

MITEL

Navigator

SIP USER and ADMINISTRATOR GUIDE

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Getting Started

In SIP mode, the Mitel® Navigator manages its own call states and features. SIP uses the Internet to connect your phone to other SIP phones. To make a call you can dial by SIP URL or by IP address. You can also make calls to phones on the Public Switched Telephone Network (PSTN), or “regular”, phone network. If you have an account with a SIP Service Provider, you can also dial by a user ID (Identification) name or extension number.

For information on how to program and change features on your SIP-supported phone, refer to this guide and to the Web Configuration Tool online Help (see *Supporting Documentation* on page 5).

SIP User Accounts and Passwords

Your Administrator usually configures SIP accounts for SIP phone Users and Administrators. You need a SIP User account in order to

- Register your phone with your SIP Service Provider
- Make calls by dialing a user ID name or extension number
- Access the Web Configuration Tool.

If you do not have a SIP user account, you **can** use your phone with limited access to some SIP features and functionality (for example, you will not be able to dial by user ID name or extension number, or to access the Web Configuration Tool).

SIP Administrative Mode

Administrators need an administrator user account and password to

- Modify network configuration settings and SIP Service Provider information
- Access SIP setting menus through the phone’s Superkey menu interface and Web Configuration Tool.

See *Administrator Tools* on page 36 for more information.

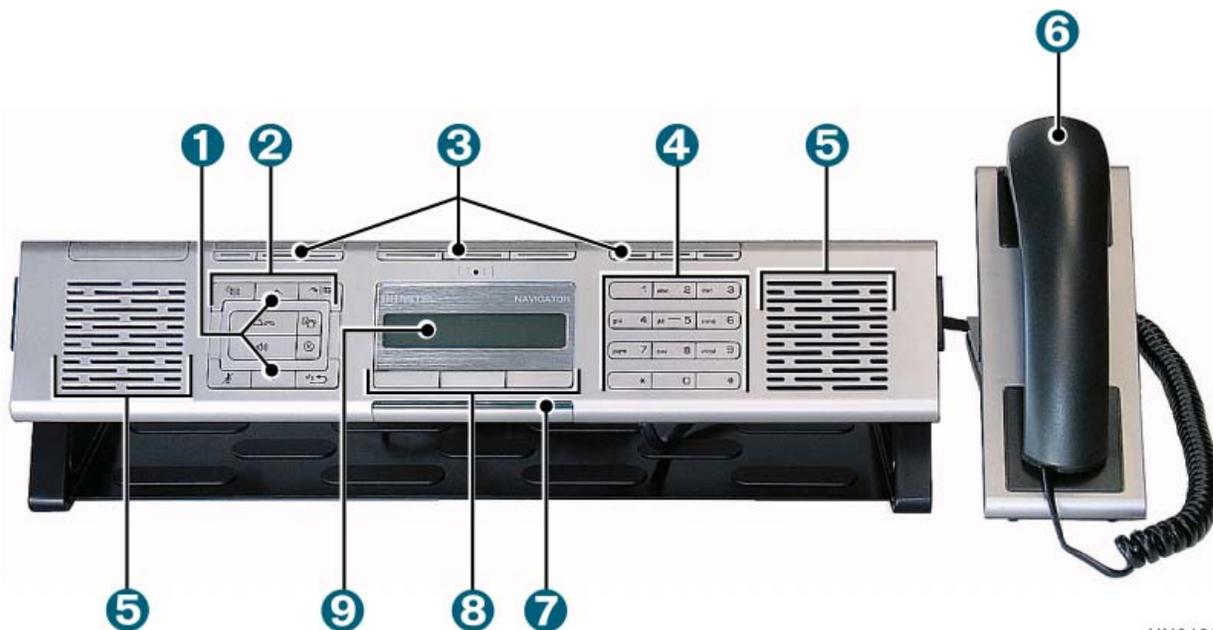
About Your SIP Phone

The Navigator has eight fixed-function keys, two arrow keys, and 24 Personal Keys for one-touch access to features. The Navigator also offers display-assisted selection of features, on-hook dialing, handsfree speakerphone capability, and a large Ring/Message Indicator.

 **Note:** The Navigator Task Bar application is a necessary part of your Navigator phone. You must have the Navigator Task Bar application installed on your PC. The Navigator Task Bar is supported on Microsoft™ Windows 2000, 2000 Professional and XP operating systems. For more information about installing the Task Bar, refer to the *Navigator Installation Guide* shipped with your phone.

For more key and feature information, see *Elements of Your Phone* on page 2.

Figure 1: Navigator



NN0198

Elements of Your Phone

Each element is numbered according to the call-outs (e.g. ❶) in Figure 1 on page 2.

Element	Function
❶ Volume and Contrast Controls	^ (UP) and v (DOWN) arrow keys control display contrast and volume levels for the ringer, handset, and handsfree speakers. Arrows keys also allow you to change character (letter) input from upper or lower case and vice versa.
❷ Fixed-Function Keys	<ul style="list-style-type: none"> • ✉ (MESSAGE): accesses your voice mailbox (optional). • ↻ (TRANS/CONF): initiates a call transfer or establishes a three-party conference call. • 📞 (HOLD): places the current call on hold. • 📁 (SUPERKEY): provides access to the phone's menus. • 🔊 (SPEAKER) puts the phone in Handsfree operation. • ⊗ (CANCEL): ends a call, and eliminates any input and returns to the previous menu level during phone programming. • 🎤 (MUTE) toggles the microphone off and on. When it is ON, the microphone is OFF and your party cannot hear you. • ↶ (REDIAL): calls the last-dialed number, name, SIP URL, or IP address.

Element	Function
<p>3 Programmable Personal Keys</p>	<p>Provides 24 keys (8 physical phone keys that correspond to 3 pages of eight programmable keys each on the Navigator Task Bar) for one-touch access to Speed Dial, Call Logs, Headset, Phonebook, Do Not Disturb, and Advisory Message features. Personal keys can also be programmed to launch PC applications, open PC documents, and open your browser to navigate to URLs. Your Administrator can also program the remaining Personal Keys as Shared Line keys.</p> <p>The 8 physical phone keys correspond to 3 pages of eight programmable key each on the Navigator Task Bar. See <i>Personal Keys</i> on page 20.</p>
<p>4 Keypad</p>	<p>Use for dialing.</p>
<p>5 Speakers</p>	<p>Transmits audio during a Handsfree call.</p>
<p>6 Handset</p>	<p>Used for handset calls.</p>
<p>7 Ring and Message Indicator</p>	<p>Flashes to signal incoming calls and to indicate a message waiting in your voice mailbox.</p> <p>The indicator is ON solid while the phone reboots.</p>
<p>8 Softkeys</p>	<p>Context-sensitive softkeys enable you to easily view and select features.</p>
<p>9 Display</p>	<p>Two-line, 20-character liquid crystal display (LCD) viewing area for selecting and using phone features, accessing your voice mail, and identifying callers.</p> <p>Superkey menu options appear on the display screen.</p> <p>The stand built into your phone tilts to give you a better view of the display. To adjust the angle of the phone, refer to the <i>Installation Guide</i> shipped with your phone.</p>

Call Encryption Indicator

The Navigator automatically provides Secure Real-time Transport Protocol (SRTP) voice encryption when connected to a phone that also supports SRTP. A “secured call” icon (closed padlock) appears on the display for encrypted calls, and for conference calls in which all connected parties support SRTP. An “unsecured call” icon (open padlock) appears on the display when the call connection is not secured (the connected party or parties do not support SRTP encryption). For an icon to appear, SRTP must be enabled. Your Administrator enables SRTP on your phone.

 **Note:** The padlock icon appears only when you are speaking to a party; it does not appear if you receive a busy signal.

Accessories for Your Phone

Headsets

Mitel recommends Plantronics headsets. You can connect two different kinds of headsets to your Navigator:

- Commercial telephony headset with Feature Control Switch – referred to as a “Mitel Headset” in this guide. Mitel Headsets must be installed in the dedicated headset jack (the jack on the back of the phone).

OR

- Stereo (PC) headset with or without microphone – referred to as a “PC headset” in this guide. PC headsets (with or without microphone) connect to the PC headset jack (and PC microphone jack) on the right side of the phone. Installing a PC headset with microphone disables your Handsfree microphone. Disconnecting the PC headset with microphone at the jack restores Handsfree operation.

 **Note:** Procedures that do not specify “PC” or “Mitel” apply to **both** kinds of headset.

PC Accessories

Connect personal computer (PC) accessories — including PC headsets (with or without microphone) and PC speakers — to your Navigator to do the following:

- Play audio (for example, music) from your PC on the Navigator Handsfree speakers.
- Hear audio from your PC through a PC headset that is connected to the Navigator **and** be ready to receive or make a call in Headset mode.
- Hear audio from your PC through your PC speakers (normal PC speaker operation). When connected to the Navigator, PC speakers play audio only when the phone is idle.

