



Aastra Model 6735i and 6737i SIP IP Phones



User Guide for Clearspan

Release 3.3.1 SP3

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Welcome

The Aastra 6735i and 6737i phones offer advanced XML capability to access custom applications and is fully interoperable with leading IP-PBX platforms. Featuring a 5-line display, the phones support up to nine lines with call appearances and allows you to make and receive calls, transfer, conference, and more. The phones also provide communications over an IP network using the SIP IP telephony protocol.

About this Guide

This guide explains how to use the basic features of your new 6735i and 6737i phones. Not all features listed are available by default. Your System Administrator has the ability to customize some features on this phone. Contact your System Administrator to find out which features and services are available to you on your phone. For information on more advanced settings and configurations, administrators should refer to the *Aastra SIP IP Phones Administrator Guide*.

Documentation

The *Aastra 6735i SIP IP Phone Installation Guide* and *Aastra 6737i SIP IP Phone Installation Guide* contain installation and set-up instructions, general features and functions, and basic options list customization. The Installation Guide is included in the box with your phone.

The *Aastra 6735i/6737i IP Phones Quick Reference Guide for Clearspan* contains information about how to use some of the most common features on the phones.

Phone Features

6735i

- Eight line graphical LCD screen (144 x 75 pixels) with white backlight
- Built-in-two-port, 10/100/1000 Gigabit Ethernet switch - lets you share a connection with your computer
- 12 programmable keys
 - Six Top keys: Programmable hard keys
 - Six Bottom keys: Programmable state-based softkeys
- Press-and-hold speed dial key configuration feature
- Four call appearance lines with LEDs
- Supports up to nine call lines
- HD audio (wideband)
- Full-duplex speakerphone for handsfree calls
- Headset mode support (via handset jack)
- Inline power support (based on 802.3af standard) which eliminates power adapters
- Enhanced busy lamp fields*
- Set paging*

* Availability of feature dependent on your phone system or service provider

6737i

- 11 line graphical LCD screen (144 x 128 pixels) with white backlight
- Built-in-two-port, 10/100/1000 Gigabit Ethernet switch - lets you share a connection with your computer.
- 12 multi-functional softkeys
 - Six Top Keys: Static softkeys (up to 10 programmable functions)
 - Six Bottom Keys: State-based softkeys (up to 20 programmable functions)
- Four call appearance lines with LEDs
- Supports up to nine call lines
- HD audio (wideband)
- Full-duplex speakerphone for handsfree calls
- Headset support (modular connector)
- Inline power support (based on 802.3af standard) which eliminates power adapters
- Enhanced busy lamp fields*
- Set paging*

* Availability of feature dependent on your phone system or service provider.

Requirements

The 6735i and 6737i IP phones require the following environment:

- SIP-based IP PBX system or network installed and running with a SIP account created for the 6735i IP phone.
- Access to a Trivial File Transfer Protocol (TFTP), File Transfer Protocol (FTP), Hypertext Transfer Protocol (HTTP) server, or Hyper Text Transfer Protocol over Secure Sockets Layer (SSL) (HTTPS).
- Ethernet/Fast Ethernet LAN (10/100 Mbps); Gigabit Ethernet LAN (1000 Mbps) recommended
- Category 5/5e straight through cabling; category 6 straight through cabling required for optimum Gigabit Ethernet performance
- Power source
 - For Ethernet networks that supply in-line power to the phone (IEEE 802.3af):
 - For power, use the Ethernet cable (supplied) to connect from the phone directly to the network for power. No 48v AC power adapter required.
 - For Ethernet networks that DO NOT supply power to the phone:
 - (optional) For power, use a Power over Ethernet (PoE) power injector or a PoE switch. A PoE power injector is available as an optional accessory from Aastra. Contact your Administrator for more information.

Installation and Setup

If your System Administrator has not already setup your phone, please refer to the *Aastra 6735i Installation Guide* for basic installation and physical setup information.

Getting Started

The 6735i and 6737i must be set up and be configured prior to its first use. This section describes phone behavior and start up screens you may see when the phone is first plugged in, or when it is restarted.

Plugging in and Starting the Phone

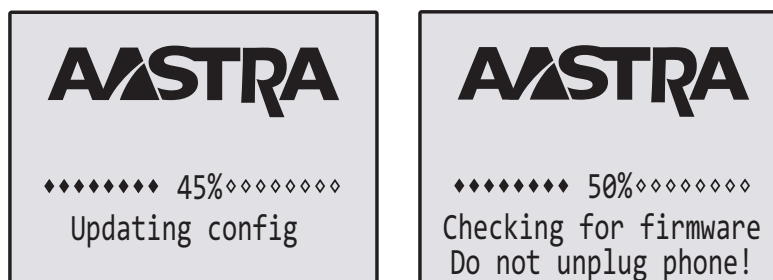
If your System Administrator used the auto install process, you might be prompted to enter the Device ID when you start the phone. Enter the Device ID provided by your administrator, and then select **Done**. Select **Yes** to continue the installation. The configuration file is created and the phone restarts.

The phone automatically begins the start up sequence as soon as it is connected. The phone goes through this process the first time you plug in your phone and every time you restart your phone.

The phone displays a series of startup screens similar to the following.



The phone then checks settings and looks for new configuration and firmware updates for the phone from a server. If a new update is found, the phone displays the message **Updating Config**. This may take a few moments while the phone downloads the latest updates.



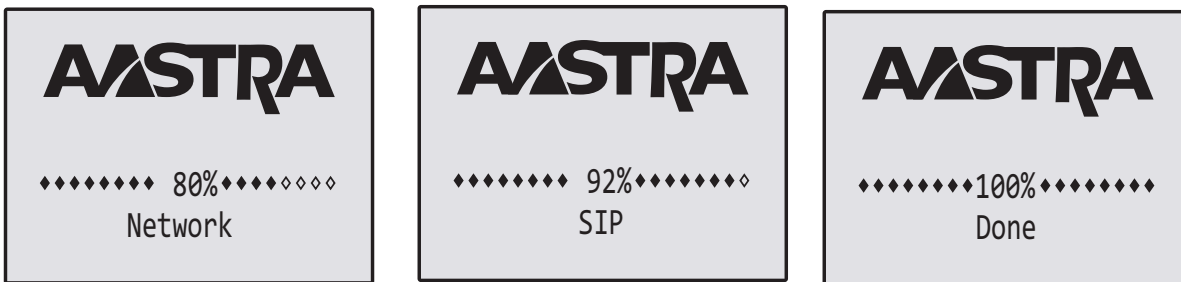
Note:

New updates to your phone can be automatically scheduled from the server. This is set up on the phone system by your System Administrator and should be scheduled during non-business hours or slow call periods.

Important!

Do not unplug or remove power to the phone while it is checking or installing firmware and configuration information.

When the configuration update is complete, the phone displays the following screens and then displays the idle screen.

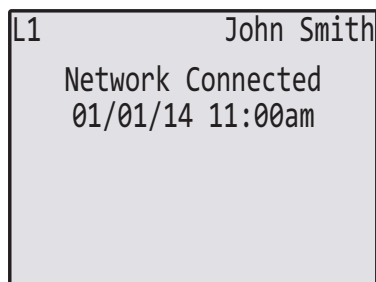


Auto Install Process

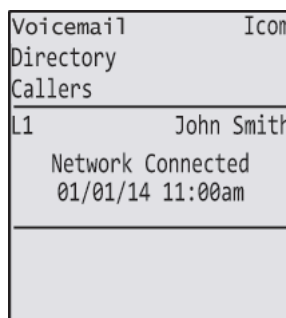
If your System Administrator uses the Auto Install application, you will be prompted to enter and confirm the Device ID after the initial startup screens display. A configuration file is then created, and the phone restarts.

Network Connected/Network Disconnected

If your phone is successful when connecting to the network the following screen displays before changing to the idle screen.

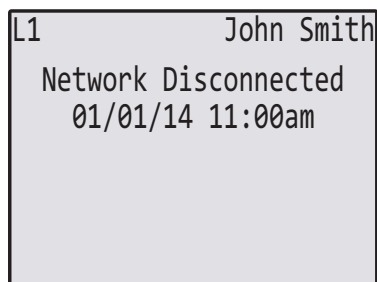


6735i

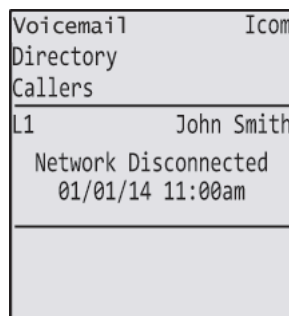


6737i

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



6735i



6737i

Check that the cables are tightly connected to the phone and to the wall jack. The phone should automatically detect when it is reconnected and displays the **Network Connected** prompt for a few seconds. However, if changes have been made to your phone's network settings, you may need to restart your phone.

For more information about connecting your phone, see the section *Connecting to the Network and to Power* in the installation guide.

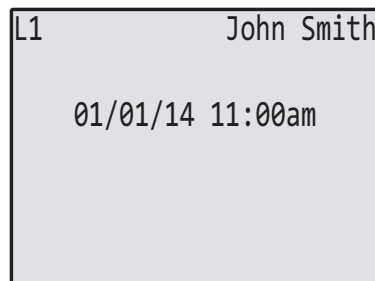
Check with your system or network Administrator for assistance.

Note:

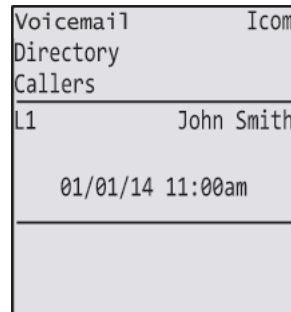
If the phone displays "No Service" you can still use the phone but it is not registered with the Registrar. For more information about registering your phone, see your System Administrator.

Idle Screen

When the phone has successfully updated the configuration and connected to the network, the phone displays the idle state screen. The idle screen is shown whenever your phone is not in use.



6735i



6737i

Note:

Your System Administrator sets up your SIP screen name, line number, and any other administrative features required. If your name does not display on the screen, contact your System Administrator.

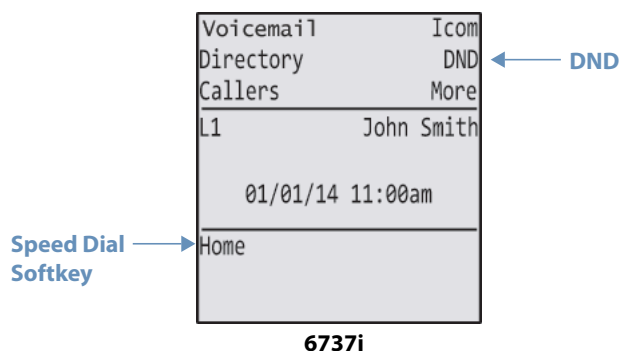
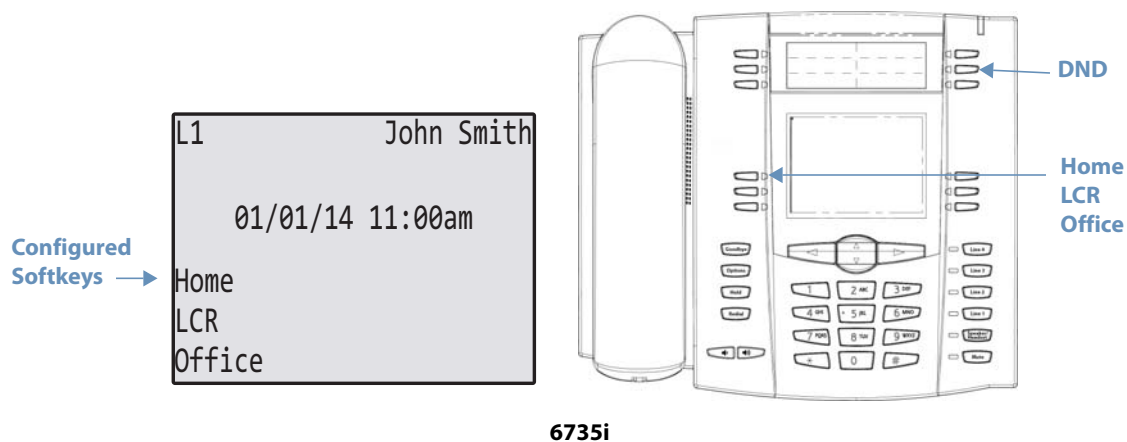
The idle state screen lists your name (SIP screen name) and day, date, and time. In the above screen, **L1** indicates John Smith is configured on Line 1.

Idle Screen With Softkeys/Programmable Keys Configured

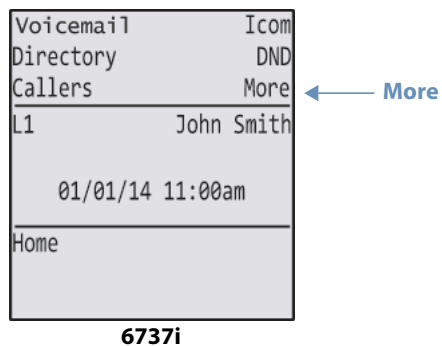
If your Administrator has configured softkey functions on your phone, the labels for those functions display on the screen. Programmable key functions (top keys) do not display on the LCD. For example, in the following illustration, **Home** was configured as speed dial key on the bottom set of softkeys and Do Not Disturb (**DND**) was configured on the top set of programmable keys.

Note:

The top programmable key descriptions do not display on the LCD. You can write the function assigned to the programmable key using the label provided for the phone.

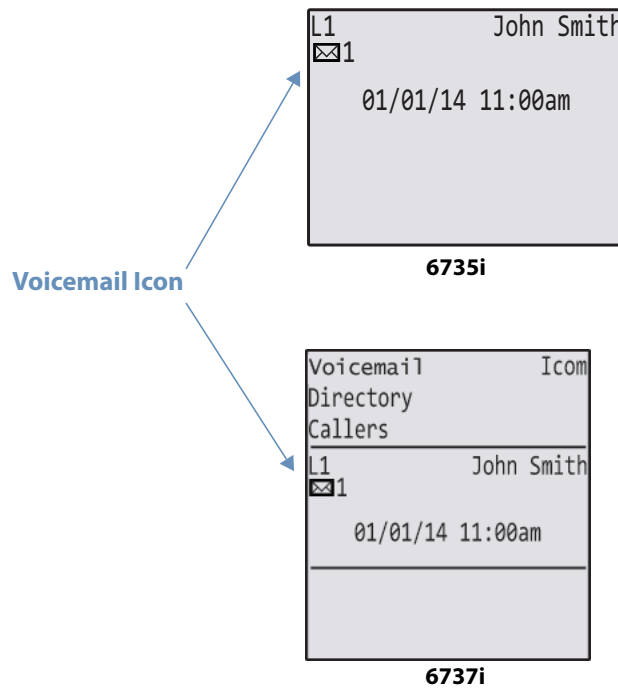


If additional functions are configured on the 6737i phone's top softkeys that do not display on the main idle screen, **More** displays at the top right of the screen. Pressing the **More** softkey toggles between the first screen and a second screen of softkeys configured on your phone.



Idle Screen with Voicemail Messages

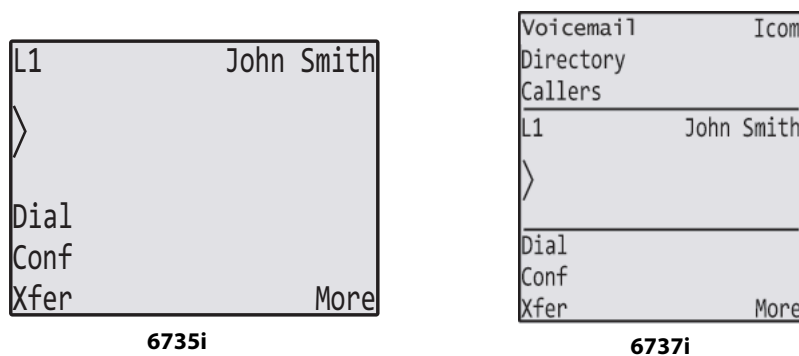
The envelope icon  displays on the idle state screen only if you have new messages waiting. The number next to the envelope indicates how many new messages you have.



To access your voicemail messages, use the star codes for your system if a voicemail softkey has not been configured on your phone. For more information on your system's star codes, please refer to the documentation for the voicemail system you are using.

Screen Display After Picking Up the Handset

When you pickup the handset, the screen displays as follows:



This screen displays the following keys located on the bottom left of the screen:

- Dial
- Conf (Conference)
- Xfer (Transfer)

A **More** softkey also displays at the bottom right of the screen if your administrator has configured additional softkeys.

For example, in the following illustrations, the phones have several bottom softkeys configured on the idle screen. A **More** key displays for you to view additional softkeys on another screen. Also, if you pick up the handset, a **More** displays for you to view additional softkeys. You can press the **More** softkey to toggle between the first and second screens to display all configured softkeys.

