IP Phone 1120

User Guide

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Overview

The IP Phone 1120 is a professional-level desktop phone that provides a full range of features with a large backlit display and fixed and programmable keys. The IP Phone 1120 brings voice and data to the desktop by connecting directly to a Local Area Network (LAN) through an Ethernet connection.

You can use the handset and keypad of the IP Phone 1120 as you would use a standard telephone. You can access additional services through the soft keys positioned next to the display. The label beside each soft key identifies the feature associated with that key.

Key Features

- Up to four user-defined line/programmable feature keys and four soft label keys

- High-resolution, fully-backlit, graphical, monochrome, eight-level grey scale, pixel-based (240x80) display

- Five position (-5 to + 55 degrees) adjustable foot stand

- Four-way navigation cluster with new Enter key

- Integrated auto sensing 10/100/1000 Base-T Ethernet switch with shared PC access (one LAN and one PC port)

- Secure local settings menu for access to user preferences, configuration tools, diagnostics and network statistics

- Visual Alerting/ Message Waiting Indication and Feature Status Indicator LEDs

- IEEE 802.3af Power over Ethernet, pre-standard vendor power schemes and local AC power options

- Icon and English text-based keycaps

- Field upgradeable firmware via Trivial File Transfer Protocol (TFTP) or Unistem File Transfer Protocol (UFTP) adds convenience and reduces costs in administration

- Desk or Wall mountable

- Graphite color with silver metallic bezel

The diagram on the next page shows the location of the IP Phone 1120 keys and other components.

Physical Features

Figure 1: Physical features

Display

The display on the IP Phone 1120 terminal has blue LED backlighting, which you can turn on and off. The backlight turns off automatically after a period of inactivity.

Nortel IP Phone 1120 display has three distinct areas:

- The upper area shows line and feature key status.

- The middle area shows single-line information for items such as caller number, caller name, feature prompt strings, user-entered digits, date and time information, and telephone information.

- The lower area displays the labels for the soft keys.

The diagram on the next page identifies each section of the IP Phone 1120 display, showing the user-defined feature keys and the soft keys.

Figure 2: Display area features

Indicators

The IP Phone terminal uses light-emitting diodes (LEDs) of different colors to indicate the current state of the terminal. The following table describes each color and its associated state.

A steady indicator means that the extension or feature beside it is active. A flashing indicator means the line is on hold or the feature is in the process of being programmed.

Indicator	LED color	Meaning
Message waiting	Red (located at the top of the set)	Lit when a message is waiting or a call is missed. The light turns off after you retrieve your message.
Data waiting	Blue (located at the top of the set)	Lit when the terminal is on an active call.
Handsfree	Red (located on the front near the handsfree key)	Lit when the handsfree feature is active.
Headset	Red (located on the front near the headset key)	Lit when the headset is in use.
Mute	Red (located on the front near the mute key)	Lit when the mute feature is active. The system administrator can configure the mute lamp to be steady on or blinking.
Link/Data	Green (located on the back cover near the network Ethernet jack)	Lit when the link is alive and flashes to indicate activity.

Connecting the IP Phone to the LAN

Follow this procedure to connect the terminal to the Local Area Network (LAN) and to a power source.

Prerequisites

IP Phones can be powered by an AC adapter or over a LAN. Contact your installation technician to identify the correct power option.

Warning: Risk of equipment damage
Do not plug the IP Phone 1120 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.

Connecting the IP Phone to the LAN

1. Connect one end of the CAT-5 line cable to the LAN Ethernet port, identified with a LAN icon, located on the back of the terminal.

2. Connect the other end of the CAT-5 line cable to the IP network jack. For a terminal sharing LAN access with a PC, connect a second CAT-5 line cable to the PC Ethernet port located on the back of the terminal, identified by the PC icon. Connect the other end of the cable to the Ethernet port on the computer.

3. For a secure power connection, thread the cord around the strain relief, retaining hook, and channel on the back of the terminal.

