### Feature operation

**AutoDial**
- Store: AutoDial
- Use: AutoDial
- Display: Display

**Call Forward**
- Activate: Fwd
- Deactivate: Fwd
- Reinstall: Fwd
- View number: Fwd

**Call Pickup**
- Pickup

**Call Waiting**
- Answer: CWT
- Return to first call: CWT

**Conference**
- Conf

**Handsfree**
- Activate
- Switch to handset
- Handset to handsfree

**Hold**
- Place a call on hold
- Return to a held call

**Last Number Redial**
- Redial

**Message**
- Ring Again
- When notified: RngAgn
- Deactivate: RngAgn

**Shift**
- Transfer: Trans

### Legend

<table>
<thead>
<tr>
<th>Icon</th>
<th>Action</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>( )</td>
<td></td>
<td>Indicates the key cap text label. For example, (Message).</td>
</tr>
<tr>
<td>✅</td>
<td></td>
<td>Lift the handset, press the DN key, or press the <strong>Handset</strong> key.</td>
</tr>
</tbody>
</table>

---

### Service and Telephone Options menu

**Services menu**

- Select

**Note:** The Services menu contains the Telephone Options, Password Admin, Virtual Office, and MG 1000B menus. These options are not available on all Nortel IP Phone 2004 phones. Consult your system administrator.

**Telephone Options menu**

- Volume adjustment
  - Ringer: Select
  - Handset: Select
  - Handsfree: Select
  - Headset: Select
  - Buzzer: Select

- Contrast adjustment
  - Select

- Language
  - Select

- Date/Time format
  - Select

- Local DialPad Tone
  - Select

- Ring type
  - Play

- OnHook Default Path
  - Select

**Note:** The **Directory** key provides access to Corporate Directory, Personal Directory, Redial List, and Callers List. For additional information about your IP Phone 2004, consult the Nortel IP Phone 2004 User Guide.
Nortel IP Phone 2004

For Nortel Communication Server 1000

Quick Reference Card