AASTRA

Clearspan®

AASTRA® 6739i IP PHONE USER GUIDE

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Firmware Release 3.2.2

2811 Internet Blvd
Frisco, Texas 75034-1851
Tel +1 469 365 3000
Tel +1 800 468 3266
www.aastrausa.com

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Aastra USA Inc.
Technical Publications Manager
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1 About this Publication

1.1 Overview

This guide explains how to use the features of your new 6739i 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 6739i IP phone.

1.3 References

The following publications provide additional information for the 6739i IP phone.

Title	Description
Aastra Model 6739i Installation Guide	Installation and set-up instructions, general features and functions, and basic options list customization. This guide is included in the box with your phone.

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2 Introduction

2.1 Overview

The 6739i is an advanced and expandable executive-level SIP phone. It provides communications over an IP Network using the SIP IP telephony protocol. The 6739i has all the features of a regular business phone.

2.2 User Interface

- 5.7" Full VGA (640x480) color Touch Screen LCD and backlight.
- Intuitive graphical user interface and navigation menus.
- Adjustable screen contrast and brightness settings for user comfort in different lighting environment.
- 3 dedicated line/call appearance hard keys with LEDs.
- Dedicated hard keys for: Voice Messages, Transfer, Conference, Directory, Callers List, Hold, Redial, Mute etc.
- Up to 9 available lines.
- Up to 55 additional programmable softkeys.
- Color based icons/Translucent buttons.
- Built-in Bluetooth technology for headset support
- Picture ID available for incoming calls, outgoing calls, Callers List, Redial List and Directory.
- On screen QWERTY keyboard to add or edit information on the phone.
- Full-duplex speakerphone for hands-free calls
- Two built-in 10/100/1000 Gigabit Ethernet switch ports that allow you to share a connection with your computer.
- Built-in USB port (for future use).
- Distinctive ringing, priority alerting.
- Call forward, Call transfer, Call waiting, Call timer.
- Caller and Calling Line information.
- Callers list, Missed Call Notification.
- Multi-lingual support. Downloadable language packs.
- XML support.
- Supports existing M670i and M675i expansion modules
- High density expansion bus for future adjunct modules
- Integrated IEEE 802.3af Power Over Ethernet (PoE) support
- AC power adapter (sold separately)

2.3 Audio

- Aastra Hi-Q Audio™ Technology.
- Full wideband frequency response hardware: Handset, full duplex speakerphone and headset port.
- Multiple headset connection options: Modular headset jack, built-in EHS (DHSG) port, Built-in Bluetooth headset support.
- Voice Quality Metrics (3.1 release).
- Hearing aid compatible (HAC) handset.
- Codecs: G.711 µ-law / A-law, G.729, G.722 wideband.

2.4 Requirements

The 6739i IP Phone requires the following environment:

- SIP-based IP PBX system or network installed and running with a SIP account created for the 6753i phone.
- Access to a Trivial File Transfer Protocol (TFTP), File Transfer Protocol (FTP), Hypertext Transfer Protocol (HTTP) server, or Hyper Text Transfer Protocol over Secure Sockets Layer (SSL) (HTTPS).
- Ethernet/Fast Ethernet LAN (10/100 BaseT) or Gigabit Ethernet LAN (1000 BaseT)
- Category 5/5e straight through cabling
- Power source

For Ethernet networks that supply in-line power to the phone (IEEE 802.3af):

- Use the Ethernet cable supplied with the phone to connect directly to the network for power. (No AC power adapter required.)

For Ethernet networks that DO NOT supply power to the phone:

- Use the optional AC Power Adapter to connect the phone to a power source. Contact your system administrator for more information.

Or

- Use an optional Power over Ethernet (PoE) power injector or a PoE switch. Contact your system administrator for more information.

2.5 Physical Attributes

Figure 1 Top of Phone

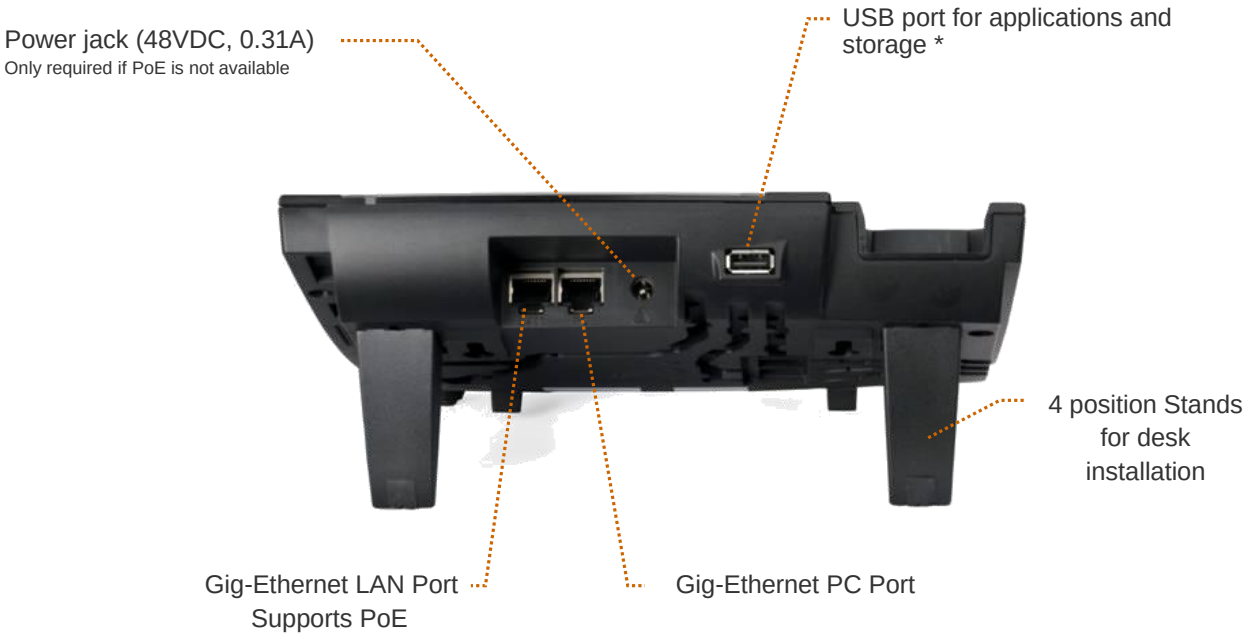


Figure 2 Back of Phone

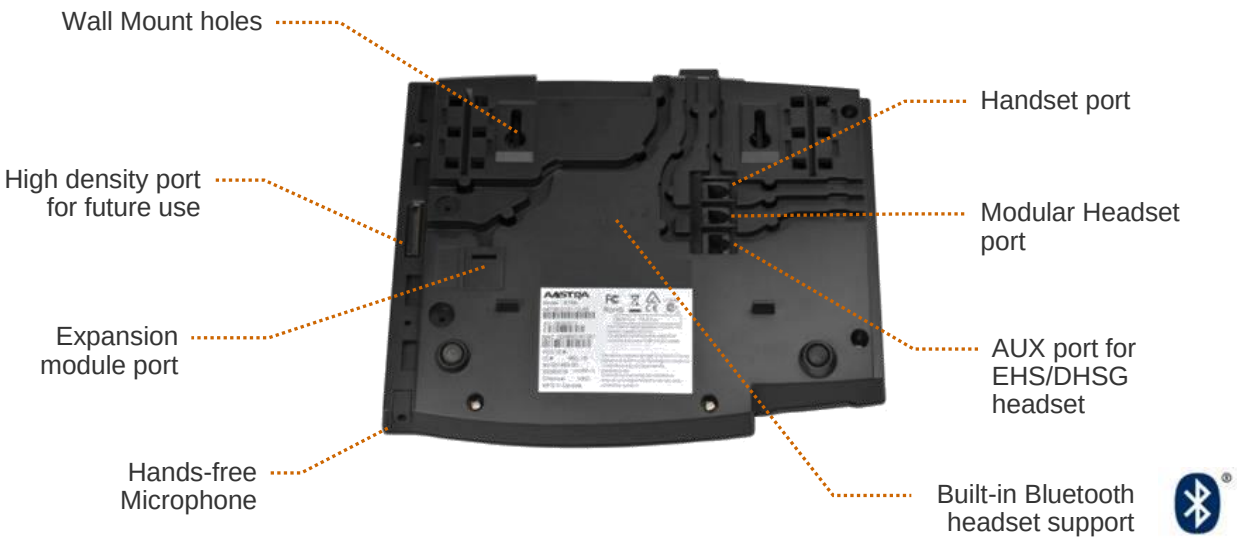


Figure 3 Bottom of Phone

2.6 Cleaning the LCD Touchscreen

Repeated use of the 6739i touchscreen may lead to a dirty screen. To clean the phone's screen, Aastra recommends the use of a super fine cotton cloth, cotton swab, or microfiber lens cloth made of microfiber suede (preferably one without sewn hems or similar characteristics that would scratch the surface of the screen). You can use the cloth dry for dusting, polishing and light cleaning, or dampen it (with water only) to deep clean the surface. If using a damp cloth, make sure to use just a little water on the cloth. Too much moisture can cause damage to your phone that could be permanent. If the cloth is dripping or the surface shows water spots after wiping, then you are using too much water on the cloth.

Some rules to follow when cleaning your screen are:

- DO NOT use any sharp objects including your fingernail.
- DO NOT rub, touch or tap the surface of the screen with sharp or abrasive items such as a ball-point pen or a screw driver.
- DO NOT use any type of cleansers including abrasive cleansers.
- DO NOT use any type of glass cleaner or any cleaner that contains alcohol or ammonia.
- DO NOT spray any type of cleaner directly on the phone's screen.
- DO NOT allow any liquid to run down the surface of the touchscreen and under the bezel.
- If using a damp cloth, DISCONNECT power to the phone before wiping the screen.

Caution!

DO NOT use chemicals or sharp objects to clean your phone. Use of any type of cleaners, alcohol, ammonia, etc. and/or hard or sharp objects can harm the touchscreen surface and potentially cause transparent conductive film cracks in the screen.

3 Getting Started

3.1 Installation and Setup

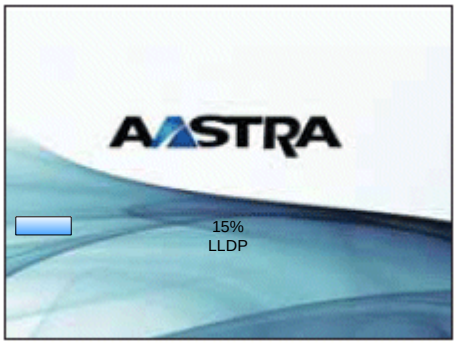
If your system administrator has not already installed your 6739i, please refer to the Aastra Model 6739i Installation Guide for basic installation and physical setup of the phone.

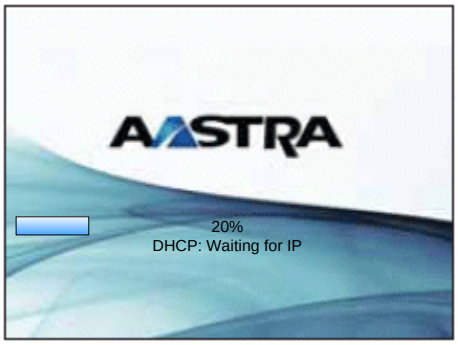
Note

- Your system or network administrator manages the configuration and updates for the IP phones on the configuration server.
- New updates to your phone are 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 6739i 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:



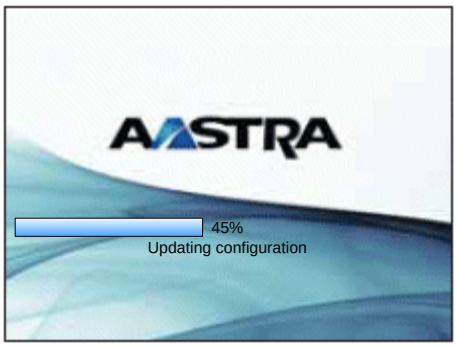


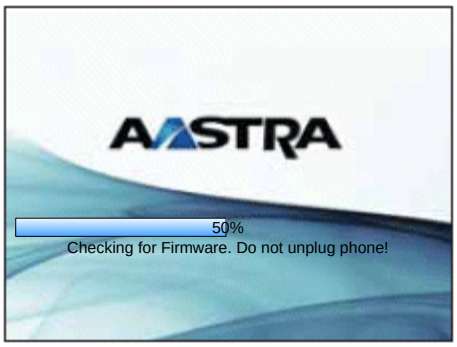
Note

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

3.2.1 Configuration and Updates

The 6739i 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.



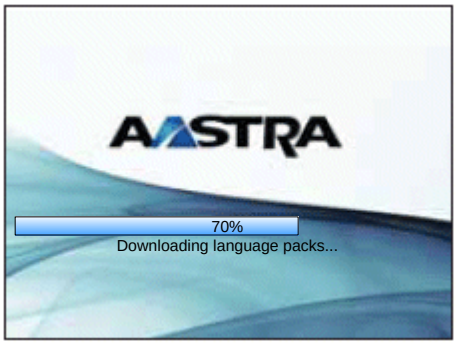


Caution!

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

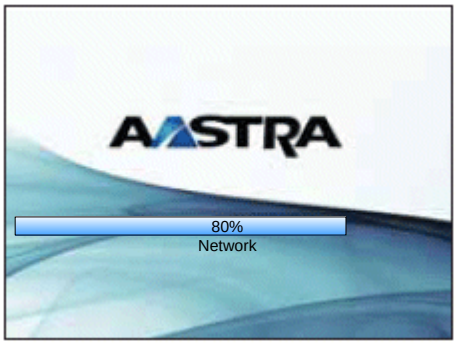
3.2.2 Language Packs

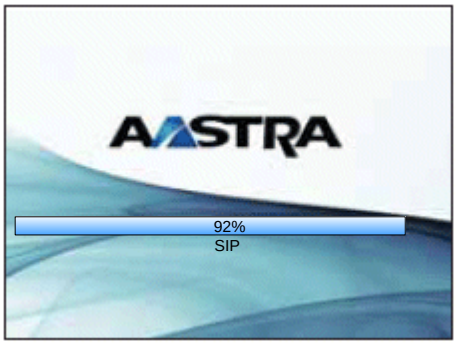
If language packs were loaded to your phone by your System Administrator, the following screen displays during startup.

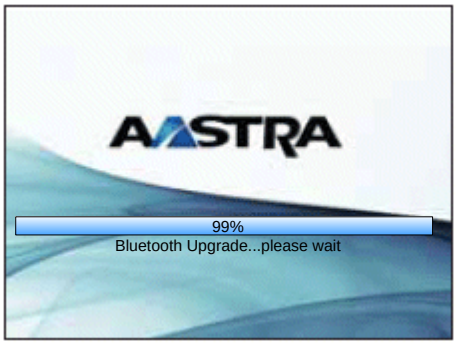


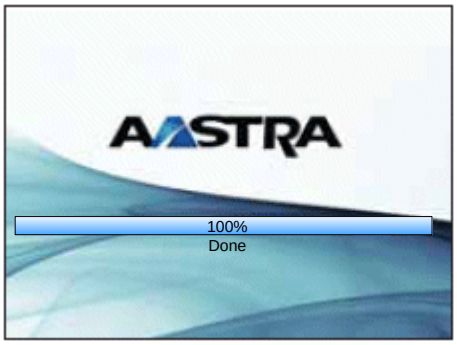
3.2.3 Configuration Complete

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









3.2.4 Idle Screen

The Idle screen displays when the startup process is completed.

The Idle screen lists your name and/or extension (SIP screen name) and day, date, and time. In the illustration below, the "L1" indicates John Smith with extension 1005 is configured on Line 1. The icon indicates the phone is idle and the handset is on-hook.

