



>THIS IS **THE WAY**

>THIS IS **NORTEL™**

Nortel Communication Server 1000

IP Phone 2007

Call Center User Guide



Revision history

August 2005

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

May 2005

Standard 1.00. This document is issued to support the IP Phone 2007 on Nortel Communication Server 1000 Release 4.0.

Contents

About the IP Phone 2007	7
Basic features	7
Telephone controls	9
Telephone Display	12
Application area	13
Tools/Navigation area	14
Touch panel	16
Calibrate the touch panel	16
Stylus	16
Cleaning the Telephone Screen	16
Enter and edit text	17
Enter text using the telephone dialpad	17
Edit text using the soft keys	18
Enter text using the pop-up keyboard	18
Enter text using the USB keyboard	19
Agent and Supervisor features	20
Agent Login	20
Login with Agent ID and Multiple Queue Assignments	21
Agent ID and MQA login options	22
Default Login	24
Agent Logout	25
Agent features	26
Answer ACD calls	26
Use Force Call	27
Use Activity code	28
Use Emergency	29

Use Not Ready	29
Place or answer non-ACD calls	30
Contact the supervisor	31
Supervisor features	33
Use Answer Agent	33
Use Agent key	34
Use Answer Emergency	34
Use Call Agent	35
Use Interflow	35
Use Night Service	36
Observe	37
Display Queue	37
Display Agent status	39
Terms you should know	41
Regulatory and safety information	47
Other	48
Index	49

About the IP Phone 2007

The Nortel IP Phone 2007 brings voice and data to the desktop by connecting directly to a Local Area Network (LAN) through an Ethernet connection.

The IP Phone 2007 provides all the functionality of the IP Phone 2004, using a graphical user interface (GUI). In addition, advanced text and graphic-based web-centric applications are supported.

The IP Phone 2007 does not support the IP Phone Key Expansion Module (KEM).

Note: Not all features are available on all telephones. Consult the system administrator to verify which features are available.

Basic features

The IP Phone 2007 supports the following features:

- 12 programmable feature keys
- four soft keys (self-labeled) providing access to a maximum of ten features

Note: The IP Phone 2007 may not be configured to support soft key functionality. Consult the system administrator.

- speaker for on-hook dialing or on-hook listening
- volume control bar for adjusting ringer, speaker, handset, and headset volume
- four call-processing fixed keys:
 - Hold
 - Goodbye
 - Handsfree
 - Mute
- shared LAN access with a PC

- headset jack with On/Off key
- automatic network configuration
- hearing-aid compatibility
- large, color, touch panel display screen
- web-based applications support
- remote firmware download
- USB mouse and keyboard support

Figure 1: IP Phone 2007



Telephone controls



Use the **Volume control** bar to adjust the volume of the ringer, handset, headset, speaker, and the Handsfree feature. Press the right side of the rocker bar to increase volume, the left side to decrease volume.



Programmable line (DN)/feature soft keys are extra DNs or feature soft keys used to access additional features.

Note: A color change for a line (DN) soft key indicates that the feature or line is active. A flashing soft key indicates the line is on hold or the feature is being programmed.



Use the **Goodbye** key to terminate an active call.



Press the **Hold** key to put an active call on hold. Press the line (DN) soft key beside the flashing LED indicator to return to the caller on hold.



Tap the **Inbox** soft key to access the voice mailbox.



Use the **Navigation** key to scroll through menus and lists appearing on the LCD screen. The key rocks for up, down, left, and right movements.

Services

Tap the **Services** soft key and use the Navigation keys to access the following items:

- Telephone Options:
 - Volume adjustment
 - Contrast adjustment
 - Language
 - Date/Time
 - Display diagnostics
 - Local DialPad Tone
 - Set Info
 - Diagnostics
 - Call Log Options
 - Ring type
 - Call time
 - OnHook default path
 - Change feature key label
 - Name Display Format

- Password Admin:
 - Station Control Password

Note: The **Password Admin** menu may not be available on the IP Phone 2007. Consult the system administrator.

- Display Network Diagnostics Utilities:

Note: Only the system administrator or service provider can use Display Network Diagnostics Utilities to perform Internet diagnostics.

Services

Continued

- Virtual Office Login and Virtual Office Logout (if Virtual Office is configured)
- Test Local Mode and Resume Local Mode (if Media Gateway 1000B is configured)

Note: Press the **Services** key to exit from any menu or menu item.



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



Press the **Speaker** key to activate handsfree. The speaker LED lights to indicate when handsfree is active.



Tap the **Outbox** soft key to toggle between two feature key pages and to access an additional six lines/features.

Directory

Tap the **Directory** soft key to access directory services.



