

User Guide

Aastra 6731i

Content

Phone overview

Basic telephony features

- How to place a call
- How to answer a call
- How to terminate a call
- How to redial a number
- How to mute a call
- How to set a call on hold
- How to transfer a call
- How to make conference calls

Phone preferences

- How to change the ring tone
- How to set the language
- How to change the volume

Voicemail & Call history

- How to listen to your voicemail

- How to consult the Call history
- How to clear the Call history

Contacts management

- How to add a contact
- How to edit a contact
- How to search a contact
- How to manage Speed dials

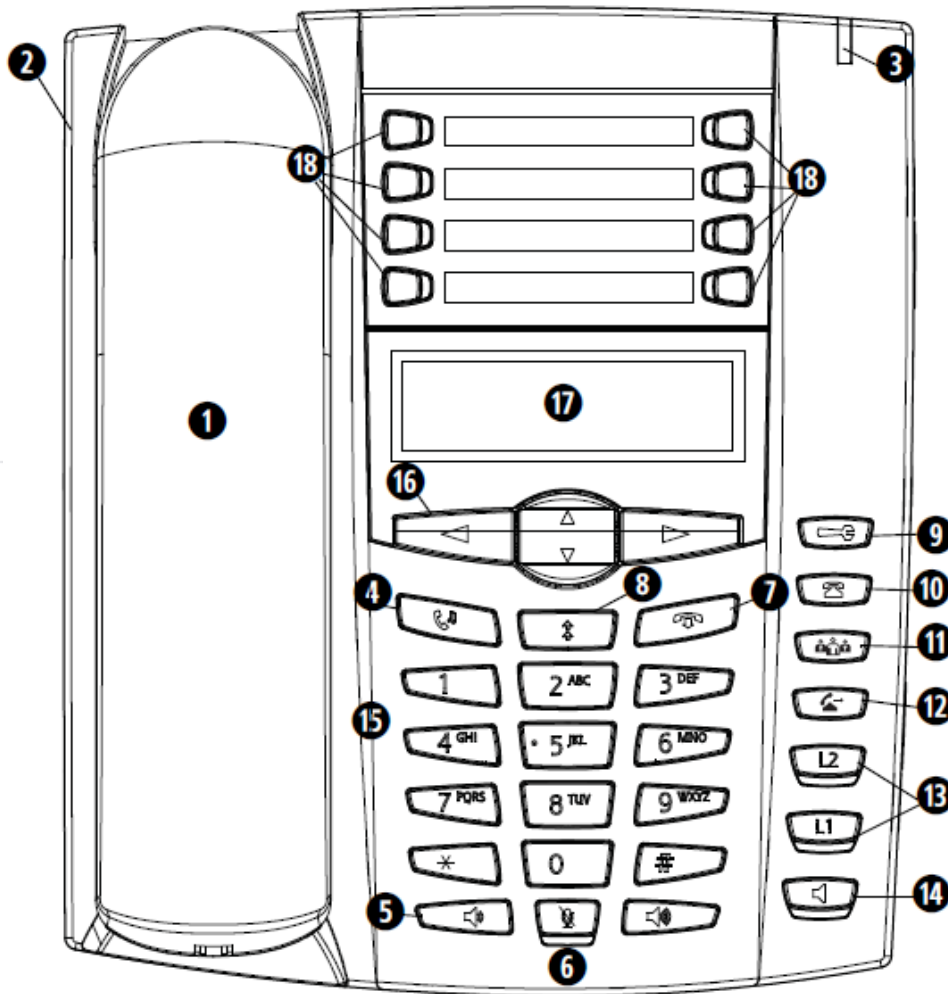
Other functionalities

- How to call the voicemail
- How to clear call history

Various

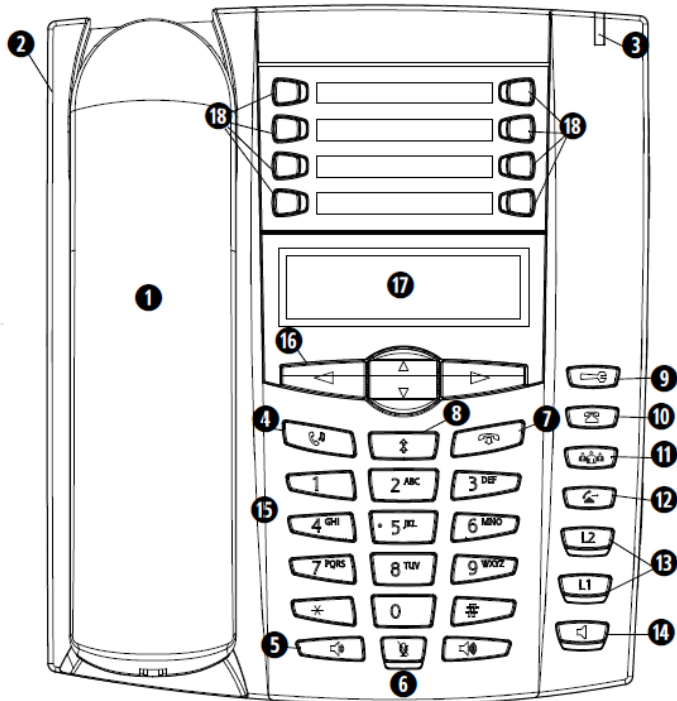
- Idle display
- How to reboot your phone
- How to reset your phone

Aastra 6731i: phone overview



- 1 : 6731i Handset
- 2 : Speakerphone
- 3 : message waiting lamp
- 4 : Hold key
- 5 : Volume control
- 6 : Mute key
- 7 : Goodbye key
- 8 : Redial key
- 9 : options Key
- 10 : callers list key
- 11 : Conference Key
- 12 : Transfer key
- 13 : Line/call apperance key
- 14 : speaker key
- 15 : Keypad
- 16 : Navigation keys
- 17 : 8-Line LCD screen
- 18 : Programmable keys

Aastra 6731i: phone overview (2)



- 18 : Programmable keys
 - all 8 keys are programmable.
 - configurable by the System Administrator
- Default functions for the programmable keys *
 - 1 –Voicemail
 - 2 – None
 - 3 – Corporate Directory
 - 4 – Status change
 - 5 – Save (numbers / names → to the directory)
 - 6 – Delete (numbers / names → from the directory)
 - 7 – Local Directory (up to 200 names and phone numbers)
 - 8 – Services (accesses enhanced features)

