Overview

Nortel IP Phone 1120E/1140E brings voice and data to the desktop by connecting directly to a Local Area Network (LAN) through an Ethernet connection. When you are logged on the system, the handset and keypad of the IP Phone 1120E/1140E operate in the same way as a standard Meridian Business Set (MBS) telephone. You can access additional services and features through the soft keys. The label beside a soft key identifies the current function associated with that key.

The 1120E and 1140E phones are very similar in appearance. However the 1140E phone has two additional System Defined Keys and the screen is larger. Also, the 1140E is Bluetooth enabled and the 1120E is not.

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IP Phone terminal description

IP Phone 1120E components (Fig 1)
IP Phone 1140E components (Fig 2)
Nortel VoIP Phone 1120E/1140E offers these features:

- Six light-emitting diode (LED) indicator lamps
  - message waiting lamp
  - data waiting lamp
  - mute lamp
  - headset lamp
  - hands-free lamp
  - link lamp

- Volume control keys

- Standard telephone dial-pad

- Four (1120E) or Six (1140E) system-defined feature keys

- Four soft keys

- Five navigation keys
  - up
  - down
o left
o right
o send (mapped to execute the current function assigned to the left soft key)

- Four line keys

- Multi-field LCD screen
  o adjustable contrast
  o backlight

- Three audio modes
  o hands-free speak and listen
  o analog headset (auto-detect support)
  o handset

- Automatic network configuration

- Upgradeable firmware

- Bluetooth compatible (1140E only)

Terminal Display

The display on the IP Phone terminal has blue LED backlighting, which you can turn on and off. The backlight turns off automatically after a period of inactivity.

Nortel IP Phone 1120E/1140E display has three distinct areas:
- The upper area shows line and feature key status.
- The middle area shows single-line information for items such as caller number, caller name, feature prompt strings, user-entered digits, date and time information, and telephone information.
- The lower area displays the labels for the soft keys.
Terminal indicators

The IP Phone terminal uses light-emitting diodes (LEDs) of different colors to indicate the current state of the terminal. The following table describes each color its associated state.

A steady indicator means that the extension or feature beside it is active. A flashing indicator means the line is on hold or the feature is in the process of being programmed.

<table>
<thead>
<tr>
<th>Indicator</th>
<th>LED color</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Message waiting</td>
<td>Red (located at the top of the set)</td>
<td>Lit when a message is waiting or a call is missed. The light turns off when after you retrieve your message.</td>
</tr>
<tr>
<td>Data waiting</td>
<td>Blue (located at the top of the set)</td>
<td>Lit when the terminal is on an active call.</td>
</tr>
<tr>
<td>Hands free</td>
<td>Red (located on the front near the Hands free key)</td>
<td>Lit when the hands-free feature is active.</td>
</tr>
<tr>
<td>Headset</td>
<td>Red (located on the front near the headset key)</td>
<td>Lit when the headset is in use.</td>
</tr>
<tr>
<td>Mute</td>
<td>Red (located on the front near the mute key)</td>
<td>Lit when the mute feature is active.</td>
</tr>
<tr>
<td>Link/Data</td>
<td>Green (located on the back cover near the network Ethernet jack)</td>
<td>Lit when the link is alive and flashes to indicate activity.</td>
</tr>
</tbody>
</table>
How to Use the Navigation Keys
The IP Phone terminal has five keys that you use to navigate the menus, and to help you to enter text in the display (see Fig 1 or Fig 2).

When the menu system is active, the navigation keys behave this way:
- Up key—return to the previous menu item
- Down key—go to the next menu item
- Left/right key—active when you can enter text. To move the cursor to the left, press the left key. Press the right key to move the cursor to the right.
- Center key—select the menu item

Answering Voice Mail
1. Pick up the handset.
2. Use the Navigations Keys to scroll to the Msg Wait.
3. Press the key next to Msg Wait.
4. Enter your mailbox password.