Press the **Mute** key to listen to the receiving party without transmitting. Press the **Mute** key again to return to two-way conversation. The **Mute** key applies to handsfree, handset, and headset microphones. The Mute LED indicator flashes when the Mute option is in use.



Tap the **Quit** soft key to end an active application. Tapping the **Quit** soft key does not affect the status of calls currently on the telephone.



Soft keys (self-labeled) are located below the LCD screen.

Note: When the soft key changes color, the feature is active.



Tap the **More..** soft key to access the next layer of soft keys (self-labeled).



When a message is left for the user, the **Message Waiting indicator** flashes. Also, this indicator flashes when the set ringer is ON.



Use the **Expand** soft key to access external server applications.



Press the **Copy** soft key to copy entries to your Personal Directory from other lists, such as the Caller List, Redial List, Corporate Directory, etc.

Telephone Display

The IP Phone 2007 provides a large, color, touch panel display that supports color XML/HTML content through an external application server.

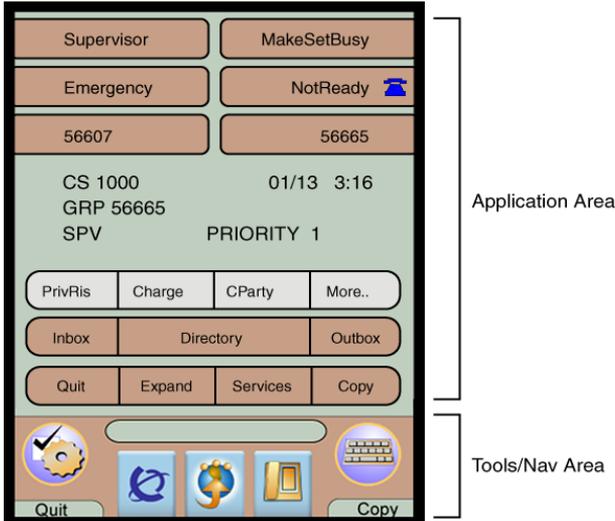
The IP Phone 2007 window-based user interface has two display areas:

- Application area

- Tools/Navigation area

Figure 2 on page 13 shows an idle display.

Figure 2: IP Phone 2007 display



Note: The display can differ from the above example.

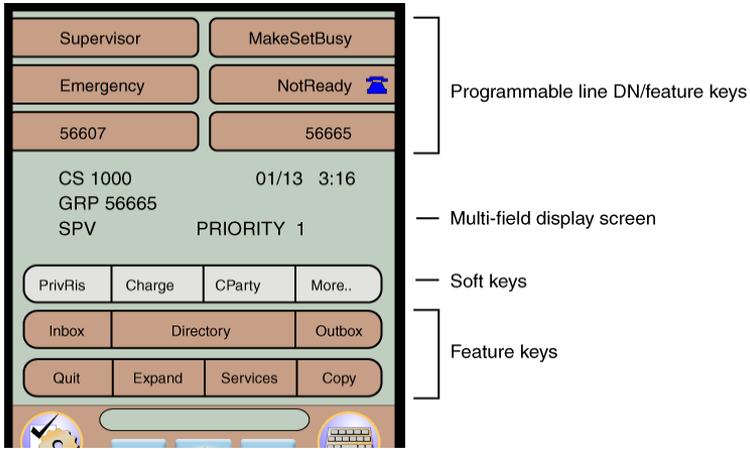
Application area

The Application area provides:

- line and feature key status
- information items such as caller number, caller name, feature prompt strings, user-entered digits, date and time information, and set information
- feature keys
- soft keys

Figure 3 on page 14 shows the Application area.

Figure 3: IP Phone 2007 Application area

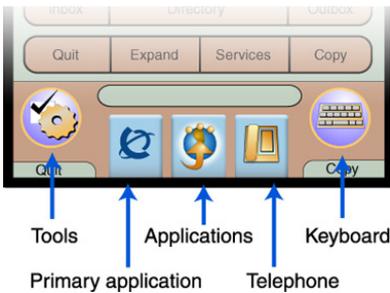


Tools/Navigation area

The Tools/Navigation area provides controls for navigating between features and selecting tools. It is visible and functional at all times.

Figure 4 shows the Tools/Navigation area.

Figure 4: IP Phone 2007 Tools/Navigation area



The Tools/Navigation area has five main elements presented as touchable keys:



Tap this icon to determine which external applications are registered (for example, My CallPilot), and launch them by tapping on the appropriate icon.



Tap this icon to access the **Telephone** screen.



Tap this soft key to go to the primary external application, as configured by the administrator. The key displays the icon of the primary application.



