IP Phone 1140

User Guide

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Contents

Overview

The IP Phone 1140 is a professional-level desktop phone that provides a full range of features with a high-resolution backlit display and fixed and programmable keys. The IP Phone 1140 brings voice and data to the desktop by connecting directly to a Local Area Network (LAN) through an Ethernet connection.

You can use the handset and keypad of the IP Phone1140 as you would use a standard telephone. You can access additional services through the soft keys positioned next to the display. The label beside each soft key identifies the feature associated with that key.

Key Features

- Up to four user-defined line/programmable feature keys and four soft label keys
- High-resolution, fully-backlit, graphical, monochrome, eight-level grey scale, pixel-based (240x80) display
- Five position (-5 to + 55 degrees) adjustable foot stand
- Four-way navigation cluster with new Enter key
- Integrated auto sensing 10/100/1000 Base-T Ethernet switch with shared PC access (one LAN and one PC port)
- Secure local settings menu for access to user preferences, configuration tools, diagnostics and network statistics
- Visual Alerting/ Message Waiting Indication and Feature Status Indicator LEDs
- IEEE 802.3af Power over Ethernet, pre-standard vendor power schemes and local AC power options
- Icon and English text-based keycaps
- Field upgradeable firmware via Trivial File Transfer Protocol (TFTP) or Unistem File Transfer Protocol (UFTP) adds convenience and reduces costs in administration
- Desk or Wall mountable
- Graphite color with silver metallic bezel

The diagram on the next page shows the location of the IP Phone 1140 keys and other components.

Physical Features

Figure 1: Physical features

Display

The display on the IP Phone 1140 terminal has blue LED backlighting, which you can turn on and off. The backlight turns off automatically after a period of inactivity.

Nortel IP Phone 1140 display has three distinct areas:

- The upper area shows line and feature key status.

- The middle area shows single-line information for items such as caller number, caller name, feature prompt strings, user-entered digits, date and time information, and telephone information.

- The lower area displays the labels for the soft keys.

The diagram on the next page identifies each section of the IP Phone 1140 display, showing the user-defined feature keys and the soft keys.

Figure 2: Display area features

Indicators

The IP Phone terminal uses light-emitting diodes (LEDs) of different colors to indicate the current state of the terminal. The following table describes each color and its associated state.

A steady indicator means that the extension or feature beside it is active. A flashing indicator means the line is on hold or the feature is in the process of being programmed.

Indicator	LED color	Meaning
Message waiting	Red (located at the top of the set)	Lit when a message is waiting or a call is missed. The light turns off after you retrieve your message.
Data waiting	Blue (located at the top of the set)	Lit when the terminal is on an active call.
Handsfree	Red (located on the front near the handsfree key)	Lit when the handsfree feature is active.
Headset	Red (located on the front near the headset key)	Lit when the headset is in use.
Mute	Red (located on the front near the mute key)	Lit when the mute feature is active. The system administrator can configure the mute lamp to be steady on or blinking.
Link/Data	Green (located on the back cover near the network Ethernet jack)	Lit when the link is alive and flashes to indicate activity.

Connecting the IP Phone to the LAN

Follow this procedure to connect the terminal to the Local Area Network (LAN) and to a power source.

Prerequisites

IP Phones can be powered by an AC adapter or over a LAN. Contact your installation technician to identify the correct power option.

Warning: Risk of equipment damage
Do not plug the IP Phone 1140 into a regular telephone jack. This causes severe damage to the terminal. Consult your system administrator to ensure that you plug your telephone into a 10/100BaseT Ethernet jack.

Connecting the IP Phone to the LAN

1. Connect one end of the CAT-5 line cable to the LAN Ethernet port, identified with a LAN icon, located on the back of the terminal.

2. Connect the other end of the CAT-5 line cable to the IP network jack. For a terminal sharing LAN access with a PC, connect a second CAT-5 line cable to the PC Ethernet port located on the back of the terminal, identified by the PC icon. Connect the other end of the cable to the Ethernet port on the computer.

3. For a secure power connection, thread the cord around the strain relief, retaining hook, and channel on the back of the terminal.

4. Secure the terminal footstand to the terminal base.

IP Phone connectors and other back panel features

Expansion Module
Connector

PC Ethernet port
LAN Ethernet port

Tilt lever

Link lamp

USB Connector

AC Adapter jack
Headset jack
Handset jack
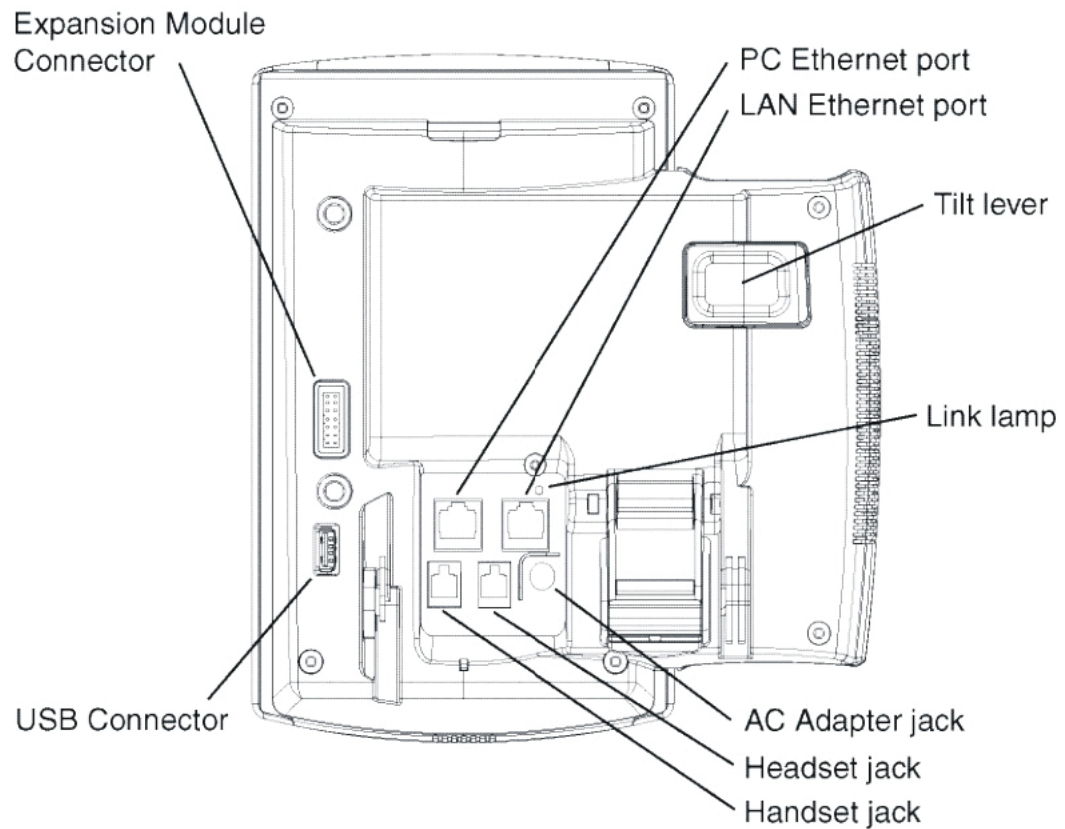
Figure 3: IP Phone connectors

