



Aastra Model 6739i IP Phone



User Guide

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Welcome

The **Aastra 6739i**, a new member of the carrier-grade, open-standards based 67xi SIP portfolio, brings leading edge communications technology to the desktop in a stylish global design. Featuring a 5.7" full color high resolution VGA touch screen display, the 6739i offers an intuitive graphical user interface, touch screen softkeys, full duplex wideband audio speaker and handset, dual Gigabit Ethernet ports, built-in bluetooth interface technology, and a USB port. The 6739i also is equipped with multiple headset connection options and extensive call management capabilities.

This 6739i IP telephone has all the features of a regular business phone, allowing you to make and receive calls, transfer, conference and more. The 6739i IP telephone provides communications over an IP Network using the SIP IP telephony protocol. The easy-to-use touch-screen technology allows you to interact with features and functions on the phone faster and more conveniently.

About this guide

This guide explains how to use the basic features of your new 6739i phone. Not all features listed are available by default. Contact your system or network administrator to find out which features and services are available to you on your system. Your System Administrator has the ability to customize some features on this phone.

Reference

For information on more advanced settings and configurations, administrators should refer to the **Aastra Models 9000i and 6700i Series SIP IP Phones Administrator Guide**.

Documentation

- **Aastra 6739i SIP IP Phone Installation Guide** – Installation and set-up instructions, general features and functions, and basic options to customize your phone. This Installation Guide is included with the telephone.
- **Aastra 6739i SIP IP Phone User Guide** – Describes the most commonly used features and functions for an end user.
- **Aastra Models 9000i and 6700i Series SIP IP Phones Administrator Guide**. – Describes how to set the 6739i phone up on the network and contains advanced configuration instructions for the 6739i. This guide has instructions that are at an administrator level.

Phone Features

- Large 5.7" full VGA (640x480) color touch screen display and backlight
- Advanced and expandable Executive Level SIP Phone
- Intuitive graphical user interface and navigation menus
- Two built-in 10/100/1000 Gigabit Ethernet switch ports - lets you share a connection with your computer.
- Inline power support (based on 802.3af Power-over-Ethernet (PoE) standard) which eliminates power adapters
- Built-in Bluetooth technology for headset support
- Existing 675xi Expansion Module support
- USB port support (for future use)
- Aastra Hi-Q Audio™ Technology
- Full-duplex speakerphone for handsfree calls
- Additional headset connection options: modular RJ jack, built-in EHS/DHSG port

(refer to the *IP Phone 6739i Installation Guide* for information on installing a DMSG headset on your phone.)

- Up to 9 lines with 3 call appearance lines with multi-proxy support
- Up to 55 programmable softkeys
- Picture ID feature (during calls and in the Directory, Callers List, and Redial List)
- XML support for productivity-enhancing applications
- AC power adapter (sold separately)
- Set paging*

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

Requirements

The 6739i IP Phone requires the following environment:

- SIP-based IP PBX system or network installed and running with a SIP account created for the 6753i 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 BaseT) or Gigabit Ethernet LAN (1000 BaseT) (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 AC power adapter required.)

For Ethernet networks that DO NOT supply power to the phone:

- (optional) For power, use the AC Power Adapter (optional accessory) to connect from the DC power port on the phone to a power source. Contact Aastra Telecom for more information.
or
- (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 Telecom. Contact your Administrator for more information.

Installation and Setup

If your System Administrator has not already setup your 6739i phone, please refer to the ***Aastra 6739i Installation Guide*** for basic installation and physical setup information. For more advanced administration and configuration information, System Administrators should refer to the ***Aastra Models 9000i and 6700i Series SIP IP Phones Administrator Guide***.

Cleaning the 6739i Touchscreen

Repeated use of the 6739i touchscreen may lead to a dirty screen. To clean the phone's screen, Aastra recommends the use of a super fine cotton cloth, cotton swab, or microfiber lens cloth made of microfiber suede (preferably one **without** sewn hems or similar characteristics that would scratch the surface of the screen). You can use the cloth dry for dusting, polishing and light cleaning, or dampen it (with water only) to deep clean the surface. If using a damp cloth, make sure to use just a little water on the cloth. Too much moisture can cause damage to your phone that could be permanent. If the cloth is dripping or the surface shows water spots after wiping, then you are using too much water on the cloth.

Some rules to follow when cleaning your screen are:

- DO NOT use any sharp objects including your fingernail.
- DO NOT rub, touch or tap the surface of the screen with sharp or abrasive items such as a ball-point pen or a screw driver.
- DO NOT use any type of cleansers including abrasive cleansers.
- DO NOT use any type of glass cleaner or any cleaner that contains alcohol or ammonia.
- DO NOT spray any type of cleaner directly on the phone's screen.
- DO NOT allow any liquid to run down the surface of the touchscreen and under the bezel.
- If using a damp cloth, DISCONNECT power to the phone before wiping the screen.

Caution:

DO NOT use chemicals or sharp objects to clean your phone. Use of any type of cleaners, alcohol, ammonia, etc., and/or hard or sharp objects can harm the touchscreen surface and potentially cause transparent conductive film cracks in the screen.

To clean your 6739i touchscreen:

1. Disconnect power to your phone.
2. Get a soft cloth, such as a microfiber cloth.
3. If necessary, dampen the cloth. (for regular cleanings, a dry cloth is usually sufficient. For stubborn build-up, or for periodic deep cleanings, get the cloth wet under the faucet and then wring out until it is just damp.)
4. Wipe the screen gently with the cloth making sure to not get any moisture in the sides of the screen. You can also wipe down the entire phone to remove dirt and grime.
5. Allow your phone to completely dry after you are done cleaning. This should only take a few minutes
6. Reconnect power to your phone.

Note:

Keeping your touchscreen clean and free of dirt and fingerprints on a regular basis extends the life of your phone's touchscreen

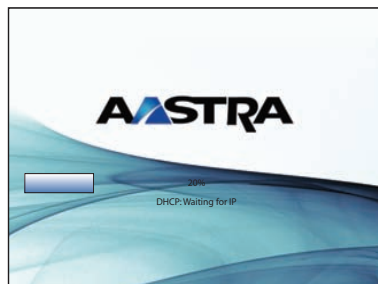
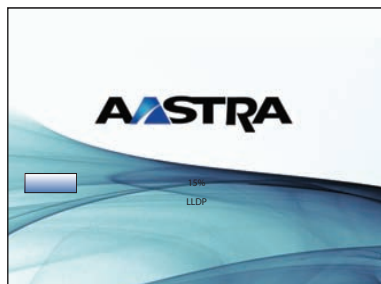
Getting Started

The 6739i must be set up and be configured prior to its first use. This section describes phone behaviour 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

The 6739i automatically begins the start up sequence as soon as it is connected. The phone goes through the following startup process the first time you plug in your phone and any time you restart your phone.



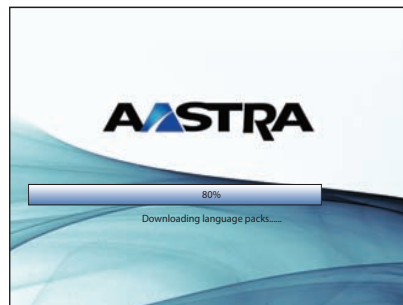
The 6739i phone checks for a changed configuration and new firmware updates if available, whenever you unplug or restart your phone. If either of these events occur (you unplugged or restarted the phone), the following screens display. This may take a few moments while the phone downloads the latest updates.

**Note:**

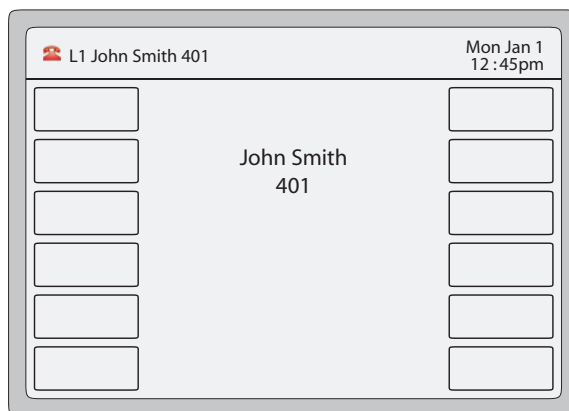
New updates to your phone can be automatically scheduled from the server. This is set up on the phone system by your System Administrator and should be scheduled during non-business hours or slow call periods.

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

If language packs were loaded to your phone by your System Administrator, the following screen displays.



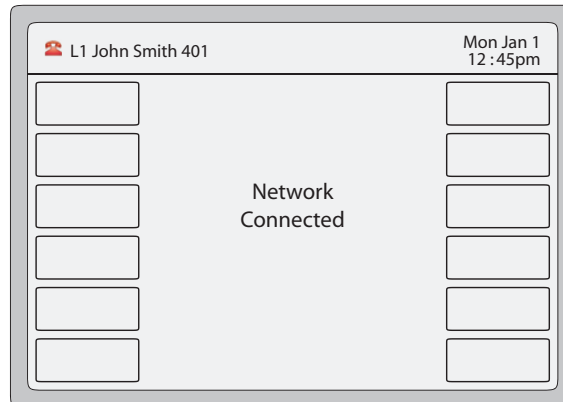
The phone then displays the following screens followed by the Idle screen.



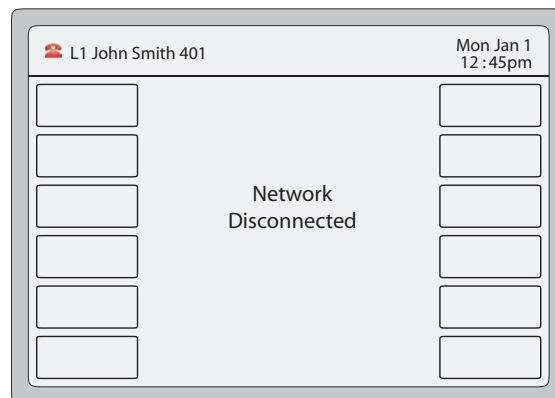
Idle Screen

Network Connected/Network Disconnected

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



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.



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.

