



SIP Firmware Release 1.1 for IP Phone 1140E

User Guide



Revision history

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Standard 01.02

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About the Nortel IP Phone 1140E

Your IP Phone 1140E brings voice and data to the desktop by connecting directly to a Local Area Network (LAN) through an Ethernet connection. The SIP IP Phone 1140E communicates using Session Initiated Protocol (SIP) after the firmware (FW) is upgraded to a SIP-enabled version.

Figure 1: IP Phone 1140E



Basic features

Your IP Phone 1140E supports the following features:

- six user-defined feature keys with labels and indicators

Note: The IP Phone 1140E designates Key 1 as Feature Key 1 and reserves it as the line key for the phone.

- four Context-sensitive soft keys
- 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
 - Inbox
 - Outbox
 - Services
 - Copy
- six call-processing fixed keys:
 - Mute
 - Handsfree
 - Goodbye
 - Instant Message Log
 - Headset
 - Hold
- gigabit Ethernet ports
- built-in gigabit Ethernet switch for shared PC access
- headset jack with an On/Off key
- USB port to support a keyboard or mouse

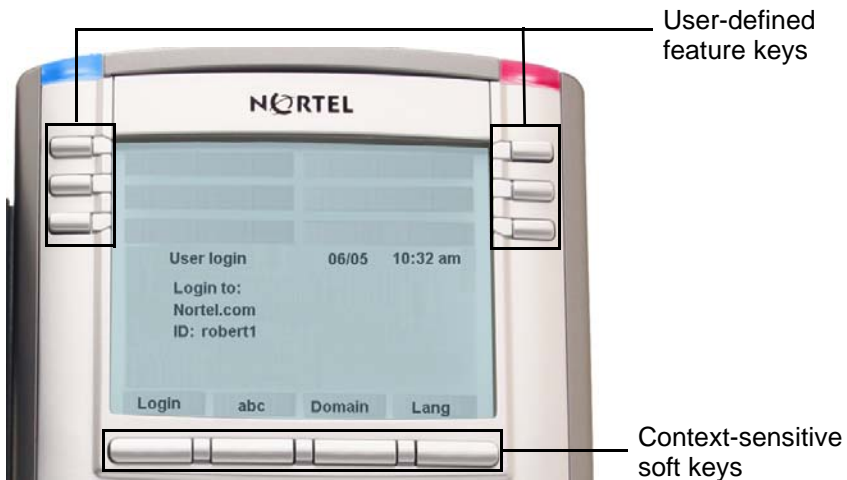
Note: Powered downstream 1.1-compliant USB hubs are supported, including USB 2.0 hubs, if they offer USB 1.1 backwards compliancy.

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

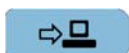


Note: In this guide, user-defined feature key labels appear beside the keys, and Context-sensitive soft key labels appear directly above the keys. Figure 2 shows user-defined feature keys and Context-sensitive soft keys.

Figure 2: User-defined feature keys and Context-sensitive soft keys



Telephone controls



Expand

Note: Your IP Phone 1140E may have fixed keys with icons or with labels. This document presents both versions of the fixed key.



Volume +

Volume -

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 the volume.



Mute

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

Note: When you enable mute, a red LED on the **Mute** key remains lit.



Handsfree

Press the **Handsfree** key to activate the built-in speaker and microphone of the IP Phone 1140E.

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



Use the **Navigation Key Cluster** to scroll through menus and lists that appear on the LCD display screen or for text entry. The outer part of this key cluster rocks for up, down, left, and right movements. (See “Navigation keys” on page 26.)



Use the **Enter** key, at the center of the **Navigation Key Cluster**, to select menu items or to confirm changes.

Note: The **Enter** key duplicates the function of the Context-sensitive soft keys **Select**, and **Set**.



Use the **Dialpad** to enter numbers and text.



Press the **Hold** key to put an active call on hold. Press the **Hold** fixed key to return to a call on hold.

You can have several calls in a hold state.



Press the **Expand** key to access the Instant Messaging Log.



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.

To access the Bluetooth wireless technology setup, press the **Headset** key twice quickly. (See “Your IP Phone 1140E is equipped with a wireless audio gateway system to support Bluetooth wireless technology enabled headsets. Double press the Headset key to open the Bluetooth Setup dialog box or press the Prefs Context-sensitive soft key, select Audio, and select Bluetooth Setup from the menu.” on page 68.)

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



Goodbye

Press the **Goodbye/Release** key to terminate an active call. For multiple calls the **Goodbye/Release key** ends the highlighted call.

Use the **Goodbye/Release** to close menu navigation or cancel user tasks.



When you receive a voice message, the red **Visual Alerter/Message Waiting Indicator** lights. Also, when the ringer sounds, this indicator flashes.



When you receive an instant message (IM), the blue **Visual Alerter/Feature Status Indicator** lights.



Copy

Press the **Copy** key to copy contact information from one source such as the Address Book to a destination such as a feature key.



Services

Press the **Services** key to access the following features:

1. Search
2. Do Not Disturb
3. Call Forward
4. Presence
5. Retrieve Parked Call (Not available for all call servers.)
6. System

Note: The **Services** Context-sensitive soft key accesses the same menu.

Press the **Services** key twice quickly to access the Network menu.



Quit

Press the **Quit** key to cancel a current on-screen operation, or exit the menu.

Note: Pressing the **Quit** key does not affect the status of active calls.



Shift/Outbox

Press the **Outbox** key to view a record of all outgoing calls.

Note: This key does not function as a “shift” key.



Msg/Inbox

Press the **Inbox** key to access your call inbox.

The call inbox stores all incoming calls to an active phone.

Note: This key does not function to send Instant Messages.



Directory

Press the **Directory** key to access the Address Book and the Friends list.

Note: You can access the Address Book while on a call and start a new call with a highlighted contact.



Context-sensitive soft keys are 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. The system administrator may reserve some keys for specific functionality during tasks and advanced set-up screens.

You can define these keys for specific functions such as Call Forward.

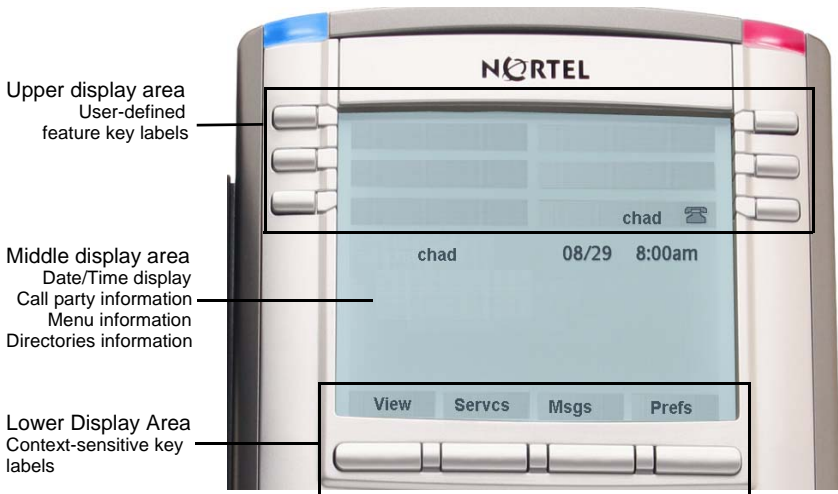
Note: The IP Phone 1140E reserves the lower right key as the default user's line key.

Telephone display

Your IP Phone 1140E has three display areas:

- The upper display area provides line and feature key status.
- The middle display area contains single-line information for items such as caller number, caller name, menu items, feature prompt strings, user-entered digits, date and time information, and telephone information.
- The lower display area provides feature Context-sensitive soft key label information.

Figure 3: IP Phone 1140E LCD screen



Cleaning the IP Phone 1140E LCD display screen

To clean the LCD display screen, gently wipe with a soft, dry cloth.



CAUTION

Do not use any liquids or powders on the IP Phone. Using anything other than a soft, dry cloth can contaminate IP Phone components and cause premature failure.

Context-sensitive soft keys

Your IP Phone 1140E has four Context-sensitive soft keys beneath the LCD screen. The Context-sensitive soft keys access different features and menus depending on the state of the phone and the menu you access.

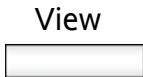
Idle state Context-sensitive soft keys

When your phone is in the idle state you can access the following menu items from the Context-sensitive soft keys:

Figure 4: Idle state Context-sensitive soft keys



Table 1: Context-sensitive soft keys for screen in the idle state



Press the **View** Context-sensitive soft key to access the following menu items:

1. Friends - a list of friends
2. Address Book - personal directory
3. Inbox - a list of received phone calls
4. Outbox - a list of dialed phone calls
5. Phone Information - information about the hardware and software of the IP Phone 1140E

Servcs



Press the **Servcs** Context-sensitive soft key to access the following features:

1. Search - use to search in the local directory (personal Address Book) and the global directory (network Address Book) for names and phone numbers.
2. Do Not Disturb - use to block all incoming calls.
3. Call Forward - use to forward an incoming call to an alternate destination.
4. Presence - use to set your own presence state to display to other users.
5. Retrieve Parked Call - use to retrieve a parked call from the server. (Not available for all call servers.)
6. System - for the advanced user to access uncommon tasks with the exception of the login and logout tasks. The following items are accessed:

- Login
- Logout
- Check for Updates
- Switch Proxy
- Reset Phone
- Erase User Data

Msgs



Press the **Msgs** Context-sensitive soft key to access the following feature:

1. Voice Mail - use to call voice mail number.
2. Instant Messaging - use to access the Instant Messaging Inbox/Outbox.

Prefs



Press the **Prefs** Context-sensitive soft key to access the following menu items:

1. Display - use to adjust the display settings of the LCD screen.
2. Audio - use to adjust tones, volume settings, and access Bluetooth wireless technology setup.
3. Feature Options - use to configure the following:
 - Feature Keys
 - Call Decline Reasons
 - Call Ignore Action
 - Call Subjects
 - Call Fwd Notification
4. Message Options - use to change Voice Mail settings and IM settings.
5. Language - use to change the interface language
6. Misc Options - use to access the following options:
 - Alpha Dialing
 - Search Method
 - Incoming Privacy
 - Outgoing Privacy
 - # Ends Dialing
 - Location
 - Time

7. Network - use to access:
 - Server Settings
 - Device Settings
 - Diagnostics
 - Lock



In-call Context-sensitive soft keys

When you are in an In-call session the following menu items are accessible from the Context-sensitive soft keys:

Figure 5: In-call Context-sensitive soft keys



Table 2: Context-sensitive soft keys during an in-call session

<p>Action</p> 	<p>Press the Action Context-sensitive soft key to access the following menu items:</p> <ol style="list-style-type: none">1. New Call/Conference - use to place the current call on hold and to initiate a new call or to begin a conference call2. Release Call - use to hang-up an active call3. Transfer Call - use to transfer an active call to another phone number or SIP address4. Park Call - use to park an active call to the server (Not available for all call servers.)
<p>Servcs</p> 	<p>Press the Servcs key to access the following features:</p> <ol style="list-style-type: none">1. Search2. Do Not Disturb3. Call Forward4. Presence5. Retrieve Parked Call (Not available for all call servers)6. System

Audio



Press the **Audio** Context-sensitive soft key to access the following feature:

1. Change Audio Settings - use to adjust audio quality between three settings:
 - Low
 - Medium
 - High

Note: You change audio settings to improve audio quality based on the available band width. If you are limited to a low internet band width, you can improve the audio quality you change the audio setting to low.

2. Monitor Audio Quality - use to view details about the audio quality of an active call.

Navigation keys

There are a few important keys you should become familiar with to easily navigate within the many menus of the IP Phone 1140E. Table 3 shows important navigation keys and describes the function of each.

Note: Menu items are listed and ordered by number. You can press the number on the dialpad corresponding to each menu item to activate that menu item, instead of using the navigation key to move up and down the menu list to highlight the item and then pressing the **Select** Context-sensitive soft key.

Table 3: Navigation Keys.

Navigation Key Cluster



Press the Left/Right part of the **Navigation Key Cluster** to:

- Scroll long lines of text when you view menu lists or the contents of a list such as the Address Book entries or items in the Call Inbox and scroll long lines of text when you view an IM.

Note: The IP Phone 1140E automatically scrolls long lines of text from right to left. When your Search Method is set to Index Search (See, "Searching for a contact in the Address Book" on page 99), you can increase the speed of the scrolling by repeatedly pressing the right navigation key or decrease the scrolling speed by repeatedly pressing the left navigation key.

- Change the slide adjustment from left to right when you adjust such things as contrast or volume.

Press the left side of the **Navigation Key Cluster** to erase a character (backspace) when you enter and edit text.

Press the right side of the **Navigation Key Cluster** to create a space when you enter and edit text

Navigation Key Cluster



Press the up/down part of the **Navigation Key Cluster** to:

- Move the highlight up and down from one item to another item in a list such as Address Book entries or items in your Call Inbox.
- Scroll lists and message contents when you view IMs.
- Move the cursor from line to line when entering and editing text or data.

Note: When you want to scroll through a list of many items, you can hold the up or down key of the **Navigation Key Cluster** to automatically move up or down the list of items.



Use the **Enter** key, at the center of the **Navigation Key Cluster**, to select menu items or a highlighted item on a list.

Note: The **Enter** key duplicates the function of the Context-sensitive soft keys **Select**, and **Set**.



Press the **Quit** key to cancel a current on-screen operation or exit a menu.

Note 1: Pressing the **Quit** key does not affect the status of an active call while navigating a menu.



Note 2: You can press the **Goodbye** key to exit a menu, but if you press the **Goodbye** key during an active call, the call terminates.



You can navigate to an item in a menu by pressing the corresponding number on the dialpad and then activate the item or continue navigating the list of items.

Using a USB Mouse

The IP Phone 1140E is equipped with a USB port, to which you can connect a USB mouse. You can use the USB mouse to activate context-sensitive soft keys items and activate menu items.

You left click on a context-sensitive soft key label of the LCD screen to activate that item. When a menu is open double-click on the menu item to activate that menu item or left-click on the item to highlight it. For example, you can left click on the **View** context-sensitive soft key label to open that menu. Next to view the Inbox double-click on the word **Inbox** in the menu list. You can double-click on a name in the Inbox list to initiate a call or left-click the item to highlight the name and continue to interact with the menu item.

To access the Network menu right-click anywhere on the LCD screen of your IP Phone 1140E.

Available IP Phone 1140E call features

The IP Phone 1140E is designed to be supported by a number of different call servers. The specific call server the IP Phone 1140E is connected to determines whether certain features are available to your phone. Call features must be assigned to your telephone and supported by call server software.

Note 1: Not all feature are available. To determine which features are available or to activate features contact your system administrator or service provider.

Note 2: Not all service providers support the entry of a SIP address to initiate a call, for example, jim@companya.com. Some service providers require that you enter a Directory Number (DN) to initiate a call, for example, 555-5555. Contact your system administrator to determine whether your call server supports SIP address dialing.

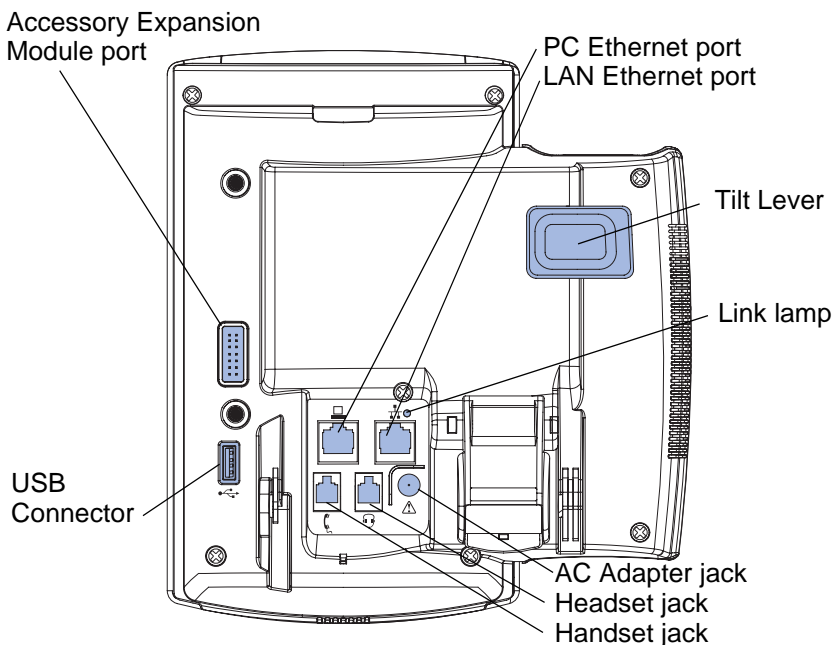
Security features

To use the IP Phone 1140E you must have a login and password assigned to your phone. This security ensures that when you log out no calls can be made from the phone. Also, when you are logged out of the phone, features such as Address Book, Instant Message logs, and Call Outbox are not accessible. Your login and password protect access to your user profile. To access your user profile you must enter your password.

Connecting the components

Figure 6 shows connections on the IP Phone 1140E.

Figure 6: IP Phone 1140E connections



WARNING *Ensure that the protective rubber cap on the Expansion Module port is in place when the port is not in use. Connecting anything other than the proper Expansion Module connector to this port can cause damage to the phone.

Before you begin

**CAUTION****Damage to Equipment**

Do not plug your 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 10/100/1000 BaseT Ethernet jack.

**CAUTION**

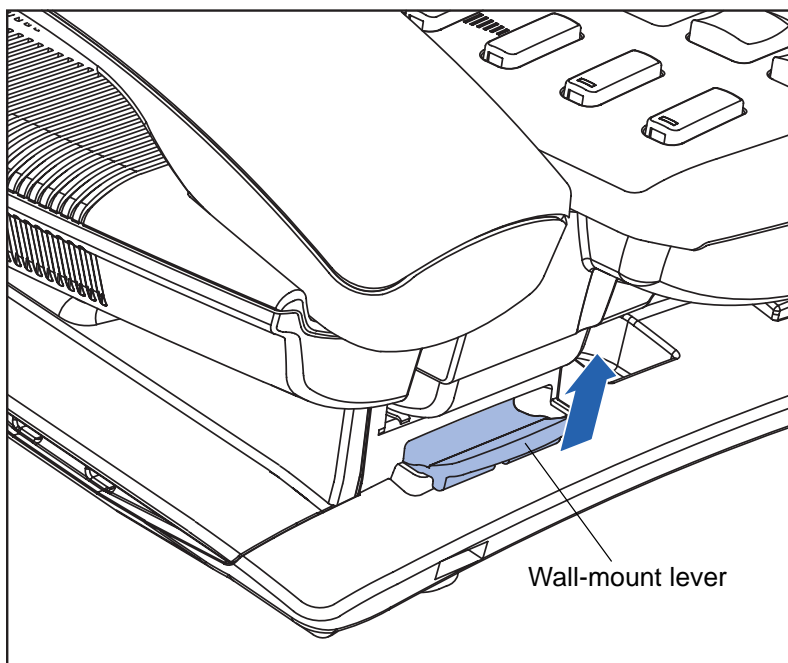
Your IP Phone 1140E is designed for use in an indoor environment only.

Connecting the components of the phone

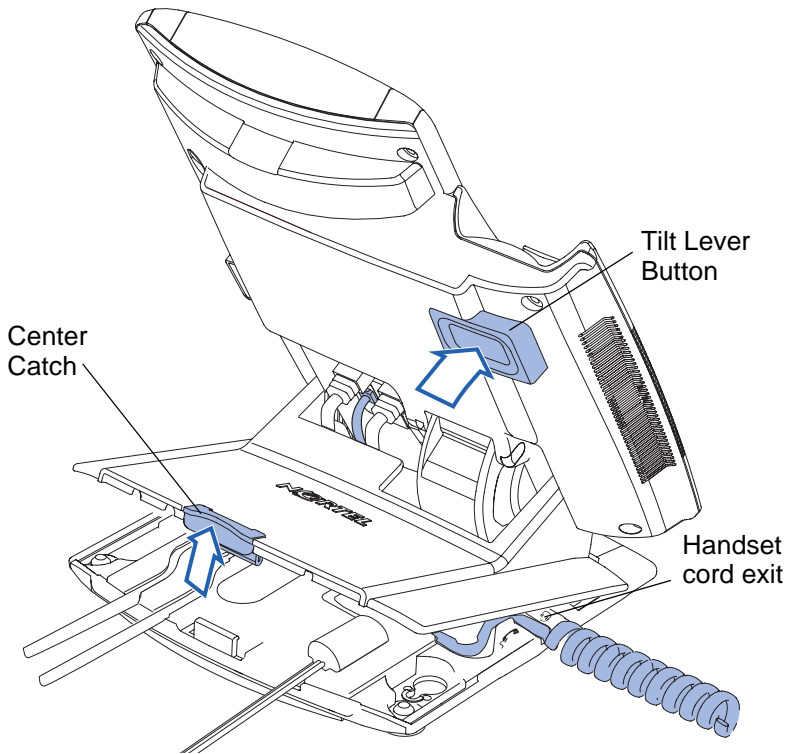


WARNING Your IP Phone 1140E is shipped with the base locked in position. To avoid damaging your phone, press the wall-mount lever, located just under the Handsfree key as indicated in Figure 7 on page 32, to release the base and pull it away from the phone.