Making a Call

Making a Call Using Off-hook Dialing
Follow this procedure to make a call using off-hook dialing.
1. Lift the handset from the cradle. The primary line is active and you hear a dial tone.
2. Use the dial-pad to enter the number.
3. When the call is answered, begin speaking.

Making a Call Using Hands-free Dialing
Follow this procedure to make a call using hands-free dialing (see Fig 1 or Fig 2).
1. Press a line key. A line is selected and you hear a dial tone.
2. Use the dial-pad to enter the number.
3. When the call is answered, begin speaking.
4. For privacy, lift the handset.
5. To return to hands-free mode, press the hands-free key and place the handset in the cradle. The hands-free feature is active.

Making a Call Using Pre-dial
Follow this procedure to use the pre-dial feature to make a call.
1. Before you press a line key or lift the handset, use the dial-pad to enter the number. *The number is entered into the terminal.*
2. When you want to make the call, press **Ok**. *The number is dialed.*
3. When the call is answered, begin speaking.

**Editing a Pre-dialed Number**

Follow this procedure to edit a number held in the pre-dialed state. A number must be pre-dialed before following the steps below.

1. Perform one of these steps.
   • To delete numbers that appear to the left of the cursor, press **Bkspc**.
   • To delete numbers that appear to the right of the cursor, press **Delete**.
2. Use the dial-pad to enter the new number.

**Dialing from the Directory**

Follow this procedure to dial from a Directory entry.

1. Make sure the Handset is in the cradle position.
2. Press the **Directory** key. The Directory screen appears, showing a list of stored entries.
3. Select a number from the list.
4. Press **Ok**. A list of options appears.
5. Press **Ok** again. The number is dialed.

**Answering Calls**

Follow these procedures to answer calls. Incoming calls cause the telephone to sound and the message indicator lamp to flash.

**Answering a Call**

Follow this procedure to answer a call.

Perform one of these actions to answer a call:

• Lift the handset.
• To answer a call using the hands-free feature, press the hands-free key.
• To answer a call while wearing a headset, press the headset key.

**Answering a Second Call**

Follow this procedure to answer a call when you are engaged in a call. If another call comes in while the primary line is engaged, the phone sounds and a message indicator icon on the display flashes. While the indicator is flashing you have the opportunity to put the first call on hold and answer the second call.
1. Press the hold key to put the active call on hold (see Fig 1 or Fig 2).

2. Press the line key for the second call. The call is answered.

**Ending a Call**

Follow this procedure to terminate an active call. The Goodbye key is useful for dropping out of a conference call or exiting voice mail.

Perform one of these actions:

- Return the handset to the cradle.
- Press the goodbye key. The call is ended.

**While On an Active Call**

Follow these procedures to put a call on hold, transfer a call, use the mute key, and use the conference call feature.

**Using Call Hold**

The Hold feature allows you to suspend a call without terminating it. Follow this procedure to use the hold feature.

1. To put a call on hold, press the hold key. The call is suspended. On the display, an indicator flashes beside the line on which the call is held.

2. Press the key beside the flashing indicator in the display. The call is active again.

**Transferring a Call**

Follow this procedure to transfer a call to another extension.

1. During an active call, press the 3 Way Call key. The call is put on hold and a dial tone sounds. On the display, an indicator flashes beside the line on which the call is held.

2. Dial the number of the person you want to add to the call. At this time, you can talk privately to the person you are adding, to announce the conference.

3. Press the 3 Way Call key again to join all parties.

4. Hang up to complete the call transfer.

**Using Conference Call**

Follow this procedure to engage in a conference call. The Three Way Call feature allows you to add three calls to a conference.
1. During a call, press the system defined **3 Way Call** key. *The call is put on hold and a dial tone sounds. On the display, an indicator flashes beside the line on which the call is held.*

2. Dial the number of the person you want to add to the call. *At this time, you can talk privately to the person you are adding, to announce the conference.*

3. Press the **3 Way Call** key again to merge the calls.

4. To end the conference press the **3 Way Call** key.

**Using the Mute Feature**

Muting prevents the transmission of sounds through the microphone. Follow this procedure to use the mute feature.