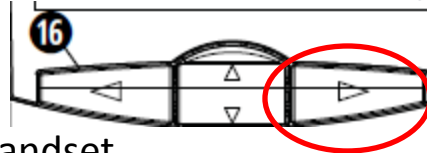
* dependent of configuration

Basic telephony features

- How to place a call?

- Using the **handset**:

1. Type the number on keypad
2. (Press the “right arrow” button)



3. Pick-up the handset

OR

1. Pick-up the handset
2. Type the number
3. Press the “right arrow” button

- Using the **speaker**:

1. Type the number on keypad
2. Press the right arrow button
3. Press the “DIAL” button

OR

1. Press the speaker button
2. Type the number
3. Press the “right arrow” button

Note :

- ➔ You must add a « 0 » before any external number
- ➔ Emergency numbers can be dialed without any preceding « 0 » (100, 110,...)



Basic telephony features (2)

- How to answer a call?

- Using the **handset**:

1. Pick-up the handset

- Using the **speaker**:

1. Press the **Speaker** key 
2. Press the **Answer** softkey  OR

- How to end a call?

- Press the **Goodbye** key 


- **Replace** the handset OR

- How to redial a call?


- Press the **Redial** Key 

Basic telephony features (3)

- How to mute a call?

- Press the **Mute key** 
- The microphone is muted (with the handset and in handsfree state)
- Red light blinking under the mute button
- To go back to normal mode, press the mute button again

- How to set a call on hold?

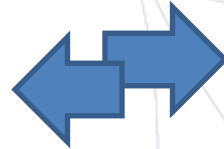
- Press the **Hold key** 
- Music is played to the caller.
- Red light blinking in top right corner of the phone
- To retrieve call press **Hold key** again

Basic telephony features (4)

- How to transfer a call?

Blind transfer (1)

You transfer the call without speaking to the third person and you “forget” the call



Warm transfer (2)

You first speak to the third person before transferring the call.

