

## Nortel VoIP 1120E/1140E Quick Reference Guide

The following quick reference guide will get you started using your Nortel VoIP 1120E/1140E telephone. The 1120E and 1140E are very similar; however the 1140E has a larger screen and two additional System Defined Keys.



Figure 1 Nortel 1140E

### Menu Option Navigation

**Note:** Some menu options may not be visible. Use the up or down Navigation Keys to navigate to all menu options.

To select a menu option:

1. Press the up or down navigation keys to align the menu option to a System Defined Key.
2. Press the System Defined Key next to the menu option.

### Answer 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.

### How to Use the Navigation Keys

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

- 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

### Call Forwarding

Use the **Forward** menu option to forward your incoming calls to another phone.

1. To turn on, press the key next to **Forward** (icon blinks).
2. Enter the phone number where you would like to receive calls.
3. Press the key next to **Forward** again (icon solid).
4. To turn off, press key next to **Forward** (icon disappears).

### NUIT Network Operations Center (Repair)

Call NUIT repair at 611 from any campus phone.  
Off Campus Phone: 847-467-6662

### General Phone Support

NUIT User Services: 847-467-5560

E-mail: [it-services@northwestern.edu](mailto:it-services@northwestern.edu).

Web: <http://www.it.northwestern.edu/telephone/converge/voip.html>

**Answering a Second Call**

1. Press the **Call Wait** key to put the active call on hold and answer the second call.
2. Toggle between the two calls by pressing **Call Wait** key or primary line key.

**Redialing Previous Call**

1. Press **#** twice
2. Press **OK** key.

**Conference Call/Transferring a Call**

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 **3 Way Call** key again to merge the calls.
4. To end a conference press the **3 Way Call** key.
5. If transferring a call, Press the **Goodbye** key to complete the call transfer.

**Dialing from the Directory**

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.*

**Adding or Editing a Directory Entry**

**Note:** 1120E/1140E Phone will store up to sixteen directory entries.

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, and press the **Ok** key. *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 an open **Number**.
  - b. Use the dial-pad to enter the number.
5. Press **Ok**. *The number is entered in the directory, and you return to the New Entry menu.*

**Select a Ring Tone and Adjust Volume**

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**.
6. To adjust the volume, press the volume keys while the phone is ringing.

**Viewing Inbox Call Information**

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 including time of the call.

**Using the Outbox to Make a Call**

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.*

**Storing a Number from 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**. *A list of options appears.*
4. Press the down navigation key to select **Store**. *The directory submenu appears.*

**Adjusting Phone Preferences**

1. Press the Menu Soft Key or the Service key.
2. Using Navigation Keys scroll to the setting you wish to adjust.
3. Follow Soft Key prompts.
4. Adjust audio, display, language, time, user, history.