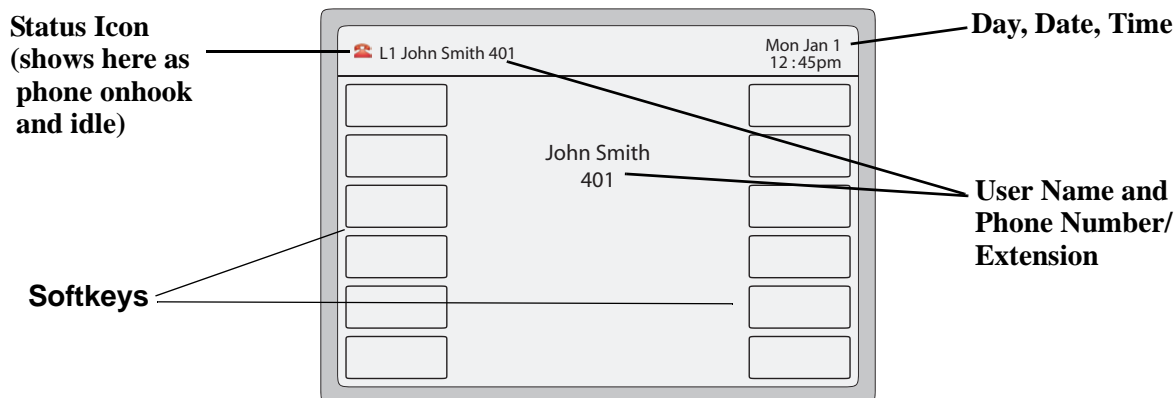
For more information about connecting your phone, see the ***Aastra 6739i IP Phone Installation Guide***. Check with your system or network administrator for assistance.

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 is successfully connected to the network, the phone displays the **Idle** screen. The idle screen is shown whenever your phone is not in use.



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** screen lists your name and/or extension (SIP screen name) and day, date, and time. In the above screen, the "L1" indicates John Smith with extension 401 is configured on Line 1. The  icon indicates the phone is idle and the handset is on-hook.

By default, the softkeys display as empty. You can configure these softkeys with specific functions using the Aastra Web User Interface (UI), or your System Administrator may have configured some of these softkeys for you.


Reference

For more information about the Status Icons on the phone, see ["Phone Status Icons"](#) on [page 9](#).

For more information about configuring the softkeys, see ["Making Calls"](#) on [page 133](#).

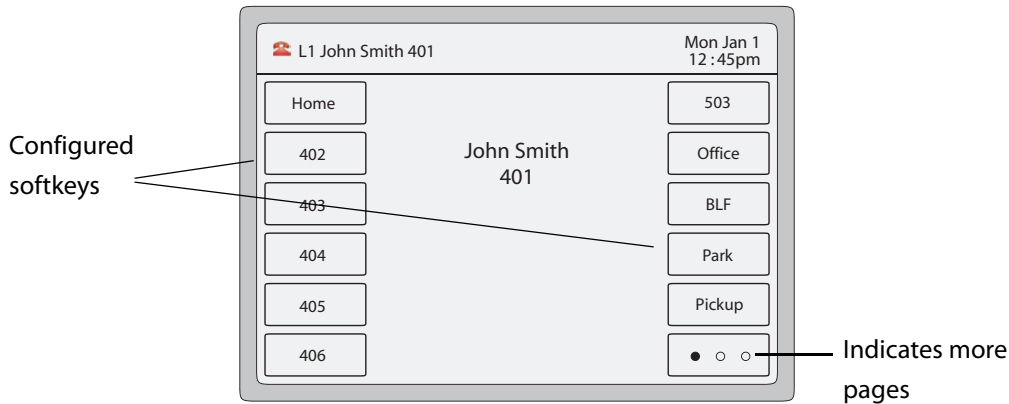
Phone Status Icons

There are icons that display on the phone to graphically indicate the status of the phone and/or the status of calls. These icons display on the upper left corner of the screen. The following table identifies the status icons that may display.

Status Icon	Description
	Idle - Phone is on-hook and in the idle state.
	Handset or Speakerphone/Headset Off-Hook - Handset or the speakerphone/headset is off-hook and the caller is dialing.
	Call Connected and in Progress - There is an active call connected and in progress.
	Incoming Call - The phone is ringing due to an incoming call.
	Conference Call - The current line on the phone has multiple callers connected via a Conference.
	Busy - An outgoing call is being made to a far-end destination, and the far-end line is busy.
	Call Park - The current line on the phone has a call parked.
	Call Pickup - The line that has a call parked on it was pressed to pick up the parked call.
	DND - The current line on the phone has "Do Not Disturb" (DND) enabled.
	Call Failed - The outgoing call to a far-end destination has failed.
	Forward/Transfer - The call on the line has been forwarded/transferred to another destination.
	Hang Up - The User has placed the handset in its cradle (on-hook) or pressed the Speakerphone/Headset key to hang up the phone.
	Intercom - The User has pressed the Intercom Key.
	Handset Volume - The User is adjusting the volume for the Handset.
	Headset Volume - The User is adjusting the volume for the Headset.
	Ringer Volume - The User is adjusting the volume for the Ringer.
	Speakerphone Volume - The User is adjusting the volume for the Speakerphone.

Idle Screen With Softkeys Configured

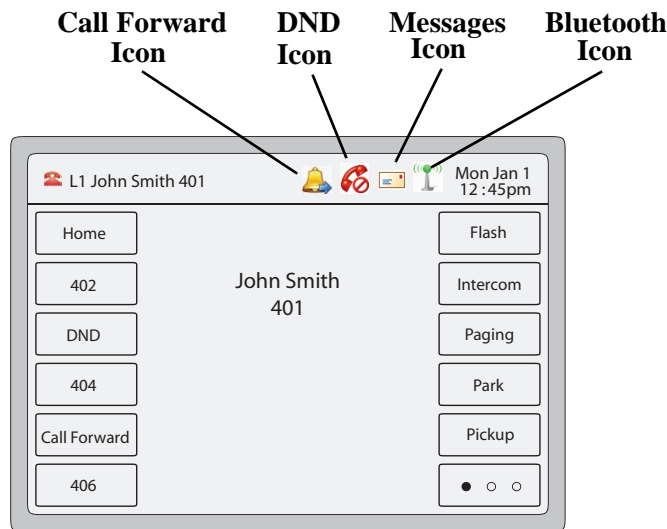
If you or your Administrator have configured softkey functions on your phone, the keys for those functions display on the screen. The 6739i displays up to 12 softkeys per page. If you configure more than 12 softkeys, the last softkey displays with leaders (● ○ ○) indicating there are more softkeys on additional pages that follow. Pressing this key toggles between pages of configured softkeys. You can configure up to 55 softkeys on the 6739i. For example, the following illustration, shows 11 softkeys and a ● ○ ○ key on the phone.



Idle Screen with Softkeys


Idle Screen with Feature Icons





You can configure specific features on your phone such as, Call Forward and Do Not Disturb (DND). When you use these features on your phone, each feature icon displays at the top of the **Idle** screen indicating the feature is enabled. When you receive messages in your mailbox, a **“Messages”** icon also displays.



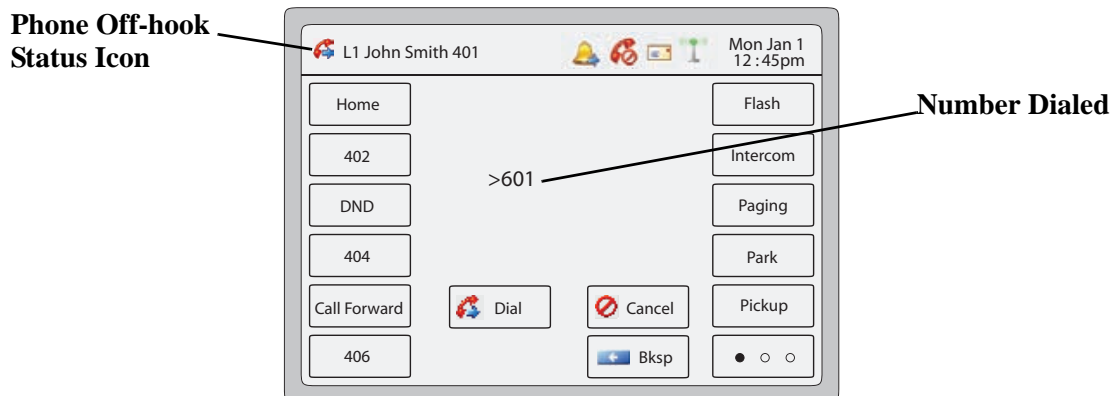
Idle Screen with Feature Icons

Off-Hook and Dialing Screen

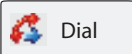


When you lift the handset or press the Speakerphone/Headset key on the phone, the screen displays a **"Dial"** key and a **"Cancel"** key you can use for dialing or cancelling a call. The off-hook status icon  displays in the upper left corner of the screen.

Icon	Description
	Call Forward Icon - Indicates that Call Forwarding is enabled on the phone.
	Do Not Disturb (DND) Icon - Indicates DND is enabled on the phone.
	Messages Icon - Indicates you have new messages waiting in your "In Box" of your voicemail. Press this icon to access your voicemail to listen to your messages. Your voicemail must be setup by your System Administrator before you can access voicemail from your phone. Contact your System Administrator for more information, or refer to the documentation of for the voicemail system you are using.
	Bluetooth Icon - Indicates you have a Bluetooth device connected to your phone.


You can enter a phone number or extension using the keypad on the phone, then press **"Dial"** to dial that number. The dialed number or extension appears on the screen. You can press the **Cancel** key at any time to cancel the outgoing call.



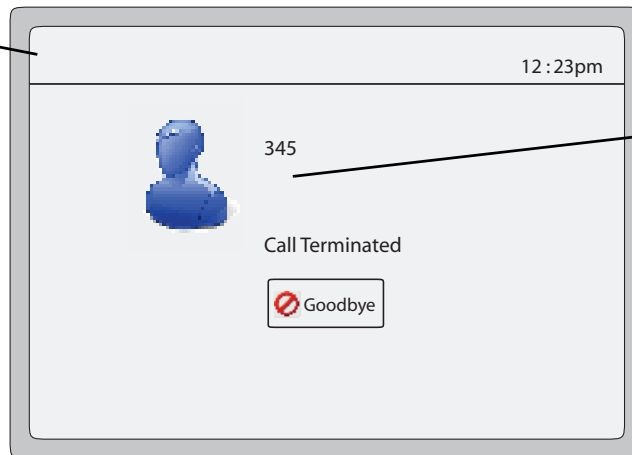
Off-Hook and Dialing Screen

Key	Description
 Dial	Dial Button - Press this button after entering a phone number or extension from the phone's keypad. The phone dials the number you entered.
 Cancel	Cancel Button - Press this button to cancel a dialing process.
 Bksp	Backspace Button - Press this button when entering the phone number and you want to backspace to delete characters.