Idle Screen

L1

John Smith

01/01/14 11:00am

Home

LCR

Office

After Handset Pickup

L1

John Smith

>

Dial

Conf

Xfer

More

After Pressing "More"

L1

John Smith

>

Home

LCR

Office

More

6735i

Idle Screen

Voicemail

Icom

Directory

Callers

L1

John Smith

01/01/14 11:00am

Home

LCR

Office

After Handset Pickup

Voicemail

Icom

Directory

Callers

L1

John Smith

>

Dial

Conf

Xfer

More

After Pressing "More"

Voicemail

Icom

Directory

Callers

L1

John Smith

>

Home

LCR

Office

More

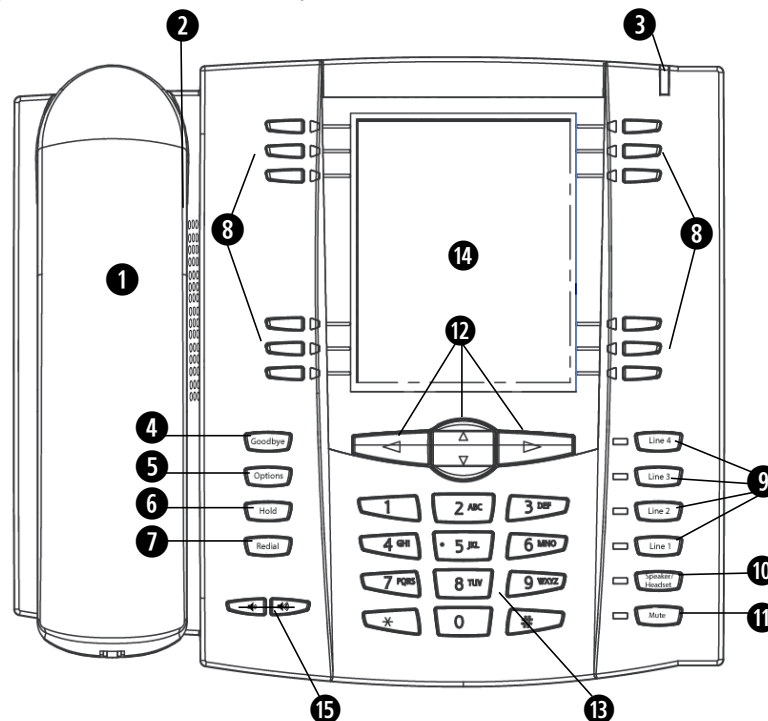
6737i

Note:
The bottom set of six softkeys map to the current state-based configurable softkeys.

IP Phone Keys

Key Panel

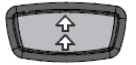
The following sections describe the various 6735i and 6737i phone key functions on both the symbol and text hardware platforms, and how they help you make and manage your calls and caller information. Images of the text keys and the text hardware platform are used throughout this document. The following illustration shows the 6737i model; however, the 6735i model has the same placement of features, except that it has a smaller LCD screen.

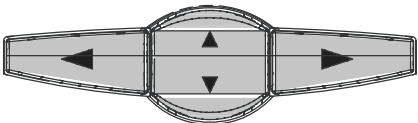
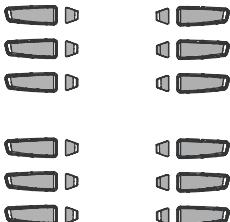


1	Handset	9	Four (4) Line Call Appearance Keys
2	High Quality Speakerphone	10	Speakerphone/Headset Key
3	Message Waiting Lamp	11	Mute Key
4	Goodbye (Hang-up) Key	12	Navigation Keys
5	Options Key	13	Keypad
6	Hold Key	14	LCD Screen
7	Redial Key	15	Volume Control (+) (-)
8	Softkeys		

Key Descriptions

The following table identifies the keys on the key panel of your IP phone that you can use for handling calls.

Text Keys	Symbol Keys	Key Description
		Goodbye key - Ends an active call. The Goodbye key also exits an open list, such as the Options list, without saving changes.
		Options key - Accesses options to customize your phone. Your System Administrator may have already customized some of your settings. Check with your System Administrator before changing the options.
		Hold key - Places an active call on hold. To retrieve a held call, press the call appearance button beside the light that is flashing.
		Redial key - Redials up to 100 previously dialed numbers. Pressing the Redial key twice simultaneously redials the last dialed number.
		Volume control key - Adjusts the volume for the handset, headset, ringer, and handsfree speaker.
   	   	Line/Call Appearance key - Connects you to a line or call. The Aastra 6735i IP phone supports up to four line keys. The Aastra 6737i IP phone supports up to nine line keys.
		Handsfree key - Activates Handsfree for making and receiving calls without lifting the handset. When the audio mode option is set, this key is used to switch between a headset and the handsfree speakerphone.
		Mute key - Mutes the microphone so that your caller cannot hear you (the light indicator flashes when the microphone is on mute).

Text Keys	Symbol Keys	Key Description
		Navigation Keys - Pressing the ▼ and ▲ arrow keys lets you view different status and text messages on the LCD display (if there is more than 1 line of status/text messages). These keys also let you scroll through menu selections, such as the Options list, and scroll through a remote number that is displayed on the phone. You can press the scrolling ▼ navigation key to view the rest of the phone number content. Pressing the ◀ and ▶ arrow keys lets you view the different line/call appearances. While in the Options list, these keys allow you to exit or enter the current option. When you are editing entries on the display, pressing the ◀ arrow key erases the character on the left; pressing the ▶ arrow key sets the option.
		Programmable keys - Six top keys: programmable keys (up to six programmable functions) Softkeys - Six bottom keys: programmable state-based softkeys (up to 20 programmable functions).

Keypad Keys

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

Keypad Key	Description
0	Dials 0 Dials the Operator on a registered phone
1	Dials 1
2 ABC	Dials 2 When entering text, this key enters A with one press, B with two presses, and C with three presses
3 DEF	Dials 3 When entering text, this key enters D with one press, E with two presses, and F with three presses
4 GHI	Dials 4 When entering text, this key enters G with one press, H with two presses, and I with three presses
5 JKL	Dials 5 When entering text, this key enters J with one press, K with two presses, and L with three presses
6 MNO	Dials 6 When entering text, this key enters M with one press, N with two presses, and O with three presses
7 P QRS	Dials 7 When entering text, this key enters P with one press, Q with two presses, R with three presses, and S with four presses.
8 TUV	Dials 8 When entering text, this key enters T with one press, U with two presses, and V with three presses
9 WXYZ	Dials 9 When entering text, this key enters W with one press, X with two presses, Y with three presses, and Z with four presses.
*	The "*" is called the "star key" and can be used for special functions such as accessing voicemail. The "star key" functions are dependent on your country's feature availabilities. Contact your System Administrator for more information about available functions using this key.
#	The "#" is called the "number sign", "pound key", or "hash key". It can be used for special functions such as accessing voicemail. The "pound key" functions are dependent on your country's feature availabilities. Contact your System Administrator for more information about available functions using this key.

Making Calls

This section describes ways to make calls on your 6735i or 6737i phone using your handset, speakerphone or headset.

Dialing a Number

First, take the phone off-hook by:

- Lifting the handset
- Pressing  or
- Pressing a line/call appearance button

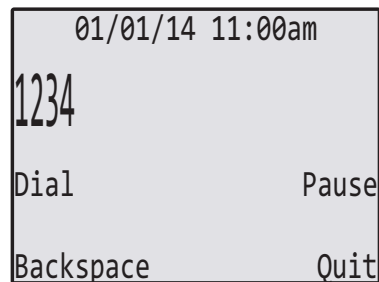
At the dial tone, enter the number you wish to call. If you are unable to make calls within certain area codes, check with your System Administrator for any toll restrictions placed on your extension that may restrict your access to long distance area codes or dialing prefixes.

When your party picks up, a timer appears on your display that records the length of your call.

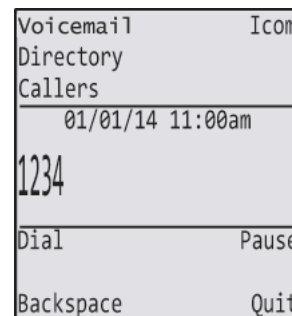
If the **Live DialPad** option is on, as soon as you press the first digit on the dial pad the phone automatically selects the next available line, goes off-hook and dials as digits are pressed.

Pre-dialing a Number

You can also make a call by pre-dialing a number. Pre-dialing lets you view a number before you dial. Use the **Backspace** softkey to correct any errors.



6735i



6737i

Calling a Directory Entry

Follow these steps to call a number in the corporate directory.

1. Press the **Directory** key. If prompted, enter your Outlook credentials.
2. Search for any name by entering letters using the phone's keypad.
3. Press **Lookup** to retrieve a list of possible names. You can scroll up and down in the list that is returned.
4. Press **Dial** to call the selected entry in the list.
5. To exit the Directory, press **Back** and **Cancel**.

Calling a Speedial Entry

Depending on the keys configured for speed dial, you can call speed dial entries in one of the following ways:

- Press the programmed **Speed Dial** softkey, and then press the one- or two-digit code assigned to the speed dial number you want to call.
- Press a softkey that has been assigned to call a speed dial entry.
- Press and hold a keypad key that has been assigned to call a speed dial entry.

Redialing a Number

By default, the 6735i has a dedicated **Redial** key. Pressing the **Redial** key displays the Redial List.

The redial list is available during active calls. It stores up to the last 100 numbers you called, allowing you to scroll through and select the number you wish to redial.

1. Press  to display the most recently dialed number and use ▼ and ▲ to scroll through the list to view the other numbers.

Note:

Press  twice to redial the most recently dialed number.

2. Press ▼ to see the second most recently dialed number, or ▲ to see the oldest call on your list.
3. To dial the displayed number press , or lift the Handset or press any line keys.
4. Press  or the  key to cancel.

Using Handsfree Speakerphone

The handsfree feature allows you to speak to someone without using the handset or headset. Your phone must be in either the Speaker or Speaker/Headset audio mode. For more information about setting the audio mode on your phone, see “Set Audio” on page 25.

- To dial using handsfree, first press  and enter a number at the dial tone.
- To answer a call on your phone using handsfree, press  or the line/call appearance button.
- If you are in Speaker audio mode, lift the handset and press  to switch between handsfree and handset.
- If you are in Speaker/headset audio mode, press  to switch between handsfree and headset.
- When the handset is on hook, press  to disconnect the call.

When handsfree is on, the speaker light turns on.

Using a Headset

The 6735i and 6737i phones accept headsets through the modular RJ22 jack on the back of the phone. Contact your telephone equipment retailer or distributor to purchase a compatible headset.

Note:

Customers should read and observe all safety recommendations contained in headset operating guides when using any headset.

The phone has three options for the headset microphone volume. For more information about the headset microphone, see Set Audio on page 25.

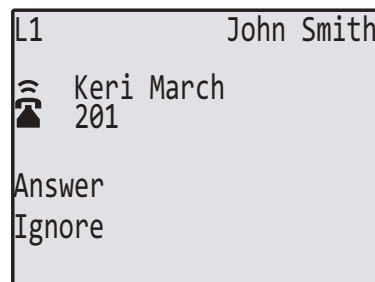
Follow these steps to make and receive calls using a headset.

1. Ensure that you have selected a headset audio mode. See “Set Audio” on page 25.
2. Plug the headset into the jack.

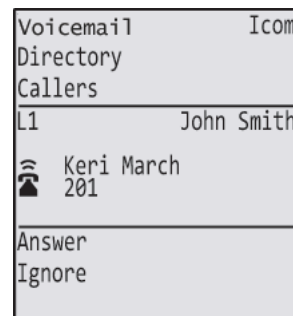
3. Press the  key to obtain a dial tone or to answer an incoming call. Depending on the audio mode selected from the options menu, a dial tone or an incoming call is received on either the headset or the handsfree speakerphone.
4. Press the  key to end the call.

Receiving Calls

When a call is ringing at your extension, the inbound callers extension and name display to the screen. The line/call appearance light flashes quickly for the incoming call.



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For information about automatically rejecting or redirecting incoming calls, refer to “[Call Forward Key](#)” on [page 36](#) and “[Do Not Disturb \(DND\)](#)” on [page 40](#).

Answering an Incoming Call

- For handsfree operation, press  or the line/call appearance button for the incoming call.
- Press  for handsfree or headset operation.
- Lift the handset for handset operation.

Note:

The audio mode setting you have selected in the options list under **Headset Settings** determines if the call goes to handsfree or headset operation. For more information, see the section “[Set Audio](#)” on [page 25](#).

If the phone is already connected to a call, pressing the line/call appearance button for the new incoming call automatically places the connected call on hold and answers the new call. To reconnect to a party, press the line/call appearance button for that call.

If you cannot answer the call, the caller goes to voicemail if voicemail has been configured for your extension.

Note:

The  key can be used to cancel the call pickup procedure.

Sending an Incoming Call to Voicemail

You can send an incoming call directly to voicemail without answering the call. To do this, press  without picking up the handset. If you're already on the phone your incoming call should go directly to voicemail. Your phone screen displays a voicemail icon (✉) along with the number of waiting messages, if you have unheard messages (example: ✉ x4).

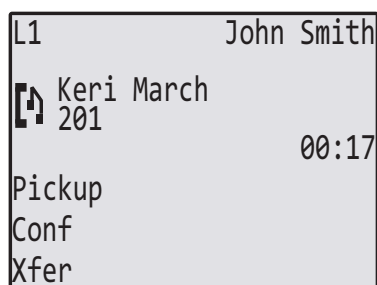
Handling Calls

When you are connected to a call, you can use the softkeys or hard keys on the phone to place a call on hold, transfer a call, or conference.

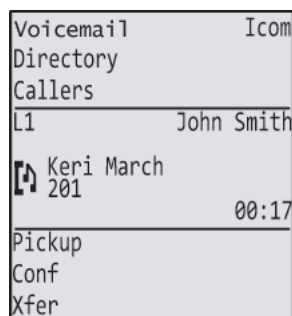
Placing a Call on Hold

You can place an active call on hold by pressing the  key. When you place a call on hold, only your phone can retrieve the call.

1. Connect to the call (if not already connected).
2. Press the  key.



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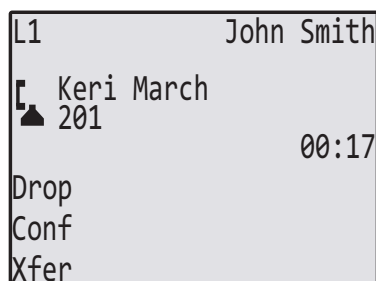
The line/call appearance light begins to flash slowly and after a short time the phone beeps softly to remind you that you still have a call on hold. The screen displays  with the line number on which the call is held.

Note:

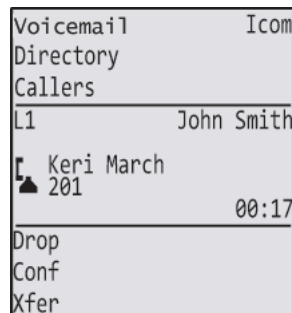
If you are connected to another call, the phone does not beep to remind you that you still have a call on hold.

When on Hold

To let callers know that they are still on hold, music plays softly (if this has been set up for your system). If you are on hold, the call/line appearance light for the line you are on remains solid to indicate that you are still connected.



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Automatic Hold

When juggling between calls, you do not have to press the hold button to go from one call to the next. The phone automatically puts your current call on hold as soon as you press a new line/call appearance button. If you have more than one call on hold, you can reconnect to a held call by pressing the line/call appearance button where that call is being held. Press  to disconnect the call.

Retrieving a Held Call

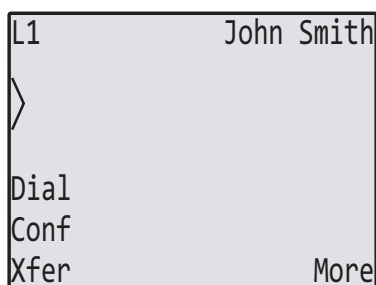
If you have more than one call on hold, you can scroll through the held call information by pressing the ◀ and ▶ navigation keys. To reconnect to a call, press the line/call appearance button where that call is being held. If you press the call/line appearance button again, you disconnect from the call.

Creating Conference Calls

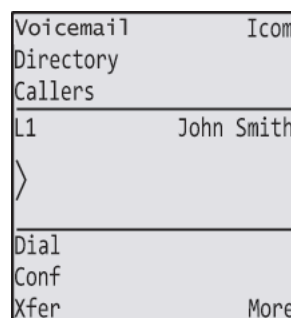
The 6735i and 6737i phones allow you to create multiple conferences with unlimited participants (depending on your server limitations) when your System Administrator enables conferencing.

Your administrator can configure conferencing globally on all lines or on specific lines. Although, for the global setting to work, you must configure the lines with the applicable phone number.

When you lift the handset on the phone, the **Conf** key displays on the bottom set of softkeys if configured. Use this key to create conference calls.



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Pre-Dial & Live Dial Mode

In the default pre-dial mode, you can edit the destination number prior to dialing, whereas in live dial mode they are not able to. However, the **Dial** and **Cancel** softkeys are provided while you input the number.

Creating a Conference Call by Joining Two Existing Calls

1. Ensure you are on an active call with one of the parties with whom you wish to create a conference (the other party should be placed on hold).
2. Press the ◀ or ▶ navigation keys to scroll to the party to whom you wish to conference in.
3. Press the **Conf** key.
The two parties will connect with you to form a conference call.

Note:

You can use ▼ and ▲ to scroll through and see the numbers and names (if available) of the parties in the conference call. When a name is displayed, pressing the **Drop** softkey drops the displayed party from the call.

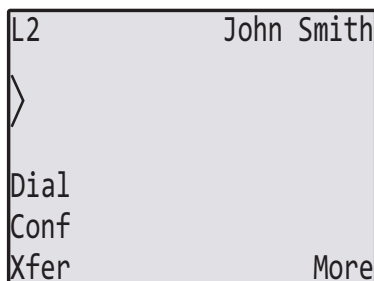
Setting Up a Conference and Adding Multiple Parties

Note:

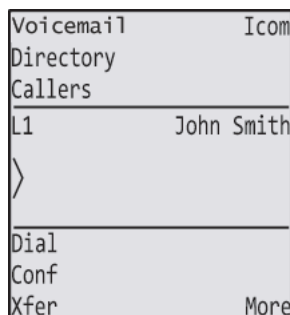
You can have multiple parties in a conference, depending on the limitations of the server.