By default, the softkeys display is empty. Your System Administrator may have already configured some of these softkeys for you according to the requirements of your organization.

The 6739i displays up to 12 softkeys per page. If more than 12 softkeys are configured, the last softkey displays is the **More** key ( ) indicating there are more softkeys on additional pages that follow. This key toggles between pages of configured softkeys.

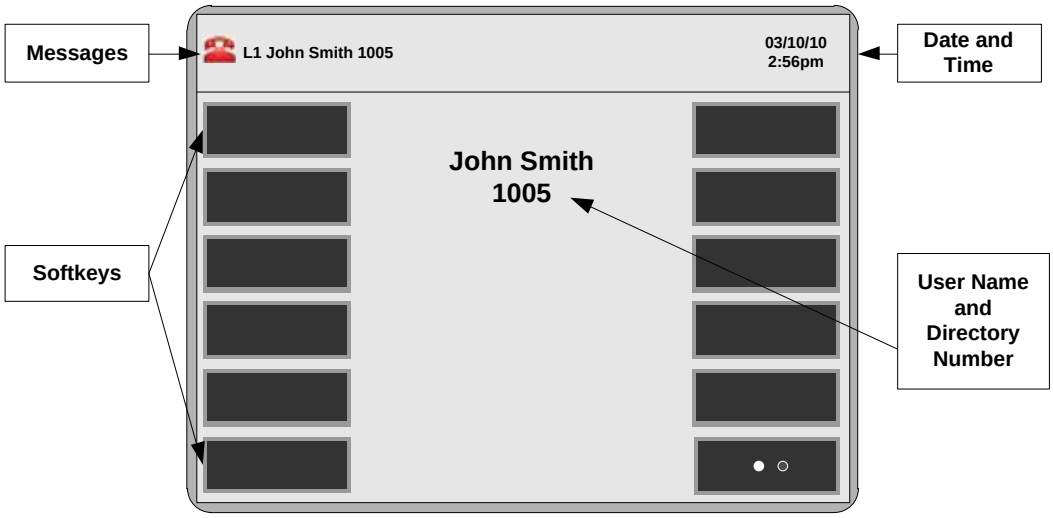


Figure 4 Idle Screen at Startup

3.2.5 Network Connected/Disconnected

If your phone has successfully connected to the network, the following screen displays before changing to the idle screen.

If your phone did not successfully connect to the network, the "**Network Disconnected**" message appears on the display and the telephone status light turns on.

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 displays the "**Network Connected**" prompt for a few seconds.

For more information about connecting your phone, see the *Aastra 6739i IP Phone Installation Guide*. Check with your system or network administrator for assistance.

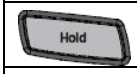
Note

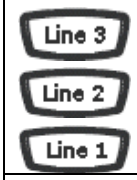
If the phone displays "**No Service**" you can still use the phone, but it is not registered with the Registrar. For more information about registering your phone, see your System Administrator.

3.3 6739i Keys and Functions

3.3.1 Hard Keys

The following are the available hard keys.

Key	Description
	Controls the Hold feature.
	Accesses the Redial list of up to 100 previously dialed numbers. Controls the Last Number Redial feature.
	Ends an active call Exits an open list, such as the Options List, without saving changes.
	Accesses a list of options to customize your phone.
	Accesses the Caller's List.
	Accesses your personal directory.

Key	Description
	Accesses services set up by your administrator.
	Controls the Conference feature.
	Controls the Transfer feature.
	Adjusts the volume for the handset, headset, ringer, and speaker.
	Accesses your voice mail system.
	3 line/call 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.
Optional Expansion Modules	The M670i or M675i provide an additional 36 softkeys on each M670i Expansion Module, and up to 60 softkeys on each M675i Expansion Module. (The 6739i IP Phone allows up to 3 expansion modules on each phone). See Appendix A – Optional Expansion Modules.
	Navigation Icons

3.3.2 Softkeys

On the 6739i, you can configure up to 55 multi-functional softkeys using the IP Phone User Interface (UI) **Softkeys** feature in the **Options** menu.

Note

If an Expansion Module is attached to the phone, you can configure additional softkeys. For more information about expansion modules, see Appendix A – Optional Expansion Modules.

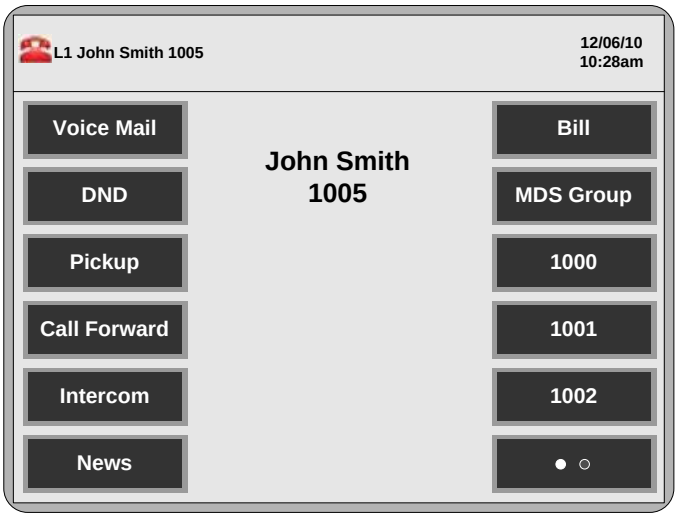


Figure 5 Idle Screen with Softkeys Configured

3.3.2.1 Softkey Function Description

The following are the available softkey types. You can set up a key from the Phone User Interface (UI) . However, if the feature or function is not enabled or configured on the system, the key will not function.

Key	Description
None	The key is available for assignment.
Line	Line/Call appearance.
Speeddial	Dials a predefined number automatically.
Do Not Disturb	Enables/Disables the Do Not Disturb feature.
Busy Lamp Field (BLF)	Displays the status of a line configured on another phone. You can dial out on a BLF key. There is a maximum of 50 BLFs allowed on an M670i Expansion Module.
BLF\List	This feature allows the IP phone to subscribe to a list of monitored users defined through the Clearspan Web Portal. In addition to monitoring the idle and busy state, the BLF\List feature also supports the ringing state. When the monitored user is idle, there is a small telephone icon shown with the handset on-hook. When the monitored user is on an active call, a small telephone icon is shown with the handset off-hook.
Automatic Call Distribution (ACD)	The key is configured for ACD.
Directed Call Pickup	Allows you to intercept (pick up) a call on a monitored extension.
XML	Accesses customized XML services. You can specify a URL for this option.
Park	Parks incoming calls.
Pickup	Picks up parked call.
Call Forward	Accesses the Call Forward menus.

Speeddial/Xfer	Used for speeddial functions, or as a transfer key.
Speeddial/Conf	Used to speeddial a predefined number during a conference call, and add the new call directly to the conference.
Intercom	Used for Intercom calls.

3.4 Phone Status Icons

The following icons display in the upper left corner of the screen to indicate the status of the phone and/or calls.

Icon	Description
	Phone is on-hook and in the idle state.
	The handset or the speakerphone/ headset is off-hook and the caller is dialing.
	There is a call in progress.
	The phone is ringing on an incoming call.
	The current line on the phone has multiple callers conferenced.
	An outgoing call has been placed and the destination is busy.
	The line that has a call parked has been selected pick up the parked call.
	The current line on the phone has “Do Not Disturb” (DND) enabled.
	The outgoing call has failed.
	The current call has been forwarded/transferred to another destination.
	You have placed the handset on-hook or pressed to hang up the phone.
	You are adjusting the volume for the Handset.
	You are adjusting the volume for the Headset.
	You are adjusting the volume for the Ringer.
	You are adjusting the volume for the Speakerphone.

3.5 Feature Icons

When you use the following features on your phone, a corresponding icon displays at the top of the idle screen indicating the feature is enabled. When you receive messages in your mailbox, the **Messages** icon also displays.

Icon	Description
	Indicates that Call Forwarding is enabled on the phone.
	You have new messages waiting in the “In Box” of your voicemail. Press this icon to access your voicemail to listen to your messages. **Note** Your voicemail must be setup by your System Administrator before you can access voicemail from your phone. Contact your System Administrator for more information, or refer to the documentation of for the voicemail system you are using.
	You have a Bluetooth device connected to your phone.
	Do Not Disturb is enabled.

Figure 6 Idle Screen with Feature Icons

3.6 Off-Hook and Dialing Screen

When you lift the handset, press the Speakerphone/Headset key on the phone, or press the Intercom softkey, the screen displays the **Dial** and the **Cancel** softkeys. The off-hook status icon displays in the upper left corner of the screen.

You can enter a phone number using the keypad on the phone, then press **Dial** to dial that number. The dialed number or extension appears on the screen. You can press **Cancel** at any time to cancel the outgoing call.

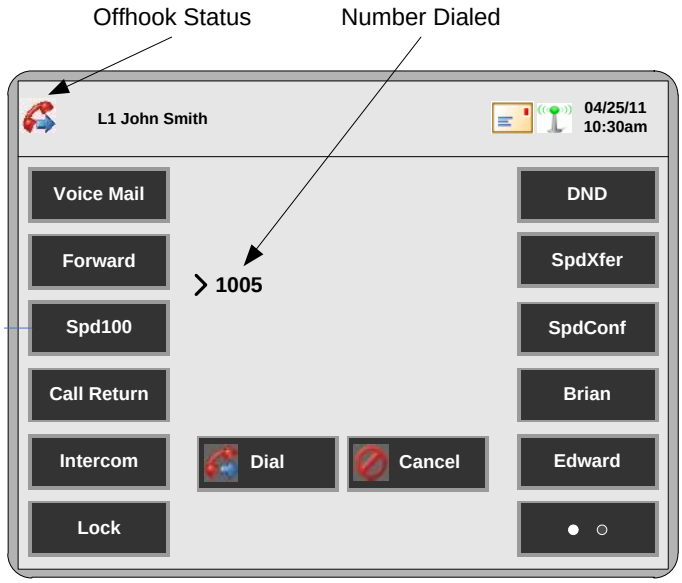
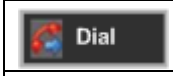


Figure 7 Offhook and Dialing Screen

Key	Description
	Press this button after entering a phone number or extension from the phone's keypad. The number is automatically dialed.
	Press this button to cancel a dialing process.

3.7 Incoming Call Screen

When you receive an incoming call, a ring status icon displays in the upper left corner. The Caller ID of the caller displays on the screen. The **Answer**, **Reject**, and **Silence** keys display allowing you to select how you want to handle the incoming call.

Note

A "**picture ID**" displays. Contact your System Administrator for more information about the "picture ID" feature.

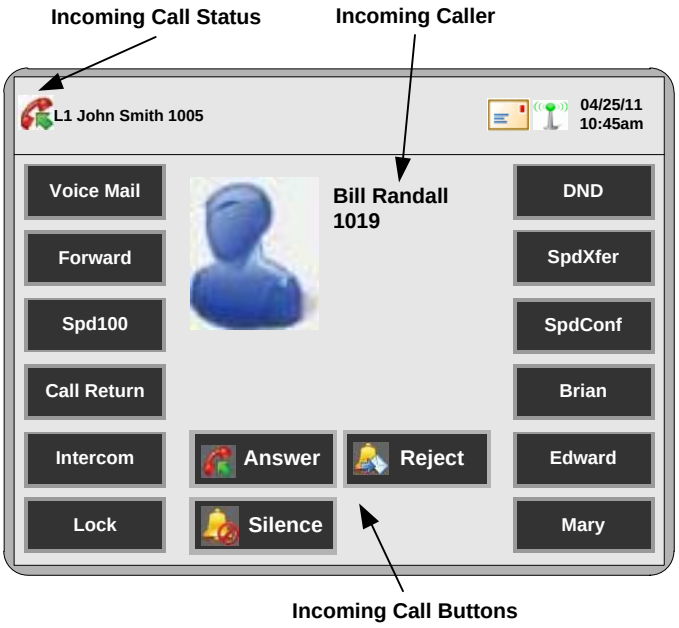


Figure 8 Incoming Call Screen

Key	Description
Answer	Answers the incoming call.
Reject	Rejects the incoming call and directs the call to your voicemail.
Silence	Silences the ringer during the incoming call.

3.8 Connected Call Screen

When you make a call and the destination answers, the call connected status icon displays in the upper left corner. The phone screen displays as follows indicating an active call is in progress. The picture of the caller displays only when the Picture ID feature is enabled for your organization.

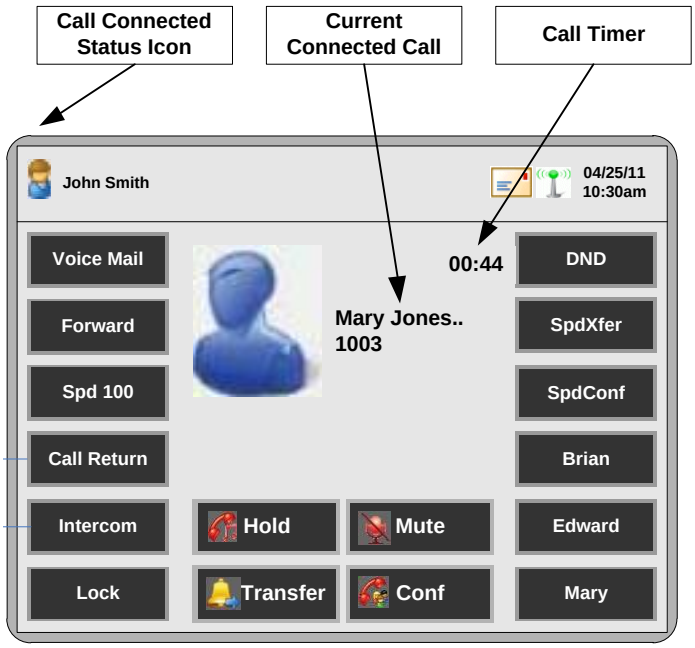


Figure 9 Connected Call Screen

Key	Description
Hold	Places the active call on hold.
Mute	Places the active call on mute. (The destination party cannot hear audio from your phone. However, you can still hear the destination party).
Transfer	Transfers the active call.
Conf	Establishes a 3-way conference.

3.9 Clearspan Features

Note

Because some Clearspan features are available by license only, you may not have access to all of them. Contact your system administrator with any questions. See Phone Features.

Feature	Description
Commonly used features:	
Hold	Activates/deactivates the Hold feature.
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 Forward All, Busy, No Answer	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.
Anonymous Call Rejection	Enables a user to reject calls from anonymous parties who have explicitly restricted their Caller ID.
Autodial (Hotline and Warmline)	The phone automatically dials a pre-configured number whenever it is off-hook.
Automatic Callback	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.
Busy Lamp Field	Allows a specific extension to be monitored for busy or idle conditions.
BLF/List	Allows the IP phone to subscribe to a list of monitored users defined through the Clearspan web portal. This feature monitors the idle state, busy state, and ringing state.

Feature	Description
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.
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.
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.
Redial List	Provides a list of numbers dialed
Speeddial	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.
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.
Additional Features:	
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.

Feature	Description
Cancel Call Waiting per Call	Allows you to disable Call Waiting for the next or current call.
Centralized Conferencing	Allows you to create multiple conferences with unlimited participants (depending on your server limitations) when enabled by the system administrator.
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]
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.
Shared Call Appearance Location Control Activation and Deactivation	Allows you to activate or deactivate the shared call appearance at a particular station.

Feature	Description
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.

3.10 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.

3.11 Line Keys

There can be up to 9 line/call appearance keys configured on the 6739i.

