



## NEW USER GUIDE

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# Making a call

### Making a call using off-hook dialing

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

Step	Action
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- |   |  |
|---|--|
| 1 | Lift the handset from the cradle.<br><i>The primary line is active and you hear a dial tone.</i> |
| 2 | Use the dialpad to enter the number.   |
| 3 | When the call is answered, begin speaking.   |

### Making a call using handsfree dialing

Follow this procedure to make a call using handsfree dialing.

Step	Action
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|---|--|
| 1 | Press a line key.<br><i>A line is selected and you hear a dial tone.</i>   |
| 2 | Use the dialpad to enter the number.   |
| 3 | When the call is answered, begin speaking.   |
| 4 | For privacy, lift the handset.   |
| 5 | To return to handsfree mode, press the handsfree key and place the handset in the cradle.<br><i>The handsfree feature is active.</i> |

## Making a call using predial

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

Step	Action
1	Before you press a line key or lift the handset, use the dialpad to enter the number. <i>The number is entered into the terminal.</i>
2	When you want to make the call, press <b>Ok</b> , or press the send key. <i>The number is dialed.</i>
3	When the call is answered, begin speaking.

## Editing a predialed number

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

### Prerequisites

A number must be predialed.

Step	Action
1	Perform one of these steps. <ul style="list-style-type: none"><li>To delete numbers that appear to the left of the cursor, press <b>Bkspc</b>.</li><li>To delete numbers that appear to the right of the cursor, press <b>Delete</b>.</li></ul>
2	Use the dialpad to enter the new number.

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# Answering calls

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Follow these procedures to answer calls. Incoming calls cause the telephone to sound and the message indicator lamp to flash.

## Answering a call

Follow this procedure to answer a call.

Step	Action
1	Perform one of these actions to answer a call: <ul style="list-style-type: none"><li>Lift the handset.</li><li>To answer a call using the handsfree feature, press the handsfree key.</li><li>To answer a call while wearing a headset, press the headset key.</li></ul>

## Answering a second call

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

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

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Step	Action
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- 1 Press the hold key to put the active call on hold.
- 2 Press the line key for the second call.

*The call is answered.*

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## Ending a call

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Follow this procedure to terminate an active call.

The Goodbye key is useful for dropping out of a conference call or exiting voice mail. See "IP Phone 1120E components" (page 11) for the location of the key.

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Step	Action
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- 1 Perform one of these actions:
  - Return the handset to the cradle.
  - Press the goodbye key.

*The call is ended.*

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## While on an active call

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Follow these procedures to put a call on hold, transfer a call, use the mute key, and use the conference call feature.

### Using call hold

The Hold feature allows you to suspend a call without terminating it. Follow this procedure to use the hold feature.

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Step	Action
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- 1 To put a call on hold, press the hold key.

*The call is suspended. On the display, an indicator flashes beside the line on which the call is held.*
- 2 Press the key beside the flashing indicator in the display.

*The call is active again.*

## Transferring a call

Follow this procedure to transfer a call to another extension.

Step	Action
1	During an active call, press the key to which the transfer feature is assigned.  <i>The call is put on hold and a dial tone sounds. On the display, an indicator flashes beside the line on which the call is held.</i>
2	Use the dialpad to enter the number to which to transfer the call.
3	When that number rings or is answered, press the transfer key again.  <i>The call is transferred.</i>
4	If the call is not answered, press the line key to resume and terminate the call.

## Using conference call

Follow this procedure to engage in a conference call.

The Three Way Call (3WC) feature allows you to add three calls to a conference. If six port conference is available, you can add a maximum of six calls to a conference. If six port conference is available, 6WC appears beside a feature key in the display.

Step	Action
1	During a call, press the key to which the conference call feature is assigned, either <b>3WC</b> or <b>6WC</b> .  <i>The call is put on hold and a dial tone sounds. On the display, an indicator flashes beside the line on which the call is held.</i>
2	Dial the number of the person you want to add to the call.  <i>At this time, you can talk privately to the person you are adding, to announce the conference.</i>
3	Press the conference key again to merge the calls.
4	Repeat steps 2 and 3, to include a maximum of six calls.
5	If you make a mistake dialing, or a party does not want to be included in the conference, press the extension key of the conference call to reconnect to the conference.

## Using the mute feature

Muting prevents the transmission of sounds through the microphone. Follow this procedure to use the mute feature.

Step	Action
1	While on a call, press the mute key.  <i>A red light is turned on to indicate the mute feature is enabled.</i>
2	To turn off the feature, press the mute key again.  <i>The light is turned off, and the feature is disabled.</i>

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# Using call forward

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

Step	Action
1	To activate call forward without lifting the handset, press the key to which the Forward feature is assigned.
2	Use the dialpad to enter the extension to which you want to forward your incoming calls.
3	Press the forward key again. <i>An icon appears in the display, beside the forward key label.</i>
4	To turn off call forward, press the forward key. <i>The feature is deactivated and the icon disappears from the display.</i>

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# Navigating the menu system

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

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

## Navigating the main menu

Follow this procedure to open the main menu.

