Aastra BluStar™ for Conference Room

SIP Call Server User Guide

Release 4.3.0

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Content

Software License Agreement ii

Welcome 1

About this Guide 1

Documentation 1

Upgrading BluStar for Conference Room Software 1

Safety Summary 4

Installation and Setup 5

Overview 5

Placement Options 6

Interface Port Descriptions 6

Connecting to the Network 6

Connecting to Power 6

Connecting to External Components 7

Getting Started 8

Turning On and Starting the BluStar for Conference Room 8

Logging In 8

Login Screens 9

Logging Off 12

Screen Basics 13

On-Screen Keyboard 13

Home Screen 15

Call Screen 18

Lock Screen 20

Telephone Feature Controls 21

Do Not Disturb (DND) 23

Call Forward 23

Contacts 24

Directory 32

Favorites 34

Search 36

History 38
Voicemail 39
Audio/Video Controls 40
App and Telephone Connection Management Controls 43
Application Menu 44
Tools 45
About 58
Status 58
Feedback 60
Clock 61
Currency Converter 62
Stocks 64
Weather 66
Making Calls 68
Making a Call 68
Using the Speakerphone 70
Receiving Calls 71
Incoming Intercom Calls 72
Handling Calls 73
During Calls 73
Ending Calls 74
Switching Screens In a Call 74
Placing a Call on Hold 75
To Swap Calls 75
Transferring a Call 76
Diverting Calls from Your BluStar for Conference Room 78
Conference Calls 80
Ending a Conference 83
Conference Call Options and Screen Modes 83
Additional Features 86
Shared Call Appearance (SCA) 86
Video Voicemail Client 90
BluStar Server Interoperability and Enhanced Presence Capabilities 101

Visual Enhancement Feature 110

Contacting Aastra Telecom Support 111

Limited Warranty Warranty-1

Exclusions Warranty-1

Warranty Repair Services Warranty-1

After Warranty Service Warranty-1

Limited Warranty (Australia Only) Warranty-2

Repair Notice Warranty-2

Exclusions Warranty-2

Warranty Repair Services Warranty-3

After Warranty Service Warranty-3

Index Index-1

Welcome

The BluStar™ for Conference Room is the industry's most advanced conference-room based video device, integrating real-time communications with built-in conferencing and presentation tools. Offering true HD video conferencing, the BluStar for Conference Room uses the latest in video and communications technology to enable a natural high-quality video/audio experience. The BluStar for Conference Room is a powerful communication tool that is an essential part of Aastra's Unified Communication and Collaboration portfolio – the BluStar Ecosystem. With its advanced business collaboration features and applications, the BluStar for Conference Room is a productivity enhancing solution that is intelligent, intuitive, and easy to use.

About this Guide

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

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 for Conference Room documentation consists of the following:

- ***Aastra BluStar for Conference Room Quick Start Guide*** - Contains quick installation and set-up instruction. The English, French, and German version is included in the box with the BluStar for Conference Room.
- ***Aastra BluStar for Conference Room Installation Guide*** - Contains comprehensive installation and set-up instructions, general features and functions, and an overview of the system.
- ***Aastra BluStar for Conference Room SIP Call Server User Guide*** - Describes the most commonly used features and functions for an end user when utilizing the BluStar for Conference Room in SIP Call Server mode.
- ***Aastra BluStar for Conference Room BAS-Mode User Guide*** - Describes the most commonly used features and functions for an end user when utilizing the BluStar for Conference Room 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 for Conference Room 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 for Conference Room and BluStar for Conference Room in BAS mode.

Upgrading BluStar for Conference Room Software

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

BluStar for Conference Room Features and Specifications

HD Video

- True 1280x720p HD video image resolution
- 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

- Full-duplex audio
- Stereo Acoustic Echo Cancellation
- Automatic Gain Control
- Wideband audio G.722 kHz codec support
- G.729 and Internet Low Bitrate Codec (iLBC) support

Standard Telephone Features

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

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
- Calls can be forwarded to voicemail, other BluStar for Conference Room users, mobile phones, or other telephones

Contact Database

- Full name, organization, address
- Multiple phone numbers (SIP URLs and numeric)
- One-click 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-click redial of any entry
- Caller ID display
- Function to save as a contact in your database

Language Support

- The BluStar for Conference Room 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 for Conference Room.

Safety Summary

Please read the following safety information before attempting to install or use the BluStar for Conference Room.

Alert!

For use with included AC/DC adaptor model no. 3A-603DB12 or GT-41132-6012-T3 / Pour utiliser avec modéle 3A-603DB12 ou GT-41132-6012-T3.

Alert!

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

Warning!

The BluStar for Conference Room complies with Part 15 of the FCC rules and the requirements adopted by the ACTA. On the bottom of the 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 devices function 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 devices must use the grounded three-conductor power cord. Do not use two-conductor extension cords.

Installation and Setup

The following subsections provide instructions for setting up the BluStar for Conference Room system and connecting it to your network. These instructions assume that Aastra's recommended additional products are being used with the BluStar for Conference Room. The recommended additional products include:

- Aastra S850i Wireless Conference Phone System and Wireless Base Unit
- HD Color Video Camera
- Wireless USB Keyboard with USB RF Receiver

These additional components can be purchased directly through Aastra as an all-inclusive kit (including the BluStar for Conference Room system) or as individual components. Contact your Aastra representative for more information

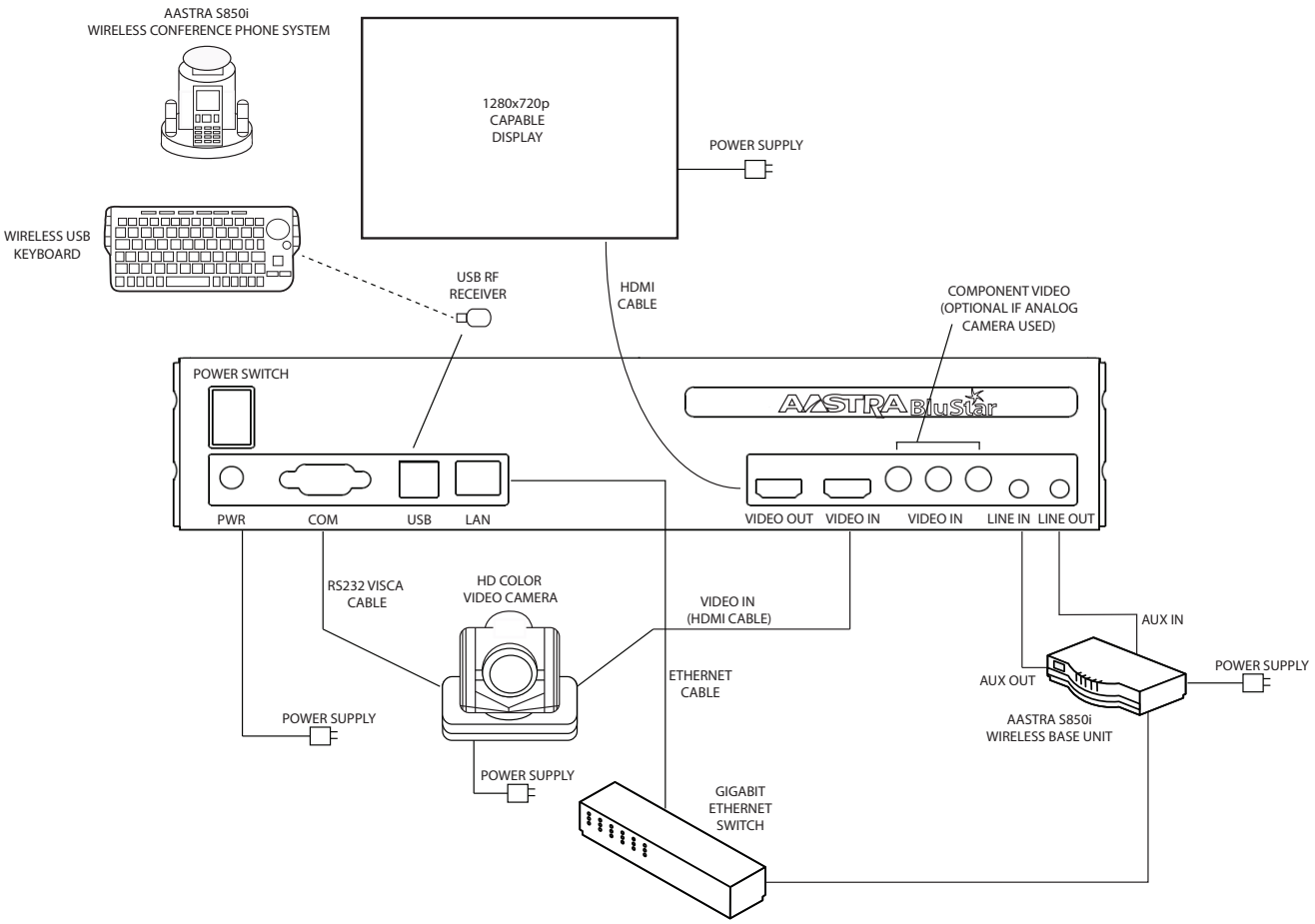
If you choose to utilize other components, please refer to the documentation included with the respective component for configuration options and procedures..

Note:

For comprehensive installation and setup instructions, refer to the ***Aastra BluStar for Conference Room Installation Guide***.

Overview

A top-level overview of a completed setup is detailed in the diagram below.



Placement Options

The BluStar for Conference Room and additional accessories/components can be placed on a media stand, mounted in a standard 2U audio/video component rack system, or mounted on the wall if desired. For comprehensive placement option details, refer to the ***Aastra BluStar for Conference Room Installation Guide***.

Interface Port Descriptions

Label (from Left to Right)	Port	Description
PWR	Power	Used to connect the power supply.
COM	Serial	Used to connect the HD color video camera via RS-232C Serial cable.
USB	USB (x2)	Used to connect the USB RF receiver, allowing for communication between the BluStar for Conference Room and the Wireless USB Keyboard
LAN	Ethernet	Used to connect to the network via a Category 5/5e or Category 6 straight through cable.
VIDEO OUT	HDMI Output	Used to connect to a 720p HD display via an HDMI cable.
VIDEO IN	HDMI Input	Used to connect to the HD color video camera via HDMI to DVI cable.
VIDEO IN	Component Input	(Optional) Used to connect to an analog HD color video camera via a Component video cable.
LINE IN	Audio Input	Used to connect to the Aastra S850i Wireless Base Unit via the provided mono audio cable with 3.5mm male to male connectors.
LINE OUT	Audio Output	Used to connect to the Aastra S850i Wireless Base Unit via the provided mono audio cable with 3.5mm male to male connectors.

Connecting to the Network

To connect the BluStar for Conference Room to the network, perform the following:

1. Connect the provided Ethernet cable into the Ethernet port marked as LAN.
2. Connect the other end of the Ethernet cable directly into the Ethernet port of your network device (e.g. router or switch).

Connecting to Power

To connect the BluStar for Conference Room to power, perform the following:

1. Connect the power cord to the power supply.
2. Connect the power supply plug to the power input port marked PWR on the BluStar for Conference Room.
   Alert!
   For use with the included ENG Electric Co., Ltd AC/DC adaptor model no. 3A-603DB12 or Globtek Inc. AC/DC adaptor model no. GT-41132-6012-T3.
3. Insert the power cord plug into an electrical outlet.

Connecting to External Components

Connecting to a 720p HD Display

To connect the BluStar for Conference Room to a 720p HD display, perform the following:

1. Connect one end of the HDMI cable to the HDMI output port marked VIDEO OUT on the BluStar for Conference Room.
2. Connect the other end of the HDMI cable to an available HDMI input port located on the display.

Connecting to the HD Color Video Camera

To connect the BluStar for Conference Room to the HD color video camera, perform the following:

1. Connect the HDMI connector end of the DVI to HDMI cable to the HDMI input port marked VIDEO IN on the BluStar for Conference Room.
2. Connect the DVI connector end of the DVI to HDMI cable to the DVI output port marked DVI on the HD color video camera.
3. Connect one end of the RS-232C serial cable to the VISCA port marked COM on the BluStar for Conference Room.
4. Connect the other end of the RS-232C serial cable to the VISCA input port marked VISCA IN on the HD color video camera.

Notes:

- The BluStar for Conference Room does not support the use of two video cameras (i.e. one analog and one digital) simultaneously.
- If using your own analog video camera with Component video output, a Component video cable is required instead of an HDMI cable. Connect one end of the Component video cable (not included) to the Component input ports marked VIDEO IN on the BluStar for Conference Room and connect the other end to the Component video cable to the Component output ports on the analog video camera.

Connecting to the Aastra S850i Wireless Base Unit

To connect the BluStar for Conference Room to Aastra S850i Wireless Base Unit, perform the following:

1. Connect one end of the primary audio cable (provided with the BluStar for Conference Room package) to the audio output port marked LINE OUT on the BluStar for Conference Room.
2. Connect the other end of the primary audio cable into the audio input port marked AUX IN on the Aastra S850i Wireless Base Unit.
3. Connect one end of the secondary audio cable (provided with the BluStar for Conference Room package) to the audio input port marked LINE IN on the BluStar for Conference Room.
4. Connect the other end of the secondary audio cable into the audio output port marked AUX OUT1 (or AUX OUT2) on the Aastra S850i Wireless Base Unit.

Connecting to the Wireless USB Keyboard

To connect the BluStar for Conference Room to the Wireless USB Keyboard, simply plug the USB RF Receiver into one of the USB ports on the BluStar for Conference Room.

Getting Started

This section describes the behavior and startup screens you will see when you turn on and login to your BluStar for Conference Room system.

Turning On and Starting the BluStar for Conference Room

When the user turns on their BluStar for Conference Room it will turn on automatically and show the login screen. The BluStar for Conference Room goes through the following startup process when you plug it in.

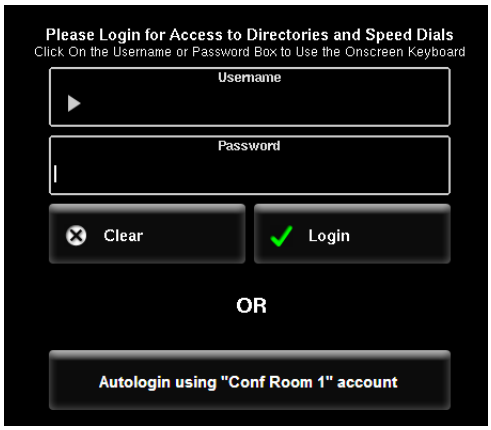
During startup, the BluStar for Conference Room checks for any configuration changes or if new firmware updates are available. Once the BluStar for Conference Room is turned on and ready to go, the login screen appears.

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 for Conference Room applications, you must first login to the device. You can login using your **User Name** and **Password**. Contact your system administrator for your login user name and password.



To Log In Using Your User Name and Password:

1. On the login window, click the **User Name** button.
2. Use the keyboard to type in your user name (use **Backspace** on the keyboard or the **Clear** button on screen to delete incorrect entries).
   Note:
   If you have recently logged in, you can click 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, click it to select it.
3. Click the **Password** button and type in your password.
4. Click **Login**.

Autologin

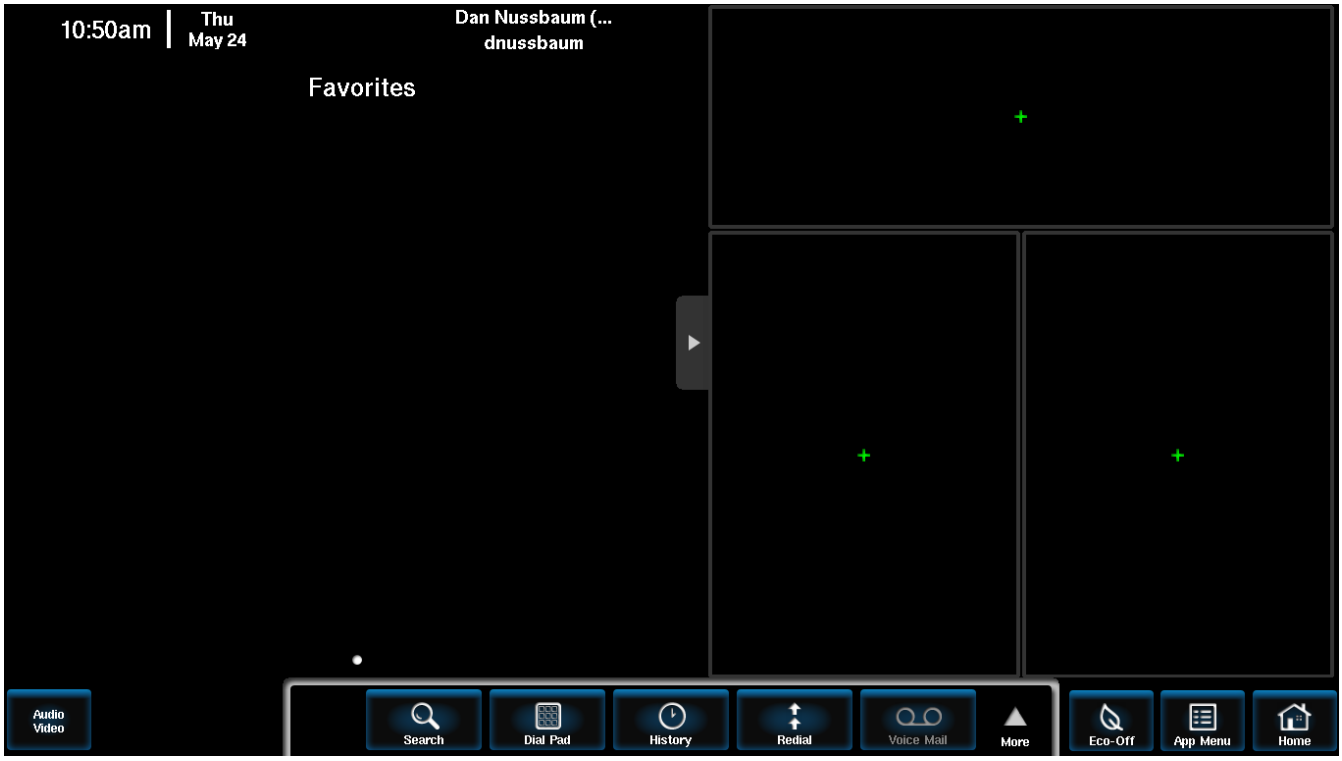
An autologin button may also be available on the login screen when the autologin feature is enabled and configured. As the BluStar for Conference Room systems are generally deployed using a shared account, this button ensures that users can log in to the shared account quickly without having to remember the specific account details. Refer to User Identity on page 45 for feature and configuration details.