1. While on a call, press the mute key. *A red light is turned on to indicate the mute feature is enabled.*

2. To turn off the feature, press the mute key again. *The light is turned off, and the feature is disabled.*

**Using Call Forward**

Follow this procedure to forward calls to another IP Phone when you are away from your desk.

1. To activate call forward without lifting the handset, press the key to which the Forward feature is assigned.

2. Use the dial-pad to enter the extension to which you want to forward your incoming calls.

3. Press the forward key again. *An icon appears in the display, beside the forward key label.*

4. To turn off call forward, press the forward key. *The feature is deactivated and the icon disappears from the display.*

**Selecting a Ring Tone**

Follow this procedure to select a ring tone. You can listen to a ring tone before you select it, through the Play and Stop options.

1. From the main menu, select and open **Audio**. *The Audio menu opens.*

2. Scroll through the menu and select **Play Ring Patterns**. *The list of ring tones opens.*

3. To hear a ring tone before you select it, select a ring tone from the list and press **Play**.

4. Press **Stop** to stop the ring tone from playing.

5. To select a ring tone, press **Apply**.
Adjusting the Contrast Level of the Display
Follow this procedure to adjust the contrast level of the display.

1. From the main menu, select and open **Display** *The Contrast screen appears.*

2. Perform one of these actions:
   • To decrease the contrast, press the left navigation key. *The percentage scale on the screen shows the degree of change.*
   • To increase the contrast, press the right navigation key. *The level decreases or increases each time you press the key.*

3. Stop pressing the key when you find the contrast you like.

4. Press **Ok**. *The current contrast level is saved and you return to the previous screen.*

Selecting a Language
Follow this procedure to select your language preference.

1. From the main menu, select and open **Language**. *A list of available languages appears.*

2. Scroll through the list and select your preferred language.

3. Press **Ok**. *The terminal now displays text in the selected language.*

4. Press **Cancel**. *You return to the main menu.*

Using the Time Menu
Follow procedures in this section to configure time and date formats.

Setting the Time Format
Follow this procedure to set the time format the terminal uses to display the current time.

The time format choices are:
   • 12-hour clock
   • French
   • 24-hour clock

1. From the Main menu, open the Time menu.

2. From the Time menu, select and open **Time Format**. *The Time Format screen appears.*
3. Scroll through the Time Format options to select the format you want. A check mark appears beside the format currently in use.

4. To enable a format, select it and press Ok. A check mark appears beside the option, to indicate that it is enabled. The time is displayed in the selected format. You return to the previous screen.

**Setting the Date Format**

Follow this procedure to set the date format the terminal uses to display the current date. When month (mmm) is selected, the display shows an abbreviated name, Oct for example, and not a number.

The date format choices are:
- mmmdd
- ddmmm
- mm/dd
- dd/mm

1. From the main menu, open the Time menu.

2. From the Time menu, select and open **Date Format**.

3. Press Ok. The Date Format screen appears.

4. Scroll through the Date Format options to select the format you want. A check mark appears beside the format currently in use.

5. To enable a format, select it and press Ok. A check mark appears beside the option, to indicate that it is enabled. The date is displayed in the selected format. You return to the previous screen.

**Resetting the Default Time**

Follow this procedure to reset the terminal to the default time.

1. From the main menu, open the Time menu.

2. From the Time menu, select and open **Reset**. A confirmation screen appears.

3. Confirm the action. The terminal reverts to the default time settings. You return to the previous screen.

**Using the Directory**

Follow procedures in this section to use the directory feature (see **Fig 1** or **Fig 2**).

Note: 1120E/1140E Phone will store up to sixteen directory entries.
Adding or Editing a Directory Entry

Follow this procedure to add an entry to the directory. Users may also want to use a USB Keyboard when adding or editing multiple directory entries (See page 19).