Tap this icon to access the following tools used on the IP Phone 2007:

- Network Configuration
- Local Diagnostics
- Touch Panel Setup
- Contrast and Brightness
- USB Devices
- TFTP Upgrade
- Preferences

Note: Network Configuration, Local Diagnostics, and TFTP Upgrade are for administrator use only.



Tap this icon to display a virtual keyboard (pop-up keyboard) for text entry.

The stylus or USB keyboard can be used to enter text in some of the applications. See “Enter and edit text” on page 17 for further information.

Touch panel

Use the touch panel to perform point-and-click operations on the IP Phone 2007. The touch panel is used with the graphical user interface (GUI) to present keys directly on the display. All line/DN keys, feature keys, and soft keys are activated by using the touch panel. See “Cleaning the Telephone Screen” on page 16 for important information.

Calibrate the touch panel

Calibrate the touch panel through the **Tools** menu, which fine-tunes the touch panel. Use the stylus to tap three targets, following the prompts.

Stylus

The touch panel can be operated using a stylus or a finger. However, use of a stylus is recommended to avoid damage to the touch panel.

Cleaning the Telephone Screen

Hold the **Goodbye** key down and gently wipe the telephone screen with a soft, dry cloth.



CAUTION

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

Enter and edit text

Enter and edit text on the IP Phone 2007 using the following methods:

- telephone dialpad
- soft keys
- pop-up keyboard
- USB keyboard (optional)

The use of any of these methods for text entry depends on the application. Table 1 shows the applications and input devices that can be used for text entry:

Table 1: Application Text Entry

For:	Use:
Call Server related applications (for example, changing feature key labels or for dialing)	Dialpad Pop-up or USB keyboard for numeric entries only
Graphical applications	Pop-up or USB keyboard
Tools menu	Pop-up or USB keyboard Dialpad for numeric entries

Enter text using the telephone dialpad

You use the dialpad to enter text when using features such as programming an Autodial key.

For example, to enter the letter A, press the number **2** key once. To enter the letter C, press the number **2** key three times.

Note: No letters are associated with the number **1** or the number **0** key.

When entering IP addresses with the dialpad, the address is entered as xxx*xxx*xxx*xxx, and the telephone translates this to xxx.xxx.xxx.xxx.

Edit text using the soft keys

You use soft keys to access text when you work with such applications as Personal Directory, Redial List, and Callers List.

Table 2 describes the soft key editing functions on the IP Phone 2007.

Table 2: Editing soft key description

Soft key	Description
Cancel	Stop the current action.
Choose	Select a symbol.
Clear	Clear the input field.
Case	Switch the next character to either uppercase or lowercase.
Delete	Backspace one character.
Done/Select/Enter	Depends on application.
More..	Access additional soft keys.

Enter text using the pop-up keyboard

A full uppercase and lowercase keyboard and a number pad are available to enter text. The user can “type” on the keyboard with the stylus. The pop-up keyboard can be used to enter text in the tools and graphical applications.

For number entry in telephone applications (for example, when dialing), the keyboard may be used to enter digits (0–9), as well as star (*) and pound (#). Other characters are ignored.

Enter text using the USB keyboard

The USB keyboard, when connected, can be used to enter text in the tools and graphical applications.

For number entry in telephone applications (for example, when dialing), the keyboard may be used to enter digits (0–9), as well as * and #. Other characters are ignored.

When on a call, the function keys (f1, f2, f3, f4, f5, f6, f7, and f8) can be used to control the telephone. Table 3 shows the function keys and their associated action during telephone calls.

Table 3: USB keyboard function keys during telephone calls

Function key	Action
f1	Go to Handsfree mode
f2	Go to Headset mode
f3	Place the current call on Hold
f4	Mute the current call
f5	Volume Up
f6	Volume Down
f7	Copy
f8	Quit

Agent and Supervisor features

This section describes the following login features that are common to the Call Center Agent and Supervisor:

- Agent Login
- Login with Agent ID and Multiple Queue Assignments
- Agent Logout

Agent Login

Use the Agent Login to enter an Automated Call Distribution (ACD) queue. If an Agent ID is assigned, enter the four-digit code at the display screen prompts.



1. Lift the handset.



2. Tap the **Incalls** soft key.



3. If `Enter Agent ID` appears on the screen, use the dialpad to enter the ID.



4. Press the **#** key. The phone enters a Not Ready state.



5. To join the ACD queue, choose one of the following:



- Tap the **Incalls** soft key.
- Tap the **NotReady** soft key.



6. If you are using a headset and the Handset On-Hook Means Log out (HOML) setting is configured to **No** by the administrator, then perform the following:
 - a. Press the **Headset** key and replace the handset in the cradle to receive calls on the headset.
 - b. Tap the **Services** soft key. Change the On-hook default path to Headset Enabled.

