

Nortel Communication Server 1000

WLAN Handset 2212

User Guide



Revision history

April 2006

Standard 3.00. This document is up-issued with corrections related to CS 1000 Release 4.5 content. The change affects the definition of the active (off-hook) state and the ring volume on [page 20](#).

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Standard 2.00. This document is up-issued to support the Nortel WLAN Handset 2212.

August 2005

Standard 1.00. This is a new document developed to support the Nortel WLAN Handset 2212.

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Regulations and safety information

FCC Rules – Part 15

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.



WARNING

Changes or modifications to this equipment not approved by Nortel may cause this equipment to not comply with Part 15 of the FCC rules and void the user's authority to operate this equipment.



CAUTION

This equipment contains no user-serviceable parts inside. Refer servicing to qualified service personnel.



WARNING

- Follow standard acceptance procedures before operating the WLAN Handset 2212 near life-support systems.
- To minimize risk of interference, pacemaker users should NOT carry the WLAN Handset 2212 next to the pacemaker.
- Avoid placing the handset near small metallic objects. The handset earpiece attracts magnetic objects.
- The WLAN Handset 2212 produces noise noticeable to hearing aid users. Use a headset compatible with hearing aids.
- This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Radio Frequency (RF) 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.

Operational warnings



WARNING

For vehicles equipped with an air bag: Do not place a portable radio product in the area over the air bag or in the air bag deployment area. An air bag inflates with great force. If a portable radio is placed in the air bag deployment area and the air bag inflates, the radio product may be propelled with great force and cause serious injury to occupants of the vehicle.



WARNING

Potentially explosive atmospheres: Turn off your radio product prior to entering any area with a potentially explosive atmosphere, unless it is a radio product type especially qualified for use in such areas (for example, Factory Mutual Approved). Do not remove, install, or charge batteries in such areas. Sparks in a potentially explosive atmosphere can cause an explosion or fire resulting in bodily injury or even death.

**CAUTION**

Loud noise environment: The WLAN Handset 2212 has been designed to produce optimal voice quality. However, when used in extremely loud noise environments (for example, close to working heavy machinery), users may experience degradation in call quality performance due to echo. Avoid using the handset when traversing these types of environments.

The areas with potentially explosive atmospheres referred to above include fueling areas such as below decks on boats, fuel or chemical transfer or storage facilities, areas where the air contains chemicals or particles, such as grain, dust or metal powders, and any other area where you would normally be advised to turn off your vehicle engine. Areas with potentially explosive atmospheres are often but not always posted.

Batteries: All batteries can cause property damage and/or bodily injury, such as burns, if a conductive material such as jewelry, keys, or beaded chains touches exposed terminals. The conductive material may complete an electrical circuit (short circuit) and become quite hot. Exercise care in handling any charged battery, particularly when placing it inside a pocket, purse, or other container with metal objects.

Cleaning and drying considerations: Using a leather carry case may help protect the surfaces and help prevent liquids (for example, rain) from entering into the interior of the radio product. This product is not waterproof, and exposing the unit to liquids may result in permanent damage to the unit.

If your handset interior gets wet, then do not try to accelerate drying with the use of an oven or a dryer as this will damage the handset and void the warranty. Instead, do the following: 1. Immediately power off the handset. 2. Remove battery pack from handset. 3. Shake excess liquid from handset. 4. Place the handset and battery pack in an area that is at room temperature and has good airflow. 5. Let the handset and battery pack dry for 72 hours before reconnecting the battery pack and/or powering on the handset. If the handset does not work after following the steps listed above, contact your dealer for servicing information.

See “Cleaning your handset” on page 25 for cleaning instructions.

Electromagnetic interference and compatibility

Note: Nearly every electronic device is susceptible to electromagnetic interference (EMI) if inadequately shielded, designed or otherwise configured for electromagnetic compatibility.

Facilities

To avoid electromagnetic interference and/or compatibility conflicts, turn off your radio product in any facility where posted notices instruct you to do so. Hospitals or health care facilities may be using equipment that is sensitive to external RF energy.

Medical devices

Pacemakers: The Health Industry Manufacturers Association recommends that a minimum separation of 6 inches (15 cm) be maintained between a handheld wireless radio product and a pacemaker. These recommendations are consistent with the independent research by, and recommendations of, Wireless Technology Research.



WARNING

Persons with pacemakers should:

- ALWAYS keep the radio product more than 6 inches (15 cm) from their pacemaker when the radio product is turned ON.
- NOT carry the radio product in a breast pocket.
- Use the ear opposite the pacemaker to minimize the potential for interference.
- Turn the radio product OFF immediately if you have any reason to suspect that interference is taking place.

Hearing aids: Some digital wireless radio products may interfere with some hearing aids. In the event of such interference, consult your hearing aid manufacturer to discuss alternatives.

Other medical devices: If you use any other personal medical device, consult the manufacturer of your device to determine if it is adequately shielded from external RF energy. Your physician may be able to assist you in obtaining this information.

Use while driving

Check the laws and regulations on the use of radio products in the area where you drive. Always obey them. When using the radio product while driving, please:

- Give full attention to driving and to the road.
- Use handsfree operation, if available.
- Pull off the road and park before making or answering a call if driving conditions so require.

International certifications

Table 1 shows the international certifications applicable to the WLAN Handset 2212.

Table 1
International certifications (Sheet 1 of 2)



Australia	
Brazil	
Canada	
European Union	
Norway	
Switzerland	
Japan	
Mexico	
New Zealand	Z233
Singapore	IDA
Taiwan	
Hong Kong	
United States	

Table 1
International certifications (Sheet 2 of 2)

United States	 Part 15, part 68 IEC 60950
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Specific Absorption Rate (SAR) information

Your wireless handheld portable telephone is a low power radio transmitter and receiver. When it is ON, it receives and also sends out radio frequency (RF) signals. In August 1996, the Federal Communications Commissions (FCC) adopted RF exposure guidelines with safety levels for hand-held wireless phones. Those guidelines are consistent with the safety standards previously set by both U.S. and international standards bodies:

- ANSI C95.1 (1992) American National Standards Institute
- NCRP – Report 86 (1986) National Council on Radiation Protection and Measurements
- ICNIRP (1996) International Commission on Non-Ionizing Radiation Protection
- DHWC – Safety Code 6 Department of Health and Welfare Canada

Those standards were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health. The exposure standard for wireless mobile phones employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6 W/kg¹. Tests for SAR are conducted using standard operating positions specified by the FCC with the phone transmitting at its highest certified power level in all tested frequency bands. Although the SAR is determined at the highest certified power level, the actual SAR level of the phone while operating can be well below the maximum value. This is because the phone is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output. Before a phone model is available for sale to the public, it must be tested and certified to the FCC that it does not exceed the limit established by the government-adopted requirement for safe exposure. The tests are performed in positions and locations (for example, at the ear and worn on the body) as required by the FCC for each model. While there may be differences between the SAR levels of various phones and at various positions, they all meet the government requirement for safe exposure. The FCC has granted an Equipment Authorization for this model phone with all reported SAR levels evaluated as in compliance with the FCC RF emission guidelines. SAR information on this model phone is on file with the FCC and can be found under the Display Grant section of <http://www.fcc.gov/oet/fccid>

1. In the United States and Canada, the SAR limit for mobile phones used by the public is 1.6 watts/kg (W/kg) averaged over one gram of tissue. The standard incorporates a substantial margin of safety to give additional protection for the public and to account for any variations in measurements.

after searching on FCC ID IYGSNP2400. Additional information on Specific Absorption Rates (SAR) can be found on the Cellular Telecommunications Industry Association (CTIA) website at <http://www.wow-com.com>.

The only authorized headsets that may be utilized with the Nortel WLAN Handset 2212 are those obtainable from Nortel or its reseller partners.

The measured SAR of the SNP2400 Wireless Handset is:
0.166 W/kg @ 2462 MHz (head) 0.0162 W/kg @ 2412 MHz (body).

IMPORTANT!

Phone Operation Normal Position: Hold the phone as you would any other telephone, with the earpiece to your ear, and speak into the microphone. The internal antenna is then positioned properly.

Chargers

For the dual and quad chargers (models TDE200 and BQC7204), the following warning applies:



WARNING

This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

Your WLAN Handset 2212

This document describes the WLAN Handset 2212 and its features when operating on Nortel Communication Server 1000. The WLAN Handset 2212 is a fully functional handset specifically designed for the busy office environment. It is specially designed for 24-hour operation with a back-lit keypad, and has enhanced resistance to moisture.

Note: Not all features described in this guide are available on all handsets. Consult your system administrator to verify which features are available for your use.



WARNING

- Follow standard acceptance procedures before operating the WLAN Handset 2212 near life-support systems.
- To minimize risk of interference, pacemaker users should **NOT** carry the WLAN Handset 2212 next to the pacemaker.
- Avoid placing the handset near small metallic objects. The handset earpiece attracts magnetic objects.
- The WLAN Handset 2212 produces noise noticeable to hearing aid users. Use a headset compatible with hearing aids.
- This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.



CAUTION

Loud noise environment: The WLAN Handset 2212 has been designed to produce optimal voice quality. However, when used in extremely loud noise environments (for example, close to working heavy machinery), users may experience degradation in call quality performance due to echo. Avoid using the handset when traversing these types of environments.

Figure 1
WLAN Handset 2212 controls



Handset controls and descriptions



Use the **Power On/Start Call** key to turn on your WLAN Handset 2212. This key also affects some of the states of the handset (see Table 2 on page 20).



Use the **Power Off/End Call** key to terminate an active call and turn off the handset.



