

## Quick Reference Guide

# Nortel 1140E

### Topics

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# Objectives

It's just a phone. Okay, so it's a little different. It's a Nortel VoIP phone. To make things a little easier, this guide will help you through the basics including:

- How to log in
- How to set the auto-login
- Changing the ring volume
- Changing the ring tone
- How to store numbers in the Directory
- Using it with speakerphone or a headset
- Using calling features like 3-Way Conference, Transfer, and Call Forwarding

# Features of the Nortel 1140E

When you're on a call, the blue **Active Call** status lamp lights up. It can be a visual cue to your coworkers that you're really on the phone. The red **Message Waiting** lamp comes on when you have new voicemail.

The labels for the four soft keys will display on screen and will change based on the needs of the menu you're viewing.

The **Navigation** toggle has four directions, plus a center button. The center button can be used instead of the **OK** soft key when choosing a menu item unless you are at the end of a menu grouping. At the end of the menu grouping, it will return you to the next level up the menu group like the **Cancel** soft key.

The **Quit** button will take you out to the main menu screen.

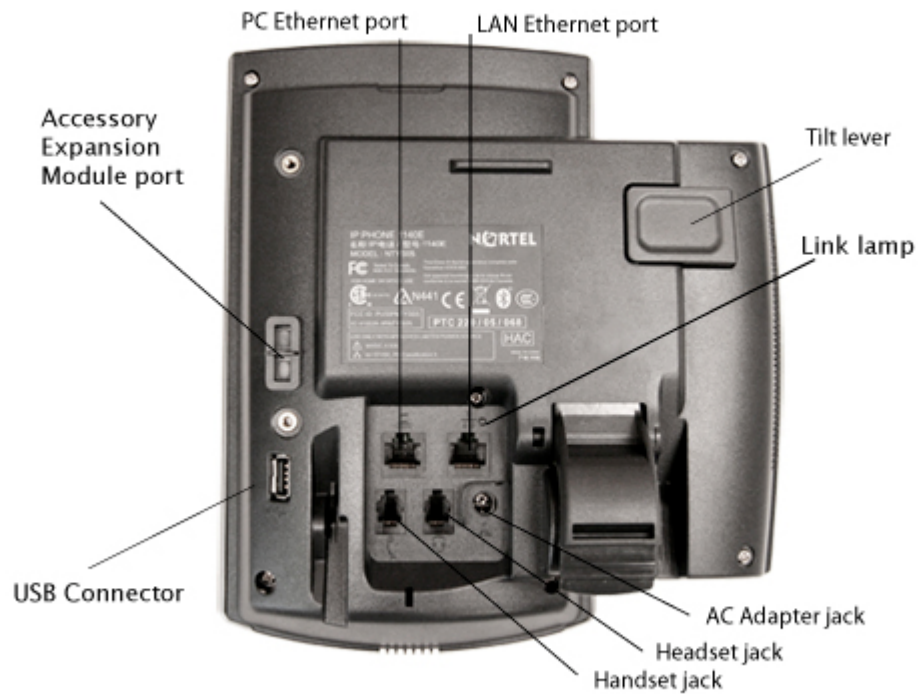
The **Goodbye** key ends your call.

Press the # key twice to redial.



The network cable should go in to the **LAN Ethernet port**. To run your computer from the same network connection, plug your computer's network cable into the **PC Ethernet port** and into the ethernet port on your computer. This will not slow down your computer's network connection.

To change the angle of your phone, push the **Tilt lever** button under the handset.



# Log In

Unlike a traditional phone where you just plug it in to the wall and it works, VoIP phones have a few extra steps. Unlike the Cisco VoIP phones, Nortel VoIP phones require a log in.

Most of the time when you get to the phone, the phone will already be logged in. If it's not, just log in using the steps below.

## Log In to Nortel 1140E

1. From the **Login** screen, enter your 10 digit phone number in the **Username** field.
2. Press the **OK** soft key.
3. In the **Password** field, enter your four digit pass code. The default is 1234.

**Note:** Officially, IT Services recommends after you log in for the first time you should change your password to something other than the default. However, the risks of having the default password are low. The worst case is that someone could dial out with your phone number displaying as the caller ID. No charges could be associated to your number because all phone charges are assigned via your PBN.

## Auto Login

The Auto Login feature allows you to log into the network once and remain logged in. Auto Login automatically logs you back in after recovering from losing power or disconnecting from the network. Most phones are installed with the Auto Login feature already activated. If your phone doesn't have Auto Login activated, you can activate it using the instructions below.

### Activate Auto Login

1. On the display, press the **Menu** soft key.
2. Press **7** (or press the Down navigation key to scroll down the list and highlight **User** and press **OK**).
3. Press **3** (or press the Down key to scroll down the list and highlight **Auto Login** and press **OK**).

