Virginia Institute of Marine Sciences

CHEAT SHEET FOR 1120e SIP TELEPHONE

To Make an Outside Call:

- Lift the handset, or press the **HANDSFREE** button.
- Dial **9** and the number you want to call.
- Press **SEND** button to initiate the call or wait several seconds for dialing to complete.

To Make a 2nd Outside Call:

- You may place your first call on hold **OR**
- Press **More...** then **NewCall**
- Your first call is on hold and you may dial your next call
- You will now see both active calls…both active and call on hold
- Use your navigation arrows to switch between calls
- Use either **RlsCall** to drop the active call or **Actvate** to pick up held call

To Answer a Call:

- Lift the handset or press the **SPEAKER** button to answer using the speakerphone. The extension key will show a phone with handset raised. Display will show **FROM:** and the caller ID
- Phone displays caller ID NAME first. To display caller ID NUMBER, press down arrow key

To Place a Call on Hold:

- Press the **HOLD** button
- Your extension key will display the following icon indicating the call is on hold
- To retrieve the call, either press the extension key or the **HOLD** button.

To Answer a 2nd Call While on Active Call:

- If a 2nd call is presented, display will show both active call and incoming call
- Press **Answer** key to answer incoming call. Original call is automatically placed on hold
- Options are to scroll between call on hold and active call.
- Press **Actvate** to retrieve a call on hold
- You may have three active calls at once

Redialing a Number:

- Press the **REDIAL** softkey.
- The last number dialed on your phone will automatically be dialed.

Transferring a Call:

- Press the **Trnsfr** softkey. (The call is automatically put on hold)
- Display will read **Enter address and press Trnsfr >**
- Enter extension to transfer to and press **Trnsfr**
- Select **Yes** or **No** to Consult with the transfer party.
- If Yes, you may announce the transfer when they answer and press **Trnsfr** when ready to transfer call.
- If No, press Exit after call is gone.
- When transferred call is complete, you will receive a message on the display indicating a completed transfer.

Conferencing:

- Make a call to the first party or answer a call.
- Press the **HOLD** key.
- Press **More…**
- Press **NewCall**
- Dial the number of the second party. When they answer, your display will show your first call on hold and your second call active.
- Press **Conf** to join all parties together.
- If one party drops from the call, remaining parties will stay connected.

Do Not Disturb (DND)

- Sends all incoming calls immediately to voicemail. Display will indicate Do Not Disturb is activated.
- Press once to activate.
- Press once to deactivate and restore incoming calls.

Call Forward: (To Forward Calls to Another Extension or Location)

- **Press the CFwd key. Display reads Forward to:**
- Press **Edit**
- Enter number to forward to and press **Save**
- Press **Enable** button to set the forward
- To remove call forward, press **CFwd** button
- Press **Disable** button
- Display reads Cancel Forward