control window (shown in Figure 1) includes the standard features that enable you to make and manage telephone calls.

The elements of the Standard Call Control window are described in Table 1 on page 16.

Figure 1: Standard Call Control window
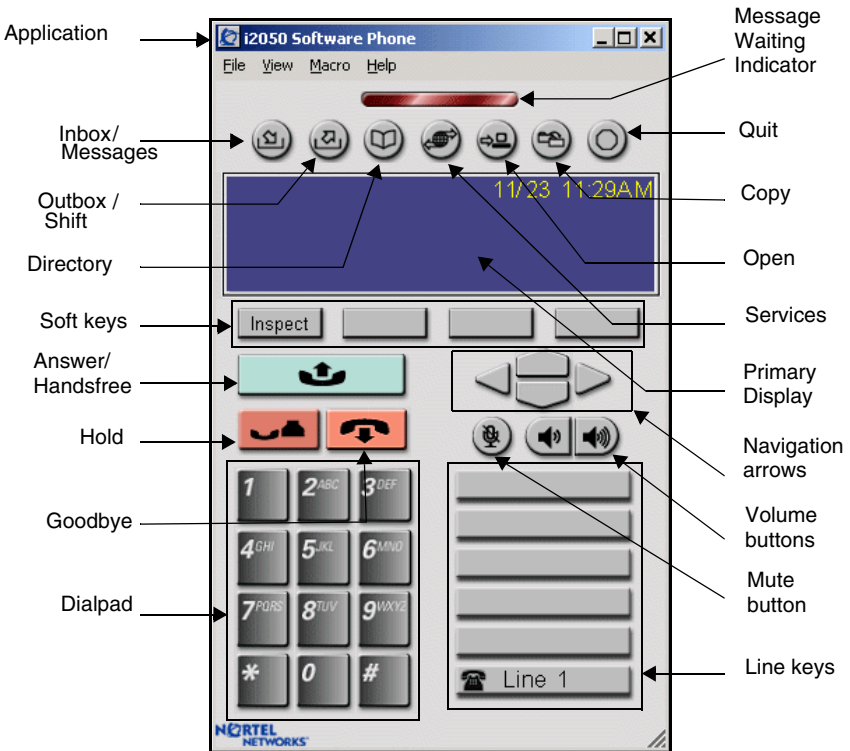
Enhanced Call Control window

The Enhanced IP Softphone 2050 Call Control window (shown in Figure 2 on page 15) includes the enhanced features that enable you to make and manage telephone calls. The Enhanced Call Control window is also known as the Primary User Interface.

The elements of the Enhanced Call Control window are described in Table 1 on page 16.

To open the Enhanced Call Control window from the Standard Call Control window:

1. On the **Standard Call Control** Window click **Application**.

2. Click **Select Skin**.

3. Click **Enhanced**.

To change the information that appears on the window:

1. Click **Trays**.

2. Click one of the following:

    — **lines**

    — **number**

    — **combo**

Figure 2: Enhanced Call Control window

Application

Navigation keys

Show Lines

Copy

Quit

Hold

Line keys

Tray Menu List

Directory
Inbox/Message

Message Waiting Light

Exit

Minimize
Primary display

Soft keys

Volume buttons

Mute button

Goodbye

Answer/ Handsfree

Next Toolbar

Information
Help/About

Open

Outbox/Shift

Services

Previous Toolbar

Quick Dials

Redial List

Local Directory

Callers List
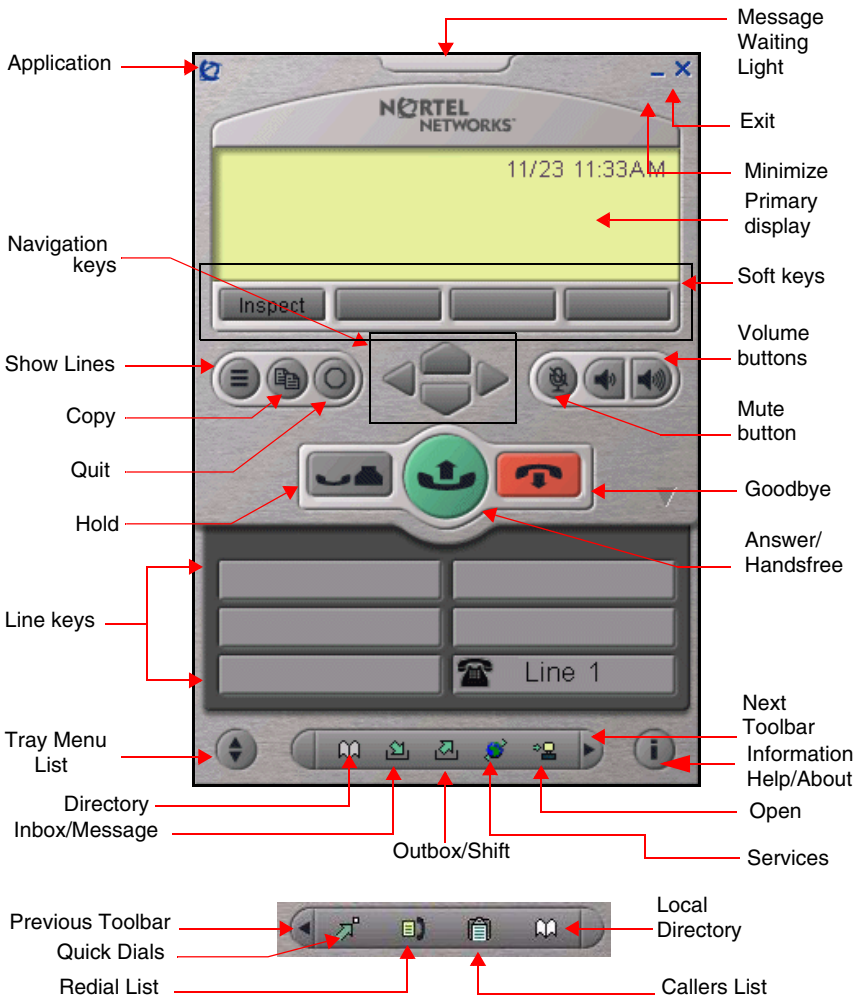
Call Control window elements and functions

Table 1 describes the elements and functions of both the Standard and Enhanced Call Control windows.

Table 1: IP Softphone 2050 components and functions (Part 1 of 4)

Element	Function
Application	To access the **Application** menu.
Message Waiting light	Flashes when a message is waiting.
Primary display	To provide call information (such as Caller ID) and instructions for using certain soft key features. When the telephone is idle, only the date and time are displayed.
Soft keys	To provide access to programmable functions. Four soft-labeled feature keys are available: **Transfer** for connecting calls to other people, **Conference** for group calls, **Forward**, and **More...** for accessing additional features.
	To select a feature, click the appropriate soft key button, and then follow the instructions on the display.
	The soft key features that are available vary, depending on:
	• Your current task. The features available at any time depend on your current call activity.
	• The features that are available on your server. Much of the functionality of the IP Softphone 2050 is dependent on the communication server configuration.
	Note: If more than four features are available, click the **More** soft key to see them.