4. Secure the terminal footstand to the terminal base.

IP Phone connectors and other back panel features
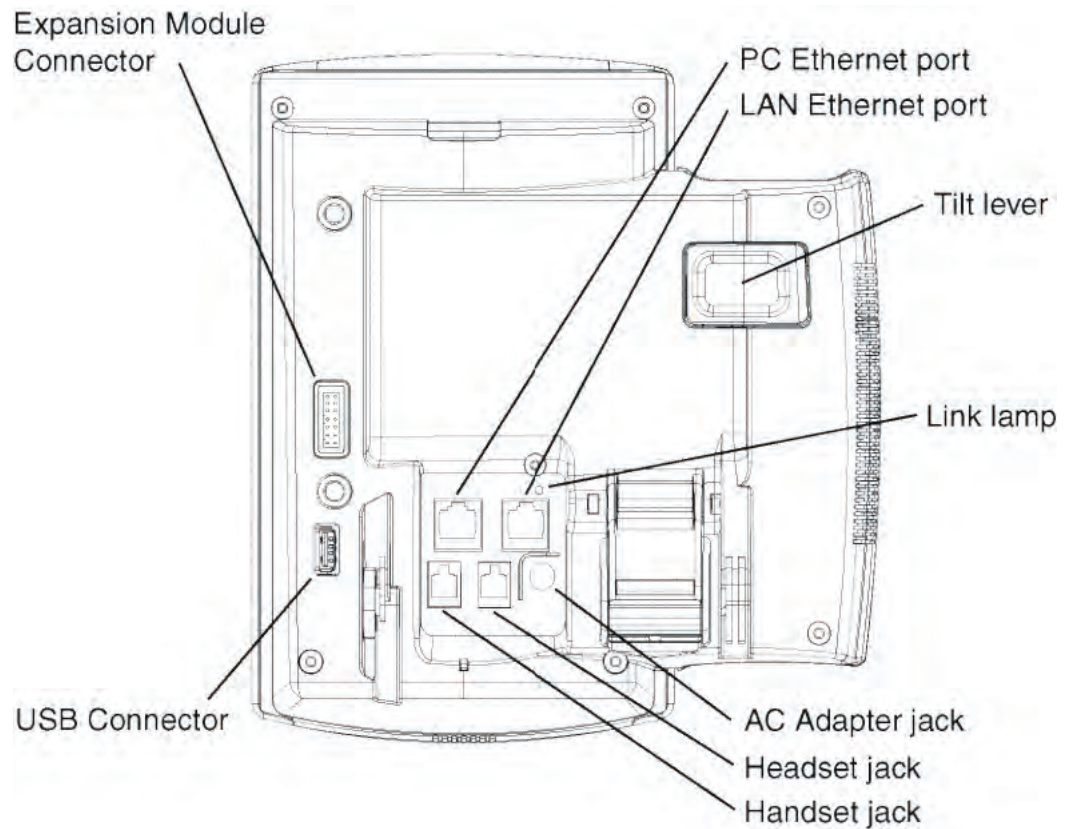
Figure 3: IP Phone connectors

Getting Started

Logging on

Before you can use your IP Phone 1120, you must log on to obtain the features provided to you on the Cypress Communications network. You do not need to log on to your IP Phone 1120 every day. Your phone remains logged in unless you log out or your IP Phone loses power.

You may be prompted to upgrade the IP Phone 1120 firmware before you log on. If this occurs, you must perform the upgrade before you can log on. For instructions, see "Performing a firmware upgrade" on page 38.

Steps to take

1. At the **Username** screen, enter your user name. This is typically your complete 10-digit telephone number.

   If you make a mistake, press **Clear** to clear the field, and then enter the user name again. If your user name is too long for the display (longer than 15 characters), the digits scroll to the left and an ellipsis appears to the left of the user name.

2. Press the **Ok** key. The **Password** screen appears.

3. Enter your password. Your password is typically your four-digit extension + 99. For security, the password characters are displayed as asterisks (*).

4. If you make a mistake, press **Clear** to clear the field, and then enter the password again.

5. Press **Ok**. You are logged on and the **Menu** screen appears.

Logging off

Follow this procedure to log off from the network.

1. From the main menu, select **Logoff**.

2. Press **Ok**. A confirmation screen appears.

3. Confirm the action. You are logged off from the network.

Using the dialpad to enter text

Steps to Take

1. To enter text, find the number key associated with the letter you want to enter, and perform one of these actions:

   - To enter the first letter, press the key once.

   - To enter the second letter, press the key twice.

   - To enter the third letter, press the key three times.

   The letter appears on the display.

2. To enter special characters perform theses actions. See "Figure 4: Special Characters" for the list of special characters that are available.

   a. Press the **Symbol** soft key. A list of symbols opens.

   b. Scroll through the list and select the symbol.

   c. Press **Ok**, to enter the symbol.

```
Key 1    Nothing
Key 2    A À Á Â Ã Ä Å Æ B C Ç a à á â ã ä å æ b c ç 2
Key 3    D E È É Ê Ë F d e è é ê ë f 3
Key 4    G H I Í Î Ï g h i ì í î ï 4
Key 5    J K L j k l 5
Key 6    M N Ñ O Ò Ó Ô Õ Ö Ø m n ñ o ò ó ô õ ö 6
Key 7    P Q R S p q r s 7
Key 8    T U Ù Ú Û Ü V t u ù ú û ü v 8
Key 9    W X Y Ý Þ ß Z w x y ý þ ÿ z 9
Key #    ! " # $ % & ' { } 0 1 2 3 4 5 6
```

Figure 4: Special Characters

Making, Answering, and Ending a Call

Making a call using off-hook dialing

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

1. Lift the handset from the cradle. The primary line is active and you hear a dial tone.

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.