Connected Call Screen



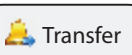

When you make a call and the far end answers, the call connected status icon  displays in the upper left corner. The phone screen displays as follows indicating an active call is in progress.

Call Connected Status Icon




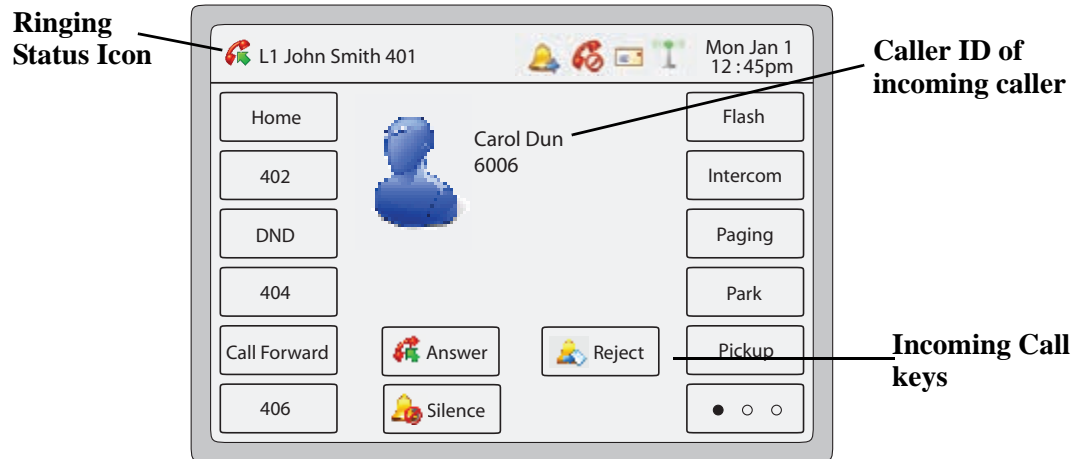
Indicates an active call in progress

Connected and Active Call Screen



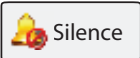
Key	Description
 Hold	Hold Button - Press this button to place the active call on hold.
 Mute	Mute Button - Press this button to place the active call on mute. (This puts your phone on mute so that the far end cannot hear any audio from your phone. However, you can still hear the far end).
 Transfer	Transfer Button - Press this button to transfer the active call to another destination.
 Conf	Conference Button - Press this button to begin a conference call between you, the current active call, and a 3rd party.

Incoming Call Screen

When your phone receives an incoming call, a ringing status icon  displays in the upper left corner. The Caller ID of the caller displays on the screen. The "Answer", "Reject", and "Silence" keys also display allowing you to select how you want to handle the incoming call.

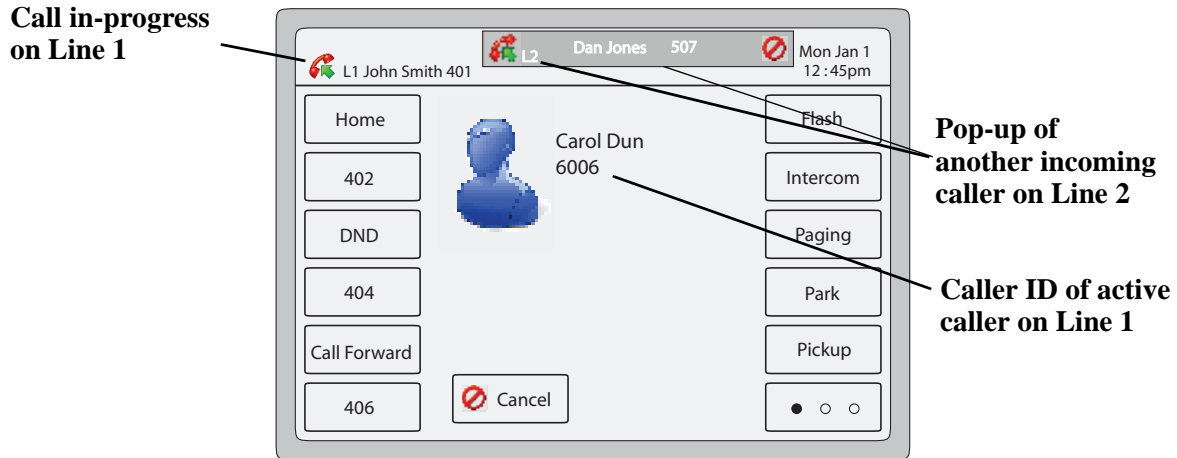


Incoming Call Screen

Key	Description
 Answer	Answer Button - Press this button to answer the incoming call.
 Reject	Reject Button - Press this button to reject the incoming call and direct the call to your voicemail.
 Silence	Silence Button - Press this button to silence the ringer during the incoming call.

Multiple Incoming Calls Screens

When multiple calls come into the phone, each incoming call is directed to a non-busy line on the phone. The phone screen displays a pop-up of each incoming call in the status bar at the top of the screen (shown as incoming caller Dan Jones 507 on Line 3" in the following example).



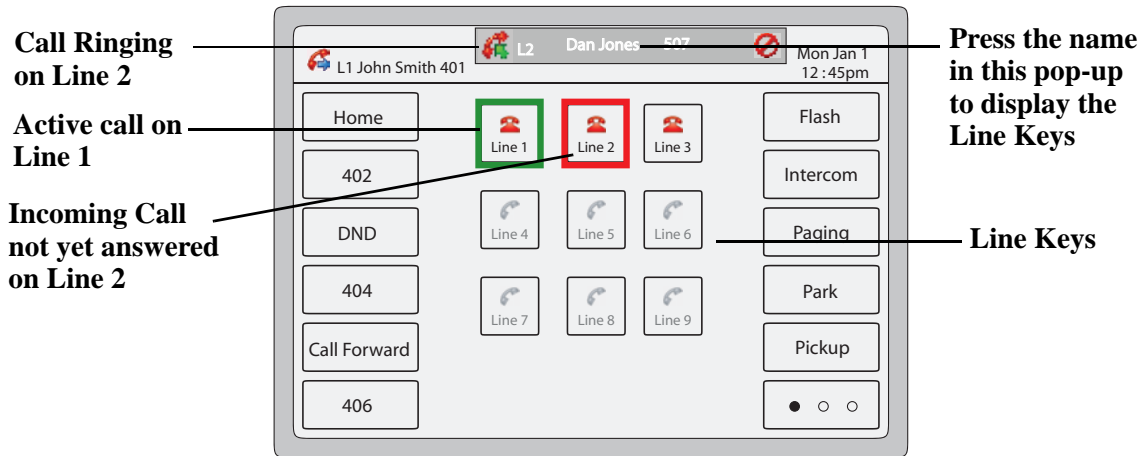
Multiple Incoming Calls Screen 1

Pressing the incoming call pop-up displays a Line Keys set in the center of the screen (Lines 1 through 9).

Note:

Available lines are indicated by a . Unavailable lines are indicated by a .

The Line 1 Key is shown with a green border indicating the active call on Line 1. The Line 2 Key is shown with a red border indicating a call is coming in on Line 2.



Multiple Incoming Calls Screen 2

Using the Line Key set, you can **answer** the incoming call by pressing that Line Key. For example, in the above screen, you can put Line 1 on hold (using the Hold key on the front panel of the phone) and then press Line 2 to answer the incoming call. You can also **cancel** the second incoming call by pressing the symbol in the pop-up display at the top of the screen.

Terminating Calls

There are several way to terminate an active call.

- Place the handset in the cradle
- If speakerphone was activated during the call, press the speakerphone key again to hang up the call.
- Press the Line associated with the active call to hang up the line.
- Press the **Goodbye** key.

Your Administrator can configure a feature that displays a “Call Terminated” screen on your phone when an active call is terminated at the far-end of the line. For more information, see [“Indication of Terminated Calls”](#) on [page 188](#).

Methods for Setting/Using Features on the Phone

There are two ways to set features on your 6739i IP Phone:

- Using the IP Phone User Interface (UI)
- Using the Aastra Web User Interface (UI)

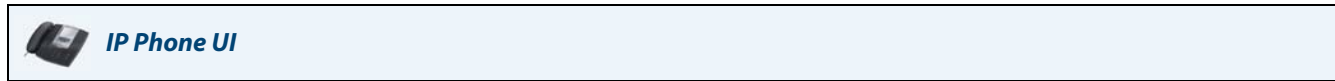
However, there are specific features accessible through the IP Phone UI that are not accessible through the Aastra Web UI, and vice versa. There are also features on your phone that can only be accessed by a System Administrator. For those features, contact your System Administrator for more information.


The following table lists the features you can set on your phone using a specific method.