**Table 1: IP Softphone 2050 components and functions
(Part 2 of 4)**

Element	Function
Show Lines	To change the tray on the Call Control window (show or hide the **Line** buttons).
Copy	To copy a network service, feature, or folder.
Quit	To quit a network service or feature.
Navigation arrows	To scroll through menus and lists in the display area.
Volume	To increase or decrease the headset volume.
Mute	To listen to the receiving party without transmitting. Click the **Mute** button again to return to a two-way conversation. The Mute button mutes the Headset microphone.
Answer/Handsfree	To answer and make calls.
Hold	To place an active call on hold. The feature key label for the held line displays a flashing icon to indicate that the call is on hold. Return to the call by clicking the Line button of the call on hold.
Goodbye	To terminate an active call.
Line keys	To access one of six programmable **Line** keys that can represent line appearances, DNs, or features. The communication server provides the labels that appear on these keys.
Dialpad	To dial a telephone number. Simply click the numbers you want to enter.
The following Standard toolbar elements apply to the Standard Call Control window ONLY.	
Inbox/Messages	To access your messages or return a call.

Table 1: IP Softphone 2050 components and functions (Part 3 of 4)

Element	Function
Outbox/Shift	To toggle between feature key displays.
Directory	To access a Network Directory.
	Depending on how your system administrator has set up this service, this button provides access to one of the following: Local Directory, Personal Directory, Redial List, Callers List features, or some other server-based directory service. You can use the Directory to place a call. The call is placed on your prime line unless you select a different line.
Services	To access a list of network services.
Open	To open a network service, feature, or folder.
Copy	To copy a network service, feature, or folder.
Quit	To quit a network service or feature.
The following Network Services toolbar elements apply to the Enhanced Call Control window ONLY.	
Tray Menu List	To scroll through an opened directory menu.
Directory	To access a directory such as the Personal Directory, with up to 100 entries, or Network Directory.
	Depending on how your system administrator has set up this service, this button provides access to one of the following: Local Directory, Personal Directory, Redial List, Callers List features, or some other server-based directory service.
Inbox/Messages	To access your messages or return a call.
Outbox/Shift	To toggle between feature key displays.

Table 1: IP Softphone 2050 components and functions (Part 4 of 4)

Element	Function
Services	To access a list of network services.
Open	To open a network service, feature, or folder.
Next Toolbar	To display the next toolbar.
The following Local Directory Quick Access toolbar elements apply to the Enhanced Call Control window ONLY.	
Previous Toolbar	To display the previous toolbar.
Quick Dials	To open the list of contacts stored in the Quick Dials section of the Local Directory.
Redial List	To open the list of up to 20 of the last calls you made.
Callers List	To open the list of up to 100 of the calls you have received.
Local Directory	To open the Local Directory.
Show Lines	To change the tray on the Call Control Window (show or hide the line buttons).
Copy	To copy a network service, feature, or folder.
Quit	To quit a network service or feature.

Hot keys

Within the Call Control window, the computer keyboard provides hot keys to access common features:

- Enter – Answer a call.
- F12 – Release or terminate a call.
- Esc – Release or terminate a call.
- F5 – Put call on hold.

- F1 to F4 correspond to the soft keys 1 to 4.

- Alphabetic keys map to numbers like dialpad mapping.

- Arrow keys are equivalent to the navigation keys.

- Alt-V can be used to paste data into the interface. (For example, you can copy a phone number from an application and paste it into the IP Softphone 2050 interface using the Alt-V key combination.)

Local Directory

The IP Softphone 2050 Local Directory enables you to store a phone directory on your computer and link to external directories. It also enables you to filter directories so they are easier to use.

Note: Do not confuse the IP Softphone 2050 Local Directory with the Network Directory that you can access by clicking the **Directory** toolbar button.

To open the Local Directory:

1. Click **Application Menu**.

2. Click **Local Directory**.

3. Click one of the following:

   — **Local Directory**

   — **View Local Directory**

   Note: You can also click the **Local Directory** icon on the **Enhanced Call Control** window toolbar.

The **Shortcut Bar** on the left side of the **Local Directory** lets you access groups and directories. **Groups** enable you to organize your directories. A group is represented by a button on the **Shortcut Bar**. Directories appear as icons inside groups.

To select a group, click its button. By default, the Local Directory has two groups: Main and Quick Dials.

Main Group

Click the **Main Group** button to access the following three options:

• Local Directory - A list of your Main Directory contacts

• Redial List - A list of the last telephone calls you made

• Callers List - A list of the calls you have received

Quick Dials group

Click the **Quick Dials** button to see the contacts stored in the Quick Dials group.

Personal Directory, Redial List, and Callers List

Personal Directory, Redial List, and Callers List are features supported on CS 1000 systems running CS 1000 Release 4.0 software. The contents of these directories are maintained in a remote, central database called the Application Server.

To open Personal Directory, Redial List, or Callers List:

1. Click the **Directory** button.

2. Scroll through the following list and click to select:

    — **Personal Directory**

    — **Callers List**

    — **Redial List**

    — **Password Administration**

    Note: The Personal Directory, Redial List, and Callers List features have a one-minute time-out control period. If the application is idle for one minute during any of the operations, the list is closed and your IP Softphone 2050 returns to the idle state.

Personal Directory

Click **Personal Directory** to access a personalized directory, stored on the application server, where you can enter up to 100 contacts.

Callers List

Click **Callers List** to access a list of the last 100 incoming calls.

Redial List

Click **Redial List** to access a list of the last 20 numbers you have dialed.

Password Administration

Click Password Administration to turn password protection on/off, or to change the password.

For more information on the Personal Directory, Redial List, and Callers List, see "Personal Directory, Redial List, and Callers List" on page 60

Application Server Administration

This feature is available for your system administrator. The Personal Directory, Redial List, and Callers List features use a separate, central database, called the Application Server, to store directory data and user profile options. Backup and restoration of the database can be performed, and user profiles can be managed, by your system administrator using the Application Server Administration feature.

System Tray icon and menu

The IP Softphone 2050 **System Tray** enables you to manage your phone calls and messages without opening the main IP Softphone 2050 window.

If the IP Softphone 2050 window is minimized on the **Taskbar**, click either the **IP Softphone Taskbar** icon or the **System Tray** icon to view it.

Right-click the **System Tray** icon to open a pop-up menu that enables you to make, answer, or manage your calls.

Installing and setting up the IP Softphone 2050

System requirements

To use the Nortel IP Softphone 2050, you need:

- Pentium-compatible CPU (200 MHz or higher)
- 128 Mbytes RAM (Microsoft Windows 2000)
- 64 Mbytes RAM (Microsoft Windows 98)
- 55 Mbytes free hard drive space (all languages)
- 800X600 resolution monitor (16-bit color)
- Universal Serial Bus (USB) port
- Nortel USB Audio Kit

Supported operating systems

To use the IP Softphone 2050 you must have one of the following operating systems:

- Microsoft Windows XP
- Microsoft Windows 2000 Professional
- Microsoft Windows 2000 Professional Service Pack 1
- Microsoft Windows 2000 Professional Service Pack 2
- Microsoft Windows 98
- Microsoft Windows 98 Second Edition

USB Audio Kit

You must have a Nortel USB Audio Kit to use the Softphone.
The USB Audio Kit enables you to hear and speak with your callers.

The USB Audio Kit includes:

- USB Headset Adapter

- Installation Guide (English and French)
- USB cord
- Telephony-grade monaural headset
- Lower cordset with quick disconnect

Installing the IP Softphone 2050

Refer to *IP Phones: Description, Installation, and Operation* (553-3001-368) or consult your system administrator.