Figure 7: Wall-mount lever



1. Remove the stand cover. Pull upward on the center catch as indicated in Figure 8, and remove the stand cover. The cable routing tracks are now accessible.

Figure 8: Remove the stand cover

2. Connect the AC power adapter (optional). Connect the adapter to the AC adapter jack in the bottom of the phone. Form a small bend in the cable, and then thread the adapter cord through the channels in the stand.

Warning: Use your IP Phone 1140E with the approved Nortel AC Adapter (model #N0023000) for this model of phone only.

Note 1: Your IP Phone 1140E supports both AC power and Power over Ethernet options, including IEEE 802.3af standard power. To use local AC power, the optional AC adapter can be ordered separately. To use Power over Ethernet, where power is delivered over the CAT-5 cable, the LAN must support Power over Ethernet, and an AC adapter is not required.

Note 2: You must use CAT-5e (or later) cables if you want to use gigabit Ethernet.









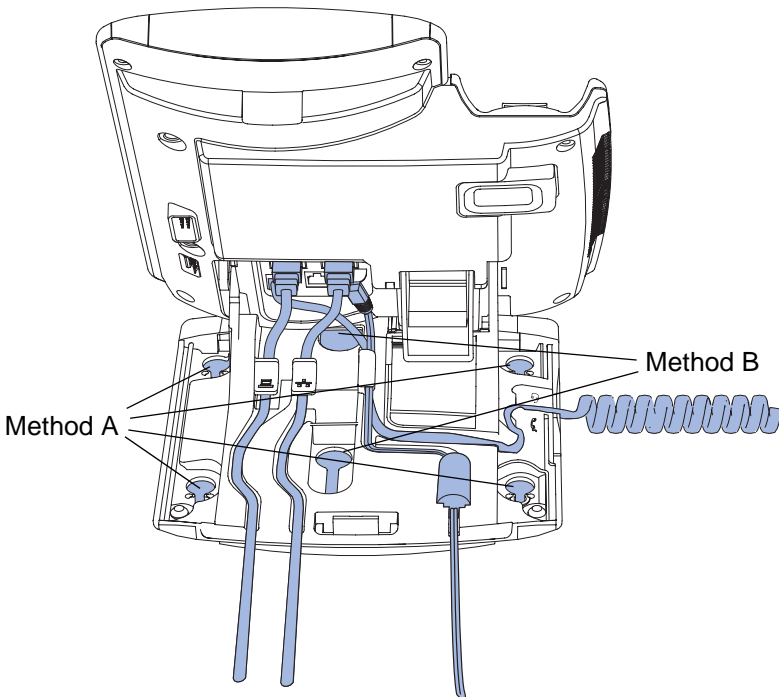
3. Install the handset. Connect the end of the handset cable with the short straight section into the handset. Connect the end of the handset cable with the long straight section to the back of the phone, using the RJ-9 handset jack marked with the symbol . Form a small bend in the cable, and then thread the handset cord through the channels in the stand so that it exits behind the handset on the right side, in the Handset cord exit in the stand base marked with the symbol , as shown in Figure 8.
4. Install the headset (optional). If you are installing a headset, plug the connector into the RJ-9 headset jack marked with the symbol  on the back of the phone, and thread the headset cord along with the handset cord through the channels in the stand, so that the headset cord exits the channel marked with the symbol .
5. Install the Ethernet cable. Connect one end of the supplied Ethernet cable to the back of your phone using the RJ-45 connector marked with the symbol , and thread the network cable through the channel marked with the symbol .
6. Install the Ethernet cable connecting the PC to the phone (optional). If you are connecting your PC Ethernet through the phone, connect one end of the PC Ethernet cable to your phone using the RJ-45 connector marked with the symbol , and thread it through the channel marked with the symbol . Connect the other end to the LAN connector on the back of your PC.
7. Install additional cables. If applicable, plug in optional USB devices. Connect the Ethernet cable to the LAN Ethernet connection. If you are using an AC power adapter, plug the adapter into an AC outlet.

Figure 9: Cable routing tracks and mounting holes

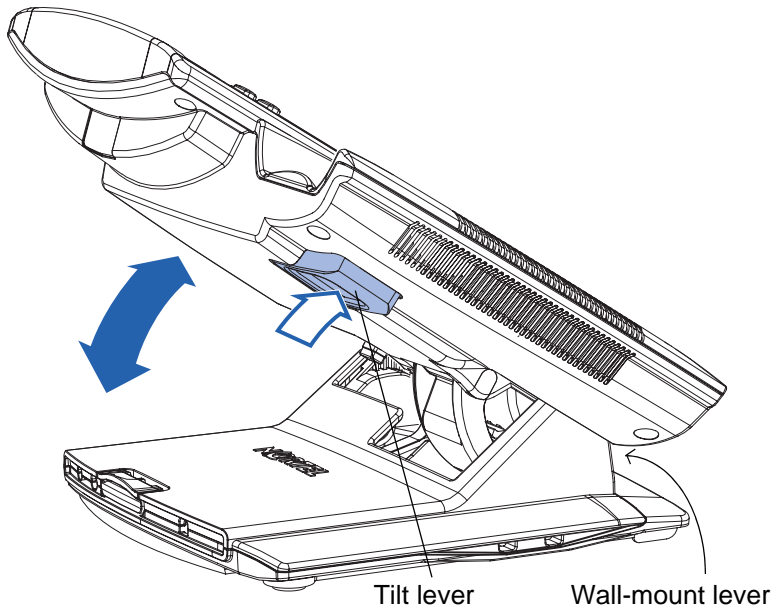
8. Wall-mount your phone (optional). Your IP Phone 1140E can be mounted either by: (method A) using the mounting holes on the bottom of the phone stand, or (method B) using a traditional-style wall-mount box with RJ-45 connector and 15-cm (6-inch) RJ-45 cord (not provided).

Complete steps 1-7, as needed, before you wall-mount your phone:

Method A: Press the wall-mount lever, and pull the phone away from the stand, as shown in Figure 10. Using the stand cover (the part you removed in step 1), mark the wall-mount holes by pressing the bottom of the stand cover firmly against the wall in the location where you wish to install the phone. Four small pins on the bottom of the stand cover make marks on the wall. Use the marks as a guideline for installing the wall-mount screws (not provided). Install the screws so that they protrude 3 mm (1/8 inch) from the wall, and then install the phone stand mounting holes over the screw heads as indicated in Figure 9 (Method A). You may need to remove the phone from the wall to adjust the lower screws. When the lower screws are snug,

install the phone on the mounting screws, and then tighten the top screws.

Figure 10: Rotate the phone into the wall mount position.



Method B: Attach the 15-cm (6-inch) CAT5e cable, position the stand over the mounting rivets, and slide the phone down the wall so that the rivets fit into the slots on the stand, indicated in Figure 9 on page 35 (Method B).

9. Replace the stand cover. Ensure that all cables are neatly routed and press the stand cover into place until you hear a click.
10. Put the phone in the wall-mount position (optional). If you wall-mounted your phone, put it in the wall-mount position by holding the Tilt Lever and pressing the phone towards the base until the phone is parallel with the base. Release the Tilt Lever and continue to push the phone towards the base until you hear an audible click. Ensure the phone is securely locked in position.

Entering text

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

- “Entering text using the telephone dialpad” on page 37
- “Entering text using the USB keyboard” on page 42

You make a call by dialing a telephone number (Directory Number) or by dialing a person’s alphanumeric SIP address (for example, `jdoe2@domain.com`).

Note: Some service providers only support using a Directory Number (DN) such as 555-5555 to initiate a call to another phone. Please contact your system administrator or service provider to determine if alphanumeric dialing is supported.

Alphanumeric dialing refers to the spelling of names or words by dialing alphabetic characters co-located with the numbers on the numeric dialpad of your IP Phone 1140E. You use Alphanumeric entry when entering Instant Messages (IMs), SIP addresses, and entries to such things as your Address Book and Feature Key labels.

Entering text using the telephone dialpad

When you can use the dialpad to enter text, the **abc/123** Context-sensitive soft key becomes available for applications that offer text input. The **abc/123** Context-sensitive soft key toggles between alphabetic and numeric input. When the Context-sensitive soft key label is **abc** you can enter alphabetic text and when the Context-sensitive soft key label is **123** you can enter numbers.

Figure 11: Context-sensitive soft key abc/123



For example, if you want to enter the letter “a”, press the **abc/123** Context-sensitive soft key to switch to alphabetic input and press the number **2** key once. If you want to enter the upper case letter “C”, press the number **2** key six times. You can cycle through the letters (and the actual number) by repeatedly pressing the number button.

Names or words, which have two adjacent letters, that require the same button, such as in the word “press”, are entered by entering the first character, briefly pausing, and entering the next letter. You press the dialpad key **6** for the “p” pause a moment and press it again twice to cycle to the letter “r”.

When entering alphanumeric information, the **1** key on the dialpad represents the characters in Table 4. To enter a special character, press the dialpad number **1** to cycle through the characters until you reach the one you need. For example to enter a question mark (“?”), press the number **1** key eight times.

Table 4: Alphanumeric characters for Dialpad key 1

Character	Name
@	at
.	period
-	dash
_	underscore

Table 4: Alphanumeric characters for Dialpad key 1

Character	Name
&	ampersand
'	apostrophe
^	carat
?	question mark
!	exclamation point
(left parentheses
)	right parentheses
,	comma
\	backslash
/	forward slash
:	colon
;	semi-colon
~	tilde
=	equal
+	plus
1	numeral 1

Note: No letters are associated with the 0 key.

Ends Dialing

You can enable the IP Phone 1140E to use the Octothorpe (#) symbol to immediately dial the entered address or phone number.

To enable the # Ends Dialing feature, press the **Prefs** Context-sensitive soft key and select **Misc Options** highlight **# Ends Dialing** and press the **Change** Context-sensitive soft key.

To enable the # Ends Dialing feature:

Choose one of the following:

On or

- Press the **On** Context-sensitive soft key to turn on # Ends Dialing.
- Press the **Back** Context-sensitive soft key to keep existing configurations and return to the Preferences menu.

To turn off # Ends Dialing, press the **Prefs** Context-sensitive soft key, select **Misc Options**, highlight **# Ends Dialing** and press the **Change** Context-sensitive soft key.

To turn off # Ends Dialing:

Off or

Press the **Off** Context-sensitive soft key to turn off # Ends Dialing.

or

Press the **Back** Context-sensitive soft key to keep existing configurations and return to the Preferences menu.

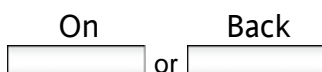
Setting the dialpad to alphanumeric dialing

You can set the dialpad of the IP Phone 1140E to alphanumeric as the default. This eliminates the need to press the **abc/123** Context-sensitive soft key when entering text. The **abc/123** Context-sensitive soft key can still toggle between alphabetic and numeric input, but alphabetic is the default.

To set the dialpad to alphanumeric as the default, press the **Prefs** Context-sensitive soft key, select **Misc Options**, highlight **Alpha Dialing** and press the **Change** Context-sensitive soft key.

To set alpha dialing:

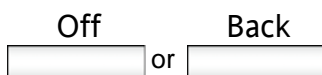
Choose one of the following:



- Press the **On** Context-sensitive soft key to turn on alphanumeric dialing.
- Press the **Back** Context-sensitive soft key to keep existing configurations and return to the Preferences menu.

To turn off alpha dialing and set numeric as the default, press the **Prefs** Context-sensitive soft key, select **Misc Options**, highlight **Alpha Dialing** and press the **Change** Context-sensitive soft key.

To turn off alpha dialing:



To return the IP Phone 1140E to numeric dialing as the default, press the **Off** Context-sensitive soft key.

or

Press the **Back** Context-sensitive soft key to keep existing configurations and return to the Preferences menu.

Entering text using the USB keyboard

You can use a USB keyboard when connected to the USB port of your IP Phone 1140E, to enter text and numbers, access some features, and duplicate specific functions.

For number entry in telephone applications (for example, when dialing), you can use the keyboard to enter digits (0–9), as well as * and #. You use the alpha keys when entering text, for example entering the text of an Instant Message.

Table 5 shows the USB Keyboard function keys and their associated IP Phone 1140E fixed keys.

Table 5: USB keyboard functions

USB Keyboard Key	IP Phone 1140E Fixed Key
Esc	Quit
f1	Services
f2	Expand
f3	Inbox
f4	Outbox
f5	Address Book
f6	Copy
f7	Volume Down
f8	Volume Up
f9	Mute
f10	Hold
f11	Headset
f12	Handsfree

Table 5: USB keyboard functions

USB Keyboard Key	IP Phone 1140E Fixed Key
Break	Goodbye (Release)
Backspace	Left arrow of Navigation Cluster
Arrow Left	Left arrow of Navigation Cluster
Arrow Right	Right arrow of Navigation Cluster
Arrow Up	Up arrow of Navigation Cluster
Arrow Down	Down arrow of Navigation Cluster
Enter	Enter

Accessing the IP Phone 1140E

Logging in

Figure 12 shows the LCD User Login screen when you start up the phone or log out.

Figure 12: User Login Screen



When you log in to your IP Phone 1140E after the initial login you are required to confirm your login, enter your password, and select the duration of this session. However, the first time you use your IP Phone 1140E, you may need to complete some of the following:

“Setting the domain” on page 45

“Selecting a language” on page 46

“Entering your user login and password” on page 48

“Setting the duration of the login” on page 50

“Selecting a location” on page 52

“Your User Profile” on page 52

“Overwriting your personal Address Book” on page 54

Note: The system automatically logs you back in after a power outage or firmware upgrade. This feature is a network wide configuration that the system administrator sets up.

Setting the domain

During the login process, if you need to change the domain or confirm the domain you log into is correct, press the **Domain** Context-sensitive soft key from the login screen. The current domain appears on the IP Phone 1140E LCD screen. You can edit the domain that is listed or press the **Domains** Context-sensitive soft key to access a list of available domains to which you can choose to connect.

Note: You should check with your system administrator before editing or changing domains.

To change the domain:

1. Choose one of the following:

Domains Done
 or

- Press the **Domains** Context-sensitive soft key to change the current domain.
- Press the **Done** Context-sensitive soft key to keep existing configurations and return to the User Login screen.

Edit

Note: You can edit the domain to which the IP Phone 1140E connects. Contact your system administrator before editing the domain.



2. Press the **Up/Down** navigation key to highlight the new domain you want to use.

Select



Back



Done



3. Choose one of the following:
 - Press the **Select** Context-sensitive soft key to change the domain to the highlighted domain from the list. The phone returns to the Current Domain display screen and the new domain appears.
 - Press the **Back** Context-sensitive soft key to keep existing configurations and return to the Display menu.
4. Press the **Done** Context-sensitive soft key to confirm the new domain and return to the User Login screen.

Selecting a language

Your IP Phone 1140E has the capacity to operate using other languages, such as French. The phone may be provisioned with up to five languages by the system administrator. If the phone is provisioned with other languages, you can choose an available language during the login process by pressing the **Lang** Context-sensitive soft key from the User Login screen.

To change the language:

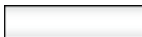
Change



Back



Select



Back



1. Choose one of the following:
 - Press the **Change** Context-sensitive soft key to change the current language.
 - Press the **Back** Context-sensitive soft key to keep existing language and return to the User Login screen.

2. Press the **Up/Down** navigation key to highlight the new language you want to use.

3. Choose one of the following:
 - Press the **Select** Context-sensitive soft key to change the language to the highlighted language from the list. The phone returns to the User Login screen and uses the selected language.
 - Press the **Back** Context-sensitive soft key to keep the existing language and return to the User Login screen.

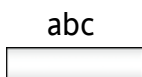
Entering your user login and password

You need to log in to your IP phone when you first install and system boot your IP phone and anytime you log out or reboot your phone.

Note 1: If this is the first time to log in to the IP Phone 1140E, the system prompts you for a location. (See “Selecting a location” on page 52.)

Note 2: If this is not the first time to log in to IP Phone 1140E, the previous user’s login name appears after the ID prompt.

To Log in to the IP Phone 1140E



1. Press the **abc/123** Context-sensitive soft key to toggle between alphabetic or numeric input.



2. Use the dialpad to enter your user ID login at the prompt.

Note: Use the left navigation key to backspace and remove a previous users ID.



3. Press the **Login** Context-sensitive soft key.

A new screen appears and prompts you for your password.



4. Use the dialpad to enter your password.

Note 1: When you enter your password, the last character entered appears. However, all previous characters are hidden.

Note 2: When you enter your password and you use the navigation key to backspace, you erase all the characters and must completely re-enter your password again.

Next



5. Press the **Next** Context-sensitive soft key.

Note: You can cancel the login process by pressing one of the following keys:

Cancel




- The **Cancel** Context-sensitive soft key
- The **Goodbye** fixed key
- The **Quit** fixed keys




Setting the duration of the login

When you enter your login and password the Duration screen appears. You enter the maximum length of time of this session. The default duration is “Permanent” and you remain logged into the phone until you log out.

To set the login duration:

Next


Timed



Cancel


1. Choose one of the following:

- Press the **Next** Context-sensitive soft key to set login duration to permanent. A login confirmation screen appears.
- Press the **Timed** Context-sensitive soft key to open a screen to set a maximum time to remain logged in.
- Press the **Cancel** Context-sensitive soft key to return to the previous login screen.

If you press the **Timed** Context-sensitive soft key, you then must set the duration of the login.

To toggle the login duration entries between hours or days press the **Period** Context-sensitive soft key.

Period




Next


2. Do one of the following:

- Use the dialpad to enter the number of hours or days you want to remain logged in and press the **Next** Context-sensitive soft key

Back



- Press the **Back** Context-sensitive soft key to return to the permanent login screen.

Cancel



- Press the **Cancel** Context-sensitive soft key to return to the first login screen.

Timed logout

When you set a login time other than permanent, the IP Phone 1140E prompts you when the login time expires.

Timed logout while phone is idle

When the login time expires and the phone is idle (not on a call), you can do one of the following at the prompt:

- Press the **Yes** Context-sensitive soft key to logout immediately.
- Press the **No** Context-sensitive soft key to switch to permanent login.
- Press the **Quit** or **Release/Goodbye** key to logout immediately.

If you do not respond, the prompt times out in 45 seconds and the phone logs out.

If you answer a call during the logout prompt, the login switches to permanent login.

Timed logout while on a call

When the login time expires while on a call, you can do one of the following at the prompt:

- Press the **Yes** Context-sensitive soft key to log out immediately.
- Press the **No** Context-sensitive soft key to switch to permanent login.
- Press the **Quit** key to dismiss the log out prompt and switch to permanent login.

- Press the **Release/Goodbye** key to dismiss the logout prompt and switch to permanent login.

Note: If you press the **Release/Goodbye** key to dismiss the logout using this method, you also terminate the call.

If you do not respond, the prompt times out in 45 seconds and the phone switches to permanent login.

Selecting a location

When you first login to the IP Phone 1140E, the system prompts you for a location. The location you select is saved in your User Profile.

Depending on your service provider, the Enhanced Emergency Service uses the location you select or the Directory Number (DN) on the call server, when handling emergency calls. The call server's configuration determines how emergency service calls are handled by your IP Phone.

Note 1: During an emergency call you cannot log out from the phone or release or disconnect the call. The IP Phone remains connected to the emergency service until disconnected by the emergency service operator.

Note 2: If the login time expires during an emergency call, no prompt appears and the phone automatically switches to permanent login.



ATTENTION *

When you set your user profile, for the first time, you must confirm that the selected location is correct. You can view your location by accessing the phone information screen. (See page 188.)

Your User Profile

Your User Profile contains your specific settings and data. You are prompted to create a User Profile the first time you log in to your IP Phone 1140E. If you delete your User Profile the phone reboots and

you must log in and create a new User Profile. When you log in to your phone, your specific settings and data are automatically available for you.

