Aastra Business Communication Solution

Aastra 6730i, Aastra 6731i, Aastra 6753i

User's Guide

Supported communication systems:

Aastra 415

Aastra 430

Aastra 470

This user's guide describes the functions, configuration and use of the Aastra SIP phones Aastra 6730i, Aastra 6731i and Aastra 6753i on the communication systems mentioned above.

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Welcome...

Welcome to the user's guide for the Aastra SIP desk phones Aastra 6730i, Aastra 6731i and Aastra 6753i for Aastra 400 communication systems.

This user's guide will assist you with the use of your phone and introduce you step by step to the functions and configuration. If you require further technical support or information on other Aastra products, please refer to our websites *www.aastra.ch* and *www.aastra.com* or *Aastra DocFinder*.

This user's guide is relevant only for Aastra SIP phones connected to a Aastra 400 communication system. Other user's guides are available for operation on other communication systems or for direct operation via a SIP provider. Consult your system administrator if you are unsure whether you have the correct user's guide for your requirements.

Notes:

- Not all listed functions are available by default. Contact your system administrator to learn more about the available features and services in the Aastra 400 communication system.
- Your system administrator has the option to individually set some of the phone's features. In this case your default values will differ from the default values described in this user's guide.
- Some functions are offered both from the Aastra 400 communication system and locally from your Aastra SIP phone. Since the Aastra 400 communication system does not completely support the local functions we recommend making your system administrator do the configuration or using the Aastra Self Service Portal (see chapter "Aastra Self Service Portal", page 7).

Safety information

Failure to observe this information can be hazardous and infringe existing laws.

Connections

Always plug the phone cable connectors into the appropriate sockets. Do not modify the connections in any way.

Power supply

Your phone can be supplied with power in various ways. Pay attention to the information given by the system administrator.

Note:
The device will be inoperable when mains power of the communication system fails.

Retention of Metal Objects

Telephone receivers produce magnetic fields that can attract small metallic objects such as pins and staples. To avoid injury, do not place the handset where such objects can be picked up.

Maintenance

Make sure all installation and repair work is carried out by a specially qualified technician.
Always use a soft, moistened, or antistatic cloth to clean your device. Do not use chemicals or other chemical products.

Cost control and Data protection

You should protect your phone with a PIN so that no-one can make phone calls at your expense. A code will also protect your personal settings.

Ambient conditions

Do not operate the device outside the temperature range of +5 °C to approx. +40 °C.
Avoid direct sunlight and other sources of heat. Protect your device against the wet, excessive dust, corrosive liquids and steam.
Do not expose your device to electromagnetic fields (electric motors, household appliances). The speech quality could be affected.

Disposal

Be sure to dispose of your device, batteries and its packaging in an environmentally compatible way. Electrical equipment does not belong in domestic waste. Deposit it at a return centre.

Accessories

Use original accessories or specifically approved accessories only. The use of other accessories may decrease performance or pose a risk to your health or safety.

Document information

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Content

Welcome... 2
Safety information 3
Document information 4

Information as to the Aastra 400 communication system 7

Keys, display and menu guidance 8
Key designations and sockets 9
Display symbols 11
Operating your phone 12
Using expansion key modules 16
Using labels 17

Phoning 19
Making calls 20
Initiating calls 22
Using functions before/while in a call 28
Using further functions 34
Overview of available functions 40
Organising absences from the desk 43
Operating call lists and voice messages 47
Organisation within the team (busy lamp field) 50
Using functions with OpenCount 51
Setting functions by remote control 52

Personalizing your phone 53
Configuring the display 54
Configuring the audio properties 54
Configuring general phone settings 56
Protecting yourself against calls 59
Phone books management 60
Configuring voice mail 61
Configuring presence profile 62
Configuring keys 64

Product and safety information 65
Safety information. 66
Product information 66
Data protection 68
Limited Warranty (Australia only) 68

Index 72

Information as to the Aastra 400 communication system

One number user concept

Your system administrator can set up several phones for you that hold all the same phone number (one number user concept). You have only one name and phone number with which to identify yourself to your call partners, regardless of which of the phone you make your calls. The advantage is that you can always be reached under the same phone number, regardless of where you happen to be.

With personal call routing you can define where incoming calls shall be routed to (see chapter "Activating personal call routing", page 34).

You can determine the phone on which a call is acoustically signalled, with Ring Alone (see chapter "Activating ring alone", page 36). Your system administrator can set whether or not you are busy for further incoming calls (Busy if busy). You are still able to make further outgoing calls with the other terminals. Call lists and contacts stored on the Aastra 400 communication system are available on all your phones and are automatically synchronised.

Aastra Self Service Portal

The Aastra Self Service Portal is a web-based application for phones on a Aastra 400 communication system. The Aastra Self Service Portal helps you configure and adapt your personal phone settings (i.e. key configuration, labels for configurable keys, display language, etc.) directly and autonomously on your PC.

As soon as you receive an user account for the Aastra Self Service Portal from your assistant manager and after you have logged in, you are taken to the home page with the overview of all your phones. Refer to the Aastra Self Service Portal online help for further information on a specific topic.

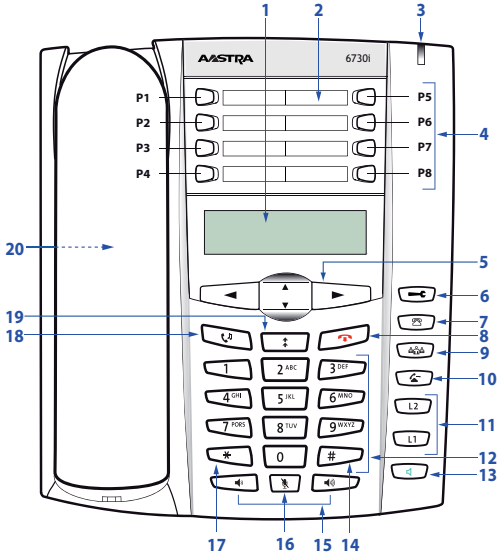
Contact your system administrator to access to the Aastra Self Service Portal.

Keys, display and menu guidance

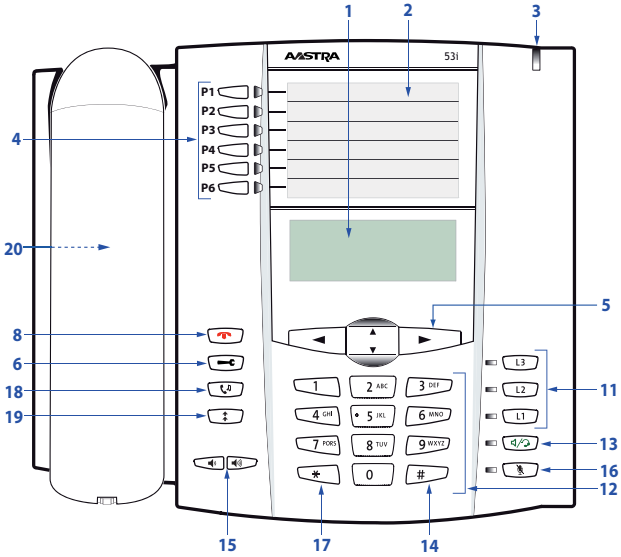
The sections below provide an overview and usage on which keys and sockets are available on your phone.

Key designations and sockets 9
Display symbols 11
Operating your phone 12
Using expansion key modules. 16
Using labels 17

Key designations and sockets



Aastra 6730i / Aastra 6731i



Aastra 6753i

No.	Key		Description
1		**Display**	
2		**Labels**	Labels for configurable keys
3		**Message LED**	Colour and status LED signal a specific event.
4		**Aastra 6730i/31i: Function keys P1-P8** **Aastra 6753i: Function keys P1-P6**	Free configurable keys An LED is located next to each function key signalling the functional state
5		**Navigation key**	• Navigate through the menu • Switch line • Confirming menu selection
6		**Option key**	Calling up a local setting menu
7		**Call list key (Aastra 6730i/31i only)**	Calling up the call list menu
8		**End key**	• Ending a call • Back to idle state • Exiting editor without changes.
9		**Conference key (Aastra 6730i/31i only)**	Setting up conference calls
10		**Deflect key (Aastra 6730i/31i only)**	Deflecting calls
11	L1 L2 L3	**Aastra 6730i/31i: Line keys L1-L6** (6 lines with 2 dedicated line keys) **Aastra 6753i: Line keys L1-L9** (9 lines with 3 dedicated line keys)	• Seizing a line • Answering a call • Brokering with simultaneous configuration of multiple line keys
12	1	**Digit keys 1-9**	Digit or letter input
13		**Aastra 6730i/31i: Loudspeaker key** **Aastra 6753i: Loudspeaker/headset key**	• Activating/deactivating open listening • Activating/deactivating handset microphone
14	#	**Hash key**	Entering # character
15		**Volume keys**	Adjusting volume
16		**Mute key**	• Activating/deactivating handsfree mode • Activating/deactivating handset microphone

No.	Key		Description
17		Asterisk key	Entering * character
18		Hold key	• Putting the active call on hold • Taking back call from hold
19		Redial key	Using the phone number last dialled
20		Loudspeaker	

Display symbols

Display symbols: Call connection states, info			
◄	• Context-dependent softkey • Scrolling back through the menu • Navigate cursor • Switching line	►	• Context-dependent softkey • Goes forward one step in the menu • Navigate cursor • Confirming menu selection • Switching line
▲	• Context-dependent softkey • Navigating through the menu • Navigate to display in idle state	▼	• Context-dependent softkey • Navigating through the menu • Confirming menu selection • Navigating to display in idle state
	Incoming call		Active connection
Hi-Q	Hi-Q™ during a call (enhanced audio quality)	☑	Activated setting
	Busy lamp field		

Operating your phone

The following sections explain how to operate your phone quickly and simply.

Overview system menu

Access to the system menu is made using the *Menu* softkey. This contains the following menu entries. Refer to the relevant chapters of this user's guide for further information on these menu entries.

Entry	System menu	Entry	System menu
1	*Call list*	5	*Presence*
2	*Directory Lookup*	6	*Call routing*
3	*Voice mail*	7	*Alarm melodies*
4	*Forwarding*	8	*Information*

Using the softkey/navigation key

Softkeys are the keys that are automatically configured with context-dependent functions by the Aastra 400 communications system. The functions are displayed above the navigation key.

A menu always has several sub-menus. Press the *Execute* softkey (navigation key down or to the right) to access the sub-menu or the selection of the possible editing options, or to carry out the action.

Free configurable keys

Your phone is equipped with freely configurable keys. Popular functions are set up on a specific configurable key as standard by your system administrator (see chapter "Overview function key configuration (default key setting)", page 13). The remaining configurable keys can be configured with a specific action type: Call number, function, busy lamp field.

