



## Making a Call

- Lift the handset and receive Dial Tone or press the Handsfree  or Headset  (if connected)
- Dial as you normally would (9 first or 1+, etc)
- Press the **SEND** softkey

If you require 9 + dialing to reach an outside caller from your office line, then you would also require the same dialing sequence when using your UC service.

## Answering a Call

- For calls to your Primary Line (bottom right hand key beside display area) - Lift the handset or press the **Handsfree** or **Headset** (if connected) button
- For calls on other lines assigned on your phone - Lift the handset or press the **Handsfree** or **Headset** (if connected) and press the key beside the flashing phone icon

## Releasing a Call (Hang Up)

- Replace the handset or press the **Goodbye** Key

## Hold/Resuming a Call

- To place a call on Hold - press the **Hold** button
- While the call is on hold you can hang up the receiver
- To reconnect - lift the receiver; or press the **Hold** Key

## Global Address Book

To find a number and make a call to someone using the Global Address Book -

- Press the **"Globe"** (Services) key
- Select 1 - **"Search"** using the square button
- Select the type of search - Local or Global
- Select the type of search
  - 1 - **User Name**
  - 2 - **Name** (Searches both First & Last names)
  - 3 - **Phone Number** (full national # required)
- Use the dialpad to enter all or part of the name or number (must be from beginning of name/number) and press the **OK** softkey
- If more than one entry is returned use the Up & Down **"Scroll"** keys to highlight the required user
- Press the **"Call"** softkey to place the call

## Conference a 3rd party

All users have the ability to add a 3rd party onto an active call -

- Press the **Conf** softkey - enter the number of the 3rd party and press **Send** (1st party has been placed on Hold)
- When the call is answered you can now converse with the 3rd party while the 1st party remains on Hold
- Press the **"Join"** key to join all 3 parties. If you hang up the other parties remain connected

## Transfer a Call

All users have the ability to transfer active calls to other numbers (internal or external). Transfers can be done either as "Blind" or unmonitored or as "Consultative" or "Supervised" where you can consult or announce the transfer before transferring the call.

**To initiate a "Consultative/Supervised" transfer -**

- On an active call - press the **Trnsfr** softkey
- Enter the number you wish to transfer the caller to and press **Trnsfr**
- Press **"YES"** when asked if you wish to "Consult with Party"
- When the call is answered you can now converse with the 3rd party while the 1st party remains on Hold
- When the caller has been announced press the **Trnsfr** softkey again and the call is Transferred to the 3rd party and your line returns to the idle state
- Press the **OK** softkey to acknowledge the transfer was successful

**To initiate a "Blind" transfer -**

- Follow steps above for Consultative / Supervised Transfer
- Press **NO** when asked if you wish to "Consult with Party"
- Your display will show "Transferring" until the other party answers. During this time your phone is unable to make or receive calls
- Once the call is answered by the 3rd party you will see "Transfer Successful" and your phone returns to idle.
- Press the **OK** softkey to acknowledge the transfer

## Call Grabber

This feature allows you to seamlessly grab an active call between devices with access to your UC line (Mobile Client, IP Telephone, PC Phone).

While on an active call on another device (Mobile Client, PC Phone)

- Dial **\*60** on your Avaya 1120e IP telephone; This will seamlessly grab the call from the Mobile Client or PC Client

## Setting Do Not Disturb (DND)

- Press **More** softkey & choose **DND** & select **Enable**  
"DND Active" will show on your line and all calls route to VM

To disable repeat process & select **Disable**

## Forward your Phone

To Forward all calls dialed to your extension to another number (other than your Voice Mail)

- Select the **More** softkey, select **CallFwd** option
- Enter the number to forward your calls to - full national number or full internal number just as if you were dialing it directly.
- Press **Forwrd** softkey & Press **OK** to confirm
- Your line appearance will alternate **FWD Active**
- To cancel - repeat the above steps and press **Disable** when prompted to "Disable Automatic Call Forwarding?"
- Press the **OK** softkey to acknowledge the change
- NOTE - If you forward your line to a mobile or an outside number, you will be charged for forwarded calls as if you had dialed that number directly.


## Muting Your Line




While on an active call press the **Mute** button

To unmute your line press the **Mute** button again

## Inbox / Outbox

All incoming calls are logged in the **Msg/Inbox** - 

Outgoing calls are logged in the **Shift/Outbox** - 

- If you have a missed call you will see this icon beside your line key - 
- Press the **Msg/Inbox** key to see a list of received calls
- Answered calls - show as - 
- Unanswered calls show as - 
- To redial a number use the scroll to highlight the call and lift the handset (or press **Handsfree** or **Headset** keys) and the call is automatically placed
- Other options are **Delete** and toggle list between **Missed** and **All** calls
- Once the maximum number of calls is stored, new calls are added and the oldest call will be removed

## Setting Speed Dials

- Press **More** softkey twice & choose **Prefs**
- Select **Feature Options / Feature Keys**

## Voice Mail

Bell Aliant Unified Communication users are provided automatically with a Voice Mail box and Voicemail to Email functionality.

- If you have a new voice message - the Red lamp on the top right hand corner of the phone will be lit
- Another option is to press the **Msgs** softkey and select **1 for Voice Mail** or **2 for Instant Messages** (Chat messages)
  - Dial **\*99** and enter your **PIN** as prompted:
  - Press 1 to **Review** messages
  - Press 2 for **Express** messaging
  - Press 4 for **Mailbox Options**
  - Press \* to **Exit**
- For Voicemail to Email functionality, please contact technical support.

## Personal Address Book

To find a number and make a call to someone in your phone's personal address book or manage your entries. For SIP phones this is local not in the cloud (network-based)

- Press the **Directory** key
- Scroll down the list of users in your Friends list
- Select options for each entry are - **Call** or **Edit** entry
- To Add an entry press **Add** or **Exit** to exit

## 1120e Primary Features



**BellAliant**  
Unified Communications



## Avaya 1120e IP Phone Quick Start Guide

Version 1.0