

Nortel VoIP Phone User Guide

An overview of features



IP Phone 1120E

[Click phone for enlarged and labeled picture.](#)



IP Phone 1140E

[Click phone for enlarged and labeled picture.](#)

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Basic Phone Functions

- **To Answer an Incoming Call**, do any of the following:
 - Lift the handset.
 - Using the handsfree feature, press the **Handsfree** key.
 - Using a headset, press the **Headset** key.
- **Place an Internal Call**: Dial the last five digits of the desired telephone number. Example: to call 552-8000, press the key of an available line, lift the handset, dial 28000.
- **Place a Local or Toll Free (800) Call**: Dial 9 plus the desired telephone number.
- **Place a Long Distance Business Call**: Dial *99 followed by your [LDAC](#), then continue by dialing 9 +1 plus the desired telephone number.
- **Place a Long Distance (Domestic or International) Personal Call**: Dial your calling card number and follow the voice prompts.
- **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.
- **Voicemail Notification**: The red light in the upper right hand corner of your telephone set will be lit when you have new voicemail.
- **Retrieve Voice Messages**: Pick up the receiver and press the **Message** key; or press the **Msg/Inbox** key twice; or dial 24006. Log in to your voicemail box.
- **Mute a Call**: Press the **Mute** key to activate. The light on the mute key will be on, indicating the call is muted. Press **Mute** again to return to the call.
- **End a call**: Hang up the handset, or press the **Goodbye** key.
- **Speakerphone**: Press the **Handsfree** button. The light on the button goes on, indicating your phone is active. Press **Goodbye** to end the call.
- **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 Forwarding:**

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<p>Press the Forwrđ 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 Forwrđ key again (the phone icon will be solid indicating that Call Forwarding is active).</p> <p>To cancel call forwarding, press the Forwrđ key (the phone icon will disappear indicating that Call Forwarding is inactive).</p>	<p>Press the Forwrđ Function Key (just below the phone's screen). 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 Forwrđ Function Key again (the phone icon will be solid indicating that Call Forwarding is active).</p> <p>To cancel call forwarding, press the Forwrđ Function Key (the phone icon will disappear indicating that Call Forwarding is inactive).</p>

- **Call Transfer:**

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<p>While on an active call, press the Trnsfr key (to the left of the phone's screen; if it is not displaying, use the Up or Down Navigation Key until it is), dial the B.C. telephone number to which you wish to transfer the call, press the Trnsfr key again, and hang-up the handset.</p>	<p>While on an active call, press the Trnsfr Function Key (just below the phone's screen), dial the B.C. telephone number to which you wish to transfer the call, press the Trnsfr key again, and hang-up the handset.</p>

- **Conference Call:**

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<p>While on an active call, press the Conf 6 key (to the upper right of the phone's 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.</p>	<p>While on an active call, press the Conf 6 Function Key (just below the phone's screen), 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.</p>

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Adjusting Phone Settings

Change the Ring Pattern (ring tone)

1. On the display, press the **Menu** key.
2. Press the Down navigation key to display item #2, **Audio**.
3. Press **Ok**.
4. Press the Down navigation key to display item #3, **Play Ring Patterns**.
5. Press **Ok**.
6. Use the Up and Down navigation keys to display the available ring patterns. Press **Ok**, and “Play” displays. Press **Ok** to hear that ring pattern.
7. Press **Cancel** to stop the ring pattern from playing.
8. When the ring pattern you want to use is displayed (i.e. “Ring Pattern 1”), press **Ok**.
9. Press the Down navigation key to display #3, **Apply**.
10. Press **Ok**.
11. Press the **Quit** key to close the menu.

Adjust the Display (the contrast of the telephone display area)

1. On the display, press the **Menu** key.
2. Press the Down navigation key to scroll down the list to display item #3, **Display**.
3. Press **Ok**.
4. Use the Left navigation key to decrease the contrast; use the Right navigation key to increase the contrast.
5. Press **Ok**.
6. Press the **Quit** key to close the menu.

Adjust the Language

In addition to the default language, English (US), the VoIP phone can display menu-related information in English (UK), French, Italian, and Spanish. The language selection does not affect the Feature key labels, which are always displayed in English (US).