See *Use PC Accessories* on page 22 for more information about how to handle calls and play music using your PC accessories.

To connect your PC headset to the Navigator:

1. Plug your PC headset cable into the PC headset port on the right side of the phone.
2. If you are connecting a PC headset with microphone, plug the microphone cable into the PC microphone port on the right side of the phone.

To connect PC speakers to your Navigator:

- Plug the PC speaker cable into the speaker port on the back of the phone.

To play music from your PC on your Navigator Handsfree speakers:

- Plug the Navigator audio cable into the appropriate port on your PC.

For more detailed information on connecting PC accessories to the Navigator, refer to the *Navigator Installation Guide* shipped with the phone.

Supporting Documentation

Access the Web Configuration Tool Online Help

To access the Web Configuration Tool online Help:

1. Access the Web Configuration Tool Home Page (see Accessing the Web Configuration Tool on page 17).
2. Scroll to the bottom of the page.
3. In the left pane, click **Help** under **Support**. The Help page opens, presenting links to this guide and the User Web Configuration Tool online Help.

 **Note:** If you have administrative privileges, you will have access to both the User and the Administrator Web Configuration Tool online Help systems.

Access Other Documentation

To access other Mitel phone and peripheral documentation:

1. In your browser, go to www.mitel.com .
2. Move your mouse pointer over **Support**, and then select **Documentation Library**.
3. From the drop-down list, select **User Guides**.

About the Navigator Task Bar

Use the Navigator Task Bar to make calls, program Personal Keys, launch PC applications, or open a URL directly from your PC. The Task Bar can be customized to suit your communication needs.

 **Note:** To install and connect to the Navigator Task Bar application, refer to the *Navigator Installation Guide* shipped with the phone. Your installer or administrator may have completed all installation procedures for you.

Connect to the Navigator Task Bar

This procedure is primarily for installers or administrators. Your administrator may ask you to complete this procedure if you need to re-associate the Task Bar application with the Navigator phone.

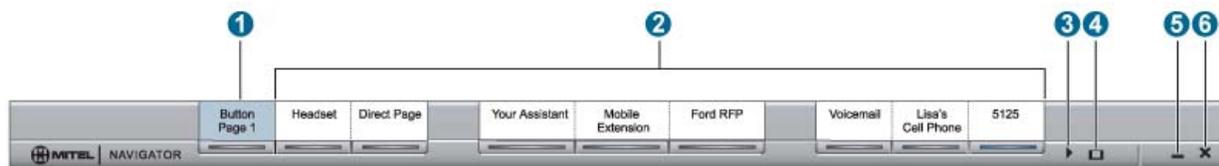
To associate the Task Bar to the phone:

1. Close any open error dialogs (for example, “Failed to connect to phone”).
2. Access the *Web Configuration Tool* Network Configuration page, and set CSTA to **On** (see *Accessing the Web Configuration Tool* on page 17).
3. (Optional) If desired, specify a CSTA password in the Network Configuration page, and save your changes.
4. Click the ► button on the Task Bar to access the Main Menu.
5. Select **Find Phone**. The Find Phone dialog appears.
6. Enter the phone IP address in the field provided.

 **Tip:** To find the IP address of the phone, press  (**SUPERKEY**), and then press Line 1. The IP address of the phone appears on the display.

7. (Optional) Enter the phone password **only if** you specified a password in the CSTA Password field in the Network Configuration page of the Web Configuration Tool (see Step 3).
8. Click **Save and Reboot**.
When the Task Bar association is completed successfully, the Task Bar Personal Keys display any configured information (for example, Speed Call contacts, or feature labels).

Figure 2: Navigator Task Bar



Elements of Your Navigator Task Bar

Element	Function
<p>① Programmable Personal Keys</p>	<p>Provides 24 programmable keys (8 physical keys and two pages of Task Bar keys) that can be programmed as speed call keys, feature keys, or line appearance keys.</p> <p>Personal keys correspond to the physical Personal Keys along the top of your Navigator phone. Each Personal Key label displays above the Task Bar key and each key has a status indicator. In this guide, “speed call key”, “feature key”, and “line key” refer to either the physical Personal Key on your phone, OR the corresponding key on the Task Bar on your PC screen.</p> <p>Your Prime Line key is always the last Personal Key (counting from left to right) on each page of keys. On a SIP-mode Navigator, the second key from the right is Line 2.</p> <p>The first Personal Key (counting from left to right) is always the Button Page # key. Press this key to scroll to the next page of Personal Keys.</p>
<p>② Main Menu</p>	<p>Click the ▶ button to access Main Menu options including</p> <ul style="list-style-type: none"> • View – specify how you want your Navigator Task Bar to display when you launch it. Select from Normal, Always On Top, or Pop to Front. You can also set the Task Bar to display Full Width to the full width of your PC screen. • Button Page – select from Page 1, Page 2, or Page 3 of your Personal Keys. The page currently displayed on the Task Bar has a checkmark (✓) beside it. • Display Call Notification – use this to obtain a visual cue of incoming calls and the associated line. • Find Phone... – administrators or support personnel may ask you to select this option for resolving phone connectivity issues (for example, re-associating the Task Bar with the phone). • Show Keys Help... – displays a legend to help you use the Fixed Function (icon) keys on the left keypad on the phone. • About... – displays application version information. Support personnel might ask you to access this information during troubleshooting. • Hide – hides the Task Bar. (Hide makes the Task Bar invisible and removes the Task Bar from the Windows tool bar, but it does not close the application.)
<p>③ Button Page View Control</p>	<ul style="list-style-type: none"> •  or  toggles between the all-Page view and the single-Page view
<p>④ Task Bar Control</p>	<ul style="list-style-type: none"> •  minimizes the Task Bar ( hides the Task Bar but leaves the application visible on your Windows tool bar). •  hides the Task Bar ( hides the Task Bar and removes the Task Bar from the Windows tool bar, but it does not close the application). <p> Note: To close (or exit) the Task Bar application, right-click the Task Bar tray icon () on your Windows tool bar and select Exit.</p>

Use the Navigator Task Bar

By default, the Task Bar automatically displays in single-Page view on your screen when you start up your PC. Figure 2 shows the Navigator Task Bar single-Page view. You can toggle between the all-Page view and the single-Page view.

 **Note:** To ensure that the Navigator Task Bar displays properly, verify that your screen meets the minimum VGA screen requirements documented in the *Navigator Installation Guide*.

Display the Task Bar

To display the Task Bar if it is hidden or minimized on your screen, do one of the following:

- Double-click the Task Bar application tray icon () or desktop icon ().
- Right-click the Task Bar application tray icon () and select **Restore**.

Hide the Task Bar

To hide the Task Bar, do one of the following:

- Click  on the Task Bar to hide the Task Bar but leave it accessible via your Windows tool bar.
- Click  on the Task Bar to hide the Task Bar and remove it from the Windows tool bar.
- Click the  button to access Main Menu, then select **Hide**.
- Right-click the Task Bar application tray icon () and select **Hide**.
- Press **ALT + F** on your PC keyboard.
- Press **ESC** on your PC keyboard.

Scroll through Task Bar Pages

To scroll through the Task Bar pages, display the Task Bar and do one of the following:

- Click the **Button Page #** Personal Key on the Task Bar.
- Press the left-most physical Personal Key on the Navigator phone. The left-most key scrolls between Task Bar Pages 1, 2 and 3.
- Press **F1** on the PC keyboard to display **Button Page 1**, **F2** to display **Button Page 2**, or **F3** to display **Button Page 3**.

Close the Task Bar

To close (or exit) the Task Bar application

- Right-click the Task Bar tray icon () on your Windows tool bar, then select **Exit**.

Use the Task Bar Personal Keys

To use the feature or function assigned to a Task Bar Personal Key, do one of the following:

- Click the key once.
- Right-click the key and select **Launch** from the pop-up menu.
- Press the corresponding physical Personal Key on the Navigator phone. The Navigator Personal Keys are context-sensitive — they change to correspond to the Task Bar key page that is currently displayed on your PC screen.

 **Note:** If a key is not programmed, pressing it produces no result. See *Program Task Bar Personal Keys* on page 10.

Use the Task Bar Tray Icon Menu

The Task Bar tray icon () is located on your Windows tool bar. The tray icon menu provides the following options:

- **Restore** – restores the Task Bar when it is hidden. Enabled only when the Task Bar is hidden or minimized.
- **About** – displays detailed information about the Navigator application.
- **Hide** – hides the Task Bar. Enabled only when the Task Bar is visible on your PC screen or Windows tool bar.
- **Exit** – closes the Task Bar application.

