Aastra BluStar™ 8000i Desktop Media Phone

SIP Call Server User Guide

Release 4.3.0

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Welcome

The Aastra BluStar™ 8000i Desktop Media Phone is designed to enhance the way you communicate and collaborate. Offering true HD video conferencing, the BluStar 8000i uses the latest in video and communication technology to enable a natural high-quality video experience. With its advanced business collaboration features and applications, the BluStar 8000i is a productivity enhancing desktop media phone that is intelligent, intuitive, and easy to use.

About this Guide

This guide explains how to use your new BluStar 8000i. Your system administrator has the ability to customize some features on the terminal. Contact your system administrator to find out which features and services are available on your terminal.

Note:

This guide will be updated periodically with new and/or updated information. For details on what features have been added or updated, please refer to the ***Aastra BluStar 8000i Desktop Media Phone / Aastra BluStar for Conference Room Release Notes***.

Documentation

The BluStar 8000i documentation consists of the following:

- ***Aastra BluStar 8000i Desktop Media Phone Quick Start Guide*** - Contains installation and set-up instructions, general features and functions, and an overview of the terminal. The English, French, and Simplified Chinese version is included in the box with the BluStar 8000i terminal. The quick start guide is also available in other languages and can be downloaded from http://www.aastra.com/document-library.htm.
- ***Aastra BluStar 8000i Desktop Media Phone SIP Call Server User Guide*** - Describes the most commonly used features and functions for an end user when utilizing the BluStar 8000i in SIP Call Server mode.
- ***Aastra BluStar 8000i Desktop Media Phone BAS-Mode User Guide*** - Describes the most commonly used features and functions for an end user when utilizing the BluStar 8000i in BAS mode.
- ***Aastra BluStar 8000i Desktop Media Phone / Aastra BluStar for Conference Room SIP Call Server Administrator Guide*** - Provides all of the configuration options available to configure and deploy the BluStar 8000i and BluStar for Conference Room in SIP Call Server mode.
- ***Aastra BluStar 8000i Desktop Media Phone / Aastra BluStar for Conference Room BAS-Mode Administrator Guide*** - Provides all of the information on how to configure and deploy the BluStar 8000i and BluStar for Conference Room in BAS mode.
- ***Aastra BluStar 8000i Desktop Media Phone / Aastra BluStar for Conference Room SIP Call Server Release Notes*** - Provides new features and documents issues resolved for the BluStar 8000i and BluStar for Conference Room in SIP Call Server mode.
- ***Aastra BluStar 8000i Desktop Media Phone / Aastra BluStar for Conference Room BAS-Mode Release Notes*** - Provides new features and documents issues resolved for the BluStar 8000i and BluStar for Conference Room in BAS mode.

Upgrading BluStar 8000i Software

- Procedures for upgrading the BluStar 8000i software are provided in the release notes.
- Please contact your system administrator for assistance.

BluStar 8000i Features and Specifications

HD Video

- Full motion, 13 inch touch screen with full 1280x720p video image resolution
- Built-in 720p HD camera
  - Captures wide angle images with its 70 degree field of view
  - Privacy shutter (closing the shutter disables the camera video)
- 4-way video conference call support
- Does NOT require the use of a multipoint control unit (MCU)
- Low delay (<100 ms) H.264 video encoding (VMC products only)
- Self view
- Mirror image with lighting options
- Screen saver function

Audio

- Handsfree
- Four integrated microphones
- Microphone and video mute indication
- Full-duplex audio
- Stereo Acoustic Echo Cancellation
- Automatic Gain Control
- Stereo output with volume control and integrated speakers
- Integrated hearing-aid compatible handset
- Wideband audio G.722 kHz codec support
- G.729 and Internet Low Bitrate Codec (iLBC) support

Standard Telephone Features

- On-screen touch dial pad and keyboard
- Call hold
- Conference calling
- Call transfer
- Speed dial (from Favorites menu)
- Redial/call history
- Call forwarding
- Do not disturb

Hot Desking

- Biometric fingerprint reader efficiently identifies users and makes hot desking from any BluStar 8000i device an effortless task

User-based Calling

- Login with your Windows/Kerberos user ID and password
- Phone "personality" moves with login
  - Login to a BluStar 8000i at a remote site and your personalization appears
  - Contacts, speed dials, ring preferences, etc., move with you
  - Calls to you come to the BluStar 8000i you are logged in to
  - Automatic "find me/follow me"

Presence Services

- Know before you place the call if the called party is likely to answer
- Full state tracking (available, busy, do not disturb)
- BluStar Server support allows for enhanced presence capabilities
- End-users can define routing rules for incoming calls based on their presence setting and/or contact category
- Calls can be forwarded to voicemail, other BluStar 8000i users, mobile phones, or other telephones

Contact Database

- Full name, organization, address
- Multiple phone numbers (SIP URLs and numeric)
- One-touch dialing to any contact
- Presence information shown on all subscribed contacts
- Ability to organize contacts by folder
- Search and sort-by features
- Ability to search corporate directories via Lightweight Directory Access Protocol (LDAP)

Call History Features

- Incoming, outgoing, missed, and frequently dialed calls
- The system automatically saves the 20 most recent calls in each category
- One-touch redial of any entry
- Caller ID display
- Function to save as a contact in your database

Language Support

- The BluStar 8000i user interface (UI) is available in several different languages.

Note:
Please contact your system administrator if you want to change the language on your BluStar 8000i.

Safety Summary

Please read the following safety information before attempting to install or use the BluStar 8000i.

Alert!
For use with included AC/DC adaptor model no. 3A-603DB12 / Pour utiliser avec modéle 3A-603DB12.

Alert!
This product is designed for indoor use only and for ambient temperatures at or below 40° C (104° F).

Warning!
This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the bottom of this equipment is a label that contains, among other information, a product identifier in the format US:AAAEQ##TXXXX.
If requested, this number must be provided to the telephone company.

Warning!
This product meets the applicable Industry Canada technical specifications.

Warning!
Hazardous voltage enclosed. Voltage or current hazard sufficient to cause shock. Disconnect power before servicing.

Danger!
There are no operator serviceable parts inside the chassis. Attempting to tamper with the parts inside the chassis may result in serious injury to the user or damage to the equipment.

Danger!
This product is designed to work with a single-phase power system having a grounded neutral conductor. To reduce risk of electrical shock, do not plug into any other type of power system.

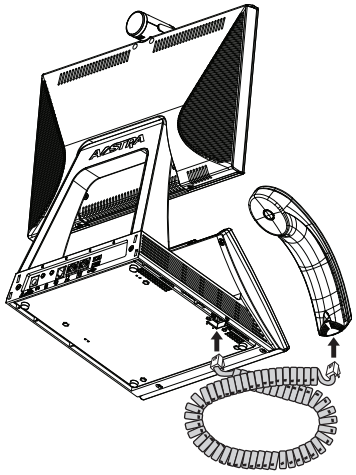
Danger!
The power cord for the terminal functions as the power disconnect device. Ensure that the power cord is readily accessible in case of emergency and for servicing. Disconnect power before servicing.

Danger!
Use only the power cord provided. The terminal must use the grounded three-conductor power cord. Do not use two-conductor extension cords.

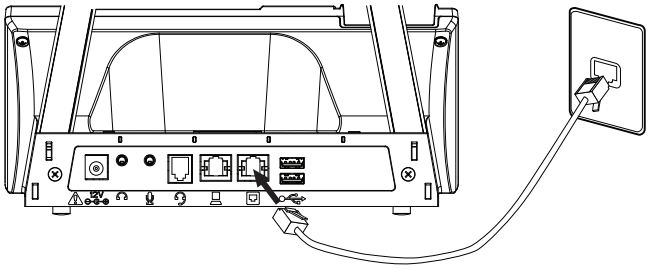
Installation and Setup

The following procedure provides instructions for setting up the BluStar 8000i terminal, and for connecting it to your network.

1. Carefully remove the BluStar 8000i components from their shipping container and place them on a clean, flat, dry surface (typically a desktop).
2. Connect one end of the handset cable to the RJ-11 connector on the end of the handset, and the other end to the RJ-11 connector on the underside of the terminal.
   Note:
   You can tuck the cord into the indent at the side of the terminal.

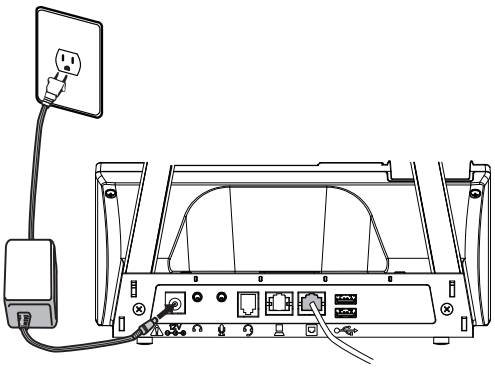


3. Connect the Ethernet cable (provided with the BluStar) into the network LAN port marked with . Contact your network system administrator for help with this connection.



4. Plug the other end of the Ethernet cable directly into the jack on the wall.

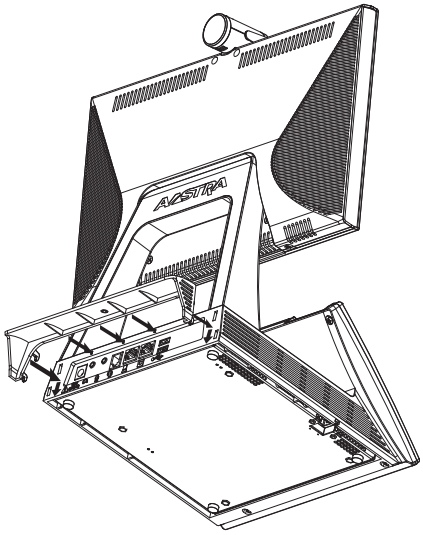
5. Connect the BluStar 8000i power cord plug to the power input connector on the rear of the terminal.



Alert!
For use with included AC/DC adaptor model no. 3A-603DB12 / Pour utiliser avec modéle 3A-603DB12.

6. Connect the BluStar 8000i's power cord plug to a suitable power source. The BluStar 8000i will light up indicating that it is on.

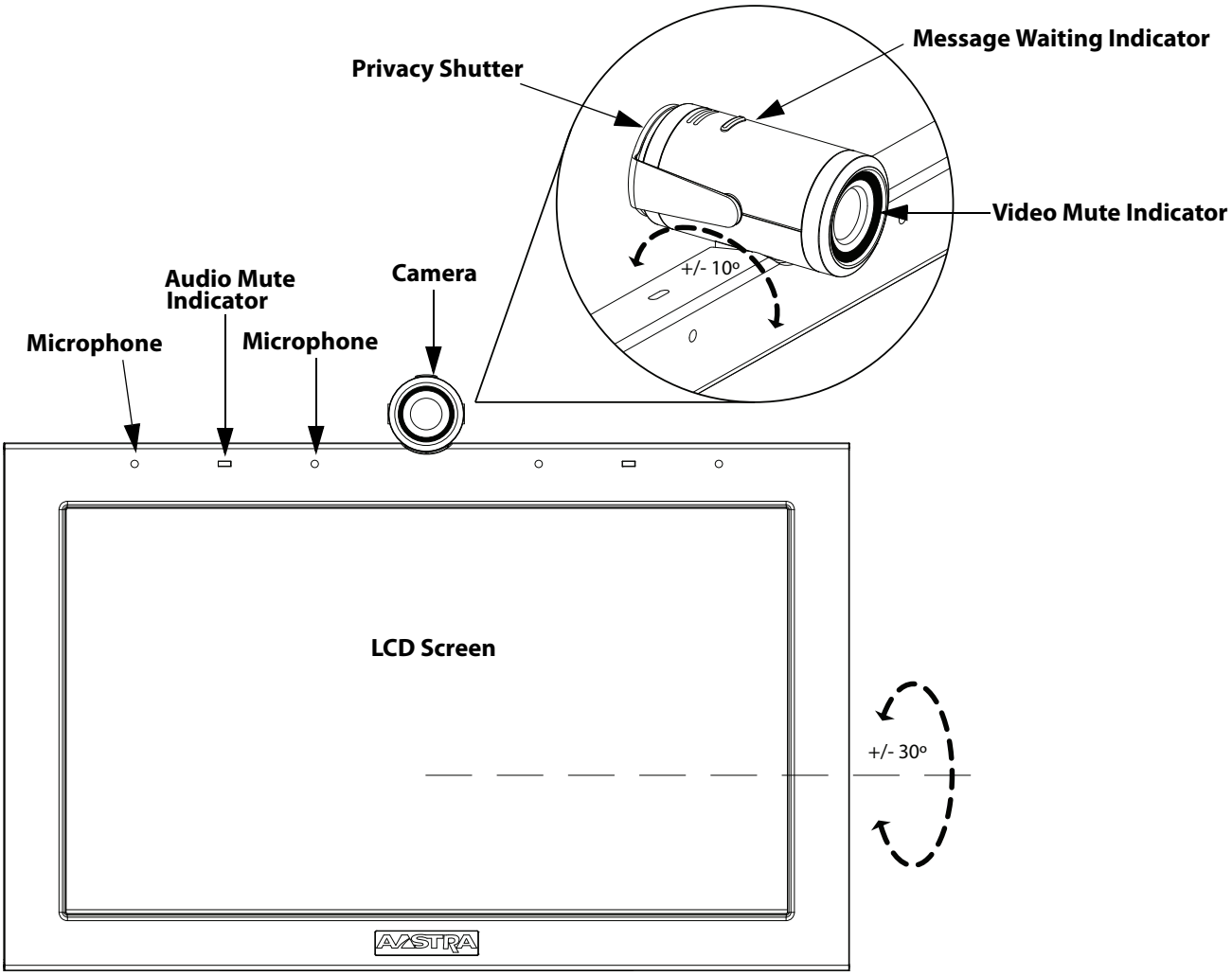
7. Attach the cable cover to the back of the terminal.



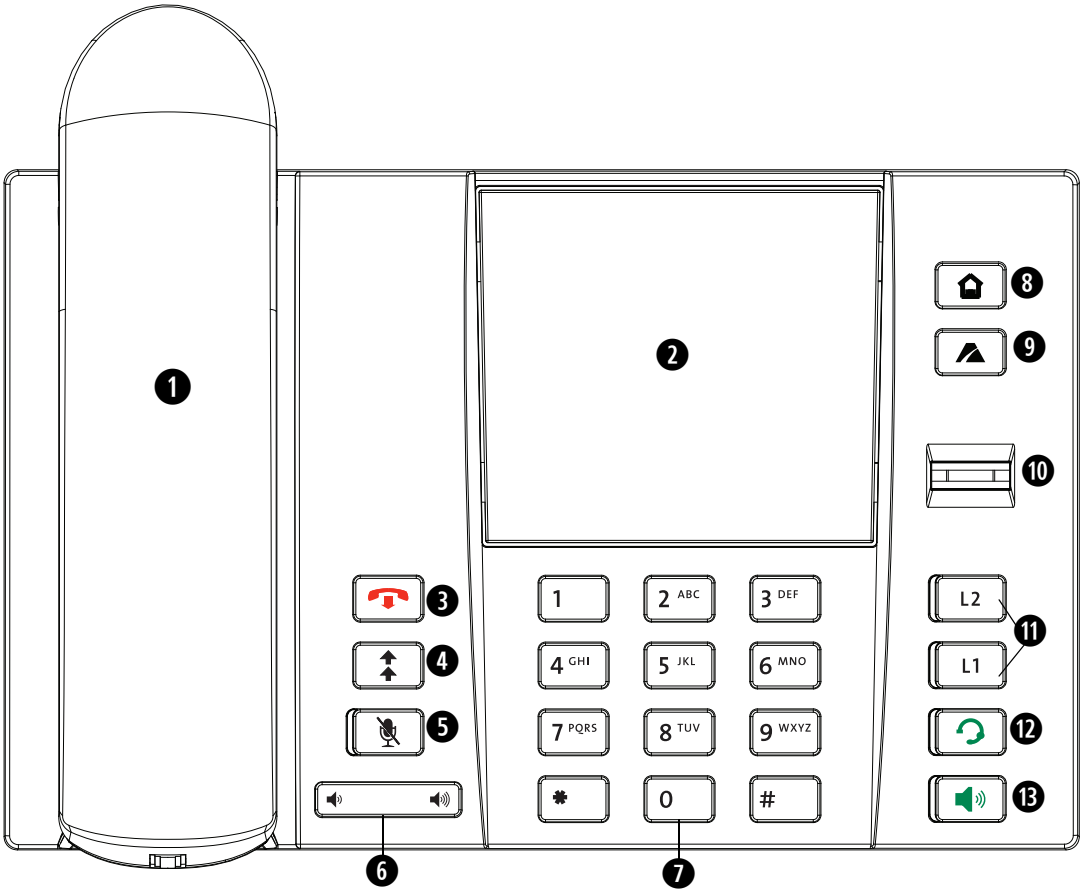
BluStar 8000i Hardware Features

The following two images describe all of the hardware features of the BluStar 8000i:

Screen and LCD Camera



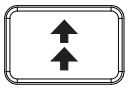
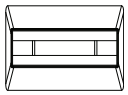
Phone Features and Keys

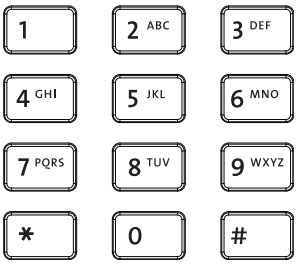


1	Handset	8	Home Key
2	Speaker	9	Hot Key
3	Goodbye Key	10	Fingerprint Reader
4	Redial Key	11	Line/Call Appearance Key
5	Audio Mute Key	12	Headset Key
6	Volume Key	13	Handsfree Key
7	Keypad		

Key Descriptions

The following table identifies the phone keys on the BluStar 8000i key panel that you can use for handling calls. Users can select different options by either pressing the phone keys or by pressing the buttons on the screen. For example, users can increase or decrease the volume level by pressing the **Volume Control key** OR by pressing the **Ring Volume button** in the audio/video controls menu on the screen (see Audio/Video Controls on page 45).

Key	Key Description
	Goodbye Key - Ends an active call or conference. The Goodbye key also exits an open list, such as the options list. For more information about the Goodbye Key, see "Ending Calls" on page 83.
	**Redial Key** - Redials previously dialed numbers. Click on the arrow to access the last 10 dialed numbers. For more information, see "To Make a Call Using Redial:"on page 78.
	Audio Mute Key - Mutes the microphone so that other parties cannot hear you. When your BluStar 8000i's on mute, the Audio Mute Indicator turns red, the LCD beside the audio mute key turns red, and the mute button on the screen is outlined in red. For more information, see "To Mute Your BluStar 8000i:"on page 78. **Note:** If you want to mute the other party, see "To Mute a Caller:"on page 78.
	Home Key - Opens the home screen. For more information, see "Home Screen" on page 19.
	Hot Key - Opens or closes the application (app) menu. For more information, see "Application Menu"on page 49.
	**Fingerprint Reader** - Users can swipe their finger over the fingerprint reader to login to the BluStar 8000i terminal. For more information, see "Fingerprint"on page 60.
 	Line/Call Appearance Keys - Connects you to a line or call. The BluStar 8000i supports 2 line call appearance keys. For more information, see "Line/Call Appearance Keys"on page 10.
	Headset Key - Activates handsfree for making and receiving calls using the headset. For more information about the Headset Key, see "Using a Headset"on page 79.
	Handsfree Key- Activates handsfree for making and receiving calls without lifting the handset. For more information about the Headset Key, see "Using Handsfree Speakerphone"on page 79.
	Volume Control Key - Allows you to adjust the ringer volume on your BluStar 8000i. You can decrease the volume by pressing on the **(-)** sign and increasing it by pressing the **(+)** sign. Users can also change the volume by pressing the Ring Volume button in the audio video controls menu on the screen. To change the volume of incoming calls, button clicks etc., users can go to the sounds screen in the tools men (see "Sounds"on page 53.)

Key	Key Description
	**Keypad Keys** - Contains digits 0 -9, a "*" key, and a "#" key. For more information about the Volume Keys, see "Keypad Keys" on page 11.

Line/Call Appearance Keys

The BluStar 8000i has 2 line/call appearance keys (L1 and L2), each with a corresponding status LED. These line/call appearance keys represent physical lines you can use to make/receive calls from/to your extension, or make/receive calls from/to a group for which your extension belongs. The line/call appearance LED indicates the status of that line.

The following table describes the behavior of the LED on the Line Keys:

Line/Call Appearance LED Behavior	Line/Call Appearance Status
Off	Idle line or no call activity
Light flashes quickly	Ringing
Light is solid	Connected
Light flashes slowly	Hold

Keypad Keys

The BluStar 8000i has a keypad with digits from 0 through 9, a "*" key, and a "#" key. Keys 2 through 9 contain the letters of the alphabet. The keypad includes the following:

Keypad Key	Description
0	Dials 0 Dials the Operator on a registered phone
1	Dials 1
2 ABC	Dials 2 When entering text, this key enters **A** with one press, **B** with two presses, and **C** with three presses
3 DEF	Dials 3 When entering text, this key enters **D** with one press, **E** with two presses, and **F** with three presses
4 GHI	Dials 4 When entering text, this key enters **G** with one press, **H** with two presses, and **I** with three presses
5 JKL	Dials 5 When entering text, this key enters **J** with one press, **K** with two presses, and **L** with three presses
6 MNO	Dials 6 When entering text, this key enters **M** with one press, **N** with two presses, and **O** with three presses
7 P QRS	Dials 7 When entering text, this key enters **P** with one press, **Q** with two presses, **R** with three presses, and **S** with four presses
8 TUV	Dials 8 When entering text, this key enters **T** with one press, **U** with two presses, and **V** with three presses
9 WXYZ	Dials 9 When entering text, this key enters **W** with one press, **X** with two presses, **Y** with three presses, and **Z** with four presses

Getting Started

This section describes the behavior and startup screens you will see when you plugin and login to your BluStar 8000i.

Plugging In and Starting the BluStar 8000i

When the user plugs in their BluStar 8000i it will turn on automatically and show the login screen. The BluStar 8000i goes through the following startup process when you plug it in.

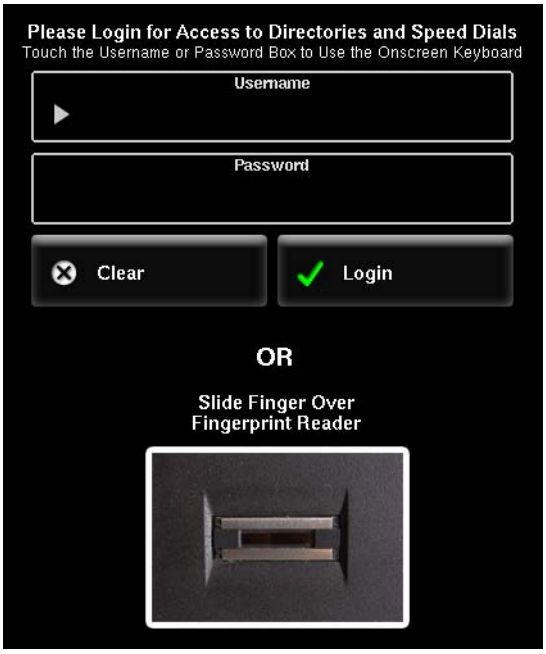
During startup, the BluStar 8000i checks for any configuration changes or if new firmware updates are available. Once the BluStar 8000i is turned on and ready to go, the login screen appears.

Note:

Users can access certain applications and make calls to emergency services (if configured by an administrator) without logging in. Users must login to make conventional calls and access their favorites and other personal settings.

Logging In

In order to make calls, access your personal settings, and use all of the BluStar 8000i applications, you must first login to the terminal. You can login using your **User Name** and **Password** OR by using the **Fingerprint Reader**. In order to use the fingerprint reader, you must first login using your user name and password and add your fingerprint to your account in the **Tools** menu (see Fingerprint on page 60). Contact your system administrator for your login user name and password and or if you need help with the fingerprint reader.



To Log In Using Your User Name and Password:

1. On the login window, touch the **User Name** button.
2. Use the on-screen keyboard to type in your user name. (Touch **Backspace** on the on-screen keyboard or the **Clear** button to delete incorrect entries.)
   Note:
   If you have recently logged in, you can touch the triangle in the user name box. A drop-down menu appears listing recently logged-in users. If your user name appears in the list, touch it to select it.
3. Touch the **Password** button and type in your password.
4. Touch **Login**.

To Log In Using the Fingerprint Reader:

1. On the login window, slide your finger SLOWLY over the center of the fingerprint reader in a vertical/downward motion.

Autologin

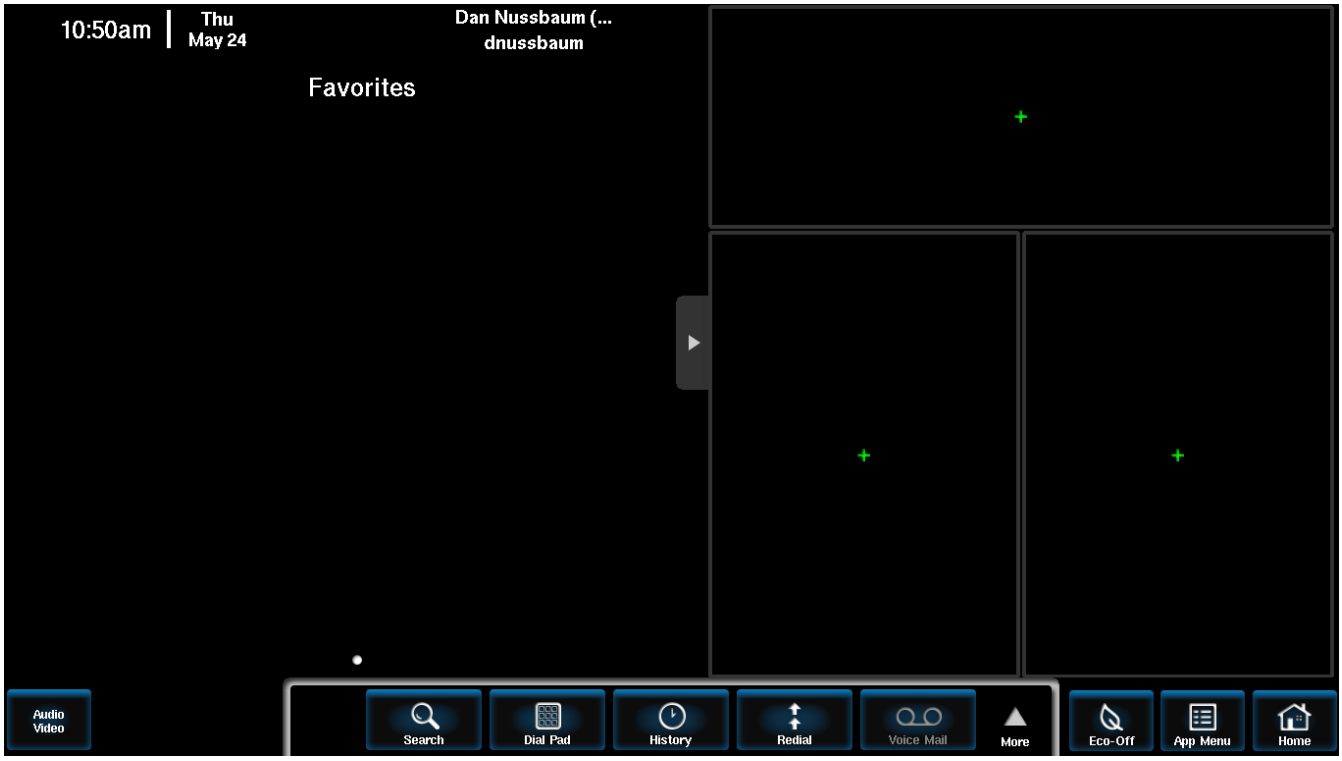
An autologin feature is available on the BluStar 8000i. Refer to User Identity on page 50 for more information.

