Saint Louis University

Nortel IP Phone 1140E

Telephone Training

This Course Covers:

- An overview of the 1140E phone
- Answering calls on the 1140E
- Placing calls on the 1140E
- Call Pilot from Nortel Voicemail
- 1140E Options

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Chapter One: The 1140E Phone

Chapter Objectives:

- **Understanding the layout of the 1140E phone**
- **Becoming familiar with the control keys/buttons**

Welcome to the Nortel 1140E Telephone. Before you can productively begin using your phone, it is important to understand the phone layout and the use of the many keys and buttons on the phone. Let's take a closer look.

Lesson 1-1: The layout of the 1140E telephone

Figure 1-1

The Nortel 1140E Telephone.

Figure 1-1

The Nortel IP Phone 1140E phone has one Line Key (one incoming line) and three programmable Soft Keys. You will learn about the various programmable features from which you may select when deciding to program your three Soft Keys. Some of the keys are standard on the 1140E phone and you will not be able to change those keys nor their functions.

Some of the features you will enjoy about the 1140E phone include transferring a call, placing a call on hold, caller ID, call waiting, forwarding calls to another location, and conference calling. Let's move on to Lesson Two to learn more about all the special keys on the 1140E.

CAUTION

Risk of equipment damage

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

Lesson 1-2: Becoming familiar with the control keys/buttons

Figure 1-2

Figure 1-2

The Nortel IP Phone 1140E control keys/buttons identified.

Let's closely examine each of the control keys/buttons on the 1140E:

A. Handset

When you pick up the handset, you will hear a dial tone.

B. Speaker

There is a built in speaker to allow for hands free calling.

C. Copy key

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

Copy key

Service key

D. Service Key

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

- Telephone Options:
  - — Volume adjustment
  - — Contrast adjustment
  - — Language
  - — Date/Time
  - — Display diagnostics
  - — Local Dialpad Tone
  - — Set Info
  - — Diagnostics
  - — Call Log Options
  - — Ring type
  - — Call Timer
  - — On hook default path
  - — Change Feature Key Label
  - — Name Display Format
- Password Admin:
  - — Station Control Password

Note: The **Password Admin** menu is not available on all IP Phone 1140E sets. Consult your system administrator.

- Virtual Office Login and Virtual Office Logout (if Virtual Office is configured)
- Test Local Mode and Resume Local Mode (if Media Gateway 1000B is configured)

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

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

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

Quit/Stop key

E. Quit/Stop key

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

Volume +
Volume -

F. Volume control

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

G. Mute key

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

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

Mute key

H. Handsfree key

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

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

.

Handsfree key

I. Dialpad

The **Dialpad** keys are used to dial the number you are calling. Also used to enter numeric/alphabetic information.

J. Hold key

Press the **Hold** key to put an active call on hold when you are talking with a party and you need to temporarily leave the call. Tap the flashing line (DN) soft key to return to the caller on hold.

Hold key

K. Headset key

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

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

L. Expand to PC key

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

Expand to PC key

M. Goodbye key

Use the **Goodbye** key to terminate an active call. The Goodbye key is useful for disconnecting a hands-free call.

Goodbye key

N. Navigation and Enter keys

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

Press the **Enter** key, at the center of the Navigation key cluster, to confirm menu selections.

In many cases, you can use the Enter key instead of the Select soft key.

Navigation/Enter keys

Directory key

Directory key

The **Directory** key allows you to access the Personal Directory, the recently received Call Log, and the Redial List.

Shift/Outbox

O. Shift/Outbox key

The **Shift/Outbox** key is a fixed key that is reserved for future feature development.

Message/Inbox

P. Message/Inbox key

Press the **Message/Inbox** key to access your voice mailbox.
Note: This function is not available on all phones; consult your administrator.

Q. Soft keys

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

When a triangle appears before a soft key label, the feature is active.

Press the More key to access the next layer of soft keys (self-labeled).

The keys on either side of the LCD display area are user-defined feature keys, with labels on the LCD. These keys also function as line (DN) keys.

