Nortel SIP-Enabled 1120E/1140E Quick Reference Guide

Use this guide to get started with your 1120E/1140E telephone. The 1120E and 1140E are very similar; however the 1140E has a larger display screen and two additional System Defined Keys.

Make a Call

Refer to View Inbox Call Information and View Outbox Call Information for quick dialing tips. Each menu can be exited by pressing the Goodbye key:

1. With the handset in the cradle position, dial the number on the dialpad
2. Lift the handset

-or-

1. Lift the handset and dial the number on the dialpad
2. Press the Send soft key or press # to complete the call

To use an authorization code:

1. Draw dial tone
2. Dial *89, press the Send soft key or #
3. Listen for confirmation tone, then enter the valid authorization code–a new dial tone will be presented
4. Dial the telephone number, press pound to send the call immediately, or wait a few seconds and the call will send on its own

To redial the previous call, lift the handset and press the Redial soft key. To redial any of your incoming or outgoing numbers, press the Inbox or Outbox key, select the number you wish to dial, and lift the handset.

Use the Navigation Keys

There are five keys to navigate the menus and to help you to enter text in the display:

- up/down keys—navigate up and down a list
- left/right keys—moves cursor left or right when entering text
- center key—selects the highlighted menu item

Check Voice Mail

1120E and 1140E SIP-enabled phones are integrated with the Northwestern University voice mail system. The red voice mail indicator will be illuminated when new messages are available.

1. Pick up the handset
2. Press the VMail soft key
3. Enter your mailbox password, and follow voice mail prompts as appropriate

Answer a Second Call

When on an active call, and another call is presented:

1. Use the Up key to scroll to the name of the second caller
2. Press the Answer soft key to put the active call on hold and answer the second call
3. Toggle between the two calls by using the navigation keys to select the call on hold and press the Switch soft key--do the same to go back to the call that is now on hold
4. The calls can be brought together in a conference by pressing the Join soft key; refer to the Advanced Features Guide at www.it.northwestern.edu/telephone/guides.html for full Join details

View Incoming Caller Information

When receiving an incoming call on 1120E models, only the incoming caller name (or UNKNOWN) is immediately visible. Press the down navigation key to view the phone number. On 1140E models, the entire incoming caller ID appears on the phone display.
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Forward Calls to Another Number

TIP: Enhanced forwarding options, or routing, are available in your Personal Agent (pa.northwestern.edu). Consult the Personal Agent Quick Reference Guide for routing instructions at www.it.northwestern.edu/telephone/guides.html.
1. Make sure the handset is in the cradle position
2. Press the More soft key
3. Select the Call Forward option
4. Enter the phone number where you would like to receive calls (include 9 and 1 ex: 918475559999); enter a five-digit extension for on-campus forwarding
5. Press the Forward soft key
To turn off call forwarding, follow steps 1 and 2 above, then press the Disable soft key.

Add Speed Dial Contact

1. With the handset in the cradle, press the More soft key twice
2. Select Feature Options, then select Feature Keys
3. Scroll to the key you want to populate and select the Edit soft key, then select Speed Dial
4. Enter the label, or name, of the contact and press the Next soft key
5. Enter the address, or number, of the contact and press the Next soft key
6. Prompt for Subject can be ignored; press the Finish soft key

Select a Ring Tone or Adjust Volume

1. With the handset in the cradle, press the More soft key twice, press thePrefs soft key, then select Audio
2. Select Tones, then Ring Pattern
3. Now, press the Test soft key to listen to available ring patterns
4. Press the Select soft key to select a ring tone
5. To adjust the volume, select Alerting Volume from the Prefs/Audio/Tones menu
6. Use the left/right navigation keys to adjust the volume
7. Press the Set soft key to apply the volume setting

Add or Edit a Directory Entry

TIP: Populating your Address Book is much easier to do in the Personal Agent (pa.northwestern.edu). All changes you make in your Personal Agent will immediately be reflected on your telephone
1. For new entries, press the Directory key, then press the Add soft key
2. Enter the name of your contact (to enter your desired letter, you may need to press the number keys multiple times)
3. Press the Next soft key to add the phone number; use the 123 and abc soft keys to toggle between numbers and letters, then press Next again
4. You will be asked if you would like to add to your “Friends” list (adding a SIP-enabled contact to your friends list will show their call/availability status, or presence, from the View/Friends menu--currently, NUIT suggests that you press no to the “friend” request portion of the prompt); press the Yes or No soft key and your addition is successful

To edit an existing directory entry:
1. Select the entry you wish to update, and press the View soft key
2. Highlight the portion of the entry (e.g. name, number) you need to edit, and press the Edit soft key; press the 123 and abc soft keys to toggle between numbers and letters; press the Next soft key until you are satisfied with the entry

Transfer a Call

1. While in an active call, press the Transfer key to enter the In-Call menu
2. Dial the number of the person you need to transfer the call to, then press the Transfr soft key (to privately announce the transfer to the call recipient, press the Yes soft key, when asked if you would like to Consult with party; then press Transfr)
3. To transfer the call without announcing it, press the No soft key, then the Goodbye key

Connect a USB Headset

1. Plug the USB headset in to the USB port on the back of the phone
2. Press the More soft key twice, then press thePrefs soft key
3. Select Audio
4. Select Headset Selection
5. Change Wired to USB
6. Select Apply

View Inbox Call Information/Clear Missed Calls

TIP: For quick dialing from your Inbox, navigate to the number and simply lift the handset to autodial
1. Press the Msg/Inbox key to view a list of recent incoming calls; to clear the “1 new call” indicator, you need to press the Inbox key and scroll through the most recent missed calls
2. Select an entry from the list, then press the right navigation key to view call date and time details
3. While viewing, you can lift the handset to redial an incoming number

View Outbox Call Information

TIP: For quick dialing from your Outbox, navigate to the number and simply lift the handset to autodial
1. Make sure the handset is in the cradle position
2. Press the Shift/Outbox key to view a list of recent outgoing calls
3. Select an entry from the list, press the right navigation key

Initiate a Conference Call (Three-way or More)

1. While in an active call, press the Conf soft key
2. Dial the number of the person you want to add to the call, then press the Send soft key; at this time, you can talk privately to the person you are adding to announce the conference
3. Press the Join soft key, then select Conference to merge the calls
4. If the third party doesn’t answer, you’re sent to voice mail, or the line is busy, press the Goodbye key then press the Switch Hook to reconnect to the original party

View Web: www.it.northwestern.edu/telephone/converge/voip.html
E-mail: it-services@northwestern.edu