1. Press the directory key to access the directory menu. *The directory opens.*

2. Perform one of these actions:
   - If this is a new entry, press **Ok**.
   - If you are editing an existing entry, navigate through the list to select the entry, then press **Ok**. *The Directory menu opens.*

3. From the Directory menu, select and open **New Entry**. *The New Entry menu opens.*

4. To add or edit the number, perform these steps:
   a. From the New Entry menu, select and open **Number**.
   b. Use the dial-pad to enter the number.
   c. Press **Ok**. *The number is entered in the directory, and you return to the New Entry menu.*

5. To add or edit the surname, perform these steps:
   a. From the New Entry menu, select and open **Surname**.
   b. Use the dial-pad to enter the surname.
   c. Press **Ok**. The surname is entered in the directory, and you return to the New Entry menu.

6. To add or edit the first name, perform these steps:
   a. From the New Entry menu, select and open **First Name**.
   b. Use the dial-pad to enter the first name.
   c. Press **Ok**. The first name is entered in the directory, and you return to the New Entry menu.

7. When you finish entering or editing the information, select **Save**. *You are asked to confirm the action.*

8. Perform one of these actions:
   - To save, press **Yes**.
   - To edit the information, press **No**. The Resume Editing? message appears. Press **Yes** to edit the information. Press **No** to exit the directory without saving the information.

Deleting an Entry from the Directory

Follow this procedure to delete an entry from the directory.

1. Press the directory key to access the directory menu. *The directory opens.*

2. From the directory list, select the name you want to delete.
Using the Inbox
Follow these procedures to use the Inbox. The IP Phone 1120E/1140E has a dedicated fixed key for the Inbox. The system logs the incoming key number, time and date, as well as the display shown on the IP Phone at the time of the incoming call. The information from the display is captured only if the call lasts for more than two seconds.

The Inbox can store a maximum of 10 calls. When the maximum is reached, the oldest call is dropped. Calls appear in the list in the order in which they were received, with the most recent call at the top of the list.

The Inbox call display consists of a time or date stamp, and a name or number. A time stamp appears beside calls you receive on the same day on which you view the Inbox. A date stamp appears beside calls that arrive prior to the day of viewing. If no name or number was extracted from the display of the incoming call, a No Details message appears.

If you have a message waiting or you have missed a call, the message waiting lamp is turned on. The lamp turns off after you check your Inbox or retrieve the waiting message.

Accessing the Inbox
Follow this procedure to access and use the Inbox (see Fig 1 or Fig 2).

If you have a message waiting, the message waiting indicator lamp on the top right corner of the terminal is turned on. The light is turned off after you access the Inbox.

1. Press the Inbox key. The Inbox screen appears, showing a list of the 10 most recent incoming calls.

2. Select an item from the list and press Ok.

3. Perform one of these actions:
   - Select Dial to call the number.
   - Select Display to view caller information.
   - Select Store to store the number in the directory.

Viewing Inbox call information
Follow this procedure to view the information about a call in the Inbox (see Fig 1 or Fig 2).

1. Press the Inbox key. The Inbox screen appears, showing a list of the 10 most recent incoming calls.

2. Select a number from the list.

3. Press Ok. The Dial screen appears.

4. Press the down navigation key.
5. Select **Display**. The **Display screen appears**.

6. Press the down navigation key to view the information.

**Storing a Number from the Inbox**

Follow this procedure to select a number from the Inbox and save it to the directory (see **Fig 1** or **Fig 2**).

1. Press the Inbox key. **The Inbox screen appears**, showing a list of the 10 most recent **incoming calls**.

2. Select a number from the list.

3. Press **Ok**. **The Dial screen appears**.

4. Press the down navigation key to select **Store**. The **directory submenu opens**.

**Using the Inbox to Make a Call**

Follow this procedure to make a call from within the Inbox (see **Fig 1** or **Fig 2**).