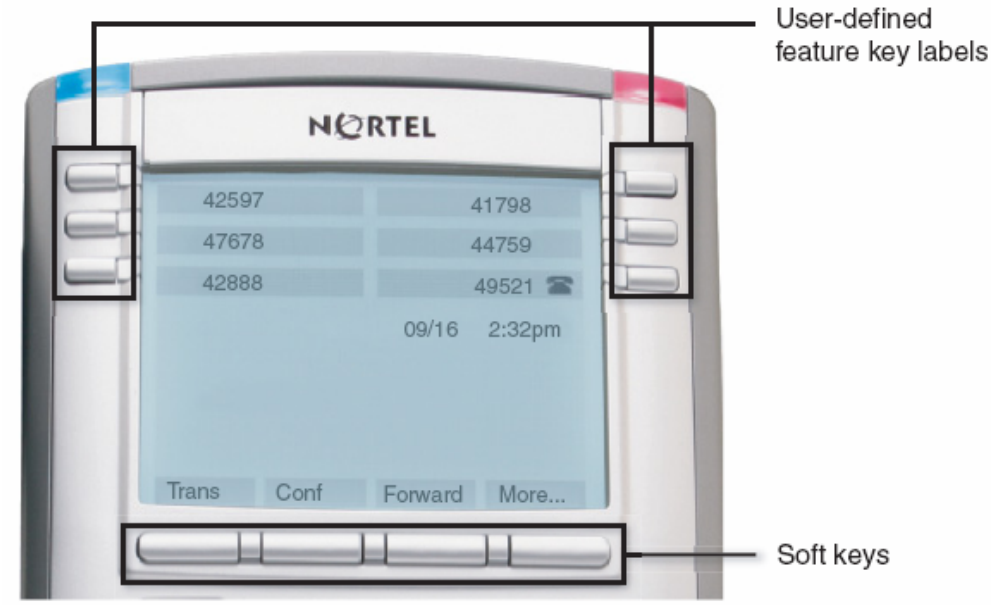
A steady LCD light beside a line (DN) key indicates that the line is active.
A flashing LCD light indicates the line is on hold or the feature is being programmed.

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

R. High-resolution graphical display screen

Your IP Phone 1140E has three display areas:

- The upper display area provides labels for the four user-defined feature key labels.
- The middle display area contains single-line information for items such as caller number, caller name, Call Timer, feature prompt string, user-entered digits, date and time information, and telephone information.
- The lower display area provides labels for the four soft keys.



S. Visual Alerter/Message Waiting indicator

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

Visual Alerter/
Message Waiting

T. User defined feature keys

U. Feature Status Lamp

When your IP Phone 1140E firmware is being updated, the blue **Feature Status Lamp** flashes.
Note: To find out if additional features are supported, contact your administrator.

Feature Status Lamp

Chapter Two: Answering a Call

Chapter Objectives:

- **Placing a call on Hold**
- **Transferring a call**
- **Call park**
- **Forward calls (internal, external, remote)**
- **Call Waiting**
- **Call Pickup (Pickup Group)**

The 1140E comes with some standard features as well as three “soft keys” that can be programmed to a feature of your choice. This chapter will introduce you to some of the available features on the 1140E, so that you can make a good decision about what you want on your specific phone. Also, you’ll walk through some exercises in actually answering calls.

Lesson 2-1: Placing a Call on Hold

Figure 2-1

The HOLD key location on the 1140E.

Figure 2-1

The HOLD feature of your phone can be used when you need to temporarily leave the caller while you get other information. It is a courtesy to place the caller on HOLD rather than to let your phone rest on your desk, allowing the caller to hear the background "noise" of the busy office area.

To place a call on HOLD, you press the **HOLD** key. The LCD indicator flashes beside the line that is on HOLD. To go back to the call, just press the Line Key that is flashing. The caller should still be on the line.

Lesson 2-2: Transferring a call

Figure 2-2

Figure 2-2

The Transfer soft key on the 1140E.

Use the Transfer feature of your phone to redirect a call to another party. As a courtesy to the caller, it is helpful to tell them the phone number of the party to whom the call is being transferred along with the name of the party. In other words "I'm going to transfer you to Mr. Jones at 977-XXXX and he will assist you." This way, the caller now has a new name and phone number to associate with their type of call.

To transfer a call:

1. **Press the Transfer key.**

   The calling party is now on HOLD and you will receive a dial tone. The LED indicator light flashes steadily.

2. **Dial the number of the telephone where the call is to be transferred.**

3. **When you hear the ring or a person answers, press the Transfer key again to complete the call transfer. The LED indicator goes from steady on to off.**

   Another telephone courtesy is to wait for the receiver to actually pick up their phone. This way, you can explain why you're transferring a call. Also, if they are not at their desk, the caller may be directed to their voice mail and end up calling you again. If the person is not available, you can press your Line key to reconnect to the original call.

Lesson 2-3: Call Park

Figure 2-3

Park soft key on the 1140E.

Figure 2-3

The **Call Park** feature is ***either a key feature or a code feature***. This feature allows a call to be held temporarily and to be retrieved from any telephone. You can **park** an incoming call and page the called party. When you use **Call Park**, you do not tie up a line. The telephone network administrator can set up a System Park Extension where most calls are automatically parked.

1. **While on the active call, press the More key then press the Park key. (will need to be programmed into one of the three soft key positions) If you do NOT have a Park key, see below!**
2. **The parked call is automatically assigned to a system number. This number is displayed on your phone's display window. Write down the number so you don't forget it.**
3. **Go to the phone location where you wish to pick up the parked call.**
4. **Pick up the handset of the phone at the new location. Dial the system number assigned to the parked call (step 2 above.)**

   Your call is reconnected at the new location.

