



**Avaya 1220 IP Deskphone with SIP
Software User Guide
SIP Software Release 4.4**

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Chapter 1: Revision history

November 2013	Standard 05.01. This document is up-issued to support SIP Software Release 4.4.
March 2013	Draft 04.01.AA. This document is up-issued to support SIP Software Release 4.3 Service Pack 2 (SP2).
March 2012	Standard 03.03. This document is up-issued to reflect changes in the user profile information.
February 2012	Standard 03.02. This document is up-issued to include information about Busy Lamp Field.
November 2011	Standard 03.01. This document is up-issued to support SIP Software Release 4.3.
May 2011	Standard 02.03. This document is up-issued to reflect changes in global power supply information.
November 2010	Standard 02.02. This document is up-issued to support SIP Software Release 4.0 to update regulatory information.
October 2010	Standard 02.01. This document is up-issued to support SIP Software Release 4.0.
September 2010	Standard 01.02 This document is up-issued to add the Third Party Terms content.
August 2010	Standard 01.01. This document is a new document and is issued to support SIP Software Release 3.2.

Revision history

Chapter 2: Regulatory and safety information

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

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

 **Note:**

The user should not make changes or modifications not expressly approved by Avaya. Any such changes could void the user authority to operate the equipment

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

 **Warning:**

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

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Table 1: EMC Compliance

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

Table 2: 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
Australia/New Zealand	AS/NZS 60950.1:2003	Safety of Information Technology Equipment
European Community	EN 60950-1	ITE equipment - Safety - Part 1: General requirements

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. If the above guidelines are not followed, it may lead to death or severe injury.



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Chapter 3: Introduction to the Avaya 1220 IP Deskphone

Your Avaya 1220 IP Deskphone brings voice and data to your desktop. The Avaya 1220 IP Deskphone connects directly to a Local Area Network (LAN) through an Ethernet connection. The Avaya 1220 IP Deskphone with SIP Software communicates using Session Initiated Protocol (SIP) after the software is upgraded to a SIP-enabled version.

Basic features

The Avaya 1220 IP Deskphone phone includes the following features:

- 5 lines with 25-character display capability
- 4 line keys (self-labeled)
- 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
- 10/100 Ethernet ports
 - one Ethernet port for LAN connection
 - one Ethernet port for optional PC connection
- Power over Ethernet (PoE) through the LAN port, or power through a supported AC adapter
- Accessory Expansion Module (AEM) port to connect the expansion module.






Avaya 1220 IP Deskphone controls






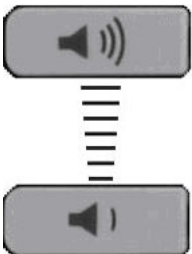

The following figure shows the Avaya 1220 IP Deskphone.










Figure 1: Avaya 1220 IP Deskphone

This section describes the controls on your IP Deskphone.

Key	Function
	<p>When a message is waiting, the red Message Waiting/Incoming Call indicator LED at the top center of the IP Deskphone flashes.</p> <p>Also, if configured, this indicator glows when the ringer sounds.</p>
	<p>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.</p>
<p data-bbox="732 646 1344 709">Note: There are four line keys in the Avaya 1220 IP Deskphone.</p>	
	<p>Context-sensitive soft keys are located below the display area. The LCD label above each key changes based on the active feature.</p>
<p data-bbox="467 842 548 873">(Copy)</p>	<p>Press the Copy key to copy contact information from one source, such as the Address Book to a destination, such as a feature key.</p>
	
<p data-bbox="444 978 565 1010">(Services)</p>	<p>Press the Services key, and then use the navigation keys to access the following items:</p>
	<ol style="list-style-type: none"> 1. Search—search in the local directory (personal Address Book) and the global directory (network Address Book for names and telephone numbers) 2. Login—log in to your IP Deskphone only when the call server supports multiple user logins. 3. Logout—log out of your IP Deskphone. 4. Check For Updates—check for the latest software and configuration update for the IP Deskphone. 5. Retrieve Parked Call (This feature is not available on all call servers.) 6. Reset Phone—reset your IP Deskphone. 7. File Manager—manage the IP Deskphone file system.

Key	Function
	<p>8. Logging System—enable or disable the logging process.</p> <p>9. Phone Information—view information about the hardware and software on your IP Deskphone, including user and location information.</p>
<p>(Quit)</p> 	<p>Press the Quit key to close an active menu. The state of active calls is not affected with you press the Quit key.</p>
<p>(Inbox)</p> 	<p>Press the Inbox key to access your Call Inbox. The Call Inbox lists all incoming calls on an active IP Deskphone.</p> <p>Note: This key does not function to send Instant Messages.</p>
<p>(Redial)</p> 	<p>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 it in the Address Book, delete it, or check information about the call.</p>
<p>(Directory)</p> 	<p>Press the Directory key to access your Address Book.</p>
	<p>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.</p>
<p>(Volume)</p> 	<p>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.</p>
<p>(Mute)</p> 	<p>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.</p> <p>Note: When you enable mute, a red LED on the Mute key remains lit.</p>

Key	Function
(Handsfree) 	Press the Handsfree key to activate the built-in speaker and microphone of the Avaya 1220 IP Deskphone. 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.

Key press behavior

The behavior of the IP Deskphone when you press a fixed key is as follows.

Goodbye/Release, Mute, Hold, Headset, Handsfree and Hookswitch

If there is an active established call, the key action applies to this active call.

If there is no active call, the key action is applied to the call that is highlighted in the list of calls.

 **Note:**

Some actions may be ignored in certain conditions; for example:

- pressing the Goodbye/Release key for a call on local hold
- pressing the Hold key for an incoming call

Line key

If there is an incoming call, and you press the Line key, the incoming call is answered.

If there is an active call, and you press the Line key, the Line key press is ignored.

If there are no incoming or active calls, the Line key press is applied to the call that is highlighted in the list of calls.

If there is an active established call and at the same time another call comes in, pressing the Line key puts the active call on hold and answers the incoming call.

If there are several incoming calls at the same time, the newest call is answered. In order to answer a different call, you must select it and press the corresponding soft key.

Soft keys are always used to perform actions on the highlighted call.

IP Deskphone display

Your Avaya 1220 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 Avaya 1220 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

Your Avaya 1220 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.

The following figure shows the context-sensitive soft keys while the IP Deskphone is in the idle state.











Figure 2: Idle state context-sensitive soft keys




*** Note:**


Not all the following soft keys may be displayed, depending on the configuration of your system and your IP Deskphone.

Table 3: Menu items accessed through context-sensitive soft keys

Item	Function
<p>Redial or NewCall</p> 	<p>Press the Redial context-sensitive soft key to redial the last dialed number.</p> <p>If there is no stored redial number, the NewCall context-sensitive soft key appears and has the same effect as pressing the primary user line key (dial prompt).</p>
<p>abc or 123</p> 	<p>Press the abc context-sensitive soft key to toggle between alpha and numeric input modes.</p> <ul style="list-style-type: none"> To type letters, the abc context-sensitive soft key must be displayed. To type numbers, press the abc context-sensitive soft key to display the 123 context-sensitive soft key on the menu list.
<p>Msgs</p> 	<p>Press the Msgs context-sensitive soft key to access the following features:</p>

Item	Function
	<ol style="list-style-type: none"> 1. Voice Mail—use to call your Voice Mail number. 2. Instant Messaging—use to access the Instant Messaging Inbox/Outbox. 3. Missed Call Notification—use to access your Missed Call details.
<p style="text-align: center;">More...</p> 	<p>Press the More... context-sensitive soft key to select a new menu list of context-sensitive soft keys (three menu lists are available). When you press the More... context-sensitive soft key, a different selection of context-sensitive soft keys appears.</p> <ul style="list-style-type: none"> • If you press the More... context-sensitive soft key once from the first menu list, you access the following context-sensitive soft keys: [CallFwd] [DND] [Retrve] [More...] • If you press the More... context-sensitive soft key from the first menu list twice, you access the following context-sensitive soft keys: [ScrnSvr] [Presnce] [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. [Redial] [abc] [Msgs] [More...]
<p><i>When you press the More... soft key for the first time, the following soft keys appear on the menu list.</i></p>	
<p style="text-align: center;">CallFwd</p> 	<p>Press the CallFwd soft key to forward all calls to a specified address.</p>
<p style="text-align: center;">DND</p> 	<p>Press the DND soft key to block all calls.</p>
<p style="text-align: center;">Retrve</p> 	<p>Press the Retrve soft key to retrieve parked calls (local and server calls only).</p>
<p style="text-align: center;">More...</p> 	<p>Press the More... soft key to select a new menu list of context-sensitive soft keys. The next available menu list contains the following soft keys: [ScrnSvr] [Presnce] [Prefs] [More...]</p>

Item	Function
<i>When you press the More... context-sensitive soft key for the second time, the following soft keys appear on the menu list.</i>	
<p style="text-align: center;">ScrnSvr</p> 	Press the ScrnSvr soft key to activate the screensaver (only if the screensaver feature is enabled).
<p style="text-align: center;">Presnce</p> 	Press the Presnce soft key to configure the presence status for your IP Deskphone.
<p style="text-align: center;">Prefs</p> 	<p>Press the Prefs soft key to display the Preferences menu.</p> <p>The menu items include the following:</p> <ol style="list-style-type: none"> 1. Display—use to adjust the display settings of the LCD screen. 2. Audio—use to adjust tones and volume settings, and codec selection. Press the Audio context-sensitive soft key to access the following features: <p>Tones</p> <ul style="list-style-type: none"> • Ring Pattern <ul style="list-style-type: none"> - Select test patterns from 1 to 8 • Alerting Volume <ul style="list-style-type: none"> - Set Desired volume <p>Voice</p> <p>Configure the volume for the following:</p> <ul style="list-style-type: none"> • Handset Volume • Headset Volume • Handsfree Volume <p>Codecs</p> <p>Select the Audio Codecs:</p> <ul style="list-style-type: none"> • G722 (wideband codec) • PCMU (standard u-law) • G729 (729 codec) • PCMA (standard a-law) <p>Note: 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> <p>Audio Quality</p>

Item	Function
	<ul style="list-style-type: none"> • Monitor Audio Quality—used to view details about the audio quality of an active call. <p>3. Feature Options—use to configure the following:</p> <ul style="list-style-type: none"> • Feature keys • Call Ignore Action • Call Subject • Call Fwd Notification • Missed Call Notification <p>4. Language—use to change the interface language.</p> <p>5. Misc Options—use to access the following options:</p> <ul style="list-style-type: none"> • Alpha Dialing • Search Method • Incoming Privacy • Outgoing Privacy • # Ends Dialing • Hold Mode: Private • Time <p>6. Network—use to access the following:</p> <ul style="list-style-type: none"> • Server Settings • Device Settings • Diagnostics • Licensing • Lock <p>7. User Settings - use to modify the following:</p> <ul style="list-style-type: none"> • Call Settings • IM Settings • Voice Mail Settings • Change Location
<p style="text-align: center;">More...</p> 	<p>Press the More... soft key to return to the first menu list of context-sensitive soft keys. The next available menu list contains the following soft keys:</p>

Item	Function
	[Redial] [abc] [Msgs] [More...]

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 the following table.

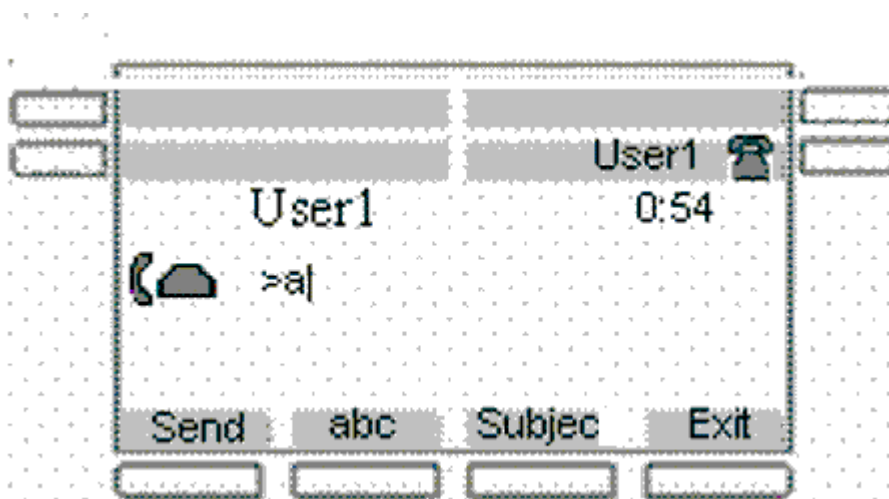






Figure 3: Idle display screen after dial pad input

Item	Function
<p>Send</p> 	<p>Press the Send context-sensitive soft key to dial out the user input using the primary login of the IP Deskphone. User input is run against the dialing plan.</p>
<p>abc or 123</p> 	<p>Press the abc or 123 context-sensitive soft key to toggle between alpha and numeric input mode.</p>
<p>Subjec</p> 	<p>Press the Subjec context-sensitive soft key to configure a subject line to your outgoing call before pressing the Send context-sensitive soft key.</p>
<p>Exit</p> 	<p>Press the Exit context-sensitive soft key to clear the user input and return to the initial idle screen that displays the following context-sensitive soft keys: [Redial] [abc] [Msgs] [More...].</p>

In-call context-sensitive soft keys

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

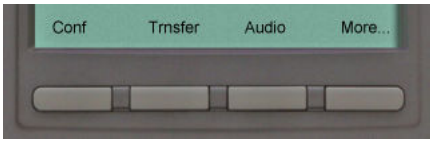














Figure 4: In-call context-sensitive soft keys

Table 4: Menu items accessed during an in-call session through context-sensitive soft keys

Item	Function
<p>Conf</p> 	<p>Press the Conf context-sensitive soft key to obtain a dial tone to place another call during an active call or to make a conference call.</p> <p>The Conf context-sensitive soft key behaves like the NewCall context-sensitive soft key.</p>
<p>Trnsfer</p> 	<p>Press the Trnsfer context-sensitive soft key to transfer the current call to another location or to another contact.</p>
<p>Audio</p> 	<p>Press the Audio soft key to:</p> <ol style="list-style-type: none"> Change Audio Codec <ul style="list-style-type: none"> G722 (wideband codec) PCMU (standard u-law) G729 (729 codec) PCMA (standard a-law) Monitor Audio Quality—used to view details about the audio quality of an active call.
<p>Activate</p> 	<p>The Activate 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>Note: The Activate context-sensitive soft key never appears at the same time as the Audio context-sensitive soft key.</p>
<p>More...</p> 	<p>Press the More... context-sensitive soft key to select a new menu list of context-sensitive soft keys (three menu lists are available).</p>

Item	Function
	<p>When you press the More... context-sensitive soft key, a different selection of context-sensitive soft keys appears.</p> <ul style="list-style-type: none"> • If you press the More... context-sensitive soft key once from the first menu list, you access the following context-sensitive soft keys: [NewCall] [Park] [Retrve] [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. [Conf] [Trnsfer] [Audio] [More...]
<p><i>When you press the More... context-sensitive soft key for the first time, the following context-sensitive soft keys appear on the menu list.</i></p>	
<p style="text-align: center;">NewCall</p> 	<p>Press the NewCall context-sensitive soft key to obtain a dial tone to place another call during an active call or to make a conference call. The NewCall context-sensitive soft key behaves like the Conf context-sensitive soft key.</p>
<p style="text-align: center;">Park</p> 	<p>Press the Park context-sensitive soft key to park the current call to the server or another user (not available for all call servers).</p>
<p style="text-align: center;">Retrve</p> 	<p>Press the Retrve context-sensitive soft key to retrieve parked calls (local and server parked calls only).</p>
<p style="text-align: center;">More...</p> 	<p>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: [Prefs] [] [] [More...]</p>
<p><i>When you press the More... context-sensitive soft key for the second time, the following context-sensitive soft keys appear on the menu list.</i></p>	
<p style="text-align: center;">Prefs</p> 	<p>Press the Prefs context-sensitive soft key to display the Preferences menu. The menu items include the following:</p>

Item	Function
	<ol style="list-style-type: none"> 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: <ul style="list-style-type: none"> • Feature keys • Call Decline Reasons • Call Ignore Action • Call Subject • 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: <ul style="list-style-type: none"> • Alpha Dialing • Search Method • Incoming Privacy • Outgoing Privacy • # Ends Dialing • Hold Mode: Private • Time 6. Network—use to access the following: <ul style="list-style-type: none"> • Server Settings • Device Settings • Diagnostics • Disable screensaver • Licensing • Lock 7. User Settings—use to modify the following: <ul style="list-style-type: none"> • Call Settings • IM Settings

Item	Function
	<ul style="list-style-type: none"> • Voice Mail Settings • Change Location
<p>More...</p> 	<p>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: [Conf] [Trnsfer] [Audio] [More...]</p>
<p>Unlock</p> 	<p>The Unlock 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 Avaya 1220 IP Deskphone.



 **Note:**



Menu items are sorted by number.

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

- 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 5: Navigation keys and functions

Key	Function
<p>Navigation Key Cluster</p> 	<p>Press the Left or Right arrows on the Navigation Key Cluster to:</p> <ul style="list-style-type: none"> • scroll long lines of text when you view caller ID. <p> Note:</p> <p>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</p>

Key	Function
	<p>scrolling speed by repeatedly pressing the left navigation key.</p> <ul style="list-style-type: none"> change the slide adjustment from left to right when you adjust such things as contrast or volume.
<p>Navigation Key Cluster</p> 	<p>Press the right side of the Navigation Key Cluster to:</p> <ul style="list-style-type: none"> Create a space when you enter and edit text. View the details of the selected call log entry in the Inbox.
<p>Navigation Key Cluster</p> 	<p>Press the left side of the Navigation Key Cluster to:</p> <ul style="list-style-type: none"> Move cursor to the left when you enter and edit text. Leave the Detail view of the Inbox and return to the main Inbox. Operates like the Back soft key. <p>Press the up or down arrows on the Navigation Key Cluster to:</p> <ul style="list-style-type: none"> Erase a character (backspace) when you enter and edit text. Highlight items in a list, such as Address Book entries or items in your Call Inbox. Scroll lists and message contents when you view Instant Messages. Move the cursor from line to line when entering and editing text or data. <p>Note: To scroll through a list of items, you can press and hold the up or down key.</p>

Available IP Deskphone call features

The Avaya 1220 IP Deskphone is designed to be supported by various call servers. The specific call server in which the Avaya 1220 IP Deskphone is connected to determines whether certain features are available to your IP Deskphone. Call features must be assigned to your IP Deskphone and must be supported by call server software.

*** Note:**

- Not all feature are available. To determine which features are available or to activate features, contact your system administrator or service provider.
- Not all service providers support the entry of a SIP address to initiate a call, for example, jim@companya.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 Avaya 1220 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, and Instant Message logs 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

The following figure is an example of a secure connection when the IP Deskphone is idle. The security icon is visible on the IP Deskphone screen.

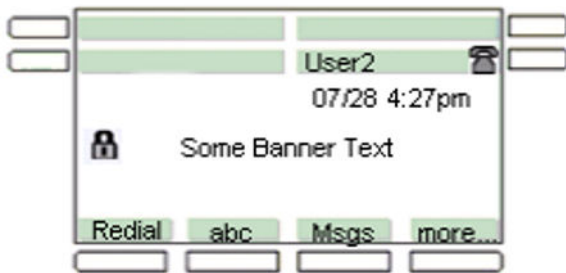


Figure 5: Example of a secure connection when the IP Deskphone is idle

The following figure is an example of a secure connection when you are on an active call. The security icon is visible on the IP Deskphone screen.

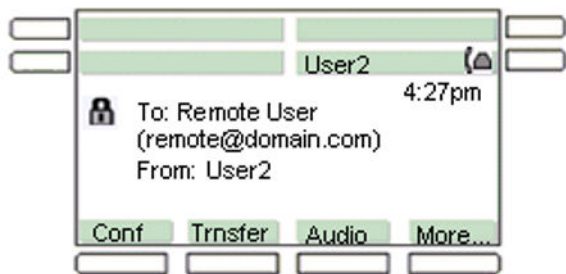


Figure 6: Example of a secure connection during an active call

Chapter 4: Installing the Avaya 1220 IP Deskphone

This chapter describes how to install and connect your Avaya 1220 IP Deskphone.

Before you begin

 **Caution:**

Consult your system administrator to ensure that you plug your IP Deskphone into a 10/100/1000 BaseT Ethernet jack. To avoid severe damage to your IP Deskphone, do not plug your Avaya 1220 IP Deskphone into a regular phone jack.

 **Caution:**

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

Connecting the components

The following figure shows the connections on the IP Deskphone.

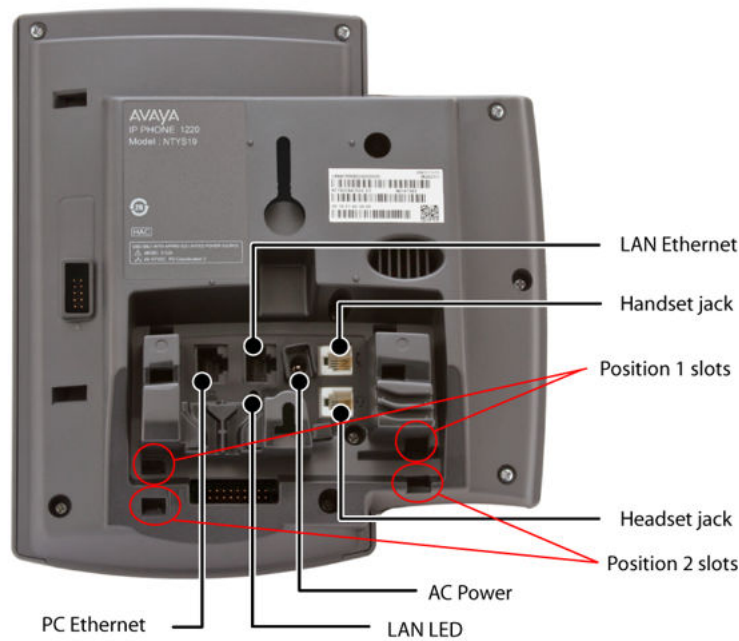


Figure 7: IP Deskphone connections

⚠ 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 1220 IP Deskphone. If you insert the foot stand into the upper slots, your Avaya 1220 IP Deskphone sits at a 25-degree angle.

If you insert the foot stand into the lower slots, your Avaya 1220 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 Avaya 1220 IP Deskphone. In position 1, the Avaya 1220 IP Deskphone sits at a 25-degree angle.

In position 2, the Avaya 1220 IP Deskphone sits at a 55-degree angle.

[IP Deskphone connections](#) on page 36 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 Avaya 1220 IP Deskphone on a wall, do not attach the foot stand.

Connecting the handset

Use the following procedure to connect the handset to the IP Deskphone.

1. Connect the end of the handset cable with a short straight section to the handset.
2. Connect the end of the handset cable with the long straight section, into the RJ-9 handset jack as shown in [IP Deskphone connections](#) on page 36.
3. (Optional) Thread the cord through the channel in the foot stand (if installed) so that it exits on the side of the foot stand.

Connecting the headset (optional)

If you have a headset, you can connect the headset to the Avaya 1220 IP Deskphone as given in the following procedure:

1. On the back of the IP Deskphone, plug the headset connector into the headset jack as shown in [IP Deskphone connections](#) on page 36.
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 the AC power adapter (optional)

Your Avaya 1220 IP Deskphone supports AC power or Power over Ethernet (PoE) options, including IEEE 802.3af standard power.

To use local AC power, use only the Avaya-approved Global Power Supply (NTYS17xxE6) and country-specific IEC cable. You can order the Avaya-approved AC adapter and country-specific IEC cable separately.

 **Caution:**

Use only the approved Avaya Global Power Supply with your 1220 IP Deskphone.

To use PoE, where power is delivered over the CAT5 cable, your connected LAN must support PoE. If you use PoE, you do not require an AC adapter.

1. Connect the DC barrel connector to the power jack on the back of the Avaya 1220 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 1220 IP Deskphone to your LAN using a CAT5e Ethernet cable to enable full functionality of your Avaya 1220 IP Deskphone. If your Ethernet port is equipped with Power over Ethernet (PoE), your Avaya 1220 IP Deskphone can be powered through the LAN port. Do not extend the LAN Ethernet cable outside the building.

To connect your PC through your IP Deskphone use the following procedure:

1. Plug one end of the supplied LAN Ethernet cable into the LAN Ethernet port on the back of your Avaya 1220 IP Deskphone as show in [IP Deskphone connections](#) on page 36.
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 Avaya 1220 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 1220 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 Avaya 1220 IP Deskphone as shown in [IP Deskphone connections](#) on page 36.
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 the IP Deskphone (optional)

You can mount your Avaya 1220 IP Deskphone on a wall. Wall-mount the Avaya 1220 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 Avaya 1220 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 Avaya 1220 IP Deskphone with the screws in the wall.
6. Slide the Avaya 1220 IP Deskphone onto the screws to secure it in position.

Entering text

You use can use combinations of the letters and numbers on the dialpad of your IP Deskphone to, for example, spell names or words in Instant Messages (IMs), enter SIP addresses, create Address Book entries, and to designate feature key labels.

To make a call, you can dial an alphanumeric SIP address; for example, `jdjoe2@domain.com`. You can enter and edit text on your Avaya 1220 IP Deskphone using the methods that follow.

 **Note:**

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.

Using the dialpad

You use can use combinations of the letters and numbers on the dialpad of your IP Deskphone to, for example, spell names or words in Instant Messages (IMs), enter SIP addresses, create Address Book entries, and to designate feature key labels.

To make a call, you can dial an alphanumeric SIP address (for example, `jdjoe2@domain.com`) or you can dial a Directory Number (DN), depending on the local system configuration.

*** Note:**

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.