Getting Started

Logging on

Before you can use your IP Phone 1140, you must log on to obtain the features provided to you on the Cypress Communications network. You do not need to log on to your IP Phone 1140 every day. Your phone remains logged in unless you log out or your IP Phone loses power.

You may be prompted to upgrade the IP Phone 1140 firmware before you log on. If this occurs, you must perform the upgrade before you can log on. For instructions, see "Performing a firmware upgrade" on page 42.

Steps to take

1. At the **Username** screen, enter your user name. This is typically your complete 10-digit telephone number.

    If you make a mistake, press **Clear** to clear the field, and then enter the user name again. If your user name is too long for the display (longer than 15 characters), the digits scroll to the left and an ellipsis appears to the left of the user name.

2. Press the **Ok** key. The **Password** screen appears.

3. Enter your password. Your password is typically your four-digit extension + 99. For security, the password characters are displayed as asterisks (*).

4. If you make a mistake, press **Clear** to clear the field, and then enter the password again.

5. Press **Ok**. You are logged on and the **Menu** screen appears.

Logging off

Follow this procedure to log off from the network.

1. From the main menu, select **Logoff**.

2. Press **Ok**. A confirmation screen appears.

3. Confirm the action. You are logged off from the network.

Using the dialpad to enter text

Steps to Take

1. To enter text, find the number key associated with the letter you want to enter, and perform one of these actions:

   • To enter the first letter, press the key once.

   • To enter the second letter, press the key twice.

   • To enter the third letter, press the key three times.

   The letter appears on the display.

2. To enter special characters perform theses actions. See "Figure 4: Special Characters" for the list of special characters that are available.

   a. Press the **Symbol** soft key. A list of symbols opens.

   b. Scroll through the list and select the symbol.

   c. Press **Ok** to enter the symbol.

```
Key 1    Nothing
Key 2    A À Á Â Ã Ä Å Æ B C Ç a à á â ã ä å æ b c ç 2
Key 3    D E È É Ê Ë F d e è é ê ë f 3
Key 4    G H I Í Î Ï g h i ì í î ï 4
Key 5    J K L j k l 5
Key 6    M N Ñ O Ò Ó Ô Õ Ö Ø m n ñ o ò ó ô õ ö 6
Key 7    P Q R S p q r s 7
Key 8    T U Ù Ú Û Ü V t u ù ú û ü v 8
Key 9    W X Y Ý Þ ß Z w x y ý þ ÿ z 9
Key #    ! " # $ % & ' { } 0 1 2 3 4 5 6
```

Figure 4: Special Characters

Using a Bluetooth wireless headset

Your IP Phone 1140 is equipped with a radio system to support Bluetooth wireless–enabled technology enabled headsets. This section describes how to configure your phone to work with a Bluetooth headset and how to use Bluetooth and wired headsets interchangeably.

Configuring your phone to work with a Bluetooth headset is called "pairing".

> **Tip:** Do not pair more than one headset of the same model, they have identical names in the Paired list.

Prerequisites

Before you can use a Bluetooth headset with your IP Phone 1140, the Bluetooth transmitter in the phone must be enabled. See "Enabling the Bluetooth transmitter" on page 41 for instructions.

Pairing a wireless headset with your phone

1. Double-press the **Headset** key to open the Bluetooth Setup dialog box. The **Enable Bluetooth** check box is highlighted.

    If the Bluetooth Setup menu fails to open when you double-press the Headset key, the Bluetooth wireless feature is not enabled. Contact your system administrator.

2. Press the **Enter** key to activate Bluetooth wireless technology. A check appears to indicate that the feature is activated. The message "BT Enabled" appears at the bottom of the display.

3. Put your Bluetooth headset in its pairing or search mode. The procedure for doing this can be different for each headset; please refer to the documentation that accompanied your headset for more information.

4. Search devices.

    a. Ensure that your headset is in Pairing or Search Mode.

    b. Press the Right navigation key twice, and highlight the **Search** button, displayed next to the **Search Devices** item.

    c. Press the **Enter** key. The message "Searching…." appears. It can take up to two minutes for the search to complete. If the search is successful, the message "Search Completed Found Device(s)" appears, and a list of devices that support Bluetooth wireless technology appear in the Found: list. If the search is not successful, the message "Search Completed. No device found" appears. If this happens, or if the headset times out and exits search/pairing mode, power off the headset, and repeat Search Mode steps.

5. When the name of your headset appears in the **Found:** box, press the **Stop** soft key or wait for the search to finish. When the search is complete, the message "Search Completed Found Device(s)" appears.

> **Tip:** Note: If your headset is not displayed in the **Found**: box, select your headset from the list, as follows:

a. Press the Right navigation key one or more times to highlight the **Found:** box. Press the **Enter** key to start the edit mode.

b. Press the Down navigation key to open the **Found:** list. Press the Up/ Down navigation keys to scroll and highlight your headset.

c. Press the **Enter** key to select the headset and close the list. Press the **Enter** key to exit edit mode.

6. Press the Right navigation key to highlight the **Pair** button (next to the **Pair Device** item) and press the **Enter** key.

At the prompt "Enter PIN#", enter the PIN using the phone dialpad and press the **Enter** key. If pairing is successful, the message "Pair completed" displays.

> **Tip:** Check your headset documentation to find its PIN (sometimes called a passkey). Typically this value is 0000.

If the headset is not successfully paired with your phone, an error message appears at the bottom of the screen. If an error message appears:

- Confirm that the wireless headset is still in search/pair mode. If the headset timed out and exited search/pairing mode, put the headset in pairing mode, as discussed in step 3, and repeat step 6.