1. When you begin a conference, you are the first party in the conference (Party 1). Pickup the handset or press the Speakerphone Key.
A line opens up.
2. Call Party 2 by dialing their number (or answer an incoming call of a Party).
3. Wait for Party 2 to answer. When Party 2 answers, you can consult with them before adding them to Conference 1.

- Press the **Conf** Key. A new line opens.



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- Enter the phone number of Party 3.
- Wait for Party 3 to answer. When Party 3 answers, you can consult with them before adding them to the Conference 1.
- Press the **Conf** Key again to add Party 3 to Conference 1. You, Party 2, and Party 3 are all connected to Conference 1.
- Press an available **Line** Key (or answer an incoming call on an available line). If calling out, call Party 4.
- Wait for Party 4 to answer. When Party 4 answers, you can consult with them before adding them to the conference.
- Press the **Conf** Key to add Party 4 to Conference 1.
- Press the **Line** Key that has Conference 1.
- Press the **Conf** Key to join all parties (Parties 1 through 4) on Conference 1.
- To add more parties, repeat steps 8 through 12.

If any party in the conference hangs up (including the party that began the conference), all other parties in the conference are still connected.

Joining Additional Parties to Active Conferences

You can join multiple incoming or outgoing calls to active conferences. Before following this procedure, at least one active conference must exist on your phone.

- As Party 1, pickup the handset or press the speakerphone key.
A line opens up.
- Call Party 2 by dialing their number (or answer an incoming call of a Party).
- Wait for Party 2 to answer. When Party 2 answers, you can consult with them before adding them to the conference.
- Press the **Conf** Key.
- Press the **Line** Key that has the active conference. (For example, Line 1 and Line 2 both have active conferences. Pressing Line 1 joins Party 1 and Party 2 to the conference on Line 1. Pressing Line 2 joins Party 1 and Party 2 to the conference on Line 2.)
- Press the **Conf** Key again to join the Parties to the active conference.

Ending a Conference

When the Host hangs up from a conference, the conference ends. Other participants can hang up and leave the remaining parties connected.

Parking and Picking Up Calls

The 6735i and 6737i phones have a park and pickup call feature that allows you to park a call and pick up a call when required. When a call comes in and you pick up the handset, you can press the **Park** softkey to park the call. After the call is parked, you can press the **Pickup** key, followed by the applicable value to retrieve the call.

Administrators can configure the park and pick up keys for any line.

Use the following procedure on the IP phone to park a call and pick up a parked call.

Park a Call

1. While on a live call, press the **Park** key.
2. After you hear the greeting from the CallPark server, enter the extension where you want to park the call.
3. If the call is parked successfully, the response is either a greeting voice confirming that the call was parked, or a hang up occurs. The parked call party hears music on hold. If the call fails, you can pick up the call (using the next procedure) and press the **Park** key again to retry step 2.

Retrieve a Parked Call

1. Pick up the handset on the phone.
2. Enter the extension number where the call was parked.
3. Press the **Pickup** key.
If the call pick up is successful, you are connected with the parked call.

Transferring Calls

The **Transfer** or **Xfer** key allows you to perform a blind or consultative transfer of an active call to another phone number.

Blind Transfer

In a blind transfer, you transfer a call directly to another extension without consulting with the person receiving the call. You can complete a blind transfer by simply completing the transfer immediately after you have entered the number. The call goes directly to the extension or outside line you transferred to. If the party you are transferring the call to does not answer, the transferred call rings back to your extension.

Consultative Transfer

You have the option to consult with the person you are transferring the call to, before you complete the transfer. To do this, remain on the line until the receiving party answers the call. After consulting with the receiving party, you can either complete the transfer or cancel the transfer to go back to the original call.

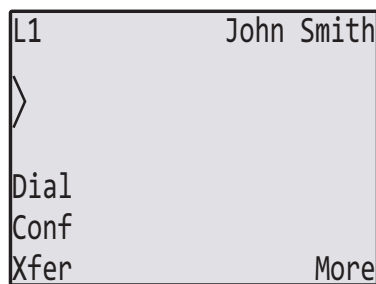
Direct Transfer

The IP phones provide a convenient direct method of transferring an existing call to another existing call. If you have the transfer recipient on hold on another line, you can simply navigate to the recipient and press the **Transfer/Xfer** key and the direct transfer will be performed.

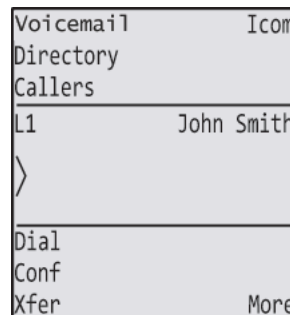
Pre-Dial & Live Dial Mode

In the default pre-dial mode, you can edit the destination number prior to dialing; in live dial mode, you cannot. However, the **Dial** and **Cancel** softkeys are provided while you enter the number in live-dial mode.

When you lift the handset on the phone, the **Xfer** key displays on the bottom set of softkeys by default. Use this key to transfer calls.



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Transferring Calls in Pre-Dial Mode

Use the following procedure to transfer a call to another extension in pre-dial mode.

1. Connect to Party 1 (if not already connected). Party 1 is the party you want to transfer.
2. Press the **Xfer** key. You will not hear a dial tone before dialing begins.
3. Enter the extension number (or the outside number) to Party 2. This is the Party for which you want to transfer Party 1. To cancel the transfer you can either select **Cancel** on the display screen, press , or hangup the handset.

Note:

You can edit the destination number ("Backspace" softkey is provided and navigation key is functional to move the cursor to the desired location).

4. Complete either a blind or consultative transfer:
 - a) To complete a blind transfer, press the **Xfer** key again before the receiving end answers.
 - b) To complete a consultative transfer, press **Dial** and remain on the line to speak with the Party 2, before either pressing the **Xfer** key or , or hanging up the handset to transfer Party 1 to Party 2.

Transferring Calls in Live Dial Mode

Use the following procedure to transfer a call to another extension in live dial mode.

1. Connect to Party 1 (if not already connected). Party 1 is the party you want to transfer.
2. Press the **Xfer** key. You should hear a dial tone before the dialing begins.
3. Enter the extension number (or the outside number) to Party 2. This is the Party for which you want to transfer Party 1. To cancel the transfer prior to the completion of dialing, you can either select **Cancel** on the display screen, press the , or hang-up the handset.

To cancel the transfer after dialing has been completed and the ringback tone is heard, you can select **Cancel**.

Note:

You cannot edit the destination number as the phone will either match the inputted number to a dial plan or wait for the set digit timeout.

4. Complete either a blind or consultative transfer:
 - a) To complete a blind transfer, press the **Xfer** key again, or the , or hang-up the handset before the set digit timeout.
 - b) To complete a consultative transfer, press **Dial** or wait for the number match or timeout and remain on the line to speak with the Party 2, before either pressing the **Xfer** key or , or hanging up the handset to transfer Party 1 to Party 2.

Transferring an Existing Call to Another Existing Call

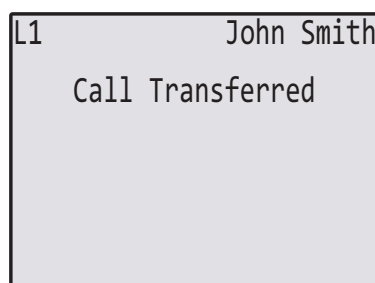
1. Ensure you are on an active call with the party you wish to transfer (the transfer recipient should be placed on hold).
2. Press the ◀ or ▶ navigation keys to scroll to the party to whom you wish to transfer the active call.
3. Press **Xfer** key.
The active call will be transferred.

Transferring a Call to a Contact in the Directory

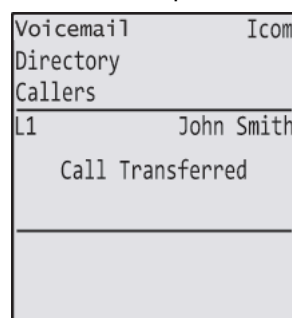
1. Connect to Party 1 (if not already connected). Party 1 is the party you want to transfer.
2. Press the **Xfer** key. You should hear a dial tone as a second line opens up.
3. Press the **Directory Lookup** key and select a contact.
4. To complete a blind transfer, press the **Transfer** key again before the receiving end answers.
To complete a consultative transfer, press **Dial** to call the contact. Remain on the line to speak with Party 2 before pressing the **Transfer** key again to transfer Party 1 to Party 2.
To cancel the transfer, select **Cancel** on the display screen or press .

Indication of Transferred Calls

When you transfer an active call, your phone displays a Call Transferred screen when the transfer is complete and the far-end call is dropped. The following is the Call Transferred screen on the 6735i and 6737i phones:



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To dismiss the Call Transferred screen on your phone, press  or select any Line key.

Muting Your Audio

You can use the  key to mute the handset, headset, or speakerphone. When you use the mute key on your phone, you cannot be heard on an active call or on a conference. While you are muted, the speaker light flashes slowly and the Mute key LED is lit. To toggle between mute on or off, press .

Note:

If you place a muted call on hold, the phone automatically takes the call off mute when you reconnect to the call.

Ending Calls

To end a call, you first need to connect or reconnect to the call if not already connected (for example, if your caller is on hold). Press  or the line/call appearance button of the active call to end the call. If connected through the handset, you can also place the handset back on hook to end the call.

Options Menu

You can access configuration information and customize your phone by pressing the  key and navigating the Options list.

Caution:

Consult with your System Administrator before changing any of the phone settings in the Options menu.

These options allow you to access information about your phone and customize certain phone settings. You might not have access to all of the following Options, depending on how your phone is configured.

Option Number	Option
1	Call Forward 1. All 2. Busy 3. No Answer
2	Preferences 1. Tones – Ring Tone – Tone Set 2. Display – Contrast Level – Backlight 3. Speed Dial Edit 4. Live Dialpad 5. Set Audio – Audio Mode – Headset Mic Vol – DHSG 6. Time and Date – Time Format – Daylight Savings – Date Format – Time Zone – Time Server 1 – Time Server 2 – Time Server 3 – Set Time – Set Date 7. Language – The phone is set to the English language by default.
3	Phone Status 1. IP&MAC Addresses 2. LAN Port 3. PC Port 4. Firmware Info 5. Error Messages 6. Copyright
4	User Password
5	Administrator Menu (Password Protected)
6	Restart Phone
7	Phone Lock

Note:

*The "**Administrator Menu**" options are Administrator level functions only, and are not accessible by the user.

Accessing the IP Phone Options

1. Press the Options key  on the phone to enter the Options list.
2. To go to an option, use ▲ and ▼ to scroll through the list, or press the number corresponding to the option.
3. Press the **Select** softkey, the ► button, or the corresponding digit number to select an option.
4. Use the softkeys that display for each option to change a selected option.
5. Press the **Done** button to save the change.
6. Press the  button, the ◀ button, or the  button at any time to exit without saving changes.

Call Forward

You can use the Options menu to set your phone to automatically forward incoming calls when you are already in a call, when you don't answer, or always. You can access Call Forward settings from the Options menu or from a configured Call Forward softkey. For more information, refer to [“Call Forward Key”](#) on [page 36](#).

Preferences

Ring Tones and Tone Sets

You can configure ring tones and ring tone sets on the IP phone. There are several distinct ring tones you can select from to set on the IP phones. Your System Administrator can enable/disable these ring tones on a global or per-line basis.

The following table identifies the valid settings and default values for each type of configuration method.

Configuration Method	Valid Values	Default Value
IP Phone UI	Global Tone 1 Tone 2 Tone 3 Tone 4 Tone 5 Silent	Global Setting: Tone 1
Lines 1 to 9	Per-Line Setting: Global Tone 1 Tone 2 Tone 3 Tone 4 Tone 5 Silent	Per-Line Setting: Global

The ring tone default is set to US. The country-specific tone is heard on the phone for the following:

- dial tone
- secondary dial tone
- ring tone
- busy tone
- congestion tones
- call waiting tone
- ring cadence pattern

Use the following procedures to configure ring tones and tone sets on the IP phone.

1. Press  on the phone to enter the Options list.
2. Select **Preferences**.
3. Select **Tones**.
4. Select **Ring Tone**.
5. Select the type of ring tone (**Tone 1** through **Tone 5**, or **Silent**).
6. Press **Done**.
7. Select **Tone Set**.
8. Select the country for which you want to apply the tone set. The default is **US**.
9. Press **Done**. The ring tone and tone set you select is immediately applied to the IP phone.

Contrast Level

The **Contrast Level** option on the IP phone allows you to set the amount of light that illuminates the LCD display. Use this option to set the preference of contrast level.

1. Press  on the phone to enter the Options list.
2. Select **Preferences**.
3. Select **Display**.
4. Select **Contrast Level**.
5. Use the ◀ and ▶ navigation buttons to increase or decrease the intensity of contrast lighting on the LCD.
6. Press **Done** to save your selection.

Backlight

The **Backlight** option on the IP phone allows you to set the backlight status on the LCD display to the following:

- **Off** - Backlight is always OFF.
- **Auto** (Default)- Automatically turns ON the backlight when the phone is in use, and then automatically turns OFF the backlight when the phone is idle after a specified length of time.

Auto backlighting sets the phone to turn off the backlighting after a period of inactivity; the idle period is user definable under the Advanced softkey when you select the Auto mode. In Auto mode, the backlight turns on with a key press or state change on the phone.

1. Press  on the phone to enter the Options list.
2. Select **Preferences**.
3. Select **Display**.
4. Select **Backlight**.
5. Use the ▲ and ▼ navigation buttons to select the Backlight status for your phone. Available options are Off or Auto. The default is **Auto**.
6. If you selected **Off**, press **Done** to save your setting.
7. If you selected **Auto**, press the **Advanced** softkey. Using the keypad, enter the amount of seconds you want the phone to stay backlit when the phone is idle. Valid values are **1** to **7200** seconds. Default is **600** seconds (10 minutes). When this period of time is reached, the phone turns OFF the backlight.
8. Press **Enter** to save your setting.

Speed Dial Edit

You can use the Options menu to create or edit a press-and-hold speed dial key that is only saved locally on the phone.

1. Press  on the phone to enter the Options list.
2. Select **Preferences** and press **Select**.
3. Select **Speed Dial Edit** and press **Select**. The prompt displays, *Press SD button*. All current speed dial key LEDs flash (for softkeys, programmable keys, and expansion module keys). All other function key LEDs turn off during this process. After you press a speed dial key for editing, the phone restores all key LEDs to their previous state.
Note:
If you select a key that is currently set as a speed dial key, the speed dial information displays for you to edit.
4. Press an unconfigured softkey, programmable key, keypad key, or expansion module key.
5. In the **Enter Number:** field, enter a number for the speed dial key using the keypad keys. You can enter up to 16 digits in the **Enter Number:** field.
Note:
When in the **Enter Number:** field, the phone automatically switches to the numbers softkey.
6. Press the ▼ key to move to the next field.
7. In the **Line:** field, select a line to apply to the speed dial key. This is the line that the phone opens to dial the number after you press the speed dial key. By default, the phone uses Line 1 for the speed dial key. If you want to use a different line, press the **Change** key, or press the ► key to select another line.
8. Press the **Save** softkey to save the speed dial information to the speed dial key you selected.
Note:
To delete or remove a speed dial configuration from the phone, you can press the **Remove** key.

Live Dialpad

The **Live Dialpad** option on the IP phone turns the Live Dial Pad mode ON or OFF. With live dial pad ON, the phone automatically dials out and turns ON handsfree mode as soon as a dial pad key or softkey is pressed. With live dial pad OFF, dialing a number while the phone is on-hook, and then lifting the receiver or pressing  initiates a call to that number. Availability for this feature is dependent on your phone system or service provider.

1. Press  on the phone to enter the Options list.
2. Select **Preferences**.
3. Select **Live Dialpad**.
4. Use the navigation keys to turn the live dialpad ON or OFF.
5. Press **Done** to save your setting.

Set Audio

The **Set Audio** option on the IP phone allows you to set the audio mode. It also allows you to set the volume level of the headset microphone and enable/disable DHSG.

The 6735i and 6737i phones allow you to use a handset, a headset, or handsfree mode to handle incoming and outgoing calls. The audio mode option provides different combinations of these methods to provide maximum flexibility in handling calls. There are four audio mode options you can set:

Audio Mode Option	Description
Speaker	This is the default setting. Calls can be made or received using the handset or handsfree speakerphone. In handset audio mode, pressing the  button on the phone switches to handsfree speakerphone. In Speaker audio mode, lift the handset to switch to the handset.
Headset	Choose this setting if you want to make or receive all calls using a handset or headset. Calls can be switched from the handset to headset by pressing the  button on the phone. To switch from the headset to the handset, lift the handset.

Audio Mode Option	Description
Speaker/Headset	Incoming calls are sent to the handsfree speakerphone first when the  button is pressed. By pressing the button again, you can switch back and forth between the handsfree speakerphone and the headset. At anytime, lifting the handset switches back to the handset from either the handsfree speakerphone or the headset.
Headset/Speaker	Incoming calls are sent to the headset first when the  button is pressed. By pressing the button again, you can switch back and forth between the headset and the handsfree speakerphone. At anytime, lifting the handset switches back to the handset from either the headset or the handsfree speakerphone.