Figure 8: Context-sensitive soft key abc/123

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 the table below. 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 6: Alphanumeric characters for dialpad key 1

Character	Name
@	at
.	period
-	dash
_	underscore

Character	Name
&	ampersand
'	apostrophe
^	carat
?	question mark
!	exclamation point
(left parentheses
)	right parentheses
,	comma
\	backslash
/	forward slash
:	colon
;	semi-colon
~	tilde
=	equal
+	plus
1	numeral 1

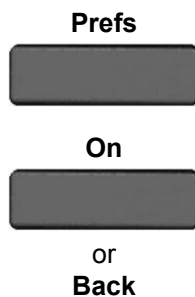
*** Note:**

No letters are associated with the 0 key; however, double-pressing it inserts a blank character (a space).

Enabling and disabling the # Ends Dialing feature

You can enable the IP Deskphone to use the octothorpe (#) symbol to immediately dial the address or phone number.

To enable the # Ends Dialing feature:



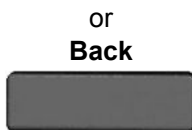
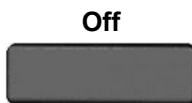
1. Press the **Prefs** context-sensitive soft key, and then select **Misc Options**. Highlight **# Ends Dialing** and press the **Change** context-sensitive soft key.

2. Choose one of the following:



- Press the **On** context-sensitive soft key to turn on **# Ends Dialing**.
- Press the **Back** context-sensitive soft key to keep existing configurations and return to the **Preferences** menu.

To disable the # Ends Dialing feature:

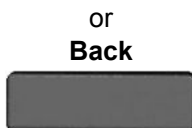
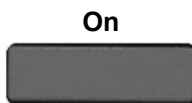
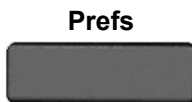


1. To turn off **# Ends Dialing**, press the **Prefs** context-sensitive soft key, and then select **Misc Options**. Highlight **# Ends Dialing** and press the **Change** context-sensitive soft key.
2. Choose one of the following:
 - Press the **Off** context-sensitive soft key to turn off **# Ends Dialing**.
 - Press the **Back** context-sensitive soft key to keep existing configurations and return to the **Preferences** menu.

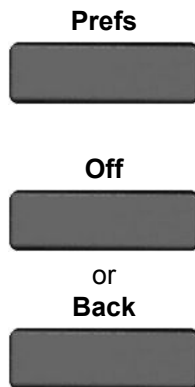
Configuring the dialpad to alphanumeric dialing

To eliminate the need to press the abc/123 context-sensitive soft key when you enter text, you can configure the Avaya 1220 IP Deskphone dialpad default to alphabetic mode.

To configure 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 configure 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.

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.

Chapter 5: Accessing the Avaya 1220 IP Deskphone

You require a log on ID and a password to log on to a server with your Avaya 1220 IP Deskphone.

Logging on

Whenever you log on to your Avaya 1220 IP Deskphone you must do the following:

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

Admin password protection for login prompt appears when you power up the IP Deskphone or after you log off.

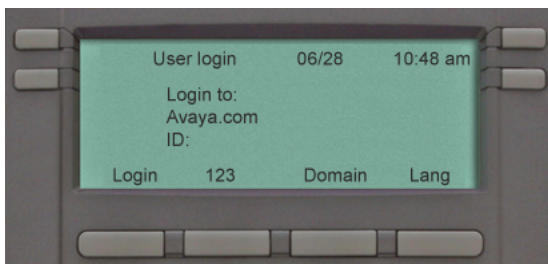


Figure 9: User login screen

When you log on to your Avaya 1220 IP Deskphone you must confirm your logon ID, enter your password, and select the duration of this session. However, the first time you use your IP Deskphone, you need to complete some of the following procedures:

- [Automatic login](#) on page 46
- [Setting the domain](#) on page 46
- [Selecting a language](#) on page 48
- [Logging on to your Avaya 1220 IP Deskphone](#) on page 48
- [Configuring the duration of the login](#) on page 50
- [Selecting a location](#) on page 52

- [User Profile](#) on page 52
- [Overwriting your personal Address Book](#) on page 53

*** 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 Avaya 1220 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 logon, 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** soft key from the logon prompt. The current domain appears on the Avaya 1220 IP Deskphone LCD screen. You can edit the domain that is listed or press the **Domain** soft key to access a list of available domains to which you can choose to connect.

*** Note:**

- You must enter the admin password to edit domains.
- Check with your system administrator before editing or changing domains.

To change the domain:

Domain



1. Press the **Domain** 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.

Up/Down Navigation Key

2. Choose one of the following:



Select



Back



Done



- Press the **Select** 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** soft key to keep existing configurations and return to the previous menu.
3. Choose one of the following:
- Press the **Select** 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** soft key to keep existing configurations and return to the previous menu.
4. Press the **Done** 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 1220 IP Deskphone has the capacity to operate using other languages, such as French. The system administrator can provision the IP Deskphone with up to five languages. If the IP Deskphone is provisioned with other languages, you can choose an available language during the login process by pressing the Lang context-sensitive soft key on the User Login page.

To change the language:



1. Choose one of the following:

- Press the **Change** context-sensitive soft key to change the current language.
- Press the **Back** context-sensitive soft key to keep existing language and return to the **User Login** screen.

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

3. Choose one of the following:

- Press the **Select** context-sensitive soft key to change the language to the highlighted language from the list. The IP Deskphone returns to the **User Login** screen and uses the selected language.
- Press the **Back** context-sensitive soft key to keep the existing language and return to the **User Login** screen.

Logging on to your Avaya 1220 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:**

- When you log on to the IP Deskphone for the first time, the system prompts you for a location. For more information, see [Selecting a location](#) on page 52
- The Avaya 1220 IP Deskphone retains the previous user logon ID, which appears after the ID prompt whenever the IP Deskphone reboots.

If Authentication is enabled by your system administration, you can enter your authentication ID independent of your user ID. The authentication ID is used when the server challenges the IP Deskphone.

To logon to the Avaya 1220 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.

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.

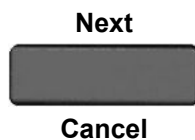
If Authentication is not enabled, a new screen appears and prompts you for your password.

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

4. Enter your password by using the dialpad.

*** Note:**

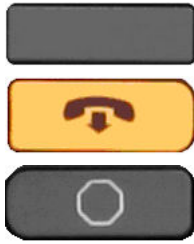
- When you enter your password, the last character entered appears. However, all previous characters are hidden.
- When you enter your password and you use the navigation key to backspace, you erase all the characters and must completely reenter your password again.



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

*** Note:**

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

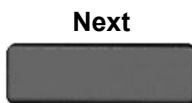


- Cancel
- Goodbye
- Quit

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 phone until you log off.

To configure the login duration:

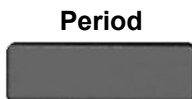


1. Choose one of the following:

- Press the **Next** context-sensitive soft key to configure the logon duration to Permanent. A login confirmation screen appears.
- Press the **Timed** context-sensitive soft key to open a screen to configure a maximum time to remain logged in.

*** Note:**

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

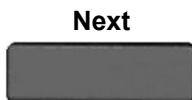


2. Press the **Period** context-sensitive soft key to toggle the logon duration entries between hours or days.

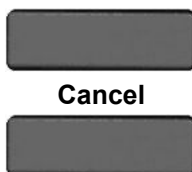


3. Do one of the following:

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



Back



Logging on multiple user accounts

The Avaya 1220 IP Deskphone has a multiuser feature that allows multiple SIP user accounts to be active on the IP Deskphone at the same time. For more information about logging on multiple users, see [Multiuser](#) on page 175.

Timed logoff

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

Timed logoff while 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:**

- 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.
- If the login time expires during an emergency call, a prompt does not appear and the IP Deskphone automatically switches to permanent login.
- When you configure 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.

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
- Voice Mail settings (number and mailbox ID)
- User location (from a server-provided list)

- Time, Date, and Zone format settings
- Call Subjects
- Call Decline reasons
- Instant Messaging settings and Instant Message Inbox/Outbox
- Default dialing (alpha/numeric)
- Call Ignore action (local/network)
- Search method (Name, First character, Index)
- User Presence selection
- Dialing pattern default (alpha/numeric)
- Address Book entries
- Call Inbox entries
- Programmable keys configuration
- # Ends dialing configuration

Overwriting your personal Address Book

When an address book exists on a call server, such as an address book for a specific company, you can update your personal Address Book with an address book from the call server. The system administrator configures the system to enable this feature. If a new address book is available on the call server, the Avaya 1220 IP Deskphone prompts you to download the latest address book.

Confirmation logon screen

When you complete the logon process, the logon confirmation screen appears as shown below. 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` 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.



Figure 10: Logon confirmation screen

Logging off from the IP Deskphone

To log off from the IP Deskphone:



abc



Logout



Back



1. Press the **Services** fixed key, and then select **Logout** from the menu.
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.
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 off multiple user accounts

The Avaya 1220 IP Deskphone has a multiuser feature that allows multiple SIP user accounts to be active on the IP Deskphone at the same time. By logging off of the primary account, all other accounts log off automatically. By logging off of a secondary account, you remove the

selected secondary account from the autologin list. For more information about logging off when the IP Deskphone has multiple users, see [Logging out](#) on page 177.

Making an emergency call

You can use the Avaya 1220 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 Avaya 1220 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. If you hang up before the connection is established, the Avaya 1220 IP Deskphone returns to the initial state. After the connection is established, the call can be disconnected only by an operator. If you hang up after the connection has been made, the IP Deskphone switches to loudspeaker. If the loudspeaker is already on, and you press the hang up button, nothing happens. The call is not disconnected.

When you make an emergency call, the location of the IP Deskphone is forwarded to the PSAP.

* 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.

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.

Location information

When you make an emergency call, the IP Deskphone provides the PSAP with the location information of the IP Deskphone. The IP Deskphone receives the location information when the IP Deskphone is first plugged in to the network and then stores it.

To view your location, press the **Services** hard key, choose **Phone Information**, and then press the **E911** context-sensitive soft key.

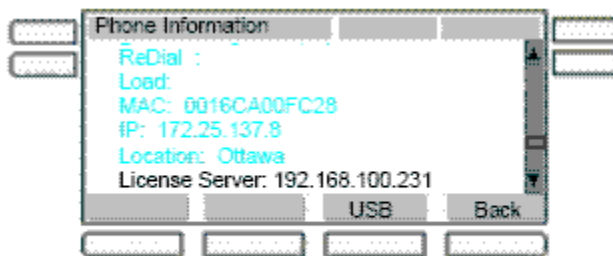


Figure 11: Phone information menu



Figure 12: Phone location display

You can obtain location information only if it has been configured on your system.

Chapter 6: Configuring the Avaya 1220 IP Deskphone

You can adjust a few settings of the Avaya 1220 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 57
- [Creating the idle screen text display](#) on page 58
- [Configuring Menu Auto back-out](#) on page 58
- [Selecting a ring pattern](#) on page 60
- [Adjusting the volume](#) on page 60
- [Adjusting the paging ring volume](#) on page 64
- [Selecting the date and time format](#) on page 65

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 Avaya 1220 IP Deskphone.

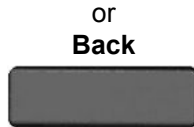
To adjust the display screen contrast:



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.

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 **Back** context-sensitive soft key to keep the existing configurations and return to the **Display** menu.

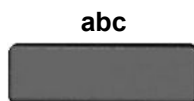
Creating the idle screen text display

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

To create the idle screen display text:



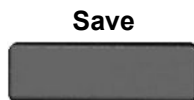
1. Press the **Prefs** context-sensitive soft key, select **Display**, and select **Idle Screen Text Display**.



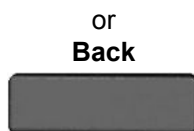
2. Press the **abc/123** context-sensitive soft key to toggle between alphabetic or numeric input.



3. Use the dialpad to enter the display text you want to appear on the idle screen display of the IP Deskphone.



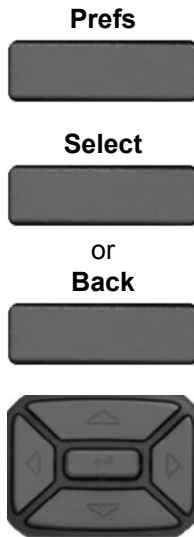
4. Choose one of the following:



- 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:

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

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.

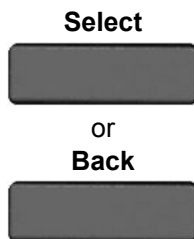
3. Press the **Up/Down** navigation key to scroll through the screen and choose the required time interval.

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.



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:**

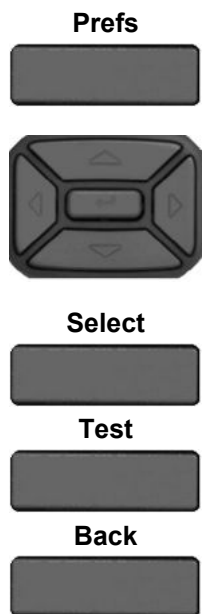
When you enter the Auto back-out menu, the current configuration for the Menu Auto back-out time is pre-selected (highlighted) on the list.

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 configure 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
- Paging Ring Volume

A sliding scale appears on the LCD screen display when you adjust the volume. The following figure shows how to adjust the volume.

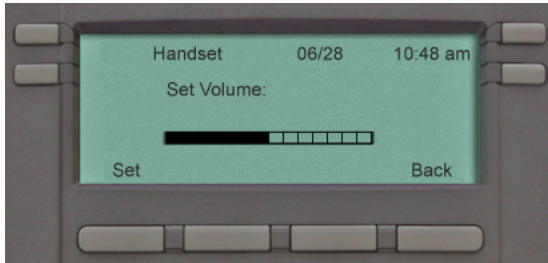
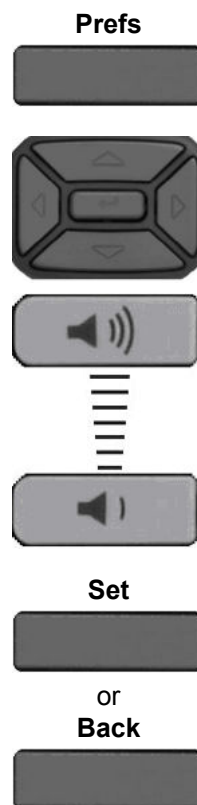


Figure 13: Adjusting the volume

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.

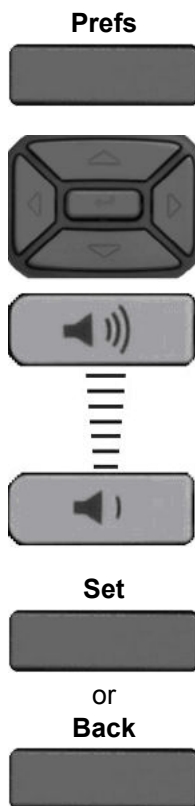
3. Choose one of the following:

- Press the **Set** context-sensitive soft key to configure 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:



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 configure 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.

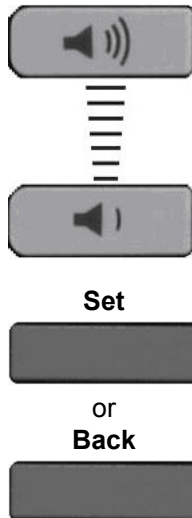
To adjust the headset volume:



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.



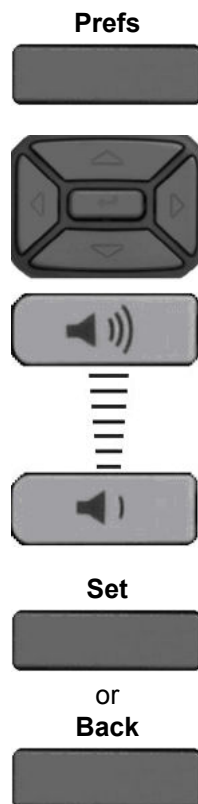
*** Note:**

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

3. Choose one of the following:

- 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.

To adjust the handsfree mode volume:



1. Press the **Prefs** context-sensitive soft key, select **Audio**, select **Voice**, and then select **Handsfree**.

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.

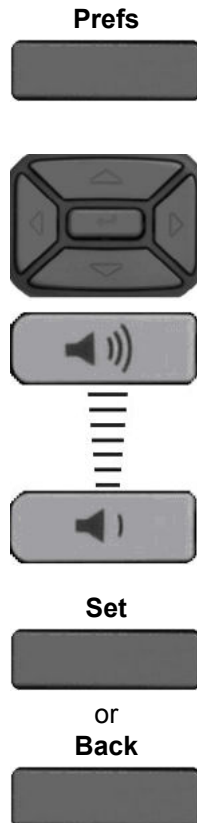
3. Choose one of the following:

- 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 the existing configurations and return to the **Voice** menu.

Adjusting the paging ring volume

You can adjust the ring volume for an incoming paging call.

To adjust the ring volume for an incoming paging call:



1. Press the **Prefs** context-sensitive soft key, select **Audio**, select **Tones**, and then select **Paging Volume**. The Paging tone is played at the current volume.

2. To adjust the ring volume of an incoming paging 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 configure 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.

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:



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

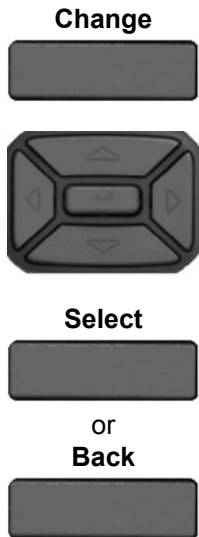
Selecting the date and time format

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

To select a date format:



1. Press the **Prefs** context-sensitive soft key, select **Misc Options**, and then select **Time**.
2. Press the **Change** context-sensitive soft key.
3. Press the **Up/Down** navigation key to highlight **Date Format** in the menu.



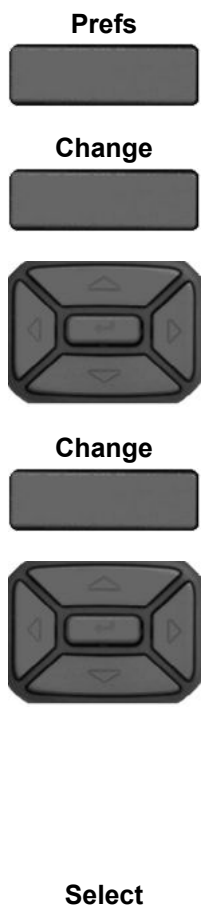
4. Press the **Change** context-sensitive soft key to change the **Date Format**.

5. Press the **Up/Down** navigation key to scroll and highlight either a month/day (MM/DD) or a day/month (DD/MM) format.

6. Choose one of the following:

- Press the **Select** context-sensitive soft key to save the format and return to the **Time Format** menu.
- Press the **Back** context-sensitive soft key to keep the existing configurations and return to the **Time Format** menu.

To select a time zone:



1. Press the **Prefs** context-sensitive soft key, select **Misc Options**, and then select **Time**.

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

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

4. Press the **Change** context-sensitive soft key to change the Date Format.

5. 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:

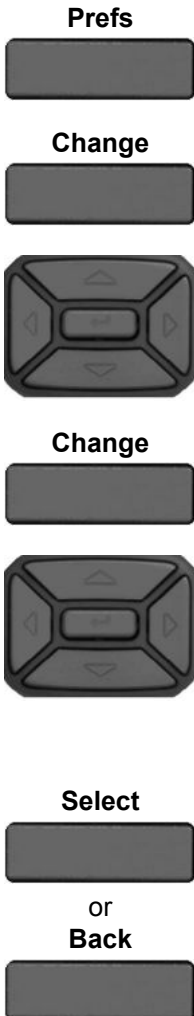
- GMT -11:00 Samoa
- GMT -10:00 Hawaii

6. Choose one of the following:



- Press the **Select** context-sensitive soft key to save the time zone selection and return to the **Time Format** menu.
- Press the **Back** context-sensitive soft key to keep the existing configurations and return to the **Time Format** menu.

To select a time format:



1. Press the **Prefs** context-sensitive soft key, select **Misc Options**, and then select **Time**.
2. Press the **Change** context-sensitive soft key.
3. Press the **Up/Down** navigation key to highlight **Time Format** in the menu.
4. Press the **Change** context-sensitive soft key change the date format.
5. Press the **Up/Down** navigation key to scroll and highlight a time format:
 - 12-hour
 - 24-hour
 - French
6. Choose one of the following:
 - Press the **Select** context-sensitive soft key to save the time format and return to the **Time Format** menu.
 - Press the **Back** context-sensitive soft key to keep the existing configurations and return to the **Time Format** menu.

Chapter 7: Making a call

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

- [Making a call using off-hook dialing](#) on page 69
- [Making a call using on-hook dialing](#) on page 70

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

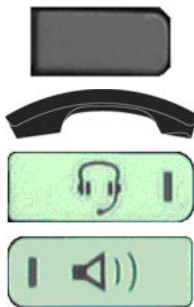
- [The Address Book](#) on page 89
- [Call Inbox](#) on page 101
- [Instant Messaging](#) on page 115

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
- Declined, <user supplied reason> (for example, In a meeting.)

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.

- 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.

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

*** Note:**

You can program a feature key to use as a shortcut to dial a number or a SIP address. For more information, see [Feature keys](#) on page 146.

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.

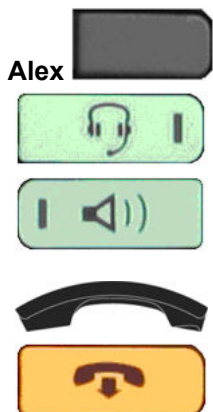
*** Note:**

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.



Alex

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, headset, 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.

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:



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

Using Call Subjects

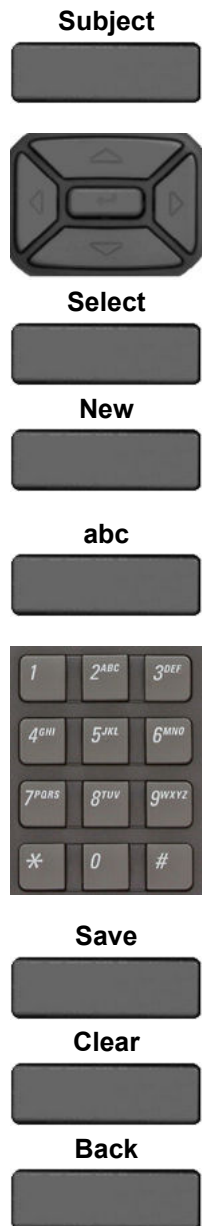
You have the option of sending a Call Subject when you initiate a call to a contact. Use this feature to indicate to the contact the reason for the call. The IP Deskphone contact displays a message, such as Weekly report call or Daily status when they receive the call. You can select a subject from a list you create. For more information, see [Managing Call Subjects](#) on page 74, or you can create a new subject.

*** Note:**

The Call Subject feature is not available for all call servers. Contact your system administrator or service provider to determine if this feature is available to you.

Whenever you initiate a call by using off-hook dialing, the Subject context-sensitive soft key appears as an option to use. You can select a Call Subject from a list or create a new Call Subject to send.

To enter a call subject from a list:



1. Press the **Subject** context-sensitive soft key to send a Call Subject with the call you are making. A list of Call Subjects appears on the LCD screen.

2. Choose one of the following:

- Press the **Up/Down** navigation key to highlight the Call Subject you want to use and press the **Select** context-sensitive soft key. The IP Deskphone sends the Call Subject to the contact you are calling.
- Press the **New** context-sensitive soft key to create a new Call Subject that is not on the list.

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

4. Use the dialpad to enter the Call Subject.

5. Choose one of the following:

- Press the **Save** context-sensitive soft key to continue.
- Press the **Clear** context-sensitive soft key to clear the text.
- Press the **Back** context-sensitive soft key to return to the previous menu.

*** Note:**

When you select a subject from this list, it appears on the screen before you send the call. If you want to change that subject press the **Subject** context-sensitive soft key to return to

the Call Subject menu. You now have the option to select **No** to a Call Subject.

To create a new call subject while initiating a call:



1. Press the **Subject** context-sensitive soft key to send a Call Subject with the call you are making.
2. Press the **New** context-sensitive soft key to create a new Call Subject.
3. Press the **abc/123** context-sensitive soft key to toggle between alphabetic and numeric characters.
4. Use the dialpad to enter the new Call Subject for the contact.
5. Choose one of the following:
 - Press the **Save** context-sensitive soft key to save the new Call Subject and use it with the call.
 - Press the **Clear** context-sensitive soft key to clear the text.
 - Press the **Back** context-sensitive soft key to return to the previous menu without sending the new Call Subject.

*** Note:**

Press the **Back** context-sensitive soft key to return to the previous menu without sending the new Call Subject.

Managing Call Subjects

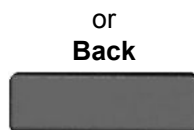
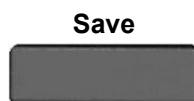
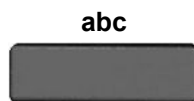
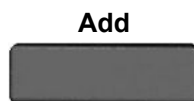
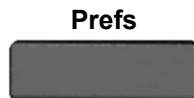
You can create a list of Call Subjects to have ready to use when you initiate a phone call. The number of Call Subjects that are stored on the IP Deskphone depends on how the IP

Deskphone was initially configured. You can modify, delete, and add Call Subjects while the IP Deskphone is in the idle state.

Adding a Call Subject

You can add a Call Subject while the IP Deskphones is idle.

To add a Call Subject while the IP Deskphone is idle:



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

2. Press the **Add** context-sensitive soft key to create new Call Subject.

*** Note:**

If the Call Subject list is full, then the option to add a new Call Subject is not available. In this situation, you need to delete a Call Subject before you can add the new Call Subject.

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

4. Use the dialpad to enter the new Call Subject.

5. Choose one of the following:

- Press the **Save** context-sensitive soft key to add the new Call Subject.
- Press the **Back** context-sensitive soft key to return to the previous menu without adding a new Call Subject.