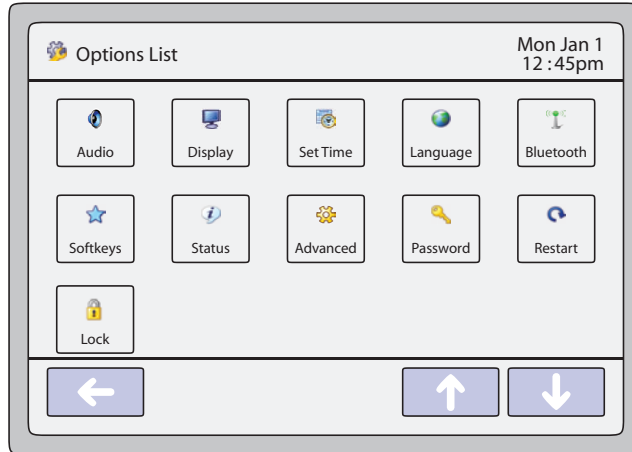
Feature	IP Phone UI	Aastra Web UI
Set audio	4	-
Set display	4	-
Make a call	4	-
End a call	4	-
Conference a call	4	-
Transfer a call	4	-
Hold a call	4	-
Mute a call	4	-
Redial a call	4	-
Call forward a call	4	-
Check Messages in your voicemail	4	-
View/set bluetooth settings	4	-
Access services set up by your System Administrator	4	-
Set intercom settings	-	4
Create softkeys	4	4
Create a speed dial using the keypad	4	4
Set Call Forward settings	4	4
Set Do Not Disturb (DND)	4	4
Set time/date format and timezone	4	4
Set language (screen language and input language)	4	4
View Caller Lists/Directory List and dial from these lists	4	Allows you to download the caller and/or directory list to your PC.
View phone status	4	4
Set or reset a password for the phone	4	4
Restart the phone	4	4

Using the IP Phone UI

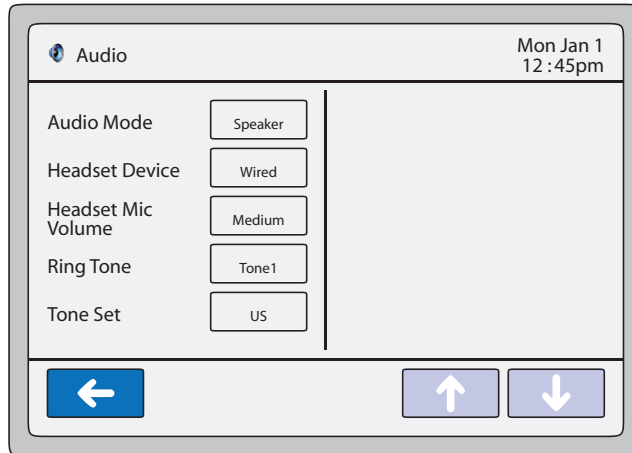
The following is an example of using the IP Phone UI



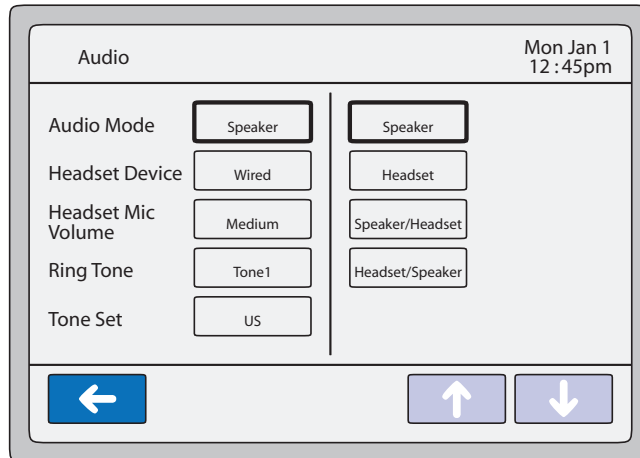
1. Press the **Options Key**  on the phone to enter the Options List. A list of keys display.






2. Press an option key to display a list of additional options. The following example shows the Audio screen when the **<Audio>** option is pressed.



- Press a key to display the values for a selection or to display additional options. In the following example, audio mode values display if pressing the <Audio Mode> key.







- Press a value to set the option on your phone.
- Press the  to return to the previous screen.
- Press the  key or the  key at any time to return to the idle screen.

References

For more information about customizing your phone using the available options from the IP Phone UI, see the section “Options Key” on page 52.

Navigation Keys

When navigating the screens on your phone, the display shows navigation keys if they are applicable to the current screen. The following are navigations keys you can use on your phone, if required:




Key	Description
	Right Navigation Key - Allows you to navigate right on the current screen.
	Left Navigation Key - Allows you to exit the current screen and navigate to the previous screen.
	Up Navigation Key - Allows you to navigate up on the current screen to display additional information.
	Down Navigation Key - Allows you to navigate down on the current screen to display additional information.

Using the Aastra Web UI

The following is an example of using the Aastra Web UI. In order to set features on your phone using the Aastra Web UI, you need to know your phone's IP address. Refer to "Using the IP Phone UI" on page 17 for a procedure for finding your phone's IP address.

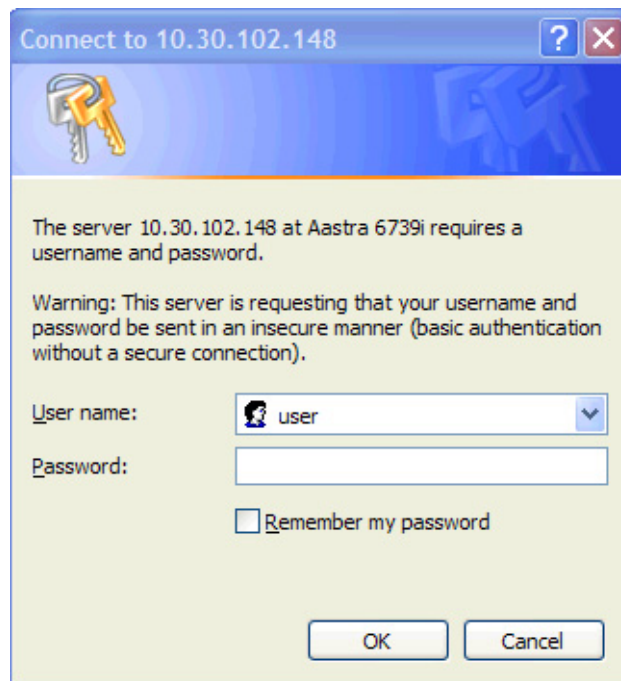
Finding your phone's IP Address.

IP Phone UI

1. Press the **Options Key**  on the phone to enter the Options List. A list of keys display.
2. Press the **<Status>** key.
The status of your phone displays on the screen. The status information includes:
 - IP and MAC address of your phone
 - LAN Port
 - PC Port
 - Firmware Info
 - Error Messages
3. Press the  to return to the previous menu or press the  to return to the idle screen.

Aastra Web UI

1. Open your web browser, enter the phone's IP address or host name into the address field and press **<Enter>**. The following logon screen displays.



Connect to 10.30.102.148

The server 10.30.102.148 at Aastra 6739i requires a username and password.

Warning: This server is requesting that your username and password be sent in an insecure manner (basic authentication without a secure connection).

User name:

Password:

Remember my password

OK Cancel

2. At the prompt, enter your username and password and click **OK**.

Note:

For a user, the default user name is “user” (not case sensitive) and the password field is left blank. The Network Status window displays for the IP phone you are accessing.

The screenshot shows the Aastra Web UI interface. At the top right, it displays '6739i' and a 'Log Off' link. On the left is a navigation menu with categories: Status (System Information), Operation (User Password, Phone Lock, Softkeys and XML, Keypad Speed Dial, Directory, Reset), and Basic Settings (Preferences, Account Configuration). The main content area is titled 'System Information' and contains several sections:

- Network Status:** A table with columns 'Attribute', 'LAN Port', and 'PC Port'.

Attribute	LAN Port	PC Port
Link State	Up	Down
Negotiation	Auto	Auto
Speed	100Mbps	n/a
Duplex	Full	Half
- Hardware Information:** A table with columns 'Attribute' and 'Value'.


Attribute	Value
MAC Address:	00-08-5D-13-BA-B0
BT MAC Address:	00-00-00-00-00-00
Platform	6739i Revision 0
- Firmware Information:** A table with columns 'Attribute' and 'Value'.

Attribute	Value
Firmware Version	3.2.0.71
Firmware Release Code	SIP
Boot Version	3.0.0.116
Date/Time	Feb 9 2011 01:44:14
- SIP Status:** A table with columns 'Line', 'SIP Account', 'Status', and 'Backup Registrar Used?'.

Line	SIP Account	Status	Backup Registrar Used?
1	650@proxy.com:0	Registered	No
2	651@proxy.com:0	Registered	No
3	653@proxy.com:0	Registered	No
4	654@proxy.com:0	Registered	No

3. Click **Log Off** at any time to logout of the Aastra Web UI.

The following categories display in the side menu of the Aastra Web UI: **Status, Operation, Basic Settings.**