Login Screens

Once the user clicks the **Login** button the BluStar for Conference Room will go through the following login process:

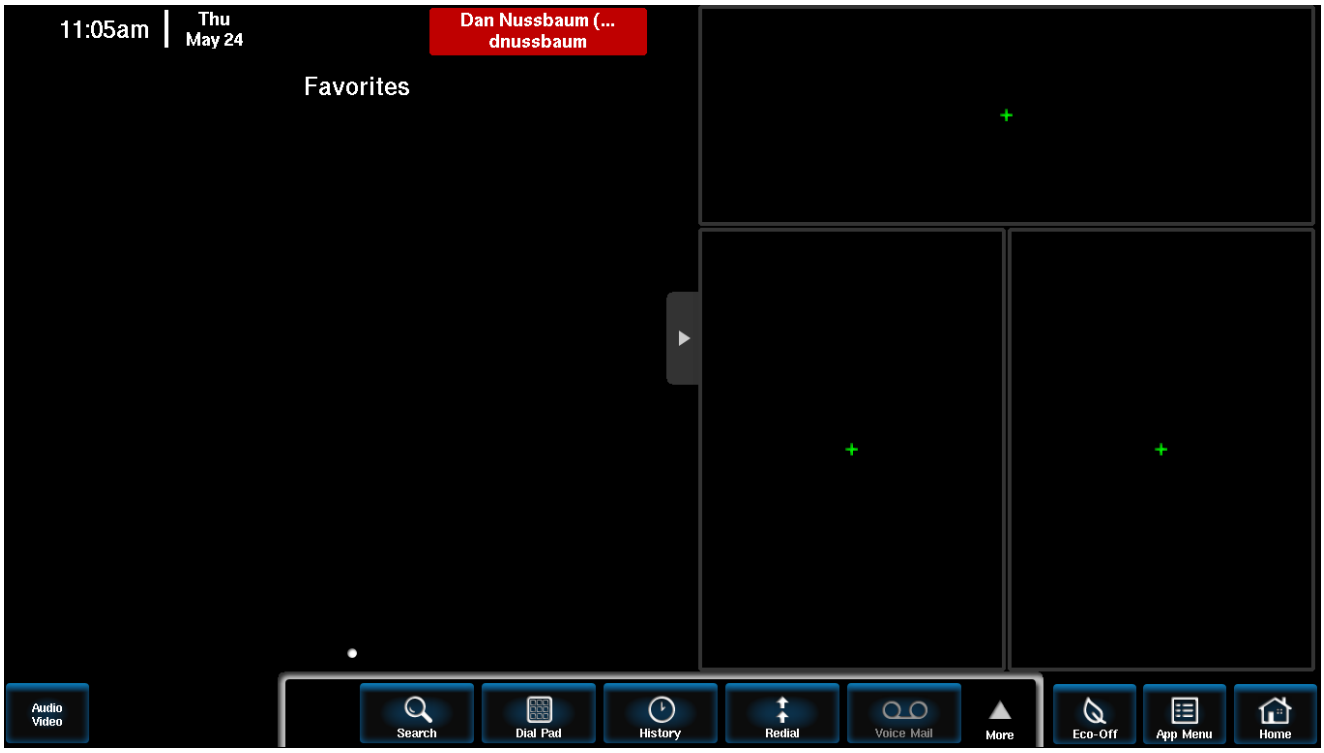
Successful Login and Registration

The following image shows the idle home page when the BluStar for Conference Room successfully registers with the SIP call server.



Unsuccessful Login and Registration

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



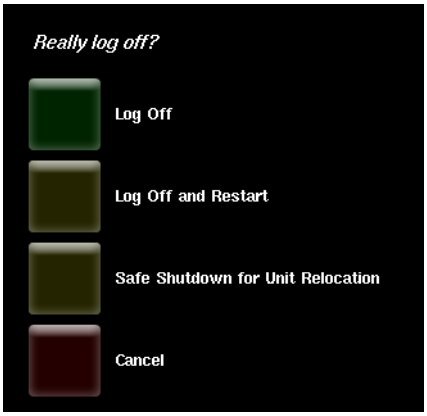
If this is the case, log off of your BluStar for Conference Room system, wait momentarily, and attempt to log in again.

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

Logging Off

You can log off the BluStar for Conference Room 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. Click the **App Menu**.
2. Click the **Log Off** button.
3. Click either:
   - **Log Off**
   - **Log Off and Restart**
   - **Safe Shutdown for Unit Relocation**

Screen Basics

When you use your BluStar for Conference Room, you will see and interact with several different applications and controls. With the BluStar for Conference Room, all functions can be performed using the keyboard and trackball. An on-screen keyboard is also available if preferred.

On-Screen Keyboard

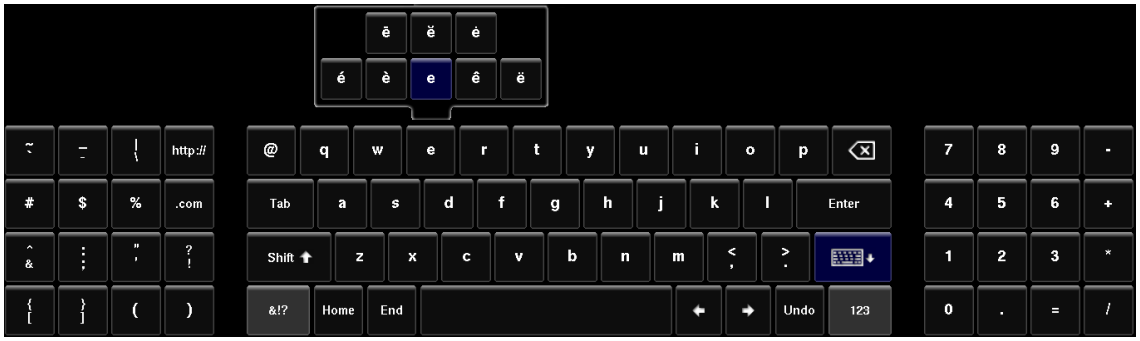
In addition to the phyiscal keyboard, you also have the option of using the on-screen keyboard. The on-screen keyboard essentially functions in the same way as a physical QWERTY keyboard. The keyboard appears automatically when a screen contains editable fields or when you click an editable field for keyboard input.

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

Alternate Functions

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

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



When you click 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...), clickinng and holding the respective key for approximately one second will bring up a menu allowing you to select the secondary character.

Caps Lock

Clicking 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.

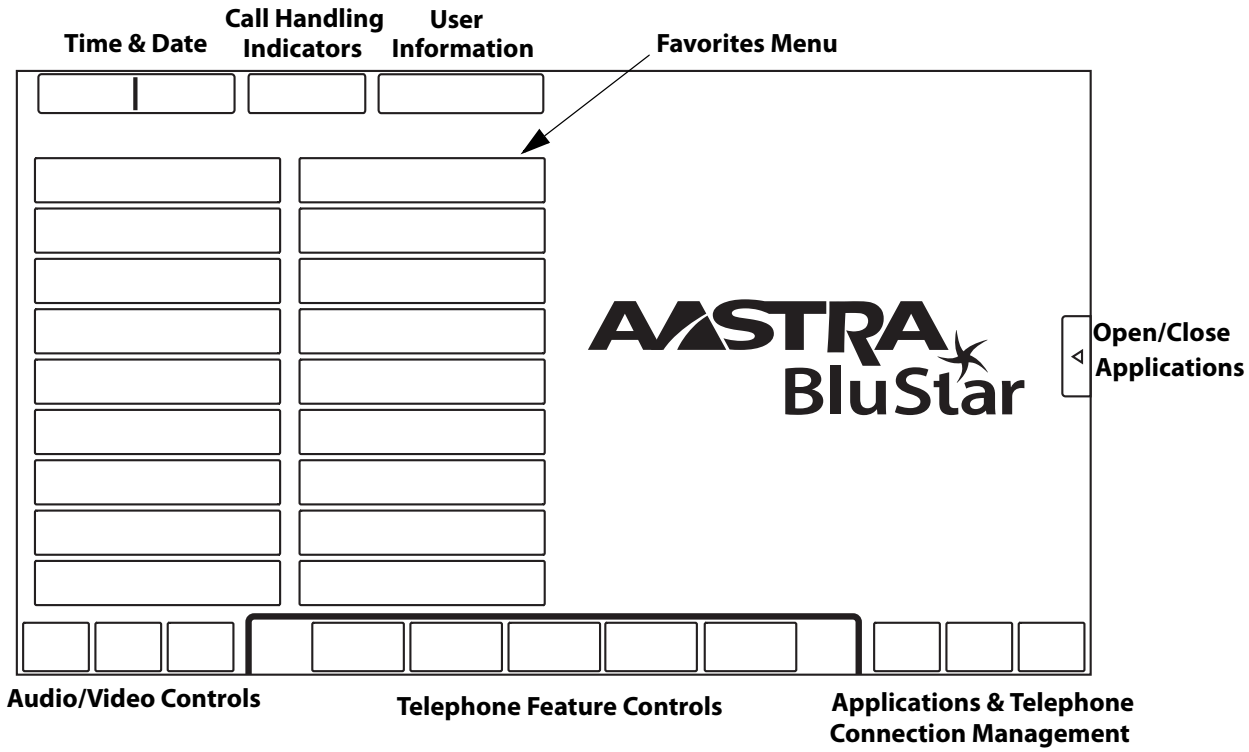
Home Screen

On the home screen you will see the following:

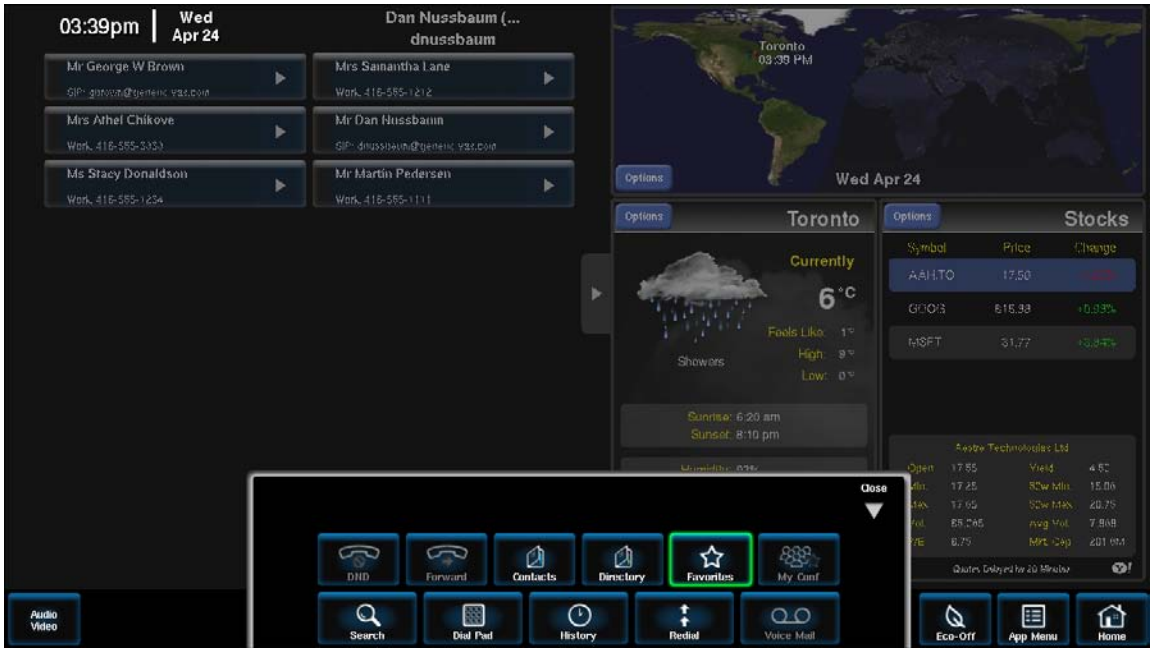
- Time
- Date
- Call handling indicators
- User information
- Favorites menu
- Open/close applications arrow
- Audio/video controls
- Telephone feature controls
- Applications and telephone connection management

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 click 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 69).

You can easily add and delete contacts to your Favorites menu (see Favorites on page 34).

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

Note:

Enhanced presence capabilities are available when connected to the BluStar Server. See BluStar Server Interoperability and Enhanced Presence Capabilities on page 101 for more information.

To Go to the Home Screen:

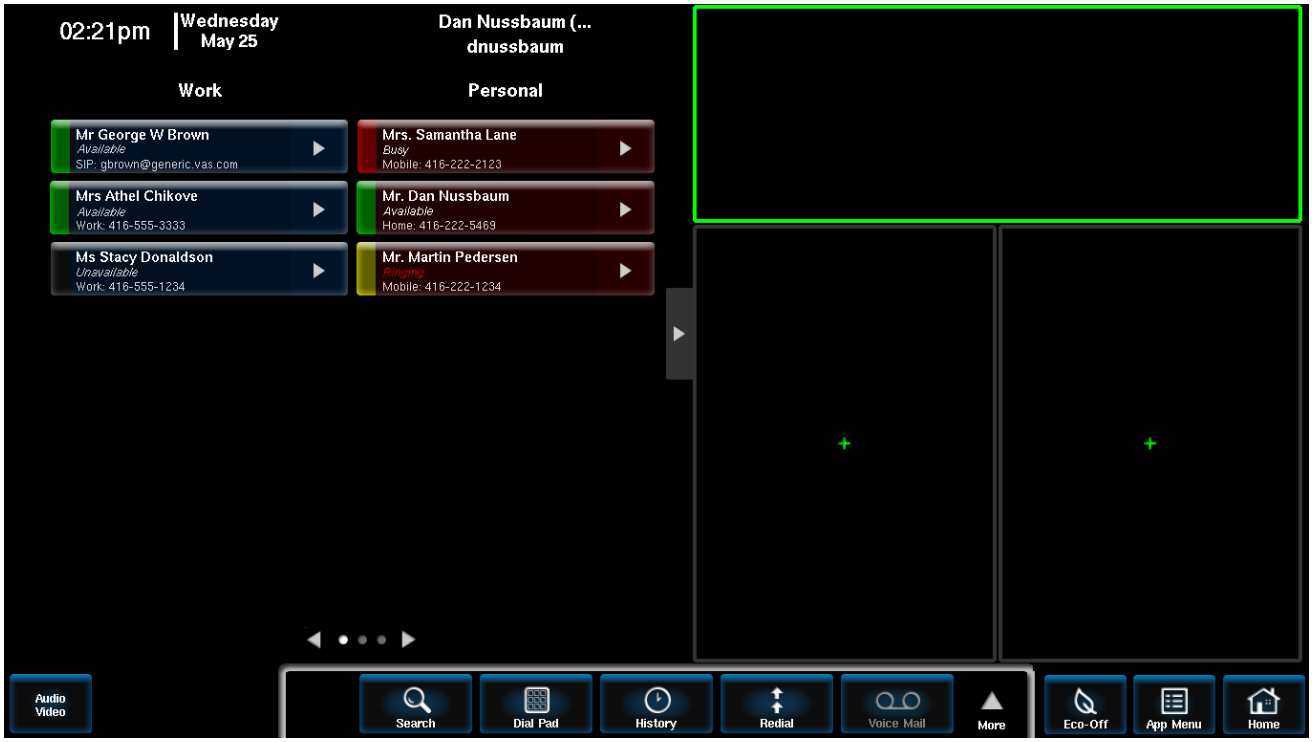
1. Click the **Home** or the **Favorites** button
   OR
   the **Home** key.