The information stored in your user profile includes:

- Independent volume adjustments for handset, headset, and handsfree
- Alerting Volume adjustment
- Idle Screen display text
- Display Contrast and Backlight Screen Saver settings
- Voicemail settings (Number and Mailbox ID)
- User location (from server-provided list)
- Time, Date, and Zone format settings
- Call Subjects
- Call Decline reasons
- Instant Messaging settings and Instant Message Inbox/Outbox
- Default dialing (Alpha/Numeric)
- Call Ignore action (local /network)
- Search method (Name, First character, Index)
- User Presence selection
- Dialing pattern default (alpha/numeric)
- Address Book entries
- Call Inbox and Call Outbox entries
- Programmable keys configuration
- # Ends dialing configuration

Creating a user profile

To create your User Profile during login, press the **New** Context-sensitive soft key when the Profile screen appears. The IP Phone 1140E automatically creates your User Profile and saves all settings and preferences to your user login. The next time you log in to the same phone, it automatically configures the phone to your User Profile.

Overwriting your personal Address Book

When an address book exists on a call server, such as an address book for a specific company, you can update your personal Address Book with an address book from the call server. The system administrator configures the system to enable this feature. If a new address book is available on the call server, the IP Phone 1140E prompts you to download the latest address book.

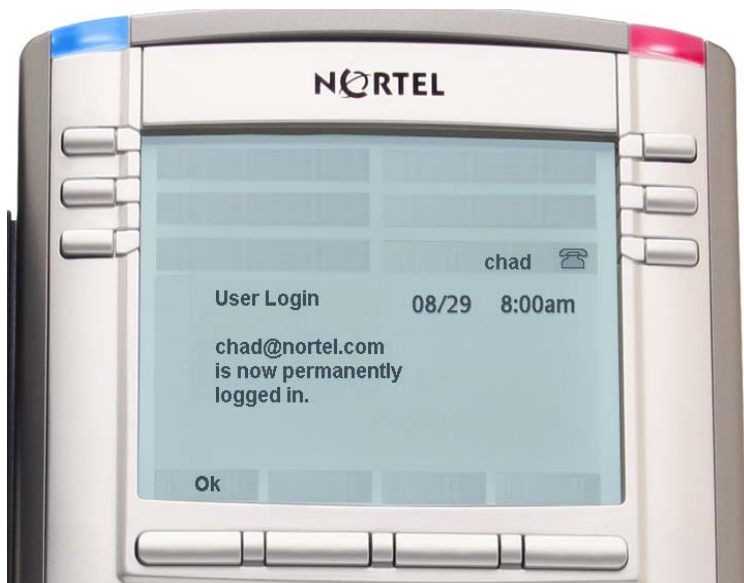
Confirmation login screen

When you complete the login process, login information appears. Press the **OK** Context-sensitive soft key to complete the login process.

If the login is unsuccessful, the login error reason “Failed to login user, Authentication required” appears. Press the **OK** Context-sensitive soft key to return to the first login screen.

Note: The most common cause for login failure is incorrect entry of your password.

Figure 13: Login confirmation screen



Logging out from the IP Phone 1140E

To logoff from the IP Phone 1140E, either press the **Servcs** Context-sensitive soft key or the **Services** fixed key, select **System**, and select **Logout** from the menu.

To Log out from the IP Phone 1140E:

abc



1. Press the **abc/123** Context-sensitive soft key to toggle between alphabetic or numeric input.



2. Use the dialpad to enter your password at the prompt.

Press the **Logout** Context-sensitive soft key to complete the logout process. The phone returns to the User Login screen.

Logout



or

Back



or

Press the **Back** Context-sensitive soft key to remain logged on and return to the Services menu.

Configuring the IP Phone 1140E

You may want to adjust a few settings of the IP Phone 1140E to conform to the environment where you use the phone. These settings are saved to your User Profile. This section describes some of the setting that you can customize on your IP Phone 1140E.

- “Adjusting the display screen contrast” on page 56
- “Creating the idle screen text display” on page 57
- “Selecting a ring pattern” on page 58
- “Adjusting the ring volume” on page 61
- “Adjusting the volume of the Handset, Headset, and Handsfree mode” on page 62
- “Selecting a language” on page 64
- “Selecting a date format” on page 65
- “Selecting a time zone” on page 66
- “Selecting a time format” on page 67
- “Your IP Phone 1140E is equipped with a wireless audio gateway system to support Bluetooth wireless technology enabled headsets. Double press the Headset key to open the Bluetooth Setup dialog box or press the Prefs Context-sensitive soft key, select Audio, and select Bluetooth Setup from the menu.” on page 68

Adjusting the display screen contrast

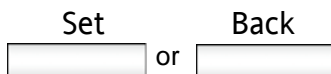
To adjust the LCD screen contrast, press the **Prefs** Context-sensitive soft key, select **Display**, and select **Contrast**.

To adjust the display screen contrast:



1. Press the **Left/Right** navigation key to increase or decrease the display contrast level.

- Choose one of the following:

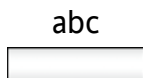


- Press the **Set** Context-sensitive soft key to save the changes and return to the Display menu.
- Press the **Back** Context-sensitive soft key to keep existing configurations and return to the Display menu.

Creating the idle screen text display

To create text to display on the screen while the phone is idle, press the **Prefs** Context-sensitive soft key, select **Display**, and select **Idle Screen Text Display** from the menu.

To create the idle screen display text:

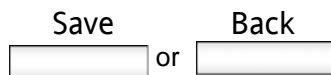


- Press the **abc/123** Context-sensitive soft key to toggle between alphabetic or numeric input.



- Use the dialpad to enter display text you want to appear on the idle screen display of the IP Phone 1140E.

- Choose one of the following:



- Press the **Save** Context-sensitive soft key to save the idle screen text display.
- Press the **Back** Context-sensitive soft key to keep existing screen display text and return to the Display menu.

Setting-up the Backlight Screensaver

To set the amount of time the LCD screen remains backlit, press the **Prefs** Context-sensitive soft key, select **Display**, and select **Backlight Screensaver** from the menu.

To set-up the Backlight Screensaver:



1. Press the **Up/Down** navigation key to scroll through and highlight the length of time you want the idle screen to remain backlit.

2. Choose one of the following:

Select or Back

- Press the **Select** Context-sensitive soft key to set the length of time for the phone to remain backlit and return to the Display menu.
- Press the **Back** Context-sensitive soft key to keep existing configurations and return to the Display menu.

Selecting a ring pattern

To select the ring pattern for an incoming call, press the **Prefs** Context-sensitive soft key select **Audio**, select **Tones**, and select **Ring Pattern** from the menu.

To select a ring pattern:



1. Press the **Up/Down** navigation key to scroll through and highlight the different ring patterns displayed on the LCD screen.

Select

Test

Back

2. Choose one of the following:

- Press the **Select** Context-sensitive soft key to set the ring pattern and return to the Tones menu.
- Press the **Test** Context-sensitive soft key to briefly play the selected ring pattern.
- Press the **Back** Context-sensitive soft key to keep existing configurations and return to the previous menu.

Adjusting the volume

You can adjust the volume of the IP Phone 1140E for the following:

- Ring Volume
- Handset Volume
- Headset Volume
- Handsfree Volume

A sliding scale appears on the LCD screen display when you adjust the volume. (See Figure 14)

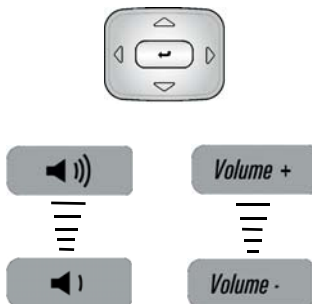
Figure 14: Adjusting the volume



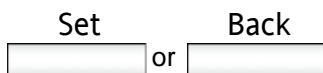
Adjusting the ring volume

To adjust the ringing volume for an incoming call, press the **Prefs** Context-sensitive soft key select **Audio**, select **Tones**, and select **Alerting Volume**.

To adjust an alerting volume:



1. To adjust the ringing volume of an incoming call, press the **Left/Right** navigation key or use the **Volume** fixed keys to increase or decrease the volume.



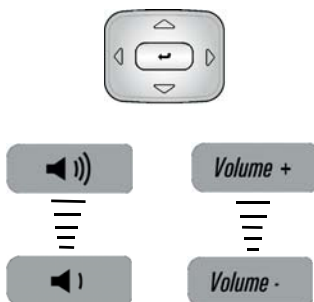
2. Choose one of the following:
 - Press the **Set** Context-sensitive soft key to set the selected volume and return to the Tones menu.
 - Press the **Back** Context-sensitive soft key to keep existing configurations and return to the Tones menu.

Adjusting the volume of the Handset, Headset, and Handsfree mode

You can adjust the volume for the handset, headset, and the handsfree speaker of the IP Phone 1140E.

To adjust the volume of the handset, press the **Prefs** Context-sensitive soft key, select **Audio**, select **Voice**, and select **Handset**

To adjust the handset volume:

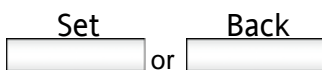


1. To adjust the handset volume use one of the following methods:

- Press the **Left/Right** navigation key to increase or decrease the volume of the handset.
- Press the **Volume +** fixed key to increase handset volume or the **Volume -** fixed key to decrease the handset volume.

Note: To adjust the volume during a call, use only the **Volume +** and **Volume -** fixed keys.

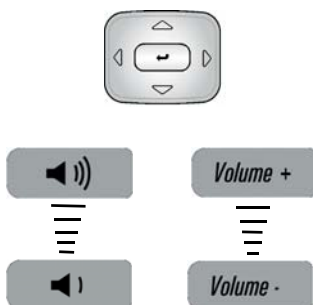
2. Choose one of the following:



- Press the **Set** Context-sensitive soft key to set the selected volume and return to the Voice menu.
- Press the **Back** Context-sensitive soft key to keep existing configurations and return to the Voice menu.

To adjust the volume of the headset, press the **Prefs** Context-sensitive soft key, select **Audio**, select **Voice**, and select **Headset**

To adjust the headset volume:

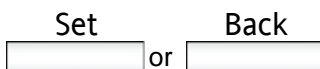


1. To adjust the headset volume use one of the following methods:

- Press the **Left/Right** navigation key to increase or decrease the volume of the handset.
- Press the **Volume +** fixed key to increase handset volume or the **Volume -** to decrease the handset volume.

Note: To adjust the volume during a call, use only the **Volume +** and **Volume -** fixed keys.

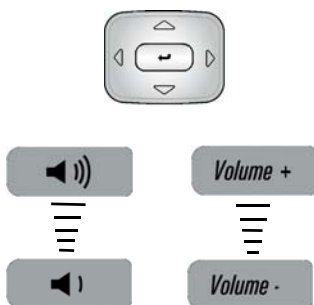
2. Choose one of the following:



- Press the **Set** Context-sensitive soft key to set the selected volume and return to the Voice menu.
- Press the **Back** Context-sensitive soft key to keep existing configurations and return to the Voice menu.

To adjust the volume for handsfree mode, press the **Prefs** Context-sensitive soft key, select **Audio**, select **Voice**, and select **Handsfree**.

To adjust the handsfree mode volume:

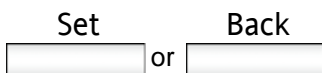


1. To adjust the volume for handfree mode use one of the following methods:

- Press the **Left/Right** navigation key to increase or decrease the volume of the handset.
- Press the **Volume +** fixed key to increase handset volume or the **Volume -** to decrease the handset volume.

Note: To adjust the volume during a call, use only the **Volume +** and **Volume -** fixed keys.

2. Choose one of the following:



- Press the **Set** Context-sensitive soft key to set the selected volume and return to the Voice menu.
- Press the **Back** Context-sensitive soft key to keep existing configurations and return to the Voice menu.

Selecting a language

The display is available in multiple languages. A maximum of five languages are accessible through the phone. The system administrator determines which languages are available for your phone.

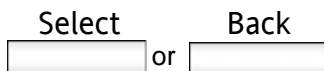
To choose a language, press the **Prefs** Context-sensitive soft key, select **Language**. The current language displays. To change the language press the **Change** Context-sensitive soft key.

To select a language:



1. Press the **Up/Down** navigation key to scroll and highlight the desired language (for example, German [Deutsche]).

2. Choose one of the following:

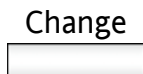


- Press the **Select** Context-sensitive soft key to save the desired language and return to the previous screen.
- Press the **Back** Context-sensitive soft key to keep existing configurations and return to the Configure menu.

Selecting a date format

To select a date format, press the **Prefs** Context-sensitive soft key and select **Misc Options**, select **Time**, and press the **Change** Context-sensitive soft key.

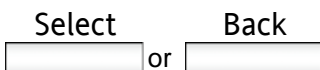
To select a date format:



1. Press the **Up/Down** navigation key to highlight **Date Format** in the menu.
2. Press the **Change** Context-sensitive soft key to change the Date Format.



3. Press the **Up/Down** navigation key to scroll and highlight either a month/day (MM/DD) or a day/month (DD/MM) format.

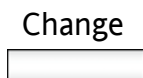


4. Choose one of the following:
 - Press the **Select** Context-sensitive soft key to save the format and return to the Time Format menu.
 - Press the **Back** Context-sensitive soft key to keep existing configurations and return to the Time Format menu.

Selecting a time zone

To select a time zone for the IP Phone 1140E, press the **Prefs** Context-sensitive soft key, select **Misc Options**, select **Time**, and press the **Change** Context-sensitive soft key.

To select a time zone:



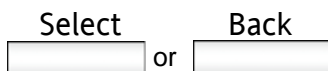
1. Press the **Up/Down** navigation key to highlight **Timezone** in the menu.
2. Press the **Change** Context-sensitive soft key to change the Date Format.



3. Press the **Up/Down** navigation key to scroll through and highlight the time zones.

Note: Time zones are listed based on GMT format. For example:

- GMT -11:00 Samoa
- GMT -10:00 Hawaii

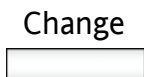


4. Choose one of the following:
 - Press the **Select** Context-sensitive soft key to save the time zone selection and return to the Time Format menu.
 - Press the **Back** Context-sensitive soft key to keep existing configurations and return to the Time Format menu.

Selecting a time format

To select a time format for the phone to display, press the **Prefs** Context-sensitive soft key, select **Misc Options**, select **Time**, and press the **Change** Context-sensitive soft key.

To select a time format:



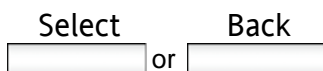
1. Press the **Up/Down** navigation key to highlight **Time Format** in the menu.
2. Press the **Change** Context-sensitive soft key change the Date Format.



3. Press the **Up/Down** navigation key to scroll and highlight a time format:

- 12-hour
- 24-hour
- French

4. Choose one of the following:



- Press the **Select** Context-sensitive soft key to save the time format and return to the Time Format menu.
- Press the **Back** Context-sensitive soft key to keep existing configurations and return to the Time Format menu.

Configuring Bluetooth wireless technology headset

Your IP Phone 1140E is equipped with a wireless audio gateway system to support Bluetooth wireless technology enabled headsets. Double press the **Headset** key to open the Bluetooth Setup dialog box or press the **Prefs** Context-sensitive soft key, select **Audio**, and select **Bluetooth Setup** from the menu.

The IP Phone 1140E with SIP Firmware currently supports the Plantronics Voyager 510S Bluetooth wireless technology headset.

The Bluetooth Setup menu entry is not available on all phones. If the Bluetooth Setup menu entry appears dimmed, or fails to open when you double press the Headset key, the feature is not enabled on your phone. Before you can use a Bluetooth wireless technology headset with your phone, the system administrator must activate the feature. Contact your administrator to find out if Bluetooth wireless technology functionality is available for your use.

Note: Nortel recommends that you not pair more than one headset of the same model, because they have identical names in the **Paired:** list.

To pair 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, Bluetooth wireless technology feature is not enabled on your phone. Contact your administrator.



2. Press the **Select/Set** key to activate Bluetooth wireless technology.

A check mark appears to indicate that the feature is activated. The message "BT Enabled" appears at the bottom of the display.

3. Put your Bluetooth wireless technology headset in its pairing or search mode. The procedure for doing this can be different for each headset. Refer to the documentation that accompanied your headset, or contact the vendor.



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 **Select/Set** key.

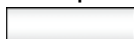
The message "Searching..." appears. It can take up to two minutes for the search to complete.

If the search is successful, the message "Search Completed Found Device(s)" appears, and a list of devices that support Bluetooth wireless technology appears in the **Found:** list.

- d. Choose one of the following:
 - If the search is successful, proceed to step 6.
 - 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 steps 4 and 5.

If pairing is still unsuccessful, pair the phone to another wireless headset, or contact the headset vendor.

Stop



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



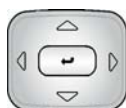
6. Choose one of the following:
 - If the name of your headset appears in the **Found:** box, proceed to step 8.
 - If your headset is not displayed in the **Found:** box, select your headset from the list, as follows:
 - a. Press the **Right** navigation key one or more times to highlight the **Found:** box. Press the **Select/Set** key to start the edit mode.
 - b. Press the **Down** navigation key to open the **Found:** list. Press the **Up/Down** navigation key to scroll and highlight your headset.
 - c. Press the **Select/Set** key to select the headset and close the list. Press the **Select/Set** key to exit edit mode.



7. Press the **Right** navigation key one or more times to highlight the **Pair** button (next to the Pair Device item) and press the **Select/Set** key.
 - a. A dialog box appears, with the prompt "Enter PIN#".
 - b. Use the telephone dialpad to enter the PIN for the wireless headset and press the **Select/Set** key. Check your headset documentation to find the headset PIN or passkey. Often, the PIN or passkey is 0000.
8. Choose one of the following:
 - If the headset is successfully paired with your phone, proceed to step 10. 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" also appears at the bottom of the screen.
 - 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 4, and repeat step 8.
 - Check that you are using the correct PIN and repeat step 8.

9. Choose one of the following:

- If the name of your headset appears in the **Paired:** box, proceed to step 11.
- If more than one device is paired, and the one you wish to use is not shown in the **Paired:** box, navigate to the one you want, as follows:



- Press the **Right** navigation key one or more times to highlight the **Paired:** box. Press the **Select/Set** key to start the edit mode.
- Press the **Up/Down** navigation key to open the list. Press the **Up/Down** navigation key to scroll in the **Paired:** list and highlight your headset.
- Press the **Select/Set** key to select the headset and close the list. Press the **Select/Set** key to exit edit mode.

10. Choose one of the following:

- If only one headset is paired, proceed to step 11.
- 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:



- Press the **Right** navigation key one or more times to highlight the **Set** button (next to the Set Active Device item).
- Press the **Select/Set** Context-sensitive soft key.

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

Exit



11. Press the **Exit** Context-sensitive soft key to exit to the main display. Changes are saved automatically.

Dual pairing headsets

Take special care when using a "dual pairing" type of Bluetooth wireless technology headset. This type of headset can be paired to the base of the headset as well as to the IP Phone 1140E. If the headset is paired to both, the IP Phone 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 IP Phone 1140E.

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

Note: Unless you need to dual pair a headset, operating the headset with the IP Phone 1140E is simpler if the headset is only used with its charging-only base. The desktop telephone base should be powered off if it is not in use.

Interaction with wired headsets

If you connect a Bluetooth wireless technology headset and a wired headset to the same IP Phone 1140E, 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 technology headset can work only if it is within range of the phone; as the wireless headset approaches the edge of its wireless 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.

When you do not want to use your Bluetooth technology headset

If a Bluetooth wireless technology 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.

To switch between a wired headset and a wireless headset:



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 **Select/Set** 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 (✓) by default.

To unpair 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: item.



3. Choose one of the following:
 - If the name of your headset appears in the **Paired:** box, proceed to step 5.
 - If more than one device is paired, and your headset is not already displayed in the **Paired:** box, do the following:
 - a. Press the **Right** navigation key one or more times to highlight the **Paired:** box. Press the **Select/Set** key to open edit mode.
 - b. Press the **Up/Down** navigation key to open the list. Press the **Up/Down** navigation key to scroll in the list and highlight your headset.
 - c. Press the **Select/Set** key to select the headset and close the box. Press the **Select/Set** key to exit edit mode.

4. Press the **Right** navigation key one or more times to highlight the UnPair button (next to the UnPair Device item).

5. Press the **Select/Set** key.

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

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

Making a call

This section describes methods of making a call. You can make a call from your IP Phone 1140E using any of the following:

- “Making a call using off-hook dialing” on page 79
- “Making a call using on-hook dialing” on page 81
- You can also initiate a call while using one of the following features:
 - Address Book (page 101)
 - Call Inbox (page 117)
 - Call Outbox (page 126)
 - IM Inbox/Outbox (page 139)
 - Local Search (page 113)
 - Global Search (page 115)

Note: When an outgoing call fails to connect to the destination, one of the following messages appears:

- Declined, Temporarily unavailable
- Declined, Cannot find user
- Declined, User has declined call
- Declined, <user supplied reason> (for example, “In a meeting.”)