1. Press  on the phone to enter the Options list.
2. Select **Preferences**.
3. Select **Set Audio**.
4. Select **Audio Mode**.
5. Select the audio mode you want to use on your phone. Default is **Speaker**.
Valid values are:
 - **Speaker** (Default)
 - **Headset**
 - **Speaker/Headset**
 - **Headset/Speaker**
6. Press **Done** to save your setting.
7. Select **Headset Mic Volume**.
8. Select the **Low**, **Medium**, or **High** volume level. Default is **Medium**.
9. Select **DHSG**. The DHSG option allows you to enable or disable DHSG headset support.

Select the **DHSG is OFF** or **DHSG is ON** option. Default is **DHSG is OFF**.

Note: A DHSG headset and an expansion module cannot be used concurrently as they both share the same headset port.

10. Press **Done** to save your selection.

Time and Date

On the IP phones, you can configure the following:

- Time and date
- Time and date format
- Time zone
- Daylight savings time
- Time servers

Set Time and Time Format

Note:

The time and time format you configure display on the phone's idle screen.

1. Press  on the phone to enter the Options list.
2. Select **Preferences**.
3. Select **Time and Date**.
4. Select **Set Time**.
5. Using the keys on the keypad, enter a time to set on the IP phone. Use the **Backspace** key to move back a space and delete a character. Use the **AM/PM** softkey to specify either AM or PM for the time setting.

6. Press **Enter** to save the setting.
7. Select **Time Format**.
8. Using the navigation keys, set the Time Format to either a 12 hour format or a 24 hour format. Valid values are **12 Hour** and **24 Hour**. Default is **12 Hour**.
9. Press **Done** to save the Time Format you selected.

Set Date and Date Format

Note:

The date and date format you configure display on the phone's idle screen.

1. Press  on the phone to enter the Options list.
2. Select **Preferences**.
3. Select **Time and Date**.
4. Select **Set Date**.
5. Using the keys on the keypad, enter a date to set on the IP phone. Use the **Backspace** key to move back a space and delete a character.
6. Press **Enter** to save the setting.
7. Select **Date Format**.
8. Select a date format from the list of options. Default is **WWW MMM DD**. Valid values are:
 - WWW MMM DD (default)
 - DD-MMM-YY
 - YYYY-MM-DD
 - DD/MM/YYYY
 - DD/MM/YY
 - DD-MM-YY
 - MM/DD/YY
 - MMM DD
 - DD MMM YYYY
 - WWW DD MMM
 - DD MMM
 - DD.MM.YYYY
9. Press **Done** to save the Date Format.

Set Time Zone

1. Press  on the phone to enter the Options list.
2. Select **Preferences**.
3. Select **Time and Date**.
4. Select **Time Zone**. A list of Time Zones display for different areas of the world.
5. Select a Time Zone that applies to your area. The default Time Zone is **US-Eastern**.
6. Press **Done** to save the Time Zone setting.

Set Daylight Savings Time

1. Press  on the phone to enter the Options list.
2. Select **Preferences**.

3. Select **Time and Date**.
4. Select **Daylight Savings**.
5. Select a Daylight Savings time from the list of options. The default is **Automatic**. Valid values are OFF, 30 min summertime, 1h summertime, and Automatic (Default).
6. Press **Done** to save the Daylight Savings value you selected.

Set Time Servers

With a valid time server enabled your IP phone will synchronize the time displayed with the specified configuration server. The phone will use the time from Time Server 1 unless it is not configured or unavailable, in which case it will move on to Time Server 2, and if necessary Time Server 3.

1. Press  on the phone to enter the Options list.
2. Select **Preferences**.
3. Select **Time and Date**.
4. Select **Time Server 1, Time Server 2, or Time Server 3**.
5. Using the keys on the keypad, enter an IP address or domain name for the time server.
Use the **Backspace** key to move back a space and delete a character. Use the **Dot** softkey to enter dots within the IP address or domain name. Use the **ABC** softkey to toggle between entering numbers and entering letters.
6. Press **Done** to save the time server setting.

Language

You can change the Input Language used on your phone. The Screen Language is set to English.

1. Press  on the phone to enter the Options list.
2. Select **Preferences**.
3. Select **Language**.
4. Select **Input Language**.
5. Select a language to use for character input.
6. Press **Done** to save the language you selected.

Phone Status

The **Phone Status** option on the IP phone displays the status of your phone to the LCD display.

This option allows you to view your phone's:

- Network status including your phone's IP and MAC address
- Local Area Network (LAN) port information
- PC Port information (if PC link exists)
- Firmware version
- Error messages from the last reboot or startup
- Copyright information

Use the following procedure to view the status of your phone using the IP Phone UI.

1. Press  on the phone to enter the Options list.

2. Select **Phone Status**.
3. Select the option you want to view:
 - IP&MAC Address
 - LAN Port
 - PC Port
 - Firmware Info
 - Error Messages
 - Copyright

The option you select displays to the LCD. Use the ▲ and ▼ keys to scroll the through the LCD display.

User Password

This option allows you to change the user password for your phone. Changing your password ensures that only you can alter your phone settings, and helps keep your system secure.

Notes:

Valid values when creating or changing a password are 0 to 4294967295 (integers only; symbols and alpha characters are not allowed). The default password is an empty string (i.e. leave the field blank).

If required, use the following keys while entering a password

- **Backspace** softkey moves cursor back a space and deletes characters
- **Cancel** softkey cancels the password changing process without saving.

1. Press  on the phone to enter the Options list.
2. Select **User Password** and press **Select**.
3. At the *Current Password:* prompt, enter the current user password and press **Enter**.
4. At the *New Password:* prompt, enter the new user password and press **Enter**.
5. At the *Re-enter Password:* prompt, re-enter the new user password and press **Enter**. The message *Password Changed* displays on the screen.

If you forget your password, contact your System Administrator for assistance.

Restart Phone

You may want to restart your phone to check for updates on the server. You may occasionally need to restart your phone to set changes or updates to your phone or network settings. You may also need to restart your phone if you have been asked to do so by your System Administrator, or should you experience any unexpected behavior.

1. Press the  button on the phone to enter the Options list.
2. Select **Restart Phone**.
3. When the prompt, *Are you sure you wish to restart the phone?* appears, press the **Restart** softkey. If you do not wish to restart your phone, press **Cancel**.

Note:

Your phone is out of service temporarily during the restart and downloading process.

Phone Lock

You can lock your phone to prevent the phone from being used or configured. You can lock the phone using the Options menu or using a configured softkey on the phone.

Lock the Phone

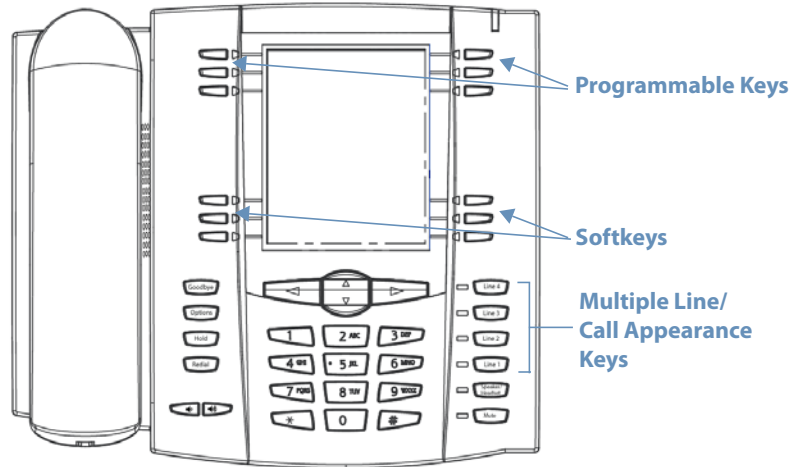
1. Press  on the phone to enter the Options list.
2. Select **Phone Lock** and press **Select**.
3. At the *Lock the phone?* prompt, press **Yes**. The message *Phone is locked* displays.

Unlock the Phone

1. Press  on the phone to enter the Options list.
2. At the prompt, *To unlock the phone*, enter your user password and press **Enter**.
The phone unlocks.

Line Keys, Programmable Keys, and Softkeys

This section describes the Multiple Line/Call Appearance Keys (L1, L2, L3, and L4) located on the bottom-right of the phone, and the customizable programmable keys and softkeys located at the top of the phone. The following illustration shows the 6737i model; however, the 6735i model has the same placement of features, except that it has a smaller LCD screen.



Multiple Line and Call Appearances

The 6735i and 6737i phones have four hard line/call appearance buttons, each with a corresponding status light.

These line/call appearance buttons and lights can represent physical lines, calls for your extension, or calls from a group that your extension is part of. By pressing a line/call appearance button, you connect to the line or call it represents. The line/call appearance light indicates the status of that line or call. When the phone is taken off-hook, the phone automatically selects a line for you.

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

When you have more than one call, you can use the ◀ and ▶ navigation buttons to scroll left and right to the different call information. Icons ◀ and ▶ appear if there is call information either left, right or both sides of the current information you are viewing.

The display shows which line the call information is referring to (L1, L2, L3, L4, etc.), the Caller ID information (name and number, if available), the call status (**Connected**, **Ring**, **Hold**, etc.) and the timer specific to that call.

Softkeys and Programmable Keys

The 6735i and 6737i phones have six multi-functional top programmable keys and six multi-functional bottom softkeys:

- **Six Top Keys:** programmable keys for up to six programmable functions
- **Six Bottom Keys:** programmable state-based softkeys for up to 20 programmable functions

Your System Administrator can assign the following functions to the programmable keys and softkeys on the phone or expansion module.

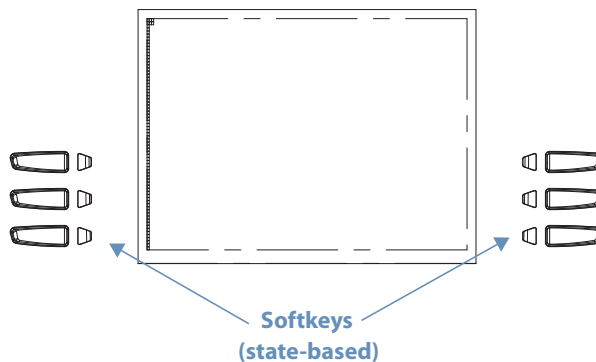
- | | | |
|-------------------|--------------------------|-------------------|
| • ACD Sign In | • Call Park/Pickup | • Paging |
| • ACD Sign out | • Call Pull | • Park |
| • ACD Available | • Call Return | • Phone Lock |
| • ACD Unavailable | • Conference | • Pickup/ParkRtrv |
| • AsstCallPush | • Directory | • Redial |
| • AsstInitCall | • Do Not Disturb | • Services |
| • AsstOptIn | • Empty | • Speeddial |
| • AsstOptOut | • ExecFileAct | • Speeddial 8 |
| • BLF | • ExecFileDeact | • Speeddial 100 |
| • BLF/List | • Flash | • Speeddial/Xfer |
| • BLF/Xfer | • Icom | • Sprecode |
| • Call Forward | • Last Call Return (LCR) | • Transfer/Xfer |
| • Call Log | • Line | • Voicemail |
| • Callers List | • (None) | • XML |

Note:

Keys can also be set up to quickly to access features such as call return (*69) or voicemail. Quick access features like call return and voicemail must first be configured on your PBX in order to work on your phone. See your System Administrator for more information.

State-Based Softkeys

The 6735i and 6737i bottom softkeys can be configured to display specific state-based functions when a softkey is being used.



The following table describes the states available to configure for the softkeys.

State	Description
Idle	The phone is not being used.
Connected	The current line is in an active call (or the call is on hold).
Incoming	The phone is ringing.
Outgoing	You are dialing a number, or the far-end is ringing.
Busy	The current line is busy because the line is in use or the line is set as DND.

The following table identifies the applicable default states for each softkey type on the IP phone.

Softkey Type	Default States
Auto Call Distribution (ACD)	Idle
BLF	Idle, Connected, Incoming, Outgoing, Busy
BLF/List	Idle, Connected, Incoming, Outgoing, Busy
BLF/Xfer	Idle, Connected, Incoming, Outgoing, Busy
Call Forward	Idle, Connected, Incoming, Outgoing, Busy
Callers List	Idle, Connected, Incoming, Outgoing, Busy
Conference	Idle, Connected, Incoming, Outgoing, Busy
Directory	Idle, Connected, Incoming, Outgoing, Busy
DND	Idle, Connected, Incoming, Outgoing, Busy
Empty	Idle, Connected, Incoming, Outgoing, Busy
Flash	All states disabled.
Intercom	Idle, Connected, Incoming, Outgoing, Busy
Last Call Return	Idle, Connected, Incoming, Outgoing, Busy
Line	Idle, Connected, Incoming, Outgoing, Busy
(None)	All states disabled.
Paging	All states disabled.
Park	Connected
Phone Lock	All states disabled.
Pickup	Idle, Outgoing
Redial	Idle, Connected, Incoming, Outgoing, Busy
Services	Idle, Connected, Incoming, Outgoing, Busy
Speeddial	Idle, Connected, Incoming, Outgoing, Busy
Speeddial/Xfer	Idle, Connected, Incoming, Outgoing, Busy
Sprecode	Connected
Transfer	Idle, Connected, Incoming, Outgoing, Busy
XML	Idle, Connected, Incoming, Outgoing, Busy

ACD (Auto Call Distribution) Keys

The ACD softkeys provide Clearspan Call Center agents with quick access to Auto Call Distribution functions. Your System Administrator can configure softkeys for activating ACD Sign In, ACD Sign Out, ACD Available, and ACD Unavailable. The administrator can also have the softkeys play an audio prompt indicating the agent's new state.

AsstInitCall and AsstCallPush

Your System Administrator can assign softkeys to your phone to support the Executive-Assistant service. The **AsstInitCall** and **AsstCallPush** softkeys allow an assistant to place a call on behalf of an executive.

To initiate a call for an executive, press the **AsstInitCall** softkey, and then enter the executive's number and the destination number. If any of the numbers is not provided, you are prompted to provide it. To transfer the call to the executive for whom the call is intended, press the **AsstCallPush** softkey. You can also transfer a filtered call that you answer before pushing the call to the executive.

If the executive does not answer the call within a configured time, the call is sent back to your phone.

AsstOptIn and AsstOptOut

Your System Administrator can assign softkeys to your phone to support the Executive-Assistant service. One Executive-Assistant feature that might be supported on your phone is the ability to opt in or opt out of an executive's pool of assistants. If you have **AsstOptIn** and **AsstOptOut** softkeys on your phone, you have this ability. Press **AsstOptIn** to opt in to an executive's pool, or **AsstOptOut** to opt out of the pool.

BLF (Busy Lamp Field)

The BLF feature on the IP phones allows a specific extension to be monitored for state changes. BLF monitors the status (busy or idle) of extensions on the IP phone.

Example

A Supervisor configures BLFs on his phone for monitoring the status of a worker's phone use (busy or idle). When the worker picks up his phone to make a call, a busy indicator on the Supervisor's phone shows that the worker's phone is in use and busy.

The busy and idle indicators show on the IP phone screen display next to the key programmed for BLF functionality. When the monitored user is idle, an icon with the handset on-hook shows next to the BLF key. When the monitored user is on an active call, a small telephone icon is shown with the handset off-hook.

BLF/List

The BLF/List feature on the IP phones is specifically designed to support the Clearspan Busy Lamp Field feature.

This feature allows the IP phone to subscribe to a list of monitored users defined through the Clearspan web portal. Your System Administrator configures the BLF/List Key.

Note:

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

In addition to monitoring the idle and busy state, the BLF/List feature also supports the ringing state. When the monitored user is idle, there is a small telephone icon shown with the handset on-hook. When the monitored user is on an active call, a small telephone icon is shown with the handset off-hook.

Example

A receptionist has a 6735i running Clearspan firmware that subscribes to a list of extensions from the Clearspan Application Server. On the phone, the key LEDs illuminate either flashing, solid, or turn off depending on the state of those extensions.

Note:

The Clearspan BLF feature is not the same as the Clearspan Shared Call Appearance (SCA) feature and does not permit call control over the monitored extension.

BLF/Xfer

The BLF key allows one or more extensions to be monitored, and once there is any state change with those extensions, the key shows the status of the monitored lines. The Xfer key allows a call to be transferred to other recipients blindly or consultatively. The BLF/Xfer key combines the BLF and Xfer key's functionality together allowing you to transfer calls or use BLF with one key. You can use this key to perform the BLF function as well as use it as a transfer key to transfer calls.

Note:

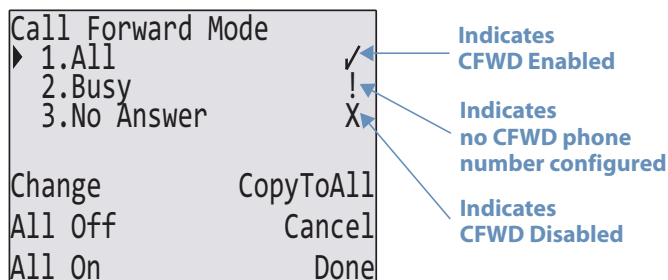
It is recommended that the **Switch UI Focus to Ringing Line** parameter be enabled when using the BLF/Xfer feature. For more information about this parameter, see [“Stuttered Dial Tone”](#) on page 55.