1. Press the Inbox key. **The Inbox screen appears**, showing a list of the 10 most recent **incoming calls**.

2. Select the number you want to dial.

3. Press **Ok**.

4. Select **Dial**.

5. Press **Ok**. **The Pre-dial screen appears with the number entered in the display**.

6. Perform one of these steps.
   - To edit the number, see **Editing a Pre-dialed Number**.
   - To make the call, see **Making a Call Using Pre-dial**.

**Resetting the Inbox**

Follow this procedure to empty the contents of the Inbox.

1. From the main menu, select and open the **History** menu.

2. From the History menu, select **Reset Inbox**. A **confirmation screen appears**.

3. Press **Yes**. **The calls in the Inbox are deleted. You return to the previous menu**.
Using the Outbox

The IP Phone 1120E/1140E has a dedicated fixed key for the Outbox. The system logs the outgoing key number, time, and date. If the duration of the call is more than two seconds, the system captures the display as it appeared when the call was made.

The Outbox can store a maximum of 10 calls. When the maximum is reached, the oldest call is dropped. Calls appear in the list in order in which they were made, with the most recent call at the top of the list.

The Outbox call display consists of a time or date stamp and a name or number. A time stamp appears beside calls you make on the same day on which you view the Outbox. A date stamp appears beside calls that were made prior to the day of viewing. If no name or number was extracted from the display of the outgoing call, the number dialed appears. Use the navigation keys to scroll through the list. The list does not wrap around.

Follow procedures in this section to use the Outbox feature.

Accessing the Outbox

Follow this procedure to access and use the Outbox.

1. Press the Outbox key. The Outbox screen appears, showing a list of the 10 most recent outgoing calls.

2. Select an item from the list and press Ok.

3. Perform one of these actions:
   - Select Dial, to call the number.
   - Select Display to view caller information.
   - Select Store to store the number in the directory.

Viewing Outbox Call Information

Follow this procedure to view the information about a call in the Outbox.

1. Press the Outbox key. The Outbox screen appears, showing a list of the 10 most recent outgoing calls.

2. Select a number from the list.

3. Press Ok. The Dial screen appears.

4. Press the down navigation key.

5. Select Display. The Display screen appears.

6. Press the down navigation key to view the information.
Storing a Number from the Outbox
Follow this procedure to select a number from the Outbox and store it in the directory.

1. Press the Outbox key. The Outbox screen appears, showing a list of the 10 most recent outgoing calls.
2. Select a number from the list.
3. Press Ok. A list of options appears.
4. Press the down navigation key to select Store. The directory submenu appears.
5. See Adding or editing a directory entry.

Using the Outbox to Make a Call
Follow this procedure to make a call from within the Outbox.

1. Make sure the Handset is in the cradle position.
2. Press the Outbox key. The Outbox screen appears, showing a list of the 10 most recent outgoing calls.
3. Select the number you want to dial.
4. Press Ok.
5. Select Dial. The number is dialed.

Resetting the Outbox
Follow this procedure to empty the contents of the Outbox.

1. From the main menu, select and open History.
2. From the History menu, select Reset Outbox. A confirmation screen appears.
3. Press Yes. The calls in the Outbox are deleted. You return to the previous menu.

Using the Dial-pad to Enter Text
Follow this procedure to use the dial-pad to enter text.

On the dial-pad, keys numbered 2 through 9 each have three letters associated with them. When entering text, press the key once to enter the first letter, twice to enter the second letter, and three times to enter the third letter.

1. To enter text, find the number key associated with the letter you want to enter, and perform one of these actions:
   • To enter the first letter, press the key once.
   • To enter the second letter, press the key twice.
• To enter the third letter, press the key three times.

2. To enter special characters perform these actions. See Fig 5 for the list of special characters that are available. Press the Symbol soft key. A list of symbols opens.