Note: If the HOML setting is configured to **Yes**, replace the handset to log out of the queue.

Login with Agent ID and Multiple Queue Assignments

A Multiple Queue Assignment (MQA) login involves entering a four-digit Agent ID and up to five ACD Directory Numbers (DN), with the option of adding a Supervisor ID and up to five Priority values.

Choose one of the following login procedures:

- Agent ID and MQA login options
- Default login

Agent ID and MQA login options

To enter ACD queues, use an Agent ID login with one of the following MQA login options:

- No Supervisor ID, No Priority
- Supervisor ID, No Priority
- No Supervisor ID, with Priority
- Supervisor ID, with Priority

Note: The system prevents a supervisor from entering a Supervisor ID when the supervisor is logging in to accept ACD calls. This includes logins where agents must enter a Supervisor ID.

The login options require the following entries in sequential order:

1. a four-digit Agent ID
2. a Supervisor ID (if the queue requires one)
3. up to five ACD DNs and priority values (if priority values are being used) terminated by # #

To log in



1. Tap the **InCalls** soft key.

2. Choose one of the following four login options:



— For No Supervisor ID, No Priority, dial the Agent ID # ACD DN 1 # ACD DN 2 # ACD DN 3 # ACD DN 4 # ACD DN 5 # #.



— For Supervisor ID, No Priority, dial the Agent ID # Supervisor ID # ACD DN 1 # ACD DN 2 # ACD DN 3 # ACD DN 4 # ACD DN 5 # #.



— For No Supervisor ID, with Priority, dial the Agent ID # ACD DN 1 # Priority 1 # ACD DN 2 # Priority 2 # ACD DN 3 # Priority 3 # ACD DN 4 # Priority 4 # ACD DN 5 Priority 5 # #.



— For Supervisor ID, with Priority, dial the Agent ID # Supervisor ID # ACD DN 1 # Priority 1 # ACD DN 2 # Priority # 2 ACD DN 3 # Priority 3 # ACD DN 4 # Priority 4 # ACD DN 5 # Priority 5 # #.

Note: To choose the default Priority value or Supervisor ID, enter #.



3. Choose one of the following:
 - Tap the **InCalls** soft key.
 - Tap the **NotReady** soft key to enter the ACD queue.

Default Login

When you always use the same telephone, use the Default Login to log in only one time at the beginning of a shift. The Default Login uses the login of the previous shift to enter the same ACD queues and with the same Supervisor.



1. Lift the handset.
2. Tap the **InCalls** soft key.
3. When `Enter Agent ID` appears on the screen, use the dialpad to enter the ID.
4. Choose one of the following:
 - If the queue requires a Supervisor ID, press the **#** key three times.
 - If the queue does not require a Supervisor ID, press the **#** key two times.

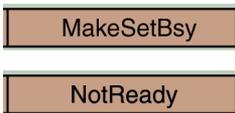


5. To join the ACD queue, choose one of the following:
 - Tap the **InCalls** soft key.
 - Tap the **NotReady** soft key.

Agent Logout

Log out of the system completely or temporarily (NotReady state).

To log out



Choose one of the following:

- To log out completely, press the **MakeSetBusy** soft key.
- To log out temporarily, press the **NotReady** soft key.

Note: While on an ACD call, tapping the **MakeSetBusy** soft key results in automatic logout when the call finishes.

Agent features

The following sections describe features available to Agents:

- Answer ACD calls
- Activity code
- Call Forcing
- Emergency
- Not Ready
- Answer or Place Non-ACD calls
- Contact the Supervisor

Answer ACD calls

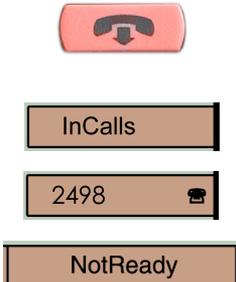
Use the **InCalls** key to answer the next queued ACD call on the primary DN. The **InCalls** key is located in the lower right-hand corner of the programmable line/feature keys.

To answer the call



When the **InCalls** soft key flashes, tap the **InCalls** soft key.

To terminate the call



Choose one of the following:

- Press the **Goodbye** key.
- Tap the **InCalls** soft key.
- Tap the individual DN line soft key (to be removed from the queue).
- Tap the **NotReady** soft key (to be removed from the queue, but to remain logged in as an agent position) or wait for the caller to terminate the call.

Use Force Call

Use the Force Call feature to automatically connect to an incoming ACD call. A time interval is set by the system administrator between each incoming call.

When calls come in, a short tone indicates the new call. The InCall soft key changes color, and the ACD call automatically goes to the agent position. Pressing the **InCalls** key while call forcing (Auto Answer) is active disconnects an active ACD call.