- Check that you are using the correct PIN. Repeat step 6.

Dual Pairing headsets

Take special care when using a "dual pairing" type of Bluetooth wireless headset, which can be paired to its base as well as to the IP Phone 1140. If it is paired to both, the IP Phone 1140 is the second device, and the following applies:

Press the headset "telephone" key:

- If a single tone sounds, the headset is connected to the base.

- If a double beep sounds, the headset is connected to the IP Phone 1140.

If the base is powered off, the headset is only paired to the IP Phone 1140 and pressing the "telephone" key connects you to the IP Phone 1140.

If more than one wireless headset is paired, the first headset paired is automatically made the active device.

To make a different headset active, do the following.

1. Press the Right navigation key to highlight the Set button (next to the **Set Active Device** item).

2. Press the **Enter** soft key.

The message "**Set active: "device name**" appears. This means the headset named is now the active headset and is used when you press the headset key.

3. Press the **Exit** soft key to exit to the main display.

How wired and wireless headsets interact

If you connect a Bluetooth wireless headset and a wired headset to the same IP Phone 1140, the two interact as follows:

- If no wireless headset is paired, the wired headset works as normal. Likewise, if a wireless headset is paired with the set, but is not in range, the wired headset works as normal.

- If the **Use BT headset** checkbox is selected, the wireless headset is used as the phone headset.

The Bluetooth wireless headset can work only if it is within range of the phone; as the wireless headset approaches the edge of its radio range, the audio quality degrades and radio interference noise increases. When the wireless headset is in connecting range, the Headset key controls the wireless headset, even if a wired headset is attached. If a wireless headset moves out of connecting range, a special beep sounds in the headset indicating the connection was lost.

Switching between a wired and a wireless headset

If a Bluetooth wireless headset is connected, and you want to use the wired headset, you can switch between the two. It is not necessary to unpair or disable the wireless headset.

You can switch between a wired and wireless headset and back again either when the phone is idle or during an active call.

1. Double-press the **Headset** key to open the Bluetooth Setup dialog.

2. Press the Left/Right navigation key to select the "Use BT Headset" item.

3. Press the **Enter** key to toggle this option on or off.

   A check mark indicates that the wireless headset is used. Clear the check mark to use a wired headset. This option is on (checked) by default.

Unpairing a wireless headset

1. Double-press the **Headset** key to open the Bluetooth Setup dialog box.

2. Press the Right navigation key to select the **Paired:** setting.

3. Ensure that the headset you want to unpair is selected in the **Paired** list.

4. Press the Right navigation key to select the **Unpair Device** item, and then press the **Enter** key.

   Your Bluetooth wireless headset is unpaired and removed from the **Paired:** item list.

Making, Answering, and Ending a Call

Making a call using off-hook dialing

Follow this procedure to make a call using off-hook dialing.

1. Lift the handset from the cradle. The primary line is active and you hear a dial tone.

2. Use the dialpad to enter the number.

3. When the call is answered, begin speaking.

Making a call using handsfree dialing

Follow this procedure to make a call using handsfree dialing.

See "Physical Features" on page 8 for the location of the handsfree key.

1. Press a line key. A line is selected and you hear a dial tone.

2. Use the dialpad to enter the number.

3. When the call is answered, begin speaking.

4. For privacy, lift the handset.

5. To return to handsfree mode, press the handsfree key and place the handset in the cradle. The handsfree feature is active.

Making a call using predial

Follow this procedure to use the predial feature to make a call.

1. Before you press a line key or lift the handset, use the dialpad to enter the number. The number is entered into the terminal.

2. When you want to make the call, press **Ok**. The number is dialed.

3. When the call is answered, begin speaking.

Editing a predialed number

Follow this procedure to edit a number held in the predialed state.

Prerequisites

A number must be predialed.

1. Perform one of these steps:

   - To delete numbers that appear to the left of the cursor, press **Bkspc**.

   - To delete numbers that appear to the right of the cursor, press **Delete**.

2. Use the dialpad to enter the new number.

Answering a call

- Perform one of these actions to answer a call:

  - Lift the handset.

  - To answer a call using the handsfree feature, press the handsfree key.

  - To answer a call while wearing a headset, press the headset key.

Answering a second call

Follow this procedure to answer a call when you are engaged in a call.

If another call comes in while the primary line is engaged, the phone sounds and a message indicator icon on the display flashes. While the indicator is flashing you have the opportunity to put the first call on hold and answer the second call.

1. Press the hold key to put the active call on hold.

2. Press the line key for the second call. The call is answered.

Ending a call

- Perform one of these actions:

  - Return the handset to the cradle.

  - Press the **Goodbye** key.

  The call is ended.

Tip: The Goodbye key is useful for dropping out of a conference call or exiting voicemail.

Using Phone Features

Follow these procedures to use the features provided with your IP Phone 1140. Some of the features described may not be available to all users. Please see your system administrator if you require more information.

Overview

The IP Phone 1140 is operated using the fixed keys located on either side of the number dial pad , and feature/line keys that appear on display screen. To select a feature/line key find the feature on the display and then press the button next to it. If necessary, use the navigation button in the center of the phone to find the feature.

Account Code

Account Codes are codes that you can assign to a call for billing purposes.

Steps to Take

1. Press the line key.

2. Press the **Acct Code** key (or star code *95). You will hear a stutter tone.

3. Enter your 13-digit account code.

4. When you hear the normal dial tone, dial your number to place your call.

Authorization Code

An Authorization Code is a numeric code that you enter to obtain access to long-distance or international telephone numbers.

Steps to Take

1. Press the line key.

2. Press the **Auth Code** key (or star code *96) and then enter the Authorization Code assigned. You will hear a normal dial tone.

3. Dial the number to place the call.

Automatic Dial

Automatic Dial is a feature that allows you to store a frequently-used telephone number on a soft key. You can then press the key to dial the number.

If you use an **Auto Dial** key while you are on a call, your current call is placed on hold and your autodial call uses your secondary line.

Storing a number at an Automatic Dial key

Steps to Take

1. While the phone is on-hook, press the **Auto Dial** key.

2. Enter the desired number.

3. Press the **Auto Dial** key again.

Using an Automatic Dial key

Steps to Take

1. Press the line key.

   If you are already on a call, press your secondary line key. The current call is placed on hold.