Login Screens

Once the user touches the **Login** button, or uses the fingerprint reader, the BluStar 8000i will go through the following login process:

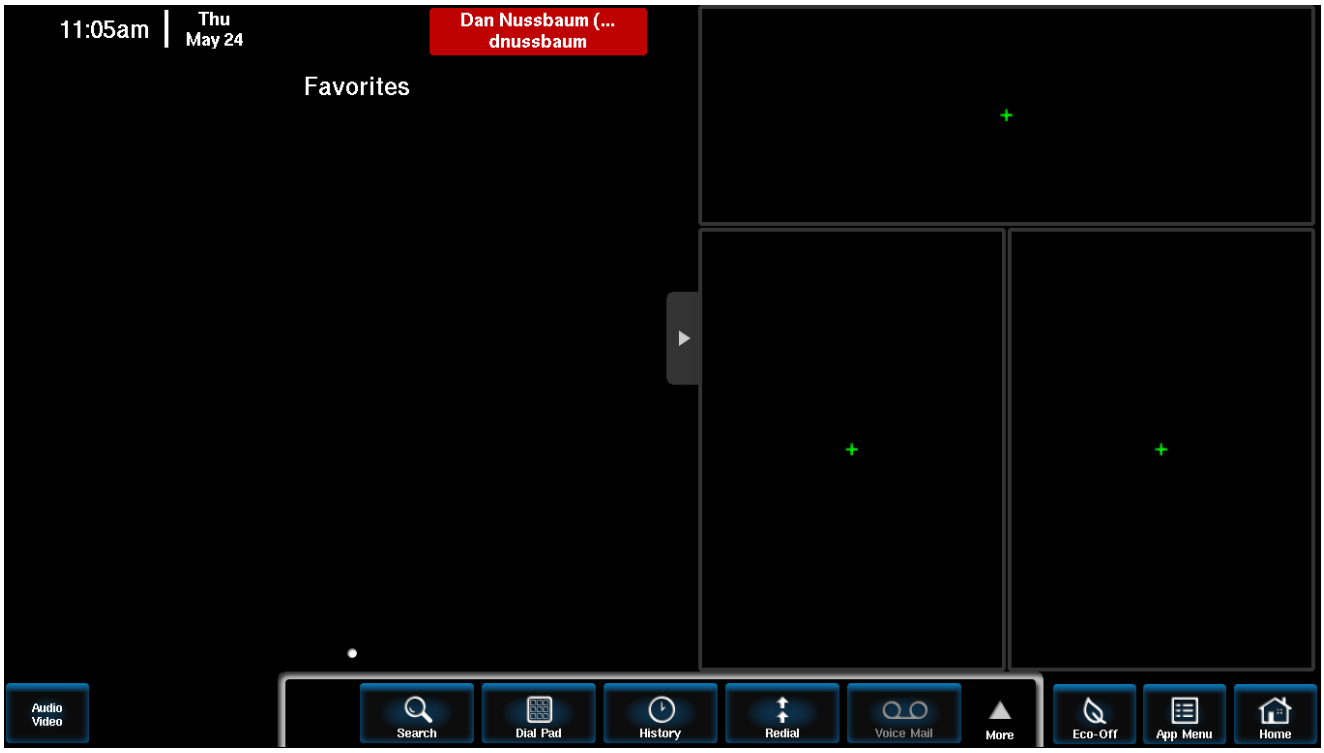
Successful Login and Registration

The following image shows the idle home page when the BluStar 8000i successfully registers with the SIP call server.



Unsuccessful Login and Registration

If the BluStar 8000i does not register successfully with the SIP call server, the idle homepage displays the user information field in red.



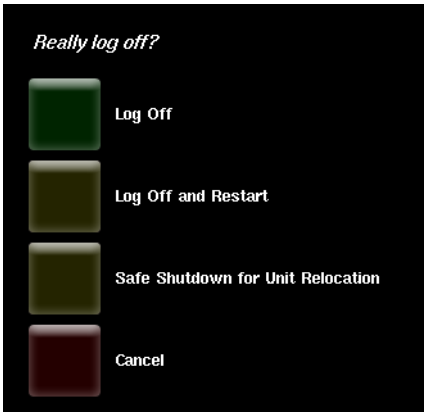
If this is the case, log off of your BluStar 8000i terminal, wait momentarily, and attempt to log in again.

Note:
If registration issues persist, please contact your system administrator for troubleshooting assistance.

Logging Off

You can log off the BluStar 8000i from the application (App) menu. From the log off screen, users have the option to do the following:

- Log Off
- Log Off and Restart
- Safe Shutdown for Unit Relocation
- Cancel



To Log Off:

1. Touch the **App Menu**.
2. Touch the **Log Off** button.
3. Touch either:
   - **Log Off**
   - **Log Off and Restart**
   - **Safe Shutdown for Unit Relocation**

Touch Screen Basics

When you use your BluStar 8000i, you will see and interact with several different applications and controls. You can use your fingers to tap buttons, swipe through screens, and scroll through lists. You can tap a button to select it, and tap it again to de-select it. While selected, the button will be outlined in either **green** or **red** (depending on the UI element).

On-Screen Keyboard

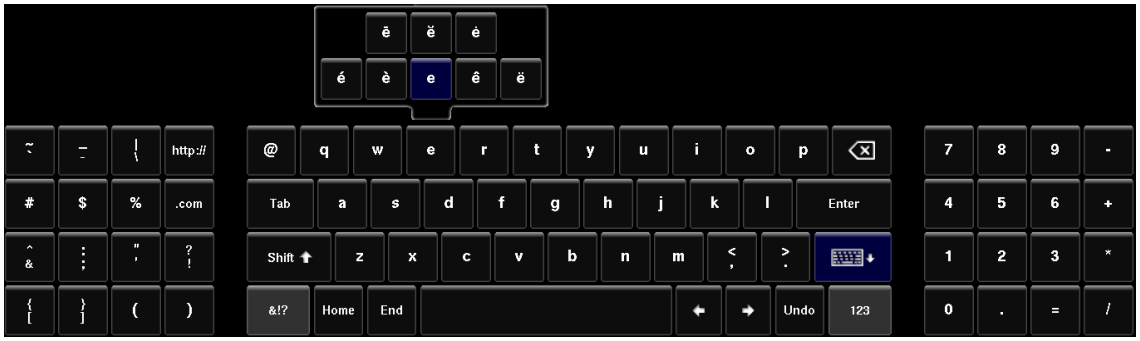
The touch-sensitive on-screen keyboard essentially functions in the same way as a physical QWERTY keyboard. The keyboard appears automatically when a screen contains editable fields or when you touch an editable field for keyboard input.

At any time, touching the button will hide the on-screen keyboard.

Alternate Functions

Additionally, you can access alternate functions on the on-screen keyboard by pressing and holding any of the specified keys for approximately one second. When you press and hold a key, a menu pops up allowing you to select alternate functions.

For example, as revealed in the image below, when you press and hold the “E” key, additional special characters are available for selection:



When you press and hold the “.com” key, additional alternate functions are available for selection:

The table below shows the keys that support this feature and their corresponding alternate functions:

Key	Alternate Function(s)
e	é, è, ê, ë, ē, ě, ė
E	É, È, Ê, Ë, Ē, Ě
s	ß, ś, š
S	Ś, Š
a	á, à, â, ã, ä, å, æ, ā
A	À, Á, Â, Ã, Ä, Å, Æ, Ā
u	ù, ú, û, ü, ū
U	Ù, Ú, Û, Ü, Ū
o	ò, ó, ô, õ, ö, ō, œ, ø
O	Ò, Ó, Ô, Õ, Ö, Ō, Œ, Ø
n	ñ, ń
N	Ñ, Ń
c	ç, ć, č
C	Ç, Ć, Č
z	ź, ż, ž
Z	Ź, Ż, Ž
i	ì, í, î, ï, ī, ĩ, į
I	Ì, Í, Î, Ï, Ī, Ĩ, Į
y	ÿ
Y	Ÿ
l	ł
.com	.net, .org, .edu, .gov
http://	https://, tftp://, ftp://

Note:
For keys that represent two characters (e.g. ?/!, }/], etc...), pressing and holding the respective key for approximately one second will bring up a menu allowing you to select the secondary character.

Caps Lock

Pressing and holding the Shift key for approximately one second turns the keyboard into caps lock mode. All characters are displayed as upper case characters and the Shift key is represented as a Caps Lock key indicating caps lock is on.

To turn off caps lock functionality, simply press the Caps Lock key.

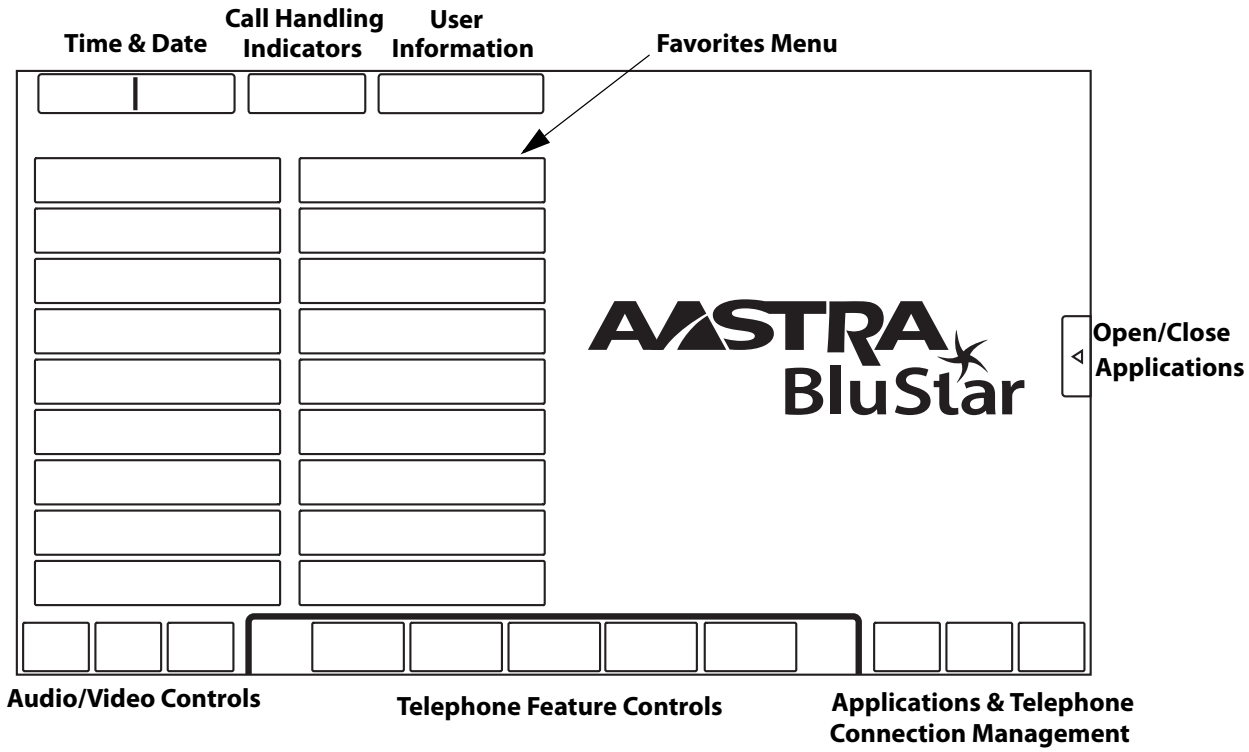
Home Screen

On the home screen you will see the following:

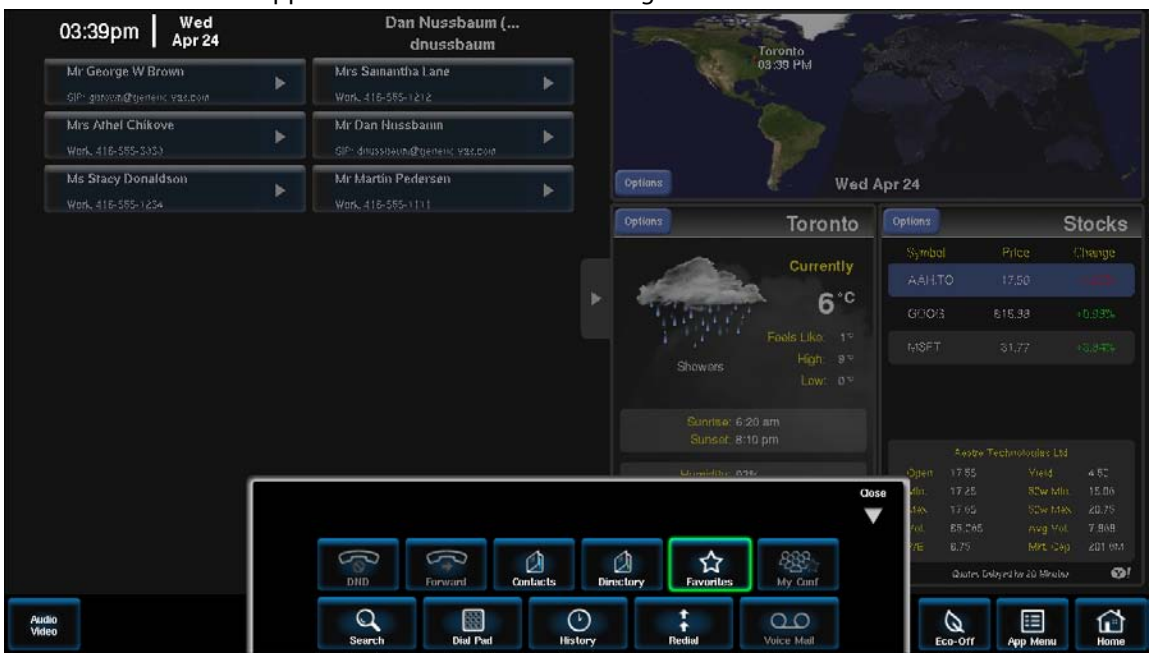
- Time
- Date
- Call handling indicators
- User information
- Favorites menu
- Open/close applications arrow
- Audio/video controls
- Telephone feature controls
- Applications and telephone connection management

Notes:

- The time, date, and user information is set up by your system administrator. Contact your system administrator if you have any questions.
- The call handling indicators (i.e. icons for call forwarding, auto answer, and Do Not Disturb (DND) features) are only displayed when the respective feature is enabled.



The main screen is greyed out (not the video) when a new (significant) UI element takes focus. For example, you will see the home screen greyed out when you expand the telephone feature controls menu. When you close the menu, you can touch the features and applications on the home screen again.



Favorites Menu

The Favorites menu appears automatically on the **Home** screen. This menu stores all of your favorite contacts. It acts like a speed dial list, so you can quickly select a contact to call (see To Make a Call Using Favorites: on page 78).

You can easily add and delete contacts to your Favorites menu (see Favorites on page 38).

You can also monitor contacts for state changes (Available [green], Ringing [yellow], Busy [red], and Unavailable [black]) of extensions on the BluStar 8000i.

Note:
Enhanced presence capabilities are available when connected to the BluStar Server. See BluStar Server Interoperability and Enhanced Presence Capabilities on page 110 for more information.

To Go to the Home Screen:

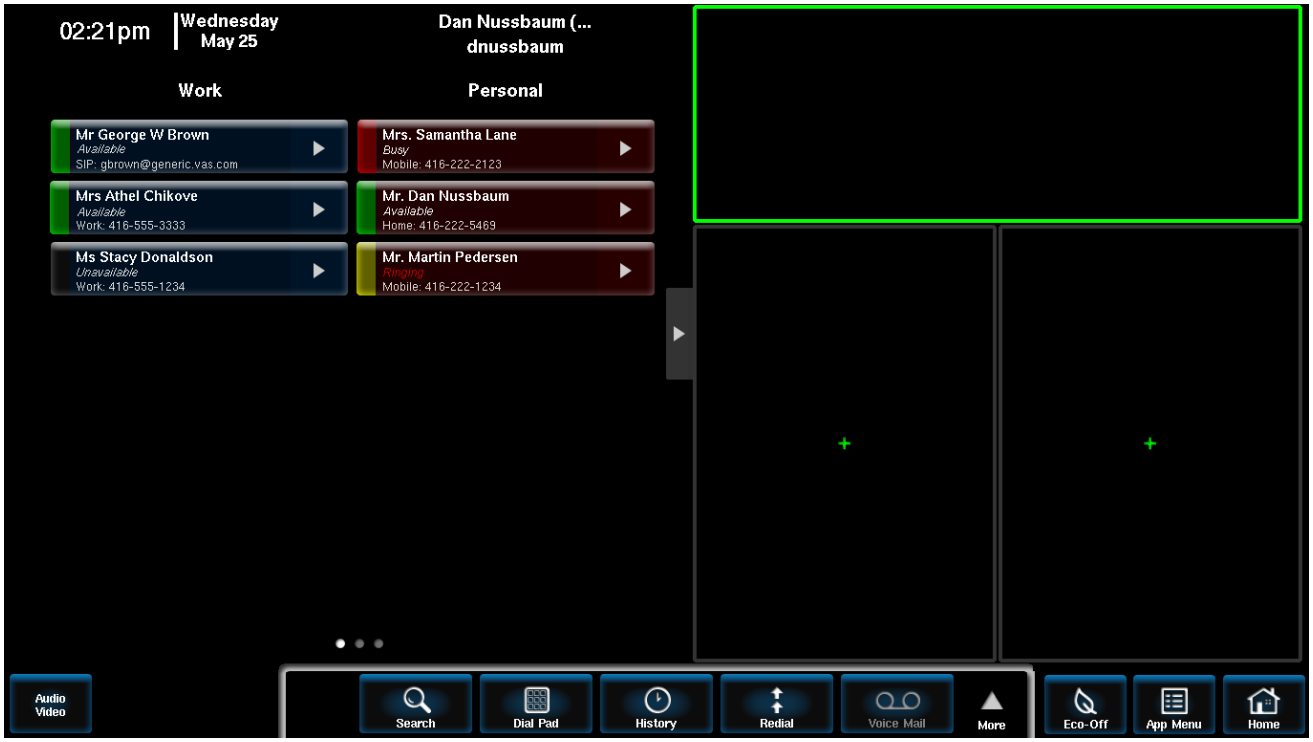
1. Touch the **Home** or the **Favorites** button
   OR
   the **Home** key.

Adding Applications to the Home Screen

You can customize the applications that appear on your home screen. The BluStar 8000i has several apps that you can open and/or add to your home screen, and you can display up to three apps at one time. From the App menu, users can easily add or replace apps to one of the three frames on the home screen.

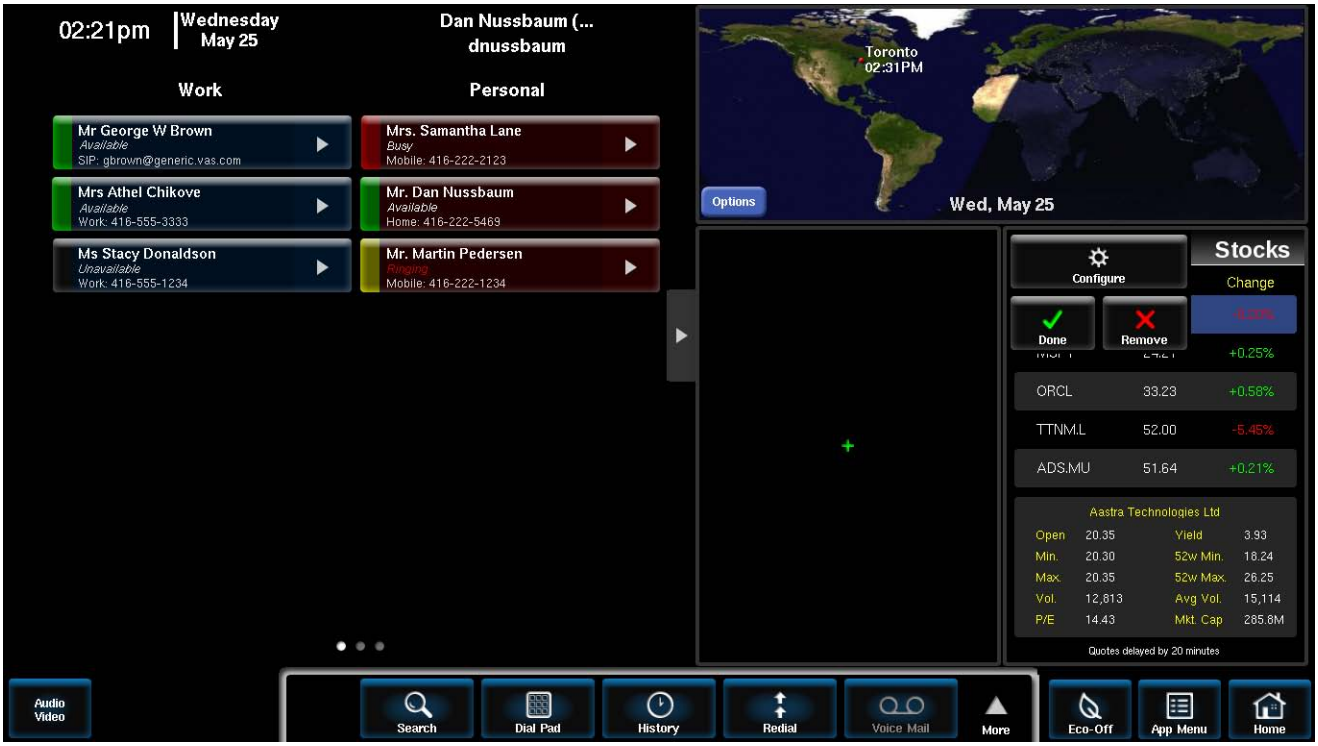
To Add Applications to the Home Screen:

1. Touch the **App Menu** button.
2. Touch the app you want to add to the home screen.
3. Touch inside a frame (with or without an app) outlined in green to place the app.
   Note:
   Only frames that can display a particular app will be outlined in green. For example, the clock app is only designed for the top frame on the home screen, so you wont be able to place it in one of the smaller frames.



To Remove Applications from the Home Screen:

1. Touch the blue **Options** button on the top right hand corner of an app.
2. Touch the **(-) Remove** button.
   You will now see an empty box on the home screen.



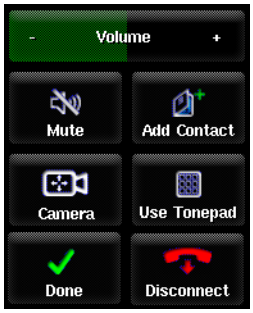
To Minimize or Maximize the Opened Applications:

1. Touch the open and close application arrow.

Call Screen

The call screen appears when you are participating in a call. In addition to showing the image(s) and name(s) or number(s) of the people you are talking to, the **Call Appearance Bar** provides the call status for the current call, and includes the party's name and elapsed call time.

Additionally, touching the **Options** button on a caller's screen will open the **Call Options Menu** where you can:

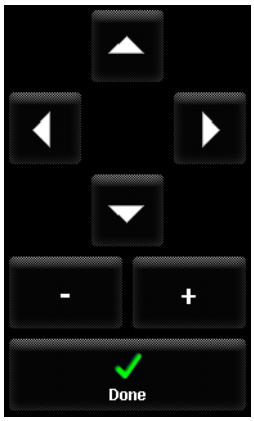


- Adjust or mute the volume of the party
- Add the party to your address book
- Remotely assume control of the remote party's HD camera (only if the remote party is a BluStar for Conference Room user and the call is a video call)
- Bring up a tonepad to dial another party
- Disconnect the party

Remotely Controlling the HD Camera When in an Active Call with a BluStar for Conference Room User

Note:
During a conference call, remote camera control functionality is restricted to the BluStar for Conference Room HD camera owner and the conference moderator/host (i.e. the conference call initiator).

1. When in an active call with a BluStar for Conference Room user, select the **Options** button on the video call screen.
2. Select the **Camera** button.
   Note:
   If the Camera button is unavailable, the feature may not be enabled on the remote side. Ask the remote BluStar for Conference Room user to enable the remote control feature.
3. Select the arrow keys to move the remote HD camera connected the BluStar for Conference Room in the respective direction. Select the **(+)** button to zoom in and the **(-)** button to zoom out.

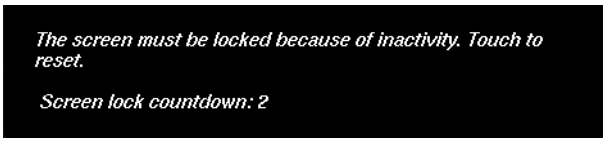


4. When you have the camera positioned as per your preference select **Done**.

Lock Screen

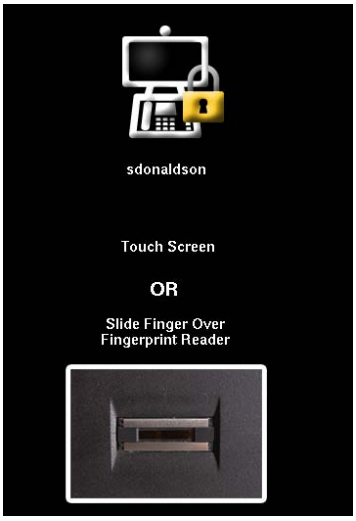
For reasons of security, your BluStar 8000i's screen can be locked by touching the **Lock Screen** button in the application menu, or from a period of system inactivity (configured by your system administrator).

When the preset period of system inactivity is reached, a pop-up window appears informing you that the screen is about to be locked. The window also shows a countdown timer indicating how much time remains before the screen lock is enabled.



Note:
Touching the pop-up window aborts the impending screen lock function.

Once the countdown period expires, the terminal locks and displays the following screen:



Note:
If configured by an administrator, calls can be made to emergency services while the phone is locked.

To Lock the Screen:

1. Touch the **App Menu** button.
2. Touch the **Lock Screen** button.

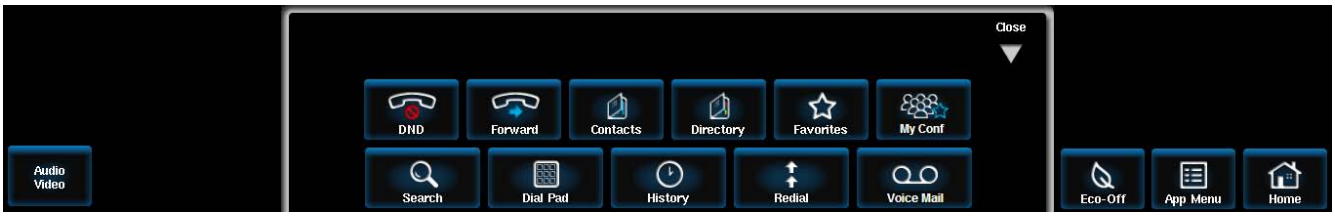
To Unlock the Screen:

1. Touch anywhere on the screen to enter in your password.
   OR
   Slide your finger over the fingerprint reader in a vertical/downward motion to unlock your terminal.
2. Touch the password box to use the on-screen keyboard.
3. Type in your password. If you make a mistake while entering the password, touch **Clear**.
   Note:
   For security reasons, another user cannot be selected via the user name field. The BluStar 8000i system requires that the password of the user who was most recently logged in to the terminal be entered to unlock the terminal.
4. Touch **Unlock**.
   The terminal unlocks and automatically returns to the screen that displayed before the terminal was locked.