Step	Action
1	Press <b>Menu</b> , or press the services key. <i>The main menu opens.</i>
2	To select an item in a menu, perform one of these actions: <ul style="list-style-type: none"><li>• Select the item, and press <b>OK</b>, or press the send key.</li><li>• Press the shortcut key.</li></ul> <i>The selected menu opens.</i>

## Changing the default volume

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

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Step	Action
1	From the main menu, select and open <b>Audio</b> . <i>The Audio menu opens.</i>
2	Navigate through the menu and select <b>Default Volumes</b> . <i>A list of transducers appears.</i>
3	Select the transducer to change.
4	Press <b>Ok</b> , or press the send key. <i>The Default Volumes menu opens.</i>
5	Perform one of these actions: <ul style="list-style-type: none"><li>• Use the right navigation key and scroll to increase the volume.</li><li>• Use the left navigation key and scroll to decrease the volume.</li></ul>
6	Press <b>Apply</b> to confirm the action. <i>The selected volume is applied the next time that transducer is used.</i>

## Resetting a default volume

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

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Step	Action
1	From the main menu, select and open <b>Audio</b> . <i>The Audio menu opens.</i>
2	Navigate through the menu and select <b>Default Volumes</b> .
3	Select the transducer you want to reset to the default.
4	Press <b>Ok</b> , or the send key. <i>The Default Volumes menu opens.</i>
5	Scroll through the menu and select <b>Default</b> .
6	Press <b>Apply</b> to confirm the action. <i>The default volume is applied the next time the transducer is used.</i>

## Selecting a ring tone

Follow this procedure to select a ring tone.

You can listen to a ring tone before you select it, through the Play and Stop options.

### Prerequisites

The system administrator must grant you permission to change your ring tone.

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Step	Action
1	From the main menu, select and open <b>Audio</b> . <i>The Audio menu opens.</i>
2	Scroll through the menu and select <b>Play Ring Patterns</b> . <i>The list of ring tones opens.</i>
3	To hear a ring tone before you select it, select a ring tone from the list and press <b>Play</b> . Press <b>Stop</b> to stop the ring tone from playing.
4	To select a ring tone, press <b>Apply</b> .

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## Adjusting the contrast level of the display

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Follow this procedure to adjust the contrast level of the display.

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Step	Action
1	From the main menu, select and open <b>Display</b> . <i>The Contrast screen appears.</i>
2	Perform one of these actions: <ul style="list-style-type: none"><li>• To decrease the contrast, press the left navigation key.</li><li>• To increase the contrast, press the right navigation key.</li></ul> <i>The percentage scale on the screen shows the degree of change. The level decreases or increases each time you press the key.</i>
3	Stop pressing the key when you find the contrast you like.
4	Press <b>Ok</b> , or press the send key. <i>The current contrast level is saved and you return to the previous screen.</i>

## Placing a Call



Lift the handset



Dial the number. Use 9 for local and 8 for long distance.  
(Note: With this system, you will need to use 1 when dialing out using the 8 line access.)

## Ending a Call



Return the handset to the cradle, or



Press the **Goodbye** key

## Answering a Call



An incoming call is denoted by a flashing phone symbol next to the line number the call is coming in on. To answer, simply pick up the handset.

## Line Use Indicator



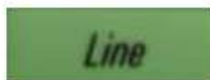
A solid phone symbol indicates the line is in use.

## Volume adjustments



The volume key applies to the mode of use you are currently in. For example, if the phone is ringing for an incoming call and you press the **Volume +** key, the volume of the phone ringer will increase. If you are on a call and press **Volume -** key, the sound of what you hear in the handset will get lower.

## Speaker Phone



To use the speaker (hand free operation), press the **Line** key.  
Dial the number, lift the handset to begin your conversation.

To disconnect the call, press the **Goodbye** key.

Note: The speaker is for listening or dialing only. Caller will not be able to hear you.

## Placing a Call on Hold



To place a call on hold, press the **Hold** key

To take a call off hold, press the **Hold** key

## Voicemail Access

**Msg/Inbox**  
or x2232

Press the **Msg/Inbox** key or Dial 2232  
Voicemail still functions the same as before.

## Transferring a Call



To transfer a call:  
With the to be transferred on the line,  
Press **Trans**  
Dial the number you want to transfer to  
Announce the call (if desired)  
Press **Trans**  
Return handset to cradle

## Conference Calling (3-way)



To conference two callers and yourself:  
With the first party on the line,  
Press **Conf**  
Dial the number of the second party  
Announce yourself (if desired)  
Press **Conf** and all parties on together

Note: You can not place a conference call and then hand up. Because you initiated the call, when you disconnect, the other two parties are also disconnected.

## Call Forwarding



To forward all calls so your phone will not ring (same as the old 72 forward):  
Press **Forward** key  
Enter the number you want to forward to  
To cancel forward, press the **Forward** again.  
(Note: you can forward to x2232 so all call go to voicemail)


## Adjusting Personal Settings

There are some personalized settings available to you such as ring tones, contrast adjustments, etc.

**Services**

To access a the telephone settings, press the **Services** key.



Use the  key to navigate to the settings and make desired changes.

When finished, press the **Services** key to exit.

## IP Phone 1120E components