2. Press the **Auto Dial** key to dial the number stored for the key.

Busy Lamp Field (BLF)

A Busy Lamp Field (BLF) is a soft key that displays the status of another telephone line (ringing, on-hook, off-hook). It is commonly used by receptionists who are responsible for transferring incoming calls from a single incoming line to multiple persons in an organization. BLF keys also provide for one-touch dialing and fast call transfer.

It is not possible to answer an incoming call on a BLF key. A BLF key is a visual indicator only. A BLF key does not ring.

To use a BLF key when transferring a call, see "Fast Transfer" on page 23.

To use a BLF Key to fast-dial a number:

1. Press the line key to obtain a dial tone.

2. Press the BLF key representing the number that you want to dial.

Call Forward

Follow this procedure to forward calls to another IP Phone when you are away from your desk.

Steps to Take

1. To activate call forward without lifting the handset, press the **Forward** key.

2. Use the dialpad to enter the extension to which you want to forward your incoming calls.

3. Press the **Forward** key again. An icon appears in the display next to the **Forward** key label. Calls will now be forwarded to the number that you entered.

4. To turn off call forward, press the Forward key. The feature is deactivated and the icon disappears from the display.

Call Hold

The Hold feature allows you to suspend a call without ending it.

- To put a call on hold, press the **Hold** key. On the display, an indicator flashes next to the line on which the call is held.

- To resume a call that is on hold, press the line key displaying the flashing hold indicator.

Conferencing (3-way or 30-way)

You can use Conferencing to include three or more calls in one phone conversation.

The Three Way Call (3WC) feature allows you to add three calls to a conference. If you have been provided with the 30-way Conferencing feature, you can include up to 30 calls in one conversation.

Steps to Take

1. During a call, press the **Conference** key. The call is put on hold and you will hear a dial tone. On the display, an indicator flashes beside the line on which the call is held.

2. Dial the number of the person you want to add to the call. At this time, you can talk privately to the person you are adding to announce the conference.

3. Press the **Conference** key again to merge the calls.

4. Repeat steps 2 and 3 to add additional parties to the call if appropriate.

   If you make a mistake dialing, or a party does not want to be included in the conference, press the line key of the conference call to reconnect to the conference.

Directed Call Park

You can use Directed Call Park to park a call at another number within your organization. Another person can then use Directed Call Park to retrieve the call by referring to this number.

When a call is parked, the caller hears music or a message (or silence if these have not been configured.) A recall timer starts. If the call is not retrieved before the timer expires, the call rings back to the station that parked the call. If this station is busy, the timer restarts.

Parking a call against a phone number

Steps to Take

1. While on a call, press the **Dir Park** key.

2. Dial a number within your organization. The call is parked at that number.

Retrieving a call parked against a phone number

Steps to Take

1. Press the line key.

2. Press the **Dir Park** key.

3. Dial the number at which the call was parked.

Directed Call Pickup

Directed Call Pickup is a feature that allows you to answer a call ringing on another extension when you are both assigned to the same Call Pickup group.

Answering a call with Directed Call Pickup

Steps to Take

1. Press the **Pickup** key.

2. Dial the extension of the ringing phone.

Directory

You can use your IP Phone's Directory to build a contact list containing your important telephone numbers. Each Directory entry consists of a name and a number. You can make a call directly from the Directory, or you can assign a Directory entry to an Autodial soft key.

Adding or editing a directory entry

Follow this procedure to add an entry to the directory. See "Physical Features" on page 8 for the location of the directory key.

If you are unfamiliar with how to use the dialpad to enter text, see "Using the dialpad to enter text" on page 13.

Deleting an entry from the directory

Follow this procedure to delete an entry from the directory. See "Physical Features" on page 8 for the location of the Directory key.

Steps to Take

1. Press the directory key to access the directory menu. The directory opens.

2. From the directory list, select the name you want to delete.

3. Press **Ok**. The **Directory** menu opens.

4. Press the down navigation key until the **Delete** option appears.

5. Press **Ok**. A confirmation screen appears.

6. Press **Ok**, and then press **Yes** to confirm the action.

Making a call using the directory

Follow this procedure to make a call from within the directory. See "Physical Features" on page 8 for the location of the Directory key.

Steps to Take

1. Press the directory key to access the directory menu.

2. From the **Directory** list, select the name or number that you want to call.

3. Press **Ok**. The **Dial** screen appears.

4. Press **Ok**. The number is dialed.

Do Not Disturb / Make Set Busy

Use the Do Not Disturb feature to send calls directly to your voicemail box.

- Press the **Make Busy** key. Any incoming calls will be routed to your voicemail.

Fast Transfer

You can use the Fast Transfer feature to quickly transfer a call to another party. You can announce the call before completing the transfer, or transfer without an announcement.

Steps to Take

1. During a call, press the **Fast Xfer** key.

   The call is put on hold and you will hear a dial tone. On the display, an indicator flashes beside the line on which the call is held.

2.   Use the dialpad to enter the number to which to transfer the call.

If your IP Phone includes a BLF key for the number that you wish to transfer to, you can press the BLF key instead of dialing.

3.   When the number rings or is answered, press the **Fast Xfer** key again. The call is transferred.

4.   If the call is not answered, press the line key to resume and terminate the call.

Group Call Pickup

If you are a member of a call pickup group, use Group Call Pickup to answer a call ringing at any extension in the group.

Picking up a call

Steps to Take

1.   While a phone is ringing in your call pickup group, press the line key.

2.   Press the **Pickup** key.

3.   Dial the extension that is ringing.

Picking up a call while on a call

Steps to Take

•   While a phone is ringing in your call pickup group, press the **Pickup** key. Your current call is placed on hold and you retrieve the incoming call.

Group Intercom

You can use Group Intercom to call or page individual members of your intercom group using a short intercom number assigned to each member of the group. You can also page all intercom group members simultaneously, or establish a conference call with up to 30 members of your intercom group.

Intercom numbers may be one, two, or three digits in length, depending upon the size of your intercom group. Contact your administrator to learn which intercom numbers have been assigned to your group.

Calling a member of your intercom group

Steps to Take

1.   Lift the handset.

2. Press the **Grp Intrcm** key.

3. Dial the desired intercom number.

   If you are on a call, the call is placed on hold.

Answering a Group Intercom call

When you receive a Group Intercom call, your phone rings or a tone sounds if you are already on a call. Your **Grp Intrcm** key display flashes.