To enable call forcing for headset users

1. Log in.
2. Replace the handset.





3. Press the **Services** soft key. Set the On-hook default path to Headset Enabled.

Use Activity code

You use Activity codes to record the types of activities performed.

To record activities



1. When the Activity soft key is flashing, tap the **Activity** soft key.
2. Use the dialpad to enter the Activity code.
3. Tap the **Activity** soft key.

If performing multiple tasks, repeat these steps.

Note: If configured, Activity codes can be entered while in the NotReady state.

Use Emergency

Use the Emergency feature to contact the supervisor immediately in an emergency situation.

A rectangular button with a light brown background and a thin black border, containing the word "Emergency" in a dark brown, sans-serif font.

1. During an active call, tap the **Emergency** soft key.

Note: The Emergency soft key color changes and remains altered as long as the feature is active.

When the supervisor answers, a three-way call commences.

A rectangular button with a light brown background and a thin black border, containing the word "Emergency" in a dark brown, sans-serif font.

2. Tap the **Emergency** soft key again to transfer the caller to the supervisor and terminate access to the caller and supervisor.

Use Not Ready

Use the Not Ready feature to take the telephone out of the call queue while completing post-call work.

A rectangular button with a light brown background and a thin black border, containing the word "NotReady" in a dark brown, sans-serif font.

1. Tap the **NotReady** soft key to temporarily log out of the system.

Note: The **NotReady** soft key color changes and remains altered as long as the feature is active.



2. To return to the queue, choose one of the following:
 - Tap the **InCalls** soft key
 - Tap the **NotReady** soft key.

Place or answer non-ACD calls

Use this feature to place or answer calls on an individual line.

To place a call



1. Tap the individual DN soft key.



2. Use the dialpad to dial the telephone number.

Note: The DN soft key color changes and remains altered as long as the call is active.

To answer a call



When the soft key for the individual DN soft key flashes, tap the DN soft key.

Note: The DN soft key color changes and remains altered as long as the call is active.

Contact the supervisor

Use the Supervisor feature to talk to the supervisor in the following ways:

- answer a call from the supervisor
- answer a call from the supervisor while on another call
- place a call to the supervisor
- conference in the supervisor while on another call
- transfer a call to the supervisor

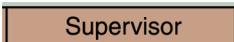
To answer a call from the supervisor



When the **Supervisor** soft key flashes, tap the **Supervisor** soft key.

Note: The soft key color changes and remains altered as long as the call is active.

To answer a call from the supervisor while on another call



1. The **Supervisor** soft key flashes and a buzzer sounds.
2. Press the **Hold** key to put the current call on hold.
3. Tap the **Supervisor** soft key.
Tap the flashing line (DN) soft key to return to the caller on hold.

To place a call to the supervisor



Tap the **Supervisor** soft key.

Note: Calls are automatically put on hold when the Supervisor soft key is used.

To return to the ACD call



Tap the **InCalls** soft key.

To conference in the supervisor during a call in progress



1. Tap the **Supervisor** soft key to talk privately with the supervisor.



2. Tap the **Supervisor** soft key again for a conference call.

To transfer a call to the supervisor during a call in progress



1. Tap the **Supervisor** key.



2. When the supervisor answers, tap the **Supervisor** key again.



3. Press the **Goodbye** key to terminate access to the call.

Supervisor features

The following sections describe features available to the Supervisor:

- Answer Agent
- Agent key
- Answer Emergency
- Call Agent
- Interflow
- Night Service
- Observe
- Display Agent Status
- Display Queue

Use Answer Agent

Use the Answer Agent feature to receive calls from agents in a non-emergency situation.



1. When the Answer Agent soft key flashes, tap the **Answer Agent** soft key.

Note 1: The Agent ID of the contacting individual displays on the telephone.

Note 2: The soft key color changes and remains altered as long as the call is active. The status changes to NotReady.



2. Press the **Goodbye** key to end the call.

Use Agent key

Use the Agent feature to connect, observe, or monitor the status of each agent position. Each **Agent** key links to a particular agent position, and can be used with the **Call Agent** or **Observe Agent** keys.

Table 4 lists the four states of the LCD indicator.

Table 4: Agent status

LCD	Description
Off	Agent is not logged in.
On	Agent is logged in but either NotReady or on a call.
Slow Flashing	Agent is waiting for an ACD call.
Fast Flashing	Agent is on a non-ACD call.

Use Answer Emergency

Use the Answer Emergency feature to receive calls from agents in an emergency situation.



1. When the **Answer Emergency** soft key flashes, tap the **Answer Emergency** soft key.

Note 1: The Agent ID of the contacting individual displays on the telephone.

Note 2: The soft key color changes and remains altered as long as the call is active. The status changes to NotReady.



