AASTRA

Clearspan®

AASTRA® 6755i IP PHONE USER GUIDE

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6755i Product

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1 About this Publication

1.1 Overview

This guide explains how to use the features of your new Aastra 6755i IP phone. The features assigned to your phone were chosen by your system administrator according to the requirements of your organization; therefore, you may not have access to all the features presented in this document.

1.2 Audience

This publication is intended for any user of the 6755i IP phone.

1.3 Terms and Definitions

Term	Definition
IP	Internet Protocol (IP) is a data-oriented protocol used for communicating data across a packet-switched network.
IP Address	An identifier for a computer or device on a TCP/IP network. Networks using the TCP/IP protocol route messages based on the IP address of the destination. The format of an IP address is a 32-bit numeric address written as four numbers separated by periods. Each number can be zero to 255. For example, 10.160.10.240 could be an IP address.
MAC Address – Media Access Control	A number located on the white sticker on the bottom of the phone that serves as a name for each phone.
SIP – Session Initiation Protocol	The protocol for VOIP and other text and multimedia sessions, such as instant messaging, video, online games and other services.
URI - Uniform Resource Identifier	A compact string of characters used to identify or name a resource on the Internet. Example: http://65.161.204.30/xmlserv/clearspan/cfwd.php?user=bmarsh@clearspandemo.com&server=clearspan&key=softkey7
VoIP – Voice Over IP	A technology that allows you to make telephone calls using a broadband Internet connection instead of a regular (or analog) phone line.

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1.4 References

The following publications provide additional information for the 6755i IP phone.

Title	Description
Aastra Model 6755i Installation Guide	Installation and set-up instructions, general features and functions, and basic options list customization. This publication is included with the telephone.

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2 Introduction

2.1 Overview

The 6755i IP telephone provides communications over an IP Network using SIP telephony protocol. The 6755i has all the features of a regular business phone.

2.2 The 6755i IP Phone

Figure 1 Aastra 6755i IP Phone

2.2.1 Phone Features

- 8 -Line graphical LCD screen (144 x 75 pixels) with white backlight.
- 12 programmable keys:
  - 6 keys on the top – Programmable hard keys (Up to 6 programmable functions).
  - 6 keys on the bottom – Programmable softkeys (Up to 20 programmable functions).
- 4 line appearance keys with corresponding status lamps.
- Supports up to 9 lines.
- Full-duplex speaker for hands-free calls.

- Headset support (modular connector).
- Built-in two-port, 10/100 Ethernet switch allowing you to share a connection with your computer.

2.2.2 General Requirements

The 6755i requires the following environment:

- A SIP-based IP PBX system or network installed and running with a SIP account created for the 6755i.
- Access to a Trivial File Transfer Protocol (TFTP) server.
- Ethernet/Fast Ethernet LAN (10/100mb).
- Category 5/5e straight through cabling.
- Power Options:
  - Power over Ethernet (PoE) 802.3af.
  - Inline power injector – An optional accessory necessary only if your network provides no inline power.
  - AC power adapter, included with the phone.

2.3 Headset/Handset Connection

2.3.1 Handset

Turn the phone over and locate the handset jack marked . Insert one end of handset cord into the jack until it clicks into place. Then route the handset cord through the groove as shown in the illustration below. Attach the handset to the other end of the handset cord.

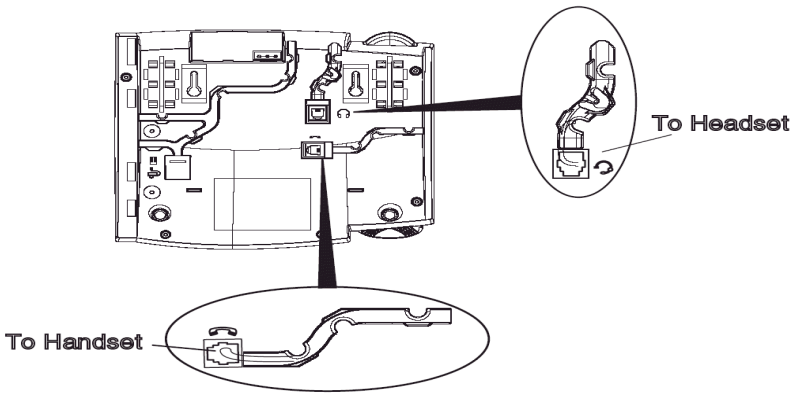

Figure 2 Handset/Headset Connection

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2.3.2 Headset (Optional)

Turn the phone over and locate the headset jack marked . Insert the headset cord into the jack until it clicks into place. Then route the headset cord through the groove as shown in the above illustration.

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3 Getting Started

3.1 Installation and Setup

If your system administrator has not already setup your 6755i, please refer to the Aastra Model 6755i Installation Guide for basic installation and physical setup of the 6755i.

Note

- Your system or network administrator manages the configuration and updates for the IP phones on the configuration server.
- New updates to your phone can be automatically scheduled from the server by your system administrator. Automatic updates are scheduled during non-business hours or slow call periods.

3.2 Startup Sequence

The 6755i automatically begins the startup sequence as soon as it is connected. The phone goes through this process the first time you plug in your phone and every time you restart your phone. The following screens display:

Note

Other startup screens will only appear the first time you connect your phone, or if your phone has been set back to factory defaults.

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3.2.1 Configuration and Updates

The 6755i then checks settings and looks for new configuration and firmware updates on the configuration server. If a new update is found, the phone displays the update it is installing (either "Updating Config" or "New Firmware"). This process could take a few moments while the configuration server downloads the latest updates.

Caution!

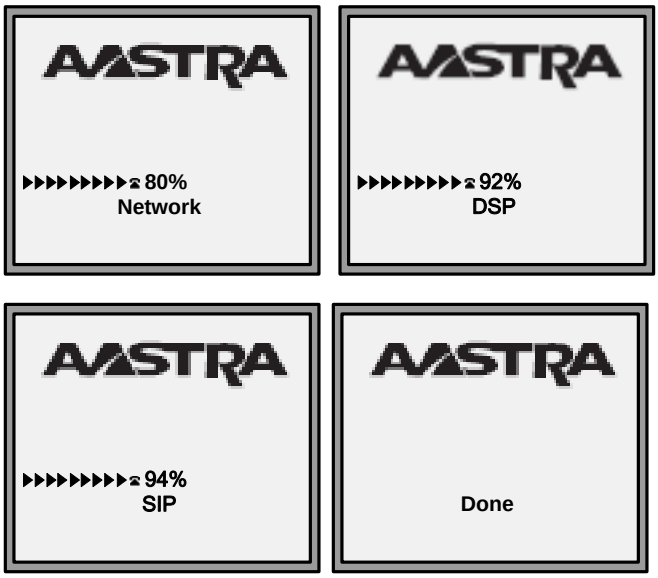
Do not unplug or remove power from the phone while it is restarting.

3.2.2 Language Packs

If language packs were loaded to your phone by your System Administrator, the following screen displays during startup.

3.2.3 Configuration Complete

When the configuration update is complete, the phone displays the following screens:



3.2.4 Idle State Screen

The idle state screen displays when your 6755i startup process is completed.

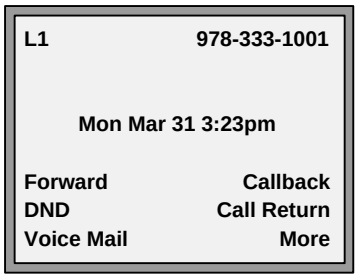


Figure 3 Idle State Screen

3.2.5 Incomplete Configuration

If your phone displays an "Incomplete Config" message without any extension or user name at the end of the start-up sequence instead of an Idle state screen, this indicates the phone configuration that was downloaded from the configuration server is not complete or correct. Contact your System Administrator for assistance.

3.2.6 No Service Message

See Appendix C, No Service for information.

3.2.7 Network Disconnected Message

See Appendix C, Network Disconnected for information.

3.3 6755i Keys and Functions

Figure 4 6755i Keys and Functions

3.4 Key Description

Key	Description
Goodbye	• Ends an active call • Exits an open list, such as the Options List, without saving changes.
Options	Accesses a list of options to customize your phone.
Hold	Controls the Hold feature.
Redial	• Accesses the Redial list of to 100 previously dialed numbers. • Controls the Last Number Redial feature.
	Adjusts the volume for the handset, headset, ringer, and speaker.

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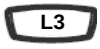
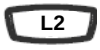
Key	Description
    	4 line appearance keys.
	Activates the Speaker or Headset depending upon audio mode.
	Mutes the microphone so that your caller cannot hear you. The lamp indicator flashes when the microphone is on mute.
	Navigation keys: Up and Down arrows (▲ or ▼): • Allow you to view status and text messages on the LCD display if the message consists of more than one line. • Allow you to scroll through menu selections, such as the Options List. Right and Left arrows (◄ and ►): • Allow you to view line appearances. • Allow you to exit and enter a specific option in the Options list. • While editing entries on the display, the LEFT arrow key erases the character on the left and the RIGHT arrow key sets (saves) the option.
	Hard Keys – 6 programmable hard keys at the top of the phone supporting up to 10 programmable functions, with corresponding status lamps.
	Softkeys - 6 Context-sensitive state-based softkeys displaying on the LCD screen supporting up to 20 programmable functions, with corresponding status lamps. By default, keys 1 through 6 have no assigned functions. You can configure all 6 bottom softkeys to perform specific functions. However, after you lift the handset, there are specific static softkeys that display and cannot be changed. • **1** - **DIAL -** Allows you to dial out on the phone. • **2** - **CONF -** Begins a conference call with the active phone. • **3** - **XFER -** Transfers the active call to another number.
Optional Expansion Modules	The M670i or M675i Expansion Module(s) provide an additional 36 softkeys on each M670i Expansion Module, and up to 60 softkeys on each M675i Expansion Module. (The 6755i IP Phone allows up to 3 expansion modules on each phone).

3.5 Features

Note

Because Clearspan features are available by license only, you may not have access to all of them. The keys are configured by the system administrator according to the requirements of your organization. Contact your system administrator with any questions.

Feature	Description
Commonly used features:	
Hold	Handles held calls.
Do Not Disturb	Places the phone in the Do Not Disturb state. Incoming calls go directly to your pre-defined call forward/busy destination, usually your voicemail.
Transfer	Transfers a call to another party.
Call Forwarding Call Forward in Phone UI	Forwards all incoming calls to another number. Includes: • Call Forward All Activation/Deactivation • Call Forward Busy Activation/Deactivation • Call Forward No Answer Activation/Deactivation • Call Forward Always to Voice Mail Activation/Deactivation • Call Forward Busy to Voice Mail Activation/Deactivation • Call Forward No Answer to Voice Mail Activation/Deactivation
Conference	Establishes a 3-way conference.
Call Return	Enables you to call the last party that called you, whether or not that call was answered.
Call Waiting	Allows you to answer a call while already engaged in another call.
Park	Used park a connected call.
Pickup	Used to pick up a parked call.
Directed Call Pickup	Allows you to pick up a call ringing at another extension in the same group.
Directed Call Pickup with Barge-In	Allows you to do Directed Call Pickup, and also allows you to barge in on the call if the call was already answered.
Stuttered Dial Tone	Allows you to hear stuttered dial tone when there is a message waiting on your phone.
Last Number Redial	Allows you to automatically redial the last number dialed.
Services	Accesses enhanced features such as the Callers List and Voicemail List, and services provided by third parties such as XML services.
Callers List	Accesses the Callers List.
Speed Dial	Dials a user-defined number automatically.
Speed Dial 8	Allows you to associate single-digit codes (2-9) to 8 frequently dialed numbers.
Speed Dial 100	Allows you to associate two-digit codes (00-99) to 100 frequently dialed numbers.

Feature	Description
Shared Call Appearance Call Retrieve	Allows incoming calls to ring on up to 35 additional phones simultaneously and connecting to the first phone to be answered. A call on a shared line can be held on one phone and retrieved from any other phone.
Shared Call Appearance Location Control Activation and Deactivation	Allows you to activate or deactivate the shared call appearance at a particular station.
Additional Features:	
Automatic Callback Deactivation	Allows you to monitor a busy party and automatically establish a call when that party becomes idle. You can deactivate all callbacks that you have left on other parties by dialing the appropriate feature access code.
Calling Line ID Delivery Blocking Persistent Activation or Deactivation	Enables you to "persistently" block delivery of your calling line ID to the called party.
Calling Line ID Delivery Blocking per Call	Overrides the blocking of the calling line ID (CLID) so you can block the delivery of your identity for the next call. At the end of the call, the presentation of your identity is restored to its "persistent" status.
Calling Line ID Delivery per Call	Overrides the persistent presentation of the calling line ID (CLID) so you can allow the delivery of your identity for the next call. At the end of the call, the presentation of your identity to the "persistent" status.
Call Waiting Persistent Activation/Deactivation	Enables you to answer a call while already engaged in another call. Call Waiting is "On" by default, but can be deactivated.
Cancel Call Waiting per Call	Allows you to disable Call Waiting for the next or current call.
Clear Voice Message Waiting Indicator	Clears the voice message indicator lamp.
Customer Originated Trace	Allows you to start a trace after an obscene, harassing, or threatening call.
Diversion Inhibitor	Prevents redirected calls from being redirected again by the called party.
Music on Hold Per-Call Deactivation	Allows you to enable/disable Music On Hold on either a per-call or persistent basis. This feature is especially useful when participating in a conference call.
No Answer Timer	Allows you to set the number of rings before a call is forwarded by setting the no-answer timer.
Per Call Account Code	Allows you to enter an account code before making a call. You are prompted for an account code, you dial the code, receive confirmation, and then proceed with the call as usual. The sequence is as follows: [Off-hook] [FAC] [prompt] [code] [confirmation] [dial tone] [call]

Feature	Description
Push to Talk (Intercom)	Allows you to call another station, where the system requests that the destination station automatically answer, providing intercom-like functionality. A user or administrator can specify an accept list and a reject list. These are used to screen incoming Push-To-Talk sessions. • The accept list indicates which users are allowed to call a station. • The reject list indicates which users are not allowed to call a station. In both lists, a wildcard can be used, which indicates all stations.
Sustained Auth Code Activation and Deactivation	Allows you to unlock calls by having the Calling Plan service use a sustained authorization code for all calls instead of prompting for the code on a per-call basis. You can also disable the sustained authorization codes feature, which restores the collection of authorization codes for all calls.
Voice Portal Access	Provides an interactive voice response (IVR) application that can be called by members of the group from any phone, to manage their services and voice mailbox, or to change their passcode.

3.6 Clearspan Feature Access Codes

The main call handling and extension management features for the Clearspan system have feature access codes that can be set up as speed dial keys on your phone using the Aastra Phone User Interface. You can also manually dial the feature access codes.

See Appendix B - Clearspan Feature Access Codes for the default codes. If the codes have been customized, your system administrator must provide the code information.

