



>THIS IS **THE WAY**

>THIS IS **NORTEL™**

Business Communications Manager

IP Phone 1140E

User Guide



Revision history

November 2005

Preliminary 0.22. This document is up-issued to support Nortel Business Communications Manager Release 4.5 software.

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About the Nortel IP Phone 1140E

Your Nortel IP Phone 1140E brings voice and data to the desktop by connecting directly to a Local Area Network (LAN) through an Ethernet connection.

Note: In this guide, user-defined feature key labels appear beside the keys, and soft key labels appear directly above the keys.

Basic features

Your IP Phone 1140E supports the following:

- six user-defined feature keys with labels and indicators
- four soft keys

Note: Some IP Phone 1140E phones are not configured to support soft key functionality. Consult your system administrator.

- graphical, high-resolution LCD display, backlit, with adjustable contrast
- high-quality speaker phone
- volume control keys for adjusting ringer, speaker, handset, and headset volume
- six specialized feature keys:
 - Quit
 - Directory
 - Message/Inbox
 - Shift/Outbox
 - Services
 - Copy
- six call-processing fixed keys:
 - Mute
 - Handsfree

- Goodbye
- Expand to PC
- Headset
- Hold
- gigabit Ethernet ports
- built-in gigabit Ethernet switch for shared PC access
- support for a Bluetooth headset
- headset jack with an On/Off key
- USB port to support a keyboard or mouse

Note: Powered downstream 1.1-compliant USB hubs are supported, including USB 2.0 hubs, if they offer USB 1.1 backwards compliancy.

- automatic network configuration
- hearing-aid compatibility
- wireless headset support using a Bluetooth® 1.2 compliant Audio Gateway (Headset Profile, Bluetooth Power Class 2)



CAUTION

Damage to Equipment

Do not plug the IP Phone 1140E into a regular telephone jack. This results in severe damage to the IP Phone. Consult your system administrator to ensure that you plug your telephone into a 10/100/1000BaseT Ethernet jack.



CAUTION

The IP Phone 1140E is designed for use in an indoor environment only.

Figure 1 on page 9 shows the IP Phone 1140E.

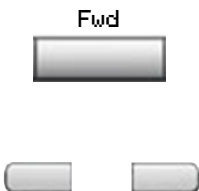
Figure 1: IP Phone 1140E



*Note: If supported by your server, the Feature Status Lamp provides a user-defined alert. Contact your system administrator to find out if this feature is available for you.

Telephone controls

Note: Some IP Phone 1140E phones are equipped with optional key caps. Text in parentheses indicates labels appearing on the key caps, for example, (Services).



Soft keys are located below the display area. The LCD label above each key changes based on the active feature.

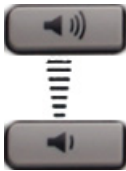
The keys on either side of the LCD display area are **user-defined feature keys**, with labels on the LCD.



A steady LCD light beside a line (DN) key indicates that the line is active. A flashing LCD light indicates the line is on hold or the feature is being programmed.



A steady LCD light beside a feature key indicates that the feature is active. A flashing LCD light indicates that the feature is being programmed.



Use the **Volume control** buttons to adjust the volume of the ringer, handset, headset, speaker, and the Handsfree feature. Press the top button to increase the volume, and press the bottom button to decrease volume.



(Mute)

Press the **Mute** key to listen to the receiving party without transmitting. Press the **Mute** key again to return to two-way conversation. The **Mute** key applies to handsfree, handset, and headset microphones.

Note: The Mute LED indicator, located on the **Mute** key, flashes to indicate that the microphone is muted.



(Handsfree)

Press the **Handsfree** key to activate handsfree.

Note: The Handsfree LED indicator, located on the **Handsfree** key, lights to indicate when handsfree is active.



Use the **Navigation** keys to scroll through menus and lists appearing on the LCD display screen. The outer part of this key cluster rocks for up, down, left, and right movements.