NOTE: If you do not have a **PARK** key programmed into your phone, you can still park a call using the CODE process:

1. **When the call comes in and you want to park it, press the Transfer key once.**
2. **Dial 171. You will see a message on your display "Park ###". Be SURE to write down the 3-digit number to which the call is now parked!**
3. **Press the Transfer key again.**
4. **Go to any other phone and dial the 3-digit park number and the call is now automatically transferred to that new location.**

Lesson 2-4: Forwarding a Phone

Figure 2-4

Figure 2-4

The Forward key on the 1140E.

Call Forward allows you to direct your calls to ring at another line. If the telephone begins to ring, you cannot forward an incoming call in progress.

1. **Without lifting the headset, press the Forward Key (a programmable soft key.)**
2. **Dial the number where you want your incoming calls to be forwarded (remember to dial a "7" if it is a 977 extension.)**
3. **Press the Forward key again. Incoming calls are now forwarded to another number.**

   To cancel Call Forward, press the Forward key once. Remember, while your telephone is forwarded to another number, it will not ring at your desk.

Lesson 2-5: Call Pickup (Pickup Group)

Figure 2-5

Call Pick Up soft key on the 1140E.

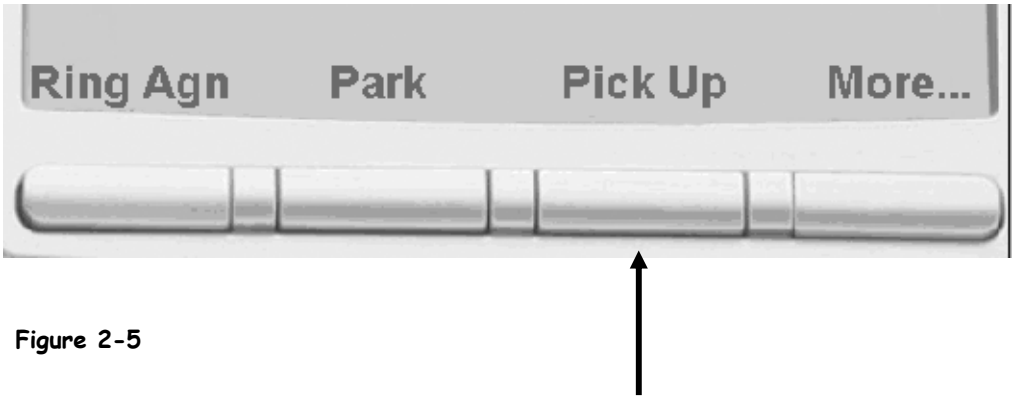


Figure 2-5

Call Pickup allows you to pick up a call from any telephone in the same Pickup Group, or in another Pickup Group.

1. **When another phone in your group is receiving a call, lift *your* handset.**
2. **You will hear a dial tone. Dial 13 *or* press your More key then press the Pick Up key if it has been programmed into one of the programmable soft keys of your phone.**
3. **You may now answer the call that is going to the other phone station.**

Chapter Three: Placing a Call

Chapter Objectives:

- **Place a call while "on hook"**
- **Intercom**
- **Conference Calling**

☑ Prerequisites

- A general understanding on how to receive incoming calls on a 1140E.

Placing a call on the 1140E is easy, especially when you use some of the features that are available for you on this phone. This chapter will look at four basic features. Other features may be available to you depending on your role in your area.

Lesson 3-1: Call On-Hook (speaker phone)

Figure 3-1

The 1140E “on hook”.

Figure 3-1

You can take advantage of the built in speaker in your phone and make (and receive) calls “on hook” by leaving the handset in the cradle.

1. **Leave the handset in the cradle.**
2. **Press the Line key. You will hear a dial-tone.**
3. **Dial the number.**
4. **When the called party answers, you may speak through the phone speaker located under the cradle, or you may pick up the handset and talk privately.**

Lesson 3-2: Conference Call

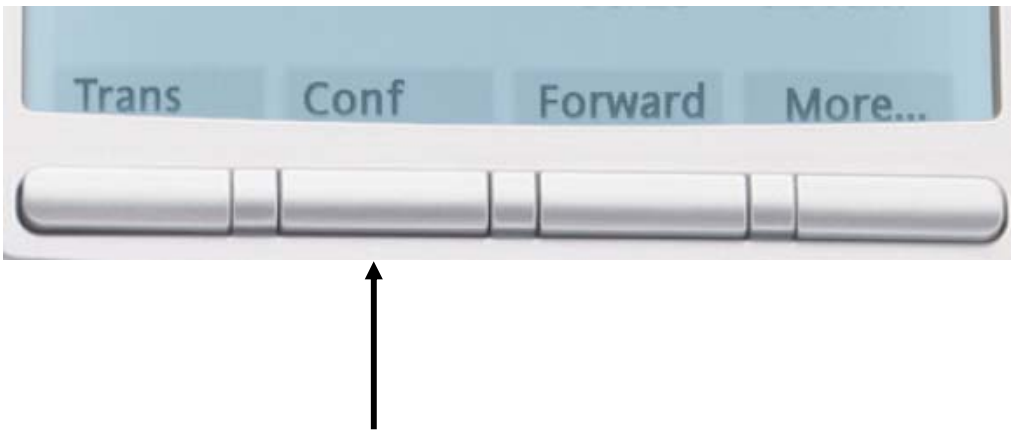


Figure 3-2

Using a soft key for Conference Calling.