3.6.1 Softkey Display

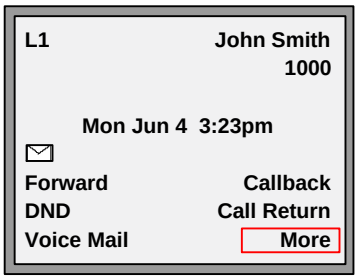
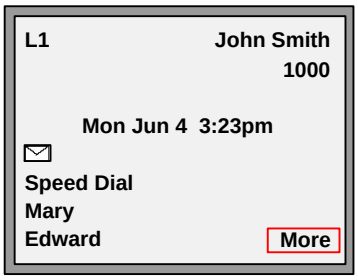
The 6755i contains two softkey display sections:

- Bottom Softkeys – 6 context-sensitive “state-based” softkeys displaying at the bottom of the LCD screen supporting up to 20 programmable functions, with corresponding status lamps.
- Top Softkeys - 6 static programmable softkeys displaying at the top of the LCD screen supporting up to 10 programmable functions, with corresponding status lamps.

3.6.2 Idle Screen Display

The idle screen displays when your phone is not in use and displays the feature softkeys configured for your phone. If more than 6 features have been configured, the **More** softkey displays in the 6th position of the section to allow you to navigate forward or backward in the softkey display list.

In the following example, 8 features were configured on the softkeys of the phone.

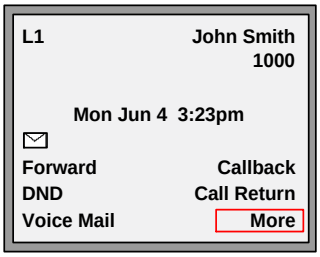
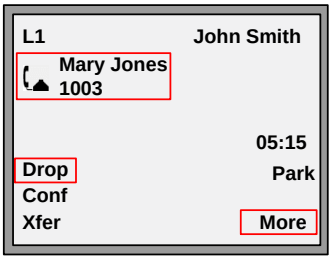
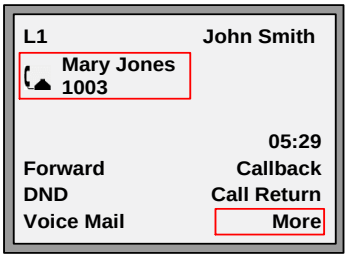
Main Idle Screen:	Second Screen:
5 softkeys display along with the **More** softkey indicating there are more keys to see.	When you use the **More** softkey, the top of the screen remains the same. • The 3 remaining softkeys display plus the **More** softkey. • The **More** softkey takes you back to the main screen.
 **Note** The ✉ icon indicates that you have new voicemail messages.	

3.6.2.1 "State-based" Softkey Display

The softkey display at the bottom of the screen changes as the state of the phone changes. The softkey features display in the first positions and the remaining softkey features move to the second and third screens as necessary. For example:

- When you lift the handset to dial, the **Dial** softkey displays in the first position and the **Conf** and **Xfer** keys display, along with the **More** softkey. The remaining softkeys move to the next screens.
- When your phone rings, the **Answer** and **Ignore** softkeys display in the first and second positions, along with the **More** softkey. The remaining softkeys move to the next screens.
- When you are connected to a call, the **Drop** softkey displays in the first position and the **Conf** and **Xfer** softkeys display, along with the **More** softkey. The remaining softkeys move to the next screens.

The following example shows how the screen changes from the idle state to the connected state.

Idle Screen	Connected State Screen	Connected State – Screen 2
The main idle screen: 	When you are connected to a call, the **Drop** softkey displays. 	The remaining softkeys from the main screen move to the second screen. 

3.7 Line Appearance Keys

There are 4 line appearance keys on the bottom right side of the phone labeled L1 – L4. The associated lamps indicate the status of the line. The following applies to these keys:

- L1 is your preferred line (extension). Regardless of the line used on a call, the next time the phone goes off-hook, it will select L1 if available; however, you can use any of them to place a call if you select the line manually.
- If you have more than one directory number on your phone and want to originate a call from a specific line that is not your preferred line, you must choose the line manually.

3.7.1.1 Top Hard Keys as Line Appearances

The 6 hard keys on the top of the phone can be programmed as line appearances. Line appearance assignments for these keys are **L5 – L9**. If a call rings in on a line hard key, you can go off-hook and the call is automatically answered.

3.7.1.2 Softkeys as Line Appearances

The bottom softkeys can also be programmed as line appearances. Status icons display next to the number displayed. Line appearance assignments for these keys are **L5 – L9**. The following applies to these keys:

- Bottom “state-based” softkeys assigned as line appearances will move to the subsequent screens along with the other feature softkeys according to the state the phone is in.
- If call rings in on a line softkey that does not display on the first screen of the phone, you can go off-hook and the call is automatically answered.

3.7.1.3 Softkey Line Appearance Status Icons

Softkey Line Appearance Status Icons		
Activity	**Icon**	**Description**
Idle		There is no call activity for the line appearance softkey.
Connected		A call is connected to the phone on this line appearance softkey. The equivalent on a line appearance hard key is a solid lamp.
Ringing		A call is ringing at in on this line appearance softkey. The equivalent on a line appearance hard key is a fast flashing lamp.
On Hold		This icon flashes slowly when a call is on hold on this line appearance softkey. The equivalent on a line appearance hard key is a slow flashing lamp.

3.7.2 Status Lamps for all Line Appearances

Line appearance hard keys **L1 – L4** have green lamps. Line appearances assigned to both top hard keys and bottom softkeys have red lamps.

Activity	Lamp	Description
Idle	Off	There is no call activity on this line appearance.
Connected	Solid	A call is connected to the phone on this line appearance.
Ringing	Fast Flash	A call is ringing in on this line appearance.
On Hold	Slow Flash	A call is on hold on this line appearance.

3.7.3 Speaker and MWI Status Lamps

The Speaker lamp and the Message Waiting Indicator (MWI) lamp provide visual status indications.

3.7.3.1 Speaker Lamp

The speaker lamp is located beside the **Speaker** key.

Speaker LED Status	Description
On Solid	You are in Speaker mode.
Slow Flash	You are in Headset mode.

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3.7.3.2 Message Waiting Indicator Lamp

The **Message Waiting** Indicator (MWI) lamp is located at the top right of the phone.

MWI LED Status	Description
Slow Flash	You have a new message (s).
Rapid Flash	You have an incoming call.
Even Flash	One or more calls are on hold.

3.7.4 Volume Keys

You can adjust the volume on the receiver, headset, speaker, and ringer using the Volume keys.

Step	Action	Result
Set Ringer Volume:		
1.	Leave the handset in the cradle.	
2.	Press the **Volume** keys .	The Ringer displays on the screen and you hear the current ringer volume. You can also set the volume to OFF.
Set Handset Volume:		
1.	Lift the handset	You hear dial tone at the current sound level.
2.	Press the **Volume** keys .	The Handset volume indicator displays on the screen. The handset remains at this volume until it is adjusted again.
Set Headset Volume:		
1.	Press the **Volume** keys while on a call.	The Headset volume indicator displays on the screen. The headset remains at this volume until it is adjusted again.
Set Speaker Volume:		
1.	Press the **Volume** keys while on a call and talking on the Speaker.	The Speaker volume indicator displays on the screen. The speaker remains at this volume until it is adjusted again.

3.7.5 Call Timer

This timer displays the elapsed time of a call.

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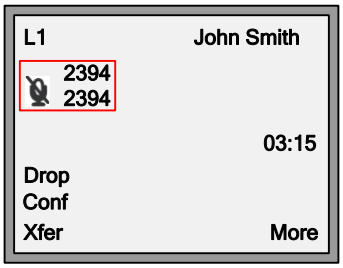
3.7.6 Mute

You can use the **Mute** key in any audio mode.

Step	Action	Result
Activate the Mute feature:		
1.	During a call: Press the **Mute** key. Caution! If you place a muted call on hold, the phone automatically takes the call off mute when you reconnect to the call.	• The red Mute lamp flashes slowly. • The microphone icon displays on the screen. • You can hear the caller. • The caller cannot hear you. 
Deactivate the Mute feature:		
1.	Press the **Mute** key again.	Mute is deactivated.

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4 Customize Your Phone

You can customize your phone using the Phone User Interface (UI) and the Options List.

4.1 Phone UI Options List

The Options List is a list of configuration options for your phone. The **Options** key allows you to access the list.

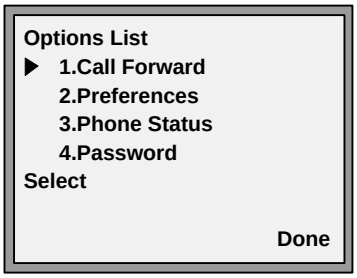
The following table shows the phone options you can access with the Phone UI. Options requiring an administrator password are indicated.

Any changes from the default settings are permanent until you change them again.

Menu Item Number	Main Menu Options	Sub-menu Options	Description
1.	Call Forward	All Busy No Answer	Sets the Call Forward All, Busy, and No Answer destinations.
2.	Preferences	Tones	Sets ring tone and tone set preferences.
		Display	Sets the contrast level and backlight for the phone display.
		Speed Dial Edit	Allows the user to configure a Speed Dial softkey.
		Live Dialpad	Controls the Live Dialpad feature. This feature is set to **ON** by default.
		Set Audio	Sets the audio type used to handle calls your calls. The audio mode is set to **Speaker** by default. It also set the headset microphone volume.
		Time and Date	Sets the time and date on the phone.
		Language	The language option has been pre-defined as English.
3.	Phone Status	IP and MAC Addresses	Displays the IP and MAC addresses.
		LAN Port	Displays LAN Port information.
		PC Port	Displays PC port information.
		Firmware Info	Displays the current firmware used by the phone.
		Error Messages	Displays any phone-related error messages
		Copyright	Displays the Copyright information for the phone.
4.	Password	Sets the user password on the phone.	

Menu Item Number	Main Menu Options	Sub-menu Options	Description
5.	Admin Menu	Administrator functions requiring an administrator password.	
6.	Restart Phone	Restarts the phone.	
7.	Phone Lock	Locks and unlocks the phone.	

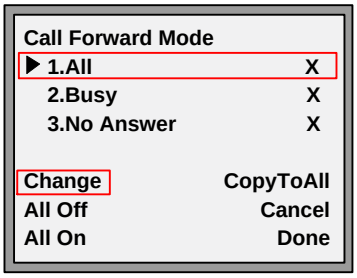
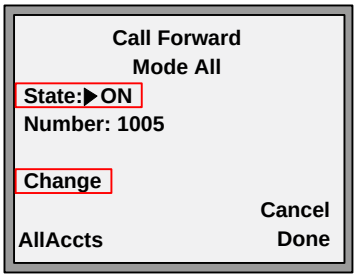
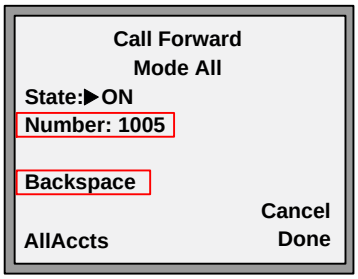
4.1.1 Access the Options List

Step	Action	Result
1.	Press the **Options** key.	The Options List displays. 
2.	• Press ▼ or ▲ to scroll through the list of 7 options. • Press Select or ▶. **Or** • Press the menu item number to go into the option.	The corresponding option screen displays.
Exit and save changes:		
1.	Press the **Done** softkey.	The change is saved and you return to the previous screen.
Cancel changes:		
1.	• Press the **Cancel** softkey. **Or** • Press ◀ until the main screen displays. **Or** • Press the **Goodbye** key.	
Exit the Options list:		
1.	• Press the **Goodbye** key. **Or** • Press the **Options** key from any menu.	The idle screen displays.

4.1.2 Call Forward

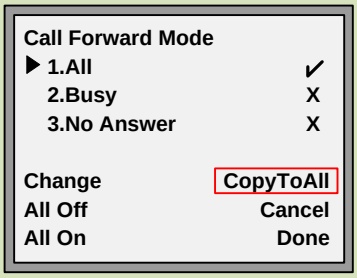
Note

The **AllAccts** softkey is used to change all accounts (extensions) defined on the phone.

Step	Action	Result
The following procedure applies to all Call Forward Modes:		
1.	Press the **Options** key.	The Call Forward option is the first in the list.
2.	Press **Select** or ▶.	The Call Forward Mode screen displays. 
3.	Press **Change** to set the Call Forward mode.	
4.	Press ▶.	
5.	Enter the call forward number. Use **Backspace** to edit the Call Forward number.	
6.	Press **Done**.	

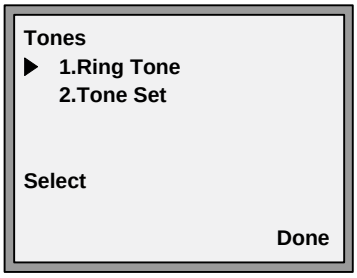
Note

- Once the number is programmed, it will not change until you change it again.
- You can use the **On** and **Off** softkeys on the main Call Forward screen to manage the state of the Call Forward modes.
- You can set one Call Forward mode and use the **CopyToAll** softkey to copy the information to all modes.



4.1.3 Preferences

4.1.3.1 Tones

Step	Action	Result
Ring Tone: Sets ring tone. Select from 5 different ring tones or choose silent ring tone. (Ring tone 1 is the default.)		
1.	Go to **Options > Preferences**.	
2.	Press **Select** or ▶.	The Preferences menu displays. The Tones option is the default.
3.	Press **Select** or ▶.	The Tones menu displays. Ring tone is the default. 