Deleting a Call Subject

You can delete a Call Subject while the IP Deskphone is idle.

To delete a Call Subject while the IP Deskphone is idle:



1. Press the **Prefs** context-sensitive soft key, select **Feature Options**, and then select Call Subject from the menu.
2. Press the **Up/Down** navigation key to scroll through and highlight the Call Subject to delete
3. Press the **Delete** context-sensitive soft key to delete the selected Call Subject. A confirmation screen appears with the question, Delete call subject?
4. Choose one of the following:
 - Press the **Ok** context-sensitive soft key to confirm the deletion of the Call Subject.
 - Press the **Back** context-sensitive soft key to not delete the Call Subject and return to the previous menu.

Editing a Call Subject

You can edit a Call Subject while the IP Deskphone is idle.

To edit a Call Subject while the IP Deskphone is idle:



1. Press the **Prefs** context-sensitive soft key, select **Feature Options**, and then select **Call Subject** from the menu.
2. Press the **Up/Down** navigation key to scroll through and highlight the Call Subject to edit.
3. Press the **Edit** context-sensitive soft key to edit the selected Call Subject.
4. Press the **abc/123** context-sensitive soft key to toggle between alphabetic and numeric characters.



Save



or

Back



5. Use the dialpad to edit the Call Subject.

6. Choose one of the following:

- Press the **Save** context-sensitive soft key to confirm the changes.
- Press the **Back** context-sensitive soft key to return to the previous menu without editing the Call Subject.

Chapter 8: 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. The incoming call forces the screen to exit active menu activities and takes precedence over a pop-up Instant Message (IM).

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. See Figure 23 on page 133.

You can restrict the information displayed for incoming calls or for calls you make. For more information, see “Configuring Privacy settings” on page 254.

When you receive an incoming call you can do one of the following:

- Answer an incoming call. See [Answering an incoming call](#) on page 80.
- Redirect an incoming call. See [Redirecting an incoming call](#) on page 80.
- Decline an incoming call. See [Declining an incoming call](#) on page 82.
- Ignore an incoming call. See [Ignoring an incoming call](#) on page 86.
- Receive an intercom call. See [Receiving intercom calls](#) on page 87.
- Receive paging calls. See [Receiving paging calls](#) on page 87.

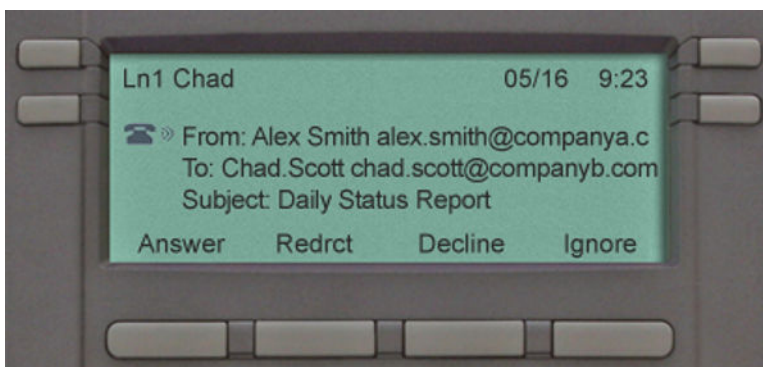


Figure 14: Incoming call screen

Answering an incoming call

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

To answer an incoming call:



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.

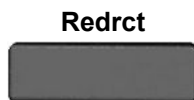
Redirecting an incoming call

When you receive a call, you can choose to redirect the call to another destination without answering the call.

To redirect a call, press the **Redrct** context-sensitive soft key. To enter a SIP address or phone number where you want the call redirected, use one of the following methods:

- Enter the SIP address or phone number by using the dialpad.
- Select a contact from the Address Book or Call Inbox.

To redirect an incoming call by using the dialpad:



1. Press the **Redrct** context-sensitive soft key to redirect an incoming call. The LCD screen prompts you to enter an address to which you want the call directed.



Redrct



Clear



Back



2. Use the **Dialpad** to enter a phone number or SIP address.

*** Note:**

Do not use the # key to end dialing when you redirect a call. If you do, the call returns a busy signal and does not connect.

3. To redirect the call to the address you enter, choose one of the following:

- Press the **Redrct** soft key.
- Press the **Clear** soft key to clear the entry.
- Press the **Back** soft key to return to the **Incoming Call** screen without redirecting the call.

To redirect a call by using the Address Book or Call Inbox:

Redrct



Select



Back



Redrct



1. Press the **Redrct** soft key to redirect an incoming call.

2. To select a SIP address to redirect the call, do one of the following:

- Press the **Directory** fixed key to choose a SIP address from the Address Book.
- Press the **Msg/Inbox** fixed key to choose a SIP address from the Call Inbox.

3. Press the **Up/Down** navigation key to highlight a SIP address contact.

4. Choose one of the following:

- Press the **Select** soft key to select the highlighted SIP address.
- Press the **Back** soft key to return to the previous screen.

5. Press the **Redrct** soft key to redirect the incoming call to the selected address.

Declining an incoming call

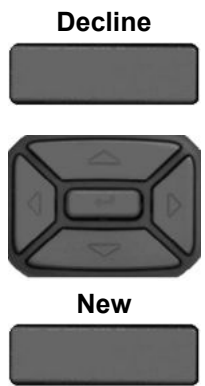
You can decline an incoming call by pressing the Decline context-sensitive soft key. You can decline a call with or without giving a reason. You can create custom decline reasons, and you have the option of selecting one. If you do not choose a custom decline reason, the IP Deskphone sends the default message: `User has declined call`.

*** Note:**

The Call Decline feature is not available for all call servers. Contact your system administrator or service provider to determine if this feature is available to you.

The treatment that an incoming call receives when Call Decline is invoked depends upon the call server. In a SIP environment the caller receives a call declined message, and they no longer hear ring back. In a non-SIP environment, the caller can continuously hear a ring back.

To decline an incoming call:



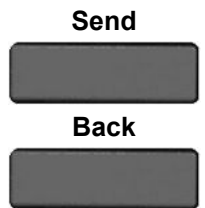
1. Press the **Decline** context-sensitive soft key to decline an incoming call.

2. Choose one of the following:

- Press the **Up/Down** navigation key to highlight a Decline Call Reason.
- Press the **New** context-sensitive soft key to create a new decline reason to send. For more information, see [Creating a new Call Decline Reason](#) on page 83.

*** Note:**

Highlight **None** to use the default system message `User has declined call`.



3. Choose one of the following:

- Press the **Send** context-sensitive soft key to send the selected decline reason to the caller.
- Press the **Back** context-sensitive soft key to abort the call decline and return to the incoming call screen.

Creating a new Call Decline Reason

You can create an new Call Decline Reason.

To create a New Decline Reason during an incoming call:



1. Press the **Declin** context-sensitive soft key to decline an incoming call.
2. Press the **New** context-sensitive soft key to create a new custom decline reason.
3. Press the **abc/123** context-sensitive soft key to toggle between alphabetic and numeric characters.
4. Use the **Dialpad** to enter a new Call Decline Reason.
5. Choose one of the following:
 - Press the **Send** context-sensitive soft key to send the new custom decline reason to the caller.
 - * **Note:**
The IP Deskphone adds the new reason to the list of Decline Call Reasons for future use.
 - Press the **Back** context-sensitive soft key to return to the initial **Decline Call** screen.

Managing Call Decline Reasons

You can create Call Decline Reasons that you can access when you want to decline an incoming call. Also, you can edit and delete Call Decline Reasons from the list of Call Decline Reasons you create.

Add a Call Decline Reason

To add a Call Decline Reason:



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

2. Press the **Add** context-sensitive soft key to add a new Call Decline Reason to the list of available Call Decline Reasons.

3. Use the dialpad to enter the new Call Decline Reason for the contact.

4. Choose one of the following:

- Press the **Save** context-sensitive soft key to save the new Call Decline Reason.
- Press the **Back** context-sensitive soft key to return to the previous menu without saving the new Call Decline Reason.

*** Note:**

The IP Deskphone saves the new Call Decline Reason to the list of Call Decline Reasons for later use.

Delete a Call Decline Reason

To delete a Call Decline Reason:



1. Press the **Up/Down** navigation key to scroll through and highlight the Call Decline Reason to delete.



2. Press the **Delete** context-sensitive soft key to delete the selected Call Decline Reason. A confirmation screen appears with the question `Delete Decline Reason?`

3. Choose one of the following:

- Press the **Ok** context-sensitive soft key to confirm the deletion of the Call Decline Reason.
- Press the **Back** context-sensitive soft key to return to the previous menu without deleting the Call Decline Reason.

Edit a Call Decline Reason

To edit a Call Decline Reason:



1. Press the **Up/Down** navigation key to scroll through and highlight the Call Decline Reason to edit.

2. Press the **Edit** context-sensitive soft key to edit the selected Call Decline Reason.

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

4. Use the dialpad to edit the Call Decline Reason.

5. Choose one of the following:

- Press the **Save** context-sensitive soft key to confirm the changes.
- Press the **Back** context-sensitive soft key to return to the previous menu without editing the Call Decline Reason.

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.

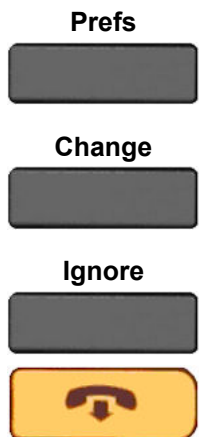
You can configure the Call Ignore feature to either Local or Network. When Call Ignore is configured to Local, only that IP Deskphone is affected, and it stops ringing when you press the **Ignore** context-sensitive soft key. When Call Ignore is configured to Network and you press the **Ignore** context-sensitive 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 configure 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:



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

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 a call

Chapter 9: The Address Book

The Address Book is a personal directory of contacts from which you can make a phone call or send an Instant Message (IM). 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 89
- [Initiating a call from the Address Book](#) on page 90
- [Adding a contact to your Address Book](#) on page 91
- [Editing a contact in your Address Book](#) on page 92
- [Copying information to the Address Book](#) on page 94
- [Searching for a contact in the Address Book](#) on page 96

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. The following figure shows the main Address Book screen.

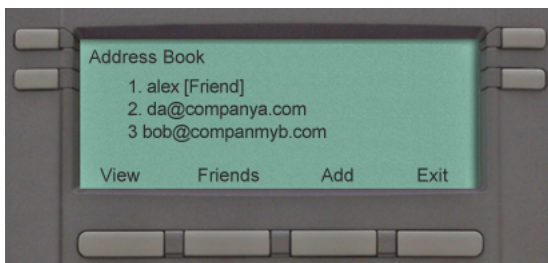


Figure 15: The Address Book

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, organization name, organization code, location, and designation of contact as Friend or not appears in the following figure:

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

- Call the contact. See [Initiating a call from the Address Book](#) on page 90.
- Send an IM. For more information, see [Composing an Instant Message](#) on page 117.
- Edit the contact information. For more information, see [Editing a contact in your Address Book](#) on page 92.

*** Note:**

If information for fields such as the organization name, organization code, and location has not been entered for the contact, then those fields are not displayed.



Figure 16: Contact details

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 69. If needed, you can add a Call Subject. For more information, see [Using Call Subjects](#) on page 72.

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.

Call



4. Choose one of the following:

- 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.

Back



Adding a contact to your Address Book

You can add a new contact to the Address Book of the Avaya 1220 IP Deskphone.

To add a contact to your Address Book:



View



1. Choose one of the following:

- Press the **Directory** fixed key.
- Press the **View** soft key, select **Address Book** from the menu, and then press the **Add** soft key.

abc



2. Press the **abc/123** soft key to toggle between alphabetic and numeric characters.



Next

3. Choose one of the following:

- Use the dialpad to enter a name for the new contact and press the **Next** soft key to continue.
- Press the **Back** soft key to return to the previous menu.

Back





Yes



No



Back

Yes



No



Back



Ok



4. Use the dialpad to enter information for each of the following fields. Press the **Next** soft key after each entry to continue or press the **Back** soft key to return to the previous menu.

- a phone number or SIP address (URI) for the new contact
- organization name (optional) — maximum of 30 characters
- organization code (optional) — maximum of 5 characters
- geographic location (optional) — maximum of 30 characters

5. Choose one of the following:

- Press the **Yes** soft key to designate the contact as a friend.
- Press the **No** soft key if you do not want to designate the contact as a friend.

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

- Press the **Yes** soft key to add the contact to a group and then select the group.
- Press the **No** soft key if you do not want the contact added to a group.
- Press the **Back** soft key to return to the previous menu.

7. Press the **Ok** 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:



View



Edit



abc



Next



Back



Yes



No

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

2. Press the **Up/Down** navigation key to highlight the contact you want to edit, and then press the **View** soft key.

3. Press the **Edit** soft key to edit the contact information.

4. Press the **abc/123** soft key to toggle between alphabetic and numeric characters.

5. Use the dialpad to enter new information for the contact.

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

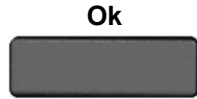
- ★ **Note:**

If you only need to change one field for the contact, press the **Next** soft key without making changes.

7. Do one of the following:
 - Press the **Yes** soft key to designate the contact as a friend.
 - Press the **No** soft key if you do not want the contact designated as a friend.

If the contact is already designated as a friend, then the question

Remove from friends?
appears. Press the **Yes** soft key to remove the contact from your friends list or press the **No** soft key to keep the contact in your friends list.



8. Press the **Ok** soft key to complete the entry and return to the previous menu.

To delete a contact from your Address Book:



1. While in the Address Book, press the **Up/Down** navigation key to highlight the contact you want to delete and press the **View** soft key.

View



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

Edit



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

Delete



4. Choose one of the following:

- Press the **Ok** soft key to confirm.
- Press the **Back** soft key to return to the previous menu.

Ok



Back



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

Ok



Copying information to the Address Book

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

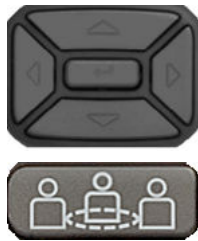
*** Note:**

If you press the **Copy** fixed key while in idle mode, the message

No content selected for copying

appears on the screen. This message does not appear when an IM pop-up appears.

To copy a contact to the Address Book:



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
- 2. Speed Dial Key
- 3. Send IM Key
- 4. Call Forward Key



Select

abc



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

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



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

Next



Back

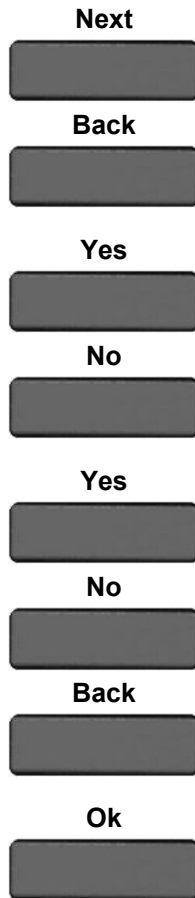


5. Choose one of the following:

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

*** Note:**

If you do not need to change the name for the contact, press the **Next** soft key.



6. Use the dialpad to enter a new phone number or new SIP address, organization name, organization code, and location for the contact
Press the **Next** soft key after each entry to continue or press the **Back** soft key to return to the previous menu.

7. Choose one of the following:

- Press the **Yes** soft key to designate the contact as a friend.
- Press the **No** soft key if you do not want a contact designated as a friend.

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

- Press the **Yes** soft key to add the contact to a group and then select the group for the contact to be added.
- Press the **No** soft key if you do not want the contact added to a group.
- Press the **Back** soft key to return to the previous menu.

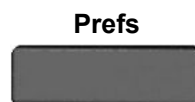
9. Press the **Ok** soft key to complete the entry and return to the previous menu.

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; not case-sensitive).
- Name Search (performs a search based on the name you enter; not case-sensitive).

To change the method the Avaya 1220 IP Deskphone uses to search:



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



2. Press the **Change** 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:

- Index Search
- 1st Character Search
- Name Search

4. Press the **Select** 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. The found contact is highlighted and then opened.
- **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. You can enter a maximum of 6 characters.

*** Note:**

1st Character Search and Name Search are not case-sensitive.

Using the Search feature

You can search for a contact that is in your IP Deskphone Address Book (Local Search) or for a contact in a directory that is stored on the call server (Global Search). 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** soft key to choose a search criteria:

- User Name
- Name
- Phone Number

Select



abc

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



4. Use the dialpad to enter the search information for the contact.

Press the left arrow to delete characters; press the right arrow to enter a space.

*** Note:**

The search is not case-sensitive.

Search

5. Choose one of the following:

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



Back

*** 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:

Call



- Press the **Up/Down** navigation key to highlight a contact, from the search result and press the **Call** soft key to initiate a call.
- Press the **Search** soft key to start a new search.
- Press the **Exit** soft key to return to the idle screen.

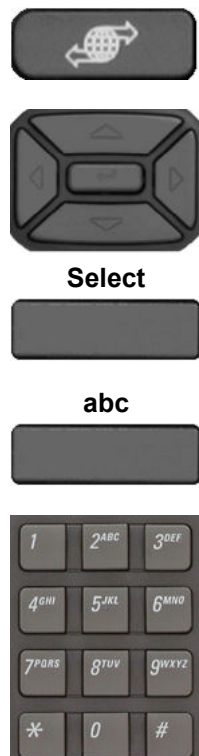
7. When a search result is not successful, you can do one of the following:

- Press the **Search** soft key to return to the search menu and begin a new search.
- Press the **Exit** soft key to return to the idle screen.

Using Global Search

You can perform a global search for a contact.

To perform a Global Search for a contact:



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

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

- User Name
- First Name
- Last Name
- Phone Number

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

4. Use the dialpad to enter the search information for the contact.

Press the left arrow to delete a character; press the right arrow to enter a space.

*** Note:**

The search is not case-sensitive.



5. Choose one of the following:

- Press the **Ok** soft key.
- Press the **Back** 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** soft key to initiate a call.
- Press the **Save** soft key to save the caller information to the Address Book.

A confirmation screen appears. You can edit the name you save in the Address book. Press the **Save** soft key to accept the entry. Press the **Yes** soft key or the **No** soft key to designate whether the new entry is a friend. The phone saves the entry to the Address Book and returns you to the Inbox screen.



7. Choose one of the following:

- Press the **Search** soft key to start a new search.
- Press the **Back** soft key to return to the previous screen.

8. When a search result is not successful, you can do one of the following:

- Press the **New** soft key to return to the search menu and begin a new search.
- Press the **Back** soft key to return to the previous screen.

Chapter 10: 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
- Call Subject (if the caller sends a Call Subject)

You can configure 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. The following figure shows the Call Inbox while the IP Deskphone is idle.



Figure 17: Call Inbox while IP Deskphone is idle

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 102.
- Active. For more information, see [Accessing the calls in your Call Inbox during a call](#) on page 109.

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 107.



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 104.
- To leave the detail view and return to the main inbox screen, press the **Left** navigation key.



Missed



- 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 104.

All



- The **All** context-sensitive soft key is displayed when the view mode is on

Missed, and displays all the calls in the Call Inbox.

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 108.



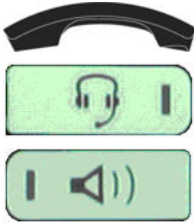

Exit



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

The following table provides a list of additional user interactions for the main inbox screen.

Table 7: Additional user interactions

Item	Function
	Use the Enter key to place a call to the selected address using the primary login of the IP Deskphone. The Enter key has the same behavior as the Call context-sensitive soft key.
	Use the Dial pad to select an item by index.
	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: <ul style="list-style-type: none"> • Lift the handset. • Press the Headset fixed key. • Press the Handsfree fixed key.
	Press the Line key 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:

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 107.
- Press the **Edit** context-sensitive soft key to place a call to the selected address using the primary login of the IP Deskphone.
- Press the **Prev** context-sensitive soft key to select and display the details of the previous entry in the call log.
- Press the **Next** context-sensitive soft key to select and display the details of the next entry in the call log.
- 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:

1. Press the **Msg/Inbox** key and press the **Missed** soft key.



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



3. Press the **Right** navigation 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 104 and [Initiating a call from the Call Inbox](#) on page 107.

All



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

Delete



5. To delete the highlighted missed call or all missed calls, press the **Delete** soft key. For more information, see [Deleting calls in your Call Inbox](#) on page 108.

*** Note:**

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

Exit



6. To exit the Inbox and return to the idle phone screen, press the **Exit** 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.

The following figure displays the **Messages** options screen.

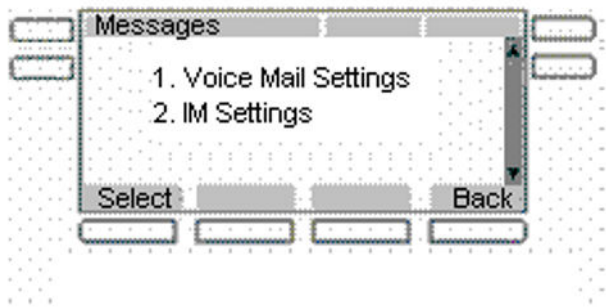
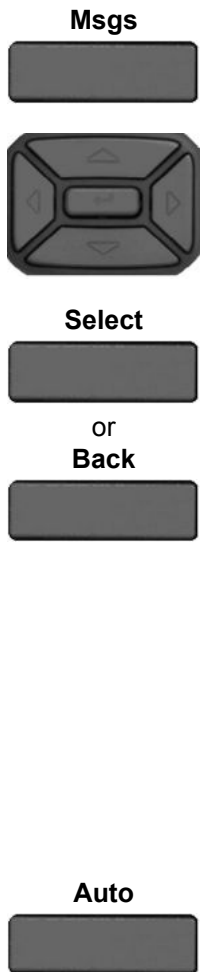


Figure 18: Messages screen

To change the Missed Calls Notification behavior:



1. Press the **Msgs** context-sensitive soft key.
2. Press the **Up/Down** navigation key to highlight **Missed Calls Notification**.

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

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:**

- 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.
- 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 109.

To initiate a call from the Call Inbox:



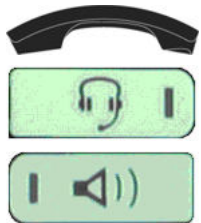
1. Press the **Msg/Inbox** fixed key.



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.

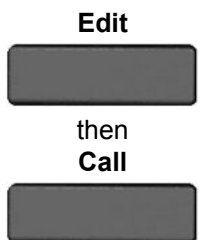


4. To place a call to the selected address, do one of the following:

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

or

Press the **Edit** context-sensitive soft key.
Then press the **Call** context-sensitive soft key.



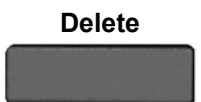
Deleting calls in your Call Inbox

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.

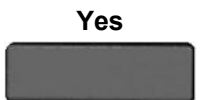
To delete calls from your Call Inbox:



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



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



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

- Press the **Yes** context-sensitive soft key to delete the highlighted call.

AllUsr



- Press the **AllUsr** context-sensitive soft key to delete all the calls from the selected caller.

All



- Press the **All** context-sensitive soft key to clear all calls from the Call Inbox.

No



- 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:



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

Select



2. Choose one of the following:

- Press the **Select** context-sensitive soft key to initiate a call to the highlighted caller.

or

Back



 **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.

Chapter 11: Call Outbox

The Call Outbox keeps a record of all outgoing calls made from your IP Deskphone. You can add the contact details of the calls in your outbox to your Address Book. You can access the following details about the outgoing calls:

- Name
- Address
- Time of the call
- Number of Calls
- Call Subject (when used for a call)

Accessing the Call Outbox

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

- Idle. For more information, see [Initiating a call from the Call Outbox - 1200](#) on page 112.
- Active. For more information, see [Accessing the calls in your Call Outbox during a call - 1200](#) on page 113.

Managing calls in the Call Outbox while not on a call

You can manage calls in the Call Outbox while you are not in an active call.

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

1. Press the **Redial** fixed key.
2. Press the **Up/Down** navigation key to highlight a call from the list of calls in your Call Outbox.
3. Choose one of the following:

- To view details of the selected call, press the **Right** navigation key. See [Viewing the details of a call in the Call Outbox - 1200](#) on page 113.
 - To leave the detail view and return to the main inbox screen, press the **Left** navigation key.
4. Press the **Delete** context-sensitive soft key to delete the highlighted call. For more information, see [Deleting calls from your Call Outbox - 1200](#) on page 112.
 5. Press the **Exit** context-sensitive soft key to return to the idle screen.

Related topics:

[Initiating a call from the Call Outbox](#) on page 112

[Deleting calls from your Call Outbox](#) on page 112

[Viewing the details of a call in the Call Outbox](#) on page 113

Initiating a call from the Call Outbox

 **Note:**

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

To initiate a call from the Call Outbox:

1. Press the **Redial** fixed key.
2. Press the **Up/Down** navigation key to highlight a call from the list of calls in your Call Outbox.
3. To view details of the selected call, press the **Right** navigation key. See [Viewing the details of a call in the Call Outbox - 1200](#) on page 113.
4. You can initiate a call from the highlighted call of the Call Outbox list or from the details of a caller screen, by doing one of the following:
 - Lift the handset.
 - Press the **Headset** fixed key.
 - Press the **Handsfree** fixed key.
5. Press the **Call** context-sensitive soft key.

Deleting calls from your Call Outbox

You can delete calls from your Call Outbox.

To delete calls from your Call Outbox:

1. Press the **Up/Down** navigation key to highlight a call from the list of calls in your Call Outbox.
2. Press the **Delete** context-sensitive soft key.
3. Select one of the following context-sensitive soft keys:
 - Press the **Yes** context-sensitive soft key to delete the highlighted call.
 - Press the **AllUsr** 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 Outbox.
 - Press the **No** context-sensitive soft key to return to the Outbox.