Making a call using off-hook dialing

Off-hook dialing

Chad



1. Make a call using one of the following off-hook dialing methods:

- Pressing the **Line** feature key

- Lifting the handset

- Pressing the **Headset** fixed key

- Pressing the **Handsfree** fixed key

The phone produces a dial tone.



abc



Redial



2. Enter the phone number or SIP address by:

- Using the dialpad

Note: The **abc/123** Context-sensitive soft key toggles between alphabetic and numeric input.

- Press the **Redial** Context-sensitive soft key to dial the last dialed number.

Note: The **Redial** Context-sensitive soft key only appears if a number or address was previously entered.

Send



3. Press the **Send** Context-sensitive soft key to immediately initiate the call.

Note: The IP Phone 1140E automatically initiates a call shortly after you enter the SIP address or phone number.

You can program a feature key to use as a shortcut to dial a number or a SIP address. (See “Creating a Speed Dial feature key” on page 160.)

Alex



Press the **Speed dial** feature key that you have programmed with a commonly used or important phone number or SIP address.

Making a call using on-hook dialing

You can make a call by using on-hook dialing. You enter the SIP address or phone number before going off-hook.

Note: When using this method you cannot toggle between alphabetic or numeric input, so this method may not work.

Use these steps to make a call by dialing before initiating the call:

On-hook dialing:



1. Dial the number or SIP address.

Chad



2. Continue the call by:
 - Pressing the **line** feature key



- Lifting the handset



- Pressing the **Headset** fixed key



- Pressing the **Handsfree** fixed key



3. To terminate the call, choose one of the following:
 - Replace the handset into the cradle.



- Press the **Goodbye** key.

Using handsfree calling

While on an active call, you can switch between handset and handsfree mode.

To discontinue a handsfree call:



Press the **Goodbye** key

To mute a handsfree call:



1. Press the **Mute** key. The LED indicator lights.



2. Press the **Mute** key again to return to a two-way handsfree conversation.

To switch from handsfree to handset mode:



Lift the handset.

To switch from handset mode to handsfree mode:



1. Press the **Handsfree** key. The LED indicator lights with a solid red light.



2. Replace the handset.

To use a headset:

1. Connect the headset to the headset jack or the handset jack.

*Headset*

2. Press the **Headset** key. The LED indicator lights.

If you have a Bluetooth wireless technology headset installed, you can activate it by pressing the button on the headset.

*Goodbye*

Note: To release a Call, press the phone **Goodbye** key or press the button on the wireless headset, if equipped.

To switch from handsfree to headset:*Headset*

1. Press the **Headset** key. The LED indicator lights.

Using Call Subjects

You have the option of sending a Call Subject when you initiate a call to a contact. You use this feature to indicate to the contact the reason for the call. The contact's phone displays a message, such as "Weekly report call" or "Daily status" when the contact receives the call. You can select a subject from a list you have created (See "Managing Call Subjects" on page 87) or create a new subject.

Anytime you initiate a call using off-hook dialing, the **Subject** Context-sensitive soft key appears as an option to use. You select a Call Subject from a list or create a new Call Subject to send.

To enter call subject from a list:

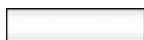
Subject



1. Press the **Subject** Context-sensitive soft key to send a Call Subject with the call you are making. A list of Call Subjects appears on the LCD screen.



Select



2. Press the **Up/Down** navigation key to highlight the Call Subject you want to use and press the **Select** Context-sensitive soft key. The phone sends the Call Subject to the contact you are calling.

or

New



Press the **New** Context-sensitive soft key to create a new Call Subject that is not on the list.

abc



3. Press the **abc/123** Context-sensitive soft key to toggle between alphabetic and numeric characters.



4. Use the dialpad to enter the Call Subject.

Next



5. Press the **Next** Context-sensitive soft key to continue.

or


Back



Press the **Back** Context-sensitive soft key to return to the previous menu.

Note: When you select a subject from this list it appears on the screen before you send the call. If you want to change that subject press the **Subject** Context-sensitive soft key to return to the Call Subject menu. You now have the option to select **None** from the list if you decide to send no Call Subject.

To create a new call subject while initiating a call:

Subject


1. Press the **Subject** Context-sensitive soft key to send a Call Subject with the call you are making.


New


2. Press the **New** Context-sensitive soft key to create a new Call Subject.

abc

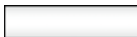

3. Press the **abc/123** Context-sensitive soft key to toggle between alphabetic and numeric characters.



Save


4. Use the dialpad to enter the new Call Subject for the contact.
5. Press the **Save** Context-sensitive soft key to save the new Call Subject and use it with the call.

or

Back


Press the **Back** Context-sensitive soft key to return to the previous menu without sending the new Call Subject.

Note: The IP Phone 1140E saves the new Call Subject to the list of Call Subjects for later use.

Managing Call Subjects

You can create a list of Call Subjects to have ready to use when you initiate a phone call. The number of Call Subjects that are stored on the IP Phone 1140E depends on how the phone was initially configured. You can modify, delete, and add Call Subjects while the phone is in the idle state.

Adding a Call Subject

To add a Call Subject while the phone is idle, press the **Prefs** Context-sensitive soft key, select **Feature Options**, and select **Call Subject** from the menu.

To add a Call Subject:

Add



1. Press the **Add** Context-sensitive soft key to create new Call Subject.

Note: If the Call Subject list is full, then the option to add an new Call Subject is not available. In this situation, you need to delete a Call Subject before adding the new Call Subject.

abc

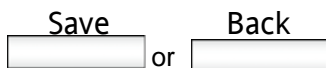


2. Press the **abc/123** Context-sensitive soft key to toggle between alphabetic and numeric characters.



3. Use the dialpad to enter the new Call Subject.

4. Choose one of the following:



- Press the **Save** Context-sensitive soft key to add the new Call Subject or press the **Back** Context-sensitive soft key to return to the previous menu without adding a new Call Subject.

Deleting a Call Subject

To delete a Call Subject with the phone in the idle state, press the **Prefs** Context-sensitive soft key, select **Feature Options**, and select **Call Subject** from the menu.

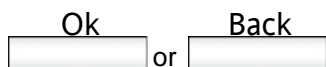
To delete a Call Subject:



1. Press the **Up/Down** navigation key to scroll through and highlight the Call Subject to delete.
2. Press the **Delete** Context-sensitive soft key to delete the selected Call Subject.

A confirmation screen appears with the question, "Delete call subject?"

3. Choose one of the following:



- Press the **Ok** Context-sensitive soft key to confirm the deletion of the Call Subject or press the **Back** Context-sensitive soft key to not delete the Call Subject and return to the previous menu.

Editing a Call Subject

To Edit a Call Subject with the phone in the idle state, press the **Prefs** Context-sensitive soft key, select **Feature Options**, and select **Call Subject** from the menu.

To edit a Call Subject:



Edit



abc



1. Press the **Up/Down** navigation key to scroll through and highlight the Call Subject to edit.
2. Press the **Edit** Context-sensitive soft key to edit the selected Call Subject.
3. Press the **abc/123** Context-sensitive soft key to toggle between alphabetic and numeric characters.
4. Use the dialpad to edit the Call Subject.
5. Choose one of the following:
 - Press the **Save** Context-sensitive soft key to confirm the changes or press the **Back** Context-sensitive soft key to return to the previous menu without editing the Call Subject.

Save



or

Back



Receiving a call

When you receive a call, you are typically notified by the alerting ring and the incoming caller's identification appears on the LCD screen. The incoming call forces the screen to exit active menu activities and takes precedence over a pop-up Instant Message (IM).

Caller identification

When you receive an incoming SIP call, the Caller ID information appears on the LCD screen. When you receive a call from a contact that is entered in the IP Phone 1140E Address Book, the caller's information appears as it is in the Address Book. You can restrict the information displayed for incoming calls or calls you make. (See "Configuring Privacy settings" on page 183.)

When you have an incoming call you can do one of the following:

- "Answering an incoming call" on page 91
- "Redirecting an incoming call" on page 92
- "Declining an incoming call" on page 94
- "Ignoring an incoming call" on page 100

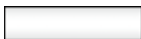
Figure 15: Incoming Call Screen



Answering an incoming call

To answer an incoming call:

Answer



To answer an incoming call use any of the following methods:

- Press the **Answer** Context-sensitive soft key which activates a Handsfree call.
- Lift the handset
- Press the **Headset** fixed key
- Press the **Handsfree** fixed key

Redirecting an incoming call

When you receive a call, you can choose to redirect the call directly to another destination without answering the call.

To redirect a call, press the **Redrct** Context-sensitive soft key. To enter a SIP address or phone number where you want the call redirected use one of the following methods:

- Enter the SIP address or phone number using the dialpad.
- Select a contact from the Address Book, Call Inbox, or Call Outbox.

To redirect an incoming call:

Redrct

1. Press the **Redrct** Context-sensitive soft key to redirect an incoming call. The LCD screen prompts you to enter an address to where you want the call directed.



2. Use the **Dialpad** to enter a phone number or SIP address.

Redrct

3. To redirect the call to the address you enter press the **Redrct** Context-sensitive soft key.

Clear

Press the **Clear** Context-sensitive soft key to clear the entry.

Back

Press the **Back** Context-sensitive soft key to return to the Incoming Call Screen without redirecting the call.

To redirect a call using the Address Book, Call Inbox, or Call Outbox:

Redrct



1. Press the **Redrct** Context-sensitive soft key to redirect an incoming call.

2. To select a SIP address to redirect the call to, do one of the following:



Directory

- Press the **Directory** fixed key, to choose a SIP address from the Address Book.



Msg/Inbox

- Press the **Msg/Inbox** fixed key, to choose a SIP address from the Call Inbox.



Shift/Outbox

- Press the **Shift/Outbox** fixed key, to choose a SIP address from the Call Outbox.



3. Press the **Up/Down** navigation key to highlight a contact's SIP address.

Select



Back



or

or

Press the **Back** Context-sensitive soft key to return to the previous screen.

Redrct



5. Press the **Redrct** Context-sensitive soft key to redirect the incoming call to the address selected.

Declining an incoming call

You can decline an incoming call by pressing the **Decline** Context-sensitive soft key. You can decline a call with or without giving a reason. You can create custom decline reasons and have the option of selecting one. If you do not choose a custom decline reason, the phone sends the default message: "User has declined call".

The treatment that an incoming call receives when Call Decline is invoked depends upon the call server. In a SIP environment the caller receives a call declined message and the caller no longer hears ring back. In a non SIP environment the caller may continuously hear ring back. The call does not get redirected to voice mail.

To decline an incoming call:

Decline



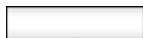
1. Press the **Decline** Context-sensitive soft key to decline an incoming call.



2. Press the **Up/Down** navigation key to highlight a Decline Call Reason.

or

New



Press the **New** Context-sensitive soft key to create a new decline reason to send. (See "To create a new Call Decline Reason:" on page 95.)

Note: Highlight **None** to use the default system message, "User has declined call".

Send



Back



3. Do one of the following:
 - Press the **Send** Context-sensitive soft key to send the selected decline reason to the caller.
 - Press the **Back** Context-sensitive soft key to abort the call decline and return to the incoming call screen.

To create a new Call Decline Reason:

Decline



1. Press the **Decline** Context-sensitive soft key to decline an incoming call.

New



2. Press the **New** Context-sensitive soft key to create a new custom decline reason.

abc



3. Press the **abc/123** Context-sensitive soft key to toggle between alphabetic and numeric characters.



4. Use the **Dialpad** to enter new call decline reason.

Send



Back



5. Press the **Send** Context-sensitive soft key to send the new custom decline reason to the caller.

Note: The phone adds the new reason to the list of Decline Call reasons for future use.

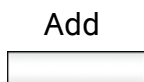
or

Press the **Back** Context-sensitive soft key to return to the initial Decline Call screen.

Managing Call Decline Reasons

You can create Call Decline Reasons that you can access when you want to decline an incoming call. To create a Call Decline Reason press the **Prefs** Context-sensitive soft key, select **Feature Options**, and choose **Call Decline Reasons** from the menu. You can edit and delete Call Decline Reasons from the list of Call Decline Reasons you create.

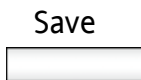
To create a Call Decline Reason:



1. Press the **Add** Context-sensitive soft key to add a new Call Decline Reason to the list of available Call Decline Reasons.



2. Use the dialpad to enter the new Call Decline Reason for the contact.
3. Press the **Save** Context-sensitive soft key to save the new Call Decline Reason.



or



Press the **Back** Context-sensitive soft key to return to the previous menu without saving the new Call Decline Reason.

Note: The IP Phone 1140E saves the new Call Decline Reason to the list of Call Decline Reasons for later use.

To delete a Call Decline Reason:



1. Press the **Up/Down** navigation key to scroll through and highlight the Call Decline Reason to delete.

Delete



2. Press the **Delete** Context-sensitive soft key to delete the selected Call Decline Reason.

A confirmation screen appears with the question, "Delete Decline Reason?"

Ok



or

Back



3. Choose one of the following:
 - Press the **Ok** Context-sensitive soft key to confirm the deletion of the Call Decline Reason or press the **Back** Context-sensitive soft key to not delete the Call Decline Reason and return to the previous menu.

To edit a Call Decline Reason:



Edit



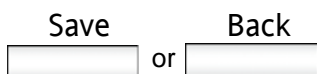
1. Press the **Up/Down** navigation key to scroll through and highlight the Call Decline Reason to edit.
2. Press the **Edit** Context-sensitive soft key to edit the selected Call Decline Reason.
3. Press the **abc/123** Context-sensitive soft key to toggle between alphabetic and numeric characters.

abc



4. Use the dialpad to edit the Call Decline Reason.

5. Choose one of the following:



- Press the **Save** Context-sensitive soft key to confirm the changes or press the **Back** Context-sensitive soft key to return to the previous menu without editing the Call Decline Reason.

Ignoring an incoming call

You can terminate an incoming call alert without answering the call or sending a Decline Call reason by pressing the **Ignore** Context-sensitive soft key or by pressing the **Goodbye** fixed key. The caller continues to hear the ringing tone but is unaware that you are ignoring the call. If voice mail is configured then the calling party will be redirected to voice mail.

You can set the Call Ignore feature to either Local or Network. When Call Ignore is set to Local only that IP Phone is affected and will stop ringing when you press the **Ignore** Context-sensitive soft key. When Call Ignore is set to Network and you press the **Ignore** Context-sensitive soft key the phone will stop ringing, and a message will be sent to the network indicating that you are busy at all SIP IP Phones you are logged into, and the server should stop trying to contact you.

To set the Ignore feature to Local or Network press the **Prefs** Context-sensitive soft key, select **Feature Options**, and select **Call Ignore Action** from the menu. Press the **Change** Context-sensitive key to change the Call Ignore setting to either Call Ignore: Local or Call Ignore: Network.

When you are on active call and you receive an incoming call, do not press the **Goodbye** fixed key to ignore an incoming call. Pressing the **Goodbye** fixed key causes the current call to disconnect. Press the **Ignore** Context-sensitive soft key to ignore the incoming call.

To ignore an incoming call:

Ignore



To terminate an incoming call alert and ignore the incoming call do one of the following:

- Press the **Ignore** Context-sensitive soft key to terminate the an incoming call.

or



- Press the **Goodbye** fixed key, when not on an active call.

The Address Book

The Address Book is a personal directory of contacts from which you can make a phone call or send an IM. You can access the Address Book while on a call and start a new call from the highlighted contact. You can use the Address Book to do the following:

- “Viewing the Address Book” on page 101
- “Initiating a call from the Address Book” on page 102
- “Adding a contact to your Address Book” on page 103
- “Copying information to the Address Book” on page 109
- “Searching for a contact in the Address Book” on page 111

Viewing the Address Book

To access the Address Book press the **Directory** fixed key or press the **View** Context-sensitive soft key and select **Address Book** from the menu.

Figure 16: The Address Book



To view information about a contact use the navigation button to highlight a name and press the **View** Context-sensitive soft key. The contact's name, SIP address, and whether the contact is designated as "Friend" appears.

When you view the details of a contact, you can:

- Send an IM (See "Composing an Instant Message" on page 135),
- Edit the contact information, (See "Editing a contact in your Address Book" on page 105)

Figure 17: Contact Details



Initiating a call from the Address Book

You can initiate a call directly from your IP Phone 1140E Address Book.

Note: If your service provider requires that a Directory Number (DN) be used to initiate a call, the Address Book entry must have the DN in order to initiate a call.

You begin by going off-hook using one of the methods described in the section "Making a call using off-hook dialing" on page 79. If needed, you can add a Call Subject. (See "Using Call Subjects" on page 83).

You can also access the Address Book while in an active call and initiate a new call. The IP Phone 1140E automatically places the active call on hold when you initiate a new call.

To select a contact from the Address Book to call, press the **Directory** fixed key.

To initiate a call to a contact stored in the Address Book:



Select

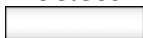


1. Press the **Up/Down** navigation key to highlight a contact on the list.

2. Press the **Select** Context-sensitive soft key to make a call to the contact.

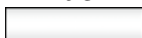
3. Choose one of the following:

Select



or

Back



- Press the **Select** Context-sensitive soft key to make a call to the contact or press the **Back** Context-sensitive soft key to return to the off-hook screen.

Adding a contact to your Address Book

To add a new contact to the Address Book, press the **Directory** fixed key or press the **View** Context-sensitive soft key, select **Address Book** from the menu, and press the **New** Context-sensitive soft key.

To add a contact to your Address Book:

abc

1. Press the **abc/123** Context-sensitive soft key to toggle between alphabetic and numeric characters.



Next

2. Use the dialpad to enter a name for the new contact and press the **Next** Context-sensitive soft key to continue or press the **Back** Context-sensitive soft key to return to the previous menu.

Back



Next

3. Use the dialpad to enter a phone number or IM address for the new contact and press the **Next** Context-sensitive soft key to continue or press the **Back** Context-sensitive soft key to return to the previous menu.

Back

Yes

No

Back

Ok

4. Do one of the following to complete the entry:
 - Press the **Yes** Context-sensitive soft key to designate the contact as a friend and return to the address menu screen.
 - Press the **No** Context-sensitive soft key if you do not want a contact designated as a friend, and return to the address menu screen.
 - Press the **Back** Context-sensitive soft key to return to the previous menu.
5. Press the **Ok** Context-sensitive soft key to complete the entry and return to the Address Book menu.

Editing a contact in your Address Book

To edit a contact in the Address Book either press the **Directory** fixed key or press the **View** Context-sensitive soft key and select **Address Book** from the menu.

To edit a contact in your Address Book:



View

1. Press the **Up/Down** navigation key to highlight the contact you want to edit and press the **View** Context-sensitive soft key.

Edit

abc



Next

Back



Next

Back

2. Press the **Edit** Context-sensitive soft key to Edit the contact's information.

3. Press the **abc/123** Context-sensitive soft key to toggle between alphabetic and numeric characters.

4. Use the dialpad to enter the new name for the contact and press the **Next** Context-sensitive soft key to continue or press the **Back** Context-sensitive soft key to return to the previous menu.

Note: If you only need to change the SIP address or phone number for the contact, press the **Next** Context-sensitive soft key without making changes to the name.

5. Use the dialpad to enter a new phone number or new SIP address for the contact and press the **Next** Context-sensitive soft key to continue or press the **Back** Context-sensitive soft key to return to the previous menu.

Yes

No

Back

Ok

6. Do one of the following to complete the entry:
 - Press the **Yes** Context-sensitive soft key to designate the contact as a friend and return to the address menu screen.
 - Press the **No** Context-sensitive soft key if you do not want a contact designated as a friend, and return to the address menu screen.
 - Press the **Back** Context-sensitive soft key to return to the previous menu.
7. Press the **Ok** Context-sensitive soft key to complete the entry and return to the previous menu.

To delete a contact from your Address Book:



View

Edit

1. Press the **Up/Down** navigation key to highlight the contact you want to delete and press the **View** Context-sensitive soft key.
2. Press the **Edit** Context-sensitive soft key to access the contact's information.

Delete



Ok



Back



Ok



3. Press the **Delete** Context-sensitive soft key to completely delete the contact from the Address Book.
4. Press the **Ok** Context-sensitive soft key to confirm or press the **Back** Context-sensitive soft key to return to the previous menu.
5. Press the **Ok** Context-sensitive soft key to complete procedure and return to the Address Book.

Copying information to the Address Book

To copy information from the Call Inbox or the Call Outbox screen to the Address Book use the **Copy** fixed key.