- BLF/Xfer and BLF: A BLF/Xfer key can be configured to subscribe to an extension and monitor the status of the extension, similar to the BLF key functionality. Changes of the state of the monitored extension are indicated by an LED/icon.
- BLF/Xfer and Blind Transfer Calls: When the focused line is in the connected state, pressing the BLF/Xfer key transfers the call to the extension unconditionally, disregarding the status of the monitored extension.
If transferring a call to an extension fails, a message *Transfer Failed* displays on the phone, and you can reconnect the call (get the call back) by pressing the line key again.
- BLF/Xfer and Call Forward: When the focused line is in the ringing state, pressing the BLF/Xfer key forwards the call to the extension unconditionally, disregarding the status of the monitored extension.
- BLF/Xfer and Speed Dial: When the focused line and the monitored extension are idle, pressing the BLF/Xfer key causes the phone to go offhook and dial the number of the extension.

Call Forward Key

Your System Administrator can configure the **Call Forward** (CFWD) function on a softkey, programmable key, or expansion module key. You can also access the CFWD menus by selecting **Call Forward** from the phone's Options menu. Use call forwarding when you want incoming calls to be forwarded to another number when your phone is in the busy state, in the no answer state, or always. When the phone is set to forward calls, the Message Waiting Indicator (MWI) and Call Forward softkey lights are on.

1. Press the **Call Forward** softkey, or press  on the phone and select **Call Forward**. The Call Forward menu displays. Use the ▼ and ▲ keys to scroll through each mode.



In this example, **CFWD All** is enabled as indicated by a check mark (✓), **CFWD Busy** is enabled but no call forward phone number is configured as indicated by a !, and CFWD No Answer is disabled, as indicated by an X.

2. Select a mode using the ▼ and ▲ keys.
 - **All** - Enables **CFWD All** on the phone and forwards all incoming calls to the specified number.
 - **Busy** - Enables **CFWD Busy** on the phone and forwards incoming calls to a specified number if DND has been enabled OR if the phone is currently engaged in another call.
 - **No Answer** - Enables **CFWD NoAns** on the phone and forwards incoming calls to a specified number if the call has not been answered for the specified number of rings.

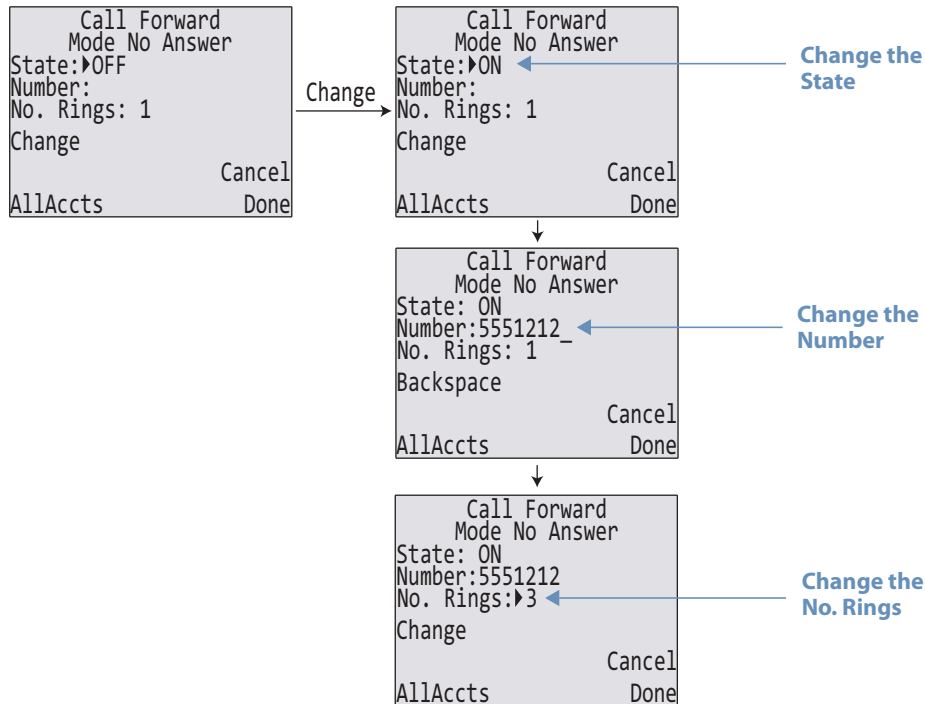
Note:

If **CFWD All** is enabled, the **CFWD All** settings take precedence over **CFWD Busy** and **CFWD NoAns**.

You can also use the following keys if required:

- **All Off** - Disables all CFWD modes.
- **All On** - Enables all CFWD modes.
- **CopytoAll** - Copies the call forward phone number and state of the Call Forward mode (All, Busy, No Answer) in focus to every Call Forward mode. For example, if you have the cursor pointing at the "All" state and it is enabled and has a call forward phone number configured, pressing the **CopytoAll** key enables the **Busy** state and the **NoAns** state and assigns the same phone number to both states.
- **Cancel** - Cancels any configuration you may have made without saving. To cancel a configuration, you must press this **CANCEL** key before pressing the **DONE** key.

3. Press the **Change** key for the mode you selected in step 2. This displays the Call Forward State screen.



- Press the **Change** key in the CFWD State screen. With the cursor in the **State** field, toggle the state ON and OFF by pressing the **Change** key.
- Use the ▼ arrow key to scroll to the **Number** field. Enter a phone number to apply to the current state in focus. When the phone is in the state you specified, and a call comes into the phone, it forwards the call to the number you specify. Use the **BACKSPACE** key if required to delete characters.
- Use the ▼ arrow key to scroll to the **No. Rings** field. Press the **Change** key to select the number of rings to apply to the phone for call forwarding incoming calls. Valid values are **1 to 20**. Default is **3**. When the phone receives an incoming call, and call forward is configured on the phone, the phone rings the number of times you specify in the No. Rings screen, and then forwards the call.
- Press **DONE** in the CFWD State Screen to save all changes.
- Press **DONE** in the CFWD Mode Screen to save all changes.

Call Logs

Call Logs is a stored log of your incoming calls. Your System Administrator can assign the Call Logs key to any key on the top or bottom keys on the phone. Pressing the Call Logs key displays the most recent received, placed, and missed calls that you can view and dial. You can also add a phone number to your speed dial list.

- Press the **Call Logs** key.
- Select Dialed, Received, or Missed.
- Use the ▼ and ▲ keys to scroll through the line items in the Call Logs.
- To view details such as the phone number and date/time, press **Display**. To dial an entry from the Call Logs, press **Dial**. To save a line item to the next available empty speed dial code, press **Add Speed**.
- To exit the Call Logs, press **Back** and **Done**.

Call Park/Pickup

You can "park" a call by putting it on hold, and then hang up and retrieve the call from any phone.

1. During an active call, press the **Park** softkey.
2. Dial the number where you want to park the call plus the # key, or dial # to park the call on your own extension.
3. Hang up or press the **Goodbye** key.
4. To pick up the parked call, lift the handset on any phone, and press the **Pickup** key.
5. Dial the number where the call was parked plus the # key, or dial # to pick up a call parked on your own extension.

Call Pull

The Call Pull function retrieves an existing active call from another one of your devices. Press the **Call Pull** softkey to move an active call from another endpoint to the 6735i or 6737i phone. For example, you can move a call from your mobile phone to your desk phone.

Call Return

The Call Return feature allows you to call the person who last called you. Calls can be returned only to numbers that are acceptable according to your Outgoing Calling Plan. Press the **Call Return** softkey to dial the phone number of the last caller.

Callers List

The Callers list is a stored log of your incoming calls. The phone stores information on up to 200 incoming calls in the Callers list. Your telephone logs the number and name (if available) of the callers, when they last called, and the number of times they tried to reach you.

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

If the telephone number of an incoming or outgoing call matches a number that you have programmed with a name in a programmable key or the Directory, the Callers List displays the name and number.

The display shows you how many callers have been added to the list since you last checked it.

Callers List Screen Display

Display Item	Description
450-349-0438	Indicates you have returned the call from the Callers list.
N MAR 04 3:30pm 2x	"N" indicates a new call.
XX New Callers	When you are not on the telephone and not in the Callers list, the display shows you how many callers have been added to the list since you last checked it.
	Indicates a missed (unanswered) call in the Callers list.
	Indicates an answered call in the Callers list.
	Indicates a Call Waiting call in the Callers list.

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

You can view, scroll through, and delete line items in the Callers List from the IP phone UI. You can also directly dial from a displayed line item in the Callers List.

Accessing the Callers List

Use the following procedure to access the Callers List.

1. Press the **Callers List** key.
2. Use the ▼ and ▲ keys to scroll through the line items in the Callers List.
3. To save a line item to a softkey for speed dialing, press the **Save** softkey and enter the line number at the "Save to?" prompt that is already configured for speed dialing at a softkey.
4. To dial a displayed entry from the Callers List, pick up the handset, press the  handsfree button, or press a line key.
5. To exit the Callers List, press the **Callers List** key.

Editing Entries in the Callers List

Important!

The Callers List does not save changes. Editing in the Callers List is generally used if you plan to call the number and need to add a prefix.

In the Callers List, if a dial pad key is pressed when a number and/or a name is displayed, the cursor automatically adds the digit at the left side of the number to enable the entry of the prefix.

Use the following procedure to edit the Callers List.

1. Press the **Callers List** Key.
2. Press ▼ and ▲ to find the entry you want to edit. Press ▼ to view the most recent call, or ▲ to see the oldest call on your list.
3. Press the **EditNum** softkey to begin editing.
4. Edit the number field using the respective keys on the dialpad.

Notes:

 - Pressing ► will move the cursor one character to the right while pressing ◀ will move the cursor one character to the left.
 - Use the **Backspace** softkey to delete characters.
5. To dial the displayed number press , or just lift the handset, or press any line keys.

Deleting Entries from the Callers List

You can delete individual items from the Callers List, or you can delete all items in the Callers List.

Use the following procedure to delete an individual item from the Callers List.

1. Press the **Callers** key.
2. Use the ▼ and ▲ keys to find the item you want to delete.

3. Press the **Delete** softkey.
 4. Press the **Delete** softkey again at the prompt to erase the item.
- Use the following procedure to delete all items from the Callers List.

1. Press the **Callers List** Key.
2. Press the **Delete** softkey.
3. Press the **Delete All** softkey to erase all items.

Missed Calls Indicator

The IP phone has a "missed calls" indicator that increments the number of missed calls to the phone. The number of calls that have not been answered increment on the phone's idle screen as **<number> Missed Calls**. As the number of unanswered calls increments, the phone numbers associated with the calls are stored in the Callers List. You can access the Callers List and clear the call from the list. Once you access the Callers List, the missed calls indication on the idle screen is cleared.

Use the following procedure to access and clear missed calls from the Callers List. Once you display the Callers List, the **<number> Missed Calls** indicator clears.

1. Press **Callers List** key on the phone.
2. Use the ▼ and ▲ keys to scroll through the line items in the Callers List to find the line items that have the ☎ icon with the receiver ON. These are the missed calls to the phone.
3. To clear a line item from the Callers List, select the line item you want to delete and press the **Delete** softkey.
The line item is deleted from the Callers List.

Conf Key

The **Conf** key allows you to create a conference call from your phone. For more information, refer to [“Creating Conference Calls”](#) on page 17.

Directory Lookup

Your System Administrator can assign the Directory key to any top or bottom softkey on the phone. The Directory Lookup application provides functions to search an LDAP or Outlook directory and then display the list on your phone for dialing.

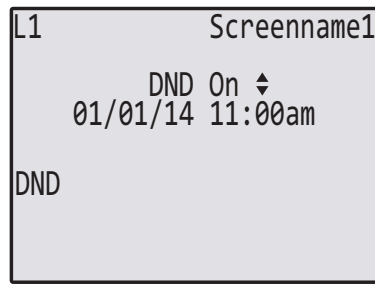
1. Press the **Directory** key. If prompted, enter your Outlook credentials.
2. Search for any name by entering letters using the phone's keypad.
3. Press **Lookup** to retrieve a list of possible names. You can scroll up and down in the list that is returned.
4. Press **Dial** to call the selected entry in the list. You can also press **Display** to search for additional numbers available for the selected name, or **Speed Dial** to add the number to your Speed Dial.
5. To exit the Directory, press **Back** and **Cancel**.

Do Not Disturb (DND)

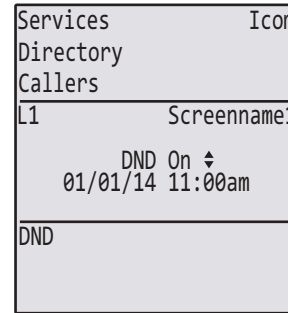
Do Not Disturb (DND) is a feature on the phone that prevents the phone from ringing and receiving incoming calls. The DND function allows you to turn DND ON and OFF. Your System Administrator configures DND. If DND is ON, the Message Waiting Indicator (MWI) and DND softkey lights are on, and callers calling into the phone hear a busy signal or a message, depending on how your System Administrator set up the configuration.

If the phone shares a line with other phones, only the phone that has DND configured is affected.

The second line on the screen of the IP phone shows when DND is set. Once DND is enabled, *DND On* displays on the LCD. The second line on the screen of the IP phone shows when DND is set.



6735i



6737i

Empty Key

Your System Administrator can set a softkey to force a blank entry on the IP phone display for a specific key by setting the softkey to **Empty**. The keys are added in order (from key 1 to key 20) after any hard-coded keys have been added. If a particular key is not defined (set to None), it is ignored.

ExecFilAct and ExecFilDeact

Your System Administrator can configure which calls to forward to an executive's assistants using the Executive-Assistant service, and can enable or disable call filtering. If call filtering is enabled, executives can activate or deactivate it using the **ExecFilAct** and **ExecFilDeact** softkeys. When call filtering is deactivated, all calls are routed to the executive.

Flash

Your System Administrator can set a key to generate a flash event when it is pressed on the phone by setting the key to **flash**. The IP phone generates flash events only when a call is connected and there is an active RTP stream (for example, when the call is not on hold).

Icom (Intercom)

You can use the Intercom key to automatically connect with a remote extension for outgoing calls, and to answer an incoming intercom call.

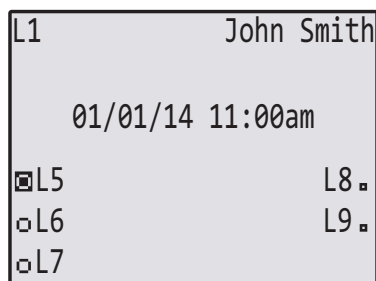
1. Press the **Icom** key.
2. Enter the extension number of the person you wish to intercom or the BLF key for that extension.
3. After a beep tone, your phone automatically connects with the remote extension and you can speak through its speaker.
4. To cancel intercom, press  or the **Cancel** key.
5. When you are finished speaking, hang up the phone by placing the handset back on-hook or by pressing  or the line/call appearance button for the active call. When you hang up, the remote phone also hangs up.

Your System Administrator can set specific incoming Intercom call features on the phone. For more information about the incoming Intercom features and for procedures on setting these features, see ["Group Paging"](#) on [page 50](#).

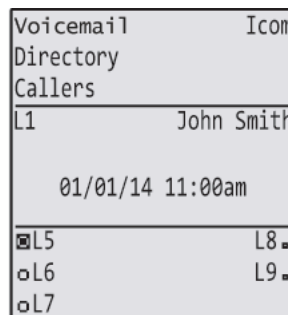
Line Key

Your System Administrator can set a programmable key or softkey to act as a line/call appearance key on the phone. This key acts as a line that behaves the same as a hard line key (Line 1, Line 2, Line 3, and Line 4). For more information about the behavior of line keys, see [“Multiple Line and Call Appearances”](#) on page 31.

If you configure line keys for the bottom softkeys, the status of the lines/call appearance keys appear on the phone's display as shown in the following images.



6735i



6737i

Icons next to the softkeys on the phone's display indicate the status for that line or call. The following table provides a description for each icon.

Activity	Light	Icon	Description
Idle	Solid	■	There is no call activity for the line/call appearance softkey.
Connected	Solid	◻	A call is connected to your phone on this line/call appearance softkey. The equivalent on a line/call appearance hard key is a solid green light.
Ringing	Flashing	◻	A call is ringing on your phone on this line/call appearance softkey. The equivalent on a line/call appearance hard key is a fast flashing green light.
On Hold	Flashing	◻	A call is on hold on your phone on this line/call appearance softkey. The equivalent on a line/call appearance hard key is a slow flashing green light.

Depending on how the phone has been configured, the maximum number of total line/call appearances that can be configured is nine (four line/call appearance hard keys plus five softkeys or programmable keys). If all line/call appearances have been set up between two different numbers, a total of eight lines can be configured.

This means that when all line/call appearances are in use, one call is connected while the rest are on hold. No further outgoing or incoming calls can be made until one of the line/call appearances becomes available.

In active states, such as ringing, conference, connected, etc., all softkeys disappear except softkeys that have been set up as line/call appearances and any context-dependent softkeys required for the active state, such as the **Drop** softkey in the connected state. Typically, context-dependent softkeys appear in the top left position and all line/call appearance softkeys appear in the remaining positions.

Note:

In some situations, such as during a conference call, the line/call appearance softkeys may overwrite some of the context dependent softkeys. In this case, instead of the **Previous** and **Next** softkeys, up or down icons, ▲ and ▼ appear on the display. By using the ▲ and ▼ navigation keys, you can access the same functionality as the **Previous** and **Next** softkeys.