Press the **Menu** key to view the full description of the soft key abbreviations and access the handset features. Press and hold Power On/Start Call. Two chirps sound. The **Menu** key displays a list of features. Select these features by pressing the number key corresponding to the feature or by using the **Up**, **Down**, and **Select** buttons. This key also affects some of the states of the handset (see

Table 2 on page 20).



Use the **Line** key to access the Feature Keys menu. Select these features by pressing the number key associated with each feature.

Note: The **Line** key emulates the six Feature Keys located at the top of an IP Phone 2004 display area.



Use the **Function** key to access the handset functions when in the active (idle) state (see Table 3 on page 22).

The **Function** key also provides access to the User Option menu in the standby state.



Soft keys (self-labeled) are located below the display area. The LCD label above the key changes, based on the state of the handset. Use the four **Soft keys** (A, B, C, D) to activate the displayed soft key feature.

Use the **Up**, **Down**, and **Select** buttons on the side of the handset to navigate and activate the various menu options.

Status indicators





These symbols give a visual indication (from strong to weak) of the signal strength to the handset.

No Service

You are outside of the coverage area and cannot receive or place calls. The “Out of Service” tone plays. Return to the coverage area to re-establish the connection.



These symbols give a visual indication of the battery charge. The  indicates that the battery is fully charged, while the  indicates that the charge is low.



Your battery pack charge is very low. An audible beep also sounds. Replace your battery pack within two minutes.



You have a new voicemail message.



Your handset is downloading a new firmware file. You will be unable to make or receive calls until the download is complete. ***Do not power off the handset until the download icon disappears.***

Melody	A melody is played when the WLAN Handset 2212 is turned on.
In Service Tone	When the handset completes registration with the Call Server, it plays the “In Service” tone.
Line Indicator	The Line Indicator area displays the line currently in use. Any lines that are not idle or active (for example, if the line is on hold or forwarded) will have a plus sign (+) in front of that line.
Right/Up and Left/Down Arrows	These icons, on either side of the Line Indicator, are used in the in-call menus to indicate “more items below or left” and “more items above or right.”

The states of the handset

The WLAN Handset 2212 can be in one of following states (see Table 2).

Table 2
The WLAN Handset 2212 states (Sheet 1 of 3)

State	Description
Power off	The handset is turned off. It is not registered with the Call Server. Normally the handset enters the power-off state when the user presses the Power Off/End Call key for approximately two seconds when the handset is in the standby state. The batteries can be recharged in the power-off state.
Standby	This is the normal state when the handset is online but inactive. In the standby state, the handset can receive calls and access the User Option menu. To perform other operations, the handset must be active (off-hook). The standby state uses less power than the active (idle) state. The batteries can be recharged in the standby state.
Active (off-hook)	This is equivalent to a regular telephone being off-hook. The handset goes to the active (off-hook) state when you press the Power On/Start Call key when the handset is in the standby or active (idle) state. When in the active (off-hook) state, the handset uses a soft ring.

Table 2
The WLAN Handset 2212 states (Sheet 2 of 3)

State	Description
Active (idle)	<p>This is equivalent to a regular telephone being idle. The active (idle) state is reached in two ways:</p> <ul style="list-style-type: none"> • An incoming call in the standby state causes the handset to go to the active (idle) state and begin ringing. • The user presses the FCN and 3 keys when the handset is in the active (off-hook) state to access the function menu. In the active (idle) state, the handset will not ring when there is an incoming call. <p><i>Note:</i> In the active (idle) state, the handset and access point exchange a small packet about once every 15 milliseconds. This increases the power consumption and consumes bandwidth, particularly for the RF portion of the link. Therefore, do not leave the handset in the idle state except for special situations.</p>
Active (on-hook)	<p>This state is entered when the handset is in standby state and the user presses the Menu key. The handset appears to be on-hook from the Call Server point of view, and loud ringing will occur (when required). The handset display is active and the Menu, FCN or Line menus can be accessed. The user returns to the standby state by pressing the Power Off/End Call key. If no keys are pressed for a period of 10 seconds, the state times out and the handset returns to the standby state. Pressing the Power Off/End Call key in any of the menus will exit the menu. Pressing the Power Off/End Call key again will return the handset to standby state.</p> <p><i>Note:</i> If the user selects any menu item or presses a soft key, the handset changes into the active (off-hook) state, the timeout condition is removed and handset will use a soft ring.</p>
Error	<p>The handset enters the error state when it loses the signal from the access point. If the handset regains the signal within approximately 20 seconds, it returns to its previous state. If the handset is out of range for longer than 20 seconds, the handset restarts and returns to the standby state.</p>

Table 2
The WLAN Handset 2212 states (Sheet 3 of 3)

State	Description
Active call	The handset enters the active call state when a user is in an active conversation. To enter this state, the user either makes a call or answers an incoming call. While in this state, the handset will use a soft ring to alert the user to another call. The user leaves this state when the call is completed by pressing the Power Off/End Call key or when an incoming call is ended before the user answers it.

Function menu items

Your WLAN Handset 2212 has six non-programmable Function menu items. Table 3 lists these menu items and their corresponding functions and descriptions. To activate the functions on your WLAN Handset 2212, press the **Function** key – in the active (on-hook) or active (off-hook) states – and the appropriate number on the keypad, or use the **Up** and **Down** buttons on the side of the handset to scroll through the functions and the **Select** button to select and activate a function.

Note: Pressing the Function key when the handset is in active (idle) state gives a different menu. See “User Option menu” on page 41 for details.

Table 3
WLAN Handset 2212 function menu items (Sheet 1 of 2)

Function menu item	Function	Description
1	Mute	Use the Mute function to listen to the receiving party without transmitting. Press the Mute key again to return to a two-way conversation.
2	Hold	Use the Hold function to put an active call on hold. Press the Line key beside the flashing icon to return to the caller on hold.

Table 3
WLAN Handset 2212 function menu items (Sheet 2 of 2)

Function menu item	Function	Description
3	Goodbye	Use the Goodbye function to enter the active (idle) state to access the function menu. This is particularly useful if you want to make another call immediately. Simply press the FCN and 3 keys, then dial the number. <i>Note:</i> If you do not intend to make another call, press the Power Off/End Call key to end your current call and place the handset in the standby state.
4	Directory	Use the Directory function to search the Corporate Directory, if configured.
5	Inbox	Use the Inbox function to access your voice mailbox.
6	Outbox	Reserved for future use.

Enter text using the handset keypad

You can use the handset keypad to enter text on the WLAN Handset 2212.



Press the key once for the first letter printed on that key, twice to get the second letter, and three times for the third letter.

The letters Q and Z do not appear on the handset keypad. They are, however, programmed on keys 7 and 9 respectively (in alphabetical order).

Scrolling

Scrolling up, down, left and right is performed as shown in Table 4.

Table 4
Scrolling functions

To scroll:	Use:
Up	Volume Up button
Down	Volume Down button
Left	
Right	

Cleaning your handset

The WLAN Handset 2212 occasionally needs to be cleaned to maintain appearance. In general, wiping the handset surface with a plain-water-dampened cloth or paper towel removes most films or residues.

If more rigorous cleaning is required, you can use:

- A mild detergent solution. Be sure to wipe away any detergent residue with a plain-water-dampened cloth.
- Any general-purpose household glass and surface cleaner. Do not spray the handset directly. Spray the cleaner on a soft cloth or paper towel, then wipe the handset.
- Pre-treated cloths, like those used for eyeglasses or cameras.
- Pre-moistened towelettes. Avoid those containing lanolin or aloe as it leaves a slippery residue.
- Isopropyl alcohol, applied by a damp cloth or paper towel. When using alcohol, do not rub the keypad characters vigorously, as this will significantly degrade legibility.

IMPORTANT!

- Do not use furniture polishes, waxes, or plasticizer-based cleaner.
- Do not use lanolin, aloe, glycerin, or other skin care products.
- Do not apply any solvent such as acetone or mineral spirits.
- Do not directly spray or immerse the handset.

If the headset connector becomes dirty, you may experience a scratchy or intermittent signal. To clean the connector, dip the padded end of a cotton swab in isopropyl alcohol. Gently insert in the connector and twist, repeating several times. If available, blow compressed air into the connector to clear debris.

Basic handset operation

Turn on the WLAN Handset 2212

To turn on the handset:



1. Press and hold the **Power On/Start Call** key for two seconds.
Two chirps sound.
2. Release the **Power On/Start Call** key.

The in-service tone sounds and the extension number displays.

The handset is now in standby mode and ready to make and receive calls.

IMPORTANT!

When the download icon (📶) is displayed, the handset is not ready to make or receive calls. Once the icon is removed, the handset can be used.

Turn off the WLAN Handset 2212

To turn off the handset:



1. Press and hold the **Power Off/End Call** key. One chirp sounds and the handset turns off.
Note: The WLAN Handset 2212 cannot be turned off during a call. First end the call, then turn off the handset.
2. Release the **Power Off/End Call** key.

IMPORTANT!

Do not power off the handset if the download icon (📶) is displayed.

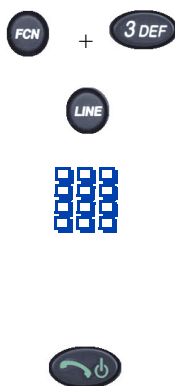
Make a call

To make a call:



1. Press the **Power On/Start Call** key. You receive a dial tone.
2. Dial the number. Dial calls exactly as you would with a regular telephone. You can dial extension numbers, internal numbers, or make external calls, depending on your system.

To make a call using a line:



1. Press the **Function** key and the number **3** key to enter the active (idle) state.
2. Press the **Line** key and the number key (1 through 6) for the desired line.
3. Dial the number. Dial calls exactly as you would with a regular telephone. You can dial extension numbers, internal numbers, or make external calls, depending on your system.
4. Press the **Power On/Start Call** key.