Adding Applications to the Home Screen

You can customize the applications that appear on your home screen. The BluStar for Conference Room 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.

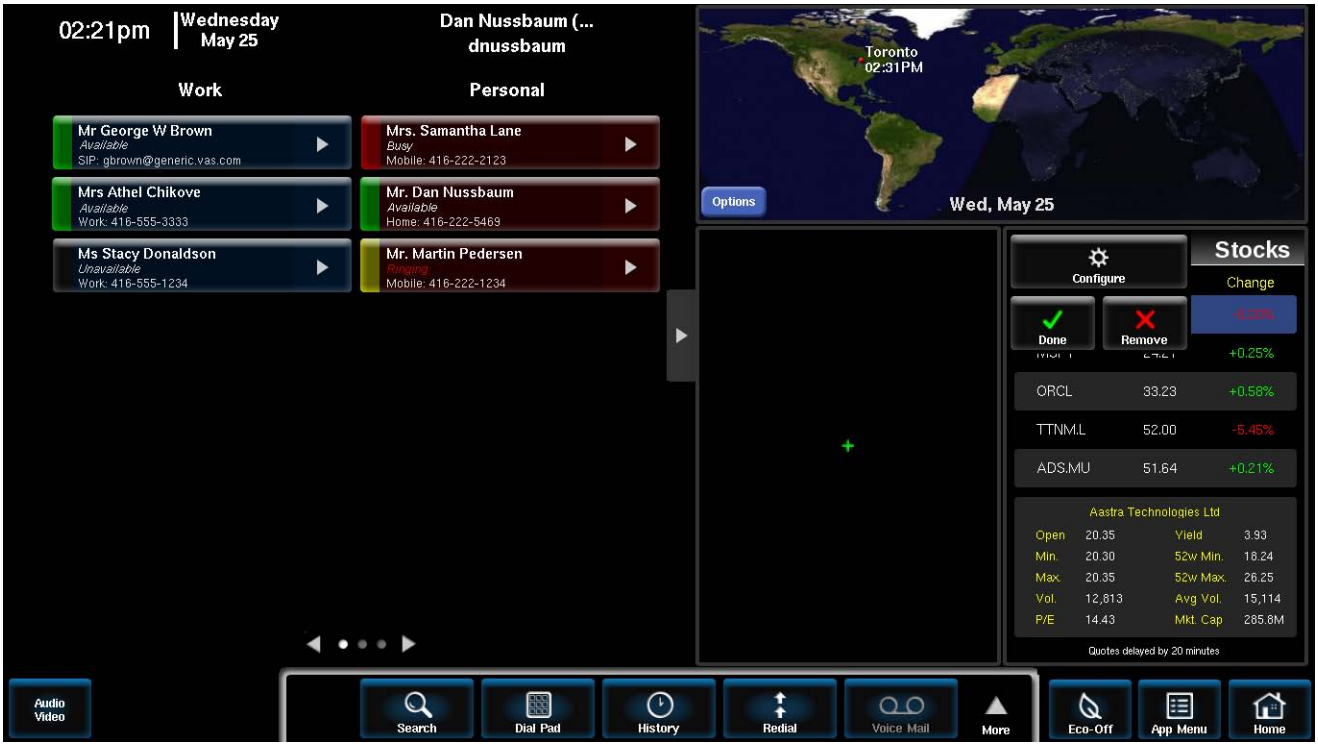
To Add Applications to the Home Screen:

1. Click the **App Menu** button.
2. Click the app you want to add to the home screen.
3. Click 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. Click the blue **Options** button on the top right hand corner of an app.
2. Click the **(-) Remove** button.
   You will now see an empty box on the home screen.



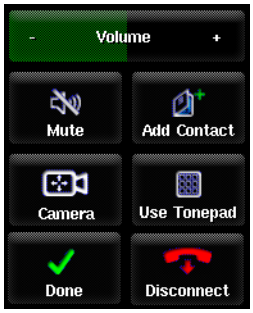
To Minimize or Maximize the Opened Applications:

1. Click 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, clicking the **Options** button on a caller's screen will open the **Call Options Menu** where you can:

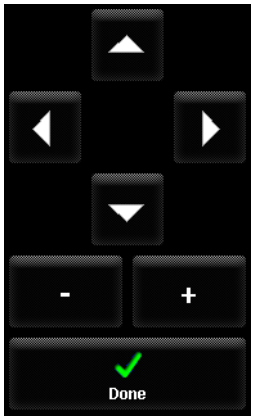


- Adjust or mute the volume of the party
- Add the party to your address book
- Remotely assume control of the remote party's HD camera (only if the remote party is a BluStar for Conference Room user and the call is a video call)
- Bring up a tonepad to dial another party
- Disconnect the party

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.

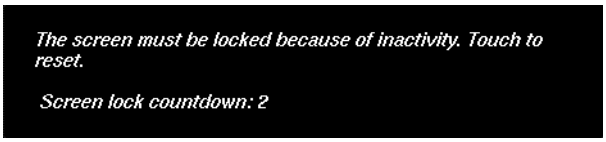


4. When you have the camera positioned as per your preference select **Done**.

Lock Screen

For reasons of security, your BluStar for Conference Room's screen can be locked by clicking 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:
Clicking the pop-up window aborts the impending screen lock function.

Once the countdown period expires, the system 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. Click the **App Menu** button.
2. Click the **Lock Screen** button.

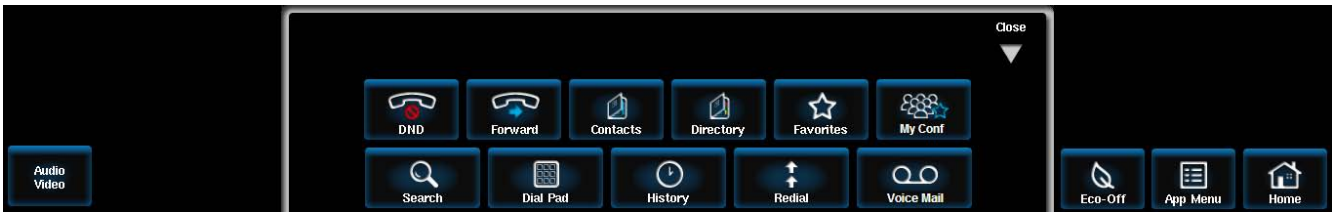
To Unlock the Screen:

1. Click anywhere on the screen to enter in your password.
2. Click the password box.
3. Type in your password. If you make a mistake while entering the password, click **Clear**.
   Note:
   For security reasons, another user cannot be selected via the user name field. The BluStar for Conference Room system requires that the password of the user who was most recently logged in to the system be entered to unlock the system.
4. Click **Unlock**.
   The system unlocks and automatically returns to the screen that displayed before the system was locked.

Telephone Feature Controls

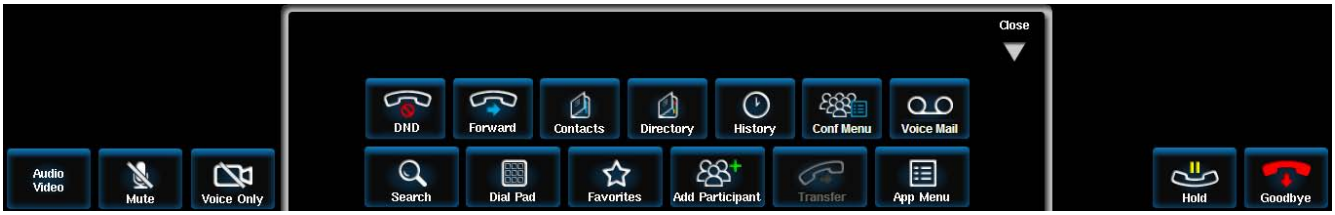
The BluStar for Conference Room has the following telephone feature controls that appear on the Home (or Idle), Call, Conference, and Hold screens. The following images show what applications and controls are available on each screen. You will also notice that different Audio/Video Controls and App and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

Home/Idle Screen

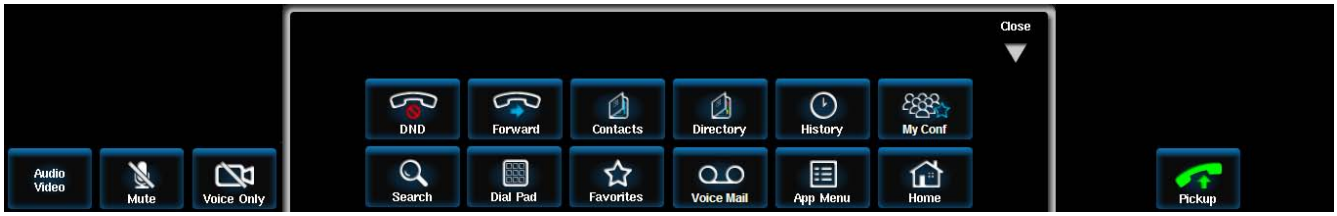


Two-Way Call Screen

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 system in a "Do Not Disturb" (DND) status. If DND is ON, callers calling the system do not hear a ring and then the call is rejected. If call forward is configured on the system, the call can be forwarded to voicemail or to another SIP URL or number. For more information, see "Do Not Disturb (DND)" on page 23.
	Allows you to turn ON or OFF call forwarding. For more information, see "Call Forward" on page 23.
	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 24.
	Allows you to find contacts from the global directory. For more information, see "Directory" on page 32.
	Brings up the Favorites menu (the home screen) that displays your favorite contacts. For more information, see "Favorites Menu" on page 16.
	Allows you to add participants to a conference call. For more information, see "Conference Calls" on page 80.
	Opens the conference menu where you can change the conference screen mode. For more information, see "Conference Menu Options" on page 83.
	Allows you to search through your contacts, favorites, directory, and call history. For more information, see "Search" on page 36.
	Allows you to dial a SIP URL or phone number. For more information, see "Making Calls" on page 68.
	Displays information about each call that came to your system. The BluStar for Conference Room logs the name and number of the caller, and the date and time of the call. For more information, see "History" on page 38.
	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 69.

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 39 and "Video Voicemail Client"on page 90.
	Allows you to transfer a call to another number, or to connect two active calls together and remove the calls from your BluStar for Conference Room screen. For more information, see "Transferring a Call" on page 76.

Do Not Disturb (DND)

DND allows you to place the system in a "Do Not Disturb" status. If DND is ON, callers calling into the system do not hear a ring and then the call is rejected. If call forward is configured on the system, 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, click 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, click 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 51.

To Turn ON Call Forward:

1. In the telephone feature controls, click 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.

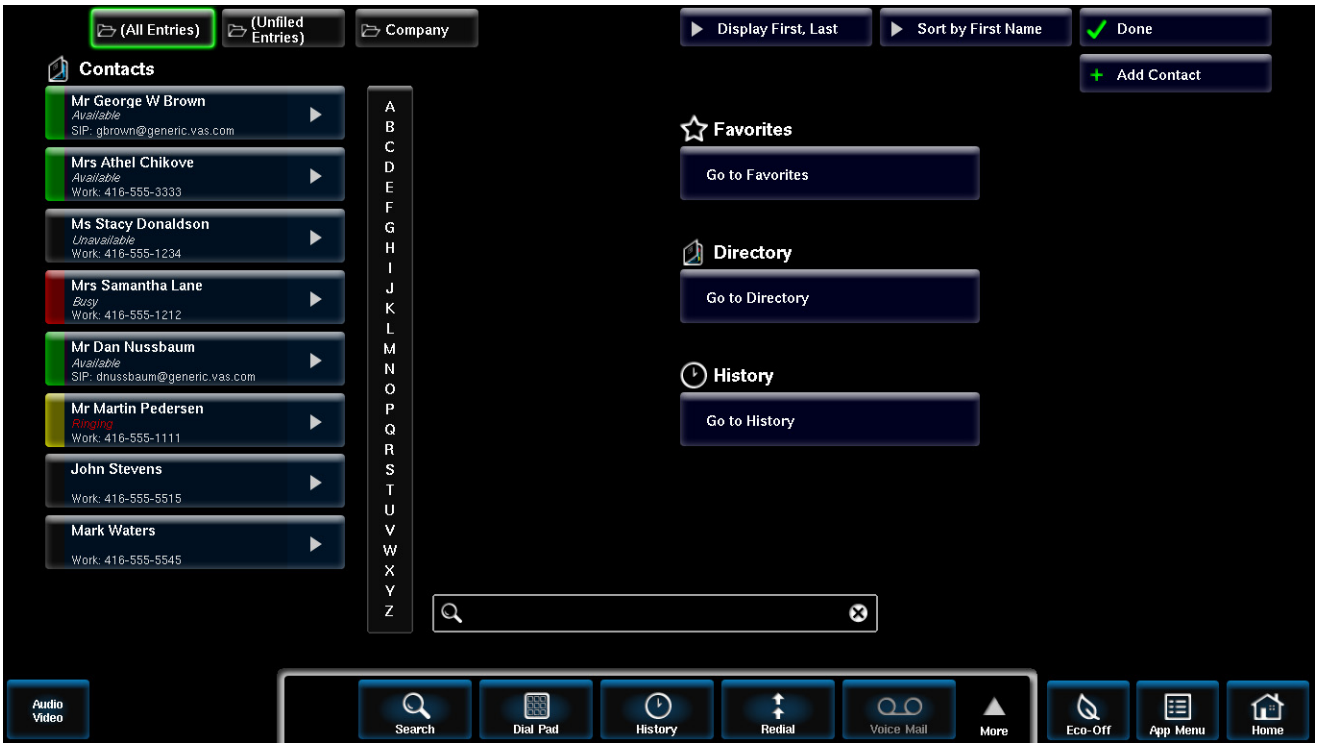
To Turn Off Call Forward:

1. In the telephone feature controls, click 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 54 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 25)
- 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, click 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, click the **Contacts** button to de-select it.
   OR
   On the contacts screen, click **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 36).
- Enhanced presence capabilities are available when connected to the BluStar Server. See BluStar Server Interoperability and Enhanced Presence Capabilities on page 101 for more information.

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

- 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, click the **Contacts** button.
2. Click either (All Entries), (Unfiled Entries), or a created folder (e.g. Sales).
3. Click 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. Click **Search** on the keyboard.
   The search results appear under favorites, directory, and history.
5. Click a button with search results.

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

Adding a Contact

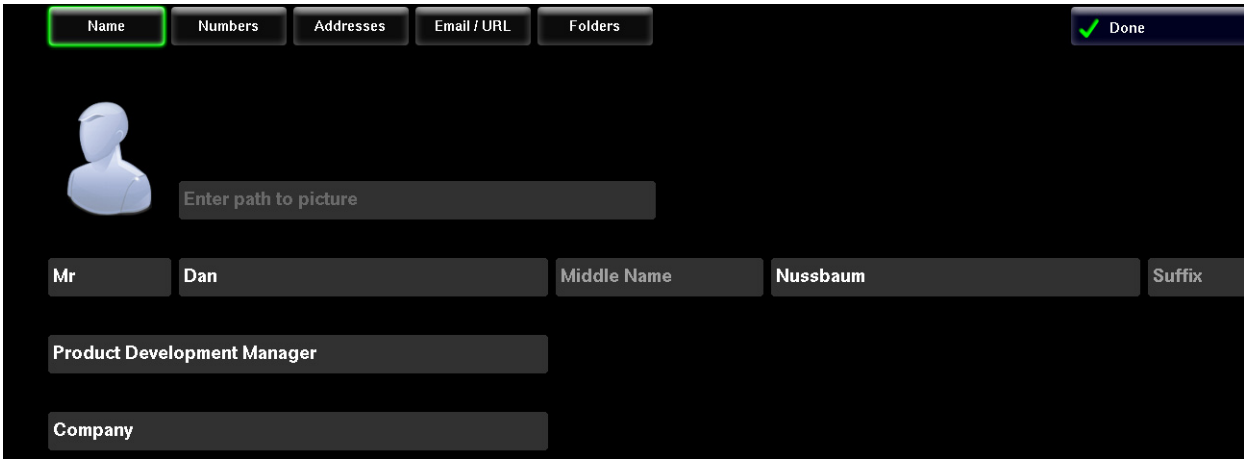
You can add a contact from the contacts screen by clicking any of the following buttons:

- + 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 54).