Installing the USB Headset Kit

Follow these steps to install the USB Headset Kit:

1. Ensure that you have the proper system requirements as listed in "USB Audio Kit" on page 23.
2. Ask your system administrator to change settings, if necessary, to allow you to connect the IP Softphone 2050 to the communication server.
3. Connect the coiled lower cord to the headset cord with the Quick Disconnect connector. Ensure the Quick Disconnect is securely fastened.
4. Connect the headset cord to the RJ9 jack on the adapter.
5. Connect the USB cable to the headset adapter and to one of the USB jacks on the back of your computer or USB hub.

The first time the headset adapter is plugged in, a delay occurs while the Windows operating system configures the device and locates appropriate driver software. If the installation software asks for it, insert the original Windows CD-ROM so that the Windows operating system can locate drivers.

For more information on installing the IP Softphone 2050 software, contact your system administrator.

Managing contacts with the IP Softphone 2050

The following options are available for contact management:

Adding contacts

You can add contacts to the Local Directory in the Main Group, or to any group on the Shortcut Bar.

To add contacts to the Local Directory:

1. Do one on the following:

   — Click the **Main Group** and click the **Local Directory**.

   — Click the **Group** in the Shortcut Bar you want to add contacts to. You can click **Main, Quick Dials**, or any custom group that you created.

2. Click **File > New Contact**... or click the **New Contact** toolbar button. The **Properties** dialog box appears.

3. On the **Business** tab (which is selected by default), enter the contact's name, address, telephone numbers, and other personal information.

4. Select the **e-mail address** tab and enter the contact's e-mail address.

5. Select the **Notes** tab and enter notes or miscellaneous information.

6. Select the **Settings** tab and select the contact's default telephone number and assign multimedia (sound and graphic) call announcements.

7. Click **Save**.

    Note 1: You cannot add contacts to external directories, such as an LDAP directory in Local Directory mode.

    Note 2: If the contents of an external directory has changed, you must update the directory before you can see the changes in the IP Softphone 2050 Local Directory. To update the directory, right-click the imported directory and then click **Refresh**.

To add contacts to the Personal Directory:

1. Click the **Directory** button.

2. Click **Personal Directory**.

3. Click the **Add** key to start a text editor.

4. Enter the contact information.

    Note: You can click the **Pause** softkey at any time during data entry to add a pause in the number.

5. Click **Done** to submit the entry.

    Note 1: Unlike the Local Directory, the Personal Directory is stored on the Application Server.

    Note 2: You can also add contacts to the Personal Directory by copying entries from the Corporate Directory, the Redial List, the Callers List, or other available directory applications. If you are creating multiple entries in the Personal Directory, you can make and edit multiple copies in an existing entry.

Editing contacts

You can edit contacts in all of your directories.

To edit contacts in the Local Directory:

1. On the **Call Control** window click, **Application** menu.

2. Click **Local Directory**.

3. Click one of the following:

    — **Local Directory**

    — **View Local Directory**

4. Find and click the contact you want to edit.

5. Do one of the following:

    — Click **File > Properties**.

    — Click the **Properties** toolbar button.

6. Select each tab and edit the information.

7. Click **Save**.

To edit contacts in the Personal Directory:

1. Click the **Directory** button.

2. Select **Personal Directory** from the Directory list.

3. Search for the desired entry.

4. Highlight the entry.

5. Click the **Edit** soft key and make the changes.

6. Click the **Done** soft key.

To make temporary edits to contacts:

Use this option to temporarily edit contacts in the Redial List and the Callers List, then dial the edited entry. The changes are not retained.

1. Click the **Directory** button.

2. Select **Redial List** or **Callers List** from the Directory list.

3. Search for the desired entry.

4. Highlight the entry.

5. Click the **Edit** soft key and make the changes.

6. Click the **Dial** soft key to dial the edited entry.

Deleting contacts

You can delete contacts from any of your directories.

To delete a contact from the Local Directory:

1. On the **Call Control** window, click **Application**.

2. Click **Local Directory**.

3. Click one of the following:

   — **Local Directory**

   — **View Local Directory**

4. Find and click the contact you want to delete.

   Note: To delete a range of contacts, click the first contact in the range and then shift-click the second contact in the range. You can also CTRL-click to select contacts.

5. Click **File**.

6. Click one of the following:

   — **Delete**

   — the **Delete** toolbar button.

7. Click **Yes** to confirm the deletion.

To delete a contact from the Personal Directory, Redial List, or Callers List:

1. Click the **Directory** button.

2. Select the **Personal Directory**, **Redial List**, or **Callers List**.

3. Search for the entry.

4. Highlight the entry.

5. Click the **Delete** soft key.

6. Click the **Confirm** or **Cancel** key.

To delete the entire Redial List or Callers List:

1. Click the **Directory** button.

2. Select **Redial List** or **Callers List**.

3. Click the **Del** soft key.

4. Click **Yes**.

Finding contacts

You can search for contacts in your Local Directory using any of the edit creation criteria.

To find a contact in one of your directories:

1. On the **Call Control** window, click **Application**.

2. Click **Local Directory**.

3. Click one of the following:

   — **Local Directory**

   — **View Local Directory**

4. Find and click the directory you want to search in.

5. Click **File**.

6. Click one of the following:

   — **Find Contact**...

   — **Find Contact** toolbar button.

7. Enter your search criteria.

   Note: You can enter the name, e-mail address, or phone number. Remember to enter it the way it appears in the directory. For example, the name format is: "last name, first name."

8. Click **Find Now**. The dialog box expands to display a list of the contacts that fit your search criteria.

9. To stop a search, click **Stop**.

To find contacts in Personal Directory, Redial List, or Callers List:

1. Click the **Directory** button.
2. Click the desired directory and do one of the following:
    —   Scroll through the directory to the desired entry.
    —   Enter the number of the entry to go directly to it.
    —   Search by first name, last name, or number.

Filtering a directory

The IP Softphone 2050 directory enables you to filter directories. Filtering makes directories smaller and easier to manage and use. This feature is especially useful for dealing with large, cumbersome directories; by filtering a directory you can greatly reduce the number of names you have to search through.

To filter a directory:

1. Select the directory you want to filter in the **Shortcut Bar**.
2. Click the **Filter** toolbar button. The **Filter** dialog box appears.
3. Add your filter criteria.
4. Click **OK**.

Dialing from the Local Directory

To call a contact stored in the Local Directory:

1. On the **Call Control** window, click **Application**.
2. Click **Local Directory**.
3. Click one of the following:
    a. **Local Directory**
    b. **View Local Directory**.

4. Locate the contact you want to call, then do one of the following:

   — Double-click the phone number you want to dial.

   — Double-click the contact's name.

   — Click the **Call Contact** toolbar button to dial the default telephone number.

   — Right-click the contact's entry and click the desired telephone number in the pop-up menu.

   — Click the arrow beside the **Call Contact** toolbar button and click the desired telephone number in the pop-up menu.

Dialing from the Personal Directory

To dial from the Personal Directory:

1. Click the **Directory** button.

2. Scroll to the **Personal Directory**.

3. Click to open the **Personal Directory**.

4. Find the contact by one of the following:

   — Scroll to the desired contact.

   — Search for the contact by name or number.

