

1120 Operational Overview

The IP Phone 1120 is operated using the fixed keys—Volume, Mute, Handsfree, Goodbye, Expand, Headset and Hold—and feature/line keys that are programmed to display on the IP Phone 1120 screen.

Diagram 1—Fixed keys are found on either side of the number dial pad. To use a fixed key, simply press the key.



Diagram 2—Feature and line keys display on the LCD screen.



To access a feature or line key, use the navigation button in the center of the phone to find the feature, then press the button next to it.



Diagram 3—The Navigation Key is located in the middle of the 1120 faceplate.

The Feature Operations section of this guide outlines how to use each feature key and commonly used phone operations.



Feature Operations

Account Code To assign an account code to a call, press the line key and then the **Acct Code** key. You'll hear a stutter dial tone. Enter your 13-digit account code. When you hear a normal dial tone, dial the number to place your call.

Answer Call Lift the handset to answer a ringing call, or press the **Line** key to be handsfree or use the headset.

Auto Dial Store frequently used numbers by pressing the **Auto Dial** key. Enter the phone number to store. Press **Auto Dial** again. To dial a stored auto dial number, press the **Line** key and then the **Auto Dial** Key.

To re-label an **Auto Dial** key, press the **Menu** soft key. Scroll to **Features** and press **OK**. Scroll to the correct feature key label and press **OK**. Select **Label** and then **OK**. Enter the name of the person that corresponds with the auto dial number. Click **OK**. Click **Cancel** to return to the main screen.

Calling

Handset To make a call using the primary line, lift the handset and dial the phone number. To use your second line, press the **Line 2** key before dialing.

Handsfree Press the **Line** key. Enter the phone number.

Headset Press the **Headset** key. Enter the phone number.



Feature Operation (continued)

Conference	Users of Multimedia Seats can conference up to 30 people using their phone. During a call, press the Conference key. The call is put on hold and a dial tone sounds. Dial the number of the person you want to add to the call. Press the Conference key again to merge the calls. Continue to dial numbers and press the Conference key afterwards to add each person to your conference.
Directed Call Park	To park a call against another number, press the Dir Park key while on the call. Dial a number within your organization. To retrieve a call parked against a phone number, press the line key and then press the Dir Park key. Dial the number at which the call was parked.
Forward	To forward your calls to another number, press the Forward key. The Forward Telephone icon flashes. Type in the number to receive your calls. Press the Forward key again. The Forward Telephone icon continues to display, but no longer flashes, indicating that your calls are forwarded. To cancel, press the Forward key again.
Group Intercom	To call a member of your intercom group, lift the handset and then press the Grp Intrcm key. Dial the desired intercom number. To answer a Group Intercom call, lift the handset and then press the Grp Intrcm key. To page a member of your intercom group, press the Grp Intrcm key and then dial the desired number. When you hear ringing, press Grp Intrcm again and speak your announcement. To end the call, press the Goodbye key and replace the handset. To page all members of your intercom group, press the Grp Intrcm key and then press # . When you hear ringing, press the Grp Intrcm key. Speak your announcement. To end the call, press the Goodbye key and replace the handset.
Hold	While on a call, press the Hold key to place your caller on hold. Press the Line key to retrieve your call. The Ringing Telephone icon next to the Line key indicates that you have a call on hold.

Inspect	Press the Inspect key and then a feature key to get a description of that key, including any stored phone numbers associated with the feature key.
Intercom	Press the Intercom key. The phone number assigned to the key is dialed. If you receive an Intercom call during a call, press the Intercom key to answer and place your current call on hold. If you receive an Intercom call through the speakerphone, you can respond by picking up the handset.
Make Busy	Select the Make Busy key to have your phone ring automatically to voicemail.
Mute	Press the Mute key to mute your handset, headset or speaker. The Mute key indicator light will flash. Press the Mute key again to speak with your caller.
Redial	To call the last number dialed, at the dial tone press the # key twice (# #).
Speed Dial	Each user can program 20 speed dial numbers for easy two-digit dialing. To store a speed dial number, press the Speed Dial key. Enter the 2-digit code (20 through 39) followed by the number to store. For example, to have speed dial "20" call 222-333-4111, enter 202223334111. Press Speed Dial again. To use a speed dial number, press the Line key and then the Speed Dial key. Enter the 2-digit speed dial code.
Transfer	To transfer an active call, press the Transfer key. The call is put on hold and a dial tone sounds. Enter the number to which to transfer the call. When that number rings or is answered, press the Transfer key.
Voicemail	To access your voice mailbox, lift the handset and press the Voicemail key. Enter your pass code and press the # key.



USER ID

PASSWORD

PHONE NUMBER