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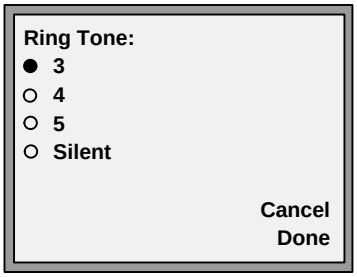
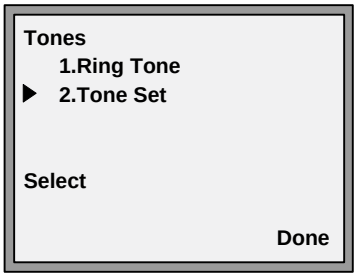
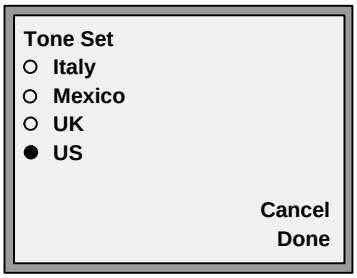
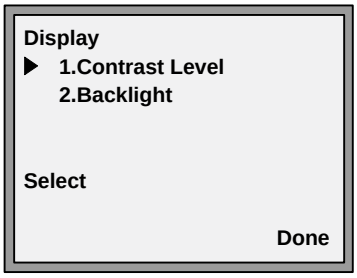
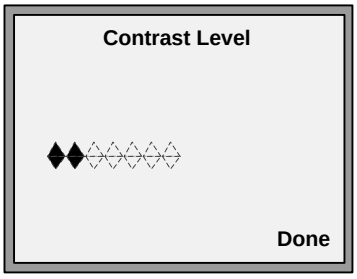
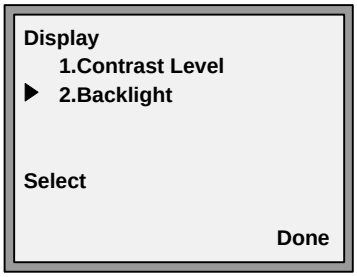
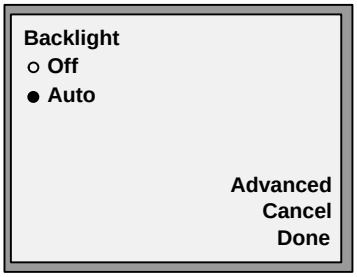
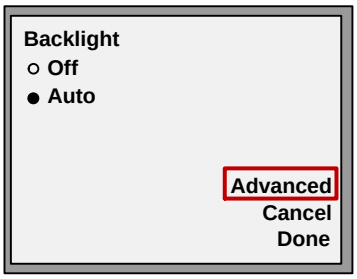
Step	Action	Result
4.	Press **Select** or ▶.	The Ring Tone screen displays. Ring Tone 1 is the default. 
5.	Press ▼ or ▲ until you find the desired ring tone.	As you navigate through the list, each tone plays.
6.	Press **Done**.	Ring tone is saved.
Tone Sets: Provides country-specific tone set options for call progress tones. (The US tone set is the default.)		
1.	Go to **Options > Preferences > Tones**.	
2.	Press ▼ to select **Tone Set**.	
3.	Press **Select** or ▶.	The Tone Set screen displays. US is the default. 

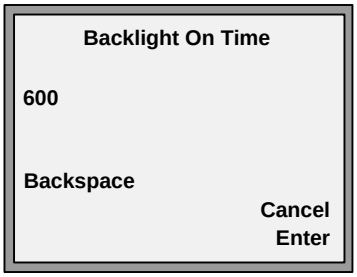
Step	Action	Result
4.	Press ▲ or ▼ to change the tone set. Valid values are: • Australia • Europe • France • Germany • Italy • Mexico • UK • US (Default)	
5.	Press **Done**.	The Tone Set option is saved.

4.1.4 Display

The Display option provides 7 contrast settings that brighten or darken the display. You can also turn the on or off or set it to go out after a pre-defined length of time (1-30 seconds).

Step	Action	Result
Contrast Level:		
1.	Go to **Options > Preferences > Display**.	
2.	Press **Select** or ▶.	The Display options screen displays and Contrast Level is the first option. 
3.	Press **Select** or ▶.	The Contrast Level screen displays. 
4.	Use ◀ and ▶ to set the contrast level.	
5.	Press **Done**.	The choice is saved.

Step	Action	Result
Backlight:		
1.	Go to **Options > Preferences > Display**.	
2.	Press ▼ to select **Backlight**.	
3.	Press **Select** or ▶.	The Backlight screen displays with options. 
4.	Use ▼ and ▲ to set the backlight option.	
5.	Press **Done**.	The choice is saved.
Backlight on Auto: The Backlight automatically turns off after a specified period of time. You can reactivate the backlight by pressing any key. Valid values are between 1-7200 seconds. The default is 600 seconds.		
1.	Set the Backlight option to **Auto**.	

Step	Action	Result
2.	Press the **Advanced** softkey.	The Backlight On Time screen displays. 10 seconds is the default timer. 
3.	Press the **Backspace** softkey to erase a digit.	
4.	Enter the number of seconds.	
5.	Press **Done**.	The Backlight setting is saved.

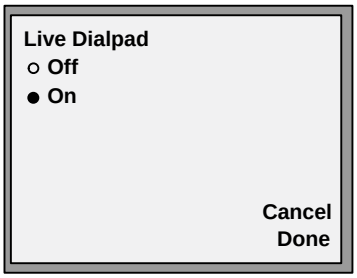
4.1.5 Speed Dial Edit

See Speeddial.

4.1.6 Live Dialpad

This option controls the Live Dialpad feature.

- Live Dialpad feature ON (Default) - The phone automatically selects a line appearance and turns the speaker on as soon as a dial pad key is pressed. If the number is not completed, the phone will time out, go to the busy state, and play busy tone until you disconnect by using the **Goodbye** key or hang up.
- Live Dialpad feature OFF – The digits are entered first, displayed on the screen, and can be edited using the **Backspace** softkey. When the handset is lifted or the speaker key pressed, the number automatically dials.

Step	Action	Result
1.	Go to **Options > Preferences > Live Dialpad**.	
2.	Press **Select** or ▶.	The Live Dialpad screen shows current status. The default is ON. 
3.	Press ▼ or ▲ to select **Off** or **On**.	

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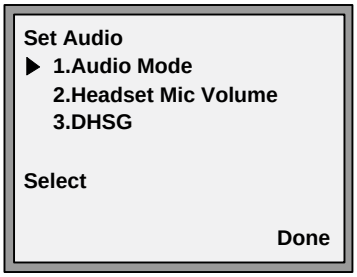
Step	Action	Result
4.	Press **Done**.	The change is saved.

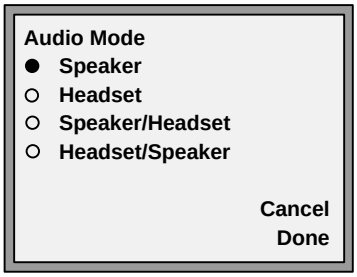
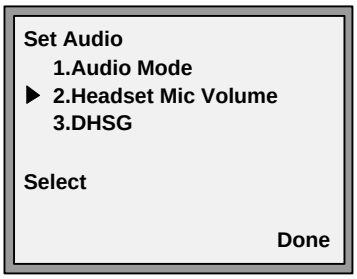
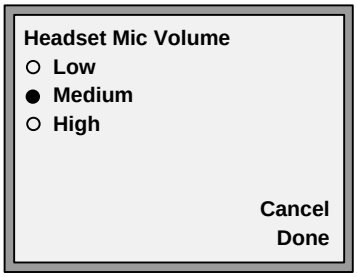
4.1.7 Set Audio

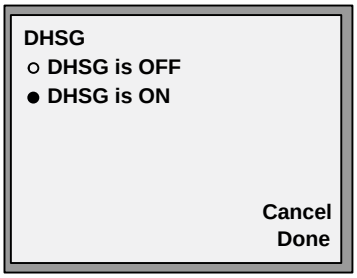
The Set Audio option provides 4 audio combinations for maximum flexibility for handling calls. Incoming audio can be set to one of the following options:

Option	Description
Speaker (Default)	The default setting. Calls are placed or received using the handset or speaker. Use the **Speaker** key to switch between handset and speaker.
Headset	Place or receive calls using a headset. Use the **Speaker** key to switch between the headset and handset. Lift the handset to switch from the headset to the handset.
Speaker/Headset	Incoming calls go directly to the speaker. Use the **Speaker** key to switch between the speaker, headset, and handset. Lift the handset at any time to switch back to the handset from either the speaker or the headset.
Headset/Speaker	Incoming calls go directly to the headset. Use the **Speaker** key to switch between the speaker, headset, and handset. Lift the handset at any time to switch back to the handset from either the headset or the speaker.

4.1.7.1 Set the Audio Option and Headset Volume

Step	Action	Result
1.	Go to **Options > Preferences > Set Audio**.	The Set Audio screen displays. 

Step	Action	Result
2.	Press **Select** or ▶.	The Audio Mode screen displays. Speaker mode is the default. 
3.	Use ▼ and ▲ to reset the audio option.	
4.	Press **Done**.	The change is saved. The Set Audio menu displays again.
Headset Volume:		
1.	Go to **Options > Preferences > Set Audio**.	
2.	Press ▼ to select **Headset Mic Volume**.	
3.	Press **Select** or ▶.	The Headset Mic Volume screen displays. 
4.	Press ▼ or ▲ to select the volume.	
5.	Press **Done**.	The change is saved.
DHSG – Electronic Hookswitch Support (EHS)		
1.	Go to **Options > Preferences > Set Audio**.	

Step	Action	Result
2.	Press ▼ to select **DHSG**.	
3.	Press ▼ to select **DHSG is ON**.	
4.	Press **Done**.	DHSG is now on.

4.1.8 Time and Date

This option sets the date and time on the phone, but can be overwritten by the time server when the phone is restarted.

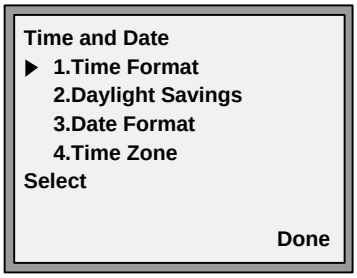
4.1.8.1 Time Server

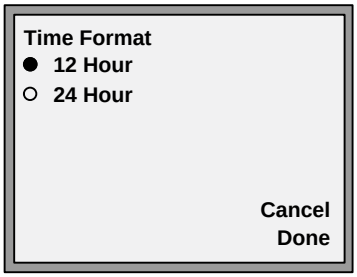
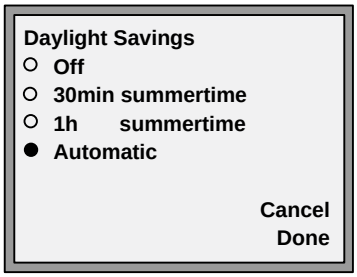
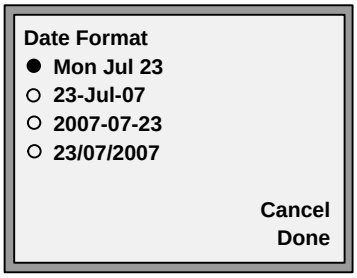
The phone acquires the time and date from the time server. The time server is already assigned, and this option requires an administrator password. Talk to your administrator if your phone has any difficulty with the date and time.

4.1.8.2 Set Time and Date Manually

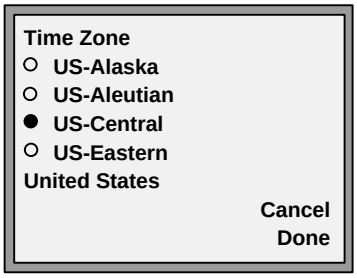
Note

If you set the time manually, the phone will not try to synchronize the time with the time server until the next time the phone is restarted.

Step	Action	
1.	Go to **Preferences > Time and Date**.	
2.	Press Select or ▶.	The Time and Date menu displays. 
Time Format: Sets the time format display (12h or 24h clock).		
1.	Go to the **Time Format** option.	

Step	Action	
2.	Press **Select** or ▶.	
3.	Use ▲ or ▼ to scroll to the desired option.	
4.	Press **Done**.	
Daylight Savings: Sets daylight savings time. Automatic is the default.		
1.	Go to the **Daylight Savings** option.	
2.	Press **Select** or ▶.	
3.	Use ▲ or ▼ to scroll to the desired daylight savings option.	
4.	Press **Done** to save.	
Date Format: Sets the date display format.		
1.	Go to the **Date Format** option.	
2.	Press **Select** or ▶.	
3.	Press ▲ or ▼ to scroll to the desired date format.	
4.	Press **Done**.	

Time Zone:
Sets the current time zone. US-Central is the default.

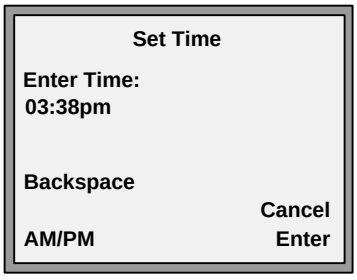
1.	Go to the **Time Zone** option.	
2.	Press **Select** or ▶.	
3.	Press ▲ or ▼ to scroll to the desired time zone.	
4.	Press **Done**.	

Time Server:
All Time Server menus require an Administrator Password.

Set Time:
Displays the network time if the Time Server option is enabled and also allows you to set the time manually.

Note

If you set the time manually, the phone will not try to synchronize the time with the Time Server until the next time the phone is restarted.

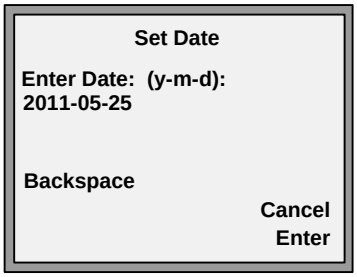
1.	Go to the **Set Time** option.	
2.	Press **Select** or ▶.	
3.	Use the keypad to enter the time.	
4.	Press **AM/PM** to toggle between AM and PM.	
5.	Press **Done**.	

Set Date:

Displays the network date if the Time Server option is enabled and also allows you to set the date manually.

Note

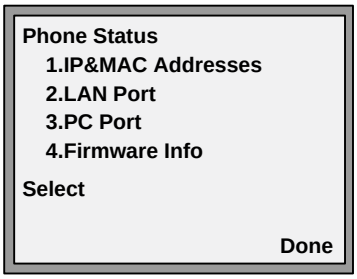
If you do set the date manually, the phone will not try to synchronize with the Time Server until the next time the phone is restarted.

1.	Go to the **Set Date** option.	
2.	Press **Select** or ▶.	
3.	Use the keypad to enter the date in the format displayed.	
4.	Press **Done**.	

4.1.9 Language

This option sets the language for all of the phone display screens. The phone is permanently set to the English language.

4.1.10 Phone Status

Step	Action	Result
1.	Go **to Options > Phone Status**.	
2.	Press **Select** or ▶.	The Phone Status menu displays. The IP and MAC addresses option is the first choice. 

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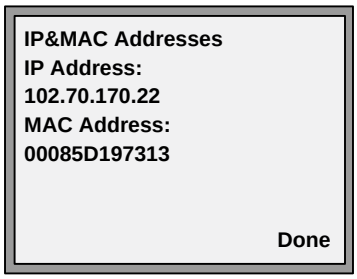
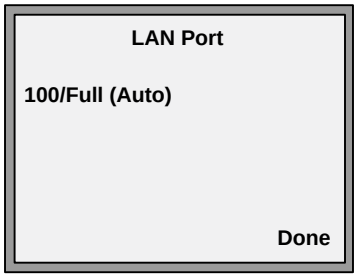
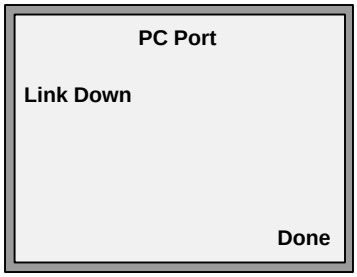
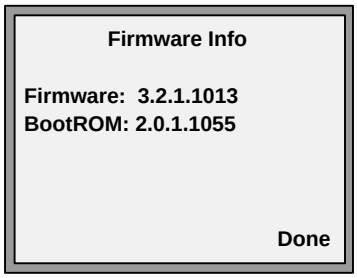
IP & MAC Addresses:		
1.	Press **Select** or ▶.	The IP and MAC addresses for the phone display. 
2.	Press **Done**.	
LAN Port:		
1.	Go to **LAN Port** in the menu.	
2.	Press **Select** or ▶.	The LAN port information displays. 
3.	Press **Done**.	The Phone Status menu displays.
PC Port:		
1.	Go to **PC Port** in the menu.	
2.	Press **Select** or ▶.	The PC Port information displays. 
3.	Press **Done**.	