Viewing the details of a call in the Call Outbox

You can view details of a call in the Call Outbox.

To view details of a call in the Call Outbox:

1. To view details of the selected call, press the **Right** navigation key
2. When you view the details of a call in the Call Outbox you can do one of the following:
 - Initiate a call to the caller displayed on the screen. See [Initiating a call from the Call Outbox - 1200](#) on page 112.
 - View a previous caller in the Call Outbox list by pressing the **Prev** context-sensitive soft key and return to the **Redial** screen.
 - View the next caller in the Call Outbox list by pressing the **Next** context-sensitive soft key and return to the **Redial** screen.
 - Press the **Back** context-sensitive soft key to return to the Outbox.

Accessing the calls in your Call Outbox during a call

You can access the calls in your Call Outbox during an active call.

To access the calls in your Call Outbox during a call:

1. To access the calls in your Call Outbox during a call, press the **Redial** key
2. Press the **Up/Down** navigation key to highlight a call from the list of calls in your Call Outbox.
3. 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 **Incall** screen.

Chapter 12: Instant Messaging

You can use your IP Deskphone to send and receive an Instant Message (IM). You can access and respond to an IM while on a call. The IP Deskphone beeps when a new IM arrives.

Configuring Instant Messaging

You can configure your IP Deskphone settings to manage an incoming IM.

- Enable or disable the automatic pop-up of a new IM.
- Enable or disable an audible alert on a new IM.

Related topics:

[Configuring IM automatic pop-up](#) on page 115

[Configuring Instant Messaging pop-ups](#) on page 116

[Configuring IM audible alert](#) on page 117

Configuring IM automatic pop-up

You can configure the IP Deskphone to automatically display an incoming new IM as a pop-up. The IM pops up when the IP Deskphone is idle or while on a call. You can disable the IM pop-up feature.

Note:

An IM pop-up does not occur if you are navigating the IM screens or navigating the menu structure in general. When this exception occurs, the IM goes directly to the IM Inbox, and the blue LED activates.

The following figure shows the IM pop-screen.

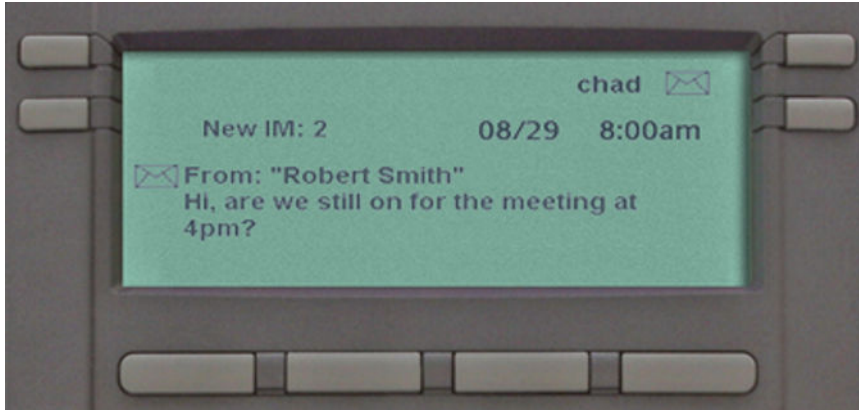


Figure 19: Instant Message pop-up

When an IM pop-up appears you can do the following:

- Press the **View** context-sensitive soft key to view the complete details of the IM.
- Press the **Prev** context-sensitive soft key to skip to a previous IM (if applicable).
- Press the **Next** context-sensitive soft key to skip to the next IM (if applicable).
- Press the **Exit** context-sensitive soft key, the **Goodbye** fixed key, or **Quit** fixed key to exit the IM pop-up screen and return to the idle screen when you are not on a call or to the In Call screen if the pop-up occurred during a call.

Configuring Instant Messaging pop-ups

You can configure Instant Messaging pop-ups.

To enable or disable automatic pop-up of a new IM:



1. Press the **Prefs** context-sensitive soft key, select **User Settings > IM Settings > IM Display: On/Off** from the menu.
2. Press the **Up/Down** navigation key to select the user (if multiple users are logged into the same deskphone).
3. Press the **Select** context-sensitive soft key.
4. Choose one of the following:

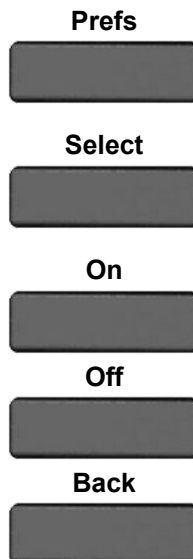


- Press the **On/Off** context-sensitive soft key to toggle between enabling IM pop-ups or disabling IM pop-ups.
- Press the **Back** context-sensitive soft key to return to the previous menu.

Configuring IM audible alert

You can configure the IP Deskphone to audibly alert you when a new IM arrives. The IP Deskphone audibly alerts you when the IP Deskphone is idle or while on a call. You can also choose to disable the audible alert of the IM feature.

To enable or disable the audible alerts of a new IM:



1. Press the **Prefs** context-sensitive soft key, select **User Settings**, select **IM Settings**, and then select **IM Audible Alert: On/Off** from the menu.
2. Press the **Select** context-sensitive soft key.
3. Choose one of the following:
 - Press the **On/Off** context-sensitive soft key to toggle between enabling IM audible alerts or disabling IM audible alerts.
 - Press the **Back** context-sensitive soft key to return to the previous menu.

Composing an Instant Message

When you compose an IM, enter the address of the recipient and then enter the message. When you reply to an Instant Message, the IP Deskphone automatically enters the address. For more information, see [“Replying to an Instant Message”](#) on page 120. You can also send

an IM directly from the Address Book. For more information, see [Viewing the Address Book](#) on page 89.

To compose and send an Instant Message:



1. Do one of the following:

- Press the **Msgs** context-sensitive soft key, select **Instant Messaging**, and press the **New IM** context-sensitive soft key
- Access the list of IMs by pressing the **Expand** fixed key.
- To compose an IM from the Avaya 1220 IP Deskphone Address Book, select an address and press the **Send IM** context-sensitive soft key.

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

3. Use the dialpad to enter the address of the contact.

4. 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.

5. Use the dialpad to enter the content of the message.

6. Choose one of the following:

Back

- Press the **Send** context-sensitive soft key to send the IM to the contact.
- Press the **Back** context-sensitive soft key to return to the previous menu without sending the new IM.

Instant Message Inbox/Outbox

The IM Inbox contains a list of all incoming and outgoing Instant Messages. You can filter the IM list to track a series of correspondence to a contact. The lit blue LED indicates the arrival of a new IM. An icon indicates the status of the IMs in your Instant Message Inbox/Outbox as follows:

Unread



Read



Replied to



Sent/forwarded



Related topics:

[Accessing Instant Messages](#) on page 119

Accessing Instant Messages

You can access and view the contents of the Instant Message Inbox/Outbox.

To access and view the contents of the Instant Message Inbox/Outbox:

Msgs

1. Choose one of the following:

- Press the **Msgs** context-sensitive soft key, and then select **Instant Messaging** from the menu.
- Press the **Expand** fixed key.



User



View



New IM



Back



2. Press the **Up/Down** navigation key to highlight an IM from the list of Instant Messages in your IM Inbox/Outbox.

*** Note:**

When you want to view only IMs from a specific contact, press the **User** context-sensitive soft key to filter all IMs based on the IM that you highlight. The telephone display screen shows the list of all IMs from that contact.

3. Choose one of the following:

- Press the **View** context-sensitive soft key to view the details of the sender, followed by the message content. For more information, see [Viewing the content of an Instant Message](#) on page 120.
- Press the **New IM** context-sensitive soft key to compose a new IM. For more information, see [Composing an Instant Message](#) on page 117.
- Press the **Back** context-sensitive soft key to return to the idle screen.

Viewing the content of an Instant Message

When you view the content of an Instant Message, you can do the following:

- Reply to the Instant Message. See [Replying to an Instant Message](#) on page 120.
- Initiate a call to the contact. See [Initiating a call from an Instant Message](#) on page 121.
- Delete the Instant Message. See [Deleting an Instant Message](#) on page 122.

Related topics:

[Replying to an Instant Message](#) on page 120

[Initiating a call from an Instant Message](#) on page 121

[Deleting an Instant Message](#) on page 122

Replying to an Instant Message

You can reply to an Instant Message.

To reply to an Instant Message:



1. Press the **Reply** context-sensitive soft key to send an IM in response to the IM you are viewing.
2. Press the **abc/123** context-sensitive soft key to toggle between numeric and alphabetic input.
3. Enter the message you want to send as a reply.
4. Choose one of the following:
 - Press the **Send** context-sensitive soft key to send the IM when it is complete.
 - Press the **Back** context-sensitive soft key to return to the previous menu and not send the IM.

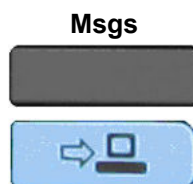
Initiating a call from an Instant Message

To initiate a call from the IM Inbox, press the **Expand** fixed key or press the **Msgs** context-sensitive soft key, and then select **Instant Messaging** from the menu.

*** Note:**

If your service provider requires that a Directory Number (DN) be used to initiate a call, you cannot initiate a call from an Instant Message.

To initiate a call from an Instant Message:



1. Choose one of the following:
 - Press the **Msgs** context-sensitive soft key, and then select **Instant Messaging** from the menu.
 - Press the **Expand** fixed key.



View



Call



2. Press the **Up/Down** navigation key to highlight an IM from the list of Instant Messages.

3. Press the **View** context-sensitive soft key to access the IM.

4. To initiate a call to the contact who sent you an IM, press the **Call** context-sensitive soft key. The IP Deskphone goes off-hook and initiates the call.

Deleting an Instant Message

To delete a single IM, all the IMs from one contact, or all the IMs in your IM Inbox, complete the necessary steps in the following procedure.

Msgs



View



Delete



Back



1. Choose one of the following:

- Press the **Msgs** context-sensitive soft key, and then select **Instant Messaging** from the menu.
- Press the **Expand** fixed key.

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

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

- Press the **Delete** context-sensitive soft key to clear all IMs from the IM Inbox/Outbox.
- Press the **Back** context-sensitive soft key to return to the previous screen.

Chapter 13: While on an active call

You can use the following features during an active call:

- [Making a new call](#) on page 123
- [Placing a call on Hold](#) on page 124
- [Using 3-way calling](#) on page 129
- [Transferring a call](#) on page 135
- [Using Park Call](#) on page 138

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. Release Call—to release (hang-up) the selected call.
3. Transfer Call—to transfer the call to another phone number or SIP address.
4. Park Call—to park a call on the call server or to a specific user. You can access the call from any IP Deskphone and to keep your phone line clear. (Not available for all service providers.)

Making a new call

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 123.
- [Initiating a call from the Address Book](#) on page 90.
- [Initiating a call from the Call Inbox](#) on page 107.

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:

Conf

1. Choose one of the following:



- Press the **Conf** context-sensitive soft key while on a call.
- While on a call, press the **More...** context-sensitive soft key, and then the **NewCal** 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

When you are on an active call and you receive an incoming call, you are notified of the incoming call by a message on the telephone display 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 79.

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.

The following figure shows the IP Deskphone display area when a call is placed on hold.

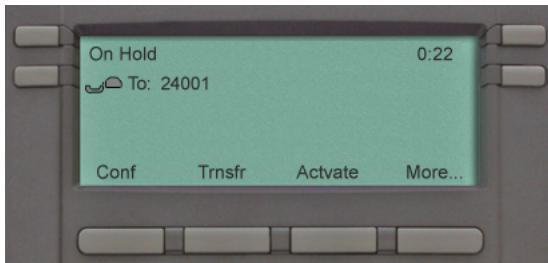


Figure 20: Call On Hold

To retrieve a call on hold:



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

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

Releasing a call on hold:

To release (end) a call on hold, you must first retrieve the held call before you can end it.



1. Retrieve the call on hold:

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

2. Press the **Goodbye** 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. You can also join the call with the active call to create a 3-way calling session. See [Using 3-way calling](#) on page 129.

Multiple calls In-call mode

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

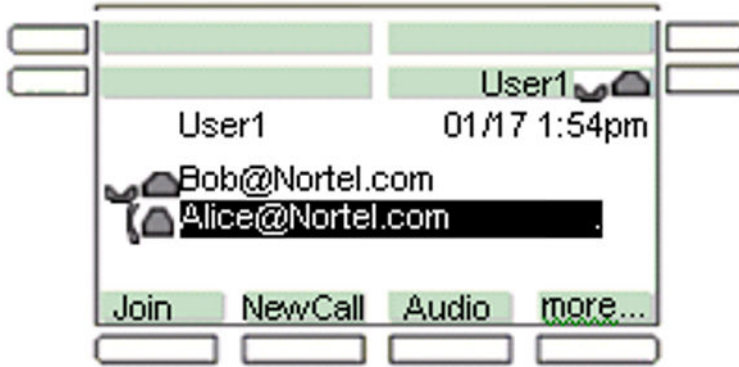





Figure 21: Multiple calls In-call display screen with context-sensitive soft key menu list

The **Join** context-sensitive soft key appears when there are multiple calls on the IP Deskphone that can be joined for a conference call or 3-way calling.

Table 8: Context-sensitive soft keys for the multiple calls In-call display screen

Join 	Press the Join context-sensitive soft key to join the eligible calls.
New Call 	Press NewCal context-sensitive soft key to obtain a dial tone to place another call. The NewCal context-sensitive soft key is used to make a conference call. This key behaves like the Conf context-sensitive soft key.
Audio/Actvat 	Press the Audio context-sensitive soft key to change the audio settings or the current active call. The Actvat context-sensitive soft key appears when the highlighted call is not the selected call. Press the Actvat 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.
More...	Press the more... context-sensitive soft key to select a new menu list of context-sensitive soft keys.

*** Note:**

The **Actvat** context-sensitive soft key never appears at the same time as the **Audio** context-sensitive soft key



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:
[Trnsfr] [RlsCall] [Park] [More...]
- If you press the **more...** context-sensitive soft key from the first menu list twice, you access the following context-sensitive soft keys:
[Retrve] [Conf] [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.
[Join] [NewCal] [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.

Trnsfr



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

RlsCall



Press the **RlsCall** context-sensitive soft key to release or hang up the highlighted call.

Park



Press the **Park** context-sensitive soft key to park 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:
[Retrve] [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.

Retrve



Press the **Retrve** context-sensitive soft key to retrieve a parked call (by token). See [Retrieving a Parked Call](#) on page 139.

Conf



Press the **Conf** context-sensitive soft key to place another call, which can be used for a conference call. This context-sensitive soft key has the same behavior as the **NewCal** context-sensitive soft key.

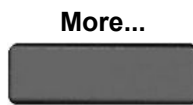


Press the **Prefs** context-sensitive soft key to display the Preferences menu.

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:
 - Feature keys
 - Call Decline Reasons
 - Call Ignore Action
 - Call Subjects
 - Call Fwd Notification
 - Answer Mode Settings—appears 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
 - # Ends Dialing
 - Hold Mode: Private
 - Time
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
 - IM Settings

- Voice Mail Settings
- Change Location



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:
[Join] [NewCal] [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.
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.
2. Press the **Actvat** 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 3-way calling

When you have more than one call and you want to join the incoming calls into one call, you can use 3-way calling or create a conference call.

* Note:

Your system administrator or service provider must enable 3-way calling and conference calls for your IP Deskphone. Contact your service provider or system administrator to determine if this feature is available.

The 3-way Call feature joins two calls on your IP Deskphone into one 3-way call. You and the other two callers can speak together. When you join more than two calls into one call, you must

use the conference call feature. Your IP Deskphone manages the 3-way call, and the server manages a conference call. For more information, see [Configuring a conference call](#) on page 130.

To activate the 3-way Call feature:



Press the **Join** context-sensitive soft key with either call, and then select **3-way Call** from the menu. The IP Deskphone joins the two calls and creates a new call that appears on the LCD screen as [3-way Call]. See the following figure.

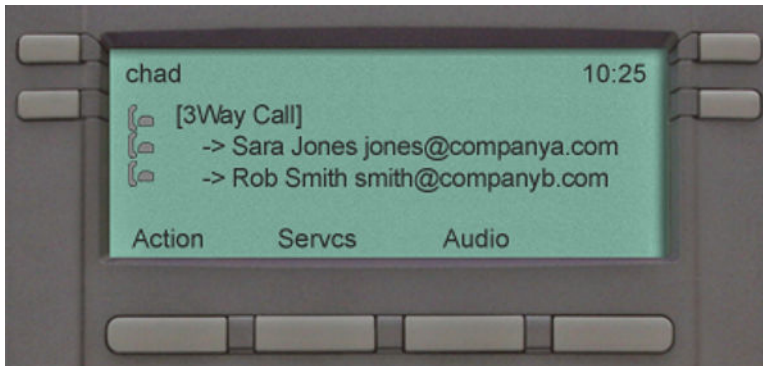


Figure 22: 3-way Call

* Note:

- If you receive a new call during a 3-way call, you can answer the new call as usual. The IP Deskphone automatically puts the 3-way call on hold. If you want to join the new caller to a 3-way call, you must initiate a conference call with the server and join all callers to the conference call.
- If the host of a 3-way call presses the **Hold** button, all callers in the 3-way call are put on hold.
- If the host of a 3-way call presses the **Goodbye** fixed key or selects **Release Call** from the Action menu, all calls in the 3-way call are terminated.

Configuring a conference call

When you want to invite three or more callers to a call, you can configure a conference call using the IP Deskphone. The call server handles conference calls. You can join incoming calls to the conference call, or you can join calls that you initiate.

*** Note:**

Your system administrator or service provider must enable 3-way calling and conference calls for your IP Deskphone. Contact your service provider or system administrator to determine if this feature is available.

To configure a conference call while on an active call with more than one other caller:



Join



1. Press the **Up/Down** navigation key to highlight one of the calls,

2. Press the **Join** context-sensitive soft key and select **Conference** from the menu.
The calls are joined together as a conference call on the call server.

When you receive a new call while on a conference call, you can answer, ignore, decline, or forward the call as you would any call. You can also initiate a new call while on a conference call in the normal way and return to the conference call after you complete the call. The conference call continues while you are on the other call.

*** Note:**

If you press the **Goodbye** key or select **Release** from the Action menu while on the conference call you leave the conference call. The conference call continues with the other callers.

To join a call to an existing conference call:



Join



1. Press the **Up/Down** navigation key to highlight the call you want to join to the conference.

2. Press the **Join** context-sensitive soft key to join the highlighted call to the conference.

Ad hoc conferencing when connecting to the Call Server

This feature allows you to make ad hoc conference calls when you connect to the Call Server.

*** Note:**

Your system administrator must enable ad hoc conferencing before you connect to the Call Server.

Press **Server** settings, and then **Domain** settings to open the **Domain** screen. The following figure shows the view details of the current domain.

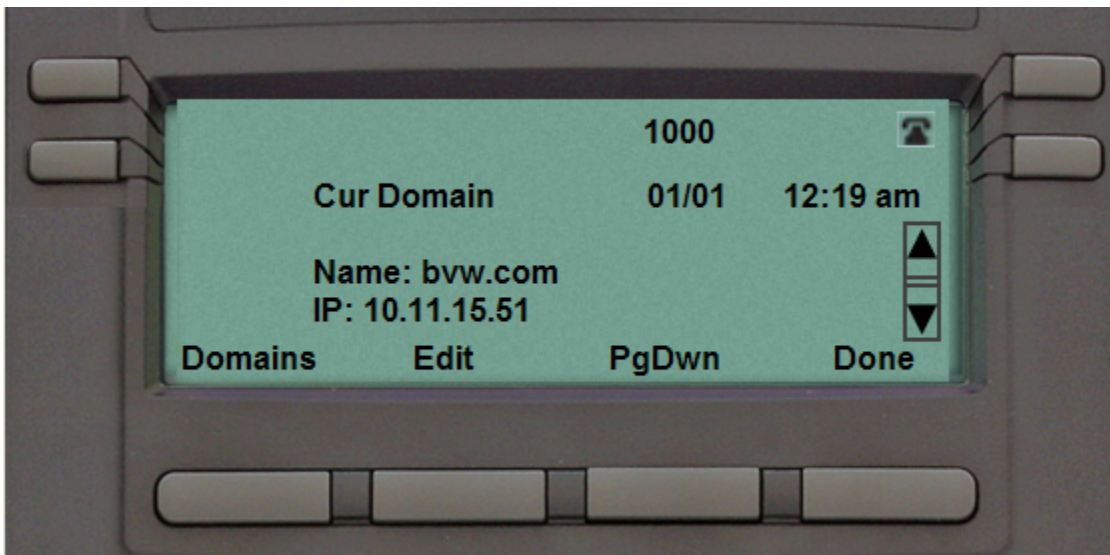


Figure 23: Current Domain screen

The context-sensitive soft keys available for viewing the conference details of the current domain are as follows:

- **Domains**—to select the domain.
- **Edit**—to edit the conference details.
- **PgDwn**—to move to the next screen containing conference parameters.
- **Done**—to confirm the details.

The following figure shows the **Domain** screen with conference parameters, including the conference URI and the maximum number of ports available for ad hoc conferencing.



Figure 24: Domain screen with conference parameters

The context-sensitive soft keys available on the Domain screen with conference parameters screen are as follows:

- **Domains**—to select the domain.
- **Edit**— to open the Edit Domain page that allows you to edit the conference details.
- **Pgup**—to return to the previous page.
- **Done**—to confirm the details.

Edit Domain page

The **Edit Domain** page displays the domain properties. It appears in the format <conferenceURI> : <Max Ad hoc Ports>.

*** Note:**

An admin password is required to access the **Edit Domain** page.

The following figure displays the **Edit Domain** screen with the conference details.



Figure 25: Edit Domain screen

To edit the conference properties and maximum number of ports, press the **Edit** context-sensitive soft key to display the **Domain Conference Edit** screen.

The following figure is an example of the **Domain Conference Edit** screen.



Figure 26: Domain Conference Edit

The context-sensitive soft keys available for the **Domain Conference Edit** screen are as follows:

- **Save**—to save the updated value to the system configuration file.
- **abc (/123)**—to toggle the input mode to digits (or alphabets).

- **Clear**—to clear the character behind the cursor.
- **Back**—to return to the previous screen.

*** Note:**

For these configuration changes to take effect, you must manually log off and log on.

Transferring a call

*** Note:**

- When more than one call is on hold, the call you want to transfer must be the active call. For more information, see the section “To make a call on hold the active call” in [Multiple calls on Hold](#) on page 125.
- 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 telephone:



Trnsfer



abc



Select



Clear



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

2. Press the **Trnsfer** soft key while on a call to access the **Trnsfer** menu.

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

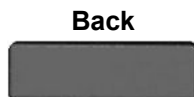
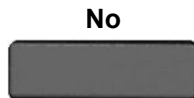
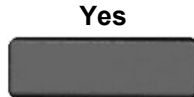
4. Choose one of the following:

- 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** soft key.

5. Choose one of the following:

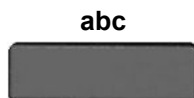
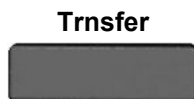


- Press the **Transfr** soft key to connect the calling party.
- To erase the address you enter, press the **Clear** soft key.
- To return to the previous screen, press the **Back** soft key.
The IP Deskphone prompts you with the following question:
Consult with party?



6. Select one of the following soft keys:
 - Press the **Yes** soft key to consult with the contact to whom you are transferring the call before completing the transfer.
A **Transferring...** message is displayed.
Press the **Exit** soft key to close the **Transferring...** dialog.
Your IP Deskphone then displays any local calls, including the transferred call, until **Transfer successful** or **Transfer failed** is displayed, depending on the transfer results.
 - Press the **No** soft key to transfer the call without consulting the contact to whom you want to transfer the call.
A **Transferring...** message is displayed.
Press the **Exit** soft key to close the **Transferring...** dialog.
Your IP Deskphone then displays any local calls, including the transferred call, until **Transfer successful** or **Transfer failed** is displayed, depending on the transfer results.
 - Press the **Back** soft key to return to the previous screen.

To transfer a call to Voice Mail:



1. Press the **Trnsfer** soft key while on a call to access the Transfer menu.
2. Press the **abc/123** soft key to toggle between numeric and alphabetic input.



toVM



Back



3. Enter the Voice Mail ID, extension, or external number by using the dialpad.

4. When `Consult with party?` is prompted, choose one of the following:

- Press the **toVM** soft key to connect the calling party to Voice Mail.
- To return to the previous screen, press the **Back** soft key.

*** Note:**

- The Transfer to Voice Mail feature is not available for all call servers. Contact your system administrator or service provider to determine if this feature is available to you.
- The Transfer to Voice Mail feature during a conference call is dependent on the call server and is not allowed. If the Secure Digits feature is enabled, and you connect to Voice Mail during an active call, the screen displays only the last pressed key, and the remaining digits appear as '*'. You can press **Hide** or **Unhide** to hide or display the pressed keys.

*** Note:**

The Transfer to Voice Mail feature is available only when configured by your system administrator.

Using the Park Call feature

You can use the Park Call feature to temporarily park a call to the call server or to a specific user. You or another user can retrieve the parked call from another phone. Using Park Call does not tie up a line, since it is held on the call server.

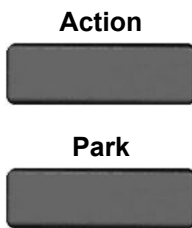
*** Note:**

- The Park Call feature is not available for all call servers. Contact your system administrator or service provider to determine if this feature is available to you.
- The behavior of the Park Call feature varies depending on the call server. This can affect the information appearing on the IP Deskphone.
- When you park a call to the server, the server returns a retrieval code. You must enter the code to retrieve the call from park.