Paging Key

Your System Administrator can configure a Paging key on the phone that allows you to send a Real Time Transport Protocol (RTP) stream to pre-configured multicast address(es) without involving SIP signaling. Your administrator enters a multicast IP address(es) and a port number for the Paging key, that when pressed, initiates an outgoing multicast RTP

session. This is called Group Paging on the IP phones. Your System Administrator can also specify group paging RTP addresses that the phone listens for when receiving RTP streams. Your administrator can specify up to five listening multicast addresses.

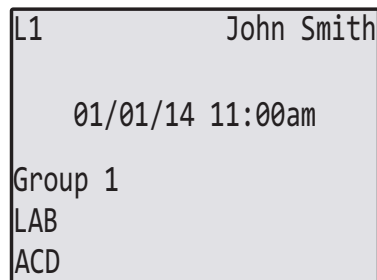
For more information about Group Paging and how it works, and to specify multicast addresses, see “Group Paging” on page 50.

The following procedure describes the use of the **Paging** key on the IP Phone. The procedure assumes your System Administrator has already configured the **Paging** key.

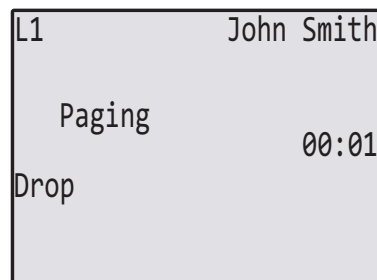
Notes:

- Recipient of a Paging call can set a global Do Not Disturb (DND) to ignore any incoming pages.
- For incoming Paging, the phone uses the Intercom configuration settings. The incoming Page is dependent on the **Allow Barge-In** parameter setting and the Idling/On Call state.

1. On the IP Phone, press the softkey, programmable key, or expansion module key configured for Paging (labeled as **Group 1** in the following illustration).



The phone opens a multicast RTP session and an outgoing OR incoming phone screen displays as follows.



2. Press the **Drop** key to end the multicast RTP session and return to the idle screen.

Note:

If you enable global DND on the phone, the incoming multicast RTP session is dropped.

Park/Pickup

The **Park** and **Pickup** keys allow you to park a call and retrieve it from another phone. For more information, refer to “Parking and Picking Up Calls” on page 19.

Phone Lock Key

Your System Administrator can configure a key on the IP Phone to use as a lock/unlock key, assigning the function of the key as **Phone Lock**.

After an lock/unlock key is configured, refer to the following procedures to use the key on the IP phone.

Lock the Phone

1. Press the **LOCK** key.
The phone locks.
The LED for the key AND the Message Waiting Lamp illuminate steady ON. An “Unlock” label appears next to the key you just pressed.

Unlock the Phone

2. Press the **UNLOCK** key.
A password prompt displays.
3. Enter your user password and press **ENTER**.
The phone unlocks.
The LED for the key AND the Message Waiting Lamp go OFF. The “Lock” label appears next to the key you just pressed.

Redial Key

By default, the 6735i and 6737i have a dedicated Redial key. However, your System Administrator can assign the Redial key to any key on the top or bottom keys on the phone. Pressing the **Redial** key displays the Redial List.

The redial list is available during active calls. It stores up to the last 100 numbers you called, allowing you to scroll through and select the number you wish to redial.

Note:

Your System Administrator can set your Redial key to speed dial a specific number. Contact your System Administrator for more information.

Accessing the Redial List

1. Press  to display the most recently dialed number and use ▼ and ▲ to scroll through the list to view the other numbers.

Note:

Press  twice to redial the most recently dialed number.

2. Press ▼ to see the second most recently dialed number, or ▲ to see the oldest call on your list.
3. To dial the displayed number press , or lift the Handset or press any line keys.
4. Press  or the  key to cancel.

Deleting an Item from the Redial List

1. Press .
2. Press ▼ and ▲ to find the item you want to delete.
3. Press the **Delete** Key, then press the **Delete** key again to erase the item.

Delete All Items from the Redial List

1. Press .
2. Press the **Delete** Key, then press the **Delete All** Key to erase all items.

Speeddial Key

The normal function of the speed dial option allows you to dial a number quickly by pressing a key configured for speed dialing. You can program the keys on the 6735i and 6737i to speed dial outside numbers, dial directly to another person's line or extension, or set up to quickly access features such as Caller ID (*69), Voicemail.

You can use the **Speed 8** or **Speed 100** softkeys, if available, to dial from or edit your Speed Dial list on the Clearspan system. Speed dialing that is not accessed through a **Speed 8** or **Speed 100** key is local to the phone and will be lost if your phone is replaced.

Note:

You can use a speed dial key while on an active call by placing the active call on hold first, and then pressing the speed dial key.

You can create speed dial keys using any of the following methods:

- By pressing the **Speed 8** or **Speed 100** softkeys
- Using the IP Phone UI at the path, **Options->Preferences->Speed Dial Edit**
- By pressing and holding a softkey, keypad key, or expansion module key

Speed Dial Prefix

The speed dial feature also allows your System Administrator to specify a preset string of numbers followed by a "+" that the phone dials automatically after pressing the speed dial key. You can use this feature for numbers that contain long prefixes.

For example, if you had the following speed dial configuration:

Key 1

Type=speeddial

Label=Europe Office

Value=1234567+

Line=2

Then, after you press key 1 on the phone, the prefix number displays on the phone screen. The phone proceeds to dial the prefix number automatically and pauses for you to enter the remaining phone number using the keypad on the phone.

You can save up to 30 speed dial numbers on the 6735i and 6737i.

Use the following procedures to set speed dial on the phone.

Creating a Speed Dial Using Speed Dial 8 or Speed Dial 100

You can use the Speed 8 or Speed 100 softkeys, if available, to create speed dial functions that are saved on the Clearspan system.

1. Press the **Speed 8** or **Speed 100** softkey.
2. Select **Options**, and then select **Add**.
3. For **Enter Speed Code**, enter a speed dial code to apply to the speed dial entry using the keypad keys. You can enter a number from 0 to 99.
4. Press **Done** to move to the next field.
5. For **Enter Number**, enter a number for the speed dial entry using the keypad keys.
6. Press **Done** to move to the next field.

7. For **Enter Name**, enter a name to apply to the speed dial key.

Use the keypad keys to enter the name. Continue to press the keypad keys to access the next letter for that key (i.e. press **2** three times to access **C**). To insert a space between letters, press the **Space** softkey. To backspace and erase a mistake, press the **Backspace** softkey.

Note:

The phone automatically uses an upper-case letter for the first letter of each word and a lower-case letter for all subsequent letters in the word. If necessary, use the **ABC ►** softkey to specify upper-case letters or lower-case letters when entering the name.

8. Press the **Done** softkey to save the speed dial information to the speed dial code you selected.

Note:

To remove a speed dial number from the phone, select the speed dial entry, press Options, and then press **Delete**.

Press-and-Hold to Create a Speed Dial

Pressing and holding down a programmable key, softkey, keypad key, or expansion module key on the phone initiates a speed dial feature that is only saved locally on the phone.

Note:

When creating a speed dial key from the IP Phone UI, you must select a softkey, keypad key, or expansion module key that has no preassigned function (key must be set to **None**).

1. Press and hold an unconfigured programmable key, softkey, keypad key, or expansion module key. The speed dial entry screen displays.

Note:

You can press the **Cancel** softkey at anytime during the speed dial programming to cancel and not save the speed dial information.

2. In the **Enter Number:** field, enter a number for the speed dial key using the keypad keys. You can enter up to 16 digits in the **Enter Number:** field.

Note:

When in the **Enter Number:** field, the phone automatically switches to the numbers softkey.

3. Press the **▼** key to move to the next field.

4. In the **Line:** field, select a line to apply to the speed dial key. This is the line that the phone opens to dial the number after you press the speed dial key. By default, the phone uses Line 1 for the speed dial key. If you want to use a different line, press the **Change** key, or press the **►** key to select another line.

5. Press the **Save** softkey to save the speed dial information to the speed dial key you selected.

Note:

To delete or remove a speed dial configuration from the phone, you can press the **Remove** key.

Creating or Editing a Speed Dial Using the Speed Dial Edit Option

You can use the Options menu to create or edit a press-and-hold speed dial key that is only saved locally on the phone.

1. Press  on the phone to enter the Options list.

2. Select **Preferences** and press **Select**.

3. Select **Speed Dial Edit** and press **Select**. The prompt displays, *Press SD button*. All current speed dial key LEDs flash (for softkeys, programmable keys, and expansion module keys). All other function key LEDs turn off during this process. After you press a speed dial key for editing, the phone restores all key LEDs to their previous state.

Note:

If you select a key that is currently set as a speed dial key, the speed dial information displays for you to edit.

4. Press an unconfigured softkey, programmable key, keypad key, or expansion module key.

Notes:

- You can press the **Cancel** softkey at anytime during the speed dial programming to cancel and not save the speed dial information.
- If a number on the keypad is set up as a speed dial key, pressing the applicable number in the speed dial editing process displays the speed dial edit screen. The edit screen allows you to change the Speed Dial Number and Line setting.
- If you press a key that is NOT set up as a speed dial key, the phone displays an *Invalid Key* message. However, if you press-and-hold an empty digit key, softkey, or expansion module key set to NONE, the phone initiates the *Add a speed dial Key* process, allowing you to set up a new speed dial key. For more information, see “Creating a Speed Dial Using Speed Dial 8 or Speed Dial 100” on page 45.

5. In the **Enter Number:** field, enter a number for the speed dial key using the keypad keys. You can enter up to 16 digits in the **Enter Number:** field.

Note:

When in the **Enter Number:** field, the phone automatically switches to the numbers softkey.

6. Press the ▼ key to move to the next field.

7. In the **Line:** field, select a line to apply to the speed dial key. This is the line that the phone opens to dial the number after you press the speed dial key. By default, the phone uses Line 1 for the speed dial key. If you want to use a different line, press the **Change** key, or press the ► key to select another line.

8. Press the **Save** softkey to save the speed dial information to the speed dial key you selected.

Note:

To delete or remove a speed dial configuration from the phone, you can press the **Remove** key.

Speeddial/Xfer

The Speed Dial key allows a number to be dialed quickly by pressing one key configured for speed dialing. The Xfer key allows a call to be transferred to other recipients blindly or consultatively. The **Speeddial/Xfer** key combines the Speed Dial and Xfer key's functionality together, allowing you to transfer calls or use Speeddial with one key.

Note:

It is recommended that the **Switch UI Focus to Ringing Line** parameter be enabled when using the Speed Dial/Xfer feature. For more information about this parameter, see “Stuttered Dial Tone” on page 55.

The **Speeddial/Xfer** key has the following capabilities:

- Speeddial/Xfer and Speed Dial: When the phone is in the idle state, pressing the **Speeddial/Xfer** key causes the phone to go offhook and dial the predefined extension.
- Speeddial/Xfer and Blind Transfer: When the phone is connected to a call, pressing the **Speeddial/Xfer** key blind transfers the call to the predefined target.
If transferring a call fails, a message *Transfer Failed* displays, and you can reconnect the call (get the call back) by pressing the line key again.
- Speeddial/Xfer and Call Forward: When the phone is in the ringing state, pressing the **Speeddial/Xfer** key forwards the call to the predefined extension.

Sprecode Key

Your System Administrator can set a key to automatically activate specific services offered by the server by setting a key to **Sprecode**. For example, if the sprecode value of *82 is configured, then by pressing the key, *82 automatically activates a service provided by the server. The value you enter for this field is dependent on the services provided by the server. Contact your System Administrator for information about available services.

Transfer/Xfer

The **Transfer** or **Xfer** key allows you to perform a blind or consultative transfer of an active call to another phone number. For more information, refer to “[Transferring Calls](#)” on [page 19](#).

Voicemail

The Voicemail feature on the 6735i and 6737i IP phones allows you to use a line, configured with a phone number for dialing out, to connect to a voicemail server. Each assigned Voicemail number can have one Voicemail access phone number.

The Voicemail list displays a list of phone numbers assigned to the phone that have registered voicemail accounts associated with them. Contact your System Administrator for information about lines configured for Voicemail.

Note:

The Voicemail list does not display the voicemail access number.

The phone displays up to 99 voicemail messages for an account even if the number of voicemails exceeds the limit.

Registered account numbers/URLs that exceed the length of the screen, either with or without the voicemail icon and the message count, are truncated with an ellipse character at the end of the number/URI string.

The end of the Voicemail list displays the number of new voicemail messages (if any exist).

1. Press the **Voicemail** softkey on the phone if your System Administrator has configured it.
2. Enter your Voicemail password if prompted. Or, use the ▼ and ▲ keys to scroll through the line items in the Voicemail list, and then press  or ► or a **Line** key to make an outgoing call using the voicemail access phone number associated with the line for which the voicemail account is registered.

From a selected item in the Voicemail list, you can also lift the handset (go offhook) to make an outgoing call using the voicemail access phone number.

XML Key

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

Your System Administrator configures the XML key.

After the XML application is applied, you can use the IP Phone UI to access the XML services.

Note:

The XML services must be set up by your System Administrator before you can use the key. Contact your System Administrator for more information.

1. Press the **XML** key on the 6735i phone. A **Custom Features** screen displays, or the title specified.
2. Use the ▲ and ▼ to scroll through the customized features.
3. For menu and directory services, select a service to display the information for that customized service. Message services display to the screen after pressing the programmable key. For user input services, follow the prompts as appropriate.
4. To exit from the **Custom Features** screen, press the **XML** key again.

Additional Features

This section describes additional features your System Administrator can set up for your 6735i or 6737i phone. A multitude of other features are available depending on whether or not your System Administrator has configured them for use. Contact your System Administrator for feature availability and usage information.

Call Hold Reminder During Active Calls

Your System Administrator can enable the phone to initiate a continuous reminder tone on the active call when another call is on hold. For example, when this feature is enabled, and the call on Line 1 is on hold, and then the you answer a call on Line 2 and stay on that line, a reminder tone is played in the active audio path on Line 2 to remind you that there is still a call on hold on Line 1. When this feature is disabled, a ring splash is heard when the active call hangs up and there is still a call on hold.

Call Hold Reminder (on single hold)

Your System Administrator can enable or disable a feature that starts the reminder ring splash timer as soon as you put a call on hold (even when no other calls are active on the phone). When enabled, the phone initiates a reminder ring splash periodically for the single call on hold. When disabled, no reminder ring splash is audible.

Call Waiting Tone Period

Your System Administrator can specify a specific time period (in seconds) for the call waiting tone to play at regular intervals on an active call. A value of "0" is the default and plays the call waiting tone only once on the active call. When the incoming caller hangs up, the call waiting tone stops on the existing active call.

Display DTMF Digits

Your System Administrator can configure a feature that allows DTMF (dual-tone multi-frequency) digits to display to the phone when using the keypad to dial, or when dialing from a softkey, programmable key, or expansion module key.

DTMF is the signal sent from the phone to the network that you generate when you press the phone's touch keys. This is also known as "touchtone" dialing. Each key you press on your phone generates two tones of specific frequencies. One tone is generated from a high-frequency group of tones and the other from a low frequency group.

If **Display DTMF Digits** is enabled, the digits you are dialing from the keypad, softkey, or programmable key, display to the IP phone's LCD display. This parameter is disabled by default (no digits display when dialing).

Goodbye Key Cancels Incoming Calls

Your System Administrator can configure the phone so that the **Goodbye** key drops a second incoming call. If your System Administrator enables this parameter, which is the default, pressing the **Goodbye** key rejects calls coming into the phone while you are on an active call.

If this feature is disabled, and you receive another call when an active call is already in progress., the phone allows you to **Answer** or **Ignore** the second incoming call. When this parameter is disabled, pressing the **Goodbye** key hangs up the active call.

Group Paging

Push-to-Talk and Instant Group Call (Clearspan)

Your System Administrator can configure the phone to use paging through the Clearspan system. The Clearspan group paging feature allows you (using SIP signalling) to unidirectionally page a predefined group of users by dialing an assigned DN or extension. The group is called and connected in a multi-way conference with the caller. When the group members' phones are set to Auto-Answer, their phones automatically answer the page.

Group RTP Paging (RTP Streams)

Your System Administrator can configure the phone to receive a Real Time Transport Protocol (RTP) stream from pre-configured multicast address(es) without Clearspan and without involving SIP signaling. Your administrator can specify up to five multicast addresses that the phone listens for on the network.

The 6735i or 6737i phone in the local network listens for RTP on the preconfigured multicast address. The Phone displays the *Paging* message to the phone's LCD. It uses the G711 uLaw CODEC for multicast RTP.

The recipient can drop the incoming page if required. The recipient can also set Do Not Disturb (DND) to ignore any incoming pages.

For incoming RTP multicasts, the ringing display is dependent on the setting for the **Allow Barge-In** parameter. (See ["Allow Barge In"](#) on [page 51](#).) If this parameter is disabled, and there is no other call on the phone, then the paging is automatically played via the default audio device.

If there is an existing call on the phone, the call initially displays in the ringing state. You have the option to accept/ignore the call. If the **Allow Barge-In** parameter is enabled, the RTP multicast call barges in, and any existing calls are put on hold.

If an RTP multicast session already exists on the phone, and the phone receives another incoming RTP multicast session, the priority is given to the first multicast session and the second multicast session is ignored. The behavior for the incoming calls in this case is also based on the setting for the Allow Barge-In parameter. The incoming call is handled as if there were an existing call already on the phone.