3.11.1 Line Hard Keys

There are 3 line/call appearance hard keys on the bottom right side of the phone labeled **Line1 – Line3**. The associated lamps indicate the status of the line or call appearance. The following applies to these keys:

3.11.2 Line Softkeys

3.11.2.1 Display the Line Keys

You can display the Line keys on your phone by pressing the icon at the upper left corner of the screen.

Note

- = Available lines.
- = Unavailable lines.
- **GREEN** outline = Active calls.

- = Held calls.

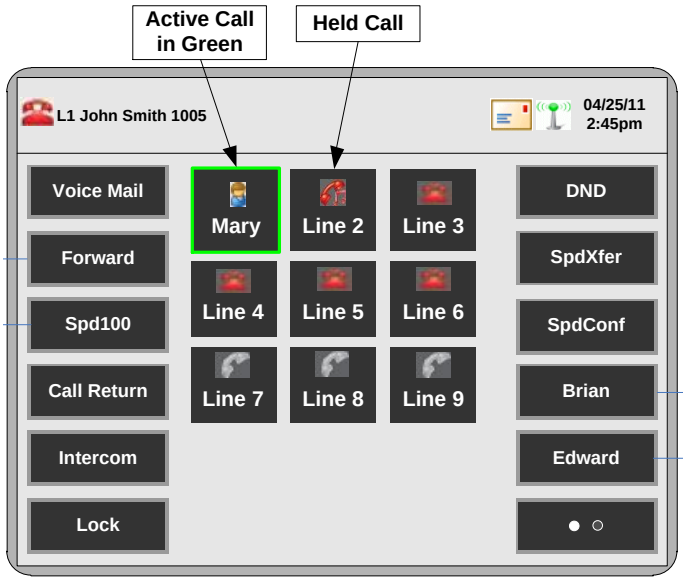


Figure 10 Line Keys

3.12 Assign Softkeys

See Softkeys.

3.12.1 Speaker and MWI Status Lamps

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

3.12.2 Status Lamps for all Line/Call Appearances

Line/Call appearance hard keys **L1 – L3** have green lamps.

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

3.12.2.1 Speaker Lamp

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

Speaker LED Status	Description

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

3.12.2.2 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.

3.12.3 Stuttered Dial Tone

The system administrator can enable or disable the playing of a stuttered dial tone when there is a message waiting on the IP phone.

3.12.4 Volume Keys

Step	Action	Result
Set Ringer Volume:		
1.	Leave the handset in the cradle.	
2.	Press a **Volume** key.	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 a **Volume** key.	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** key while on a call.	The Headset volume indicator displays on the screen. The headset volume remains at this setting until it is adjusted again.
Set Speaker Volume:		
1.	Press a **Volume** key while on a call and talking on the Speaker.	The Speaker volume indicator displays on the screen. The speaker volume remains at this setting until it is adjusted again.

3.12.5 Call Timer

This timer displays the elapsed time of a call.

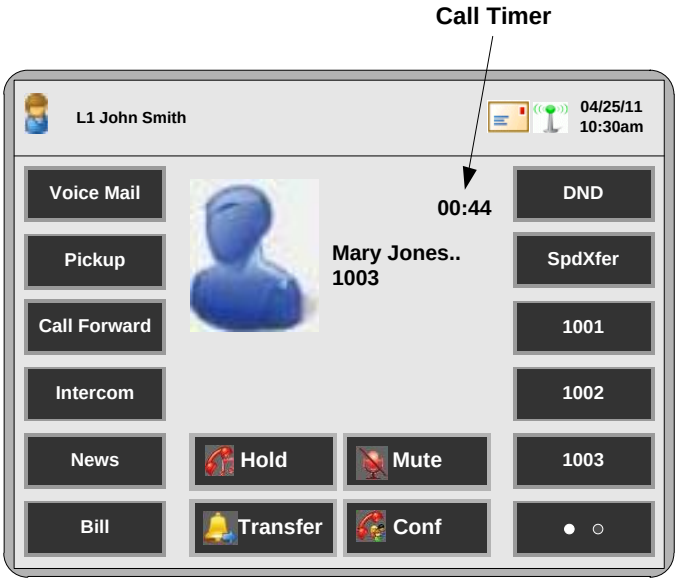


Figure 11 Call Timer

3.12.6 Mute

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

Step	Action	Result
Activate the Mute feature:		
1.	During a call: Press Mute.	The red Mute lamp flashes. The Mute key is highlighted in red. You can hear the caller. The caller cannot hear you.
Deactivate the Mute feature:		
1.	Press Mute again.	Mute is deactivated.

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4 Customize your Phone

4.1 Options List

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

If you make changes from the default settings, they are permanent until you change them again.

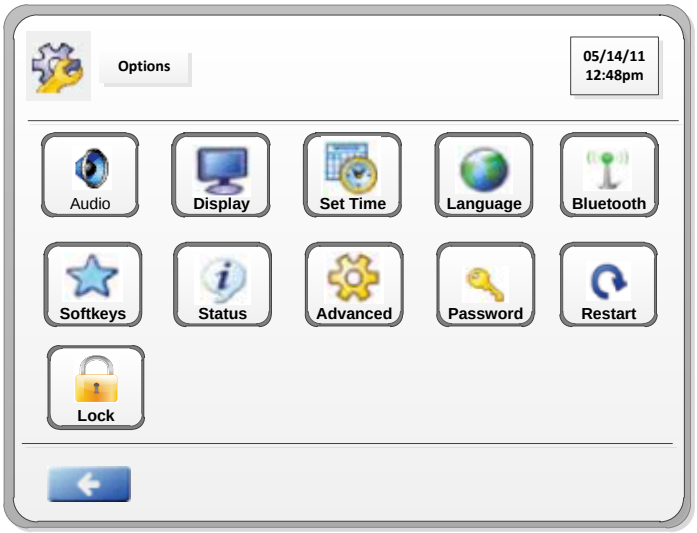

Figure 12 Options Screen

Softkey	Description
	Sets the following: • Audio Mode • Headset Device • Headset Mic Volume • Ring Tone • Tone Set
	Sets the following: • Brightness Level • Brightness Timer • Calibrate Screen
	Sets the following: • Time Format • Date Format • Time Zone • Time Servers
	Sets the following: • Screen Language • Input Language
	View the Bluetooth status, and add or delete a Bluetooth headset.
	Assign specific functions to softkeys that appear on the idle screen of the phone.
	View the following information about the phone: Firmware Information Network Information
	Access the Advanced configuration features of the IP phone**. This option is password protected and can only be accessed by an Administrator.**
	Set or reset a password for your phone.
	Restart the phone.
	Locks the phone.

4.2 Access the Options List

Step	Action	Result
1.	Press .	The Options screen displays.
2.	Press the desired menu item on the screen to go directory into the option.	
3.	Press to save and return to the idle screen.	The change is saved.
4.	Press or to cancel changes and return to the idle screen.	
5.	Press or from any menu to exit the options list and return to the idle screen.	

4.3 Audio

The **Audio** option allows you to set the following on your phone:

- Audio Mode
- Headset Device
- Headset Mic Volume
- Ring Tone
- Tone Set

4.3.1 Audio Mode

The **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. Press to switch between handset and speaker.
Headset	Place or receive calls using a headset. Press to switch between the headset and handset. Lift the handset to switch from the headset to the handset.

Option	Description
Speaker/Headset	Incoming calls go directory to the speaker. Press 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. Press 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.

4.3.1.1 Change Audio Mode

Step	Action	Result
1.	Press > .	The Audio menu displays.
2.	Press the key adjacent to Audio Mode.	The Audio Mode menu displays with the current setting highlighted in green: • Speaker • Headset • Speaker/Headset • Headset/Speaker
3.	Press the key of the desired mode.	The change is saved.
4.	• Press to return to the previous menu. Or • Press or to return to the idle screen.	

4.3.2 Headset Device

The **Headset Device** option allows you to set the type of headset you are using with your phone. The 6739i allows the following type of headsets:

- Wired headset
- DHSG headset
- Bluetooth headset

A wired headset connects to the phone using a wire from the headset to the back of the phone. For information on installing a wired headset, see your *6739i IP Phone Installation Guide*.

A DHSG headset connects a coupler to the back of the phone which permits the DHSG headset to perform wirelessly. You **MUST** use an Aastra-compatible DHSG headset. Refer to the DHSG installation instructions included with your Aastra-compatible DHSG headset for more information about installing and using a DHSG headset with your phone.

The 6739i also allows you to use any Bluetooth-compliant headset. Bluetooth is a technology that transmits networking data over a wireless, automatic connection. The Bluetooth device must be synchronized with the 6739i phone for it to work. For information about installing and synchronizing your Bluetooth device, see Bluetooth.

Warning!

Use of a non-verified DHSG headset solution is at the customer's own discretion and the customer should be aware that some DHSG headsets require an optional cable in order to be electrically DHSG compliant. Aastra is not responsible for any damage to the IP phone or headset that may result from the use of non-verified headsets, or from incorrectly connecting headsets or cables.

4.3.2.1 Set Headset Device

Step	Action	Result
1.	Press Options > Audio.	The Audio menu displays.
2.	Press the key adjacent to **Headset Device**.	The following menu displays: • Wired • DHSG • Bluetooth
3.	Press the key of the desired device.	The change is saved and the Headset Device key reflects the change.
4.	• Press to return to the previous menu. Or • Press Goodbye or Options to return to the idle screen.	

4.3.3 Headset Mic Volume

Step	Action	Result
1.	Press Options > Audio.	The Audio menu displays.
2.	Press the key adjacent to **Headset Mic Volume**.	The volume menu displays.
3.	Press the key of the desired volume.	The change is saved and the Headset Mic Volume key reflects the change.

Step	Action	Result
4.	• Press to return to the previous menu. Or • Press or to return to the idle screen.	

4.3.4 Ring Tone

You can choose one of 5 different ring tones, or choose the silent option.

Step	Action	Result
1.	Press > .	The Audio menu displays.
2.	Press the key adjacent to Ring Tone**.**	The tone choices display. Each time you press a key, the tone is played back to you.
3.	Press the key of your choice.	The change is saved and the Ring Tone key reflects the change.
4.	• Press to return to the previous menu. Or • Press or to return to the idle screen.	

4.3.5 Tone Set

You can choose one of 10 different tone sets.

Step	Action	Result
1.	Press > .	The Audio menu displays.
2.	Press the key adjacent to Tone Set**.**	The tone set choices from 10 countries display.
3.	Press the key of your choice.	The change is saved and the Tone Set key reflects the change.

Step	Action	Result
4.	• Press to return to the previous menu. Or • Press or to return to the idle screen.	

4.4 Display

The **Display** option allows you to set the following on your phone:

- Brightness Level
- Brightness Timer
- Calibrate Screen

4.4.1 Brightness Level

The **Brightness Level** option allows you to set the amount of light that illuminates the display.

Step	Action	Result
1.	Press > .	The Display menu displays.
2.	Press the key adjacent to **Brightness Level**.	The five Brightness Levels display.
3.	Press the key of the desired brightness level.	The change is saved and the Brightness Level key displays the option you chose.
4.	• Press to return to the previous menu. Or • Press or to return to the idle screen.	

4.4.2 Brightness Timer

The **Brightness Timer** option allows you to set the amount of time you want the display to stay illuminated before turning off during a period of inactivity.

For example, if you set the Brightness Timer to 60, when the phone reaches 60 seconds of inactivity, the LCD brightness goes OFF.

Step	Action	Result
1.	Press Options > Display.	The Display menu displays.
2.	Press the key adjacent to **Brightness Timer**.	The text box displays.
3.	Touch inside the text box. Note Press the backspace key to erase the current value.	The keyboard displays.
4.	Enter the number of seconds.	
5.	Press **Enter**.	The changes are saved and the value displays on the Brightness Timer key.
6.	• Press to return to the previous menu. Or • Press Goodbye or Options to return to the idle screen.	

4.4.3 Calibrate Screen

The **Calibrate Screen** option allows you to calibrate the color touchscreen. This process makes fine adjustments for optimal display. Use a **SOFT** fine tip stylus pen or the eraser end of a pencil.

Note

If your touch screen is still slow to respond, it needs to be recalibrated again. It may help to use the eraser end of a pencil to calibrate the screen.

Step	Action	Result
1.	Press Options > Display.	The Display menu displays.
2.	Press the **Calibrate Screen** key.	The message “Recalibrate Touchscreen?” displays.

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Step	Action	Result
3.	Answer **Yes** to continue, or **No** to cancel.	
4.	If you answer **Yes**, the following displays: *"Waiting for touchscreen activity to subside...."*	
5.	Press the screen as indicated by each prompt using a **SOFT** fine tip stylus pen or the eraser end of a pencil. Do not use a sharp object such as an ink pen or pencil which can damage the touch screen: *"Touch the UPPER-LEFT corner of the screen."* *"Touch the UPPER-RIGHT corner of the screen."* *"Touch the LOWER-RIGHT corner of the screen."* *"Touch the LOWER-LEFT corner of the screen."* If you touched the screen in the wrong location, the following message displays: "*Received unreliable data. You will be asked to touch the same point again."* Retouch the screen in the correct location to continue. When the recalibration is finished, the following message displays: *"Validating calibration data....please wait."*	
6.	Press **Done** to complete the recalibration and return to the previous screen.	
7.	• Press to return to the previous menu. Or • Press or to return to the idle screen.	

4.5 Set Time

The

option allows you to set the following on your phone:

- Time Server
- Time Format
- Date Format
- Time Zone

4.5.1 Time Server

The phone acquires the time and date from the time server. The time server is already assigned. Talk to your administrator if your phone has any difficulty with the date and time.

4.5.2 Time Format

The 6739i obtains the clock time from the local Time Server in your network.

Step	Action	Result
1.	Press > .	The Set Time menu displays.
2.	Press the key adjacent to **Time Format**.	The following values display. • 12 Hour (default) • 24 Hour
3.	Select the desired value.	The result displays on the Time format key.
4.	• Press to return to the previous menu. Or • Press or to return to the idle screen.	

4.5.3 Date Format

The 6739i obtains the date from the local Time Server in your network.

Step	Action	Result
1.	Press > .	The Set Time menu displays.
2.	Press the key adjacent to **Date Format**.	The date format menu displays.

Step	Action	Result
3.	Choose one of the following values: • WWW MMM DD (default) • MM/DD/YY • DD-MMM-YY • MMM DD • YYYY-MM-DD • DD MMM YYYY • DD/MM/YYYY • WWW DD MMM • DD/MM/YY • DD MMM • DD-MM-YY • DD.MM.YYYY	A list of time zones and time zone codes displays.
4.	Press the key of the desired format.	
5.	• Press to return to the previous menu. Or • Press or to return to the idle screen.	

4.5.4 Time Zone

The 6739i allows you to set your geographic location time zone on the phone. The time zone should be set to the country where you are using the phone.

Step	Action	Result
1.	Press > .	The Set Time menu displays.
2.	Press the key adjacent to **Time Zone**.	A list of regions displays.
3.	Press the key of the desired region.	A list of time zones and time zone codes displays.
4.	Use or to find the time zone.	
5.	Press the key of the desired time zone.	

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Step	Action	Result
6.	• Press to return to the previous menu. Or • Press or to return to the idle screen.	

4.6 Language

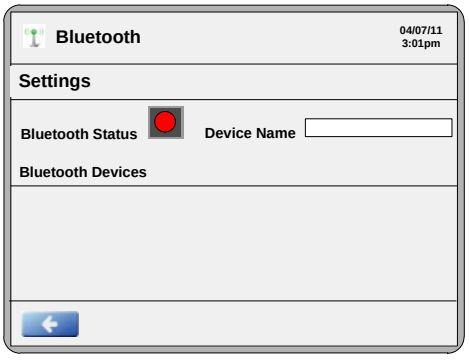
The key sets the language for all of the phone display screens. The phone is permanently set to the English language.