Note: If you press the **Copy** fixed key while in idle mode the message, “**No content selected for copying**” appears on the screen. This message does not appear when an IM popup appears.

To copy a contact to the Address Book:



1. Press the **Up/Down** navigation key to highlight the contact in the Call Inbox or Call Outbox that you want to add to your Address Book and press the **Copy** fixed key.

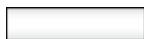


A new screen appears offering the following destinations for the contact information:

- 1. Address Book
- 2. Speed Dial Button
- 3. Send IM Button
- 4. Call Forward Button

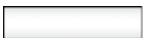


Select



2. Press the **Up/Down** navigation key to highlight the Address Book and press the **Select** Context-sensitive soft key.

abc



3. Press the **abc/123** Context-sensitive soft key to toggle between alphabetic and numeric characters.



Next

Back

4. Use the dialpad to enter a name for the new entry and press the **Next** Context-sensitive soft key to continue or press the **Back** Context-sensitive soft key to return to the previous menu.

Note: If you do not need to change the name for the contact, press the **Next** Context-sensitive soft key.



Ok

Back

5. Use the dialpad to enter a new phone number or new SIP address for the contact and press the **Next** Context-sensitive soft key to continue or press the **Back** Context-sensitive soft key to return to the previous menu.

Note: If you do not need to change the SIP address or phone number for the contact, press the **Next** Context-sensitive soft key.

6. Do one of the following to complete the entry:

Yes

No

Back

Ok

- Press the **Yes** Context-sensitive soft key to designate the contact as a friend and return to the address menu screen.
- Press the **No** Context-sensitive soft key if you do not want a contact designated as a friend, and return to the address menu screen.
- Press the **Back** Context-sensitive soft key to return to the previous menu.

7. Press the **Ok** Context-sensitive soft key to complete the entry and return to the previous menu.

Searching for a contact in the Address Book

When you access the IP Phone 1140E Address Book you can perform a search for a contact using one of the following methods:

- Index Search (Performs a search based on the index number you enter)
- 1st Character Search (Performs a search based on the first character you enter)
- Name Search (Performs a search based on the name you enter)

To set the method the IP Phone 1140E uses to perform a search, press the **Prefs** Context-sensitive soft key, select **Misc Options**, highlight **Search Method** from the menu, and press the **Change** Context-sensitive soft key.

To change the search method:



Select



1. Press the **Up/Down** navigation key to highlight the Search Method you want to use as the default when you search for a contact.
 - 1. Index Search
 - 2. 1st Character Search
 - 3. Name Search
2. Press the **Select** Context-sensitive soft key to select a search method and return to the previous menu.

Using the Search feature in the Address Book

To search for a contact while accessing your personal Address Book, use the dialpad to enter the search information. For example:

- **Index Search** - To search for a contact using the Index Search method enter the index number. When entering an index number larger than 9 you must enter the next digit quickly to move to that item on the list. For example, if the address you need is item 28 on the list you must enter the digit 8 quickly after entering the digit 2.
- **1st Character Search** - To search for a contact whose name begins with the letter “d”, using the, press the “d”(3) key on the dialpad. The first entry in the Address Book that begins with the letter “d” appears.
- **Name Search** - To search for a specific name in your personal Address Book, enter the name using the dialpad.

Using the Search feature

You can search for a contact that is in your IP Phone 1140E Address Book (Local Search) or for a contact in a directory that is stored on the call server (Global Search). You can save a contact's name and SIP address found on the call server to your personal Address Book stored in your IP Phone 1140E.

Using Local Search

To search for a contact stored in your Address Book, either press the **Services** fixed key or press the **Servcs** Context-sensitive soft key, select **Search**, and select **Local Search** from the menu.

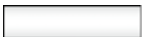
To search for a contact in your Address Book:



Select



abc



1. Press the **Up/Down** navigation key and then press the **Select** Context-sensitive soft key to choose a search criteria from the following:
 - 1. User Name
 - 2. Name
 - 3. Phone Number
2. Press the **abc/123** Context-sensitive soft key to toggle between alphabetic and numeric characters.
3. Use the dialpad to enter the search information for the contact.

Search



4. Press the **Search** Context-sensitive soft key.

or

Back



5. Press the **Back** Context-sensitive soft key to return to the previous menu.

Note: When the search is unsuccessful, the following message appears:
No entries found for <search criteria>



Call



When a search result is successful you can do one of the following:

- Press the **Up/Down** navigation key to highlight a contact, from the search result and press the **Call** Context-sensitive soft key to initiate a call.

Search



- Press the **Search** Context-sensitive soft key to start a new search.

Exit



- Press the **Exit** Context-sensitive soft key to return to the idle screen.

Search



When a search result is not successful you can do one of the following:

- Press the **Search** Context-sensitive soft key to return to the search menu and begin a new search.
- Press the **Exit** Context-sensitive soft key to return to the idle screen.

Exit



Using Global Search

To use the Global Search feature either press the **Services** fixed key or press the **Servcs** Context-sensitive soft key, select **Search**, and select **Local Search** from the menu.

To perform a Global Search for a contact :



Select



abc



Ok



Back



1. Press the **Up/Down** navigation key and then press the **Select** Context-sensitive soft key to choose a search criteria from the following:

- 1. User Name
- 2. Name
- 3. First Name
- 4. Last Name
- 5. Phone Number

2. Press the **abc/123** Context-sensitive soft key to toggle between alphabetic and numeric characters.

3. Use the dialpad to enter the search information for the contact.

4. Press the **Ok** Context-sensitive soft key.

or

Press the **Back** Context-sensitive soft key to return to the previous menu. When the search is unsuccessful, the following message appears:
No entries found for<search criteria>



Call



Save



Search



Back



New



Back



When a search result is successful you can do one of the following:

- Press the **Up/Down** navigation key to highlight a contact from the search result, and press the **Call** Context-sensitive soft key to initiate a call.
- Press the **Save** Context-sensitive soft key to save the caller information to the Address Book. A confirmation screen appears. You can edit the name you save in the Address book. Press the **Save** Context-sensitive soft key to accept the entry. Press the **Yes** Context-sensitive soft key or the **No** Context-sensitive soft key to designate the new entry as a friend or not. The phone saves the entry to the Address Book and returns you to the Inbox screen.
- Press the **Search** Context-sensitive soft key to start a new search.
- Press the **Back** Context-sensitive soft key to return to the previous screen.

When a search result is not successful you can do one of the following:

- Press the **New** Context-sensitive soft key to return to the search menu and begin a new search.
- Press the **Back** Context-sensitive soft key to return to the previous screen.

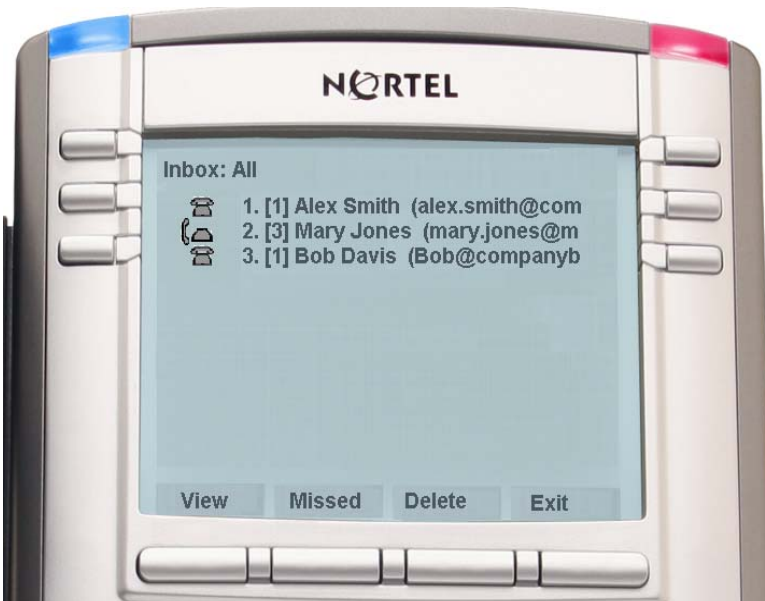
Call Inbox

While your IP Phone 1140E is active, all incoming calls are saved in your Call Inbox. You can view the following details about each call:

- Call status (Missed or Answered)
- Name of the caller
- SIP address
- Time of the call
- Number of consecutive calls each caller made to you
- Call Subject (if the caller sent a Call Subject)

You can filter your Call Inbox to display all incoming calls or missed calls. You can access your Call Inbox while the phone is idle or while you are on a call.

Figure 18: Call Inbox while phone is idle



Accessing the Call Inbox

You can access the Call Inbox and initiate a call when the phone is:

- Idle (See “Initiating a call from the Call Inbox” on page 122.)
- Active (See “Accessing the calls in your Call Inbox during a call” on page 125.)

To access the Call Inbox, press the **Msg/Inbox** fixed key or press the **View** Context-sensitive soft key and select **Inbox** from the menu. While in the Call Inbox, you can choose to view only missed calls by pressing the **Missed** Context-sensitive soft key.

Managing calls in the Call Inbox while not on a call

To manage calls in the Call Inbox while not on a call:



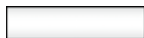
1. Press the **Up/Down** navigation key to highlight a call from the list of calls in your Call Inbox.

Note: You can initiate a call to the highlighted caller. (See “To initiate a call from the Call Inbox:” on page 122)

View



Missed



2. Do one of the following:
 - To view the details of a highlighted call, press the **View** Context-sensitive soft key. (See “Viewing the details of a call in the Call Inbox” on page 120.)
 - Press the **Missed** Context-sensitive soft key to view the missed calls. (See “Managing missed calls” on page 121.)

Delete



Exit




- Press the **Delete** Context-sensitive soft key to delete the highlighted call or all calls in your Call Inbox. (See “Deleting calls in your Call Inbox” on page 124.)
- Press the **Exit** Context-sensitive soft key to exit the Call Inbox.

Viewing the details of a call in the Call Inbox

To view details of a call in the Call Inbox:

When you view the details of a call in the Call Inbox you can do the following:

Save



- Initiate a call to the caller displayed on the screen. (See “To initiate a call from the Call Inbox:” on page 122)
- Press the **Save** Context-sensitive soft key to save the caller information to the Address Book. A confirmation screen appears. You can edit the name before you save it in the Address book. Press the **Save** Context-sensitive soft key to accept the entry. Press the **Yes** Context-sensitive soft key or the **No** Context-sensitive soft key to designate the new entry as a friend or not. The IP Phone 1140E saves the entry to the Address book and returns you to the Inbox screen.

Prev


- Press the **Prev** Context-sensitive soft key to move to the previous caller on the Call Inbox list and return to the Inbox.

Next


- Press the **Next** Context-sensitive soft key to move to the next caller on the Call Inbox list and return to the Inbox.

Back


- Press the **Back** Context-sensitive soft key to return to the Inbox.

Managing missed calls

When you do not answer incoming calls, the number of new calls you have appears on the IP Phone 1140E LCD screen. For example, if you miss three calls the following message appears: “3 new calls”. To view the new (missed) calls, press the **View** Context-sensitive soft key, select **Inbox** from the menu, and press the **Missed** Context-sensitive soft key.

Note: When you view a missed call in your Call Inbox, the new call message no longer appears on the LCD screen. The new calls are stored as missed calls.

To view missed calls:



View



1. Press the **Up/Down** navigation key to highlight a call from the list of missed calls.

2. Do one of the following:

To view the details of the missed call, press the **View** Context-sensitive soft key.

Note: You manage the missed call the same as any call that is in your Call Inbox. (See “Viewing the details of a call in the Call Inbox” on page 120 and “Initiating a call from the Call Inbox” on page 122.)

All



- To view all the calls in the Call Inbox, press the **All** Context-sensitive soft key.

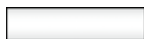
Delete



- To delete the highlighted missed call or all missed calls, press the **Delete** Context-sensitive soft key. (See “Deleting calls in your Call Inbox” on page 124.)

Note: The IP Phone 1140E deletes only the missed calls from the Call Inbox.

Exit



- To exit the Inbox and return to the idle phone screen, press the **Exit** Context-sensitive soft key.

Initiating a call from the Call Inbox

To initiate a call from the Call Inbox, press the **Msg/Inbox** fixed key or press the **View** Context-sensitive soft key and select **Inbox** from the menu.

Note 1: If your service provider requires that a Directory Number (DN) be used to initiate a call, the Call Inbox entry must have the DN in order to initiate a call.

Note 2: While you are on a call you can initiate a new call from the Call Inbox. (See “To access the calls in your Call Inbox during a call:” on page 125.)

To initiate a call from the Call Inbox:



View



1. Press the **Up/Down** navigation key to highlight a call from the list of calls in your Call Inbox.

To view details of the call, press the **View** Context-sensitive soft key.

2. You can initiate a highlighted call in the Call Inbox list or from the details screen of a caller, by doing one of the following:

- Lift the handset.
- Press the **Headset** fixed key.
- Press the **Handsfree** fixed key.



Deleting calls in your Call Inbox

When you delete calls from the Call Inbox both missed calls and answered calls are deleted. When you view the missed calls and select delete, only the missed calls are deleted.

To delete calls from your Call Inbox:



Delete



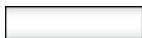
Yes



AllUsr



All



No



1. Press the **Up/Down** navigation key to highlight a call from the list of calls in your Call Inbox.
2. Press the **Delete** Context-sensitive soft key.
3. Select one of the following Context-sensitive soft keys:
 - Press the **Yes** Context-sensitive soft key to delete the highlighted call.
 - Press the **AllUsr** Context-sensitive soft key to delete all the calls from the selected caller.
 - Press the **All** Context-sensitive soft key to clear all calls from the Call Inbox.
 - Press the **No** Context-sensitive soft key to return to the Inbox.

Accessing the calls in your Call Inbox during a call

To access the calls in your Call Inbox during a call:



Select



Back



1. Press the **Up/Down** navigation key to highlight a call from the list of calls in your Call Inbox.
2. Do one of the following:
 - Press the **Select** Context-sensitive soft key to initiate a call to the highlighted caller.

Note: This places the current call on hold, if it is not already on hold.

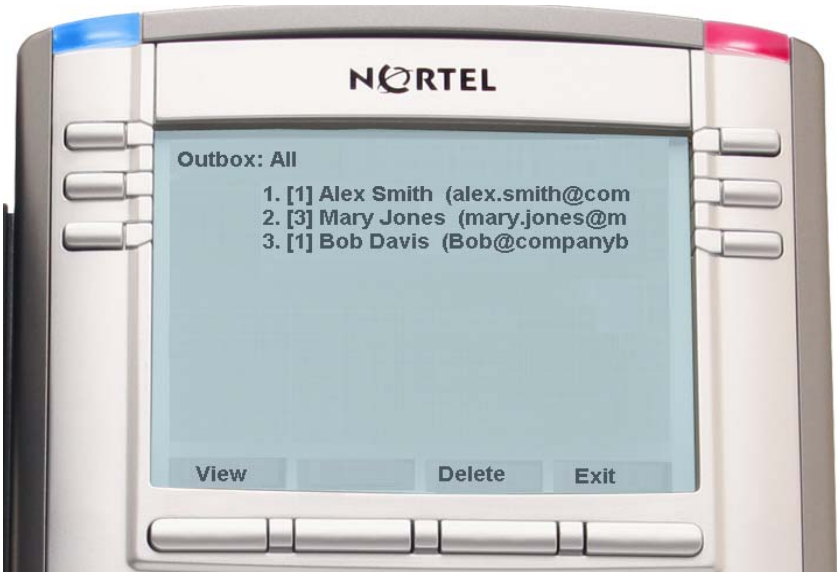
 - Press the **Back** Context-sensitive soft key to return to the in-call screen.

Call Outbox

The Call Outbox keeps a record of all out going calls made from your phone. You can add the contact details of the calls in your outbox to your Address Book. You can access the following details about the out going calls.

- Name
- Address
- Time of the call
- Number of Calls
- Call Subject (when used for a call)

Figure 19: Call Outbox while phone is idle



Accessing the Call Outbox

You can access the Call Outbox and initiate a call when the phone is:

- Idle (See “Initiating a call from the Call Outbox” on page 128.)
- Active (See “Accessing the calls in your Call Outbox during a call” on page 131.)

Managing calls in the Call Outbox while not on a call

To access the Call Outbox, press the **Outbox** fixed key or press the **View** Context-sensitive soft key and select **Outbox** from the menu.

To manage calls in the Call Outbox while not on a call:



View



Delete



Exit



1. Press the **Up/Down** navigation key to highlight a call from the list of calls in your Call Outbox.
2. Do one of the following:
 - Press the **View** Context-sensitive soft key to view all the details of the highlighted call. (See “To view details of a call in the Call Outbox:” on page 130)
 - Press the **Delete** Context-sensitive soft key to delete the highlighted call. (See “To delete calls from your Call Outbox:” on page 129)
 - Press the **Exit** Context-sensitive soft key to return to the idle screen.

Initiating a call from the Call Outbox

To initiate a call from the Call Inbox, press the **Outbox** fixed key or press the **View** Context-sensitive soft key and select **Outbox** from the menu.

Note: If your service provider requires that a Directory Number (DN) be used to initiate a call, the Call Outbox entry must have the DN in order to initiate a call.

To initiate a call from the Call Outbox:



1. Press the **Up/Down** navigation key to highlight a call from the list of calls in your Call Outbox.

View



To view details of the call, press the **View** Context-sensitive soft key.



2. You can initiate call from the highlighted call of the Call Outbox list or from the details of a caller screen, by doing one of the following:

— Lift the handset.



— Press the **Headset** fixed key.



— Press the **Handsfree** fixed key.

Deleting calls from your Call Outbox

To delete calls from your Call Outbox:



Delete



Yes



AllUsr



All



No



1. Press the **Up/Down** navigation key to highlight a call from the list of calls in your Call Outbox.
2. Press the **Delete** Context-sensitive soft key.
3. Select one of the following Context-sensitive soft keys:
 - Press the **Yes** Context-sensitive soft key to delete the highlighted call.
 - Press the **AllUsr** Context-sensitive soft key to delete all the calls from the selected caller.
 - Press the **All** Context-sensitive soft key to clear all calls from the Call Outbox.
 - Press the **No** Context-sensitive soft key to return to the Outbox.

Viewing the details of a call in the Call Outbox

To view details of a call in the Call Outbox:

When you view the details of a call in the Call Outbox you can do one of the following:

- Initiate a call to the caller displayed on the screen. (See “To initiate a call from the Call Outbox:” on page 128)
- Press the **Save** Context-sensitive soft key to save the caller information to the Address Book. A confirmation screen appears. You can edit the name before you save it in the Address Book. Press the **Save** Context-sensitive soft key to accept the entry. Press the **Yes** Context-sensitive soft key or the **No** Context-sensitive soft key to designate the new entry as a friend or not. The IP Phone 1140E saves the entry to the Address Book and returns you to the Inbox screen.
- Press the **Prev** Context-sensitive soft key to move to the previous caller on the Call Outbox list and return to the Outbox.
- Press the **Next** Context-sensitive soft key to move to the next caller on the Call Outbox list and return to the Outbox.
- Press the **Back** Context-sensitive soft key to return to the Inbox.

Save



Prev



Next



Back



Accessing the calls in your Call Outbox during a call

To access the calls in your Call Outbox during a call, press the **Call Outbox** key.

To access the calls in your Call Outbox during a call:



1. Press the **Up/Down** navigation key to highlight a call from the list of calls in your Call Outbox.

Select



2. Do one of the following:
 - Press the **Select** Context-sensitive soft key to initiate a call to the highlighted caller.

Note: This places the current call on hold, if it is not already on hold.

Back



- Press the **Back** Context-sensitive soft key to return to the in call screen.

Instant Messaging (IM)

You can use your IP Phone 1140E to send and receive an Instant Message (IM). You can access and respond to an IM while on a call. The blue LED (Feature Status Indicator) at the top left of the phone lights with an accompanying beep when a new IM arrives.