Figure 3-2

You can use Conference Calling to set up a conference call for anywhere from three to six people (including yourself.)

1. **While on a call, press the Conference key. The other party is now on hold and you receive a dial tone.**
2. **Dial the number of the person you want to add to the conference call. When they answer, it is polite to tell them you are making a conference call and want to add them to the conference.**
3. **Press the Conference key for a second time. Now you, the first party, and the second party are all able to talk together.**
4. **If you need to add more people to this process, you would repeat the steps. You can have up to six phones on a conference call.**

Lesson 3-3: Privacy

Figure 3-3

Calling can be done without disclosing your phone number.

Figure 3-3

When you dial an outside phone number, the telephone system at Saint Louis University will display your specific station number to the person receiving the call. You may, however, elect to call using "privacy", which means your number is not displayed on the receiver's phone.

1. **Press the Line key (you may elect to dial on hook or with the handset lifted from the cradle.)**
2. **Dial *67. This will block your station number to the outside call.**
3. **Dial 9 + the outside number from this point.**
4. **Privacy works only on the call specified. In other words, when you hang up from this call, the next time you call your number will be displayed on the receiver's display unless you use privacy again.**

Chapter Four: Voice Mail

Chapter Objectives:

- Checking Voicemail from your Office Telephone
- Checking Voicemail from another Office Telephone
- Checking Voicemail from outside the University
- Recording a Personal Verification
- Recording a Greeting (internal, external, temporary)
- Changing Your Password
- Using Express Messaging
- Changing the Number of Rings Before Voicemail
- Tagging Messages and Removing Tags
- Logging in After a Message
- Replying to a Message
- Calling the Sender
- Forwarding Voicemail
- Logging out of Voicemail
- Helpful Hints

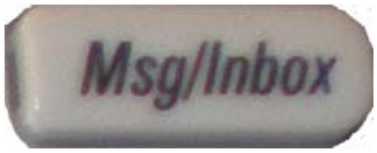
Voicemail can be a great and helpful tool with your new phone. You are encouraged to learn to use it and use it regularly.

Lesson 4-1: Checking Voicemail from Your Office Telephone

Figure 4-1

You will use the Message Key on your phone to access voicemail.

Figure 4-1



1. Lift the handset on your phone. You will hear a dial tone.
2. Press the Message key. The voice prompt will request your mailbox number.
3. Press the # key. The voice prompt will request your password.
4. Enter your password. Your trainer will provide this for you.
5. Press the # key. Listen to your messages.

Lesson 4-2: Checking Voicemail From Another Office Phone

You can check your voicemail from another phone on campus.

1. **From another phone, dial 76245 (the 6245 spells M-A-I-L).**
2. **The voice prompt asks for your mailbox number. Be sure to use the 7 prefix before your 4-digit extension.**
3. **Press the # key.**
4. **The voice prompt asks for your mailbox password. Enter the password.**
5. **Press the # key.**
6. **Listen to your messages.**

Lesson 4-3: Checking Voicemail from a Phone Outside the University

You can check your voicemail from anywhere in the world

1. **From an outside phone, dial the voicemail system: 977-6245.**
2. **The voice prompt asks for your mailbox number. Be sure to prefix your 4-digit extension with the 7.**
3. **Press the # key.**
4. **The voice prompt asks for your mailbox password. Enter the password.**
5. **Press the # key.**
6. **Listen to your messages.**

Lesson 4-4: Recording a Personal Verification

When you call someone on campus and leave a voicemail message, your personal verification will precede any message you leave.

1. **Lift the handset. Press the Message key to log into your mail box.**
2. **Press the # key and then enter your password, #.**
3. **The voice prompt will, most likely, tell you that you do not have any messages (unless your message light was solid red indicating that you do.) Enter 82 then enter 9.**
4. **The voice prompt will tell you "The personal verification is ___" and it will play back what has been set for your phone (most likely the extension number.) Press 5 to record.**
5. **Record your name and telephone number. When you are finished, press # to stop the recording process.**
6. **To listen to how you sound, press 2. To re-record the message, press 5 and record over the message.**

NOTE: To delete the current message, press 76.

Lesson 4-5: Recording a Greeting (internal, external, or temporary)

The voicemail system enables you to record a greeting for any internal calls, another one for external callers, and another one for a temporary purpose. Temporary greetings override the external and internal greetings, but it does not erase them.