4. Use the navigation keys to highlight **Enabled**.
5. Press **OK**.
6. Press the **Quit** key to close the menu.

## Hands-free

There are two ways to go hands-free with this phone. The button labeled **Handsfree** is the speakerphone button. Alternately, if you have a corded headset, you can plug it in to the back of the phone next to the power cord. Press the **Headset** button to get a dial tone.

Not all headsets will work with the Nortel 1140E. If your headset does not function properly, please submit a HelpSU request. The help desk will assist you with trouble-shooting or ordering a new headset.

## Bluetooth

The Nortel 1140E also has the option of pairing with a Bluetooth wireless headset.

### Pairing with a Bluetooth Headset

1. Follow the Bluetooth headset user guide instructions to put the headset in pairing mode.
2. Press the **Services** button twice on your phone.
3. Press **1** (or press the center navigation key to select the highlighted #1, **Preferences**).
4. Press **3** (or press the Down navigation key to highlight item #3, **Bluetooth Setup** and press the center navigation key to select).
5. Press the center navigation key to check the **Enable Bluetooth** box.
6. Press the Right navigation key to highlight the **Use Bluetooth headset** checkbox. Press the center navigation key to check the checkbox.
7. Press the Right navigation key to highlight the **Search** button and press the center navigation key to start the search.  
*System shows **Searching...** below the line. When search is complete, **Search completed: found device** displays.*
8. Press the Right navigation key twice to highlight the **Pairing** button.  
*System requests your Bluetooth device PIN#.*

9. Refer to your Bluetooth headset user guide for your PIN# and enter that number. Press the Down navigation key to OK the entry.

*System shows **Pair completed** below the line.*

10. Press the **Exit** soft key.

You may now make calls using the Headset button on your phone or following the instructions in your Bluetooth headset user guide.



# Audio Options

## Volume Control

There are a lot of different volume adjustments available. While the phone is ringing, you have the option to temporarily change the ringing volume using the **Volume +** and **Volume -** keys. Similarly, when you're on the phone, you can use the **Volume +** and **Volume -** keys to adjust volume of the conversation. To make changes to your default volume or to change your ring tone, use the **Audio** menu.

### Adjust the Volume Using the Audio Menu

1. On the display, press the **Menu** soft key.
2. Press **2** (or press the Down navigation key to highlight item #2, **Audio** and press **OK**).
3. Press **1** (or highlight #1, **Default Volumes** and press **OK**).
4. Use the Up and Down navigation keys to locate/select the object for which you would like to change the volume and then press **OK**. Your choices include:
  1. **Handset**
  2. **Headset**
  3. **Handsfree** (speakerphone)
  4. **Ringer**
  5. **Buzzer** (when a call is coming in on another line)
5. Select either **Increase** or **Decrease** using the right and left arrows and then press **OK**.

**Note:** The **Ringer** menu item has one additional feature. You can test the volume using the **Play** soft key. For the other menu items, you may want to have a friend or office-mate help you test the volume after you select your new default setting.
6. Press **OK**.
7. Press the **Quit** key to close the menu.

## Ring Tone

The Nortel 1140E offers 8 pre-set ring tones. You can choose from these 8 ring tones, but you can't use other ring tones at this time.

### Change the Ring Pattern

1. On the display, press the **Menu** soft key.
2. Press **2** (or press the Down navigation key to highlight item #2, **Audio** and press **OK**).
3. Press **1** (or highlight #2, **Play Ring Patterns** and press **OK**).
4. Use the Up and Down navigation keys to highlight a ring pattern that you would like to hear and then press **OK**.
5. Press **1** (or highlight #1, **Play** and press **OK**).
6. Press **Cancel** to stop the ring pattern from playing.
7. With the list of available ring patterns displayed, use the navigation keys to highlight the one you would like to use to replace your current ring pattern.
8. Press **OK**.
9. Press **3** (or press the Down navigation key to highlight #3, **Apply**).

# Directory

The Nortel 1140E can store your phone numbers. It is not connected to StanfordWho and will not be able to search the Stanford Directory in any way, but you can enter your frequently called numbers in the directory.

The easiest way to store a phone number you made an outgoing call to or received an incoming call from is by selecting them from the Outbox and Inbox.