To make a call using Predial:



1. Dial the number. Dial calls exactly as you would with a regular telephone. You can dial extension numbers, internal numbers, or make external calls, depending on your system.
2. Press the **Power On/Start Call** key.

Make a headset call

To make a call using a headset:

1. Connect the headset to the headset jack.
2. Follow the steps in “Make a call” on page 28 to make your call.

Answer a call

The handset rings or vibrates to alert you to an incoming call. Additionally, a line number on the display flashes, and the display shows information about the call, such as the caller’s name and extension.

To answer a call:



Press the **Power On/Start Call** key.

To answer a call on another line:



Note: While on a call, you hear a soft beep to indicate another incoming call.

1. If on a call, press the **Function** key to access the list of functions.
2. Press the number **2** key to place the current call on hold.
3. Press the **Line** key to access the Line (DN) feature keys.
4. Press the number key corresponding to the flashing line number.

To answer a headset call:

When a headset is plugged into the handset, press any key other than Power On/Start Call, Power Off/End Call, soft keys or the side buttons.

Hang up a call

To hang up the handset:



Press the **Power Off/End Call** key. Be sure to do this at the end of each call.

IMPORTANT!

For extended battery life, press the **Power Off/End Call** key even when the other party hangs up first.

Change the speaker volume

To change the speaker volume:

While the handset is in the active state, press the **Up** and **Down** buttons to increase or decrease the volume of the speaker.

Note: As the volume is adjusted, the setting is shown in a small bar graph on the display. The volume setting is retained between calls as well as when the handset is powered off.

Silence the ringer

To silence the ringer:



Press the **Power Off/End Call** key when the handset is ringing. This function does not interrupt the call and the caller can leave a voicemail message.

Activate the backlight

To activate the backlight:

Press any key to activate the backlight. It also activates when there is an incoming call. The backlight turns off after 10 seconds if no key is pressed.

Feature and function activation

You can view the features and functions programmed in your system using the Shortcut menu, soft key features, and the Line (DN) features. You can access some functions and features using one or more of the methods described in this section.

Shortcut menu – MENU key

Use the Shortcut menu to view the full description of the soft key abbreviations and access the handset features.

Note: The menu displayed depends on the handset state.

To activate a feature using the Shortcut menu:



1. Place the handset in the active (idle) or active (off-hook) state.
2. Press the **Menu** key. The Shortcut menu displays in the main display area.
3. Press the **Up** and **Down** buttons to scroll through the list of features. The abbreviation is highlighted in the display area.
4. Do one of the following:
 - Press the **Select** button to activate the highlighted feature.
 - Press the appropriate number key (shortcut key). The feature does not have to be highlighted.

Function menu – FCN key

Use the Function key to view and activate the WLAN Handset 2212 functions. This includes the fixed functions (see Table 3 on page 22).

Note: The menu displayed depends on the handset state.

To activate a function using the Function key:



1. Place the handset in the active (idle) or active (off-hook) state.
2. Press the **Function** key to display the first four functions in the display area. Repeat to view more functions.
3. Press the **Up** and **Down** buttons to scroll through the list of functions. The function abbreviation is highlighted in the display area.
4. Press the **Select** button to activate the highlighted function.

Soft key features

The four soft keys on your WLAN Handset 2212 enable you to quickly activate soft key features. The display area directly above each soft key is programmed with a feature abbreviation.

The soft keys operate with a rocking action. Press the left or right side of the key to activate the corresponding soft key feature.

To activate a soft key feature:



1. Go off-hook.
The soft key labels display in the display area.
2. Press the **soft key** corresponding to the desired feature.

Feature Keys menu – LINE key

The **Line** key enables you to access the Feature Keys menu while the handset is in the active (off-hook) state. The features on the Feature Keys menu are programmed on each handset using the six line keys (number keys 1 through 6).

Note: A feature must be available on the system before it can be programmed on a handset.

To activate a feature:



1. Go off-hook.
2. Press the **Line** key to view the Feature Keys menu in the upper display area.
3. Do one of the following:
 - Press the number key (1 through 6) corresponding to the desired feature.
 - Use the **Up**, **Down**, and **Select** buttons to activate a feature.

Using the shortcut keys

The WLAN Handset 2212 features are programmed on the following shortcut keys:

- number keys 0 to 9
- star (*) key
- pound (#) key

These shortcut keys are displayed next to the feature abbreviations when you view the features.

To activate a feature or function using its shortcut key, press the shortcut key at any time while the handset is in the Shortcut menu or the Function menu. The feature or function activates whether or not that feature is currently displayed or highlighted.

Security

The WLAN Handset 2212 provides two security modes:

- insecure — This is the default mode.
- secure

Your handset is pre-programmed by the system administrator for the type of security you need. For more information, talk to your system administrator.

IMPORTANT!

Do not change the security level through your handset.

The headset

Nortel offers optional headsets (depending on market region) for use in noisy environments or if you need to have your hands free while talking.

To use the headset, simply plug it into the jack on the bottom of the handset. The headset is specially designed to work with the WLAN Handset 2212.

Figure 2
WLAN Handset 2212 bottom view



IMPORTANT!

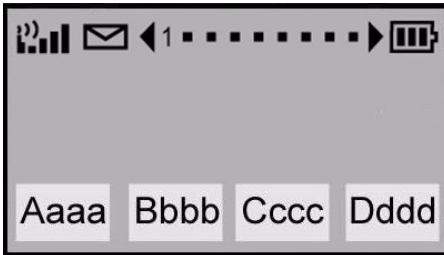
The only authorized headsets that can be used with WLAN Handset 2212 are those obtained from Nortel, Plantronics, or their reseller partners.

Handset display

This section summarizes the display features of the WLAN Handset 2212.

Figure 3

WLAN Handset 2212 display



The WLAN Handset 2212 has three display areas:

- The upper display area is a status row that displays the handset status. It can include: a signal strength indicator, a message waiting indicator, left and right arrows, a series of dots, and a battery level indicator. Each dot represents a line and changes to a number when the line is active. Lines that are not idle or on an active call (for example, on hold or forwarded) are indicated by a plus sign (+) in front of the line entry.
- The middle display area is a text area, four lines by 19 characters in size. Lines in the text area longer than 19 characters are truncated by a special algorithm that removes spaces and punctuation first and then vowels.
- The lower display area provides soft key labels. Each soft key label is a maximum of four characters long. The soft key labels are compressed with the same algorithm as used in the text area.

User Option menu

When the WLAN Handset 2212 is in standby mode (power is on, but the handset is not in use), press and briefly hold the **Function** key to display the User Option menu.

This section describes the following standard User Option menu items:

- Lock Keys
- Language
- Ring Options
- Phone Options
- System Info
- Extension

Check with your system administrator for specific features supported by your WLAN Handset 2212.

Lock the Keypad

The Lock Key menu allows you to lock the handset keypad immediately.

To lock the keypad:



Lock Keys

1. Press and hold the **Function** key when in the standby state.
2. Use the **Up** and **Down** buttons to scroll through the menu and highlight **Lock Keys**.
3. Press the **Select** button (or the **OK** soft key) to lock the keypad immediately.

To unlock the keypad:

Unlk



1. Press the **Unlock** soft key when in the standby state.
2. Press the **#** key to unlock the keypad.

Select a Language

For systems that support multiple languages, you can select the display language from a list of supported languages.

To change the language:



Languages

1. Press and hold the **Function** key when in the standby state.
2. Use the **Up** and **Down** buttons to scroll through the menu and highlight **Languages**.
3. Press the **Select** button (or the **OK** soft key).
4. Use the **Up** and **Down** buttons to scroll through the menu and highlight the desired language.
5. Press the **Select** button (or the **OK** soft key).
6. Do one of the following:
 - Press the **Up** soft key to return to the previous menu and choose another option.
 - Press the **Power Off/End Call** key to exit all menus and return to the standby state.

Up



Select Ring Options

Phone Options presents a menu of choices:

- Telephone Ring — presents a submenu of choices for setting:
 - Ring Cadence
 - Ring Tone (see note)
 - Vibrate Cadence
 - Ring Delay (see note)
- Auxiliary 1 — reserved for future use.
- Auxiliary 2 — reserved for future use.

Note 1: Ring Tone does not appear in the menu when Ring Cadence is off.

Note 2: Ring Delay does not appear in the menu when Ring Cadence or Vibrate Cadence is off.

To select Ring Cadence:



Ring Options

Telephone Ring

Ring Cadence

1. Press and hold the **Function** key when in the standby state.
2. Use the **Up** and **Down** buttons to scroll through the menu and highlight **Ring Options**.
3. Press the **Select** button (or the **OK** soft key) to select the option. The next menu level displays.
4. Use the **Up** and **Down** buttons to scroll through the menu and highlight **Telephone Ring**.
5. Press the **Select** button (or the **OK** soft key) to select the option. The next menu level displays.
6. Use the **Up** and **Down** buttons to scroll through the menu and highlight **Ring Cadence**.
7. Press the **Select** button (or the **OK** soft key) to select the option.
8. Use the **Up** and **Down** buttons to highlight one of the following:
 - Off
 - PBX — This is the default.
 - Continuous
 - Short Pulse
 - Long Pulse
9. Press the **Select** button (or the **OK** soft key) to choose the cadence.

Up



To select Ring Tone:



Ring Options

Telephone Ring

Ring Tone

10. Do one of the following:

- Press the **Up** soft key to return to the previous menu and choose another option.
- Press the **Power Off/End Call** key to exit all menus and return to the standby state.

Note: You can also press the **Exit** soft key from the top-level menu to exit and return to the active (off-hook) state.

Ring Tone does not appear in the menu when Ring Cadence is off.