Use the **Send/Enter** key, at the center of the Navigation key cluster, to confirm menu selections.

In most menus, you can use the **Send/Enter** key instead of the **Select** soft key.



(Hold)

Press the **Hold** key to put an active call on hold. Tap the flashing line (DN) soft key to return to the caller on hold.



(Expand to PC)

Use the **Expand to PC** key to access external server applications.



(Headset)

Press the **Headset** key to answer a call using the headset or to switch a call from the handset or handsfree to the headset.

Note: The Headset LED indicator, located on the **Headset** key, lights to indicate that the headset is in use.



(Headset)

Press the **Headset** key twice to open the Bluetooth Setup menu.



(Headset)

Note: If Bluetooth is not enabled on your phone, this menu is not available.



(Goodbye)

Use the **Goodbye** key to terminate an active call.

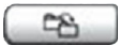


When a message is waiting, the orange **Visual Alerter/Message Waiting indicator** flashes. Also, this indicator flashes when the telephone ringer is on.



When a data-related message, such as an instant message, is received, the blue **Feature Status Lamp** flashes. Also, this indicator flashes when a contact has come online.

Note: This function requires server support and, therefore, is not available on all phones; consult your administrator.



(Copy)

Press the **Copy** key to copy entries to your Personal Directory from other lists, such as the Caller List, Redial List, and Corporate Directory.



(Services)

Press the **Services** key to access the scrollable Feature Display menu (FEATURE *900), including the hot desking feature (programmable memory button).



(Services)



(Services)

Press the **Services** key twice to access the Local Tools menu, and use the navigation keys to access the following items:

- 1. Preferences
- 2. Local Diagnostics
- 3. Network Configuration
- 4. Lock Menu

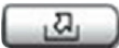
Press the **Services** key to close any menu or menu item.

Note: Your system administrator can establish a password for the Tools menu. If you attempt to access the Tools menu and a dialog box appears prompting you for a password, contact your system administrator.



(Stop)

Press the **Quit/Stop** key to close an active menu or dialog box. Pressing the **Quit/Stop** key does not affect the status of active calls.



(Outbox)

Press the **Express messaging** key (FEATURE 980; programmable memory button) to send voice mail messages. For more information on voice mail messaging, refer to your *CallPilot Quick Reference Card*.



(Inbox)

Press the **Mailbox in** key (programmable memory button) to open your CallPilot mailbox. For more information about mailbox options, refer to your *CallPilot Quick Reference Card*.



(Directory)

Programmable memory button
(Default: Blank)

Telephone display

Your IP Phone 1140E has three display areas:

- The upper display area provides labels for the six user-defined feature keys.
- The middle display area contains 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 display area provides feature soft key label information.

Figure 2 shows an idle LCD screen.

Figure 2: IP Phone 1140E LCD screen



Entering and editing text

You can enter and edit text on your IP Phone 1140E using the following methods.

Which method you use for text entry or editing depends on the application. Table 1 shows the applications and input devices that you can use for text entry.

Table 1: Application text entry

For:	Use:
Call Server-related applications (for example, changing feature key labels or dialing)	Dialpad USB keyboard for numeric entries only
Graphical applications	USB keyboard
Local Tools menu	USB keyboard Dialpad for numeric entries

Entering text using the telephone dialpad

You can use the dialpad to enter text. For example, if you want to enter the letter A, press the number 2 key once. If you want to enter the letter C, press the number 2 key three times.

Note: No letters are associated with the number 1 or 0 keys.

Entering text using the USB keyboard

You can use the USB keyboard, when connected, to enter text in the tools and graphical applications.

For number entry in telephone applications (for example, when dialing), you can use the keyboard to enter digits (0–9), as well as asterisk (*) and number sign (#). Other characters are not used.

When on a call, you can use the function keys (f1, f2, f3, f4, f5, f6, f7, and f8) to control the telephone. Table 2 shows the function keys and their associated action during telephone calls.