Using Park Call

The IP Deskphone prompts you with `Press Park for server or User to park to a user.`

To park a call to the server during a call:



1. Press the **Action** context-sensitive soft and select **Park Call** from the menu.
2. Press the **Park** context-sensitive soft key to park the call to the server.

To park a call to a specific user:



1. Press the **User** context-sensitive soft key to park the call to a User.
2. Press the **abc/123** context-sensitive soft key to toggle between alphabetic and numeric characters.
3. Use the **Dialpad** to enter the user name to whom you are parking the call.
4. You can do one of the following:



- Press the **Park** context-sensitive soft key to park the call to the user and return to the previous menu.
- Press the **Clear** context-sensitive soft key to erase the input field.
- Press the **Back** context-sensitive soft key to return to the previous screen.

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 from the server:



1. Press the **Servcs** context-sensitive soft key and select **Retrieve Parked Call** from the menu.

2. Use the **Dialpad** to enter the retrieval code of the parked call.

3. You can do one of the following:

- Press the **Retrve** context-sensitive soft key to retrieve the parked call.
- Press the **Clear** context-sensitive soft key to erase the input field.
- Press the **Back** context-sensitive soft key to return to the previous screen.

While on an active call

Chapter 14: Additional features

You can use the following additional features:

- [Using the Friends feature](#) on page 141
- [Feature keys](#) on page 146
- [Using Call Forward](#) on page 162
- [Configuring Do Not Disturb](#) on page 164
- [Configuring a Presence state](#) on page 165
- [Configuring Privacy settings](#) on page 168

Using the Friends feature

You can designate a contact you have frequent interaction with as a friend. Access your friends list in the Address Book to:

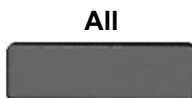
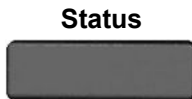
- Check the presence status of a friend.
- Initiate a call to a friend.
- Send an IM to a friend.
- Edit the information about a friend.



Figure 27: Presence status of a friend

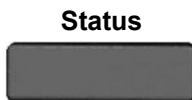
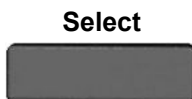
Accessing your Friends list

To check the online status of a friend on your list:



1. Choose one of the following:
 - Press the **Directory** fixed key.
 - Press the **Filter** context-sensitive soft key, and select **Friends** from the menu.
 - Press the **Select** context-sensitive key.
2. Do one of the following:
 - Press the **Status** context-sensitive soft key to view the current presence status of the friend.
 - Press the **All** context-sensitive soft key to view the contents of the Address book, including contacts designated as friends and regular contacts.
 - Press the **Edit** context-sensitive soft key to make changes to the information entered for a friend or to delete the contact from the friends list.
3. Press the **Exit** context-sensitive soft key to return to the idle screen.

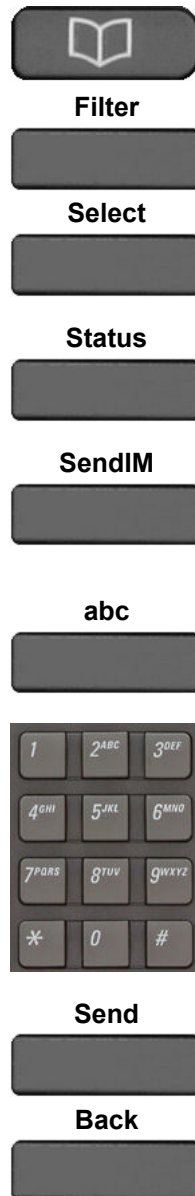
To initiate a call to a friend on the Friends list:



1. Choose one of the following:
 - Press the **Directory** fixed key.
 - Press the **Filter** context-sensitive soft key, and select **Friends** from the menu.
 - Press the **Select** context-sensitive soft key while viewing the Address Book.
2. Press the **Status** context-sensitive soft key to view the information about the friend.
3. Press the **Call** context-sensitive soft key to initiate a call to the friend.

The IP Deskphone uses the SIP address or phone number from your personal Address Book to make the call.

To send an IM to a friends on the Friends list:



1. Choose one of the following:

- Press the **Directory** fixed key.
- Press the **Filter** context-sensitive soft key, and select **Friends** from the menu.
- Press the **Select** context-sensitive soft key while viewing the Address Book.

2. Press the **Status** context-sensitive soft key to view the information about the friend.

3. Press the **SendIM** context-sensitive soft key to send an IM to the friend.

The IP Deskphone uses the SIP address for the contact from your personal Address Book.

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

5. Use the dialpad to enter the text of the message.

6. Choose one of the following:

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

Editing information of a friend

You can edit information of a friend on the Friends list.

To edit your Friends list:



Filter



Select



abc



abc



Next



Back



Delete



1. Choose one of the following:

- Press the **Directory** fixed key.
- Press the **Filter** context-sensitive soft key, and select **Friends** from the menu.
- Press the **Select** context-sensitive key.

2. Press the **Up/Down** navigation key to highlight the friend you want to edit and press the **Edit** context-sensitive soft key.

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

4. Use the dialpad to enter the new name for the contact.

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.

To remove a contact from the Friends list, press the **Delete** context-sensitive soft key. This completely removes the contact from your personal Address Book.

**Next****Back****Yes****Select****No****Back****Ok**

6. Use the dialpad to enter the new address for the contact.

7. Choose one of the following:

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

8. Choose one of the following:

- Press the **Yes** context-sensitive soft key, select the group and press the **Select** context-sensitive soft key to add contact to the group.
- Press the **No** context-sensitive soft key to return to the previous menu without adding contact to the group.
- Press the **Back** context-sensitive soft key to return to the previous menu.

9. Press the **Ok** contact-sensitive key to return to the Friends list.

To delete a contact from your Friends list:

**Filter****Friends****Select**

1. Choose one of the following:

- Press the **Directory** fixed key.
- Press the **Filter** context-sensitive soft key, and select **Friends** from the menu.
- Press the **Select** context-sensitive soft key while viewing the Address Book.



Edit



Delete



Ok



Back



2. Press the **Up/Down** navigation key to highlight the friend you want to delete and press the **Edit** context-sensitive soft key.

3. Press the **Delete** context-sensitive key. This completely removes the contact from your personal Address Book.

4. Choose one of the following:

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

Feature keys

Use the Feature key option to configure the feature keys on IP Deskphone and the Expansion Module for Avaya 1200 Series IP Deskphones.

Programmed keys are stored in the user profile. Each user can maintain a list of programmed feature keys. You can designate a feature key to act as a short cut for any of the following features:

- Speed Dial
- Call Forward
- Do Not Disturb
- Send IM
- Presence

The IP Deskphone designates the feature key on the bottom right of the four feature keys as Feature Key 1 and reserves it as the line key for the IP Deskphone. The following figure shows the Feature keys.

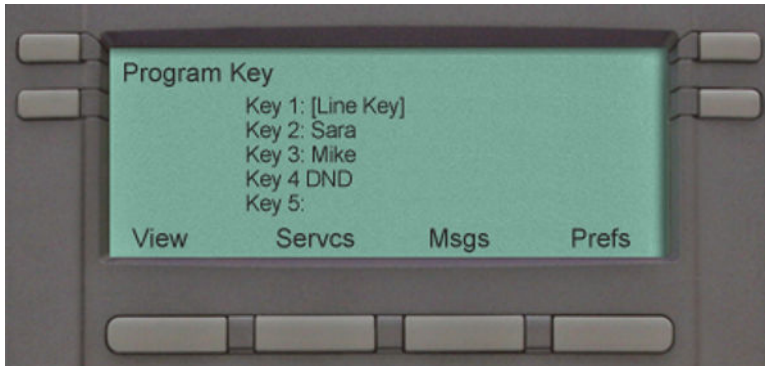


Figure 28: Feature keys

You can program the feature keys one at a time, or you can automatically program empty feature keys from your Friends list or Address Book. For information about how to autoprogram feature keys see, [Feature key programming](#) on page 148.

The following figure shows the feature key numbering for the Expansion Module for Avaya 1200 Series IP Deskphones.



Figure 29: Feature key numbering

Feature key programming

You can program feature keys.

To access the Program Key screen:



Press the **Prefs** soft key, select **Feature Options**, and select **Feature Keys** from the menu. The **Program Key** screen opens as shown in [Feature keys](#) on page 146.

The **Program Key** screen provides the following soft keys:

- **View**— to access the feature key detail screen.
- **Edit** —to edit the setting or modification of the selected programmable key.
- **Bulk**—to access the autoprogramming and auto removal feature.
- **Back**—to return to the previous screen.

To view feature key details:



View



Back



1. To select a feature key to view, do one of the following:

- Press the **Up/Down** navigation key to highlight the feature key to view and press the **View** soft key.
- Press the **Feature** key that you want to view and press the **View** soft key.
- Use the dialpad to select the **Feature** key that you want to view and press the **View** soft key.

The **Program Key** screen opens as shown in [Figure 30: Feature key details](#) on page 149.

2. Press the **Back** soft key to return to the previous screen.

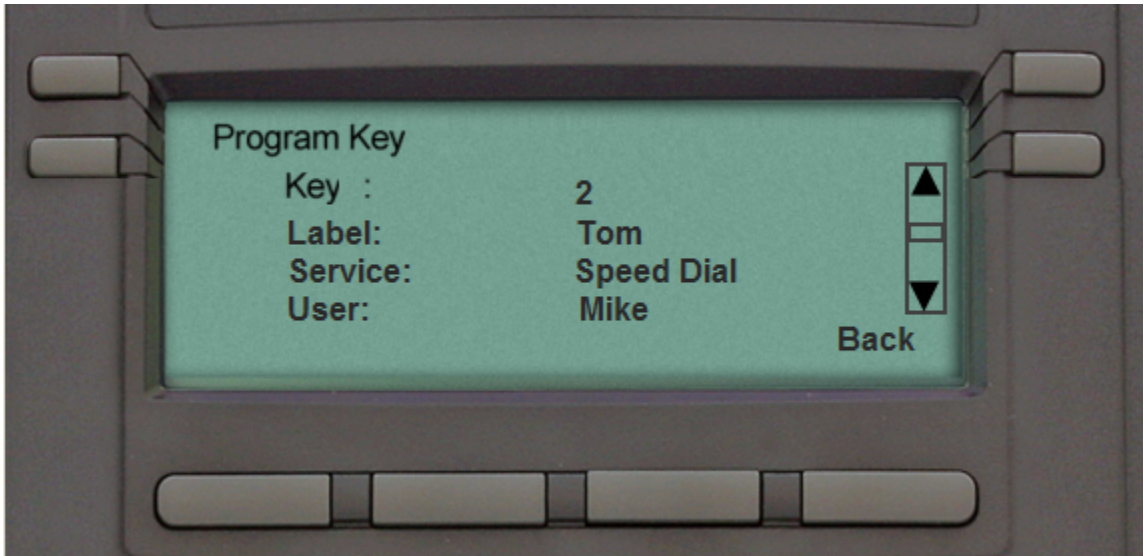


Figure 30: Feature key details

The **Program Key** screen displays the following:

- Key—programmed feature key number
- Label—label used for the feature key
- Service—services programmed to the feature key, such as:
 - Speed Dial
 - Call Forward
 - Do Not Disturb
 - Send IM
 - Presence
- User—current user to whom the programmed feature key is associated
- Address—SIP address for the feature key when programmed for Speed Dial, Call Forward, and Send IM.

*** Note:**

If you try to view a feature key that is not programmed, the IP Deskphone displays the message:

Program Key Not Available (Key is empty).

To edit a feature key:



Edit



Back



1. To select a feature key to edit, do one of the following:

- Press the **Up/Down** navigation key to scroll through the feature keys to highlight the one you want to edit and then press the **Edit** soft key.
- Press the **Feature** key that you want to edit and then press the **Edit** soft key.
- Use the dialpad to select the **Feature** key that you want to view and then press the **Edit** soft key.

The **Program Key** screen opens as shown in [Figure 31: Edit feature key screen](#) on page 150.

2. Press the **Back** soft key to return to the previous screen.

The following figure shows the “Edit feature key” screen.

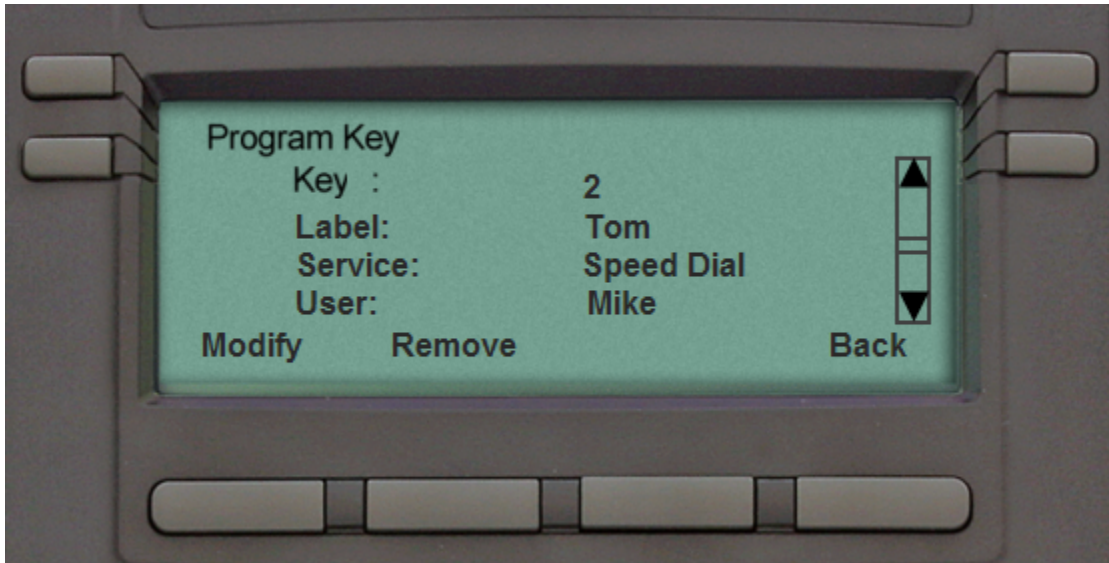


Figure 31: Edit feature key screen

To modify a feature key:

Modify



1. Press the **Modify** soft key.



Select



Back



abc



Next



Back



2. Press the **Up/Down** navigation key to highlight one of the following feature key services:

- Speed Dial
- Call Forward
- Do Not Disturb
- Send IM
- Presence

3. Choose one of the following:

- Press the **Select** soft key to choose a service.
- Press the **Back** soft key to return to the previous menu.

4. Press the **abc/123** soft key to toggle between numeric and alphabetic input.

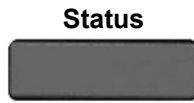
5. Use the dialpad to enter the label for the feature key.

6. Choose one of the following:

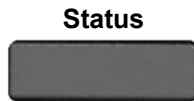
- Press the **Next** soft key to continue. Continue to input information based on the following services:
 - Speed dial. See [To program a Speed Dial feature key](#) on page 152
 - Call Forward. See [To program a Call Forward feature key](#) on page 153
 - Do Not Disturb. See [To program a Do Not Disturb feature key](#) on page 154
 - Send IM. See [To program a Send IM feature key](#) on page 154
 - Presence. See [To program a Presence feature key](#) on page 155
- Press the **Back** soft key to return to the previous menu.

To program a Speed Dial feature key:

To program a Speed Dial feature key, beginning from Step 6 in the procedure “To modify a feature key”:



1. Press the **Select** soft key.

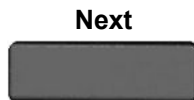


2. Select **Speed Dial**.

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



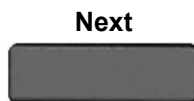
4. Use the dial pad to enter a key label.



5. Press the **Next** soft key to continue.



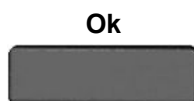
6. Use the dial pad to enter an address.



7. Press the **Next** soft key to continue.



8. Use the dial pad to enter a Call Subject associated with the Speed Dial contact. You can leave this blank if you do not want to include a Call Subject.



9. Choose one of the following:

Cancel



Yes



No



- Press the **Ok** soft key to confirm the entry and move to the next step.
- Press the **Cancel** soft key to return to the previous step.

10. Choose one of the following:

- Press the **Yes** soft key to activate auto-retrieve of held call on hang up of speed dial.
- Press the **No** soft key to return to the previous step.

To program a Call Forward feature key:

To program a Call Forward feature key, beginning from Step 6 in the procedure “To modify a feature key”:

Select



1. Press the **Select** soft key.

2. Select **Call Forward**.

3. Use the dial pad to enter a key label.



Next



4. Press the **Next** soft key to continue.

5. Select a User.

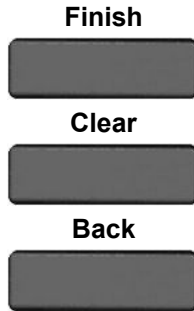
6. Press the **Select** soft key.

Select



7. Use the dial pad to enter the address.

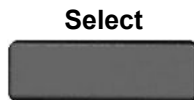




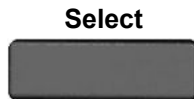
8. Choose one of the following:
- Press the **Finish** soft key to confirm the entry and complete the procedure.
 - Press the **Clear** soft key to erase the entry.
 - Press the **Back** soft key to return to the previous menu.

To program a Do Not Disturb feature key:

To program a Do Not Disturb feature key, beginning from Step 6 in the procedure “To modify a feature key”:



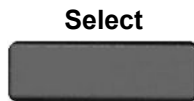
1. Press the **Select** soft key.



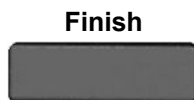
2. Select **Do not disturb**.
3. Press the **Select** soft key.



4. Use the dial pad to enter a key label.



5. Select a User.
6. Press the **Select** soft key.



7. Choose one of the following:
- Press the **Finish** soft key to confirm the entry and complete the procedure.



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

To program a Send IM feature key:

To program a Send IM feature key, beginning from Step 6 in the procedure “To modify a feature key”:

Select



1. Press the **Select** soft key.

Select



2. Select **Send IM**.

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



4. Use the dial pad to enter a key label.

Next



5. Press the **Next** soft key.



6. Use the dial pad to enter an address.

Finish



7. Press the **Finish** soft key to continue.

To program a Presence feature key:

To program a Presence feature key, beginning from Step 6 in the procedure “To modify a feature key”:

Select



1. Press the **Select** soft key.

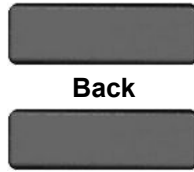


2. Press the **Up/Down** navigation key to highlight one of the following:

- Connected
- Unavailable

Select

3. Choose one of the following:



- Press the **Select** soft key to select Presence.
- Press the **Back** soft key to return to the previous step.



4. You can choose a more detailed presence status as follows for other users to see or you can select **None** if you do not want to give additional information.

5. Choose a presence status:

Appointment	Permanent absence
Away	Playing
Breakfast	Presentation
Busy	Shopping
Dinner	Sleeping
Holiday	Spectator
In transit	Steering
Looking for work	Travel
Lunch	TV
Meal	Vacation
Meeting	Working
On the phone	Worship
Performance	Unknown

*** Note:**

You can create your own Presence message to appear on screen, which become available when you program a feature key as a shortcut. For more information, see [Adding a new Presence state message](#) on page 167.



6. Choose one of the following:

- Press the **Finish** soft key to select the **Presence** detail and finish the procedure.
- Press the **Back** soft key to return to the previous step.

Remove a programmed feature key

You can remove a feature key by using one of the following methods:

- Edit context-sensitive soft keys. See [To remove a feature key using the Edit context-sensitive soft key](#) on page 157.
- Bulk context-sensitive soft keys. See [Remove all programmed feature keys by using the Bulk context-sensitive soft key](#) on page 159.

To remove a feature key using the Edit context-sensitive soft key:

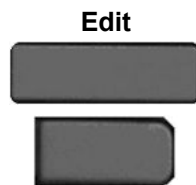


1. Press the **Prefs** soft key, select **Feature Options**, and select **Feature Keys** from the menu. The **Program Key** screen opens as shown in [Feature keys](#) on page 146.

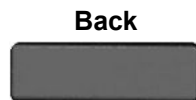


2. To select a feature key to remove, do one of the following:

- Press the **Up/Down** navigation key to scroll through the feature keys to highlight one to remove and press the **Edit** context-sensitive soft key.
- Press the feature key that you want to remove and then press the **Edit** context-sensitive soft key.
- Use the dialpad to select the **Feature** key that you want to view and then press the **Edit** context-sensitive soft key.

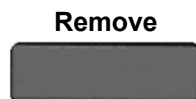


The **Program Key** screen opens as shown in [Figure 31: Edit feature key screen](#) on page 150

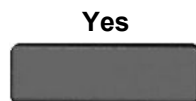


3. Choose one of the following:

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

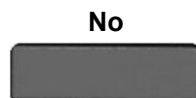


The IP Deskphone displays `Confirm Remove key?`



4. Choose one of the following:

- Press the **Yes** context-sensitive soft key to confirm the removal of the feature key.
- Press the **No** context-sensitive soft key to return to the previous screen without removing the feature key.



Feature key autoprogramming

The feature key autoprogramming provides the user with the ability to cause the IP Deskphone to detect all unused programmable keys, and to automatically fill them as Speed Dial keys, Send IM keys, or Call Forwarding keys using the user Friends list or the user Address Book. The feature key autoprogramming also provides the user with the ability to remove all programmed feature keys from the IP Deskphone.

Autoprogramming does not overwrite feature keys already programmed and when the IP Deskphone detects if a feature key is already configured with Speed Dial, Send IM, or Call Forward for contact, it does not create a new instance.

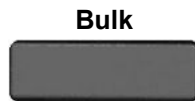
*** Note:**

The autoprogramming feature options are dependent on your service provider and IP Deskphone configuration. If you attempt to use the autoprogram feature (**Bulk** context-sensitive soft key) for a feature that is not available to you, the IP Deskphone displays the message: `This feature is disabled. Contact your provider.`

Autoprogram feature keys:

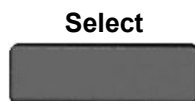
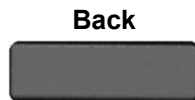


1. Press the **Prefs** context-sensitive soft key, select **Feature Options**, and select **Feature Keys** from the menu.
The Program Key screen opens as shown in [Feature key screen](#) on page 147.



2. Choose one of the following:

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

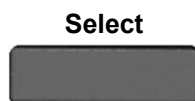


3. Press the **Select** context-sensitive soft key to select menu item **1. Feature key creation**.



4. Press the **Up/Down** navigation key to highlight one of the following services that you want to autoprogram:

- 1. Speed Dial
- 2. Send IM
- 3. Call Forward



4. Choose one of the following:

Back

- Press the **Select** context-sensitive soft key to autoprogram the feature keys with the selected service.
- Press the **Back** context-sensitive soft key to return to the previous step.

Remove all programmed feature keys by using the Bulk context-sensitive soft key:

To remove all programmed feature keys, or an individual programmed feature key, by using the Bulk context-sensitive soft key:

Prefs

1. Press the **Prefs** context-sensitive soft key, select **Feature Options**, and select **Feature Keys** from the menu.

Bulk

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



3. Press the Up/Down navigation key to highlight the **2. Feature key removal** menu item and press the **Select** context-sensitive soft.

Select**All**

4. Press the **All** context-sensitive soft key to remove all the programmed feature keys.

Yes

5. Choose one of the following:

- Press the **Yes** context-sensitive soft key to confirm the removal of all the feature keys.

No

- Press the **No** context-sensitive soft key to return to the previous screen without removing the feature keys.

Remove individual programmed feature keys by using the Bulk context-sensitive soft key:

Bulk**Back**

1. Choose one of the following:

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



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

The **Program Key** screen opens listing all the feature keys. See [Feature key screen](#) on page 147.

3. To select a single feature key to remove, do one of the following:

- Press the Up/Down navigation key to scroll through the feature keys to highlight one and press the **Remove** context-sensitive soft key.
- Press the **Feature** key that you want to remove and then press the **Remove** context-sensitive soft key.
- Use the dialpad to select the **Feature** key that you want to view and then press the **Remove** context-sensitive soft key.

OR

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

Creating a feature key using the Copy key

You can create a feature key for Speed Dial, Call Forward, or Send IM by pressing the **Copy** fixed key when you are viewing any of the following:

- a highlighted entry in an Address Book list
- a highlighted entry of your Call Inbox

To designate a feature key by using the Copy key:



1. Open your Address Book or Call Inbox. Highlight the entry you want to use for the feature key, and then press the **Copy** fixed key.



Select



Set



Next



Back



2. Press the **Up/Down** navigation key to highlight Speed Dial, Call Forward, or Send IM from the menu.

*** Note:**

Presence and Do Not Disturb are not programmable by using the **Copy** key.

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

4. Choose one of the following:

- Press the **Up/Down** navigation key to highlight the feature key to which to copy the information to and press **Set**.
- Press the **Feature** key that you want to use for the service selected.

5. Use the dialpad to enter the label for the feature key.

6. Press the **Next** soft key to continue. Continue to input information based on the selected service:

- Speed Dial — see [To program a Speed Dial feature key](#) on page 152.
- Call Forward — see [To program a Call Forward feature key](#) on page 153.
- Send IM — see [To program a Send IM feature key](#) on page 154.
- Presence — see [To program a Presence feature key](#) on page 155.

OR

Press the **Back** soft key to return to the previous menu.

Using Call Forward

Use the Call Forward feature to direct incoming calls to an alternate destination. You can continue to make calls from the IP Deskphone but all incoming calls are redirected to the new destination.

When you forward a call to another IP Deskphone, the IP Deskphone receives the call displays the name and SIP address (if present) of the caller, the name and SIP address (if present) of the original called party, and any subject message included with the call. This ensures that the user who receives the forwarded call knows that the call is forwarded from you, who the call is from, and any subject message that is included.