Telephone Feature Controls

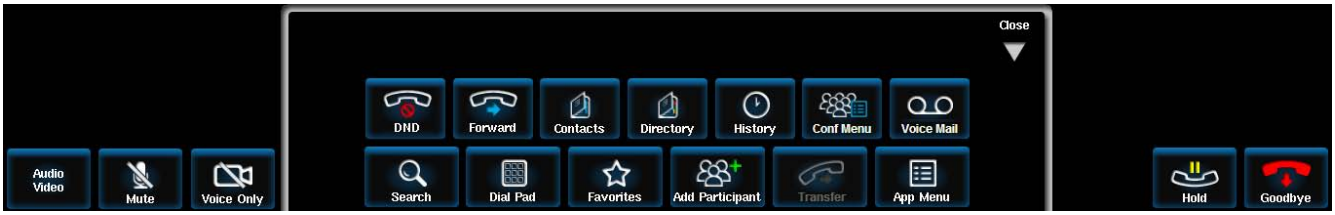
The BluStar 8000i has the following telephone feature controls that appear on the Home (or Idle), Call, Conference, and Hold screens. The following images show what applications and controls are available on each screen. You will also notice that different Audio/Video Controls and App and Telephone Connection Management Controls are available on each screen.

Home/Idle Screen

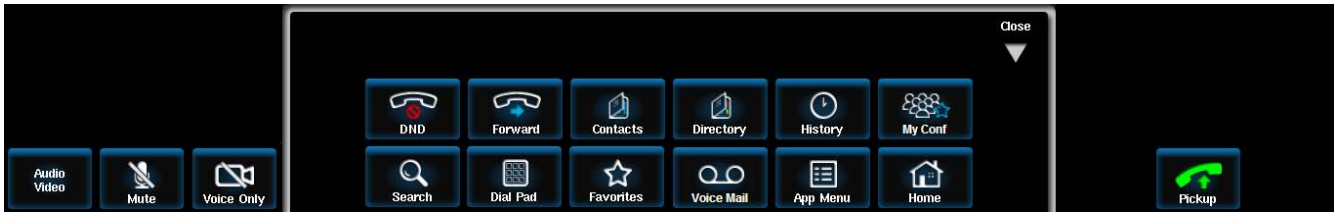


Two-Way Call Screen

Conference Call Screen



Hold Screen



The following tables explain each of the telephone feature controls.

Telephone Feature Controls

Telephone Feature	Description
	Allows you to place the phone in a "Do Not Disturb" (DND) status. If DND is ON, callers calling the phone do not hear a ring and then the call is rejected. If call forward is configured on the phone, the call can be forwarded to voicemail or to another SIP URL or number. For more information, see "Do Not Disturb (DND)" on page 27.
	Allows you to turn ON or OFF call forwarding. For more information, see "Call Forward" on page 27.
	Stores all of your contact information. On the contacts screen, you can add, edit, and delete contacts. You can also add contacts to your favorites and create contact folders. For more information, see "Contacts" on page 28.
	Allows you to find contacts from the global directory. For more information, see "Directory" on page 36.
	Brings up the Favorites menu (the home screen) that displays your favorite contacts. For more information, see "Favorites Menu" on page 20.
	Allows you to add participants to a conference call. For more information, see "Conference Calls" on page 89.
	Opens the conference menu where you can change the conference screen mode. For more information, see "Conference Menu Options" on page 92.
	Allows you to search through your contacts, favorites, directory, and call history. For more information, see "Search" on page 40.
	Allows you to dial a SIP URL or phone number. For more information, see "Making Calls" on page 77.
	Displays information about each call that came to your phone. The BluStar 8000i logs the name and number of the caller, and the date and time of the call. For more information, see "History" on page 42.
	Allows you to redial a phone number. The redial lists stores up to 10 numbers. For more information, see "To Make a Call Using Redial:" on page 78.

Telephone Feature	Description
 	Allows you to access your voicemail to retrieve and listen to stored messages or start the video voicemail client (if configured). When video voicemail is configured the video mail button will display automatically instead of the voice mail button. For more information, see "Voicemail"on page 44 and "Video Voicemail Client"on page 99.
	Allows you to transfer a call to another number, or to connect two active calls together and remove the calls from your BluStar 8000i screen. For more information, see "Transferring a Call" on page 85.

Do Not Disturb (DND)

DND allows you to place the phone in a "Do Not Disturb" status. If DND is ON, callers calling into the phone do not hear a ring and then the call is rejected. If call forward is configured on the phone, the call can be forwarded to voicemail or another SIP URL or number.

Note:
The DND feature must be enabled by your system administrator.

To Turn On DND:

1. In the telephone feature controls, touch the **DND** button.
   The button is outlined in green, indicating DND is ON. Additionally, you will see a symbol on the top of the Home screen.

To Turn Off DND:

1. In the telephone feature controls, touch the **DND** button to de-select it.
   The button is not outlined in green, indicating DND is OFF.

Call Forward

Call forwarding allows incoming calls to be forwarded to another destination. Users can configure call forwarding for when they do not answer a call (no answer), for all calls, or for when they are on a call (their status is set to busy). For details on how to configure call forwarding, see "To Configure Call Forward Settings:" on page 56.

To Turn ON Call Forward:

1. In the telephone feature controls, touch the **Forward** button.
   The button is outlined in green, indicating call forward is ON. Additionally, you will see a symbol on the top of the Home screen.

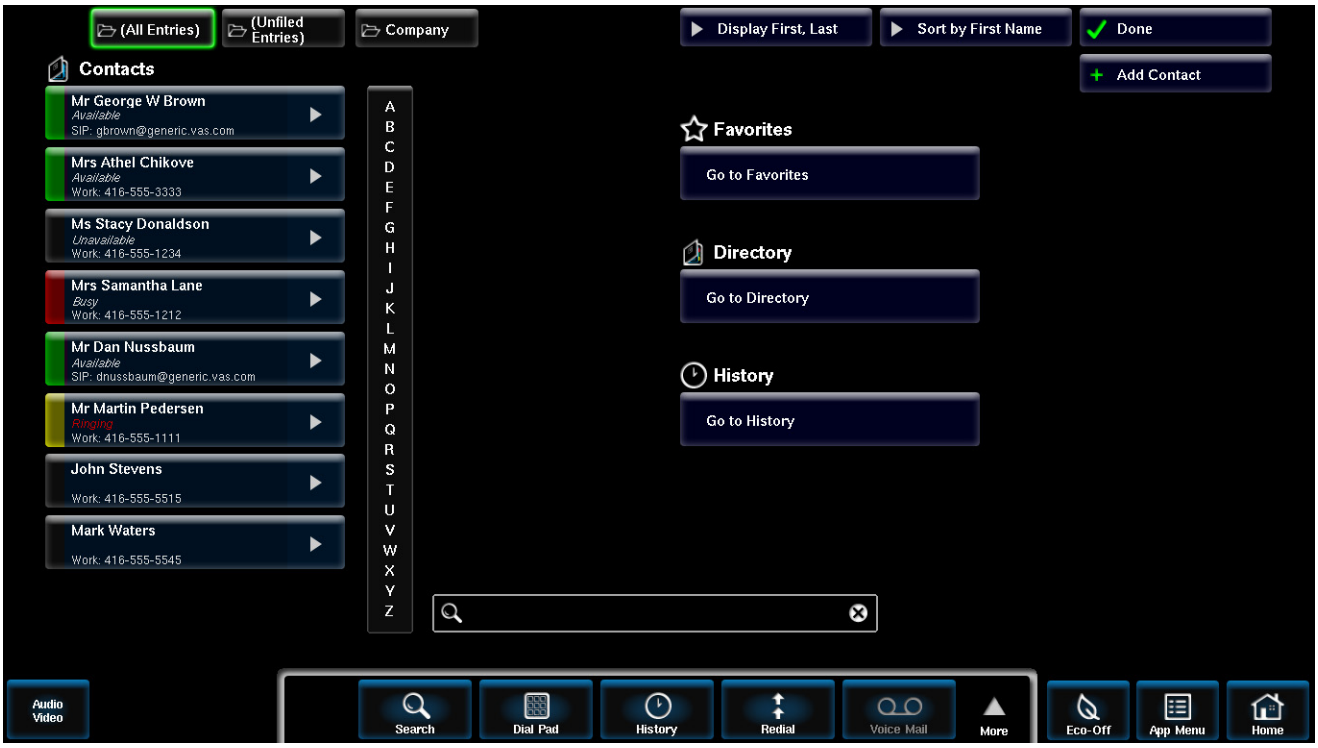
To Turn Off Call Forward:

1. In the telephone feature controls, touch the **Forward** button to de-select it.
   The button is not outlined in green, indicating call forward is OFF.

Contacts

Your system administrator can populate your contacts or you can use your Microsoft Exchange personal contacts (see Contacts on page 62 for more information). On the contacts screen you will see your address book that contains contact buttons, contact folders, an alphabetic menu, a search field, and links to your favorites, directory, and call history. When contacts are sorted (by first or last name), you can scroll through them using a A-Z menu. From this screen, you can manage your address book by doing any of the following:

- search, add, edit, or delete a contact
- select a contact from favorites, directory, and or history menus
- sort contacts
- add a contact to favorites



Contacts are represented as buttons on the screen. A contact button contains the following:

- name of contact
- status (see Searching for a Contact on page 29)
- SIP address
- arrow to open the contact screen where you can do the following:
  - see the details of the contact
  - change the color of the button
  - dial the contact
  - add or delete the contact from your contacts or favorites

To Open the Contacts Screen

1. In the telephone feature controls, touch the **Contacts** button.
   The button is outlined in green, indicating that the contacts screen is open.

To Close the Contacts Screen:

1. In the telephone feature controls, touch the **Contacts** button to de-select it.
   OR
   On the contacts screen, touch **Done**.
   The button is not outlined in green, indicating that the contacts screen is closed.

Contact Status

Notes:

- Contact status is configurable in SIP Call Server mode (see Busy Lamp Field (BLF) on page 40).
- Enhanced presence capabilities are available when connected to the BluStar Server. See BluStar Server Interoperability and Enhanced Presence Capabilities on page 110 for more information.

Contact buttons for BluStar 8000i users can show their status on the left-hand side of the button. The following statuses can be seen on the BluStar 8000i:

- Available (green)
- Ringing (yellow)
- Busy (red)
- Unavailable (black)

Searching for a Contact

You can search for contacts by going to any of the following:

- Your contacts list (all entries or unfiled entries)
- Favorites
- Directory
- History (call history)

To Search for a Contact:

1. In the telephone feature controls, touch the **Contacts** button.
2. Touch either (All Entries), (Unfiled Entries), or a created folder (e.g. Sales).
3. Touch the **Search** text field and type in the contact search details.
   Note:
   Searches can be conducted by first name, last name, or company name.
4. Touch **Search** on the keyboard.
   The search results appear under favorites, directory, and history.
5. Touch a button with search results.

6. Touch the arrow on a contact button.
7. Touch **+ Add to Contacts**.
8. Touch **Done**.

Adding a Contact

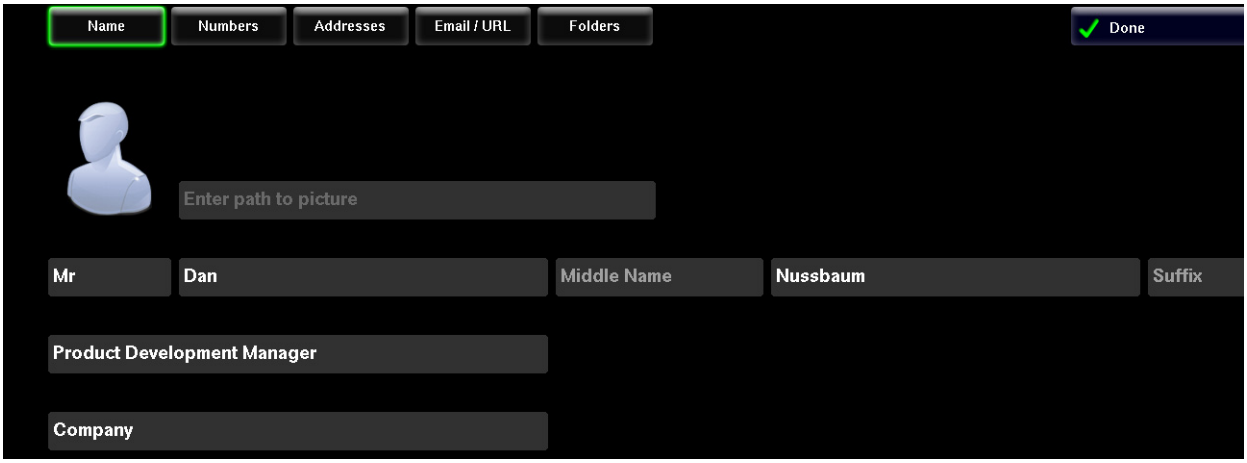
You can add a contact from the contacts screen by touching any of the following buttons:

- + Add to Contacts
- Go to Favorites
- Go to Directory
- Go to History

You can also import contacts from your Microsoft Exchange personal contacts (see Contacts on page 62).

To Add a New Contact:

1. In the telephone feature controls, touch the **Contacts** button.
2. Touch the **+ Add Contact** button.
3. Enter in the details under the name, numbers, addresses, email/URL, and folders buttons.



4. Touch **Done**.

To Add a Contact from Favorites:

1. In the telephone feature controls, touch the **Contacts** button.
2. Touch the **Go to Favorites** button.
3. Touch the arrow on the contacts button.

4. Touch the **+ Add Contact** button.
5. Touch **Done**.

To Add a Contact from Directory:

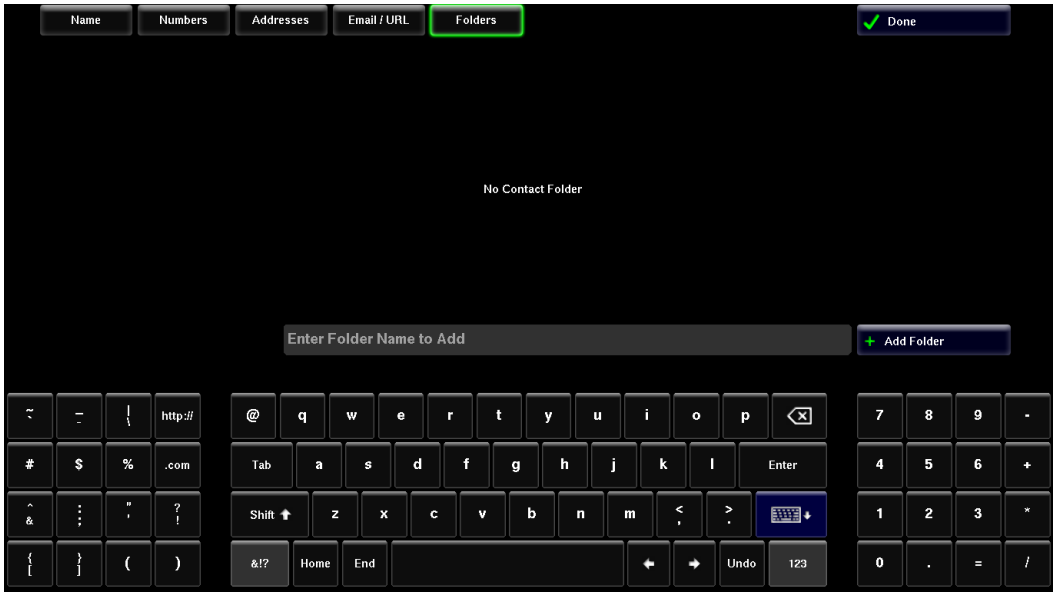
1. In the telephone feature controls, touch the **Contacts** button.
2. Touch the **Go to Directory** button.
3. Touch the arrow on the contacts button.
4. Touch the **+ Add Contact** button.
5. Touch **Done**.

To Add a Contact from History:

1. In the telephone feature controls, touch the **Contacts** button.
2. Touch the **Go to History** button.
3. Touch the arrow on the contacts button.
4. Touch the **+ Add Contact** button.
5. Touch **Done**.

To Add a Contact Folder:

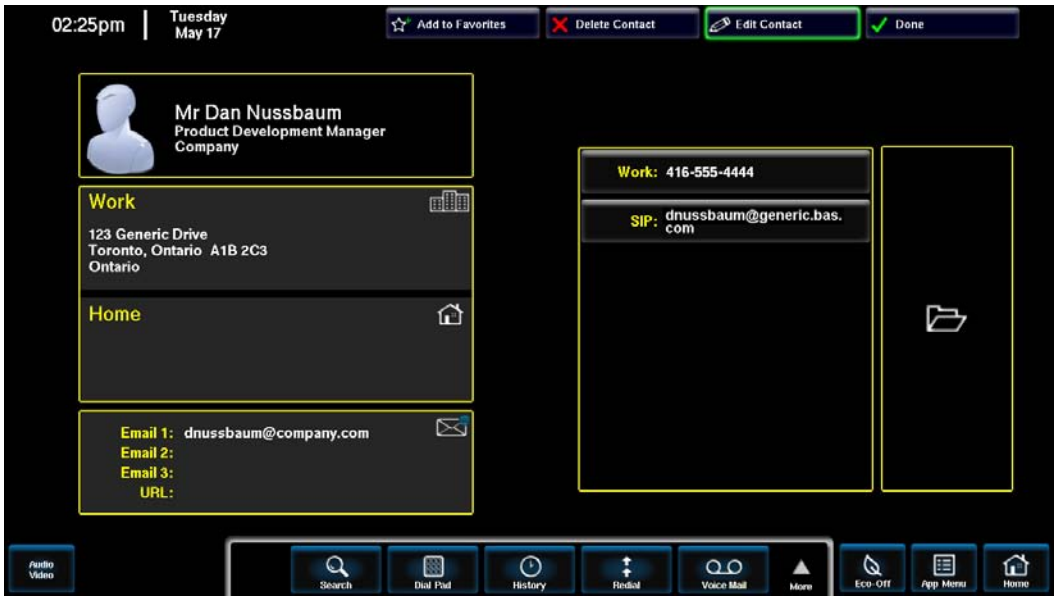
1. In the telephone feature controls, touch the **Contacts** button.
2. Touch the **+ Add Contact** button.
3. Touch the **Folders** button.



4. Touch the “Enter Folder Name to Add” text field and type in a new folder name.
5. Touch the **+ Add Folder** button.
   The new folder will appear on the screen.

Editing a Contact

Users can edit a contact's name, address(es), phone number(s), organizational affiliation(s), email/web address(es), and the address book folders where the contact will appear.

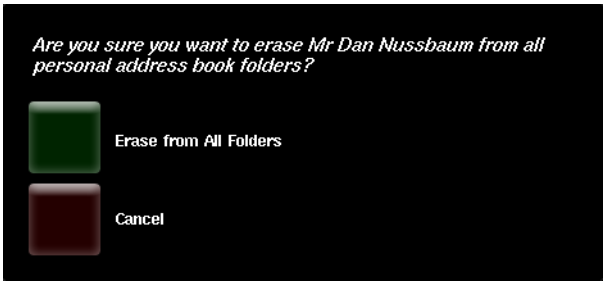


To Edit a Contact:

1. In the telephone feature controls, touch the **Contacts** button.
2. Touch the arrow on a contact button to open up the contact's information screen.
3. Touch the **Edit Contact** button.
   All boxes are now outlined in yellow.
4. Touch a box that you want to edit (e.g. Work).
5. Edit the information.
   Note:
   Do not include the special character "|" in any string that is to be displayed on the BluStar 8000i.
6. Touch **Done**.

Deleting a Contact

Users can delete a contact from all folders.



To Delete a Contact:

1. In the telephone feature controls, touch the **Contacts** button.
2. Touch the arrow on a contact button to open up the contact's information screen.

3. Touch the **x Delete Contact** button.
   You will see the following message: *Are you sure you want to erase Contact from all personal address book folders?*
   Note:
   If the contact was added as a favorite, the message will also state, "*Favorite attached to this contact will also be deleted.*" Deleting a contact that has been added as a favorite will automatically delete the corresponding entry in the Favorites menu.
4. Touch **Erase from All Folders**.
5. Touch **Done**.

Sorting Contacts

For each folder you can sort contacts by the following:

- First Name
- Last Name
- Company, then First Name
- Company, then Last Name

To Sort Contacts:

1. In the telephone feature controls, touch the **Contacts** button.
2. Touch a folder button to highlight it.
3. Touch the **Sort by First Name** button.
4. Select the desired sorting method.
5. If you do not have to configure anything else on the screen, press **Done**.

Displaying Contact Names In Order of Preference

By default, contact names are displayed in order of first name then last name, separated by a comma. If you prefer, the option is available to display contacts in reverse order (i.e. last name, first name).

To Display Contact Names in Reverse Order:

1. In the telephone feature controls, touch the **Contacts** button.
2. Touch the **Display First, Last** button.
3. Select the **Display Last, First** option.
4. If you do not have to configure anything else on the screen, press **Done**.

Directory

Your system administrator can populate your directory by importing records from a global directory file or by configuring (or allowing you to configure, see LDAP Directory on page 64) your BluStar 8000i to access records from a Lightweight Directory Access Protocol (LDAP) server (i.e. a server providing directory services that may already be set up in your network environment).

On the directory screen, you will see:

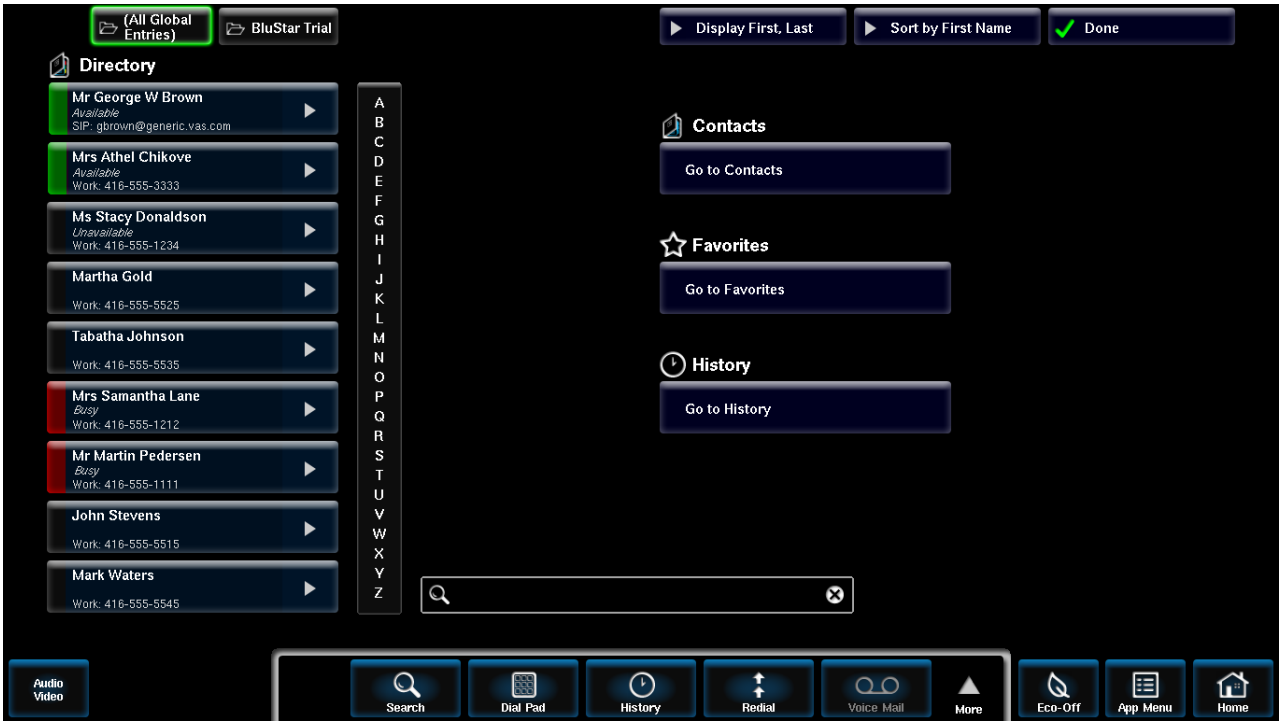
- **All Global Entries** button: When selected, directory entries that your system administrator has configured using a global directory file are displayed on screen.
- LDAP directory button (if configured): If your system administrator has configured your BluStar 8000i to use an LDAP directory (the LDAP directory is often the company directory), a button will be available next to **All Global Entries**. The LDAP directory name is configurable by your system administrator (e.g. the "BluStar Trial" button in the image below represents the LDAP directory). When selected, directory entries located on the LDAP server are displayed on screen.

In addition to the directory buttons, links to your contacts, favorites, and call history are displayed on the directory screen. Contact your system administrator if you have any questions with regards to the global directory.

When the directory is sorted, you can scroll through contacts using an A-Z menu. Contacts can be sorted by the following:

- First Name
- Last Name
- Company, then First Name
- Company, then Last Name

Users can also type in the name of the contact they are looking for (or company name, if applicable) in the search text field.



To Open and Search the Directory:

1. In the telephone feature controls, touch the **Directory** button.
   The button is outlined in green, indicating that the directory is open.

2. Select a directory by pressing one of the directory buttons as per the configuration of your system (e.g. in the figure above **All Global Entries** or **BluStar Trial**).
3. Search by entering the criteria in the search input field (indicated by the magnifying glass icon).

To Sort the Directory:

1. In the telephone feature controls, touch the **Directory** button.
2. Touch the arrow on the **Sort by First Name** button at the top of the screen.
3. Select either:
   - **Sort by First Name**
   - **Sort by Last Name**
   - **Sort by Company then First Name**
   - **Sort by Company then Last Name**

To Display Contact Names in Reverse Order:

1. In the telephone feature controls, touch the **Directory** button.
2. Touch the **Display First, Last** button.
3. Select the **Display Last, First** option.
4. If you do not have to configure anything else on the screen, press **Done**.

To Close the Directory:

1. In the telephone feature controls, touch the **Directory** button to de-select it.
   OR
   On the directory screen, touch **Done**.
   The button is not outlined in green, indicating that the directory is closed.

