

### 2004 Operational Overview

The IP Phone 2004 is operated using the fixed keys. There are four call processing fixed keys—Hold, Release, Handsfree and Mute and there are six specialized fixed keys—Quit, Copy, Directory, In/Outbox and Services. The feature/line keys are programmed to display on the IP Phone 2004 display screen.

**Diagram 1**—The call processing fixed keys are highlighted in yellow below. To use a fixed key, simply press the key.

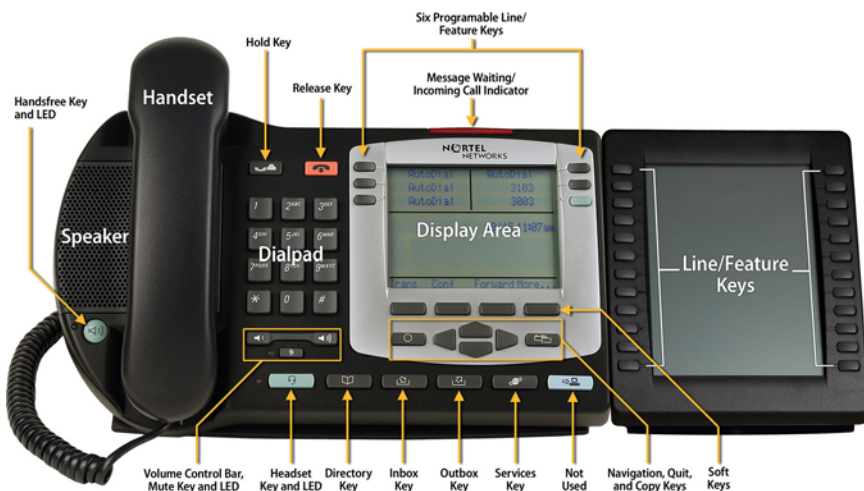


**Diagram 2**—The specialized fixed keys are highlighted in blue below. To use a fixed key, simply press the key.



**Diagram 3**—The Navigation Keys are centered under the LCD screen, above the specialized fixed keys.

To access a feature or line key, use the navigation key to find the feature, then press the button next to the feature.



### Feature Operation

The Feature Operation section of this guide outlines how to use each feature key and commonly used phone operations.

#### Answer Call

Primary Line

Lift the handset, press the **Line** key, or select the **Handsfree** key.

Multiple Appearance  
Directory Number (MDN)

The **MDN** key will flash and audibly ring (optional) to indicate an incoming call for the user that is represented by the MDN key. To answer, press the MDN key.

#### Auto Dial

Store frequently used numbers by pressing the **Auto Dial** key. Enter the phone number you wish to store. Press **Auto Dial** again. To dial a stored auto dial number, press the **Line** key and then the **Auto Dial** Key.

#### Calling

Handset

To call using a primary line, lift the handset and dial the phone number. To use second line, press the **Line 2** key before dialing.

Handsfree

Press the **Line** key. Enter the phone number.

Headset

Press the **Headset** key. Enter the phone number.

Busy Lamp Field (BLF)

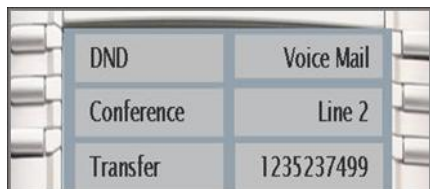
**N/A.** Does not support inbound or outbound dialing.

Multiple Appearance  
Directory Number (MDN)

This feature allows you to answer and place calls for other users, such as your company CEO or president. Press the line key on your Key Expansion Module that's programmed as an **MDN key** for a particular user. Dial



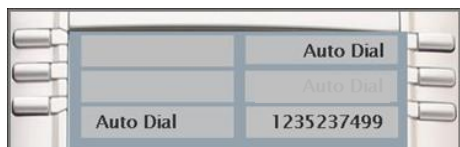
**Diagram 4**—The first screen of features is displayed on the LCD screen.



**Diagram 5**—Use the navigation keys to scroll up to the second screen of features. The features are displayed on the LCD screen.



**Diagram 6**—Use the navigation keys to scroll up to the third screen of features. The features are displayed on the LCD screen. Note: The third screen can be programmed with two user-defined keys. Eight additional user-defined keys can also be programmed, adding two more screens of feature options.



**Diagram 7—Key Expansion Module**  
The IP Phone 2004 supports the use of two Key Expansion Modules (KEMs) for a maximum of 50 programmable keys.



the call. Your call will appear to be coming from that user.

**Feature Operation (continued)**

**Charge Code** Press the **Line** key and then the **Charge Code** key. You'll hear a stutter dial tone. Enter your charge code, from 2 to 15 digits. When you hear normal dial tone, dial your number.

**DND** Select the DND (Do Not Disturb) key to have your phone ring automatically to voicemail.

**Forward** To forward your calls to another number, press the **Forward** key. The **Forward Telephone Icon** flashes. Type in the number to receive your calls. Press the **Forward** key again. The **Forward Telephone Icon** continues to display, but no longer flashes. To cancel, press the **Forward** key again.

**Hold** While on a call, press the **Hold** key to place your caller on hold. Press the **Line** key to retrieve your call. The **Ringing Telephone Icon** next to the **Line** key indicates that you have a call on hold.

**Inspect** Press the **Inspect** key and then a feature key for info about that key.

**Mute** Press the **Mute** key to mute your handset, headset or speaker. Press the **Mute** key again to unmute.

**Transfer**  
**Busy Lamp Field** Busy Lamp Field allows you to monitor on- and off-hook status for any user and to transfer calls efficiently with one-button transfer. Answer the call by lifting the handset or pressing the line key. Then press the **Busy Lamp Field Key** associated with the user to transfer the call.

**Multiple Appearance**  
**Directory Number (MDN)** This feature allows you to answer and place calls for other users, such as the CEO of your company. Example: An incoming call for the CEO causes the CEO's **MDN Line** to flash. Press the **MDN Line** to answer. To transfer, press the **Transfer** key displayed on the LCD of your phone and then the **MDN** key again.

**Voicemail** To access your voice mailbox, lift the handset and press the **Voicemail** feature key. Enter your pass code and press the **#** key.

**Speed Dial** To store a number, press the **Speed Dial** key. Enter the 2-digit code (20 through 39) followed by the number to store. For example, to have speed dial "20" call 222-333-4111, enter 202223334111. Press **Speed Dial** again. To use a speed dial number, press the **Line** key and then the **Speed Dial** key. Enter the 2-digit code.



USER ID

PASSWORD

PHONE NUMBER