Configuring Instant Messaging

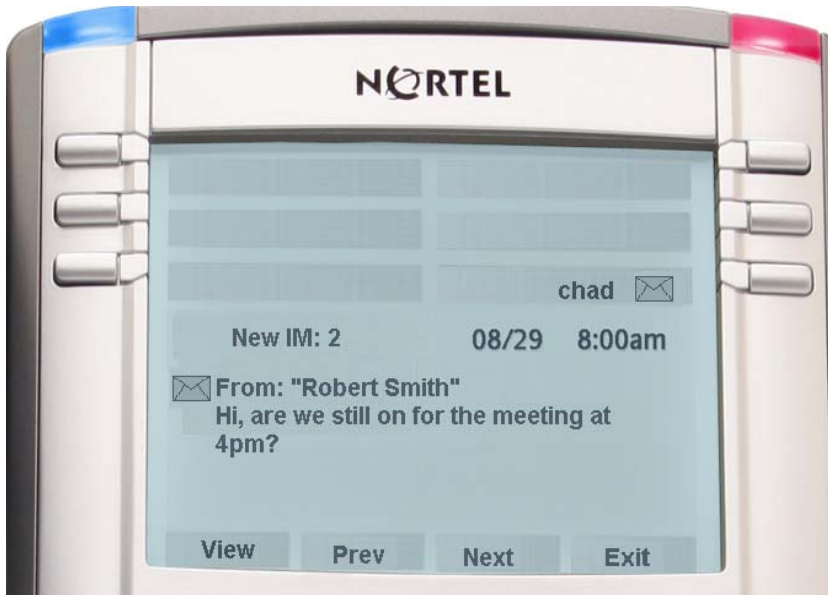
You can configure your phone settings to manage an incoming IM in a specific way:

- Enable or disable automatic pop-up of a new IM
- Enable or disable an audible alert on a new IM

Configuring IM automatic pop-up

You can configure the IP Phone 1140E to automatically display a new IM an incoming new IM as a pop-up. The IM pops up when the phone is idle or while on a call. You can disable the IM pop-up feature.

Note: An IM pop-up does not occur if you are navigating the IM screens or navigating the menu structure in general. When this exception occurs the IM goes directly to the IM Inbox and the blue LED activates.

Figure 20: Instant Message pop-up

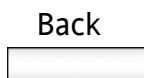
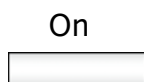
When an IM pop-up appears you can do the following:

- Press the **View** Context-sensitive soft key to view the complete details of the IM.
- Press the **Prev** Context-sensitive soft key to skip to a previous IM (if applicable).
- Press the **Next** Context-sensitive soft key to skip to the next IM (if applicable).
- Press the **Exit** Context-sensitive soft key, the **Goodbye** fixed key, or **Quit** fixed key to exit the IM Popup screen and return to the idle screen when not on a call or to the In Call screen if the pop-up occurred during a call.

Configuring Instant Messaging pop-ups

To configure the IM automatic pop-up feature, press the **Prefs** Context-sensitive soft key, select **Message Options**, select **IM Settings**, select **IM Display: On/Off** from the menu, and press the **Change** Context-sensitive soft key.

To enable or disable automatic pop-up of a new IM:

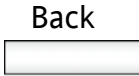
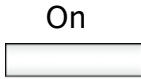


1. Do one of the following:
 - Press the **On/Off** Context-sensitive soft key to toggle between enabling IM pop-ups or disabling IM pop-ups.
 - Press the **Back** Context-sensitive soft key to return to the previous menu.

Configuring IM audible alert

You can configure the IP Phone 1140E to audibly alert you when a new IM arrives. The IP Phone 1140E audibly alerts you when the phone is idle or while on a call. You can also choose to disable audible alert of the IM feature.

To configure IM audible alert, press the **Prefs** Context-sensitive soft key, select **Message Options**, select **IM Settings**, select **IM Alert: On/Off** from the menu, and press the **Change** Context-sensitive soft key.

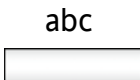
To enable or disable automatic popup of a new IM:

1. Do one of the following:
 - Press the **On/Off** Context-sensitive soft key to toggle between enabling IM audible alerts or disabling IM audible alerts.
 - Press the **Back** Context-sensitive soft key to return to the previous menu.

Composing an Instant Message

When you compose an IM, enter the address of the recipient and then enter the message. When you reply to an Instant Message, the phone automatically enters the address. (See “To reply to an Instant Message:” on page 138.) You can also send an IM directly from the Address Book. (See “Viewing the Address Book” on page 101.)

To compose and send an new IM, press the **Msgs** Context-sensitive soft key, select **Instant Messaging**, and press the **New IM** Context-sensitive soft key. You can also access the list of IMs by pressing the **Expand** fixed key. To compose an IM from the Address book, select an address and press the **Send IM** Context-sensitive soft key.

To compose an Instant Message:

1. Press the **abc/123** Context-sensitive soft key to toggle between numeric and alphabetic input.



Next



Back



2. Use the dialpad to enter the address of the contact.

3. Press the **Next** Context-sensitive soft key to continue.

or

Press the **Back** Context-sensitive soft key to return to the previous menu.



Send



Back



4. Use the dialpad to enter the content of the message

5. Press the **Send** Context-sensitive soft key to send the IM to the contact.

or

Press the **Back** Context-sensitive soft key to return to the previous menu without sending the new IM.

Instant Message Inbox/Outbox

The IM Inbox contains a list of all incoming and outgoing Instant Messages. You can filter the IM list to track a series of correspondence to a contact. The lit blue LED indicates the arrival of a new IM. An icon indicates the status of the IMs in your Instant Message Inbox/Outbox as follows:

- Unread -
- Read -
- Replied to -
- Sent - No icon

Accessing Instant Messages

To access and view the contents of the IM Inbox/Outbox, either press the **Msgs** Context-sensitive soft key and select **Instant Messaging** from the menu or press the **Expand** fixed key.

To view the contents of the Instant Message Inbox/Outbox:



User



View



New IM



Back



1. Press the **Up/Down** navigation key to highlight an IM from the list of Instant Messages in your IM Inbox/Outbox.

Note: When you want to view only IMs from a specific contact, press the **User** Context-sensitive soft key to filter all IMs based on an IM that you have highlighted. The LCD screen shows the list of all IMs from that contact.

2. Do one of the following:

- Press the **View** Context-sensitive soft key to view the details of the sender, followed by the message content. (See “Viewing the content of an Instant Message” on page 138.)
- Press the **New IM** Context-sensitive soft key to compose a New IM. (See “Composing an Instant Message” on page 135.)
- Press the **Back** Context-sensitive soft key to return to the idle screen.

Viewing the content of an Instant Message

When you view the content of an Instant Message you can do the following:

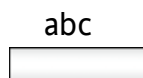
- Reply to the Instant Message - page 138
- Initiate a Call to the contact - page 139
- Delete the IM - page 140

Replying to an Instant Message

To reply to an Instant Message:



1. Press the **Reply** Context-sensitive soft key to send an IM in response to the IM you are viewing.

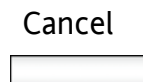


2. Press the **abc/123** Context-sensitive soft key to toggle between numeric and alphabetic input.



3. Enter the message you want to send as a reply.
4. Press the **Send** Context-sensitive soft key to send the IM when it is complete.

or



Press the **Cancel** Context-sensitive soft key to return to the previous menu and not send the IM.

Initiating a call from an Instant Message

To initiate a call from the IM Inbox, press the **Expand** fixed key or press the **Msgs** Context-sensitive soft key and select **Instant Messaging** from the menu.

Note: You cannot initiate a call from an Instant Message, if your service provider requires that a Directory Number (DN) be used to initiate a call.

To initiate a Call from an Instant Message:



View



Call




1. Press the **Up/Down** navigation key to highlight an IM from the list of Instant Messages.
2. Press the **View** Context-sensitive soft key to access the IM.
3. To initiate a call to the contact who sent you an IM, press the **Call** Context-sensitive soft key. The IP Phone 1140E goes off-hook and initiates the call.


Deleting an Instant Message

To delete a single IM, all the IMs from one contact, or all the IMs in your IM Inbox, press the **Msgs** Context-sensitive soft key, select **Instant Messaging** from the menu, select an IM and press the **View** Context-sensitive soft key. You can also access the list of IMs by pressing the **Expand** fixed key.


To delete Instant Messages:


Delete


1. Press the **Delete** Context-sensitive soft key.

Yes


AllUsr


All


No


2. Select one of the following Context-sensitive soft keys:
 - Press the **Yes** Context-sensitive soft key to delete the IM.
 - Press the **AllUsr** Context-sensitive soft key to delete all the IMs from the selected contact.
 - Press the **All** Context-sensitive soft key to clear all IMs from the IM Inbox/Outbox.
 - Press the **No** Context-sensitive soft key to return to the previous screen.

While on an active call

You can use the following features during an active call:

- “Making a new call” on page 141
- “Placing a call On Hold” on page 143
- “Using 3-way calling” on page 146
- “Transferring a call” on page 148
- “Using Park Call” on page 151

You use the **Action** Context-sensitive soft key to perform the following actions with an active call:

1. New Call - use this action to begin a new call while other calls are on hold.
2. Release Call - use this action to release (hang-up) the selected call.
3. Transfer Call - use this action to transfer the call to another phone number or SIP address.
4. Park Call - use this action to park a call on the call server or to a specific user. The call can be accessed from any phone and it keeps your phone line clear. (Not available for all call servers.)

Making a new call

You can initiate a new call during a current call. If you do not place the current call on hold first, the IP Phone 1140E automatically places the current call on hold when you initiate a new call. You can initiate a new call using any of the following methods:

- “Initiating a call using the Action Context-sensitive soft key” on page 142
- “Initiating a call from the Address Book” on page 102
- “Initiating a call from the Call Inbox” on page 122
- “Initiating a call from the Call Outbox” on page 128

Initiating a call using the Action Context-sensitive soft key

Using the Action Context-sensitive soft key to initiate a call:

Action



1. Press the **Action** Context-sensitive soft key while on a call to access the Action menu.



1. Press the **Up/Down** navigation key to highlight New Call from the menu.

Select



2. Do one of the following:
 - Press the **Select** Context-sensitive soft key to initiate a new call.

Note: This places the current call on hold, if it is not already on hold, and you continue to initiate the call as normal.

Back



- Press the **Back** Context-sensitive soft key to return to the in-call screen.

Call Waiting

While you are on an active call and you receive an incoming call. You are notified of an incoming call by a message on the LCD screen and a notifying beep. Answering the new call places the active call on hold you can also redirect the new call, decline the new call, or ignore the new call. (See, "Receiving a call" on page 90.)

Placing a call On Hold

Use the Hold feature when you are talking to one contact and want to perform another action, such as answer a new incoming call, transfer a call, or initiate a new call. You can have a number of calls on hold at the same time.

To place a call on hold:



Press the **Hold** fixed key. The LCD on hold icon flashes beside the line on hold.

Figure 21: Call On Hold



To retrieve a call on hold:

chad



To retrieve a call on hold do one of the following:

- Press the **Line** feature key beside the flashing LCD indicator
- Press the **Hold** fixed key to retrieve a call on hold.



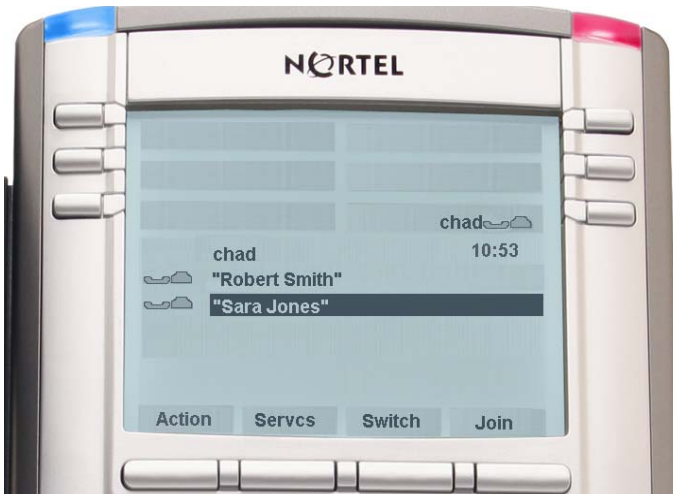
Hold

Multiple calls On Hold

When you have more than one call on hold, use the navigation key to highlight a call on the LCD screen. You can perform an action with that call by using the **Action** Context-sensitive soft key.

When you highlight a call that is not active, you can retrieve the call from hold and make it active. You can also join the call with the active call to create a 3-way calling session. (See “Using 3-way calling” on page 146.)

Use the **Switch** Context-sensitive soft key to change a call on hold to the primary call. If the primary call is active the system automatically puts that call on hold and makes the previous call on hold an active call. (See Figure 22.)

Figure 22: Secondary (Inactive) call highlighted

To access a call on hold when multiple calls are on hold:



1. Press the **Up/Down** navigation key to highlight a call on hold.

Chad  



Hold

2. To retrieve the highlighted call on hold do one of the following:
 - Press the **Line** feature key beside the flashing LCD indicator
 - Press the **Hold** fixed key to retrieve a call on hold.

To make a call on hold the active call



1. Press the **Up/Down** navigation key to highlight a call on hold.

Switch



2. Press the **Switch** Context-sensitive soft key to make the highlighted call on hold the active call. This removes the call from on hold and automatically places the previous call on hold.

Using 3-way calling

When you have more than one call and you want to join the incoming calls into one call, you can use either 3-way calling or create a conference call.

Note: Your system administrator or service provider must enable 3-way calling and conference calls for your IP Phone 1140E. Please contact your service provider or system administrator to determine if this feature is available.

The 3-way Call feature joins two calls on your phone into one 3-way call. You and the other two callers can speak together. When you join more than two calls into one call you must use the conference call feature. Your IP Phone 1140E manages the 3-way call and the server manages a conference call. (See “Setting up a conference call” on page 147)

To activate the 3-way Call feature, press the **Join** Context-sensitive soft key, with either call and select **3-way Call** from the menu. (See Figure 22 on page 145.) The phone joins the two calls and creates a new call that appears on the LCD screen as [3-way Call]. (See Figure 23 on page 147.)

Figure 23: 3-way Call

Note 1: If you receive a new call during a 3-way call, you can answer the new call as usual. The IP Phone 1140E automatically puts the 3-way call on hold. If you join the new caller to a 3-way call in progress the IP Phone 1140E automatically initiates a conference call with the server.

Note 2: If the host of a 3-way call presses the hold button, all callers in the 3-way call are put on hold.

Note 3: If the host of a 3-way call presses the Goodbye fixed key or selects Release Call from the Action menu, all calls in the 3-way call are terminated.

Setting up a conference call

When you want to invite three or more callers to a call, you can set up a conference call using the IP Phone 1140E. The call server handles conference calls. You can join incoming calls to the conference call or you can join calls that you initiate.

Note: Your system administrator or service provider must enable 3-way calling and conference calls for your IP Phone 1140E. Please contact your service provider or system administrator to determine if this feature is available.

To set up a conference call while on an active call with more than one other caller, highlight one of the calls, press the **Join** Context-sensitive soft key and select **Conference** from the menu. The calls are joined together as a conference call on the call server.

When you receive a new call while on a conference call, you can answer, ignore, decline, or forward the call as you would any call. You can also initiate a new call while on a conference call as normal and return to the conference call after you complete the call. The conference call continues while you are on the other call.

Note: If you press the **Goodbye** key or select **Release** from the Action menu while on the conference call you leave the conference call. The conference call continues with the other callers.

To join a call to an existing conference call:



Join










1. Press the **Up/Down** navigation key to highlight the call you want to join to the conference.
2. Press the **Join** Context-sensitive soft key to join the highlighted call to the conference.

Transferring a call

To transfer a call, press the **Action** Context-sensitive soft key and select **Transfer** from the menu.

Note: When more than one call is on hold the call you want to transfer must be the active call. (See “To make a call on hold the active call” on page 146)

To transfer a call to another phone:

- | | |
|---|--|
| <p>Action</p>  | <p>1. Press the Action Context-sensitive soft key and select Transfer from the menu.</p> |
| <p>abc</p>  | <p>2. Press the abc/123 Context-sensitive soft key to toggle between numeric and alphabetic input.</p> |
|  <p>Select</p>  | <p>3. Enter the phone number or SIP address to which you are transferring the call.</p> <p>or</p> <p>Select a contact from the Address Book, Call Inbox, or Call Outbox by pressing the corresponding fixed key. Highlight a contact from the list and press the Select Context-sensitive soft key.</p> |
| <p>Transfr</p>  | <p>4. Press the Transfr Context-sensitive soft key to connect the calling party.</p> |
| <p>Clear</p>  | <p>To erase the address you enter, press the Clear Context-sensitive soft key.</p> |
| <p>Back</p>  | <p>To return to the previous screen, press the Back Context-sensitive soft key.</p> |

The IP Phone 1140E prompts you with the following question, “Consult with party?”

5. Select one of the following Context-sensitive soft keys:

Yes

No

Back

- Press the **Yes** Context-sensitive soft key to consult with the contact you are transferring the call to before completing the transfer.
- Press the **No** Context-sensitive soft key to transfer the call without consulting the contact to whom you want to transfer the call.
- Press the **Back** Context-sensitive soft key to return to the previous screen.

Using the Park Call feature

You can use the Park Call feature to temporarily park a call to the call server or to a specific user. You or another user can retrieve the parked call from another phone. Using Park Call does not tie up a line since it is held on the call server.

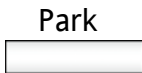
Note 1: The Park Call feature is not available for all call servers. Contact your system administrator or service provider to determine if this feature is available to you.

Note 2: When you park a call to the server, the server returns a retrieval code. You must enter the code to retrieve the call from park.

Using Park Call

During an active call, press the **Action** Context-sensitive soft key and select **Park Call** from the menu. The IP Phone 1140E prompts you with, "Press Park for server or User to park to a user".

To park a call to the server

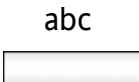


Press the **Park** Context-sensitive soft key to park the call to the server. The server returns a retrieval code that you must enter to retrieve the parked call.

To park a call to a specific user



1. Press the **User** Context-sensitive soft key to park the call to a User.



2. Press the **abc/123** Context-sensitive soft key to toggle between alphabetic and numeric characters.



Park

Clear

Back

3. Use the **Dialpad** to enter the user's name to whom you are parking the call.

You can do one of the following:

- Press the **Park** Context-sensitive soft key to park the call to the user and return to the previous menu.
- Press the **Clear** Context-sensitive soft key to erase the input field.
- Press the **Back** Context-sensitive soft key to return to the previous screen.

Retrieving a Parked Call

You must have the retrieval code to retrieve a parked call from the server. You can retrieve a parked call while the phone is in the idle state or while on a call.

To retrieve a parked call from the server, press the **Servcs** Context-sensitive soft key and select **Retrieve Parked Call** from the menu.

To retrieve a parked call from the server



1. Use the **Dialpad** to enter the retrieval code of the parked call.

Retrve

Clear

Back

You can do one of the following:

- Press the **Retrve** Context-sensitive soft key to retrieve the parked call.
- Press the **Clear** Context-sensitive soft key to erase the input field.
- Press the **Back** Context-sensitive soft key to return to the previous screen.

Additional features

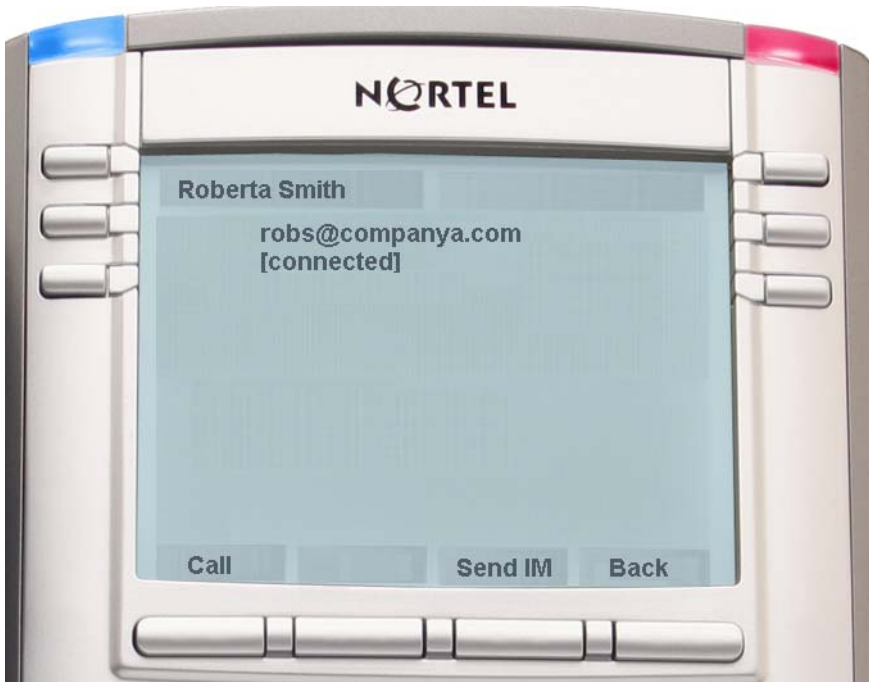
You can use the following features:

- “Using the Friends feature” on page 154
- “Using Feature Key options” on page 159
- “Using Call Forward” on page 175
- “Setting the phone to Do Not Disturb” on page 179
- “Setting a Presence state” on page 180
- “Configuring Privacy settings” on page 183

Using the Friends feature

You can designate a contact you have frequent interaction with as a “friend”. Access your friends list in the Address Book to:

- Check the presence status of a friend
- Initiate a call to a friend
- Send an IM to a friend
- Edit the information about a friend


Figure 24: Presence Status of a Friend

Accessing your Friends list


To access your Friends list, press the **Directory** fixed key and press the **Friends** Context-sensitive soft key or press the **View** Context-sensitive soft key, and select **Friends** from the menu. You can also access your Friends list by pressing the **Friends** Context-sensitive soft key while viewing the Address Book.