   — Enter the number of the contact to find it.

5. Double-click the contact to dial the selected entry.

Dialing from the Redial List

To dial from the Redial List:

1. Do one of the following to open Redial List:

   — Click **Redial List** on the Toolbar in the **Enhanced Call Control**. window.

   — Click the **Directory** button, and click **Redial List**.

2. Find the contact by one doing of the following:

— Scroll to the desired contact.

— Search for the contact by name or number.

— Enter the number of the contact to find it.

3. Double-click the contact to dial the selected entry.

Dialing from the Callers List

You can dial from the Callers List:

1. Do one of the following to open Callers List:

— Click **Callers List** on the Toolbar in the **Enhanced Call Control** window.

— Click the **Directory** button and click **Callers List**.

2. Find the contact by one doing of the following:

— Scroll to the desired contact.

— Search for the contact by name or number.

— Enter the number of the contact to find it.

3. Double-click the contact to dial the selected entry.

Adding a group to the Shortcut Bar

You can add a group to the Shortcut Bar in your Local Directory.

To add a new group to the Local Directory:

1. Right-click a blank area on the **Shortcut Bar**.

2. Click **Add New Group**. A blank **Group** button appears with a blinking cursor at the bottom of the **Shortcut Bar**.

3. Enter the name you want for the group and press **Enter**.

Click a group's button to view the contents of the group.

Customizing the Shortcut Bar

You can customize the Shortcut Bar's appearance and icon size.

To change the size of the **Directory** icons:

1. Right-click a blank area of the **Shortcut Bar**.

2. Click one of the following:

    — **Large Icons**

    — Small Icons

To change the appearance of the Shortcut Bar:

1. Right-click a blank area in the **Shortcut Bar**.

2. Click **Properties**. The **Shortcut Bar** properties dialog box appears.

3. Enter your custom settings.

4. Click **OK**.

Using the Properties dialog box

Use the Properties dialog box to enter or change contact information.

To open the Properties dialog box:

1. On the IP Softphone 2050 window, do one of the following:

    — Click **Application menu > Local Directory > Local Directory**.

    — Click **View > Local Directory**. The Directory opens.

2. In the Local Directory window do one of the following:

    — Click **File > New Contact***...*

    — Click the **New Contact** toolbar button.

    — Click a contact and click **File > Properties***...*

    — Click the **Properties** toolbar button.

This dialog box contains four tabs:

- "Properties - Email Address tab" on page 34
- "Properties - Notes tab" on page 34
- "Properties - Settings tab" on page 34

Properties - Business tab

Use this tab to store a contact's name, address, company information, and telephone numbers. To create a contact record, enter the contact's name and at least one telephone number. All other information is optional.

Note: Inserting a comma in the telephone number inserts a 0.5-second delay before dialing the numbers that follow the commas. Insert as many commas as required.

Export button

This button exports the contact information to a *.vcf file. This file can then be imported into e-mail or contact manager applications, or other software applications that use the *.vcf file format.

Properties - Email Address tab

Use this tab to store e-mail information:

- Email address - Enter the contact's e-mail address.
- Email type - Enter a label for the e-mail address. For example, "Personal e-mail account."

    Note: You cannot send e-mail using the IP Softphone 2050.

Properties - Notes tab

Use this tab to record miscellaneous information about a contact. You can enter significant dates, recent orders, meeting locations, or any information you need to be available when you call the contact.

Properties - Settings tab

Use this tab to select which telephone number you dial by default. The Default Dial telephone number setting you specify here applies only to this contact.

Note: You can dial a contact's non-default telephone number by right-clicking the contact and selecting any other telephone number that appears in the pop-up menu.

Managing IP Softphone 2050 calls

Making telephone calls

Before making a call, ensure that you are wearing your headset.

To make a call:

1. Select the line you want to use by clicking a **Line** key.

2. Choose one of the following methods to enter the phone number:

   — Enter the phone number using the number pad on your keyboard.

   — Use the mouse and the IP Softphone 2050 dial pad.

   — Open a directory application, such as Personal Directory, Redial List, or Callers List, scroll through the directory, and double-click the number you want to dial.

   Note: To make a call on your prime telephone line, click the **Answer/Handsfree** button and dial the telephone number as described above.

Answering telephone calls

Before answering a call, ensure that you are wearing your headset. When you receive a call, you hear the IP Softphone 2050 ringer through the Ringing Speaker and you see Caller ID (if available) on the display area.

   Note: The Ringing Speaker is the device you specify on the Select Sound Devices screen of the Configuration Utility.

To answer a call:

• Do one of the following:

   — Click the **Answer/Handsfree** button.

   — Click the **Line** key of the ringing line.

 If you are on another call, that call is put on Hold.

Note: To switch between callers, click the appropriate **Line** key.

Holding and retrieving telephone calls

Before using the phone, ensure that you are wearing your headset.

To put a call on Hold, or retrieve a call from Hold:

1. Click the **Line** key for the call.
2. Click the **Hold** button.

Hanging up telephone calls

You must terminate a call when it has ended.

To hang up a telephone call:

1. Click the appropriate **Line** key to ensure it is selected.
2. Click the **Goodbye/Release** key.

IP Softphone 2050 USB Headset Adapter

You must install a Nortel USB Audio kit before using the
IP Softphone 2050. See "Installing the USB Headset Kit" on page 24.

Overview

The features of the USB Headset Adapter are described in Table 2.

Table 2: USB Headset Adapter elements and functions (Part 1 of 2)

Element	Function
Message Waiting light	The red Message Waiting light is located at the top of the USB Headset Adapter. This light has the same function as the Message Waiting light on the IP Softphone 2050 interface. This light flashes when you have voicemail messages. On most systems, this light also flashes when a call is ringing on the IP Softphone 2050.
Maximize button	Press the **Maximize** button to maximize or minimize the IP Softphone 2050. If the IP Softphone 2050 is minimized, press this button to maximize the IP Softphone 2050 window. If the IP Softphone 2050 is maximized, but behind another window, press this button to bring the IP Softphone 2050 to the foreground. If the IP Softphone 2050 is maximized, press this button to minimize the IP Softphone 2050.

Table 2: USB Headset Adapter elements and functions (Part 2 of 2)

Element	Function
i2050 Smart Functions button	Press this button to access the i2050 Smart Functions menu. For more information about the i2050 Smart Functions menu, refer to "Using the i2050 Smart Functions menu" on page 41.
Answer button	If you have an incoming call, press the **Answer** button to answer the call. If you have no incoming call when you press this button, the IP Softphone 2050 selects a line and you hear a dial tone.
Release button	Press the **Release** button to hang up the current call.
Mute button	Press the **Mute** button to mute a call. When you mute a call, you can still hear your caller, but your caller cannot hear you. Press the **Mute** button a second time to resume your conversation.
Mute light	The Mute light is beside the **Mute** button. When a call is on mute, the Mute light is on. When a call is not on mute, the Mute light is off.
Volume button	Use the **Volume** button to control the volume of the headset. When the i2050 Smart Functions Menu appears, use these buttons to move up and down in the menu.

Answering calls with the USB Headset Adapter

You can answer a call using the USB Headset Adapter even if the IP Softphone 2050 is minimized or in the background.