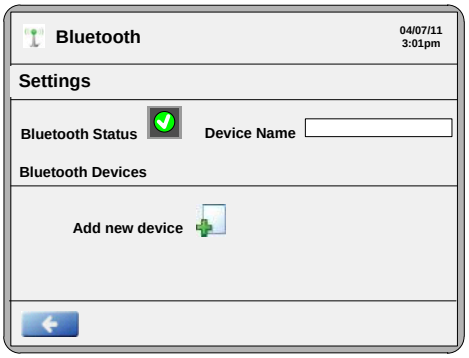
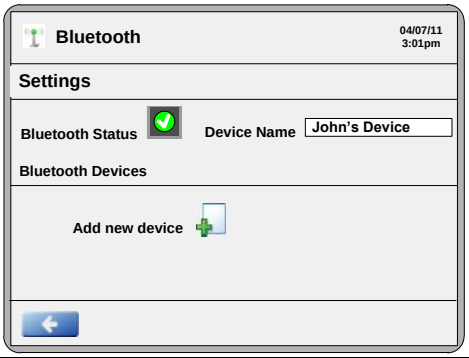
4.7 Bluetooth

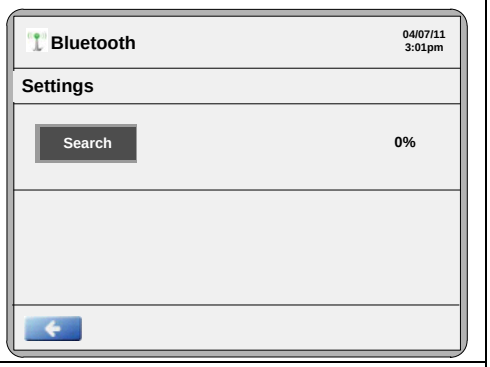
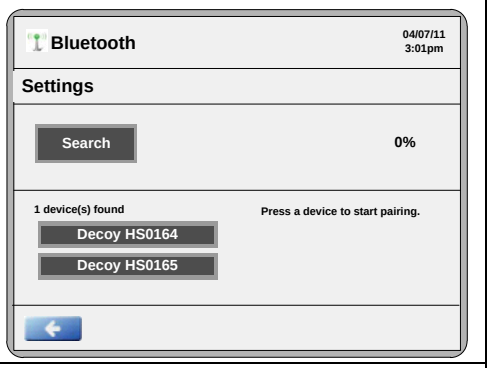
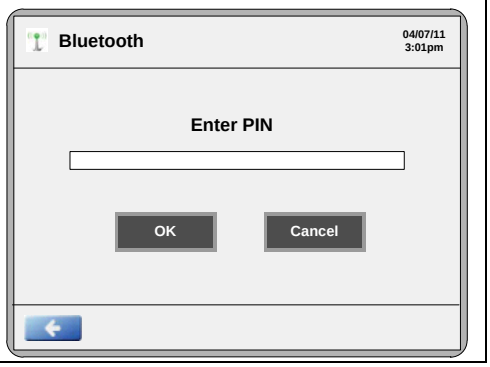
The key allows you to configure Bluetooth on your phone. The 6739i supports the use of a Bluetooth headset as an alternate headset device. You can turn the Bluetooth capability on and off as required. You can also add or delete a Bluetooth headset as needed.

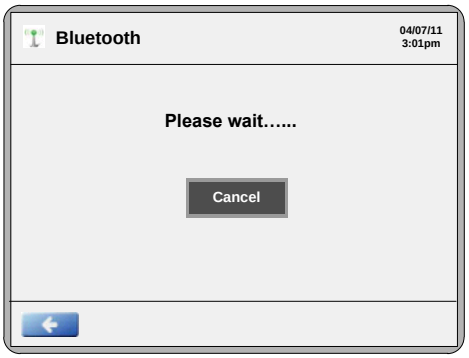
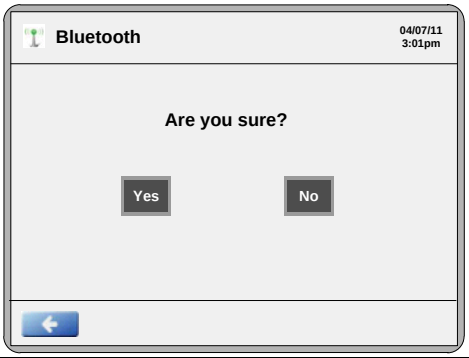
Note

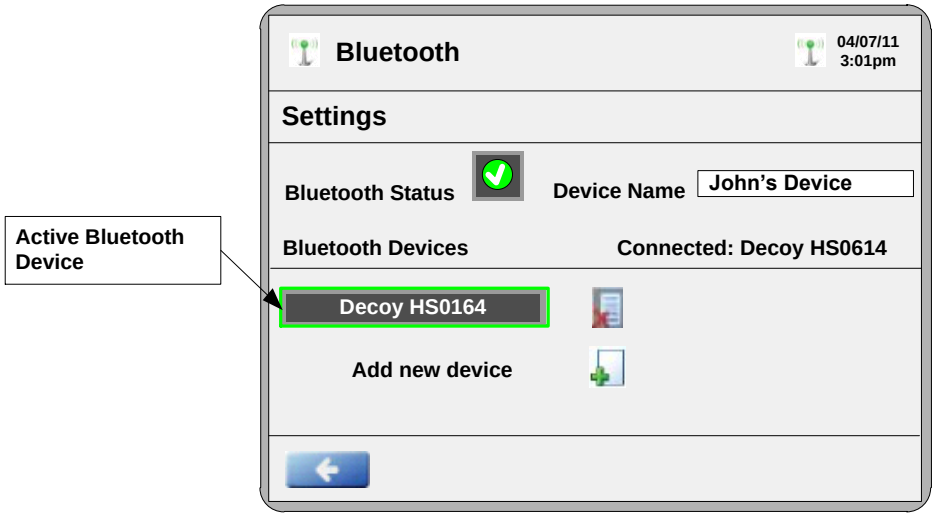
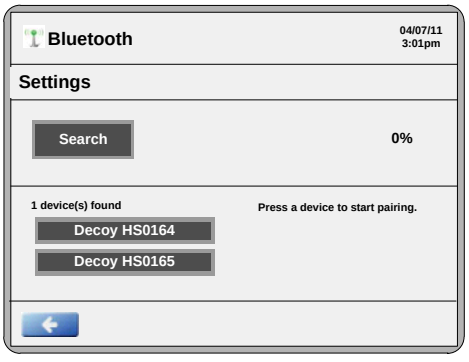
When using a Bluetooth device with your phone, make sure that the phone's headset device is set to "**Bluetooth**". For more information on setting the audio headset device, see Headset Device.

Step	Action	Result
Enable Bluetooth:		
1.	Press > .	The Bluetooth screen displays.  The **Bluetooth status** button indicates the Bluetooth feature is OFF.

Step	Action	Result
2.	Press to turn the feature on.	A screen displays with the message "*Please Wait....*" and allows you to cancel if required. The status button turns green when the feature is on.  The Bluetooth Status button indicates the feature is ON.
Disable Bluetooth:		
1.	Press the Bluetooth status button .	The button changes to indicating Bluetooth is disabled.
Add (Pair) a Bluetooth Device to the phone:		
1.	Press > .	The Bluetooth screen displays.
2.	Press the **Device Name** field on the screen.	The keyboard displays.
3.	Assign an optional name to the Bluetooth device you are adding.	The Add new device screen displays. 

Step	Action	Result
4.	Press the **Add new device** button .	The Search screen displays. 
5.	Press the **Search** button to search for the Bluetooth headset.	When the search is complete, and the phone has found a Bluetooth device(s), the type of device(s) displays. 
6.	Press a device to begin pairing the Bluetooth device with the phone.	The Enter PIN screen displays. 

Step	Action	Result
7.	Enter a PIN number in the text box using the keypad. The default PIN is 0000. **Note** If your phone does not accept the “0000” PIN code for the Bluetooth device you are adding, consult your Bluetooth headset owner’s manual for the applicable PIN to enter in this text box.	 
8.	Press **OK**.	The phone then pairs the Bluetooth device with the phone.

Step	Action	Result
9.	If the pairing was successful, the Bluetooth device displays on a button with a GREEN box indicating this device is the active Bluetooth device on your phone. If the pairing was unsuccessful, the Bluetooth device displays on a button with a RED box indicating the pairing failed. Decoy HS0164 — Successful Pairing Decoy HS0165 — Unsuccessful Pairing The Bluetooth icon displays in the status bar of the screen when Bluetooth active on your phone. The following screen displays. 	
Delete (Unpair) a Bluetooth Device:		
1.	Press Options > Bluetooth.	The Bluetooth Device screen displays.
2.	Press next to the Bluetooth device you want to unpair from the phone.	The confirmation screen displays.
3.	• Press **Yes** to unpair the Bluetooth device. **Or** • Press **No** to cancel the unpairing.	When you unpair the Bluetooth device from the phone, the following screen displays. 

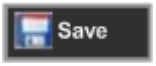
Step	Action	Result
4.	• Press to return to the previous menu. Or • Press or to return to the idle screen.	

4.7.1 Softkeys

The option allows you to assign softkeys to your phone.

4.7.2 Configure a Softkey

Step	Action	Result
Configure a Softkey		
1.	Press > .	A list of softkeys assigned to your phone displays. Available keys are labeled **None.**
2.	Press an available key.	The Softkeys screen displays.
3.	Press the softkey adjacent to the **Type** field. Note If you are replacing an existent softkey, the **Type** key label will reflect what was there before.	A list of available features displays.
4.	Choose a feature.	
5.	Assign the values for that feature.	
6.	Press **Save**.	The softkey displays the label that you assigned to it.
Delete a Softkey.		
1.	Press > .	A list of softkeys assigned to your phone displays. Available keys are labeled **None.**
2.	Press the softkey to be deleted.	The **Type** screen displays.
3.	Press the softkey adjacent to the **Type** field.	A list of available features displays.
4.	Press or .	

Step	Action	Result
5.	• Press  to save. Or • Press to cancel.	The softkey is deleted. The softkey no longer appears on the phone screen.
6.	Press two times to return to the main screen.	

4.8 Status

The **Status** key in the Options Menu allows you to view the current state of your phone. You can view the following information:

Firmware Information:

- Firmware version
- Bootloader version

Network Information:

- IP address of your phone
- MAC address of your phone
- Local Area Network (LAN) port
- PC Port (if PC link exists)

Step	Action	Result
1.	Press > .	The Status screen displays.
2.	Press the **Firmware** key.	The following information displays:
3.	Press in the Type field of the screen.	A list of available features displays. • Firmware version • Bootloader version
4.	Press the **Network** key.	The following information displays. • IP Address • MAC address • LAN Port • PC Port

4.9 Advanced

The **Advanced** key in the Options menu is password protected and can only be accessed by your System Administrator.

4.10 Password

The **Password** key in the Options Menu allows you to change your user password on your phone.

Valid values when creating or changing a 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.	Press Options > Password.	The password text boxes display and the keyboard displays.
2.	Enter the **Current Password** in the text box using the keyboard.	The keyboard displays.
3.	Enter the New Password in the text box.	
4.	Re-enter the new user password.	
5.	Press .	The password is changed.

4.11 Restart

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

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.	Press Options > Restart.	The Restart the Phone screen displays.

Step	Action	Result
2.	• Press **Yes** to restart the phone. Or • Press **No** to cancel the restart.	

4.12 Phone Lock

The Lock key in the Options menu locks your phone. While the phone is locked, you can receive calls, but you cannot place a call from the phone or alter any features. The phone is unlocked using your user password.

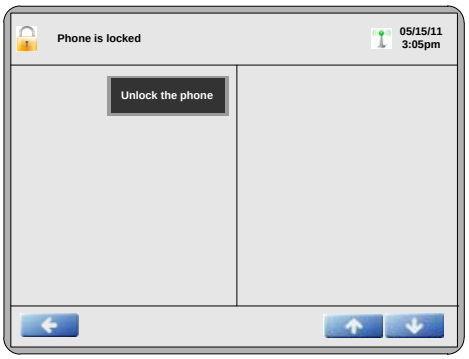
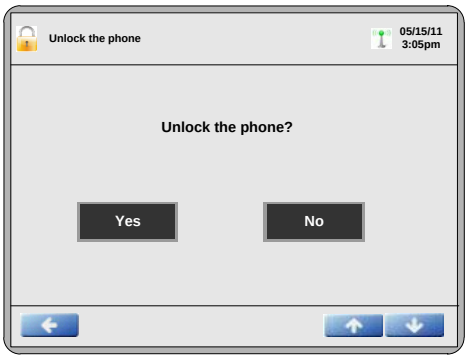
Step	Action	Result
Lock the phone:		
1.	Press Options > Lock.	The *Phone is locked* message displays on the idle display.
Unlock the phone:		
2.	Press Options.	The *Unlock the phone* option displays. 
3.	Press the Unlock the phone key.	The Enter Unlock Password displays.
4.	• Enter your user password if you have one, and press **Enter**. **Or** • Press **Enter** only if you do not have a password.	The *Unlock the phone?* Screen displays. 
5.	Press **Yes**.	The phone is unlocked and ready for use.

Figure 13 Phone is Locked Screen

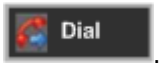
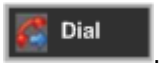
5 Call Handling

5.1 Place a Call

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

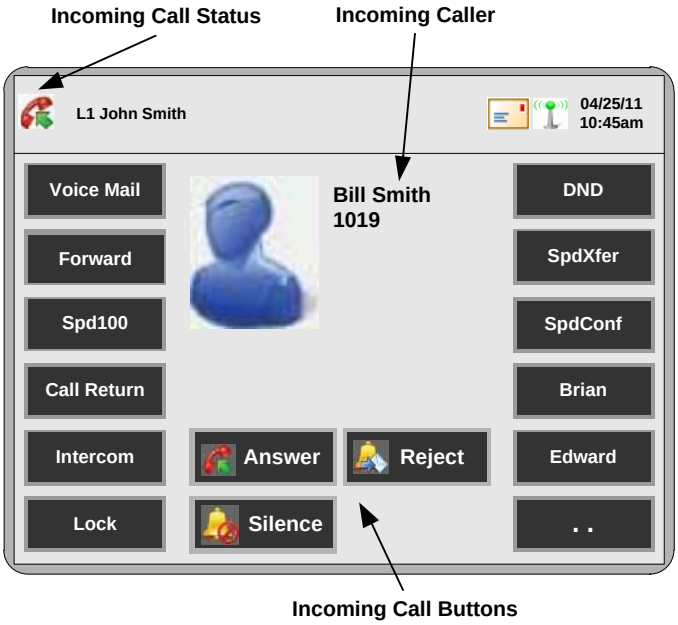
Note

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	Result
1.	With the handset on hook: Dial the number.	**Note** Speaker mode is the default **Audio**. 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/call appearance).	
2.	Dial the number.	
Speaker Key:		
1.	Press .	
2.	Dial the number.	
3.	Press  .	
Line/Call Appearance Key:		
1.	Press a Line key.	
2.	Dial the number.	
3.	Press  .	

5.2 Answer an Incoming Call

When your phone receives an incoming call, the ringing status icon displays in the upper left corner. The Caller ID of the caller displays on the screen. The Answer, Reject, Silence keys display allowing you to select how you want to handle the incoming call. There is a picture of the caller if the Picture ID feature is enabled for your organization.



Press Answer, Speaker/Headset, or the ringing line/call appearance hard key, or

If the phone is already on a call, pressing the line/call appearance key for the new incoming call automatically places the first 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.

You can press Silence while the call is ringing in to silence the ringer.