To check the online status of a friend on your list:

Status


All


Edit


Exit



Do one of the following:

- Press the **Status** Context-sensitive soft key to view the status of the friend. You can see the current presence status of the friend.
- Press the **All** Context-sensitive soft key to view the contents of the Address book including contacts designated as friends and regular contacts.
- Press the **Edit** Context-sensitive soft key to make changes to the information entered for a friend or to delete the contact from the friends list.

Press the **Exit** Context-sensitive soft key to return to the idle screen.

To initiate a call to a friend on the Friends list:


Status


Call


1. Press the **Status** Context-sensitive soft key to view the information about the friend.
2. Press the **Call** Context-sensitive soft key to initiate a call to the friend.

The IP Phone 1140E uses the SIP address or phone number from your personal Address Book to make the call.

To send an IM to a friend on the Friends list:


Status


1. Press the **Status** Context-sensitive soft key to view the information about the friend.

SendIM


2. Press the **SendIM** Context-sensitive soft key to send an IM to the friend.

The IP Phone 1140E uses the SIP address for the contact from your personal Address Book.

abc



3. Press the **abc/123** Context-sensitive soft key to toggle between numeric and alphabetic input.



4. Use the dialpad to enter the text of the message.

Send


5. Press the **Send** Context-sensitive soft key to send the IM.

Back


or

Press the **Back** Context-sensitive soft key to return to the previous menu.

Editing information about a friend

To edit information about a contact designated as a friend, press the **Directory** fixed key. Press the **Friends** Context-sensitive soft key or press the **View** Context-sensitive soft key. Select **Friends** from the menu. You can also access your Friends list by pressing the **Friends** Context-sensitive soft key while viewing the Address Book.

To edit your Friends list:



Edit



1. Press the **Up/Down** navigation key to highlight the friend you want to edit and press the **Edit** Context-sensitive soft key.

abc



2. Press the **abc/123** Context-sensitive soft key to toggle between alphabetic and numeric characters.



Ok



3. Use the dialpad to enter the new name for the contact.

Back



4. Press the **Ok** Context-sensitive soft key to continue.

or

Press the **Back** Context-sensitive soft key to return to the previous menu.

Delete



Note: To remove a contact from the Friends list press the **Delete** Context-sensitive soft key. This completely removes the contact from your personal Address Book.



Ok



Back



5. Use the dialpad to enter the new address for the contact.

6. Press the **Ok** Context-sensitive soft key to complete the process.

or

Press the **Back** Context-sensitive soft key to return to the previous menu.

Using Feature Key options

Use the Feature Key option to configure the feature keys on IP Phone 1140E. You can designate a feature key to act as a short cut for any of the following features:

- Speed Dial
- Call Forward
- Do Not Disturb
- Send IM
- Presence State

Note: The IP Phone 1140E designates the feature key on the bottom right of the six feature keys as Feature Key 1 and reserves it as the line key for the phone.

Figure 25: Feature Keys



Creating a Speed Dial feature key

You can designate a Feature key with a phone number or SIP address and then use that feature key to speed dial a contact. There are two methods of assigning a feature key to use for speed dialing:

- Assigning a feature key from the Preferences menu
- Assigning a feature key using the **Copy** fixed key.

Designating a feature key to Speed Dial feature

To configure a Feature Key to Speed Dial, press the **Prefs** Context-sensitive soft key, select **Feature Options**, and selects **Feature Keys** from the menu.

To designate a feature key to speed dial:

1. To select a feature key to use to speed dial a contact do either of the following:



- Press the **Up/Down** navigation key to highlight the feature key to use for speed dialing and press the **Set** Context-sensitive soft key.

or



- Press the **Feature** key that you want to set up for speed dialing and press the **Set** Context-sensitive soft key.



2. Press the **Up/Down** navigation key to highlight Speed Dial from the menu list of shortcuts.

Select



3. Press the **Select** Context-sensitive soft key to select Speed Dial

or

Back



Press the **Back** Context-sensitive soft key to return to the previous step.

abc



4. Press the **abc/123** Context-sensitive soft key to toggle between alphabetic and numeric characters.



5. Use the **Dialpad** to enter a name or label for the feature key.

Ok



Back



Ok



Cancel



Ok



Cancel



6. Press the **Ok** Context-sensitive soft key to confirm the entry and move to the next step.

or

Press the **Back** Context-sensitive soft key to return to the previous step.

7. Use the **Dialpad** to enter a phone number or SIP address.

8. Press the **Ok** Context-sensitive soft key to confirm the entry and move to the next step.

or

Press the **Cancel** Context-sensitive soft key to return to the previous step.

9. Use the **Dialpad** to enter a Call Subject associated with the Speed Dial contact. You can leave this blank if you do not want to include a Call Subject.

10. Press the **Ok** Context-sensitive soft key to confirm the entry and move to the next step.

or

Press the **Cancel** Context-sensitive soft key to return to the previous step.

Creating a Speed Dial feature key using the Copy key

To create a Speed Dial feature key, press the **Copy** fixed key when you are viewing any of following:

- A highlighted entry in an Address Book list
- A highlighted entry of your Call Inbox or Call Outbox
- A highlighted entry of your IM Log

To designate a Speed Dial Key using the Copy key:



1. Press the **Up/Down** navigation key to highlight Speed Dial Key from the menu.

Select



Cancel



2. Press the **Select** Context-sensitive soft key.

or

Press the **Cancel** Context-sensitive soft key to return to the previous step.

3. Follow the procedure “To designate a feature key to speed dial:” on page 161.

Creating a Send IM feature key

You can designate a Feature key with the SIP address of a contact and then use that feature key to initiate an IM to that contact.

There are two methods of assigning a feature key to use to initiate an IM:

- Assigning a feature key from the Preferences menu
- Assigning a feature key using the **Copy** fixed key.

To configure a Feature Key to initiate an IM to a contact, press the **Prefs** Context-sensitive soft key, select **Feature Options**, and select **Feature Keys** from the menu.

To create a Send IM feature key:



Select



Back



abc



1. To select a feature key to use to speed dial a contact do one of the following:
 - Press the **Up/Down** navigation key to highlight the feature key to use to initiate an IM and press the **Set** Context-sensitive soft key.
 - Press the **Feature** key that you want to set up as a Send IM feature key and press the **Set** Context-sensitive soft key.
2. Press the **Up/Down** navigation key to highlight **Send IM** from the menu list of shortcuts.
3. Press the **Select** Context-sensitive soft key to select Send IM.

or

Press the **Back** Context-sensitive soft key to return to the previous step.
4. Press the **abc/123** Context-sensitive soft key to toggle between alphabetic and numeric characters.



Next



Back



Finish



Cancel



5. Use the **Dialpad** to enter a label for the feature key.

6. Press the **Next** Context-sensitive soft key to confirm the entry and move to the next step.

or

Press the **Back** Context-sensitive soft key to return to the previous step.

7. Use the **Dialpad** to enter a SIP address.

8. Press the **Finish** Context-sensitive soft key to confirm the entry as the Send IM feature key.

or

Press the **Cancel** Context-sensitive soft key to return to the previous step.

Creating a Send IM feature key using the Copy key

To create a Send IM feature key, press the **Copy** fixed key when you are viewing any of following:

- A highlighted entry in an Address Book list
- A highlighted entry of your Call Inbox or Call Outbox
- A highlighted entry of your IM Log

To designate a Send IM Key using the Copy key:



1. Press the **Up/Down** navigation key to highlight Send IM Key from the menu.

Select



Cancel



2. Press the **Select** Context-sensitive soft key.

or

Press the **Cancel** Context-sensitive soft key to return to the previous step.

3. Follow the procedure “To create a Send IM feature key:” on page 164.

Creating a Call Forward feature key

To have your incoming calls forwarded, designate a Feature key with a telephone number or SIP address. Then, you press the designated feature key to forward the calls to the appropriate telephone number or SIP address.

Note: You can also set up Call Forwarding using the **Servcs** Context-sensitive soft key, but this does not set a feature key as a short cut for call forwarding. (See “Using Call Forward” on page 175.)

There are two methods of assigning a feature key to use to activate the Call Forward feature:

- Assigning a feature key from the Preferences menu
- Assigning a feature key using the **Copy** fixed key.

To configure a Feature Key to use as a Call Forward short cut, press the **Prefs** Context-sensitive soft key, select **Feature Options**, and select **Feature Keys** from the menu.

To create a Call Forward feature key:



Select



Back



abc



- To select a feature key to use as a Call Forward shortcut do one of the following:
 - Press the **Up/Down** navigation key to highlight the feature key to use as a call forwarding shortcut and press the **Set** Context-sensitive soft key.
 - Press the **Feature** key that you want to set up as a Call Forwarding shortcut.
- Press the **Up/Down** navigation key to highlight **Call Forward** from the menu list of shortcuts.
- Press the **Select** Context-sensitive soft key to select Call Forward.
or
Press the **Back** Context-sensitive soft key to return to the previous step.
- Press the **abc/123** Context-sensitive soft key to toggle between alphabetic and numeric characters.
- Use the **Dialpad** to enter a label for the feature key.

Next



Back



Finish



Clear



Back



6. Press the **Next** Context-sensitive soft key to confirm the entry and move to the next step.

or

Press the **Back** Context-sensitive soft key to return to the previous step.

7. Use the **Dialpad** to enter a SIP address.

8. Press the **Finish** Context-sensitive soft key to confirm the entry and complete the procedure.

Press the **Clear** Context-sensitive soft key to erase the entry.

Press the **Back** Context-sensitive soft key to return to the previous menu.

Creating a Call Forward feature key using the Copy key

To create a Call Forward feature key, press the **Copy** fixed key when you are viewing any of following:

- A highlighted entry in an Address Book list
- A highlighted entry of your Call Inbox or Call Outbox
- A highlighted entry of your IM Log

To create a Call Forward Key using the copy key:



1. Press the **Up/Down** navigation key to highlight Call Forward Key from the menu.

Select



Cancel



2. Press the **Select** Context-sensitive soft key.

or

Press the **Cancel** Context-sensitive soft key to return to the previous step.

3. Follow the procedure “To create a Call Forward feature key:” on page 167.

Creating a Presence feature key

You can designate a Feature key with a Presence status and then use that feature key as a shortcut to alert other users to your online status.

To configure a Feature Key with a Presence status, press the **Prefs** Context-sensitive soft key, select **Feature Options**, and select **Feature Keys** from the menu.

To create a Presence feature key:



Select



Back



1. To select a feature key to set up with a Presence status do one of the following:
 - Press the **Up/Down** navigation key to highlight the feature key to use for presence status and press the **Set** Context-sensitive soft key.
 - Press the **Feature** key that you want to use for presence status and press the **Set** Context-sensitive soft key.
2. Press the **Up/Down** navigation key to highlight Presence from the menu list of shortcuts.
3. Press the **Select** Context-sensitive soft key to select Presence.

or

Press the **Back** Context-sensitive soft key to return to the previous step.
4. Press the **Up/Down** navigation key to highlight either:
 - 1. Connected
 - 2. Unavailable

Select



Back



5. Press the **Select** Context-sensitive soft key to select Presence.

or

Press the **Back** Context-sensitive soft key to return to the previous step.



You can choose a more detailed message for other users to see. Select None if you wish to give no other information.

6. If you chose **Connected** in step 4, press the **Up/Down** navigation key to highlight one of the following details:

- 1. None
- 2. Away
- 3. Out to Lunch
- 4. Be Right Back

If you chose **Unavailable** in step 4, press the **Up/Down** navigation key to highlight one of the following details:

- 1. None
- 2. Busy
- 3. On vacation
- 4. Offline

Note: You can create your own Presence messages to display and they become available when you program a feature key as a shortcut. (See “Adding a new Presence state message” on page 182.)

Finish



7. Press the **Finish** Context-sensitive soft key to select the Presence detail and finish the procedure.

or

Back



Press the **Back** Context-sensitive soft key to return to the previous step.

Creating a Do Not Disturb feature key

You can designate a Feature key to set your phone to Do Not Disturb and then use that feature key as a shortcut to set your phone to Do Not Disturb.

To configure a Feature Key to use to set your phone to Do Not Disturb, press the **Prefs** Context-sensitive soft key, select **Feature Options**, and select **Feature Keys** from the menu.

To create a Do Not Disturb feature key:

1. To select a feature key to use to speed dial a contact do one of the following:
 - Press the **Up/Down** navigation key to highlight the feature key to use to set your phone to Do Not Disturb and press the **Set** Context-sensitive soft key.
 - Press the **Feature** key that you want to use as a shortcut to set your phone to Do Not Disturb and press the **Set** Context-sensitive soft key.





2. Press the **Up/Down** navigation key to highlight **Do Not Disturb** from the menu list of shortcuts.

Select



3. Press the **Next** Context-sensitive soft key to select **Do Not Disturb**.

or

Back



Press the **Back** Context-sensitive soft key to return to the previous step.

abc



4. Press the **abc/123** Context-sensitive soft key to toggle between alphabetic and numeric characters.



5. Use the **Dialpad** to enter a label for the feature key.

Finish



6. Press the **Finish** Context-sensitive soft key designating the feature key as a Do Not Disturb shortcut and finish the procedure.

or

Back



Press the **Back** Context-sensitive soft key to return to the previous step.

Viewing the content of a programmed feature key

To view the content of a programmed Feature Key, press the **Prefs** Context-sensitive soft key, select **Feature Options**, and select **Feature Keys** from the menu.

To view the content from a programmed feature key:



Ok



1. To select a feature key to view, do one of the following:
 - Press the **Up/Down** navigation key to highlight the feature key and press the **Info** Context-sensitive soft key.
 - Press the **Feature** key to select it and press the **Info** Context-sensitive soft key.
2. Press the **Ok** Context-sensitive soft key, to finish viewing the contents of the Feature key.

Removing the content from a programmed feature key

To remove the content from a programmed Feature Key, press the **Prefs** Context-sensitive soft key, select **Feature Options**, and select **Feature Keys** from the menu.

To remove the content from a programmed feature key:



1. To select a feature key to remove the content do one of the following:
 - Press the **Up/Down** navigation key to highlight the feature key and press the **Set** Context-sensitive soft key.
 - or
 - Press the **Feature** key from which you want to remove the content.

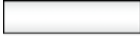
Remove



2. Press the **Remove** Context-sensitive soft key to remove the content of the programmed Feature key.

or

Back



Press the **Back** Context-sensitive soft key to return to the previous menu.

Ok



3. Press the **Ok** Context-sensitive soft key to remove the content of the programmed Feature key.

or

Back



Press the **Back** Context-sensitive soft key to return to the previous menu.

Ok



4. Press the **Ok** Context-sensitive soft key to confirm the removal of the content from the selected Feature key. You can now reprogram the Feature key.

Using Call Forward

Use the Call Forward feature to direct incoming calls to an alternate destination. You can continue to make calls from the phone, but all incoming calls are redirected to the new destination.

When you forward a call to another IP Phone, the IP Phone receiving the call displays the name and SIP address, if present, of the caller, the name and SIP address, if present, of the original called party, and any subject message included with the call. This ensures that the user who receives the forwarded call knows that the call is forwarded from you, who the call is from, and any subject message that is included.

Note: Not all service providers display forwarded calls as described above. Contact your system administrator or service provider for more information concerning Call Forward.

Figure 26: Incoming call display for a forwarded call



When the address or subject line is long you can scroll using the left and right navigation keys.

Table 6 on page 176 describes the Privacy Setting and what the IP Phone displays for a forwarded call.

Table 6: Privacy setting and IP phone display for Call Forward

Privacy setting	IP Phone Display
None	From: Robert (robert@companyb.com) To: Alice (alice@companya.com) Subject: Calling to discuss budget.
All	From: Anonymous To: Alice (alice@companya.com) Subject: Calling to discuss budget.

Table 6: Privacy setting and IP phone display for Call Forward

Privacy setting	IP Phone Display
Address	From: Robert To: Alice (alice@companya.com) Subject: Calling to discuss budget.
Name	From: robert@companyb.com To: Alice (alice@companya.com) Subject: Calling to discuss budget.

When you have your calls forwarded to another user or phone you have the option to have the IP Phone 1140E remind you that incoming calls will be forwarded. This notification will be an audible signal you hear when you go off hook and a change to the ring pattern when a call is incoming.

To activate this notification press the **Prefs** Context-sensitive soft key, select **Feature Options**, and select **Call Fwd Notification** from the menu. Press the **On** Context-sensitive soft key to activate Call Forward Notification. If the Call Forward Notification is activated you press the **Off** Context-sensitive soft key to deactivate the feature.

Note: If the IP Phone 1140E is ringing or is in Do Not Disturb mode, you cannot forward the call.

To forward your calls or change the number where calls are forwarded:



1. Enter the phone number or SIP address where you want to forward your calls.

Forward

Clear

Back

2. Choose one of the following:

- Press the **Forward** Context-sensitive soft key to accept the number and return to the Services Menu.
- Press the **Clear** Context-sensitive soft key to clear the input line.
- Press the **Back** Context-sensitive soft key to cancel the input and return to the Services menu.

To deactivate Call Forward:

Disable

Back

1. Choose one of the following:

- Press the **Disable** Context-sensitive soft key to deactivate call forward and return to the Services Menu.
- Press the **Back** Context-sensitive soft key to cancel deactivating the Call Forward and return to the Services menu.

Setting the phone to Do Not Disturb

Use Do Not Disturb to automatically block all incoming calls. When you activate this feature, the calling party receives a busy signal.

To set the phone to Do Not Disturb, press either the **Services** Context-sensitive soft key or the **Services** fixed key, and select **Do Not Disturb** from the menu.

To enable Do Not Disturb:

Enable



2. Press the **Enable** Context-sensitive soft key to set the phone to Do Not Disturb.

or

Back



Press the **Back** Context-sensitive soft key to return to the previous menu.

Ok



3. Press the **Ok** Context-sensitive soft key to return to the Services menu.

To disable Do Not Disturb:

Disable



4. Press the **Disable** Context-sensitive soft key to set the phone to Do Not Disturb.

or

Back



Press the **Back** Context-sensitive soft key to return to the previous menu.

Ok



5. Press the **Ok** Context-sensitive soft key to return to the Services menu.

Setting a Presence state

You set a presence state to enable other users to see information about your availability. You can select from a list of pre-made messages or create a new message to display for your presence state.

Changing the Presence state

To change your Presence state, press the **Services** Context-sensitive soft key, and select **Presence** from the menu.

To change the Presence state:

Change



Back



1. Choose one of the following:
 - Press the **Change** Context-sensitive soft key to change your current presence state.
 - Press the **Back** Context-sensitive soft key to return to the services menu.



2. Press the **Up/Down** navigation key to highlight either:
 - 1. Connected
 - 2. Unavailable

Select



Back



3. Press the **Select** Context-sensitive soft key to continue to the next screen.

or

Press the **Back** Context-sensitive soft key to return to the previous step.

You can choose a more detailed message for other users to see. Select **None** if you wish to give no other information.



4. If you chose **Connected** in step 2, press the **Up/Down** navigation key to highlight one of the following details:

- 1. None
- 2. Away
- 3. Out to Lunch
- 4. Be Right Back

If you chose **Unavailable** in step 2, press the **Up/Down** navigation key to highlight one of the following details:

- 1. None
- 2. Busy
- 3. On vacation
- 4. Offline

Note: You can create your own Presence messages to display and they become available when you program a feature key as a shortcut.

Select

Add

Back

OK

5. Do one of the following:
 - Press the **Select** Context-sensitive soft key to select the Presence detail and move to the confirmation screen.
 - Press the **Add** Context-sensitive soft key to enter a custom note. (See “Adding a new Presence state message” on page 182.)
 - Press the **Back** Context-sensitive soft key to return to the previous step.
6. Press the **OK** Context-sensitive soft key to confirm the Presence state selection.

Adding a new Presence state message

To add a new Presence state message, press the **Servcs** Context-sensitive soft key, select **Presence**, press the **Change** Context-sensitive soft key. Select either **Connected** or **Unavailable** from the menu, and press the **Add** Context-sensitive soft key.