1. Lift the handset.

2. Press the **Grp Intrcm** key to answer the call.

   If you are on a call, your current call is placed on hold.

Paging a member of your intercom group

1. Lift the handset.

2. Press the **Grp Intrcm** key.

3. Dial the desired intercom number.

4. When you hear ringing, press the **Grp Intrcm** key again.

   This activates a one-way speaker in the telephone of the person you called. If the person you called is already on the phone, her phone speaker is not activated, but the **Grp Intrcm** key flashes. She must press the **Grp Intrcm** key to answer your call.

5. Speak your announcement.

6. To end the call, press the **Goodbye** key and replace the handset.

Paging all members of your intercom group

1. Lift the handset.

2. Press the **Grp Intrcm** key.

3. Press #.

4. When you hear ringing, press the **Grp Intrcm** key again.

   This activates a one-way speaker in the each telephone in your intercom group. If any group member is on the phone, her phone speaker is not activated, but the **Grp Intrcm** key flashes. She must press the **Grp Intrcm** key to answer your call.

5. Speak your announcement.

6. During the page, any group member can lift the phone handset to respond. The member's voice will be heard through all speakers in the intercom group.

7. To end the call, press the **Goodbye** key and replace the handset.

Making a Conference call with your intercom group

Follow these steps to create a conference call with up to 30 members of your intercom group.

Steps to Take

1. Lift the handset.

2. Press the **Grp Intrcm** key.

3. Press #.

    This calls each member of your intercom group, ringing their phone and flashing the **Grp Intrcm** key.

    As each person answers the call to enter the conference, you hear a short ring tone. When any member terminates the call to leave the conference, you hear the ring tone again.

4. To end the call, press the **Goodbye** key and replace the handset. The conference call ends for all members of your intercom group.

Inbox (Inbound Call Record)

The Inbox is a record of the last ten calls that you have received. Inbox records include the incoming phone number, time and date, as well as the display shown on the IP Phone at the time of the incoming call. A call record is saved in the Inbox only for calls that last for more than two seconds.

The IP Phone 1140 has a dedicated fixed key for the Inbox.

The Inbox can store a maximum of 10 calls. When the maximum is reached, the oldest call is dropped. Calls appear in the list in the order in which they were received, with the most recent call at the top of the list.

The Inbox call display consists of a time or date stamp, and a name or number. A time stamp appears beside calls you receive on the same day on which you view the Inbox. A date stamp appears beside calls that arrive prior to the day of viewing. If no name or number was extracted from the display of the incoming call, a **No Details** message appears.

If you have a message waiting or you have missed a call, the message waiting lamp is turned on. The lamp turns off after you check your Inbox or retrieve the waiting message.

Accessing the Inbox

Follow this procedure to access and use the Inbox.

If you have a message waiting, the message waiting indicator lamp on the top right corner of the terminal is turned on. The light is turned off after you access the Inbox.

Steps to Take

1. Press the **Msg/Inbox** key. The **Inbox** screen appears, showing a list of the 10 most recent incoming calls.

2. Select an item from the list and press **Ok**.

3. Perform one of these actions:

    - Select **Dial** to call the number.

    - Select **Display** to view caller information.

    - Select **Store** to store the number in the directory.

Viewing Inbox call information

Follow this procedure to view the information about a call in the Inbox.

1. Press the **Msg/Inbox** key. The **Inbox** screen appears, showing a list of the 10 most recent incoming calls.

2. Select a number from the list.

3. Press **Ok**. The **Dial** screen appears.

4. Press the down navigation key.

5. Select **Display**. The **Display** screen appears.

6. Press the down navigation key to view the information.

Storing a number from the Inbox

Follow this procedure to select a number from the Inbox and save it to the directory.

1. Press the **Msg/Inbox** key. The **Inbox** screen appears, showing a list of the 10 most recent incoming calls.

2. Select a number from the list.

3. Press **Ok**. The **Dial** screen appears.

4. Press the down navigation key to select **Store**. The directory submenu opens. See "Adding or editing a directory entry" on page 22.

Using the Inbox to make a call

Follow this procedure to make a call from within the Inbox.

1. Press the **Msg/Inbox** key. The **Inbox** screen appears, showing a list of the 10 most recent incoming calls.

2. Select the number you want to dial.

3. Press **Ok**.

4. Select **Dial**.

5. Press **Ok**. The Predial screen appears with the number entered in the display.

6. Perform one of these steps.

- To edit the number, see "Editing a predialed number" on page 18.

- To make the call, see "Making a call using predial" on page 17.

Resetting the Inbox

Follow this procedure to empty the contents of the Inbox.

1. From the main menu, select and open the **History** menu.

2. From the **History** menu, select **Reset Inbox**. A confirmation screen appears.

3. Press **Yes**. The calls in the Inbox are deleted. You return to the previous menu.

Inspect

With Inspect, you can display information about feature keys such as Speed Dial or **Auto Dial**. You can also use Inspect to see caller ID information for incoming calls, such as calls on your secondary line.

- To use Inspect, press the **Inspect** key and then press a feature key or line key.

  - If a call is ringing on the line, key caller ID information is displayed for the call

  - If Inspect is applied to a Speed Dial or **Auto Dial** key, the number programmed for that key is displayed,

Intercom

Intercom provides a way for you to call a person in your organization with a single key-press. If that person is not already on a call, you can immediately begin speaking through their phone speaker.

Making an Intercom call

- Press the **Intercom** key. The phone number assigned to key is dialed.

Answering an Intercom call

- When you receive an Intercom call through the speaker of your IP Phone, you can respond to the caller by picking up your phone handset.

- If you receive an Intercom call while you are on a call, you will hear a tone. To answer the call and place your current call on hold, press the **Intercom** key.

Last Number Redial

To redial the last number that you called, press ## (the # key twice).

Multiple Appearance Directory Number (MDN)

Multiple Appearance Directory Number (MDN) is a feature that allows one phone number to appear on more than one IP Phone. In each MDN group, one number is designated as the primary, and one or more other users are designated as secondary group members. When a call is made to the primary number, the call rings on the primary phone and flashes and rings (unless set to non-ringing) on each secondary group member's phone. If you are a secondary group member, you can then answer the call or place the call on hold. You can also make outbound calls using an MDN key.

MDN is available in two forms: Multiple Call Appearance (MDN MCA) and Single Call Appearance (MDN SCA):

- MDN SCA keys display the status (on-hook, off-hook) of the MDN SCA primary line; MDN MCA keys do not.