Press on **Transfer key**



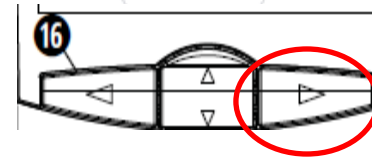
during the call

Basic telephony features (5)

- How to transfer a call? (2)

1. Blind Transfer

- Enter **extension** to transfer to
- Press the **right arrow** or wait 2 seconds
- Confirm transfer OR Hang up the horn



What the 3rd party sees

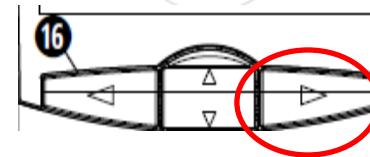
- when you have not hung up yet : 3rd party sees your extension
- when you have hung up : 3rd party sees the initial caller (display updated)

Basic telephony features (6)

- How to transfer a call? (3)

2. Warm Transfer

- Enter **extension** to transfer to
- Press the **right arrow** or wait 2 seconds
- Speak to the 3rd party
- Confirm transfer OR hang up the horn





What the 3rd party sees

- when you have not hung up yet : 3rd party sees your extension
- when you have hung up : 3rd party sees the initial caller (display updated) *

* Feature dependent of configuration

Basic telephony features (7)

- How to make conference calls with 3 people?
 - **Initiate** a 3-party conference call directly via your phone.
 1. Call the first person
 2. During the call, press the **Conference key**  (the current call is on hold)
 3. Call the third person
 4. When 3rd person answers press **Conference key** 
 5. All participants are in conference
 6. You see the participants extensions” on the screen (you can drop 1 or another via the **drop** softkey during the call)
 - To end the conference, **hang up**. The entire conference is stopped.

Phone preferences

- How to change the ringtone?

- Press the **Options** key



- The screen displays “OPTIONS”

- By using the arrows, go to **2. Preferences**

- Press **enter** via right arrow

- The screen displays “tones”

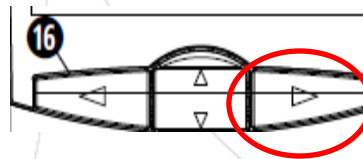
- Press **enter** via right arrow

- The screen displays “ring tone”


- Press **enter** via right arrow

- Navigate through various options (5 possible ringtones)

- Confirm with the **set** option via right arrow



IP Phone preferences (2)

- How to change the language?
 - Press the **Options key** 
 - The screen displays “OPTIONS”
 - By using the arrows, go to **2. Preferences**
 - Press “enter” via right arrow
 - By using the arrows, go to **7. Language**
 - The screen displays **1. Screen language**
 - Navigate through various options
 - Confirm with the **set** option via right arrow

Phone preferences (3)

- How to adjust the volume?

- **Ringtone's** volume

- Press the **volume control keys** when not in conversation

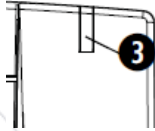



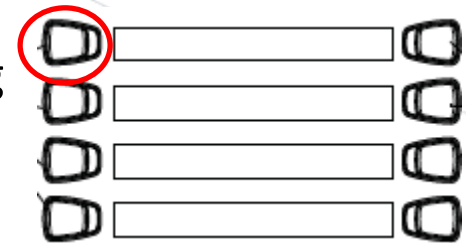
- **Conversation** volume

- Press the **volume control keys** during the conversation



Voicemail & Call history

- How to listen to your VoiceMails? *
 - Everyone has its own voicemail service
 - Works like GSM voicemail
 - Red light flashing ? New voicemail is in ! 
 - Little envelope on screen ? New voicemail is in ! 
 - You can listen your voicemail directly by pressing the first programmable key **V.Mail**



* Feature availability dependent of configuration

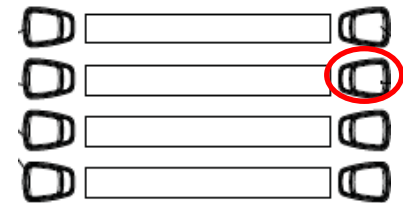
Voicemail & Call history (2)

- How to clear your call history? *

Press the **Callers** key



- Navigate with the arrows to select call(s) to clear
- Press the **Delete** key (till list cleared)



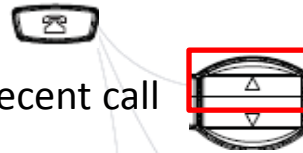
* Features availability dependent of configuration

Voicemail & Call history (3)

- How to consult your call history?

- Received and missed calls

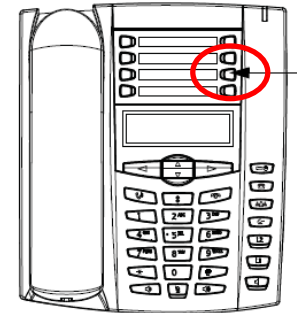
- Press the **callers list** button
- Press the **up arrow** to see most recent call



	Indicates an unanswered call in the Callers list.
	Indicates an answered call in the Callers list.
	Indicates a Call Waiting call in the Callers list.
	Indicates an incoming Call Waiting call.
John Burns 9054550055 Jun 8 2:41 pm 2X	"2x" indicates this caller has called twice. The display shows the date and time of the last call from that caller.