To select options from the Tray Icon menu:

- Right-click the Task Bar tray icon () , then select the desired option from the pop-up menu.

Customize the Task Bar Appearance

You can customize your Task Bar view and location on your PC screen according to your preference.

To customize your Task Bar view:

1. Click the ► button to access Main Menu.
2. Select **View**, and then select one of the following options:
 - **Normal** – displays directly adjacent to the Windows tool bar (at the bottom or top of the PC screen, depending where the Windows tool bar is located).
 - **Always on Top** – always displays in front of other open applications
 - **Full Width** – expands to the full width of your PC display screen.

 **Note:** When the Task Bar view is **Full Width**, you cannot move (drag and drop the Task Bar). If you wish to move the Task Bar, ensure **Full Width** is not selected.

To move the Navigator Task Bar:

1. Move your mouse cursor anywhere on the Task Bar except over a key or functional icon.
2. Click and hold, and then drag your cursor to the desired position on the screen.
3. Release.

 **Note:** If you minimize, hide, or move the Task Bar, it reopens in the position it was last in.

Program Task Bar Personal Keys

You can program any Task Bar Personal Key (except the **Prime Line** and **Button Page #** keys) to do any of the following:

- Speed call a number
- Invoke a phone feature
- Launch a PC application
- Open a document
- Open a URL
- Hide or display the Navigator Task Bar
- Display Navigator Keys Help legend.

Your administrator may also program Personal Keys as line appearances.

You can also delete key programming or copy and paste programmed information from one Personal Key to another.

 **Note:** The left-most Personal Key is always your **Button Page #** key. Your **Prime Line** key is always the first Personal Key (counting from right to left) on **Button Page 1**.

 **Note:** If your administrator has programmed the Task Bar keys using an external program, then you may not be able to modify the Task Bar key programming. If the **Clear** option is not available on the pop-up menu when you right-click a Task Bar key, or if the **Save** button is disabled in the **Edit...** dialog, contact your administrator to see if you have the option to program your Task Bar keys.

View Task Bar Key Programming

The Task Bar key labels provide key programming information at a glance. A pop-up tool tip also shows you more detailed key programming (for example, Home – Speed Call – 5551234).

To view the key programming for a Task Bar key:

1. Click once anywhere on the Task Bar (not on a key or functional icon) to bring your mouse focus to the Task Bar application.
2. Move your mouse over the key.
3. Review the key programming information in the pop-up that appears.

Program a Speed Call Key

1. Right-click the Task Bar key.
2. Select **Edit...**
3. Select Telephone Function from the Feature menu.
4. Select Speed Call from the Select a telephone feature... drop-down menu.
5. Type the desired label for the key in the **Label** field.
Note: If you do not enter a label, the **Label** field displays **Speed Call #** (for example, if this is the first Speed Call you have programmed, the default label is **Speed Call 1**).
6. Type the phone or extension number in the **Number** field.
7. Click **Save**.

Program a Feature Key

You can program any number of telephony Feature Task Bar keys, but you cannot program a Feature key more than once on the same Button Page. For example, you cannot program two Auto Answer keys or two Headset keys on the same Button Page.

You can program the features in Table 1 to the Personal Keys on the Task Bar.

Table 1: Programmable Features for Task Bar Keys

Key Function	Default Key Label
Auto Answer	Auto Answer
Cancel	Cancel
Do Not Disturb	DND
Forwarding	Forwarding
Headset	Headset
Hold	Hold
Message	Message
Phone Book	Phone Book
Redial	Redial
Speed Dial	Speed Call 1
Superkey	Superkey
Transfer/Conference	Trans/Conf

To program a Task Bar Feature key:

1. Right-click the Task Bar key.
2. Select **Edit...**
3. Select Telephone Function from the Feature menu
4. Select the desired feature from the **Select a telephone feature...** drop-down menu (for example, Do Not Disturb).
5. Enter the required information in the fields provided.

6. Click **Save**.

 **Note:** You can program any number of telephony Feature Task Bar keys, but you cannot program the same Feature key more than once on the same Button Page. For example, you cannot program two Headset keys on the same Button Page.

Program a PC Application Key

1. Right-click the Task Bar key.
2. Select **Edit...**
3. Select Launch Application from the Feature menu.
4. Do one of the following:
 - Select an application from the drop down list of common applications (including Microsoft® Notepad, Outlook, Outlook Express, Word, Excel, and PowerPoint).
 - Click **Browse...**, navigate to the executable file on your PC and click **Open**. The **Application** field display text similar to the following: **C:\Program Files\WINword.exe**.
5. (Optional) Press **Name** icon to apply the **%NAME%** command line parameter to the application being launched. The Name command inserts the name of the current or last-incoming caller when you press **PC Application** key.
6. (Optional) Press **Number** icon to apply the **%NUMBER%** command line parameter to the application being launched. The Number command inserts the number of the current or last-incoming caller when you press **PC Application** key.
Note: If either the Name or Number is not available, then the command line value is blank.
7. Type the desired label for the key in the **Label** field.
Note: If you do not enter a label, the **Label** field displays the name of the application.
8. Click **Save**.

Program an Open Document Key

1. Right-click the Task Bar key.
2. Select **Edit...**
3. Select **Open Document** from the **Feature** menu.
4. Click **Browse...**, navigate to the document and click **Open**.
5. (Optional) Press **Name** icon to apply the **%NAME%** command line parameter to the application being launched. The Name command inserts the name of the current or last-incoming caller when you press the **Open Document** key.
6. (Optional) Press **Number** icon to apply the **%NUMBER%** command line parameter to the application being launched. The Number command inserts the number of the current or last-incoming caller when you press **Open Document** key.
Note: If either the Name or Number is not available, then the command line value is blank.
7. Type the desired label for the key in the **Label** field.
Note: If you do not enter a label, the **Label** field displays the name of the document.
8. Click **Save**.

Program an Open URL Key

1. Right-click the Task Bar key.
2. Select **Edit...**
3. Select **Open URL** from the **Feature** menu.
4. Type or paste the URL in the **URL** field.



Tip: Copy and paste the complete URL from your browser to avoid typing errors.

5. (Optional) Press **Name** icon to apply the **%NAME%** command line parameter to the application being launched. The Name command inserts the name of the current or last-incoming caller when you press **Open URL** key.
6. (Optional) Press **Number** icon to apply the **%NUMBER%** command line parameter to the application being launched. The Number command inserts the number of the current or last-incoming caller when you press **Open URL** key.
Note: If either the Name or Number is not available, then the command line value is blank.
7. Type the desired label for the key in the **Label** field.
Note: If you do not enter a label, the **Label** field displays the name of the URL.
8. Click **Save**.



Tip: To ensure that the **Open URL** feature key launches in a new window (instead of launching in an already open window), you may need to configure your Internet browser settings not to reuse open browser windows. For example, in Microsoft Internet Explorer, you select **Tools** followed by **Internet Options**, click the **Advanced** tab, and then ensure that the **Reuse windows for launching shortcuts** option is not selected. Refer to your browser help files for detailed procedures.

Program a Hide/Display Task Bar Key

1. Right-click the Task Bar key.
2. Select **Edit...**
3. Select Hide/Display Navigator from the Feature menu.
4. Type the desired label for the key in the **Label** field.
Note: If you do not enter a label, the **Label** field displays **Hide**.
5. Click **Save**.

Program a Navigator Keys Help Key

1. Right-click the Task Bar key.
2. Select **Edit...**
3. Select Navigator Keys Help from the Feature menu.
4. Type the desired label for the key in the **Label** field.
Note: If you do not enter a label, the **Label** field displays **Show Keys Help**.
5. Click **Save**.

Clear Task Bar Key Programming

1. Right-click the key you wish to program.
2. Select **Clear**.
3. Re-program the key, if desired.

Copy Task Bar Key Programming

To copy and paste programming information from one Task Bar key to another

1. Right-click the key you wish to copy programming information from.
2. Select **Copy**.
3. Right-click the key you wish to paste programming information to.
4. Select **Paste**.

Edit Task Bar Key Programming

To change key programming

1. Right-click the Task Bar key.
2. Select **Edit...**
3. Select the desired feature from the **Feature** menu.
4. Type the new label for the key in the **Label** field.
Note: You must enter a new label when changing Task Bar key programming. If you do not enter a new label, the **Label** field displays the label that applied to the previous programmed key.
5. Click **Save**.

Task Bar Shortcuts

For detailed information about using the Task Bar buttons, keys, and controls, see *Use the Navigator Task Bar* on page 8.

You can use the shortcuts in Table 2 to navigate through and use some Task Bar menus and features.