The key configuration is not made directly on the phone. The following variants are available:

- Aastra 400 communication system: The configuration has already been made by your system administrator in the communication system.
- Aastra Self Service Portal: You can use the Aastra Self Service Portal (see chapter "Aastra Self Service Portal", page 7) where you can configure, change or delete the keys however you wish.

More information on the configurable keys can be found in the chapter "Configuring keys", page 64.

Overview function key configuration (default key setting)

Aastra 6730i/31i/53i phones on the Aastra 400 communication system are delivered with the following function key configuration. Please note that your system administrator may change this and your Aastra SIP phone may therefore differ from this default configuration.

Function key	Aastra 6730i / Aastra 6731i	Aastra 6753i
P1 key	System menu	Save
P2 key	• Voice mail menu • Log in/out of free seating (if the phone is configured as a free seating phone)	Delete
P3 key	Callback	System menu
P4 key	Empty[1)]	Callback
Key P5	Save	Deflect
Key P6	Delete	Set up conference
Key P7 (Aastra 6730i/31i only)	Empty[1)]	--
Key P8 (Aastra 6730i/31i only)	Empty[1)]	--

[1)] The key assignment is configured with an empty function. The subsequent softkeys do not move.

Overview alphanumeric keyboard

The alphanumeric keyboard can be used for entering digits and the password, for entering text and special characters, and also for quickdial. Press the relevant key repeatedly until the character you want is displayed.

The alphanumeric keyboard is configured with the characters from the following table. Please note that the actual character selection is dependent on the selected language.

1	1 . : ; = _ , - ' & ( )	2 ABC	A B C 2 Ä Æ Å Ç a b c 2 ä æ å à ç
3 DEF	D E F 3 É d e f 3 é è ê	4 GHI	G H I 4 g h i 4 ì
· 5 JKL	J K L 5 j k l 5	6 MNO	M N O 6 Ñ Ö Ø m n o 6 ñ ö ø ò
7 PQRS	P Q R S 7 p q r s 7 ß	8 TUV	T U V 8 Ü t u v 8 ü ù
9 WXYZ	W X Y Z 9 w x y z 9	0	0 +
*	<Space> *	#	# / \ @ * ( ) < = > % £ $ € ¥ ª & §

Entering text

Entering digits/letters and upper/lower case: In text mode, press the key repeatedly until the desired character appears in the display.

Correcting the input: Use the navigation key to the left to correct any incorrect character.

Confirming the input: An input or selection can be confirmed using the *Execute* softkey.

Exiting the editor without saving: With the *Cancel* softkey or the done key, you can cancel the input without saving or go back to the idle state in the menu.

LED overview

Depending on the situation or status, the message LED on the phone or the LED on the function key/line key lights up.

Message LED	State	Description
	Flashes fast	• Incoming call • Appointment call
	Flashes slowly	New voice messages

LED on line key	State	Description
	Does not light up	Line free
	Flashes fast	• Incoming call • Appointment call
	Flashes slowly	Call party on hold
	Lit	Active connection
	Note: On the Aastra 6730i/31i, the line keys light up red.	

LED on function key or busy lamp field	State	Description
	Does not light up	• Function is deactivated • User free (busy lamp field)
	Flashes fast	User is being called (busy lamp field)
	Lit	• Function is activated • User busy (busy lamp field)

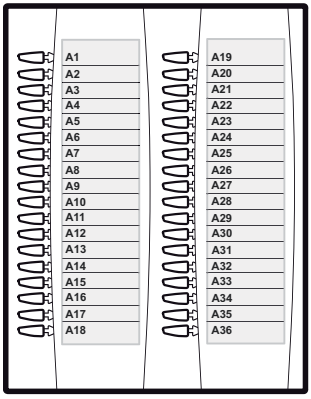
Using expansion key modules

The connection of expansion key modules to your Aastra SIP phone (Aastra 6753i only) gives you additional, freely configurable keys.

Expansion key module Aastra M670i

You can connect up to three expansion key modules next to each other on your Aastra SIP phone. The Aastra M670i has the following properties:

- 36 configurable keys (two rows of 18 keys). Three expansion key modules would then give you an additional 108 configurable keys.
- Each key has an LED for visual signalling.
- The keys on the expansion key module support all key types that are supported by your phone's keys.
- The configurable keys of the expansion key module can be operated as the configurable keys of your phone.
- The key configuration must have been made either by your system administrator or by yourself in the Aastra Self Service Portal (see chapter "Aastra Self Service Portal", page 7).
- Labels for key identification (see chapter "Using labels", page 17).



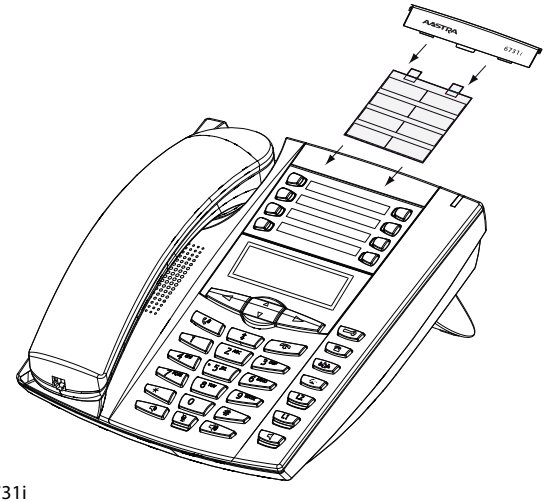
Using labels

Printing and attaching the labels

Labels can be created and printed using the Aastra Self Service Portal (see chapter "Aastra Self Service Portal", page 7) or an electronic document (available on *Aastra 400 DocFinder*).

Aastra 6730i / Aastra 6731i:

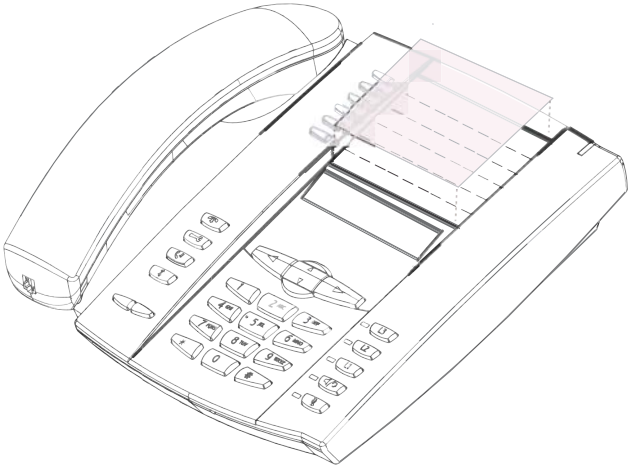
1. Label the write-on labels via the Aastra Self Service Portal and print them (important printing setting: "Page scaling for printing: None").
2. Cut out the labels according to the crop marks.
3. Remove the cover with the logo from above the control panel by pressing it down lightly and pushing upwards.
4. Insert the label into the recess above the function keys on the control panel using the openings for alignment. Ensure that the tabs protrude so that the label can be removed afterwards.
5. Carefully re-insert the cover with logo so that the paper tabs are covered.



Aastra 6730i / Aastra 6731i

Aastra 6753i:

1. Label the write-on labels via the Aastra Self Service Portal and print them (important printing setting: "Page scaling for printing: None").
2. Cut out the labels according to the crop marks.
3. Remove the cover from the top part of the front panel by pressing it down lightly and pushing upwards.
4. Insert the label into the recess on the front panel of the phone using the cover.
5. Carefully re-insert the cover into the upper recesses on the keypad.



Aastra 6753i

Phoning

The following sections explain the supplementary features provided by your phone for more efficient use.

Making calls 20
Initiating calls 22
Using functions before/while in a call 28
Organising absences from the desk 43
Operating call lists and voice messages 47
Using further functions 34
Using functions with OpenCount 51
Setting functions by remote control 52
Organisation within the team (busy lamp field) 50

Making calls

This section explains how to set your calls.

Answer or make a call

The phone rings and the message LED and line key LED flash.

If the caller's phone number is received, it is shown on the display. If the phone number is stored in the private phone book or in the Aastra 400 communication system, the display also shows the corresponding name.

Open listening: With the open listening mode function, the loudspeaker is activated in addition to the handset so that other people in the room can listen to the call. You can continue with the call as usual using the handset.

Answering a call with the headset:
Pick up the handset.

Answer a call with the line key
Press the line key and pick up the handset.

Open listening during a call:
Activate: Press the Loudspeaker key.
Deactivate: Press the Loudspeaker key a second time.

End a call in open listening mode
Press the Loudspeaker key and pick up the handset.

Note:
If you merely replace the handset, the phone switches to the hands-free mode.

Ending a call:
Put the handset on-hook or press the End key.

Using your phone in handsfree mode

You want other people to join the conversation or to have your hands free while making the call.

The handsfree mode function activates the loudspeaker and the microphone. Make sure the hands-free microphone is not obstructed. The sound quality is improved if you set the volume of your phone to a low setting.

Answer/end a call in handsfree mode:
Answer: Press the loudspeaker or the line key.
End: Press the End key.

Handsfree during a call:
1. Press the Loudspeaker key.
   →Open listening is activated.
2. Put the handset on-hook.
   →Handsfree is activated.

To continue the call with the handset:
Pick up the handset.
→ The loudspeaker and hands-free microphone are now deactivated.

Ending a call:
Put the handset on-hook.

Muting the microphone

In the middle of a call you want to talk briefly with other persons in the room without your call partner hearing your conversation.

You can switch the microphone on and off during a call.

Switching the microphone on and off during a call:
Activate: Press Microphone key.
Deactivate: Press the Microphone key once again.

Using a headset

To make a phone call with the headset.

If you answer a call in headset mode using the Loudspeaker key, the call is provided on the headset. Alternatively you can also answer the call by picking up the handset.

All the headset mode configuration possibilities can be found in chapter "Setting the audio properties", page 55.

Answering a call with the headset:
Press the key on the headset or the Loudspeaker key.

Ending a call with the headset:
Press the key on the headset or the Loudspeaker key.

Initiating calls

This section explains some convenient features provided by your phone for making a call.

Dialling with the phone number

You want to call someone and key in that person's phone number.

With call preparation you can enter a phone number without it being dialled automatically, so you have time to check the number and, if necessary, correct it. The number is not dialled until you go off-hook, for example by picking up the handset.

<Call number>

Dialling with the phone number:
Enter a phone number in call preparation.
Use the navigation key to the left to delete any incorrect character.

Pick up the handset or press the *Dial* softkey.

Dialling from the phone book (directory lookup)

You want to make a call by entering a name.