5.3 Send an Incoming Call to Voicemail

You can send an incoming call directly to voicemail without answering the call using any of the following methods:

- Do nothing and let the incoming call go directly to voicemail.
- Press Reject while the phone is ringing.
- Press Goodbye without picking up the handset.

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If all of available lines on your phone are busy, any additional incoming calls go directly to voicemail. Your phone screen displays the voicemail icon ( ) along with the number of waiting messages, if you have unheard messages (example: x4).

5.4 Handle Calls Using the Speaker

The hands-free feature allows you to speak to someone without using the handset or headset. Your phone must be in either the Speaker or Speaker/Headset audio mode. For more information about setting the audio mode on your phone, see Section 4.3 Audio.

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

5.5 Handle Calls Using a Headset

The 6739i accepts headsets through the modular RJ22 jack on the back of the phone. You can adjust the volume of your headset if desired. You can also make and receive calls using your headset. For more information about setting a headset device mode and adjusting the headset volume, see Section 4.3 Audio.

When hands-free is on, the speaker light turns on.

Step	Action
1.	Plug the headset into the jack.
2.	Press or the line/call 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 Section 4.3 Audio.

5.6 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.

5.7 End a Call

Step	Action
1.	From a connected call: • Press . Or • Place the handset back on hook if connected through the handset.

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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 the Callers List.
- If you have left a call on hold for a pre-defined period of time, the system will ring your phone until you answer the call (if the option is configured on your system).

Step	Action	Result
1.	From a connected call: • Press on the front panel of the phone **Or** • Press on the screen.	• The line/call appearance lamp flashes slowly. • The MWI lamp on the top of the phone flashes slowly. • The screen displays the information about the caller on hold and the picture ID (if this feature is enabled on your phone).

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.

Step	Action	Result
1.	• Press on the front panel of the phone. **Or** • Press . **Or** • Press the **Line** button.	You are reconnected to the call.

6.1.3 Automatic Hold

The 6739i automatically puts your current call on hold when you press a new line key while on an active call.

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6.2 Autodial (Hotline and Warmline)

With the Autodial feature, your phone automatically dials a pre-configured number whenever it is off-hook. The Autodial functions as follows depending upon the configuration:

- **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.

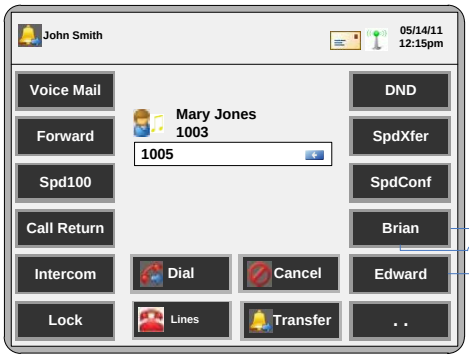
The Autodial feature is available on a global or per-line basis.

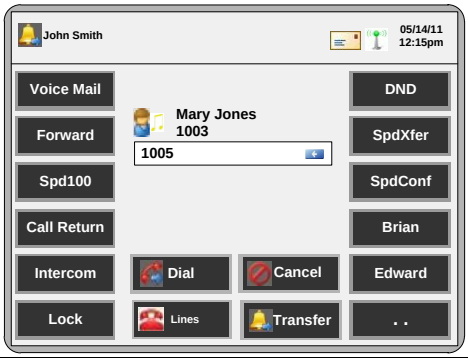
Notes:

1. Any speeddial numbers configured on your phone are not affected by autodial settings.

2. If Autodial is configured on your phone, any lines that function as hotlines do not support conference calls, transferred calls, and/or intercom calls.

6.3 Transfer

Step	Action	Result
Unannounced (blind) transfer: When you transfer a call directly to another party and complete the transfer without consulting with the receiving party, it is an unannounced transfer.		
1.	From a connected call: • Press on the front panel of the phone. **Or** • Press on the screen.	• The calling party is placed on hold. • You hear dial tone. 
2.	Enter the number of the destination party.	The number is automatically dialed. **Note** You can use the Dial softkey for numbers that are not automatically dialed.

Step	Action	Result
3.	Hang up before the destination party answers.	• The transfer completes. • The Call Transferred screen displays *very briefly* before returning to the idle screen.
Announced Transfer: When you transfer a call to another party and remain on the line to talk to the other party before you complete the transfer, it is an announced transfer. After you consult with the other party, you can either complete the transfer or go back to the original caller		
1.	From an active call: • Press Transfer. Or • Press Transfer.	• The calling party is placed on hold. • You hear dial tone. 
2.	Enter the number of the destination party.	The number is automatically dialed.
3.	When the destination party answers the call: Consult with the destination party.	
4.	• Press Transfer. **Or** • Press Transfer.	

Step	Action	Result
5.	Hang up.	• The transfer completes. • The Call Transferred screen displays *very briefly* before returning to the idle screen.

6.4 Conference

The 6739i supports up to three parties in a conference call.

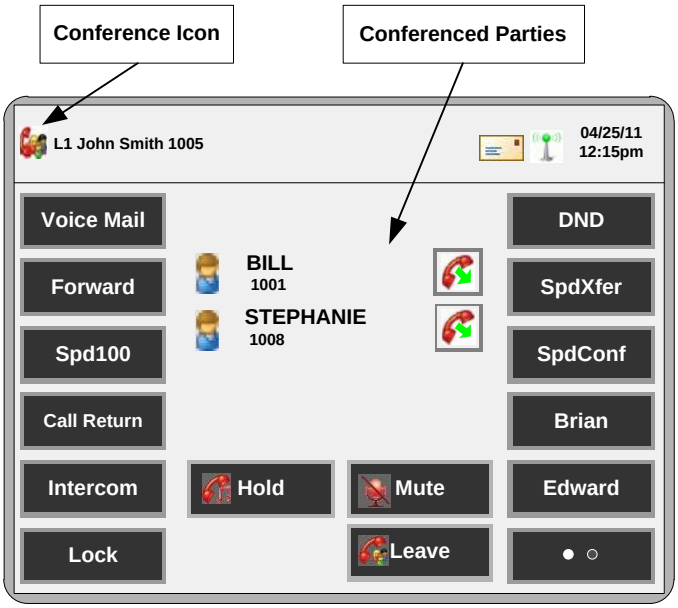
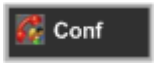


Figure 14 Established Conference Call Screen

6.4.1 Establish the Conference

Step	Action	Result
1.	Connect to the first party to include in the conference.	
2.	• Press on the front panel of the phone. Or • Press .	• The first party is put on hold. • You hear dial tone.
3.	Enter the number of the second party to add to the conference.	The number is automatically dialed.
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 still on hold.
5.	• Press again. **Or** • Press  again.	• The conference is established • A list of the other two parties in the conference displays on the originator's screen.
If you do not wish to add the second party to the conference:		
1.	Press 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.	Press next to the name of the second party.	The second party is dropped and you are connected to the first party.
Drop a party from an active conference:		
1.	Press next to the name of the party to drop.	You remain connected to the other party.
Leave the conference:		
1.	From an established conference: Press .	The other two parties remain connected. **Note** The Caller ID of the dropped Host still displays on the remaining parties' phones.

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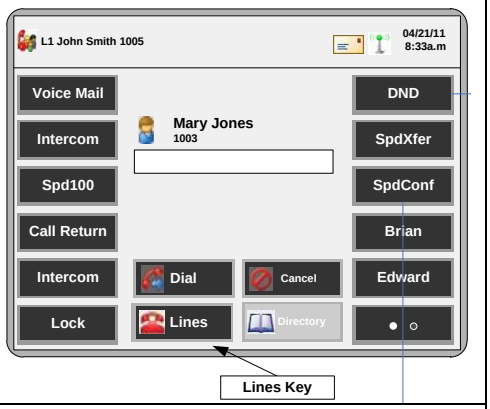
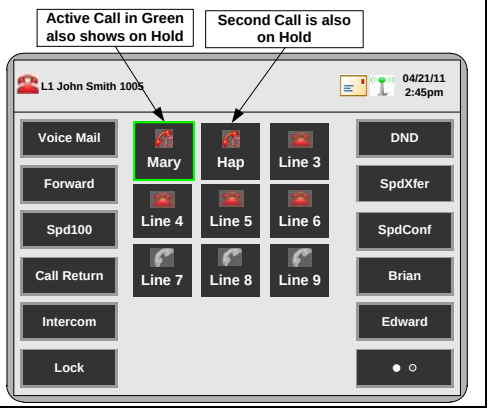
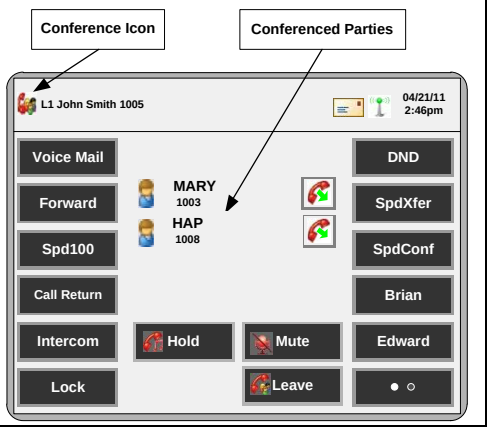
Conference two parties on hold:		
1.	Press the Line key of the first held call.	The first line is connected.
2.	Press **Conf**.	
3.	Press the Line key of the second held call	The second line is connected.
4.	Press **Conf** again.	
5.	Press **Conf** again.	The conference is established

6.4.2 Conference Two Previously Connected Calls - Lines Screen

Step	Action	Result
1.	You have one party on hold and the other party is connected. • Press Conf. Or • Press Conf.	• The following screen displays. • Both calls are hold. • The Line lamps are flashing slowly. 
2.	Press Lines.	• The Lines screen displays. • The current active call is outlined in green. • Both calls are on hold. 

Step	Action	Result
3.	Press the **Line key** in the Lines screen of the other party on hold. In the example in Step 2 above, press the key of the active call.	• The conference is established. • Only one Line lamp is lit. • The conference screen displays. 

6.5 Conference – N-Way

For more than 3 conferenced calls, you must have the *N-Way* service assigned to you by the system administrator. The maximum number of parties allowed in the conference call is controlled by Clearspan (4-15).

6.6 Centralized Conferencing

The 6739i allows you to create multiple conferences with unlimited participants (depending on your server limitations) when enabled by the system administrator. Contact your system administrator for information.

6.7 Anonymous Call Rejection

The Anonymous Call Rejection feature enables you to reject calls from anonymous parties who have explicitly restricted their Caller ID. When you activate the service using a feature access code, callers without available caller identification are informed that you are not accepting calls at that time. Your phone does not ring and you receive no indication of the attempted call. This service does not apply to calls from within the group. See Appendix B Clearspan Feature Access Codes.

6.8 Callback - Automatic

The Automatic Callback feature allows you to monitor a busy party in your group and automatically establish a call when the busy party is available. This feature is enabled by your system administrator or you can enable it if you have access to the web portal.

You can deactivate all callbacks that you have left on other parties by using the appropriate feature access code. See Appendix B Clearspan Feature Access Codes.

6.9 Calling Line ID Delivery Blocking

Calling Line ID Delivery Blocking allows you to block your number from being shown when calling other numbers. Members of your group can still see your number when they are called. This feature is enabled by the administrator.

You have the choice of turning it on or off for all calls and then selectively turning it back on or off using the appropriate feature access codes. See Appendix B Clearspan Feature Access Codes.

6.10 Call Forward All, Busy, No Answer

You can set up Call Forward All, Busy, and No Answer from your phone.

6.10.1 Configure Call Forward

This procedure assumes that you have a Call Forward softkey configured on your phone. See Softkeys. You can also use Feature Access Codes. See Appendix B Clearspan Feature Access Codes.

Step	Action	Result
1.	Press .	The Call Forwarding setup screen displays. Options for All, Busy, and No Answer display. The Off buttons are outlined in green. The On buttons are outlined in red.
2.	Press **On** for each type that you want to turn on.	
3.	Enter the phone number where you want your calls to be forwarded.	
4.	For Call Forward – All: Press the down arrow to copy your phone number choice to all Call Forward types.	
5.	For Call Forward – No Answer: Use or to choose the number of rings before the call forwards to the new number.	
6.	Press .	The changes are saved.

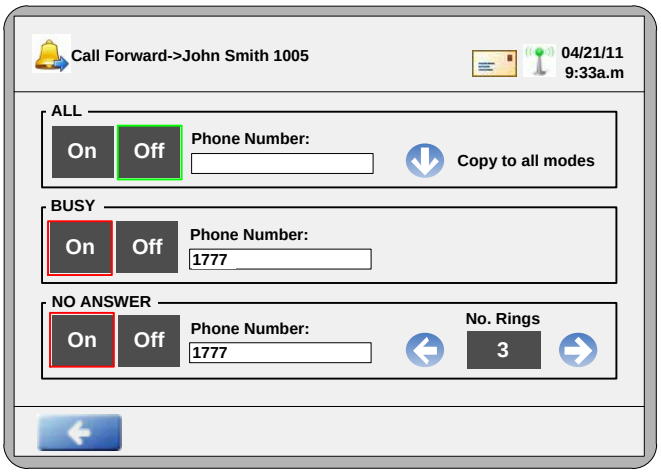


Figure 15 Call Forward Screen

6.10.2 Activate/Deactivate Call Forward

Step	Action	Result
Activate:		
1.	Press Call Forward.	• Call Forward is activated. • The Call Forward icon appears at the top of the screen. • The Call Forward softkey is outlined in red. Call Forward
Deactivate:		
1.	Press Call Forward.	• Call Forward is de-activated. Call Forward • The Call Forward icon is removed from the screen.

6.11 Busy Lamp Field (BLF)

The BLF feature on the phones allows a specific extension to be monitored for busy or idle conditions. The BLF key displays the status of the monitored line.

The following displays on the 6739i for the monitored status:

- Idle – A phone off-hook icon displays next to the BLF key.
- Busy – A phone on-hook icon displays next to the BLF key.
- The key LEDs are either flashing, solid, or off depending upon the state of those extensions.

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6.12 BLF\List

The BLF\List feature allows the phone to subscribe to a list of monitored users defined through the Clearspan web portal. This feature monitors the idle state, busy state, and ringing state.

Note

Your System Administrator must have BLF\List enabled on the Clearspan Server. Contact your System Administrator for more information.

The following displays on the 6739i for the monitored status:

- Idle – A phone off-hook icon displays next to the BLF key.
- Busy – A phone on-hook icon displays next to the BLF key.
- The key LEDs are either flashing, solid, or off depending upon the state of those extensions.

Example:

A receptionist can have a 6739i that subscribes to a list of extensions.

Note

The Clearspan BLF feature is not the same as the Clearspan Shared Call Appearance (SCA) feature and does not permit call control over the monitored extension. However, you *can* use a BLF\List key to dial out.

6.13 Call Return

You can use a Feature Access Code to redial the last party that *called you*, whether or not the call was answered. The system stores the number of the last party to call, and connects you to that party. You can also execute call return via the CommPilot Call Manager.

Step	Action	Result
1.	Press ***69**.	The call is placed automatically to the last party that called you.

6.14 Last Number Redial

You can redial the last number you dialed by clicking the **Redial** key on your CommPilot Call Manager, or by using a Feature Access Code. Also see the Redial List.

Step	Action	Result
1.	Press ***66**.	The call is placed automatically to the last number dialed.

6.15 Call Waiting

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

Step	Action	Result
Call Waiting Persistent Activation:		
1.	Press ***43**.	The Call Waiting service is activated for all calls.
Call Waiting Persistent Deactivation:		
1.	Press **#43**.	The Call Waiting Persistent service is deactivated for all calls.
Cancel Call Waiting:		
1.	Press ***70**.	The Call Waiting service is deactivated for this call. The service will be activated again after the next outgoing phone call.