Favorites

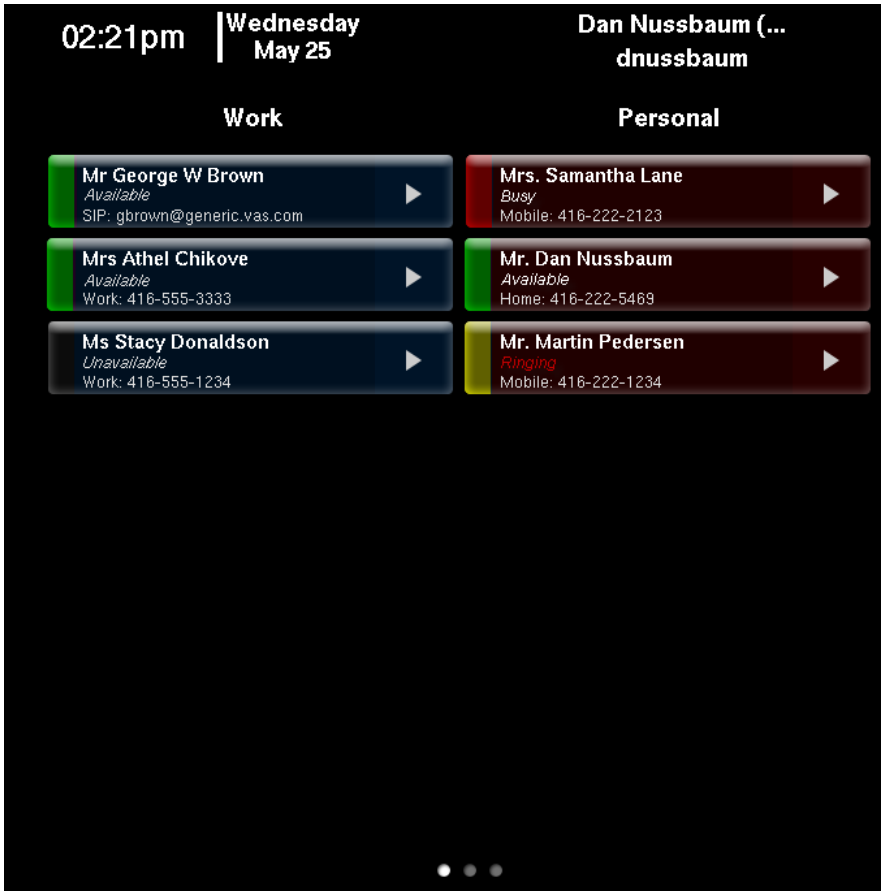
You can store all of your favorite contacts in the Favorites menu on the home screen. It acts like a speed dial list, so you can quickly select a contact to call (see To Make a Call Using Favorites: on page 78).

You can add and delete contacts to your Favorites menu. You can also monitor contacts for state changes (Available [green], Ringing [yellow], Busy [red], and Unavailable [black]) of extensions on the BluStar 8000i. Contact status is configurable in SIP Call Server mode (see Busy Lamp Field (BLF) on page 40).

Note:

Enhanced presence capabilities are available when connected to the BluStar Server. See BluStar Server Interoperability and Enhanced Presence Capabilities on page 110 for more information.

The Favorites menu is comprised of three pages each containing 18 cells (for a total of 54 cells) that can be used for either favorite entries or labels. Entries can be color-coded and easily moved to a slot on any of the three pages and unused cells can be edited for use as labels, allowing you to better organize the Favorites menu.



Note:

Pages are indicated by the dots located at the bottom of the Favorites Menu. Navigating from page to page is performed by swiping the menu to the left or to the right.

To Open Your Favorites Menu:

1. In the telephone feature controls, touch the **Favorites** or the **Home** button or press the **Home** key.
   The button is outlined in green, indicating that your favorites is open.

To Add a Contact to Your Favorites:

1. In the telephone feature controls, touch the **Contacts** button.
2. Touch the arrow on a contact button to open the contact's information screen.
3. Touch the **Add to Favorites** button.
4. Touch **Done**.
   You will now see your contact in your Favorites menu on the home screen.
   Note:
   Newly created favorites are placed in the first available slot on the first available page and are highlighted in green.

To Remove a Contact from Your Favorites:

1. In your Favorites menu, touch the arrow on a contact button to open up the contact's information screen.
2. Touch **View Full Contact Information**.
3. Touch the **Delete Favorite** button.
   The contact has been removed from your favorites.

To Apply Color-Coding to a Contact in Your Favorites:

1. In your Favorites menu, touch the arrow on a contact button to open up the contact's information screen.
2. Touch **View Full Contact Information**.
3. Select a color from the list of available colors under the **Favorite** heading.
4. Touch **Done**.
   You will now see the entry in your Favorites menu with he selected color-coding option applied.

To Move Contact Entries Within the Favorites Menu:

1. In your Favorites menu, touch and hold the contact entry you wish to move.
   The entry will be highlighted in green.
2. Drag and drop the selected contact entry into the desired slot.
   You will now see the entry in the desired slot.
   Note:
   Entries can be placed in a slot on any of the three pages. To move the contact entry to a different page, drag the selected entry to the extreme right or extreme left and drop the entry into the desired slot.

To Create Labels from Unused Cells:

1. In your Favorites menu, touch and hold an unused cell (i.e. an empty cell containing no entries).
   A cursor will appear allowing you to edit the cell to use as a label.
2. Edit the label by using the on-screen keyboard.
3. Touch **Enter.**
   You will now see your label in your Favorites menu on the home screen. The label can now be moved within the Favorites menu in the same fashion as a contact entry.

To Update or Delete a Label:

1. In your Favorites menu, touch the cell containing the label you wish to update or delete.
   A cursor will appear allowing you to edit the cell to use as a label.
2. Edit the label by using the on-screen keyboard or delete the label using the **Backspace** button.
3. Touch **Enter.**
   The cell will now reflect the changes you have made.

Busy Lamp Field (BLF)

The BLF feature on the BluStar 8000i allows users to monitor their favorite contacts (speed dial list) for state changes. BLF monitors the status (Available [green], Ringing [yellow], Busy [red], and Unavailable [black]) of extensions on the BluStar 8000i.

Example

A Supervisor has a worker added to her favorites and BLF is configured on her BluStar 8000i for monitoring the status of a worker's BluStar 8000i use (busy, ringing, available, and unavailable). When the worker makes a call, the contact button goes red (busy) on the Supervisor's BluStar 8000i favorites screen to show that the worker's phone is in use.

Notes:

- Contact your system administrator to configure the BLF feature for you.
- Visual enhancement icons can also be enabled for users with color vision deficiency if required. See Visual Enhancement Feature on page 118 for more information.
- Enhanced presence capabilities are available when connected to the BluStar Server. See BluStar Server Interoperability and Enhanced Presence Capabilities on page 110 for more information.

Search

Users can search through their contacts, favorites, directory, and call history on the search screen. Contacts can be sorted by the following:

- First Name
- Last Name
- Company, then First Name
- Company, then Last Name

Users can also type in the name of the contact they are looking for (or company name, if applicable) in the search text field.

To Open the Search Screen:

1. In the telephone feature controls, touch the **Search** button.
   The button is outlined in green, indicating that your favorites is open.

To Search for a Contact:

1. Touch the **Search** button.
2. Use your finger to scroll through the contacts under the contacts, favorites, directory, or history headings.
3. Touch a contact button to call them.
   OR
   Touch the arrow on a contact button.
4. Touch **+ Add to Contacts** or **Add to Favorites**.

To Sort Contacts:

1. Touch the **Search** button.
2. Touch the arrow on the **Sort by First Name** button at the top of the screen.
3. Select either:
   - **Sort by First Name**
   - **Sort by Last Name**
   - **Sort by Company then First Name**
   - **Sort by Company then Last Name**

To Display Contact Names in Reverse Order:

1. In the telephone feature controls, touch the **Directory** button.
2. Touch the **Display First, Last** button.
3. Select the **Display Last, First** option.
4. If you do not have to configure anything else on the screen, press **Done**.

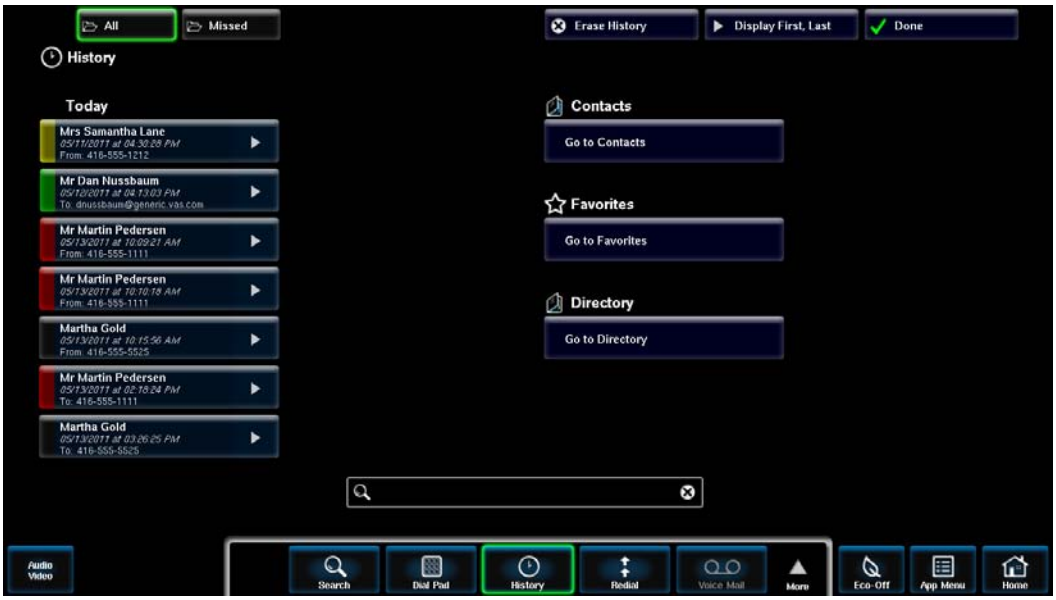
To Close the Search Screen:

1. In the telephone feature controls, touch the **Search** button to de-select it.
   OR
   On the search screen, touch **Done**.
   The button is not outlined in green, indicating that your favorites is closed.

History

The history screen displays information about each call that you have either received, missed, or dialed. The BluStar 8000i logs the name and number of the caller, and the date and time of the call. Call history is sorted by call sequence and divided into two folders at the top of the screen: **All** (calls) and **Missed** (calls). The folder "**All**" includes calls that are both received and dialed.

From this screen, users can select the display format of the caller to be either first name, last name or last name, first name. Users can also type in the name of the contact (or company name, if applicable) in the search text field, call a contact from this screen, and erase contacts from their call history.



Missed Calls Indicator

The history button will show a missed calls indicator that increments the number of missed calls.

Additionally, the following missed calls indicator will be displayed on screen when the BluStar 8000i is in screensaving or Eco-Off mode.

Once a user touches the history button to view the missed calls, the missed calls indicator will disappear from the button.

To Retrieve Missed Calls:

1. Touch the **History** button.
2. Select the **Missed** folder.
3. Touch a contact button to call them.
   OR
   Touch the arrow on a contact button.
4. Touch **+ Add to Contacts** or **Add to Favorites**.
5. Touch the **History** button again to de-select it and close the search screen.

To Display Directory Contact Names in Reverse Order:

1. In the telephone feature controls, touch the **Directory** button.
2. Touch the **Display First, Last** button.
3. Select the **Display Last, First** option.
4. If you do not have to configure anything else on the screen, press **Done**.

To Erase Call History:

1. Touch the **History** button.
2. Touch the **Erase History** button.
   The following message appears: *Are you sure you want to erase all call history entries?*
3. Touch **Erase Call History** or **Cancel**.

Voicemail

Pressing the voicemail button allows you to directly dial your voicemail and access your messages. Your voicemail must be setup by your system administrator before you can access it. Contact your system administrator for more information.

The BluStar 8000i displays up to 99 voicemail messages for an account even if the number of voicemail exceeds the limit.

Message Indicator

The voicemail button will show a (!) to indicate that there is a new voicemail.

Once a user touches the voicemail button to listen to the messages, the message indicator will disappear from the button.

Using Voicemail

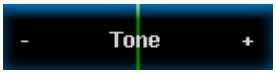
1. Touch the **Voice Mail** button.
   You will be connected to a voicemail server where you can enter in your password to retrieve your messages.

Note:
If the video voicemail client feature is configured on the respective BluStar 8000i terminal, pressing the telephone feature controls Video Mail button initiates the video voicemail client instead of connecting you directly to your voicemail server. Refer to Video Voicemail Client on page 99 for more information.

Audio/Video Controls

Users can adjust the audio and video settings through the Audio/Video button

on the main screen. The BluStar 8000i has the following Audio/Video controls:

Audio/Video Control	Description
	Allows you to adjust the ringer volume on your BluStar 8000i. You can decrease the volume by pressing the **(-)** sign and increasing it by pressing the **(+)** sign. Users can also change the volume by pressing the **Volume Control** key on the phone. To change the volume of incoming calls, button clicks etc. users can go to the sounds screen in the tools menu, see "Sounds"on page 53. **Note:** If you want to adjust the volume of the other party, use the volume button in the call options panel menu on the call screen.
	Allows you to adjust the tone equalization of the audio heard from the BluStar 8000i speaker while using the speakerphone. You can change the tone equalization to your liking by pressing the (-) and (+) signs. For more information, see "Using Handsfree Speakerphone"on page 79.
	Allows you activate the speakerphone. For more information, see "Using Handsfree Speakerphone"on page 79.
	Allows you to activate the headset. For more information about the Headset Key, see "Using a Headset"on page 79.
	Opens the magic mirror. For more information, see "Magic Mirror Screen" on page 46.
	Turns on self view. When you are in a call or on the Magic Mirror screen, you will be able to see yourself in the bottom right-hand corner of the screen. For more information, see "Self View Screen" on page 46.
	Mutes the microphones on your BluStar 8000i so that other parties cannot hear you. For more information, see "To Mute Your BluStar 8000i:" on page 82. **Note:** If you want to mute the other party, use the Mute button in the Options menu on the Call screen (see "To Mute a Caller:" on page 82).
	Turns off the camera so that only voice is available during the call. When you select voice only, you will see the video mute indicator around the camera turn off indicating that the video is turned off. When you de-select it (video is on) the video mute indicator is green. For more information, see "To Answer a Call with Voice Only:" on page 80.

Magic Mirror Screen

The Magic Mirror screen shows you a full size view of the video image that your BluStar 8000i camera sends to others.

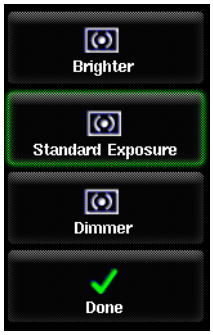
To Activate the Magic Mirror screen:

1. Touch **Magic Mirror** in the audio/video control menu.
   You will now see yourself on the screen.

In addition to the full size view, the Magic Mirror screen also offers three choices of exposure: standard (auto exposure), dimmer, and brighter. These controls allow you to adjust the camera's exposure.

To Set Video Exposure:

1. Touch the **Audio Video** button.
2. Touch **Magic Mirror** then the **Options** button.
3. Select either **Brighter, Standard Exposure,** or **Dimmer**.

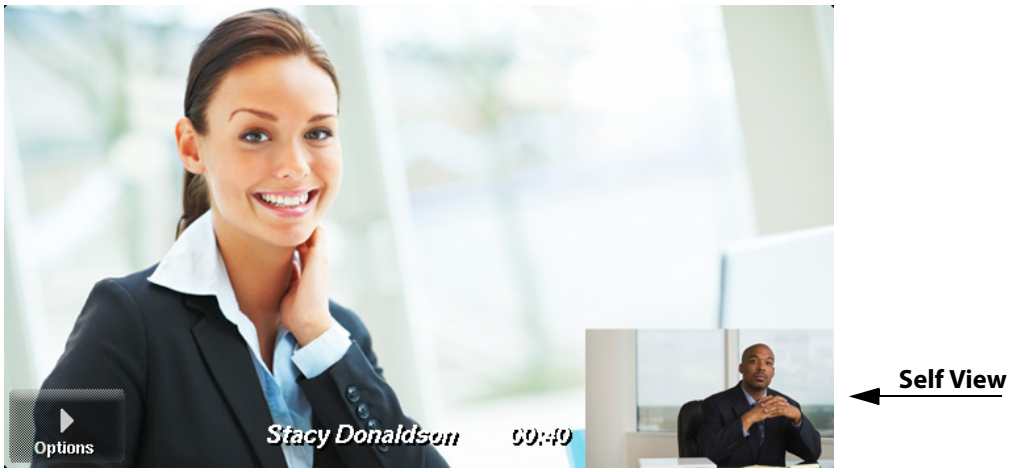


4. Press **Done**.

Note:
Please use these controls sparingly, keeping in mind that they affect how your transmitted images appear to others.

Self View Screen

Self View is essentially a smaller magic mirror, as it also shows you what you look like. When you are in a video call and touch the **Self View** button, you will see the self view screen appear on the BluStar 8000i. When you deselect the Self View button, it disappears.



To Turn On Self View:

1. Touch the **Audio Video** button.
2. Touch **Self View**.
   The button is outlined in green indicating that self view is on.

To Turn Off Self View:

1. Touch the **Audio Video** button.
2. Touch the **Self View** button that is outlined in green.
   The button is not outlined in green, indicating that self view is turned off.

App and Telephone Connection Management Controls

Users can use the following app and telephone connection management controls while using the BluStar 8000i.

App and Telephone Connection Management Controls	Description
	Opens or closes the App menu. For more information, see "Application Menu"on page 49.
	Opens the Home screen. For more information, see "Home Screen" on page 19.
	Directly enables Eco-Off power saving mode. For more information, see "To Directly Enable Eco-Off Mode:" on page 60.
	Allows you to place an active call on hold. For more information, see "Placing a Call on Hold"on page 84.
	Allows you to end an active call. For more information, see "Ending Calls"on page 83.
	Allows you to pickup a call that is on hold. For more information, see "To Pickup a Call on Hold:"on page 84.
	Allows you to join two or morecalls, creating a conference call. For more information, see "Initiating a Conference"on page 90
	Shows you how many callers you have placed on hold. For more information, see "To Pickup a Call on Hold:"on page 84.
	Shows you how many lines are in use (top-left corner) and how many callers you have placed on hold (top-right corner). **Note:** Replaces the calls on hold icon when BluStar 8000i terminals are configured for Shared Call Appearance (SCA). For more information, see ""Shared Call Appearance (SCA)" on page 95.
	Allows you to swap between two calls. If Call 1 is on hold and you are speaking with Call 2, you can press the swap button beside Call 1 and it will automatically switch you to Call 1 and put Call 2 on hold. For more information, see "To Swap a Call:"on page 84.

Application Menu

The BluStar 8000i has the following applications:

- Tools
- About
- Lock Screen (see Lock Screen on page 24)
- Log Off (see Logging Off on page 16)
- Status
- Feedback
- Calculator
- Clock
- Currency Converter
- Stocks
- Weather

To Open the Application Menu:

1. Touch the **App Menu** button
   OR
   the **Hot** key.
   The App menu button is outlined in green, indicating that it is opened.

To Close the Application Menu:

1. Touch the **Home** button
   OR
   the **Hot** key.
   The App menu button is no longer outlined in green, indicating that it is closed.

Tools

The tools screen's preferences panel allows you to do the following:

- Enter User Identity (login name, display name, and password) and define if the current account should be used as an autologin account
- Assign custom Sounds to various BluStar 8000i actions
- Control Call Handling
  - Configure whether or not your terminal automatically answers incoming calls
  - Define call forwarding rules
  - Adjust the transmit and receive rates (bandwidth)
  - Configure layout options
  - Enable or disable call security features
- Specify the Terminal Identity connection settings used by the terminal to communicate with your network
- Use Utilities to control screen brightness, calibrate the touchscreen, clear stored pictures, reset the terminal to factory defaults, or configure the power saving schedule
- Add a Fingerprint to your account using the fingerprint reader
- Import Contacts from Microsoft Exchange
- Configure the LDAP Directory

User Identity

The user identity is pre-configured by the system administrator. If you have any questions about your user identity, please contact your system administrator.

Note:

Settings on this screen that the user cannot edit are represented by grey text. Please contact your system administrator for assistance with information entered in the user identity fields.

Users may, however, have the ability to configure the autologin feature on this screen. If the feature is enabled, the BluStar 8000i can automatically log in to a specified default account upon a manual restart, forced restart, or cold reboot. These three processes can be defined as follows:

- Manual restart - user initiated (e.g. when a user selects the **Restart** button).
- Forced restart - software initiated but influenced by a user's action (e.g. when a user changes a terminal setting whereby the device requires a restart for the setting to take effect).
- Cold reboot - when a software upgrade has been initiatedor when an interruption of power has occured (e.g. power failure or power cycle).

This feature is especially useful when a BluStar 8000i is configured for one primary account as it ensures that the account is logged in automatically even after a cold reboot has occured.

Notes:

- If a BluStar 8000i is in a locked state before a forced restart, the BluStar 8000i will still retain its locked state after it is restarted and automatically logged in.
- The configured autologin account will be removed if the BluStar 8000i is reset to factory defaults.

When enabled, users can configure their BluStar 8000i to automatically login to a specified account by first logging in to the respective account, navigating to the **App Menu** > **Tools** > **User Identity** screen, and selecting the **Autologin, upon Restart, for this Account and Device** option.

When logged in to a different account, the **User Identity** screen will display the account to which the autologin feature is currently associated.

Note:
If it is required to change the default autologin account, users must log in to the currently configured autologin account and disable the feature there before another account can be selected.

When a BluStar 8000i is restarted due to a cold reboot (i.e. software upgrade, power failure, or power cycle), a randomized countdown will appear on screen before the device automatically logs in. In such situations, you can choose to login immediately by selecting the **Autologin Now** button or simply wait until the countdown ends. Selecting the **Cancel** button will cancel the autologin process entirely.

Note:
The randomized countdown is only employed after a cold reboot.

To Configure the Account as a Default Autologin Account:

1. Log in to the BluStar 8000i using the account you wish to configure as the autologin account.
2. Touch the **App Menu** button
   OR
   the hot key.
   The App Menu button is outlined in green, indicating that it is opened.
3. Touch the **Tools** button.
4. Touch the **User Identity** button.
5. Touch **Autologin, upon Restart, for this Account and Device**.
6. Touch **Done**.

Additionally, the User Identity screen may also give you the option to change your password.

To Change your Password:

1. Type in your old password.
2. Type in your new password.
3. Confirm your new password.
4. Touch **Change Password.**

Sounds

From the sounds menu, you can alter the sound duration, type of sound, and volume for the following:

- Incoming Call
- Incoming Call Waiting
- Outgoing Call
- Outgoing Call Failed
- Transfer Succeeded
- Button Click
- Dialpad Click
- Keyboard Click

To Change the Duration:

1. Touch the **Repeating** button.
2. Select either:
   - **Off**
   - **Single**
   - **Repeating**

To Change the Type of Sound:

1. Touch the **Ring Modern 1** button.
2. Select a ring tone (e.g., Ring Beethoven).

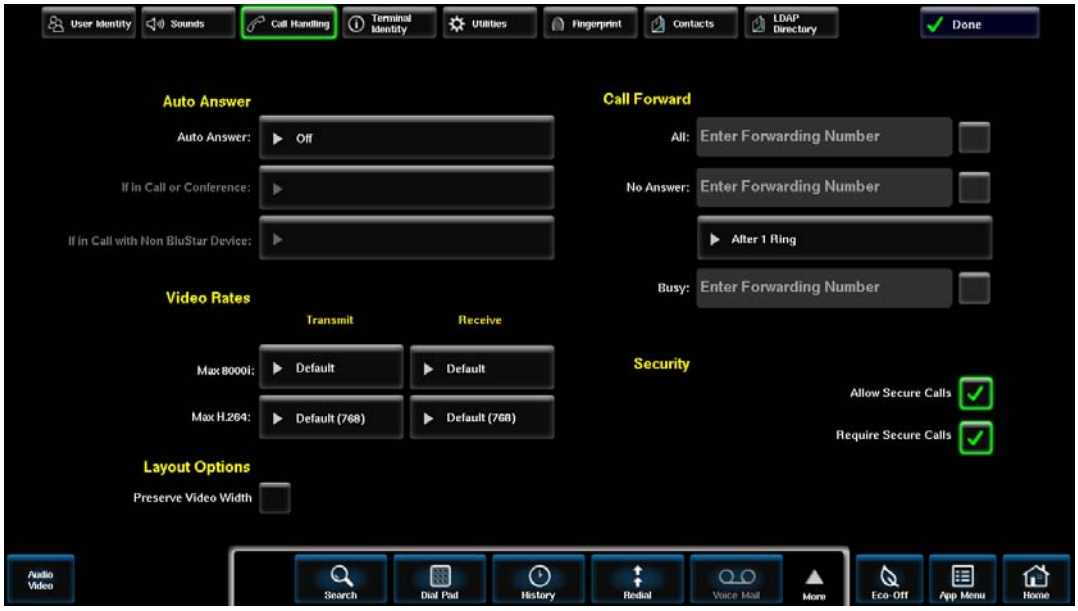
To Change the Volume:

1. Touch **(-)** or **(+)** on the **Volume** button.
2. Touch **Done** when finished.

Call Handling

From the call handling screen, you can change the settings for the following:

Call Handling Feature	Description
Auto Answer	Allows incoming calls to be automatically answered after a pre-set period (e.g. instantly or after 1 ring). Auto answer can also be configured when the user "is in a call or conference". When auto answer is configured, you will see a symbol on the top of the Home screen.
Video Rates	Allows users to independently configure the maximum video data transmit and receive rates when in calls with BluStar 8000i and non-BluStar 8000i devices.
Layout Options	Allows users to prepreserve the video width. If the preserve video width is checked, the video screen will be a set size. If it is unchecked, the video screen will be the size of the Favorites menu (video will be cropped), which allows the user to access the applications on the right-hand side of the screen.
Call Forward	Allows incoming calls to be forwarded to another destination. Users can configure call forwarding for when they do not answer a call (no answer), for all calls, or for when they are on a call (their status is set to busy). When call forwarding is configured, you will see a symbol on the top of the Home screen.
Security	The BluStar 8000i now supports advanced call security features (i.e. Secure Real-time Transfer Protocol [SRTP], using Session Description Protocol Security [SDES] key negotiation for encryption and authentication of RTP/RTCP messages sent and received by the devices on the network). Users can choose among three levels of encryption: • SRTP Disabled (default): BluStar devices generate and receive non-secured calls. • Allow Secured Calls: The BluStar device generates secured calls, and accepts both secured and unsecured calls. If the receiving device is not secured, it sends a non-secured call instead. • Require Secured Calls: The BluStar device generates and accepts secured calls only. All other calls are rejected.



To Configure Auto Answer:

1. Touch the **Auto Answer** button.
2. Select either:
   - **Instantly**
   - **After x Rings (i.e. x = 1-10 rings)**

   Notes:
   - If you select "Off" you wont be able to configure auto answer for "If in Call or Conference".
   - If the incoming intercom call auto-answer feature is enabled, incoming intercom calls will always be answered instantly even if the auto answer setting is configured for "After x Rings".
3. Touch the **if in call or conference** button.
4. Select either:
   - **Decline New Call and Remain in Old Call**
   - **Conference New Call Into Old Call**
   - **Answer New Call and Disconnect Old Call**
   - **Answer New Call and Put Old Call on Hold**
5. If you don't have to configure anything else on the screen, touch **Done**.

To Configure the Maximum Video Data Transmit and Receive Rates

1. Touch the **Max 8000i Transmit** button and select the desired rate (i.e. the maximum transmit rate in Kbps when in calls with BluStar 8000i devices).
2. Touch the **Max 8000i Receive** button and select the desired rate (i.e. the maximum receive rate in Kbps when in calls with BluStar 8000i devices).
3. Touch the **Max H.264 Transmit** button and select the desired rate (i.e. the maximum transmit rate in Kbps when in calls with non-BluStar 8000i devices).
4. Touch the **Max H.264 Receive** button and select the desired rate (i.e. the maximum receive rate in Kbps when in calls with non-BluStar 8000i devices).
5. If you don't have to configure anything else on the screen, touch **Done**.

To Configure Layout Options:

1. Touch or untouch the button beside "**Preserve Video Width**".
2. If you don't have to configure anything else on the screen, touch **Done**.

