Model 1210 VoIP Telephone

Reference Guide

Placing a Call

Lift the handset.

The primary line is active (also referred to as Key 0), or press a line specific line key to select a different line to place your call.

Dial the number. Use 8 -1- area code and number for all outgoing calls. If the call is a local West Chester number, you will not need to dial the 1.
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Ending a Call

Return the handset to the base.

- - - or - - -

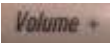Press the *Goodbye* key.

Answering a Call

To answer, simply pick up the handset or press the .speaker key.
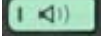
Press the *Goodbye* key to disconnect.

Volume Adjustments

The volume key applies to the mode of use you are currently in.

For example, if the phone is ringing for an incoming call and you press the *Volume +* key, the volume of the phone ringer will increase.

If you are on a call and press the *Volume -* key, the sound of what you hear in the handset will get lower

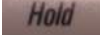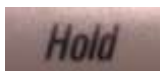## Hands Free Dialing via the Speaker

To use the hands free speaker (monitor), press the (speaker) key, dial the number, speak or lift the handset to begin your conversation

To disconnect the call, press the *Goodbye* key.
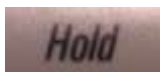
Note: the speaker can also be used to conduct a call.

Placing a Call on Hold
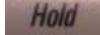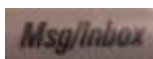
Hold

To place a call on hold, press the **Hold** key

Note: you will not see any indicator in the display, however you will receive a reminder alert every 20 seconds while the call is on hold.

Retreiving a Call
From Hold

Hold

To take a call off hold, press the **Hold** key

Voicemail Access

Press the **Msg/Inbox** key or Dial 2232

Msg/Inbox

Voicemail still functions the same as before. Please refer to the Voicemail Instructions for further assistance in using the voicemail system.

Note: Voicemail must be added to the telephone number for this to work.

Conference Calling
(3-way)

Conf

To conference two callers and yourself:

Place a call to get the first party on the line; press the soft key below Conf shown in the phone display.

Dial the second party; announce yourself (if desired);

Press Conf again and all three parties on the line together.

Note: You cannot place a conference call and then hang up. Because you initiated the call, when you disconnect, the other two parties are also disconnected.
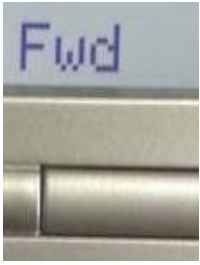

Transferring A Call

Trans

To transfer a call:

With the caller on the line, press the soft key below Trans shown in the phone display.

Dial the four digit extension you wish to transfer to

Press Trans again to complete transfer.

Return handset to the base.

Forwarding All Calls	To forward all calls so your phone will not ring (same as the old 72 forward):

Press the soft key below Forward or Fwd shown in the phone display.

Enter the four digit extension you wish to forward calls to (enter 2232 if forward calls to voicemail).

Press the soft key below Forward or Fwd again. The letter "CFWD" will appear in the display. This confirms the is call forwarding.

Cancel Call Forwarding
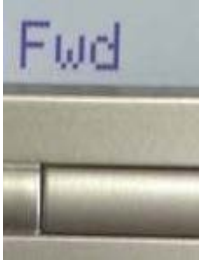
To cancel call forwarding:

Press the soft key below Forward or Fwd shown in the phone display.

The display will change and now show the option OK on the left and Cancel on the right. Press the soft key below the Cancel.

Press the soft key below Forward or Fwd again. The letter "CFWD" will appear in the display. This confirms the is call forwarding.

Phone Settings
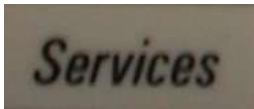
There are some personalized settings available to you such as ring tones, contrast adjustments, etc.

To access a the telephone settings, press MENU or the **Services** key to open the main menu.

Use the key to navigate to the settings and make desired changes

When finished, press the **Services** key to exit.

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ADDITIONAL INFORMATION REGARDING SETTINGS:

Navigating the main menu

1   Press **Menu**, or press the services key.
    The main menu opens.

2   To select an item in a menu, perform one of these actions:
    *   Select the item, and press **Ok**, or press the send key.
    *   Press the shortcut key.

    The selected menu opens.

Changing the default volume

1　From the main menu, select and open **Audio**.

　　The Audio menu opens.

2　Navigate through the menu and select **Default Volumes**.

　　A list of transducers appears.

3　Select the transducer to change.

4　Press **Ok**, or press the send key.

　　The Default Volumes menu opens.

5　Perform one of these actions:

- Use the right navigation key and scroll to increase the volume.
- Use the left navigation key and scroll to decrease the volume.

6　Press **Apply** to confirm the action.

　　The selected volume is applied the next time that transducer is used.

Resetting a default volume

1　From the main menu, select and open **Audio**.

　　The Audio menu opens.

2　Navigate through the menu and select **Default Volumes**.

3　Select the transducer you want to reset to the default.

4　Press **Ok**, or the send key.

　　The Default Volumes menu opens.

5　Scroll through the menu and select **Default**.

6　Press **Apply** to confirm the action.

　　The default volume is applied the next time the transducer is used.

Selecting a ring tone

1　From the main menu, select and open **Audio**.

　　The Audio menu opens.

2　Scroll through the menu and select **Play Ring Patterns**.

　　The list of ring tones opens.

3　To hear a ring tone before you select it, select a ring tone from the list and press **Play**.

　　Press Stop to stop the ring tone from playing.

4　To select a ring tone, press **Apply**.

Phone Image

Model 1110

NOTE: Where the phone brand shows "Nortel" in this image, it can also say "Avaya". The phones are identical regardless of which name appears.

LCD Display Image

NOTE: WCU DN (aka telephone number) numbers are four digits. Where 210 is displayed above, you will see your 4 digit extension.

Where "feature" is displayed above, you will see Fwd