With directory lookup, you can search for an contact in your private phone book, system phone book or a connected external phone book. The response time may vary depending on the size and the number of phone books connected. The following search options are available:

Menu	Description
Quickdial	With Quickdial you only need to press the digit keys for each letter once, even though each key is assigned several letters. An efficient algorithm provides quick search results.
Tips for search input	Press each of the corresponding digit keys once for the first few letters of the name you are looking for. For each letter, the display shows the corresponding digit, for example a "6" for the letter "n".
Dial by name	Enter the corresponding letter for dialling by name. The surname and first name have to be separated by a space (* key), for example "no s" (6 6 # 7) for Noble Stephen.
Tips for search input	Press each of the corresponding digit keys once for the first few letters of the name you are looking for. For each letter, the display shows the corresponding digit, for example a "6" for the letter "n".

Menu	Description
Advanced search	If you select *Advanced search*, you can search directly in the connected external phone books. This function is not available if no external phone book is connected. The surname, first name and town each have to be separated by a space, for example "no s so" for Noble Stephen in Solothurn.
Tips for search input	Press each of the corresponding digit keys once for the first few letters of the name you are looking for. For each letter, the display shows the corresponding digit, for example a "6" for the letter "n".

Notes:

- Ask your system administrator whether you should start with the surname or the first name.
- The search function is not affected by upper/lower case and special characters.
- Use the navigation key to the left to delete any incorrect character.
- More information on the phone books can be found in the chapter "Phone books management", page 60.

Menu

Directory lookup:
Press the function key for *Menu*.

Directory Lookup

Scroll to *Directory Lookup* and press the navigation key to the right.

<Directory Lookup>

Scroll to *Quickdial*, *Dial by name*, or *Advanced search* and press the navigation key to the right.

<Name>

Directory lookup with quickdial: Enter the first few letters of the name you want.
Directory lookup with dialling by name: Enter the first few letters of the name you want.
Directory lookup with advanced search: Enter the first few letters of the name you are looking for and the town (each separated by a space).

Enter

Press the *Enter* softkey.
→ Names list (or *List empty* if the phone is unable to find a matching user) is displayed.

Scroll through the list and select the user you want.

Pick up the handset.
→ The phone number displayed is dialled.

Dialling from the call list

You want to call a user from the call list.

You can choose from the following call lists:

Call list	Description
Unanswered calls	List of callers who tried to reach you when you were absent.
Answered calls	List of calls answered.
Redial list	List of calls made.

Your phone automatically stored the person's phone number and name in a call list in the Aastra 400 communication system. Within the one number user concept (see chapter "Purpose and function", page 66) you can call back users through one of these call lists. Each call list in the individual lists includes a maximum of 10 entries. Information on call lists can be found in the chapter "Editing options for the call list", page 47.

Aastra 6730i/31i: The call lists can be operated via the Call list key, the Redial key, the system menu, or a function key (see chapter "Configuring keys", page 64).

Aastra 6753i: The call lists can be operated via the system menu or a function key or via the Redial key (see chapter "Configuring keys", page 64).

Menu

Call list

Unanswered/Answered

Call list for unanswered/answered calls:
Aastra 6730i/31i: Press the call list button.
Aastra 6753i: Press the function key for *Menu*.

Aastra 6753i: Scroll to *Call list* and press the navigation key to the right.

Scroll to *Unanswered* or *Answered* and press the navigation key to the right.
→ The display shows a list of the last unanswered/answered calls.

Scroll through the list until the user you want is displayed.

Pick up the handset.
→ The call number of the user is dialled.

Note:
Once the call has been successfully connected, the entry is deleted from the unanswered call list.

Redial list:
Press the Redial key.
→ List of the last dialled entries is displayed.

To scroll through the call numbers last dialled, press the navigation key downwards.

Pick up the handset.
→ The call number of the user is dialled.

Dialling with a configurable key

You want to call someone whose phone number is stored under a configurable key.

To find out how to configure a configurable key, refer to the chapter "Configuring keys", page 64.

To phone with the handset:
1. Pick up the handset.
2. Press the desired configurable key.

→ The phone number is dialled.

Using your phone in handsfree mode:
Press the desired configurable key.
→ The phone number is dialled.

Dialling with the line key

You want to make a call via a line key.

Aastra 6730i/31i: You can make a call via a line key. Your Aastra SIP phone is equipped with two dedicated line keys with LED (L1, L2). Your system administrator can set up four additional line keys (making a total of six). The actual number of line keys depends on the system configuration.

Aastra 6753i: You can make a call via a line key. Your Aastra SIP phone is equipped with three dedicated line keys with LED (L1, L2, L3). Your system administrator can set up six additional line keys (making a total of nine). The actual number of line keys depends on the system configuration.

Press a fix line key directly or select a line by pressing the horizontal navigation key to the right or left. The display will show the line number (1, 2, 3 etc.) and the line state (free, busy).

You can switch the line by pressing the key. The active call is automatically parked locally.

<Call number>

Dialling with the line key:
Enter the phone number.

L1

Press a free line key.
→ The line key is lit. The line is selected.

Pick up the handset.
→ The phone number is dialled.

L2

Parking the call and switching lines:
Press a second, free line key.
→ The call is parked on line key 1 and the call on line key 2 is active.

Note:
Press line key 1 to return again to the call party on line 1 (see also chapter "Brokering between an enquiry call party and your call partner", page 31).

Activating another Aastra phone for making calls

You want to make a call on another Aastra phone using your personal settings, for example on a colleague's phone or in a meeting room.

You can activate another Aastra phone to make an internal or external call using your personal settings, even if the phone is locked for external calls.

You can activate the phone for a business or private call. Once you have activated the phone using a function code and your PIN, dialling by your private phone book is available.

The called party's display shows your personal phone number and not the number of the phone from which you are making your call.

Any call charges incurred will be charged to you.

<Function code>

Business calls:
1. Enter function code #36 for a business call.
2. Enter your internal phone number.
3. Enter your PIN.
4. Enter the internal or external phone number with the exchange access digit.

Pick up the handset.
→ The phone number displayed is dialled.

Note:
When you hang up, dialling by name and your private phone book remain available for a whole minute so you can make another call.

<Function code>

Private calls:

1. Enter function code #46 for a private call.
2. Enter your internal phone number.
3. Enter your PIN.
4. Enter the external call number directly, without the exchange access digit.
5. Pick up the handset.

→ The phone is now enabled; the external user is called.

Note:
The default PIN setting '0000' is not accepted (for more information on the PIN, see chapter "Changing the PIN", page 58).

Private call with PIN

You want to make a private call on your phone or on a third-party phone.

With the aid of your PIN you can use any phone to make an external call with your own personal settings, even if that phone is locked for external calls. The called party's display shows your personal phone number and not the number of the phone from which you are making your call. Any call charges incurred will be charged to you.

The call number dialled is not stored in the last-number redial list.

<Function code>

Private call with PIN:

1. Enter function code #46 followed by your internal call number.
2. Enter your PIN.
3. Enter the external call number directly, without the exchange access digit.

Pick up the handset.

→ The phone is now enabled. The external user is called.

Note:
The default PIN setting '0000' is not accepted (for more information on the PIN, see chapter "Changing the PIN", page 58).

Using functions before/while in a call

This section explains the special features provided by your phone before you make a (second) call or while you are in a call.

Requesting a callback

You want to talk to a certain person. The person is busy or does not answer. You can make callback requests to both internal and external users. Not all providers support this function.

If the called party is busy, you can activate an automatic callback. In this case, your phone will start ringing as soon as the party you are trying to reach goes on-hook. When you pick up the handset, the person you want to call is dialled directly.

If the called party does not answer, you can also request a callback. The user then obtains a message indicating your callback request on his display.

This function must be stored under a function key (see chapter "Configuring keys", page 64).

Notes:
- You can activate only one callback at a time.
- An unanswered callback request will automatically be cancelled by the system after about half an hour.

Callback

Activating callback:
You called someone and hear the busy tone or the ring-back tone. Press the function key for *Callback*.
→ Depending on the communication system you hear the acknowledgement tone.

Put the handset on-hook.
→ *Call expected* is displayed, LED of the function key lights up.

Callback

Clear callback:
Press the function key for *Callback*.
→ Callback request is deleted.

To answer the callback request

Someone has asked you to call back. The display shows *Callback requested*.

You cannot automatically answer a callback request on your Aastra SIP phone. You can either enter the call number manually or you use a CTI client as for example the Aastra OfficeSuite.

<Call number>

Answering the callback request:
Enter a phone number in call preparation.

Pick up the handset or press the *Dial* softkey.

Note:
You cannot delete a callback request.

Activating calling line identification restriction (CLIR)

You do not want your call number to appear on the terminal display of a called party in the public network. Available options:

Menu	Description
Permanent	The call number is never displayed.
Per call	Call number should only be restricted for certain calls. This function must be activated before dialling the call number.

This function must be stored under a function key (see chapter "Configuring keys", page 64).

Notes:
- CLIR works only with external calls.
- This feature depends on the range of services offered by your provider.

CLIR

Activates/deactivates calling line identification restriction permanently:
Press the function key for *CLIR*.
→ Function is activated/deactivated, LED on the function key is switched on/off.

CLIR

Activate CLIR per call:
1. Press the function key for *CLIR*.
2. Enter the call number and press the *Enter* softkey.
   → Call number is dialled and your own number is not displayed to the called party.

Putting a call partner on hold

You want to briefly interrupt the active call.

You can put the call party on hold and then take them back again on the same phone.

Putting the active call party on hold:
Press the Hold key.
→ The call party is put on hold and the LED on the line key flashes.

Take back the call party on hold:
Press the Hold key or the line key.
→ The call is active again.

Enquiry call during a call

You want to call someone else briefly without losing your current call partner. Then you want to resume your conversation with your original call partner.

With the Enquiry function you can call someone else in the middle of a call and put your original call partner on hold. You can make enquiry calls to both internal and external users.

L2

Initiate an enquiry call (you are making/taking a call):
Aastra 6730i/31i: Press a free line key.
Aastra 6753i: Press a free line key (select using the vertical navigation key, if necessary).

<Call number>

Enter the call number and press the *Dial* softkey.
→ Enquiry call party is called; first call partner is on hold.

Note:
If the other user does not answer, you can cancel the enquiry call with the *Cancel* softkey or with the End key and take back the first call with the flashing line key.

To end the enquiry call:
Press the End key.

L1

To retrieve the first parked call party:
Press the flashing line key.

Brokering between an enquiry call party and your call partner

You are talking with an enquiry call party and have your first call partner on hold. You want to be able to switch back and forth between the two.

In an enquiry call you can use the brokering function to switch back and forth between an enquiry call party and the party on hold. Brokering is possible with both internal and external users. You can also broker between conference parties as a group and an enquiry call party.

L1 L2

Brokering (to switch back and forth between the callers):
Press the flashing line key.
→ Your call partner changes. The other call party is put on hold.

To terminate the current connection:
Press the End key.

L1

To retrieve the first parked call party:
Press the flashing line key.

Making a conference call

You want to make a conference call.