To Configure Call Forward Settings:

1. Touch the **No Answer** field to enter in the forwarding number using the on screen keyboard.
2. Touch the **After 1 Ring** button to select how many rings you want to wait until the phone forwards the call.
3. Touch the **All** field to enter in the forwarding SIP URL or number using the on-screen keyboard.
4. Touch the **Busy** field to enter in the forwarding SIP URL or number using the on-screen keyboard.
5. If you don't have to configure anything else on the screen, touch **Done**.
6. In the telephone feature controls, make sure the **Forward** button is selected.

To Configure Security:

1. Under the **Security** category, select the box beside the **Allow Secure Calls** option.
   Skip to step 3 if you prefer to use security encryption for all calls but do not want to make it a requirement.
2. Select the box beside the **Require Secure Calls** option to ensure that only secured/encrypted calls are generated/accepted.
   Note:
   Leaving both options unchecked disables the security feature.
3. Select **Done**.

During a call, if the "Allow Secured Calls" option is enabled and your Administrator has configured Transport Layer Security (TLS), the following icons may appear on screen throughout the duration of the call indicating the BluStar device's level of security:

Icon	Description
	Displayed when signaling and all applicable media (i.e. audio for a voice only call, and both audio and video for a video call) are secure for the respective call.
	Displayed when signaling and audio are secure, but video is not secure.
	Displayed when signaling is secure, but audio is not secure (only applicable during a voice-only call).
	Displayed when signaling is secure, but audio and video are not secure.

Terminal Identity

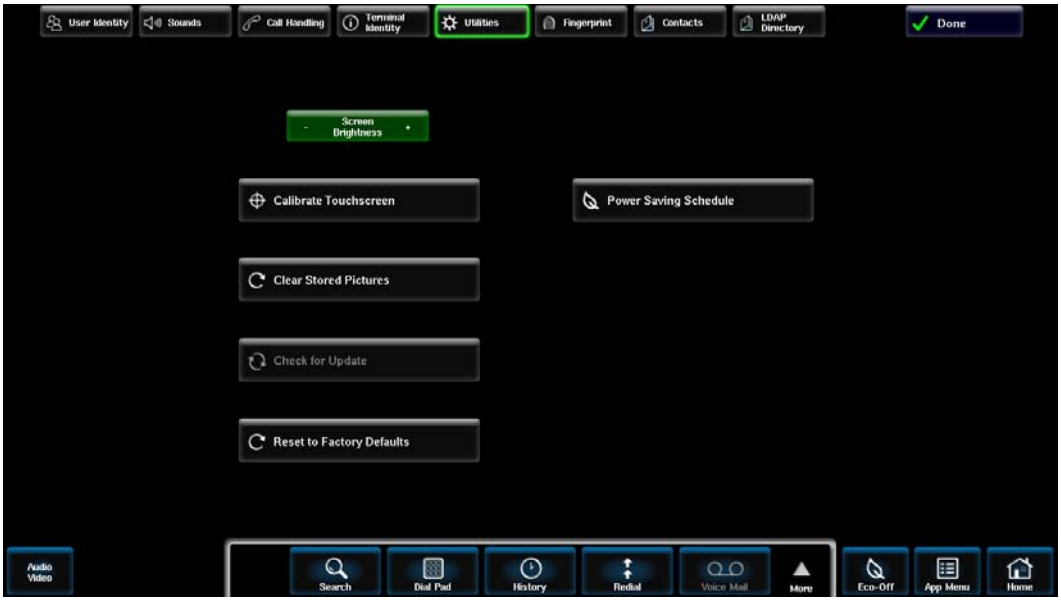
Please contact your system administrator for assistance with information entered in the terminal identity fields.

Utilities

From the utilities screen, you can do the following:

Option	Description
Change the Screen Brightness	Allows users to set the amount of light that illuminates the LCD screen.
Calibrate the Touchscreen	Allows users to calibrate the screen. A splash screen will appear prompting the user to touch the targets on the screen.
Clear Stored Pictures	Allows users to clear cached pictures (stored temporarily) on the BluStar 8000i terminal, without having to reboot the BluStar 8000i. For example, if a user updates a Microsoft Exchange contact with a new picture, in order to see the new picture displayed on the BluStar 8000i they must clear the stored pictures.

Option	Description
Reset to Factory Defaults	Allows users to manually reset their BluStar 8000i to factory defaults. Contact your system administrator if you feel you need to reset your BluStar 8000i.
Configure the Power Saving Schedule	Allows users to define their normal operating work schedule. Once configured, the BluStar 8000i will automatically go in to a power saving Eco-Off mode during the period of time outside of the specified work schedule.

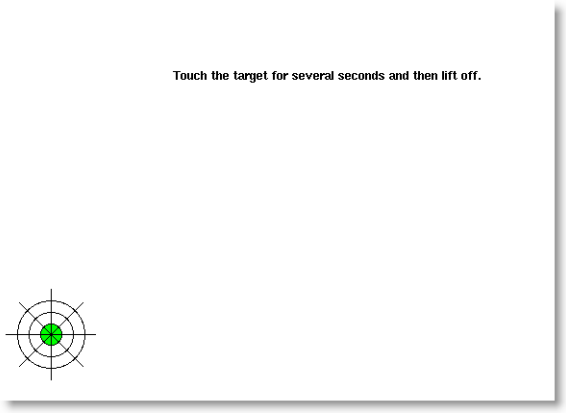


To Change the Screen Brightness:

1. Touch **(-)** or **(+)** on the **Screen Brightness** button.
2. If you don't have to configure anything else on the screen, press **Done**.

To Calibrate the Touchscreen:

1. Touch **Calibrate Touchscreen** button.
2. Touch the target for several seconds then lift your finger off the screen.
   The following message appears: "*Calibration completed successfully. Do you want to test the calibration?*"
3. Press either **Test** or **Accept** and follow the on screen instructions, or press **Cancel**
4. If you don't have to configure anything else on the screen, press **Done**.


Touch the target for several seconds and then lift off.

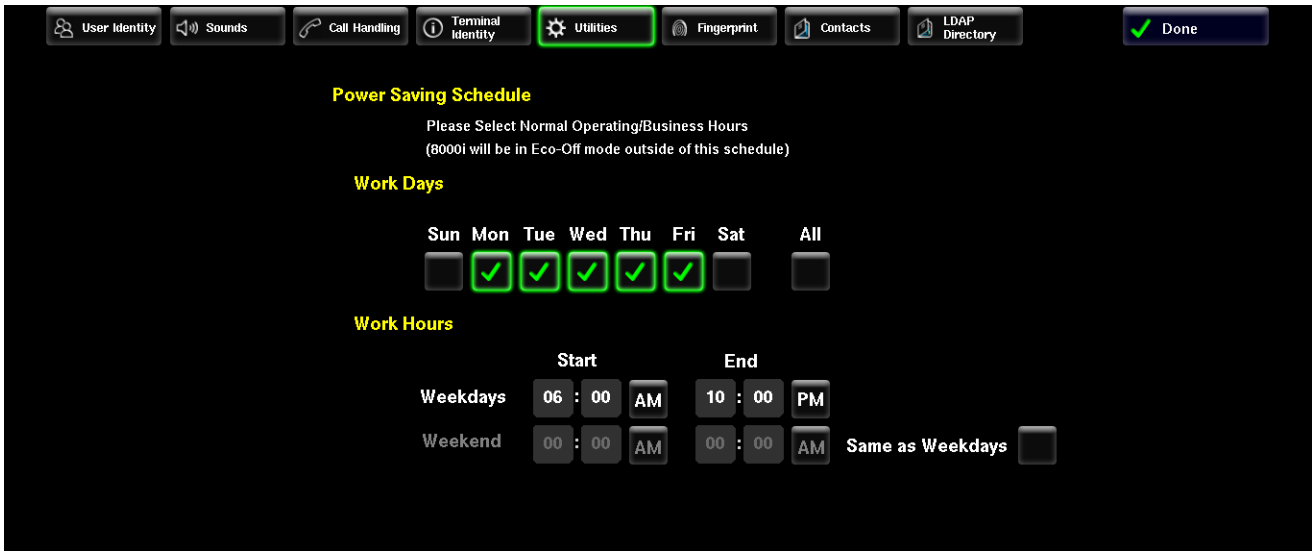
To Clear Stored Pictures:

1. Touch the **Clear Stored Pictures** button.

To Configure the Power Saving Schedule:

1. Touch the **Power Saving Schedule** button.
2. Under **Work Days**, touch the buttons corresponding to the days of the week that you are normally at work.
   or
   Touch the **All** button if your normal work week consists of all the days of the week.
3. Under **Work Hours**, enter the **Start** and **End** time of your weekday work schedule by touching the hour (HH) and minute (MM) fields and using the on-screen keyboard. If your terminal is in 12-hour mode, touch the **AM/PM** button to toggle between the two options.
4. Enter the **Start** and **End** time of the your weekend work schedule by touching the hour (HH) and minute (MM) fields and using the on-screen keyboard. If your terminal is in 12-hour mode, touch the **AM/PM** button to toggle between the two options.
   or
   Touch the **Same as Weekdays** button if your weekend work schedule is the same as your weekday work schedule.

   Note:
   The term "weekday" for the Power Saving Schedule feature on the BluStar 8000i refers to the days from Monday to Friday. The term "weekend" refers to Saturday and Sunday.
5. If you don't have to configure anything else on the screen, touch **Done**.



Users can also directly enable the Eco-Off power saving mode on their BluStar 8000i by pressing the **Eco-Off** button located in the Applications and Telephone Connection Management area of the screen.

To Directly Enable Eco-Off Mode:

1. Press the **Eco-Off** button located in the Applications and Telephone Connection Management area of the main screen.

The BluStar 8000i will automatically power down all extraneous hardware components and a screen saver will be initialized.

To Wake Up the BluStar 8000i from Power Saving Mode:

1. Touch any part of the screen.
   or
   Press any key on the BluStar 8000i.
   or
   Lift the handset.

Note:
If you are not logged in to your account, the fingerprint reader can also be used to wake up the BluStar 8000i from Eco-Off Mode.

The following progress bar will be displayed on screen:

After powering up, the BluStar 8000i will be ready for normal operation.

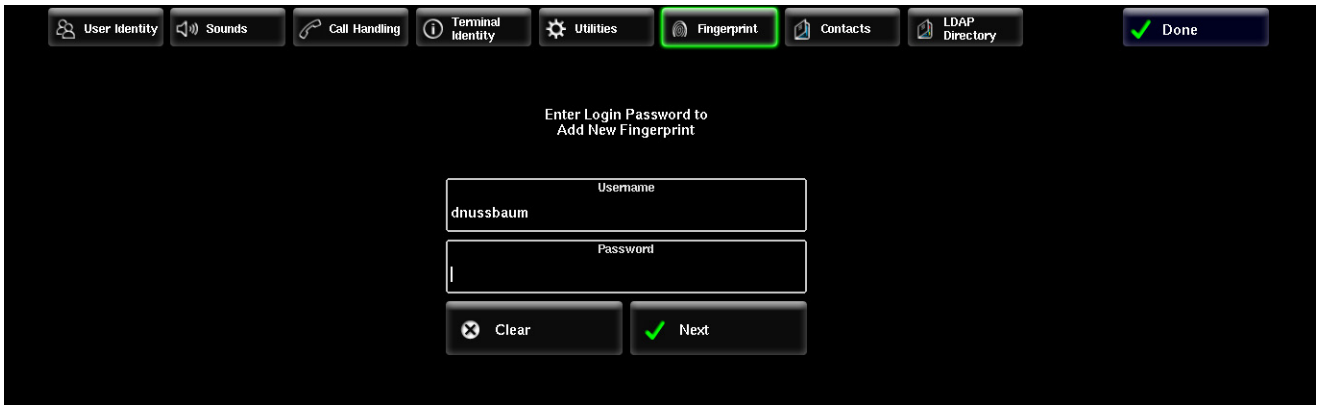
Notes:

- If the BluStar 8000i is "woken up" while in Eco-Off mode, the BluStar 8000i will not return to Eco-Off mode until the next scheduled power saving period.
- If the BluStar 8000i is in an active call or in use at the time Eco-Off mode is set to initialize, Eco-Off mode will be delayed until the BluStar 8000i is idle.
- The BluStar 8000i will automatically exit Eco-Off mode at the scheduled start of the normal operating/business hours if a power saving schedule has been configured and the user is logged in.
- Incoming calls will be ignored by the BluStar 8000i if it is in Eco-Off mode. A busy tone will be played back to any callers and your status will be displayed to others as "Unavailable".

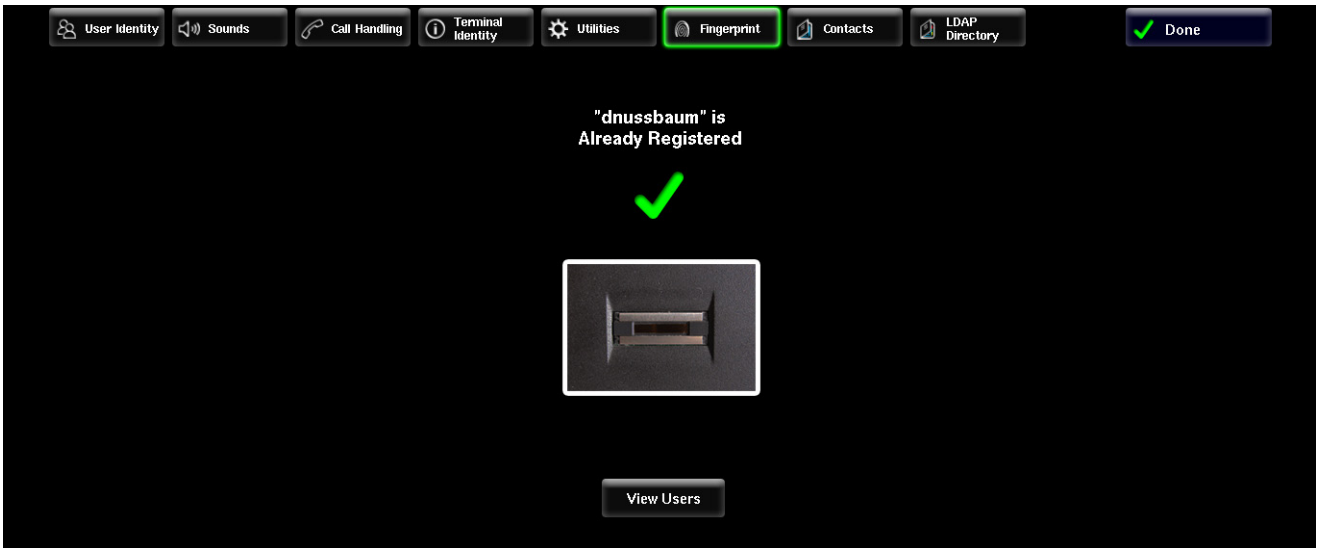
Fingerprint

The biometric fingerprint reader efficiently identifies users and makes Hot Desking from any BluStar 8000i device an effortless task. A BluStar 8000i terminal can have up to five registered users. If someone wants to use the fingerprint reader to login to a terminal with more than five registered users, then they have to first delete a user on the fingerprint screen in order to add their fingerprint.

The first time you login to the BluStar 8000i you can assign a fingerprint to your account. On the fingerprint screen, you have to login using your user name and password to add a new fingerprint.



Once you have registered a fingerprint to your account, when you open the fingerprint screen you will see that you have a fingerprint already registered to your account.

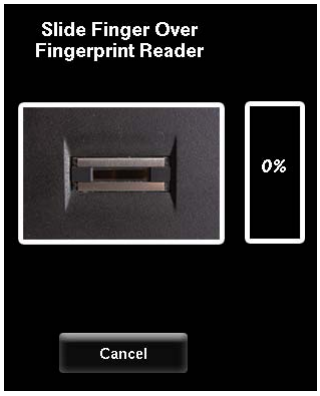


You can select the **View Users** button to see how many other users have a saved fingerprint on the terminal.

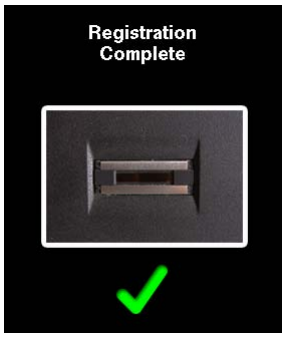
To Add a Fingerprint:

1. Enter in your login password.
2. Touch **Next**.

3. Using the fingerprint reader on the phone (not the image on the screen) swipe your finger SLOWLY in a vertical/downward motion to add a fingerprint.



4. Swipe your finger again.
   The status bar increases.
5. Swipe your finger again.
   The status bar increases.
6. Swipe your finger again.
   Registration is now complete. The status bar increases to 100%.



To Delete a Registered User:

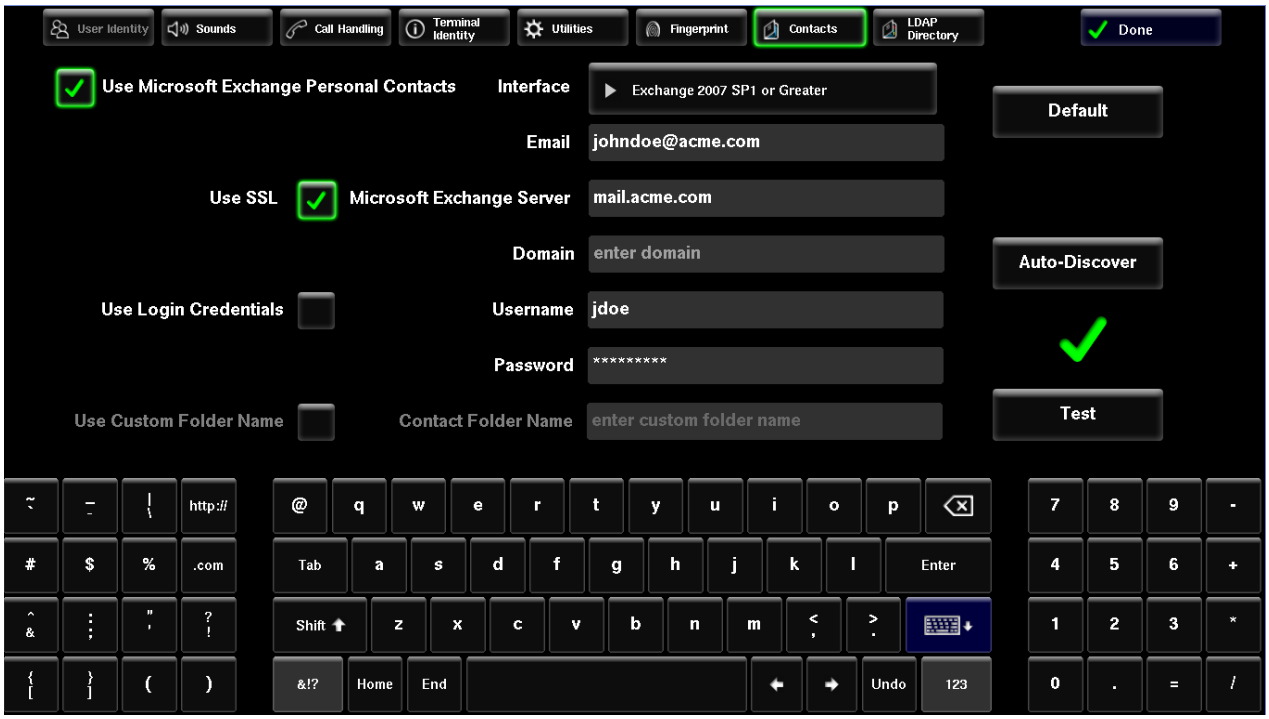
1. From the fingerprint screen, touch the **View Users** button.
2. Touch the box beside a user and then the **Delete Selected** button.
   The user is removed from the screen.

Contacts

Users can import their Microsoft Exchange contacts into their BluStar 8000i address book. This allows users to stay in sync with their business contacts. Any changes (i.e. create, modify, or delete) made to contacts on the BluStar 8000i and/or on their PC will automatically update the Microsoft Exchange contacts in real time. Users can also use Secure Sockets Layer (SSL), which provides secure communications over the Internet. All data exchanged is also encrypted to increase security.

Notes:

- If you use Microsoft Exchange personal contacts, you wont be able to access your personal contacts set up by your system administrator.
- Microsoft Exchange 2007 is not supported (i.e. Microsoft Exchange version must either 2003 or 2007 SP1 or greater).
- When upgrading from Exchange 2003 to Exchange 2007 SP1 or greater, as the contact unique ID is different between the two interfaces, a favorite created using Exchange 2003 must be recreated when Exchange 2007 SP1 or greater is configured.
- Exchange 2007 SP1 or greater contact pictures are supported and take precedence over picture IDs stored on any configured image servers.



To Configure Microsoft Exchange Contacts

1. Touch the **App Menu** button, **Tools**, then the **Contacts** button.
2. Touch the **Use Microsoft Exchange Personal Contacts** button.
   Notes:
   - When you select this option you wont be able to access your personal contacts that have been set up by your administrator.
   - Pressing the **Default** button at any time will reset applicable fields to their default values (if default values have been configured by your administrator).
3. Select either **Exchange 2003** or **Exchange 2007 SP1 or Greater** using the **Interface** drop-down menu.
4. Enter your Microsoft Exchange **Email** address. For example, "johndoe@acme.com".

5. If you are using **Exchange 2007 SP1 or Greater**, enter in your Microsoft Exchange **Username** and **Password** and press the **Auto-Discover** button to initiate an auto-discovery request.
   If the auto-discovery process is successful, continue to Step 10 as the settings will be automatically propagated with the necessary information.
   If the auto-discovery process is not successful, you will see the following error message:

   If you are using **Exchange 2003** or if the auto-discovery request is not successful, continue with the steps below to manually enter your Exchange details.

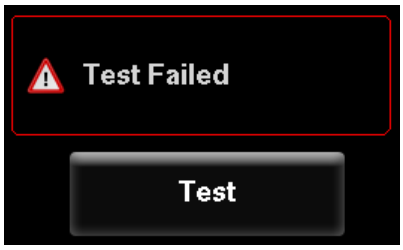
6. Enter the **Microsoft Exchange Server** name or IP address. For example, "mail.acme.com".

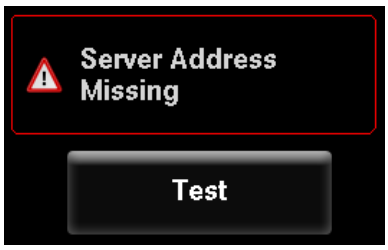
7. Select **Use SSL** if your Exchange server utilizes Secure Sockets Layer (SSL) for communication over the Internet.

8. Select **Use Login Credentials** if your BluStar 8000i user name and password is the same as your Microsoft Exchange user name and password.
   OR keep this option unselected and manually enter in your Microsoft Exchange **Domain** (optional for Exchange 2003, not required for Exchange 2007 SP1 or Greater), **Username,** and **Password**.

9. Select use custom folder name and enter the contact folder name if you want to create a custom folder for your Microsoft Exchange contacts.
   Note:
   This option is only available when using Exchange 2003.

10. Touch the **Test** button to test the configuration.
    If the configuration is successful, there will be a green check mark above the test button (see image above).
    If the test failed, you will see an error message similar to the ones below.



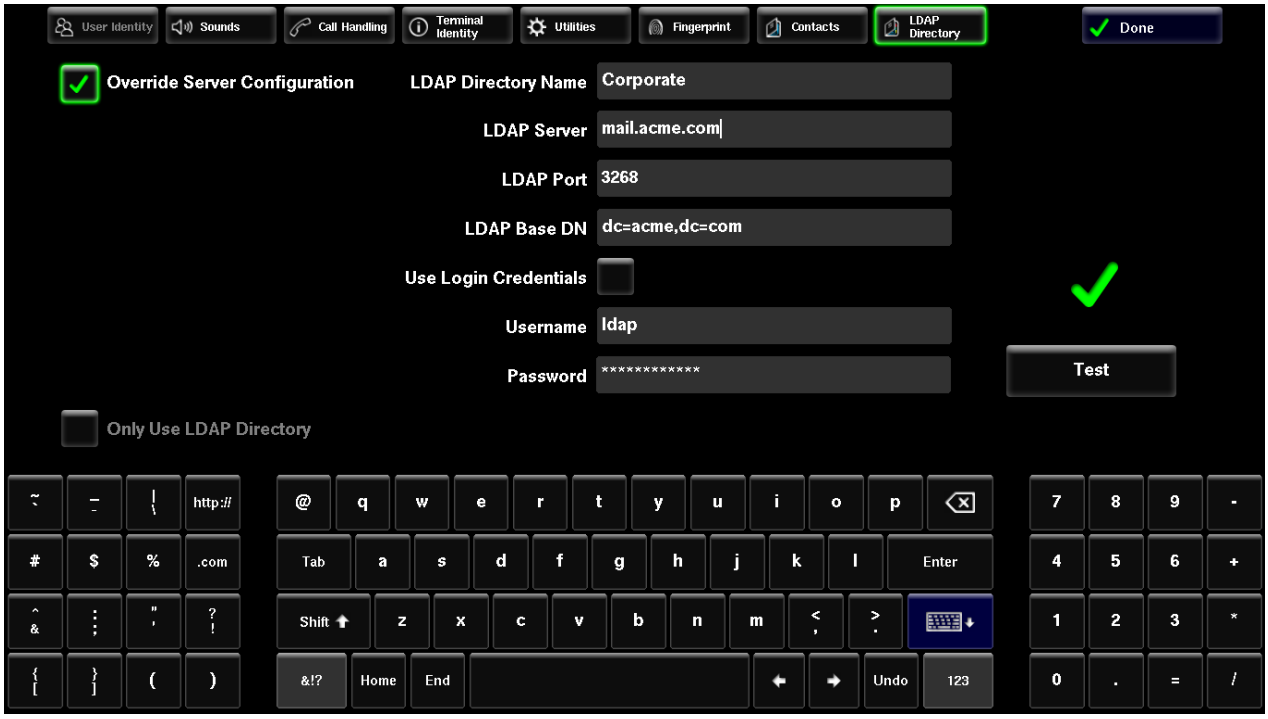


   If you see an error message, go back and re-enter the fields with the correct information.

LDAP Directory

The BluStar 8000i is able to use a Lightweight Directory Access Protocol (LDAP) server for reading directories over an IP network. Your system administrator can allow you to edit your own LDAP directory configuration settings, which will override the configuration coming from the configuration server. You can also configure whether to display both the global and LDAP directories on your BluStar 8000i or just the LDAP directory.

The LDAP directory has two sets of settings: Server and User. Server settings are set by the administrator. User settings are configured by the user in the tools menu on the BluStar 8000i UI.



LDAP Directory Name

You can specify the name of the LDAP directory. The name is the label that will be displayed in the directory screen to identify the content, and it is usually the company name or "corporate".

LDAP Server

You can specify the IP or hostname of the LDAP server. This will typically be the organization's main LDAP server, which contains the organization's main directory (global address book). Users can add additional LDAP servers as desired. This parameter is in the following format: ldap.company.com.

LDAP Port

LDAP port is the LDAP interface port. This is an optional field. If left empty, the default port "389" is used.

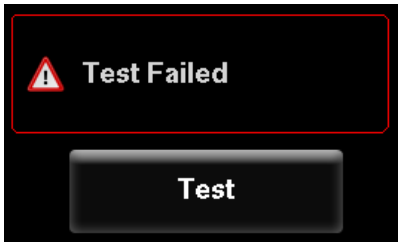
LDAP Base DN

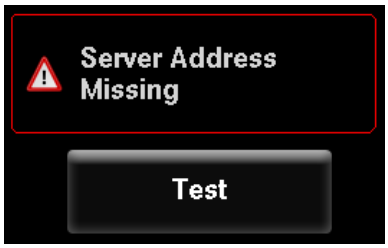
You can specify the LDAP server base Distinguished Name (DN) or the description of the top level of the directory tree. Usually if a company domain is company.com, the base DN must be entered under the form "dc=company, dc=com".

