



NEW USER GUIDE Models 1120 & 1220

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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.
<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.
<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.
<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 Ok , 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">To delete numbers that appear to the left of the cursor, press Bkspc.To delete numbers that appear to the right of the cursor, press Delete.
2	Use the dialpad to enter the new number.

Answering calls

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">Lift the handset.To answer a call using the handsfree feature, press the handsfree key.To answer a call while wearing a headset, press the headset key.

Answering a second call

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

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

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.

Ending a call

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.

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.

While on an active call

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.

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 3WC or 6WC . <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>

Using call forward

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>

Navigating the menu system

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 Menu , 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">• Select the item, and press Ok, or press the send key.• Press the shortcut key. <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.

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

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

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

Adjusting the contrast level of the display

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

Step	Action
1	From the main menu, select and open Display . <i>The Contrast screen appears.</i>
2	Perform one of these actions: <ul style="list-style-type: none">• To decrease the contrast, press the left navigation key.• To increase the contrast, press the right navigation key. <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 Ok , 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

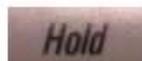


To use the speaker (hand free operation), press the **Line** key.
Dial the number, lift the handset to begin your conversation.

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



NOTE: buttons and functions are the same for model 1220 phones.