Voice over Internet Protocol (VoIP) handset quick reference guide

Nortel IP 1140 Handset

Basic functions

Make a call
1. Lift handset or press Line key, Headset key or Handsfree key
2. Dial the extension number.

Note: Dial 9 for Operator or dial 0 and the external number.

End a call
1. Replace handset or press Goodbye key.

Answer a call
1. Lift handset, or press Line key, Headset key or Handsfree key.

Handsfree
1. Press Handsfree key and replace the handset
2. Lift handset to switch back.

Hold
1. Press Hold key while connected to the caller
2. Press flashing Line key to speak to the original caller.

Mute
1. Press Mute key (flashing red light shows the microphone is disabled)
2. Press Mute key to enable the microphone.

Redial
1. Press Line key twice or lift handset and press Line key once.

Toggle
Users can toggle between two calls:
1. Press Line 2 key to make another call (this puts the other caller on hold)
2. Press Line 1 key to return to original caller.

Transfer a call
1. Press Trans soft key, while connected to the caller
2. Dial extension – e.g. 58888
3. Announce the caller
4. Press Trans soft key to complete the transfer the call
5. Hang up.

Clear extension and return to the caller
1. Press Goodbye, if the person you are trying to transfer to is not answering
2. Press flashing Line key to return to the original caller.

Blind transfer
1. Press Trans soft key, while connected to the caller
2. Dial extension – e.g. 58888
3. Press Trans soft key
4. Hang up.

Volume control

Volume control - handset/handsfree
1. Press + volume key to increase volume when the handset is ringing or off hook
2. Press - volume key to decrease volume when the handset is ringing or off hook.

Call Forward

Call Forwarding
1. Press Forward soft key
2. Dial internal extension (50852 to forward to voicemail)
3. Press Forward soft key to confirm setting
4. Press Forward soft key to cancel.

Callers list/ Redial list

Callers List stores 100 incoming calls
1. Press the Callers soft key
2. Use Navigation keys to move up and down the list
3. Press Dial soft key to call selected number
4. Press the Quit key to exit the list.

Redial List stores 20 outgoing calls
1. Press the Redial soft key
2. Use Navigation keys to move up and down the list
3. Press Dial soft key to call selected number
4. Press Quit key to exit the list.

AutoDial FeatureKey

Store an AutoDial number:
1. Press AutoDial FeatureKey key without lifting handset
2. Enter the number to be stored (insert 0 before an external number)
3. Press AutoDial FeatureKey key again to store the number.

Dial an AutoDial number:
1. Lift handset or press Line key, Headset key or Handsfree key
2. Press the AutoDial FeatureKey key to call the number.
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Note: Press the Shift/Out key to access six additional AutoDial FeatureKeys

**Change FeatureKey Name**

**Rename a FeatureKey (Autodial key)**

1. Press Services key
2. Navigate to Telephone Options
3. Press the Enter key
4. Navigate to No 13, Change FeatureKey Label
5. Press the Enter key to view Change FeatureKey Label
6. Press Enter to view Select a feature key
7. Press the FeatureKey you wish rename
8. Rename the FeatureKey using the dialpad
9. Press the Select soft key to save changes
10. Press the Quit key to exit.

**Personal directory**

**Store an entry**

1. Press Directory key (stores 100 entries)
2. Use Navigation keys to highlight Personal Directory
3. Press the Enter key
4. Press Add soft key
5. Enter the name using the keypad
6. Press Next soft key
7. Enter the number using the keypad (insert 0 before an external number)
8. Press Done soft key to store the entry
9. Press Cancel soft key to step back
10. Press Quit key to exit the directory

Note: Entries from the Redial and Callers list may be copied into the Personal Directory by pressing the Copy key.

**Dial an entry**

1. Press Directory key
2. Use Navigation keys to highlight Personal Directory
3. Press the Enter key
4. Use Navigation keys to move up and down the list to select an entry
5. Press Dial soft key to call the number.

**STD/ISD**

1. Dial **4** plus 4 digit authorisation code followed by STD/ISD number.

**Call pick up**

**Call pick up**

1. Lift Handset or press Line key
2. Press Pickup soft key to pick up members in a group.

Direct call pick up

1. Dial *3 plus the extension number.

**Call Park**

1. Press Park soft key while connected to your caller
2. Press Park soft key again to confirm (do not replace handset)
3. On the retrieval phone, lift handset or press Line key
4. Dial *1 + extension of phone where call was parked to retrieve call.

**Conference calls**

**Conference**

Note: Up to six people can participant to a conference

1. Call or answer first party
2. Press Conf soft key
3. Dial the number to be added
4. Press Conf soft key to join people
5. Repeat the above steps to add people
6. Press Goodbye key if extension is busy, not answering or if an error is made when dialling
7. Replace Handset or press Goodbye key to end the conference call.

**Services**

1. Press Services key
2. Use Navigation keys to highlight Telephone Options
3. Press the Enter key

Use Navigation keys to move up and down the list. Options are:

1. Volume adjustment
2. Contrast adjustment
3. Language
4. Date/Time
5. Display diagnostics
6. Local DialPad Tone
7. Set Info
8. Diagnostics
9. Call Log Options
10. Ring type
11. Call Timer
12. On hook default path
13. Change Feature Key Label
14. Name Display Format
15. Live dial pad

4. Press the Enter key to choose the highlighted option
5. Follow the screen prompts to make adjustment
6. Press the Enter key to save changes
7. Press Cancel soft key to exit without saving change
8. Press Quit key to exit.

**Online documentation and troubleshooting**

- Telephony and voicemail web site: www.rmit.edu.au/staff/it/telephone
- ITS Service Desk: www.rmit.edu.au/its/ithelp, email: itservicesesk@rmit.edu.au
- ITS Service Desk Tel. 9925 8888
- ITS training web site: www.rmit.edu.au/its/training