1. Press and hold the **Function** key when in the standby state.
2. Use the **Up** and **Down** buttons to scroll through the menu and highlight **Ring Options**.
3. Press the **Select** button (or the **OK** soft key) to select the option. The next menu level displays.
4. Use the **Up** and **Down** buttons to scroll through the menu and highlight **Telephone Ring**.
5. Press the **Select** button (or the **OK** soft key) to select the option. The next menu level displays.
6. Use the **Up** and **Down** buttons to scroll through the menu and highlight **Ring Tone**.
7. Press the **Select** button (or the **OK** soft key) to select the option. The next menu level displays.
8. Use the **Up** and **Down** buttons to highlight one of the following:
 - Tone 1 — This is the default.

Play



Up



To select Vibrate Cadence:



Ring Options

Telephone Ring

Vibrate Cadence

- Tone 2
 - Tone 3
 - Tone 4
 - Tone 5
9. To play the highlighted setting, press the **Play** soft key.
 10. Press the **Select** button (or the **OK** soft key) to choose the tone.
 11. Do one of the following:
 - Press the **Up** soft key to return to the previous menu and choose another option.
 - Press the **Power Off/End Call** key to exit all menus and return to the standby state.

Note: You can also press the **Exit** soft key from the top-level menu to exit and return to the active (off-hook) state.

1. Press and hold the **Function** key when in the standby state.
2. Use the **Up** and **Down** buttons to scroll through the menu and highlight **Ring Options**.
3. Press the **Select** button (or the **OK** soft key) to select the option. The next menu level displays.
4. Use the **Up** and **Down** buttons to scroll through the menu and highlight **Telephone Ring**.
5. Press the **Select** button (or the **OK** soft key) to select the option. The next menu level displays.
6. Use the **Up** and **Down** buttons to scroll

through the menu and highlight **Vibrate Cadence**.

7. Press the **Select** button (or the **OK** soft key) to select the option.
8. Use the **Up** and **Down** buttons to highlight one of the following:
 - Off — This is the default.
 - PBX
 - Continuous
 - Short Pulse
 - Long Pulse
9. Press the **Select** button (or the **OK** soft key) to choose the cadence.
10. Do one of the following:
 - Press the **Up** soft key to return to the previous menu and choose another option.
 - Press the **Power Off/End Call** key to exit all menus and return to the standby state.

Note: You can also press the **Exit** soft key from the top-level menu to exit and return to the active (off-hook) state.

Ring Delay does not appear in the menu when Ring Cadence or Vibrate Cadence is turned off.

1. Press and hold the **Function** key when in the standby state.
2. Use the **Up** and **Down** buttons to scroll through the menu and highlight **Ring Options**.
3. Press the **Select** button (or the **OK** soft key) to select the option. The next menu level displays.



To select Ring Delay:



Ring Options

Telephone Ring

4. Use the **Up** and **Down** buttons to scroll through the menu and highlight **Telephone Ring**.
5. Press the **Select** button (or the **OK** soft key) to select the option. The next menu level displays.

Ring Delay

6. Use the **Up** and **Down** buttons to scroll through the menu and highlight **Ring Delay**.
7. Press the **Select** button (or the **OK** soft key) to select the option.
8. Use the **Up** and **Down** buttons to highlight one of the following:
 - No Delay — This is the default.
 - 5 Second Delay
 - 10 Second Delay
9. Press the **Select** button (or the **OK** soft key) to choose the delay.

Up



10. Do one of the following:
 - Press the **Up** soft key to return to the previous menu and choose another option.
 - Press the **Power Off/End Call** key to exit all menus and return to the standby state.

Note: You can also press the **Exit** soft key from the top-level menu to exit and return to the active (off-hook) state.

Select Phone Options

Phone Options presents a menu of choices:

- Noise Mode — enables the user to adjust the handset for different levels of noise within the work environment.
- Key Tones — controls whether pressing a key plays a tone.
- Warning Tones — controls whether warning tones are played when

out-of-range, or during power up and power down.

- Display Contrast — controls the amount of contrast for the display.
- Keypad Autolock — controls automatic locking of the keypad when the handset is in standby mode.

To select Noise Mode:



Phone Options

Noise Mode

Up



1. Press and hold the **Function** key when in standby mode.
2. Use the **Up** and **Down** buttons to scroll through the menu and highlight **Phone Options**.
3. Press the **Select** button (or the **OK** soft key) to select the option. The next menu level displays.
4. Use the **Up** and **Down** buttons to scroll through the menu and select **Noise Mode**.
5. Press the **Select** button (or the **OK** soft key) to select the option.
6. Use the **Up** and **Down** buttons to scroll through the menu and highlight one of the following settings (an asterisk indicates the selected setting):
 - Normal: For most office environments. This is the default setting.
 - High: For moderate background noise.
 - Severe: For extremely noisy conditions.
7. Press the **Select** button (or the **OK** soft key) to select the level.
8. Do one of the following:
 - Press the **Up** soft key to return to the previous menu and choose another option.



- Press the **Power Off/End Call** key to exit all menus and return to the standby state.

Note: You can also press the **Exit** soft key from the top-level menu to exit and return to the active (off-hook) state.

To change the key tones:



Phone Options

Key Tones

1. Press and hold the **Function** key when in the standby state.
2. Use the **Up** and **Down** buttons to scroll through the menu and highlight **Phone Options**.
3. Press the **Select** button (or the **OK** soft key) to select the setting.
4. Use the **Up** and **Down** buttons to scroll through the menu and highlight **Key Tones**.
5. Press the **Select** button (or the **OK** soft key) to choose the item.
6. Use the **Up** and **Down** buttons to scroll through the menu and highlight one of the following settings (an asterisk indicates the selected setting):
 - Enable Tones — This is the default.
 - Disable Tones
7. Press the **Select** button (or the **OK** soft key).
8. Do one of the following:
 - Press the **Up** soft key to return to the previous menu and choose another option.
 - Press the **Power Off/End Call** key to exit all menus and return to the standby state.

Up



To change the warning tones:



Phone Options

Warning Tones

1. Press and hold the **Function** key when in the standby state.
2. Use the **Up** and **Down** buttons to scroll through the menu and highlight **Phone Options**.
3. Press the **Select** button (or the **OK** soft key) to select the setting.
4. Use the **Up** and **Down** buttons to scroll through the menu and highlight **Warning Tones**.
5. Press the **Select** button (or the **OK** soft key) to select the setting.
6. Use the **Up** and **Down** buttons to scroll through the menu and highlight one of the following settings (an asterisk indicates the selected setting):
 - Enable Warnings — This is the default.
 - Disable Warnings
7. Press the **Select** button (or the **OK** soft key).
8. Do one of the following:
 - Press the **Up** soft key to return to the previous menu and choose another option.
 - Press the **Power Off/End Call** key to exit all menus and return to the standby state.

Up



To change the display contrast:



Phone Options

1. Press and hold the **Function** key when in the standby state.
2. Use the **Up** and **Down** buttons to scroll through the menu and highlight

Display Contrast



To change the keypad autolock:



Phone Options

Keypad Autolock

Phone Options.

3. Press the **Select** button (or the **OK** soft key) to select the setting.
 4. Use the **Up** and **Down** buttons to scroll through the menu and highlight **Display Contrast**.
 5. Press the **Select** button (or the **OK** soft key) to select the setting.
 6. Use the **Up** and **Down** buttons to adjust the contrast to a suitable level.
 7. Press the **Select** button (or the **OK** soft key) to choose the setting.
 8. Do one of the following:
 - Press the **Up** soft key to return to the previous menu and choose another option.
 - Press the **Power Off/End Call** key to exit all menus and return to the standby state.
1. Press and hold the **Function** key when in the standby state.
 2. Use the **Up** and **Down** buttons to scroll through the menu and highlight **Phone Options**.
 3. Press the **Select** button (or the **OK** soft key) to select the setting.
 4. Use the **Up** and **Down** buttons to scroll through the menu and highlight **Keypad Autolock**.
 5. Press the **Select** button (or the **OK** soft key) to select the setting.
 6. Use the **Up** and **Down** buttons to scroll through the menu and highlight one of the following settings (an asterisk

indicates the selected setting):

- Disable — This is the default.
 - 5 seconds
 - 10 seconds
 - 20 seconds
7. Press the **Select** button (or the **OK** soft key).
 8. Do one of the following:
 - Press the **Up** soft key to return to the previous menu and choose another option.
 - Press the **Power Off/End Call** key to exit all menus and return to the standby state.



View system information

The System Information option displays the following:

- Phone IP Address — displays the Internet Protocol (IP) address assigned to the handset.
- Server IP Address — displays the Server IP address.
- Firmware Version — displays the software version running on the handset.

Note: The information in the System Information option is for display purposes only. You cannot edit this information.

To view the handset IP address:



System Information

Phone IP Addr

1. Press and hold the **Function** key when in the standby state.
2. Use the **Up** and **Down** buttons to scroll through the menu and highlight **System Information**.
3. Press the **Select** button (or the **OK** soft key) to select the setting.
4. Use the **Up** and **Down** buttons to scroll through the menu and highlight

Up



To view the Server information:



System Information

Server IP Addr

Up



To view the Firmware information:



Phone IP Address.

5. Press the **Select** button (or the **OK** soft key) to view the IP address.
6. Do one of the following:
 - Press the **Up** soft key to return to the previous menu and choose another option.
 - Press the **Power Off/End Call** key to exit all menus and return to the standby state.