To Add a New Contact:

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



4. Click **Done**.

To Add a Contact from Favorites:

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

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

To Add a Contact from Directory:

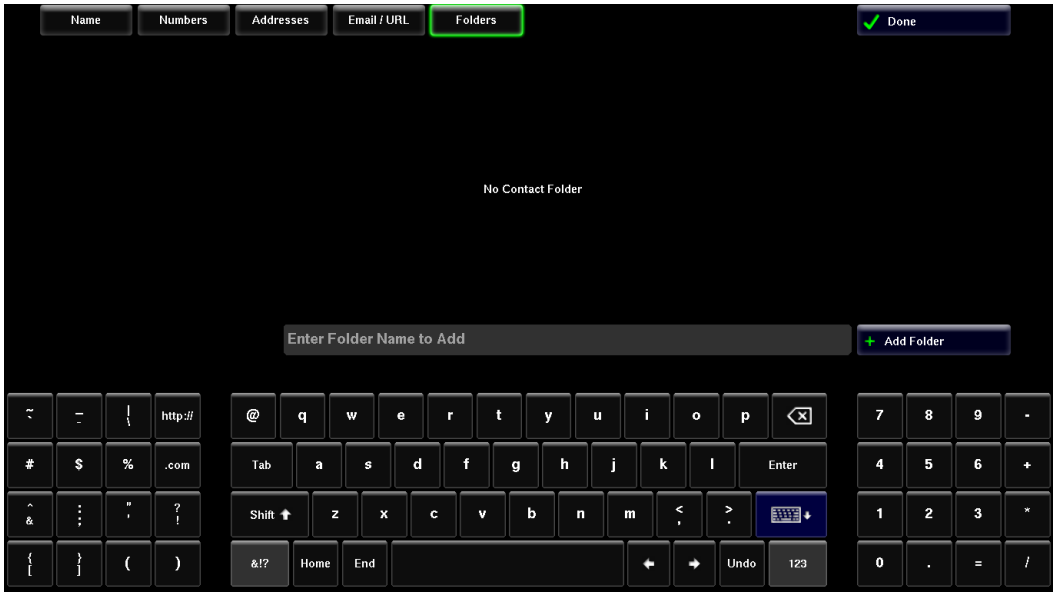
1. In the telephone feature controls, click the **Contacts** button.
2. Click the **Go to Directory** button.
3. Click the arrow on the contacts button.
4. Click the **+ Add Contact** button.
5. Click **Done**.

To Add a Contact from History:

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

To Add a Contact Folder:

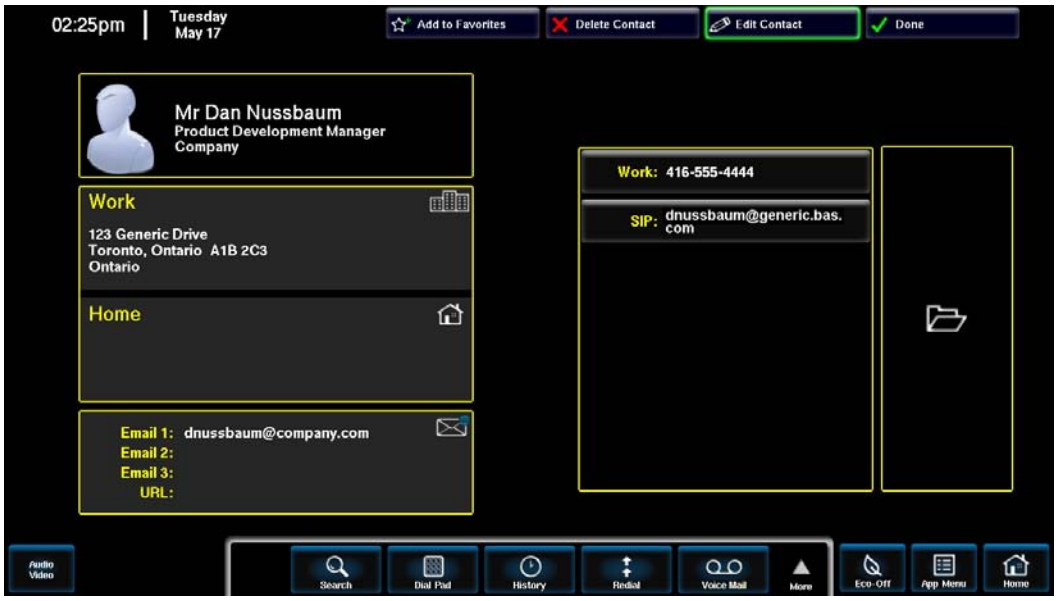
1. In the telephone feature controls, click the **Contacts** button.
2. Click the **+ Add Contact** button.
3. Click the **Folders** button.



4. Click the "Enter Folder Name to Add" text field and type in a new folder name.
5. Click 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.

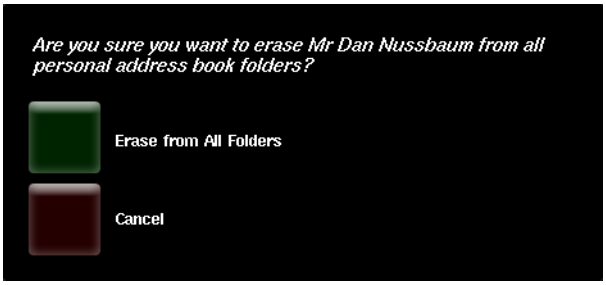


To Edit a Contact:

1. In the telephone feature controls, click the **Contacts** button.
2. Click the arrow on a contact button to open up the contact's information screen.
3. Click the **Edit Contact** button.
   All boxes are now outlined in yellow.
4. Click 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 for Conference Room.
6. Click **Done**.

Deleting a Contact

Users can delete a contact from all folders.



To Delete a Contact:

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

3. Click 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. Click **Erase from All Folders**.
5. Click **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, click the **Contacts** button.
2. Click a folder button to highlight it.
3. Click 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, click the **Contacts** button.
2. Click 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 56) your BluStar for Conference Room 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:

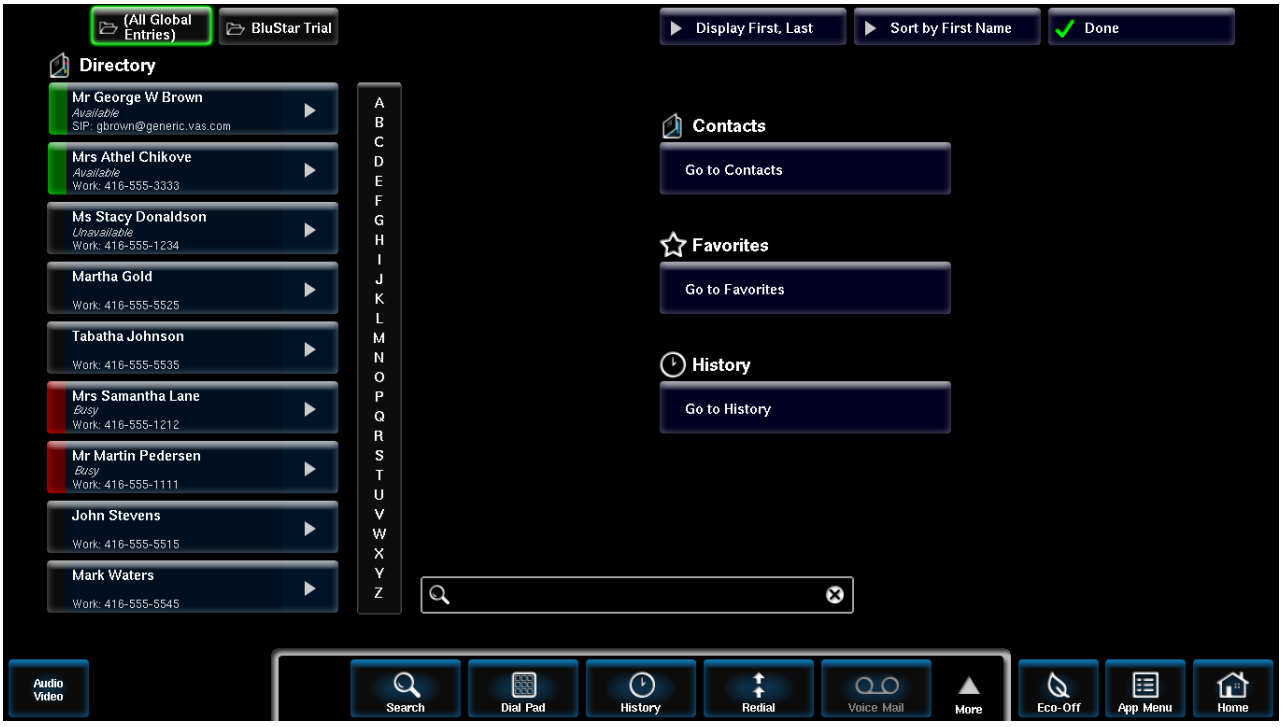
- **All Global Entries** button: When selected, directory entries that your system administrator has configured using a global directory file are displayed on screen.
- LDAP directory button (if configured): If your system administrator has configured your BluStar for Conference Room to use an LDAP directory (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, click 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, click the **Directory** button.
2. Click 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, click the **Directory** button.
2. Click 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, click the **Directory** button to de-select it.
   OR
   On the directory screen, click **Done**.
   The button is not outlined in green, indicating that the directory is closed.

Favorites

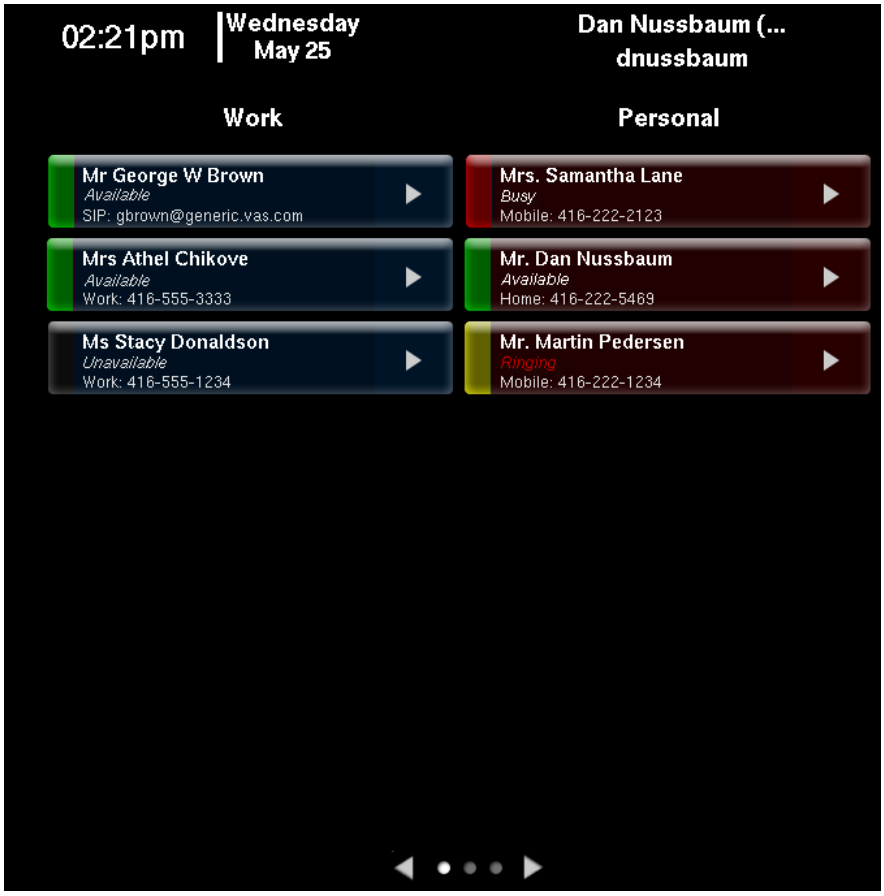
You can store all of your favorite contacts in the Favorites menu on the home screen. It acts like a speed dial list, so you can quickly select a contact to call (see To Make a Call Using Favorites: on page 69).

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 for Conference Room. Contact status is configurable in SIP Call Server mode (see Busy Lamp Field (BLF) on page 36).

Note:

Enhanced presence capabilities are available when connected to the BluStar Server. See BluStar Server Interoperability and Enhanced Presence Capabilities on page 101 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. Click on the left or right arrows beside the indicators to navigate through the pages.

To Open Your Favorites Menu:

1. In the telephone feature controls, click the **Favorites** or the **Home** button.
   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, click the **Contacts** button.
2. Click the arrow on a contact button to open the contact's information screen.
3. Click the **Add to Favorites** button.
4. Click **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, click the arrow on a contact button to open up the contact's information screen.
2. Click **View Full Contact Information**.
3. Click 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, click the arrow on a contact button to open up the contact's information screen.
2. Click **View Full Contact Information**.
3. Select a color from the list of available colors under the **Favorite** heading.
4. Click **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, click 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, click 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 keyboard.
3. Click **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, click 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 keyboard or delete the label using the **Backspace** button.
3. Click **Enter.**
   The cell will now reflect the changes you have made.

Busy Lamp Field (BLF)

The BLF feature on the BluStar for Conference Room 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 for Conference Room.

Example

BLF is configured on the BluStar for Conference Room for monitoring the status of a worker's BluStar 8000i termnial use (Busy, Ringing, Available, and Unavailable). When the worker makes a call, the contact button goes red (Busy) on the BluStar for Conference Room 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 110 for more information.
- Enhanced presence capabilities are available when connected to the BluStar Server. See BluStar Server Interoperability and Enhanced Presence Capabilities on page 101 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, click the **Search** button.
   The button is outlined in green, indicating that your favorites is open.

To Search for a Contact:

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

To Sort Contacts:

1. Click the **Search** button.
2. Click 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, click the **Directory** button.
2. Click 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**.

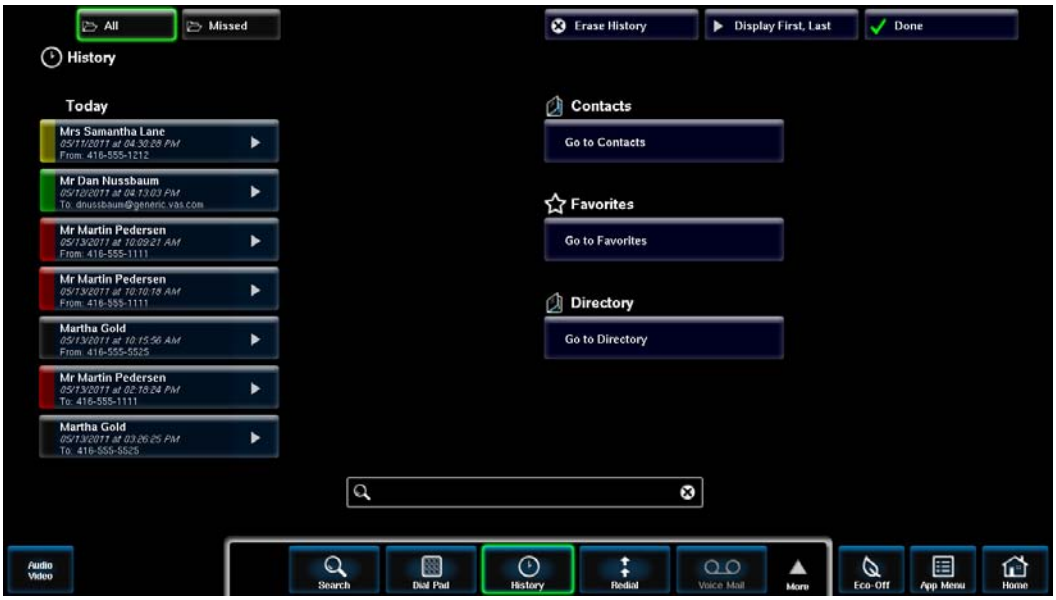
To Close the Search Screen:

1. In the telephone feature controls, click the **Search** button to de-select it.
   OR
   On the search screen, click **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 for Conference Room 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 for Conference Room is in screensaving or Eco-Off mode.

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

To Retrieve Missed Calls:

1. Click the **History** button.
2. Select the **Missed** folder.
3. Click a contact button to call them.
   OR
   Click the arrow on a contact button.
4. Click **+ Add to Contacts** or **Add to Favorites**.
5. Click 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, click the **Directory** button.
2. Click 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. Click the **History** button.
2. Click the **Erase History** button.
   The following message appears: *Are you sure you want to erase all call history entries?*
3. Click **Erase Call History** or **Cancel**.

Voicemail

Clicking 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 for Conference Room 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 clicks the voicemail button to listen to the messages, the message indicator will disappear from the button.

Using Voicemail

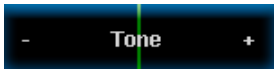
1. Click the **Voice Mail** button.
   You will be connected to a voicemail server where you can enter in your password to retrieve your messages.