To answer a call using the USB Headset Adapter:

1. Ensure that you are wearing your headset.

2. Press the **Answer** button.

To view Caller ID information before you answer the call if IP Softphone 2050 is minimized or in background:

1. Ensure that you are wearing your headset.

2. Press the **Maximize** button to display the IP Softphone 2050 interface.

3. Press the **Answer** button.

Hanging up calls with the USB Headset Adapter

You can hang up a call using the USB Headset Adapter even if the IP Softphone 2050 is minimized or in the background.

To hang up a telephone call using the USB Headset Adapter, press the **Release** button.

Adjusting the volume with the USB Headset Adapter

You can easily adjust the volume of your telephone calls using the USB Headset Adapter. Ensure that you are wearing your headset so you can hear the changes as you make them.

To decrease the volume, press the left side of the **Volume** button.

To increase the volume, press the right side of the **Volume** button.

Muting a call

When you mute a call, you can still hear your caller, but your caller cannot hear you.

To mute a call using the Headset adapter, press the **Mute** button.

Using the i2050 Smart Functions menu

The i2050 Smart Functions menu provides quick access to IP Softphone 2050 features. You can customize what appears on this menu using the i2050 Configuration Utility.

To access the i2050 Smart Functions menu:

1. Press the **i2050 Smart Functions** button on the USB Headset Adapter.

2. Highlight the feature you want by using one of the following:

    — the mouse

    — the keyboard arrow keys

    — the **Volume** button on the USB Headset Adapter

3. To select the feature, do one of the following:

    — Click the **OK** button.

    — Press the **i2050 Smart Functions** button on the USB Headset Adapter.

If the i2050 Smart Functions menu displays only one feature, the **Don't display this dialog again** check box appears. If you select this check box, the i2050 Smart Functions menu does not appear when you press the **i2050 Smart Functions** button. Instead, the feature on the i2050 Smart Functions menu is automatically executed when you press the **i2050 Smart Functions** button.

Customizing the i2050 Smart Functions menu

You can customize the features that appear on the i2050 Smart Functions menu using the i2050 Configuration Utility.

To customize the i2050 Smart Functions menu:

1. Click the **Start** button.
2. Click **Settings**.
3. Click **Control Panel**.
4. Double-click the **IP Softphone 2050** icon.
5. Click the **USB Headset Adapter** tab.
6. Click the **Configure Smart Functions** button.
7. Click the **OK** button to close the Configure Smart Functions dialog box.
8. Click the **OK** button to close the i2050 Configuration Utility.

Use the procedures below to change the functions that are available.

To add a function:

1. On the **Available functions** list, click the function you want to add.
2. Click the **Add** button.
3. Click the **OK** button to close the Configure Smart Functions dialog box.
4. Click the **OK** button to close the i2050 Configuration Utility.

To remove a function:

1. Click the function you want to remove.
2. Click the **Remove** button.
3. Click the **OK** button to close the Configure Smart Functions dialog box.
4. Click the **OK** button to close the i2050 Configuration Utility.

To rearrange the functions on the menu:

1. Click the function you want to move up or down on the i2050 Smart Functions menu.

2. Do one of the following:

   — Click the **Move Up** button to move the function to a higher position on the menu.

   — Click the **Move Down** button to move the function to a lower position on the menu.

You can also add special functions to the i2050 Smart Functions menu. For information about adding special functions, refer to Custom Functions for i2050 Smart Functions menu.

Custom Functions for i2050 Smart Functions menu

From the Configure Smart Functions dialog box, you can add, delete, and modify custom functions on the i2050 Smart Functions menu.

To add a custom function:

1. Click the **New** button.

2. In the **Name** box, enter the name you want to appear on the i2050 Smart Functions menu.

3. In the **Command** box, enter the pathname and file name of the function you want to add.

   Note: If you do not know the pathname or file name of the function, click the **Browse** button beside the **Command** box. You can then navigate to the correct file, select it, and click the **Open** button.

4. In the **Arguments** box, enter any arguments that are required for this function.

   Note: If you want the IP Softphone 2050 to prompt you for the argument when you select this special function, select the **Prompt for arguments** check box.

5. In the **Initial directory** box, enter the pathname of the directory you want this function to use.

    Note: If you do not know the pathname of the directory, click the **Browse** button beside the Initial directory box. You can then navigate to the correct directory, select it, and click the **OK** button.

6. To change the icon that appears beside this function on the i2050 Smart Functions menu, click the **Change** icon and perform steps 7 to 9. If you do not want to change the icon, go to step 10.

7. Click the **Browse** button.

8. Navigate to the file you entered in the **Command** box and select it.

9. Click the **Open** button.

10. Click one of the icons that appears.

11. Click the **OK** button.

12. Click the **OK** button to add the new function to the i2050 Smart Functions menu.

To modify a custom function:

1. Click the custom function you want to modify.

2. Click the **Modify** button.

3. Make the required changes.

4. Click the **OK** button.

To remove a custom function:

1. Click the custom function you want to remove.

2. Click the **Delete** button.

3. Click the **Yes** button to confirm the deletion.

IP Softphone 2050 macros

About macros with the IP Softphone 2050

The IP Softphone 2050 enables you to record macros. A macro is a recorded sequence of steps that can be used to automate repetitive actions. For example, you can program a macro that selects a particular telephone line and then dials a telephone number automatically or a macro that ensures a certain number is always dialed out on a particular telephone line.

To access the IP Softphone 2050 Macro menu from the Standard Call Control window, click the **Macro** menu.

To access the IP Softphone 2050 Macro menu from the Enhanced Call Control window, click **Application menu > Macro**.

Once you have recorded a macro, it is saved under the Macro menu.

Recording a macro

You can record a macro to automate a procedure or repetitive action.

To record a macro:

1. Click the **Macro** button.

2. Click **New**.

3. Enter the name of your new macro.

4. Click **Record**.

5. Enter the keystrokes to complete the action or procedure.

6. Click **Add** to add the new macro to the macro list.

   Note: You can insert a short pause in the macro by using the **Pause** key. A pause introduces a delay, which is required to access some Interactive Voice Response applications and the voicemail systems.

Note: If you wish to cancel recording a macro, click the **Abort** button at the bottom of the Call Control window.

Deleting a macro

You can delete a macro by recording a new macro over the existing one.

Playing a macro

You can play macros to dial telephone numbers or access your voicemail.

To play a macro, do one of the following:

• Click **Macro** > [Macro name].

• Click **Application menu** > **Macro** > [Macro name].

IP Softphone 2050 menu commands

Enhanced Call Control window menu

The Application menu provides access to the Enhanced Call Control window.

To access the Enhanced Call Control window:

1. Click **Application Menu**.

2. Select **Skin**.

3. Select **Enhanced**.

The following selections are available in the Enhanced Call Control window menu:

* **Trays** – Selects the information that appears on the Enhanced Call Control window.

    — **Retract Tray** - Displays no additional information, so the Enhanced Call Control window takes up less space.

    — **Lines** - Displays the Line keys in two columns.

    — **Number Pad** - Displays the dialpad.

    — **Combo** - Displays the Line keys and the dialpad.

* **Configure Audio** – Specifies the sound device you want to use with the IP Softphone 2050. A sound device such as the USB Audio Kit enables your computer to send and receive audio (sound) signals.

* **Select Skin** – Selects a Call Control window: Standard or Enhanced.

* **Select Language** – Selects the language that is used on the IP Softphone 2050.