1. Press and hold the **Function** key when in the standby state.
2. Use the **Up** and **Down** buttons to scroll through the menu and highlight **System Information**.
3. Press the **Select** button (or the **OK** soft key) to select the setting.
4. Use the **Up** and **Down** buttons to scroll through the menu and highlight **Server IP Address**.
5. Press the **Select** button (or the **OK** soft key) to view the Server IP address.
6. Do one of the following:
 - Press the **Up** soft key to return to the previous menu and choose another option.
 - Press the **Power Off/End Call** key to exit all menus and return to the standby state.

1. Press and hold the **Function** key when in the standby state.

System Information

2. Use the **Up** and **Down** buttons to scroll through the menu and highlight **System Information**.

3. Press the **Select** button (or the **OK** soft key) to select the setting.

Firmware Version

4. Use the **Up** and **Down** buttons to scroll through the menu and highlight **Firmware Version**.

5. Press the **Select** button (or the **OK** soft key) to view the hardware identification number (MAC address), downloader version, function file version and phint1 file version.

6. Do one of the following:

- Press the **Up** soft key to return to the previous menu and choose another option.
- Press the **Power Off/End Call** key to exit all menus and return to the standby state.



View Extension

The Extension option enables the user to view the extension number for the handset. This number is used to identify the handset. It displays when the handset is in the standby state.

Note: The Extension option is for display purposes. You cannot edit this option.

To view the Extension:



Extension

1. Press and hold the **Function** key when in standby mode.

2. Use the **Up** and **Down** buttons to scroll through the menu and highlight **Extension**.

3. Press the **Select** button (or the **OK** soft key) to select the option.

4. Do one of the following:

Up



- Press the **Up** soft key to return to the previous menu and choose another option.
- Press the **Power Off/End Call** key to exit all menus and return to the standby state.

Note: You can also press the **Exit** soft key from the top-level menu to exit and return to the active (off-hook) state.

Call features

System administration is required for Call features. Contact your system administrator to ensure that these features are supported by the system software and to have them configured on your handset.

IMPORTANT!

Access to the features and functions in the following sections are dependent on your system configuration. Contact your system administrator to determine whether specific features are accessible through your WLAN Handset 2212.

Making calls

This section describes features associated with making a call.

Use Autodial

The Autodial feature displays, stores, and automatically dials telephone numbers.

To use Autodial:



AutoDial

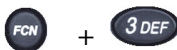
1. Go off-hook.
2. Press the **Line** key to access the Feature Keys menu.
3. Press the number key (1 through 6) corresponding to the number to dial the number.

To display Autodial number:



1. Go off-hook.
2. Press the **Line** key to view the first page of Autodial numbers.
3. Press the **Line** key again to view the next page of Autodial numbers.

To store an Autodial number:



+



1. Go off-hook.
2. Press the **Function** key and the number **3** key to enter the active (idle) state.
3. Press the **Line** key to access the Feature Keys menu.
4. Press the number key (1 through 6) corresponding to the desired location to store the number.
5. Dial the telephone number (including access code) to be stored on the selected **AutoDial** key.

6. Press the **Line** key again to access the Feature Keys menu.
7. Press the number key (1 through 6) corresponding to the desired location chosen in step 4 to store the number.

Note: The selected line number flashes in the upper display area.

Activate Ring Again

Use the **Ring Again** feature if a busy tone sounds or when there is no answer after placing a call. **Ring Again** causes the ring again indicator to flash, indicating that the person you tried to call is available. **Ring Again** also automatically redials the number.

Note: The **Ring Again** feature is available only when the handset is in the active state.

To use Ring Again:



RngA



1. Go off-hook.
2. Dial a number.
3. If you receive a busy tone or no answer, press the **Ring Again** soft key.

To call a Ring Again party when you receive notification:



RngA



1. After receiving the visual notification, go off-hook.
2. Press the **Ring Again** soft key to automatically dial the number.

To quit Ring Again before notification:

RngA



Before seeing the visual notification, press the **Ring Again** soft key a second time.

Redial last number called

The Last Number Redial feature automatically redials the last dialed number.

To use Last Number Redial:



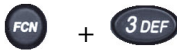
Redial

1. Go off-hook.
2. Press the **Line** key to access the Feature Keys menu.
3. Press the number key corresponding to the **Last Number Redial** feature.

Use Speed Call

By entering a one-, two-, or three-digit code (0–999), use the Speed Call feature to store, edit, and automatically dial frequently called telephone numbers.

To store a Speed Call number:



+



SpCallCtr

1. Go off-hook.
2. Press the **Function** key and the number **3** key to enter the active (idle) state.
3. Press the **Line** key to access the Feature Keys menu.
4. Press the number key (1 through 6) corresponding to the **Speed Call Controller** feature.

Note: The triangular icon flashes, indicating programming mode.

5. At the prompt:
 - a. Enter a one-, two-, or three-digit code (0-999) and the telephone number. This number can be internal, external, or long distance.
 - b. If required, dial the access code.



SpCallCtr

6. Press the number key (1 through 6) corresponding to the **Speed Call Controller** feature again to save the code and number.

Note: The flashing icon turns off.

To make a Speed Call:



SpCallCtr



1. Go off-hook.
2. Press the **Line** key to access the Feature Keys menu.
3. Press the number key (1 through 6) corresponding to the **Speed Call Controller** feature.
4. Dial the **Speed Call** code to automatically dial the number.

Make a System Speed Call

Use the System Speed Call feature to dial Speed Call codes that override all restrictions on a call.

To make a System Speed Call:



SpCallUser



1. Go off-hook.
2. Press the **Line** key to access the Feature Keys menu.
3. Press the number key (1 through 6) corresponding to the **Speed Call Controller User** feature.
4. Dial the **Speed Call** code to automatically dial the number.

Use Conference Hotline

Use the Conference Hotline feature to automatically dial a specific number. Other features, such as Call Redirection, can be added to Conference Hotline. Call Redirection redirects a Conference Hotline call to be answered only by a person.

To use Conference Hotline:



ConfHotline

1. Go off-hook.
2. Press the **Line** key to access the Feature Keys menu.
3. Press the number key (1 through 6) corresponding to the **Conference Hotline** feature to automatically dial the number.

While on an active call

This section describes features available during an active call.

Place a call on hold

Use the Hold feature when talking on one line and another call arrives on a second line. Retain the original call by placing it on hold and then answer the second call.

To place a call on hold:



Press the **Function** key and the number **2** key to activate the Hold function. The number corresponding to the line on hold flashes in the upper display area.

Note: If **Automatic Hold** is enabled, the active call is automatically placed on hold when you answer the second call.

To retrieve a call on hold:



1. Press the **Line** key to access the Feature Keys menu in the active (off-hook) state.
2. Press the number key corresponding to the flashing line number in the upper display area.

Transfer a call

Use the Transfer feature to redirect a call to the appropriate person.

To use the Transfer feature to direct a call to a third party:



1. Press the **Transfer** soft key. The other party is on hold and a dial tone sounds. The line number corresponding to the line on hold flashes steadily in the upper display area.
2. Dial the number to which the call is being transferred.

Trns



3. When that number rings or a person answers, press the **Transfer** soft key again.

To go back to the original call, if the transfer is incomplete:



1. If the person called is not available, Press the **Line** key to access the Feature Keys menu.
2. Press the number key corresponding to the flashing line number, in the upper display area, to reconnect to the original call.

Use Attendant Recall

Use the Attendant Recall feature to contact an attendant during a call and to connect the call to the attendant.

To contact the attendant while on a call:



AttR



1. Press the **Line** key to access the Feature Keys menu.
2. Press the number key corresponding to the **Attendant Recall** feature. Stay on the line until the attendant answers.
3. Press the **Power Off/End Call** key. The caller remains connected to the attendant.

Use Call Park

Use the Call Park feature to hold temporarily (park) and retrieve a call from any telephone or handset. Using Call Park does not tie up a line and, when configured network-wide, can be used across networks. A **System Park Extension** can be configured to automatically park most calls.

To park a call on the System Park DN or your own DN:



During an active call, press the **Park** soft key twice.

By default, the call is parked on your DN unless a **System Park** is enabled to automatically park calls on the system.

To park a call on a DN other than the System Park DN or your own DN:



1. Press the **Park** soft key.
2. Dial the DN where you want to park the call.
3. Press the **Park** soft key again.

Record a Calling Party Number

Use the Calling Party Number feature to record a caller's number or charge a call to an account number for accounting purposes during an established call.

To record a caller's number for accounting purposes:



1. Press the **Call Party** soft key to place the caller on hold. The entered number displays.



CPrt



2. Dial a charge account number or the caller's number.

Note: For information on using the **Charge** key, see “Charge a call or charge a forced call” on page 84.

3. Press the **Call Party** soft key to return to the call.

Display incoming calls

Use the Display feature to display a second incoming caller's number and name (if available) during an active call, without interfering with the call in progress.

To view the information on an incoming call while on a call in progress:



Display



1. Press the **Line** key to access the Feature Keys menu.
2. Press the number corresponding to the **Display** feature to activate the feature.
3. Press the **Line** key to access the Feature Keys menu.
4. Press the number key corresponding to the flashing line. The call waiting information displays.

Trace a malicious call

Use the Malicious Call Trace feature to trace nuisance calls within your system.

To use Call Trace while on a call:



CallTrace

1. Press the **Line** key to access the Feature Keys menu.
2. Press the number key corresponding to the **Call Trace** feature.

Incoming calls

This section describes features that are used with incoming calls.

Activate Call Pickup

Use the Call Pickup feature to pick up calls from any telephone or handset in the same pickup group or another pickup group.

To answer a call in your own Call Pickup group:



Pckp



1. Go off-hook.
2. Press the **Pickup** soft key.

To answer an incoming call in another Call Pickup group:



GrpPkp



1. Go off-hook.
2. Press the **Line** key to access the Feature Keys menu.
3. Press the number key corresponding to the **Group Pickup** feature.
4. Dial the pickup group number of the ringing handset.