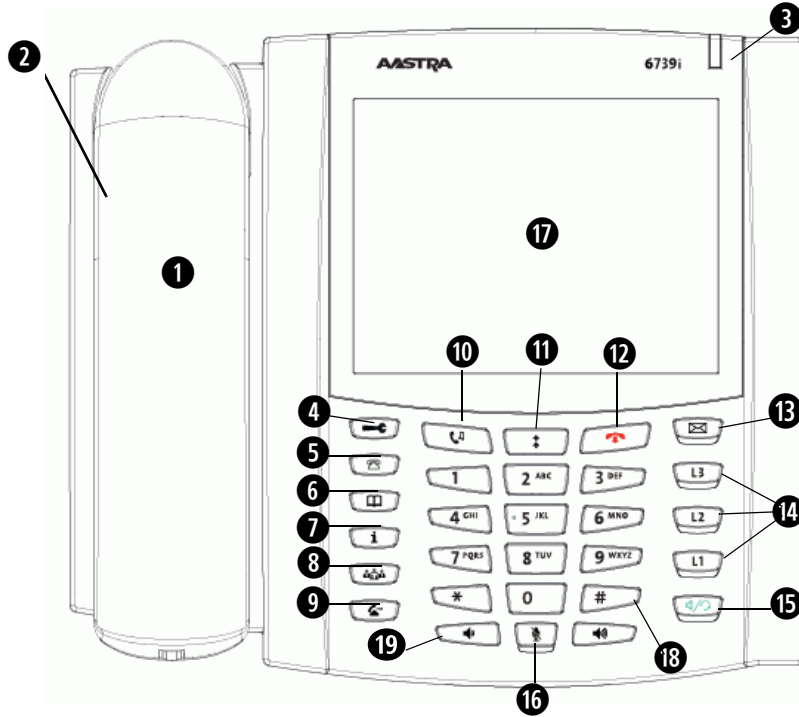
Headings	Description																						
Status	The Status section displays the System information such as network status, hardware information, and firmware information about the phone. It also displays information about the SIP account(s) currently configured on the phone. All System information is read-only. For more information about viewing the phone's status, see " Status " on page 124 .																						
Operation	<p>User Password - Allows you to change user password. For more information about changing User Password, see "Password" on page 128.</p> <p>Softkeys and XML - Allows you to configure up to 55 softkeys with functions identified in the list below. Twelve softkeys appear on the idle screen of the phone's LCD. If you configure more than 12 softkeys, Softkey 12 becomes a  key which allows you to toggle multiple screens that have the additional configured softkeys. You can also specify specific states for the softkeys (idle, connected, incoming, outgoing, busy). For more information about softkeys, see "Softkeys" on page 82.</p> <p>Available Functions for Softkeys</p> <table border="0"> <tr> <td>None</td> <td>Pickup</td> </tr> <tr> <td>Line</td> <td>Last Call Return</td> </tr> <tr> <td>Speed Dial</td> <td>Call Forward</td> </tr> <tr> <td>Do Not Disturb (DND)</td> <td>BLF/Xfer</td> </tr> <tr> <td>Busy Lamp Field (BLF)</td> <td>Speed Dial/Xfer</td> </tr> <tr> <td>BLF List</td> <td>Speed Dial/Conf</td> </tr> <tr> <td>Auto Call Distribution (ACD)</td> <td>Incom (Intercom)</td> </tr> <tr> <td>Directed Call Pickup</td> <td>Phone Lock</td> </tr> <tr> <td>Extensible Markup Language (XML)</td> <td>Paging</td> </tr> <tr> <td>Sprecode</td> <td>Empty</td> </tr> <tr> <td>Park</td> <td></td> </tr> </table> <p>Expansion Modules - Allows you to configure an additional 36 softkeys with a M670i Expansion Module, or an additional 60 softkeys with a M675i Expansion Module if an it is attached to the phone. This option displays on the side menu of the Aastra Web UI only if an Expansion Module is attached. For more information about the expansion modules see "Model M670i and M675i Expansion Modules" on page 190.</p> <p>Directory - Allows you to copy the Callers List and Directory List from your IP phone to your PC. For more information about copying the Caller List and Directory from your PC to the phone, see "Downloading the Callers List to Your PC" on page 32 and "Downloading the Directory List to Your PC" on page 41.</p> <p>Reset - Allows you to restart the IP phone when required. For more information about restarting you phone, see "Restart" on page 130.</p>	None	Pickup	Line	Last Call Return	Speed Dial	Call Forward	Do Not Disturb (DND)	BLF/Xfer	Busy Lamp Field (BLF)	Speed Dial/Xfer	BLF List	Speed Dial/Conf	Auto Call Distribution (ACD)	Incom (Intercom)	Directed Call Pickup	Phone Lock	Extensible Markup Language (XML)	Paging	Sprecode	Empty	Park	
None	Pickup																						
Line	Last Call Return																						
Speed Dial	Call Forward																						
Do Not Disturb (DND)	BLF/Xfer																						
Busy Lamp Field (BLF)	Speed Dial/Xfer																						
BLF List	Speed Dial/Conf																						
Auto Call Distribution (ACD)	Incom (Intercom)																						
Directed Call Pickup	Phone Lock																						
Extensible Markup Language (XML)	Paging																						
Sprecode	Empty																						
Park																							

Headings	Description
Basic Settings	<p>Preferences - Allows you to enable/disable the following:</p> <ul style="list-style-type: none">• Suppress DTMF Playback• Display DTMF Digits• Play Call Waiting Tone• Stuttered Dial Tone• XML Beep Support• Status Scroll Delay (seconds)• Incoming Call Interrupts Dialing• Switch UI Focus to Ringing Line• Call Hold Reminder During Active Calls• Call Hold Reminder• Call Waiting Tone Period• Preferred Line• Preferred Line Timeout (seconds)• Goodbye Key Cancels Incoming Call• Message Waiting Indicator Line• DND Key Mode• Call Forward Key Mode <p>This category also allows you to configure:</p> <ul style="list-style-type: none">• Incoming Intercom Call Settings• Group Paging RTP Settings• Ring Tones (global and per-line basis)• Time and Date Settings• Webpage Language and Input Language <p>Account Configuration - Allows you to configure “do not disturb” (DND) and “call forwarding” (CFWD) by account. You can have multiple accounts on the 6739i. For more information about Account configuration, see “Account Configuration (DND and Call Forwarding)” on page 148.</p>

IP Phone Keys and Key Descriptions

IP Phone Keys

The following sections describe the various 6739i phone key functions, and how they help you make and manage your calls and caller information.















1	6739i Handset	11	Redial Key
2	High Quality Speakerphone	12	Goodbye Key
3	Message Waiting Lamp	13	Messages Key
4	Options Key	14	Three (3) Call Appearance Lines
5	Callers List Key	15	Speakerphone/Headset Toggle Key
6	Directory Key	16	Mute Key
7	Services Key	17	Color LCD Touch Screen
8	Conference Key	18	Keypad
9	Transfer Key	19	Volume Control
10	Hold Key		

Key Descriptions











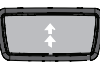










The following table identifies the keys on the key panel of your 6739i IP phone that you can use for handling calls. Your phone may contain symbol keys or text keys, depending on which Model 6739i phone you purchased. Images of the symbol keys and the symbol hardware platform are used throughout this document.

Symbol Keys	Text Keys	Key Description
		<p>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 administrator-only options.</p> <p>For more information about the Options Key, see "Options Key" on page 52.</p>
		<p>Callers List Key - Accesses a list of calls received by the phone.</p> <p>For more information, see "Callers List Key" on page 29.</p>
		<p>Directory Key - Accesses a directory of names and phone numbers (stored in alphabetical order).</p> <p>For more information, see "Directory Key" on page 33.</p>
		<p>Services Key - Accesses enhanced features and services set up by your System Administrator.</p> <p>For more information, see "Services Key" on page 45.</p>
		<p>Conference Key - Begins a conference call with the active call.</p> <p>For more information, see "Conference Key" on page 46.</p>
		<p>Transfer Key - Transfers the active call to another number.</p> <p>For more information, see "Transfer Key" on page 46.</p>
		<p>Hold Key - Places an active call on hold. To retrieve a held call, press the call appearance key beside the light that is flashing or press the Hold key again.</p> <p>For more information about the Hold Key, see "Placing a Call on Hold" on page 139.</p>
		<p>Redial Key - Redials previously dialed numbers. Also accesses a Redial List of up to 100 stored numbers that called your phone.</p> <p>For more information, see "Redial Key" on page 42.</p>
		<p>Goodbye Key - Ends an active call. The Goodbye key also exits an open list, such as the Options List.</p> <p>For more information about the Goodbye Key, see "Ending Calls" on page 147.</p>
		<p>Messages Key - Accesses your phone's voice mailbox to retrieve and listen to stored messages.</p> <p>For more information about the Messages Key, see "Voicemail" on page 164.</p>

Symbol Keys	Text Keys	Key Description
		<p>Line/Call Appearance Keys - Connect you to a line or call. The Aastra 6739i IP Phone IP phone supports 3 line call appearance keys.</p> <p>For more information, see "Line Keys" on page 27</p>
		
		
		<p>Speakerphone/Headset 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.</p> <p>For more information about the Speakerphone/Headset Key, see "Using Handsfree Speakerphone" on page 134.</p>
		<p>Volume Control Key - Adjusts the volume for the handset, headset, ringer, and handsfree speaker.</p> <p>For more information about the Volume Keys, see "Audio" on page 55.</p>
		<p>Mute key - Mutes the microphone so that your caller cannot hear you (the light indicator flashes when the microphone is on mute).</p> <p>For more information about the Mute Key, see "Muting a call" on page 136.</p>

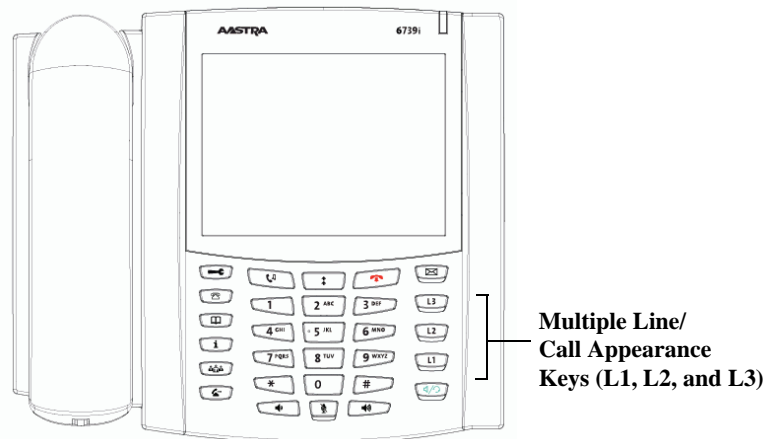
Hard Keys

This section describes the hard keys you can use to manage calls. The following hard keys are located on the front panel of your phone:

Name	Symbol Keys	Text Keys
Line Keys	  	  
Callers List Key		
Directory Key		
Redial Key		
Services Key		
Conference Key		
Transfer Key		
Messages Key		
Keypad Keys		

Line Keys

This section describes the hard line keys (L1, L2, and L3) on your phone. These keys are also called Multiple Line/Call Appearance Keys and are located on the bottom-right of the phone.



Multiple Line and Call Appearances

The 6739i has three line/call appearance keys (L1, L2, and L3) each with a corresponding status LED. These line/call appearance keys represent physical lines you can use to make/receive calls from/to your extension, or make/receive calls from/to a group for which your extension belongs. The line/call appearance LED indicates the status of that line. The following table describes the behaviour of the LED on the Line Keys.

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

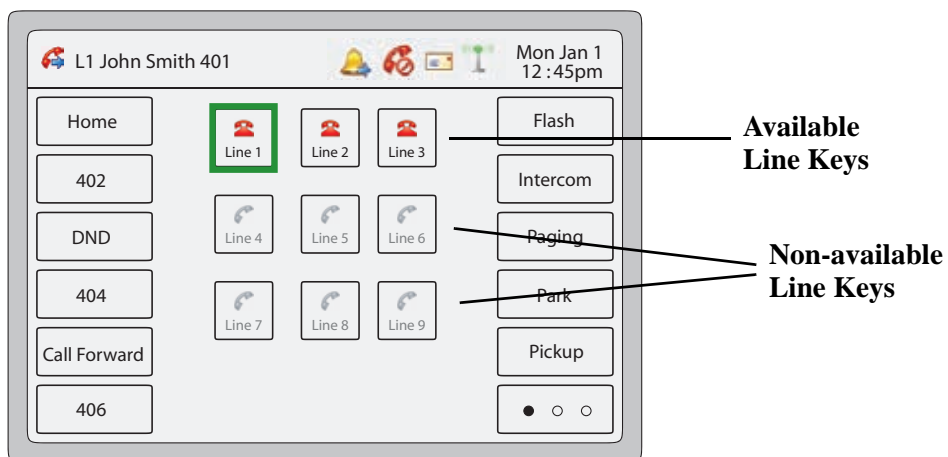
Using the IP Phone UI at the path **Options->Softkeys** or the Aastra Web UI at the path **Operation->Softkeys and XML**, you can also configure up to 6 additional Line Keys. When configured, these Line Keys appear on the softkeys on either side of the display.