## Store an Outgoing Phone Number in Your Directory

1. Press the **Shift/Outbox** key.
2. Use the Up and Down navigation keys to highlight the call you want to store.
3. Press **OK**.
4. Press **2** (or use the Down navigation key to highlight item #2, **Display** and press **OK**) to review the information associated with a previously dialed number.
5. Press **3** (or use the Down navigation key to highlight item #3, **Store** and press **OK**).
6. Use the Store menu to edit the call, if you wish. Use the Up and Down navigation keys to highlight a menu item and then press **OK**. After making your changes, press **OK** to return to the Store menu. Your choices include:
  - **#1, Edit Number** - use to make changes to the phone number.  
*To save a non-Stanford number, use the Up navigation key to move the cursor to the beginning of the number so that you can add a 9 (for an outside line). (This step is required even if you originally dialed 9 when calling the number.)*
  - **#2, Edit Surname** - edit the caller's last name by using the dial pad keys that correspond to the letters in the name. Press the key multiple times to choose different letters (example: for an H, press the 4 button twice).

**Note:** Some of the numbers in the Outbox may show DD1 or 1 or some other number. This is a circuit designator identifying the group of circuits connecting to the public switched telephone network. Use Edit Surname to change this to a more meaningful name.

- #3, **Edit First Name** - edit the caller's first name by using the dial pad keys that correspond to the letters in the name.
  - #4, **Feature Key Format** - use to select the format in which you want the call saved. Use the Right navigation key to scroll through the available formats.
7. Press **5** (or use the Down navigation key to highlight item #5, **Save** on the Store menu and press **OK**.)  
*System responds "Are you sure?"*
  8. Press the **Yes** soft key to store the call in the Directory.
  9. Press **Quit** return to the Outbox.
  10. Press **Quit** to exit the Outbox.

### Store an Incoming Phone Number in Your Directory

1. Press the **Msg/Inbox** key.
2. Use the Up and Down navigation keys to highlight the call you want to store.
3. Press **OK**.
4. Press **2** (or use the Down navigation key to highlight item #2, **Display** and press **OK**) to review the information associated with a previously dialed number.
5. Press **3** (or use the Down navigation key to highlight item #3, **Store** and press **OK**).
6. Use the Store menu to edit the call, if you wish. Use the Up and Down navigation keys to highlight a menu item and then press **OK**. After making your changes, press **OK** to return to the Store menu.
  - #1, **Edit Number** - use to make changes to the phone number.  
To save a non-Stanford number, use the Up navigation key to move the cursor to the beginning of the number so that you can add a 9 (for an outside line).

- **#2, Edit Surname** - edit the caller's last name by using the dial pad keys that correspond to the letters in the name.
  - **#3, Edit First Name** - edit the caller's first name by using the dial pad keys that correspond to the letters in the name. Press the key multiple times to choose different letters (example: for an H, press the 4 button twice).
  - **#4, Feature Key Format** - use to select the format in which you want the call saved. Use the Left and Right navigation keys to scroll through the available formats.
7. Press **5** (or use the Down navigation key to highlight item #5, **Save** on the Store menu and press **OK**.)  
*System responds "Are you sure?"*
  8. Press the **Yes** soft key to store the call in the Directory.
  9. Press **Quit** return to the Inbox.
  10. Press **Quit** to exit the Inbox.

## Autodial

Alternately, Autodial lets you dedicate a Feature key to a specific telephone number. This lets you to automatically dial one frequently used number by pressing a single key.

### Setting up an Autodial number

1. Start by labeling the Autodial key. On the display, press the **Menu** soft key.
2. Press **4** (or use the Down navigation key to scroll down the list and highlight item #4, **Feature** and press **OK**).
3. Use the Up and Down navigation keys to highlight an **Autodial** key.
4. Press **OK**.
5. With **1. Label** highlighted, press **OK**.
6. At the **Enter Label** prompt, use the dial pad keys that correspond to the letters you wish to use. Press the key multiple times to choose different letters (example: for an H, press the 4 button twice; press 0 for a space).

7. Press **OK** when you are finished to save the label.
8. Press the **Quit** key to close the menu. You will now see the new label on your Feature keys display.
9. Now, to assign a phone number to that labeled Autodial button, press the key without lifting the handset.

*The arrow indicator next to the **Autodial** key flashes*

10. Dial the 5 digit on-campus telephone number -OR- dial 9 + telephone number.
11. Press the **Autodial** key again.

*The arrow indicator next to the **Autodial** key turns off*

To dial the number, lift your handset or press the green **Headset** or **Handsfree** button, then press the autodial button you want to dial.

## Speed Call

Speed Call allows you to dial frequently called phone numbers by entering a pre-programmed single-digit entry code.

### Program a Speed Dial Number

1. (Do NOT lift your handset.) Press the **Speed Call** Feature key.  
*The arrow indicator next to the **Speed Call** key flashes.*
2. Dial the entry code and phone number. Then, press the **Speed Call** key again.