To use these shortcuts, be sure that the Task Bar application is active. The Task Bar is active when it is displayed and you have clicked on the Task Bar or just used the Task Bar (to bring the mouse “focus” to the Task Bar).

Table 2: Task Bar Shortcuts

Action	Shortcut	Description
Display Button Page	Press F1	Displays Button Page 1 on the Task Bar.
	Press F2	Displays Button Page 2 on the Task Bar.
	Press F3	Displays Button Page 3 on the Task Bar.
Change Button Page View	Press CTRL + A	<p>Toggles between all-Page view and single-Page view.</p> <p>If you press F1, F2, or F3 when the Task Bar is in all-Page view, then the corresponding Button Page becomes “active” and moves to the lowest position on the Task Bar, closest to the physical keys on the Navigator phone.</p> <p> Note: A Button Page is shaded light gray when it is active.</p>
Hide Task Bar	Press ALT + F4	Hides the Task Bar (does not exit or close it).
Launch Last-Active Key	Press SPACE or CTRL+SPACE	<p>Launches the last-active key function (as if you had just clicked the key or selected Launch).</p> <p>For example, if you had just used a Speed Call key, hitting (CTRL +) SPACE re-dials the number.</p>
Display Main Menu	Press ALT+SPACE or ALT+F	Displays the Task Bar Main Menu.

Customizing Your Phone

To customize and use your phone features, use either of the following two interfaces:

- Superkey Menu Interface
- Web Configuration Tool

Superkey Menu Interface

The fixed-function keys and Navigator Task Bar provide access to most features on your phone. The phone's Superkey menu interface provides access to additional features.

To access the Superkey menu interface, press the  (**SUPERKEY**).

Web Configuration Tool

The Web Configuration Tool is an optional tool that you can use in addition to your phone to make calls and to personalize and modify your phone settings.

With a SIP user account, you can access the Web Configuration from any personal computer (PC) connected to the Internet and running a web browser that is either

- Netscape Navigator 4.8 or later
- Internet Explorer 4 or later
- Any other equivalent browser.

 **Note:** If your network is protected by a firewall, you may not be able to access your phone using the Web Configuration Tool from outside the firewall.

Web Configuration Tool Accounts and Passwords

You must have either a SIP User or SIP Administrator account to access the tool. Your account determines the type of web configuration pages you can access when you log in.

Your Administrator may change the default user name and password settings. If necessary, obtain your new user name and password from your Administrator.

Table 3: Web Configuration Tool Default User Names and Passwords

	Default User Name	Default Password
User	user	hello

 **Note:** For Administrator default user name and password, see *Administrator Tools* on page 36.

Accessing the Web Configuration Tool

To access the Web Configuration Tool:

1. On your phone, do the following to obtain your phone's IP address:
 - Press  (**SUPERKEY**).
 - Press the Line 1 (Prime Line) key. Your phone's IP address appears.
 - Write down the IP address, and then press  (**SUPERKEY**) to return to the default display.
2. On your PC, launch your browser.
3. In your browser's **URL** or **Address** field, enter your phone's IP address. The Web Configuration Tool login screen appears.
4. In the appropriate fields, enter your Web Configuration Tool user name and password.
5. Click **OK**. The Web Configuration Tool *Home Page* launches.

 **Note:** If you are a SIP Administrator, see *Administrator Tools* on page 36 for administrative options.

 **Note:** If you need help using the Web Configuration Tool, access the Web Configuration Tool online Help (see *Access the Web Configuration Tool Online Help* on page 5).

Display-Assisted Feature Selection

Select Menu Options

- Press the softkeys to select menu items on the display.

Enter Numbers and Letters

Depending on the context, the Navigator keypad allows you to enter only numbers, or numbers, letters, and some special characters. You can dial

- Extension numbers
- Phone numbers (PSTN numbers)
- IP addresses
- SIP URLs
- User ID names.

Letters correspond to those on the keypad, and characters to the table below. A flashing cursor indicates the position of the character you are entering. The cursor automatically advances after one second, or if you press a different keypad key.

To enter letters and special characters:

- Rapidly press the appropriate number key until the desired character appears on the display.

To enter an uppercase letter:

- Press ^ (**UP**) before entering the letter. Press v (**DOWN**) to return to lowercase mode.

To delete the character last entered:

- Press the ← softkey.

Table 4: Letter and Character Entry

Dial Pad Key	Press								
	Once	Twice	3 Times	4 Times	5 Times	6 Times	7 Times	8 Times	9 Times
1	1	space	?	!	~				
2	2	a	b	c					
3	3	d	e	f					
4	4	g	h	i					
5	5	j	k	l					
6	6	m	n	o					
7	7	p	q	r	s				
8	8	t	u	v					
9	9	w	x	y	z				
0	0	+	&	%	\$	\	"		
*	*	.	=	:	/	;	,	-	-
#	#	@	()	[]	<	>	

Ringer Volume Control

To adjust the ringer volume while your phone is ringing:

- Press ^ (**UP**) or v (**DOWN**).

To adjust the ringer volume on your phone while your phone is idle:

1. Press  (**SUPERKEY**), and then press >> until SETTINGS & OPTIONS? appears.
2. Press **OK**, and then press ▼ until RINGER SOUNDS? appears.
3. Press **OK**. SET RINGER VOLUME? appears.
4. Press **YES**. The phone rings.
5. Press ^ (**UP**) or v (**DOWN**) to adjust the volume to the desired level, and then press **SAVE**. SET RINGER VOLUME? appears.
6. Press **NO**. SET RINGER PITCH? appears.
7. Do one of the following:
 - To return to the main menu, press **NO**.
 - To return to the default display, press  (**SUPERKEY**).

Ringer Pitch Control

To adjust the ringer pitch on your phone:

1. Press  (**SUPERKEY**), and then press **>>** until **SETTINGS & OPTIONS?** appears.
2. Press **OK**, and then press **▼** until **RINGER SOUNDS?** appears.
3. Press **OK**, and then press **NO** until **SET RINGER PITCH?** appears.
4. Press **YES**. The phone rings.
5. Press **^ (UP)** or **▼ (DOWN)** to adjust the pitch to the desired level, and then press **SAVE**. **SET RINGER PITCH?** appears.
6. Do one of the following:
 - To return to the main menu, press **NO**.
 - To return to the default display, press  (**SUPERKEY**).

Handset Volume Control

To adjust the handset receiver volume when you are using the handset:

- Press **^ (UP)** or **▼ (DOWN)**.

Speaker Volume Control

To adjust the speaker volume when on a handsfree call:

- Press **^ (UP)** or **▼ (DOWN)**.

Display Contrast Control

To adjust the display contrast of your phone:

- Press **^ (UP)** or **▼ (DOWN)** while the phone is idle.

 **Note:** If your phone loses power, the settings will return to the default settings.

Display Language

To set the display language:

1. Press  (**SUPERKEY**), then press **>>** until **SETTINGS & OPTIONS?** appears.
2. Press **OK**, and then press **▼** until **LANGUAGE?** appears.
3. Press **OK**, and then press **NO** until the desired language appears.
4. Once the desired language appears, press **YES**. **LANGUAGE?** appears on the display.
5. Do one of the following:
 - To return to the main menu, press **EXIT**.
 - To return to the default display, press  (**SUPERKEY**).

Personal Keys

Personal keys provide one-touch access to **Speed Dial**, **Call Logs**, **Headset**, **Phonebook**, **Do Not Disturb**, and **Advisory Message** features. Personal keys can also be programmed to launch PC applications, open PC documents, and open your browser to navigate to URLs. Your Administrator can also program the remaining Personal Keys as Shared Line keys. The 8 physical phone keys correspond to 3 pages of eight programmable key each on the Navigator Task Bar.

You can program any Personal key that isn't a line key as a Speed Dial key for one-touch dialing. You can also view, modify, or delete the information programmed on a Personal key.

 **Note:** You cannot change your Personal keys settings while on a call.

Line Keys

Line keys allow you to make and answer calls according to line or caller information. The Navigator has three Line keys. If one line is busy, incoming calls are received on the next available **Line** key. Each phone has the following pre-assigned Line keys.

 **Note:** Your Administrator can program Personal keys or Shared Line keys for you. For administrative information on Shared Line keys, see *Shared Line Keys* on page 40.

Pre-assigned Value	Key Location (Count from the right to left; do not count the left-most key – it is the non-programmable Button Page # key.)
Line 1 (Prime Line)	Key 1 on Button Page 1 of the Task Bar
Line 2	Key 2 on Button Page 1 of the Task Bar
Line 3	Key 3 on Button Page 1 of the Task Bar

View Speed Dial Key Programming

 **Note:** You can also view and program Personal Keys using your Navigator Task Bar. See *Program Task Bar Personal Keys* on page 10.