Incoming Intercom Call Features

By default, the IP phone allows incoming intercom calls to be automatically answered without having to set up an **Icom** key on your phone. The phone automatically plays a warning tone when it receives an incoming intercom call. It also mutes the microphone. If the intercom call comes into the phone while an active call is already present, the phone puts the active call on hold and answers the intercom call.

Your System Administrator can change the behavior of how the phone handles incoming intercom calls by enabling/disabling specific parameters.

- Auto Answer
- Microphone Mute
- Play Warning Tone
- Allow Barge In

Auto-Answer/Play Warning Tone

The auto-answer feature on the IP phone allows your System Administrator to enable or disable automatic answering for an Intercom call. If **Auto-Answer** is enabled, the phone automatically answers an incoming intercom call. If **Play Warning Tone** is also enabled, the phone plays a tone to alert you before answering the intercom call. If **Auto-Answer** is disabled, the phone treats the incoming intercom call as a normal call. **Auto-Answer** and **Play Warning Tone** are enabled by default.

Note:

Your Administrator can set a time period delay before the phone automatically answers. Contact your System Administrator for more information.

Microphone Mute

Your System Administrator can mute or unmute the microphone on the IP phone for intercom calls made by the originating caller. Enabling this feature mutes the intercom call. Disabling this feature unmutes the intercom call. **Microphone Mute** is enabled by default.

Allow Barge In

Your System Administrator can configure whether or not the IP phone allows an incoming intercom call to interrupt an active call. The **Allow Barge In** parameter controls this feature. When you enable this parameter, which is the default value, an incoming intercom call takes precedence over any active call, by placing the active call on hold and automatically answering the intercom call. When you disable this parameter, and there is an active call, the phone treats an incoming intercom call like a normal call and plays the call warning tone. **Allow Barge In** is enabled by default.

Message Waiting Indicator Line

Your System Administrator can configure the Message Waiting Indicator (MWI) to illuminate for a specific line or for all lines. For example, if the MWI LED is configured on line 2 only, the LED illuminates if a voice mail is pending on line 2. If the MWI LED is configured for all lines, the LED illuminates if a voice mail is pending on any line on the phone.

Play Call Waiting Tone

Your System Administrator can enable or disable the playing of a call waiting tone when a caller is on an active call and a new call comes into the phone.

Preferred Line and Preferred Line Timeout

The phone has two available features called **Preferred Line** and **Preferred Line Timeout**. If your System Administrator enables the preferred line parameter on your phone, after a call ends (incoming or outgoing), the display switches back to the preferred line. Then the next time you go off-hook to make another call, you pick up on the preferred line. Your administrator can also set a preferred timeout that specifies the number of seconds it takes for the phone to switch back to the preferred line.

The following table provides the behavior of the preferred line focus feature with other features on the phone.

Phone Feature	Preferred Line Behavior
BLF	The phone switches back immediately after the call ends.
Call Return	The phone switches back to the focused line immediately after the call ends.
Caller ID	If the Switch UI Focus To Ringing Line parameter is disabled, you can see the Caller ID when the phone switches the focus to the ringing line.
Conference	For incoming calls, the phone switches back immediately after the call ends.
Dialing	For incomplete dialing on a non-preferred line, the focus does not change if some digits are entered. If no digits are entered or digits were cleared, the focus changes to preferred line after the time out has passed without activities.
Factory Default	Factory default and recovery mode clears the Preferred Line and Preferred Line Timeout parameters, and the phone operates in a non-preferred line mode.
Park	The phone switches back immediately after the call ends.
Redial	The phone switches back immediately after the call ends.
Speed Dial	The line is already specified when the speed dial is created. The phone switches back immediately after the call ends.
Transfer/Xfer	For incoming or outgoing calls, the current behavior is that the same line used to transfer the call does not change. For incoming calls, the phone switches back immediately after the call transfers.
Voicemail	The phone switches back immediately after the call ends.

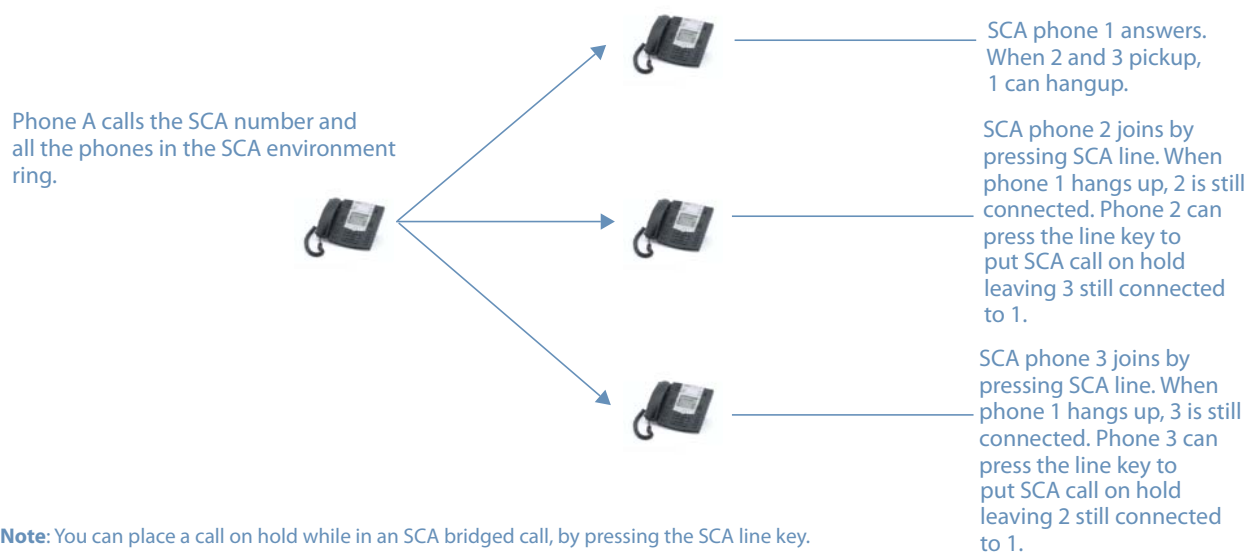
Notes:

- If a value of **0** is specified for the preferred line parameter, it disables the preferred line focus feature.
- If a value of **0** is specified for the preferred line timeout parameter, the phone returns the line to the preferred line immediately.

Shared Call Appearance (SCA) Call Bridging

Shared Call Appearance (SCA) is when incoming calls are presented to multiple phones simultaneously. For example, it is the ability to assign the boss' extension to a button on the secretary's phone. Calls can be transferred between two phones with the same extension button by simply putting the call on hold at one phone and picking it up on the other. Status LEDs light and flash in unison, allowing all people sharing the extension to see the status at a glance.

The phones include an enhanced SCA for the servers that support call bridging and allows two or more SCA users to be connected in a call with a third party. Refer to the following example.



Using the example above, when a call comes into Phone 1, Phone 2 and Phone 3 can pick up the same call by pressing the SCA line key. Phone 2 and 3 display the call they are bridging into on the LCD of the phones. Existing SCA parties in a bridge or one-to-one call hear an audible beep when another party has joined the call.

Note:

Your Administrator must enable/disable the beep on the server-side.

If a phone is configured for SCA bridging and it attempts to join a call, but the account on the server does not have this functionality enabled, an error message displays to the LCD on the phone.

The SCA call bridging feature is disabled by default on all phones. Your System Administrator can enable/disable this feature if required. Contact your System Administrator for more information.

Keys States and LED Behavior

There are two call states on the phones that support SCA bridging:

- **Bridge-active** - A bridged call is in progress.
- **Bridge-held** - The 3rd-party (i.e., non-SCA party) in the bridge is on hold.

The following tables provide the key states and LED behavior in an SCA bridge call for users involved in an SCA call and users not involved in the SCA call.

Line Keys and Idle Screens

State	Call LED	Call Caller ID	Non-Call LED	Non-Call Caller ID
Idle	N/A	N/A	Off	N/A
Seized	Solid Green	None	Solid Red	None
Progressing (outgoing call)	Green	Called Party	Solid Red	None
Alerting (incoming call)	Blinking Unselected Red	N/A		
Active	Solid Green	Far-end	Solid Red	Far-end
Held	Slow Flashing Green	Far-end	Slow Flashing Red	Far-end
Hold private	Slow Flashing Green	Far-end	Solid Red	Far-end
Bridge-active	Solid Green	Far-end	Solid Red	Far-end
Bridge-held	Slow Flashing Green	Far-end	Solid Red	Far-end

Softkey Line Keys

State	Call Icon	Call LED	Non-Call Icon	Non-Call LED
Idle	Small circle	None	Small Circle	None
Seized	N/A	N/A	Solid Circle	Solid Red
Progressing (outgoing call)	Empty circle	Solid Red	Solid Circle	Solid Red
Alerting (incoming call)	Empty blinking circle	Flashing Red	N/A	N/A
Active	Empty circle	Solid Red	Solid Circle	Solid Red
Held	Reverse empty blinking circle	Slow Flashing Red	Solid Reverse Circle	Slow Flashing Red
Hold private	Reverse empty blinking circle	Slow Flashing Red	Solid Circle	Solid Red
Bridge-active	Empty circle	Solid Red	Solid Circle	Solid Red
Bridge-held	Reverse empty blinking circle	Slow Flashing Red	Solid Circle	Solid Red

Programmable Line Keys

State	Call Icon	Call LED	Non-Call Icon	Non-Call LED
Idle	Small circle	None	Small Circle	None
Seized	N/A	N/A	Solid Circle	Solid Red
Progressing (outgoing call)	Empty circle	Solid Red	Solid Circle	Solid Red
Alerting (incoming call)	Empty blinking circle	Flashing Red	N/A	N/A
Active	Empty circle	Solid Red	Solid Circle	Solid Red
Held	Reverse empty blinking circle	Slow Flashing Red	Solid Reverse Circle	Slow Flashing Red
Hold private	Reverse empty blinking circle	Slow Flashing Red	Solid Circle	Solid Red
Bridge-active	Empty circle	Solid Red	Solid Circle	Solid Red
Bridge-held	Reverse empty blinking circle	Slow Flashing Red	Solid Circle	Solid Red

Line key Phone Behavior

State	Call Line Key Pressed	Non-Call Line Key Pressed
Idle	N/A	Attempt to seize the line
Seized	Hang up	Ignore
Progressing	Hang up	Ignore
Alerting	Answer	N/A
Active	Hold	Bridge
Held	Retrieve	Bridge
Hold private	Retrieve	Ignore
Bridge-active	Hold	Bridge
Bridge-held	Retrieve	Bridge

SCA Voicemail Indicators

Visual indicators for voicemail messages on SCA lines can be enabled by your System Administrator. When an SCA-configured line has a pending voicemail message, your Administrator has the option of configuring the phone to display an envelope icon  and the number of pending messages beside the softkey's label corresponding to the line. Additionally, the softkey's LED will be illuminated.

Alternatively, the display can be configured to only show the envelope icon beside the softkey's label (i.e. no indication of the number of pending messages). Contact your System Administrator for more information.

Star Codes

All of the main call handling and extension management features using star codes can be set on your phone by your Administrator. If these have not been set up, you can dial any star code commands on the 6735i or 6737i phone the same way you would on a regular telephone. Refer to [“Clearspan Feature Access Codes”](#) on [page 61](#) for a list of star codes. Contact your System Administrator for more information.

Status Scroll Delay

Your System Administrator can specify a scroll delay option that allows you to set the time delay, in seconds, between the scrolling of each status message on the phone. The default time is 5 seconds for each message to display before scrolling to the next message. This time can be increased or decreased as required.

Stuttered Dial Tone

Your System Administrator can enable or disable the playing of a stuttered dial tone when there is a message waiting on the IP phone.

Switch UI Focus to Ringing Line

Your System Administrator can configure a feature on the phone that controls the behavior of the phone when it receives an incoming call and it is already in a connected call. When a call comes into the phone, and the phone is already on a connected call, the phone switches focus to the ringing line to enable you to see who is calling. Your System Administrator can turn off this functionality so that the phone stays focused on the connected call.

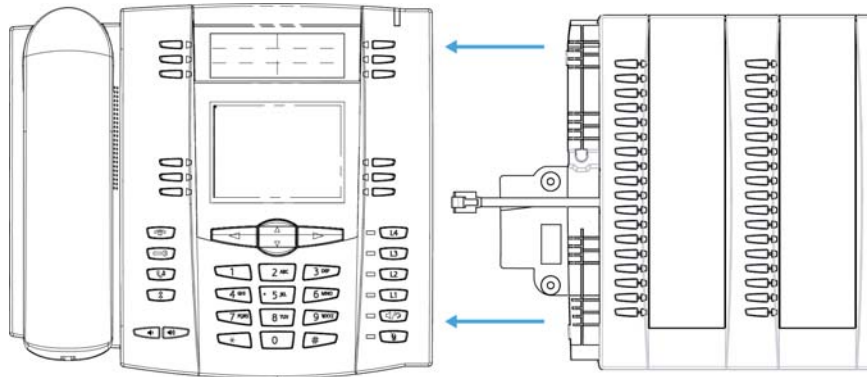
XML Beep Support

Your System Administrator can enable or disable a beep to be audible when the phone receives an XML application. If this feature is disabled, then no beep is heard when the XML application arrives to the phone.

Model M670i and M675i Expansion Modules

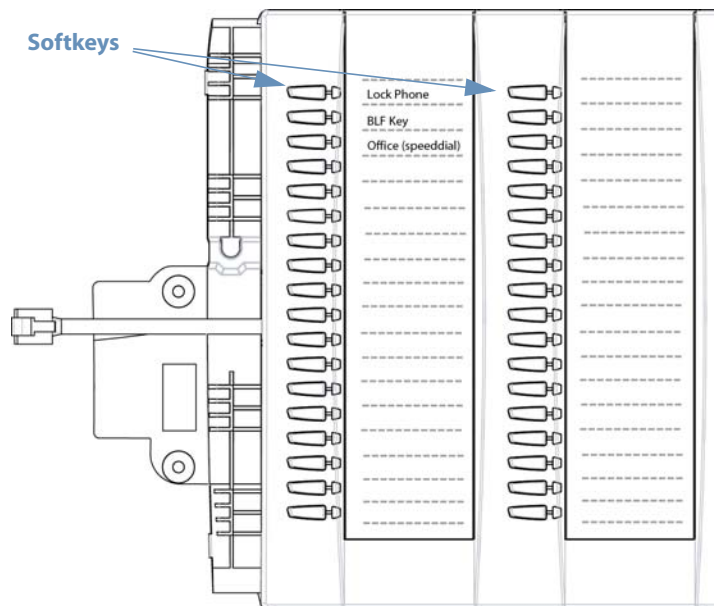
The 6735i and 6737i IP phones offer optional M670i and M675i Expansion Modules that attach to the right side of the phone to provide additional softkeys. The phones support up to three expansion modules (either M675i or M670i) when powered via an optional power adapter. When using a PoE power source, one expansion module is supported.

Model M670i

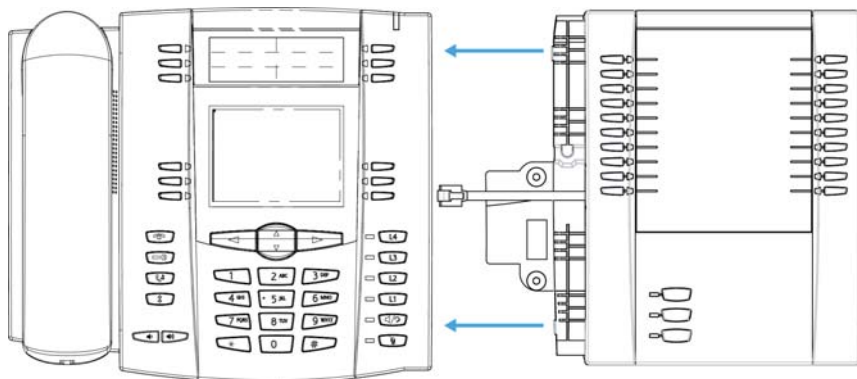


The M670i provides 18 softkeys in each column (totaling 36 keys) on the keypad. Each key provides an LED for indicating call status. The M670i provides a paper label for convenient key labeling.

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



Model M675i



The M675i provides 10 softkeys in each column (totaling 20 keys) on the keypad. The M675i also provides three keys at the bottom left of the unit. These keys represent Page 1, Page 2, and Page 3 of the LCD display. The M675i has 20 keys available on each page (totaling 60 softkeys). Each key provides an LED for indicating call status. The M675i provides an LCD for displaying key labels.

