

Commonly Used Avaya Telephone Functions

Avaya 1140E IP Deskphone



*Note: If supported by your server, the data message waiting indicator provides a data alert. Contact your system administrator to find out if this feature is available for you.

This quick guide shows you how to do the following things with you new Nortel IP Phone 1140E:

- Log in
- Log out
- Change you phone password
- Access Voicemail
- Set the autodial keys
- Transferring Calls
- Call Forwarding
- Send incoming calls straight to VoiceMail

To Log in to a handset:

You can 'log in' to any Nortel 1140E handset, which will then allow you to receive any calls to your number.

- 1) Press the right soft key under the display with "Virtual" written above it.
- 2) Enter your 4 digit extension number using the number pad.
- 3) Press the first soft key – with Select above it.
- 4) Next enter your password – sent to you via email.
- 5) Again press the Select button. You should now be logged in . Your extension number will be present on the display.



To 'log out' from a handset

When you finish using a handset you can 'Log out' from that handset. This is typically done when you are hot desking or using a shared handset.

- 1) Press the right soft key under the display with "Virtual" written above it.
- 2) You are now logged off.
- 3) The screen will no longer be displaying your extension.



To change your password

- 1) Press the Services key once.
- 2) Press the down arrow once to select "Password Admin".
- 3) Press the select button
- 4) Enter your current 4 digit password and press the enter key
- 5) Enter your new 4 digit password and press enter.
- 6) Enter the new password again to confirm. Your password is now changed.



To enter the voicemail system

The 1140E handset will allow you to directly connect to the voicemail system, used on all the University of Exeter telephone systems.

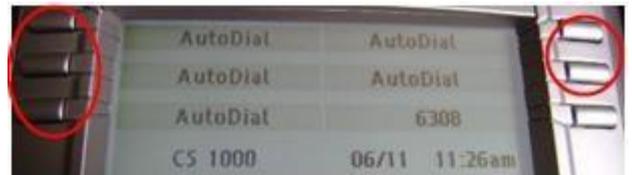
- 1) *Lift the handset* (or press the hands free key) and press the Message/Inbox key.
- 2) You will get the Voicemail greeting and be asked to enter your mailbox (internal telephone) number and #. Then you'll be asked for the pin number.
- 3) You will then get options to the various voicemail actions.



To set Autodial Keys

Autodial keys allow you to dial numbers at the touch of a button. You can store up to 5 frequently used numbers.

- 1) Press any one of the Autodial keys
- 2) Enter the number you want to autodial (including a 9 if it is an outside number)
- 3) Press the autodial key again.



To store Autodial names

Once you have saved your autodial numbers, you can type in a name to display instead of the number.

- 1) Press the Services key once 'Telephone Options' will be displayed.
- 2) Press the 'enter' key (in the centre of the 'up' 'down' buttons)
- 3) Press the 'up' arrow navigation key 3 times to locate 'Change Feature Key label' and press the enter key.
- 4) 'Change Feature Key' will flash, press the enter key again and 'Select a Feature key' will display.

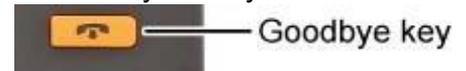


- 5) Press the autodial key you wish to label, and delete the number from the display using the 'Delete' soft key (one of the four keys directly below the screen – 'Delete' will appear in the screen directly above the correct key). Edit feature key label will be displayed.
- 6) Enter the new name using the keypad (like a mobile phone, 222=C, etc.) When finished press the enter key. You can now select further keys to change or press the 'Cancel' soft key 3 times to exit.

To transfer calls

Once you have answered a call you can transfer it to another internal phone.

- 1) Press the 'Trans' soft key (note it may be the first or second soft key).
- 2) Enter the number that you want to forward calls to.
- 3) When they answer press the 'Trans' soft key again to complete the transfer.
- 4) If the number does not answer press the yellow 'Goodbye Key' key followed by the key with your number beside it to take the call back.
- 5) If the number answers but does not wish to take the call press the key with your number beside it to take back the call.



Switch between the caller and the transferee using the 'Trans' soft key and the soft key with your number beside it.

To forward calls and cancel call forwarding

You can forward calls from your Nortel 1140 Handset to another phone. Note: By default calls can only be forwarded to an internal (4 digit) number and not a home number or mobile phone. If you need to forward calls to an external number please contact the IT Help Desk (see below) to enable this facility.

- 1) Press the 'Forward' soft key.
- 2) Enter the number that you want to forward calls to.
- 3) Press the 'Fwd' soft key again.
- 4) The 'Forward' text now has a chevron in front of it indicating that calls are being forwarded.
- 5) **To cancel call forwarding**, press the 'Fwd' soft key the word Cancel will appear on the right of the screen press the key under this and the chevron will disappear.

To send incoming calls straight to VoiceMail

You can use the same procedure as above to forward your calls direct to VoiceMail if you are busy.

- 1) Press the 'Fwd' soft key
- 2) Enter 5700 on the keypad
- 3) Press the 'Fwd' key again