


Want to learn more?

Visit www.bc.edu/phones to learn more about your new phone's features, including:

- Editing numbers in the Directory.
- Changing the ring tone.
- Adjusting items on your phone's display screen.
- Using Autodial to store frequently dialed numbers.
- Access to a detailed User Guide.

You can also contact the BC Help Center with any questions you may have.

 **Email:** help.center@bc.edu

 **Phone:** 2-HELP (4357)

 **Online:** www.bc.edu/gethelp

Getting Started with Your New BC VoIP Phone

Nortel 1120E



This pamphlet includes information to help you start using your new Nortel Voice over Internet Protocol (VoIP) telephone.

Basic Features

Here are instructions for VoIP phones on using the most common phone functions; you'll find many of them are similar to your old phone.

Accessing Voice Mail: The red light in the upper right corner of your phone will be on if you have a new message. To listen to your message, pick up the receiver and press the **Message** key (or press the **Msg/Inbox** key twice). If you do not have a new message, access voice mail by dialing 2-4006.

To End a Call: Hang up the handset, or press the **Goodbye** key.

Call Hold: While on an active call, press the **Hold** key located in the lower right corner of the phone (a phone icon next to that line will flash, indicating that the line is on hold). To return to the call, lift the handset or press the line key next to the flashing phone icon.

Call Forward: Press the **Forwrd** key (to the upper left of the phone's screen; if it is not displaying, use the **Up** or **Down Navigation Key** until it is). An icon of a phone will blink on the screen. Enter the five digit BC telephone number to which you want to forward your calls, then press the **Forwrd** key again (the phone icon will be solid indicating that Call Forwarding is active).

To cancel call forwarding, press the **Forwrd** key (the phone icon will disappear indicating that Call Forwarding is inactive).

Conference Call: While on an active call, press the **Conf 6** Feature Key (in the upper right of the screen; if it is not displaying, use the **Up** or **Down Navigation Key** until it is), which will place the first party on hold and give you dial tone, then dial the telephone number that you wish to add to the call. Once that party is connected, press the **Conf 6** key again. There should now be three parties on the call. Repeat this process to add up to 5 other parties on the line. When finished with the call, hang up the handset.

Use the Speakerphone: Press the **Handsfree** key. The light on the key goes on, indicating your phone is active. Press **Goodbye** to end the call.

Last Number Re-Dial: Press **Shift/Outbox** key, and the last number dial displays. Press **Ok**, then press **Ok** to dial the number. Lift the handset, or use the speakerphone. You can also press **##** to redial the most recently called number.

What's New?

Below are the highlights of a few important differences from your old phone to your new VoIP phone.

Handsfree Hang-up: After completing a call using the Handsfree feature with the receiver off its cradle, press the **Goodbye** key. Only hanging up the receiver *does not* end the call.

Directory: Use your Directory to store up to 16 phone numbers from your Inbox or Outbox. Press the **Directory** key to access and dial them.

Be secure! Sensitive data, such as Long Distance Access Codes (LDACs), credit card numbers, and confidential phone numbers, should not be stored in the Directory or Autodial keys, which could be easily viewed by anyone with access to your phone.

Call History: Incoming and outgoing calls are logged in the your phone's Inbox and Outbox. Press the **Msg/Inbox** key to view a list of incoming calls, and the **Shift/Outbox** key to view outgoing calls. Use the up and down Navigation Key to scroll through the list. Press the **Ok** Function Key, then the Navigation Key to dial, display, store, or delete a number.

Be secure! If you made or received a call that you want to keep confidential, clear this information from your Inbox and/or Outbox by using the Navigation Keys to select the number you want to remove. Once it is displayed, press **OK**, pressing the down Navigation Key until Delete displays, and press **OK** again.

Using the Navigation Keys: Press the Navigation Keys to display and select items from a menu or list on the display screen. For example, after pressing **Msg/Inbox**, **Shift/Outbox**, or **Directory**, use the up and down Navigation Keys to scroll through the listed numbers. Once the desired number displays, press the **Ok** key to select it, and use the Navigation Keys to choose the function you want to perform with that number (Display, Edit, Dial, Delete, Store, etc.).

Stop Ringing: If you are unavailable or don't wish to take a call at a certain time, and want to stop the phone from ringing, press the **Goodbye** key. The ringing stops, and the incoming call will go directly to your voice mail.