To answer a call at a specific extension in any pickup group:



DNPickup

1. Go off-hook.
2. Press the **Line** key to access the Feature Keys menu.
3. Press the number key corresponding to the **Pickup** feature.



4. Dial the DN of the handset that is ringing (in your call pickup group).

If the pickup DN or group number is invalid, press the **Power Off/End Call** key.

Use Call Waiting

The Call Waiting feature alerts you to an incoming call by producing a tone. It also puts the current call on hold, while you answer the new call.

To answer an incoming call while on another call:



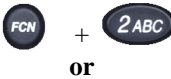
CallWait

1. When the incoming call tone sounds, press the **Function** key and the number **2** key to put the current call on hold.

Note: If **Automatic Hold** is enabled, it is not necessary to put the current call on hold. Begin with step 2.

2. Press the **Line** key to access the Feature Keys menu.
3. Press the number key corresponding to the **Call Waiting** feature.

To return to the first telephone call:



1. Choose one of the following:
 - Press the **Function** key and the number **2** key to put the second call on hold.
 - Press **Power Off/End Call** to end the second call, then press the **Power On/Start Call** to enter the active (idle) state.



2. Press the **Line** key to access the Feature Keys menu.
3. Press the number key corresponding to the first call.

Note: The first call is on hold so the number indicator for that line is flashing.

While away from your desk

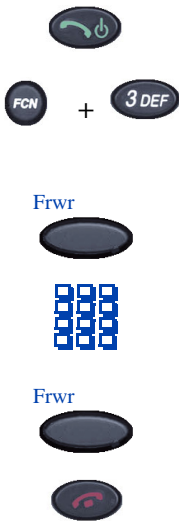
This section describes features that are used when you are away from your desk.

Use Call Forward

Use the Call Forward feature to direct incoming calls to ring at another Line (DN).

Note: If the handset is in the process of ringing, that call cannot be forwarded.

To forward your calls or change the forward number:



1. Go off-hook.
2. Place the handset in the active (idle) state by pressing the **Function** key and the number **3** key.
3. Press the **Forward** soft key.
4. Dial the DN where you want to forward your calls.
5. Press the **Forward** soft key again.
6. Press the **Power Off/End Call** key to turn off the handset.

To quit Call Forward:



Press the **Forward** soft key.

To reinstate Call Forward to the same number:

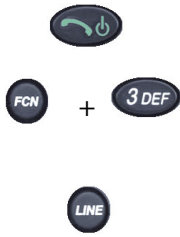


Press the **Forward** soft key twice.

Use Internal Call Forward

Use Internal Call Forward to accept only calls originating at internal DNs to ring at another DN. Calls originating outside your telephone system still ring at your handset. Current incoming calls cannot be forwarded.

To forward internal calls:



IntForward



IntForward

1. Go off-hook.
2. Place the handset in the active (idle) state by pressing the **Function** key and the number **3** key.
3. Press the **Line** key to access the Feature Keys menu.
4. Press the number key corresponding to the **Internal Call Forward** feature.
5. Dial the DN to which your internal calls are to be forwarded.
6. Press the **Line** key to access the Feature Keys menu.
7. Press the number key corresponding to the **Internal Call Forward** feature.

To quit Internal Call Forward:



IntForward

1. Press the **Line** key to access the Feature Keys menu.
2. Press the number key corresponding to the **Internal Call Forward** feature.

To reinstate Call Forward to the same number:



IntForward

IntForward

1. Press the **Line** key to access the Feature Keys menu.
2. Press the number key corresponding to the **Internal Call Forward** feature twice.

Talk with more than one person

This section describes features that allow conversations among more than two people.

Use Call Join

Use the Call Join feature to connect calls to the current active call. This creates a conference between the two callers and yourself.

To connect a call on hold (on a different line) to your current call:

Conf



Conf



1. Press the **Conference** soft key.
2. Press the **Line** key to access the Feature Keys menu.
3. Press the number key corresponding to the number of the caller you want to connect to your current call.
4. Press the **Conference** soft key again to join the person on hold to your conversation.

Set up a conference call

Use the Conference feature to set up a conference for three people (or six people, depending on your handset configuration), including yourself.

To set up a conference call:

Conf



Conf



1. While on a call, press the **Conference** soft key to place the party on hold. You receive a dial tone.
2. Dial the number of the person you want to add to the conference call. You can talk privately to the person you are adding at this time.
3. Press the **Conference** soft key a second time to conference all parties together.

4. If necessary, repeat the procedure until all required people are in the conference.

If the person you attempt to add to the conference is unavailable:

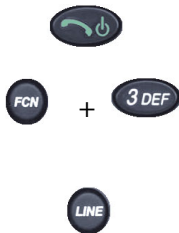


1. Press the **Power Off/End Call** key.
2. Press the **Line** key to access the Feature Keys menu.
3. Press the number key corresponding to the flashing icon to return to your original call.

Use Conferee Selectable Display

Use the Conferee Selectable Display feature to list active conferees and disconnect a conferee from the conference call.

To view active conferees:



ConfSelDsp

1. Go off-hook.
2. Place the handset in the active (idle) state by pressing the **Function** key and the number **3** key.
3. While on a conference call, press the **Line** key to access the Feature Keys menu.
4. Press the number key corresponding to the **Conferee Selectable Display** feature to turn on the LCD indicator. Each key press changes the screen to show a different active conferee.

Note: This action has no effect on the display of other telephones involved in the conference.



5. Press the **Power Off/End Call** key. If configured, the **Conference Count Display** returns an updated total count of conferees. The LCD indicator turns off.

To disconnect a conferee:



ConfSelDsp



1. While on a conference call, press the **Line** key to access the Feature Keys menu.
2. Press the number key corresponding to the **Conferee Selectable Display** feature until the conferee you want to disconnect appears on the screen.
3. Press the number key corresponding to the line on which the conference call is established.
4. Choose one of the following:
 - For a single conferee, press the **Power Off/End Call** key. If configured, the **Conference Count Display** returns an updated total count of conferees. The LCD indicator turns off.
 - For multiple conferees, repeat steps 1, 2 and 3 until all conferees are disconnected. Then press the **Power Off/End Call** key.

Use Group Call

Use the Group Call feature to automatically call members of a predefined group, one at a time, until they all answer.

To call group members:



1. Go off-hook.
2. Press the **Line** key to access the Feature Keys menu.

GroupCall

3. Press the number key corresponding to the **Group Call** feature.

The feature automatically calls all group members. The icon flashes until all members answer.

Note 1: The line numbers of the group members appear on the display as they answer. When the last person answers, the **Group Call** indicator lights steadily.

Note 2: When a person in your group is on a conference call or another group call, they are not connected to your group call.

Note 3: After everyone in the group answers, only the person who made the group call can put the call on hold.

To answer a group call:



Press the **Power On/Start Call** key.

Note: About Notification Tones:

- If you are on a call and receive three 10-second tones, this is the notification of a group call on your current extension.
- If you are on a call on another line on your handset when a group call is made, you receive a long tone through the handset or speaker.
- You do not receive notification of a group call if you are already on a conference call or another group call.

To end a group call:



Press the **Power Off/End Call** key.

Note: When the person who made the group call disconnects, the call terminates for all members of the group. However, the members of the group call can disconnect from the call and not affect other members on the call.

Work without interruption

This section describes features that provide uninterrupted work time.

Activate Make Set Busy

Use the Make Set Busy feature to make your handset appear busy to all callers.

To activate Make Set Busy:



MakeSetBsy

1. Go off-hook.
2. Press the **Line** key to access the Feature Keys menu.
3. Press the number key corresponding to the **Make Set Busy** feature.

To deactivate Make Set Busy:



MakeSetBsy

1. Go off-hook.
2. Press the **Line** key to access the Feature Keys menu.
3. Press the number key corresponding to the **Make Set Busy** feature a second time.

Other call features

Use Call Page Connect to make an announcement

Use the Call Page Connect feature to make an announcement over a paging system.

Note: A **Page** key on an attendant console overrides and disconnects the telephones. The telephones must re-access the Page trunk.

To connect to Call Page:



1. Go off-hook.
2. Dial the **Page Trunk Access Code** to complete the connection to the page system.
3. Make your announcement.

To disconnect Call Page:



Press the **Power Off/End Call** key.

Use Centrex/Exchange Switchhook Flash

Use the Centrex/Exchange Switchhook Flash feature during an established call to use a Centrex service, such as Call Transfer or Three-Way Calling.

To use Centrex/Exchange Line Switchhook Flash:



CentrexSHF



1. While in a call, press the **Line** key to access the Feature Keys menu.
2. Press the number corresponding to the **Centrex Switchhook Flash** feature.
A special dial tone sounds.
3. Dial the codes for your custom **Centrex** feature.
4. Press the **Power Off/End Call** key to end the call.

Charge a call or charge a forced call

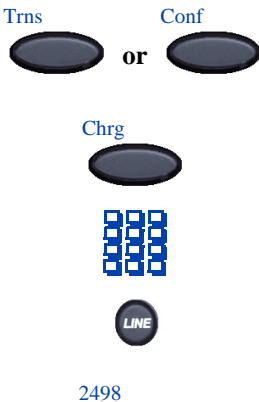
Use the Call Charge feature to charge a call to a specific account. The Forced Charge feature charges long-distance calls from a handset restricted to local calls.

To charge a local or long-distance call to an account before you dial:



1. Go off-hook.
2. Press the **Charge** soft key.
3. Dial the charge account number.
4. Press the **Charge** soft key.
5. When the dial tone sounds, dial the number.