Note:
If the video voicemail client feature is configured on the respective BluStar for Conference Room system, 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 90 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 for Conference Room has the following Audio/Video controls:

Audio/Video Control	Description
	Allows you to adjust the ringer volume on your BluStar for Conference Room. You can decrease the volume by pressing the **(-)** sign and increasing it by pressing the **(+)** sign. 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 48. **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 speaker while using the speakerphone. You can change the tone equalization to your liking by pressing the (-) and (+) signs. For more information, see "Using the Speakerphone"on page 70.
	Allows you activate the speakerphone. For more information, see "Using the Speakerphone"on page 70.
	Opens the magic mirror. For more information, see "Magic Mirror Screen" on page 41.
	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 42.
	Mutes the microphones on your BluStar for Conference Room so that other parties cannot hear you. For more information, see "To Mute Your BluStar for Conference Room:" on page 73. **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 73).
	Turns off the camera so that only voice is available during the call. For more information, see "To Answer a Call with Voice Only:" on page 71.

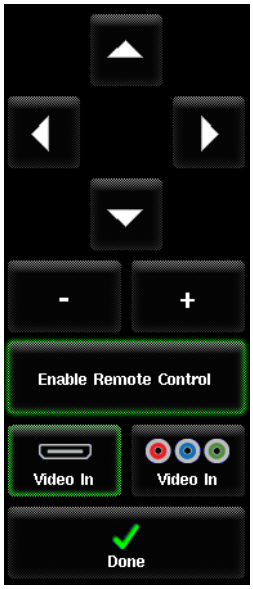
Magic Mirror Screen

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

To Activate the Magic Mirror Screen:

1. Click **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 allows you to control the HD camera connected to your BluStar for Conference Room system, enable control of the HD camera by remote parties, and select the video input type (HDMI or Component).



To Control Positioning of the HD Camera:

1. Click the **Audio Video** button.
2. Click **Magic Mirror** then the **Options** button.
3. Click on the arrow keys to move the HD camera connected the BluStar for Conference Room in the respective direction.
   Click the **(+)** button to zoom in and the **(-)** button to zoom out.
4. When you have the camera positioned as per your preference click **Done**.

To Enable Control of the HD Camera by Remote Parties:

1. Click the **Audio Video** button.
2. Click **Magic Mirror** then the **Options** button.
3. Click the **Enable Remote Control** button.
   The button will be highlighted in green indicating that the feature is enabled.
4. Click **Done**.

Note:
For details on how to control the HD Camera connected to a remote BluStar for Conference Room see Remotely Controlling the HD Camera When in an Active Call with a BluStar for Conference Room User on page 19.

To Select Video Input Type:

1. Click the **Audio Video** button.
2. Click **Magic Mirror** then the **Options** button.
3. Click on the **Video In** button corresponding to the type of video input to which the HD camera is connected (i.e. HDMI or Component).
4. Clickt **Done**.

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 click the **Self View** button, you will see the self view screen appear on the display. When you deselect the Self View button, it disappears.

To Turn On Self View:

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

To Turn Off Self View:

1. Click the **Audio Video** button.
2. Click 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 theBluStar for Conference Room.

App and Telephone Connection Management Controls	Description
	Opens or closes the App menu. For more information, see "Application Menu"on page 44.
	Opens the Home screen. For more information, see "Home Screen" on page 15.
	Directly enables Eco-Off power saving mode. For more information, see "To Directly Enable Eco-Off Mode:" on page 53.
	Allows you to place an active call on hold. For more information, see "Placing a Call on Hold"on page 75.
	Allows you to end an active call. For more information, see "Ending Calls"on page 74.
	Allows you to pickup a call that is on hold. For more information, see "To Pickup a Call on Hold:"on page 75.
	Allows you to join two or morecalls, creating a conference call. For more information, see "Initiating a Conference"on page 81
	Shows you how many callers you have placed on hold. For more information, see "To Pickup a Call on Hold:"on page 75.
	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 for Conference Room systems are configured for Shared Call Appearance (SCA). For more information, see ""Shared Call Appearance (SCA)" on page 86.
	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 75.

Application Menu

The BluStar for Conference Room has the following applications:

- Tools
- About
- Lock Screen (see Lock Screen on page 20)
- Log Off (see Logging Off on page 12)
- Status
- Feedback
- Calculator
- Clock
- Currency Converter
- Stocks
- Weather

To Open the Application Menu:

1. Click the **App Menu** button
   The App menu button is outlined in green, indicating that it is opened.

To Close the Application Menu:

1. Click the **Home** button
   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 for Conference Room 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 system to communicate with your network
- Use Utilities to clear stored pictures, reset the system to factory defaults, configure the power saving schedule, and configure the display settings
- 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 for Conference Room 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 for Conference Room is configured for one primary account as it ensures that the account is logged in automatically even after a cold reboot has occurred.

Notes:

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

When enabled, users can configure their BluStar for Conference Room 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 for Conference Room 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 for Conference Room using the account you wish to configure as the autologin account.
2. Click the **App Menu** button.
   The App Menu button is outlined in green, indicating that it is opened.
3. Click the **Tools** button.
4. Click the **User Identity** button.
5. Click **Autologin, upon Restart, for this Account and Device**.
6. Click **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. Click **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. Click the **Repeating** button.
2. Select either:
   - **Off**
   - **Single**
   - **Repeating**

To Change the Type of Sound:

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

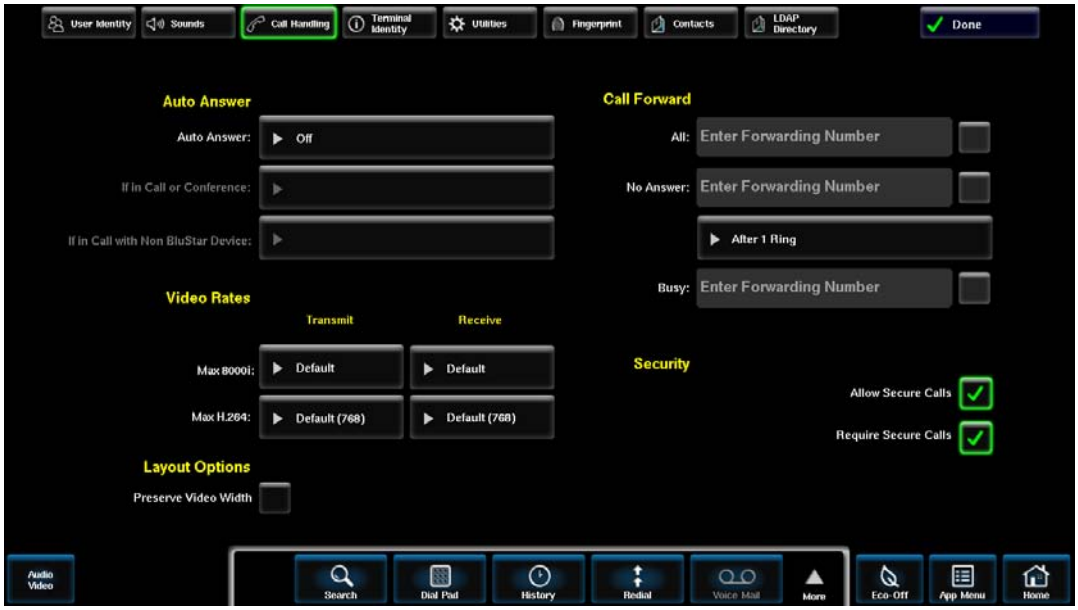
To Change the Volume:

1. Click **(-)** or **(+)** on the **Volume** button.
2. Click **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/BluStar for Conference Room and non-BluStar 8000i /non-BluStar for Conference Room devices.
Layout Options	Allows users to preserve 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 for Conference Room 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. Click 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. Click 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, click **Done**.

To Configure the Maximum Video Data Transmit and Receive Rates

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

To Configure Layout Options:

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

To Configure Call Forward Settings:

1. Click the **No Answer** field to enter in the forwarding number using the keyboard.
2. Click the **After 1 Ring** button to select how many rings you want to wait until the system forwards the call.
3. Click the **All** field to enter in the forwarding SIP URL or number using the keyboard.
4. Click the **Busy** field to enter in the forwarding SIP URL or number using the keyboard.
5. If you don't have to configure anything else on the screen, click **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

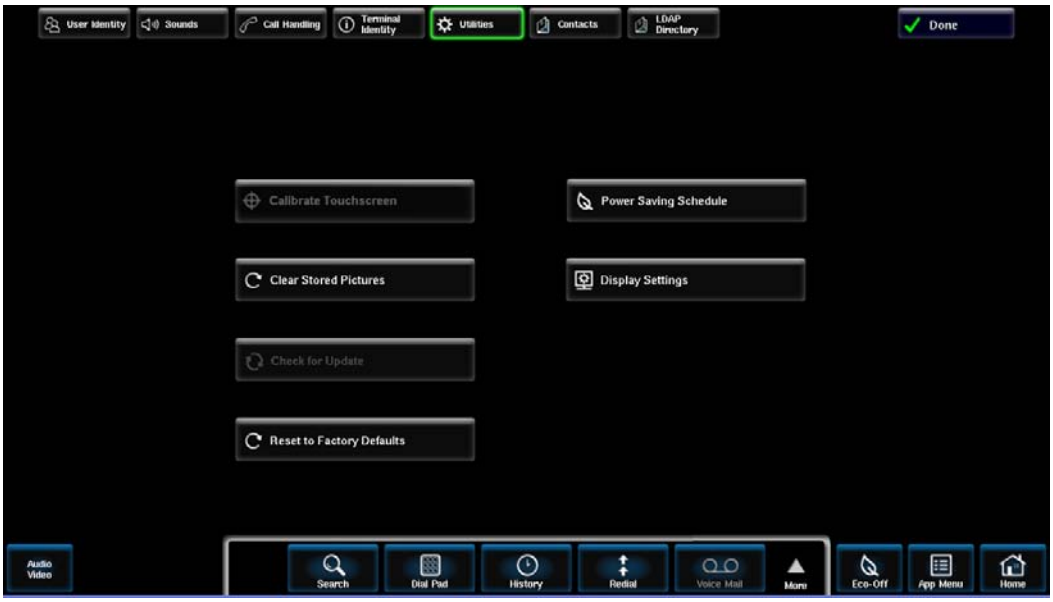
Please contact your system administrator for assistance with information entered in the terminal identity fields.

Utilities

From the utilities screen, you can do the following:

Option	Description
Clear Stored Pictures	Allows users to clear cached pictures (stored temporarily) on the BluStar for Conference Room system, without having to reboot the BluStar for Conference Room. 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 for Conference Room they must clear the stored pictures.
Reset to Factory Defaults	Allows users to manually reset their BluStar for Conference Room to factory defaults. Contact your system administrator if you feel you need to reset your BluStar for Conference Room.

Option	Description
Configure the Power Saving Schedule	Allows users to define their normal operating work schedule. Once configured, the BluStar for Conference Room will automatically go in to a power saving Eco-Off mode during the period of time outside of the specified work schedule.
Configure Display Settings	Allows users to configure display settings such as the amount of zoom, and horizontal and vertical positioning of the screen,



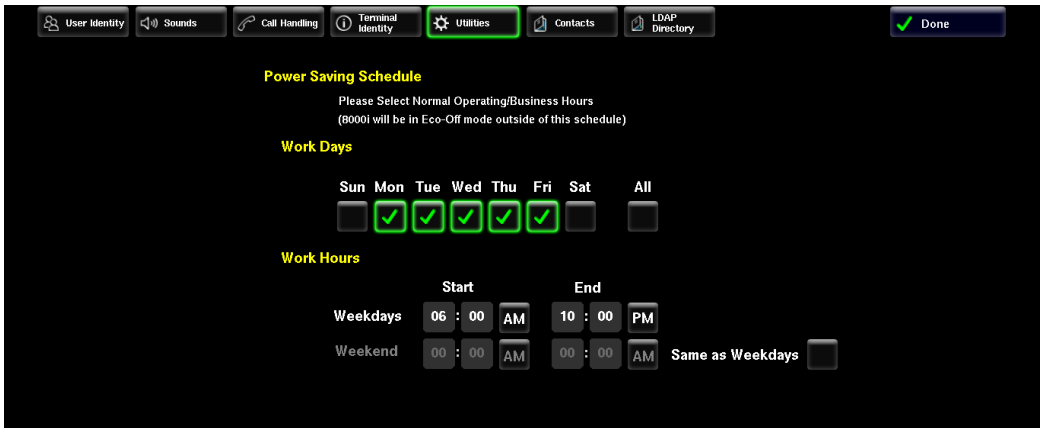
To Clear Stored Pictures:

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

To Configure the Power Saving Schedule:

1. Click the **Power Saving Schedule** button.
2. Under **Work Days**, click the buttons corresponding to the days of the week that you are normally at work.
   or
   Click 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 clicking the hour (HH) and minute (MM) fields and using the keyboard. If your system is in 12-hour mode, click the **AM/PM** button to toggle between the two options.
4. Enter the **Start** and **End** time of the your weekend work schedule by clicking the hour (HH) and minute (MM) fields and using the keyboard. If your system is in 12-hour mode, click the **AM/PM** button to toggle between the two options.
   or
   Click 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 for Conference Room 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, click **Done**.



Users can also directly enable the Eco-Off power saving mode on their BluStar for Conference Room 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. Click the **Eco-Off** button located in the Applications and Telephone Connection Management area of the main screen.

The BluStar for Conference Room will automatically power down all extraneous hardware components and a screen saver will be initialized.

To Wake Up the BluStar for Conference Room from Power Saving Mode:

1. Press any key on the keyboard.

The following progress bar will be displayed on screen:

After powering up, the BluStar for Conference Room will be ready for normal operation.

Notes:

- If the BluStar for Conference Room is “woken up” while in Eco-Off mode, the BluStar for Conference Room will not return to Eco-Off mode until the next scheduled power saving period.
- If the BluStar for Conference Room 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 for Conference Room is idle.
- The BluStar for Conference Room 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 for Conference Room 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”.

To Configure Display Settings:

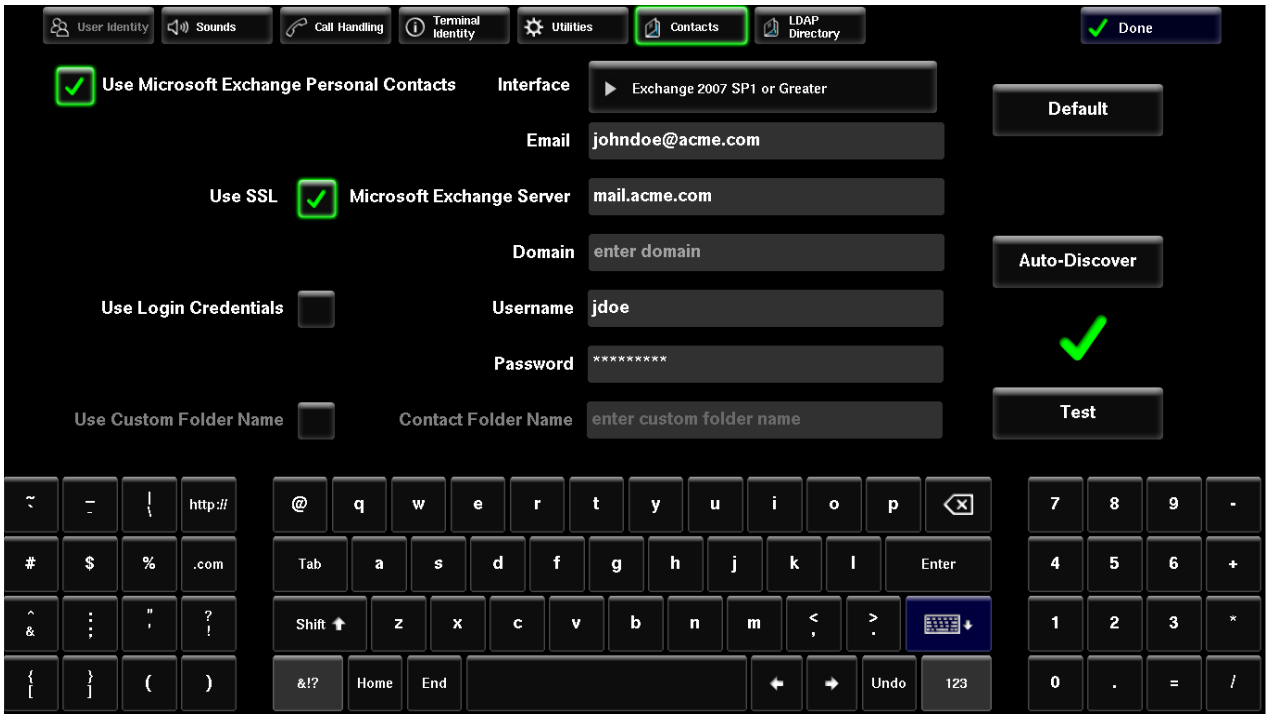
1. Click the **Display Settings** button.
   Note:
   Click the **Reset All** button at any time to reset the display settings to their default values.
2. Click on the **left** or **right arrow** buttons for the **Zoom** option to increase or decrease the amount of zoom.
3. Click on the **left** or **right arrow** buttons for the **Horizontal Position** option to shift the UI to the left or right on the display.
4. Click on the **left** or **right arrow** buttons for the **Vertical Position** option to shift the UI up or down on the display.
5. If you don't have to configure anything else on the screen, click **Apply**.