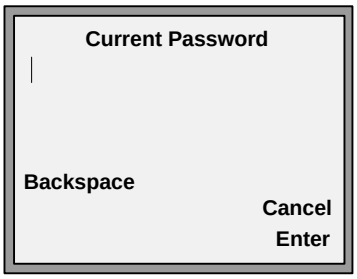
Firmware Info:		
1.	Go to **Firmware Info** in the menu.	
2.	Press **Select** or ▶.	The Firmware Info screens displays. 
3.	Press **Done**.	
Error Messages:		
1.	Go to **Error Messages** in the menu.	
2.	Press **Select** or ▶.	The Error Messages screen displays.
3.	Press **Done**.	
Copyright:		
1.	Go to Copyright in the menu.	
2.	Press **Select** or ▶.	The Copyright screen displays.
3.	Press **Done**.	

4.1.11 Password

This option allows you to change the user password for your phone. The password protects your phone from changes made on the web.

Valid values for the password are 0 to 4294967295 (integers only; symbols and alpha characters are not allowed).

The default password is an empty string "" (field is blank.)

Step	Action	Result
1.	Go to **Options > User Password**.	
2.	Press **Select** or ▶.	The Current Password screen displays.  **Note** If the password *has never been set* up, press the **Enter** softkey and continue with password setup.
3.	Enter the current user password.	
4.	Press **Enter**.	
5.	Enter the new user password.	
6.	Press **Enter**.	
7.	Re-enter the new user password.	
8.	Press **Enter**.	The "Password Changed" message displays on the screen.
9.	Press **Done**.	

4.1.12 Admin Menu

The options in this menu are configured by a system administrator and require an administrator password.

4.1.13 Restart Phone

Occasionally you may be instructed to restart your phone to check for updates from the configuration server. This option allows you to restart the phone.

Note

Your phone is temporarily out-of-service during the restart and download processes.

Caution!

Do not unplug or remove power to the phone while it is checking or installing firmware.

Step	Action	Result
1.	Go to **Options > Restart Phone**.	
2.	Press **Select** or ▶.	The Restart screen displays.
3.	Press **Restart.** Note Press **Cancel** to cancel without restarting the phone.	The phone restarts.

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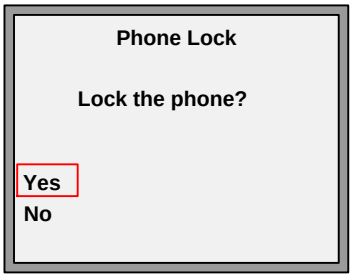
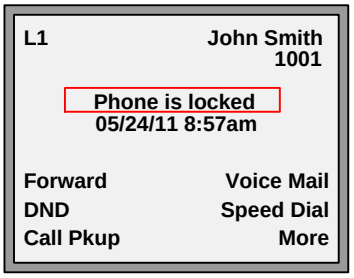
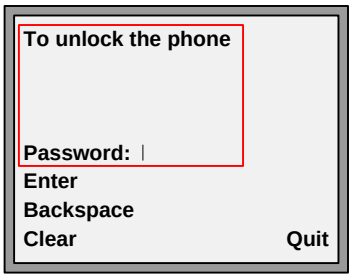
4.1.14 Phone Lock

You can lock the phone to prevent it from being used or configured.

Caution!

While the phone is locked, only emergency 911 dialing is permitted.

Step	Action	Result
Lock the Phone:		
1.	Go to **Options > Phone Lock**.	
2.	Press **Select** or ▶.	The Phone Lock screen displays. 
3.	Press **Yes** to lock the phone.	The locked message displays on the phone.  The red status lamp at the top right of the phone turns on.
Unlock the Phone:		
1.	Go to **Options > Phone Lock**.	The "unlock the phone" message displays. 

Step	Action	Result
2.	Enter your user password. **Note** If the user password has never been set up, press the Enter softkey without a password.	• The phone is unlocked. • The red status lamp at the top right of the phone turns off.

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5 Call Handling

5.1 Place a Call

You can place a call using one of the following methods.

Note

If you are unable to make calls within certain area codes, check with your system administrator for any toll restrictions placed on your extension that may restrict your access to long distance area codes or dialing prefixes.

Step	Action	
1.	Dial the number. Note Live Dialpad is set to ON by default.	Note Speaker mode is the default audio mode. The Speaker turns on automatically when you dial the number, and the call is placed.
Handset:		
1.	Lift the handset (the phone will automatically select the next available line appearance).	
2.	Dial the number.	
Speaker Key:		
1.	Press the **Speaker** key.	
2.	Dial the number.	
Line Appearance Key:		
1.	Press a line appearance key.	
2.	Dial the number.	

5.2 Receive a Call

When a call rings in at your phone, the inbound call screen displays, and the line appearance lamp and the MWI lamp flash.

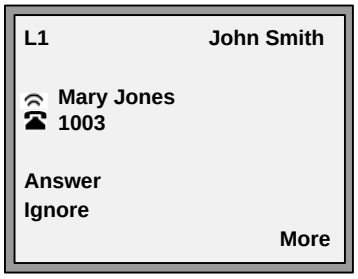

Figure 5 Receive a Call

5.2.1 Answer an Incoming Call

When a call rings at your phone, only the softkeys needed to answer the call are displayed on the screen.

If the phone is already connected to a call, pressing the line appearance key for the new incoming call automatically places the connected call on hold and answers the new call.

If you cannot answer, the call is redirected to a pre-defined destination such as your voice mailbox.

Step	Action
Hands-free Operation:	
1.	• Press the **Answer** softkey. **Or** • Press the line appearance key. **Or** • Press the **Speaker** key.
Headset:	
1.	Press the **Speaker** key.
Handset:	
1.	Lift the handset.

5.3 Ignore a Call

Step	Action	Result
1.	Press **Ignore**.	The call will forward to your pre-defined call forward/busy destination, usually your voicemail.

5.4 Connected Call

The connected state screen displays when you are talking to someone on the phone. The softkeys displayed are those you need for handling the call.

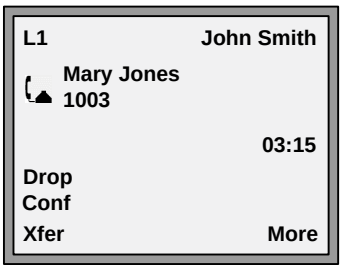

Figure 6 Connected Call

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5.4.1 Connected Call Display Details

A call display shows:

- The Caller ID information (name and number, if available).
- The timer specific to that call.
- The call status in the form of icons.

Keys	Description
◀ and ▶	These icons display when there is more call information either to the left, right or both sides of the current information you are viewing.
▲ or ▼	These icons display when there is more information on the next screen or on the previous screen.
	The call is on hold.
	The call is connected.

5.4.2 Lock Symbol

The lock symbol indicates your call is secure within the phone system.

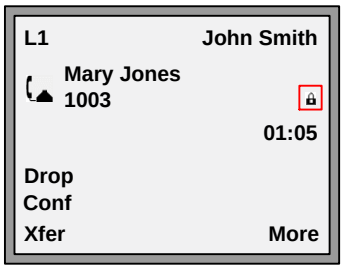


Figure 7 Lock Symbol

5.4.3 Calls on Hold

- If Phone A places the call on hold, it can be retrieved by Phone B by pressing the key of the red flashing lamp on Phone B. (Phone B does not have a Pickup softkey at this time because it does not have control of the call.)
- When Phone B takes control of the call, the line lamp changes to green and the display changes to reflect the details of the connected call. Phone A immediately returns to the off-hook display or the idle state display and the red status lamp on that line indicates Phone B has control of the call.

5.5 Callers List and Redial List

- For inbound calls answered by Phone A, Phone B does not show any details of the call on the screen, but does display “1 Missed Call”, and the call is stored in the Callers List as a missed call. The opposite applies if the call was answered by Phone B.
- For outbound calls originated by Phone A, nothing is stored in the Redial list on Phone B because Phone A originated the call. The opposite applies if the call is placed by Phone B.

5.6 Handle Calls Using the Speaker

The Speaker allows you to speak to someone without using the handset or headset. The Set Audio option for your phone is set to "Speaker" by default.

Step	Action
Dial using the speaker:	
1.	Press the **Speaker** key and enter a number from dial tone.
Answer a call using the speaker:	
1.	Press the **Speaker** key or the line appearance key.
Switch between the speaker and handset in speaker audio mode:	
1.	• Lift the handset to go back to the handset. • Press the **Speaker** key to switch back to the speaker.
Switch between the speaker and the headset in speaker/headset audio mode:	
1.	Press the **Speaker** key.

5.7 Handle Calls Using a Headset

Ensure that you have selected a headset audio mode by accessing the Options list. For more information on how to set this audio option in your phone, see the Set Audio option.

Step	Action
1.	Plug the headset into the jack.
2.	Press the **Speaker** key or the line appearance key to get dial tone or to answer an incoming call. Depending on the audio mode selected from the Options list, a dial tone or an incoming call will be received on either the headset or the speaker. Also see Headset Volume.

5.8 End a Call

Step	Action
1.	From a connected call: • Press the **Goodbye** key. **Or** • Press the **Drop** softkey. **Or** • Place the handset back on hook.

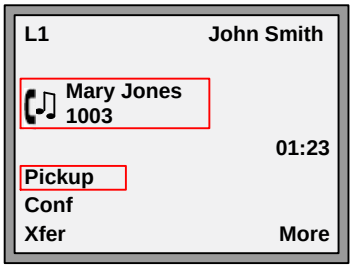
6 Phone Features

6.1 Hold

6.1.1 Place a Call on Hold

Note

- You cannot place a call on hold or retrieve a call on hold if you are viewing the Redial List or Callers List.
- If you have left a call on hold for a pre-defined period of time (if the option is configured on your system), the system will ring your phone until you answer the call. When you answer, you are re-connected to the held party.
- With multiple calls on hold, or if your held call information is not on the screen, you can press ◄ or ► to view the screen that shows information about the calls on hold.

Step	Action	Result
1.	From a connected call: Press the **Hold** key.	• The line lamp flashes slowly. • The MWI lamp on the top of the phone flashes. • The **Pickup** softkey displays. 

6.1.2 Retrieve a Held Call

Only the phone that placed the call on hold can retrieve the call on hold, unless the held call is on a directory number that appears on more than one phone. Also see Shared Call Appearance Call Retrieve.

Step	Action	Result
2.	Press the **Line** key where the call is on hold. Note • The **Goodbye** key will not retrieve a held call. • The **Hold** key will not retrieve a held call.	You are reconnected to the call.

6.1.3 Automatic Hold

The 6755i automatically puts your current call on hold when you press a new line key.

6.1.4 Manage Multiple Calls on Hold

Step	Action	Result
1.	Press ◄ or ► to scroll through the call information for multiple calls on hold.	
Connect to an incoming call or re-connect to a call you placed on hold:		
2.	• Press **Pickup**. **Or** • Press the line key.	
If the phone is already connected to a call:		
1.	Press the line key for the new incoming call.	The current call is automatically placed on hold, and the new call is answered.

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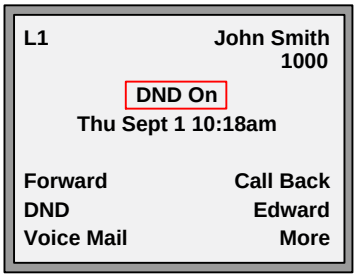
6.2 Do Not Disturb

The Do Not Disturb (DND) feature allows you to block incoming calls. When DND is activated, an incoming call does not ring at the phone and the call will forward directly to your pre-defined call forward busy destination, usually your voicemail.

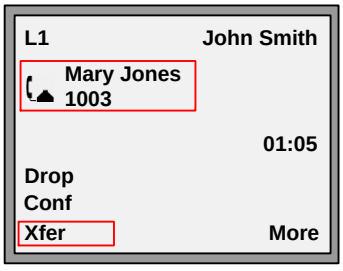
The DND key toggles this feature on and off.

If the phone shares a line with other phones, only the phone where DND was set is affected.

Step	Action	Result
Activate Do Not Disturb:		
1.	Press the **DND** key.	The Do Not Disturb message displays. 
Deactivate Do Not Disturb:		
1.	Press **DND**.	The feature is deactivated.

6.3 Transfer.

The **Xfer** softkey is a static key that cannot be changed. It appears when the phone is off-hook, and while the phone is connected to a call.

Step	Action	Result
Unannounced (blind) transfer: Transfer a call directly to another party and complete the transfer without consulting with the receiving party.		
1.	You are connected to the call to transfer.	

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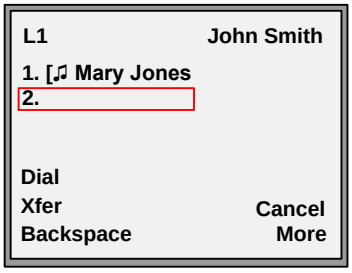
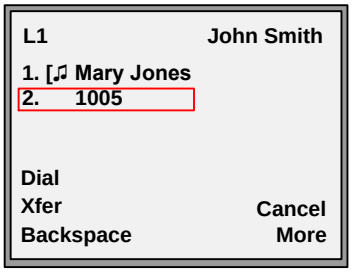
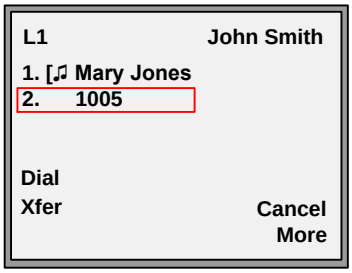
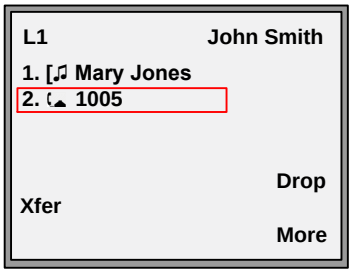
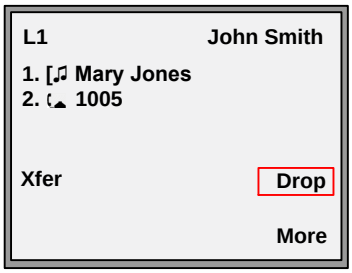
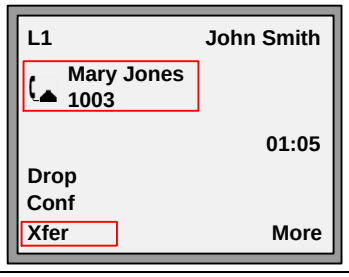
Step	Action	Result
2.	Press **Xfer**.	You hear dial tone. 
3.	Enter the number of the destination party using the keypad.	The number is automatically dialed.  **Note** You can use the **Dial** softkey for numbers that are not automatically dialed
4.	Before the destination party answers: • Press **Xfer** again. **Or** • Press the **Goodbye** key.	The transfer completes.
Announced Transfer: Transfer a call to another party and remain on the line to talk to the other party before you complete the transfer. After consultation, you can either complete the transfer or go back to the original caller.		
1.	From a connected call: Press the **Xfer** key.	You hear dial tone.
2.	Enter the number of the destination party using the keypad.	