To Configure the LDAP Directory:

1. Touch the **Override Server Configuration** button.
   This allows the user LDAP settings to override the LDAP server settings.
2. Enter the **LDAP Directory Name**. For example, "acme".
   This name will appear as a folder on the directory screen.
3. Enter the **LDAP Server** name or IP address. For example, "ldap.company.com".
4. (Optional) Enter the **LDAP Port** number. If no port number is entered, the default "389" port will be used.
5. Enter the **LDAP Base DN**. For example, "dc=acme, dc=com".
   The base DN is the initial filter for every LDAP request.

6. Select **Use Login Credentials** if you want to connect to the LDAP server using the BluStar 8000i user name and password.
   OR keep this option unselected and manually enter in a **Username** and **Password**.
   Note:
   If LDAP authentication is anonymous, the user name and password fields can be left empty.
7. Select **Only Use LDAP Directory** if you don't want to use the global directory set up by your system administrator.
8. Touch the test button to test the user settings configuration.
   If the configuration is successful, there will be a green check mark above the test button.
   If the test failed, you will see an error message similar to the ones below.





If you see an error message, go back and re-enter the fields with the correct information.

About

Provides software, hardware, copyright, restrictions, and limited rights information for the BluStar 8000i terminal.

Status

The status screen displays current operating status and version information for the BluStar 8000i.

Network Info

Displays network address and link status for the terminal's network connection. If ATM is connected, network info provides a link to view the UNI configuration settings.

Detailed Media Info

- Audio Details
  - Displays details about the audio configuration and audio packet statistics
  - Displays transmit and receive statistics for the terminal's audio traffic
- Video Details
  - Displays details about the self view and main window statistics
  - Displays transmit and receive statistics for the terminal's video traffic
  - Displays camera status information
  - Displays video codec status information
  - Displays details about the video display

10/100/1000M Gigabit Ethernet Switch Controller

Displays information on link status information.

System Temperature and Voltage Sensors

Displays the current temperature and voltage levels of the terminal systems.

Disk Info

Displays disk and memory usage information.

VAV Driver Info

Displays information about the BluStar 8000i Encoder DSP driver.

Memory/System Info

Displays details about the system processes, terminal up time, CPU load, and memory usage.

Server Configuration Files

Displays which server configuration files (i.e. security.tuz, aastra.cfg/tuz, <model>.cfg/tuz, and <mac>.cfg/tuz) and licences have been downloaded successfully at boot up. Transfer failures of any critical files (e.g. aastra.cfg) are indicated in bold red.

User Configuration Files

Displays which user configuration files (i.e. security.tuz, <user>.cfg/tuz, <user>_local.cfg/tuz) have been downloaded successfully at boot up.

Configuration Info

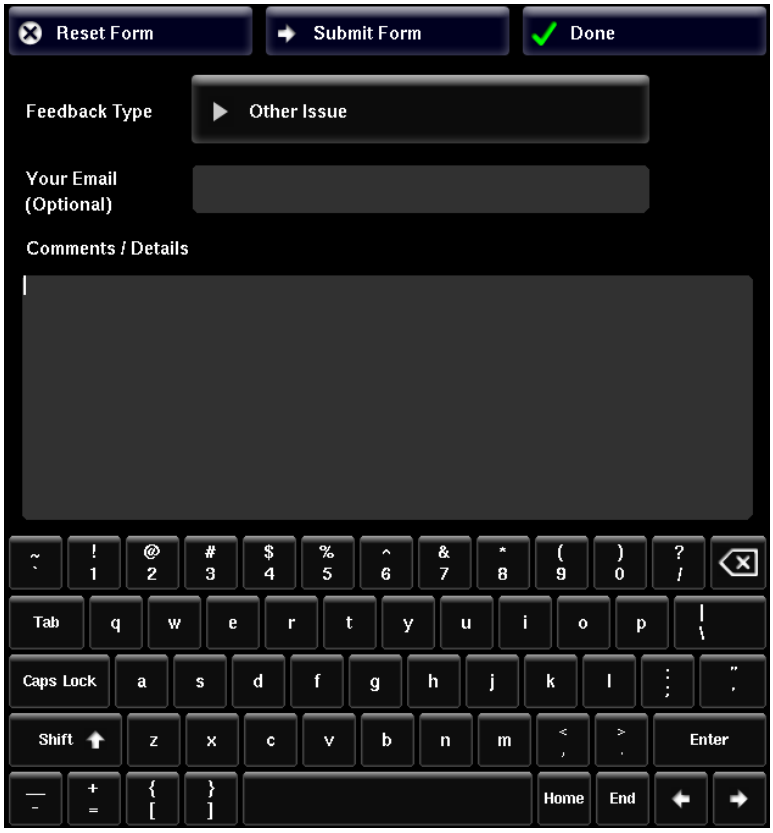
Contains links to terminal configuration (aastra.cfg, <model>.cfg, and <mac>.cfg) information and user configuration (<user>.cfg) files.

Licensed Features

Displays details about the specific licenses installed for the BluStar 8000i terminal.

Feedback

A feedback application may be available in the App menu that you can use to send comments and/or report issues directly to Aastra Telecom from your BluStar 8000i terminal.



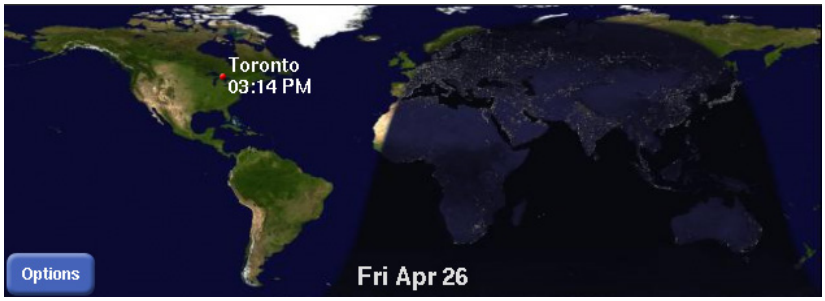
Note:
The feedback application must be enabled by a system administrator.

To Send Comments or Report Issues Using the Feedback Application:

1. Touch the **Feedback** app.
2. Touch the **Feedback Type** field and select the general category of feedback you wish to send.
   Note:
   If the applicable general category is not listed, select **Other**.
3. Touch the **Your Email** field and enter in your email address by using the on-screen keyboard.
   Note:
   Including your email address is optional.
4. Touch the **Comment/Details** field and enter any comments or issue details by using the on-screen keyboard. If you are reporting an issue, please state precisely all relevant information pertaining to the issue.
   Note:
   At any time, touching the **Reset Form** button will discard all changes and revert the form back to its original state.
5. Touch **Submit Form** if no further changes are needed.
6. Touch **Done** to return to your home screen.

Clock

The clock app shows the time and date for a selected city on a world sunlight map. This live map shows the earth's pattern of sunlight and darkness. The clock app is designed to fit in the top frame on the home screen.

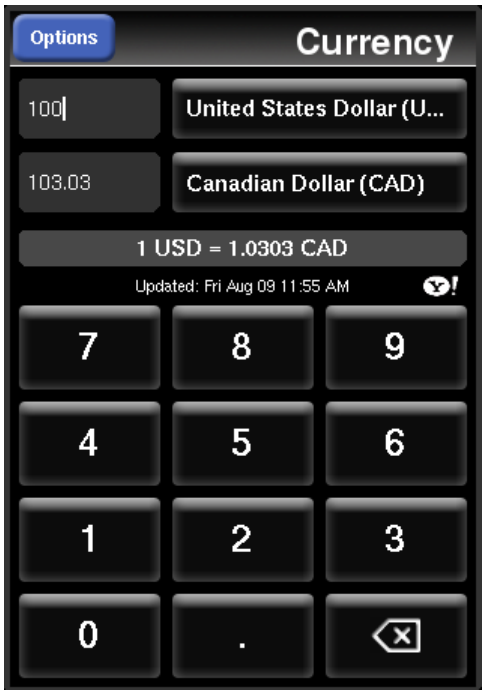


To Select a City:

1. Touch the **Clock** app.
2. Touch the geographical area where the city is located.
   Cities will appear.
3. Select a city from the scrollable city menu that appears on the screen.
   The city's name, time, and date appear on the world map.

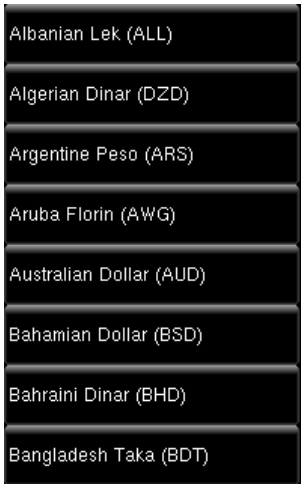
Currency Converter

A Currency Converter application is available allowing users the ability to easily find and view the latest currency exchange rates as well as quickly convert one currency to another.



Users can choose which currencies to convert and see the conversion rates by selecting the currencies from the two drop-down lists. The drop-down lists can be configured to display one of the three following list structures:

- All the major world currencies (in alphabetical order).
- Your favorite (user-configured) currencies only (in alphabetical order).
- Your favorite currencies listed first (in alphabetical order) followed by the remaining major world currencies below (in alphabetical order).



Note:
Currency conversion rates are provided by Yahoo! Finance and are first updated when the Currency app is added to the home screen and then updated every hour thereafter.

To Add or Delete Favorite Currencies:

1. Select the **Currency** app.
2. Select the **Options** button then **Configure**.
3. Type in the country, type of currency, or currency code in the search field.
4. Select a currency from the results of the search.
   The selected currency will be added to your Favorite Currencies list.
   Note:
   To delete a favorite currency, select the currency from the Favorite Currencies list. The selected currency will be deleted from your Favorite Currencies list.
5. (Optional) Select the **Use Favorite Currencies only** option if you only want your favorite currencies to be displayed in the currency drop-down lists when selecting a currency for conversion.
   Notes:
   - If the **Use Favorite Currencies only** option is not selected, then your favorite currencies will be listed first followed by the remaining major world currencies.
   - If no favorite currencies are configured, the currency drop-down list will display all the major world currencies.
6. If you do not have to configure anything else on the screen, select **Done**.

To Convert or View the Conversion Rate of Two Currencies:

1. Select the **Currency** app.
2. Click/touch the first currency drop-down list and select the primary currency from/to which you would like to convert.
3. Click/touch the second currency drop-down list and select the secondary currency from/to which you would like to convert.
   The conversion rate of the two currencies is automatically displayed on screen.
4. Select the amount field of one of the currencies and type in the amount for conversion.
   The respective amount is automatically converted and displayed on screen.

Stocks

On the stocks screen, you can monitor various stocks. Up-to five stocks can be displayed on the screen at one time.

The **Options** button opens the **Stock Options Menu**, where you can add, delete, or change the order of your stocks.

Notes:

- Stock information is provided by Yahoo! Finance and is delayed by 20min.
- The AAH.TO stock is displayed by default.

To Add a Stock Symbol or Name:

1. Touch the **Stocks** app.
2. Touch the **Options** button then **Configure**.
3. Touch the **Enter Stock Symbol or Name...** button.
4. Type in the stock symbol or name of the stock.
5. Select a stock under the Symbol Lookup Results.
   It will be added to your Monitored Stocks.
6. If you don't have to configure anything else on the screen, press **Done**.

To Delete a Stock:

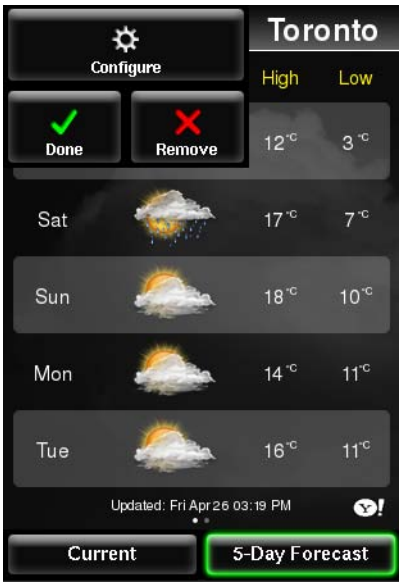
1. Touch the **Stocks** app.
2. Touch the **Options** button then **Configure**.
3. Touch the red **(-)** sign beside a Monitored Stock.
4. If you don't have to configure anything else on the screen, press **Done**.

To Change the Order of Your Stocks:

1. Touch the **Stocks** app.
2. Touch the **Options** button then **Configure**.
3. Touch the **Up** or **Down** arrows beside a Stock to change the order.
   Note:
   Only the top five stocks will be displayed on the screen.
4. If you don't have to configure anything else on the screen, press **Done**.

Weather

On the weather app, you can see the **Current** and **5-day forecast** for up to seven locations at one time. Simply slide your finger across the weather screen to show each location.



The **Options** button opens the **Weather Options Menu**, where you can do the following:

- configure the information to be in metric or imperial
- add, delete, or change the order of your saved locations

Note:
Weather information is provided by Yahoo! Weather and is updated every 2 hours.

To Add a Location:

1. Touch the **Weather** app.
2. Touch the **Options** button then **Configure**.
3. Touch the **Enter City or Zip Code...** text field.
4. Type in a city or zip code.
5. Select a location under the Search Results.
   It will be added to your Saved Locations
6. Under Units, touch either **Metric** or **Imperial**.
7. If you don't have to configure anything else on the screen, press **Done**.

To Delete a Location:

1. Touch the **Weather** app.
2. Touch the **Options** button then **Configure**.
3. Touch the red **(-)** sign beside a Saved Location.
4. If you don't have to configure anything else on the screen, press **Done**.

To Change the Order of your Saved Locations:

1. Touch the **Weather** app.
2. Touch the **Options** button then **Configure**.
3. Touch and drag a city to another number.
4. If you don't have to configure anything else on the screen, press **Done**.

Making Calls

This section describes how users can make a call on their BluStar 8000i.

Note:

During calls, alerts may occasionally appear on screen notifying you that the BluStar 8000i is experiencing degraded network performance. If the alerts persist, please contact your system administrator or technical support for trouble-shooting assistance.

Making a Call

After logging in, you can place a call using the dial pad, headset, favorites, history, and directory. When you place a call, a calling menu appears on the screen allowing you to do the following:

- mute the call
- select voice only
- change the ring volume
- select cancel

The callers name and sip address appears as well.

To Make a Call Using the Dial Pad:

1. Touch the **Dial Pad** button or **lift the handset** to bring up the dial pad.

2. Type in the SIP URL or number using the dial pad/on-screen keyboard. (Touch **Backspace** to delete incorrect entries or cancel to **Clear** the entire entry.)
3. Touch **Dial.**
4. Touch **Goodbye** to end the call.

To Make a Call Using Redial:

1. Touch the **Redial** button.
2. Touch **Dial.**
3. Touch **Goodbye** to end the call.

To Make a Call Using Favorites:

1. Touch a contact in your Favorites menu.
2. Touch **Goodbye** to end the call.

To Make a Call Using Call History:

1. Touch the **History** button.
2. Touch the **All** or **Missed** folders.
3. In the resulting list, touch a contact button next to the desired party.
   Note:
   You can erase the contents of the selected call history list by touching the **Erase History** button.
4. Touch **Goodbye** to end the call.

To Make a Call Using Contacts and Directory:

1. Touch the **Contact** button for your personal contacts or the **Directory** button for contacts available to all authorized users on your BluStar 8000i.
2. Touch the desired folder
   Note:
   The folders in the global directories panel are controlled by the system administrator.
3. In the resulting list, touch a contact button next to the desired party.
4. Touch **Goodbye** to end the call.

Using Handsfree Speakerphone

The speakerphone feature allows you to speak to someone without using the handset or a headset. You must either select the speakerphone button or press the speakerphone key in order to activate this feature. When the speakerphone is activated, you will see the red LED light beside the speakerphone key turn on.

To Make Calls Using the Speakerphone:

1. Touch the **Audio Video** button then the **Speakerphone** button on the screen.
   OR
   Press the **Speakerphone** key.
2. Place a call.
   Note:
   To deactivate the speakerphone, pick up the handset.

While in an active call and using handsfree speakerphone mode, users are able to adjust the tone equalization of the audio heard from the BluStar 8000i speaker on the fly.

To Adjust the Speaker Tone Equalization:

1. While in an active call and in handsfree speakerphone mode, touch the **Audio Video** button.
2. Touch the (**+**) or (**-**) symbols on the **Tone** button to adjust the tone equalization to your liking.
3. Touch the **Close** icon or **Audio Video** button to exit the audio video options menu.

Using a Headset

The BluStar 8000i accepts headsets through the labelled jack on the back of the unit. You can make and receive calls using your headset and adjust the volume. When the headset is activated, you will see the red LED light beside the headset key turn on.

To Make Calls Using a Headset:

1. Plug a headset into the labelled jack at the back of the BluStar 8000i.
2. Touch the **Audio Video** then the **Headset** button on the screen.
   OR
   Press the **Headset** key.
3. Place a call.

Receiving Calls

When someone is calling you, the BluStar 8000i rings and an incoming call menu appears on the screen allowing you to do the following:

- ignore the call
- turn off the ringer (silence)
- answer the call
- select video answer

The callers name and SIP URL appears as well.

When you receive an incoming call, the L1 key will flash. If you receive a second call at the same time, you will see a second call menu appear on the screen and the L2 key flashing. If you answer the first call, the second call menu will still appear on your screen. If you answer the second call, the BluStar 8000i will automatically put the first call on hold. See Placing a Call on Hold on page 84 for more information.

To Answer a Call with Voice Only:

1. Touch the **Answer** button or pickup the handset.
   A picture of the caller and the voice only button is outlined in red indicating that the call is voice only.
   Note:
   You can also disable camera video transmission by flipping the mechanical shutter on the camera down over the lens.
2. Touch **Goodbye** to end the call.

To Video Answer a Call:

1. Touch the **Video Answer** button or pickup the handset and deselect the voice only button.
   You will see the caller if they do have not disabled their camera.
2. Touch **Goodbye** to end the call.

To Decline a Call:

1. If you wish to decline the call, touch **Ignore** to automatically disconnect the call.

Incoming Intercom Calls

Your system administrator can enable a feature on your terminal that automatically answers incoming intercom calls. If the feature is enabled, any intercom calls will be automatically and instantly answered and any active calls/conferences will be placed on hold.

Note:

You can change the auto-answer behavior when in active calls/conferences by configuring the auto-answer call handling settings (see To Configure Auto Answer: on page 55).

For more details and to enable the incoming intercom call auto-answer feature, contact your system administrator.

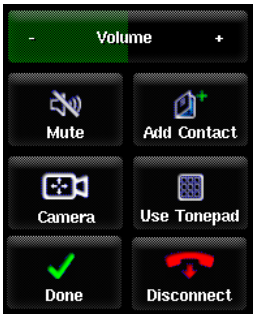
Handling Calls

You can handle calls on the BluStar 8000i by placing calls on hold, transferring calls, and joining calls in a conference.

During Calls

During a video or voice only call you can select the **Options** menu on the callers window to do the following:

- Adjust or mute the volume of the party
- Add the party to your address book
- Remotely assume control of the remote party's HD camera (only if the remote party is a BluStar for Conference Room user and the call is a video call)
- Bring up a tonepad to dial another party
- Disconnect the party



If you are in a video call and you touch the **Voice Only** button, your camera will turn off the video and the screen will show your callers contact information.

To Mute Your BluStar 8000i:

1. During a call, touch either the **Audio Mute** key
   OR
   Touch the **Audio Video** button then **Mute**.

   The Audio Mute Indicator turns red, the LCD beside the audio mute key turns red, and the mute button on the screen is outlined in red.

To Mute a Caller:

1. During a call, touch the **Options** button.
2. Touch **Mute**.
   The button is outline in red, indicating that the callers microphone is off.

To Add a Contact:

1. During a call, touch the **Options** button.
2. Touch **Add Contact**.
   The contact will automatically be added to your contacts.
   If you have already added the contact, a message will appear on the screen saying: "# is already in your personal address book".
   You can select either:
   a) **Add a new contact anyway. The contact will appear twice in your contacts.**
   b) **Cancel.**

Ending Calls

To end a call, you first need to connect or reconnect to the call if not already connected (for example, if your caller is on hold you need to pickup the call).

To End a Call

You can end a call by doing one of the following:

- Press the Goodbye button or a line/call appearance key of the active call to end the call.
- Touch the **Options** menu, then **Disconnect**.
- If connected through the handset, you can also place the handset back on the hook to end the call.

Switching Screens In a Call

During a call, you can open the App menu and other screens, such as your favorites. For example, in the image below, you can see the caller window on the left and the App menu opened on the right.

Placing a Call on Hold

To Place a Call on Hold:

1. You can place an active call on hold by pressing the **Hold** button.
   The **Pickup** button appears on the screen and the LED of a line/call appearance key (e.g. L1) will flash slowly indicating that the call is on hold.

   Note:
   When a call is on hold, the party on-hold is not able to see or hear you.

To Pickup a Call on Hold:

1. To resume the call with the party on hold, touch the **Pickup** button or press **L1** (or **L2** depending on which line the caller is on).

To Swap Calls

Allows you to swap between two or morecalls. For example, if Call 1 is on hold and you are speaking with Call 2, you can press the **Swap** button on the screen or below Call 1 in the call appearance menu and it will automatically switch you to Call 1 and put Call 2 on hold. You will notice that the join and swap buttons that appear on the screen disappear when you press the **Calls on Hold** button. They then reappear on in the call appearance menu.

To Swap a Call:

When you have only one call on hold and one active call:

1. Press the **Swap** button that appears on the screen of the active caller.

Or
Press the **Calls on Hold** button and touch the **Swap** button under the caller that is on hold.

When you have more than one call on hold and one active call:

1. Press the **Calls on Hold** button.

2. Touch the **Swap** button under the caller that is on hold.

Transferring a Call

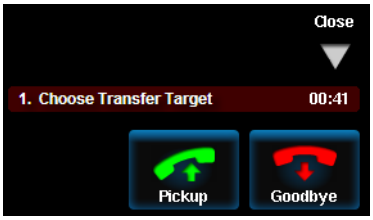
There are two types of call transfers that can be performed:

- Blind transfer
- Consultation hold transfer

Blind Transfer

This method allows you to transfer a call to another number, or to connect two active calls together and remove the calls from your BluStar 8000i screen.

1. During a call, touch the **Transfer** button. The call is now on hold pending completion of the transfer.
   A red call appearance bar at the bottom right-hand corner of the screen says "*1. Choose Transfer Target*" and shows the name or number of the caller now on hold.



2. Select an available contact from your Favorites menu, contacts, etc.
   OR
   Dial a number or SIP URL using the dial pad and touch **Dial**.

   You will hear a sound from your BluStar 8000i indicating that the call on hold is connected to the selected contact. The call appearance for the call that was transferred is also removed from your screen.

   Note:
   If the destination phone to which you are attempting to transfer the call is busy or unattended, the transferred party will receive either a busy signal or voice mail.

Cancelling a Transfer

1. To cancel the transfer, touch the **Pickup** button.
   The call that you were attempting to transfer is no longer on hold.

Answering Incoming Calls while Transferring

To Answer an Incoming Call while a Transfer in Progress:

1. If an incoming call appearance arrives before completing a transfer, touch **Answer** to connect to the incoming call.
   Note:
   You may also choose to decline the call, which automatically disconnects the call.

2. The call that is being transferred will remain on hold and the transfer operation will be cancelled. Any other calls on hold will remain on hold.

Consultation Hold Transfer

If you wish to talk privately to a third party prior to transferring an existing call, do the following:

1. During a call (call 1), touch **Hold**.
   The **Pickup** button appears on the screen and the LED of the L1 key flashes slowly indicating that the call is on hold.

2. Select a contact (call 2) that you wish to connect call 1 to.
   When the call connects, a private conversation between you and the new contact (call 2) can occur without the participation of call 1 (who is on hold).

3. When you have finished conversing with call 2, touch the **Transfer** button in the telephone controls menu while call 2's call appearance is active.

4. Touch the **Transfer** button under call 1.

You will hear a sound from your BluStar 8000i indicating that the two calls have connected. Both call appearances are removed from your BluStar 8000i screen.

After the call is transferred, any other calls on hold remain on hold.

Cancelling a Consultation Hold Transfer

To Cancel a Consultation Hold Transfer before the Third Party Answers:

1. Touch **Cancel**.
2. Touch **Pickup** to resume the call with the party on hold.

To Cancel a Consultation Hold Transfer after the Third PartyAnswers:

1. Touch **Goodbye**.
2. Touch **Pickup** to resume the call with the party on hold.

Diverting Calls from Your BluStar 8000i

Your system administrator can enable/disable a feature on your phone that allows incoming calls to be diverted to another BluStar if required. When an outgoing call from the BluStar 8000i is being diverted to another destination (i.e. via call forward), the BluStar 8000i displays the caller ID (display name and username) of the new destination and the reason for the call diversion. Similarly, at the new destination, the caller ID of the original call destination displays.

Call Diversion Example:

1. Tim calls Mark at x400.
2. Mark's BluStar 8000i is busy.
3. Mark's BluStar 8000i diverts the incoming call to another destination (Mark has immediate call forwarding set to Roger @ ext. 464).

4. Tim's BluStar 8000i displays the name and extension of where the call is being diverted to and the reason for diverting the call.

5. Roger's BluStar 8000i accepts the call and displays the name (or number) of the BluStar 8000i of the incoming call (Tim) and the name (or number) of the original destination (Mark).

To enable this call diverting feature, contact your system administrator.

Conference Calls

Beginning with Release 4.2.0, the BluStar 8000i supports 4-way conference calls (including the host) with other BluStar 8000i (and BluStar for Conference Room) devices. In order to experience the full benefit of this 4-way conferencing, all BluStar 8000i (and BluStar for Conference Room) devices **must** be running Release 4.2.0 or later. An error message will be displayed to the user when an attempt is made to add more parties than what the particular device (or the device release) support.

Notes:

- Please refer to the respective BluStar ecosystem device document for the maximum supported conference size that the device is capable of handling.
- If a video conference is not able to be established due to the limitations of the participating device, the BluStar 8000i will add the party as an audio device up to a maximum of a 3-way conference.

When you initiate a conference call, your terminal becomes the "host" of that conference. The conference host is responsible for all coordination between conference participants.

Initiating a Conference

To Initiate a Conference:

1. While in an active call, touch **Add Participant**. You can click **Cancel Add** if you decide to not add a participant.
   The active call will now be placed on hold.
2. Select a contact you wish to add to the conference (from favorites, contacts, directory, etc.)
   When connected, you may converse privately with the called party prior to joining the party to the conference call.
3. Touch the **Join** button that appears on the screen of the active caller.

Or

Press the **Calls on Hold** button and touch the **Join** button under the call appearance bar of the caller that is on hold.

You are now in a conference call and participants will appear in the windows on your screen. Any other calls (that are not in the conference) remain on hold (if applicable).

4. If desired, touch the **Options** button on the caller's window to adjust the relative volume of that party using the **Up/Down** arrows or **Mute** button.
5. When finished, touch **Done** to hide the options panel.

Cancelling a Called Party before it Joins a Conference

To Cancel a Called Party before it has Joined a Conference:

1. Touch the **Goodbye** button below the call appearance bar of the party you were attempting to add. This terminates the call with the contact you were attempting to add to the conference call.