2. Press the **Goodbye** key to end the call.

Use Call Agent

Use the Call Agent feature to contact an Agent.



1. Tap the **Call Agent** soft key.



2. Choose one of the following:
 - Tap a selected **Agent** soft key.
 - Dial the agent's Position ID.



3. Press the **Goodbye** key to end the call.

Use Interflow

Use the Interflow feature to redirect calls when the backlog or wait time exceeds a predefined threshold.



1. Tap the **Interflow** soft key.

Note: The **Interflow** soft key color changes and remains altered while the feature is active.



2. Tap the **Interflow** soft key again to deactivate the feature and resume normal call flow.

Use Night Service

Use the Night Service feature to define how calls are handled outside of business hours.

To activate Night Service



1. Tap the **Night Service** soft key.

2. Press the **6** key (6 = N for Night) to go into Night Service.

The **Night Service** soft key color changes and remains altered. All calls in queue and new calls receive night service.

To transition to Night Service



1. Tap the **Night Service** soft key.

2. Press the **8** key (8 = T for Transition) to activate Transition mode.

The **Night Service** soft key color changes and remains altered. All calls in queue remain in queue and new calls receive Night Service.

To deactivate Night Service



1. Tap the **Night Service** soft key.



2. Press the **3** key (3 = D for Day) to resume Day mode.

The **Night Service** soft key color changes and remains altered. New calls enter the queue.

Observe

Use the Observe feature to monitor an agent in a call.



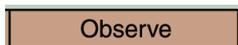
1. Tap the **Observe** soft key.



2. Choose one of the following:
 - Tap a selected **Agent** soft key.
 - Dial the agent's Position ID.



3. Tap the **Call Agent** soft key to talk to the agent being monitored.



4. Tap the **Observe** soft key to terminate the observation.

Display Queue

Use the Display Queue feature to access the status of calls in an ACD queue. The information displayed includes the following:

- number of calls waiting in the queue
- number of agent positions occupied for the queue

- length of time the oldest call has waited in the queue
- number of calls that have overflowed into the queue

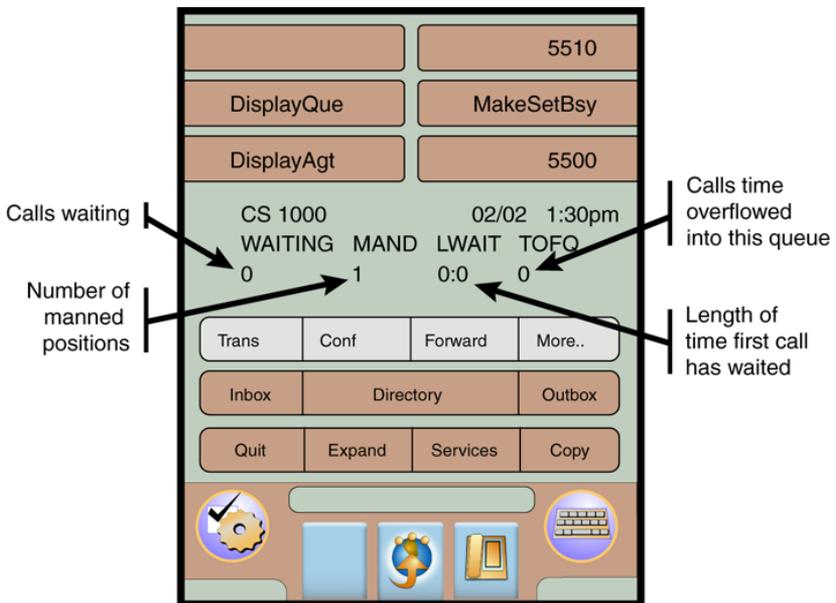
To display information on the ACD queue

DisplayQue

Tap the **Display Queue** soft key.

Information on the current ACD queue appears on the display.