Three call parties can be connected using the conference function. From the conference call you can initiate an enquiry call to someone else. You can broker between the parties of the conference and the enquiry call party. Depending on the system configuration, a conference call can consist of up to 6 conference participants. You can hold a conference call with internal and external users.

This function must be stored under a function key (see chapter "Configuring keys", page 64).

Aastra 6730i/31i:

Setting up a conference (you are in an active call)
1. Press the Conference key
2. Enter the phone number of the conference call party.
3. Press the *Dial* softkey.
   →The conference party answers the call.
4. Press the Conference key

Leaving a conference call:
Put the handset on-hook or press the End key.
→ The other conference parties remain in the call.

Aastra 6753i:

Conference

Setting up a conference (you are in an active call)

1. Press the function key for *Conference*.
2. Enter the phone number of the conference call party.
3. Press the *Dial* softkey.
   ➔The conference party answers the call.
4. Press the function key for *Conference*.

Leaving a conference call:

Put the handset on-hook or press the End key.
➔ The other conference parties remain in the call.

Transferring a call partner (Aastra 6730i/31i only)

You want to put your call partner through to someone else.

With the deflect function you can connect your call partner with someone else. You can connect internal and external users with one another. You can deflect the call with or without prior notification.

Deflecting the call with notification:

1. Press the Deflect key.
2. Enter the call number of the second call partner and press the *Dial* softkey.
   ➔Second call partner is called; first call partner is on hold.
3. Wait until the person has answered the call.
   ➔If the other user does not answer, you can cancel the second call with the *Cancel* softkey or with the End key and take back the first call.
4. Announce the call party.
5. Put the handset on-hook.
   ➔Your first call partner and the other person are now connected with each other.

Deflecting the call without notification:

1. Press the Deflect key.
2. Enter the call number of the second call partner and press the *Dial* softkey.
   ➔Second call partner is called; first call partner is on hold.
3. Wait for the first ring tone.
4. Put the handset on-hook.
   ➔The other party is then called directly by your first call partner.

Note:
Recall: If the other party does not answer, the call comes back to your phone.

Take (pick up own call)

You want to transfer a call from one phone to another without interrupting the connection (for example, from a desk phone to a cordless phone).

The take function can be used to transfer calls between your phones.
Requirement: They are within the one number user concept (see chapter "Purpose and function", page 66).

This function must be stored under a function key (see chapter "Configuring keys", page 64).

Pick up own call:
You are making a call. Press the function key for *Take*.
→ After a brief moment, you are connected with the caller on another phone.

Recording a call

You want to record an active call with your call partner.

You can record an active conversation if you have been authorized to do so by your system administrator. Your call party can be an internal or an external user. The recordings are made and backed up only as .wave files in your individual e-mail boxes. For this, you must configure at least one e-mail address in the Aastra 400 communication system. You can find a call recording overview in your e-mail box. Contact your system administrator for more information.

You can start recording calls in the following situations:

- during an active call;
- During a conference call (with maximum two participants)
- During an incoming/outgoing call
- in call preparation;
- During dialling with a busy line.

Call recording only starts when the connection is set up. Therefore, no ring-back tones or wait tones are recorded.

Call recording is temporarily interrupted during an enquiry and an e-mail is sent with the recording made up till then. Recording restarts automatically once the call connection with the enquiry call party is set up and/or once the call connection with the first correspondent is restored.

The maximum recording time for each .wave file depends on the system configuration. When the predefined or maximum recording time is reached, the recording stops automatically, the file is sent to your e-mail address and a new recording starts at the same time. Contact your system administrator for more information.

This function must be stored under a function key (see chapter "Configuring keys", page 64).

Notes:
- Recording calls may infringe on your national data protection provisions or be permitted only under certain circumstances. If you intend to use this function notify your call party in advance.
- You cannot record a conversation involving more than two call parties (enquiry call, conference). The recording is automatically stopped if you park your call party or put him on hold.

Record

Recording a call:
Press the function key *Record* as soon as you have an incoming/outgoing call or an active call.
→ The discussion is recorded and the LED on the function key lights up.

Record

Stopping the call:
End the recording using also the *Record* function key.
→ The recording is sent to your e-mail address.

Note:
The LED on the function key remains lit while the recording is in progress. The LED starts to flash before the recording reaches its maximum preset duration. Once the maximum duration is reached (or the memory is full), the recording is stopped and the LED goes off.

Using further functions

This section explains some more convenient features provided by your phone. All the functions you can save under a configurable key can be found in chapter "Overview of available functions", page 40.

Activating personal call routing

You want to specify which of your phone shall ring when you receive a call.

If your system administrator has set up a phone number with several phones for you as well as the five call routings (One-number user concept, see chapter "One number user concept", page 7), you can specify which of your phones shall signal a call by

using the personal call routing. Your system administrator can set up up to 5 call routings. You can only answer a call on phone where the call is signalled. Contact your system administrator for more information.

You can activate a call routing for all phones. If you have not configured a call routing, the default setting (all phones are ringing) is used as standard.

Operation of personal call routing is available via the system menu. The function can also be configured to a function key by your system administrator (see chapter "Configuring keys", page 64) or configured by yourself in the Aastra Self Service Portal (see chapter "Aastra Self Service Portal", page 7).

The following options are available for further editing of the personal call routing:

Menu	Description
Activate	Activating personal call routing.
Modify	Renaming personal call routing.
Change settings	The personal call routing settings can only be changed by your system administrator or yourself in the Aastra Self Service Portal.
Delete	A personal call routing can only be deleted by your system administrator or yourself in the Aastra Self Service Portal.

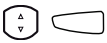
Menu

Press the function key for *Menu*.

Call routing

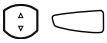
Scroll to *Call routing* and press the navigation key to the right.
→ A list of your routings is displayed.

Activate



Activating/deactivating personal call routing
Select the call routing you want and confirm with the *Activate* softkey.
→ The selected routing is activated and another is deactivated.

Modify



Renaming personal call routing:
1. Select the call routing you want and press the *Modify* softkey.
2. Enter the name and confirm with the *Enter* softkey.

You can also store your individual call routings on a function key and quickly activate or deactivate your desired call routing by simply pressing that key.

Call routing

Press the function key for the desired call routing.
→ Call routing is activated/deactivated, LED of the function key is switched on/off.

Activating ring alone

You want to specify which of your phone shall ring when you receive a call.

When your system administrator has set up a phone number with several phones (One-number user concept, see chapter "One number user concept", page 7), you can define on which phones a call shall acoustically be signalled using ring alone.

When you have activated ring alone on a phone, the acoustic ringing tone is deactivated for all other phones. An incoming call is signalled in the display of all phones. You can answer the call on each of your phones.

Note:
When you have activated ring alone but deactivated the personal call routing for a phone in parallel, an incoming call is not acoustically but only visually signalled.

This function must be stored under a function key (see chapter "Configuring keys", page 64).

Ring alone

Activating/deactivating ring alone
Press the function key for *Ring alone*.
→ Function is activated/deactivated, LED on the function key is switched on/off.

Locking/Unlocking your phone

You need to leave your desk and want to ensure that no-one can alter your phone's settings, look at your private data, or make calls from your phone. You can lock your phone with a PIN consisting of two to ten digits, (see chapter "Changing the PIN", page 58).

This function must be stored under a function key (see chapter "Configuring keys", page 64).

Phone lock on/off

Activate the phone lock:
Press the *Phone lock on/off* function key.
→ The phone is locked and can only be unlocked using your PIN.

Phone lock on/off

Deactivate the phone lock:
1. Press the *Phone lock on/off* function key.
2. Enter the password and confirm with the *Enter* softkey.

Note:
Use the following function codes (see also "User's Guide Function Codes" on the *Aastra DocFinder*) to activate or deactivate the phone lock for all phones within the one number user concept (see chapter "Purpose and function", page 66):
- Activate the phone lock: Enter the function code *33* <PIN> #
- Deactivate the phone lock: Enter the function code #33* <PIN> #

Acknowledging an appointment call

You can set a call to remind you about an appointment, for example. *Appointment call* is displayed as soon as it is received. Without an acknowledgement the appointment call will ring for 1 minute.

The following options are available options: You have to enter or change the time in the Aastra Self Service Portal.

Menu	Description
Single appointment call on/off	Activate appointment call on a one-off basis.
Repeat appointment call on/off	Activate appointment call permanently

This function must be stored under a function key (see chapter "Configuring keys", page 64).

Notes:
- If you activated forwarding, the appointment call is not forwarded.
- If you are in call, the appointment call is made as soon as you end the call.

Appointment call

Activates/deactivates appointment call permanently:
Press the function key for *Appointment call*.
→ Function is activated/deactivated, LED on the function key is switched on/off.

Appointment call

Activate single appointment call:
Press the function key for *Appointment call*.
→ Function is activated/deactivated, LED on the function key is switched on/off.

Note:
The single appointment call must be configured using the Aastra Self Service Portal.

Confirming an appointment call:
Pick up the handset and then hang up immediately.
→ The appointment call is confirmed and ended.

Free seating

Free Seating is proposed for workplaces/phones shared by several employees. It allows you to log in on each free Free seating phone and to use it with your personal settings as long as your logged in. Ask your system administrator which phones are proposed for free seating.

Log in:

You log in with your call number and your PIN on a free seating phone. Once you are logged in, your personal call lists, phone book and all your other personal settings and Hotkeys are available to you immediately.

If your profile contains expansion key modules, but the phone you have logged in to does not, the keys in question will not be available to you. Various sequences of expansion key modules are correctly recognised.

Notes:
- You can only log in to a phone if no other user has yet logged in to that phone for free seating purposes.
- You can only log on once to a Free Seating phone. The moment you log in to another free seating phone, you are automatically logged off the original phone.

Log out:

To free up a phone, you need to log off again. To ensure a phone is not blocked for other users if you forget to log off, your system administrator can set up a logoff process with an automatic time limit:

- After a certain amount of time after login (e.g.after 6 hours and 30 minutes).
- At a certain time (e.g. 6.30pm)

Notes:
- If no user is currently logged in a free seating phone possibly only allows emergency calls.
- As long as you do not have your own phone or are not logged on to a Free Seating phone, your caller will obtain either the busy signal or be forwarded to a preconfigured destination, depending on the system configuration.

Log in

Log in free seating:
Press the *Log in* softkey.

<Call number, PIN>

Enter phone number and PIN and confirm with the *Ok* softkey.
→ You are now logged in and can use the free seating phone with your personal settings. The LED on the function key lights up.

Note:
The default PIN setting '0000' is not accepted (for more information on the PIN, see chapter "Changing the PIN", page 58).

Log out

Log out free seating:
Press the *Log out* softkey.
→ The display with the call number is displayed.
Depending on the system configuration enter the PIN and confirm with the *Ok* softkey.
→ You are now logged off; the free seating phone is now available again to other users.