Adding a Call On Hold to the Existing Conference

To Add a Call on Hold to the Existing Conference:

1. Press the **Calls on Hold** button and touch the **Join** button under the conference call appearance bar.
   The caller is now in the conference call.

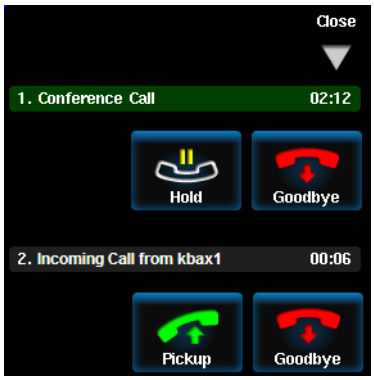
   Any other calls (that are not on the conference) remain on hold (if applicable).
2. If desired, touch the **Options** button on the caller's window to adjust the relative volume of that party using the **Up/Down** arrows or **Mute** button.
3. When finished, touch **Done** to hide the options panel.

Conferencing an Incoming Call

On the call handling screen in the tools menu, you can determine the auto answer settings when you are in a conference call (see To Configure Auto Answer: on page 55).

To answer an incoming call and join it to an existing conference call, do the following:

1. On the incoming call appearance, touch the **Pickup** button to answer. The conference call will be placed on hold. If you wish to decline the call, touch the **Goodbye** button to terminate the incoming call.



Note:
Any existing party in the conference call may add parties to the conference call.

2. Press the **Calls on Hold** button and touch the **Join** button under conference call appearance bar that is on hold.

You are now in a conference call and participants will appear in the windows on your screen.
Any other calls (that are not on the conference) remain on hold (if applicable).

3. If desired, touch the **Options** button on the caller's window to adjust the relative volume of that party using the **Up/Down** arrows or **Mute** button.

4. When finished, touch **Done** to hide the options panel.

Ending a Conference

To End a Conference:

1. When your conference is over and all of your participants have been disconnected, touch the **Goodbye** button.

Conference Call Options and Screen Modes

During a conference call, users can access the conference menu from the telephone feature controls and the call options menu for each of the participants.

Call Options

Touching the **Options** button on any of the caller's windows, or the "**More"** triangle on a thumbnail or in the participant list, opens the **Call Options Menu** for that party. On this panel, you can:

- Adjust or mute the volume of that party
- Add the party to your address book
- Disconnect the party
- Open a tonepad to dial another party
- Touch **Done** to close the panel

Conference Menu Options

The **Conf Menu** button in the telephone feature controls menu allows you to change the conference screen mode.

Conference Call Screen Modes

The BluStar 8000i can display conference calls in the following modes:

- **Automatic** mode
- **Force Landscape** mode

Automatic Mode

A typical screen with a three-way call in the **Automatic** mode, consisting of yourself and two parties, is shown below.

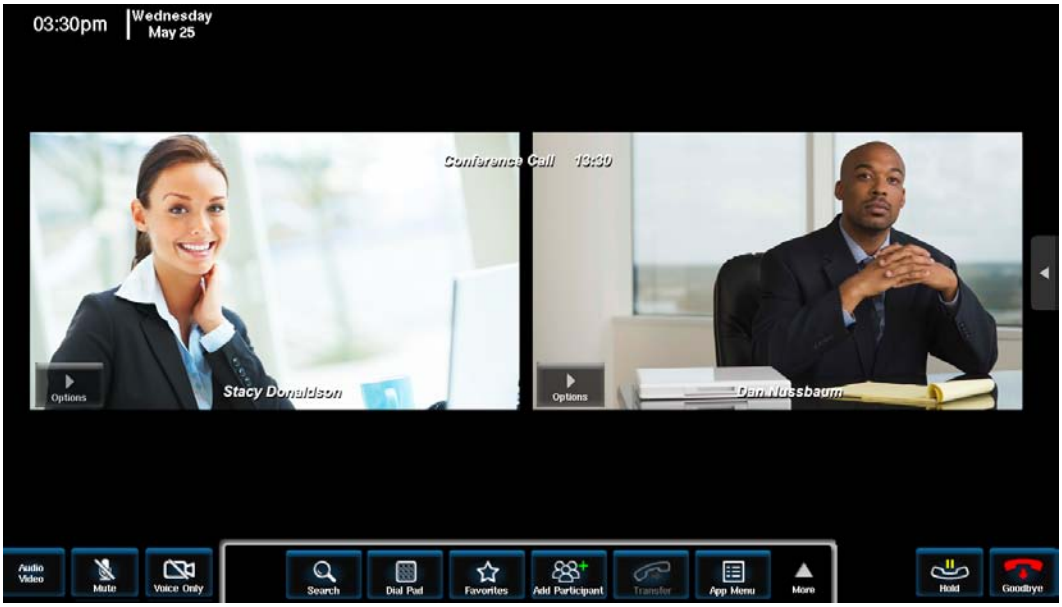
The two remote parties appear in the two large windows. Your call appearance displays in the smaller **Self View** at the lower right of the screen (if you have self view turned on). If another party is added to the conference call, the party will appear in a new window on your screen.

Notes:

- Windows scale in width to accommodate up to three windows.
- Only the conference host can change the orientation of the video stream.
- All participants in a conference call use the same video stream orientation. If the conference host switches the video stream orientation, all other conference call participants' screens will reflect the change.

Force Landscape Mode

When landscape mode is used in a three-way conference call, the BluStar 8000i will scale down and display the two video streams side-by-side in landscape format.



When landscape mode is used in a four-way conference call, the BluStar 8000i will display two of the video streams side-by-side and one video stream below all in landscape format.

Manually Changing the Screen Mode

Once a conference call has been established, you can manually change the mode.

To Change the Mode:

1. In a conference call of two or more, touch the **Conf Menu** button on the control bar.
2. Touch the **Change Format** button.
3. Select either:
   - **Auto**
   - **Force Landscape**

Note:
All participants in a conference call use the same video stream orientation. If the conference host switches the video stream orientation, all other conference call participants' screens will reflect the change.

Additional Features

This section describes additional features you can use on the BluStar 8000i.

Shared Call Appearance (SCA)

Shared Call Appearance (SCA) is a feature where incoming calls are presented to multiple terminals simultaneously. A use case scenario can be seen in situations where an executive's line is available to be handled on the executive's BluStar 8000i terminal and by the executive's assistant on the assistant's BluStar 8000i terminal. It is also useful in general situations where there is a need to handle incoming calls on a main line from multiple locations.

Calls can be transferred between two terminals that share a SCA line by simply putting the call on hold at one terminal and picking it up on the other. Line status changes are reflected on each respective terminal in unison, allowing all people sharing the line to see the status at a glance.

Note:

The SCA feature may not be available in your corporate environment. Please contact your system administrator for feature availability information and SCA configuration (if applicable).

Line States and Terminal Status Indicators

The following table details LED and UI behavior during the different line states for users involved in a call using an SCA configured line.

State	LED Behavior	Call Appearance Bar/UI Behavior	Expanded Call Appearance Bar
Idle	N/A	N/A	N/A
Seized	Solid Green		
Ringing	Solid Green		N/A
Active Call	Solid Green		N/A
On Hold	Flashing Green		N/A

The following table details LED and UI behavior during the different line states for users not involved in a call using an SCA configured line.

State	LED Behavior	Call Appearance Bar	Expanded Call Appearance Bar
Seized	Solid Red		
Ringing	Solid Red		
Active Call (Barge-In Disabled)	Solid Red		
Active Call (Barge-In Enabled)	Solid Red		
On Hold	Flashing Red		

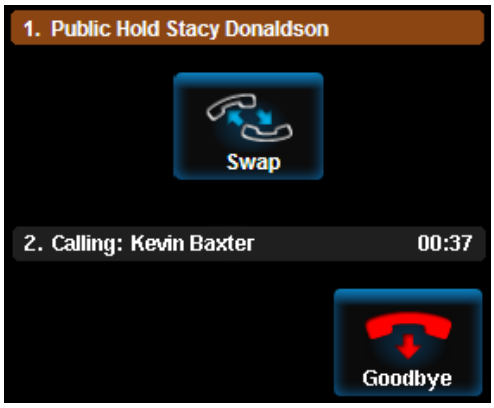
Note:

Barge-in must be enabled to pick up an active call that you are not involved in on an SCA-configured line. Please contact your system administrator for more information.

When multiple lines on the BluStar 8000i terminals configured with SCA are being utilized (either by different users or by the same user), the LED colors will change accordingly for each respective line (as per the tables above).

The lines used icon in the call appearance bar will show the number of lines being used in the top-left corner and the number of held calls in the top-right corner.

Additionally, the expanded UI will display the normal status information and applicable call options with regards to the specific lines in use.



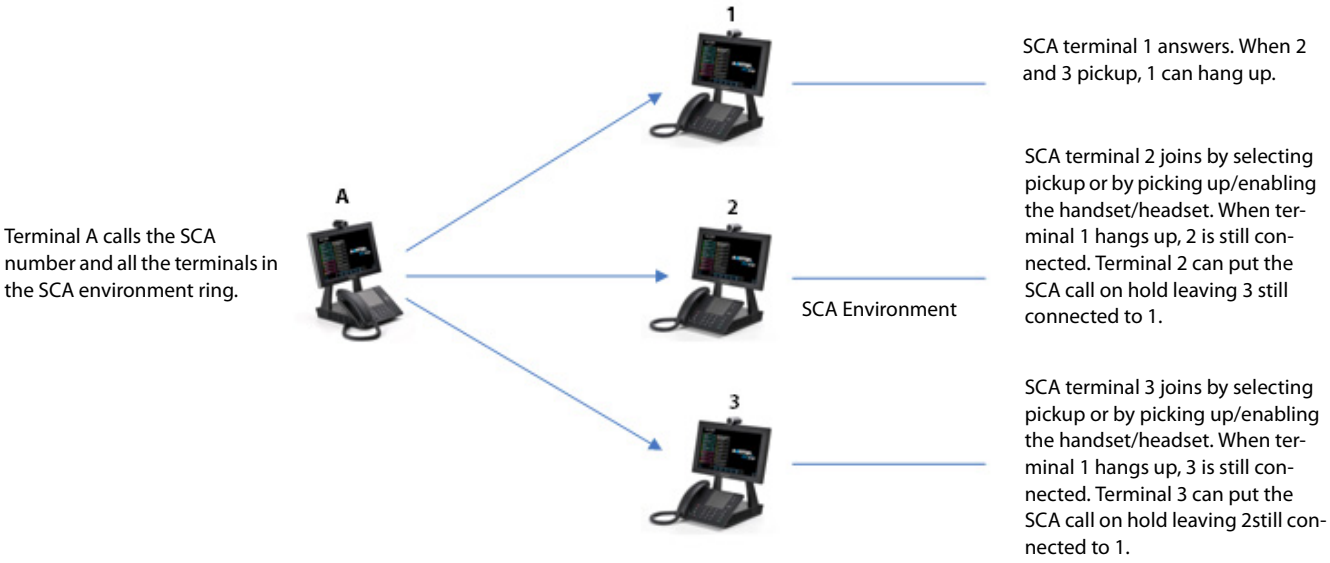
Note:

Calls on SCA configured lines can be handled in the same fashion as calls on generic lines. For more information, see Handling Calls on page 82.

SCA Call Bridging

The BluStar 8000i also includes an enhanced SCA for 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: Using the example above, when a call comes into terminal 1, terminal 2 and terminal 3



can join the same call either by touching the pickup icon in the expanded call appearance bar or by picking up/enabling the handset/headset. Existing SCA parties in a bridge or one-to-one call hear an audible beep when another party joins the call.

Note:

Enabling/disabling the beep is configurable on the server-side.

If a terminal is configured for SCA bridging but the account on the server does not have this functionality enabled the pickup option will not be available. Additionally, if the handset is picked up, a message will be displayed stating the line is in use.

Line States and Terminal Status Indicators

The following table details LED and UI behavior during the different line states for users involved in an SCA bridged call. The LED and UI behavior for each terminal are independent of each other (i.e. not linked) when involved in an SCA bridged call.

State	LED Behavior	Call Appearance Bar	Expanded Call Appearance Bar
Active Call (Call Bridging Enabled)	Solid Green		N/A
On Hold (Call Bridging Enabled)	Flashing Green		N/A

Note:
The SCA call bridging feature is disabled by default on all terminals. Please contact your system administrator for feature availability information and SCA configuration (if applicable).

Video Voicemail Client

The BluStar 8000i's video voicemail client organizes voicemail messages into a simple-to-use and easy-to-access list. Users can view all pertinent details with regards to their voicemail messages (e.g. sender name, phone number, date and time received, message duration, etc.) and manage all voicemail duties (e.g. play, delete, callback, etc.) using the intuitive controls on their touchscreen. A multitude of voicemail account settings can also be easily configured through the video voicemail client.

Note:
The availability of the video voicemail client integration feature is dependant on your call manager. Please contact the system administrator for your respective call manager for feature availability details.

Using the BluStar 8000i Video Voicemail Client

If the video voicemail client feature is configured on the respective BluStar 8000i terminal, pressing the telephone feature controls voicemail button initiates the video voicemail client.

To Open the Video Voicemail Client:

1. In the telephone feature controls, touch the **Video Mail** button.

Inbox Menu

The video voicemail client's inbox menu allows you to view message details, play or delete messages, call the phone number associated with a respective message, and choose whether or not to mark a message as played or unplayed.

The inbox menu also shows your usage details, such as the number of messages in your inbox, the combined duration of all the messages in your inbox, as well as the total number of messages and total duration allowed as per your account limit.

Note:

When the number of messages or the combined duration of the messages approaches the account limit, the respective usage bar will turn red indicating that any expendable messages should be deleted.

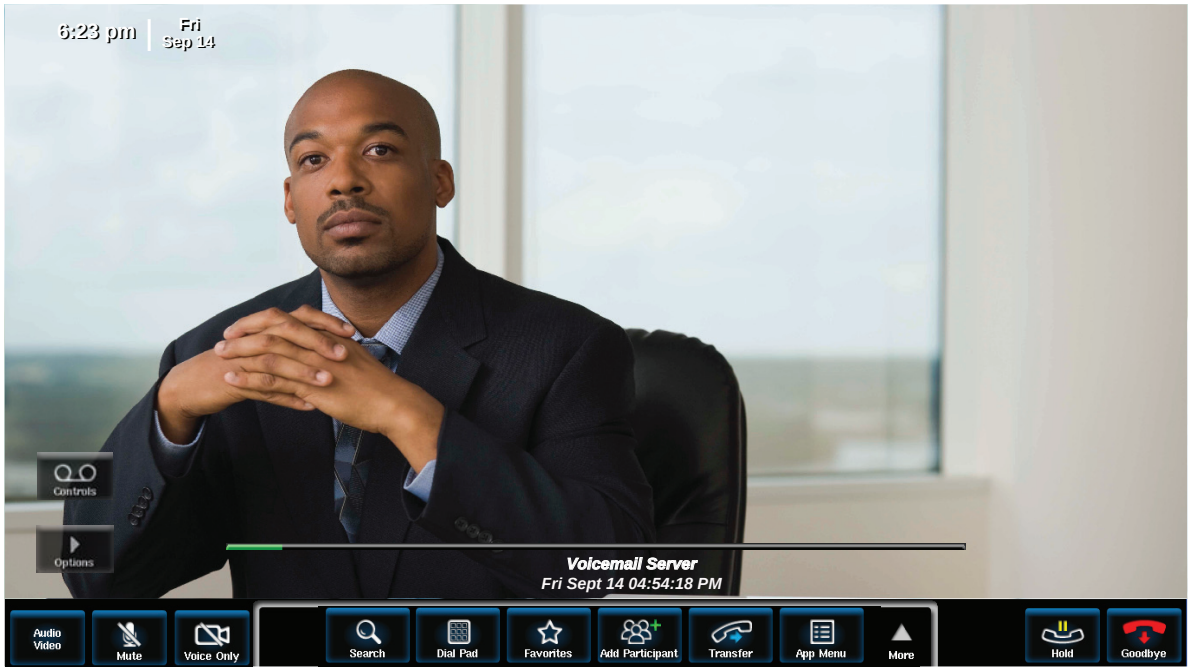
To Play a Voicemail Message:

1. In the telephone feature controls, touch the **Video Mail** button.
   The video voicemail client's inbox menu is displayed.

2. Touch the respective message entry to view and/or listen to the message.
   The message entry is comprised of the following details:
   - Message status (i.e. played or unplayed)
   - Sender's picture ID
   - Sender's name, phone number (or extension), and date and time received
   - Message duration
   - Video message or voice message indicator

Note:
Messages are listed from most recent (on top) to least recent (on the bottom). If you have a large number of messages, you can scroll through the list of entries by dragging your finger up and down the list.

The BluStar 8000i will connect to the voicemail server and play the voicemail message in full-screen mode.



Pressing the **Controls** button on the screen allows you to **restart**, **rewind**, **stop**, **pause**, or **fast forward** the current message. From this menu you can also **play the previous message**, **delete the current message**, or **play the next message** in the queue.

Note:
If you deselect "Automatically Switch to Full Screen to Play Media" in the video voicemail Options Menu, a "Playing Message" menu will appear beside the video providing the control options that are listed above.

3. Touch the **Goodbye** button to disconnect from the voicemail server at any time.
   Note:
   The BluStar 8000i will automatically disconnect from the voicemail server after a period of inactivity.

4. Touch **Done** to close the video voicemail client.

To a Voicemail Message:

1. In the telephone feature controls, touch the **Video Mail** button.
   The video voicemail client's inbox menu is displayed.

   Touch the **Delete** button beside the applicable message entry to delete the message.

   The message will be deleted from your voicemail account.

   Note:
   If the "warn before permanently delete messages or greetings" option is enabled, a prompt will appear asking *"Are you sure you want to delete this message?"* Press **Delete Message** to confirm the deletion.

2. Touch **Done** to close the video voicemail client.

To Call a Phone Number Associated with a Voicemail Message:

1. In the telephone feature controls, touch the **Video Mail** button.
   The video voicemail client's inbox menu is displayed.
2. Touch the **Callback** button beside the applicable message entry to call the phone number associated with the voicemail message.

   The BluStar 8000i will automatically initiate a call using the associated phone number.
3. Touch **Done** to close the video voicemail client.

To Toggle the Message Status (Played/Unplayed Status Indicator):

1. In the telephone feature controls, touch the **Video Mail** button.
   The video voicemail client's inbox menu is displayed.
2. Touch the **Toggle Message Status** button beside the applicable message entry to mark the message as played or unplayed.

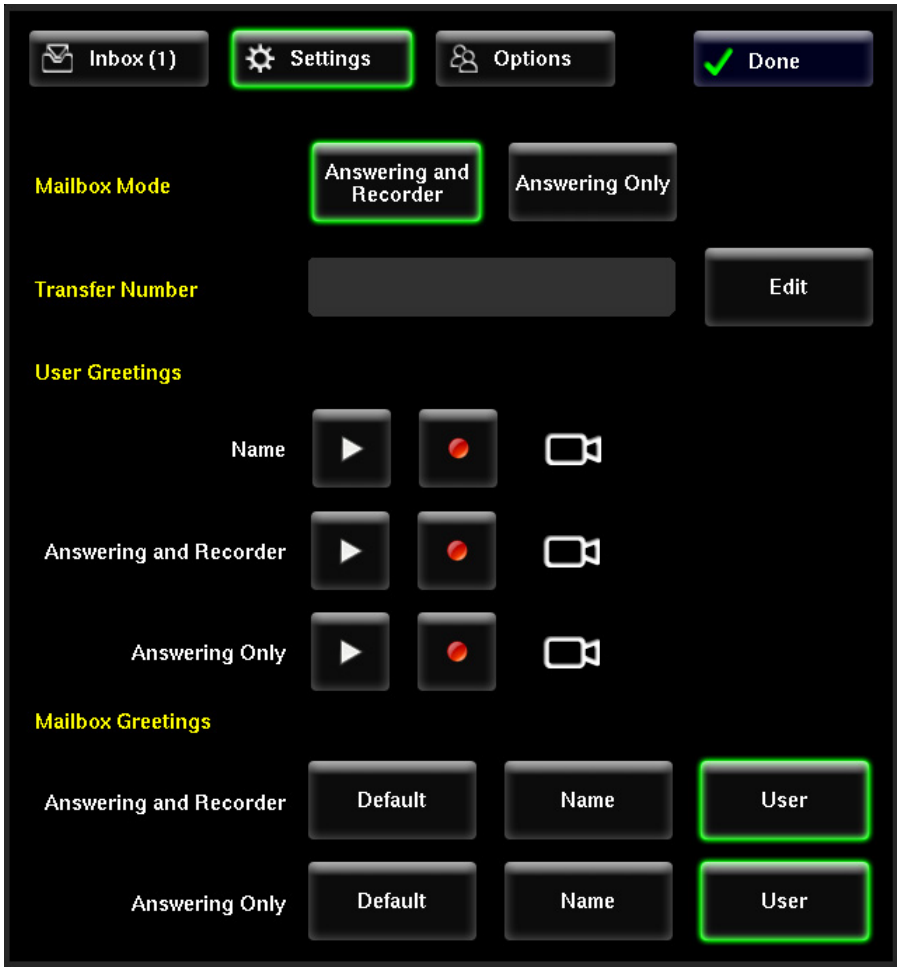
   Played messages contain a icon within the message entry.

   Unplayed messages contain a icon within the message entry and are differentiated by their bold font.

3. Touch **Done** to close the video voicemail client.

Settings Menu

The settings menu allows you to configure your voicemail account settings.



The video voicemail client allows you to directly configure the following account-related items:

- Mailbox Mode:
  - Selecting “Answering and Recorder” allows callers to record/leave a voicemail message.
  - Selecting “Answering Only” prevents callers from leaving a voicemail message.
- Transfer Number:
  - Allows you to define a transfer number.
  - During the outgoing user greeting, the option will be available for callers to press a predefined key that will transfer them directly to the specified phone number.
- User Greetings:
  - Allows you to playback or record a total of three outgoing user-defined mailbox greetings that can be used in different scenarios.
  - “Name” is used to simply record your name (utilized in conjunction with the server-defined name-only mailbox greeting).
  - “Answering and Recorder” can be used to record your outgoing mailbox greeting when the “answering and recorder” mode is selected.

  - "Answering Only" can be used to record your outgoing mailbox greeting when the "Answering Only" mode is selected.
- Mailbox Greetings:
  - Allows you to set the mailbox greetings to use in both "Answering and Recorder" and "Answering Only" mode.
  - The option is available to use the default mailbox greeting of your respective voicemail server or one of your recorded user-defined mailbox greetings.

Note:
All changes are relayed to the integration server in real time and take effect immediately.

***To Change Your Voicemail Account's Mailbox Mode*:**

1. In the telephone feature controls, touch the **Video Mail** button.

The video voicemail client's inbox menu is displayed.

2. In the video voicemail client, touch the **Settings** menu button.

The button is outlined in green, indicating that the settings menu is open.

3. Select the mailbox mode by touching the either the **Answering and Recorder** or **Answering Only** button.
   Notes:
   - Selecting **Answering and Recorder** allows callers to record/leave a voicemail message.
   - Selecting **Answering Only** prevents callers from leaving a voicemail message.
4. If you do not have to configure anything else on the screen, press **Done** to close the video voicemail client.

***To Define a Voicemail Transfer Number*:**

1. In the telephone feature controls, touch the **Video Mail** button.
   The video voicemail client's inbox menu is displayed.
2. In the video voicemail client, touch the **Settings** menu button.
   The button is outlined in green, indicating that the settings menu is open.
3. Touch the **Edit** button beside the transfer number field.
4. Enter the desired transfer number using the on-screen keyboard.
5. Touch the save button to save your changes.
   Notes:
   - Touch **Clear** to clear the transfer number field.
   - Touch **Cancel** to discard any changes and return to the settings menu.
6. If you do not have to configure anything else on the screen, press **Done** to close the video voicemail client.

To Play a User-Defined Mailbox Greeting:

1. In the telephone feature controls, touch the **Video Mail** button.
   The video voicemail client's inbox menu is displayed.
2. In the video voicemail client, touch the **Settings** menu button.
   The button is outlined in green, indicating that the settings menu is open.
3. In the **User Greetings** section, touch the play button beside the respective greeting type (i.e. **Name**, **Answering and Recorder**, or **Answering Only**).

   Note:
   Greeting types that have a icon next to them indicate that a previous recording exists that can be played.

   The BluStar 8000i will connect to the voicemail server and play the recorded greeting message.

   A "Playing Greeting Message" menu will appear allowing you to **restart**, **rewind**, **stop**, **pause**, or **fast forward** the recorded greeting message.
   Note:
   If in full-screen mode, you can access the above menu by pressing the **Controls** button.
4. Press the **Stop** button to end playback of the greeting message and return to the **Settings** menu.
5. If you do not have to configure anything else on the screen, press **Done** to close the video voicemail client.

To Record a User-Defined Mailbox Greeting:

1. In the telephone feature controls, touch the **Video Mail** button.
   The video voicemail client's inbox menu is displayed.
2. In the video voicemail client, touch the **Settings** menu button.
   The button is outlined in green, indicating that the settings menu is open.
3. In the **User Greetings** section, touch the record button beside the respective greeting type (i.e. **Name**, **Answering and Recorder**, or **Answering Only**).

   Note:
   Greeting types that have a icon next to them indicate that a previous recording exists. The previous recording will be overwritten if a new recording is created and saved.

   The BluStar 8000i will connect to the voicemail server and start the recording process.