Contacts

Users can import their Microsoft Exchange contacts into their BluStar for Conference Room 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 for Conference Room 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

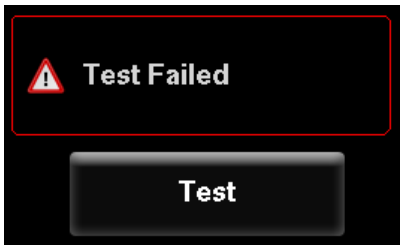
1. Click the **App Menu** button, **Tools**, then the **Contacts** button.
2. Click the **Use Microsoft Exchange Personal Contacts** button.
   Notes:
   - When you select this option you wont be able to access your personal contacts that have been set up by your administrator.
   - Pressing the **Default** 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:

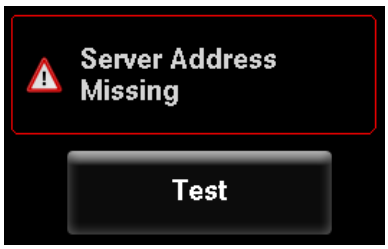
   If you are using **Exchange 2003** or if the auto-discovery request is not successful, continue with the steps below to manually enter your Exchange details.
6. Enter the **Microsoft Exchange Server** name or IP address. For example, "mail.acme.com".
7. Select **Use SSL** if your Exchange server utilizes Secure Sockets Layer (SSL) for communication over the Internet.

8. Select **Use Login Credentials** if your BluStar for Conference Room 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. Click 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.



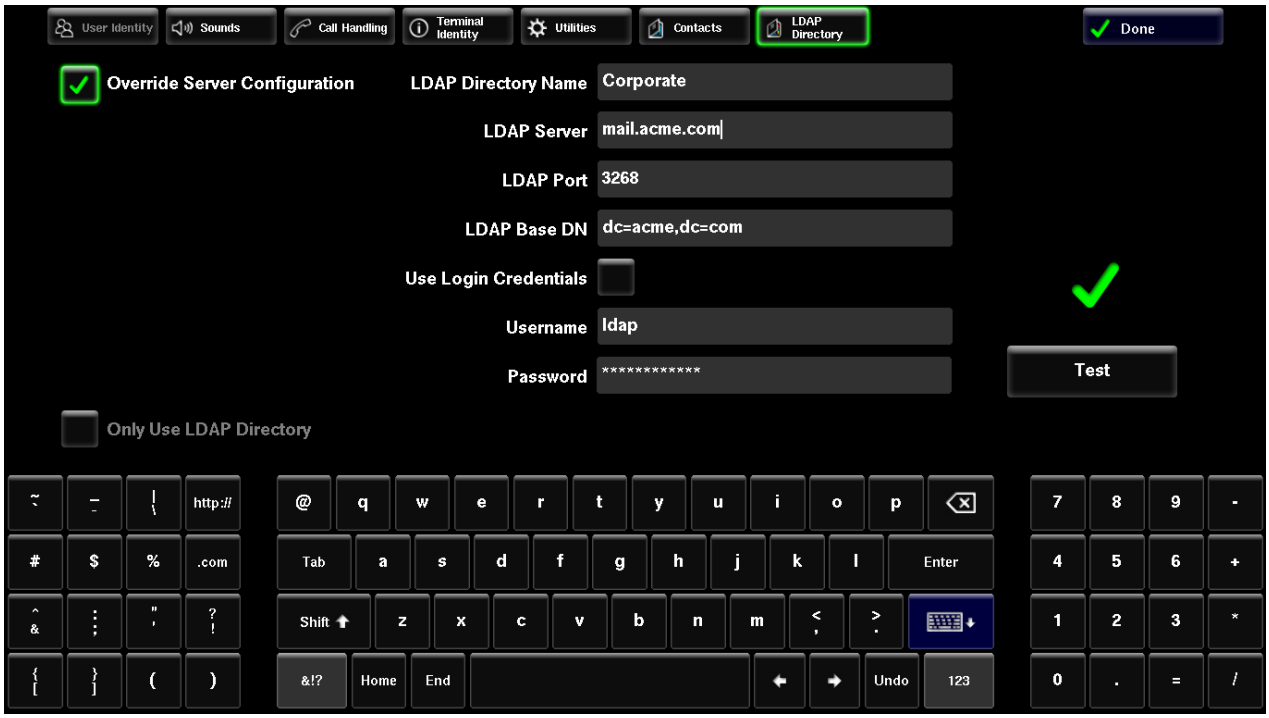


If you see an error message, go back and re-enter the fields with the correct information.

LDAP Directory

The BluStar for Conference Room 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 for Conference Room 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 for Conference Room 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

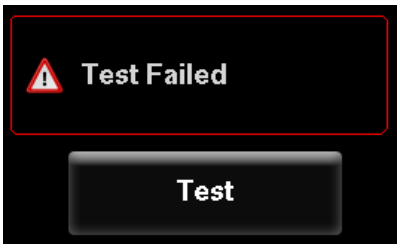
LDAP port is the LDAP interface port. This is an optional field. If left empty, the default port “389” is used.

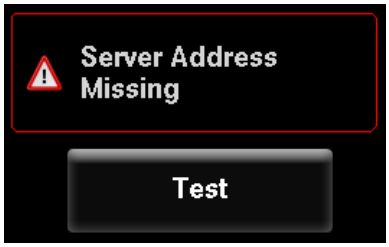
LDAP Base DN

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. Click 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 for Conference Room 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. Click 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.

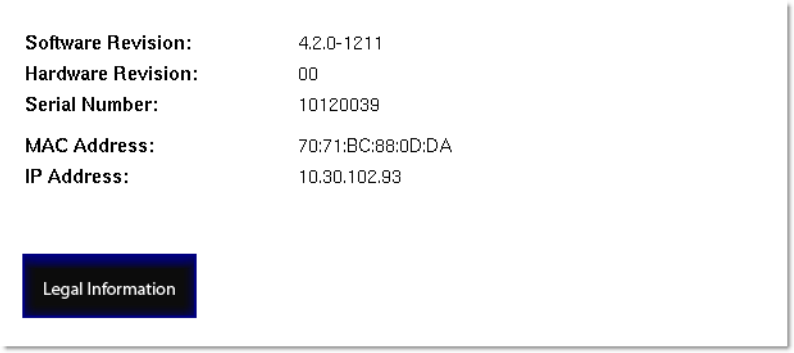




If you see an error message, go back and re-enter the fields with the correct information.

About

Provides software, hardware, copyright, restrictions, and limited rights information for the BluStar for Conference Room system.



Status

The status screen displays current operating status and version information for the BluStar for Conference Room.

Network Info

Displays network address and link status for the system'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 system's audio traffic
- Video Details
  - Displays details about the self view and main window statistics
  - Displays transmit and receive statistics for the system'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 system.

Disk Info

Displays disk and memory usage information.

VAV Driver Info

Displays information about the BluStar for Conference Room Encoder DSP driver.

Memory/System Info

Displays details about the system processes, 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

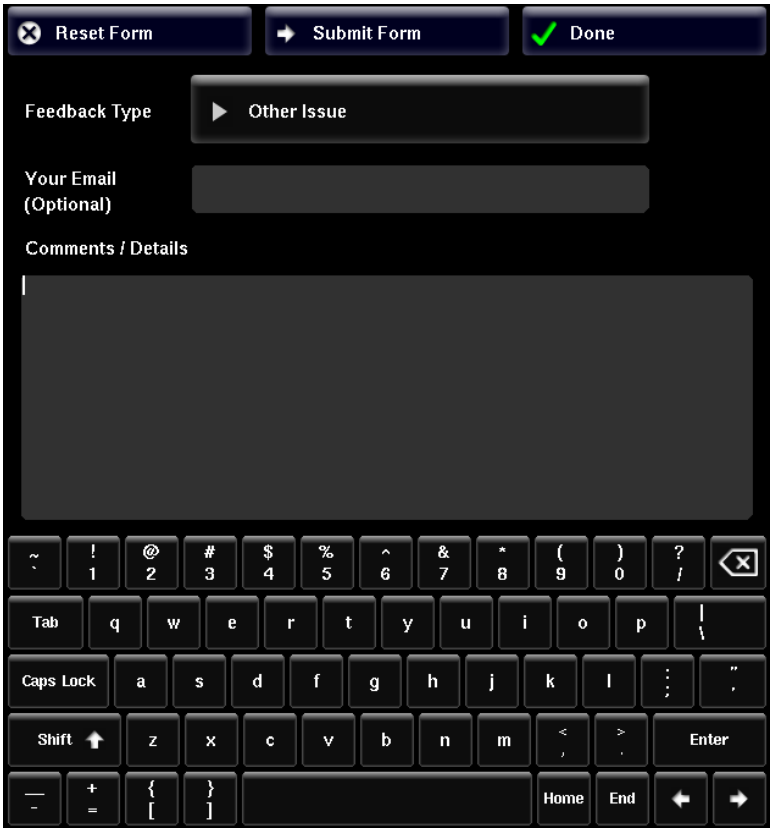
Contains links to device configuration (aastra.cfg, <model>.cfg, and <mac>.cfg) information and user configuration (<user>.cfg) files.

Licensed Features

Displays details about the specific licenses installed for the BluStar for Conference Room system.

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 for Conference Room system.



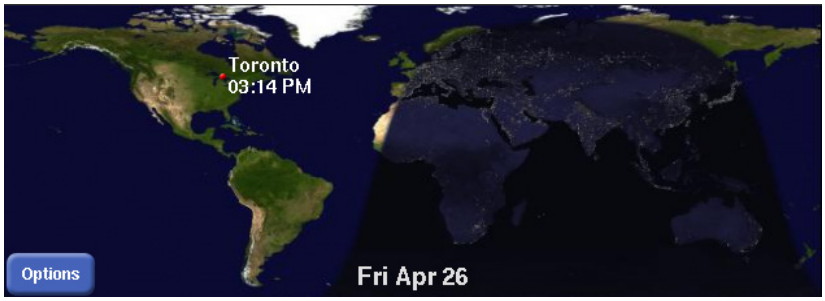
Note:
The feedback application must be enabled by a system administrator.

To Send Comments or Report Issues Using the Feedback Application:

1. Click the **Feedback** app.
2. Click 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. Click the **Your Email** field and enter in your email address by using the keyboard.
   Note:
   Including your email address is optional.
4. Click the **Comment/Details** field and enter any comments or issue details by using the keyboard. If you are reporting an issue, please state precisely all relevant information pertaining to the issue.
   Note:
   At any time, clicking the **Reset Form** button will discard all changes and revert the form back to its original state.
5. Click **Submit Form** if no further changes are needed.
6. Click **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.

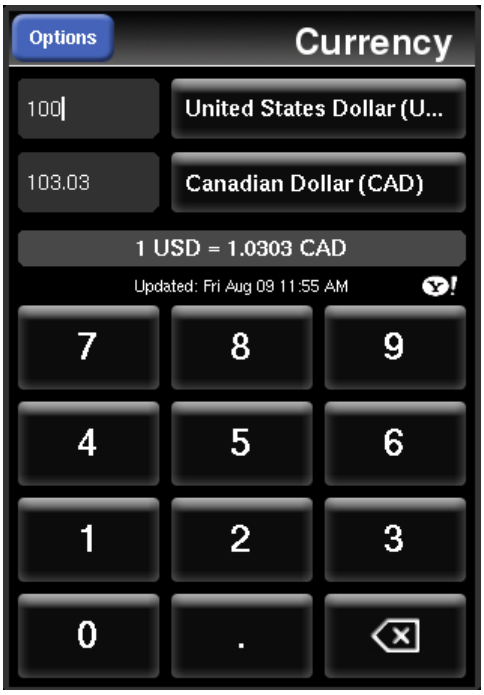


To Select a City:

1. Click the **Clock** app.
2. Click 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.

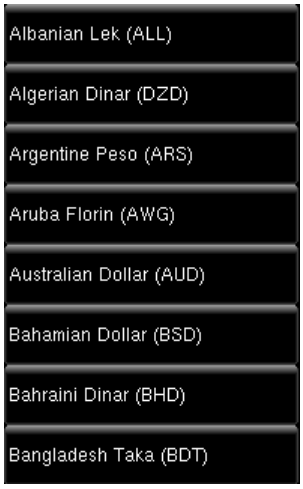
Currency Converter

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. Click the **Stocks** app.
2. Click the **Options** button then **Configure**.
3. Click 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:

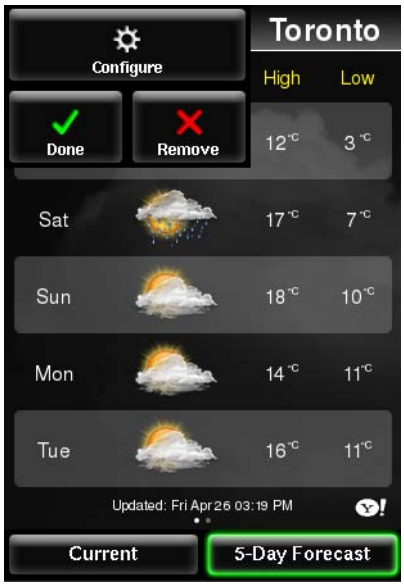
1. Click the **Stocks** app.
2. Click the **Options** button then **Configure**.
3. Click the red **(-)** sign beside a Monitored Stock.
4. If you don't have to configure anything else on the screen, press **Done**.

To Change the Order of Your Stocks:

1. Click the **Stocks** app.
2. Click the **Options** button then **Configure**.
3. Click 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 click, hold, and drag 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. Click the **Weather** app.
2. Click the **Options** button then **Configure**.
3. Click 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, click either **Metric** or **Imperial**.
7. If you don't have to configure anything else on the screen, press **Done**.

To Delete a Location:

1. Click the **Weather** app.
2. Click the **Options** button then **Configure**.
3. Click 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. Click the **Weather** app.
2. Click the **Options** button then **Configure**.
3. Click 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 for Conference Room using the BluStar for Conference Room UI.

Notes:

- During calls, alerts may occasionally appear on screen notifying you that the BluStar for Conference Room is experiencing degraded network performance. If the alerts persist, please contact your system administrator or technical support for troubleshooting assistance.
- For detailed instructions on how to make calls using the S850i Wireless Conference Phone System, please refer to the Aastra S850i Wireless Conference Phone System documentation suite.

Making a Call

After logging in, you can place a call using the dial pad, 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. Click the **Dial Pad** button to bring up the dial pad.

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

To Make a Call Using Redial:

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

To Make a Call Using Favorites:

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

To Make a Call Using Call History:

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

To Make a Call Using Contacts and Directory:

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

Using the Speakerphone

The speakerphone feature allows you to speak to someone without using a handset. You must select the speakerphone button in order to activate this feature.

To Make Calls Using theSpeakerphone:

1. Click the **Audio Video** button then the **Speakerphone** button on the screen.
2. Place a call.

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

To Adjust the Speaker Tone Equalization:

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

Receiving Calls

Note:

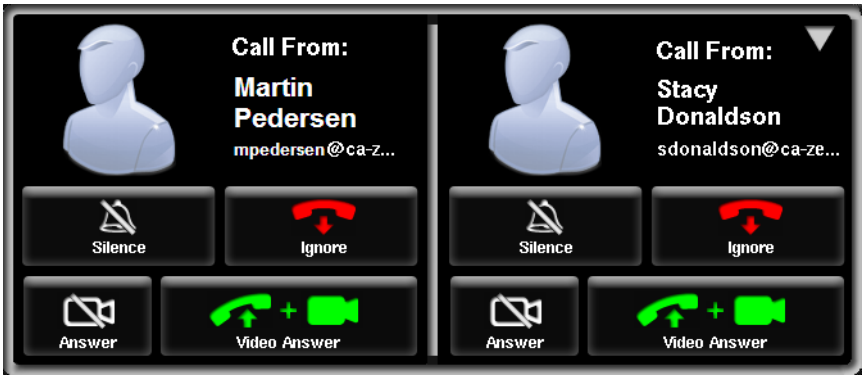
For detailed instructions on how to receive calls using the S850i Wireless Conference Phone System, please refer to the Aastra S850i Wireless Conference Phone System documentation suite.

When someone is calling you, the BluStar for Conference Room system 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.

If you receive a second call at the same time, you will see a second call menu appear on the screen. If you answer the first call, the second call menu will still appear on your screen. If you answer the second call, the BluStar for Conference Room will automatically put the first call on hold. See Placing a Call on Hold on page 75 for more information.



To Answer a Call with Voice Only:

1. Click the **Answer** button.
   A picture of the caller and the voice only button is outlined in red indicating that the call is voice only. .
2. Click **Goodbye** to end the call.

To Video Answer a Call:

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

To Decline a Call:

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

Incoming Intercom Calls

Your system administrator can enable a feature on your system 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 50).