See "Physical Features" on page 8 for the location of the handsfree key.

1. Press a line key. A line is selected and you hear a dial tone.

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. The handsfree feature is active.

Making a call using predial

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

1. Before you press a line key or lift the handset, use the dialpad to enter the number. The number is entered into the terminal.

2. When you want to make the call, press **Ok**. The number is dialed.

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.

1. Perform one of these steps:
   - 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 a call

- Perform one of these actions to answer a call:
  - 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.

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

- Perform one of these actions:
  - Return the handset to the cradle.
  - Press the **Goodbye** key.

  The call is ended.

Tip: The Goodbye key is useful for dropping out of a conference call or exiting voicemail.

Using Phone Features

Follow these procedures to use the features provided with your IP Phone 1120. Some of the features described may not be available to all users. Please see your system administrator if you require more information.

Overview

The IP Phone 1120 is operated using the fixed keys located on either side of the number dial pad , and feature/line keys that appear on display screen. To select a feature/line key find the feature on the display and then press the button next to it. If necessary, use the navigation button in the center of the phone to find the feature.

Account Code

Account Codes are codes that you can assign to a call for billing purposes.

Steps to Take

1. Press the line key.

2. Press the **Acct Code** key (or star code *95). You will hear a stutter tone.

3. Enter your 13-digit account code.

4. When you hear the normal dial tone, dial your number to place your call.

Authorization Code

An Authorization Code is a numeric code that you enter to obtain access to long-distance or international telephone numbers.

Steps to Take

1. Press the line key.

2. Press the **Auth Code** key (or star code *96) and then enter the Authorization Code assigned. You will hear a normal dial tone.

3. Dial the number to place the call.

Automatic Dial

Automatic Dial is a feature that allows you to store a frequently-used telephone number on a soft key. You can then press the key to dial the number.

If you use an **Auto Dial** key while you are on a call, your current call is placed on hold and your autodial call uses your secondary line.

Storing a number at an Automatic Dial key

Steps to Take

1. While the phone is on-hook, press the **Auto Dial** key.

2. Enter the desired number.

3. Press the **Auto Dial** key again.

Using an Automatic Dial key

Steps to Take

1. Press the line key.

    If you are already on a call, press your secondary line key. The current call is placed on hold.

2. Press the **Auto Dial** key to dial the number stored for the key.

Busy Lamp Field (BLF)

A Busy Lamp Field (BLF) is a soft key that displays the status of another telephone line (ringing, on-hook, off-hook). It is commonly used by receptionists who are responsible for transferring incoming calls from a single incoming line to multiple persons in an organization. BLF keys also provide for one-touch dialing and fast call transfer.

It is not possible to answer an incoming call on a BLF key. A BLF key is a visual indicator only. A BLF key does not ring.

To use a BLF key when transferring a call, see "Fast Transfer" on page 20.

To use a BLF Key to fast dial a number:

1. Press the line key to obtain a dial tone.

2. Press the BLF key representing the number that you want to dial.

Call Forward

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

Steps to Take

1. To activate call forward without lifting the handset, press the **Forward** key.

2. Use the dialpad to enter the extension to which you want to forward your incoming calls.

3. Press the **Forward** key again. An icon appears in the display next to the **Forward** key label. Calls will now be forwarded to the number that you entered.

4. To turn off call forward, press the Forward key. The feature is deactivated and the icon disappears from the display.

Call Hold

The Hold feature allows you to suspend a call without ending it.

- To put a call on hold, press the **Hold** key. On the display, an indicator flashes next to the line on which the call is held.

- To resume a call that is on hold, press the line key displaying the flashing hold indicator.

Conferencing (3-way or 30-way)

You can use Conferencing to include three or more calls in one phone conversation.

The Three Way Call (3WC) feature allows you to add three calls to a conference. If you have been provided with the 30-way Conferencing feature, you can include up to 30 calls in one conversation.

Steps to Take

1. During a call, press the **Conference** key. The call is put on hold and you will hear a dial tone. On the display, an indicator flashes beside the line on which the call is held.

2. Dial the number of the person you want to add to the call. At this time, you can talk privately to the person you are adding to announce the conference.

3. Press the **Conference** key again to merge the calls.

4. Repeat steps 2 and 3 to add additional parties to the call if appropriate.

   If you make a mistake dialing, or a party does not want to be included in the conference, press the line key of the conference call to reconnect to the conference.

Directed Call Park

You can use Directed Call Park to park a call at another number within your organization. Another person can then use Directed Call Park to retrieve the call by referring to this number.

When a call is parked, the caller hears music or a message (or silence if these have not been configured.) A recall timer starts. If the call is not retrieved before the timer expires, the call rings back to the station that parked the call. If this station is busy, the timer restarts.