To Record an Internal/External Greeting:

1. **Log into your voicemail (lift the handset, press the Message key, #, enter your password, #.)**

   Remember this process from now on when asked to log into your voicemail.
2. **Enter 82. The voice prompt will say "For your external greeting, Press 1, For your internal greeting, Press 2. For your temporary greeting, Press 3, For your personal verification, Press 9."**
3. **Press 1 (we will set up your external greeting.) The voice prompt says "External Greeting. To review the greeting, Press 2. To re-record it, Press 5."**
4. **Press 5 and record. Remember, this is what outside caller will hear when they get your voicemail. Be sure the information is brief, but clear.**
5. **Press # when you are done with the greeting.**
6. **Press 2 to listen to the recording.**
7. **If you are pleased, hang up or press the Goodbye key. If not, you may re-record the greeting.**

To Record a Temporary Greeting:

Let's set up a temporary greeting. A temporary greeting overrides your external and internal greetings, but does not cancel them.

1. **Log into your voicemail.**
2. **Enter 82 and Press 3 to access the Temporary Greeting.**
3. **Follow the same steps as above to record and check your greeting. When you are satisfied and finished, Press #.**
4. **Press 9. This will allow you to enter an expiration date and time.**
5. **Listen to the voice prompt. Enter the expiration month, followed by the # key.**
6. **Listen to the voice prompt. Enter the expiration date, followed by the # key.**
7. **Listen to the voice prompt. Enter the expiration time, followed by the # key.**
8. **Press 1 for am or Press 2 for pm. Press 83 to exit from your mailbox.**

   Your temporary greeting will start immediately and expired when you set it to do so. When it expires, your regular internal and external greetings will resume.

Lesson 4-6: Changing Your Voicemail Password

The telephone system will prompt you if your password is about to expire. You may NOT use your telephone extension as the new password. For security purposes, you should not use repetitive number (such as 1-1-1-1-1-1) or consecutive numbers (such as 1-2-3-4-5) for your password.

Passwords can be anywhere from 4 to 16 digits. It is suggested that you use the letters on the keypad to spell out a word that will be easy for you to remember (but do not spell out PASSWORD—that is an easy one for a telephone hacker to use to get to your voicemail!)

The phone system will notify you a few days before your password is due to expire. You may wait to change it then, or you may change it anytime you wish, as long as it is at least every 90 days. You may not use the previous password when you make the change.

1. **Log into your voicemail box.**
2. **Dial 84. The voice prompt will tell you when your current password will expire. Then, you are prompted to enter a new password followed by the # key. Enter the new password, #. Remember—this is 4-16 digits.**
3. **You are prompted to confirm the password. Enter your new password again.**
4. **You are prompted to enter your old password to confirm the change. Enter your old password. Press #. The password is changed.**

Lesson 4-7: Using Express Messaging

Express messaging allows you to directly leave a message in another person's voicemail box without having to wait for the voicemail prompt. It is useful when someone calls and you ask the caller "Would you like their voicemail?"

1. **Lift your handset. Dial the number for express messaging: 76246.**
2. **The voice prompt tells you "Express Messaging. To mailbox ___." Enter the mailbox number of the person you wish to leave a message, being sure you prefix the extension with the 7.**
3. **Press #. Leave your message. Hang up.**
4. **The receiver of that message will now see their message light is a steady red indicating they have a new message.**

Lesson 4-8: Changing the Number of Rings Before Voicemail

The standard number of rings before voicemail is enabled is three. You can change that to 4 or 5 (or back to 3 later if you wish.)

1. **To change to 4 rings:**
   - Life the handset.
   - Dial 199151551 (during this dialing sequence, you may hear a tone, or a silence.)
   - When you are finished, the next time you receive a call, it will ring 4 times before going to voicemail.
2. **To change to 5 rings:**
   - Life the handset.
   - Dial 199151552 (during this dialing sequence, you may hear a tone, or a silence.)
   - When you are finished, the next time you receive a call, it will ring 5 times before going to voicemail.
3. **To change to 3 rings:**
   - Life the handset.
   - Dial 199151550 (during this dialing sequence, you may hear a tone, or a silence.)
   - When you are finished, the next time you receive a call, it will ring 3 times before going to voicemail.

Lesson 4-9: Tagging a Message; Removing a Tag

You can send your messages with special "tags" for special reasons. See the list of message tags:

Tag:	Press:
URGENT	**1 –** the recipient will hear that this was an urgent message before it is played
PRIVATE	**4** – the recipient will hear that this is a private message. Private messages can not be forwarded (we will learn this later.)
ACKNOWLEDGEMENT	**5** – the sender will be notified when the recipient has received the message
TIMED DELIVERY	**6** – message can be composed ahead of time to be delivered at a future date and time, up to ten days

1. **To add a tag to a message, complete the process to leave a voicemail.**
2. **After leaving your message, press #70. This takes you to Message Options.**
3. **Use any of the tags shown in the table above to add to your message.**
4. **After tagging a message, you may send the message by pressing 79.**
5. **After tagging a message IF YOU DECIDE TO REMOVE THE TAG, it must be done BEFORE pressing 79. To remove the tag, press 70 to go back to Message Options.**
6. **To remove a tag, use these codes:**

Code:	Action taken:
2	Retags an URGENT tag to STANDARD
4	Removes a PRIVATE tag
5	Removes an ACKNOWLEDGE tag
6	Removes a TIMED DELIVERY tag

Lesson 4-10: Logging in After Leaving a Message

If you have called a voicemail user and left a message, you can immediately log into your own voicemail box without having to hang up.