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 for Conference Room by placing calls on hold, transferring calls, and joining calls in a conference.

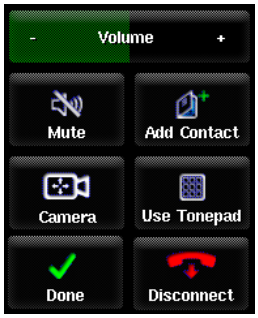
Notes:

For detailed instructions on how to handle calls using the S850i Wireless Conference Phone System, please refer to the Aastra S850i Wireless Conference Phone System documentation suite.

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 click the **Voice Only** button, your camera will turn off the video and the screen will show your callers contact information.

To Mute Your BluStar for Conference Room:

1. During a call, click the **Audio Video** button then **Mute**.
   The mute button on the screen is outlined in red, indicating your BluStar for Conference Room is on mute.

To Mute a Caller:

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

To Add a Contact:

1. During a call, click the **Options** button.
2. Click **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:

- Clicking the **Goodbye** button.
- Clicking the **Options** menu, then **Disconnect**.

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 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, click the **Pickup** button.

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

Or
Click the **Calls on Hold** button and click the **Swap** button under the caller that is on hold.

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

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

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

Transferring a Call

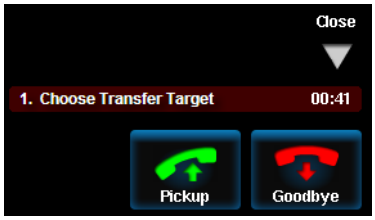
There are two types of call transfers that can be performed:

- 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 for Conference Room screen.

1. During a call, click 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 click **Dial**.

   You will hear a sound from your BluStar for Conference Room 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 device 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, click 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, click **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), click **Hold**.
   The **Pickup** button appears on the screen 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, click the **Transfer** button in the telephone controls menu while call 2's call appearance is active.

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

You will hear a sound from your BluStar for Conference Room indicating that the two calls have connected. Both call appearances are removed from your BluStar for Conference Room 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. Click **Cancel**.
2. Click **Pickup** to resume the call with the party on hold.

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

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

Diverting Calls from Your BluStar for Conference Room

Your system administrator can enable/disable a feature on your system that allows incoming calls to be diverted to another BluStar device if required. When an outgoing call from the BluStar for Conference Room is being diverted to another destination (i.e. via call forward), the BluStar for Conference Room displays the caller ID (display name and user-name) 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 device is busy.
3. Mark's BluStar device diverts the incoming call to another destination (Mark has immediate call forwarding set to Roger @ ext. 464).

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

5. Roger's BluStar device accepts the call and displays the name (or number) of the BluStar for Conference Room 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 for Conference Room supports 4-way conference calls (including the host) with other BluStar for Conference Room (and BluStar 8000i) devices. In order to experience the full benefit of this 4-way conferencing, all BluStar for Conference Room (and BluStar 8000i) 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 for Conference Room will add the party as an audio device up to a maximum of a 3-way conference.

When you initiate a conference call, your system 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, click **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. Click the **Join** button that appears on the screen of the active caller.

   Or
   Click the **Calls on Hold** button and click 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, click 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, click **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. Click 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:

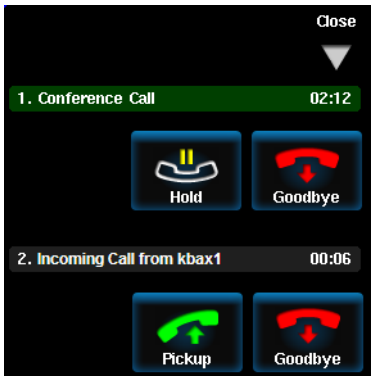
1. Click the **Calls on Hold** button and click the **Join** button under the conference call appearance bar.
   The caller is now in the conference call.
   Any other calls (that are not on the conference) remain on hold (if applicable).
2. If desired, click the **Options** button on the caller's window to adjust the relative volume of that party using the **Up/Down** arrows or **Mute** button.
3. When finished, click **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 50).

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

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



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

2. Click the **Calls on Hold** button and click 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, click 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, click **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, click 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

Clicking 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
- Click **Done** to close the panel

Conference Menu Options

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

Conference Call Screen Modes

The BluStar for Conference Room 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.

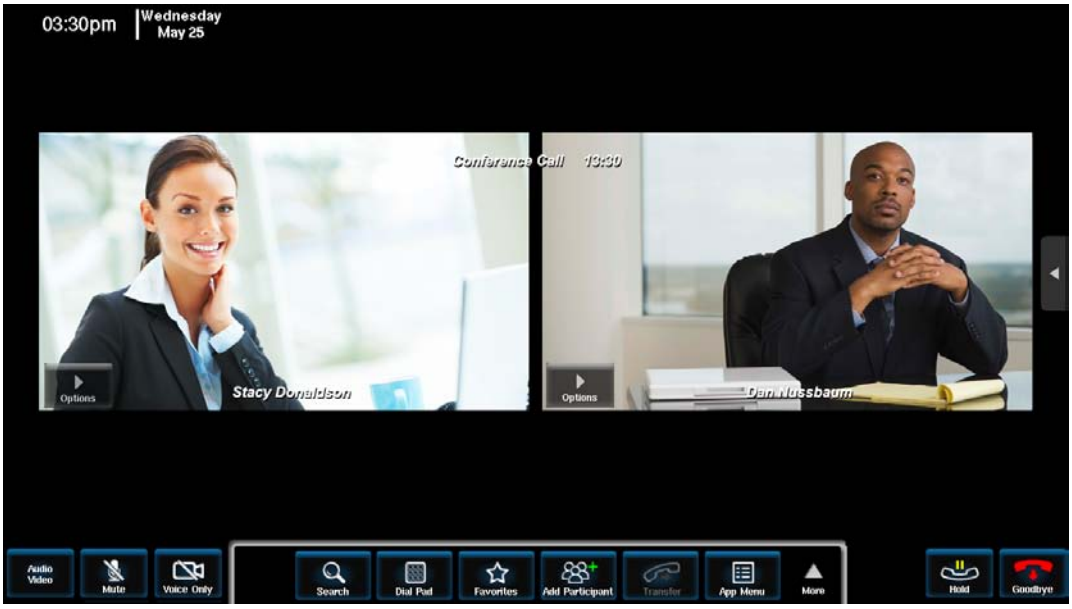
The two remote parties appear in the two large windows. Your call appearance displays in the smaller **Self View** at the lower right of the screen (if you have self view turned on). If another party is added to the conference call, the party will appear in a new window on your screen.

Notes:

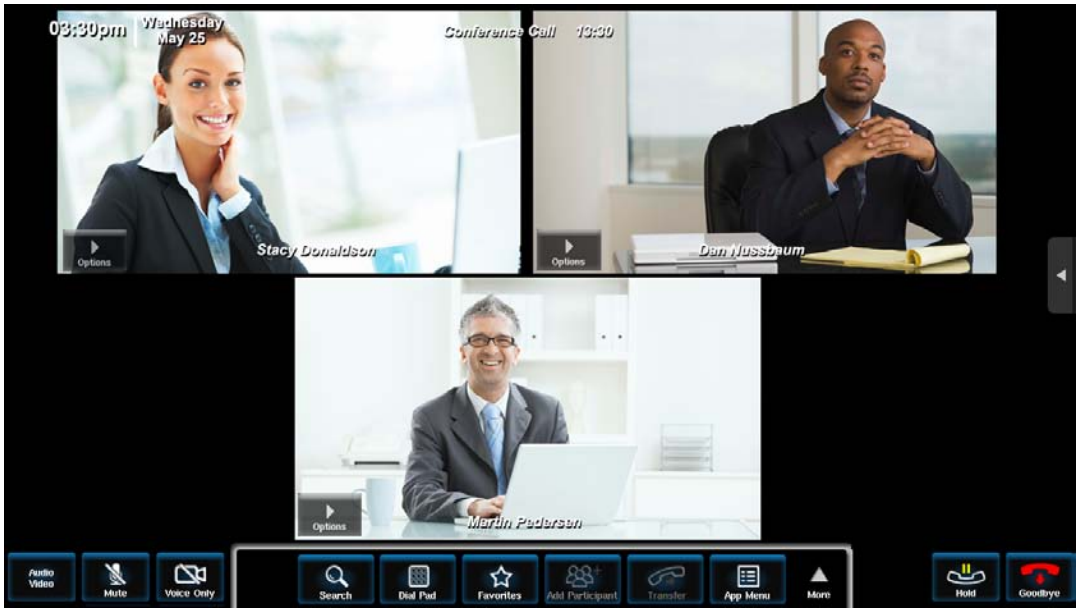
- Windows scale in width to accommodate up to three windows.
- Only the conference host can change the orientation of the video stream.
- All participants in a conference call use the same video stream orientation. If the conference host switches the video stream orientation, all other conference call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

Force Landscape Mode

When landscape mode is used in a three-way conference call, the BluStar for Conference Room 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 for Conference Room 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, click the **Conf Menu** button on the control bar.
2. Click 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 for Conference Room.

Shared Call Appearance (SCA)

Shared Call Appearance (SCA) is a feature where incoming calls are presented to multiple devices simultaneously. A use case scenario can be seen in situations where a conference room's line is available to be handled on the conference room's BluStar for Conference Room system and by a BluStar 8000i user on the user'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 devices that share a SCA line by simply putting the call on hold at one device and picking it up on the other. Line status changes are reflected on each respective device 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 Device Status Indicators

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

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

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

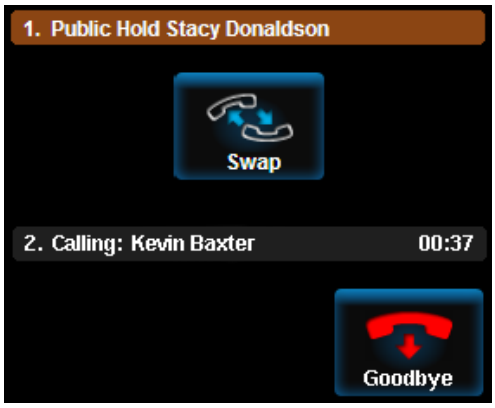
State	Call Appearance Bar	Expanded Call Appearance Bar
Seized		
Ringing		
Active Call (Barge-In Disabled)		
Active Call (Barge-In Enabled)		
On Hold		

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.

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.



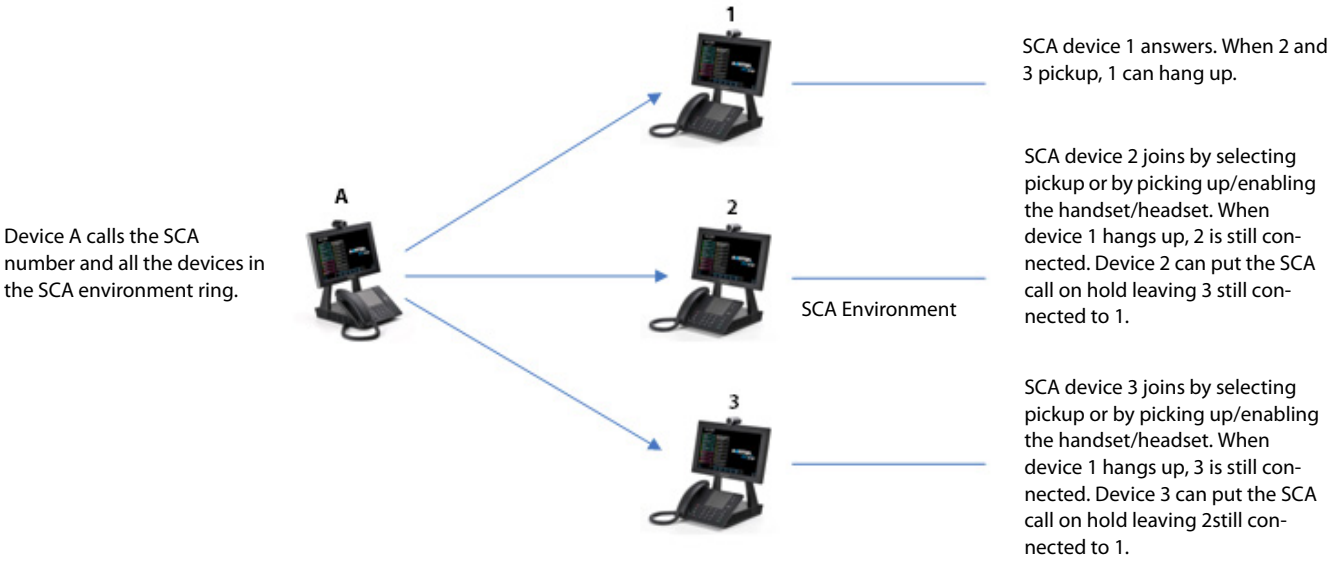
Note:

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 73.

SCA Call Bridging

The BluStar for Conference Room 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 device 1, device 2 and device 3 can join the same call either by clicking 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 device 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 Device Status Indicators

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

State	Call Appearance Bar	Expanded Call Appearance Bar
Active Call (Call Bridging Enabled)		N/A
On Hold (Call Bridging Enabled)		N/A

Note:

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

Video Voicemail Client

The BluStar for Conference Room'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 for Conference Room Video Voicemail Client

If the video voicemail client feature is configured on the respective BluStar for Conference Room system, pressing the telephone feature controls voicemail button initiates the video voicemail client.

To Open the Video Voicemail Client:

1. In the telephone feature controls, click 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.

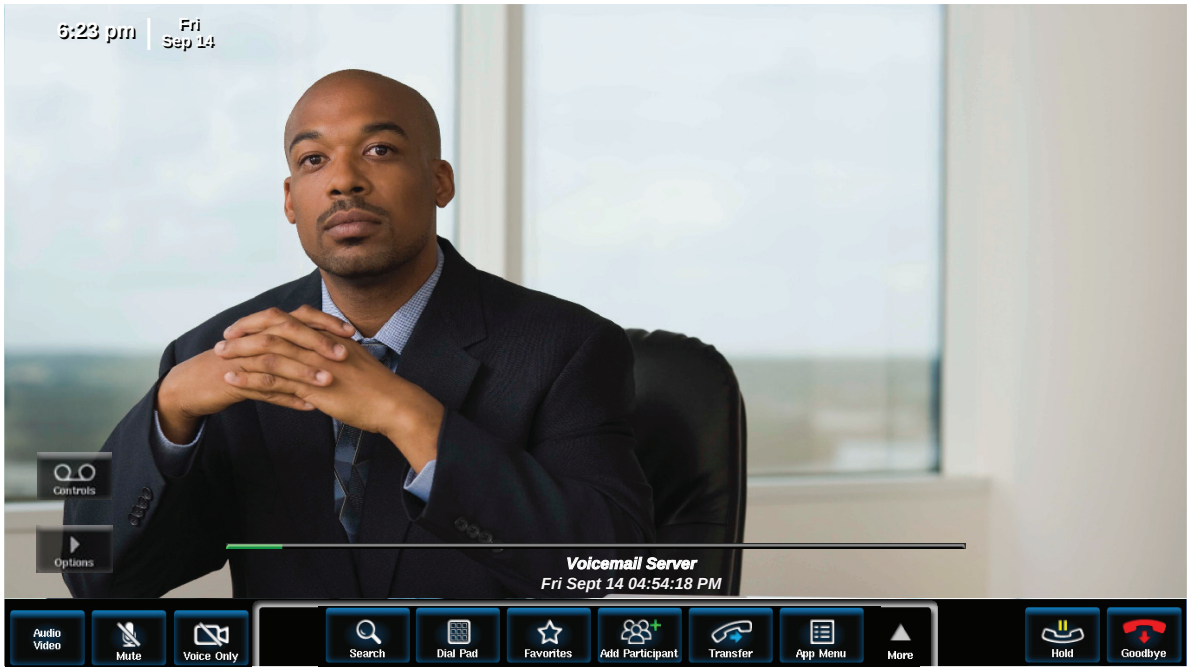
To Play a Voicemail Message:

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

2. Click 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 clicking, holding, and moving up and down the list.

The BluStar for Conference Room 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. Click the **Goodbye** button to disconnect from the voicemail server at any time.
   Note:
   The BluStar for Conference Room will automatically disconnect from the voicemail server after a period of inactivity.

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

To Delete a Voicemail Message:

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

   Click 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?"* Click **Delete Message** to confirm the deletion.

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

To Call a Phone Number Associated with a Voicemail Message:

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

2. Click the **Callback** button beside the applicable message entry to call the phone number associated with the voicemail message.

   The BluStar for Conference Room will automatically initiate a call using the associated phone number.

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

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

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

2. Click the **Toggle Message Status** button beside the applicable message entry to mark the message as played or unplayed.