Note:

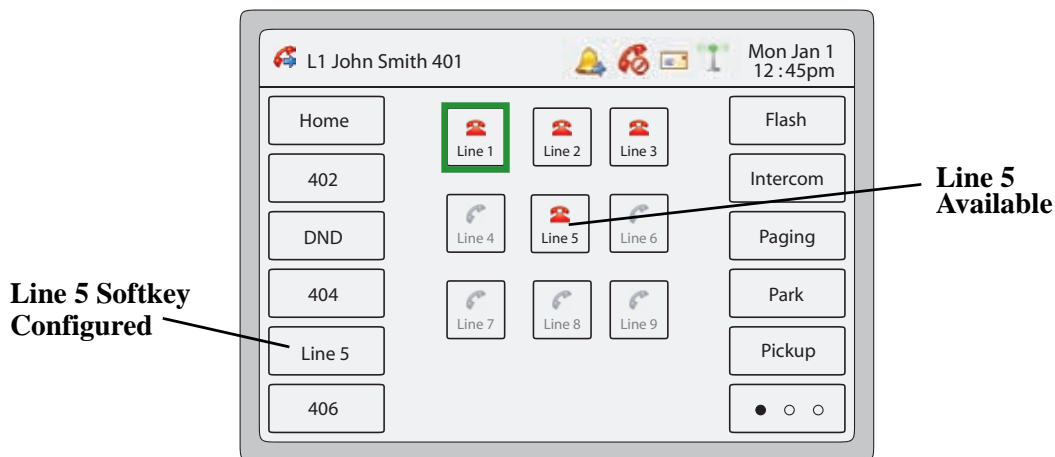
The 6739i allows up to 9 configured Line Keys - 3 hard keys (L1, L2, and L3) and 6 softkeys configured as Line Keys.

For more information about configuring "Line" softkeys, see "Line Softkey" on [page 86](#).

When the phone is taken off-hook, it automatically selects Line 1 (L1) by default. If you press a hard Line Key on the front panel of the phone (L1, L2, or L3), a set of Line Keys display in the center of the screen with the Line Key you selected highlighted. These center keys show the available lines on the phone. The 📞 icon on the key indicates the line is available. The 📞 icon on the key indicates the line is not available. You can press any available key to select a line other than Line 1 if required.

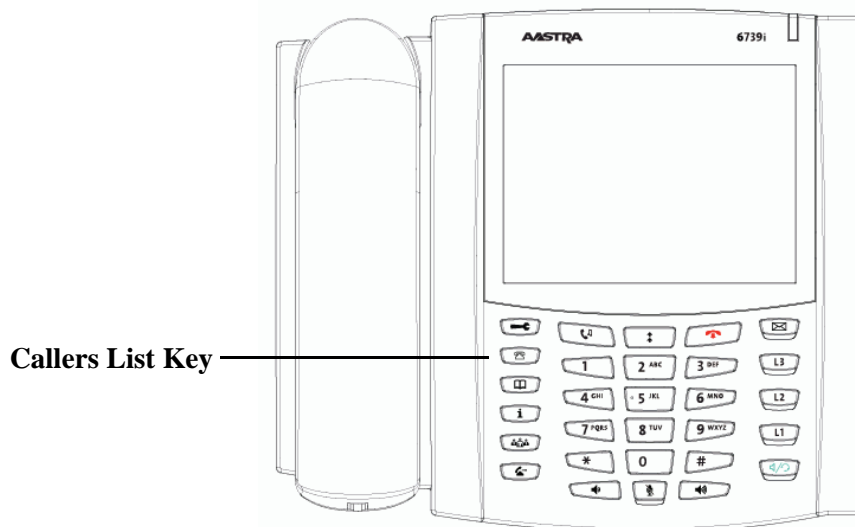


If you configure a softkey to be a Line Key, the 📞 icon appears on the corresponding center Line Key panel. For example, if you configure softkey 5 to be a Line Key, then **Line 5** on the center key panel displays the 📞 icon indicating it is available for selection.

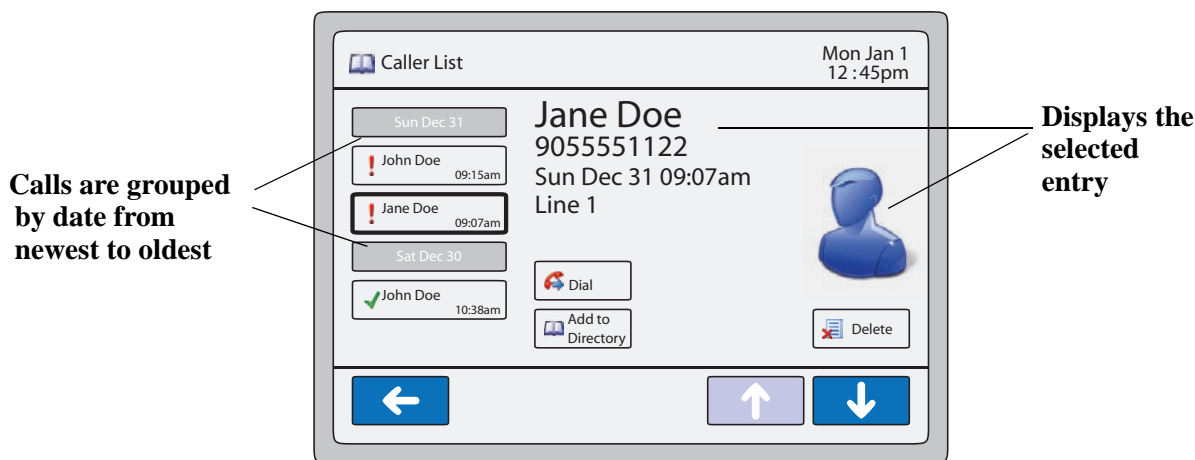




Callers List Key

The 6739i has a Callers List Key on the front panel of the phone. Pressing the Callers List key displays information about each call that came into your phone.



The Callers List is a stored log of up to 200 incoming calls. Your phone logs the number and/or name (if available) of the caller, and the date and time of the call. The Callers List displays from the newest incoming call to the oldest incoming call and is grouped by date. The selected entry displays the number and date/time of incoming call.



A GREEN checkmark  displays next to the entries that were answered. A RED exclamation point  displays next to the entries that were missed calls.

When the Callers list is full, the phone deletes the oldest call record to accommodate the addition of new call records.

You can perform the following in the Callers List:

- View and scroll the Callers List
- Dial from the Callers List
- Delete a Caller record(s) from the Callers List
- Save a Caller record to the Directory






Note:

Your System Administrator can create a custom Callers List XML application allowing you to access the Callers List via an XML Key instead of the Callers List Key. This allows you to configure the Callers List Key with other functions if required. Contact your System Administrator for more information.

Accessing and Viewing the Callers List

Use the following procedure to access and view the Callers List.







1. Press the **Callers Key**  on the phone to enter the Callers List.
2. Use the  and  keys to navigate the list to view all call records in the Callers List.
3. Press the  to return to the previous menu or press the  to return to the idle screen.

Dialing from the Callers List

Use the following procedure to dial from the Callers List.



1. Press the **Callers Key**  on the phone to enter the Callers List. A list of keys display.
2. Use the  and  keys to navigate to the Caller record for which you want to call.
3. Press the Caller record and then press  . The phone automatically dials the number from the record you selected.




Note:

Before you dial the number you selected, you can edit the number if required.

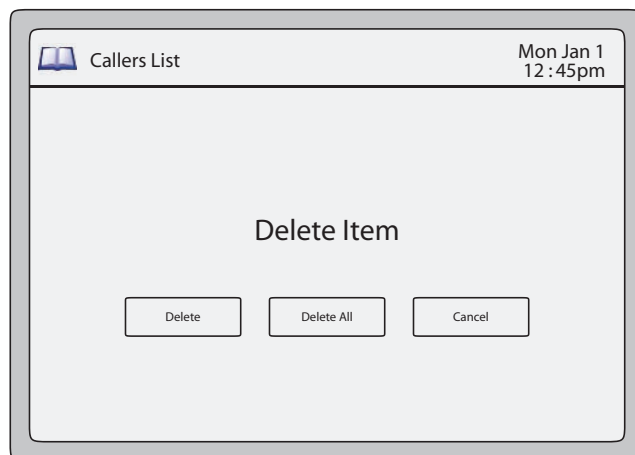
Deleting a Single Record or All Records from the Callers List

Use the following procedure to delete a single record or all records from the Callers List.

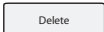
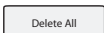




1. Press the **Callers Key**  on the phone to enter the Callers List. A list of keys display.
2. Use the  and  keys to navigate the list to find the record you want to delete.

3. Press the Caller record and then press . The following screen displays.






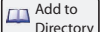



Delete Callers List Record(s) Screen

4. Press  to delete the record you selected from the Callers List. The main Callers List screen displays.
or
Press  to delete **all** records from the Callers List. The main Callers List screen displays.
5. Press the  to return to the previous menu or press the  to return to the idle screen.

Saving a Caller Record to the Directory

Use the following procedure to save a Caller record to the Directory.



1. Press the **Callers Key**  on the phone to enter the Callers List. A list of keys display.
2. Use the  and  keys to navigate to the Caller record for which you want to save to the Directory.
3. Press the Caller record and then press the  key. The Directory displays.
4. Check that all of the information from the Callers record was entered correctly in the Directory List entry.
5. Press the  key to save your entry.
6. Press the  to return to the previous menu or press the  to return to the idle screen.