Table 2: USB keyboard function keys during telephone calls


Function key	Action
f1	Go to Handsfree mode
f2	Go to Headset mode
f3	Place the current call on hold
f4	Mute the current call
f5	Volume up
f6	Volume down
f7	Copy
f8	Quit

Configuring options

Note: Many of the options discussed in this section are for administrator use only. Do not make any changes unless instructed by an administrator.

Your IP Phone 1140E has both local and server-based options. Two methods are available to navigate in the Local Tools menu:

- Follow the prompts on screen.
- Where a menu entry has a number in front of it, you can select that entry by pressing the associated key on the dialpad. For example, when you are in the Local Tools menu, you can access **2. Local Diagnostics** by pressing the 2 key on the dialpad.


Press the  key to open the Local Tools Menu and access the following options:

1. Preferences

Use the Preferences menu item to configure local preferences.


1. Display Settings

Use the Contrast tool to alter the physical settings of the display. Use the Sleep tool to control how long the display remains lit if the phone is inactive.

1. Press  to open the **Local Tools** menu.
2. Press the 1 key on the telephone dialpad to open the **1. Preferences menu**, and press the 1 key on the telephone dialpad to open the **1. Display Settings** menu.
3. Press the **Up/Down** navigation keys to scroll and select either **Contrast** or **Sleep**. Press the **Select** soft key.
4. Press the **Up/Down** navigation keys to increase or decrease the value.
5. Press the **Exit** soft key.

2. Language

Use the **Language** tool to select the language used on your phone.

1. Press  to open the **Local Tools** menu.
2. Press the 1 key on the telephone dialpad to open the **1. Preferences** menu, and press the 2 key on the telephone dialpad to open the **2. Language** menu.
3. Press the **Up/Down** navigation keys to scroll and highlight the desired language (for example, German [Deutsche]).
4. Choose one of the following:
 - Press the **Select** soft key to save the desired language and return to the **Telephone Options** menu.
 - Press the **Cancel** soft key to keep existing configurations.
5. Press the **Exit** soft key. Changes are saved automatically.

3. Bluetooth Setup


Your IP Phone 1140E is equipped with a Bluetooth radio system to support Bluetooth headsets.

You can access the Bluetooth Setup options using either of the following two methods:

- Double-press the **Headset** key to open the **Bluetooth Setup** dialog box. This method is used in this document.
- Double-press the **Services** key to open the **Local Tools** menu, press 1 on the dialpad to select **1. Preferences**, and press 3 on the dialpad to open the **3. Bluetooth Setup** dialog box.

Note: The **Bluetooth** menu entry is not available on all phones. If the menu entry appears dimmed, it is not enabled on your phone. Before you can use a Bluetooth headphone with your phone, Bluetooth must be enabled by the system administrator. Contact your administrator to find out if Bluetooth functionality is available for your use.

To pair the Bluetooth Headset with your phone:

1. Check with your administrator to ensure that Bluetooth is available for your use.
2. Restart your IP Phone 1140E using one of the following methods:
 - If you are using an AC power adapter, unplug it, wait 10 seconds, and reinsert it.
 - If you are using Power Over Ethernet (POE), unplug the LAN Ethernet cable, wait 10 seconds, and reinsert it.
3. Double-press the  key access **3. Bluetooth setup**. The **Enable Bluetooth** check box is highlighted.

Note: If the **Bluetooth Setup** item appears dimmed, then your phone is not configured to support a Bluetooth headset; contact your system administrator.

4. Press the **Enter** key to activate Bluetooth.
A check mark is displayed to indicate that Bluetooth is activated. The message "BT Enabled" appears at the bottom of the display.
5. Put your Bluetooth headset in its pairing or search mode. The procedure for doing this can be different for each Bluetooth headset. Refer to the documentation that accompanied your headset, or contact the vendor.