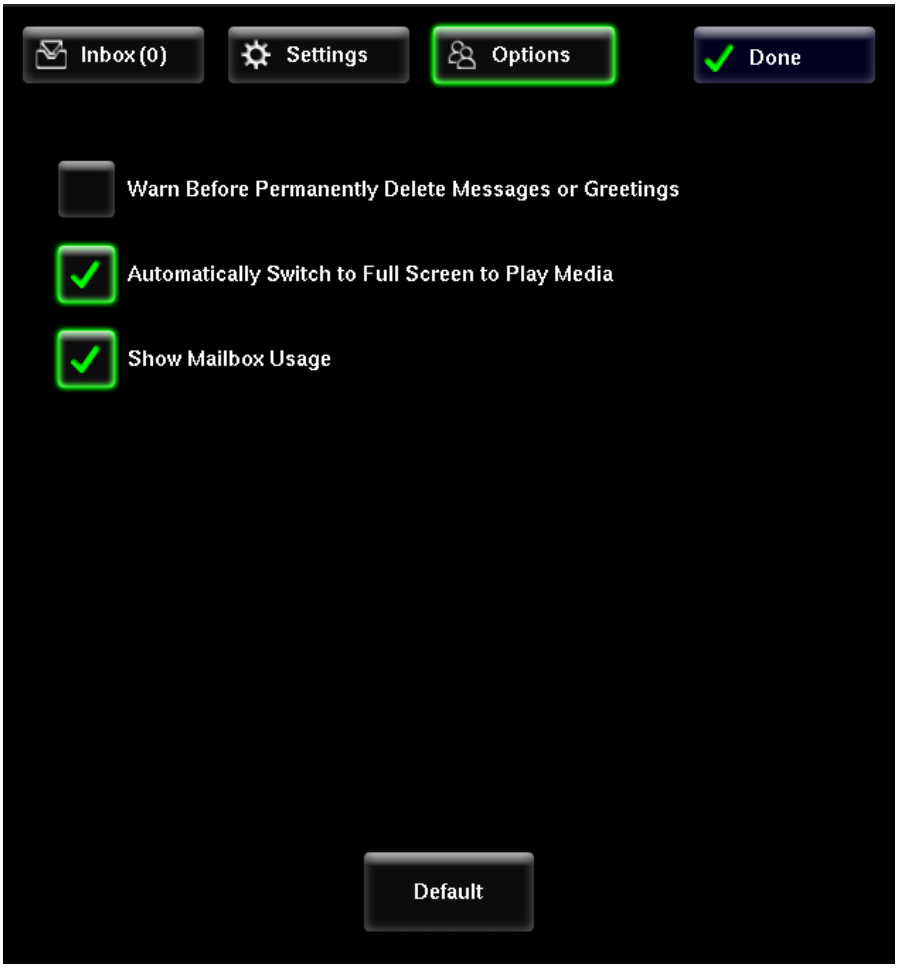
   A "Recording Greeting Message" menu will appear revealing the amount of time you have to record your temporary greeting message. Buttons are also available allowing you to control the recording process.
   Note:
   If in full-screen mode, you can access the above menu by pressing the **Controls** button.
4. Press the **Stop** button to stop recording.
   After the recording stops, the "Recording greeting message" menu will allow you to **play** and review your temporary greeting message and while reviewing you will be able to **restart**, **rewind**, **stop**, or **fast forward** the playing message.
5. If you are not content with your recording, press the **Record** button to start the recording process again.
   OR
   If you are content with your recording, press the **Save** button to save your greeting message and return to the **Settings** menu.
   OR
   Touch the **Cancel** button to discard the temporary greeting message and return to the **Settings** menu.
   Note:
   If the connection to the voicemail server is lost at any time during the recording process (i.e. before your recorded greeting message has been saved), your recorded greeting message will not be available after the connection has been restored. A message will be displayed on screen stating, "*Connection with the server lost. Last temporary recorded message is no longer available".*
6. If you do not have to configure anything else on the screen, press **Done** to close the video voicemail client.

***To Select the Mailbox Greeting to Use for Each Mailbox Mode*:**

1. In the telephone feature controls, touch the **Video Mail** button.
   The video voicemail client's inbox menu is displayed.
2. In the video voicemail client, touch the **Settings** menu button.
   The button is outlined in green, indicating that the settings menu is open.
3. Touch the button corresponding to the mailbox greeting you wish callers to hear when your mailbox mode is set to **Answering and Recorder**.
   Options include:
   - Default (corresponds to the voicemail server's default greeting).
   - Name (corresponds to the **Name** recording).
   - User (corresponds to the user-defined greeting recorded for **Answering and Recorder** mode).
4. Touch the button corresponding to the mailbox greeting you wish callers to hear when your mailbox mode is set to **Answering Only**.
   Options include:
   - Default (corresponds to the voicemail server's default greeting).
   - Name (corresponds to the **Name** recording).
   - User (corresponds to the user-defined greeting recorded for **Answering Only** mode).
5. If you do not have to configure anything else on the screen, press **Done** to close the video voicemail client.

Options Menu

The options menu allows you to set your video voicemail client user preferences.



The following options are available:

- Warn Before Permanently Delete Messages or Greetings:
  - Enabling this option will display a prompt asking you to confirm your action when deleting a message or greeting.
  - Disabling this option will not display a confirmation prompt. Messages and greetings will be deleted immediately after pressing the delete button.

  This option is disabled by default.
- Automatically Switch to Full Screen to Play Media:
  - Enabling this option will automatically switch the display mode to full-screen when playing a voicemail message or reviewing a user-defined mailbox greeting.
  - Disabling this option will maintain the half-screen display mode (with the controls menu available) when playing a voicemail message or reviewing a user-defined mailbox greeting.

  This option is enabled by default.
- Show Mailbox Usage:
  - Enabling this option will display the mailbox usage details section in the inbox menu.

– Disabling this option will remove the mailbox usage details section from the inbox menu (allowing for a larger message viewing area).

This option is enabled by default.

Note:
Pressing the **Default** button at any time will reset the above options to their default settings.

***To Configure User Preferences in the Options Menu*:**

1. In the telephone feature controls, touch the **Video Mail** button.

The video voicemail client's inbox menu is displayed.

2. In the video voicemail client, touch the **Options** menu button.

The button is outlined in green, indicating that the options menu is open.

3. Touch the checkbox beside Warn Before Permanently Delete Messages or Greetings to enable or disable this option.
Note:
If the **Warn Before Permanently Delete Messages or Greetings** option is enabled, a confirmation prompt will appear asking *"Are you sure you want to delete this message?"* whenever you attempt to delete a voicemail message or user-defined greeting.

4. Touch the checkbox beside **Show Mailbox Usage** to enable or disable this option.
Notes:
   - A total of 7 messages can be displayed on screen in the inbox at one time if this option is enabled (as opposed to 9 messages when this option is disabled).
   - If your inbox contains more voicemail messages than the viewable area allows you can scroll through the list of entries by dragging your finger up and down the list.

5. Touch the **Default** button at any time to reset all options to their default settings.

6. If you do not have to configure anything else on the screen, press **Done** to close the video voicemail client.

BluStar Server Interoperability and Enhanced Presence Capabilities

The BluStar 8000i is fully interoperable with the BluStar Server. The BluStar Server aggregates presence information from multiple sources and relays the information to the BluStar 8000i. BluStar 8000i users are able to monitor the status for any contacts connected to the BluStar Server through their Favorites, Search, Contacts, History, and Directory menus as well as obtain more detailed status information through an individual's partial contact information display or full contact information page. Status information available in the various menus and pages include:

- Presence status bars and information (default as well as personalized status text).
- Line state details.
- Microsoft Exchange calendar activity.

Note:
Contact your system administrator to configure BluStar Server interoperability for you.

Presence Status

Presence status bars and information can be found in the Favorites, Search, Contacts, History, and Directory menus as well as an individual's partial contact information display or full contact information page. The available presence states, their corresponding colors, and priority details (from highest to lowest) are as follows:

Priority	Presence States	Status Bar Color
1	Unavailable Do Not Disturb	
2	Busy In a Call In a Meeting Inactive Away Be Right Back Other	
3	Available	
4	Signed Out	
5	Unknown	

Note:
Visual enhancement icons can also be enabled for users with color vision deficiency if required. See Visual Enhancement Feature on page 118 for more information.

Line States

Line states can be found by navigating to an individual's partial contact information display or full contact information page. The available line states and their corresponding indicators are as follows:

Line States	Line State Indicator
Idle	
Busy	
Unknown	

Note:

Visual enhancement icons can also be enabled for users with color vision deficiency if required. See Visual Enhancement Feature on page 118 for more information.

Calendar Activity

BluStar 8000i terminals will also display Microsoft Exchange calendar activity if applicable. When the contact's status text is displayed as "In a Meeting", navigating to the individual's partial contact information display will reveal when the appointment is scheduled to end. Furthermore, navigating to the individual's full contact information page will show additional appointment details (if configured on the BluStar Server) such as the appointment's subject.

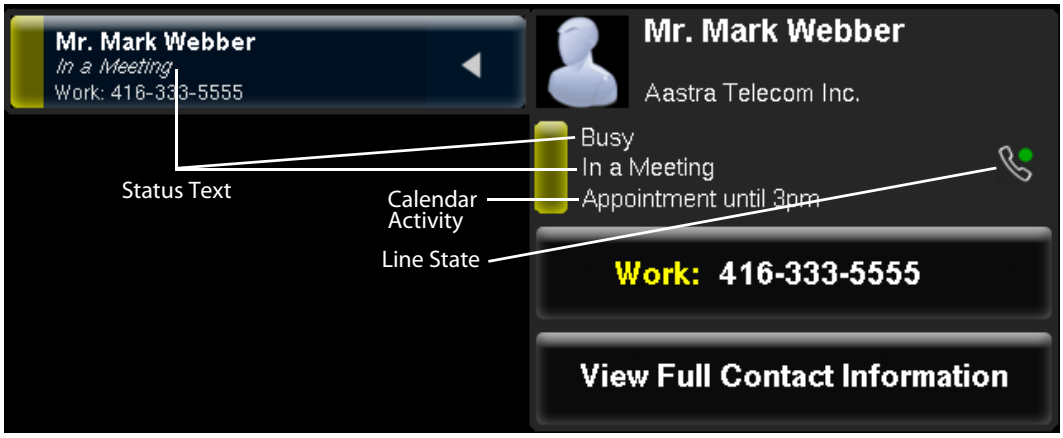
Note:

Additional appointment details may be displayed as simply "Private Data" in which case the BluStar Server has been configured to not display the appointment's subject line.

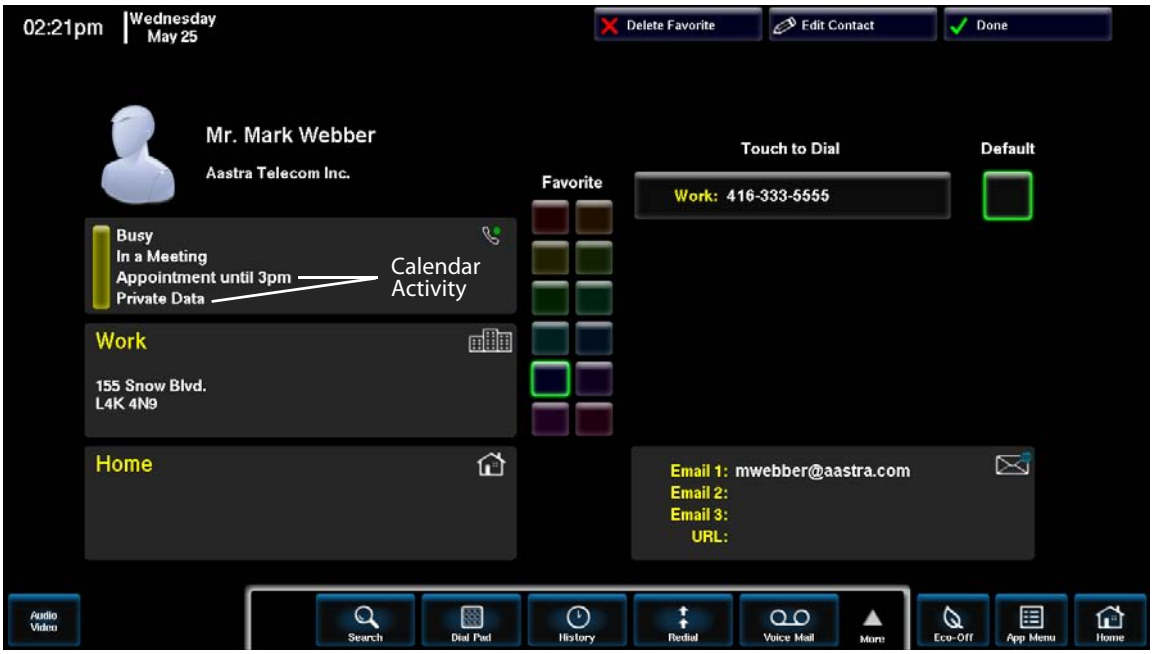
Examples

Favorites Menu

Partial Contact Information Display



Full Contact Information Page



User Information Button and Manually Overriding Presence Status

When connected to the BluStar Server, the User Information section (located at the top of the Home screen) becomes a selectable button and shows you your current presence status that is being displayed to all of your contacts.

As the states can be aggregated from multiple sources, the BluStar device will display the state with the highest priority. For example, if your status is “Available” but you are in a meeting as per the schedule on your Microsoft Exchange calendar, your presence status will be displayed as “In a Meeting”.

By selecting the User Information button you have the option of manually overriding your current status.

Override options include:

- Available
- Busy
- Do Not Disturb
- More...

Presence and Telephony Do Not Disturb Synchronization

When the telephony DND feature is enabled on the BluStar device (as configured by your System Administrator), the "Do Not Disturb" presence status is synchronized with the telephony DND feature. If the telephony DND feature is disabled the "Do Not Disturb" presence status and telephony DND feature are not synchronized.

When synchronized:

- Changing your presence status to "Do Not Disturb" will also turn on the telephony DND feature whereby incoming calls will automatically be rejected or (if configured) forwarded to a voicemail account/another number. Selecting the "Available" presence status option will turn off the telephony DND feature.
- The inverse is also applicable whereby turning on the telephony DND feature will automatically change your presence status to "Do Not Disturb". Turning off the telephony DND feature will change your presence status back to "Available". You can enable/disable the telephone DND feature by selecting the

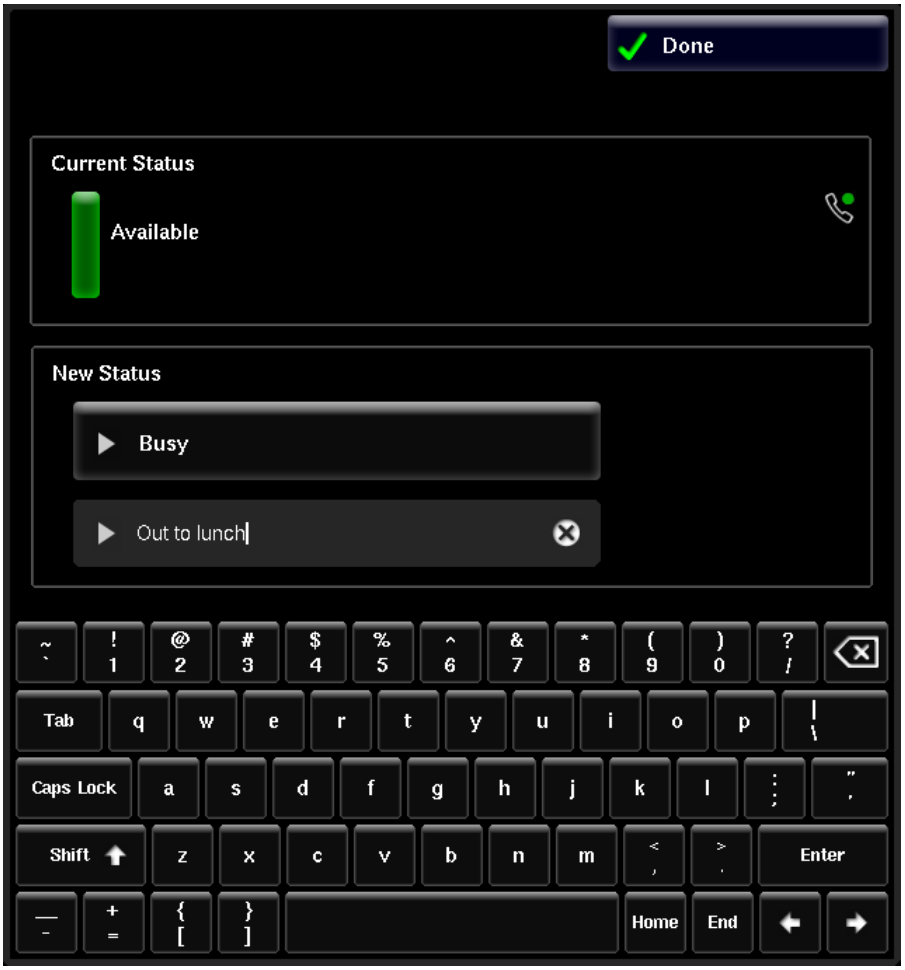
button in the Telphone Feature Controls.

When not sychronized, changing your presence status to "Do Not Disturb" will only affect your presence status. Incoming calls will not be rejected or forwarded.

Note:
See Do Not Disturb (DND) on page 27 for more information on the telephony DND feature.

More... Menu

Selecting **More...** accesses a menu allowing you to select an override option and enter in personalized status text. For example, you can select the "Busy" override option and then type "Out to lunch" as status text.



After selecting the Done button, your presence status will change accordingly.

Notes:

- The More menu can alternatively be accessed by selecting the Presence application button on the App Menu.

- Overriding the current status is only applicable until your next scheduled event. For example, when the BluStar Server is aggregating status information from your Microsoft Exchange calendar as well as your BluStar device, if you override your status from "Available" to "Do Not Disturb", the status will automatically switch to "In a Meeting" when your next Exchange-calendar-scheduled meeting begins.
- The last 10 personalized status messages are retained under the status text field's drop-down menu so you do not have to re-enter a commonly used message when required.

To Override Your Current Presence Status:

1. Select the **User Information** button located on the top of the Home screen.

2. Select a presence setting from the following list (e.g. Do Not Disturb):

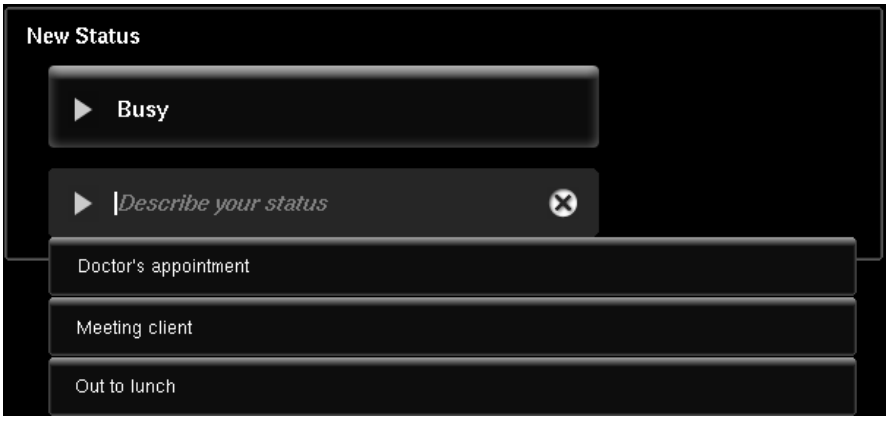
The User Information button will be updated to reflect the presence setting change you made.

***To Override Your Current Presence Status and Include a Status Note*:**

1. Select the User Information button located on the top of the Home screen and then the **More...** option

or
Select the **Presence** button located on the **App Menu**.

2. Using the **New Status** drop-down menu, select an override option (e.g. Busy).
3. Select the **Personalized Status Text** field and type in your personalized text (e.g. "Out to lunch")
or
Select the arrow in the **Personalized Status Text** field to choose from a list of previously typed entries..



4. Select **Done**.
The User Information button will be updated to reflect the presence setting change you made.

Visual Enhancement Feature

A feature can be enabled by your Administrator that can be used to display visual aids (i.e. icons) for the presence color status bars and line state indicators for the BluStar interoperability feature and the color status bars for the BLF feature. This allows users that have a color vision deficiency to differentiate presence status, line states, or BLF status by icon rather than by color. When the visual enhancement setting is enabled, the following changes are applied:

Presence States	Visual Enhancement Disabled	Visual Enhancement Enabled
Unavailable Do Not Disturb		
Busy In a Call In a Meeting Inactive Away Be Right Back Other		
Available		
Signed Out		
Unknown		

Line States	Visual Enhancement Disabled	Visual Enhancement Enabled
Idle		
Busy		
Unknown		

Care and Cleaning

Note:

Avoid using any type of abrasive pad or cloth, caustic or abrasive cleaner, or solvents such as benzene when cleaning the terminal components.

Touch Screen

- Clean the BluStar 8000i touchscreen with an isopropyl alcohol and water solution mixed in a 50:50 ratio.
- Spray the cleaner onto a soft, non-abrasive cloth; then apply the cloth to the touchscreen to clean.
- Do not apply the cleaning solution directly to the touchscreen.
- Do not allow any liquid to run down the surface of the touchscreen and under the bezel.
- 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.

Camera

- Avoid touching the camera lens with any object including your fingers. Damage to the lens or lens coating may result.
- Avoid positioning the camera where direct sunlight or other spot source(s) of light might enter the lens.
- Use a source of clean, dry air to gently blow dust and other particles away from the lens surface. If this fails to clean the lens, *carefully* use a lens cleaning brush or lens cleaning tissue to clean the lens.

Desktop Cabinet and Handset

- Clean the cabinet and handset with a soft cloth lightly moistened with a mild detergent solution.
- Do not apply the cleaning solution directly to the cabinet or handset.

Contacting Aastra Telecom Support

If you have read this document, and consulted the Troubleshooting section of your phone model's manual and still have problems, please contact Aastra Telecom Support via one of these methods:

North America

- Toll Free 1-800-574-1611
- Direct +1-469-365-3639
- Online at http://www.aastratelecom.com/support, click on Contact Technical Support

Outside North America

Please contact your regional Aastra Technical Support.

Limited Warranty

(Not applicable in Australia – see below for Limited Warranty in Australia)

Aastra warrants this product against defects and malfunctions in accordance with Aastra's authorized, written functional specification relating to such products during a one (1) year period from the date of original purchase ("Warranty Period"). If there is a defect or malfunction, Aastra shall, at its option, and as the exclusive remedy, either repair or replace the product at no charge, if returned within the Warranty Period. If replacement parts are used in making repairs, these parts may be refurbished, or may contain refurbished materials. If it is necessary to replace the product, it may be replaced with a refurbished product of the same design and color. If it should become necessary to repair or replace a defective or malfunctioning product under this warranty, the provisions of this warranty shall apply to the repaired or replaced product until the expiration of ninety (90) days from the date of pick up, or the date of shipment to you, of the repaired or replacement product, or until the end of the original Warranty Period, whichever is later. Proof of the original purchase date is to be provided with all products returned for warranty repairs.

Exclusions

Aastra does not warrant its products to be compatible with the equipment of any particular telephone company. This warranty does not extend to damage to products resulting from improper installation or operation, alteration, accident, neglect, abuse, misuse, fire or natural causes such as storms or floods, after the product is in your possession. Aastra will not accept liability for any damages and/or long distance charges, which result from unauthorized and/or unlawful use.

Aastra shall not be liable for any incidental or consequential damages, including, but not limited to, loss, damage or expense directly or indirectly arising from the customer's use of or inability to use this product, either separately or in combination with other equipment. This paragraph, however, shall not apply to consequential damages for injury to the person in the case of products used or bought for use primarily for personal, family or household purposes.

This warranty sets forth the entire liability and obligations of Aastra with respect to breach of warranty, and the warranties set forth or limited herein are the sole warranties and are in lieu of all other warranties, expressed or implied, including warranties or fitness for particular purpose and merchantability.

Warranty Repair Services

Should the product fail during the Warranty Period;

- **In North America,** please call 1-800-574-1611 for further information.
- **Outside North America**, contact your sales representative for return instructions.

You will be responsible for shipping charges, if any. When you return this product for warranty service, you must present proof of purchase.

After Warranty Service

Aastra offers ongoing repair and support for this product. This service provides repair or replacement of your Aastra product, at Aastra's option, for a fixed charge. You are responsible for all shipping charges. For further information and shipping instructions:

- **In North America**, contact our service information number: 1-800-574-1611.
- **Outside North America**, contact your sales representative.

Note:
Repairs to this product may be made only by the manufacturer and its authorized agents, or by others who are legally authorized. This restriction applies during and after the Warranty Period. Unauthorized repair will void the warranty.

Limited Warranty (Australia Only)

The benefits under the Aastra Limited Warranty below are in addition to other rights and remedies to which you may be entitled under a law in relation to the products.

In addition to all rights and remedies to which you may be entitled under the *Competition and Consumer Act 2010* (Commonwealth) and any other relevant legislation, Aastra warrants this product against defects and malfunctions in accordance with Aastra's authorized, written functional specification relating to such products during a one (1) year period from the date of original purchase ("Warranty Period"). If there is a defect or malfunction, Aastra shall, at its option, and as the exclusive remedy under this limited warranty, either repair or replace the product at no charge, if returned within the Warranty Period.

Repair Notice

To the extent that the product contains user-generated data, you should be aware that repair of the goods may result in loss of the data. Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods. If it is necessary to replace the product under this limited warranty, it may be replaced with a refurbished product of the same design and color.

If it should become necessary to repair or replace a defective or malfunctioning product under this warranty, the provisions of this warranty shall apply to the repaired or replaced product until the expiration of ninety (90) days from the date of pick up, or the date of shipment to you, of the repaired or replacement product, or until the end of the original Warranty Period, whichever is later. Proof of the original purchase date is to be provided with all products returned for warranty repairs.

Exclusions

Aastra does not warrant its products to be compatible with the equipment of any particular telephone company. This warranty does not extend to damage to products resulting from improper installation or operation, alteration, accident, neglect, abuse, misuse, fire or natural causes such as storms or floods, after the product is in your possession. Aastra will not accept liability for any damages and/or long distance charges, which result from unauthorized and/or unlawful use.

To the extent permitted by law, Aastra shall not be liable for any incidental damages, including, but not limited to, loss, damage or expense directly or indirectly arising from your use of or inability to use this product, either separately or in combination with other equipment. This paragraph, however, is not intended to have the effect of excluding, restricting or modifying the application of all or any of the provisions of Part 5-4 of Schedule 2 to the Competition and Consumer Act 2010 (**the ACL**), the exercise of a right conferred by such a provision or any liability of Aastra in relation to a failure to comply with a guarantee that applies under Division 1 of Part 3-2 of the ACL to a supply of goods or services.

This express warranty sets forth the entire liability and obligations of Aastra with respect to breach of this express warranty and is in lieu of all other express or implied warranties other than those conferred by a law whose application cannot be excluded, restricted or modified. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Warranty Repair Services

Procedure: Should the product fail during the Warranty Period and you wish to make a claim under this express warranty, please contact the Aastra authorized reseller who sold you this product (details as per the invoice) and present proof of purchase. You will be responsible for shipping charges, if any.

Manufacturer: Aastra Telecom Australia Pty Ltd
745 Springvale Road
Mulgrave VIC 3170
ABN 16 140 787 195
Phone: +61 3 8562 2700

Limitation of Liability for Products not of a kind ordinarily acquired for personal, domestic or household use or consumption (e.g. goods/services ordinarily supplied for business-use)

1.1 To the extent permitted by law and subject to clause 1.2 below, the liability of Aastra to you for any non-compliance with a statutory guarantee or loss or damage arising out of or in connection with the supply of goods or services (whether for tort (including negligence), statute, custom, law or on any other basis) is limited to:

- **a)** in the case of services:
  - **i)** the resupply of the services; or
  - **ii)** the payment of the cost of resupply; and
- **b)** in the case of goods:
  - **i)** the replacement of the goods or the supply of equivalent goods; or
  - **ii)** the repair of the goods; or
  - **iii)** the payment of the cost of replacing the goods or of acquiring equivalent goods; or
  - **iv)** the payment of the cost of having the goods repaired.

1.2 Clause 1.1 is not intended to have the effect of excluding, restricting or modifying:

- **a)** the application of all or any of the provisions of Part 5-4 of Schedule 2 to the Competition and Consumer Act 2010 (**the ACL**); or
- **b)** the exercise of a right conferred by such a provision; or
- **c)** any liability of Aastra in relation to a failure to comply with a guarantee that applies under Division 1 of Part 3-2 of the ACL to a supply of goods or services.

After Warranty Service

Aastra offers ongoing repair and support for this product. If you are not otherwise entitled to a remedy for a failure to comply with a guarantee that cannot be excluded under the Australian Consumer Law, this service provides repair or replacement of your Aastra product, at Aastra's option, for a fixed charge. You are responsible for all shipping charges. For further information and shipping instructions contact:

Aastra Telecom Australia Pty Ltd
745 Springvale Road
Mulgrave VIC 3170
ABN 16 140 787 195
Phone: +61 3 8562 2700

Note:
Repairs to this product may be made only by the manufacturer and its authorized agents, or by others who are legally authorized. Unauthorized repair will void this express warranty.

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