1. **Follow the process to leave a voicemail message with another voicemail user. When done with your message press #.**
2. **Dial 81. The voice prompt asks for your password. Follow the prompts.**

Lesson 4-11: Replying to Messages

When you have received a message and have listened to it, you may directly reply to the message sender as soon as you've heard the message.

1. **Listen to the message from the sender.**
2. **When the message is completed, press 71.**
3. **Press 5 to begin recording your reply. When you are finished, press #.**
4. **To review the message, press 2.**
5. **To send the message, press 79.**

Lesson 4-12: Calling the Sender

After listening to a message, you can automatically place a call to the sender of the message if the sender called from a University phone or from an off-campus local number providing valid caller ID.

1. **After listening to the message, press 9.**
2. **Your phone will automatically dial the number from which the sender called you.**

Lesson 4-13: Forwarding Voicemail

You can forward a voicemail message to another mailbox as long as the message was not marked PRIVATE. You can also record an introduction to the original message.

Please note: If your mailbox is full or the mailbox to which you are forwarding is full, the voice messaging system will not let you forward messages.

1. **Listen to the message. When done, press 73 to forward.**
2. **Enter the mailbox number followed by the # sign to which you want to forward the message, remembering to put the 7 in front of the 4 digit extension. When done, press #.**
3. **It is polite to let the receiver of this message know why you are forwarding it. To add an introduction to this original message, press 5 and wait for the tone before speaking.**
4. **When you have finished, press # to end the introduction.**
5. **Press 79 to send the message.**

Lesson 4-14: Logging Out of Your Mailbox

You can lock your mailbox instead of just hanging up after listening to messages, thus providing additional security.

1. **After listening to messages, dial 83 and hang up the phone.**
   This releases your mailbox from the system and locks it.

Lesson 4-15: Helpful Hints and Shortcuts

Helpful hints when using voicemail:

Press # - Pause while listening to a message.

Press 1 - Skip backward 5 seconds at a time.

Press 2 - Play recorded message and continue.

Press 3 - Skip forward 5 seconds at a time.

Press 4 - Go to previous message.

Press 5 - Will override greeting (except temporary greeting) putting you directly into called mailbox.

Press 6 - Go to next message.

Press 9 - Call sender (automatically dials university station of person who left the message).

Press 21 - Decreases playback speed.

Press 23 - Increases playback speed.

Press 71 - Reply to sender.

Press 72 - More information about message.

Press 73 - Forwards a message to someone else's mailbox.

Press 75 - To compose a message.

Press 76 - Delete a message.

Press 76 - Restore deleted message. Before hanging up after a message is deleted, press 6, this will take you back to the beginning of your messages or Press 4 to go to your previous message. Listen to the message again, press 76 and message is restored.

Press 80 - To change the zero out option. Use this feature if you want calling party to reach someone else in your office and not the university operator.

Press 83 - Immediately releases you from your voice mailbox and locks your mailbox.

Remember while in voicemail to listen to your voice prompts! For a complete listing of Voice Mail options, press 8*.

Chapter Five: Options

Chapter Objectives:

- Volume Adjustment
- Contrast
- Language
- Date/Time
- Display Diagnostics
- Local Dial Pad Tone
- Set Information
- Diagnostics
- Call Log Options
- Ring Type
- Call Timer
- On Hook default path
- Change Featurekey Label
- Name Display format

The Options on your 1140E phone allow you to customize certain characteristics of your phone. Screen prompts take you step-by-step through procedures and keep you informed on the status of the settings.

Lesson 5-1: Volume Adjustment

Figure 5-1

The Services key.

The Service key, as seen in Figure 5-1, allows you to navigate through the possibilities that are included with your 1140E phone. By using the Services key and the navigation keys, you can select a variety of options to customize your phone.

1. **Press the Services key. The telephone display changes to show several options:**

2. **Use the Up/Down navigation keys to scroll and highlight Telephone Options in the display.**

3. **Press the Enter key.**

You are now in the Telephone Options menu.

4. **Use the Up/Down navigation keys to scroll and highlight Volume Adjustment in the display.**
5. **Press the Select key.**
5. **Use the navigation keys to move through the Volume menu. You will see that you can adjust: Ringer, Buzzer, Speaker, Handset, Handsfree Listen.**

   (Note: you may also have options for Handset Listen, Headset Listen, Headset Talk, Headset Sidetone.)
4. **Press the Up key to increase the volume for the selected feature. Press the Down key to decrease the volume.**
5. **Press Select to save the changes.**
6. **Press the Services key to exit.**

Lesson 5-2: Contrast

The Screen Contrast option allows you to adjust the contrast of the display on your phone. To increase or decrease the display contrast level, choose one of the following:

1. **Press the Services key.**
2. **Use the Up/Down navigation keys to scroll and highlight Telephone Options in the display. Press the Select soft key.**
3. **Use the navigation keys until you see Screen Contrast in the display. Press Select soft key..**
4. **From the Contrast screen, press the Up key to increase the display contrast level, or press the Down key to decrease the display contrast level.**
5. **Press the Select soft key to save the changes and return to the Telephone Options menu.**
6. **Press the Services key to exit.**

Lesson 5-3: Language

The display is available in multiple languages. To choose a language, press the Services key, select Telephone Options, and select Language…

This language setting controls the language used by features on your phone only. To set the language used elsewhere on your phone, press Services twice, select Preferences, and select Language.