6.15.1 Handle the Waiting Call from the Main Screen

When multiple calls ring in, each incoming call is directed to a non-busy line on the phone. The phone screen displays a pop-up of each incoming call in the status bar at the top of the screen (shown as incoming caller Bill Charles 1222 on Line 2” in the following example).

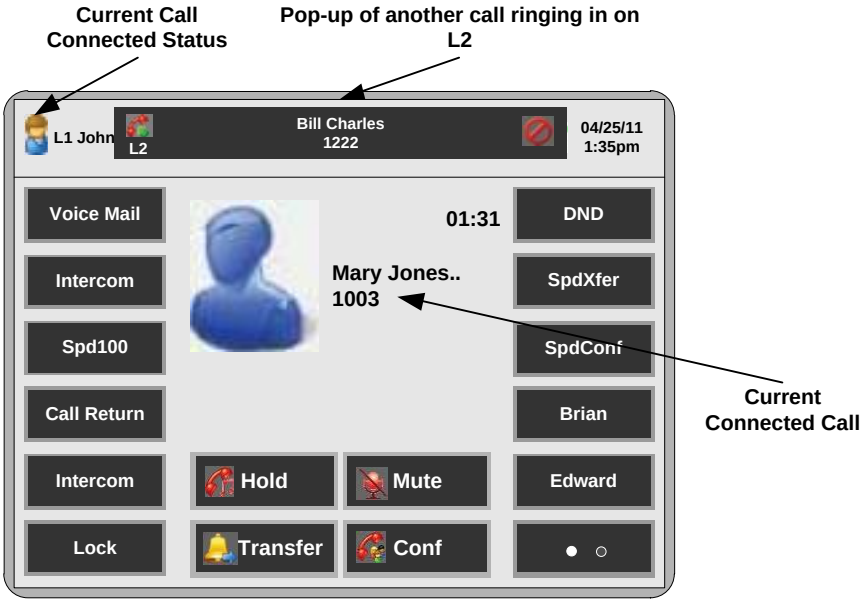

Figure 16 Call Waiting Pop-Up

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Pressing the **name** in the incoming call pop-up displays a Line Keys set in the center of the screen (Lines 1 through 9).

Note

Available lines are indicated by the icon . Unavailable lines are indicated by . Active calls are indicated by a **GREEN** outline. Held calls are indicated by the Hold icon on the Line softkey.

6.15.2 Handle the Second Call (Call Waiting) from the Line Screen

You can use the Line Key set to **answer** the waiting call by pressing the Line key for the waiting call. For example, in the example screen below, you can put Line 1 on hold (using the Hold key on the front panel of the phone) and then press Line 2 to answer the incoming call. The first call is placed on hold automatically. You can also **cancel** the second incoming call by pressing the symbol in the pop-up display at the top of the screen.

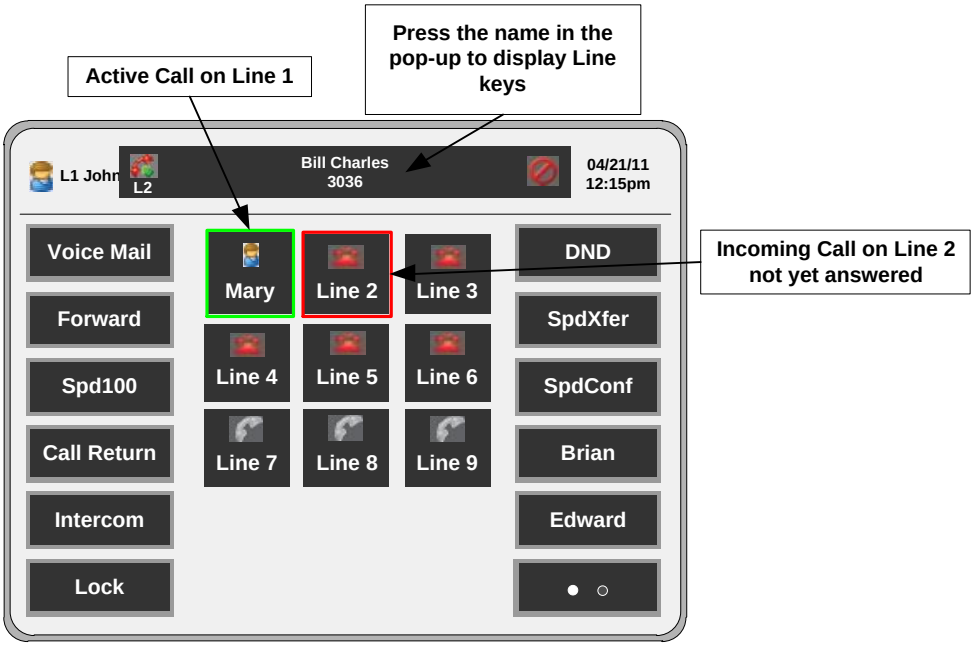


Figure 17 The Line Screen

6.15.3 Handle the Waiting Call using Line Hard Keys

Step	Action	Result
You are on an active call and hear the Call Waiting tone.		
1.	Press the flashing Line/Call 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/Call Appearance key of	The second party is now on hold.

Step	Action	Result
	the original call to return to the first party.	

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.

6.16 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 softkey 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 **DND** Or • Dial ***78**.	If you use the DND softkey, the button turns red. If you use the FAC, you hear a message indicating the service has been activated.
Deactivate Do Not Disturb:		
1.	• Press **DND** Or • Dial ***79**.	If you use the DND softkey, the button returns to the normal color. If you use the DND FAC, you hear a message indicating the service has been de-activated.

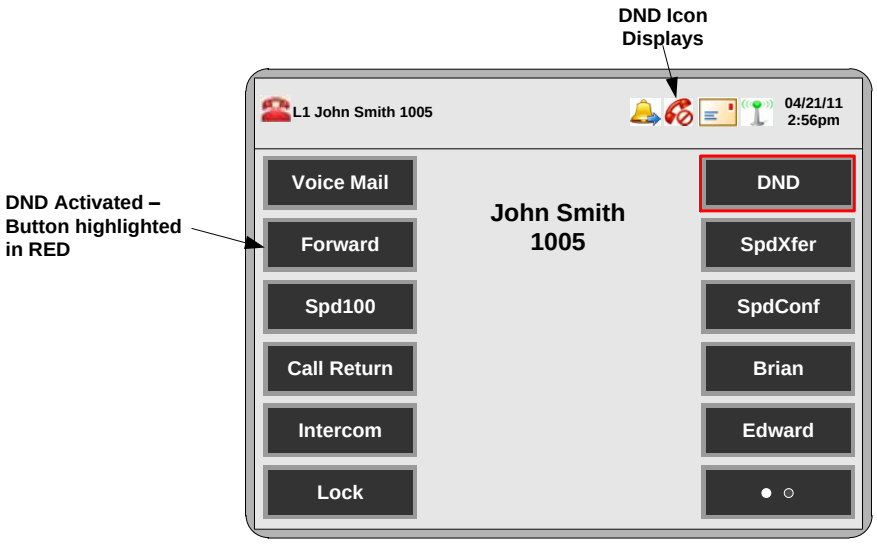


Figure 18 DND Activated

6.17 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.

6.17.1 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.

Step	Action	Result
Park a Call:		
1.	From a connected call: Press Park.	You hear the Park destination announcement.
2.	Enter the extension where you want to park the call.	You hear an announcement confirming the call is parked. The parked party hears music on hold. If the park fails, you can use Call Pickup and repeat this procedure.
Pick up a Call:		
1.	Enter the extension where the call is parked.	
2.	Press Pickup	You are connected to the parked call.

6.18 Directed Call Pickup

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

Note

A DCP softkey must be configured on your phone. You must identify the extension(s) or phone number(s) you want to monitor when configuring the key. See Softkeys.

Step	Action	Result
1.	When the monitored extension receives a call: Press DCP to pick up the call.	If the monitored extension receives multiple incoming calls simultaneously, the phone displays a list of incoming calls.
2.	Select an extension in the list by pressing it.	

Step	Action	Result
3.	Press Pickup.	You are connected to the call.

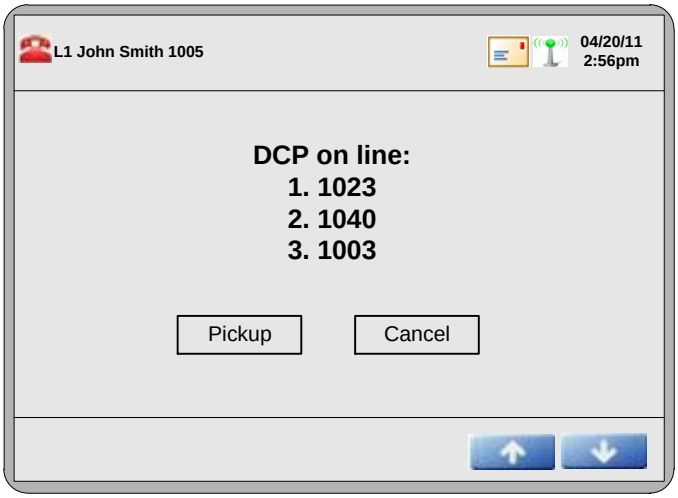


Figure 19 Directed Call Pickup List

6.18.1.1 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.
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 user that controls the conference 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.

6.19 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** key.	You hear dial tone.
2.	Dial the extension of the ringing party.	You are connected to the call.

6.20 Intercom

6.20.1 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.

6.20.2 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.

6.20.3 Use the Intercom Softkey

Step	Action	Result
Place an Intercom Call:		
1.	Press .	
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:		

Step	Action	Result
1.	• Hang up the phone. Or • Press . Or • Press the line appearance key.	When you hang up, the remote phone also hangs up.

6.21 Push to Talk (Intercom)

The Push to Talk feature allows you to dial the respective feature access code followed by the called party's extension, to request that the *called* station be answered automatically, providing an intercom-like connection.

You or the administrator can specify an "accept" list and a "reject" list. These are used to screen incoming Push-To-Talk sessions.

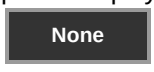
- The accept list indicates which users are allowed to call a station.
- The reject list indicates which users are not allowed to call a station.
- In both lists, a wildcard can be used, which indicates all stations.

Step	Action	Result
1.	Press ***50**.	You hear the stuttered dial tone.
2.	Enter the extension number plus the pound key #.	• The Softkeys screen displays. • The system will inform you if the dialed extension is not taking calls.

6.22 Speeddial

A speeddial key allows you to dial a number quickly by pressing a key configured for the Speeddial feature. You can program a softkey to dial outside numbers, dial directly to another person's line or extension, or to quickly access features such as Caller ID (*69) and Voicemail.

You can save up to 30 speeddial numbers configured on the 6739i.

Step	Action	Result
Configure a Speeddial softkey:		
1.	Press > .	A list of softkeys that are assigned to your phone display. Available keys are labeled  .
2.	Press an available key.	The Softkeys screen displays.
3.	Press the softkey adjacent to the **Type** field.	A list of available features displays.

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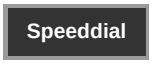
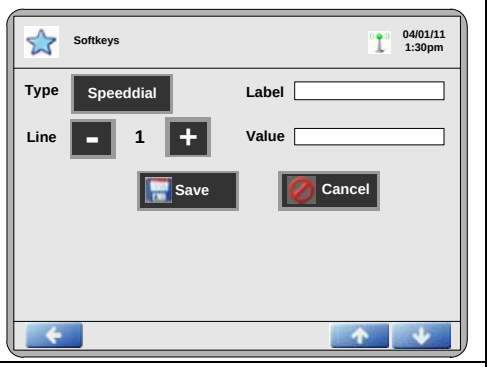
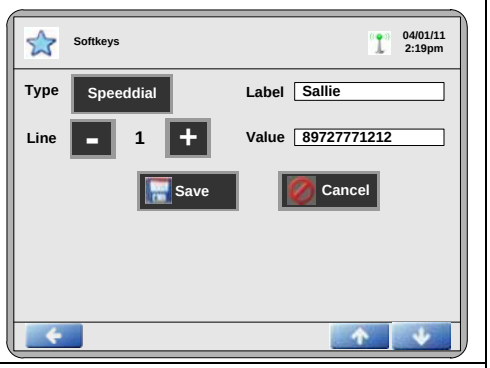
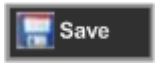
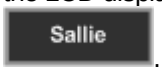
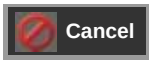
Step	Action	Result
4.	Press  .	The following screen displays. 
5.	Press inside the **Label** text box.	The keyboard displays.
6.	Enter the label for the Speeddial key.	The softkey shows the label that you assigned to it.
7.	Press inside the **Value** text box.	The keyboard displays.
8.	Enter the phone number for the Speeddial key.	The following is the screen with the values added. 
9.	Press **Enter** on the keyboard.	
10.	Press  .	The new speeddial softkey displays on the LCD display as in this example -  .
11.	Press  to cancel the entry.	
Use a Speeddial softkey:		
1.	Press the desired Speeddial softkey: 	The number is automatically dialed.

6.23 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.

6.24 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.

6.25 Sustained Auth Code

You can enter a Feature Access Code to unlock the authorization code when calling from the phone. When the feature is enabled, you are not prompted for an auth code every time you make a call that requires an authorization code.

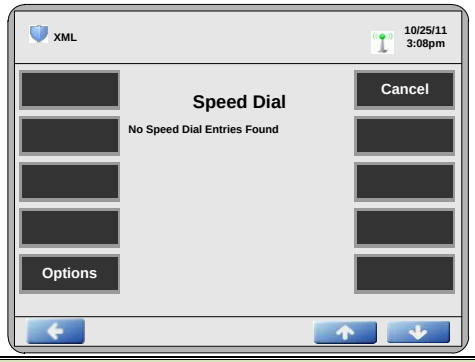
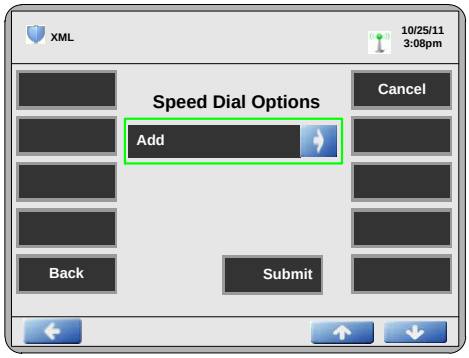
You can enter a separate code to turn this feature off.