To change the menu-related language on your phone display:

1. On the display, press the **Menu** key.
2. Press the Down navigation key to scroll down the list to display item #5, **Language**.
3. Press **Ok**.
4. Use the Up and Down navigation keys to display the language you want displayed on your phone.
5. Press **Ok**.
6. Press the **Quit** key to close the menu.

Adjust the Time Format

The default time format is 12 hour (will display a.m. and p.m. times). Other options are 24 hour (military) and French (i.e. 11:25 a.m. displays as 11h25).

To change the Time Format, follow these steps:

1. On the display, press the **Menu** key.
2. Press the Down navigation key to scroll down the list until item #6, **Time**, displays.
3. Press **Ok**.
4. **Time Format** displays.
5. Use the Up and Down navigation keys to view the available formats. When the format in which you want the time displayed is shown, press **Ok**.
6. If you want to change the date format also, display **Date Format**. Otherwise, press the **Quit** key to close the menu.

Adjust the Date Format

The default time format is mmmdd (i.e. April 2 displays as Apr2). Other options are ddmddd (02Apr), mm/dd (04/02) and dd/mm (02/04).

To change the Date Format, follow these steps:

1. On the display, press the **Menu** key.
2. Press the Down navigation key to scroll down the list until item #6, **Time Format**, displays.
3. Press **Ok**.
4. Press the Down navigation key once to display **Date Format**.
5. Press **Ok**.

6. Use the Up and Down navigation keys to view the available formats. When the format in which you want the time displayed is shown, press **Ok**.

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Using the Call Timer

The Call Timer allows you to monitor the length of a call on you display screen. Follow these steps to activate it:

1. Press the **Menu** Function key.
2. Press **6** to display **Time Format** on your screen.
3. Press **3** to display ✓ **Off** on your screen.
4. Press the **Up** Navigation Key to change ✓ **Off** to **On**.
5. Press **Ok**.
6. Press **Quit**.

To disable the Call Timer, follow the same steps, changing **On** back to ✓ **Off** by pressing the **Down** Navigation Key.

Using your Msg/Inbox

The Inbox, accessed by pressing the **Msg/Inbox key**, logs incoming calls and stores up to 10 of the most recent incoming calls. The list is displayed in order of the time the call was received, with the most recent call displaying first.

The Inbox call list displays inbound call numbers regardless of whether or not you answered the call or the caller left a message. If a call lasts 2 seconds or more, it will display in the Msg/Inbox.

It also shows the time or date (the time is shown if the call was received on the same day of viewing the inbox; otherwise the date is displayed), and a name or phone number (if the number is not blocked).

To view incoming calls

1. Press the Msg/Inbox key.
2. Use the Up and Down navigation keys to display other inbound calls on the list.

To store an incoming number in your Directory

1. Press the **Msg/Inbox** key.
2. Use the Up and Down navigation keys to display the call/number you want to store.
3. Press **OK**.
4. Press the Down navigation key to display item #3, **Store**, and press **OK**.
5. Use the Store menu to edit the number, if you wish. Use the Up and Down navigation keys to display a menu item and then press **OK**. After making your changes, press **OK** to return to the Store menu.

- **#1, Edit Number** - Use to make changes to the phone number.
To save a non-BC number, use the Up navigation key to move the cursor to the beginning of the number so that you can add a “1” before the number

For example, you want to store the number 978-555-5678 to your Directory. The edited number in your directory would be: 1-978-555-5678.

NOTE: You would still have to dial your [LDAC](#) before dialing the number. For security reasons, entering your LDAC as part of the number is not recommended. Use your directory to store long distance numbers, but dial them manually.

- **#2, Edit Surname** - Edit the caller's last name by using the dial pad keys that correspond to the letters in the name.
 - **#3, Edit First Name** - Edit the caller's first name by using the dial pad keys that correspond to the letters in the name.

- **#4, Feature Key Format** - Use to select the format in which you want the call saved. Use the Left and Right navigation keys to scroll through the available formats (Surname, First Name; Number; First Name; Surname, First Name Surname).
6. Use the Down navigation key to display item #5, **Save** on the Store menu.
 7. Press **OK** to store the number in the Directory. A message displays asking **Are you sure?**
 8. Press **Yes** to save the number, or **No** if you decide not to save the number.
 9. Press **Quit** return to the Inbox.
 10. Press **Quit** to exit the Inbox.