*** Note:**

Not all service providers display forwarded calls as described. Contact your system administrator or service provider for more information about Call Forward.

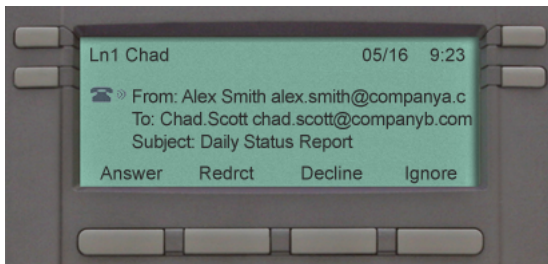


Figure 32: Incoming call display for a forwarded call

When the address or subject line is long, you can scroll by using the left and right navigation keys.

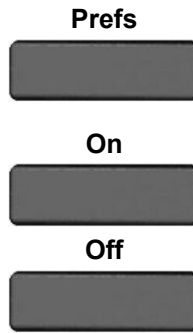
Table 9: Privacy setting and IP Deskphone display for Call Forward

Privacy setting	IP Deskphone display
None	From: Robert (robert@companyb.com) To: Alice (alice@companya.com) Subject: Calling to discuss budget.
All	From: Anonymous To: Alice (alice@companya.com) Subject: Calling to discuss budget.
Address	From: Robert To: Alice (alice@companya.com) Subject: Calling to discuss budget.
Name	From: robert@companyb.com To: Alice (alice@companya.com) Subject: Calling to discuss budget.

Call Forward reminder signal

When you forward your calls to another user or IP Deskphone, you have the option to program the IP Deskphone to remind you that incoming calls can be forwarded. This notification is an audible signal you hear when you go off hook and a change to the ring pattern when a call is incoming.

To activate or deactivate this notification:



1. Press the **Prefs** context-sensitive soft key, select **Feature Options**, and select **Call Fwd Notification** from the menu.

2. Choose one of the following:

- Press the **On** context-sensitive soft key to activate Call Forward Notification
- If the Call Forward Notification is activated, press the **Off** context-sensitive soft key to deactivate the feature.

* Note:

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

Activate Call Forward

To forward your calls or change the number where calls are forwarded:



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

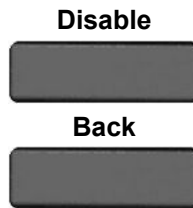
2. Enter the phone number or SIP address where you want to forward your calls.

3. Choose one of the following:

- Press the **Forwrd** context-sensitive soft key to accept the number and return to the Services Menu.
- Press the **Clear** context-sensitive soft key to clear the input line.
- Press the **Back** context-sensitive soft key to cancel the input and return to the **Services** menu.

Deactivate Call Forward

To deactivate Call Forward:



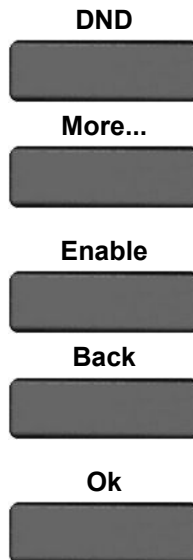
Choose one of the following:

- Press the **Disable** context-sensitive soft key to deactivate Call Forward and return to the **Services** Menu.
- Press the **Back** context-sensitive soft key to cancel deactivating the Call Forward and return to the **Services** menu.

Configuring Do Not Disturb

Use Do Not Disturb to automatically block all incoming calls. When you activate this feature, the calling party receives a busy signal.

To enable Do Not Disturb:



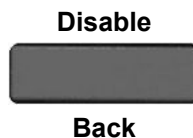
1. Press the **DND** context-sensitive soft key on the idle display (press the **More...** context-sensitive soft key until DND appears).

2. Choose one of the following:

- Press the **Enable** context-sensitive soft key to configure the IP Deskphone to Do Not Disturb.
- Press the **Back** context-sensitive soft key to return to the previous menu.

3. Press the **Ok** context-sensitive soft key to return to the Services menu.

To disable Do Not Disturb



1. Choose one of the following:

- Press the **Disable** context-sensitive soft key to configure Do Not Disturb.



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

Ok



- 2.
2. Press the **Ok** context-sensitive soft key to return to the **Services** menu.

Configuring a Presence state

You can configure a presence state to enable other users to see information about your availability. You can select from a list of pre-made messages or create a new message to display for your presence state.

To configure a Presence state:

Presnce



1. Press the **Presnce** context-sensitive soft key (press the **More...** context-sensitive soft until **Presnce** appears).

State



Change



2. Choose one of the following:

- Press the **Change** context-sensitive soft key to change your current Presence state.
- Press the **Back** context-sensitive soft key to return to the Services menu.

Back



3. Press the **Up/Down** navigation key to highlight either:

- Connected
- Unavailable

Select



4. Choose one of the following:

- Press the **Select** context-sensitive soft key to continue to the next screen.
- Press the **Back** context-sensitive soft key to return to the previous step.

Back





You can choose a more detailed message for other users to see, or you can select **None** if you do not want to provide additional information.

5. Select one of the following Presence states:

- Appointment
- Away
- Breakfast
- Busy
- Dinner
- Holiday
- In-Transit
- Looking For Work
- Lunch
- Meal
- Meeting
- On The Phone
- Performance
- Permanent Absence
- Playing
- Presentation
- Shopping
- Sleeping
- Spectator
- Steering
- Travel
- TV
- Vacation
- Working
- Worship
- Unknown

*** Note:**

You can create your own Presence messages to appear on screen, which become available when you program a feature key as a shortcut.

Select

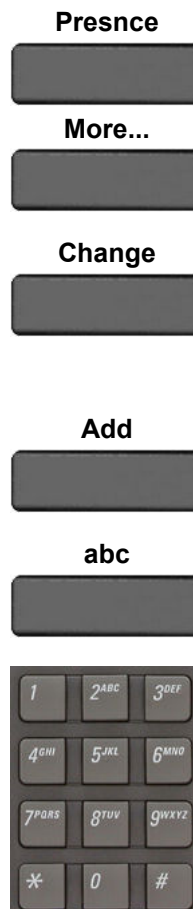
6. Choose one of the following:



- Press the **Select** context-sensitive soft key to select the Presence state and move to the confirmation screen.
 - Press the **Add** context-sensitive soft key to enter a custom note. For more information, see [Adding a new Presence state message](#) on page 167.
 - Press the **Back** context-sensitive soft key to return to the previous step.
7. Press the **OK** context-sensitive soft key to confirm the Presence state selection.

Adding a new Presence state message

To add a new Presence state message:



1. Press the **Presnce** context-sensitive soft key (press the **More....** context-sensitive soft key until **Presnce** appears).
2. Press the **Change** context-sensitive soft key.
3. Select **Connected** or **Unavailable** from the menu.
4. Press the **Add** context-sensitive soft key.
5. Press the **abc/123** context-sensitive soft key to toggle between alphabetic and numeric characters.
6. Use the dialpad to enter a new Presence state message.



7. Choose one of the following:

- Press the **Ok** context-sensitive soft key to confirm the entry and complete the procedure.
- Press the **Back** context-sensitive soft key to return to the previous step.

Configuring Privacy settings

You can restrict caller information coming to the IP Deskphone or caller information leaving the IP Deskphone. You can restrict the name, SIP address, or both from appearing on the screen.

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:

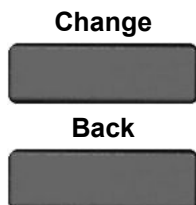


1. Press the **Prefs** context-sensitive soft key, select **Misc Options**, and then **Incoming Privacy** from the menu.

2. 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)

3. Choose one of the following:



- Press the **Change** context-sensitive soft key to change the Incoming Privacy restriction to the highlighted restriction.
- Press the **Back** context-sensitive soft key to return to the previous menu without implementing any changes.

Outgoing call privacy

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

To configure Outgoing Call Privacy:



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

2. 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)

3. Choose one of the following:

- Press the **Change** context-sensitive soft key to change the Outgoing Privacy restriction to the highlighted restriction.
- Press the **Back** context-sensitive soft key to return to the previous menu without implementing any changes.

Multiple Appearance Directory Number

Multiple Appearance Directory Number (MADN), also known as Bridge Line Appearance, and using Single Call Appearance (SCA) allows multiple IP Deskphones to appear as a single line to the caller. Any of the IP Deskphones with an active MADN feature can initiate or answer a call, but only one call can be active at a time. However, other telephones that are part of the same MADN line can join the active call by going off hook.

You can prevent others from joining the call by using the MADN feature to make the call private. To make the call private, you dial a special code (Vertical Service Code) so that the call server knows that the call is private. To dial a Vertical Service Code on an IP Deskphone, you must first initiate a new call by pressing the **Action** context-sensitive soft key, select **New Call/Conference**, and then dial the Vertical Service Code that is provided by your system administrator or service provider.

*** Note:**

The MADN feature is only available when you connect to a call server that supports it. Your system administrator manages the MADN feature and enables the MADN feature on your IP Deskphone if required.

When multiple IP Deskphones are configured with a MADN SCA feature, they share one single Directory Number (DN) that is available to the user. An incoming call to this DN or to any SIP address of the users of the MADN SCA group causes all the IP Deskphones to ring. Also, any user of the MADN SCA group can join a call initiated from any of the IP Deskphones of that group.

Any user that joins a call with the MADN SCA feature can put the call on hold and prevent other users within the MADN SCA group from joining.

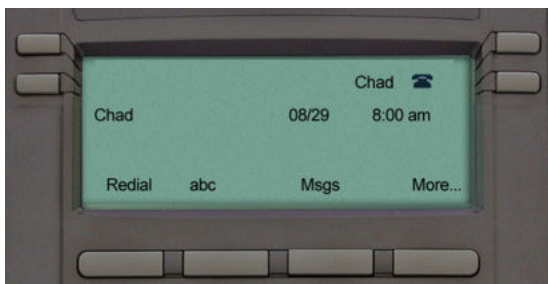


Figure 33: MADN SCA shared line not active



Figure 34: MADN SCA shared line active

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.

PC Client softphone interworking with the IP Deskphone

This feature allows you to access the functionality of the IP Deskphone using a PC Client softphone. The Click-to-Answer function allows you to answer an incoming call to the IP Deskphone by clicking a button on your PC Client running on your PC. The call continues as if you answered it using the **Answer** context-sensitive soft key on the IP Deskphone.

This feature allows you to control a call coming to the IP Deskphone using a softphone client on the PC. The call data is actually sent and received by the IP Deskphone. This feature does not support the **Copy** context-sensitive soft key.

Answer-Mode Settings

For an Avaya 1220 IP Deskphone to automatically be answered on your PC Client softphone, you must pre-grant authorization to the user or user groups who are making the request for an automatic answer.

Press **Prefs > Feature Options**, and then select **Answer-Mode Settings** to request an automatic answer to the callers.

The following options are available for the **Answer-Mode Settings** page:

- **Allow Mode** — to select a mode. The options for the Allow Mode are as follows:
 - Disabled (uses Allow Addresses list)
 - Friends
 - Directory (includes all Friends)
 - Public (includes all users)
- **Allow Addresses** — to edit the list of address.

The following context-sensitive soft keys are available for the **Answer-Mode Settings** page:

- **Select** — opens the **Allow Mode Options** page if **Allow Mode** is highlighted; opens the **Address Info** page if **Allow Addresses** is highlighted.
- **Back** — to return to the **Feature Options** page.

Allow-Mode Options

The **Allow-Mode Options** screen enables you to allow automatic requests for Allowed Addresses only (Disabled mode), Friends, Directory, or Public users.

The following context-sensitive soft keys are available for the **Allow-Mode Options** page:

- **Select** — opens the **Allow-Mode Options** page if **Allow Mode** is highlighted; opens the **Address Info** page if **Allow Addresses** is highlighted.
- **Back** — to return to the previous screen.

Address Info

The **Address Info** screen allows you to preauthorize requests to automatically answer to a list of user-entered domains and SIP addresses.

The screen displays the following instructions:

Enter Allowed Address

and press Save:

>

The following options are available for the **Address Info** page while adding or editing an address:

- **Save** — to save the entered domain and SIP address into the list and displays the list.
- **abc/123** — to change between alphanumeric and numeric entry.
- **Clear** — to erase all entered characters.
- **Back** — to return to the previous screen.

The **Address Info** screen displays the domains and SIP addresses in a list. If the list is long, you can scroll down the screen until you have reached the last entry.

The following context-sensitive soft keys are available for the **Address Info** page while viewing the allowed address list:

- **Add** — to add the entry content.
- **Edit** — to select the current entry and edit the entry.
- **Delete** — to delete the selected domain from the list.
- **Back** — to return to the **Answer-Mode Settings** screen.

Automatic remote software updates

Note:

Your system administrator must enable **Remote Check For Update** for this feature to work.

Your IP Deskphone may be configured to perform automatic software updates. If this feature is configured, the IP Deskphone displays a message 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.

Busy Lamp Field

The Busy Lamp Field (BLF) is an alternate presence-monitoring mechanism for the IP Deskphone that allows presence functionality on proxies that support BLF.

BLF is an icon state for a corresponding Speed Dial key on an IP Deskphone; the icon state tells you if another extension connected to the same SIP server is busy. You do not enable or disable this feature; BLF is configured by your system administrator. If BLF is enabled, the IP Deskphone subscribes to the proxy and receives the presence state list for all the users it is configured to watch. Call states and the corresponding presence icons are shown in the following table:

State	Meaning	Icon
Unknown	The presence of the monitored IP Deskphone is unknown	
Terminated	The monitored IP Deskphone is not involved in a call and is available	
Ringing	The monitored IP Deskphone is ringing	 Flashing
On the phone	The monitored IP Deskphone is busy on a call	

 **Note:**

If you have the required permissions you can answer a call placed to a monitored IP Deskphone. To answer, press the flashing **Ringing** button.

Chapter 15: Multiuser

The Multiuser feature allows multiple SIP user accounts to be active on the IP Deskphone at the same time. This allows a single IP Deskphone to be shared among multiple users each with their own account, allowing each user to receive calls without logging off other users.

You can have multiple user accounts (for example, a work account and a personal account) active at the same time on the same IP Deskphone.

Initial login

For an initial login, you must enter a user name and password and specify your login to either be permanent or to expire. You can also specify which SIP domain you want to access. The **Domain** key allows you to select a domain from the configured list but you cannot modify the domains.

You can change the language used at the login screen.

The following figure shows the primary login screen.

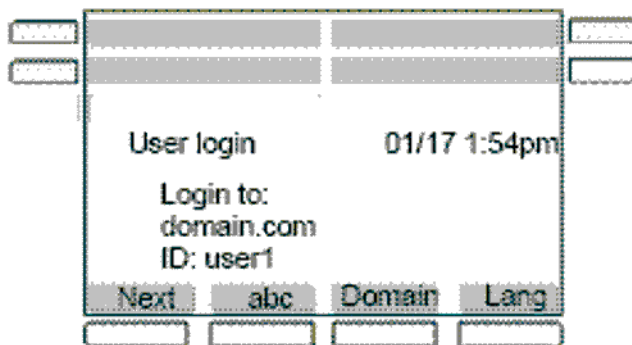


Figure 35: Primary Login screen

After you are logged in, the IP Deskphone displays the Idle screen.

You can configure up to five profiles. If the limit is exceeded, then the least recently used profile is automatically deleted.

Related topics:

[Additional logins](#) on page 176

[Automatic login](#) on page 176

Additional logins

The Login command in the **System** menu allows you to register additional accounts.

*** Note:**

You cannot change the language in a secondary login.

The following figure shows the secondary login screens.

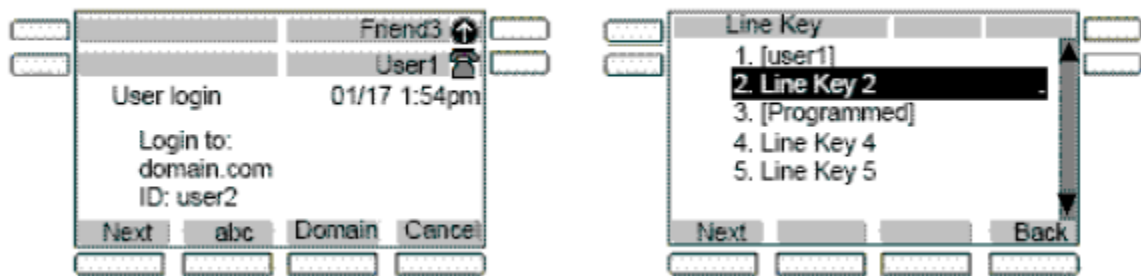


Figure 36: Secondary Login screens

You can specify the Line Key to which the new account is associated. By default, the first unused key is selected. If the configured limit is reached on concurrent logins, then the selected login command displays an error message.

The initial login message `login in process` displays during the login operation.

During the login process, the IP Deskphone can receive calls for user accounts that are already registered; however, other features are not available until the login process is complete.

No profile selection prompt is displayed for the secondary account and no profile is created.

Automatic login

If the automatic login feature is enabled and you were logged in when the IP Deskphone was switched off, the IP Deskphone automatically logs you back in upon startup. If multiple users were logged in, then they are all logged back in one after the other.

If the automatic login feature is disabled, then the automatic login does not occur.

It is possible to provision the IP Deskphone with user credentials for automatic login even on the initial startup. With the addition of multiuser support, it is also possible to provision multiple

accounts in the same way. For more information about different autologin scenarios, see [Primary account logout](#) on page 177.

Logging out

The logout command prompts you to select an account, asks for confirmation, then proceeds to log out the account. Logging out an account frees the corresponding Line key. Logging out does not require a password.

For more information about logging out, see [Logging off from the IP Deskphone](#) on page 54

The following figure shows the logout screens.

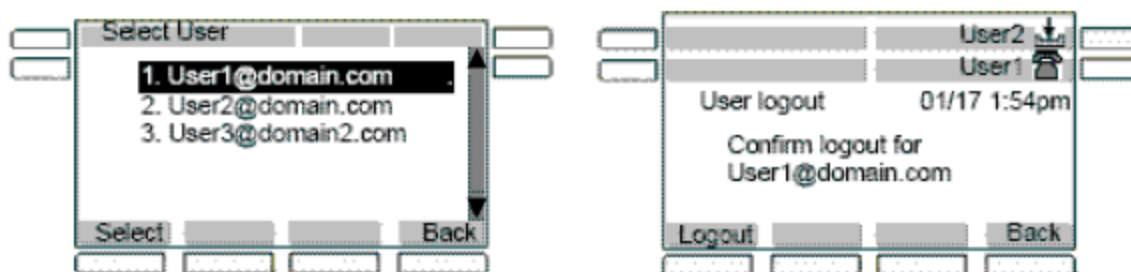


Figure 37: Logout screens

Related topics:

[Primary account logout](#) on page 177

[Secondary account logout](#) on page 178

Primary account logout

Logging out of the primary account causes all other accounts to log out automatically and the IP Deskphone to display the login screen. The secondary accounts are logged back in automatically when a new primary account is registered or the same primary account is re-registered.

If the IP Deskphone is restarted after logging out of the primary account, it returns to the login screen. Logging in a new primary account leads to automatic login of secondary accounts.

The list of programmed feature keys is part of the IP Deskphone profile. As a result, logging out of one primary account and logging in on a different account could change the set of feature keys. If a secondary account was assigned to a key that is also in the set of feature keys, the

secondary account takes precedence: it is logged in, and the feature key acts as a Line key. If the account is logged out manually, the programmed feature key becomes available.

Secondary account logout

You can log out of a secondary account by selecting the secondary account in the Logout **Select User** screen. This causes the secondary account to be removed from the autologin list. If you restart the IP Deskphone, the secondary account is not logged back in.

Server failover

If the connection to your account proxy is lost, then the IP Deskphone notifies your account and periodically attempts to reconnect. Some features remain accessible for other accounts (for example, incoming calls), but other features are not available until connection is reestablished or you cancel the re-connection. Cancelling the call has the same effect as logging out. If you are the primary account, the IP Deskphone returns to the initial login screen. If you are logged in on a secondary account, that secondary account is removed from the list of secondary accounts that are logged in on automatic login.

If more than one account loses connection, the IP Deskphone attempts to reconnect the accounts in sequence. The first account to lose connection retries until it re-registers or you cancel the attempt, after which a reconnect attempt begins for the next account. Canceling the re-connection attempt of the primary account immediately abandons attempts for all other accounts, logs out secondary accounts that are still connected, and returns the IP Deskphone to the login screen.

A single login queue is used for automatic logins and failover. This means that if automatic logins are still pending when an account cannot connect, a reconnection attempt for that account only begins after all automatic logins have completed or are cancelled.

Related topics:

[Cable unplugged](#) on page 178

Cable unplugged

If the IP Deskphone detects that the network cables are unplugged while accounts were logged in, then the IP Deskphone assumes that all accounts have lost their connection to the server. When you reconnect the cable, the IP Deskphone proceeds to re-register all accounts starting with the primary account.

Upgrade impacts to user profiles

In previous releases of the IP Deskphone software, user profiles were associated to user names rather than accounts; one user profile could be associated with multiple user names. After the IP Deskphone is upgraded to SIP Release 3.x or later software, the IP Deskphone may contain user profiles with old user name associations.

When a primary account with no associated profile is registered, the IP Deskphone looks for an old user profile associated with that user name. If an old user profile associated with that user name is found, the user profile becomes permanently associated with that account and is no longer associated to a list of user names.

Example:

An Avaya 1220 IP Deskphone with SIP Software Release 2.x has the following user accounts logged in and logged out.

- user1@domain1.com
- user2@domain1.com
- user1@domain2.com

A user profile is created for the first account and is reused for the second account. The third account reuses the same profile, as it has the same user name as the first account.

The IP Deskphone is upgraded to SIP Software Release 4.x.

- A user logs to the primary account “user3@domain1.com”. No profile is found for that account; a new profile is created automatically.
- The user logs out, then logs to the primary account “user2@domain1.com”. No profile is found for that account, but a Release 2.x user profile is found to be associated to the user name “user2”. The profile becomes associated to “user2@domain1.com”. The profile is loaded and user2 now has access to the call logs and most preferences available before the upgrade.
- User2 logs out, then logs in “user1@domain1.com”. User1 had a profile before the upgrade, but that profile has now been associated to the user2 account; therefore a new profile is created.

Not all the information in old profiles is preserved. The preference settings (for example, voice mail ID) are discarded in the upgrade.

Line keys

Each registered user is associated to a separate line key. Each line key displays the name of the registered account and some basic state information for that account.

The primary account is always associated to the first (bottom-right) line key of the IP Deskphone. If you are a secondary user, the order of the next available line key is from bottom to top and right to left on the IP Deskphone, followed by the keys on the Expansion Module from bottom to top and right to left. You can select a different available line key for secondary accounts during the login process

The following figure shows the Avaya 1220 IP Deskphone with an Expansion Module for Avaya 1200 Series IP Deskphones and multiple accounts.

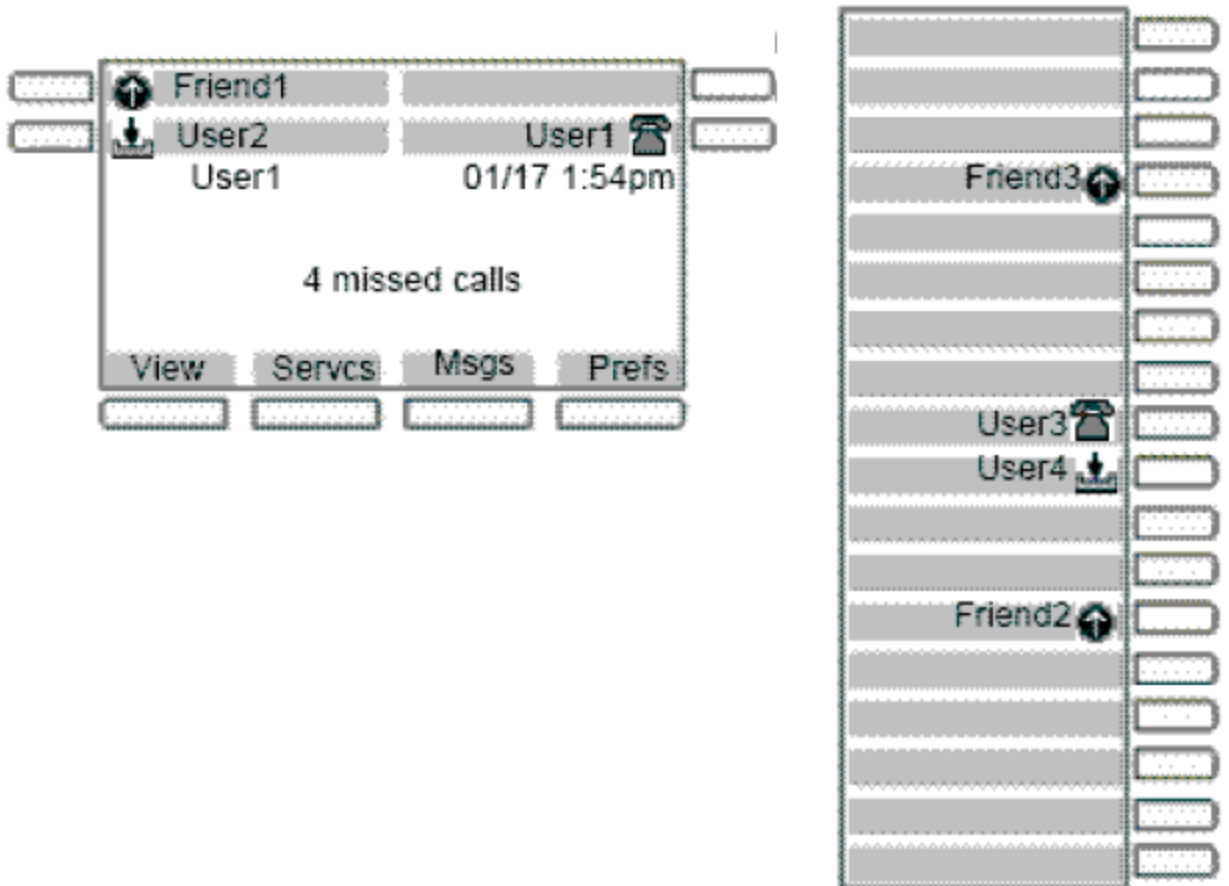


Figure 38: 1220 IP Deskphone with Expansion Module and multiple accounts

Pressing a line key either brings up a dialing prompt, initiates a call to a pre-selected target, or answers an incoming call. For more information see [Making a call](#) on page 181.