Downloading the Callers List to Your PC

You can download the Callers List to your PC for viewing using the Aastra Web UI. When you download the Callers List, the phone stores the *callerlist.csv* file to your computer in comma-separated value (CSV) format.

You can use any spreadsheet application to open the file for viewing. The following is an example of a Callers List in a spreadsheet application. This file displays the name, phone number, and the line that the call came in on.

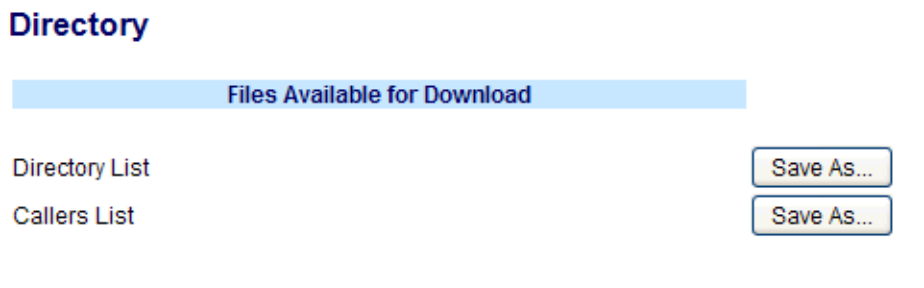
	A	B	C	D	E	F
1	John	41373	2			
2	Tim	41376	1			
3	Carol	4443245	1			
4	Tom	41356	3			
5						
6						
7						
8						
9						
10						
11						
12						

Downloading the Callers List

Use the following procedure to download the Callers List to your PC using the Aastra Web UI.



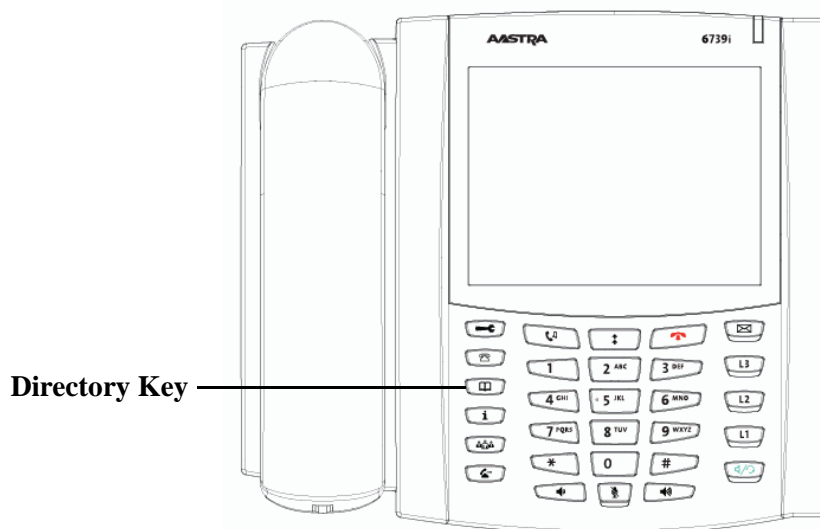
1. Click on **Operation->Directory**.



2. In the Callers List field, click on **Save As**. A File Download message displays.
3. Click **OK**.
4. Enter the location on your computer where you want to download the Callers List and click **SAVE**. The *callerlist.csv* file downloads to your computer.
5. Use a spreadsheet application to open and view the Callers List.

Directory Key

The 6739i has a **Directory** Key on the front panel of the phone.



Pressing the **Directory** Key displays the Directory List on your phone. This list is your personal phone book conveniently stored within your phone. You can enter up to 200 entries into the 6739i Directory by adding them manually, or by saving the number and name from other lists stored on your phone. You can dial numbers directly from a directory entry.


Note:

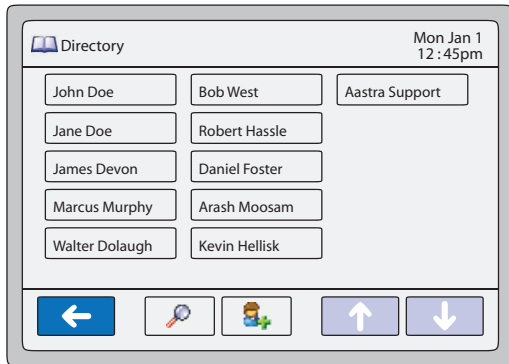
A "picture ID" displays when you select an entry in the Directory if your System Administrator enabled this feature on your phone. Contact your System Administrator for more information about the "picture ID" feature.

Accessing and Searching the Directory

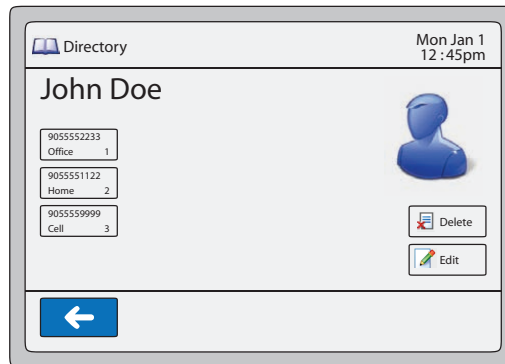
Use the following procedures to access and search for entries in your Directory List.





1. Press the **Directory** Key . The Directory screen displays. The screen is blank if the Directory is empty. The following main Directory screen shows 11 entries in the Directory List.



Main Directory Screen




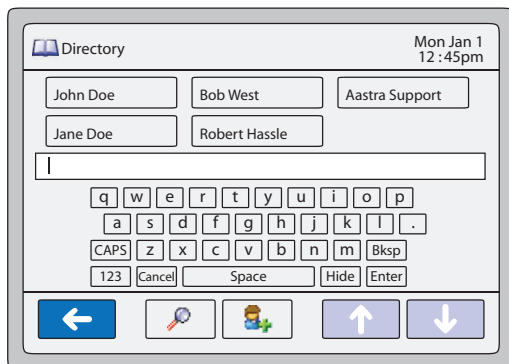
Single Entry Screen

2. Use the  and  keys to navigate the list to look for an entry.
3. Press the entry to display a single entry's details.

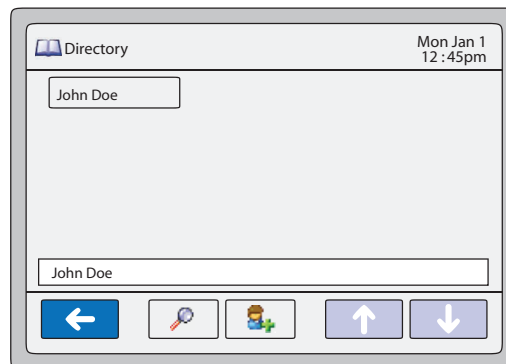
Using the Search Feature in the Directory



1. Press the **Search** key  on the main Directory screen. A keyboard displays.



Search Screen







Search Results Screen

2. Enter the name or phone number of the entry for which you are searching. As you type characters on the keyboard, the entries beginning with those characters display on the screen. When you have completed your typing, the entry you are looking for, displays on the screen and the characters you typed display in a text box.

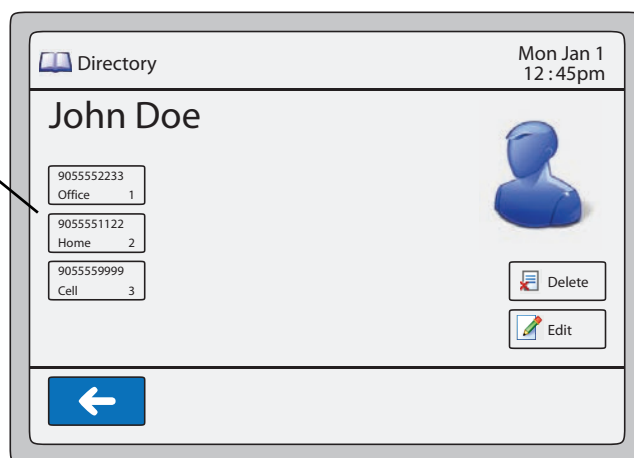
Dialing from the Directory

You can dial a phone number or extension directly from an entry in the Directory List.



1. Press **Directory** Key . The Directory screen displays.
2. Use the  and  keys to navigate the list to look for an entry.
or
Press the  key. For a procedure on using the search key, see ["Using the Search Feature in the Directory"](#) on page 34.
3. Select the entry you want to dial. All of the numbers display that are associated with the single entry (i.e., Cell, Office, Home, etc.).

Press a number key to dial the number



Single Entry Screen

Note:

A "picture ID" displays when you select an entry in the Directory if your System Administrator enabled this feature on your phone. Contact your System Administrator for more information about the "picture ID" feature.

4. Press a number key to dial the number or extension. The phone goes off-hook and automatically dials the number from the Directory. For example, pressing the **"Office"** key in the screen above dials **"2345"** automatically from the Directory. The outgoing call defaults to using Line 1.

Managing the Directory List

From the Directory List in the IP Phone UI, you can perform the following:

- ["Adding an Entry"](#) (page 36)
- ["Editing an Entry"](#) (page 37)
- ["Deleting an Entry"](#) (page 38)

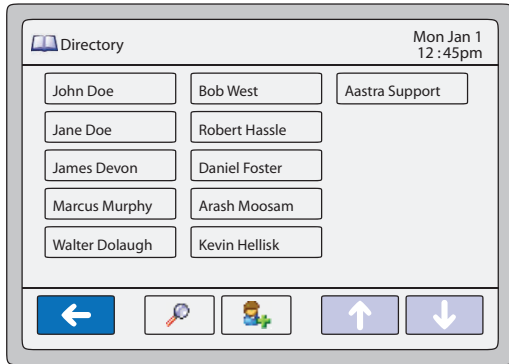
You can also save entries to the Directory from the Caller List and Redial List. For information on saving entries from the Caller List, see ["Saving a Caller Record to the Directory"](#) on page 31. For information on saving entries from the Redial List, see

Adding an Entry

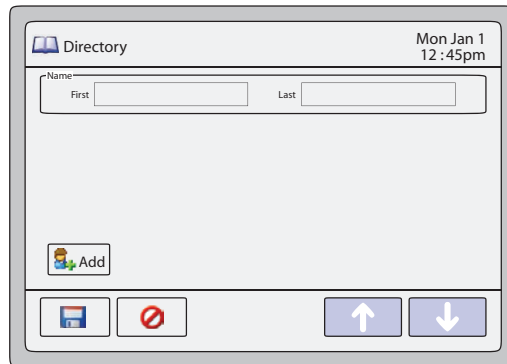
You can add up to 200 entries to your Directory. You can also store up to a maximum of 7 numbers associated with a single entry (i.e., office number, cell number, home number, etc.). You can apply custom labels to each entry as required.