* **Local Directory** – Opens the Local Directory.

* **Redial List** - Opens the Redial List.

* **Callers List** - Opens the Callers List.

- **Macro [Name]** – Executes the macro that you saved in this command.

- **Record** – Starts recording a macro.

- **Help** – Opens the IP Softphone 2050 Help window.

- **About** – Displays information about the IP Softphone 2050.

- **Exit** – Closes the Call Control window, but does not disconnect your computer from the telephony server. You can still receive telephone calls (the i2050srv application remains running in the background).

Standard Call Control window menu

The **Standard Call Control** window menu contains the following items.

- **Configure Audio** – Specifies the sound device you want to use with the IP Softphone 2050. A sound device such as the USB Audio Kit enables your computer to send and receive audio (sound) signals.

- **Select Skin** – Selects a Call Control window: Standard or Enhanced.

- **Select Language** – Selects the language that is used on the IP Softphone 2050.

- **Exit** – Closes the application.

View menu

The View menu contains the following items:

- **Local Directory** – Displays the Local Directory.

- **Message Waiting** – Shows or hides the Message Waiting Light.

- **Toolbar** – Shows or hides the Toolbar.

- **Primary Display** – Shows or hides the Primary Display.

- **Compact Lines** – Displays the IP Softphone 2050's Line keys in two columns so that the main window takes up less space.

- **Numeric Pad and Lines** – Displays the Dial Pad and the Line keys in one column.

• **System Tray** – Shows or hides the IP Softphone 2050 task tray icon. Right-click this icon to make or manage telephone calls.

Macro menu

The Macro menu contains the following items.

• **Macro [Name]** – Executes the macro you saved in this command.

• **Record** – Starts recording a macro.

• **Abort** – Stops recording a macro.

Help menu

The Help menu contains the following items.

• **Contents** – Displays the help topics.

• **Search** – Searches the help topics for a word or phrase.

• **Index** – Displays the index for the help topics.

• **What's This?** – Activates Context Sensitive Help. After selecting this command, click any area of the screen to see help information about it.

• **About** – Displays information about the IP Softphone 2050.

Troubleshooting the IP Softphone 2050

Application interoperability issues

Some applications do not properly check versions of shared system files at installation time. This can cause interoperability problems between the IP Softphone 2050 and other applications.

For example, installing Timbuktu version 2.0 for Windows 2000 overwrites a .dll file that is also used by the IP Softphone 2050. The IP Softphone 2050 requires the newer version of the .dll and installs this newer version if necessary. To use the IP Softphone 2050 on the same computer as version 2.0 of Timbuktu, you must install Timbuktu first.

The IP Softphone 2050 follows Windows and Install Shield standards for version management of system files.

Connectivity problems

Communication Server is unreachable

Symptom:

One of the following messages appears:

- Connecting...

- Server unreachable. Reconnecting in xx seconds.

- 802.1 QoS is not supported on your network.

Description:

These messages indicate that the connection with the communication server cannot be established. A random retry time is set, after which the IP Softphone 2050 attempts to re-connect. This process is repeated until the IP Softphone 2050 is successfully connected.

If the communication server is running and reachable, and the IP Softphone 2050 is pointed to the correct IP address, the "Connecting..." message appears briefly (or not at all).

The "Server unreachable" message indicates that there is a problem contacting the communication server.

Potential causes:

•   Network is down.

•   Computer is not connected to the network.

•   Invalid communication server settings in the Configuration Utility.

•   Invalid communication server settings in DHCP configuration.

•   Communication server is down.

Action:

•   Ping another station on the network.

•   Ping the communication server.

•   Use the Configuration Utility to verify the communication server IP address and port number.

•   Verify that the communication server configuration is correct (a port is available, a license is available, security is correct).

•   In the IP Softphone 2050 Configuration Utility QoS tab, select **Off**, then restart the IP Softphone 2050 application.

Connection is reinitializing

Symptom:

The following message appears: "Connection Established. Reinitializing..."

Description:

This message indicates that the IP Softphone 2050 has established a connection and has sent a request to the communication server to resume connection. The communication server is expected to reply to this request. Some communication servers pass the IP Softphone 2050 to

different sub-components, causing this message to appear two or three times in rapid succession during a normal startup.

Potential causes:

• If the message appears briefly, this is part of a normal startup.

• If the message persists, a programming error in the communication server is indicated.

Action:

Wait to ensure that this message is not a transient startup message. If the message still appears, ensure that your communication server programming is correct.

Authorization failed

Symptom:

The following message appears: "Authorization failed".

Description:

Client has not been authorized to use the communication server.

Potential causes:

• The client has not been authorized by your system administrator.

• The HardwareID in your configuration (Configuration Utility) does not match the HardwareID provisioned for the communication server.

Action:

Contact your system administrator.

Unable to retrieve communication server parameters from DHCP server

Symptom:

The following message appears:"DHCP server is not available".

Description:

A connection with the DHCP server cannot be established.

Potential causes:

- Network is down
- DHCP server configuration error

Action:

Contact your system administrator.

Service denied

Symptom:

The following message appears:"Service Denied. Reason XXXX ".

Description:

You are not authorized to use the communication server.

Potential causes:

- Invalid HardwareID in the Configuration Utility
- Invalid communication server configuration

Action:

- Ensure that your communication server programming is correct.
- Contact your system administrator.

Display updates are very slow

Symptom:

- Cannot connect properly to the communication server.
- Messages written to the IP Softphone 2050 appear very slowly.
- Floppy drive is active.

Potential causes:

The Trace utility is turned on and writing signaling information to a slow disk such as a floppy drive.

Action:

• Disable (uncheck) the Trace feature during normal operation. To check the status of the Trace feature, open the **Configuration Utility** and then open the **Trace** tab.

• If you are using the Trace feature, set the directory to a local, high-speed disk drive.

Audio problems

Verify basic audio operation

To verify the physical connection and proper Windows audio configuration, record an audio message and play it back using the USB headset.

One-way audio

Check that the handsfree option has been programmed for the IP Softphone 2050 on the communication server.

Check if the mute option has been turned on. If the mute option is on, the **Mute** button appears red on the IP Softphone 2050 interface.

Check that Network Address Translation (NAT) device is used in the system. If so, check the NAT configuration. One-way audio occurs if the NAT configuration causes the IP Softphone 2050 to attempt to connect to the wrong IP address.

Broken or choppy speech

The Audio Quality slider adjusts the number of buffers between the computer audio device and the IP Softphone 2050 application. Less delay reduces the audio delay but increases the chances of getting broken or absent audio. Higher quality reduces the chance of broken audio but increases audio delay.

If you are receive choppy or broken speech, move the **Audio Quality** slider toward **Higher Quality**.

The Windows operating system uses very high process and thread priorities when performing low-level Windows operations, such as minimizing and maximizing applications. This can cause brief breaks in the IP Softphone 2050 audio streams.

To reduce the severity of this symptom, turn off the Windows transition effects for menus and tool tips.

To turn off the Windows transition effects:

1. Click the **Start** button.

2. Click **Settings**.

3. Click **Control Panel**.

4. Click **Display**.

5. Select the **Effects** tab, (or, under Windows XP, the **Effects** button on the **Appearance** tab).

6. Clear the **Use transition effects for menus and tool tips** check box.

Other causes of audio issues

Other applications running on your computer, especially CPU-intensive applications or applications that intercept or delay packets (such as firewalls), can cause broken audio.