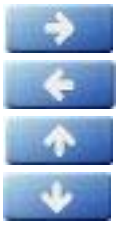
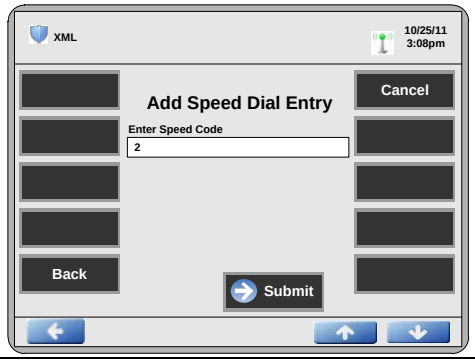
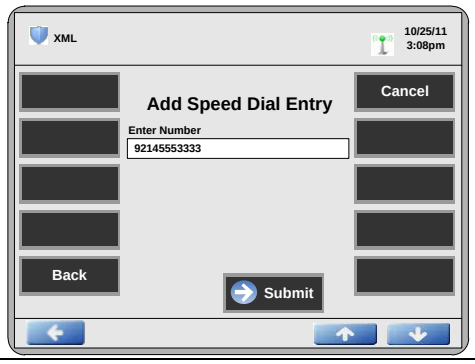
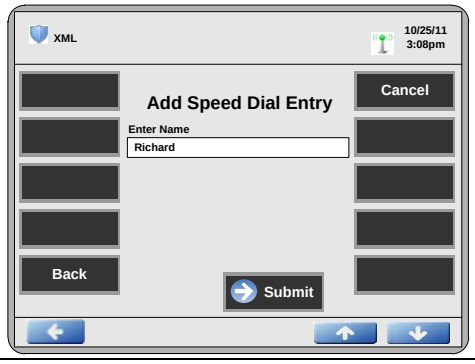
Step	Action	Result
Sustained Authorization Code Activation (Calls Unlocking)		
1.	Press *47.	The feature is turned on.
Sustained Authorization Code Deactivation (Calls Locking)		

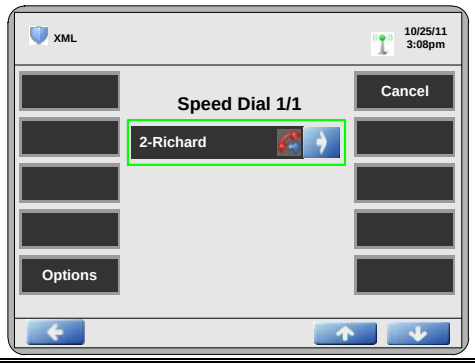
Step	Action	Result
1.	Press *37.	The feature is turned off.

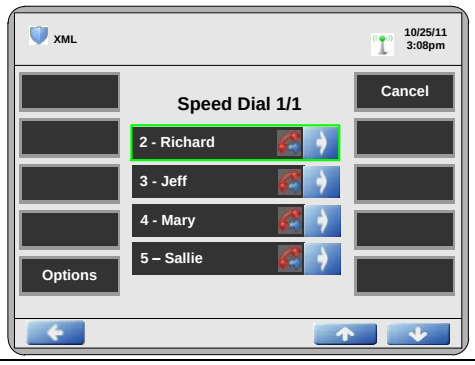
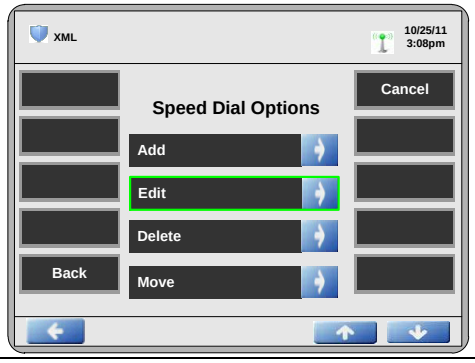
6.26 Speed Dial 8

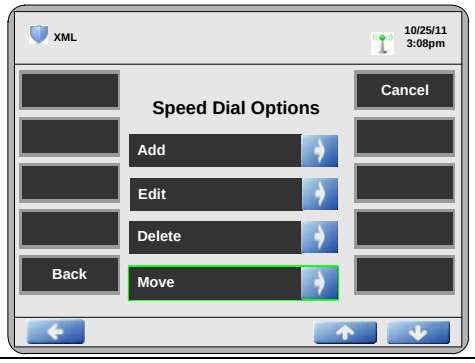
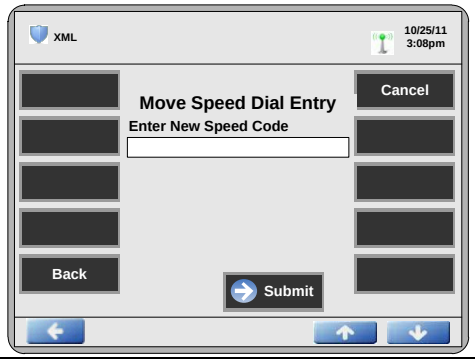
The Speed Dial 8 key allows you to associate 1-digit codes (2-9) to frequently dialed or hard-to-remember digit strings. This feature is separate from the programmable speeddial keys.

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. 

Step	Action	Result
2.	Press in the **Add** bar. 	The Enter Speed Code screen displays. 
3.	Press the blank space and enter a digit between 2 and 9 using the keyboard display. All other digits are invalid.	
4.	Press **Enter**. **Note** Any time you use the Submit key, the entry is saved at that point and you are returned to the main Speed Dial screen.	The Enter Number screen displays. 
5.	Press the blank space and enter a number to dial using the keyboard, including any access codes.	
6.	Press **Enter**.	The Enter Name screen displays. 

Step	Action	Result
7.	Press the blank space and enter a name. Use the **ABC** key to toggle between upper and lower case and numbers.	The results display. • The current entry is highlighted in green. • The 1/1 indicates that the selected entry is Page 1 of 1. 

Edit the Name:		
1.	Press **Speed 8**.	The Speed Dial list displays. 
2.	Touch the *name* of the person to edit.	The entry will be highlighted in green.
3.	Press **Options**.	The Speed Dial Options screen displays. 
4.	Press in the **Edit** bar to open the entry.	The Edit Speed Dial Entry screen displays with the Enter Name prompt.
5.	Make any necessary changes to the name.	
6.	Press **Enter** on the keyboard.	You are returned to the main speed Dial List.
Edit the number:		
1.	Press the **Speed 8** key.	The Speed Dial list displays.
2.	Press on the desired entry listing.	The individual entry displays.
3.	Press again.	The Enter Number prompt displays.
4.	Make any necessary changes to the number.	
5.	Press **Enter**.	The entry displays with the new number.
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.	Press the bar of the entry to “move” in the list.	

2.	Press **Options**.	The Speed Dial Options screen displays. 
3.	Press in the **Move** bar to open the entry.	The Move Speed Dial Entry screen displays. 
4.	Press in the open space to bring up the keyboard.	
5.	Enter the new speed code.	
6.	Press **Enter**.	The entry has a new code and moves to the new spot in the list.
Delete a Speed Dial entry:		
1.	Press to select an entry in the list to delete.	
2.	Press **Options**.	The Speed Dial Options screen displays.
3.	Press in the **Delete** bar to open the entry.	The confirmation screen displays.

4.	Press **Yes** to delete or **No** to keep the entry.	If you answered yes, the entry is removed from the list.
Dial a Speed Dial number:		
1.	Press the Speed 8 key.	
2.	Press the dial icon of the entry to dial.	The number is automatically dialed.

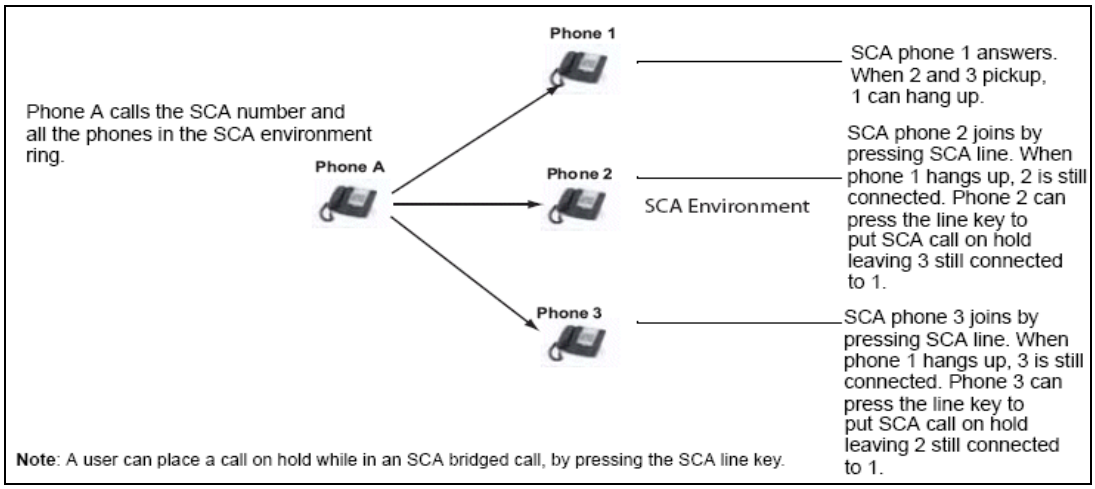
6.27 Speed Dial 100

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 and manage Speed Dial 100 numbers.

6.28 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.



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.

6.28.1 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.

6.28.1.1 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

6.28.1.2 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

6.28.1.3 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

6.29 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

7 Services, Lists, and the Phone Directory

7.1 Services

The

key accesses the Services Menu. The System Administrator configures services in the list, such as the Callers List or the Voicemail List. The list may also contain XML Services provided by the administrator.

7.2 XML Softkey and Services

The 6739i IP phone supports "**XML**" (Extensible Markup Language).

Your System Administrator can create customized XML menu services and load them to your IP phone. These services include things like weather and traffic reports, contact information, company info, stock quotes, or custom call scripts.

On the 6739i IP phone, you can access the XML applications from the IP Phone UI in two ways:

- By pressing any configured **XML** softkey
- By pressing the **Services** key on the front panel of the phone if your administrator has added it to the Services menu.

Example:

RSS feeds (Really Simple Syndication) are headline and banner-type Internet feeds that are operated by many news web sites, weblogs, and podcasters. The 6739i supports access to these services.

The following figure is an example of an RSS feed added to the phone. The label on the key is “News”, the key points to an XML application URL that accesses the RSS feeds.

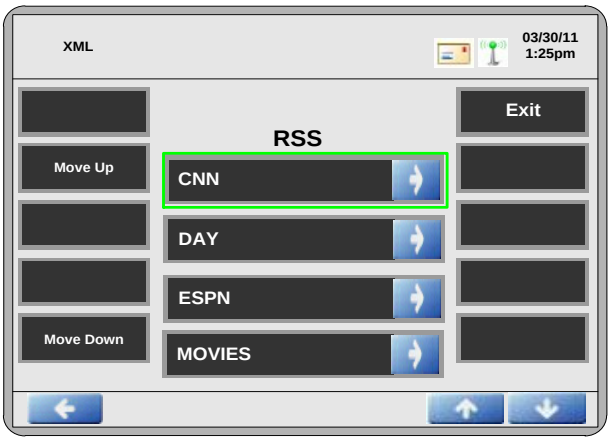


Figure 20 XML Services

7.3 Callers List

The

key on the front panel of the phone accesses the Callers List. The Callers List is a stored log of incoming calls containing up to 200 entries. It stores the name (if available), phone number, call time and date, and missed/answered call status for all calls that ring in to this phone.

The Callers List displays from the newest incoming call to the oldest incoming call and is grouped by date.

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

You can perform the following in the Callers List:

- View and scroll the Callers List.
- Dial from the Callers List.
- Delete one or all Caller records from the Callers List.
- Save a Caller record to your Personal Directory.
- Callers List Display

Display	Description
	Displays next to entries answered.
	Displays next to missed calls.

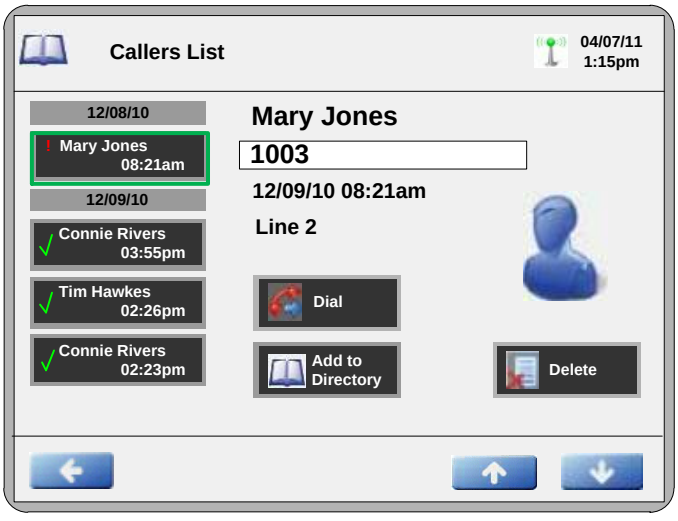


Figure 21 Callers List Main Screen

7.3.1 Missed Calls Indicator

A count of missed calls is displayed.

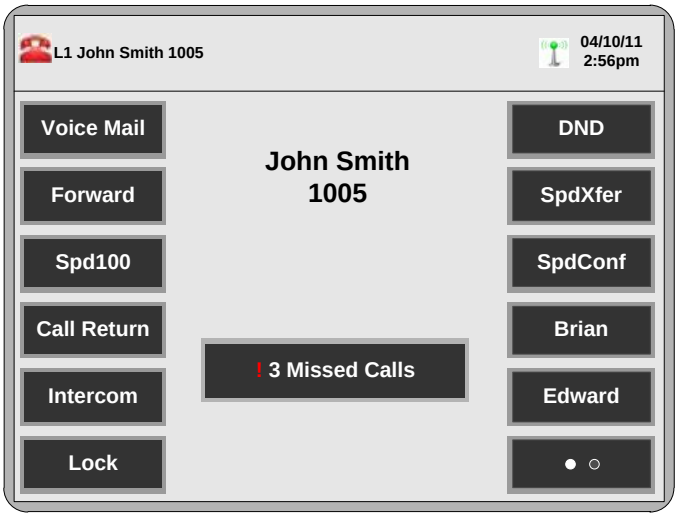


Figure 22 Missed Calls Indicator

7.3.2 Callers List Functions

Step	Action	Result
Access the Callers List		
1.	Press Callers on the front panel of the phone.	The Callers List displays.
2.	Use ↑ or ↓ to scroll through the entries.	
Dial from the Callers List:		
1.	Press Callers.	
2.	Use ↑ or ↓ to find the entry.	
3.	Press the entry on the screen.	
4.	Press Dial.	The number is automatically dialed.
5.	• Press ← to return to the previous menu. **Or** • Press Goodbye to return to the idle screen.	

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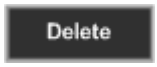
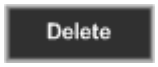
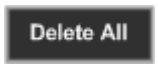
Step	Action	Result
Delete entries in the Callers List:		
1.	Use or to find the entry to find the entry to delete.	
2.	Press the Caller entry.	
3.	Press  .	The following screen displays.
4.	• Press  to delete only the *one selected entry*. **Or** • Press  to delete *all entries* in the list.	Either the selected entry or all entries are deleted.
Save an entry to the phone Directory:		
1.	Use or to find the entry to save.	
2.	Press the Caller entry.	
3.	Press .	The Directory displays.
4.	Check that all of the information from the Callers record was entered correctly in the Directory List entry.	
5.	Press .	The entry is saved to your Personal Directory.
6.	• Press to return to the previous menu. **Or** • Press to return to the idle screen.	

7.4 Redial List

The Redial key on the front panel of the phone allows you to automatically dial a number you previously dialed from your phone.

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.

When the Redial list is full, the oldest Redial record is deleted to accommodate the addition of new Redial records.

