

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.

Feature Keys (Speed Dial)



Nortel 1120E

Make a Call

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

1. Make sure the handset is in the cradle position
2. Dial the number on the dialpad
3. Lift the handset

-or-

1. Lift the handset
2. Dial the number on the dialpad
3. Press the **Send** soft key or press # to complete the call

Dependent on departmental policy, authorization codes may be required for long distance calls. 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

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

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

Redial Previous Call

Lift the handset and press the **Redial** soft key to redial the previous call

You can also redial any of your incoming or outgoing numbers by pressing the **Inbex** or **Outbox** key, selecting the number you wish to dial and lifting the handset.

Answer a Second Call

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

1. Press the **Answer** soft key to put the active call on hold and answer the second call
2. 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
3. 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

NUIT Network Operations Center (Repair)

Call NUIT repair at 611 from any campus phone.
Off Campus Phone: 847.467.6662

Advanced Features Guide: www.it.northwestern.edu/telephone/guides.html

Additional Northwestern Telephone Services

NUIT Network and Communication Services: 847.467.5560

E-mail: it-services@northwestern.edu

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

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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 **Servcs** 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 **Forwrd** soft key

To turn off call forwarding, follow steps 1 and 2 above, then press the **Disable** soft key.

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 **View** soft key to view call date and time details
3. While viewing, you can lift the handset to redial an incoming number
4. Also, press the **Save** soft key to save any inbox entry to your personal directory; currently, NUIT suggests that you press **no** on the "friend" request portion of the prompt; use the navigation key to backspace over Unknown Name and use the dial pad to enter a new name--you may need to use the **123** and **abc** soft key to toggle between numbers and letters, then press the **Save** soft key

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 **View** soft key, and lift the handset to redial an outgoing number
4. You can also press the **Save** soft key to save any outgoing number to your personal directory; use the **123** and **abc** soft keys to toggle between numbers and letters, then press the **Save** soft key

Initiate a Conference Call (Three-way or More)

1. Press the **Action** soft key to enter the In-Call menu
2. Select **New Call/Conference** to add a caller
3. 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
4. Press the **Join** soft key, then select **Conference** to merge the calls
5. 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 **Swith Hook** to reconnect to the original party

Transfer a Call

1. Press the **Action** soft key to enter the In-Call menu
2. Select **Transfer** to transfer the call
3. Dial the number of the person you need to transfer the call to, then press the **Trnsfr** 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 **Trnsfr**)
4. To transfer the call without announcing it, press the **No** soft key, then the **Goodbye** key

Add Speed Dial Contact

1. With the handset in the cradle, press the **Prefs** soft key
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 **Prefs** 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 **Volume +** and **Volume -** 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
1. To edit an existing directory entry, 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