To view the current programming on a Personal key:

1. Press  (**SUPERKEY**), and then press >> until PROGRAM MEMORY KEYS? appears.
2. Press **OK**. SELECT A KEY appears.
3. Press a **Personal** key. If the key is programmed, the programming information appears. If the key is not programmed, UNUSED KEY appears.

Program a Speed Dial Key

 **Note:** You can also view and program Personal Keys using your Navigator Task Bar. See *Program Task Bar Personal Keys* on page 10.

To program a **Personal** key as a Speed Dial key:

1. Press  (**SUPERKEY**), and then press >> until PROGRAM MEMORY KEYS? appears.
2. Press **OK**. SELECT A KEY appears.

3. Press the **Personal** key you wish to program. The associated programming information appears on the display. If the key is not programmed, UNUSED KEY appears.
 4. Do one of the following:
 - If the selected key is currently programmed, press **DELETE** or **EDIT**. ENTER NUMBER appears.
 - If the selected key is currently programmed as a different feature key, press **MDFY TO SPEEDDIALKEY** to modify the key to a Speed Dial key. ENTER NUMBER appears.
 - If the selected key is not currently programmed, press **ADDNEW**. ENTER NUMBER appears.
 5. Do one of the following:
 - If you want to enter a name, press **NAME**.
 - If you want to enter a SIP URL or an IP address, press **URL**.
-  **Note:** Press <— to delete characters.
6. Enter the destination information, and then press **SAVE**. KEY SAVED appears.
 7. Press **OK**. PROGRAM MEMORY KEYS? appears.
 8. Do one of the following:
 - To program additional Speed Dials, press **OK**. SELECT A KEY appears.
 - To return to the default display, press  (**SUPERKEY**).
 9. Write the feature name on the designation card (see *Elements of Your Phone* on page 2).

Delete a Speed Dial Key

 **Note:** You can also view and program Personal Keys using your Navigator Task Bar See *Program Task Bar Personal Keys* on page 10.

To delete a Speed Dial key:

1. Press  (**SUPERKEY**), and then press >> until PROGRAM MEMORY KEYS? appears.
2. Press **OK**. SELECT A KEY appears.
3. Press the **Personal** key whose programming you want to delete. The associated programming appears.
4. Press **DELETE**. DELETE ITEM? appears.
5. Press **YES**. UNUSED KEY appears.
6. Do one of the following:
 - To return to the main menu, press **EXIT**.
 - To return to the default display, press  (**SUPERKEY**).

Use PC Accessories

You can connect PC accessories to your Navigator to

- Play music from your PC on the Navigator Handsfree speakers.
- Listen to music from your PC through a PC headset that is connected to the Navigator **and** be ready to receive or make a call in Headset mode.
- Listen to music from your PC through your PC speakers (normal PC speaker operation). When connected to the Navigator, PC speakers play music only when the phone is idle.

 **Note:** For your privacy, audio from handset, handsfree, or headset calls does **not** play on your PC speakers.

Table 5 shows how PC accessories interact with your Navigator.

Table 5: PC Accessory Interaction with the Navigator Phone

Phone Status	PC Music	PC Headset Connected?	You hear ...
Idle	ON	No	PC music from Navigator Handsfree speakers.
Idle	ON	Yes	PC music from PC Headset earphones. If PC speakers are also connected to your Navigator, you hear music from your PC speakers too.  Note: If you disconnect your PC headset, you hear music from your Handsfree speakers.
Ringing	ON	No	Ring tone from Navigator Handsfree speakers.  Note: Ring tone interrupts PC music. Your PC music continues to play, but you cannot hear it while the phone is ringing.
Ringing	ON	Yes	An interruption in your PC headset music, and simultaneous ring tone from Navigator Handsfree speakers.  Note: Ringtone does not play on your PC headset, however your PC headset audio is temporarily muted so that you can hear the ringtone from your Navigator Handsfree speakers.
On a call	ON	No	Audio from the party you are speaking with. Music does not play on any speaker while you are on a call.
On a call	OFF	Yes	Audio from the party you are speaking with.

Making and Answering Calls

Making Calls

You can make and receive calls using the handset, headset or handsfree speaker. You can dial by extension number or phone number, user ID name, or SIP URL or IP address. You can also dial a Call Logs or Phonebook entry.

If you are registered with a SIP Service Provider and want to dial a “regular” phone number, your SIP Service Provider must provide access to the PSTN. To dial a SIP user name or extension number, you must be registered with a SIP Service Provider. For more information, contact your Administrator.

Dial by Number

1. Lift the handset (optional).
2. If you want to use a line other than **Line 1**, press a **Line** key.
3. Do one of the following:
 - Dial the number.
 - Press a **Speed Dial** key.
 - Press  (REDIAL).
4. Press **DIAL**.

Dial by Name

To dial by a user ID name, you must be registered with a SIP Service Provider.

1. Lift the handset (optional).
2. Press **NAME**.
3. Enter the name of the party you want to call.

 **Note:** If the name has more than 20 characters, only the last 20 characters appear on the display.

4. Press **DIAL**.

Dial by SIP URL or IP Address

1. Lift the handset (optional).
2. Press **URL**, then enter the SIP URL or IP address of the party you want to call.

 **Note:** If the SIP URL exceeds 20 characters, only the last 20 characters appear.

3. Press **DIAL**.

Dial by Phone Book Entry

1. Press  (SUPERKEY), and then press >> until **PHONE BOOK?** appears.
2. Press **OK**. **PHONE BOOK <number of items>** appears on the display.
3. Press **^ (UP)** and **∨ (DOWN)** to navigate to the entry you want to call.
4. Press **DIAL**.
5. Lift the handset (optional).

 **Note:** To dial from your Phone Book using the Web Configuration Tool, access the tool's *Phone Book* page (see *Accessing the Web Configuration Tool* on page 17).

Dial by Call Logs Entry

1. Press  (**SUPERKEY**), and then press >> until **CALL LOGS?** appears.
2. Press **OK**, and then press **▼** to navigate to the desired log type (Missed Calls, Answered Calls or Outgoing Calls).
3. Press **OK**. The number of calls appears.
4. Press **^ (UP)** and **∨ (DOWN)** to navigate through the logged call entries.
5. Press **DIAL**. The log is dialed and the phone returns to the default display.
6. Lift the handset (optional).

Redial

1. Lift the handset (optional).
2. Press  (**REDIAL**).

 **Note:** Your phone will not remember the last-dialed number if power is lost.

Answering Calls

Incoming calls ring **Line 1**, if all lines are free, or the next available line. If all lines are busy and Call Forward – Busy is not enabled (see *Enable/Disable Call Forward* on page 27), callers hear a busy signal.

When the phone rings, the Ring/Message Indicator and the associated Line key flash, and the name of the caller appears.

Answer a Call

To answer a call, do one of the following:

- For handset mode, lift the handset.
- For headset mode, press the **Headset** key, then press the flashing **Line** key.
- For handsfree mode, press  (**SPEAKER**).

To end the call:

- Hang up the handset to end a handset call.
- Press  (**CANCEL**) to end a headset call.
- Press  (**SPEAKER**) to end a handsfree call.

For more information on handset, handsfree (Speaker) or headset calls, see *Handset, Handsfree and Telephony Headset Modes* on page 31.

Auto Answer

You can use Auto Answer to automatically answer incoming calls in handsfree or headset mode.

To enable or disable Auto Answer:

- Access the *Feature Configuration* page of the Web Configuration (see *Accessing the Web Configuration Tool* on page 17).

To answer an Auto Answer call:

- Begin speaking when the call arrives.

To end an Auto Answer call, do one of the following:

- Press  (**CANCEL**).
- Wait for the caller to hang up.

Answer a Call Waiting

 **Note:** You enable/disable the Call Waiting feature using the Web Configuration Tool. Access the Web Configuration tool's *Feature Configuration* page (see page 17).

The Navigator allows a maximum of three calls waiting while you are on a call. New calls wait on the next free line. When a new call arrives, you hear a call waiting tone, the name of the new caller appears, and the corresponding Line key flashes. If all lines are busy, callers hear a busy signal.

To answer a waiting call:

- Press the flashing Line key of the call waiting. The current call is put on hold, and you are connected to the new caller.

To return to the original call:

- Press the associated flashing **Line** key.

Call Handling

Hold

The Navigator supports a maximum of four held calls at the same time.

When you place a call on hold, or when another party puts you on hold, the on-hold beep reminds you that you are holding or on hold. If the handset is in its cradle, you hear the beep through the handsfree speaker. You can turn off this beep, if desired.

 **Note:** You cannot change your hold settings while on a call.

Hold a Call

- Press  (**HOLD**). The associated Line key flashes.

Retrieve a Call from Hold

- Press the associated flashing Line key. The **Line** key changes from flashing to lit solid.