Return an incoming call from your Msg/Inbox

1. Press the **Msg/Inbox** key.
2. Use the Up and Down navigation keys to highlight the call you wish to return.
3. Press **OK**.
4. Highlight item #1, **Dial**
5. Press **OK**. The number is displayed. Make any necessary changes (such as adding your *99 + your [LDAC](#) + 9 + 1 for long distance calls). Use the Up navigation key to move the cursor to the beginning of the number if you need to add any necessary digits.

Delete numbers from your Msg/Inbox

1. Please note that you can't delete individual numbers, only the entire list of numbers.
2. Press the **Menu** key.
3. Use the down arrow to navigate to #8, **History**
4. Press **Ok**.
5. Use the down arrow to navigate to #2, **Reset Inbox**
6. Press **Ok**. The question, **Are you sure?** Displays. Press **Yes**. The calls in your **Inbox** are deleted.
7. Press **Quit**.

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Using your Shift/Outbox

The Outbox logs outgoing calls. The Outbox can store historical information for up to 10 of the most recent outgoing calls. The list is displayed in order of the time the call was made, with the most recent call being at the top of the list.

The Shift function associated with this key is not used.

- **To view outgoing calls**, press the Shift/Outbox key. Use the Up and Down navigation keys to display other inbound calls on the list.

Store an outgoing number in your directory

1. Press the **Shift/Outbox** key.
2. Use the Up and Down navigation keys to display the call/number you want to store.
3. Press **OK**.
4. Press the Down navigation key to display item #3, **Store**, and press **OK**.
5. Use the Store menu to edit the number, if you wish. Use the Up and Down navigation keys to display a menu item and then press **OK**. After making your changes, press **OK** to return to the Store menu.

- **#1, Edit Number** - Use to make changes to the phone number. To save a non-BC number, use the Up navigation key to move the cursor to the beginning of the number so that you can add a "1" before the number

For example, you want to store the number 978-555-5678 to your Directory. The edited number in your directory would be: 1-978-555-5678.

NOTE: You would still have to dial your [LDAC](#) before dialing the number. For security reasons, entering your LDAC as part of the number is not recommended. Use your directory to store long distance numbers, but dial them manually.

- **#2, Edit Surname** - Edit the caller's last name by using the dial pad keys that correspond to the letters in the name.
- **#3, Edit First Name** - Edit the caller's first name by using the dial pad keys that correspond to the letters in the name.
- **#4, Feature Key Format** - Use to select the format in which you want the call saved. Use the Left and Right navigation keys to scroll through the available formats (Surname, First Name; Number; First Name; Surname, First Name Surname).

6. Use the Down navigation key to display item #5, **Save** on the Store menu.

7. Press **OK** to store the number in the Directory. A message displays asking **Are you sure?**
8. Press **Yes** to save the number, or **No** if you decide not to save the number.
9. Press **Quit** return to the Outbox.
10. Press **Quit** to exit the Outbox.

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Redial an outgoing call from your Shift/Outbox

1. Press the **Shift/Outbox** key.
2. Use the Up and Down navigation keys to highlight the call you wish to return.
3. Press **OK**.
4. Highlight item #1, **Dial**
5. Press **OK**. The number is displayed. Make any necessary changes (such as adding your [LDAC](#) for long distance calls). Use the Up navigation key to move the cursor to the beginning of the number if you need to add any necessary digits.
6. Press **OK** to dial the number.

Delete numbers from your Shift/Outbox

Please note that you can't delete individual numbers, only the entire list of numbers.

1. Press the **Menu** key.
2. Use the down arrow to navigate to #8, **History**
3. Press **Ok**.
4. Use the down arrow to navigate to #2, **Reset Outbox**
5. Press **Ok**. The question, **Are you sure?** Displays. Press **Yes**. The calls in your **Outbox** are deleted.
6. Press **Quit**.

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Using the Directory

You can use your Directory to store phone numbers from your Inbox or Outbox. You can't look up numbers not already stored using the directory, but you can store numbers from calls either dialed or received.

[Click here to learn how to store numbers in your Inbox.](#)

[Click here to learn how to store numbers in your Outbox.](#)

Listings are added to your directory when you store a phone number from you Inbox or Outbox. Your Directory can hold up to 16 listings.