To select a language:

1. **Press the Services key. The telephone display changes:**
2. **Use the Up/Down navigation keys to scroll and highlight Telephone Options in the display. Press the Select soft key.**
3. **Use the navigation keys to select LANGUAGE in the display:**
4. **Use the up and down navigation keys to scroll through the various languages that you may see in the display of your phone.**
5. **Press the Select key when a desired language appears in the display. This will set your display language.**
6. **Press the Services key to save the change.**

Lesson 5-4: Date/Time

There are eight Date/Time formats. Four formats are based on the 12-hour clock and four are based on the 24-hour clock.

1. **Press the Services key.**
2. **Use the Up/Down navigation keys to scroll and highlight Telephone Options in the display. Press the Select soft key.**
3. **Use the up and down navigation keys to scroll through the eight formats. The sample formats will appear on the upper right side of the phone's display area.**
4. **Press the Select soft key to save the sample you like.**
5. **Press the Services key to exit.**

Lesson 5-5: Display Diagnostics

The Display diagnostics option tests the telephone display screen and indicator lights.

To access Display diagnostics, press the Services key, select Telephone Options, and select Display diagnostics.

1. **Press the Services key. The telephone display changes:**
2. **Use the Up/Down navigation keys to scroll and highlight Telephone Options in the display. Press the Select soft key.**
3. **Use the navigation keys to select Display Diagnostics in the display.**
4. **Press the Up/Down navigation keys to scroll through the list to view display capabilities.**
5. **Press the Services key to exit.**

Lesson 5-6: Local Dial Pad Tone

The Local DialPad Tone option produces Dual-Tone Multi-Frequency (DTMF) sounds, a single tone, or no sound when you press a key on the dialpad.

1. **Press the Services key. The telephone display changes:**
2. **Use the Up/Down navigation keys to scroll and highlight Telephone Options in the display. Press the Select soft key.**
3. **Use the navigation keys to select Local DialPad Tone in the display. Press the Select soft key.**
4. **Press the Up/Down navigation keys to scroll and highlight one of the following dialpad tones:**
   - **None to disable all tones**
   - **Short Click to enable a single tone for all keys**
   - **DTMF to turn on a separate DTMF tone for each key**
5. **Press the Select soft key to save the tone selection and return to the Telephone Options menu.**
6. **Press the Services key to exit.**

Lesson 5-7: Set Information

The Set Info option displays the following telephone-specific information:

- • General Information
- • Set IP Information
- • Ethernet Information
- • Server Information

1. **Press the Services key. The telephone display changes:**
2. **Use the Up/Down navigation keys to scroll and highlight Telephone Options in the display. Press the Select soft key.**
3. **Use the navigation keys to select Set Info in the display. Press the Select soft key.**
4. **Press the Up/Down navigation keys to scroll and to scroll through the list to view telephone information.**
   -
5. **Press the Cancel soft key to return to the Telephone Options menu.**
6. **Press the Services key to exit.**

Lesson 5-8: Diagnostics

The Diagnostics option displays the following telephone-specific information:

- Diag Tools (Ping, do Route Traces)
- EtherStats (Speed, Auto Neg, CRC Errors, Collision)
- IP Stats (Packet Info)
- RUDP Stats (Message receive or transmit)
- QOS Stats

1. **Press the Services key. The telephone display changes:**
2. **Use the Up/Down navigation keys to scroll and highlight Telephone Options in the display. Press the Select soft key.**
3. **Use the navigation keys to select Diagnostics in the display. Press the Select soft key.**
4. **Press the Up/Down navigation keys to scroll and to scroll through the list to view telephone information.**
5. **Press the Cancel soft key to return to the Telephone Options menu.**
6. **Press the Services key to exit.**

Lesson 5-9: Call Log Options

Use the call log option to configure the following preferences:

- Configuring the Callers List log
- Configuring New Call Indication
- Configuring Preferred Name Match
- Configuring Area Code Setup

You can configure the Callers List to log all incoming calls or only unanswered calls. The default configuration is Log all calls.

1. **Press the Services key. The telephone display changes:**
2. **Use the Up/Down navigation keys to scroll and highlight Telephone Options in the display. Press the Select soft key.**
3. **Use the navigation keys to select Log Mode option in the display. Press the Enter key.**

To log only unanswered calls:

4. **Press the Up/Down navigation keys to scroll and highlight Log unanswered calls.**
5. **Press the Select soft key to save the selection and return to the Telephone Options menu.**
6. **Press the Services key to exit.**

Configuring New Call Indication

You can configure your IP Phone 1140E to display a message to indicate that a new incoming call was received. The default configuration is On.