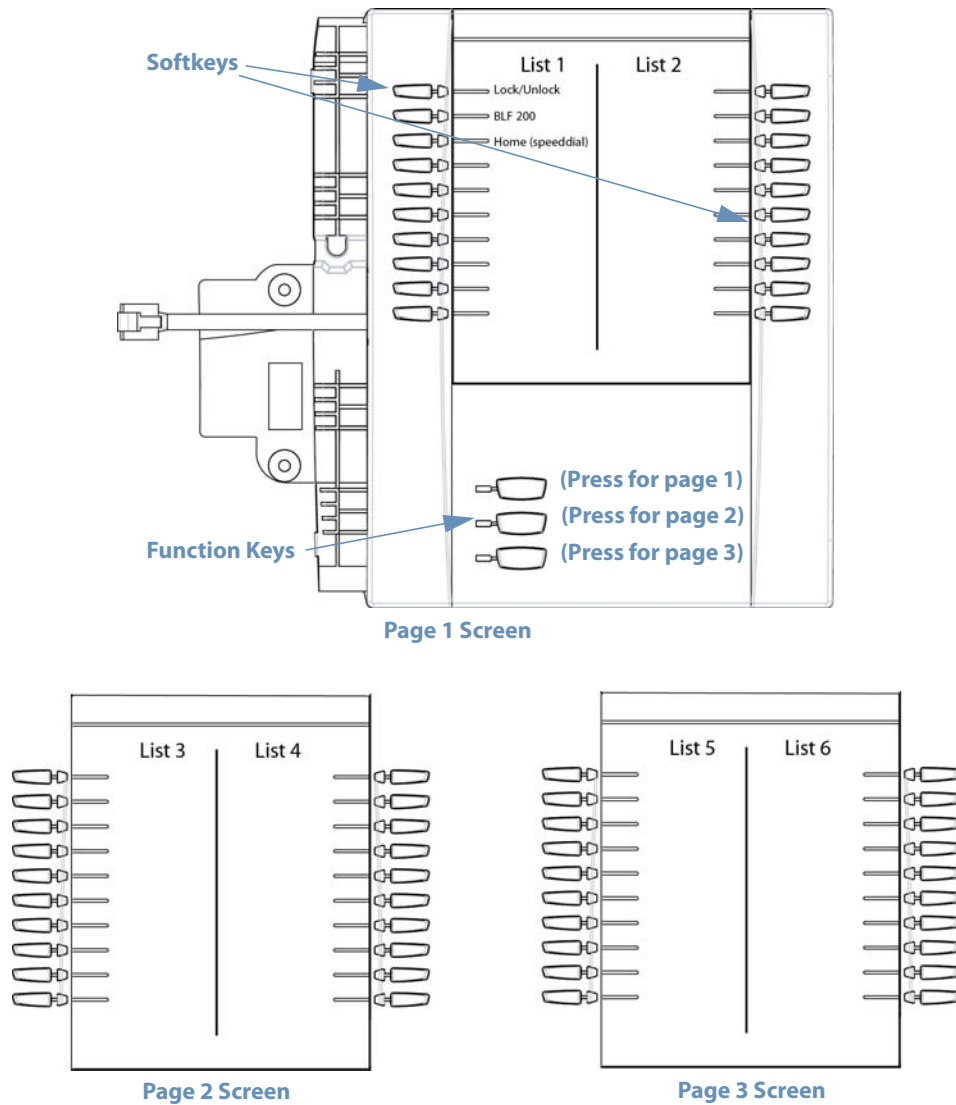
Your System Administrator can configure the keys when an Expansion Module is attached to the 6735i or 6737i IP phone.

The M675i Expansion Module screen displays softkeys in column format. The function keys on the bottom left of the Module allow you to display three full screens of softkeys. Each screen consists of two columns with the following default headings on each page:

Page 1 "**List 1**" and "**List 2**"

Page 2 "**List 3**" and "**List 4**"

Page 3 "**List 5**" and "**List 6**"



To use the M675i, press the function key for the page you want to display to the LCD (page 1, page2, or page 3), and press the applicable softkey.

Note:

Your System Administrator can customize the headings on each M675i Expansion Module screen. Contact your System Administrator for more information.

Troubleshooting Solutions

Why is my display blank?

Ensure that power is being provided to your phone. If your network does not provide inline power over Ethernet, you can obtain an additional accessory, the Aastra PoE (Power over Ethernet) inline power supply, to provide power over Ethernet locally to your phone. See the section *Connecting to the Network and to Power* in the installation guide for details.

Why is my speakerphone not working?

If you press the  button and the speaker light flashes and you do not hear dial tone through the speaker phone, the Set Audio option in the phone's Options list has been set up for headset use. Press  a second time and if the light goes out, the phone has been set up to be used only with a headset or handset. If the light stays on steady and you hear dial tone, the phone has been set up so that you can alternate between the speakerphone and the headset by pressing . See the section "Set Audio" on [page 25](#) for instructions on how to change the Set Audio option.

Why can't I get a dial tone?

Check for any loose connections and that the phone has been installed properly. For installation instructions, please refer to the *Installation and Setup* section in the installation guide provided with your phone.

Why doesn't my phone ring?

Check the ring volume on your phone. It may be turned down or turned off. To adjust the ringer volume setting, press the volume button when the phone is on-hook and idle. For more information, refer to the *Adjusting Volume* section in the installation guide provided with your phone.

Why is the light not coming on with a new Voice Mail Message?

Your phone system or service provider must provide "Visual" Message Waiting service for this function to work. Check with your System Administrator for more information.

Why is my handset not working?

Check to ensure that the handset cord is fully connected to both the phone and handset. See the section *Connecting a Handset or Headset* in the installation guide for information.

Why does my phone display the "No Service" message?

The phone displays the *No Service* message if the SIP settings have not been set up correctly. Contact your System Administrator for more information.

Why does my phone display "Bad Encrypted Config"?

The IP phone displays *Bad Encrypted Config* because encrypted configuration files are enabled but the decryption process has failed. Report this error to your System Administrator.

Clearspan Feature Access Codes

Feature Access Codes (FACs) can be set up as Speed Dial numbers and assigned to keys, or dialed directly from the keypad. The following are the default feature access codes. If the codes are customized for your site, contact your System Administrator for information. Because Clearspan features are available by license only, you may not have access to all of them.

Code	Name	Definition
*34	Advice Of Charge Activation	Activates the Advice of Charge service for the next call when the service is not enabled for all calls.
*77	Anonymous Call Rejection Activation	Activates the Anonymous Call Rejection service. After the user dials the feature access code, the system plays an announcement to inform the user that the service has been successfully activated. If the service was already active, the user still receives the announcement.
*87	Anonymous Call Rejection Deactivation	Deactivates the Anonymous Call Rejection service. After the user dials the feature access code, the system plays an announcement to inform the user that the service has been successfully deactivated, even if the service was never activated.
#8	Automatic Callback Deactivation	Cancels all current pending callbacks.
#9	Automatic Callback Menu Access	Provides access to an Interactive Voice Response (IVR) menu that lists the current pending callbacks and allows the user to cancel individual callbacks.
*14	Clearspan Anywhere E.164 Dialing	Allows users to dial E.164 numbers. The user dials the feature access code as an alias to the "+" sign. The system replaces the feature access code digits with the "+" sign and resumes the call with an E.164 number.
*15	Call Bridge	Allows a Shared Call Appearance (SCA) location to initiate or join an SCA-Bridge, upon which the Application Server automatically selects an appropriate call appearance to bridge on. The Call Bridge FAC becomes visible when one or more of the following services are authorized (service provider or group) or assigned (user): Clearspan Anywhere Shared Call Appearance Shared Call Appearance 5 Shared Call Appearance 10 Shared Call Appearance 15 Shared Call Appearance 20 Shared Call Appearance 25 Shared Call Appearance 30 Shared Call Appearance 35
*72	Call Forwarding Always Activation	Redirects incoming phone calls to another number, such as a mobile phone or administrative assistant. After dialing the feature access code, the user dials the phone number where they want their calls to be redirected.
*73	Call Forwarding Always Deactivation	Deactivates the Call Forwarding Always service. Upon deactivation, calls ring on the user's phone unless the user has another service set up, such as Call Forwarding Busy, Call Forwarding No Answer, or Do Not Disturb.
21	Call Forwarding Always Interrogation	Allows the user to get the current status and destination of the Call Forwarding Always service. The status is active or inactive and the destination is voice mail or the current forwarding number.
*21	Call Forwarding Always to Voice Mail Activation	Redirects incoming phone calls to the user's voice mail.
#21	Call Forwarding Always to Voice Mail Deactivation	Deactivates the Call Forwarding Always To Voice Mail service. Upon deactivation, calls ring on the user's phone unless the user has another service set up, such as Call Forwarding Busy, Call Forwarding Busy To Voice Mail, Call Forwarding No Answer, or Do Not Disturb.
*90	Call Forwarding Busy Activation	Redirects incoming phone calls to another number, such as a mobile phone or administrative assistant, when the user is on the phone. After dialing the feature access code, the user dials the phone number where they want their calls to be redirected.
*91	Call Forwarding Busy Deactivation	Deactivates the Call Forwarding Busy service. Upon deactivation, calls ring on the user's phone unless the user has another service set up, such as Call Forwarding Always, Call Forwarding No Answer, or Do Not Disturb.

Code	Name	Definition
67	Call Forwarding Busy Interrogation	Allows the user to get the current status and destination of the Call Forwarding Busy service. The status is active or inactive and the destination is voice mail or the current forwarding number.
*40	Call Forwarding Busy To Voice Mail Activation	Redirects incoming phone calls to voice mail when his user is on the phone.
#40	Call Forwarding Busy To Voice Mail Deactivation	Deactivates the Call Forwarding Busy To Voice Mail service. Upon deactivation, calls ring on the user's phone unless they have set up another service such as Call Forwarding Always, Call Forwarding Always To Voice Mail, Call Forwarding No Answer, or Do Not Disturb.
*92	Call Forwarding No Answer Activation	Redirects incoming phone calls to another number, such as a mobile phone or administrative assistant, when the user does not answer the phone. After dialing the feature access code, the user dials the phone number where they want their calls to be redirected.
*93	Call Forwarding No Answer Deactivation	Deactivates the Call Forwarding No Answer service. Upon deactivation, calls ring on the user's phone unless they have set up another service such as Call Forwarding Busy, Call Forwarding Always, or Do Not Disturb.
61	Call Forwarding No Answer Interrogation	Allows the user to get the current status and destination of the Call Forwarding No Answer service. The status is active or inactive and the destination is voice mail or the current forwarding number.
*41	Call Forwarding No Answer To Voice Mail Activation	Redirects incoming phone calls to voice mail when the user does not answer the phone.
#41	Call Forwarding No Answer To Voice Mail Deactivation	Cancels the Call Forwarding Busy To Voice Mail service. Upon deactivation, calls ring on the user's phone unless they have set up another service such as Call Forwarding Busy, Call Forwarding Busy To Voice Mail, Call Forwarding Busy, or Do Not Disturb.
*94	Call Forwarding Not Reachable Activation	Redirects incoming phone calls to a different number when the user's device is not accessible by Clearspan. After dialing the feature access code, the user dials the phone number where they want their calls to be redirected.
*95	Call Forwarding Not Reachable Deactivation	Deactivates the Call Forwarding Not Reachable service. After deactivation, should the user's phone become unreachable, calls are no longer rerouted to an alternate device through the Call Forwarding Not Reachable service.
63	Call Forwarding Not Reachable Interrogation	Allows users to get the status of the Call Forwarding Not Reachable service.
#76	Call Forwarding Selective Activation	The Selective Call Forwarding service can be activated only if the service is configured with the following minimum requirements: The Default Call Forward to phone number/SIP URI is configured. At least one selective criterion is configured and active.
#77	Call Forwarding Selective Deactivation	Deactivates the Call Forwarding Selective service. After the service has been deactivated, no criteria are used when a call is being redirected.
*67	Calling Line ID Delivery Blocking per Call	Hides the user's calling line ID for the next call. Before placing a call, the user dials the feature access code; then places the call as usual.
*31	Calling Line ID Delivery Blocking Persistent Activation	Prevents display of the user's calling line ID for all calls.
#31	Calling Line ID Delivery Blocking Persistent Deactivation	Displays the user's calling line ID for all calls.
*65	Calling Line ID Delivery per Call	Displays the users calling line ID for the next call.
*68	Call Park	Places a call on hold with the intent of retrieving it from another extension. The call can be parked on the user's own extension or on another extension within the same group.
*88	Call Park Retrieve	Retrieves a call that has been parked.
*98	Call Pickup	Answers the ringing phone within the assigned call pickup group. If more than one phone in the assigned call pickup group is ringing, the phone that has been ringing the longest is answered. Pickup groups are defined by the group administrator.
*11	Call Retrieve	Retrieves an existing active call from another endpoint. The user dials the feature access code from the location where the call is to be retrieved. This feature can be used from the primary location, from a Shared Call Appearance alternate location, or from a Clearspan Anywhere location.

Code	Name	Definition
*69	Call Return	Call the phone number of the last received call. Calls can be returned only to numbers that are acceptable according to the user's Outgoing Calling Plan.
#92#	Call Return Number Deletion	Allows the user to delete the last incoming number for the Call Return service.
*43	Call Waiting Persistent Activation	Turns on the Call Waiting service for all calls.
#43	Call Waiting Persistent Deactivation	Turns off the Call Waiting service for all calls.
*70	Cancel Call Waiting	Turns off the Call Waiting service for the next call.
*99	Clear Voice Message Waiting Indicator	Clears the audible (and visible for some devices) message waiting indicator on the user's phone.
33	Communication Barring User-Control Activation	Activates the user's current communication barring profile.
#33*	Communication Barring User-Control Deactivation	Deactivates the user's current communication barring profile.
*#33#	Communication Barring User-Control Query	Provides information about the user's current communication barring profile.
*57	Customer Originated Trace	Places a trace on the last number that called the user.
*97	Directed Call Pickup	Answers a call at a specific extension within the assigned call pickup group. To answer the ringing call at an extension, the user dials the feature access code followed by that extension. Call pickup groups are defined by the group administrator.
*33	Directed Call Pick-up with Barge-in	Dials an allowed prefix, followed by the assigned code and an extension to either pick up a ringing call in the user's group or to join an ongoing call with someone in the group.
*55	Directed Voice Mail Transfer	Transfers a caller on hold to voice mail.
*80	Diversion Inhibitor	Prevents redirection services from being activated on the terminating side of an unanswered call.
*78	Do Not Disturb Activation	Activates the Do Not Disturb service. When the service is active, the user's phone does not ring and all calls receive busy treatment, such as a voice message.
*79	Do Not Disturb Deactivation	Turns off the Do Not Disturb service.
#83	Escalate Call Supervision	Call center agents can use this code to escalate calls to a supervisor. A supervisor who is not on a call and who does not have the Do Not Disturb service enabled is considered available and the call is routed to that supervisor. The caller is put on hold by the agent when the escalation to the supervisor is initiated. The feature access code is available to agents with Call Center – Standard or Call Center – Premium service assigned.
*22	Flash Call Hold	Places a call on hold with the flash hook to place another call. Users can toggle between the two calls by pressing the flash-hook.
#72	Forced Forwarding Activation	Activates forced forwarding for a call center queue.
#73	Forced Forwarding Deactivation	Deactivates forced forwarding for a call center queue.
#58	Group Call Park	Hunts for the first available user in the assigned call park group and parks the call there.
#82	Initiate Silent Monitoring	A supervisor can use this code to silently listen in on a call handled by an agent that they are monitoring. This feature access code is available to supervisors with the Call Center Monitoring service assigned.
*66	Last Number Redial	Dials the most recently dialed phone number called from the user's extension.

Code	Name	Definition
*96	Legacy Automatic Call-back Invocation	Allows users to camp on a busy called party. When the user dials the feature access code after a call to a busy destination, a callback request is created and the user is automatically called back when the called party hangs up.
#96	Legacy Automatic Call-back Cancellation	Cancels all active Legacy Automatic Callback requests.
*12	Location Control Activation	Allows users to activate a location. The feature access code has to be dialed from the location to activate. This feature can be used from a Shared Call Appearance alternate location or a Clearspan Anywhere location.
*13	Location Control Deactivation	Deactivates a location. The feature access code has to be dialed from the location to deactivate. This feature can be used from a Shared Call Appearance alternate location or a Clearspan Anywhere location.
#80	Make Outgoing Call as Call Center	Allows users working as call center agents to make calls using a call center phone number. Users can thus override the default setting configured by the administrator.
#81	Make Personal Outgoing Call	Allows users working as call center agents to make calls using their own phone number. Users can thus override the default setting configured by the administrator.
*60	Music On Hold Per-Call Deactivation	Deactivates the Music On Hold service for the current calls.
#70	Night Service Activation Manual Override	Activates Night Service for a specified call center at the time of activation. Calls incoming to the queue are provided with the Night Service Manual Override announcement and transferred to the queue configured for the regular Night Service. The queue remains in that state until the Night Service Manual Override service is deactivated.
#71	Night Service Deactivation Manual Override	Deactivates Night Service Manual Override and the call center returns to its configured behavior.
*610	No Answer Timer	Sets the numbers of rings before No-Answer handling is applied to the Voice Messaging, Third-Party Voice Mail Support, Call Forwarding No Answer, Call Forwarding No Answer To Voice Mail, and Sequential Ringing services.
*71	Per Call Account Code	Charges a call to an account code assigned to the user.
*50	Push to Talk	Provides an intercom-like functionality where the user can call another party and be instantly connected.
*75	Speed Dial 100	Calls the two-digit speed dial number.
*74	Speed Dial 8	Calls the two to nine-digit speed dial number.
*47	Sustained Authorization Code Activation (calls unlocking)	Unlocks user's calls. When the user is required to provide authorization codes for outgoing calls, this code allows them to "unlock" this requirement. Having unlocked code activation, the user is no longer prompted for an authorization code and their calls proceed without interruption.
*37	Sustained Authorization Code Deactivation (calls locking)	Locks user's calls. When the user dials this feature access code, the services that require authorization codes for outgoing calls return to their normal behavior and prompt the user for an authorization code.
*86	Voice Mail Retrieval	Allows users to retrieve Clearspan and third-party voice mail.
*62	Voice Portal Access	Allows users to access their Voice Portal.

Limited Warranty

(Not applicable in Australia)

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

Exclusions

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

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

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

Warranty Repair Services

Should the product fail during the Warranty Period;

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

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

After Warranty Service

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

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

Note:

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



Disclaimer

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