- When a MDN SCA line is off-hook , no one else can make or receive calls on that line. When you use a MDN MCA line, others can still use that line, up to the number of available MDN MCA lines assigned to the MDN MCA group.

A common application of this is to provide a way for an administrator to monitor and manage phone calls to their manager, or for a receptionist to manage calls to employees. In this situation, the manager or employee is designated as the primary MDN member, and the administrator or receptionist is designated as the secondary group member and is provided with an MDN key for each manager/employee.

Another application for this feature is to form a simple call group, in which a call to a selected number (primary) can be answered by others designated as secondary group members.

Making a Call on an MDN MCA or MDN SCA Key

Steps to Take

1. Press the MDN MCA or MDN SCA key.

2. Dial the number that you want to call.

Answering an MDN MCA or MDN SCA Call

- When the MDN MCA or SCA key flashes and (if provisioned to ring) your phone rings, press the MDN MCA or MDN SCA key. If more than one line is ringing in the MDN group, you will answer the first incoming call.

Transferring a MDN SCA Call to Another MDN SCA Group Member

While you are on a call on the MDN SCA line:

1. Place the MDN SCA call on hold by pressing the Hold key.

2. Any available member of your MDN SCA group can now obtain the call by pressing their MDN SCA key.

Conferencing with a MDN SCA Line and Privacy Release

When you answer a call using an MDN SCA key, you can allow another join the call by using the Privacy Release key.

- While in an MDN SCA call, press the PRL (Privacy Release) key. Another MDN SCA group member can now press their MDN SCA key to join the call.

Mute

You can apply Mute on your phone during a call to prevent the other party or parties from hearing you.

- While on a call, press the **Mute** key to activate Mute and disable your telephone's microphone**.** A red light on the Mute key flashes.

- To turn off Mute, press the **Mute** key again. The Mute light is turned off, and your telephone's microphone is activated again.

Outbox (Outbound Call Record)

The Outbox is a record of the last ten calls that you have made. Outbox records include the phone number called, the time and the date. A call record is saved in the Outbox only for calls that last for more than two seconds.

The IP Phone 1140 has a dedicated fixed key for the Outbox.

The Outbox can store a maximum of 10 calls. When the maximum is reached, the oldest call is dropped. Calls appear in the list in order in which they were made, with the most recent call at the top of the list.

The Outbox call display consists of a time or date stamp and a name or number. A time stamp appears beside calls you make on the same day on which you view the Outbox. A date stamp appears beside calls that were made prior to the day of viewing. If no name or number was extracted from the display of the outgoing call, the number dialed appears. Use the navigation keys to scroll through the list. The list does not wrap around.

Accessing the Outbox

Steps to Take

1. Press the **Shift/Outbox** key. The **Outbox** screen appears, showing a list of the 10 most recent outgoing calls.

2. Select an item from the list and press the **Ok** key.

3. Perform one of these actions:

   - Select **Dial** to call the number.

   - Select **Display** to view caller information.

   - Select **Store** to store the number in the directory.

Viewing Outbox call information

Follow this procedure to view the information about a call in the Outbox.

Steps to Take

1. Press the **Shift/Outbox** key. The **Outbox** screen appears, showing a list of the 10 most recent outgoing calls.

2. Select a number from the list.

3. Press the **Ok** key. The **Dial** screen appears.

4. Press the down navigation key.

5. Select **Display**. The **Display** screen appears.

6. Press the down navigation key to view the information.

Storing a number from the Outbox

Follow this procedure to select a number from the Outbox and store it in the directory.

1. Press the **Shift/Outbox** key. The **Outbox** screen appears, showing a list of the 10 most recent outgoing calls.

2. Select a number from the list.

3. Press the **Ok** key. A list of options appears.

4. Press the down navigation key to select **Store**. The directory submenu appears. See "Adding or editing a directory entry" on page 22.

Using the Outbox to make a call

Follow this procedure to make a call from within the Outbox.

1. Press the **Shift/Outbox** key. The **Outbox** screen appears, showing a list of the 10 most recent outgoing calls.

2. Select the number you want to dial.

3. Press the **Ok** key.

4. Select **Dial**. The number is dialed.

Resetting the Outbox

Follow this procedure to empty the contents of the Outbox.

1. From the main menu, select and open **History**.

2. From the **History** menu, select **Reset Outbox**. A confirmation screen appears.

3. Press **Yes**. The calls in the Outbox are deleted. You return to the previous menu.

Speed Dial

If you have a list of phone numbers that you dial frequently, you can use the Speed Dial feature to store each telephone number. You can then dial any of these persons quickly by using their Speed Dial code instead of the full telephone number.

Speed dialed numbers can be internal or external. Speed Dial codes can be between 20 and 39.

Storing a Speed Dial number

1. Press the **SpeedDial** key.

2. Enter a Speed Dial call position from 20 to 39.

3. Enter the telephone number.

4. Press the **SpeedDial** key again.

Calling a Speed Dial number

1. Press a line key or lift the handset of your phone.

2. Press the **SpeedDial** key.

3. Dial the Speed Dial position (20-39) for the telephone number.

Voicemail

To access your voicemail box, press the Voicemail key.

For instructions, see your voicemail reference guide.

Changing Your IP Phone Settings

Using the Settings menu

Follow these procedures to navigate and select items from the main menu.

Menu items can be selected with a shortcut key. The shortcut key is the number on the dialpad that corresponds to the number of the menu item. Only items numbered 0 through 9 can be opened by a shortcut key. Use the navigation keys to scroll through menus and screens.

Follow this procedure to open the main menu.

1. Press **Menu**, or press the **Services** key. The main menu opens.

2. To select an item in a menu, perform one of these actions:

    *   Select the item, and then press the **Ok key**

    *   Select the item, and then press the **Enter** key located at the center of the navigation keys.

    *   Press the shortcut key corresponding to the menu item

    The selected menu opens.