3. Scroll through the list and select the symbol.

4. Press Ok to enter the symbol.

<table>
<thead>
<tr>
<th>Key 1</th>
<th>Nothing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Key 2</td>
<td>A A A A A A A æ B C C a a a a a æ b c ç 2</td>
</tr>
<tr>
<td>Key 3</td>
<td>D E E E E F D e e e e e f 3</td>
</tr>
<tr>
<td>Key 4</td>
<td>G H I I I g h i i i i 4</td>
</tr>
<tr>
<td>Key 5</td>
<td>J K L j k l 5</td>
</tr>
<tr>
<td>Key 6</td>
<td>M N Ñ O Ó Ô Õ Ò Ó ô õ ô ô ô ô ô 6</td>
</tr>
<tr>
<td>Key 7</td>
<td>P Q R S p q r s 7</td>
</tr>
<tr>
<td>Key 8</td>
<td>T U Ù Ù Ù Ù V t u ù ù ù ù v 8</td>
</tr>
<tr>
<td>Key 9</td>
<td>W X Y Ý ß Z W x y y ñ ñ 9</td>
</tr>
<tr>
<td>Key #</td>
<td>! &quot;$ % &amp; ' { } 0 1 2 3 4 5 6</td>
</tr>
</tbody>
</table>

Special characters (Fig 5)

Using a Keyboard with an IP Phone

Follow this procedure to use a keyboard to enter alphanumeric characters, instead of the dial-pad. See Fig 3 for the location of the USB port.

After you connect a keyboard to the IP Phone, you can:
• use the keyboard to enter telephone numbers and special characters, such as * and #.
• use the function keys to control the telephone while you are on a call.
• use designated keys to perform specific actions.

The following table lists the function keys and their associated action during telephone calls:

Key Action
• F1: Enable the hands-free mode
• F2: Enable the headset mode
• F3: Put the call on hold
• F4: Enable the mute feature
• F5: Increase the volume
- F6: Decrease the volume
- F7: No action
- F8: Quit
- F9: Select Services key
- F10: Connect to PC (XAS)
- F11: Select DN/feature key 0
- F12: Select DN/feature key 1
- F13: (Shift + F1) Select DN/feature key 2
- F14: (Shift + F2) Select DN/feature key 3
- F15: (Shift + F3) Select DN/feature key 4
- F16: (Shift + F4) Select DN/feature key 5
- F17: (Shift + F5) Select soft key 1
- F18: (Shift + F6) Select soft key 2
- F19: (Shift + F7) Select soft key 3
- F20: (Shift + F8) Select soft key 4
- ESC: No action
- 0-9: Select numbers 0-9
- A-K: Select character (Shift+key to select uppercase)
- Backspace: Move the cursor back one space
- Delete: Delete characters after the cursor position
- Up arrow: Move the cursor up
- Down arrow: Move the cursor down
- Left arrow: Move the cursor left
- Right arrow: Move the cursor right
- Enter Performs one of these actions: select soft key 1 or confirm an action
- Caps Lock: Select text in uppercase
- Insert: No action
- Home: No action
- End: No action
- Page Up: No action
- Page Down No action
- Print Screen No action
- Scroll Lock No action
- Break: No action
- Ctrl: No action
- Shift: No action
• Tab: No action
• Alt: No action
Bluetooth Headset Setup
Bluetooth headset will only work with the 1140E VoIP Nortel telephones.

1. Press the Headset key twice. The Bluetooth Setup dialog box appears.
2. Check both the Enable Bluetooth and Use Bluetooth boxes.
3. Turn on the Bluetooth headset.
4. Select Search Devices. The phone will now search for the Bluetooth headset.
5. After the message Search Completed. Found Device. appears, select Pair Device.
6. A pin number prompt will appear. Enter 0000, which is usually the default pin number for most Bluetooth headsets. Check the Bluetooth headset instructions if 0000 does not work.
7. Select OK by pushing the Down Navigation Key.
8. Once the headset is paired to the phone, press the Exit soft key.
9. The headset is now available to use with the phone.

Help

General Phone Support
NUIT User Services: 847-467-5560
E-mail: it-services@northwestern.edu
Web: http://www.it.northwestern.edu/telephone/index.html

NUIT Service Center (Repair)
CallNUIT repair at 611 from any campus phone.
Off Campus Phone: 847-467-6662