Change On-Hold Settings

- Access the *Feature Configuration* page of the Web Configuration (see *Accessing the Web Configuration Tool* on page 17).

Call Forward

Call Forward redirects incoming calls to your voice mailbox (by default) or to an alternate number. Choose from the following Call Forward options:

- **Call Forward – Always** redirects all incoming calls
- **Call Forward – No Answer** redirects calls if you don't answer after the programmed number of rings (1 – 10)
- **Call Forward – Busy** redirects calls when all lines are busy.

All Call Forward options are OFF by default. You can turn on Call Forward No Answer and Call Forward Busy at the same time.

 **Note:** You cannot change your Call Forward settings while on a call.

 **Note:** To program and enable or disable Call Forward using the Web Configuration Tool, access the tool's *Feature Configuration* page (see *Accessing the Web Configuration Tool* on page 17).

Program Call Forward

1. Press  (**SUPERKEY**), and then press >> until SETTINGS & OPTIONS? appears.
2. Press **OK**. CALL FORWARDING? appears.
3. Press **OK**. FWD ALWAYS: <current status> appears.
4. Press ▼ to navigate to the desired Call Forward option.

5. Press **OK** to select the desired Call Forward option.
6. Press **REVIEW**. The current forwarding destination appears. If no forwarding is programmed, the top line of the display is blank.
7. For **Call Forward No Answer** option only, press **OPTIONS**, enter the number of desired rings (1 – 10) before a call is forwarded, and then press **SAVE**.
8. Press **CHANGE**, and then do one of the following:
 - To enter a URL as the destination, press **URL**, and then enter the URL.
 - To enter a name as the destination, press **NAME**, and then enter the name.
9. Press **SAVE**. After the information is saved, the same Call Forwarding option appears on the display with its new status.
10. Do one of the following:
 - To return to the main menu, press **EXIT**.
 - To return to the default display, press  (**SUPERKEY**).

Enable/Disable Call Forward

1. Press  (**SUPERKEY**), and then press **>>** until **SETTINGS & OPTIONS?** appears.
2. Press **OK**. **CALL FORWARDING?** appears.
3. Press **OK**. **FWD ALWAYS: <current status>** appears.
4. Press **▼** to navigate to the desired Call Forward option.
5. Once the desired Call Forwarding option appears, press **TURNON** or **TURNOFF** to enable or disable the Call Forwarding option. The Call Forwarding option and its new status appears on the display.
6. Press **OK**, and then press  (**SUPERKEY**) to return to the default display.

Call Transfer

You can transfer an active call to another party (one line must be free on your phone). The Navigator supports four lines. If all lines are busy on your phone, no calls can be transferred.

 **Note:** During a conference call, any party can perform a call transfer when one line on the phone that initiated the conference call is not in use. For conference call information, see *Conference Call (Three-Way)* on page 28.

Transfer a Call to an Unconnected Third Party

1. While on a call, press  (**TRANS/CONF**). The call is put on hold.
2. Press a free Line key.
3. Call the party to whom you want to transfer the call, and then do one of the following:
 - To talk to this party, wait until the connection is established, speak to the party, press the **TRANSFR** softkey, and then hang up. This is an Attended Call Transfer.

- To transfer the call without speaking to this party, immediately press the **TRANSFR** softkey, and then hang up. The held call will be transferred to the call in progress. This is an Unattended Call Transfer.
- To cancel the transfer, press  (**CANCEL**). You are returned to the held call.

Transfer a Call to a Third Party Already on Hold

1. While on a call, press   (**TRANS/CONF**). The call is put on hold.
2. Press the Line key of the call on hold, and then press   (**TRANS/CONF**).
3. Hang up.

Conference Call (Three-Way)

 **Note:** During a conference call, any party can perform a call transfer when one line on the phone that initiated the conference call is not in use. For call transfer information, see *Call Transfer* on page 27.

Add a Third Party to a Call in Progress

1. Press   (**TRANS/CONF**). The current call is put on hold.
2. Press a free Line key, and then do one of the following:
 - Dial the number.
 - Press a **Speed Dial** key.
 - Press  (**REDIAL**).
3. Press **DIAL**.
4. When the new party answers, press the **CONF** softkey. The call put on hold in step 1 is connected to the call in progress.

 **Note:** If the new party does not answer, press  (**CANCEL**) twice to return to the held party.

Add a Party On Hold to a Call in Progress

1. Press   (**TRANS/CONF**). The current call is put on hold.
2. Press the Line key of the party already on hold.
3. Press   (**TRANS/CONF**). The call put on hold in step 1 is connected to the call in progress.

Leave a Conference Call

Do one of the following:

- Hang up.
- Press **HANGUP** softkey.
- Press  (**CANCEL**).

 **Note:** If the party who initiated the conference call hangs up, the other two parties are also disconnected. If either of the called parties hangs up, the call remains connected.

Messages - Advisory

An advisory message appears on the display of your phone to inform people visiting your desk of your whereabouts.

Create an Advisory Message

- Access the *Feature Configuration* page of the Web Configuration Tool (see *Accessing the Web Configuration Tool* on page 17).

Enable/Disable your Advisory Message

To enable or disable an advisory message:

1. Press  (**SUPERKEY**), and then press >> until SETTINGS & OPTIONS? appears.
2. Press **OK**, and then press ▼ until ADVISORY MESSAGES? appears.
3. Press **OK**. The first of several advisory messages appears.
4. Press ^ (**UP**) and v (**DOWN**) to navigate to the desired message.
5. Press **TURNON** or **TURNOFF** to enable or disable the message. When turned on, the **Advisory Message** key is lit.
6. Do one of the following:
 - To return to the main menu, press **EXIT**.
 - To return to the default display, press  (**SUPERKEY**). The advisory message alternates with the date and time on the default display.

 **Note:** To enable/disable advisory messages using the Web Configuration Tool, access the tool's *Feature Configuration* page (see page 17).

Messaging – Voice Mail

Your Administrator configures your voice mail information so you can receive and access voice mail messages. The Ring/Message Indicator flashes to indicate waiting messages.

 **Note:** For administrative information on voice mail, see *Voice Mail* on page 40.

Access your Voice Mail Messages

1. Lift the handset (optional).
2. Press  (**MESSAGE**) and enter your voice mailbox number.
3. Follow the voice mailbox prompts.

Using Advanced Features

Do Not Disturb

Do Not Disturb (DND) forwards all calls directly to your voice mailbox so that a ringing phone will not disturb you. If Do Not Disturb is enabled and you do not have a voice mailbox set up, callers hear a busy signal.

 **Note:** When Do Not Disturb is enabled, ***DND ON*** alternates with the date on the phone's display. If both Call Forward and Do Not Disturb are on, ***DND ON*** alternates with the time on the display.

Enable/Disable Do Not Disturb

1. Press  (**SUPERKEY**), and then press **>>** until **SETTINGS & OPTIONS?** appears on the display.
2. Press **OK**, and then press **▼** until **DO NOT DISTURB?** appears.
3. Press **OK**. **DO NOT DISTURB <current status>** appears.
4. Press **TURNON** or **TURNOFF** to enable or disable Do Not Disturb. After the information is saved, **DO NOT DISTURB <new status>** appears.
5. Do one of the following:
 - To return to the main menu, press **EXIT**.
 - To return to the default display, press  (**SUPERKEY**).

 **Note:** To enable or disable Do Not Disturb using the Web Configuration Tool, access the tool's *Feature Configuration* page (see *Accessing the Web Configuration Tool* on page 17).

Call Logs

Call Logs keeps a record of your missed, answered and outgoing calls. The Navigator logs the ten most recent missed, answered, and outgoing calls. The most recent call appears at the top of each log.

Call Logs record party name, number, SIP URL or IP address, the call duration, and the time and date of each call. When you have missed incoming calls, the number of calls missed replaces the date on your phone's display.

 **Note:** Call log information is saved automatically every 4 hours. If you reset your phone in that 4-hour interval, any call logs generated during that time will not be stored.

View a Call Log Entry

1. Press  (**SUPERKEY**), and then press **>>** until **CALL LOGS?** appears.
2. Press **OK**, and then press **▼** to navigate to the desired log type (Missed Calls, Answered Calls or Outgoing Calls).
3. Press **OK**. The number of calls appears.

4. Press **^ (UP)** and **∨ (DOWN)** to navigate through the logged call entries.
5. When the desired entry appears, press **DETAIL**, and then press **<<** and **>>** to view the entry information.
6. When you have finished, press **DONE**.
7. Press  (**SUPERKEY**) to return to the default display.

 **Note:** To view Call Log entries using the Web Configuration Tool, access the tool's Call Logs page (see *Accessing the Web Configuration Tool* on page 17).