**Note:** An entry code can be any single-digit number from 0 through 9, allowing you to store up to 10 phone numbers

*The arrow indicator next to the **Speed Call** key goes out. The code and phone number are stored.*

### Dial a Programmed Number

1. Lift your handset (or press Handsfree or Headset).
2. Press the **Speed Call** key and dial the entry code assigned to the telephone number.

*The number is dialed automatically.*

**Note:** If you want to erase a programmed speed dial number, press the **Speed Call** key and dial the entry code that you want to erase (for example, 0) and then press the **#** key.

## 3-way Conference

This service allows you and two other parties to speak together in a three-party conference call. No changes to your current telephone service are required and no operator assistance is needed.

This service is automatically available on all Stanford business telephones. You can use it 24 hours a day, 7 days a week. The only charges associated with using the Three Party Conference service are the long distance calling charges you incur when either of the parties resides outside the local area.

### Three Party Conference Procedure

1. Dial the phone number of the first conferee.  
After connecting with the first party, ask him/her to "hold."
2. Press the **Transfer** Feature key.  
You hear three beeps followed by dial tone and the first party is placed on "conference hold."
3. Dial the phone number of the next conferee.  
Wait for the party to answer and you can announce the call privately (that is, the first party cannot hear you).
4. Press the **Transfer** Feature key.  
All parties are connected to the conference call.

#### Note:

- When dialing an off-campus conferee, remember to dial "9" for an outside line before dialing the phone number. If, after dialing the phone number, you hear three beeps followed by dial tone, the call is billable. You must enter your PBN before the Stanford system processes the call.
- Either party you have connected to the conference call can disconnect at any time by hanging up. If you disconnect, the connection between the other two parties is also terminated unless one party is on a phone connected to the Stanford system. In the latter case, any continuing charges for long distance calls are still billed to your PBN since you originated the call.
- If you receive a busy signal or no answer when calling the second party, press **Transfer** twice to reconnect to the first party. If someone answers the call but does not want to participate in the conference, wait for that party to hang up. Then press the Line key. You are reconnected to the first party.



# Transfer

Transfer allows you to transfer a call from your phone to any other phone on the Stanford system.

## Transfer a Call

1. Press the **Transfer** Feature key.  
*You hear three beeps followed by dial tone and the call is placed "on hold." The arrow indicator next to the Transfer key is solid and the arrow indicator next to the Line key flashes.*
2. Dial the 5-digit phone number to which to transfer the call. Wait for the party to answer and you can announce the call privately (that is, the original caller cannot hear you).

**Note:** If you receive a busy signal or no answer, press **Transfer** twice to reconnect to the original call.

3. Press the **Transfer** key.  
*All parties are connected.*
4. Press **Goodbye** and hang up.  
*Both arrow indicators go out.*

**Note:** If you disconnect, the connection between the other two parties is also terminated unless one party is on a phone connected to the Stanford system. In the latter case, any continuing charges for long-distance calls are still billed to your account since you originated the call.

# Forward

Forward allows you to re-route incoming calls to another Stanford phone. If you need to re-route calls to an off-campus phone, ask your Department IT Contact to order that feature change for you.

To forward calls to your voice mail, University employees and students should use 3-0000 as the phone number to which calls will be forwarded. Employees of Stanford Hospital & Clinics, Lucille Packard Children's Hospital, and the School of Medicine should use 3-1111. Phones automatically go to voicemail after about four rings, so only use the forward to voicemail when you don't want the phone to ring at your desk.

## Activate Forwarding Using Feature Keys

1. (Do NOT lift your handset.) Press the **Forward** Feature key.

*The arrow indicator next to your **Forward** key flashes.*

2. Dial the 5-digit phone number where you want calls answered.

**Note:** The target number is saved so if you forward frequently to the same number, step 2 isn't always needed.

3. Press the **Forward** Feature key.

*The arrow indicator next to the **Forward** key is solid. All calls are forwarded.*

## Cancel Forwarding Using Feature Keys

1. (Do NOT lift your handset.) Press the **Forward** Feature key.

*The arrow indicator next to the **Forward** key goes out. Forwarding is cancelled.*

## Getting Help

This quick reference guide is designed to give you easy access to the things most people ask about when they get their new Nortel VoIP phone. For more information, see the complete user guide available online at <http://www.stanford.edu/services/voip/userguide/>.

If you're having problems with your phone or these directions aren't working as expected, you can submit a HelpSU ticket online at <http://helpsu.stanford.edu>. Choose Request Category: Phones & Cable TV, Request Type: Repair Services. At the beginning of your ticket specify that you have a Nortel 1140E VoIP telephone set. The Help Desk staff will be happy to assist you. If your phone is not working, please mention this in the ticket so that they don't try to call to help.