For example, if you are using the GN Netcom GN 6210, do the following:

- a. Turn the headset off by pressing and holding the **telephone** button for 3 - 4 seconds until a *high to low* tone is heard. The headset blue LED turns off.
 - b. Press and hold the **telephone** button for about 8 seconds until the blue LED flashes and then lights steadily.
6. Search for (pair) the headset:
 - a. Press the **Right** navigation key one or more times until the **Search** button is shown next to the Search Devices item.
 - b. Press the **Enter** key.

The message "Searching...." is displayed.

- c. If the search is successful, a list of Bluetooth devices appears in the Found: combo box.

Note: If the search is not successful, the message "Search completed. No device found" is displayed. If this happens, power off the Bluetooth headset, and repeat steps 5 and 6.

7. When your headset appears in the Found: combo box, press the **Stop** soft key or wait for the search to finish.
8. Choose one of the following:
 - If your headset is displayed in the Found: combo box, proceed to step 9.
 - If your headset is not displayed in the Found: combo box, select your headset from the list, as follows:
 - a. Press the **Right** navigation key to navigate to the Found: combo box. Press the **Enter** key to start the edit mode.
 - b. Press the **Down** navigation key to open the 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.
9. Press the **Right** navigation key to scroll in the list and highlight the **Pair** button (next to the Pair Device item) and press the **Enter** key.
 - a. A dialog box appears that prompts you to "Enter PIN#". Use the telephone dialpad to enter the PIN for your Bluetooth headset; check your headset's documentation to find its PIN (sometimes called a passkey). Typically this value is 0000.
 - b. Enter the Bluetooth headset PIN and press the **Enter** key.
10. Choose one of the following:
 - If the headset is successfully paired with your phone, proceed to step 11. To verify that the pairing was successful, ensure that the headset appears in the list next to the Paired: item. If pairing is successful, the message "Pair completed" is also displayed at the bottom of the screen.
 - If the headset is not successfully paired with your phone, an error message is displayed at the bottom of the screen. If you get an error message:

- a. Confirm that the Bluetooth headset is still in search/pair mode. On the GN Netcom GN 6210 headset the blue LED should still be lighted when the pairing operation starts. If the headset timed out and exited search/pairing mode, put the headset in pairing mode, as discussed in step 5, and repeat step 9.
 - b. Check that you are using the correct PIN and repeat step 9.
11. Choose one of the following:
- If your headset is displayed in the Paired: combo box, proceed to step 12.
 - If more than one device is paired, you may need to navigate to the one you want, as follows:
 - a. Press the **Right** navigation key to scroll in the list and highlight the Paired: combo box. Press the **Enter** key to start the edit mode.
 - b. Press the **Up/Down** navigation keys to open the list. Press the **Up/Down** navigations key to scroll in the list 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.
12. Press the **Right** navigation key to scroll in the list and highlight the Set button (next to the Set Active Device item). Press the **Enter** soft key.
- The message "Set active: "device name"" is displayed. This means the headset named is now the active Bluetooth headset and is used when you press the headset key.
13. Press the **Exit** soft key to close the Bluetooth menu and return to the main display. Changes are saved automatically.

Note 1: If the phone loses power, you must repeat the pairing process from the beginning.

Note 2: If you pair more than one headset of the same model, they have identical names in the Paired list.

Dual Pairing Headsets

Take special care when using a "dual pairing" type of Bluetooth headset. The GN Netcom GN6210 is an example of such a headset. It can be

paired to its base as well as to the 1140E. If it is paired to both, the 1140E 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 1140E.