Multiple Ethernet interfaces on a single PC can sometimes conflict with each other. For example, the IP Softphone 2050 sometimes exhibits intermittent breaks in audio when using docked notebooks that have a Xircom RealPort Cardbus Ethernet 10/100+Modem 56 PC Card (PCMCIA) inserted. In the specific case of this PC card, the problem relates to a version of the Xircom driver. This driver takes CPU cycles even when it is not active and this, in turn, causes IP Softphone 2050 audio to become choppy.

Solutions for this example are:

1. Upgrade your Xircom driver.

2. Remove the PC card when the notebook is docked.

To upgrade your Xircom driver:

1. Download and install a new PC card driver from the Xircom web site.

2. Follow the installation instructions provided by Xircom.

    Note: You require administrator privileges on Windows 2000.

Windows sound comes out of the headset

Description:

Windows sound comes out of the headset, but you want Windows sound to come out of the loudspeakers and the Softphone audio to come from the headset.

Action:

In some cases, the Windows operating system defaults all the sounds to the new sound device.

If you want to use the computer speakers for playing the Windows sounds:

1. Click the **Start** button.

2. Click **Settings**.

3. Click **Control Panel**.

4. Click **Sounds and Multimedia**.

5. Select the **Audio** tab.

6. Select **Sound Playback Preferred device**.

7. From the drop-down list, select your computer sound card. (Select your computer's **Sound Recording Preferred device** as another device if you do not wish to use the Headset Adapter for this purpose.)

Advanced audio settings

Select the option **Use Communication Server values**. When you choose this option, the IP Softphone 2050 uses the jitter buffer parameters sent from the communication server.

You can override these settings by selecting the **Override Communication Server**. Nortel recommends that you do not use this option.

Reset conditions

The IP Softphone 2050 resets when:

* instructed to do a hard reset by the communication server

* you change the IP Softphone 2050 skin

* firewall applications intercept or delay packets causing the IP Softphone 2050 to reset due to the expiration of the Watchdog timer

   Note: Use care when using firewall applications on the same computer as the IP Softphone 2050.

* excess delay or loss of communication with the server occurs

USB Headset problems

Headset not functioning

Try the following in the order presented:

1. Verify that you have a supported operating system. To check the type of operating system you are using, from the PC desktop, right-click the **My Computer** icon and then click **Properties**.

2. Ensure that *Universal Serial Bus controllers* appears in the Windows Device Manager. If it does not appear, check to ensure that USB is enabled in your computer's setup menus or check for a BIOS upgrade. Contact your computer supplier.

3. Ensure that *USB Audio Device* appears under "Sound, video and game controllers" in the Windows Device Manager. Also ensure that *HID-compliant device and USB Human Interface Device* appears under Human Interface Devices. If they do not, and the above conditions are correct, see the USB Troubleshooting section in Windows Help.

4. Ensure that you have selected *USB Audio Device* as the microphone and speaker for the Softphone.

USB Headset Adapter features grayed out

Symptom:

All of the features on the USB Headset Adapter tab in the i2050 Configuration Utility are grayed out.

Description:

The adapter is not recognized as a Nortel USB Headset Adapter or the version of the USB Headset Adapter is earlier than 2.0.

Potential causes:

1. The USB Headset Adapter does not support the functions listed on the USB Headset Adapter tab.

2. The USB Headset Adapter has failed to enumerate properly.

Action:

If you suspect potential cause 2, do the following:

1. Unplug the USB cable from the USB Headset Adapter.

2. Wait one minute.

3. Plug the USB cable into the USB Headset Adapter. This forces the USB Headset Adapter to re-enumerate.

Cannot hear audio through headset

Ensure that the headset plugged into the USB adapter is provided by the manufacturer.

Check the connectors for a loose connection.

Sound still comes out of my computer speakers

Description:

The IP Softphone 2050 is not configured to direct all call audio to the headset.

Action:

Configure the USB Headset by doing the following:

1. Go to the IP Softphone 2050 Call Control Window.

2. Click **Application Menu.**

3. Click **Configure Audio***.*

4. Select **Headset Microphone**.

5. Choose **USB Audio Device** from the drop-down list.

6. Choose **Headset Speaker**.

7. Choose **USB Audio Device** from the drop-down list.

8. Chose **Ringing Speaker**.

9. Choose the desired device from the drop-down list.

10. Click **OK***.*

Directory problems

Redial List and Callers List must be available on your Call Server, and the appropriate class of service must be enabled, in order for you to use them. If you cannot access Redial List or Callers List contact your system administrator.

Personal Directory, Redial List, and Callers List

Personal Directory, Redial List, and Callers List are features supported on CS 1000 systems running CS 1000 Release 4.5 software. The contents of these directories are maintained in a remote, central database called the Application Server.

To open Personal Directory, Redial List, or Callers List:

1. Tap the **Directory** icon.

2. Make your selection from the following list.

    — Personal Directory

    — Callers List

    — Redial List

    — Password Administration

    Note: The Personal Directory, Redial List, and Callers List features have a one-minute time-out control period. If the application is idle for one minute during any of the operations, the application is closed and your IP Softphone 2050 goes back to the idle state.

The Personal Directory, Redial List, and Callers List features support:

• multiple languages

• access using the **Directory** key

• feature launch while in Call Transfer and Conference modes (your IP Softphone 2050 does not have to be idle)

• Branch Office in normal mode only

• Virtual Office

• menu-driven configuration of Station Control Password (SCPW) from your IP Softphone

• database backup and restoration by your system administrator

• system administrator functions, such as unlocking your SCPW

- system administrator restoration of profiles for single, multiple, or all users

User preferences for Personal Directory, Redial List, and Callers List

You can change the following:

- language
- date/time display format
- call timer
- name display format
- call log options
    - log all/unanswered calls
    - area code setup
    - preferred name match
    - new call indication

To set user preferences:

1. Tap the **Services** icon.
2. Tap **Telephone Options**.
3. Select one of the following:
    - **Language**
    - **Date/time**
4. Scroll down the list.
5. Tap your selection.
6. Tap **Select** or **Cancel**.

Call Log Options

The following is a list of Call Log Options:

- Log all/unanswered incoming calls
- New call indication

- Preferred name match

- Area code set-up

- Name display format

Table 3 describes the Call Log Options.

Table 3: Call Log Options (Part 1 of 2)

Call Log Option	Description	Default value
Log all/unanswered incoming calls	Callers List logs all of the incoming calls or only the unanswered incoming calls.	Log all calls
New call indication	Telephone displays a message indicating that a new incoming call was received.	On
Preferred name match	If set to Off, the CPND from the Call Server is displayed for an incoming call. If set to On, the name stored in the Personal Directory is displayed, if a match is found.	Off
Area code set-up	Incoming call phone numbers display in the order you set, if the area code matches one of the three that you have set up. Example: area code first or area code last.	No area code specified

Table 3: Call Log Options (Part 2 of 2)

Call Log Option	Description	Default value
Name display format	You can define the format of the name displayed for incoming calls. The options are: first name/last name or last name/first name	First name/last name

To set Call Log Options:

1. Tap the **Services** button.

2. Tap **Telephone Options**.

3. Tap **Call Log Options.**

4. Tap one of the following:

    — **Incoming Calls**

    — **Preferred Name Match**

    — **Area Code Setup**

    — **Name display forma**t

5. Scroll through the selected list.

6. Tap your selection.

7. Tap **Select** or **Cancel.**

Personal Directory

You control your own Personal Directory. You can create up to 100 entries. You can edit, copy, or delete individual entries, or delete the entire list, and you can copy entries from other applications to Personal Directory or from Personal Directory to other applications.