Using the navigation keys

The IP Phone terminal has five keys that you use to navigate the menus, and to help you to enter text in the display. See "Physical Features" on page 8 for the location of these keys.
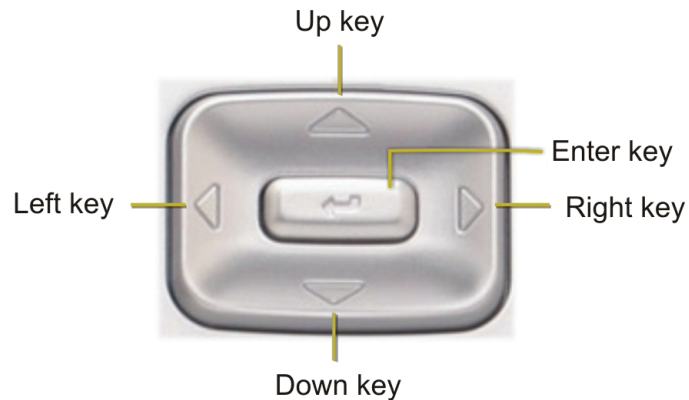
*   Up key — Return to the previous menu item.

*   Down key — Go to the next menu item.

*   Left/Right key — Move the cursor to the left or right when entering text.

*   Enter key — Select the menu item or save the current setting

Modifying Audio settings

You can change the following audio settings for your IP Phone:

- Default volumes, or resetting volumes to preset default levels
- Ring tone

Changing the default volume

Follow this procedure to change the default volume of the handset, headset, handsfree speaker, ringer, or buzzer.

Steps to Take

1. From the main menu, select and open **Audio**. The **Audio** menu opens.

2. Navigate through the menu and select **Default Volumes**. A list of devices appears (Handset, Headset, etc.)

3. Select the device for which you want to change the default volume.

4. Press the **Ok** key. A volume adjustment screen appears.

5. Change the volume by using the right/left navigation keys:

   - Use the right navigation key to increase the volume.
   - Use the left navigation key to decrease the volume.

6. Press the **Ok** key to confirm the change. The selected volume is applied the next time the audio device is used.

Resetting a default volume

Follow this procedure to reset the default volume of the handset, headset, handsfree speaker, ringer, or buzzer.

Steps to Take

1. From the main menu, select and open **Audio**. The **Audio** menu opens.

2. Navigate through the menu and select **Default Volumes**.

3. Select the device that you want to reset to the default volume.

4. Press the **Ok** key or the Enter key. The volume adjustment screen opens.

5. Press the **Reset** key. The volume is reset to the default level

6. Press the **Ok** key to confirm the action. The default volume is applied the next time the device is used.

Selecting a ring tone

Steps to Take

1. From the main menu, select and open **Audio**. The **Audio** menu opens.

2. Scroll through the menu and select **Play Ring Patterns**. The list of ring tones opens.

3. Scroll through the ring tones list to find the tone that you want. Press the **Ok** key to select a tone.

4. To hear a ring tone before you select it, select a ring tone from the list, and then:

    *   Press the **Ok** key for the **Play option to hear the tone**.

    *   To stop the tone, press **Cancel**, or scroll to the **Stop** option and press the **Ok** key.

    *   Press **Cancel** to stop the ring tone from playing.

5. To select a ring tone, navigate to **Apply** in the menu for the ring tone, and then press the **Ok** key.

Modifying Feature key settings

Follow these procedures to use the **Feature** menu.

When you access the **Feature** menu, a numbered list of the feature provisioned on each key is displayed. The number displayed indicates the key to which the feature is assigned to your line on the Communications Server 2000 (CS2K).

Features are assigned by your system administrator, but you can:

*   change the label for a feature.

*   restore the default settings for a feature.

*   enable or disable autoscroll for any feature.

Relabeling a feature key

Steps to Take

1. From the main menu, select and open the **Feature** menu.

2. Select the feature that you want to relabel by navigating to the item in the list, and then pressing the **Enter** key or the **Ok** key.

3. Select the **Label** option, and then press the **Ok** key. The **Enter Label** prompt appears.

4. Press **Clear** if necessary to delete the current label.

5. Use the dialpad to enter the new label.

    You can press **Bkspc** to erase characters.

6. Press the **Ok** key or the **Enter** key. The new label is applied.

Restoring default settings for a feature key

Steps to Take

1. From the main menu, select and open the **Feature** menu.

2. Select the feature that you want to relabel by navigating to the item in the list, and then pressing the **Enter** key or the **Ok** key.

3. Select the **Reset** option, and then press the **Ok** key. A message appears asking you to confirm that you want to apply the default settings to the feature key.

4. Press **Yes**. The key is reset.

5. Press the **Ok** key or the **Enter** key.

Enabling or disabling autoscroll

If autoscroll is enabled, the IP Phone automatically displays the screen for the active feature. For example, the line key for your secondary Directory Number (DN) is on screen one. You receive a call at that number while the IP Phone is displaying screen two. The IP Phone scrolls to screen one so you can answer the call immediately.

Steps to Take

1. From the main menu, open the **Feature** menu.

2. From the **Feature** menu, select and open **Assign**. The **Assign** menu opens.

3. From the **Assign** menu, select **AutoScroll**.

4. Press the **Ok** key. The AutoScroll screen appears.

5. Perform one of these actions:
   - To enable AutoScroll, select **Enable**.
   - To disable AutoScroll, select **Disable**.

6. Press the **Ok** key. A check mark appears beside the item to indicate your choice. You return to the **Assign** menu.

Adjusting the contrast level of the display

Steps to Take

1. From the main menu, select and open **Display** The Contrast screen appears.

2. Perform one of these actions:
   - To decrease the contrast, press the left navigation key.
   - To increase the contrast, press the right navigation key.

The percentage scale on the screen shows the degree of change. The level decreases or increases each time you press the key.

3. Stop pressing the key when you find the contrast you like.

4. Press the **Ok** key. The current contrast level is saved and you return to the previous screen.

Selecting a language

Steps to Take

1. From the main menu, select and open **Language**. A list of available languages appears.

2. Scroll through the list and select your preferred language.

3. Press the **Ok** key. The terminal now displays text in the selected language.

4. Press **Cancel**. You return to the main menu.

Modifying Time settings

Navigating the Time menu

Steps to Take

1. From the main menu, select and open **Time**. The **Time** menu opens.

2. Perform one of these actions:

   - Select and open Hours from GMT. See "Selecting the time zone" on page 37.
   - Select and open **Daylight Saving**. See "Enabling Daylight Saving Time" on page 38.
   - Select and open **Time Format**. See "Setting the time format" on page 38.
   - Select and open **Date Format**. See "Setting the date format" on page 39.
   - Select and open **Reset**. See "Resetting the default time" on page 39.