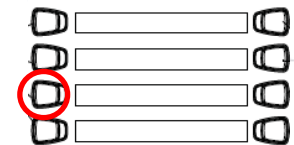
Contacts management

- Contacts directory *
 - Accessible via the **Directory** button
 - Can contain up to 200 entries (local directory)
 - Number of entries displayed when pressing the directory key



How to search a contact ?

- By name : press dial pad number corresponding to 1st letter of the name (continue to press to access other letters on the same key)
- Scroll through the list using the 2 and the 5
- From the corporate directory: press the 3rd progr. key

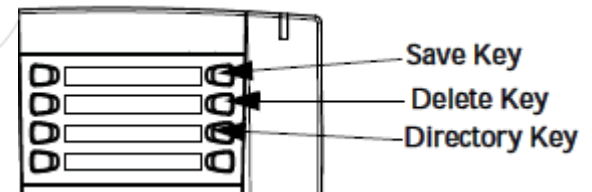


* Features availability dependent of configuration

Contacts management (2)


- How to add a contact? *

- Press the **Directory** key
- Press the **Save** key
- The screen displays “Enter number”
- Enter a phone number using the keypad
- Press the **Save** key when done
- (use the **Delete** key to cancel)
- The screen displays “Press 1st letter to enter name”
- **Enter a name** to associate with the phone number
- Press the **Save** key when done



* Feature availability dependent of configuration

Contacts management (3)

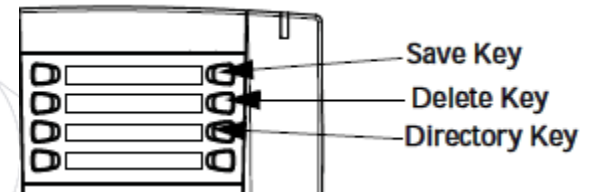
- How to add a contact from the redial list? *
 - Press the **Redial list** key 
 - **Scroll** through the list to find the contact to add to your directory
 - Press the **Save** key
 - Press the **Directory** key to save to the directory list
(proceed as explained in “How to add a contact” next)

* Feature availability dependent of configuration

Contacts management (4)

- How to edit a contact? *

- Press the **Directory** key
- **Access** the entry to edit by :
 - Pressing the 1st letter of the name
 - OR scrolling through the list with 2 and 5
- To edit:
 - **Press 3** to erase numbers or letters to the left
 - Use dial pad to add digits or characters
- To cancel the change: press **Directory** key or hang up icon
- Press the **Save** key to finish



* Feature availability dependent of configuration

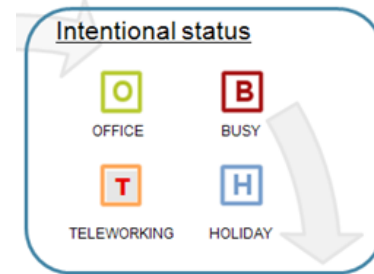
Contacts management (5)

- How to create a Speed Dial?
 - Press any key on the keypad for more than 3 seconds
 - Enter the number
- How to call a Speed Dial?
 - Press a previously programmed key on the keypad for 3 seconds

Idle display

- User extension & status

- The phone can display the **extension** & current **user status** *
 - OFFICE
 - BUSY
 - TELEWORK
 - HOLIDAY
 - OUTOFFICE
- Status can be changed using the **Status** key *




- Dynamic queue login status

- The phone can also display the **dynamic login status in queues** *
 - X__ for example (logged into first configured queue)

* Features availability dependent of configuration


Reboot

- How to reboot your phone?
 - Press the **Options** key 
 - Use arrows to select option **6. Restart phone**
 - Confirm with enter via **right arrow**

Why should I reboot my phone ?

- If the IT administrator has made changes to the configuration
- If there is any problem, a reboot is the first action to take

Phone reset

- How to clear local settings?
 - Press the **Options** key 
 - Navigate to **5. Admin Menu**
 - Enter the admin password: **22222** by default
 - Press **Enter**
 - Navigate to **5. Delete local settings**
 - Press **Enter**
 - Press **#**

Phone reset (2)

- How to make a factory reset?
 - Press the **Options** Key
 - Navigate to **5. Admin Menu**
 - Enter the admin password: **22222** by default
 - Press **Enter**
 - Navigate to **4. Factory settings**
 - Press **Enter**
 - Press **#**