To charge a call in progress:



1. Press the **Transfer** soft key or the **Conference** soft key. The call is placed on hold.
2. Press the **Charge** soft key.
3. Dial the charge account number.
4. Press the **Line** key to access the Feature Keys menu.
5. Press the number key corresponding to the line of the call to return to the call.

To charge a call to an account when you transfer a call:

Trns



Chrg



Trns



1. Press the **Transfer** soft key. The call is on hold.
2. Press the **Charge** soft key.
3. Dial the charge account number.
4. After the dial tone, dial the number to where the call is to be transferred.
5. Press the **Transfer** soft key when you hear the handset ring.

Note: You can talk privately to the person at the transfer number before you press the Transfer key.

To charge a call to an account when you add someone to a conference call:

Conf



Chrg



Conf



1. Press the **Conference** soft key. The call is placed on hold.
2. Press the **Charge** soft key.
3. Dial the charge account number.
4. Dial the number of the person you want to add to the conference.
5. Press the **Conference** soft key.

Use Enhanced Override

Use the Enhanced Override feature to override an active call after you attempt a Forced Camp-on. Use Enhanced Override to make a simple call or a consultation call (such as placing a call on hold and calling another party).

To use Enhanced Override:



Override

1. If you receive a busy signal after dialing a number, press the **Line** key to access the Feature Keys menu.
2. Press the number key corresponding to the **Override** feature to initiate a Forced Camp-on.

If either person on the call disconnects at this time, you receive an overflow (fast busy/engaged) signal.

Override

3. Press the number key corresponding to the **Override** feature again.

The other two persons on the call receive an override tone and a conference call is established between the three of you. If anyone disconnects, the other two persons remain connected.

To end the connection:



Press the **Power Off/End Call** key.

Use Forced Camp-on

Use the Forced Camp-on feature to automatically ring another handset (internal or external) immediately after that handset disconnects from its current call. Forced Camp-on in conjunction with Priority Override is referred to as Enhanced Override.

To use Forced Camp-on:



1. If you receive a busy signal after dialing a number, press the **Line** key to access the Feature Keys menu.

Override

2. Press the number key corresponding to the **Override** feature to initiate a Forced Camp-on.

Note: The person you called receives a tone, and you receive a ring/ringback signal or busy/engaged signal, depending on the options chosen. You are now camped-on to the number you dialed.

3. When the person you called finishes their call, your handset automatically dials the number. Both your handset and their handset ring.

To answer a call camped-on to your extension:



When the handset rings, press the **Power On/Start Call** key.

Note: You can program your handset for either Camp-on or Call Waiting, but not both.

Use Privacy Release

Use the Privacy Release feature to enable one or more people who share your DN to join a call.

To use Privacy Release:

PrvR



Press the **Privacy Release** soft key during a call. A person joins the call by pressing the shared number (DN) key on their handset (Multiple Appearance DN feature).

Branch Office

A Branch Office handset can operate in Normal Mode or Local Mode.

Normal Mode

The handset registers with the Main Office and receives services from the Main Office. At any time during Normal Mode you can check local mode functionality (make and receive calls) by enabling Local Mode and returning to Normal Mode.

Local Mode

If the WAN connection goes down, the handset loses communication with the Main Office TPS. It then registers with the Branch Office and receives services from the Branch Office. When in Local Mode, “LOCAL MODE” displays on the handset.

Troubleshoot Branch Office

When using Branch Office, you can see error messages on your screen. Table 5 lists error messages and corrective actions.

Table 5
Troubleshoot Branch Office

Display Message	Probable Cause	Actions
Local Mode	Network problem.	Contact local network administrator if problem persists.
Local Mode Invalid ID (1)	Gatekeeper unable to find end point from Branch User ID.	Notify local network administrator.
Local Mode Invalid ID (2)	Branch User ID not found in any equipped TN.	Notify local network administrator.

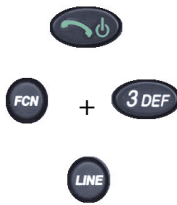
Hospitality features

The hospitality features in this section are intended for hotel operations.

Activate Message Registration

Use the Message Registration feature to read, change, or reset meters that log your hotel calls.

To read meters:



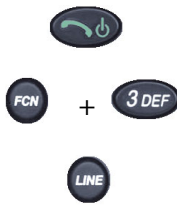
MsgReg



MsgReg

1. Go off-hook.
2. Press the **Function** key and the number **3** key to enter the active (idle) state.
3. Press the **Line** key to access the Feature Keys menu.
4. Press the number key corresponding to the **Message Registration** feature.
5. Dial the room Directory Number (DN).
6. Press the number key corresponding to the **Message Registration** feature again.

To change a meter:



MsgReg



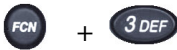
1. Go off-hook.
2. Press the **Function** key and the number **3** key to enter the active (idle) state.
3. Press the **Line** key to access the Feature Keys menu.
4. Press the number key corresponding to the **Message Registration** feature.
5. Dial the room DN number.
6. Dial the correct meter count.



MsgReg

7. Press the * key.
8. Press the **Line** key to access the Feature Keys menu.
9. Press the number key corresponding to the **Message Registration** feature again.

To reset a meter to zero:



MsgReg



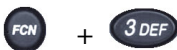
MsgReg

1. Go off-hook.
2. Press the **Function** key and the number **3** key to enter the active (idle) state.
3. Press the **Line** key to access the Feature Keys menu.
4. Press the number key corresponding to the **Message Registration** feature.
5. Dial the room Directory Number (DN).
6. Press the * key.
7. Press the **Line** key to access the Feature **Keys** menu.
8. Press the number key corresponding to the **Message Registration** feature again.

Use Maid Identification

Use the Maid Identification feature to track the cleaning status of rooms. The maid enters the information from the telephone in each room.

To enter cleaning status:



1. Go off-hook.
2. Press the **Function** key and the number **3** key to enter the active (idle) state.
3. Press the **Line** key to access the Feature Keys menu.

RoomStatus



RoomStatus

4. Press the number key corresponding to the **Room Status** feature.
5. Dial the Directory Number (DN) for the room for which the cleaning status is being changed.
6. Dial one of the following cleaning status codes:
 - 1 = Cleaning requested
 - 2 = Cleaning in progress
 - 3 = Room cleaned
 - 4 = Room passed inspection
 - 5 = Room failed inspection
 - 6 = Cleaning skipped
 - 7 = Not for sale

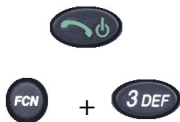
The interrupted dial tone sounds.

7. Press the * key.
8. Dial the **Maid ID**. If you dial the wrong **Maid ID**, press the * key and redial the ID.
9. Press the **Line** key to access the Feature Keys menu.
10. Press the number key corresponding to the **Room Status** feature.

Display Room Status

The Room Status feature prints the status of a room using the Display Module.

To read the status of a room:



1. Go off-hook.
2. Press the **Function** key and the number **3** key to enter the active (idle) state.



RoomStatus



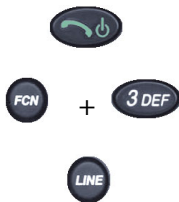
3. Press the **Line** key to access the Feature Keys menu.
4. Press the number key corresponding to the **Room Status** feature.
5. Dial the Directory Number (DN) for the room. The DN displays followed by a two-digit code.
 - a. The first digit indicates the occupancy status:
 - 0 = Room vacant
 - 1 = Room occupied
 - b. The second digit indicates the cleaning status of the room:
 - 1 = Cleaning requested
 - 2 = Cleaning in progress
 - 3 = Room cleaned
 - 4 = Room passed inspection
 - 5 = Room failed inspection
 - 6 = Cleaning skipped
 - 7 = Not for sale



RoomStatus

6. Press the **Line** key to access the Feature Keys menu.
7. Press the number corresponding to the **Room Status** feature.

To change the status of a room:



RoomStatus

1. Go off-hook.
2. Press the **Function** key and the number **3** key to enter the active (idle) state.
3. Press the **Line** key to access the Feature Keys.
4. Press the number key corresponding to the **Room Status** feature.



5. Dial the Directory Number (DN) for the room. The DN displays followed by a two-digit code.
 - a. The first digit indicates the occupancy status:
 - 0 = Room vacant
 - 1 = Room occupied
 - b. The next digit indicates the cleaning status of the room:
 - 1 = Cleaning requested
 - 2 = Cleaning in progress
 - 3 = Room cleaned
 - 4 = Room passed inspection
 - 5 = Room failed inspection
 - 6 = Cleaning skipped
 - 7 = Not for sale



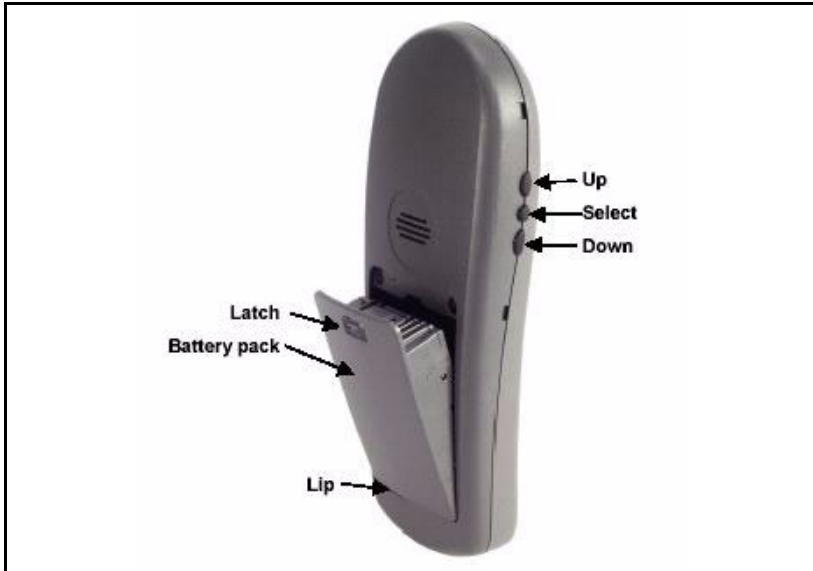
RoomStatus

6. Dial the status code for the room. A three-digit code appears. The first digit indicates the occupancy status, the second the old cleaning status, and the third the new status.
7. Press the **Line** key to access the Feature Keys menu.
8. Press the number key corresponding to the **Room Status** feature.