Repeat Steps 1-3 above.

4. **Press the Up/Down navigation keys to scroll and highlight New Call Indication.**
5. **Press the Enter key.**
6. **Press the Up/Down navigation keys to scroll and highlight one of the following:**
   - **New call indication off**
   - **New call indication on**
7. **Press the Select soft key to save the configuration.**
8. **Press the Services key to exit.**

Lesson 5-10: Ring Type

The Ring Type options allow you to choose from among the four types of ring tones available for your telephone model 1140E.

1. **Press the Services key. The telephone display changes:**
2. **Use the Up/Down navigation keys to scroll and highlight Telephone Options in the display. Press the Select soft key.**
3. **Use the navigation keys to select Ring Type in the display. Press the Enter key.**
4. **Press the Up/Down navigation keys to scroll and highlight one of the ring types.**
5. **Press the Play soft key to hear a sample of the ring tone.**
   - **Press the Select soft key to save the selection and return to the Telephone Options menu.**
   - **Press the Stop soft key and use the Up/Down navigation keys to select a different ring type.**
   - **Press the Cancel soft key to keep the existing configuration**
6. **Press the Services key to exit.**

Soft keys

Lesson 5-11: Call Timer

Call Timer is used to measure how long you are on each call.

1. **Press the Services key. The telephone display changes:**
2. **Use the Up/Down navigation keys to scroll and highlight Telephone Options in the display. Press the Select soft key.**
3. **Use the navigation keys to select Call Timer in the display. Press the Enter key.**
4. **Press the Up/Down navigation keys to scroll and highlight one of the options:**
   - **Press the On soft key to turn on the call timer.**
   - **Press the Off soft key to turn off the call timer.**
   - **Press the Select soft key to save the configuration and return to the Telephone Options menu.**
   - **Press the Cancel soft key to keep the existing configuration**
5. **Press the Services key to exit.**

Lesson 5-12: On Hook Path

The OnHook Default Path option allows you to choose whether to use a headset or the Handsfree feature to operate your IP Phone while it is onhook.

1. **Press the Services key. The telephone display changes:**
2. **Use the Up/Down navigation keys to scroll and highlight Telephone Options in the display. Press the Select soft key.**
3. **Use the navigation keys to select OnHook Default Path in the display. Press the Enter key.**
4. **Press the Up/Down navigation keys to scroll and highlight one of the options:**
   - **Handsfree enable**
   - **Headset enable**

   - **Press the Select soft key to save the configuration and return to the Telephone Options menu.**
   - **Press the Cancel soft key to keep the existing configuration**
5. **Press the Services key to exit.**

Lesson 5-13: Change a Feature Key Label

The 1140E has Feature Keys (soft programmable keys) located to the side and beneath the display area on your phone: Auto-dial, Transfer, Conference, Forward , etc. You may change the label for these keys (however, this does not change the function!)

1. **Press the Services key. The telephone display changes:**
2. **Use the Up/Down navigation keys to scroll and highlight Telephone Options in the display. Press the Select soft key.**
3. **Use the navigation keys to select Change feature key labels in the display. Press the Enter key.**
4. **Press the feature key that you are changing.**
   If you press a prime DN key, an error message appears.
5. **Enter the new information for the feature key label by using the dialpad.**
   To enter special characters, press the **Up** navigation key.
   Press the Dial Pad key that is printed with the first letter in the new label. Press the key until the correct character appears, since each key has more than one character associated with it. To change the case of a letter, press the More key until you see Case in the display. Press Enter to change the case of the current letter
6. **Once you have the desired letter in the display, use the Right Navigation key to move the cursor to the right so you can select the next letter. Continue with this process until you have relabeled the key.**
7. **Press the Select soft key to save the changes when finished.**
8. **Press the Services key to exit.**

NOTE: You may always restore the original key label:

From the Change feature key labels menu, navigate down to highlight:

- **Restore all key labels; Press the Yes soft key to change all feature keys to default values.**
- **Restore one key label; Press the Select soft key. Press the feature key. Press the Yes soft key to change the selected feature key label to the default value.**

Lesson 5-14: Name Display Format

You can configure your IP Phone 1140E to display the name of the incoming calling party in the following formats:

- • first name, last name
- • last name, first name

1. **Press the Services key. The telephone display changes:**
2. **Use the Up/Down navigation keys to scroll and highlight Telephone Options in the display. Press the Select soft key.**
3. **Use the navigation keys to select Name Display Format in the display. Press the Enter key.**
4. **Press the Up/Down navigation keys to scroll and highlight one of the following:**
   - **first name, last name**
   - **last name, first name**

   - **Press the Select soft key to save the configuration and return to the Telephone Options menu.**
   - **Press the Cancel soft key to keep the existing configuration**
5. **Press the Services key to exit.**