To add a new Presence state message:

abc

1. Press the **abc/123** Context-sensitive soft key to toggle between alphabetic and numeric characters.



2. Use the **Dialpad** to enter a new Presence state message.

Ok



Back



3. Press the **OK** Context-sensitive soft key to confirm the entry and complete the procedure.

or

Press the **Back** Context-sensitive soft key to return to the previous step.

Configuring Privacy settings

You may want to restrict caller information coming to the phone or caller information leaving the phone. You can restrict either the name, number or both from appearing on the screen.

Incoming call privacy

To restrict the information for incoming calls to your phone, press the **Prefs** Context-sensitive soft key, select **Misc Options**, and **Incoming Privacy** from the menu.

To configure Incoming Call Privacy:



1. Press the **Up/Down** navigation key to highlight one of the following:
 - 1. None (no restriction)
 - 2. Name (restricts only the name)
 - 3. Address (restricts only the address)
 - 4. All (restricts name and number)

Change

Back

2. Choose one of the following:

- Press the **Change** Context-sensitive soft key to change the Incoming Privacy restriction to the highlighted restriction.
- Press the **Back** Context-sensitive soft key to return to the previous menu without implementing any changes.

Outgoing call privacy

To restrict the information for outgoing calls from your phone, press the **Prefs** Context-sensitive soft key, select **Misc Options**, and **Outgoing Privacy** from the menu.

To configure Outgoing Call Privacy:



1. Press the **Up/Down** navigation key to highlight one of the following:
 - 1. None (no restriction)
 - 2. Name (restricts only the name)
 - 3. Address (restricts only the address)
 - 4. All (restricts name and number)

Change



Back



2. Choose one of the following:
 - Press the **Change** Context-sensitive soft key to change the Outgoing Privacy restriction to the highlighted restriction.
 - Press the **Back** Context-sensitive soft key to return to the previous menu without implementing any changes.

Multiple Appearance Directory Number

Multiple Appearance Directory Number (MADN), also known as Bridge Line Appearance, and using Single Call Appearance (SCA) allows multiple phones to appear as a single line to the caller. Any of the IP Phones with the MADN feature active can initiate or answer a call, but only one call can be active at a time. However, other clients that are part of the same MADN line can join the active call by going off hook.

The MADN feature allows a user to prevent others from joining the call by making the call private. In order to make the call private a special code (Vertical Service Code) must be dialed so that the call server knows that the call is private. In order to dial a Vertical Service Code on an IP Phone 1140E the user must first initiate a new call by pressing the **Action** Context-sensitive soft key and select **New Call/Conference** and then dial the Vertical Service Code which is provided by your system administrator or service provider.

Note: The MADN feature is only available when you connect to a call server that supports the MADN feature. Your system administrator manages the MADN feature and enables the MADN feature on your IP Phone 1140E if required.

When multiple phones are configured with a MADN SCA feature, they share one single Directory Number (DN) that is available to the user. An incoming call to this DN or to any SIP address of the users of the MADN SCA group, causes all the phones to ring. Also, a call initiated from any phone of the MADN SCA group can be joined by other users within the group.

Any user that joins a call with the MADN SCA feature can put the call on hold and prevent other users within the MADN SCA group from joining.

Figure 27: MADN SCA shared line not active**Figure 28: MADN SCA shared line active**

Advance system features

Viewing the Phone Information

You can view the Phone Information by pressing the **View** Context-sensitive soft key and selecting **Phone Information** from the menu. The following information appears:

- Name (User's name)
- Domain (connected-to Domain)
- Presence (Current Presence status)
- FeatActv (Active Feature)
- ReDial (Last SIP address or phone number entered)
- Load (Current load version)
- Firmware (Current firmware version)
- MAC
- IP (connected-to IP address)
- Location (Location entered for your phone)

Note: You can not make any changes to the setting from this menu.

To view information about the USB port press the **USB** Context-sensitive soft key when you access the Phone Information screen.

System features

There are a some system features you may want to access. Some of these features require you to enter your user password. You may need to consult with the system administrator or service provider before you can access some of the features.

To access the System menu, press the **Servcs** Context-sensitive soft key and select **System**. The following menu displays:

1. Login - Only used when call server supports multiple user logins.
2. Logout - Use to log out from the phone. (See “Logging out from the IP Phone 1140E” on page 55.)
3. Check for Updates - Use to check for the latest firmware update for the phone. (See “Checking for updates” on page 189.)
4. Switch Proxy - Use to switch Domains. (See “Switching the Proxy” on page 189.)
5. Reset Phone - Use to perform a reset of the phone. (See “Resetting the phone” on page 192.)
6. Erase User Data - Use to erase the stored data and settings of the IP Phone 1140E. (See “Erasing user data” on page 192.)

Checking for updates

To check for the latest firmware update for your IP Phone 1140E, press the **Services** fixed key or the **Servcs** Context-sensitive soft key, select **System**, and select **Check For Updates** from the menu.

To check for an update:

Yes

Press the **Yes** Context-sensitive soft key check for the latest firmware update for your IP Phone 1140E.

or

No

Press the **No** Context-sensitive soft key to return to the previous menu without checking for an update.

Note: While the IP Phone 1140E checks for an update the phone activates Do Not Disturb (DND).

Switching the Proxy

When you switch proxy, you are changing the Domain to which the IP Phone 1140E connects. To switch the proxy, press the **Services** fixed

key or the **Services** Context-sensitive soft key, select **System**, and select **Switch Proxy** from the menu.

To switch proxy:

abc

1. Press the **abc/123** Context-sensitive soft key to toggle between alphabetic or numeric input.



2. Use the dialpad to enter your password.

Ok

3. Press the **Ok** Context-sensitive soft key.

or

Back

Press the **Back** Context-sensitive soft key to return to the previous menu.

Yes

The phone prompts you with “Switch to alternate proxy server?”

4. Press the **Yes** Context-sensitive soft key to proceed.

or

No

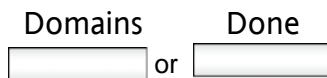
Press the **No** Context-sensitive soft key to return to the System menu.

Domain

The IP Phone 1140E logs you out from the current domain and returns you to the User Login screen.

5. Press the **Domain** Context-sensitive soft key.

6. Choose one of the following:



- Press the **Domains** Context-sensitive soft key to change the current domain.
- Press the **Done** Context-sensitive soft key to keep existing configurations and return to the User Login screen.

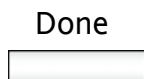
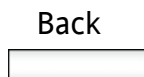


7. Press the **Up/Down** navigation key to highlight the new domain you want to use.



8. Choose one of the following:

- Press the **Select** Context-sensitive soft key to change the domain to the highlighted domain from the list. The phone returns to the Current Domain display screen and the new domain appears.
- Press the **Back** Context-sensitive soft key to keep existing configurations and return to the Display menu.



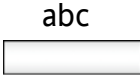
9. Press the **Done** Context-sensitive soft key to confirm the new Domain and return to the User Login screen.

10. Log in as you usually do

Resetting the phone

You use this feature to reset the phone without unplugging the power cable. To reset the IP Phone 1140E, press the **Services** fixed key or the **Servcs** Context-sensitive soft key, select **System**, and select **Reset Phone** from the menu.

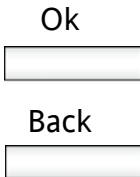
To reset the IP Phone 1140E:



1. Press the **abc/123** Context-sensitive soft key to toggle between alphabetic or numeric input.



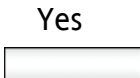
2. Use the dialpad to enter your password.



3. Press the **Ok** Context-sensitive soft key.

or

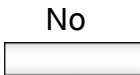
Press the **Back** Context-sensitive soft key to return to the previous menu.



The phone prompts you with "Reset Phone?"

4. Press the **Yes** Context-sensitive soft key to proceed.

or



Press the **No** Context-sensitive soft key to return to the System menu.

Erasing user data

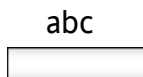
The IP Phone 1140E stores user files that you may eventually want to delete. These user data files are created or downloaded. These include:

1. Profiles - User profile settings
2. Sounds - Downloaded tones or audio alerts
3. Languages - Downloaded language files
4. System file - System settings file

You may need to delete some or all of these files. This is often necessary when the phone re-deploys to a different user.

To delete User Data files, press the **Services** fixed key or the **Servcs** Context-sensitive soft key, select **System**, and select **Erase User Data** from the menu. You need to enter your login password to access the File Manager menu.

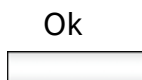
To delete user data files:



1. Press the **abc/123** Context-sensitive soft key to toggle between alphabetic or numeric input.



2. Use the dialpad to enter your password.



3. Press the **Ok** Context-sensitive soft key.

or



Press the **Back** Context-sensitive soft key to return to the previous menu.



4. Press the **Up/Down** navigation key to highlight one of the following:

- 1. Profiles
- 2. Sounds
- 3. Languages
- 4. System file
- 5. All files

Next



Back



5. Choose one of the following:

- Press the Next Context-sensitive soft key.

or

- Press the **Back** Context-sensitive soft key to return to the previous menu.

To delete a user profile:



1. Press the **Up/Down** navigation key to highlight the user profile you want to delete.

Delete



Back



2. Choose one of the following:
 - Press the **Delete** Context-sensitive soft key to delete the highlighted user profile from the list.
 - or
 - Press the **Back** Context-sensitive soft key to return to the previous menu.
3. Log out or restart the phone to complete the process.

To delete a sound file:



Delete



Back



1. Press the **Up/Down** navigation key to highlight the sound file you want to delete.
2. Choose one of the following:
 - Press the **Delete** Context-sensitive soft key to delete the highlighted user profile from the list.
 - or
 - Press the **Back** Context-sensitive soft key to return to the previous menu.

To delete a language file:



1. Press the **Up/Down** navigation key to highlight the language file you want to delete.

Delete



2. Choose one of the following:
 - Press the **Delete** Context-sensitive soft key to delete the highlighted language file from the list.

or

Back



- Press the **Back** Context-sensitive soft key to return to the previous menu.

To delete the system file:

Next



To delete the system file without deleting the user profile.

1. Press the **Next** Context-sensitive soft key to delete the system file.

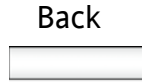
or

Back



Press the **Back** Context-sensitive soft key to return to the previous menu.

2. Log out or restart the phone to complete the process.

To delete all files:

1. Press the **Next** Context-sensitive soft key to delete the system file and user profiles.

or

Press the **Back** Context-sensitive soft key to return to the previous menu.

2. Log out or restart the phone to complete the process.

Network menu

Primarily, the system administrator accesses the network menu and uses an administration password to access the items. If you need to access any of the network menu items consult with the system administrator and refer to the ***SIP Firmware for 1140E Administration (NN43113-300)***.

To access the Network menu, press the **Services** fixed key twice quickly or press the **Prefs** Context-sensitive soft key and select **Network** from the menu. The following items are available:

- Server Settings - Used to select and edit domains
- Device Settings - Used to configure the network settings
- Diagnostics - Used to run a trace route or send a ping to diagnose the network connection
- Lock Menu - Used so access to the Network Menu requires an administration password











Visual indicators

The IP Phone 1140E uses visual indicators or cues to indicate incoming calls and messages. The display icons on the telephone also indicate the current call state, the status of Inbox calls, the status of Instant Messages (IMs), and the Presence state of contacts designated as Friend.

Display screen icons

Table 6 lists the display icons the IP Phone 1140E may display.

Table 7: Display Screen Icons

Component	Icon
Call States	
On Hook	
Incoming/Outgoing Call (Phone ringing)	
On the Phone	
On Hold	
Do Not Disturb	
Call Forward	
Send IM	
Instant Messaging	
New, Unread	
Read	
Replied to	
Inbox	

Incoming Call Answered



Incoming Call, Missed, New



Incoming Call, Missed, Reviewed



Presence

Connected



Connected Inactive



Unavailable Busy, or Offline



Active Available



On the Phone



Unknown



Visual Alerter/Message Waiting Indicators

The red LED light at the top right of the phone lights to indicate incoming calls or when a caller leaves you voice mail. The blue LED light at the top left of the phone lights to indicate when you receive a new IM or when there are unread IMs in your Instant Message Inbox.

Table 8: Visual Alerter/Message Waiting Indicators

Red LED Visual Indicator	LED Status
Voice Mail left by caller	Steady red light until reviewed
Incoming Call (Phone ringing)	Fast blinking red light
Blue LED Visual Indicator	LED Status
New IM received	Steady blue light until reviewed
New IM received when other unread IMs are in the Inbox	Double flash and returns to steady blue light.
The IM pop-up appears and a new IM received.	Steady blue light until reviewed or you press the Exit Context-sensitive soft key.

Terms you should know

3-way Call

The 3-way Call feature joins two calls on your phone into one 3-way call. You and the other two callers can speak together.

Alphanumeric Dialing

Alphanumeric dialing refers to the spelling of names or words by entering alphabetic characters co-located with the numbers on the numeric dialpad of your IP Phone 1140E.

Call Decline

A feature that you can use to decline a call with the option to send a reason for declining the call.

Call Forward

A feature that you can use to transfer incoming calls to a pre-defined phone number or SIP address.

Call Server

The equipment operated by your service provider that manages the calls to and from your phone.

Call Subject

A feature that you can use to send a message to the person you are contacting as they receive the call from you. A Call Subject appears on the display screen, if the receiving telephone has a display screen and is capable of displaying Call Subjects.

Category 5 (Cat5)

Cable and associated connecting hardware capable of transmitting at speeds up to 100 MHz, used by 10BaseT, 100BaseT4, 100BaseTX.

Category 5e (Cat5e)

Most Cat5 cable manufactured after 1996 also supports 1000BaseT (GigE) installations, and is designated Cat 5e. Cat5e cable normally has four pairs of copper wire.

Category 6 (Cat6)

Cable and associated connecting hardware capable of transmitting at speeds up to 200 MHz. Designed specifically to support 1000BaseT (GigE), it is also compatible with 10BaseT, 100BaseT4, and 100BaseTX installations. The cable normally has four pairs of copper wire.

Copy Key

A fixed key used to copy entries to your Address Book, Speed Dial Key, Send IM Key, and Call Forward key.

Date/Time display

The IP Phone 1140E shows the current date and time when the telephone is in an idle state.

Directory Number (DN)

A telephone number you enter to initiate a call. For example, (555) 555-5555.

Domain

The Internet Protocol address the IP Phone connects to when you login.

Do Not Disturb

A feature you activate to block all incoming calls.

Enter key

The center key of the Navigation Cluster key used to select menu items and to confirm changes. The Enter key duplicates the function of the Context-sensitive soft keys Select, and Set.

Feature Status Indicator

An LCD or an LED that indicates a data message, contact, or feature status by a flash, wink, steady on, or off.

Fixed key

The hard-labeled keys of the IP phone that have a specific function.

Goodbye key

A fixed key used to end an active call or exit an active menu.

Handsfree key

A fixed key used to activate Handsfree.

Hold key

A fixed key used to place an active call on hold.

IM (Instant Message)

You use IMs to send a text message to a specific user. The user must be logged in to receive the IM.

Indicator

An LCD or an LED that indicates the status of a feature by the flash, blink, steady on, or off.

Multiple Appearance Directory Number (MADN)

When multiple phones are configured with a MADN Single Call Appearance (SCA) they appear as a single Directory Number (DN).

Message/Inbox

A fixed key on your IP Phone 1140E that connects to your Call Inbox.

Mute

A fixed key used to listen to a call without transmitting.

Navigation keys

Keys used to scroll through menus and lists appearing on the LCD display screen.

Off-Hook

The term *off-hook* is applied whether (a) the end user lifts up the handset, (b) the end user presses a line key, (c) the call is automatically answered at the telephone, or (d) a line is automatically selected for an outgoing call.

Parked Call

An active call you park on the server or to another user that can be retrieved from another phone.

Presence

A feature that you use to set a presence state to be displayed to other users.

Quit key

A fixed key you use to exit an active menu

Ringback/ring tone

A sound indicating that a call you have made is ringing at its destination.

Shift/Outbox

A fixed key you use to connect to your Call Outbox.

Session Initiation Protocol (SIP)

Session Initiation Protocol is an telephony signaling protocol for initiating interactive communication sessions between users.

SIP Address

An IP address that is assigned to a user, such as bob@ABC123.com that is used to send IMs and initiate calls.

Context-sensitive soft keys

A set of programmed keys. These four keys are directly beneath the display area. You use these keys to access and select menu items.

Speed Dial

A user-defined feature key that you press to dial a pre-programmed SIP address or phone number.

User interface

Screen displays that interact with the end-user as a result of an action or event.

User Profile

Your User Profile contains your specific settings and data. Your User Profile is saved and available when you login to the IP Phone 1140E.

Visual Alerter/Message Waiting indicator

An LCD or an LED that flashes to indicate that a message is waiting or when the ringer is on.

Regulatory and safety information

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/ TV technician for help.

Note: The user should not make changes or modifications not expressly approved by Nortel Networks. Any such changes could void the user's authority to operate the equipment

This Class B digital apparatus complies with Canadian ICES-003. Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

Warnings:

- This is a Class B product. In a domestic environment this product can cause radio interference in which case the user must take adequate measures.
- Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device."
- Privacy of communications may not be ensured when using this IP Phone.

- This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20cm between the radiator and your body (excluding the handset). This transmitter must not be collocated or operated in conjunction with any other antenna or transmitter.

To prevent radio interference to the licensed service, this device must be operated indoors only and should be kept away from windows to provide maximum shielding.

この装置は、情報処理装置等電波障害自主規制協議会（V C C I）の基準に基づくクラス B 情報技術装置です。この装置は、家庭環境で使用することを目的としています。この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。

取扱説明書に従って正しい取り扱いをして下さい。

Table 9 lists EMC compliance for various jurisdictions.

Table 9: EMC compliance (Part 1 of 2)

Jurisdiction	Standard	Description
United States	FCC CFR 47 Part 15	Class B Emissions: FCC Rules for Radio Frequency Devices (see Notes 1 and 2)
Canada	ICES-003	Class B Emissions: Interference-Causing Equipment Standard: Digital Apparatus
Australia/ New Zealand	AS/NZS 3548 CISPR 22	Class B Emissions: Information technology equipment - Radio disturbance

Table 9: EMC compliance (Part 2 of 2)

Jurisdiction	Standard	Description
European Community	EN 55022	Class B Emissions: Information technology equipment - Radio disturbance
	EN 55024	Information technology equipment - Immunity characteristics Limits and methods of measurement
	EN 61000-3-2	Limits for harmonic current emissions (equipment input current ≤ 16 A per phase)
	EN 61000-3-3	Limitation of voltage fluctuations and flicker in low-voltage supply systems for equipment with rated current ≤ 16 A
Japan	VCCI	Regulations for voluntary control measures.

Table 10 lists Safety compliance for various jurisdictions.

Table 10: Safety compliance

Jurisdiction	Standard	Description
United States	UL 60950-1	Safety of Information Technology Equipment
Canada	CSA 60950-1-30	Safety of Information Technology Equipment
European Community	EN 60950-1	ITE equipment - Safety - Part 1: General requirements
Australia/New Zealand	AS/NZS 60950.1:2003	Safety of Information Technology Equipment

Other

US/Canada: Hearing Aid Compatibility (HAC) as per FCC Part 68

This equipment complies with the CE Marking requirements. 

EU Countries: This device complies with the essential requirements and other relevant provisions of Directive 1999/5/EC. A copy of the Declaration may be obtained from http://www.nortel.com/corporate/community/enviroment/life_cycle/delcarations.html or Nortel Networks GmbH address: Ingolstaedter Strasse 14-18, 80807 Munich Germany

Australia: AS/ACIF S004: Voice Frequency Performance Requirements for Customer Equipment

DenAn regulatory notice for Japan

Warning

Please be careful of the following while installing the equipment:

- Please only use the Connecting cables, power cord, AC adaptors shipped with the equipment or specified by Nortel to be used with the equipment. If you use any other equipment, it may cause “failures, malfunctioning or fire”.
- Power cords shipped with this equipment must not be used with any other equipment. In case the above guidelines are not followed, it may lead to death or severe injury

警告

本製品を安全にご使用頂くため、以下のことにご注意ください。

- 接続ケーブル、電源コード、ACアダプタなどの部品は、必ず製品に同梱されております添付品または指定品をご使用ください。添付品・指定品以外の部品をご使用になると故障や動作不良、火災の原因となることがあります。
- 同梱されております付属の電源コードを他の機器には使用しないでください。上記注意事項を守らないと、死亡や大怪我など人身事故の原因となることがあります。

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SIP Firmware Release 1.1 for IP Phone 1140E

User Guide

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