Battery packs

The battery pack for the WLAN Handset 2212 must be recharged periodically. The Lithium ion rechargeable battery pack provides four hours of talk time or 70 hours of standby time. Standby time is when the handset is turned on, but not in an active call. Refer to Figure 4 for the location of the battery pack.

Figure 4
WLAN Handset 2212 battery pack location



Low battery indicators

The WLAN Handset 2212 notifies you when the charge on the battery pack is low by displaying the battery icon (▢). If you are not in a call, you hear a loud beep. If you are in a call, you hear a soft beep through the earpiece every six seconds. At this point, your WLAN Handset 2212 has 15 to 30 minutes of battery life left.

The Low Battery icon (▢) in the display area and a loud beep indicate a critically low charge. The handset will not work until the battery pack is charged.

Remove and insert the battery pack

To remove a battery pack:

Press down on the latch on the battery pack.

The battery pack releases from the handset.

To insert a battery pack:

1. Slide the lip of the battery pack into the bottom of the cavity.
2. Push the top of the battery pack until it snaps into place.

Do not force the battery pack into the handset.

To change a battery pack while in a call:

1. Use Call Park to park the current call (see “Use Call Park” on page 67).
2. Quickly remove the discharged battery pack and replace it with a charged battery pack.
3. Press **Power On/Start Call** to turn the handset back on.
4. Use Call Park to retrieve the parked call (see “Use Call Park” on page 67).

Dual Charger

The Dual Charger for the WLAN Handset 2212 (see Figure 5) fully charges the handset and one spare Lithium ion battery pack in approximately two hours (each). Chargers operate in a 50° to 85° F (10° to 30° C) environment. Do not expose them to freezing temperatures or direct sunlight.

Figure 5
The WLAN Handset 2212 Dual Charger



The Dual Charger comes with the appropriate power supply for the site. Place the Dual Charger on a flat, horizontal surface. Plug the power supply into the Dual Charger and into an appropriate wall outlet.

IMPORTANT!

Do not place anything in the Dual Charger other than the WLAN Handset 2212 and WLAN Handset 2212 battery packs. You might damage the contacts. Bent contacts can keep the battery packs from charging.

Note: The handset and spare battery cannot charge simultaneously. If both require charging, the handset has priority and will recharge first. After the handset is fully charged, the spare battery will be charged.

Use the Dual Charger

To charge the WLAN Handset 2212:



1. Press the **Power Off/End Call** key to terminate any calls.

The handset can be off or in standby mode during charging.

2. Place the handset, face forward, into the Dual Charger.

The red indicator light turns on.

Note: The indicator light does not come on when the charger slot is empty, when the handset is not inserted properly, or when the charger has no power.

3. Charge the handset battery.

If the handset is in standby mode, it displays its extension number and **Charging...** It is fully operational and can receive calls. If the handset is off, only **Charging...** displays and the handset cannot receive calls.

Note: It is normal for the battery pack to become warm when charging.

4. When the handset is fully charged, **Charge Complete** displays. Remove the handset from the charger.

The red indicator light remains on until the handset is removed from the charger.

To charge a battery pack:



1. Press both battery release buttons to remove the battery pack from the WLAN Handset 2212.
2. Insert the battery pack into the charging bay.

The LED above the charging bay turns

on. If the LED starts blinking as soon as the battery pack is inserted, remove the battery pack and reinsert it into the charger.

If the LED continuously blinks during the charging process, the battery pack is unusable. Properly dispose of the unusable battery pack.

3. When charging is complete, the LED turns off. Remove the battery pack from the charger.

Clean the Dual Charger

Clean the Dual Charger by wiping the surface with a plain-water-dampened cloth or paper towel. A mild detergent solution can be used. Be sure to wipe away any detergent residue with a plain-water-dampened cloth.



CAUTION

- Do not immerse the charger in water or other liquid.
- Do not pour liquids into the charger slot.

The battery pack contacts on the handset can be cleaned with isopropyl (rubbing) alcohol applied with a cotton swab, cloth, or paper towel. Do not push or pull the exposed battery pack contacts.

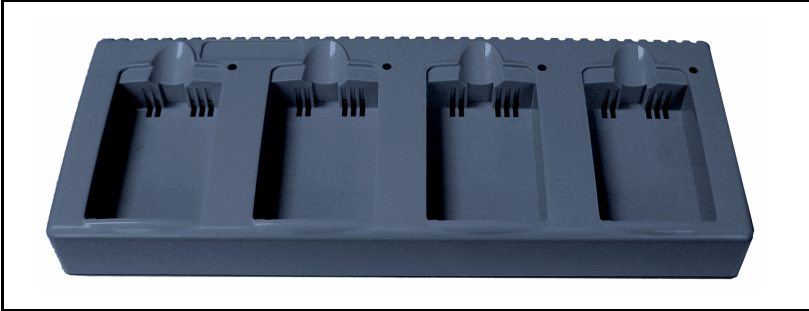
IMPORTANT!

- Always use the Desktop Charger provided to charge the battery pack. Other chargers can damage the battery pack.
- Only use the original plug-in power adapter for the Desktop Charger.
- Do not dip the battery pack in water or throw into the fire.
- Do not dispose of the battery pack with your domestic waste. Take used battery packs to an appropriate collection point for recycling or send them back to your supplier or servicing agent.
- Replacement battery packs are available from your supplier or servicing agent.

Quad Charger

The Nortel WLAN Handset 2212 Quad Charger (see Figure 6) fully charges four Lithium ion battery packs in approximately two hours. Chargers operate in a 50° to 85° F (10° to 30° C) environment. Do not expose them to freezing temperatures or direct sunlight.

Figure 6
The WLAN Handset 2212 Quad Charger



The Quad Charger comes with the appropriate power supply for the site. Place the Quad Charger on a flat, horizontal surface. Plug the power supply into the Quad Charger and into an appropriate wall outlet.

IMPORTANT!

Do not place anything in the Quad Charger other than the WLAN Handset 2212 battery packs. You might damage the contacts. Bent contacts can keep the battery packs from charging.

Use the Quad Charger

To charge a battery pack:



1. Press both battery release buttons to remove the battery pack from the WLAN Handset 2212.
2. Insert the battery pack into one of the four charging bays.

The LED above the charging bay turns on. If the LED starts blinking as soon as the battery pack is inserted, remove the battery pack and reinsert it into the charger.

If the LED continuously blinks during the charging process, the battery pack is unusable. Properly dispose of the unusable battery pack.

3. When charging is complete, the LED turns off. Remove the battery pack from the charger.

Clean the Quad Charger

Clean the Quad Charger by wiping the surface with a plain-water-dampened cloth or paper towel. A mild detergent solution can be used. Be sure to wipe away any detergent residue with a plain-water-dampened cloth.



CAUTION

- Do not immerse the charger in water or other liquid.
- Do not pour liquids into the charger slot.

The battery pack contacts can be cleaned with isopropyl (rubbing) alcohol applied with a cotton swab, cloth, or paper towel. Do not push or pull the exposed battery pack contacts.

IMPORTANT!

- Always use the Quad Charger provided to charge the battery pack. Other chargers can damage the battery pack.
- Only use the original plug-in power adapter for the Quad Charger.
- Do not dip the battery pack in water or throw into the fire.
- Do not dispose of the battery pack with your domestic waste. Take used battery packs to an appropriate collection point for recycling or send them back to your supplier or servicing agent.
- Replacement battery packs are available from your supplier or servicing agent.

Terms you should know

Attendant

A telephone operator in your organization.

Autodial

A telephone number programmed on the Autodial key for one-touch dialing.

Call party information

The display showing Call Party Name Display (CPND) information including the telephone number and name of the incoming call. The system must have CPND enabled.

Directory Number (DN)

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

Dual Charger

The Dual Charger is used to recharge the battery pack in the WLAN Handset 2212 and a spare battery pack.

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

The hard-labeled keys on your handset.

Quad Charger

The Quad Charger is used to recharge up to four battery packs at one time for the WLAN Handset 2212.

Indicator

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

Interrupted dial tone

A broken or pulsed dial tone, heard when you access some of the features on your handset.

More...

An option enabling access to the multiple layers of the soft key features. These keys are the four keys located directly below the display area.

Paging tone

A special tone heard when using the Radio Paging feature. You hear two beeps followed by dial tone.

Primary Directory Number

The main extension number on your handset. It is referred to by the Primary Directory Number (PDN) key.

Private Line

A feature that can be assigned to your handset. With this line, you can reach an outside number without dialing a code to access an outside line. Internal extensions cannot be dialed from a private line.

Feature Keys

The keys accessed using the Line key.

Secondary Directory Number

A second incoming/outgoing line for your handset.

Shared Directory Number

A DN (extension) that is shared by two or more persons.

Soft keys (self-labeled)

A set of keys programmed by your system administrator. These four keys located directly below the display area have four programmable layers. The layers are accessed through the **More...** key.

Special dial tone

The three consecutive tones followed by dial tone that you hear when accessing handset 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 communications system.

User Interface

In this User Guide, User Interface refers to the display screen that interacts with the end user as a result of an action or event.

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Nortel Communication Server 1000

WLAN Handset 2212

User Guide

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