Dial a number from the directory

1. Press the **Directory** key. The first number in your Directory displays.
2. Use the down arrow on the Navigation key until the entry you want to call displays.
3. Press **Ok** to dial the number.

NOTE: Long distance numbers can't be dialed directly from the Directory. Dialing *99 + your [LDAC](#) + 9 + 1 is required to dial long distance. Use the Directory to store numbers, and dial them manually.

Edit a number in your directory

1. Press the **Directory** key.
2. Use the Up and Down navigation keys to display the person or phone number you wish to edit.
3. Press **Ok**.
4. Use the Down navigation key to display #2, **Edit**.
5. Press **Ok**.
6. Use the Up and Down navigation keys to choose the items you wish to edit and then press **Ok**. After making your changes, press **Ok** to return to the menu.
 - #1, **Edit Number** - use to make changes to the phone number. To save a non-BC number, use the Up navigation key to move the cursor to the beginning of the number to make any edits.
 - #2, **Edit Surname** - edit the caller's last name by using the dial pad keys that correspond to the letters in the name.
 - #3, **Edit First Name** - edit the caller's first name by using the dial pad keys that correspond to the letters in the name.

- #4, **Feature Key Format** - use to select the format in which you want the call saved. Use the Left and Right navigation keys to scroll through the available formats (Number, First Name, Surname, First Name Surname, Surname, Firstname).
7. Use the Down navigation key to display item #5, **Save** on the menu.
 8. Press **Ok**.
 9. Press **Yes** to save your changes.
 10. Press **Quit** return to the Directory.

Delete a number in your directory

1. Press the **Directory** key.
2. Use the Up and Down navigation keys to display the listing you wish to delete.
3. Press **Ok**.
4. Use the Down navigation key to display #3, **Delete**.
5. Press **Ok**.
6. Press **Yes** to delete the directory listing.
7. Press **Quit** exit the Directory.

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Call Waiting

If you are on the phone when another call tries to reach you, the Call Waiting feature emits a low beeping sound letting you know about the incoming call. You can place the existing call on hold, answer the second call, and easily switch back and forth between the two calls. You can cancel the Call Waiting feature for individual calls either before dialing a call or during a call.

Answer a waiting call

Do any of the following to answer a waiting call:

- Disconnect from the current call and answer the waiting call,
- Place the current call on hold and answer the waiting call, or
- Continue with the current call and ignore the waiting call.

Disconnect from a call and answer a waiting call

End your conversation with the current caller and press the **Goodbye** key.

1. Press the key next to the blinking phone icon to answer the waiting call.

Place a call on hold and answer a waiting call

1. Ask the current caller to wait.
2. Press the **Hold** key.

The first caller is now on hold. The phone icon next to the corresponding Line flashes and you are connected to the incoming call. You can switch between the two calls by pressing the Line keys.

Continue with a call and ignore a waiting call

Take no action; continue your conversation with the current caller.

1. Ten seconds after you hear the first tone, you will hear a second tone. No further tones are sent after the second. The waiting caller continues to hear ringing until hanging up, or, if you have voice mail service, being transferred automatically to your voice mailbox after four rings.

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Using Autodial

You can use the Autodial feature to store a frequently dialed number and dial it by touching just one key. Follow these steps to set up your Autodial number.

1. Press the **Menu** key. The Main Menu displays.
2. Press the **Down** navigation key until #4, **Feature** displays. Press **Ok**.
3. Press the **Down** navigation key until #5, **Autodial** displays. Press **Ok**.
4. **Label** displays. Press **Ok**.
5. Use the dialpad to enter the name/label of the number you are storing. On the dialpad, keys 1-9 have letters associated with them. Press a key once to enter the first letter for that key, twice for the second, and three times for the third. Use the Symbol key to enter special characters. Press the Right navigation key to add a space.
6. Press **Ok** to save the new label.
7. Press **Quit**.
8. Press the **Up** navigation key. The name you entered is displayed next to a key near your phone's screen. This is the Autodial key.
9. Press the **Autodial** key. A phone icon flashes next to it.
10. Dial the number you want to store.
11. Press the **Autodial** key again, and the light will stop flashing.
12. Now, to call that number, simply press the **Autodial** key. If your screen displays your line, press the **Up** navigation key to display your Autodial label/name, then press the key.

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