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

Interaction between Bluetooth headset and wired headset


If you also connect a wired headset, the Bluetooth headset interacts with the wired headset as follows:

- If no Bluetooth headset is paired, the wired headset works as normal. Likewise, if a Bluetooth headset is paired with the phone, but is not in range, the wired headset works as normal.
- If a Bluetooth headset is paired, it is always used as the phone headset. Note the following:
 - The Bluetooth headset can work only if it is within range of the phone. When the Bluetooth headset is in connecting range, the **Headset** key controls the Bluetooth headset, even if a wired headset is attached.
 - If a Bluetooth headset moves into connecting range, one of the following occurs:
 - If a wired headset is not attached, the phone displays the message "headset attached".
 - If a wired headset is already present, the phone displays the message "no headset attached".
 - If a Bluetooth headset moves out of connecting range, one of the following occurs:
 - If a wired headset is not attached, the phone displays the message "headset disconnected".
 - If a wired headset is present, no message is displayed.

When you do not want to use Bluetooth


If a Bluetooth 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 Bluetooth.

To switch between a wired headset and Bluetooth:

1. Double-press the  key to open the **3. Bluetooth Setup** dialog box.
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 Bluetooth headset is used. Clear the check mark to use a wired headset. On (✓) by default.

To unpair a Bluetooth Headset:

1. Double-press the  key to open the **3. Bluetooth Setup** dialog box.
2. Press the **Right** navigation key to select the Paired: item.
3. Choose one of the following:
 - If your headset is displayed in the Paired combo box, proceed to step 5.
 - If more than one device is paired, and your headset is not already displayed in the Paired combo box, do the following:
 - a. Press the **Right** navigation key to select the Paired: combo box. Press the **Enter** key to open edit mode.
 - b. Press the **Up/Down** navigation keys to open the list. Press the **Up/Down** navigations key to scroll in the list and highlight your headset.
 - c. Press the **Enter** key to select the headset and close the combo box. Press the **Enter** key to exit edit mode.
4. Press the **Right** navigation key to select the UnPair button (next to the UnPair Device item).
5. Press the **Enter** key.

Your Bluetooth headset is unpaired and removed from the Paired: item's list.

Note: Your Bluetooth headset is no longer paired with your phone, and the wired headset can be used. To use the Bluetooth Headset again, you must perform the pairing and activation procedure.

2. Local Diagnostics

1. IP Set&DHCP Information

The Network Configuration tool is used to view reports about IP set and DHCP operation. This tool is for administrator use only.

2. Network Diagnostic Tools

The Network Diagnostic Tools menu contains tools that are used to diagnose network problems. This menu is for administrator use only.

3. Ethernet statistics


The Ethernet statistics tool is used to view reports about Ethernet operation. This menu is for administrator use only.

4. IP networks statistics

The IP networks statistics tool is used to view reports about network operation. This menu is for administrator use only.

5. USB device information

The USB Devices tool provides information about any Universal Serial Bus (USB) devices that you connect to your phone. Your IP Phone 1140E automatically detects USB devices when you connect them to the USB port in the back of the telephone.

1. Press  to open the **Local Tools** menu.
2. Press the 5 key on the telephone dialpad to select **5. USB Devices**. USB Device information is displayed.
3. Press the **Return** soft key.

3. Network Configuration

The Network Configuration tool displays information that was configured when the telephone was installed. This tool is for administrator use only.

4. Lock Menu

The lock menu tool is used by the system administrator to protect the Local Tools menu items from accidental or unwanted changes.

The lock menu tool is not available on all systems. If the menu entry appears dimmed, it is not enabled on your phone. Contact your administrator to find out if this feature is available for your use.

Telephone setup

Note: For more information about the features available to your telephone and how to use them, refer to the *Business Communications Manager Telephone Feature Card*.

Language choice

Select the Primary Language for the telephone display. Choose one of the following three options:

- Press Feature *501. Select the Alternate Language for the telephone display.
- Press Feature *502. Select the Alternate Language 2 for the telephone display.
- Press Feature *503. Select the Alternate Language 3 for the telephone display.

Ring type

Select the ring type for your telephone.

1. Press Feature *6.
2. Press 1, 2, 3, 4, or **Next** to hear the different ring types.
3. Press **OK** to store the ring type.