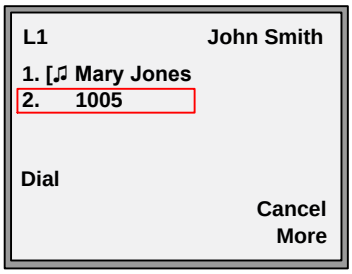
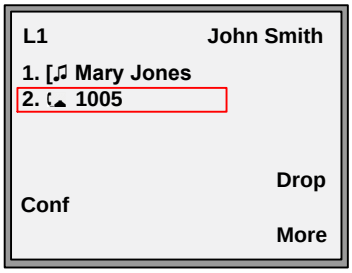
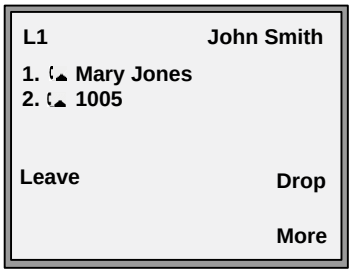
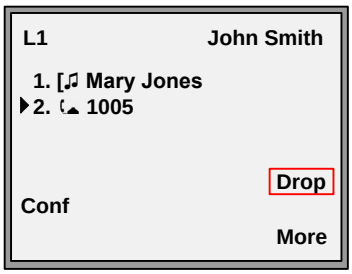
Step	Action	Result
3.	Consult with the destination party.	
4.	• Press **Xfer** again. **Or** • Press the **Goodbye** key.	You are dropped from the call, and the transfer completes.
Cancel a transfer:		
1.	Press the **Cancel** softkey while the destination is ringing.	You are reconnected to the originating party.
Drop the destination party without completing the transfer:		
1.	After consulting with the destination party: Press **Drop**.	The originating party is on hold. 
2.	• Press the **Line** key. Or • Press the **Hold** key.	You are reconnected to the originating party.

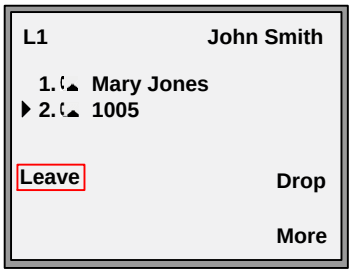
6.4 Conference

The 6755i supports up to three parties in a conference call.

6.4.1 Establish the Conference

Step	Action	Result
1.	Connect to the first party to include in the conference.	

Step	Action	Result
2.	Press the **Conf** softkey.	You hear dial tone.
3.	Enter the number of the second party to add to the conference.	
4.	Wait for the second party to answer. **Note** You should always consult with a new party before adding them to the conference.	The first party is on hold. 
5.	Press the **Conf** softkey again.	• The conference is established. • A list of the other two parties in the conference displays on your screen. 
If you do not wish to add the second party to the conference:		
1.	Press the **Cancel** softkey while the second party's phone is ringing.	You are reconnected to the first party.
Drop the second party after consultation without establishing a conference:		
1.	After consulting with the second party: Press **Drop**.	

Drop a party from an active conference:		
1.	Use ▲ or ▼ to point to the party to drop.	
2.	Press **Drop**.	You are connected to the other party.
Leave the conference:		
1.	Press the **Leave** softkey.	The other parties remain connected. 
Conference two separate calls already on hold:		
1.	Press **Conf**.	Both calls are on hold.
2.	Press the Line key of the first held call.	The first line is connected.
3.	Press **Conf** again.	
4.	Press the Line key of the second held call	The conference is established.

6.5 Park and Pickup

The Call Park feature allows you to park a call so that any member of the group can retrieve it.

A call can be parked against any number in the group, including your own number.

You can only have one call parked at a time.

A 45-second timer is started when you park a call. If the timer expires and your line is idle, the system rings your line. If you line is not idle, the timer is restarted for 10 seconds and the call remains parked. This procedure is repeated until your line is idle, or the parked call is retrieved or released.

6.5.1 Default Display

- The **Park** softkey is visible only when a call is connected.
- The **Pickup** softkey is visible only the phone is idle or when the phone is off hook.

6.5.2 Use Park and Pickup

Step	Action	Result
Park a Call:		
1.	From a connected call: Press the **Park** softkey.	The feature access code for Park is dialed and you hear instructions given by the system.

Step	Action	Result
2.	• Dial the number where you want to park the call plus the # key. **Or** • Dial # to park the call against your number.	If the call is parked successfully, you hear the message "Your call has been Parked. Thank you."
3.	• Hang up the handset. **Or** • Press the **Goodbye** key.	
Pick up a Parked Call:		
1.	Lift the handset.	The Pickup softkey appears.
2.	Press the **Pickup** softkey.	You hear the instructions given by the system.
3.	• Dial the number where the call was parked plus the # key. **Or** • Dial # to pick up a call parked at your own number.	You are connected to the parked call.

6.6 Call Forwarding All, Busy, No Answer

The following procedures apply to all Call Forwarding modes using keys assigned as Call Forwarding activation/deactivation keys:

- Call Forwarding Always
- Call Forwarding Busy
- Call Forwarding No Answer
- Call Forwarding Always to Voicemail
- Call Forwarding Busy to Voicemail
- Call Forwarding No Answer to Voicemail

Note

You can also set up Call Forwarding using the Phone UI.

Step	Action	Result
Activate:		
1.	• Press the appropriate **Call Forwarding** activation key. **Or** • Dial the appropriate activation feature access code.	The system prompts you for the destination number.
2.	Enter the destination number + the pound key (**#**). Note If no phone number is entered, calls are forwarded to the number that was previously configured.	The system plays the confirmation announcement.
3.	Hang up.	
Deactivate:		
1.	• Press the **Call Forwarding** deactivation key. **Or** • Dial the appropriate deactivation code.	The system plays the confirmation announcement.
2.	Hang up.	

6.7 Call Return

The Call Return feature enables you to call the last party that called, whether or not the call was answered.

Step	Action	Result
1.	• Press the **Call Return** key. **Or** • Dial the **Call Return** feature access code.	The number of the last party that called you is automatically dialed.

6.8 Call Waiting

The Call Waiting feature allows you to answer a call while already on another call. Call Waiting is “On” by default, but can be deactivated. It can also be canceled per call.

Step	Action	Result
You are on an active call and hear the Call Waiting tone.		
1.	Press the flashing Line Appearance key of the waiting call.	You are connected with the waiting party and the original party is placed on hold.
2.	Press the Line Appearance key of the original call to return to the first party.	The second party is now on hold.
If one party hangs up while the other party is held or waiting, your phone rings.		
1.	Answer the call.	You are reconnected to the held party.

6.9 Directed Call Pickup

Directed Call Pickup allows you to pick up a call ringing at another extension in the same group.

Step	Action	Result
1.	• Press the **Directed Call Pickup** key. Or • Dial the **Directed Call Pickup** feature access code.	You hear dial tone. There are no system voice prompts.
2.	Dial the extension of the ringing party.	You are connected to the call. **Note** If the ringing party has already answered the call, or if it has no alerting call, or if the dialed extension is invalid, you will receive reorder.

6.9.1 Directed Call Pickup Feature Interactions

The main feature interactions introduced by this feature are described in the following table.

Feature	Interaction Description
Call Waiting	It is not possible to pick up a waiting call. A call must be ringing to be picked up.
Call Forwarding No-Answer	You can pick up a ringing call before the call is forwarded by Call Forward No-Answer (CFNA). Picked up calls are not forwarded by the user picking up the call.
Call Hold and Retrieve	You can place a call on hold and do a Directed Call Pickup of another call.

Feature	Interaction Description
Call Notify	Directed Call Pickup does not send a call notify message for picked-up calls.
Call Transfer (Unannounced)	You can pick up an unannounced (blind) transferred call, and you can also transfer a picked-up call.
Do Not Disturb	You can pick up calls regardless of whether the answering party is accepting calls.
Three-Way Call	It is not possible for the conference controller to pick up another call. However, a participant in a 3-way call can pick up another call by putting the original call on hold and dialing the Directed Call Pick access code or pressing the Directed Call Pickup key.

6.10 Directed Call Pickup with Barge-In

Directed Call Pickup with Barge-in functions the same as Directed Call Pickup and allows you to pick up a call ringing at another extension in the same group. However, it also allows you to barge in on the call if the call was already answered. When the barge-in occurs, a 3-way conference call is established between the parties. You, as the Barge-in user, have control of the conference.

Step	Action	Result
1.	• Press the **Directed Call Pickup Barge-In** key. Or • Dial the **Directed Call Pickup Barge-In** feature access code.	You hear dial tone.
2.	Dial the extension of the ringing party.	You are connected to the call.

6.11 Last Number Redial

You can redial the last number you dialed using the Redial key.

Step	Action	Result
1.	Lift the handset.	
2.	• Press the **Redial** key 2 times. **Or** • Press the **Redial** key 1 time. • Press the **Dial** softkey 1 time. **Or** • Dial the **Last Number Redial** feature access code.	The last number you dialed displays on the screen and is automatically dialed.

6.12 Autodial (Hotline and Warmline)

Your System Administrator can configure an autodial feature on your phone. If autodial is enabled, the phone automatically dials a preconfigured number whenever it is off-hook. Depending on the configuration specified by your Administrator, the Autodial functions as either a “hotline”, or as a “warmline,” as follows:

- Hotline: The IP phone immediately dials a preconfigured number when you lift the handset.
- Warmline: The IP phone waits for a specified amount of time after you lift the handset before dialing a preconfigured number. If you do not dial a number within the time allotted, then the IP phone begins to dial the number.

6.13 Intercom

6.13.1 Outgoing Intercom

You can use the **Intercom** key to automatically connect to a remote extension. This feature is enabled by the system administrator. You must have an Intercom softkey to use the Intercom feature.

6.13.2 Incoming Intercom

By default, the IP phone allows incoming intercom calls to be automatically answered without having to set up an **ICOM** key on your phone. The phone automatically plays a warning tone and mutes the microphone when it receives an incoming intercom call. If the intercom call comes to the phone while an active call is already present, the phone puts the active call on hold and answers the intercom call.

6.13.3 Use the Intercom Softkey

Step	Action	Result
Place an Intercom Call:		
1.	Press the **INCM** key.	
2.	Enter the extension number of the person you wish to call on the intercom or the BLF key for that extension.	• You hear a beep tone. • Your phone automatically connects with the remote extension. • You can speak through the remote phone speaker.
End an Intercom Call:		
1.	• Hang up the phone. Or • Press . Or • Press the line appearance key.	When you hang up, the remote phone also hangs up.

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6.14 Stuttered Dial Tone

If this feature is enabled on your phone, you hear stuttered dial tone when there is a message waiting on your phone.

6.15 Services Key

The **Services** key accesses enhanced features and services provided by third parties. Using the Services key, you can:

- Select customized XML features
- Access the Callers List
- Access the Directory
- Access Voicemail

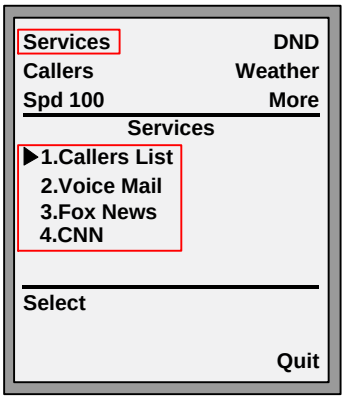


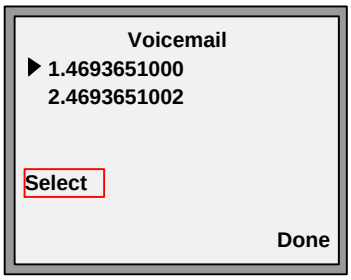
Figure 8 Services

6.16 Voicemail List

The Voicemail list displays a list of phone numbers assigned to the phone that have registered voicemail accounts associated with them.

The phone displays up to 99 voicemails for an account even if the number of voicemails exceeds the limit.

The end of the Voicemail list displays the number of new voicemail messages (if any exist).

Step	Action	Result
1.	Press the **Services** softkey.	
2.	Select **Voicemail**.	The Voicemail list displays. 

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Step	Action	Result
3.	Use ▲ or ▼ to point to the voicemail account.	
4.	Press **Select** or ▶.	The number is dialed.

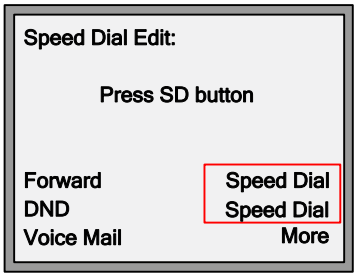
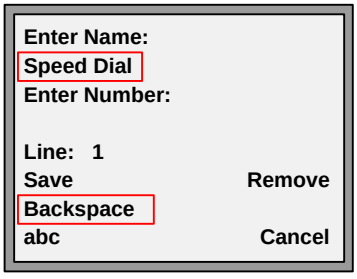
6.17 Speeddial

The Speeddial feature allows you to configure a Speeddial key on your phone. You can assign and label Speeddial keys using the Press and Hold method.

The Speed Dial Edit feature allows you to edit a previously assigned Speeddial key using the Phone UI Options List.

6.17.1 Edit a Speeddial Key using the Options List

You can edit a pre-assigned Speeddial key using the Options List.

Step	Action	Result
1.	Go to **Options > Preferences**.	
2.	Press **Select** or ▶.	
3.	Press ▼ to go to the **Speed Dial Edit** option.	
4.	Press **Select** or ▶.	• The Speed Dial Edit screen displays. • All ***programmable*** Speeddial lamps flash. 
5.	Press the **Speeddial** softkey to edit.	The edit screen displays. 

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Step	Action	Result
6.	Use the **Backspace** softkey to change the name text. **Note** The ◀ key backspaces over characters, but does not erase the text. The phone automatically uses an uppercase letter for the first letter of each word and a lowercase letter for all subsequent letters in the word. If necessary, use the "**ABC**" softkey to specify uppercase letters or lowercase letters when entering the name.	The new name displays. **Enter Name:** **Edward** **Enter Number:** **Line: 1** **Save** **Remove** **Backspace** **abc** **Cancel**
7.	Enter the number including any access numbers.	**Enter Name:** **Edward** **Enter Number:** **812105556666** **Line: 1** **Save** **Remove** **Backspace** **abc** **Cancel**
8.	Press the **Save** softkey.	The Entry Saved message displays. **Entry Saved** **OK**
9.	Press the **OK** softkey.	The main screen displays.