Figure 5: Current status of ACD queue



Display Agent status

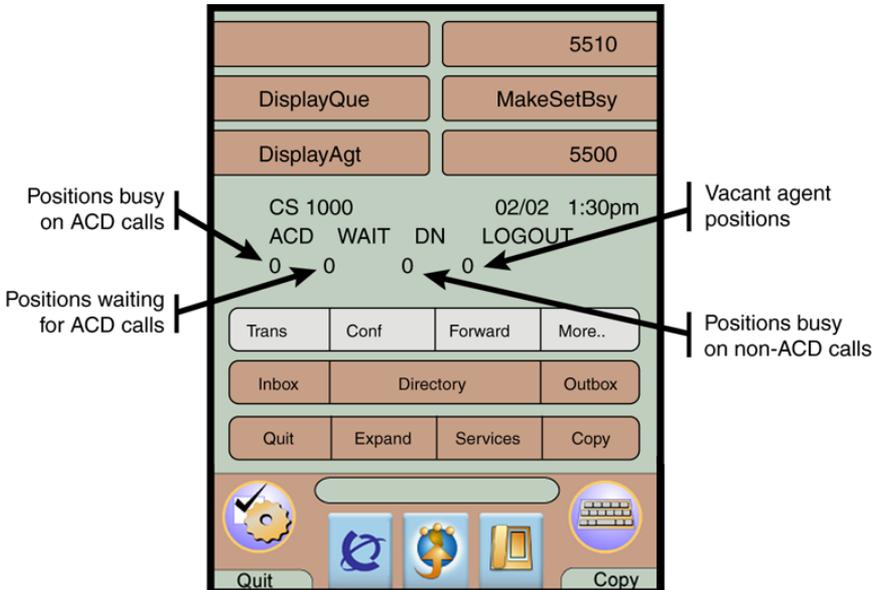
Use the Display Agent feature to view a summary of the current status for all agents who have an agent Position ID key assigned on the supervisor's telephone.

DisplayAgt

Tap the **Display Agent** soft key. The summary information displays for twelve seconds or until another feature key is pressed.

Agent positions in the Not Ready state are counted as busy on either ACD calls or non-ACD calls, as specified by the system administrator.

Figure 6: Current status of agents



The **Display Queue** soft key gives a visual indication of the number of calls in the ACD queue. Table 5 lists the four states for this soft key.

Table 5: Display Queue soft key states

Soft key display	Queue status	Description
Off	Light	There are few or no calls waiting.
On	Normal	An acceptable number of calls are waiting.
Slow Flashing	Busy	Calls are backing up in the queue. Calls overflowing to this queue are not accepted.
Fast Flashing	Overloaded	Too many calls in this queue. New calls are overflowed to another queue.

Terms you should know

Attendant

A telephone operator in your organization.

AutoDial

A telephone number programmed on the **AutoDial** soft key for one-touch dialing.

Communication Server 1000

An office communication system.

Copy key

A soft key used to copy entries to your Personal Directory from other lists, such as the Caller List, Redial List, Corporate Directory, etc.

Date/Time display

The current date and time when the telephone is in an idle state.

Directory soft key

Enables access to Corporate Directory, Personal Directory, Redial List, and Callers List.

Directory Number (DN)

A number consisting of one to seven digits for a telephone. Also known as an *extension number*.

Expand to PC

A soft key on your telephone used to access external server applications.

Fastbusy

A signal given when all outgoing lines are busy.

Feature display

An area that shows status information about the feature in use. It also displays the name and status of the active session.

Fixed key

Any of the hard-labeled keys on your telephone.

Goodbye key

A fixed key used to end an active call.

Handsfree

A method of conversing with the party on the other end of the line without lifting your handset.

Headset key

A fixed key used to answer a call using the headset.

Hold key

A fixed key used to place an active call on hold.

Information display

Any display of call activity, lists, prompts, and status of calls.

Information line

A 1-line by 24-character area that displays date and time or application information.

Interrupted dial tone

A broken or pulsed dial tone you hear when you access some features on your telephone.

Message (Inbox)

A soft key on your telephone that connects to your voice messaging system when the key is tapped.

Message Waiting indicator/Incoming Call indicator

An LCD or an LED that indicates the status of a feature by the flash, wink, steady on, or off.

Meridian 1

An office communication system.

More..

An option allowing access to the multiple layers of the soft keys.

Mute key

A fixed key used to listen to a caller without transmitting.

Navigation key

Contains the Up/Down and Left/Right keys used to scroll through menus and lists appearing on the LCD display screen.

Off-hook

Any line selected to make a call or receive an incoming call. The term *off-hook* is applied whether (a) the end user lifts up the handset, (b) the end user presses a line key, (c) the call is automatically answered at the set, or (d) a line is automatically selected for an outgoing call.

Outbox/Shift key

A soft key used to switch between two feature key sets to provide access to an additional six lines/features.

Primary Directory Number

The main extension number on your telephone.

Programmable line (DN)/feature soft keys (self-labeled)

The six soft keys located in the upper area of the display.

Quit key

A soft key on your telephone that is used to exit applications.

Ringback/ring tone

A sound indicating that a call you have made is ringing at its destination.

Services key

A soft key used to access options, such as Telephone Options, Password Admin, Display Network Diagnostics Utilities, Virtual Office Login, Virtual Office Logout, Test Local Mode, and Resume Normal Mode.

Soft keys (self-labeled)

A set of keys programmed by your system administrator. These four keys, located in the middle of the display area, have four programmable layers that are accessed through the **More..** soft key. These keys are also used to configure parameters in the **Telephone Options** menu.