Delete a Call Log Entry

1. Press  (**SUPERKEY**), and then press **>>** until CALL LOGS? appears on the display.
2. Press **OK**, and then press **∨** to navigate to the desired log type (Missed Calls, Answered Calls or Outgoing Calls).
3. Press **OK**. The number of calls appears.
4. Press **^ (UP)** and **∨ (DOWN)** to navigate through the logged call entries.
5. When the desired entry appears, press **DELETE**. CONFIRM DELETE? appears.
6. Press **YES**. The log is deleted.
7. Press  (**SUPERKEY**) to return to the default display.

Call a Call Logs Entry

- See *Dial by Call Logs Entry* on page 24 to quickly dial a Call Logs entry.

Handset, Handsfree and Telephony Headset Modes

Mitel-approved telephony headsets (with or without a Feature Control Switch) must be installed in the dedicated headset jack (the jack on the back of the phone).

PC headsets (with or without a microphone) must be installed in the PC headset jack on the right side of the phone.

CAUTION: To use your Navigator in Handsfree mode, ensure your PC headset is disconnected.

Switch between Handset and Handsfree

To go from handset to handsfree mode:

1. Press  (**SPEAKER**).
2. Hang up the handset. Use the handsfree speaker to communicate with your party.

To go from handsfree to handset mode:

- Lift the handset, and use it to communicate with your party.

Switch between Handset and Telephony Headset

To go from handset to headset mode:

1. Press the Headset key. The Headset key light turns ON.
2. Hang up the handset. Use the headset to communicate with your party.

To go from headset to handset mode:

1. Lift the handset.
2. Press the Headset key. The Headset key turns OFF. Use the handset to communicate with your party.

Switch between Telephony Headset and Handsfree

To go from headset to handsfree mode:

- Press the **Headset** key, and then press  (**SPEAKER**). The Headset key turns OFF. Use the handsfree speaker to communicate with your party.

To go from handsfree to headset mode:

- Press the Headset key. The Headset key turns ON. Use your headset to communicate with your party.

Use a PC Headset

Connect your PC headset (with microphone) to the jacks on the right side of the Navigator phone.

 **Note:** Connecting a PC headset disables your Handsfree speaker.

To make a PC headset call:

1. If you want to use a Non-Prime Line, press a Line Appearance key.
2. Make the call (see Making Calls on page 23). Your PC headset microphone and earphones transmit and receive audio.

To answer calls using your PC headset:

- Press the flashing line key. Your PC headset microphone and earphones transmit and receive audio.

To hang up while using your PC headset:

- Press  (**CANCEL**).

To Mute your PC headset, do one of the following:

- Press  (**MUTE**). The  key light turns ON.
- Press and hold the PC headset mute feature switch (if available).

To turn Mute off and return to the conversation, do one of the following:

- Press the lit  (**MUTE**) key. The  key light turns OFF.
- Release the PC headset mute feature switch (if available).

To disable PC headset operation while on a PC headset call:

1. Disconnect your PC headset.
2. Continue speaking in Handsfree operation. The Handsfree microphone and Handsfree speaker transmit and receive audio.
3. Lift the handset if you wish to continue the call in handset mode.

To return to PC headset operation from Handsfree or handset operation:

1. Connect your PC headset.
2. Hang up the handset (if you were on a handset call).

Muting a Call

To mute your phone so your party cannot hear you:

- Press  (**MUTE**). The  (**MUTE**) key turns ON.

To turn Mute off and return to the conversation:

- Press  (**MUTE**) again. The  (**MUTE**) key turns OFF.

Phone Book

The Phone Book is a scrollable list of contacts from which you can make a call. The Navigator holds a maximum of 60 Phone Book contacts.

Phone Book entries contain an automatic index number, the contact's name (maximum of 20 characters) and a number, SIP URL, or IP address.

 **Note:** To create, modify, or make calls from your Phone Book using the Web Configuration Tool, access the tool's *Phone Book* page (see *Accessing the Web Configuration Tool* on page 17).

 **Note:** You cannot change your Phone Book settings while on a call.

Create a Phone Book Entry

1. Press  (**SUPERKEY**), and then press **>>** until **PHONE BOOK?** appears.
2. Press **OK**. **PHONE BOOK: <number of items>** appears.
3. Press **^ (UP)** and **∨ (DOWN)** to navigate through the entries until **ENTRY EMPTY** appears.
4. Press **ADDNEW**. **PROGRAM ADDRESS?** appears.

5. Press YES, and then enter the IP address or SIP URL of the contact.
Note: Press <— to delete characters.
6. Press SUBMIT. After the information is saved, PROGRAM NAME? appears.
7. Press YES, and then enter the name of the contact.
8. Press SUBMIT. After the information is saved, the name of the contact appears.
9. Press  (SUPERKEY) to return to the default display.

Modify a Phone Book Entry

1. Press  (SUPERKEY), and then press >> until PHONE BOOK? appears.
2. Press OK. PHONE BOOK: <number of items> appears.
3. Press ^ (UP) and v (DOWN) to navigate to the entry you want to modify.
4. Press CHANGE, and then press EDIT. PROGRAM ADDRESS? appears.
5. Do one of the following:
 - To modify an address or a SIP URL, press YES, enter the address or SIP URL, and then press SUBMIT. After the information is saved, PROGRAM NAME? appears.
 - To modify a name, press NO. PROGRAM NAME? appears. Press YES, enter the name, and then press SUBMIT. After the information is saved, the modified name appears.
6. Press  (SUPERKEY) to return to the default display.

Delete a Phone Book Entry

1. Press  (SUPERKEY), and then press >> until PHONE BOOK? appears.
2. Press OK. PHONE BOOK: <number of items> appears.
3. Press ^ (UP) and v (DOWN) to navigate to the entry you want to delete.
4. Press CHANGE, and then press DELETE. CONFIRM DELETE? appears.
5. Press CONFIRM. The entry is deleted, and ENTRY EMPTY appears.
6. Press  (SUPERKEY) to return to the default display.

Call a Phone Book Entry

- See *Dial by Phone Book Entry* on page 24 to call a Phone Book entry.

Time and Date

A Simple Network Time Protocol (SNTP) server (version 4 or later) provides your phone with the date and time. Your Administrator configures your time zone once using the Web Configuration Tool. Your phone automatically adjusts to Daylight Savings.

If an SNTP server is not available in your system setup, you can modify the time and date using your phone or the *Date/Time* page of the Web Configuration Tool (see *Accessing the Web Configuration Tool* on page 17). For more information, contact your Administrator.

 **Note:** You cannot change your time and date settings while on a call.

 **Note:** If your phone loses power, the modified time and date are not saved.

Change the Time and Date

Important: Use this procedure only if an SNTP server is not provided. If an SNTP server is not available, you must reprogram these settings every time the phone reboots.

1. Press  (**SUPERKEY**), and then press >> until SETTINGS & OPTIONS? appears.
2. Press **OK**, and then press ▼ until TIME AND DATE? appears.
3. Press **OK**. SET TIME? appears.
4. Do one of the following:
 - To change the time, press **YES**. 12 OR 24 HR FORMAT? appears. Proceed to step 5.
 - To change the date, press **NO**. SET DATE? appears. Proceed to step 9.
5. Do one of the following:
 - To enter the time in a.m./p.m. format, press **12**.
 - To enter the time using the 24-hour clock, press **24**.
6. Enter the time (for example, 1236 for 12:36; 0220 for 02:20), and then press **SUBMIT**.
7. (For a.m./p.m. only) Press **AM** or **PM**. SET TIME? appears with the new time.
8. Press **NO**. SET DATE? appears.
9. Do one of the following:
 - To change the date, press **YES**, and then proceed to step 10.
 - To return to the main menu, press **NO**, and then proceed to step 11.
10. Enter the date (for example, enter 161204 for 16 December 2004), and then press **SUBMIT**. SET DATE? appears with the new date.
11. Do one of the following:
 - To return to the main menu, press **NO**.
 - To return to the default display, press  (**SUPERKEY**).

Administrator Tools

This section is the SIP Administrator's reference to Superkey menu interface configuration options. Where applicable, it references the appropriate page(s) of the Web Configuration Tool.

 **Note:** Some procedures can only be completed from the Web Configuration Tool.

To access the referenced pages of the Web Configuration Tool, see *Accessing the Web Configuration Tool* (page 17).

To get help with the Web Configuration Tool administrative procedures, see *Access the Web Configuration Tool Online Help* (page 5).

SIP Administrator Phone Passwords

To log in for the first time as an Administrator, use the default administrator name and password. Change these passwords as soon as possible to prevent unauthorized changes to the phone.

For privacy reasons, an asterisk (*) appears for each character you enter.