At **Select Account** prompts (such as the Logout screen and User Settings screen), pressing a line key highlights the corresponding account.

Each line key reflects the state of its account.

- If there is a call for the account, a phone icon shows the state of the call whether it is on hold, or ringing.
- If there is more than one call, the state of the most active call is displayed. Missed incoming calls and new voice mail messages for the account are indicated with an icon.

This supplements the **nn missed calls** message on the idle screen and the red LED, which cannot provide per-account information.

MADN, Do Not Disturb, and Call Forwarding features also affect the appropriate line key icon of the account.

Making a call

You can place a call using any of the registered user accounts. The selected user account determines which proxy is used, which domain name is used for the call target if none was specified, who the target sees is calling, and what service package-dependent features are available.

The ways to initiate an outgoing call fall into two categories:

- always using the primary user's account
- using a different, explicitly-selected account. The usual way to select an alternate account is to press the line key of that account to obtain a dialing prompt.

If you initiate dialing by pressing digits from the Idle screen, the primary account is used after you lift the handset, press the headset key or press the handsfree key. The same applies if you initiate a call from the Inbox or Instant Messages screen.

Similarly, the primary account is used when a dial prompt is first obtained after you lift the handset, press the handset key, or press the headset key, and the call is initiated by pressing digits from the Idle screen or by pressing the **Send** context-sensitive soft key.

If you initiate a call by pressing a line key, the user account associated with that line key is used when the call is initiated.

If you initiate a call from the Address Book or Friends list, the account that is selected to display the list is the same account that establishes the call. For more information, see [Receiving a call](#) on page 182 and [Menu features](#) on page 183.

In all cases, if you initiate the call by pressing a line key, then the account associated with that particular line key takes precedence.

For example, pressing Line Key 1 to obtain a dial prompt, dialing, then pressing Line Key 2 initiates the call using the account associated with Line Key 2. However, there are cases where pressing a Line Key does not initiate dialing (for example, Address Book in Select mode).

While the outgoing call is ringing, the selected account is displayed on screen on a **From:** line.

Receiving a call

When you receive an incoming call, the displayed information shows which account the call is intended to reach. The line key of the corresponding account displays an **incoming call** icon. The call can be answered by:

- pressing the **Answer** context-sensitive soft key
- taking the handset off hook
- pressing the headset or handsfree key
- pressing the appropriate line key of the account

 **Note:**

You cannot use a different account to answer the call.

If the IP Deskphone receives multiple calls at the same time, a list (sorted by the most recent incoming call first) of all active and incoming calls appears. After you select a specific call in the list, you can either answer the call or process the call.

If the calls are for different accounts, then the line keys associated with the accounts receiving the incoming calls display an incoming-call icon.

An **incoming-call** icon provides visual feedback. You can answer the call by pressing the line key directly without having to select the call. This automatically puts other active calls on hold.

Being in a call

When a single call is active, the screen displays the local account in use and the remote user. If multiple calls are active, each call appears on a single line. The local account for the active call appears on the context line. Each line key reflects the most active call state of its account.

The active call is affected by operations such as call transfer or call parking. One exception is the New Call action, which uses the primary account by default; this can be overridden by pressing another line key to initiate the call.

Joining calls into a specific conference always uses the conference server of the primary account. Accounts which cannot access the server cannot join the conference.

After you create an ad-hoc conference, you can join additional calls into the same conference. You cannot create more than one ad-hoc conference at a time.

Three-way calls can join any two calls, regardless of the account. The service package of the account to which a call is associated determines which operations (for example, Call Park) are available on that call. After you have established a 3-way call, the Join functionality becomes unavailable until the 3-way call is terminated.

The following figure shows two examples of the 1220 IP Deskphone — with one call and with multiple calls.

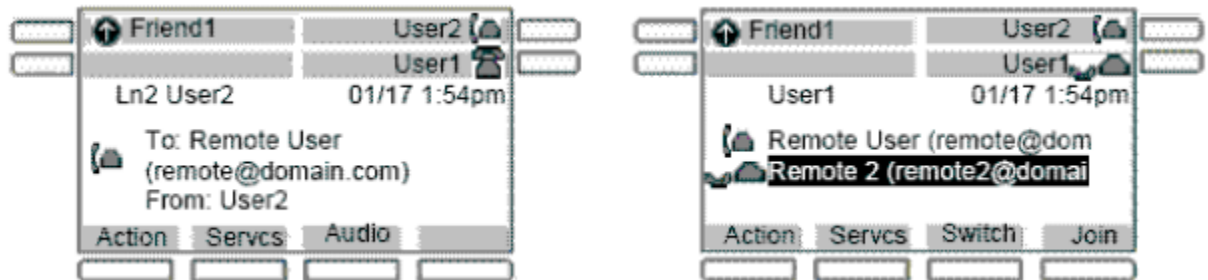


Figure 39: 1220 IP Deskphone with one and multiple calls

Instant Messages

Only the primary account can send or receive instant messages. Incoming messages for secondary accounts are rejected; they are not displayed on screen, and are not added to the instant message logs.

Menu features

The IP Deskphone menu displays are customized to match the service package of the active account that is accessing the menu. In most cases, menus are accessed from the Idle screen and the primary account is active. For example, you can only use the **Retrve** context-sensitive soft key to retrieve a parked call if call parking is allowed by the service package of the primary account.

Similarly, accessing the Address Book, either through the corresponding hard key or through the **View** menu, usually displays the Address Book of the primary account. However, accessing the Address Book in select mode (for example, while dialing, or selecting an item for a speed dial key) accesses the address book of the latest user account used on the address-input screen.

Modifying settings

A number of preferences, in particular Voice Mail and IM settings, are per-account. The main **Preferences** menu includes a **User Settings** entry. Selecting this entry prompts you to select a registered account. After selecting an account, a menu appears that lets you modify the settings of that account.

Related topics:

[Per-account call notification options](#) on page 184

[IM Settings](#) on page 184

[Voice Mail Settings](#) on page 184

[Remembering settings after logout](#) on page 185

Per-account call notification options

The **Call Settings** entry in the **User Settings** menu provides a number of configuration options relating to how incoming calls for a particular account are treated:

- what kind of audio alert should be used (ring tone, beep, nothing)
- whether the red LED should blink
- whether the call should be added to the Incoming Calls log


IM Settings

IM Settings is located under **User Settings**. Any change in settings on the primary account takes effect immediately. You can also modify settings for a secondary account, but they do not take effect until that account registers as the primary account.

Voice Mail Settings

Voice Mail Settings is located under **Prefs > User Settings**. You can program different voice mail addresses and IDs for each account. To access the voice mail of a secondary account, press the line key of the secondary account to obtain a dial prompt, and then press the **VMail** context-sensitive soft key.

Waiting voice mail messages are reported in two ways:

- The red LED is lit if any account has a waiting message.
- A special icon (a shaded envelope) is displayed on the line key of each account with a waiting message (unless the account is in a call). 

Remembering settings after logout

For each profile, up to 24 sets of per-account settings are always remembered. If you have configured settings for an account, after the account is logged out, the settings are restored when the account is logged back in as either a primary or secondary account.

When an account is logged in without settings saved in the profile, a new set of default settings is created for it. If there are already 24 sets of per-account settings in the profile, one setting for which the account is not currently registered is discarded, and the new setting is saved.

Programmable keys

A line key associated with a registered account cannot be used for programmable features. The **Program Key** screen lists all the line keys. All line keys associated with an account are displayed as such, and selecting them displays an error message.

The **Do Not Disturb**, **Call Forward**, and **Presence** keys are associated to a specific user account when they are created, and determine which account's status to affect. For more information, see [User status](#) on page 187.

By default, you can press a **Speed Dial** programmed key to initiate a call using the primary account. If a line key is pressed to obtain a dialing prompt and then a speed dial key is pressed, the account of the line key is used. When accounts are registered on different domains, you can only program and use speed dial keys with targets that are reachable on the domain of the secondary account. It is possible to program and use speed dial keys with targets that are only reachable on the domain of a secondary account. The Speed Dial keys always uses the primary account to determine the presence state of the target.

Instant Message keys always use the primary account, because IM support is disabled for secondary accounts.

Related topics:

[Inbox log and IM log](#) on page 186

Inbox log and IM log

There is a single Inbox and a single Instant Message log for each profile. The detailed view of the call log entry indicates the local account associated to each entry; that is, the source of outgoing calls and the target of received calls.

The following figure shows an example of the Inbox in **Call Details** view.

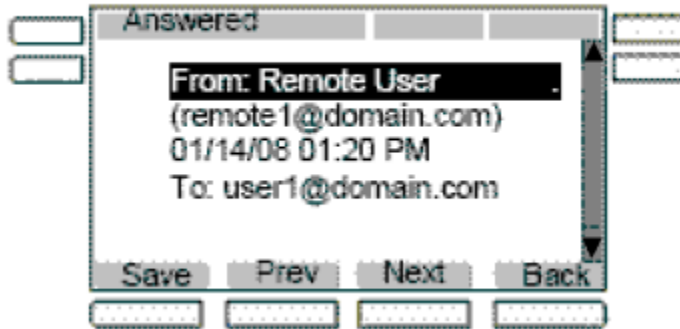


Figure 40: Inbox: Call Details view

Call logs and IM logs provide many ways of initiating a call to the address identified by the selected entry, such as lifting the handset. In most cases, the primary account is used. However, if you press a line key to initiate the call, the call uses the account associated with the line key.

If call logs and IM logs are invoked in **Selection** mode; you cannot initiate a call directly. In this case, the **Select** context-sensitive soft key populates a dial prompt or other input field with the selected target. The operation already in progress determines which account to use. For example, if you press the line key to obtain a dial prompt, press the **Inbox** key to select a target, press **Select**, then press **Send**, then the line key that was originally pressed determines the account.

Address books

Each profile contains a local address book, which is independent from all network address books.

Accessing the Address Book in **View** mode (by pressing the Directory hard key from the Idle screen) displays the address book of the primary account. If the primary account does not have a network address book, then the local address book is accessed.

Accessing the Address Book in **Selection** mode always accesses the address book of the current account. For example, after obtaining a dial prompt by pressing Line Key 2, pressing

the Directory key accesses the address book of the account associated to Line Key 2. The network-based directory of the appropriate account is accessed only if it is available; otherwise, the local address book is used.

The network-based address book of secondary users can only be accessed in **Selection** mode. You cannot modify the address book of a secondary account on the IP Deskphone. However, modifications made remotely to the address book, such as using a different client or the Personal Agent, are reflected on the IP Deskphone. The local address book is shared by all accounts that do not have a network-based address book.

You can modify the local address book only if the primary account has no network-based address book. Changes to the network-based address book of the primary account are not reflected in the local address book.

The **Friends** view always accesses and modifies the address book of the primary account (local or network-based). There is no selection mode for the Friends view. You can only monitor and view the presence information of Friends of the primary account in Friends view.

User status

This section describes the features associated with the User status.

Related topics:

[Do Not Disturb](#) on page 187

[Call Forwarding](#) on page 188

[Presence](#) on page 189

Do Not Disturb

Selecting the **Do Not Disturb** command from the **Services** menu prompts you to specify which account should be placed in DND mode. The option **all** allows you to place all accounts in DND mode. Selecting an option requests you to confirm the operation before proceeding. The option **all** is highlighted by default.

Activating DND for a specific account automatically causes calls to that account to be rejected with a busy indication; however, calls to other accounts can be received. When DND mode is active for an account, the line key of the particular account periodically displays a DND indicator on its label.

The following scenarios apply to DND:

- If you select a single account and the account is already in DND mode, then you are asked if you want to disable DND rather than asked if you want to enable DND.
- If you select a single account and the account has Call Forwarding active, then an error message appears indicating that DND cannot be activated.
- If you select the option **all** and if at least one account is not in DND mode, then the DND mode is activated for all accounts. If any account is in Call Forward mode, Call Forward is disabled.
- If you select the option **all** when all accounts are in DND mode, DND mode is deactivated for all accounts.

When using a programmed DND feature key, the account that is impacted by the DND feature key is determined when the feature key is configured. When the DND feature key is pressed, the DND feature behavior is the same as previously described, except no confirmation prompt is displayed. The operation is performed immediately, and a message indicating what was done is displayed.

DND mode for each account is persistent. If you restart the IP Deskphone, or log out and log in, the account maintains the original state.

Call Forwarding

Selecting the **Call Forward** command from the **Services** menu prompts you to specify which account must be placed in Call Forward mode. The option **forward all** places all accounts in Call Forward mode in one operation and the option **forward none** deactivates Call Forward for all accounts at once.

The following scenarios apply to Call Forward:

- If you activate Call Forward for a specific account, then all calls to the selected account are redirected automatically to the specified address. The target address of the account must be reachable from the domain. Calls to other accounts are still received. The line key label periodically indicates that Call Forward mode is active.
- If you select a single account with neither Call Forward nor DND active, then you are prompted to specify a forwarding target. Call Forward is then enabled. If DND is already active, a message indicating *Do Not Disturb (Ignore all calls) is active* displays. If Call Forward mode is already active, then you are prompted whether to deactivate it.
- If you select the **forward all** option, then all accounts are configured in Call Forward mode using the provided target. DND mode is deactivated for all accounts. If accounts are already in Call Forward mode for a different target, they are updated to use the new target.
- If you select the **forward none** option, the Call Forward feature is deactivated for all accounts for which it is currently active.

After a **single-account CFwd** programmed key is pressed:

- If the account is already forwarding calls to the programmed target, call forwarding is deactivated.
- If call forwarding is not already activated, then the account is configured to forward calls to the given target, disabling DND if necessary, and overriding any other call forward target that might be active for the account.

After a **forward all** programmed key is pressed:

- If all accounts are already configured to forward calls to the key's target, then Call Forward is disabled for all accounts.
- If not, Call Forward is activated for all accounts using the key's target.

For both the **single** key and the **all** key, you can treat the key as a toggle. If no Call Forward or DND operations are selected, pressing the key switches one or all accounts between forwarding to the key's target and not forwarding states.

The Call Forward mode and target for each account is persistent. If you restart the IP Deskphone or logout and login, the Call Forward state is retained.

Presence

Selecting the **Presence** soft key prompts you to specify which presence state of the account should be modified. The option all lets you configure all accounts to the same presence in one operation.

If you select a single account, then the current state of the account is displayed and you are prompted whether it should be changed. You are then prompted to enter the new presence state. The new presence state is applied after it is confirmed.

If the option is selected, no current state is displayed, and you are immediately prompted to select the new state. The new state is then applied to all registered accounts.

When using a programmed **Presence** feature key, the account that is impacted by the **Presence** feature key is determined after the feature key is configured.

After a **single** account **Presence** programmed key is pressed:

- If the account is already configured to the programmed presence state, then the account is configured back to the **Connected** presence state.
- If not, the account is configured to the programmed presence state.

After the **all** accounts **Presence** programmed key is pressed:

- If all accounts are already configured to the programmed presence state, then all accounts are configured to the **Connected** state.
- If not, all accounts are configured to the programmed presence state.

As with Call Forwarding keys, this allows Presence keys to be used as toggles.

However, the presence states are not entirely under your control. Some states are applied automatically (for example, On The Phone). All states are applied by sending a message to the SIP proxy, which can choose not to accept the change. As a result, it is possible for a **set all presence** operation to not result in all accounts being configured to the programmed presence. In such a case, pressing the key again would again attempt to apply the programmed presence; therefore it is more effective to program a separate **Presence** key to configure all accounts to the **Connected** state.

Events that update presence states automatically occur on a per-account basis. For example, the **On The Phone** state is applied to any account for which at least one call is active.

Account presence is not retained after logging out or rebooting.

Notifications

The system displays messages spontaneously on the screen to report events that are not initiated by you. This includes such events as failure to retrieve a service package and availability of a new Location list.

These spontaneous notifications do not indicate which account is affected by the event. In such cases, the affected account is indicated by the message itself.

The following figure shows per-account notification on the IP Deskphone.

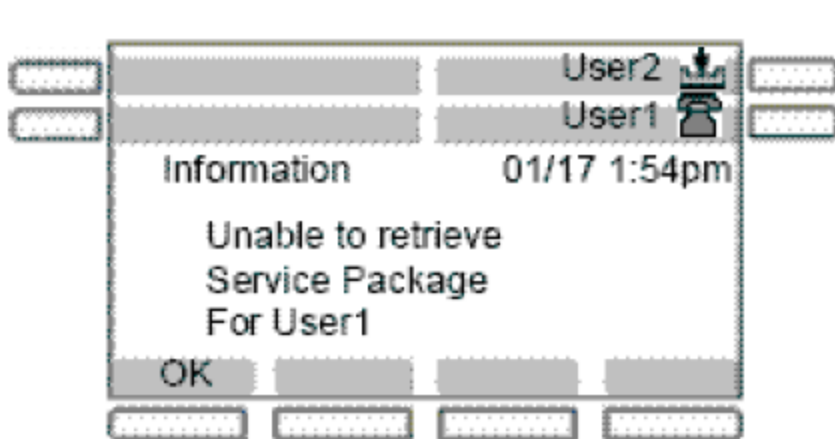


Figure 41: Per-account notifications

It is possible for the same event to occur for multiple accounts at the same time. In this case, they are displayed one after the other.

Account selection

There are a number of scenarios where you are prompted to select an account (for example, logout, per-account settings, programming keys). These scenarios fall into two categories:

1. Prompts where exactly one account must be selected
2. Prompts where an “all” or “none” option is available

In the first case, if you have logged in only one account, then the prompt is not displayed. The single account is selected automatically, and the next screen is immediately displayed. Otherwise, the primary account is always at the top of the list, and is highlighted when the prompt is first displayed. In all cases, pressing the line key of an account highlights the corresponding item in the account list. If no selection is made in a certain amount of time, then the operation is cancelled.

Chapter 16: Advanced features

Viewing the IP Deskphone information

To view the Phone Information for the IP Deskphone, press the **Services** hard key and select **Phone Information** from the menu.



You can view the following information:

- Load Ver
- Software
- E.M Software
- Presence
- FeatActv
- Srv Pkg Location

Press the **Details** context-sensitive soft key to show:

- Primary User
- Primary Domain
- MAC
- IP
- License server
 - Status

Press the **Back** context-sensitive soft key to go back to the **Phone Information** screen.

 **Note:**

You cannot make any changes to the setting from this menu.

To view information about E911, press the **E911** context-sensitive soft key after you access the **Phone Information** screen.

Related topics:

[Accessing the Services menu](#) on page 194

[Checking for Updates](#) on page 195

[Resetting the IP Deskphone](#) on page 195

[Erasing the user data](#) on page 196

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:

Press the **Services** hard key.



The Avaya 1220E IP Deskphone displays the following menu:

1. Search	Use to perform local/global search.
2. Login	Use when the call server supports multiple user logons only.
3. Logout	Use to logoff the IP Deskphone. For more information, see Logging off from the IP Deskphone on page 54.
4. Check for Updates	Use to check for the latest software and configuration update for the IP Deskphone. For more information, see Checking for Updates on page 195.
5. Reset Phone	Use to perform a reset of the IP Deskphone. For more information, see Resetting the IP Deskphone on page 195.
6. File Manager	For more information, see Erasing the user data on page 196.
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 193.

Checking for Updates

You can check for the latest software and configuration update for your IP Deskphone.

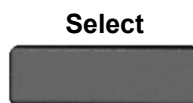
 **Caution:**

You must not request a provisioning update while on an active call because the phone may reboot during processing of the received configuration data. While the phone checks for an update, it activates Do Not Disturb (DND). When the update is finished, DND is deactivated.

To check for the latest update

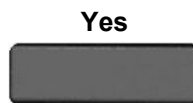


1. Press the **Services** fixed key.



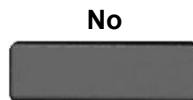
2. Select **Check For Updates**.

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



4. Choose one of the following:

- Press the **Yes** context-sensitive soft key to check for the latest software and configuration update for your IP Deskphone.
- Press the **No** context-sensitive soft key to return to the previous menu without checking for an update.



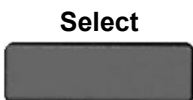
Resetting the IP Deskphone

Use this feature to log out and reregister to the server.

To reset the IP Deskphone:



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

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?

7. 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 eventually want to delete. These files include:

1. **Profiles** — user profile settings
2. **Sounds** — downloaded tones or audio alerts
3. **Languages** — downloaded language files
4. **Logs** — ECR-log file, SIP-log files and its archives.
5. **All files by Logs System** — 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.

*** Note:**

Your phone configuration can prohibit you from deleting files. In this case, if you are prohibited from deleting files, the following message appears:

Action is not allowed. You don't have permissions.

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.

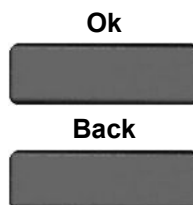
3. Press the **abc/123** context-sensitive soft key to toggle between alphabetic or numeric input.

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.



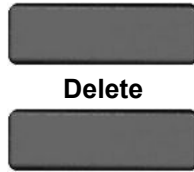
6. Press the Up/Down navigation key to highlight one of the following:

- Profiles
- Sounds
- Languages
- System file
- All files



7. Choose one of the following:

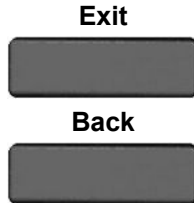
Select



- 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:**

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:



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:



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 log 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

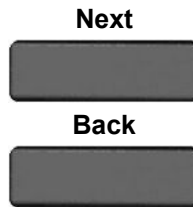


1. Choose one of the following:

- Press the **Next** context-sensitive soft key to delete the system file from the list.
- 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:



1. Choose one of the following:
 - Press the **Next** context-sensitive soft key to delete the system file and user profile.
 - 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

In most cases, the system administrator is the only person authorized to access the Network menu and to use an administration password to access the items. For more information on how to access the Network menu items, see *SIP Software for Avaya 1200 Series IP Deskphones - Administration (NN43170-601)*.

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.

Customizable banner for login

If a login banner with login banner text is configured, the IP Deskphone displays the banner text on the screen as the user logs on.

Changing the IP Deskphone configured language does not change the banner text language. The banner appears only for the primary user of an IP Deskphone. In a multiuser configuration, even when the banner text is enabled, the banner does not appear to the secondary user logins.

The following figure shows an example of the login banner screen



Figure 42: Login banner screen

You dismiss the banner screen by pressing **OK**. Until you dismiss the banner screen, the IP Deskphone switches to DND mode until the banner is dismissed. Outgoing or incoming calls are not allowed other than emergency calls until you dismiss the banner.

You can see pop-up messages or prompts on the bottom of the banner screen after you dismiss the login banner.

Phone Information - Details screen

The **Phone Information — Details** screen displays the Primary user, Primary domain, MAC address, and IP address of the IP Deskphone. The contents of this screen include user and

IP Deskphone identifiable information that may need to be protected (per US Federal/DoD requirements/guidelines).

*** Note:**

To hide information that is protected, the administrator can disable the **Details** context-sensitive soft key on the main **Phone Information** screen.

If the **Details** context-sensitive soft key is disabled, you cannot view details on the **Phone Information - Details** screen.

If the **Details** context-sensitive soft key is enabled, you can view the **Phone Information - Details** screen. In the **Services** menu, select **Phone Information** and then press the **Details** context-sensitive soft key.

The following figure shows an example of the **Phone Information - Details** screen



Figure 43: Phone Information - Details screen

The **Phone Information - Details** screen displays the following information:

- **Primary User:** Primary logged-in User name.
- **Primary Domain:** Primary login domain.
- **MAC:** Device MAC address.
- **IP:** IP Deskphone IP Address
- **Device Licensing/Token usage information:** License or token usage information for the IP Deskphone. It is an optional item in the IP Deskphone information.

To dismiss the **Phone Information - Details** screen and return to the previous display, press the **Back** context-sensitive soft key.

Screensaver/screen lock

You can lock the display of the IP Deskphone using a timed Screensaver/ Lock.

When the screensaver is active, it clears the programmed keys of the plugged-in Expansion Module. If you have logged into the IP Deskphone, then you are not logged out, but the line key label clears and makes the IP Deskphone inactive.

The **ScrnSvr** context-sensitive soft key is located on the idle screen. This key is available only if the screensaver has been enabled, and is accessed by pressing the **More...** context-sensitive soft key until **ScrnSvr** appears. Pressing the **ScrnSvr** context-sensitive soft key causes the screensaver timer to turn off, and activates the previously-selected screensaver.

Choose **Prefs > Display > 3. Display Screensaver** to display the **Screensaver** settings screen.

Select **3. Display Screensaver** to display the **Screensaver** settings screen.

The **Screensaver** settings screen allows you to enable or disable your screensaver/lock. You can also configure various settings such as the delay before the screensaver starts and the banner text to display when the screensaver/lock is active.

The following figure shows the **Screensaver** settings screen.