Call log

Press Feature *812 and use the navigation keys to scroll through and edit the call log.

Time offset

When your IP Phone 1140E is located in a different time zone than your system, the display shows the system time instead of the local time. The Time Offset feature allows you to adjust the time that appears on the display. Before you begin, calculate the time difference, in hours, between the server time and local time.

To change the time that appears on your telephone display to local time, use the following steps:

1. Press Feature *510.
2. Press Change.
3. Press * to switch between adding or subtracting time.
4. Using the dialpad, enter the number of hours between local time and system time.

Note: Press # to enter half-hour increments.

5. Press **OK**.

Note: It may take up to 1 minute for the change to appear on the display.

About your programmable buttons

Your System Administrator assigns the six programmable buttons as line, intercom or memory buttons. The label for each button appears on the display next to the button. For more information, see your System Administrator.

Memory buttons

These are buttons that are not assigned as line or intercom buttons. Memory buttons store internal and external phone numbers or features to give you one-touch dialing or feature activation.

Program memory buttons

You can program a memory button with a new number or feature.

External autodial

1. Press Feature *1.
2. Press a memory button.
3. Dial the external phone number.
4. Press **OK** to store the phone number.

Internal autodial

1. Press Feature *2.
2. Press a memory button.
3. Dial the extension number.
4. Press **OK** to store the extension number.

Features

1. Press Feature *3.
2. Press a memory button.
3. Press Feature and enter the feature code.
4. Press **OK** to store the feature code.

Erase memory buttons

1. Press Feature *1.
2. Press a memory button.
3. Press **OK** to erase the phone number stored on the button.

Making a call

There are many ways to place a call depending on your telephone programming and the type of call.

Making external calls using line soft keys

1. Lift the handset.
2. Tap a line soft key.
3. Dial the external telephone number.

Making external calls using intercom soft keys

1. Lift the handset.
2. Tap an intercom soft key, and enter a line pool access code.
3. When you hear an external dial tone, dial the external telephone number.

Note: Contact your System Administrator for a list of line pool codes. When entering a line pool access code on PRI lines, you do not hear dial tone.


Making internal calls using intercom soft keys

1. Lift the handset.
2. Tap an intercom soft key.
3. Dial the extension number.

Contact your System Administrator for a list of extension numbers.




Answering a call

When your telephone rings and the light flashes, or an intercom or line soft key indicator flashes:

- Lift the handset.
or
- Press the line or intercom soft key with the flashing  indicator before you lift the handset.





While on an active call

Placing a call on hold

- Calls are put on hold automatically when you switch from one line to another.
- While on a call, press . The  indicator for the line on hold flashes.
- To retrieve a held call, tap the line soft key with the flashing  indicator.






Using handsfree

Your System Administrator must program the Handsfree feature for your telephone.


- Press  to make or answer a call.
- To switch to handsfree when you are on a handset call, press  and replace the handset. Lift the handset to switch back.
- To switch to handsfree when you are on a headset call, press . Press  to switch back.




Using a headset

You must have a headset installed on your telephone to use this feature.

- Press  to activate the headset mode. When the  light is on, press a line or intercom soft key to make a call.
- To switch to your headset when you are on a handset call, press  and replace the handset. Lift the handset to switch back.
- To switch to your headset when you are on a Handsfree call, press . Press  to switch back.

Muting the microphone

You can use mute () on handset, handsfree, or headset calls.

- While on a call, press  to turn the microphone off. The  button lights when the microphone is off.
- Press  again to turn the microphone on.

Accessing External Server Applications

Use External Server Applications to access a variety of applications directly from your IP Phone 1140E.

To find out what features and services are available, contact your system administrator. Depending on what is available on your system, your phone can provide information; for example, local news and weather, stock market information, or traffic reports.

For more information about the External Server Applications, consult the *Nortel IP Phone External Server Applications User Guide*.

Business Communications Manager

IP Phone 1140E

User Guide

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