Table 6: Default Administrator User Names and Passwords

Phone	Default Administrator Name	Default Administrator Password
Navigator	admin	nav

Change Phone Passwords

To change user or administrator passwords:

- Access the *Users & Passwords* page of the Web Configuration Tool.

SIP User Accounts

A SIP user account includes a user name and password, and allows the user to register with the SIP Service Provider.

Configure/Modify a SIP User account

- Access the *User Configuration* page of the Web Configuration Tool.

View a User Name

1. Press  (**SUPERKEY**).
2. Press the third **Personal** key (counting from the right to left) The user display name (top) and user name (bottom) appears.
3. Press  (**SUPERKEY**) to return to the default display.

Device Parameters

To view the software version and the MAC address:

1. Press  (**SUPERKEY**), and then press >> until ADMIN TOOLS? appears on the display.
2. Press **OK**. DEVICE PARAMETERS? appears.
3. Press **OK**. SOFTWARE VERSION appears.
4. View either the software version or the MAC address.
 - To view the software version, press **REVIEW** (the current software version appears), then press **OK**. SOFTWARE VERSION reappears.
 - To view the MAC address, press **NEXT** (MAC ADDRESS appears), then press **REVIEW**. The current MAC address appears. Press **OK**. MAC ADDRESS reappears.
5. Do one of the following:
 - To return to the main menu, press **EXIT**.
 - To return to the default display, press  (**SUPERKEY**).

 **Note:** You can also view the MAC address using the **Line 1** key (see *View the IP and MAC Addresses* on page 38).

Protocols

For information about supported communication and media protocols, access the Web Configuration Tool online Help (see *Access the Web Configuration Tool Online Help* on page 5).

Enable/Disable Protocols

To enable/disable protocols using the Web Configuration Tool:

- Access the tool's *Protocols* page.

 **Note:** To access the Web Configuration Tool, HTTP must be enabled. If HTTP is disabled and you need to access the tool, enable HTTP through the Superkey Menu Interface (see procedure that follows below).

To enable/disable protocols using the Superkey Menu Interface:

1. Press  (**SUPERKEY**), and then press >> until ADMIN TOOLS? appears on the display.
2. Press **OK**, and then press ▼ until ACCESS PROTOCOLS? appears on the display.
3. Press **OK**, enter your administrator password, and then press **SUBMIT**. HTTP <current status> appears on the display.
4. Do one of the following:
 - To enable HTTP, press **TURNON**.
 - To disable HTTP, press **TURNOFF**.
 - To enable or disable TFTP, press **NEXT**.

5. Repeat steps 3 and 4 for TFTP, Telnet, SNMP and SRTP. After you enable or disable a protocol, that protocol and its new status appears on the display.
6. Do one of the following:
 - To return to the main menu, press **EXIT**.
 - To return to the default display, press  (**SUPERKEY**).

SRTP Call Encryption Indicator

For information about the Call Encryption setting, see *Call Encryption Indicator* on page 3. Also refer to the *About the Protocols Page* topic of the Administrator's *Web Configuration Tool Online Help* (see *Accessing the Web Configuration Tool* page 5).

Viewing/Modifying the Network Settings

View the IP and MAC Addresses

To view the phone's IP and MAC addresses:

1. Press  (**SUPERKEY**), and then press the **Line 1** key. The IP and MAC addresses appear.
2. Press  (**SUPERKEY**) to return to the default display.

Modifying Network Settings

To modify network settings using the Web Configuration Tool:

- Access the *Network Configuration* page of the Web Configuration Tool.

To modify network settings using the Superkey Menu Interface

1. Press  (**SUPERKEY**), and then press **>>** until **ADMIN TOOLS?** appears on the display.
2. Press **OK**, and then press **▼** until **NETWORK SETTINGS?** appears.
3. Press **OK**, enter your administrator password, and then press **SUBMIT**.
4. Press **NEXT** until the network configuration settings you want to change appear.
5. Press **REVIEW** to view the current settings of the selected setting, and then do one of the following:
 - (Optional) To enable or disable DHCP, press **TURNON** or **TURNOFF**.
 - To change a value, press **CHANGE**, enter the new value, and then press **SUBMIT**. After the information is saved, the next setting appears.
 - To leave a value as it is, press **EXIT** or **NEXT**.
6. Repeat steps 4 and 5 until all desired changes have been made.
7. Press  (**SUPERKEY**) to return to the default display.
8. For the settings to take effect, reboot the phone (i.e. unplug the power source from the phone, and then plug the power source back in).

Upgrade the Phone's Firmware

For detailed information about firmware upgrades:

- Access the *About Firmware Updates Page* in the Administrator's *Web Configuration Tool Online Help* (see page 5).

View the Firmware Version

To view the firmware version using the Web Configuration Tool:

- Access the *Home Page* of the Web Configuration Tool.

To view the firmware version using the Superkey Menu Interface

1. Press  (**SUPERKEY**).
2. Press the **Line 2** key. Both the main and boot firmware versions appear on the display.
3. Press  (**SUPERKEY**) to return to the default display.

Upgrading the Firmware

To upgrade the firmware using the Web Configuration Tool:

- Access the *Network Configuration* and *Firmware Update* pages of the Web Configuration Tool.

To upgrade the phone's firmware through the Superkey Menu Interface:

1. Press  (**SUPERKEY**), and then press **>>** until **SETTINGS & OPTIONS?** appears.
2. Press **OK**, and then press **▼** until **UPGRADE FIRMWARE?** appears.
3. Press **OK**. **CHOOSE PROTOCOL** appears.
4. Press the desired protocol (**HTTP** or **TFTP**), or press **AUTO**. **BEGIN UPGRADE NOW?** appears.
5. Press **CONFIRM**. The downloading process begins and the phone reboots. This process may take approximately 1 to 2 minutes. When the time and date appear on the display, the download and reboot is complete and the phone is ready for use.

To upgrade the firmware from the boot program:

- Access the *Configuring in the Main and Boot Programs* topic in the Administrator's *Web Configuration Tool Online Help* (see page 5).

CAUTION: DO NOT remove power from the phone while firmware is downloading or the phone is rebooting. This may result in severe damage to your phone.

Voice Mail

Voice mail for SIP-supported phones is server-based. For more information on the voice mail system, contact the SIP Service Provider.

To configure voice mail using the Web Configuration Tool:

- Access the *SIP Configuration* page.

Use the procedure below for configuring voice mail using the Superkey menu interface.

Configuring Voice Mail

To configure voice mail using the Superkey menu interface:

1. Press  (**SUPERKEY**), and then press **>>** until ADMIN TOOLS? appears.
2. Press **OK**, and then press **▼** until NETWORK SETTINGS? appears.
3. Press **OK**, enter your administrator password, and then press **SUBMIT**.
4. Press **NEXT** until VOICE MAIL SERVER appears, and then press **REVIEW**.
5. Press **CHANGE**, enter the IP address of the voice mail server, and then press **SUBMIT**. After the information is saved, VOICE MAIL SERVER appears.
6. Press **NEXT**. VOICE MAIL PORT NUM appears.
7. Press **REVIEW**, and then press **CHANGE**.
8. Enter the voice mail port number, and then press **SUBMIT**. After the information is saved, VOICE MAIL PORT NUM appears.
9. Do one of the following:
 - To return to the main menu, press **EXIT**.
 - To return to the default display, press  (**SUPERKEY**).

Adjust Daylight Savings

- Access the *Network Configuration* page of the Web Configuration Tool.

Shared Line Keys

For information about programming Shared Line keys:

- Access the *Key Programming* page of the Web Configuration Tool.

Additional Settings

Access the pages of the Web Configuration Tool indicated below for more information about each of the following additional settings (see *Accessing the Web Configuration Tool* on page 17).

Configuration Files

- Access the *Network Configuration* page of the Web Configuration Tool.

Hot Line

- Access the *User Configuration* page of the Web Configuration Tool.

Media Configuration

- Access the *Media Configuration* page of the Web Configuration Tool.

Main Program and Boot Program Configuration Options

For information about additional configuration options available through the phone's main program (Superkey menu interface) or boot program:

- Access the *Configuring in the Main and Boot Programs* topic in the Administrator's *Web Configuration Tool Online Help*.

Glossary

Term	Definition
DHCP	Dynamic Host Configuration Protocol
HTTP	Hypertext Transfer Protocol
ICP	Integrated Communications Platform
ID	Identification
IP	Internet Protocol
LAN	Local Area Network
MAC	Media Access Control
PSTN	Public Switched Telephone Network
SIP	Session Initiation Protocol
SNMP	Simple Network Management Protocol
SNTP	Simple Network Time Protocol
SRTP	Secure Real-time Transport Protocol
TFTP	Trivial File Transfer Protocol
URL	Uniform Resource Locator
VLAN	Virtual LAN