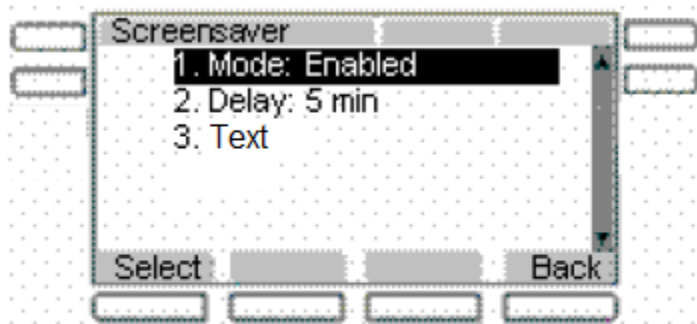


Figure 44: Screensaver settings screen

The following items are displayed:

- **Mode** — to enable or disable the screensaver and choose if the screensaver is to be password protected.
- **Delay** — to configure the time delay before the screensaver is invoked.
- **Text** — to configure the text that appears on the phone display screen when the screensaver is active.

Press **Select** to select the currently highlighted setting.

Press **Back** to exit the **Screensaver** menu.

Mode

The **Screensaver Mode** screen allows you to enable or disable the screensaver/lock.

The following figure shows the **Mode** setting screen.

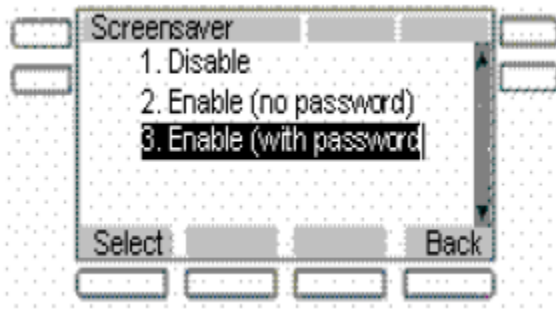


Figure 45: Screensaver Mode setting screen

Choose one of the following screensaver configuration options:

1. **Disable** — to the disable the screensaver.
2. **Enable (no password)** — to enable the screensaver with password-free mode.
3. **Enable (with password)** — to enable the screensaver with password mode.

Press **Select** to select the currently highlighted setting.

Press **Back** to exit the **Screensaver Mode** menu.

*** Note:**

Some options may not appear, depending on configuration.

Disable:

Disabling the Screensaver displays a message confirming your selection.

The following figure displays the **Screensaver Disabled** message screen.

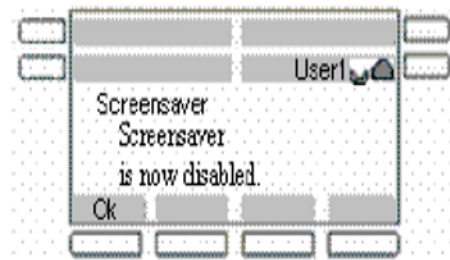


Figure 46: Screensaver Disabled message

Enable (no password):

Enabling the screensaver in **no password** mode displays a message confirming your selection.

The following figure displays the **Screensaver Enabled** (no password) message screen.



Figure 47: Screensaver enabled message

*** Note:**

If the device configuration does not allow the use of a password-free screensaver, this menu option is not available to you.

Enable (with password):

Enabling the screensaver in password-protected mode prompts you to enter a password before logging in.

If allowed in the configuration, the user-defined password definition screen is displayed.

The screen displays `Enter user password to activate screensaver` followed by a user-input prompt.

The following figure displays the screensaver password screen.

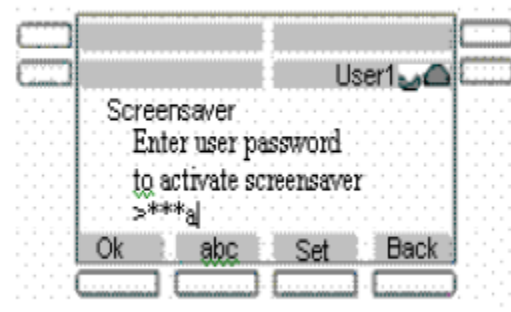


Figure 48: Screensaver password screen

To configure a password:

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

This context-sensitive soft key appears only if the phone configuration allows the setting of user-defined passwords. Pressing this key invokes a password definition screen that allows you to configure a password.

If a user-defined password is not allowed, then the **Set** context-sensitive soft key is not visible, and you can use only the primary user login password to enable the password-protected screensaver.

2. Enter a password. Press the **abc/123** context-sensitive soft key to toggle input mode between numeric or alphabet.
3. Press **OK**. A `Screensaver enabled` message appears if the password is valid. An `Invalid password` message is displayed if the password is invalid.

Alternatively, press **Back** to dismiss the **Enable (with password)** mode menu.

Active Screensaver

After the screensaver is enabled, and if the IP Deskphone is idle for the defined delay/time interval, then the screensaver takes control of the IP Deskphone. The following figure shows the IP Deskphone display with locked screen.

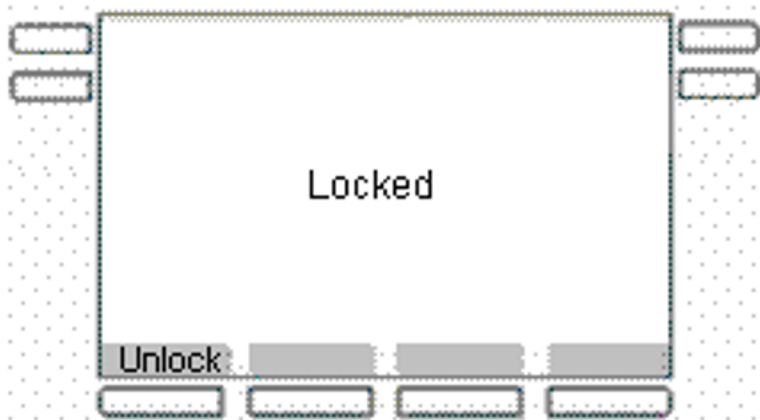


Figure 49: Screensaver locked screen

If Reboot performed while screensaver is displayed

If you reboot the IP Deskphone when there is an active screensaver:

- If you have enabled autologin, then the screensaver remains active after the IP Deskphone reboots and completes the login.
- If you have not enabled autologin, then the screensaver setting remains enabled, but not active, after you log back into the IP Deskphone manually.

Active Screensaver (no password mode)

Any user interaction, key presses, mouse movement, or incoming call cancels the screensaver (without requiring a user password). This includes pressing the **Unlock** context-sensitive soft key.

Incoming IMs do not cancel the screensaver.

The programmed keys of attached Expansion Module(s) are cleared until the screensaver is deactivated. If you have logged on to the IP Deskphone, you are not logged out, but the line key labels clear and are inactive until the screensaver is deactivated.

Active Screensaver (password mode)

If the screensaver is in a password-protected mode, pressing the **Unlock** context-sensitive soft key invokes a password input screen. The password must be correctly entered to cancel the screensaver.

User interaction, key presses, and mouse movements do not cancel the screensaver.

Pressing the **Unlock** context-sensitive soft key prompts you to enter the password for the screensaver. The primary user line key is displayed (but not active) during the password prompt to give an indication about whose password is in use.

Picking up the handset and dialing digits activates the line function display for emergency calls only. If you try to place an outgoing call, a message is displayed and the screensaver starts again.

If you make an emergency call while the screensaver is active, the call is placed using the primary user.

An incoming call displays caller ID and allows you to answer the call. The **Unlock** context-sensitive soft key appears on the screen and you can unlock the IP Deskphone after answering the call. You cannot make outgoing calls except an emergency call, and cannot view IMs or the Friends list until you unlock the IP Deskphone.

If you make an emergency call while the screensaver is active, the call is placed using the primary user.

The **Network** menu is accessible to administrators (double-press of the **Services** key) even when the screensaver is active. If user-defined passwords are allowed, a mechanism to disable the screensaver (allowing the administrator to reset the user-defined password) is accessible through the **Network** menu. This mechanism also invokes remotely from the IP Deskphone console through an SSH connection.

All expansion modules are cleared of programmed keys until the screensaver is deactivated.

Service Package Group Support

The Service Package Group Support feature can help you program feature keys on an expansion module. You can view the Group Support feature in the feature key programming user interface and in the Friends list interface of the Address book.

You can use the Service Package Group Support feature to help you do the following:

- bulk-create feature keys, such as Speed Dial keys, based on one of your existing Directory Address Book groups.

See [Bulk-create feature keys based on an existing directory Address Book group](#) on page 208

To view existing groups in your address book if you selected Groups as the source data for the bulk key creation, see [View existing groups in your Address Book if you selected Groups](#) on page 209

- view the existing groups you have in your Address Book.

See [View the existing groups you have in your Address Book](#) on page 210

- add a new contact to your Address Book.

See [Add a new contact to your Address Book](#) on page 212

- add a new group.

See [Add a new group](#) on page 213

Related topics:

[Bulk-create feature keys based on an existing directory Address Book group](#) on page 208

[View existing groups in your Address Book if you selected Groups](#) on page 209

[View the existing groups you have in your Address Book](#) on page 210

[Add a new contact to your Address Book](#) on page 212

[Add a new group](#) on page 213

Bulk-create feature keys based on an existing directory Address Book group

To bulk-create feature keys based on an existing directory Address Book group:



1. From the idle screen, press the **Prefs** context-sensitive soft key (press the **More...** context-sensitive soft key until you see **Prefs**).

2. Press the **Up/Down** navigation key to highlight **Feature Options**, then choose **Feature keys**. The main feature key programming screen appears.

3. Press the **Bulk** context-sensitive soft key. The **Program Key Bulk** commands screen appears.

4. Press the **Up/Down** navigation key to highlight **Feature key creation**.

Select

5. Press the **Select** context-sensitive soft key. The **Create keys** screen appears.

6. Press the **Up/Down** navigation key to highlight the type of programmed keys you want to create by bulk command.

You can choose one of the following options:

- Speed Dial
- Send IM
- Call Forward

Select**Back**

7. Press the **Select** context-sensitive soft key. The **Select Source** screen appears.

OR

Press the **Back** context-sensitive soft key to dismiss the screen.

8. Press the **Up/Down** navigation key to highlight the source data for the bulk key creation.

You can choose one of the following options:

- Friends
- Groups (if you have existing groups in your address book)
- Address Book

Select**Back**

9. Press the **Select** context-sensitive soft key.

- If you choose **Friends**, the bulk key creation process begins.
- If you choose **Address Book**, the bulk key creation process begins.
- If you choose **Groups**, the **Select Group** screen appears and prompts you to select the specific group you want to use for key creation.

OR

Press the **Back** context-sensitive soft key to dismiss the screen.

View existing groups in your Address Book if you selected Groups

You can view existing groups in your Address Book if you selected Groups as the source data for the bulk key creation.

To view existing groups in your Address Book if you selected Groups:



Select



Back



1. Press the Up/Down navigation key to highlight the source data (group) for the bulk key creation.

2. Choose one of the following:

- Press the **Select** context-sensitive soft key to begin the bulk key creation process for the selected group.
- Press the **Back** context-sensitive soft key to dismiss the screen and return to the screen where you can select the source data for bulk key creation.

 **Note:**

After you select from one of your existing groups, the bulk creation of the keys happens automatically.

View the existing groups you have in your Address Book

To view the existing groups you have in your Address Book:



Filter



Select



Back



1. When the IP Deskphone is in the idle mode, press the **Directory** fixed key to access your Address Book.

2. Press the **Filter** context-sensitive soft key to filter the list of entries displayed in your Address Book. The **Select Filter** screen appears and displays all the existing groups in your address book, as well as the Friends filter.

3. Press the Up/Down navigation key to highlight the required filter.

4. Choose one of the following:

- Press the **Select** context-sensitive soft key to choose the group you want to view (for example, if you choose Personal, only Address Book entries that are part of the group Personal are displayed).

You are presented with the list of contacts currently part of the group you selected.

OR

- Press the **Back** context-sensitive soft key to return to the dismiss the screen and return to the main address book screen.

5. Press the Up/Down navigation key to highlight the required entry.



View



All



Edit



Back



6. Choose one of the following options:

- Press the **View** context-sensitive soft key to display the address book entry details for the selected entry.
- Press the **All** context-sensitive soft key to return to the main address book screen (no filtering)
- Press the **Edit** context-sensitive soft key to modify or delete an entry.
- Press the **Back** context-sensitive soft key to dismiss the screen and return to the filter selection screen.

After the screen displays the details of the selected Address Book entry, you can do the following:

SendIM



Edit



Back



- Press the **SendIM** context-sensitive soft key to display the Address Book entry details for the selected entry.
- Press the **Edit** context-sensitive soft key to modify the displayed address book entry.
- Press the **Back** context-sensitive soft key to dismiss the screen and return to the main address book screen.

Add a new contact to your Address Book

To add a new contact to your Address Book:



Add



Next



Back



Next



Back



1. When the IP Deskphone is in the idle mode, press the **Directory** fixed key to access your Address Book.

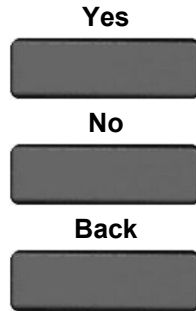
2. Press the **Add** context-sensitive soft key.

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. Choose one of the following:

- Use the dialpad to enter a telephone number or SIP address (URI) for the new contact. Press the **Next** context-sensitive soft key to continue.
- Press the **Back** context-sensitive soft key to return to the previous menu.



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

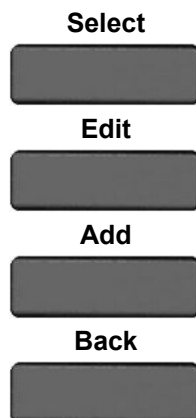
- Press the **Yes** context-sensitive soft key to add the new entry to an address book group.
- Press the **No** context-sensitive soft key to add the entry to the address book without adding it to a group.
- Press the **Back** context-sensitive soft key to return to the previous menu.

*** Note:**

If you choose to add the new contact to a group, a list of all your existing groups is displayed, and the screen prompts you to select a group.



6. Press the Up/Down navigation key to highlight the required entry.

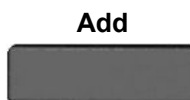


7. Choose one of the following options:

- Press the **Select** context-sensitive soft key to assign your new address book entry to the group that you selected.
- Press the **Edit** context-sensitive soft key to modify the name of an existing group.
- Press the **Add** context-sensitive soft key to add a new group (invokes the add group screen).
- Press the **Back** context-sensitive soft key to dismiss the screen and return to the previous screen.

Add a new group

To add a new group:



1. From the Select Group screen, press the **Add** context-sensitive soft key.



2. Choose one of the following:

- Use the dialpad to enter the group name, and then press the **Ok** context-sensitive soft key.

*** Note:**

If the name of the new group already exists, an error screen appears.

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

Speed Dial List

When configuring the phone provisioning, a feature key can be configured as a Speed Dial List. You cannot modify or delete the feature key used by the Speed Dial List. Also, you cannot modify the content of the Speed Dial List.

Invocation of the speed dial list is similar to other feature key invocation. The Speed Dial List key causes a full screen list to appear and offers you a chance to automatically dial one of the offered choices.

The contents of the Speed Dial List varies, based on the current call state of the IP Deskphone and the type of speed dial list entry configured.

*** Note:**

Only entries in the Speed Dial List can be context sensitive, not all speed dial keys/ individual feature keys.

A Speed Dial key or one included in a Speed Dial List can cause a call that was placed on hold (when invoked) to be un-held automatically (when call completes), based on a new value that must be configured when a Speed Dial key is created or configured.

The following figure displays the feature key used by the Speed Dial List.

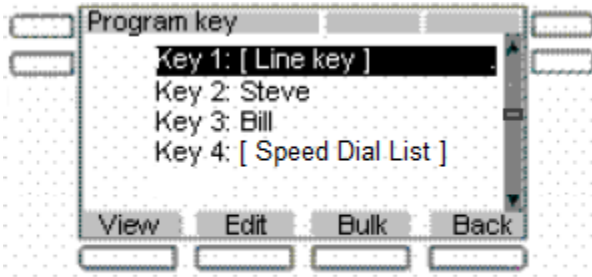


Figure 50: Main feature key screen

A feature key provisioned for use as a Speed Dial List has a similar appearance to all other programmed feature keys on the idle screen (or in-call screen). The label used for the selected key is provided through provisioning.

The following is the icon for the Speed Dial List key.



After you press the feature key provisioned as a Speed Dial List, the list of Speed Dial entries configured appears on the screen and you can select an item from that list to invoke a Speed Dial.

If the Speed Dial List is empty, or results in being empty due to context-sensitive hiding of contents, an error message displays stating `Not Available`.

Related topics:

[Speed Dial List screen](#) on page 215

[Auto-Retrieve flag](#) on page 216

Speed Dial List screen

You can select the provisioned Speed Dial List entries from the **Speed Dial List** screen. The following figure is an example of the Speed Dial List screen with the list entries.



Figure 51: Speed Dial List screen

The Speed Dial List screen displays all the Speed Dial List entries provisioned. The displayed Speed Dial List items are based on the provisioned list as well as the current Idle/Mid-call state of the IP Deskphone. After you invoke the Speed Dial List while the IP Deskphone is idle, only Speed Dial List entries that are configured to IDLE are displayed. Similarly, only items marked as MID CALL are displayed if the Speed Dial List is invoked while the IP Deskphone is in a call.

The following are the options available for the Speed Dial List screen:

- **Dial** — invokes the selected speed dial.
- **Exit** — screen dismisses without invoking a Speed Dial List entry.

Auto-Retrieve flag

If you enable the Auto-Retrieve behavior on a Speed Dial key or Speed Dial list entry that is invoked, and place a call on hold to invoke the current key/entry, the IP Deskphone attempts to un-hold the call after the key or entry call completes.

For example:

- A is talking to B when A invokes their Speed Dial List and selects an entry.
- Selection/invocation of a Speed Dial List entry places the A-B call on hold and places an outgoing call to the URI specified in the Speed Dial List entry; for example, C.
- When the A-C call completes, if the Auto-Retrieve flag is enabled for the Speed Dial, then the IP Deskphone attempts to take call A-B off hold. This may not always happen if the IP Deskphone receives another call during the A-C call, or if the A-B call state is changed while A-C is active.

The Auto-Retrieve behavior is added to regular speed dial keys instead of speed dial list entries. To make sure that this flag is configured for programmed speed dial keys, the Enable Auto-Retrieve screen shown in the following figure appears as the last step in Speed Dial Key configuration.

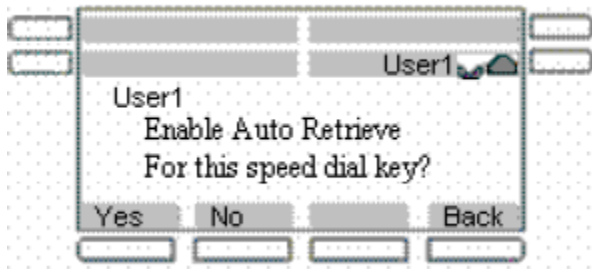


Figure 52: Enable Auto-Retrieve screen

The Auto-Retrieve screen allows you to configure the Auto-Retrieve behavior for the Speed Dial.

File Manager

You can use File Manager to navigate to the IP Deskphone file system. Access the File Manager menu through the **Services** menu.

The following figure displays the root screen of the IP Deskphone file system.

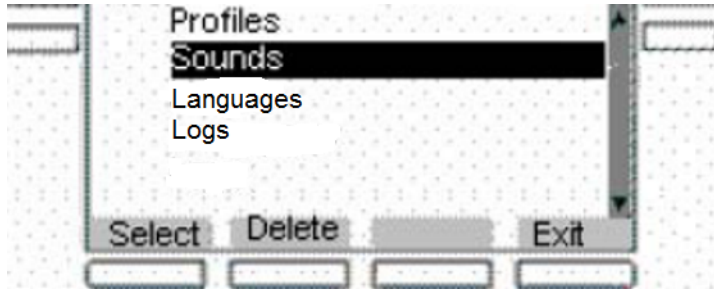


Figure 53: Root screen of the IP Deskphone file system

Chapter 17: Visual indicators

The IP Deskphone uses visual indicators or cues to indicate incoming calls and messages. The display icons on the IP Deskphone also indicate the current call state, the status of Inbox calls, and Instant Messages (IMs), and the Presence state of contacts designated as Friend.

Display screen icons

The following tables list the display icons of the IP Deskphone.

Table 10: Display screen icons — Call State






Component	Icon
On hook	
Incoming/Outgoing call (phone ringing)	
On the phone	
On hold	
Missed call	

Table 11: Display screen icons — Feature button icons

Component	Icon
Do Not Disturb	
Call Forward	



Component	Icon
Speed Dial list	
Send IM	

Table 12: Display screen icons — Instant Messaging





Component	Icon
New, Unread	
Read	
Replied to	
Sent/forwarded	

Table 13: Display screen icons — Inbox










Component	Icon
Incoming Call Answered	
Incoming Call Missed, New	
Incoming Call Missed, Reviewed	

Table 14: Display screen icons — Presence

Component	Icon
Terminated	
Connected Inactive	
Unavailable Busy or Offline	

Component	Icon
Active Available	
On the Phone	
Unknown	

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.

The following table lists the visual indicator and the LED status.

Table 15: 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 (phone ringing)	Fast blinking red light

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Related topics:

- [GNU](#) on page 224
- [Zlib](#) on page 228
- [Libpng](#) on page 229
- [Kern_random](#) on page 231
- [Wchar functions](#) on page 232
- [Libjpeg](#) on page 233
- [T-Rex](#) on page 234

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```
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```

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Glossary

3-way Call	The 3-way Call feature joins two calls on your IP Deskphone into one 3-way call. You and two other callers can speak together.
Alphanumeric Dialing	Alphanumeric dialing refers to the spelling of names or words by entering alphabetic characters collocated with the numbers on the numeric dialpad of your Avaya 1220 IP Deskphone.
Call Decline	This is a feature that you can use to decline a call, which includes an option to send a reason for declining the call.
Call Forward	Call Forward is a feature that you can use to transfer incoming calls to a predefined telephone number or SIP address.
Call Server	This is the equipment operated by your service provider that manages the calls to and from your IP Deskphone.
Call Subject	Call Subject is a feature that you can use to send a message to the person you are contacting as they are receiving the call from you. A Call Subject is displayed on the IP Deskphone display screen if the receiving telephone has a display screen and is capable of displaying Call Subjects.
Category 5 (Cat5)	This is a cable and its associated connecting hardware capable of transmitting at speeds up to 100 MHz used by 10BaseT, 100BaseT4, and 100BaseTX.
Category 5e (Cat5e)	Most Cat5 cable manufactured after 1996 also supports 1000BaseT (GigE) installations, and is designated Cat 5e. Normally, Cat5e cable has four pairs of copper wire.
Category 6 (Cat6)	This is a cable and its associated connecting hardware capable of transmitting at speeds up to 200 MHz. Designed specifically to support 1000BaseT (GigE), this cable is also compatible with 10BaseT, 100BaseT4, and 100BaseTX installations. Normally, this cable normally has four pairs of copper wire.

Copy key

Copy key	This is a fixed key used to copy entries to your Address Book, Speed Dial Key, Send IM Key, and Call Forward key.
Date/Time display	The IP Deskphone shows the current date and time when the telephone is in an idle state.
Directory Number (DN)	This is a telephone number you enter to initiate a call; for example, (555) 555-5555.
Domain	This is the IP address to which the IP Deskphone connects when you log on.
Do Not Disturb	This is a feature you activate to block all incoming calls.
Enter key	The center key of the Navigation Cluster key which is used to select menu items and to confirm changes. The Enter key duplicates the function of the context-sensitive soft keys Select, and Set.
Expansion Module	The Expansion Module is a hardware accessory that connects to the IP Deskphone and provides additional line appearances and feature keys. A maximum of three modules are supported.
Feature Status Indicator	This refers to an LCD or an LED signal that indicates a data message, contact, or feature status by a flash, wink, steady on, or off.
Fixed keys	Fixed keys are the hard-labeled keys of the IP Deskphone that have a specific function.
Goodbye key	This is the fixed key used to end an active call or exit an active menu.
Handsfree key	This is the fixed key used to activate Handsfree functionality.
Hold key	This is the fixed key used to place an active call on hold.
IM (Instant Message)	You can use IMs to send a text message to a specific user. The user must be logged on to receive the IM.
Indicator	This is an LCD or an LED signal that indicates the status of a feature by the flash, blink, steady on, or off.

Message/Inbox	This is a fixed key on your IP Deskphone that connects to your Call Inbox.
Multiple Appearance Directory Number (MADN)	When multiple phones are configured with a MADN Single Call Appearance (SCA), they appear as a single Directory Number (DN).
Mute	This is a fixed key used to listen to a call without transmitting.
Navigation keys	These are keys used to scroll through menus and lists that appear on the LCD display screen.
Off-Hook	The term off-hook is applied when (a) the user lifts up the handset, (b) the user presses a line key, (c) the call is automatically answered at the telephone, or (d) a line is automatically selected for an outgoing call.
Parked Call	This is an active call you park on the server or to another user that can be retrieved from another phone.
Presence	This is a feature that you can use to set a presence state to be displayed to other users.
Quit key	This is a fixed key you use to exit an active menu.
Ringback/ring tone	This is a sound indicating that a call you make is ringing at its destination.
Session Initiation Protocol (SIP)	Session Initiation Protocol is an telephony signaling protocol for initiating interactive communication sessions between users.
SIP Address	This is an IP address that is assigned to a user, such as bob@ABC123.com that is used to send instant messages (IMs) and to initiate calls.
Soft keys, context-sensitive	This is a set of four programmed keys directly beneath the display area. You use these keys to access and select menu items. The key names change depending on the state of the display screen.
Speed Dial	A user-defined feature key that you press to dial a pre-programmed SIP address or telephone number.

User interface

User interface

This consists of screen displays that interact with the end user as a result of an action or event.

User Profile

Your User Profile contains your specific settings and saved data and becomes available when you log on to the IP Deskphone.

**Visual Alerter/
Message Waiting
Indicator**

This is an LCD or an LED signal that flashes to indicate that a message is waiting or when the ringer is ringing.

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