

Quick Reference Guide for Nortel 1100 Series IP Phone Sets



AN INVINCIBLE SENSE OF
PROMISE...

Sweetwater Union High School District
Information Technology Department
(619) 585-7900



Getting Started Guide for Nortel™ IP 1120E/1140E Telephone Sets

Answer a Call

To answer a call use one of the following options:

- Lift the handset
- Press the **Handsfree** key
- Press the Line (DN) key beside the LCD indicator as it flashes
- Press the Headset key

Place a Call

- Lift the handset and dial the number

-OR

Press a **Line (DN)** key, dial the number, and lift the hand set to talk

To make an intercom call

- Lift the handset
- Press the **Intercom** key
- Dial the one or two-digit intercom code for the person you want to call

To place a call using Speed Call

- Lift the handset
- Press the **Speed Call Controller** key
- Dial the **Speed Call** code assigned to the number you want to call. The number is automatically dialed

Redial

To automatically redial the last number you dialed:

- Lift the handset
- Press the **Line (DN)** key

End a Call

- Hang up the handset

-OR

Press the **Goodbye** key

Place a Call on Hold

- Press the **Hold** key. The LCD indicator beside the line (DN) flashes

To take a call off hold

- Press the flashing **Line (DN)** key

Mute

To toggle between activating and deactivating the microphone:

- Press the **Mute** key

Transfer a Call

To transfer an active call:

- Press the **Transfer** soft key. The call is put on hold
- Dial the number to which you want to transfer the call
- When the party answers, announce the call (optional)
- Press the **Transfer** soft key a second time to complete the transfer If the person you attempt to transfer the call to is unavailable
- Press the flashing **Line (DN)** key to return to your original call

Conference

To set up a conference call for up to three or six people (including your self):

- while on an active call, press the **Conference** soft key (1100 series) or **Conference** key (1200 series). The call is put on hold
- Dial the number of the person you want to add to the conference call
- Press the **Conference** soft key (1100 series) or **Conference** key (1200 series) a second time to add the person to the conference
- Press the **Goodbye** key. If the person you attempt to add to the conference is unavailable
- Press the flashing **Line (DN)** key to return to your original call

Call Join

To add a second caller to a current active call:

- while on an active call, answer the second incoming call, placing the original call on hold
- while on the second call, press the **Conference** soft key
- Press the **Line (DN)** key of the original call
- Press the **Conference** soft key to add all parties together

Call Park

Use **Call Park** to put a call on hold and retrieve it from another telephone in the system

To park a call on a DN that you designate:

- Press the **More** soft key
- Press the **Park** soft key.
- Dial the DN where you want to park the call.
- Press the **Park** soft key.

To automatically park a call on your set or a System Park on your set:

- Press the **More** soft key
- Press the **Park** soft key twice. The call is parked on your DN or a System Park DN, if enabled.

To retrieve a parked call

- Lift the handset
- Press the **Park** soft key
- Dial the DN where the call is parked

Call Pickup

To answer a call ringing on another phone in your Call Pickup group:

- Lift the handset
- Press the **More** soft key
- Press the **Pickup** soft key. The call is redirected to your phone

Call Forward

To direct your calls to ring at another Line:

- without lifting the handset, press the **Forward** soft key
- Dial the number where you want to forward your calls
- Press the **Forward** soft key. Calls are forwarded

To cancel Call Forward

- Press the **Forward** soft key

To reinstate Call Forward without changing the forward to number:

- Press the **Forward** soft key twice

Auto Dial

To store an Auto Dial number:

- without lifting the handset, press an **Auto Dial** key
- Dial the number to be stored on the Auto Dial key
- Press the **Auto Dial** key a second time and the number is stored on the key and displayed
- Assign a label to the key if desired

To display an Auto Dial number

- Press the **Display** key
- Press an **Auto Dial** key and the number associated with the key will be displayed

Speed Call

To store or change a Speed Call number:

- Press the **Speed Call Controller** key
- Dial a speed code

-THEN

Dial the number to be stored on the code

- Press the **Speed Call Controller** key to save the code and number

Callers List/Redial List

To view the names and numbers of incoming (up to 100 entries) and outgoing (up to 20 entries) calls in your Call Log:

- Press **Directory** key
- Use the navigation keys to highlight the **Callers List** or

Redial List you want to view

- Press the **Select** soft key
- Press the **Quit/Stop** or **Directory** key to exit

To make a call from either the Callers List or Redial List:

- Press the **up/down** navigation keys to highlight the number you want to call
- Edit the number for external dialing, if needed
- Press the **Dial** soft key

-OR

Press the **Cancel** soft key to exit without dialing

To delete an entry from the Callers List or Redial List:

- Press the **up/down** navigation keys to select the entry you want to delete
- Press the **Delete** soft key

Press the **Yes** or **Confirm** soft key to delete the entry

-OR

Press the **No** or **Cancel** soft key to return to the previous screen

Personal Directory

To store up to 100 names and numbers in an address book:

- Press the **Directory** key
- Use the navigation keys to select the **Personal Directory**
- Press the **Add** key to enter a new name
- Enter the name using the dial pad
- Press the **Next** soft key
- Enter the phone number
- Press the **Done** soft key to save the entry

-OR

Press the **Cancel** soft key to return to the Add screen without saving the entry

To edit an existing entry:

- Press the **up/down** navigation keys to select the entry you want to edit
- Press the **Edit** soft key and make changes
- Press the **Done** soft key to save the changes

-OR

Press the **Cancel** soft key to return to the Personal Directory screen without saving changes

To delete an entry:

- Press the **up/down** navigation keys to select the entry you want to delete
- Press the **Delete** soft key
- Press the **Yes** or **Confirm** soft key to delete the entry

-OR

Press the **No** or **Cancel** soft key to return to the Personal Directory without deleting the entry

To make a call from the directory:

- Press the **up/down** navigation keys to select the entry you want to call
- Press the **Dial** soft key to dial the number

-OR

Press the **Cancel** soft key or **Directory** key to exit without dialing