The following list describes the contents of a Personal Directory entry:

*   last name (up to 24 characters)

*   first name (up to 24 characters

*   DN at work (up to 31 characters)

- DN at home (up to 31 characters
- cell phone (up to 31 characters)
- pager (up to 31 characters)

To add a contact to Personal Directory:

1. Tap the **Directory** icon.
2. Tap **Personal Directory.**
3. Tap the **Add** key to start a text editor.
4. Enter the contact information.

   Note: You can tap the **Pause** soft key any time during data entry to add a pause in the number.

5. Tap **Done** to submit the entry.

You can also add contacts to the Personal Directory by copying entries from the Corporate Directory, the Redial List, the Callers List, or other available directory applications. If you are creating multiple entries in the Personal Directory, you can make and edit multiple copies of an existing entry.

To edit a contact in the Personal Directory:

1. Tap the **Directory** icon.
2. Select **Personal Directory** from the Directory list.
3. Search for the desired entry.
4. Highlight the entry.
5. Tap the **Edit** soft key and make the changes.
6. Tap the **Done** soft key.

You can temporarily edit contacts in the Redial List and the Callers List then dial the edited entry. The changes are not retained.

To dial from the Personal Directory:

1. Tap the **Directory** icon.
2. Scroll to the **Personal Directory**.

3. Tap **Personal Directory**.

4. Find the contact by one of the following:

    — Scroll to the desired contact.

    — Search for the contact by name or number.

    — Enter the number of the contact to find it.

5. Double-tap the contact to dial the selected entry.

Call Log features: Redial List and Callers List

Redial List and Callers List are Call Log features. The content of Redial List and Callers List is generated by the system during call processing. You can delete individual entries or the entire directory in Redial List and Callers List, but you cannot add an entry or permanently change the content of an entry.

Callers List

The Callers List can contain up to 100 entries. When the list is full, the system overwrites the oldest entry.

In Directory View mode, the caller's name displays along with the Callers List entry count. Entries in the Callers List are sorted by Call Log time. The first entry you see is the first new entry. If you press the down navigation key, more new items in the Callers List display. If you press the up navigation key, an older item in the list displays.

The following list describes the contents of a Callers List entry:

• last name (24 characters)

• first name (24 characters)

• DN (31 characters)

• time/date

• number of calls

Dialing from the Callers List

To dial from the Callers List:

1. Do one of the following to open Callers List:

   — Tap the **Callers List** icon on the Toolbar

   — Tap the **Directory** icon and tap Callers List.

2. Find the contact by one doing of the following:

   — Scroll to the desired contact

   — Search for the contact by name or number

   — Enter the number of the contact to find it

3. Double-click the contact to dial the selected entry.

Redial List

The Redial List can contain up to 20 entries. When the list is full, the system overwrites the oldest entry.

In Directory View mode, the number you dialed is displayed. Redial List content is updated when you dial out. Entries in the Redial List are sorted by Call Log time. The oldest entry is at the beginning of the list. Press the down navigation key to go to the newest entry and press the up navigation key to go to the oldest.

The following list describes the contents of a Redial List entry:

• user name (up to 24 characters)

• DN (up to 31 characters)

• time of the last call occurrence

• time/date

Dialing from the Redial List

To dial from the Redial List:

1. Do one of the following to open Redial List:

   — Tap **Redial List** on the Toolbar.

   — Tap the **Directory** icon and tap **Redial List**.

2. Find the contact by one doing of the following:

    — Scroll to the desired contact.

    — Search for the contact by name or number.

    — Enter the number of the contact to find it.

3. Double-tap the contact to dial the selected entry.

To temporarily edit a contact and dial it using the Redial List or the Callers List:

1. Tap the **Directory** icon.

2. Select **Redial List** or **Callers List** from the Directory list.

3. Search for the desired entry.

4. Highlight the entry.

5. Tap the **Edit** soft key and make the changes.

6. Tap the **Dial** soft key to dial the edited entry.

To find contacts in Personal Directory, Redial List, or Callers List:

1. Tap the **Directory** icon.

2. Tap the desired directory and do one of the following:

    — Scroll through the directory to the desired entry.

    — Enter the number of the entry to go directly to it.

    — Search by first name, last name, or number.

To delete a contact in Personal Directory, Redial List, or Callers List:

1. Tap the **Directory** icon.

2. Select the **Personal Directory**, **Redial List**, or **Callers List**.

3. Search for the entry.

4. Highlight the entry.

5. Tap the **Delete** soft key.

6. Tap the **Confirm** or **Cancel** key.

To delete the Redial List or Callers List:

1. Tap the **Directory** button.

2. Select **Redial List** or **Callers List**.

3. Tap the **Del** soft key.

4. Tap **Yes**.

Password Administration

The Password Administration feature is available on the Directory list. The Station Control Password (SCPW) protects your private directory information. You can perform Password Administration from your MVC 2050 once your SCPW is defined by your system administrator on the Call Server. This includes turning password protection on or off and changing your password.

When password protection is enabled, authentication is required before you can access Personal Directory, Redial List, or Callers List. You are prompted to enter your password in order to gain access to any of the password-protected features, such as Personal Directory, Redial List, Callers List, or Virtual Office.

   Note: The default setting for Password Protection is **Off**.

To turn Password Protection On/Off:

1. Tap the **Directory** icon.

2. Select **Change Protection** mode.

   If Password Protection is enabled, you are prompted to enter your password.

3. Tap one of the following:

   — **Ent** to confirm

   — **Del** to delete your password

   — **Clr** to clear your password

   — **Can** to cancel and return to the Directory list

4. If you tapped **Ent**, select one of the following:

    — **Enable Pwd Protection**

    — **Disable Pwd Protection**

5. Tap one of the following:

    — **Yes** to accept your selection

    — **No** to return to the Directory list

6. If you selected **Yes**, tap **Done** to enable or disable Password Protection.

To change your password:

1. Tap the **Services** icon.

2. Select **Telephone Options** (you are prompted to enter your password).

3. Enter your password.

4. Select **New Password**.

5. Tap one of the following:

    — **Sel** to select New Password

    — **Del** to return to the previous menu

    — **Clr** to clear your password

    — **Can** to end

    If you tapped **Sel**, you are prompted to enter a new password.

6. Enter your new password and tap **Sel.** You are prompted to confirm your new password.

7. Tap one of the following:

    — **Sel** to select New Password

    — **Del** to return to the previous menu

    — **Clr** to clear your password

    — **Can** to end

    If you tapped **Sel**, your password is changed.

If you make three consecutive incorrect password attempts within an hour, you are locked out of the password-protected features for an hour. "Locked access" displays on your telephone.

If Virtual Office is enabled, it is also locked out. If you fail to access Virtual Office with incorrect password attempts, your access to other password-protected features is also locked out.

Your system administrator can reset and unlock your access at any time if you have been locked out or have forgotten your password.

Nortel Communication Server 1000

IP Softphone 2050
User Guide

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