Note:
You are automatically logged off if your system administrator has set up an automatic logoff process.

Hotline

The hotline is typically used for lift phones, emergency phones, or for baby alarms or hotline in the hospitality/hotel branch.

A user needs help and picks up the handset or presses the Loudspeaker key. The user is automatically routed to the preconfigured hotline destination number stored in the Aastra 400 communication system. The person responsible answers the call and is connected with the user seeking help.

Alarm cancellation delay: Your system administrator can set a delay (0-60 seconds, depending on the Aastra system phone). During this delay the user can enter another call number in order not to trigger a call on the hotline destination number. If the user does not dial another phone number during this predefined time or puts the handset back down again, a connection with the Hotline number is automatically set up. Contact your system administrator for more information.

Using the hotline:
User needs help. He picks up the handset of his phone or presses the Loudspeaker key.
→ A connection with the hotline number is automatically set up after a predefined time without the user having to do anything else.

Overview of available functions

This section contains a list of all the functions you can store under a configurable key via the Aastra Self Service Portal.

More information on how to store functions under a configurable key using function commands and function codes can be found in the Aastra Self Service Portal online help (see chapter "Aastra Self Service Portal", page 7).

Function	Description
Answered calls	Call list for answered calls.
Call forw. (CFU) to pager on/off	Incoming calls are automatically forwarded to a specific destination.
Call forw. (CFU) to text message on/off	Incoming calls are automatically forwarded to a specific destination.
Call forw. (CFU) to user on/off	Incoming calls are automatically forwarded to a specific destination.
Call forw. if busy (CFB) to user on/off	Incoming calls are directly forwarded to a different destination (user) if you are busy.
Call forw. on no reply (CFNR) to pager on/off	Incoming calls are automatically forwarded to another destination (pager).
Call forw. on no reply (CFNR) to user on/off	Incoming calls are automatically forwarded to another destination (user).
Call forwarding menu	Direct access to the *Forward* system menu (see chapter "Call forwarding", page 45).
Call forwarding protection on/off	CFU to your phone is not possible.
Call list menu	Direct access to the *Call list* system menu.
Calling line ident. restriction (CLIR) on/off	This function lets you prevent your call number from being displayed to the caller (see chapter "Activating calling line identification restriction (CLIR)", page 29).
Calling line ident. restriction (CLIR) per call	This function lets you prevent your call number from being displayed to the caller (see chapter "Activating calling line identification restriction (CLIR)", page 29).
Control output on/off	You can control external electric equipment or installations using control outputs. For example you can use your phone to open and close electric gates or to switch the lights on or off throughout a building.
Do not disturb (busy) on/off	Phone will not ring. Incoming calls are automatically forwarded to a specific destination.
Do not disturb (forwarding) on/off	Phone will not ring. Incoming calls are automatically forwarded to a specific destination.

Function	Description
Empty	The key assignment is configured with an empty function. The subsequent softkeys do not move.
Free configurable	You can use function commands to define a function to suit your personal requirements. A function can consist of one or more function commands, function codes, and the phone number. You can either carry out a function directly or store it under a key.
Free seating (log in/log out)	Logs in/out on a free seating phone (see chapter "Free seating", page 38).
Home Alone on/off	If calls to a user group can only be answered by one user, the user in question can activate Home Alone on the user group. Then if the user is already in a call, all subsequent internal or external calls to the user group obtain a busy tone.
Local phone book	Access to the local phone book. Contacts in the local phone book are stored on the phone only (see chapter "Phone books management", page 60).
Missed calls	Call list for unanswered calls.
Personal call routing menu	Direct access to the *Routing* system menu (see chapter "Activating personal call routing", page 34).
Personal call routing on/off	The settings in the call routing profile lets you specify where incoming calls are routed to (as part of the one-number user concept).
Phone lock on/off	The phone is locked. Outgoing calls are not possible, but incoming calls can be answered (see chapter "Locking/Unlocking your phone", page 36).
Picking up a call from a user group	With this function you can pick up a call for another user in a user group.
PIN call	Independently from the phone you can make external calls for a fee. The credit may be limited (see chapter "Activating PIN telephony", page 51).
PIN call rebook	You can charge the charges and the call information of your outgoing and incoming calls to specific projects (see chapter "Activating PIN telephony", page 51).
Play voice mail greeting	Plays back a selected voice mail greeting.
Presence menu	Direct access to the *Presence* system menu (see chapter "Controlling the presence status", page 43).
Presence profile on/off	Activate/deactivate presence profile. You can select presence profile number 1-4 (see chapter "Controlling the presence status", page 43).
Record voice mail greeting	Records a selected voice mail greeting.
Redial list	Call list for dialled call numbers.
Remote maintenance on/off	This function lets you set remote maintenance access to your phone permanently.
Remote maintenance one-time on/off	This function lets you set remote maintenance access to your phone on a one-off basis.

Function	Description
Repeat appointment call on/off	Activates/deactivates an appointment call (see chapter "Acknowledging an appointment call", page 37).
Request a callback	With this function, a callback can be requested if the called party is busy or cannot be reached (see chapter "Requesting a callback", page 28).
Ring Alone on/off	This function lets you specify which of your phones signals incoming calls acoustically (as part of the one-number user concept, see chapter "Activating ring alone", page 36).
Show alarm state	Display of the current alarm state.
Single appointment call on/off	Activates/deactivates an appointment call on a one-off basis (see chapter "Acknowledging an appointment call", page 37).
Start/stop call recording	This function allows you to record an active call. The recordings are stored in your individual e-mailbox only (see chapter "Recording a call", page 45).
Switch group x, position 2 *Switch group x, position 3*	This function lets you route calls and functions via switch groups (with two switch positions).
System menu	Access to the Aastra 400 system menu.
System phone book	Direct access to the system phone book menu in the system menu. Contacts in the system phone book are integrated in the Aastra 400 communication system (see chapter "Phone books management", page 60).
Take (pick up own call)	With this function, you can transfer an active call connection from one phone to another within the one number user concept (see chapter "Take (pick up own call)", page 33).
User group (log in/log out)	In the user group incoming and internal calls are routed to a group of internal destinations according to a preconfigured call distribution. With this function you can log in or out from a user group.
User group all (log in/log out)	In the user group incoming and internal calls are routed to a group of internal destinations according to a preconfigured call distribution. With this function, you can log in or out from all user groups at the same time.
Voice mail greeting on/off	Activates/deactivates a selected voice mail greeting.
Voice mail menu	Direct access to the *Voice mail* system menu.
Welcome announcement on/off	Announcement service for incoming internal and external calls. If you do not answer an external call after a set delay, the user who is calling will obtain an announcement. After the announcement the caller will then hear the ring-back tone again.

Organising absences from the desk

This section explains the different options provided by your phone when you want to leave your desk.

The presence function enables you on the one hand to quickly set your personal presence state and hence to route the incoming calls to the destination you want. It also tells you directly whether the user you want is reachable or absent without you having to call him. The detailed information depends on the phone type.

Controlling the presence status

You have a choice of 5 presence profiles for controlling your presence status:

Profile number	Presence profile
0	*Available*
1	*Absent*
2	*Meeting*
3	*Busy*
4	*Not available*

You can call up the presence of the user you want in the following situations.

- in the phone book or in a call list;
- during dialling by name;

Notes:

- External applications such as Open Interfaces Platform (OIP) can affect your presence status. Example: You have a meeting in your Outlook calendar from 2 to 4 pm. Your presence state changes from *Available* to *Meeting*. This presence state has assigned a presence profile that automatically executes the appropriate action commands, for example call forwarding to voice mail. As soon as you manually change back this presence state to *Available* because the meeting has already terminated at 3.30 pm, the duration of your Outlook appointment automatically adapts to 3.30 pm. Contact your system administrator for more information.
- All configuration options for a presence profile can be found in chapter "Configuring presence profile", page Seite 62

Operation of the presence status is available via the system menu, a function key (see chapter "Configuring keys", page 64) or the Aastra Self Service Portal (see chapter "Aastra Self Service Portal", page 7).

Menu

To activate the presence profile:
Press the function key for *Menu*.

Presence

Scroll to *Presence* and press the navigation key to the right.

Activate

1. Select the presence profile you want and press the *Execute* softkey.
2. Press the *Activate* > *Enter* softkey.

Note:
After you have changed and saved the active presence profile you have to temporarily select another presence profile and then reactivate the presence profile you want in order to have the settings applied.

Menu

To deactivate the presence profile:
Press the function key for *Menu*.

Presence

Scroll to *Presence* and press the navigation key to the right.

Activate

1. Select the presence profile you want and press the *Enter* softkey.
2. Press the *Activate* > *Enter* softkey.

Menu

To check a user's presence:
Press the function key for *Menu*.

Presence

Scroll to *Presence* and press the navigation key to the right.

Absence information

You wish to give your caller detailed information about your absence.

If you have configured call forwarding to voice mail in your presence profile, you can choose whether the currently active greeting, the global greeting, one of your personal greetings or an absence information should be played back to the caller.

Absence information is available for each presence profile, with the exception of *Available*. Absence information consists of a language-dependent, predefined audio text. The time and/or date are also given as an option. Depending on the voice mail configuration your caller then has immediately the possibility of leaving a message.

Example: "The person you have called is not available until 31st January, at 14:00. Please leave a message after the tone".

The absence information is an integral part of a presence profile. All the relevant configuration possibilities can be found in chapter "Configuring presence profile", page Seite 62.

Note:
If your Outlook calendar is not synchronised via Open Interfaces Platform (OIP) with your communication server, you have to manually enter and delete the time and date.

Menu

Set up the absence information:
Press the function key for *Menu*.

Presence

Scroll to *Presence* and press the navigation key to the right.

Modify

1. Select the presence profile you want and press the *Enter* softkey.
2. Press the *Modify* > *Enter* softkey.

<Absence info>

1. Scroll to *Time* respectively to *Date* and press the *Enter* softkey.
2. Make the changes and confirm with the *Enter* softkey.
3. Scroll to *Call forwarding* and press the *Enter* softkey.
4. Select *Voice mail* and confirm with the *Enter* softkey.
5. Scroll to *VM greeting* and press the *Enter* softkey.
6. Select *Absence information* and confirm with the *Enter* softkey.
7. Activate the presence profile.

➔ Settings are saved. Your caller hears the selected absence information, followed, if applicable, by time and date.

Call forwarding

You want to leave your desk. Calls for you are to be forwarded to a different destination (e.g. another user, your voice mail).

With a call forwarding you can forward incoming calls directly to a different destination.

Notes:
- One call forwarding applies to all connected phones, in one number user concept.
- Only one call forwarding variant at a time is possible.

