

Commonly Used Nortel Telephone Functions



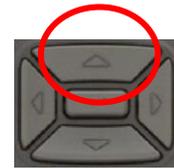
This quick guide shows you how to do the following things with you new Nortel IP Phone 1230:

- [Log in](#)
- [Change you phone password](#)
- [Set the autodial keys](#)
- [Call Forwarding](#)
- [Log out](#)
- [Access Voicemail](#)
- [Transferring Calls](#)
- [Send incoming calls straight to VoiceMail](#)

To 'log in' to a handset

You can 'log in' to any Nortel 1230 handset, which will then allow you to receive any calls to your number.

- 1) Without lifting the handset, press the Services key once



- 2) Use the 'up' arrow navigation key once to locate 'Virtual Office Login'
- 3) Press the 'enter' key (in the centre of the 'up' 'down' buttons)
- 4) Enter your User ID (your 4 digit internal telephone number) and press the enter key again.
- 5) Enter your password (sent via e-mail) and press the enter key. You should now be logged in.

To 'log out' from a handset

When you finish using a handset you can 'Log out' from that handset. This is typically done when you are hot desking or using a shared handset.

- 1) Press the Services key once



- 2) Press the 'up' arrow navigation key once to locate 'Virtual Office Logout'
- 3) Press the 'enter' key (in the centre of the 'up' 'down' buttons)
- 4) You should now be logged out (most of the screen will clear and your number will no longer be displayed).



To change your password

- 1) Press the Services key once



- 2) Use the 'up' or 'down' arrow navigation keys to locate 'Password Admin'
- 3) Enter your old password and press the 'enter' key (in the centre of the 'up' 'down' buttons)
- 4) Enter your new 4 digit password and press the enter key.
- 5) Enter your new password again and press the enter key. Your password is now changed.



To enter the voicemail system

The Nortel 1230 handset will allow you to directly connect to the voicemail system, used on all the University of Exeter telephone systems.

- 1) Lift the handset and press the Messages key



- 2) You will get the Messenger + greeting and be asked to enter your mailbox (internal telephone) number and a #

- 3) Then enter your PIN number.
- 4) You will then get options to all the voicemail options.

To set Autodial keys

Autodial keys allow you to dial numbers at the touch of a button. You can store up to 10 frequently used numbers.



- 1) Press any one of the Autodial keys
- 2) Enter the number you want to autodial (including a 9 if it is an outside number)
- 3) Press the autodial key again.

To store Autodial names

Once you have saved your autodial numbers, you can type in a name to display instead of the number.

- 1) Press the Services key once  'Telephone Options' will be displayed.



- 2) Press the 'enter' key (in the centre of the 'up' 'down' buttons)
- 3) Press the 'up' arrow navigation key 3 times to locate 'Change Feature Key label' and press the enter key.
- 4) 'Change Feature Key' will flash, press the enter key again and 'Select a Feature key' will display.
- 5) Press the autodial key you wish to label, and delete the number from the display using the 'Delete' soft key (one of the four keys directly below the screen – 'Delete' will appear in the screen directly above the correct key). Edit feature key label will be displayed.
- 6) Enter the new name using the keypad (like a mobile phone, 222=C, etc.) When finished press the enter key. You can now select further keys to change or press the 'Cancel' soft key 3 times to exit.

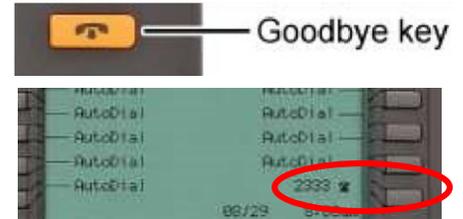
To transfer calls

Once you have answered a call you can transfer it to another internal phone.



- 1) Press the 'Trans' soft key  (note it may be the first or second soft key).
- 2) Enter the number that you want to forward calls to.
- 3) When they answer press the 'Trans' soft key again to complete the transfer.

- 4) If the number does not answer press the yellow 'Hang Up' key followed by the key with your number beside it to take the call back. 5) If the number answers but does not wish to take the call press the key with your number beside it to take back the call.
- 6) Switch between the caller and the transferee using the 'Trans' soft key and the soft key with your number beside it.



To forward calls and cancel call forwarding

You can forward calls from your Nortel 1230 Handset to another phone. Note: By default calls can only be forwarded to an internal (4 digit) number and not a home number or mobile phone. If you need to forward calls to an external number please contact SID (see below) to enable this facility.

- 1) Press the 'Fwd' soft key (display should say "Fwd" not "Trans")
- 2) Enter the number that you want to forward calls to
- 3) Press the 'Fwd' soft key again.
- 4) The '> Fwd' soft key now has a chevron in front of it indicating that calls are being forwarded:
- 5) **To cancel call forwarding**, press the 'Fwd' soft key the word Cancel will appear on the right of the screen press the key under this and the chevron will disappear.



To send incoming calls straight to VoiceMail

You can use the same procedure as above to forward your calls direct to VoiceMail if you are busy.

- 1) Press the 'Fwd' soft key
- 2) Enter 5700 on the keypad
- 3) Press the 'Fwd' key again

Known Issues

There are currently some known issues with the Nortel IP Phone 1230:

- Following any loss of power to the phone (i.e. a powercut in a building), you need to log in on the telephone again. In some instances phones show a 'DHCP error' message. In this event the phone needs to be unplugged from the network and plugged back in again. The phone will take a couple of minutes to re-boot following which you should then be able to log in again.

Further Resources

There is a quick reference card (2 pages) and a full user guide (166 pages) available at the following link:

<http://as.exeter.ac.uk/it/telephony/usingyourphone/nortel1230/>