Selecting the time zone

Steps to Take

1. From the **Main** menu, open the **Time** menu.

2. From the **Time** menu, select and open Hours from GMT. The Hours from GMT screen appears.

3. Scroll through the list and select the time zone.

4. Press the **Ok** key. The time displayed changes to that of the selected zone.

Enabling Daylight Saving Time

Steps to Take

1. From the main menu, open the **Time** menu.

2. From the **Time** menu, select and open **Daylight Saving**. The **Daylight Saving** screen appears. The word **Off** appears with a check mark beside it, to indicate that the feature is disabled.

3. Select **On**.

4. Press the **Ok** key.

   Daylight Savings Time is enabled. The word **On** appears with a check mark beside it, to indicate the feature is enabled. You return to the previous screen.

Disabling Daylight Saving Time

Steps to Take

1. From the main menu, open the **Time** menu.

2. From the **Time** menu, select and open **Daylight Saving**. The **Daylight Saving** screen appears. The word **On** appears with a check mark beside it, if the feature is enabled.

3. Select **Off**.

   Daylight Saving Time is disabled. The word **Off** appears in the display, with a check mark beside it. You return to the previous screen.

Setting the time format

Follow this procedure to set the time format displayed on your IP Phone. The time format choices are: 12-hour clock, French, and 24-hour clock.

Steps to Take

1. From the **Main** menu, open the **Time** menu.

2. From the **Time** menu, select and open **Time Format**. The **Time Format** screen appears.

3. Scroll through the **Time Format** options to select the format you want. A check mark appears beside the format currently in use.

4. To enable a format, select it and press the **Ok** key. A check mark appears beside the option, to indicate that it is enabled. The time is displayed in the selected format. You return to the previous screen.

Setting the date format

Follow this procedure to set the date format displayed on your IP Phone. When month (mmm) is selected, the display shows an abbreviated name, Oct for example, and not a number.

The date format choices are:

- mmmdd
- ddmmm
- mm/dd
- dd/mm

Steps to Take

1. From the main menu, open the **Time** menu.

2. From the **Time** menu, select and open **Date Format**.

3. Press the **Ok** key. The **Date Format** screen appears.

4. Scroll through the **Date Format** options to select the format you want. A check mark appears beside the format currently in use.

5. To enable a format, select it and press the **Ok** key.

   A check mark appears beside the option, to indicate that it is enabled. The date is displayed in the selected format. You return to the previous screen.

Resetting the default time

Steps to Take

1. From the main menu, open the **Time** menu.

2. Form the **Time** menu, select and open **Reset**. A confirmation screen appears.

3. Confirm the action. The terminal reverts to the default time settings. You return to the previous screen.

Modifying User settings

Follow procedures in this section to view and edit your User profile.

Navigating the User menu

Steps to Take

1. From the main menu, select and open **User**. The **User** menu opens.

2. Perform one of these actions:

- Select and open **Username**. See "Viewing your user name" on page 40.

- Select and open **Login Type**. See "Viewing your login type" on page 40.

- Select and open **Auto Login**. See "Enabling or disabling the auto login feature" on page 40.

- Select and open Password. See "Changing your password" on page 41.

Viewing your user name

Steps to Take

1. From the main menu, open the **User** menu.

2. From the **Time** menu, select **Username**. The **Username** screen appears, showing your user name.

Viewing your login type

You can operate your IP Phone 1140 in one of two ways, as determined by the login type:

- Unique — the phone cannot join a session with an m6350 Soft client.

- Joint — the phone can operate in a joint session with an m6350 Soft client.

Steps to Take

1. From the main menu, open the **User** menu.

2. From the **User** menu, select and open **Login Type**. The login type (**Unique** or **Joint**) appears in the lower left of the display.

Enabling or disabling the auto login feature

Any maintenance activity, for example a firmware upgrade, forces a log off from the network. If you enable auto login, you are automatically logged on to the network when the terminal is available again.

Prerequisites

You must have permission to edit the auto login feature. If you have permission, a check mark appears next to **Enabled** when the screen appears.

Steps to Take

1. From the main menu, open the **User** menu.

2. From the **User** menu, select and open **Auto Login**.

3. Perform one of these steps.

    - To enable Auto Login, select **Enable**.

    - To disable Auto Login, select **Disable**.

4. Press the **Ok** key. A check mark appears beside the item you selected. You return to the **Auto Login** screen.

Changing your password

Follow this procedure to change the password that you use to log on to the network. The default password is the last four digits of your telephone number + 99. Passwords must be between four and six digits in length.

Steps to Take

1. From the main menu, open the **User** menu.

2. From the **User** menu, select and open **Password**. The Old Password screen appears.

3. Use the dialpad to enter the old password, and then press the **Ok** key.

4. Use the dialpad to enter the new password, and then press the **Ok** key.

5. Use the dialpad to enter the new password again, and then press the **Ok** key. The message 'Password changed' appears.

6. Press the **Ok** key.

Enabling the Bluetooth transmitter

Before you can use a Bluetooth headset with your IP Phone 1140, the Bluetooth transmitter must be enabled in the IP Phone.

Steps to Take

1. Double-press the **Services** button. The configurations menu appears.

2. Use the **Down** navigation key to select **3. Network Configuration**.

    For help with the Navigation keys, see "Using the navigation keys" on page 33.

3. Press the **Enter** key (located in the center of the navigation keys).

4. Use the **Right** navigation key to scroll to the **Enable Bluetooth** item at the bottom of the settings list.

5. If the **Enable Bluetooth** setting is **Auto** or **No**, press the **Enter** key to edit the setting.

6. Use the **Up** or **Down** button to select **Yes**.

7. Press the **Enter** key to save the change.

8. Press the **Apply&Reset** soft key.

9. At the prompt, log in to your phone.

Performing a firmware upgrade

If a firmware upgrade for the IP Phone is available, the system prompts you to upgrade when you log on. If the firmware level is between the minimum and maximum level set by the administrator, **Yes** and **No** options appear on the soft keys. If the terminal is below the minimum level, the only option is yes. You cannot log on until you perform the upgrade.

While an upgrade is in progress, the terminal reboots and becomes temporarily unavailable.

Steps to Take

1. From the main menu, select and open **Upgrade**. The **Upgrade confirmation** screen appears.

2. Confirm the action. A second confirmation screen appears.

3. Press **Yes**. The firmware is downloaded.

Access Code Summary

Contact your system administrator for a list of features available on your IP Phone, and the corresponding Access Codes.

Use this table to keep track of the feature Access Codes.

Feature	Access Code	Feature	Access Code