You can perform the following in the Redial List:

- View and scroll the Redial List
- Dial from the Redial List
- Delete a Redial record(s) from the Redial List
- Save a Redial entry to your Personal Directory

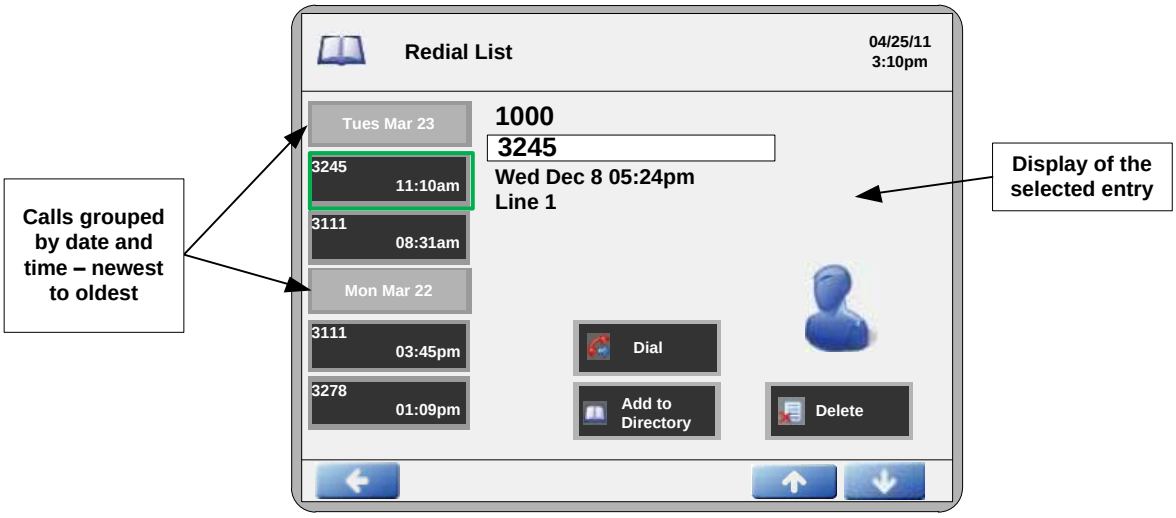


Figure 23 Redial list

7.4.1 Redial List Functions

Step	Action	Result
Last Number Redial from the Redial List:		
1.	While on-hook: Press Redial on the front panel of the phone one time.	The first entry displays.
2.	Use ↑ or ↓ to find the entry to call.	

Step	Action	Result
3.	Press the Redial entry on the screen.	
4.	Press Dial.	The number automatically dials.
Delete Entries in the Redial List:		
1.	Use or to find the entry to find the entry to delete.	
2.	Press Delete.	The following 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.	Press Redial.	The first entry displays.
2.	Use or to find the entry to view.	
3.	Press the Redial record.	The specifics of that entry display.
Save a Redial record to the phone Directory:		
1.	Press Redial.	
2.	Use or to find the entry to save.	
3.	Press the Redial record.	
4.	Press Add to Directory.	The Directory displays.
5.	Check that all of the information from the Redial record was entered correctly in the Directory List entry.	

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Step	Action	Result
6.	Press .	The entry is saved to your Personal Directory.
7.	• Press to return to the previous menu. **Or** • Press to return to the idle screen.	

7.5 Directory List

The key displays the Personal Directory List on your phone. This list is your personal phone book stored within the phone. You can enter up to 200 entries into the Directory by adding them manually, or by saving the number and name from other lists stored on your phone. You can dial numbers directly from a directory entry.

Note

A "**picture ID**" displays when you select an entry in the Directory if your System Administrator enabled this feature on your phone. Contact your System Administrator for more information about the "picture ID" feature.

7.5.1 Accessing and Searching the Directory

Use the following procedure to access and search for entries in your Directory List.

Step	Action	Result
1.	Press .	The Directory screen displays.
2.	• Use or to find the entry to view. Or • Press the button to do a quick search.	A keyboard displays.

Step	Action	Result
3.	Enter the name or phone number of the entry for which you are searching. As you type characters on the keyboard, the entries beginning with those characters display on the screen. When you have completed typing, the entry you are looking for displays on the screen and the characters you typed display in a text box	

7.5.2 Dial from the Directory

Step	Action	Result
1.	Press the **Directory** key.	The Directory screen displays.
2.	Search for the entry you want to dial.	
3.	Press the button of the entry you selected.	All of the buttons display that are associated with the unique entry (Cell, Office, Home, etc.)
4.	Press a button to dial the number or extension. The phone goes off-hook and automatically dials the number from the Directory.	

7.6 Manage the Directory List

From the Directory List, you can perform the following:

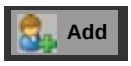
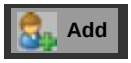
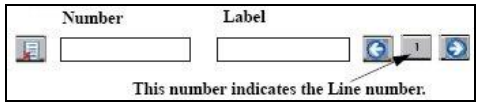
- Add an Entry
- Edit an Entry
- Delete an Entry

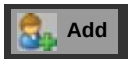
You can also save entries to the Directory from the Caller List and Redial List.

You can add up to 200 entries to your Directory. You can also store up to a maximum of 7 numbers associated with a unique entry (i.e., office number, cell number, home number, etc.).

You can apply custom labels to each entry as required.

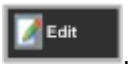
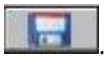
7.6.1 Add an Entry

Step	Action	Result
1.	Press the **Directory** key on the phone.	The Directory screen displays.
2.	Press  .	The following screen displays.
3.	Press the **First** field on the screen.	The keyboard displays.
4.	Enter the first name of the person you are adding to the directory.	
5.	Press **Enter**.	
6.	Press the **Last** field on the screen.	The keyboard displays.
7.	Enter the last name.	
8.	Press **Enter**.	
9.	Press  .	The **Number/Label** fields display on the screen. 
10.	Press the **Number** field.	The keyboard displays.
11.	Enter the number of the person you are adding to your directory.	
12.	Press **Enter**.	
13.	Press the **Label** field.	The keyboard displays.
14.	Enter the label associated with the number you just entered.	
15.	Press **Enter**.	
16.	Use or to select a Line (1 through 9) to associate with the phone number and label you are entering. When you dial the current number from the directory, the outgoing call uses the line number you assigned it.	

Step	Action	Result
17.	Press  to add an additional number and label for the current entry.	An additional "**Number/Label**" field displays.
18.	Repeat steps 10-16 to add numbers.	
19.	• Press to save the entry. **Note** • Press to cancel at any time without saving.	
20.	• Press to return to the previous menu. **Or** • Press to return to the idle screen.	

7.6.2 Edit an Entry

You can edit a Directory entry, number, and/or label as required from the Unique Entry Screen.

Step	Action	Result
1.	Find the entry to edit.	
2.	Press the button of the number to edit.	
3.	Press  .	The keyboard displays.
4.	Enter the changes the number or label.	
5.	Press  .	The entry is saved.

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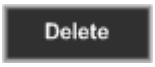
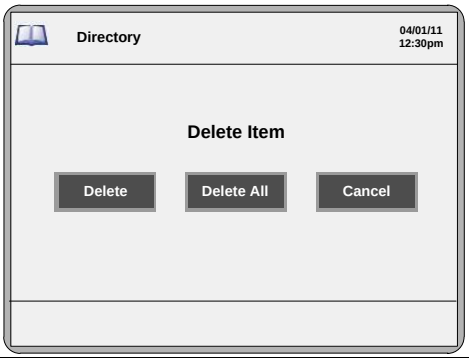
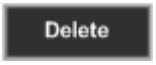
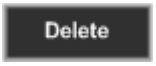
Step	Action	Result
6.	• Press to return to the previous menu. **Or** • Press to return to the idle screen.	

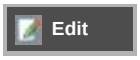
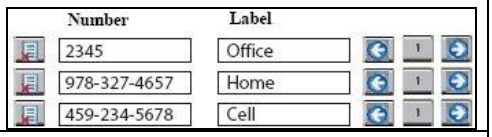
7.6.3 Delete Entries in the Directory List

You can delete entries from the Directory List in the following ways:

- Delete a single entry and all associated numbers and labels.
- Delete all entries in the Directory List.
- Delete specific numbers and labels from an entry.

Step	Action	Result
1.	• Use or to find the entry to delete. Or • Press the button to do a quick search.	
2.	Press  .	The following screen displays. 
3.	• Press  to delete only the *one selected entry*. Or • Press  to delete *all entries* in the list.	Either the selected entry or all entries are deleted.

7.6.4 Delete a Number and/or a Label from an Entry

Step	Action	Result
1.	• Use or to find the entry to delete. **Or** • Press the button to do a quick search.	
2.	Press the entry where you want to delete the number/label. The entry screen displays.	
3.	Press  .	All of the number and labels associated with this entry display. 
4.	• Press the button next to the Number/Label to delete both the number and label from the entry. **Or** • Press the field (Number or Label) you want to delete. When the keyboard displays, press the **Backspace** key to delete the text in the field and press **Enter**.	
5.	Press to save the changes.	
6.	• Press to return to the previous menu. **Or** • Press to return to the idle screen.	

7.7 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.	Select > **Voicemail List** if the service has been configured by the System Administrator.	The voicemail list displays.
2.	Scroll through the line items in the Voicemail list using your finger.	
3.	• Select a line item and press the key. Or • Press a line/call appearance key to place an outgoing call using the voicemail access umber associated with the line where the voicemail account is registered.	

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8 Appendix A - Optional Expansion Modules

8.1 Expansion Modules

The 6739i 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 Appearance
- Phone Lock

8.1.1 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.

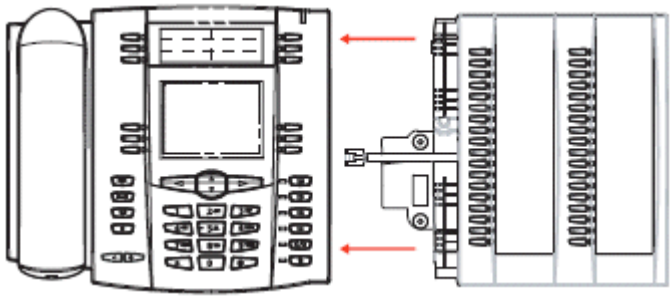

Figure 24 M670i Expansion Module

8.1.2 M675i

The M675i provides 10 softkeys 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.

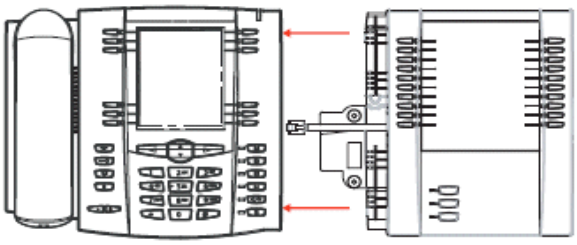

Figure 25 Model M675i Expansion Module

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8.2 Using the Expansion Modules

8.2.1 M670i Expansion Module

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

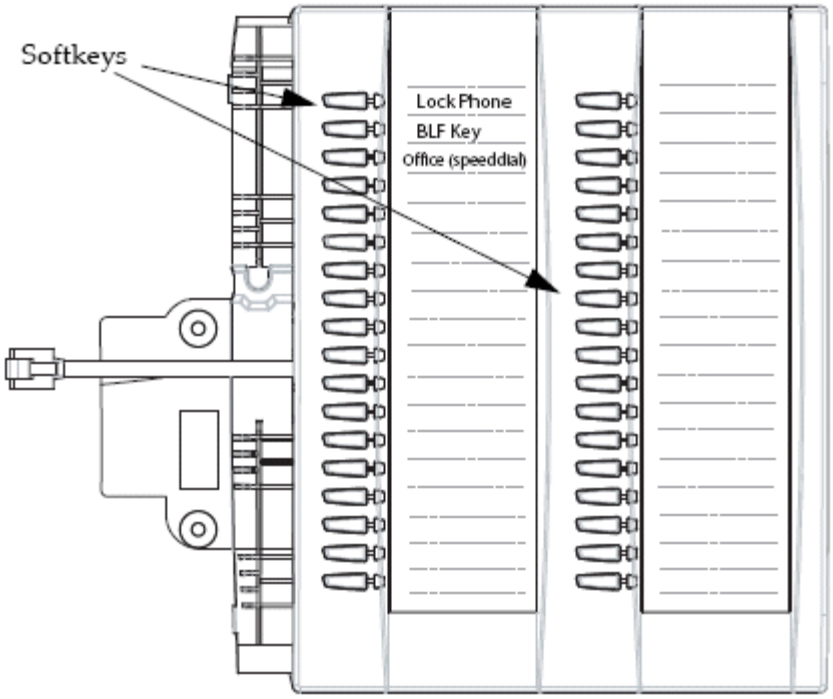

Figure 26 Model M670i Expansion Module

8.2.2 M675i Expansion Module

The M675i Expansion Module screen displays softkeys in column format. The function keys on the bottom left of the Module allows you to display 3 full screens of softkeys. 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".

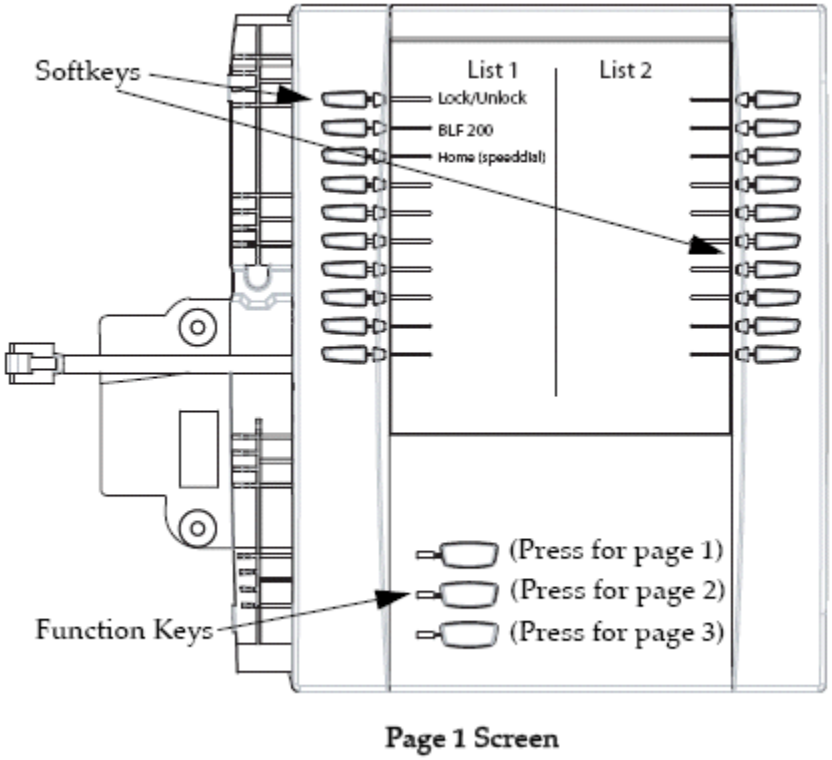

Figure 27 M675i Page 1 Screen

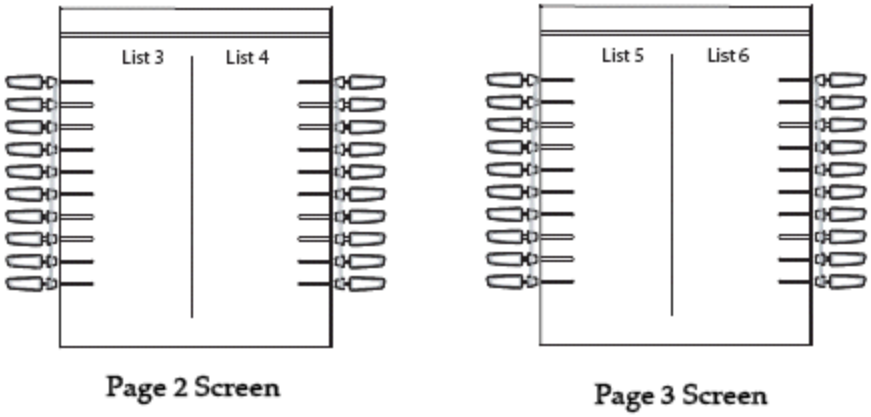

Figure 28 M675i Page 2 and 3 Screens

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 29 M675i Extension on a 6757i CT IP Phone

9 Appendix B - 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.

Code	Name	Definition
*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.
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.

Code	Name	Definition
*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.
#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.

Code	Name	Definition
#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.
*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.

Code	Name	Definition
*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.
#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.

Code	Name	Definition
#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.
*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.

AASTRA

10 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 6757i 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 **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 6757i 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.
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 Status.

Problem	Possible Solution(s)
How do I change my User Password?	This setting is in the Options list. See 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.

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