Available call forwarding types possibilities:

Menu	Description
Call forwarding off (*Off*)	No CFU is carried out.
Call forwarding unconditional, CFU (*All*)	Incoming calls are automatically forwarded to another destination.
Call Forwarding Busy, CFB (*Busy*)	Incoming calls are forwarded directly to a different destination if you are busy.
Call Forwarding on No Reply	Incoming calls are automatically forwarded to another destination. Both your own phone and the other destination will then start ringing. The system configuration determines whether or not there is a ringing delay at the other destination. Whoever goes off-hook first, answers the call. Depending on the system configuration, Call Forwarding on No Reply can also be activated when your phone is busy.

Available call forwarding destinations:

Menu	Description
User	Incoming calls are forwarded to an internal user or a call number.
Voice mail	Incoming calls are forwarded to your voice mail, providing it has been set up by your system administrator. You can use the global greeting or your own greeting (see chapter "Configuring voice mail", page 61). For further information on voice mail refer to the "User's Guide Voice Mail Systems" on the *Aastra DocFinder*.

Operation of the call forwarding is available via the system menu, a function key (see chapter "Configuring keys", page 64) or the Aastra Self Service Portal (see chapter "Aastra Self Service Portal", page 7).

Menu

Activate call forwarding:
Press the function key for *Menu*.

Forwarding

Scroll to *Forwarding* and press the *Enter* softkey.

<Call forwarding>

Select the call forwarding variant you want and confirm with the *Enter* softkey.

<Destination>

Select or enter the forwarding destination you want and confirm with the *Enter* softkey.
➔ The call forwarding is activated.

Note:
You can also enter the call number of the user you want manually or find it in a call list.

Deactivate call forwarding:
Call forwarding unconditional can be deactivated via: *Menu* > *Forwarding* > call forwarding variant *Off*.

Operating call lists and voice messages

In this section you will learn how to use call lists and voice messages which are stored in the Aastra 400 communication system.

Editing options for the call list

The call lists (unanswered/answered calls and redial list) include a maximum of 10 entries each.

The following options are available for further editing of the entries:

Call list	Description
Delete all	Deleting all entries from a specific call list.
Detail	Available detailed information: • Call number / name • Call date and time • Number of call attempts • Presence status of the user
Delete	Delete entry. **Note:** If you delete an entry in the unanswered calls list, then any voice messages for this entry are also deleted. Entries with voice messages that have not been retrieved cannot be deleted.
Dial	Calling a user back.

Aastra 6730i/31i: The call lists can be operated via the Call list key, the Redial key, the system menu, or a function key (see chapter "Configuring keys", page 64).

Aastra 6753i: The call lists can be operated via the system menu or a function key or via the Redial key (see chapter "Configuring keys", page 64).

For more information on call lists, refer to chapter "Dialling from the call list", page 24.

Menu

Options in the call list:
Aastra 6730i/31i: Press the call list button.
Aastra 6753i: Press the function key for Menu.

Call list

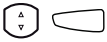
Aastra 6753i: Scroll to Call list and press the navigation key to the right.

<Call list>

1. Scroll to the call list you want and press the navigation key to the right.
2. Scroll through the list until the user you want is displayed.

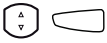
Calling a user from the call list:
Pick up the handset.
→ The call number of the user is dialled. Once the call has been successfully connected, the user is deleted from the unanswered call list.

Detail



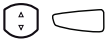
Calling up detailed information on an entry:
1. Select the entry you want and press the *Enter* softkey.
2. Call up detailed information with the *Detail* > *Enter* softkey.

Delete



Deleting an entry from the call list:
1. Select the entry you want and press the *Enter* softkey.
2. Delete the entry with the *Delete* > *Enter* softkey.

Delete all



Deleting all entries from the call list:
1. Select an entry and press the *Enter* softkey.
2. Delete all entries with the *Delete all* > *Enter* softkey.

Editing options for voice messages

Your display shows *1 message* and the envelope symbol. The message LED flashes red slowly.

The following options are available for further editing of the voice messages:

Menu	Description
Play	Play voice message.
Delete all	Delete all voice messages.
Detail	Available detailed information: • Call number / name • Call date and time
Delete	Delete voice message
Forward	Forwards a voice message to another user. You can decide whether to keep a copy of each voice message.

Notes:

- Depending on the system configuration your system administrator can specify that you are notified by e-mail whenever you receive a new voice message (with the voice message attached). Contact your system administrator for more information.
- To find out how to configure a voice mail, refer to the chapter "Configuring voice mail", page 61 or in the "User's Guide Voice Mail Systems" on the *Aastra DocFinder*.

Operation of the voice messages is available via the system menu, a function key (see chapter "Configuring keys", page 64) or the Aastra Self Service Portal (see chapter "Aastra Self Service Portal", page 7).

Menu

Options in the voice mail:
Press the function key for Menu.

Voice mail

Scroll to Voice mail and press the navigation key to the right.
➔ The list of received voice messages is displayed.

Play

Play voice message:
1. Select the entry you want and press the *Enter* softkey.
2. Play the entry with the *Play* > *Enter* softkey.

Detail

Calling up detailed information on a voice message:
1. Select the entry you want and press the *Enter* softkey.
2. Call up detailed information with the *Detail* > *Enter* softkey.

Delete

Delete voice message:
1. Select the entry you want and press the *Enter* softkey.
2. Delete the entry with the *Delete* > *Enter* softkey.

Forward

Forwarding voice messages:
1. Select the entry you want and press the *Enter* softkey.
2. Press the *Forward* > *Enter* softkey.
3. Select the call number you want and press the *Enter* softkey.
4. If you wish to keep a copy of the voice message, answer the questions with the *End* > *Yes* softkey.

Organisation within the team (busy lamp field)

This section explains the different options provided by your phone to communicate in a team.

Using the busy lamp field

You and your team partners want to be reachable at all times as a team and be able to communicate with one another as quickly as possible.

By pressing a single key you can call a team partner or answer a call for anyone in the team.

When a team partner makes a call, the corresponding busy lamp field lights up; this tells you when a team partner is busy. The busy lamp field flashes to indicate that the team partner is receiving a call.

To be able to use the busy lamp field, it must have been saved as such with the call number of the team partner, either by your system administrator or by yourself in the Aastra Self Service Portal (see chapter "Aastra Self Service Portal", page 7).

Calling a team partner

You want to call a team partner as quickly as possible.

Calling a team partner:
Press the busy lamp field for the team partner.
→ The phone number and possibly the name of the team partner appear on the display. The team partner is called.

Answering a call for a team partner

Your team partner is called. The busy lamp field is flashing: You know that your team partner is not at his desk at present and therefore decide to answer the call.

You take over the call by pressing the busy lamp field. As soon as you have answered the call, your team partner is free again.

Answering a call for a team partner:
Pick up the handset as long as the busy lamp field is flashing.
→ You hear the dialling tone.

Press the busy lamp field.
→ You are through to the person who is calling your team partner.

Using functions with OpenCount

OpenCount is a software package used for the call logging management on the communication system. The application can be integrated into your Aastra 400 communication system and enables the logging, the administration, and the analysis of all call and connection data.

If an OpenCount is integrated in your Aastra 400 communication system, the following additional features are also available on your phone.

Activating PIN telephony

The PIN telephony is part of OpenCount. The possible applications of the PIN telephony depend on the area of use, for example in the area of health care and accommodation/hotel:

- Independently from the phone you can make external calls for a fee. The credit may be limited.
- You can charge the charges and the call information of your outgoing and incoming calls to specific projects.

This function must be stored under a function key (see chapter "Configuring keys", page 64).

For further information refer to the product-specific OpenCount user's guides on our webpages (*www.aastra.com*) or contact your system administrator.

PIN call / PIN call rebook

Activating/deactivating PIN call:

Press the function key for *PIN call / PIN call rebook*.

→ Function is activated/deactivated, LED on the function key is switched on/off.

Setting functions by remote control

This section explains how you can alter your phone's settings even if you are not directly at your phone.

You are not at your desk and want to set various functions on your phone from a different phone.

You can activate/deactivate many of your phone's functions by remote control from a different phone.

The remote control is initiated using a special function code. You can then enter the function commands and function codes.

<Function code>

Using remote control from a third-party phone:

1. Enter function code #06.
2. Enter your phone number.
3. Enter your PIN.
4. Enter the function code for activating/deactivating the function you want.

Pick up the handset.
→ You hear the acknowledgement tone.

Put the handset on-hook.
→ The function is activated/deactivated.

Note:
The default PIN setting '0000' is not accepted (for more information on the PIN, see chapter "Changing the PIN", page 58).

Personalizing your phone

These sections explain how to adapt the phone's basic settings to suit your personal requirements.

Configuring the display 54
Configuring the audio properties 54
Configuring general phone settings 56
Protecting yourself against calls 59
Phone books management 60
Configuring voice mail 61
Configuring presence profile 62
Configuring keys 64

Configuring the display

This section explains how to set display properties.

Setting the display

You may find the display is too bright or too dark.

The display contrast can be changed according to your needs.

Setting the contrast:
Press the Option key.

Preferences

Scroll to *Preferences* and press the navigation key to the right.

Contrast level

Scroll to *Contrast level* and press the navigation key to the right.

Set the desired contrast using the horizontal navigation key and confirm with the *Select* softkey.

Configuring the audio properties

This section explains how to set audio properties.

Adjusting the volume

You want to change the volume of the ring tone or the handset during a call.

Ring volume: You can adjust the volume when in the idle state or when the ring tone sounds. Press and hold the volume down button to switch off the ring tone completely.

Handset volume: You have to set the volume of handset and loudspeaker separately. The new volume will remain stored even after the call is ended.

Adjusting the volume:
Quieter: Press the key.
Louder: Press the key.

Setting the ringing properties

You want to change the way in which your phone rings.

Available settings:

Ring tones	Description
Tones:	
• *Ring tone 1...5*	• Selection of available ring melodies.
• *Silent*	• If you do not want to be disturbed during a certain time, you can set your phone not to ring with Suppress ring tone.
Tone set	Country-specific ring tone settings. This menu is set by your system administrator.

Setting the ring:
Press the option key.

Preferences

Scroll to *Preferences* and press the navigation key to the right.

Tones

Scroll to *Tones* and press the navigation key to the right.

Ring tone

1. Scroll to *Ring tone* and press the navigation key to the right.
2. Select the setting you want and confirm with the *Set* softkey.

Note:
A list of alarm melodies is available for playback: *Menu* > *Alarm melodies* > *Test*.

Setting the audio properties

Using your Aastra SIP phone, you can make and answer calls using the handset, headset or handsfree system. The audio settings allow the use of different combinations of these three operation modes in order to achieve maximum flexibility in phone operation. The following options are available for selection:

Audio settings	Description
Audio mode:	Setting possibilities for headset mode:
• *Speaker*	• The connection is made via loudspeaker. The LED on the loudspeaker key stays lit.
• *Headset*	• The connection is made via headset. The LED on the loudspeaker key flashes slowly.