Speaker key

A fixed key used to activate Handsfree.

Special dial tone

The three consecutive tones followed by dial tone that you hear when accessing telephone features.

Status messages

A message displayed to inform the user of important information. A right arrow appears if more than one status message is present. Examples of status messages include: Message

Waiting, All Lines Forwarded to: 6453, Do Not Disturb On, Ring Again Active, Ringer is OFF, and Line x Unavailable.

System or Switch

Your office communication system.

Switchhook

A button that the handset depresses, disconnecting your call when you replace the handset. When lifted, the handset releases the switchhook, and you either answer an incoming call or you receive a dial tone to make a call.

User interface

Screen displays that interact with the end user as a result of an action or event.

Volume control bar

A rocker bar you press to increase or decrease the volume of the ringer, handset, headset, speaker, and the Handsfree feature.

Regulatory and safety information

Table 6: EMC

Jurisdiction	Standard	Description
United States	FCC CFR 47 Part 15	Class B Emissions: FCC Rules for Radio Frequency Devices (see Notes 1a and 1b)
Canada	ICES-003	Class B Emissions: Interference-Causing Equipment Standard: Digital Apparatus
Australia/NZ	AS/NZS 3548 CISPR 22	Class B Emissions: Information technology equipment — Radio disturbance
European Community	EN 55022/ CISPR 22	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

Note 1: 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 2: The user should not make changes or modifications not expressly approved by Nortel. Any such changes could void the user's authority to operate the equipment.

Table 7: Safety

Jurisdiction	Standard	Description
United States	UL 60950 3rd Edition	Safety of Information Technology Equipment
Canada	CSA 60950-00	Safety of Information Technology Equipment
European Community	EN 60950-1	ITE equipment - Safety - Part 1: General requirements
Australia/ New Zealand	AS/NZS 60950.1:2003	Safety of Information Technology Equipment

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

Other

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

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

This equipment complies with the CE Marking requirements.



Index

A

About the IP Phone 2007 7
Activity code 28
Agent and MQA login options 22
Agent and Supervisor features 20
Agent features 26
Agent key 34
Agent login 20
Agent logout 25
Answer ACD calls 26
Answer Agent 33
Answer Emergency 34
Attendant 41
AutoDial 41

B

Basic features 7

C

Calibrate the touch panel 16
Call Agent 35
Cleaning the telephone screen 16
Communication Server 1000 41
Contact your supervisor 31
Copy key 12, 41

D

Date/Time display 41
Default login 24
Directory key 11, 41
Directory Number (DN) 41

Display Agent status 39

Display Queue 37

E

Emergency 29
Expand to PC key 12, 41

F

Fastbusy signal 42
Feature display 42
Fixed key 42
Force Call 27

G

Goodbye key 9, 42

H

Handsfree 42
Headset key 11, 42
Hold key 9, 42

I

Indicator status 43
Information display 42
Information line 42
Interflow 35
Interrupted dial tone 42

L

Line (DN) key 9
Local Area Network 7
Login with Agent ID and MQA 21

M

Meridian 1 43, 45
Message (Inbox) 43
Message waiting indicator 12, 43
More key 12, 43
Mute key 11, 43

N

Navigation keys 9, 43
Night Service 36
Not Ready 29

O

Observe 37
Off-hook 43
Outbox/Shift key 11, 43

P

Paging tone 43
Place or answer non-ACD calls 30
Primary Directory Number 43
Programmable line (DN)/feature keys (self-labeled) 44
Programmable line (DN)/feature soft keys (self-labeled) 9

Q

Quit key 12, 44

R

Ringback/ring tone 44

S

Services key 10, 44
Soft keys (self-labeled) 12, 44

Speaker key 11, 44
Special dial tone 44
Status messages 44
Supervisor features 33
Switchhook 45
System or Switch 45

T

Telephone controls 9
Telephone display 12
Touch panel 16
 cleaning 16

U

User interface 45

V

Volume control bar 9, 45

Nortel Communication Server 1000

IP Phone 2007

Call Center User Guide

Copyright © Nortel Networks Limited 2005

All Rights Reserved

Information is subject to change without notice. Nortel Networks reserves the right to make changes in design or components as progress in engineering and manufacturing may warrant.

Nortel, Nortel (Logo), the Globemark, This is the Way, This is Nortel (Design mark), SL-1, Meridian 1, and Succession are trademarks of Nortel Networks.

Publication Number: NN-10300-020

Document Release: Standard 2.00

Date: August 2005

Produced in Canada



>THIS IS **THE WAY**

>THIS IS **NORTEL™**

Internet address

<http://www.nortel.com>