Note

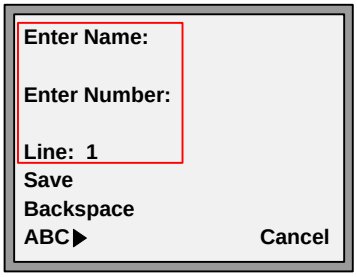
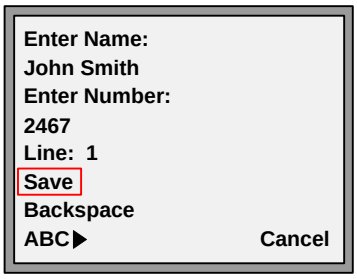
The **Remove** softkey:

You can delete the entire key by using the Remove softkey. The key is reset to the type "**None**".

Enter Name:
Edward
Enter Number:
812105556666
Line: 1
Save **Remove**
Backspace
abc **Cancel**

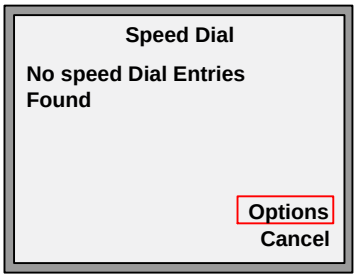
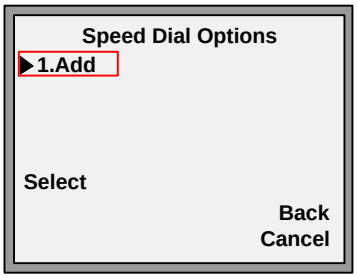
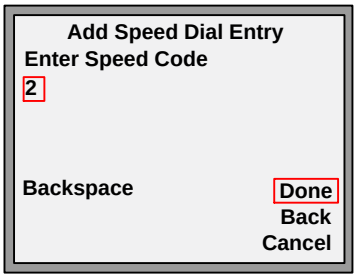
6.17.2 Add a new Speeddial Key (Press and Hold)

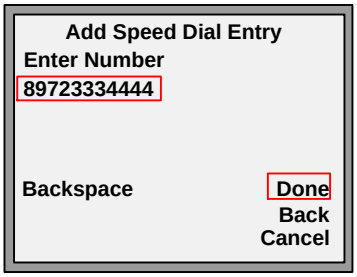
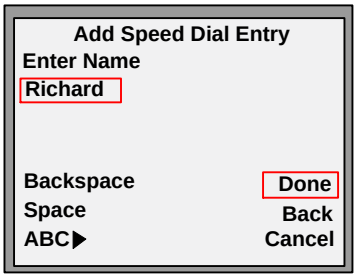
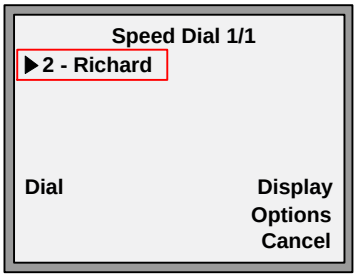
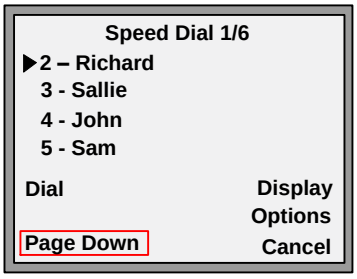
You can press and hold a programmable key or softkey that has no pre-assigned function to create a new Speeddial key.

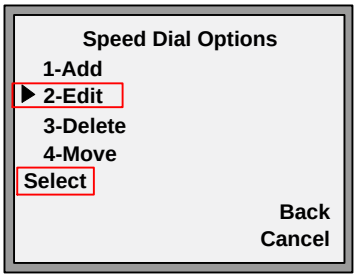
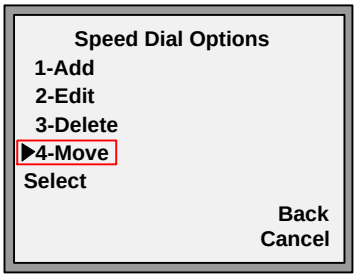
Step	Action	Result
1.	Press a programmable key or softkey for 3 seconds. **Note** You can press the **Cancel** softkey at any time during programming to cancel without saving.	The edit screen displays. 
2.	In the **Enter Name** field: Enter a name to apply to the Speeddial key using the keypad (up to 16 characters).	
3.	In the **Enter Number** field: Enter a number (up to 16 numbers).	
4.	In the **Line** field: Select a line to apply to the Speeddial key. **Note** This is the line that the phone opens to dial the number after you press the Speeddial key. By default, the phone uses Line 1. If you want to use a different line, press the **Change** softkey, or press the ▶ key to select another line.	
5.	Press the **Save** softkey.	The key is saved.

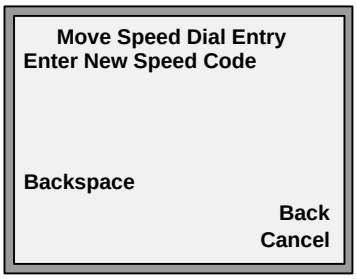
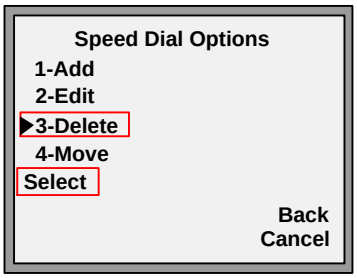
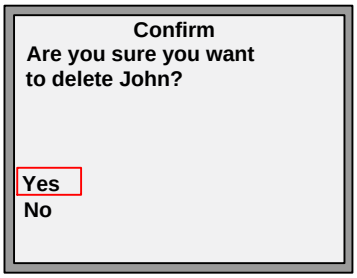
6.18 Speed Dial 8

You can have a Speed Dial 8 key that allows you to associate single-digit codes (2-9) to frequently dialed or hard-to-remember digit strings. You can then use the codes instead of the full numbers to place calls. This feature is separate from the programmable speeddial keys.

Step	Action	Result
Create Speed Dial entries:		
1.	Press the **Speed 8** softkey.	The Speed Dial screen displays. 
Add a Speed Dial number:		
1.	Press **Options**.	The Speed Dial Options list displays. The Add option is the only one that displays because there are no entries yet. 
2.	Press **Select**.	The Enter Speed Code screen displays. 
3.	Enter a digit between 2 and 9. All other digits are invalid.	

Step	Action	Result
4.	Press **Done**.	The Enter Number screen displays. 
5.	Enter the number to be dialed including any access numbers.	
6.	Press **Done**.	The Enter Name screen displays. 
7.	Enter the name using the keypad. Use the **ABC** key to toggle between upper and lower case and numbers.	The results display. • The ▶ icon points to the current entry. • The 1/1 indicates that the selected entry is Page 1 of 1. 
Edit a Speed Dial entry:		
1.	Press **Speed 8**.	The Speed Dial list displays. 

Step	Action	Result
2.	• Use ▲ or ▼ to point to the entry to edit *within the same page*. And • Use the **Page Down** or **Page Up** softkeys to move from page to page.	
3.	Press **Options**.	The Speed Dial Options screen displays. 
4.	Go to the **Edit** option.	
5.	Press **Select**. Note Use **Back** to go back to the main screen, and use **Cancel** to cancel the function.	
6.	Make any necessary changes to the entry.	
7.	Press **Done** when each screen is complete.	
Move an entry in the list: Moving an entry is actually changing the speed dial code so that the name appears in another part of the list. You will have to use the new speed dial code to dial that entry.		
1.	Go to the entry to move in the list.	
2.	Press **Options**.	The Speed Dial Options screen displays. 
3.	Go to the **Move** option.	

Step	Action	Result
4.	Press **Select**.	The Move Speed Dial Entry screen displays. 
5.	Enter the new speed code.	
6.	Press **Done**.	The entry has a new code and moves to a new spot in the list.
Delete a Speed Dial entry:		
1.	Select an entry in the list to delete.	
2.	Press **Options**.	The Speed Dial Options screen displays. 
3.	Go to the **Delete** option.	
4.	Press **Select**.	The confirmation screen displays. 
5.	Press **Yes** to delete or **No** to keep the entry.	If you answered yes, the entry is removed from the list.

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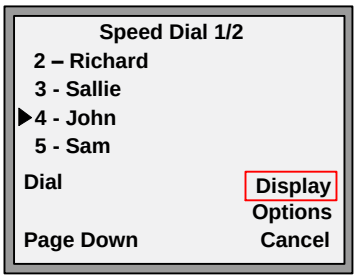
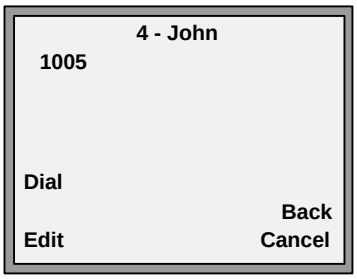
Display a Speed Dial entry:		
1.	Press **Speed 8**.	The Speed Dial list displays. 
2.	Go to the entry to display.	
3.	Press **Display**. Note You can **Dial** and **Edit** from this screen.	The individual entry is displayed. 
Dial a Speed Dial number:		
1.	Choose an entry to dial.	
2.	Press **Dial**. Note You can Dial from the main screen or from an individual entry displayed.	The number is automatically dialed.

6.19 Speed Dial 100

The Speed Dial 100 key allows you to associate 2-digit codes (00-99) to frequently dialed or hard-to-remember digit strings. You can then use the codes instead of the full numbers to place calls. This feature is separate from the programmable speeddial keys. Follow the procedures for Speed Dial 8 to create Speed Dial 100 numbers.

6.20 Speed Dial/Xfer

A Speeddial key allows you to use one key to dial a frequently dialed number. An Xfer key allows you to transfer a call. The Speeddial/Xfer key combines the Speeddial and Xfer key's functionality together allowing you to transfer calls or use Speeddial with one key.

The Speeddial/Xfer key has the following capabilities:

Function	Description
Speeddial/Xfer and Speeddial	Pressing the Speeddial/Xfer key while the phone is idle causes the phone to go off-hook and dial the predefined extension.
Speeddial/Xfer and Blind Transfer	When the phone is connected to a call, pressing the Speeddial/Xfer key blind-transfers the call to the predefined destination. If the transfer fails, the message "Transfer Failed" displays, and you can retry the call by pressing the line key again.
Speeddial/Xfer and Call Forward	Pressing the Speeddial/Xfer key while the phone is ringing forwards the call to the predefined number.

6.21 Speed Dial/Conf

The **Speeddial/Conf** softkey allows you to conference another party at a pre-defined number while on an active call. The line focus changes to the dialing line. A cancel softkey displays on the phone allowing you to abort the conference speeddial if required.

The following messages display:

- **Ringing…** - Displays when the far end is ringing.
- **Conf. Unavailable** - Briefly displays when a conference is already in progress.

For example, while on a call, you can use the Speeddial/Conf softkey to dial a recording service and have the resulting conference recorded.

Note

If currently in a conference, the Speeddial/Conf softkey is disabled on the active call.

6.22 Shared Call Appearance Call Retrieve

Shared Call Appearance (SCA) is when incoming calls are presented to multiple phones simultaneously. For example, it is the ability to assign the boss' extension to a button on the secretary's phone. Calls can be transferred between two phones with the same extension button by simply putting the call on hold at one phone and picking it up on the other. Status LEDs flash in unison, allowing all people sharing the extension to see the status at a glance.

The phones include an enhanced SCA for the servers that support call bridging and allows two or more SCA users to be connected in a call with a third party. Refer to the following example.

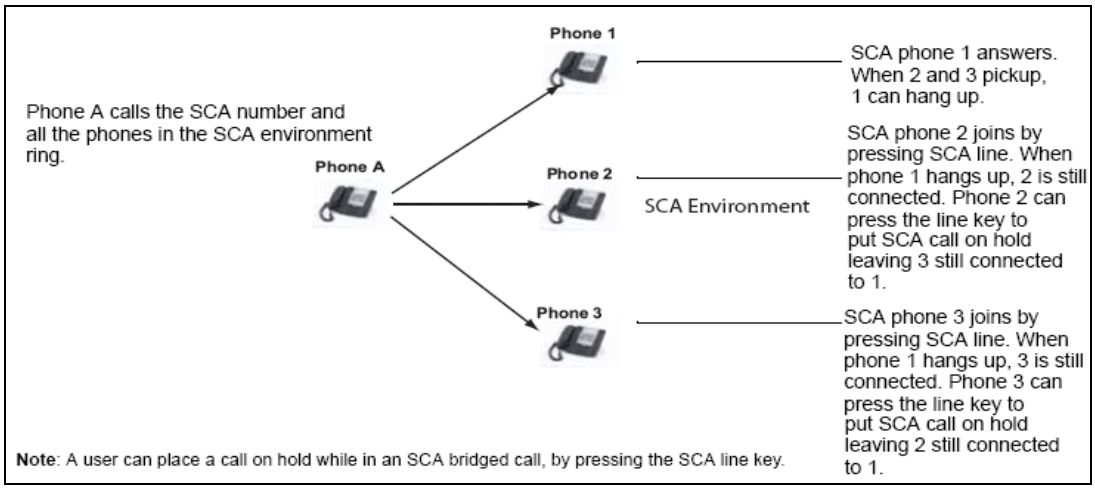


Figure 9 SCA Bridging

In the example above, when a call comes into Phone 1, Phone 2 and Phone 3 can pick up the same call by pressing the SCA line key. Phone 2 and 3 display the call they are bridging into on the phone display. Existing SCA parties in a bridge or one-to-one call hear an audible beep when another party has joined the call.

Note

Your Administrator must enable/disable the beep on the server-side.

If a phone is configured for SCA bridging and it attempts to join a call, but the account on the server does not have this functionality enabled, an error message displays to the LCD on the phone.

The SCA call bridging feature is disabled by default on all phones. Your Administrator can enable/disable this feature if required. Contact your System Administrator for more information.

6.22.1 Keys States and LED Behavior

There are two call states on the phones that support SCA bridging:

- **Bridge-active** - A bridged call is in progress
- **Bridge-held** - The 3rd-party (i.e., non-SCA party) in the bridge is on hold.

The following tables provide the key states and LED behavior in an SCA bridge call for users involved in an SCA call and users not involved in the SCA call.