Audio settings	Description
• *Speaker/Headset*	• The connection is made via handsfree system. The LED on the loudspeaker key lights up. Press the handsfree key to switch to the headset.
• *Headset/Speaker*	• The connection is made via headset. The LED on the loudspeaker key lights up. Press the handsfree key to switch to handsfree mode.
Headset Mic Vol	Sets the volume of the headset microphone.

Note:
To find out how to make phone calls with the headset, refer to the chapter "Using a headset", page 21.

Press the option key.

Preferences

Scroll to *Preferences* and press the navigation key to the right.

Set Audio

Scroll to *Set Audio* and press the navigation key to the right.

Audio mode

Setting the audio mode:
1. Scroll to *Set Audio* and press the navigation key to the right.
2. Select the setting you want and confirm with the *Set* softkey.

Headset Mic Vol

Setting the headset volume:
1. Scroll to *Headset Mic Vol* and press the navigation key to the right.
2. Select the setting you want and confirm with the *Set* softkey.

Configuring general phone settings

This section explains other settings you can make on your phone.

Selecting the language

You wish to select a different user language for your display.

The user language on your phone is configured using the Aastra Self Service Portal. For more information about the Aastra Self Service Portal, please refer to chapter "Aastra Self Service Portal", page 7.

Note:
Aside from English, your Aastra SIP phone supports four other languages. If the selected language is not shown on your phone, then you must first restart the phone (see chapter "Restarting the phone", page 59).

Selecting the time and date

The settings for the time and date are made by your system administrator. The following chapter is thus intended for your system administrator or technician, who will then set the time and date for you.

As system administrator or technician, you can make global settings for the time and date for all Aastra SIP phones in the Aastra 400 communication system. If no NTP time server is entered in the communication system, then you can also make these settings over the phone. Available settings:

Time settings	Description
Time format	12-hour or 24-hour clock format.
Daylight savings	List of available summer time formats.
Date format	List of available date formats.
Time zone	List of available global time zones.
Time server 1-3	Setting menu for the IP address or domain name of the time server. If a valid time server is set, then the phone synchronises the displayed time with the specified configuration server. The phone adopts the time from time server 1. If this is not configured or cannot be reached, then the phone queries first time server 2 and then 3.
Set time	Setting menu for the time. The time/date are shown on the display when in the idle state.
Set date	Setting menu for the date. The time/date are shown on the display when in the idle state.

Press the option key.

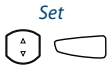
Preferences

Scroll to *Preferences* and press the navigation key to the right.

Time and date

Scroll to *Time and date* and press the navigation key to the right.

Scroll to the setting you want and press the navigation key to the right.



Select the setting you want and confirm with the *Set* softkey.

Using Live Dialpad (single-digit dialling)

The local Live Dialpad function is not supported by the Aastra 400 communication system.

Using speed dial edit

The local Speed Dial Edit function is not supported by the Aastra 400 communication system.

Changing the PIN

You want to change the PIN used to lock/unlock your phone and protect your phone settings (see chapter "Locking/Unlocking your phone", page 36).

The digit combination "0000" is set as default. You can select any 2 to 8-digit combination for your new PIN.

Note:
The PIN you have locally changed in your Aastra SIP phone cannot be overwritten via the Aastra Self Service Portal.

Enter the display text for the idle state

You want to change the text displayed by your phone in the idle state.

The display text shown in the idle state on your phone is configured using the Aastra Self Service Portal. For more information about the Aastra Self Service Portal, please refer to chapter "Aastra Self Service Portal", page 7.

Local IP settings

The specific data for your phone is stored in the option key menu > *Phone status* or *Menu* > *Information*. The input of this data is password-protected; it can therefore only be carried out by your system administrator. You can however call up the data.

Calling up the phone status:
Press the Option key.

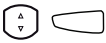
Phone status

Scroll to *Phone status* and press the navigation key to the right.
➔ Settings are displayed.

Menu

Calling up the system menu:
Press the *Menu* softkey.

Information



Scroll to *Information* and press the *Enter* softkey.
➔ Settings are displayed.

Restarting the phone

This menu is used to restart your Aastra SIP phone if necessary.

Please note that certain settings that have been changed only come into effect after restarting the phone. These include loading a new language or phone software.

Press the Option key.

Restart phone

1. Scroll to *Restart Phone* and press the navigation key to the right.
2. Answer *Yes* to the security question.

➔ The phone is restarted.

Protecting yourself against calls

The protection function helps to protect yourself against other users applying telephony features on you via menu guidance or using function codes.

Activating protection against call types

You want to protect yourself against certain types of calls.

A function key can be configured for the call forwarding protection function (see chapter "Configuring keys", page 64). Protection for all other call types is configured using the Aastra Self Service Portal. For more information about the Aastra Self Service Portal, please refer to chapter "Aastra Self Service Portal", page 7.

Phone books management

This section includes important information on your phone books.

Selection

If your Aastra SIP phone is connected to an Aastra 400 communications system, then the following phone books can be selected:

System phone book:

The system phone book contains the contacts of the users on the Aastra 400 communication system and your private contacts, to which only you have access. It is integrated into the Aastra 400 communication system by your system administrator.

With the help of quickdial and dialling by name in the system phone book, you can search for and call both a contact in the Aastra 400 communication system and in your private phone book.

Local phone book:

Aside from the system phone book, your Aastra SIP phone also has a local phone book. This can be assigned to a function key.

The local phone book is not supported by the Aastra 400 communication system. This implies that contacts saved in this local phone book are only available on your Aastra SIP phone. The search function in the system phone book (quickdial and dialling by name) does not search in the local phone book. We therefore recommend to enter or manage your (new) private contacts as follows:

- If you use the Aastra OfficeSuite next to your Aastra SIP phone you can mange your private contacts there.
- If your Aastra 400 communication system is synchronised with external directories (e.g. Microsoft Exchange), then you can enter new contacts there.
- You can ask your system administrator to enter the new contacts using a suitable system configuration tool (e.g. WebAdmin).

Note:
Searching using the phone books is explained in more detail in the chapter "Dialling from the phone book (directory lookup)", page 22.

Configuring voice mail

This section explains how to set your voice mail.

Managing personal voice mail greeting

Depending on the system configuration you have the possibility to record up to 3 different greetings (e.g.for Absent or Vacation). Give each greeting the relevant name. Depending on the system configuration a caller may or may not be able to leave a message (for the symbols see mode).

If no personal greeting is activated or if none is available, the global greeting is activated automatically, provided it has been recorded. For further information on voice mail refer to your system administrator or the "User's Guide Voice Mail Systems" on the *Aastra DocFinder*.

The following options are available for further editing of your voice mail greetings:

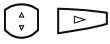
Menu	Description
Play	Play voice mail greeting
Record	Record voice mail greeting.
Select	Activating the voice mail greeting.
Edit	Renaming the voice mail greeting.
Mode:	Selecting the mode:
• *Recording allowed*	Caller can leave a message.
• *Recording not allowed*	Caller cannot leave a message.

Operation of voice mail is available via the system menu, a function key (see chapter "Configuring keys", page 64) or the Aastra Self Service Portal (see chapter "Aastra Self Service Portal", page 7).

Menu

Press the function key for *Menu*.

Voice mail



Scroll to *Voice mail* and press the navigation key to the right.

Select an entry and press the navigation key to the right.

Settings

Scroll to *Settings* and press the navigation key to the right.

Edit

Renaming the voice mail greeting:
1. Select the greeting you want and press the *Enter* softkey.
2. Press the *Edit* softkey, enter the name and confirm with the *Enter*.

Record

Recording voice mail greeting:
1. Select the greeting you want and press the *Enter* softkey.
2. Press the *Record* > *Enter* softkey.
3. Pick up the handset and record your own personal greeting.
4. Stop the recording using the *Done* softkey.

Note:
You can improve the voice quality by recording the text through the handset.

Play

Playing voice mail greeting:
1. Select the greeting you want and press the *Enter* softkey.
2. Press the *Play* > *Enter* softkey.
3. You can monitor your personal greeting text and re-record it if necessary.

Mode

Selecting the mode:
1. Select the greeting you want and press the *Enter* softkey.
2. Press the *Mode* > *Enter* softkey.
3. Select the mode you want and confirm with the *Enter* softkey.

Select

Activating the voice mail greeting:
1. Select the greeting you want and press the *Enter* softkey.
2. Confirm with the *Select* > *Enter* softkey.

Configuring presence profile

Do you want to manage your incoming calls taking your current presence status into account (see chapter "Organising absences from the desk", page 43).

You have a choice of 5 presence profiles for controlling your presence status: *Available*, *Absent*, *Meeting*, *Busy*, *Not available*. Presence profiles contain action commands that are executed when the presence status is activated. This may be a call forwarding to a voice mail and/or a predefined personal call routing.

For each of these presence profiles you can make the following settings:

Menu	Description
Description	Type in the text to be displayed to other users as detailed information when they poll your presence status (e.g. “meeting until 4 pm”). You can also leave this input field blank.
Time/Date	Type in the time and/or date of your absence: This information is played to your caller, providing you selected the *Absence information* setting for call forwarding to voice mail. You can also leave this input field blank.
Personal call routing:	Specify the phones on which a call is to be signalled (see chapter "Activating personal call routing", page 34).

Menu	Description
• *Keep settings as is*	• Calls are routed according to your settings.
• *Call routing-ID <1...5>*	• Your personal call routing number.
Call forwarding:	Specify where you want a call to be forwarded to (see chapter "Call forwarding", page 45).
• *Keep settings as is*	• Calls are routed according to your settings.
• *Forwarding off*	• Any configured call forwarding operation is deleted.
• *User*	• A call is channelled to the defined forwarding destination.
• *Voice mail*	• A call is forwarded to voice mail. The greeting to be played can be configured with voice mail greeting.
Voice mail greeting:	Activate the greeting you want.
• *Keep settings as is*	• Your currently defined greeting is used.
• *Absence information*	• Your caller is given an absence information (as well as time and date, if this has been configured as such in the presence profile). This setting is not available in the *Available* presence profile. More information can be found in the chapter "Absence information", page 44.
• *Standard greeting*	• The global greeting is played back to your caller.
• *Personal greeting*	• If you renamed your personal greeting, your greeting name is displayed here. Your caller obtains one of the personal greetings. • The time and date are never played in the global greeting and personal greetings.

Operation of the presence settings is available via the system menu, a function key (see chapter "Configuring keys", page 64) or the Aastra Self Service Portal (see chapter "Aastra Self Service Portal", page 7).

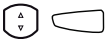
Menu

Press the function key for *Menu*.

Presence

Scroll to *Presence* and press the navigation key to the right.