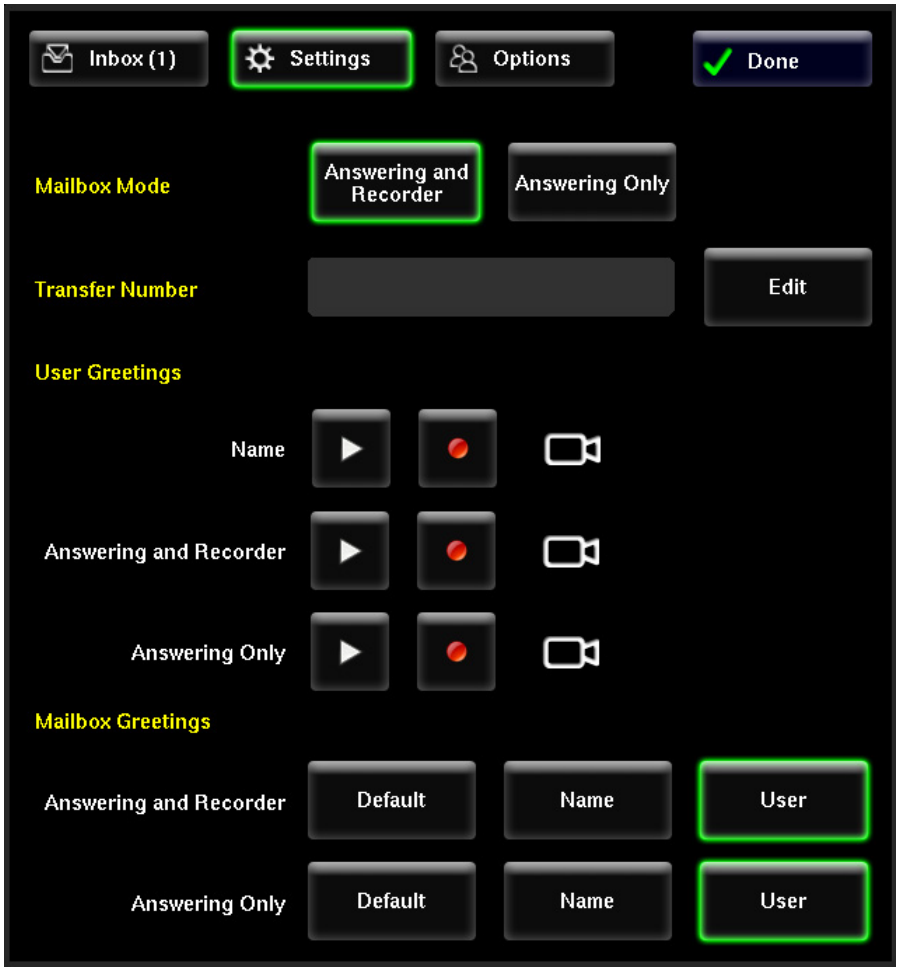
   Played messages contain a icon within the message entry.

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

3. Click **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, click the **Video Mail** button.

   The video voicemail client's inbox menu is displayed.

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

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

3. Select the mailbox mode by clicking 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, click the **Video Mail** button.
   The video voicemail client's inbox menu is displayed.

2. In the video voicemail client, click the **Settings** menu button.
   The button is outlined in green, indicating that the settings menu is open.

3. Click the **Edit** button beside the transfer number field.

4. Enter the desired transfer number using the keyboard.

5. Click the save button to save your changes.
   Notes:
   - Click **Clear** to clear the transfer number field.
   - Click **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 Greetings:

1. In the telephone feature controls, click the **Video Mail** button.
   The video voicemail client's inbox menu is displayed.
2. In the video voicemail client, click the **Settings** menu button.
   The button is outlined in green, indicating that the settings menu is open.
3. In the **User Greetings** section, click 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 for Conference Room 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. Click 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, click the **Video Mail** button.
   The video voicemail client's inbox menu is displayed.
2. In the video voicemail client, click the **Settings** menu button.
   The button is outlined in green, indicating that the settings menu is open.
3. In the **User Greetings** section, click 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 for Conference Room will connect to the voicemail server and start the recording process.

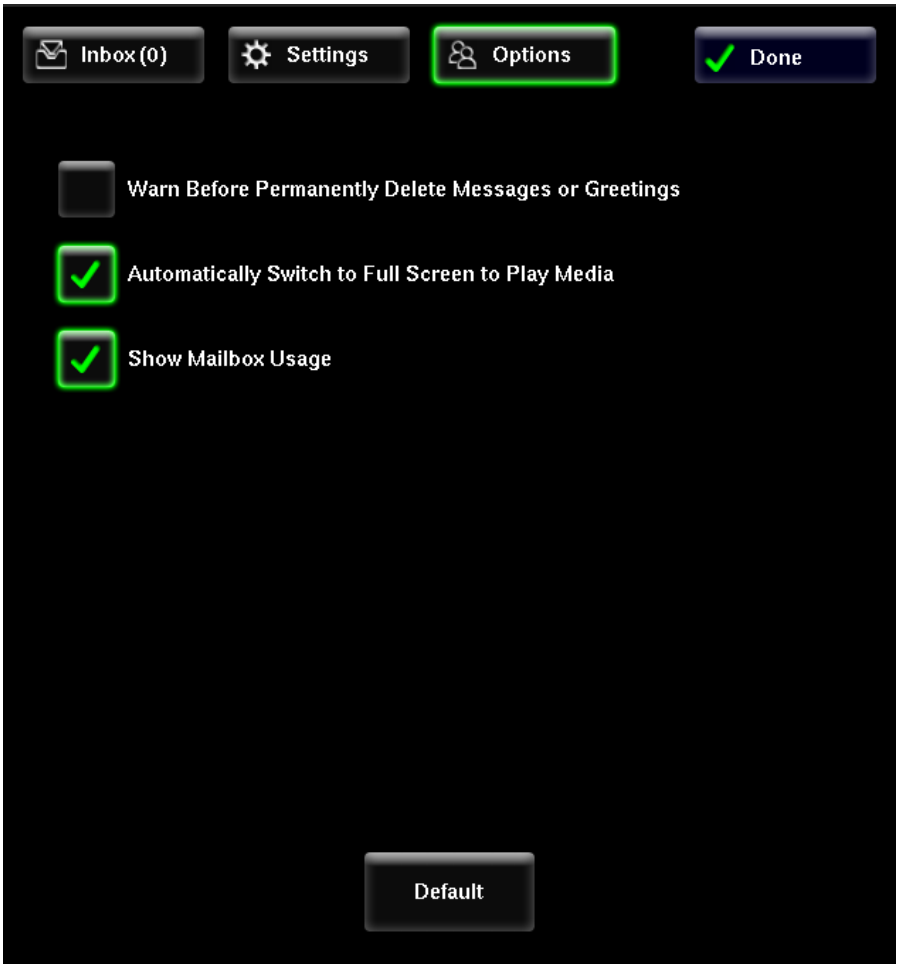
   A "Recording Greeting Message" menu will appear revealing the amount of time you have to record your temporary greeting message. Buttons are also available allowing you to control the recording process.
   Note:
   If in full-screen mode, you can access the above menu by pressing the **Controls** button.
4. Click 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
   Click 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, click the **Video Mail** button.
   The video voicemail client's inbox menu is displayed.
2. In the video voicemail client, click the **Settings** menu button.
   The button is outlined in green, indicating that the settings menu is open.
3. Click 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. Click 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. The video voicemail client controls are hidden in full-screen mode.
  - 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, click the **Video Mail** button.

The video voicemail client's inbox menu is displayed.

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

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

3. Click 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. Click 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 clicking, holding, and moving, up and down the list.

5. Click 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 for Conference Room is fully interoperable with the BluStar Server. The BluStar Server aggregates presence information from multiple sources and relays the information to the BluStar for Conference Room. BluStar for Conference Room 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 110 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 110 for more information.

Calendar Activity

The BluStar for Conference Room 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.

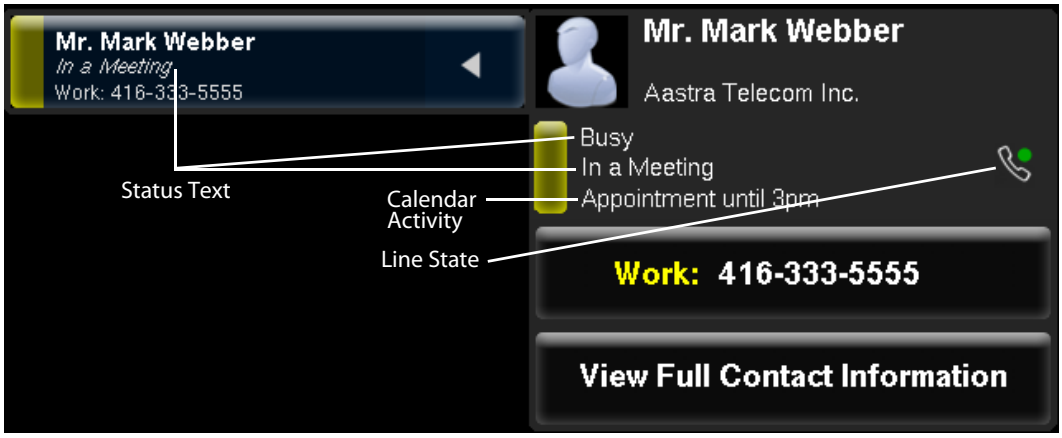
Note:

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.

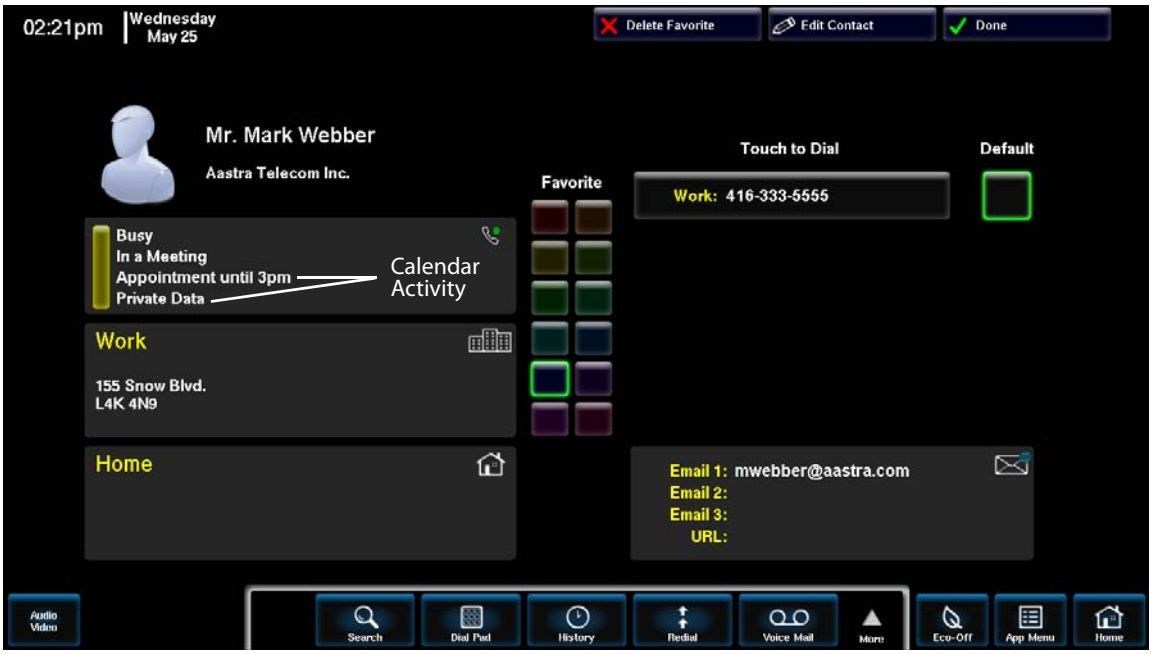
Examples

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

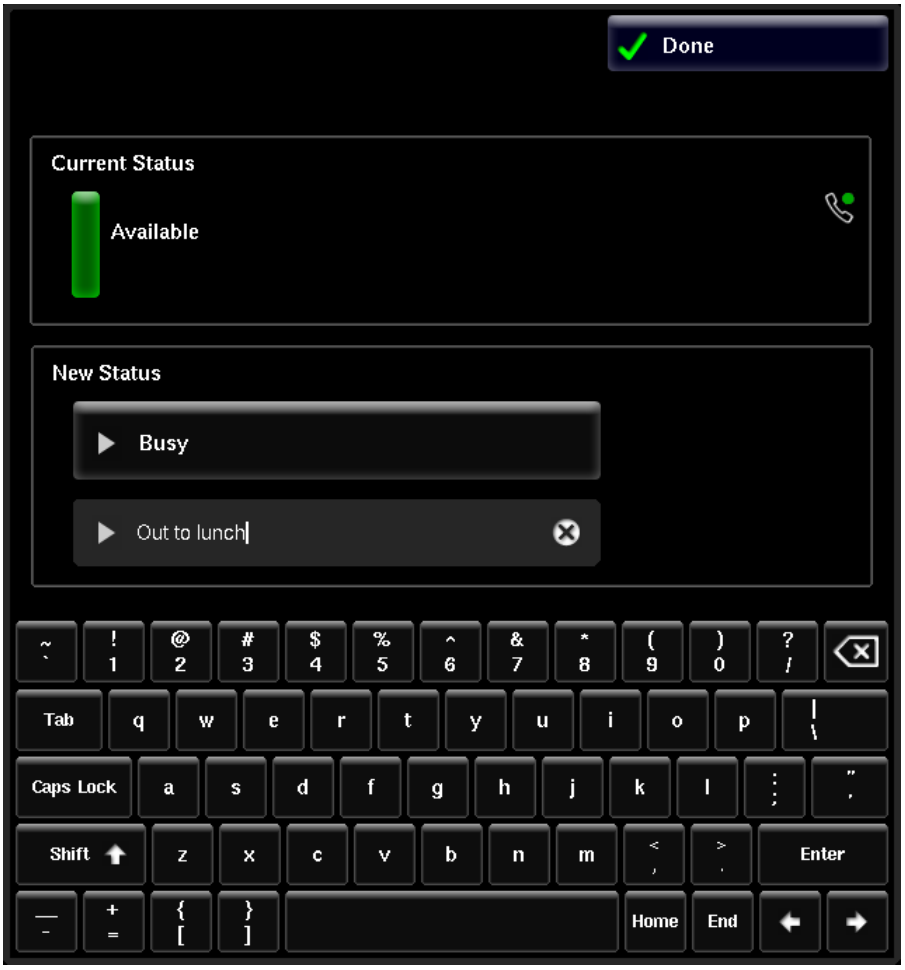
button in the Telphone Feature Controls.

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 23 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):

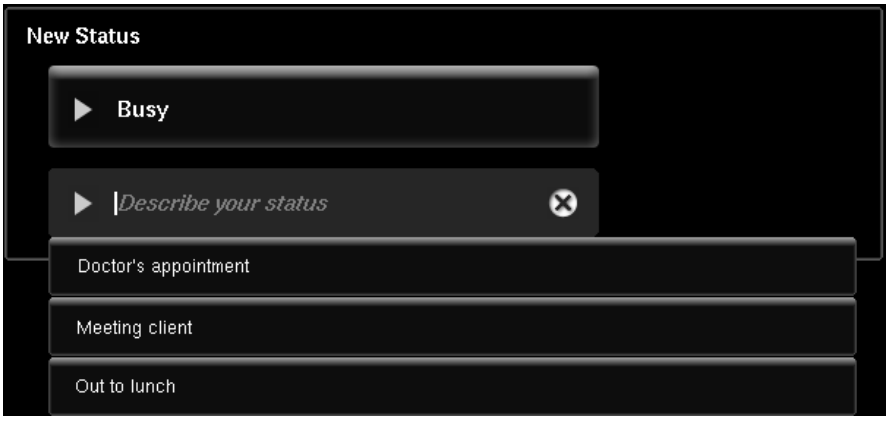
The User Information button will be updated to reflect the presence setting change you made.

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		

Contacting Aastra Telecom Support

If you have read this document, and consulted the Troubleshooting section of your system 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.

Index

A

audio/video 40

B

BluStar Application Server 1

C

call
- blind transfer 76
- call appearance 18
- call screen 18
- cancel 77, 78
- conference 80
- consultation hold transfer 76, 77
- diverting calls 78
- history 38, 69
- placing on hold 75
- receiving 71
- transferring 76

camera 41

contacts
- Microsoft Exchange contacts 54
- status 25

F

favorites 34

Features and Specifications 2
- audio 2
- call history 3
- contact database 2
- language support 3
- presence services 2
- standard telephone 2
- video 2

L

language support 3

LDAP directory 56

lock screen 20

logging in 8

logging off 12

M

magic mirror screen 41

Microsoft Exchange contacts 54

missed calls indicator 38

P

password 8, 9

power saving schedule 52

S

safety 4

security 20

self view 40, 42

system mointor 58

T

tools screen 45

U

upgrade 1

user name 8, 20

V

video voicemail client 90

W

warranty exclusions 1

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