

Set Up Configuration for The i2002 and i2004 Phones

i2002 Internet Telephone



i2004 Internet Telephone



Before configuring your i2002 or i2004 phone, please make sure you have your **User Name**, **Password**, and **Activation Key** available. Your system administrator or service provider has assigned these to your account.

Connect the phone and your PC or laptop to the Network (Switch) through RJ45 ethernet cable and power up the phone.

When the phone is up and starts blinking with Nortel Networks on the display screen, press the four **Softkeys** under the display quickly from left to right, one by one.

Enter the following information as prompted by the display screen using the appropriate **Softkeys** or **Navigation** buttons. The **Navigation** buttons allow you to move backward or forward in the display screen to change the information or make corrections.

For connections with a DHCP connection:

- DHCP - Yes
- DHCP - Partial

For connections that require a static IP address (please ensure that you have the IP address, subnet mask, and default gateway as this will be required):

- DHCP - No
- IP - Enter the static IP.
- Mask - Enter the subnet mask.
- Gateway - Enter the default gateway IP address.

Once the IP address setting is complete, you can proceed with configuring the following server information:

- s1 IP - 205.205.231.28 (IP for IPCM0)
- s1 Port - 5000
- s1 Action - 1
- s1 Retry Count - 5
- s2 IP - 205.205.231.31 (IP for IPCM1)
- s2 Port - 5000
- s2 Action - 1
- s2 Retry Count - 15
- VLAN - No

*** Should a VLAN be required within your network, please contact OneConnect for assistance with your phone configuration.

Depending on your phone model you may also be prompted for the following:

- Cfg XAS - No
- DUPLEX - 0 (set to auto)

*** Should there be a need to set the LAN speed and duplex setting, please contact OneConnect for assistance with your phone configuration.

At this stage, the IP Phone will start locating the Server.

Once the Server is located you will be asked for your **Activation key**. If the **NoAlph** softkey is displayed press it to change it to **Alpha**; enter your **Activation key**; and press the **OK** softkey.

You will now be prompted to enter your ID. If the **Alpha** softkey is displayed press it to change it to **NoAlph**; enter your **User Name** using the dial pad; and press the **Login** softkey. You can use the **Navigation** buttons to move backward or forward to make corrections if necessary. To enter symbols press **1** on the dial pad.

Now press the **NoAlph** softkey, enter your **Password**, and press the **Login** softkey. Use the **Navigation** buttons to choose your Location and press the **Select** softkey.

When prompted for login hours, press the **Login** softkey (you do not want to put hours in) and press **OK** to login permanently.

You are now ready to make and receive calls.

Customer Service

OneConnect is committed to providing our customers with superior customer service. Should you have any questions or require technical assistance, our **Customer Service** department can be reached at 1-866-322-5322 or support@oneconnect.ca.

When reporting an issue, please make sure that Customer Service gives you a trouble ticket number for tracking purposes.