6.22.2 Line Keys and Idle Screens

State	Call LED	Call Caller ID	Non-Call LED	Non-Call Caller ID
Idle	N/A	N/A	Off	N/A
Seized	Solid Green	None	Solid Red	None
Progressing (Outgoing Call)	Green	Called Party	Solid Red	None
Alerting (Incoming Call)	Blinking Unselected Red	N/A	N/A	N/A
Active	Solid Green	Far-end	Solid red	Far-end

Held	Slow Flashing Green	Far-end	Slow Flashing Red	Far-end
Hold Private	Slow Flashing Green	Far-end	Solid Red	Far-end
Bridge-active	Solid Green	Far-end	Solid Red	Far-end
Bridge-held	Slow Flashing Green	Far-end	Solid Red	Far-end

6.22.3 Softkey Line Keys

State	Call Icon	Call LED	Non-Call Icon	Non-Call Caller LED
Idle	Small circle	None	Small circle	None
Seized	N/A	N/A	Solid circle	Solid Red
Progressing (Outgoing Call)	Empty circle	Solid Red	Solid circle	Solid Red
Alerting (Incoming Call)	Empty blinking circle	Flashing Red	N/A	N/A
Active	Empty circle	Solid Red	Solid circle	Solid Red
Held	Reverse empty blinking circle	Slow Flashing Red	Solid circle	Solid Red
Hold Private	Reverse empty blinking circle	Slow Flashing Red	Solid Circle	Solid Red
Bridge-active	Empty circle	Solid red	Solid circle	Solid Red
Bridge-held	Reverse empty blinking circle	Slow Flashing Red	Solid Circle	Solid Red

6.22.4 Line Key Phone Behavior

State	Call Line Key Pressed	Non-Call Line Key Pressed
Idle	N/A	Attempt to seize the line
Seized	Hang up	Ignore
Progressing	Hang up	Ignore
Alerting	Answer	N/A
Active	Hold	Bridge
Held	Retrieve	Bridge
Hold Private	Retrieve	Ignore
Bridge-active	Hold	Bridge
Bridge-held	Retrieve	Bridge

6.22.5 SCA Call Location and SCA Call Retrieve

Allows for retrieval of an active call from one Shared Call Appearance (SCA) location (for example, a mobile) to another (for example, landline).

*11	Shared Call Appearance Call Retrieve
*12	Shared Call Appearance Location Control Activation
*13	Shared Call Appearance Location Control Deactivation

6.23 XML Keys

The 6755i IP phone supports a feature called **XML** (Extensible Markup Language). XML is a markup language much like HTML. Your System Administrator can create customized XML menu services to access on your phone. These services include things like weather and traffic reports, contact information, company info, stock quotes, or custom call scripts.

6.23.1 Access XML Applications

Use the following procedures to access XML applications.

Step	Action	Result
From the Services key:		
1.	Press the **Services** key.	
2.	Use the up and down arrows (▲ or ▼) to scroll through the menu list.	
3.	Select a service to display the information for that customized service. Message services display to the screen after pressing the softkey or programmable key. For user input services, follow the prompts as appropriate.	
4.	Press the appropriate softkey or the **Goodbye** key to exit the Services menu.	
From the XML key.		
1.	Press the XML key.	A screen displays with a menu of available features. **XML Applications** **Ask Google** ▲ **CNN News** **ESPN News** **Horoscope** ▼ **Select** **Exit** **Move Up** **Move Down** **Sort A-Z** **More**
2.	Use the up and down arrows (▲ or ▼) to scroll through the features offered.	
3.	Select the item you want to view.	
4.	Press the appropriate softkey or the **Goodbye** key to exit the menu.	

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7 Callers List and Redial List

7.1 Callers List

The Callers List is a stored log of incoming calls containing up to 200 entries. The Callers List stores the name, phone number, call time and date, and missed/answered call status for all calls that ring in to this phone.

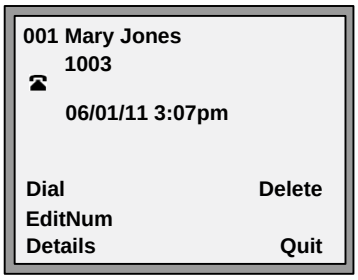
You can view, scroll through, and delete entries in the Callers List and dial directly from a displayed entry.

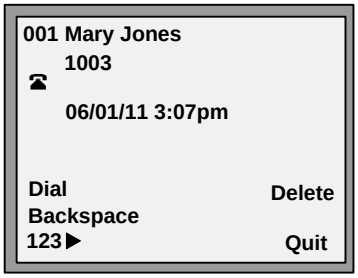
When the Callers List is full, the oldest call records are deleted to accommodate new caller information.

7.1.1 Callers List Display

Display	Description
N	The "**N**" at the left of the screen indicates a new call you have not reviewed.
	Indicates an unanswered call.
	Indicates an answered call.

7.1.2 Callers List Functions

Step	Action	Result
Access the Callers List		
1.	Press the **Callers** softkey.	The first entry displays. 
2.	Use the ▲ or ▼ to scroll through the entries in the list.	

Dial from the Callers List:		
1.	From the selected entry: • Lift the handset. **Or** • Press the **Speaker** key. **Or** • Press a line appearance key. **Or** • Press the **Dial** softkey.	The number is automatically dialed.
Edit a number before you dial:		
1.	Press the **EditNum** softkey.	The editing softkeys display. 
2.	Edit the number. Note Use ▶ to skip over numbers and Backspace to erase numbers.	
3.	Press **Backspace** to erase numbers.	
4.	Press **Dial** to dial the number.	

7.1.3 Missed Calls Indicator

The 6757i displays the "<Number of> Missed Calls" in the idle state screen display. This display alternates between the number of missed calls and the date and time display.

Missed calls are displayed as "<number of> new callers" on the idle screen. After you review the calls in the Callers List, the number of missed calls is cleared from the idle screen display.

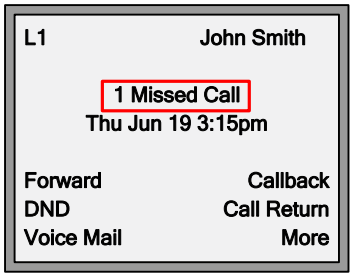
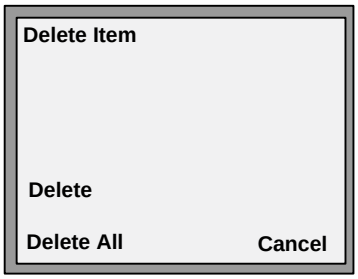


Figure 10 Missed Calls Display

7.1.3.1 View Missed Calls

Step	Action	Result
1.	Go into the Callers List.	The Callers List menu displays.
2.	Use ▲ or ▼ to scroll through the entries.	Missed calls are those marked with the telephone icon with the handset ON ☎.

7.1.4 Delete Entries in the Callers List

Step	Action	Result
Delete all entries:		
1.	Go into the **Callers List**.	
2.	Press **Delete**.	The Delete Item screen displays. 
3.	• Press **Delete** to delete one entry. Or • Press **Delete All** to delete all entries in the list.	Note There is no confirmation message. The entry is deleted immediately.

Cancel the delete function:	
1.	Press the **Cancel** softkey.

7.1.5 Exit the Callers List

Step	Action	Result
1.	Press the **Quit** softkey.	The idle screen displays.

7.2 Redial

7.2.1 Last Number Redial

You can redial the last number you dialed using the Redial key.

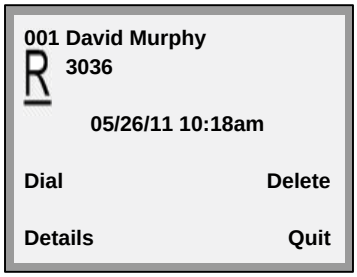
Step	Action	Result
Redial (On-hook or Off-hook):		
1.	Press the **Redial** key 2 times.	The number is automatically dialed.

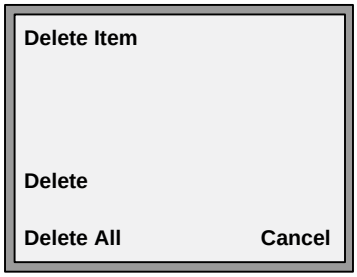
7.2.2 Redial List

There are 100 entries in the Redial List. The list provides the number dialed and the name (if known), the date/time the number was dialed, and the line used to dial the number.

Note

You cannot edit an entry in the Redial List.

Step	Action	Result
Redial from the Redial List:		
1.	While on-hook: Press the **Redial** key one time.	The Redial List displays the first entry. 
2.	Use ▲ or ▼ to find the entry to call.	

Step	Action	Result
3.	• Press **Dial**. **Or** • Press an available **line** key. **Or** • Press the **Speaker** key. **Or** • Lift the handset.	The number automatically dials.
Delete Entries in the Redial List:		
1.	Find the entry to delete.	
2.	Press **Delete**.	The Delete Item screen displays: 
3.	• Press **Delete** to delete only the *one selected entry*. **Or** • Press **Delete All** to delete *all entries* in the list.	Either the selected entry or all entries are deleted
View Details of an entry:		
1.	Find the entry to view.	
2.	Press **Details**.	The specifics of that entry display.

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Appendix A - Optional Expansion Modules

Expansion Modules

The 6755i IP Phone offers optional M670i and M675i Expansion Modules that attach to the right side of the phone to provide additional keys.

The keys support a variety of features including:

- Busy Lamp Fields (BLFs) (maximum of 50)
- Speeddial
- Shared Call Appearances
- Phone Lock

M670i

The M670i provides 18 keys in each column (totaling 36 keys) on the keypad. Each key provides an LED for indicating call status. The M670i provides a paper label for convenient key labeling.

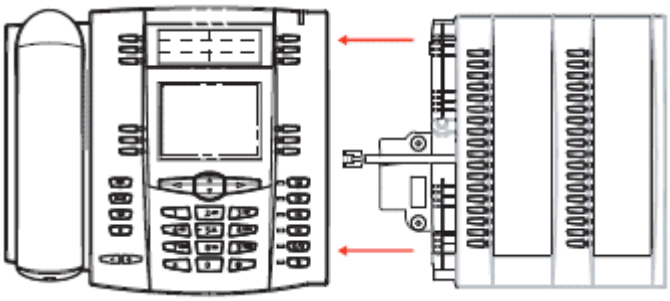

Figure 11 M670i Expansion Module

M675i

The M675i provides 10 keys in each column (totaling 20 keys) on the keypad. The M675i also provides 3 keys at the bottom left of the unit. These keys represent "Page 1", "Page 2", and "Page 3" of the LCD display. The M675i has 20 keys available on each page (totaling 60 softkeys). Each key provides an LED for indicating call status. The M675i provides an LCD screen for displaying key labels.

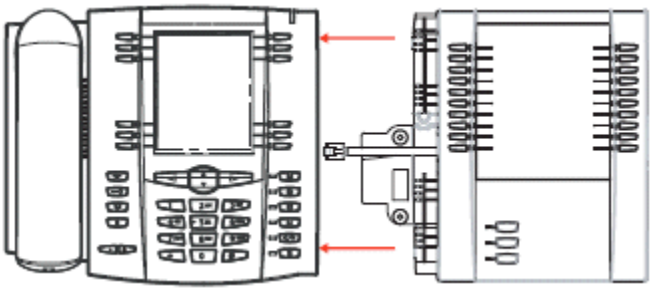

Figure 12 Model M675i Expansion Module

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Using the Expansion Modules

M670i Expansion Module

After configuring the keys on the M670i Expansion Module, you can record the name of the softkey on the paper labels provided with the Expansion Module. Press the key you want to use when applicable.

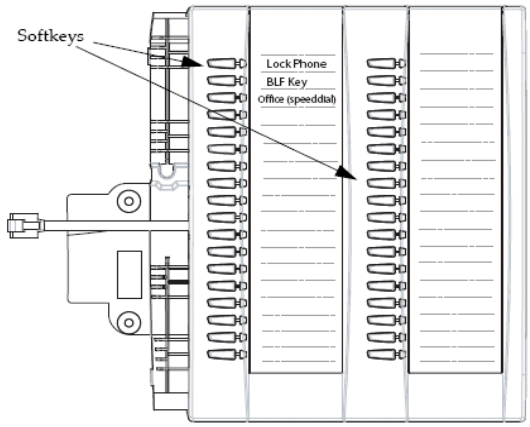

Figure 13 M670i Expansion Module Keys

M675i Expansion Module

The M675i Expansion Module screen displays softkeys in column format. The function keys on the bottom left of the Module allow you to display 3 full screens of keys. Each screen consists of 2 columns with the following default headings on each page:

- Page 1"List 1" and "List 2"
- Page 2"List 3" and "List 4"
- Page 3"List 5" and "List 6".

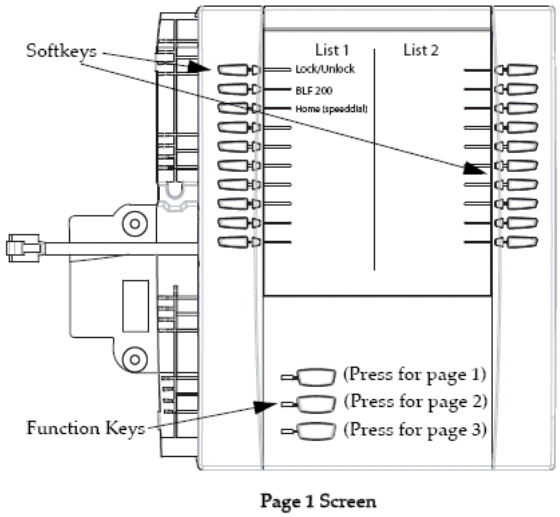

Figure 14 M675i Page 1 Screen

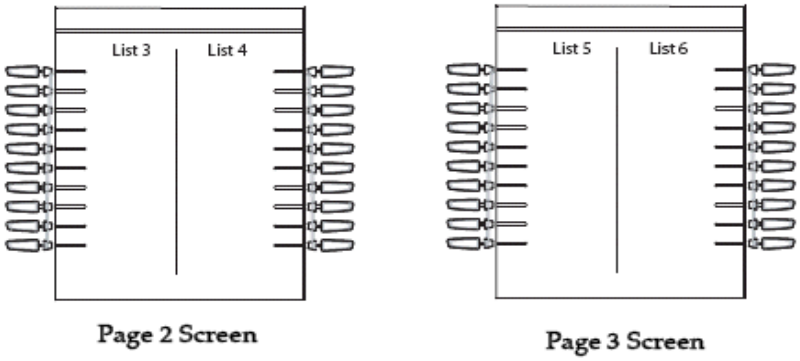

Figure 15 M675i Page 2 and Page 3 Screens

To use the M675i, press the function key for the page you want to display on the LCD screen (page 1, page 2, or page 3), and press the applicable softkey.

Note

Your System Administrator can customize the headings on each M675i Expansion Module screen. Contact your System Administrator for more information.

Figure 16 M675i Extensions on a 6757i Phone

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Appendix B – Clearspan Feature Access Codes

Feature Access Codes (FACs) can be set up as Speed Dial numbers and assigned to keys, or dialed directly from the keypad.