Modify



Changing the presence profile:

1. Select the presence profile you want and press the *Enter* softkey.
2. Press the *Modify* > *Enter* softkey.
3. Select the setting you want and press the *Enter* softkey.
4. Make the changes and confirm with the *Enter* softkey.

Note:
After you have changed and saved the active presence profile you have to temporarily select another presence profile and then reactivate the presence profile you want in order to have the settings applied.

Configuring keys

This section explains how to assign call numbers, functions, and busy lamp fields to a key.

Available keys

You can assign the configurable keys of your Aastra SIP phone with a specific action type so you can trigger a particular action by simply pressing that key. The following choice is available:

Action type	Description
Call number	Storing a call number.
Function	Activating/deactivating or executing a function.
Busy lamp field	Saving the call numbers of team partners.

Configuring or deleting a key assignment

You want to configure a configurable key with a call number, function or busy lamp field, or to delete the key configuration.

The key configuration must have been made either by your system administrator or by yourself in the Aastra Self Service Portal (see chapter "Aastra Self Service Portal", page 7). An overview of the available functions can be found in the chapter "Overview of available functions", page 40.

Operating a key with key configuration

A key with key configuration can be operated as follows:

<Call number>

Calling the call number of a number key:
Press the key for <Call number>.
→ The contact for this call number is called.

<Function>

Activating/deactivating function:
Press the function key for <Function>.
→ Function is activated/deactivated, LED on the function key is switched on/off.

<Busy lamp field>

Calling the call number of a busy lamp field:
Press the function key for <Busy lamp field>.
→ The call number of the busy lamp field is called.

Product and safety information

The product and document information is available here. You will also find notes on safety, data protection and legal notes. Please read through this product and safety information carefully.

Safety information *66*

Product information *66*

Data protection *68*

Limited Warranty (Australia only) *68*

Safety information

The safety information can be found in the chapter "Safety information", page 3.

Product information

Purpose and function

This product is part of the Aastra 400 communication solution.

The software can only be launched if a communication server, configured accordingly, is detected.

Aastra 400 is an open, modular and comprehensive communication solution for the business sector with several communication servers of different output and expansion capacity, a comprehensive telephone portfolio and a multitude of expansions. They include an application server for Unified Communications and multimedia services, an FMC (Fixed Mobile Conversion) controller for integrating mobile phones, an open interface for application developers and a multitude of expansion cards and modules.

The business communication solution with all its components was developed to cover in full the communication requirements of businesses and organisations, in a way that is both easy to use and maintenance-friendly. The individual products and components are coordinated and must not be used for other purposes or replaced by third-party products or components (unless it is to connect other approved networks, applications and telephones to the interfaces certified specially for that purpose).

User information

Document portal:	*www.aastra.com/docfinder*
© The information, graphics and layouts featured in the user information are subject to copyright and may not be duplicated, presented or processed without the written consent of Aastra Telecom Schweiz AG.	

Your product is supplied with a Quick User's Guide, safety information and, where applicable, with other product-specific information.

These and all other user documents are available for download from the *Aastra DocFinder* (*www.aastra.com/docfinder*) as individual documents or as a documentation set. It is your responsibility to keep up to date with the scope of functions, the proper use and the operation of your product.

- Make sure you have all the user documents required to operate your product efficiently and correctly.
- Make sure that the versions of the user documents comply with the software level of the Aastra 400 products used and that you have the latest editions.
- Always read the user documents first before you put your product into operation.
- Store the user information within easy reach and refer to it whenever uncertainties arise in connection with the use of the product.
- When handing over your product to others, make sure you enclose the relevant user information.

Trademarks

Aastra® is a registered trademark of Aastra Technologies Limited.

All other trademarks, product names and logos are trademarks or registered trademarks of their respective proprietors.

The designations used in this manual for software and hardware are registered trademarks and are thus subject to the relevant regulations.

Exclusion of liability

This exclusion of liability is not valid for Australia. For more information about exclusion of liability in Australia refer to chapter "Limited Warranty (Australia only)", page 68.

All parts and components of the Aastra 400 communication solution are manufactured in accordance with ISO 9001 quality guidelines.

The relevant user information has been compiled with the utmost care. The functions of the Aastra 400 products have been tested and approved after comprehensive conformity tests. Nonetheless, errors cannot be entirely excluded. The manufacturers shall not be liable for any direct or indirect damage that may be caused by incorrect handling, improper use, or any other faulty behaviour. Potential hazards are mentioned in the relevant places in the user information. Liability for loss of profit shall be excluded in any case.

About Aastra

Aastra Technologies Limited, (TSX: "AAH") is a leading company at the forefront of the corporate communications market. Aastra has its headquarters in Concord, Ontario, Canada. Aastra develops and distributes innovative business communication solutions for companies of all sizes. Aastra's operations are truly global with more than 50 million installed lines around the world and a direct and indirect presence in more than 100 countries. In addition to multi-functional call managers, the large portfolio also offers all other elements for complete unified communications applications in small, medium and large businesses. The portfolio is rounded off by integrated mobility solutions, call centre solutions and a large selection of phones. With its sharp focus on open standards and customized solutions Aastra enables companies to achieve more efficient communications and co-operation.

For additional information on Aastra, visit our website: *www.aastra.com*.

Data protection

Protection against listening in and recording

The Aastra 400 communication solution comprises features which allow calls to be monitored and recorded without the call parties noticing. Please note that these features can only be used in compliance with national data protection provisions.

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 colour.

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.

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).

Limitation of liability			
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:

Manufacturer:	Note:
Aastra Telecom Australia Pty Ltd ("Aastra") Level 12, 45 William Street Melbourne, Victoria 3000, Australia, ABN: 16 140 787 195 Phone: +61 3 8628 9500	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

Aastra M670i 16
Aastra Self Service Portal 7
Absence information, setting 44
Accessories *see:* Safety information 3
Advanced search 22
Alarm melodies 55
Alphanumeric keyboard 14
Ambient conditions *see:* Safety information 3
Appointment call, acknowledging:
- Repeat appointment call 37
- Single appointment call 37

Audio properties, setting 55

B

Bluetooth:
- audio properties 55

Brokering 31
Busy lamp fields:
- organisation 50
- using 50

C

Call forwarding:
- always (CFU) 45
- if busy (CFB) 45
- on no reply (CNFR) 45
- to voice mail 45

Call list:
- contact, calling a 47
- detailed information 47
- entry, deleting an 47
- of answered calls 24
- of dialled call numbers 24
- of unanswered calls 24

Call partners, holding *see:* Hold 30
Call partners, transferring *see:* Transferring 32
Call routing, activating 34
Callback:
- answering 29
- requesting 28

Calls, forwarding *see:* Call forwarding 45

Calls:
- answering 20
- ending 20
- initiating 22
- private call with PIN 27
- recording 33
- take (pick up own call) 33

CLIR, activating:
- per call 29
- permanently 29

Conference 31
Configurable key, using 12
Connecting *see:* Transferring 32
Connections *see:* Safety information 3
Contrast *see:* Display contrast 54
Cost control *see:* Safety information 3

D

Data protection 68
Date, setting 57
DHSG standard, audio properties of 55
Dialling:
- by name 22
- from call list of answered calls 24
- from call list of unanswered calls 24
- from external phone books 22
- with configurable key 25
- with line key 25
- with redial list 24
- with the phone number 22

Directories, managing *see:* Phone book 60
Directory Lookup 22
Display:
- contrast 54
- symbols 11
- text for idle state 58

Disposal *see:* Safety information 3
Do not disturb 59
Document information 4

E

Enquiry call during a call 30
Exclusion of liability 67

Expansion key module:
Aastra M670i 16
External phone book 22

F

Forwarding *see:* Call forwarding 45
Free seating 38
Function 66
Function key configuration (default setting) 13
Function selection for configurable key 40

H

Handset volume *see:* Volume 54
Handsfree 20
Headset:
operation 55
using a 21
Hold 30
Hotline 39

I

Icons *see* Display symbols 11
Information *see:* IP settings 58
IP settings 58

K

Key:
assignment, configuring 64
assignment, deleting 64
designations 9
legend 9
selection 64

L

Labels:
attaching 17
printing 17
Language, selecting 56
LED 15
Legend 9
Limited Warranty (Australia only) 68
Line key 25
Listening *see:* Data protection 68
Live Dialpad, using 58
Local IP settings *see:* IP settings 58
Local phone book *see:* Phone book 60
Locking *see:* Phone lock 36

M

Mains power *see:* Safety information 3
Maintenance *see:* Safety information 3
Making calls *see also:* Calls, initiating 22
Making calls:
..... 20
in handsfree mode 20
with another Aastra phone 26
with headset 21
Menu guidance *see:* Operation 12
Message LED *see:* LED 15
Metal objects *see:* Safety information 3
Microphone, muting the 21
Muting 21

N

Navigation key, using 12

O

One number user concept 7
Open listening 20
OpenCount 51
Operating elements 9
Operation 12

P

Personal call routing *see:* Call routing, activating 34
Phone book:
external phone book 22
local phone book 60
system phone book 60
Phone:
activating another Aastra phone 26
lock 36
restarting 59
status 58
PIN:
changing 58
telephony, activating 51
Presence profile:
configuring 62
selection 43
Presence status, controlling 43
Presence, controlling 62
Product information 66
Protection against call types 59

Q

Quickdial 22

R

Recording *see:* Calls, recording 33
Recording *siehe* Data protection 68
Redial list 24
Remote control 52
Restart 59
Ring Alone, activating 36
Ring tones 55
Ring volume *see:* Volume 54
Ringing properties, setting 55

S

Safety information 3
Silent *see* Ringing properties, setting 55
Singel-digit dialling *see:* Live Dialpad, using 58
Softkey, using 12
Speed dial edit, using 58
Standard configuration of the function key 13
Suppressing call number*see:* CLIR, activating 29
Switching back and forth between 2 call parties *see:* Brokering 31
Symbols *see* Display symbols 11
System menu 12
System phone book *see:* Phone book 60

T

Take 33
Team organisation *see:* Busy lamp fields, using 50
Team partner:
- answering a call 50
- calling 50

Text:
- correcting 14
- entering 14

Time, setting 57
Trademarks 67
Transferring:
- with notification 32
- without notification 32

U

Unlocking *see:* Phone lock 36
User information 66

V

Voice mail:
- *see also:* Voice messages 48

Voice messages:
- deflecting 48
- deleting 48
- detailed information 48
- playing 48

Voicemail:
- configuring 61
- VM greeting, managing 61

Volume 54

Conformity

Aastra Telecom Schweiz AG hereby declares that

- the Aastra 400 products conform to the basic requirements and other relevant stipulations of Directive1999/5/EC.
- all our products are manufactured in conformity with RoHS (2011/65/EU).

The product-specific declarations of conformity can be found on the Aastra 400 DocFinder: *www.aastra.com/docfinder*.

Exclusion of liability

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