Note

The following are the default feature access codes. If the codes are customized for your site, contact your system administrator for information. Because Clearspan features are available by license only, you may not have access to all of them.

Code	Name	Definition
*34	Advice Of Charge Activation	Activates the Advice of Charge service for the next call when the service is not enabled for all calls.
*77	Anonymous Call Rejection Activation	Activates the Anonymous Call Rejection service. After the user dials the feature access code, the system plays an announcement to inform the user that the service has been successfully activated. If the service was already active, the user still receives the announcement.
*87	Anonymous Call Rejection Deactivation	Deactivates the Anonymous Call Rejection service. After the user dials the feature access code, the system plays an announcement to inform the user that the service has been successfully deactivated, even if the service was never activated.
#8	Automatic Callback Deactivation	Cancels all current pending callbacks.
#9	Automatic Callback Menu Access	Provides access to an Interactive Voice Response (IVR) menu that lists the current pending callbacks and allows the user to cancel individual callbacks.
*14	Clearspan Anywhere E.164 Dialing	Allows users to dial E.164 numbers. The user dials the feature access code as an alias to the "+" sign. The system replaces the feature access code digits with the "+" sign and resumes the call with an E.164 number.

Code	Name	Definition
*15	Call Bridge	Allows a Shared Call Appearance (SCA) location to initiate or join an SCA-Bridge, upon which the Application Server automatically selects an appropriate call appearance to bridge on. The Call Bridge FAC becomes visible when one or more of the following services are authorized (service provider or group) or assigned (user): Clearspan Anywhere Shared Call Appearance Shared Call Appearance 5 Shared Call Appearance 10 Shared Call Appearance 15 Shared Call Appearance 20 Shared Call Appearance 25 Shared Call Appearance 30 Shared Call Appearance 35
*72	Call Forwarding Always Activation	Redirects incoming phone calls to another number, such as a mobile phone or administrative assistant. After dialing the feature access code, the user dials the phone number where they want their calls to be redirected.
*73	Call Forwarding Always Deactivation	Deactivates the Call Forwarding Always service. Upon deactivation, calls ring on the user's phone unless the user has another service set up, such as Call Forwarding Busy, Call Forwarding No Answer, or Do Not Disturb.
21	Call Forwarding Always Interrogation	Allows the user to get the current status and destination of the Call Forwarding Always service. The status is active or inactive and the destination is voice mail or the current forwarding number.
*21	Call Forwarding Always to Voice Mail Activation	Redirects incoming phone calls to the user's voice mail.
#21	Call Forwarding Always to Voice Mail Deactivation	Deactivates the Call Forwarding Always To Voice Mail service. Upon deactivation, calls ring on the user's phone unless the user has another service set up, such as Call Forwarding Busy, Call Forwarding Busy To Voice Mail, Call Forwarding No Answer, or Do Not Disturb.
*90	Call Forwarding Busy Activation	Redirects incoming phone calls to another number, such as a mobile phone or administrative assistant, when the user is on the phone. After dialing the feature access code, the user dials the phone number where they want their calls to be redirected.
*91	Call Forwarding Busy Deactivation	Deactivates the Call Forwarding Busy service. Upon deactivation, calls ring on the user's phone unless the user has another service set up, such as Call Forwarding Always, Call Forwarding No Answer, or Do Not Disturb.

Code	Name	Definition
67	Call Forwarding Busy Interrogation	Allows the user to get the current status and destination of the Call Forwarding Busy service. The status is active or inactive and the destination is voice mail or the current forwarding number.
*40	Call Forwarding Busy To Voice Mail Activation	Redirects incoming phone calls to voice mail when his user is on the phone.
#40	Call Forwarding Busy To Voice Mail Deactivation	Deactivates the Call Forwarding Busy To Voice Mail service. Upon deactivation, calls ring on the user's phone unless they have set up another service such as Call Forwarding Always, Call Forwarding Always To Voice Mail, Call Forwarding No Answer, or Do Not Disturb.
*92	Call Forwarding No Answer Activation	Redirects incoming phone calls to another number, such as a mobile phone or administrative assistant, when the user does not answer the phone. After dialing the feature access code, the user dials the phone number where they want their calls to be redirected.
*93	Call Forwarding No Answer Deactivation	Deactivates the Call Forwarding No Answer service. Upon deactivation, calls ring on the user's phone unless they have set up another service such as Call Forwarding Busy, Call Forwarding Always, or Do Not Disturb.
61	Call Forwarding No Answer Interrogation	Allows the user to get the current status and destination of the Call Forwarding No Answer service. The status is active or inactive and the destination is voice mail or the current forwarding number.
*41	Call Forwarding No Answer To Voice Mail Activation	Redirects incoming phone calls to voice mail when the user does not answer the phone.
#41	Call Forwarding No Answer To Voice Mail Deactivation	Cancels the Call Forwarding Busy To Voice Mail service. Upon deactivation, calls ring on the user's phone unless they have set up another service such as Call Forwarding Busy, Call Forwarding Busy To Voice Mail, Call Forwarding Busy, or Do Not Disturb.
*94	Call Forwarding Not Reachable Activation	Redirects incoming phone calls to a different number when the user's device is not accessible by Clearspan. After dialing the feature access code, the user dials the phone number where they want their calls to be redirected.
*95	Call Forwarding Not Reachable Deactivation	Deactivates the Call Forwarding Not Reachable service. After deactivation, should the user's phone become unreachable, calls are no longer rerouted to an alternate device through the Call Forwarding Not Reachable service.
63	Call Forwarding Not Reachable Interrogation	Allows users to get the status of the Call Forwarding Not Reachable service.

Code	Name	Definition
#76	Call Forwarding Selective Activation	The Selective Call Forwarding service can be activated only if the service is configured with the following minimum requirements: The Default Call Forward to phone number/SIP URI is configured. At least one selective criterion is configured and active.
#77	Call Forwarding Selective Deactivation	Deactivates the Call Forwarding Selective service. After the service has been deactivated, no criteria are used when a call is being redirected.
*67	Calling Line ID Delivery Blocking per Call	Hides the user's calling line ID for the next call. Before placing a call, the user dials the feature access code; then places the call as usual.
*31	Calling Line ID Delivery Blocking Persistent Activation	Prevents display of the user's calling line ID for all calls.
#31	Calling Line ID Delivery Blocking Persistent Deactivation	Displays the user's calling line ID for all calls.
*65	Calling Line ID Delivery per Call	Displays the users calling line ID for the next call.
*68	Call Park	Places a call on hold with the intent of retrieving it from another extension. The call can be parked on the user's own extension or on another extension within the same group.
*88	Call Park Retrieve	Retrieves a call that has been parked.
*98	Call Pickup	Answers the ringing phone within the assigned call pickup group. If more than one phone in the assigned call pickup group is ringing, the phone that has been ringing the longest is answered. Pickup groups are defined by the group administrator.
*11	Call Retrieve	Retrieves an existing active call from another endpoint. The user dials the feature access code from the location where the call is to be retrieved. This feature can be used from the primary location, from a Shared Call Appearance alternate location, or from a Clearspan Anywhere location.
*69	Call Return	Call the phone number of the last received call. Calls can be returned only to numbers that are acceptable according to the user's Outgoing Calling Plan.
#92#	Call Return Number Deletion	Allows the user to delete the last incoming number for the Call Return service.
*43	Call Waiting Persistent Activation	Turns on the Call Waiting service for all calls.
#43	Call Waiting Persistent Deactivation	Turns off the Call Waiting service for all calls.
*70	Cancel Call Waiting	Turns off the Call Waiting service for the next call.

Code	Name	Definition
*99	Clear Voice Message Waiting Indicator	Clears the audible (and visible for some devices) message waiting indicator on the user's phone.
33	Communication Barring User-Control Activation	Activates the user's current communication barring profile.
#33*	Communication Barring User-Control Deactivation	Deactivates the user's current communication barring profile.
*#33#	Communication Barring User-Control Query	Provides information about the user's current communication barring profile.
*57	Customer Originated Trace	Places a trace on the last number that called the user.
*97	Directed Call Pickup	Answers a call at a specific extension within the assigned call pickup group. To answer the ringing call at an extension, the user dials the feature access code followed by that extension. Call pickup groups are defined by the group administrator.
*33	Directed Call Pick-up with Barge-in	Dials an allowed prefix, followed by the assigned code and an extension to either pick up a ringing call in the user's group or to join an ongoing call with someone in the group.
*55	Directed Voice Mail Transfer	Transfers a caller on hold to voice mail.
*80	Diversion Inhibitor	Prevents redirection services from being activated on the terminating side of an unanswered call.
*78	Do Not Disturb Activation	Activates the Do Not Disturb service. When the service is active, the user's phone does not ring and all calls receive busy treatment, such as a voice message.
*79	Do Not Disturb Deactivation	Turns off the Do Not Disturb service.
#83	Escalate Call Supervision	Call center agents can use this code to escalate calls to a supervisor. A supervisor who is not on a call and who does not have the Do Not Disturb service enabled is considered available and the call is routed to that supervisor. The caller is put on hold by the agent when the escalation to the supervisor is initiated. The feature access code is available to agents with Call Center – Standard or Call Center – Premium service assigned.
*22	Flash Call Hold	Places a call on hold with the flash hook to place another call. Users can toggle between the two calls by pressing the flash-hook.
#72	Forced Forwarding Activation	Activates forced forwarding for a call center queue.
#73	Forced Forwarding Deactivation	Deactivates forced forwarding for a call center queue.
#58	Group Call Park	Hunts for the first available user in the assigned call park group and parks the call there.

Code	Name	Definition
#82	Initiate Silent Monitoring	A supervisor can use this code to silently listen in on a call handled by an agent that they are monitoring. This feature access code is available to supervisors with the Call Center Monitoring service assigned.
*66	Last Number Redial	Dials the most recently dialed phone number called from the user's extension.
*96	Legacy Automatic Callback Invocation	Allows users to camp on a busy called party. When the user dials the feature access code after a call to a busy destination, a callback request is created and the user is automatically called back when the called party hangs up.
#96	Legacy Automatic Callback Cancelation	Cancels all active Legacy Automatic Callback requests.
*12	Location Control Activation	Allows users to activate a location. The feature access code has to be dialed from the location to activate. This feature can be used from a Shared Call Appearance alternate location or a Clearspan Anywhere location.
*13	Location Control Deactivation	Deactivates a location. The feature access code has to be dialed from the location to deactivate. This feature can be used from a Shared Call Appearance alternate location or a Clearspan Anywhere location.
#80	Make Outgoing Call as Call Center	Allows users working as call center agents to make calls using a call center phone number. Users can thus override the default setting configured by the administrator.
#81	Make Personal Outgoing Call	Allows users working as call center agents to make calls using their own phone number. Users can thus override the default setting configured by the administrator.
*60	Music On Hold Per-Call Deactivation	Deactivates the Music On Hold service for the current calls.
#70	Night Service Activation Manual Override	Activates Night Service for a specified call center at the time of activation. Calls incoming to the queue are provided with the Night Service Manual Override announcement and transferred to the queue configured for the regular Night Service. The queue remains in that state until the Night Service Manual Override service is deactivated.
#71	Night Service Deactivation Manual Override	Deactivates Night Service Manual Override and the call center returns to its configured behavior.
*610	No Answer Timer	Sets the numbers of rings before No-Answer handling is applied to the Voice Messaging, Third-Party Voice Mail Support, Call Forwarding No Answer, Call Forwarding No Answer To Voice Mail, and Sequential Ringing services.

Code	Name	Definition
*71	Per Call Account Code	Charges a call to an account code assigned to the user.
*50	Push to Talk	Provides an intercom-like functionality where the user can call another party and be instantly connected.
*75	Speed Dial 100	Calls the two-digit speed dial number.
*74	Speed Dial 8	Calls the two to nine-digit speed dial number.
*47	Sustained Authorization Code Activation (calls unlocking)	Unlocks user's calls. When the user is required to provide authorization codes for outgoing calls, this code allows them to "unlock" this requirement. Having unlocked code activation, the user in no longer prompted for an authorization code and their calls proceed without interruption.
*37	Sustained Authorization Code Deactivation (calls locking)	Locks user's calls. When the user dials this feature access code, the services that require authorization codes for outgoing calls return to their normal behavior and prompt the user for an authorization code.
*86	Voice Mail Retrieval	Allows users to retrieve Clearspan and third-party voice mail.
*62	Voice Portal Access	Allows users to access their Voice Portal.

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Appendix C - Troubleshooting

The following are common problems associated with the phone and possible solutions.

Problem	Possible Solution(s)
Network Disconnected message	The **Network Disconnected** prompt appears on the display and the telephone status lamp turns on if phone is not properly connected to the network. The phone also displays the default time and date of 12:00 am Jan 1st, 2005 or the equivalent. Check that the cables are tightly connected to the phone and to the wall jack. The phone should automatically detect when it is reconnected and will display the "Network Connected" prompt for a few seconds. However, if changes have been made to your phone's network settings, you may need to restart your phone. Contact your system or network administrator for assistance.
Why is my display blank?	Ensure that power is being provided to your phone. If your network does not provide inline power over Ethernet, you can obtain an additional accessory, the Aastra PoE (Power over Ethernet) inline power supply, to provide power over Ethernet locally to your phone. See the section "Connecting to the Network and to Power" in the *Aastra Model 6755i Installation Guide* for details.
Why is my speaker not working?	If you press the **Speaker** key and the speaker lamp flashes and you do not hear dial tone through the speaker, the Set Audio option in the phone's Options list has been set up for headset use. Press the **Speaker** key a second time and if the lamp goes out, the phone has been set up to be used only with a headset or handset. If the lamp stays on steady and you hear dial tone, the phone has been set up so that you can alternate between the speaker and the headset by pressing the **Speaker** key.
Why can't I get dial tone?	Check for any loose connections and that the phone has been installed properly. For installation instructions, refer to the "Installation and Setup" section in the *Aastra Model 6755i Installation Guide* provided with your phone.
Why doesn't my phone ring?	Check the ring volume on your phone. It may be turned down or turned off. To adjust the ringer volume setting, press the volume key when the phone is on-hook and idle. For more information, see Volume Key in Chapter 2.
Why is the lamp not coming on when I have a new Voicemail Message?	Your phone system or service provider must provide a Visual Message Waiting service for this function to work. Contact your system administrator.
Why is my handset not working?	Check to ensure that the handset cord is fully connected to both the phone and handset. The handset connection on the bottom of the phone is marked with the handset symbol .
How do I find the IP address of my phone?	This setting is in the Options list. See IP and MAC Addresses.

Problem	Possible Solution(s)
How do I change my User Password?	This setting is in the Options list. See User Password.
Why does my phone display the “No Service” message?	The phone displays the “**No Service**” message if the SIP settings have not been set up correctly. You can still use the phone but it is not registered with the Registrar. For more information about registering your phone, see your system administrator.
How do I restart the IP phone?	This setting is in the Options list. See Restart Phone.

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