1. Press **Directory** Key . The Directory screen displays.
2. Press the  key.

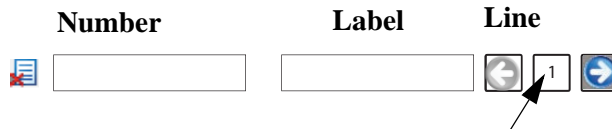


Directory Screen







Adding an Entry Screen

3. Press the **"First"** field, enter the first name of the person you are adding to your directory, and then press **<Enter>**. Use the pop-up keyboard to enter the first name.
4. Press the **"Last"** field, enter the last name of the person you are adding to your directory, and then press **<Enter>**.
5. Press . The **"Number/Label"** fields display on the screen.





This number indicates the Line number.

6. Press the **"Number"** field, enter the number of the person you are adding to your directory, and then press **<Enter>**. Use the pop-up keyboard to enter the number.
7. Press the **"Label"** field, enter the label associated with the number you just entered, and then press **<Enter>**. Use the pop-up keyboard to enter the label.
8. Press the   keys to select a Line (1 through 9) to associate with the phone number and label you are entering. When you dial the current number from the directory, the outgoing call uses the line number you assigned it.
9. To add another phone number and label, press . An additional **"Number/Label"** field displays.
10. Repeat steps 6 through 8 to enter another number and label for the current entry.

11. When you are finished entering **Numbers/Labels** for the current entry, press . This saves the entry and all associated numbers/labels to the Directory on your phone.

Note:

When adding an entry, number, and label to the Directory, you can press the  any time to cancel the entry. It is not saved to the Directory.

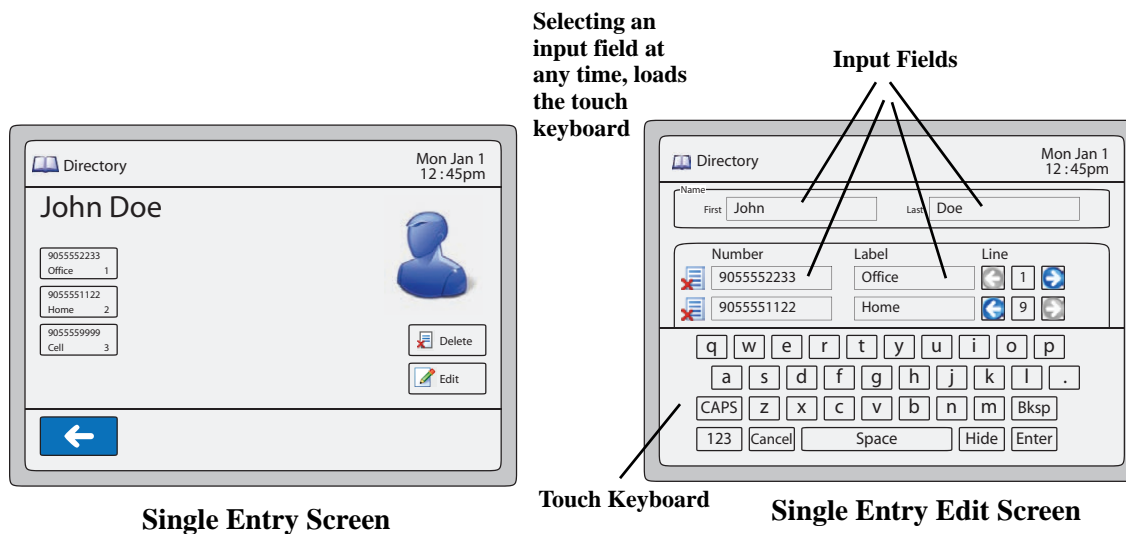
12. Press the  to return to the previous menu or press the  to return to the idle screen.

Editing an Entry

You can edit a Directory entry, number, and/or label as required from a single entry screen.



1. Press **Directory** Key . The Directory screen displays.
2. Use the and keys to navigate the list to look for an entry.
or
Press the key. For a procedure on using the search key, see “Using the Search Feature in the Directory” on page 34.
3. Press the entry you want to edit. The single entry screen displays.

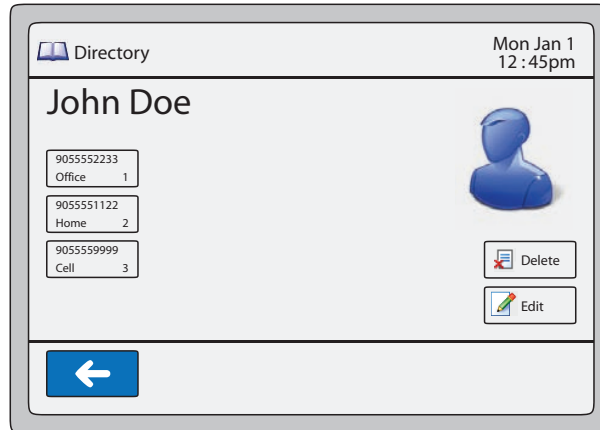


4. Press the number and/or label that you want to edit, and press the key.
5. Edit the Number and/or Label as required using the touch keypad that displays, and press .
6. Press the to return to the previous menu or press the to return to the idle screen

Deleting an Entry

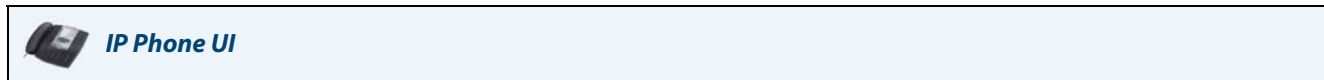
You can delete entries from the Directory List in the following ways:






- Delete a single entry and all associated numbers and labels
- Delete all entries in the Directory List
- Delete specific numbers and labels from an entry

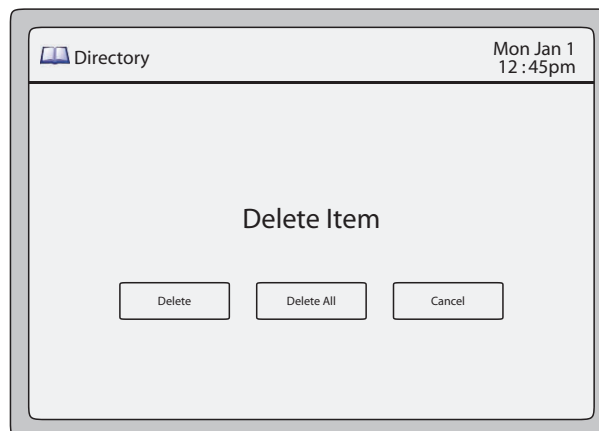


Single Entry Screen





Deleting a single entry or all entries



1. Press **Directory** Key . The Directory screen displays.
2. Use the  and  keys to navigate the list to look for an entry.
or
Press the  key. For a procedure on using the search key, see “Using the Search Feature in the Directory” on [page 34](#).
3. Press the entry you want to delete. The single entry screen displays.
4. Press the  key. The following screen displays.



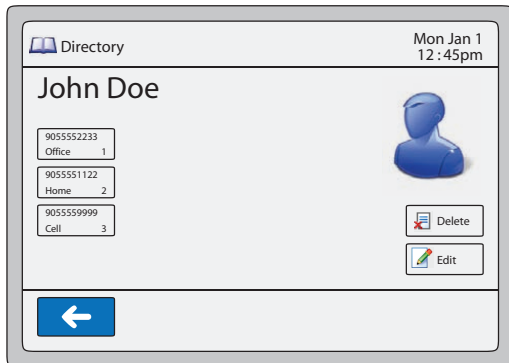
Delete Directory Entry(s) Screen

5. Press  to delete the entry and all associated numbers and labels from the Directory. The main Directory screen displays.
- or
- Press  to delete **all** entries from the Directory. The main Directory screen displays.
- 6.
7. Press the  to return to the previous menu or press the  to return to the idle screen.

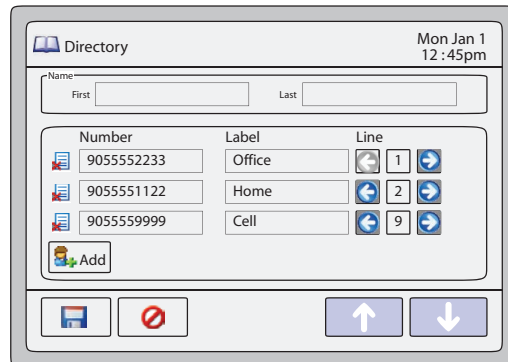
Deleting a number and/or label from an entry



1. Press **Directory** Key . The Directory screen displays.
2. Use the and keys to navigate the list to look for an entry.
or
Press the key. For a procedure on using the search key, see “Using the Search Feature in the Directory” on page 34.
3. Press the entry for which you want to delete a number/label. The single entry screen displays.

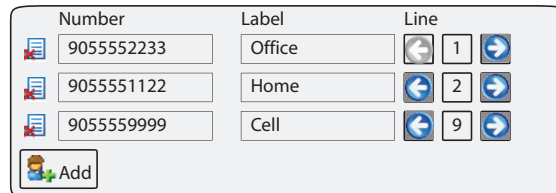


Single Entry Screen



Single Entry Details Screen

4. Press the key. All of the Numbers/Labels associated with this entry display on the screen.



5. Press the key next to the Number/Label to delete both the number and label from the entry.
or
Press the field (Number or Label) you want to delete. When the keyboard displays, press the **<Backspace>** key to delete the text in the field and press **<Enter>**.
6. Press the key to save your change(s).
7. Press the to return to the previous menu or press the to return to the idle.

Downloading the Directory List to Your PC

You can download the Directory List to your PC via the Aastra Web UI. The phone stores the *directorylist.csv* file to your PC in comma-separated value (CSV) format.

You can use any spreadsheet application to open the file for viewing. The following is an example of a Directory List in a spreadsheet application.

	A	B	C	D	E	F
1	John	41373	2			
2	Tim	41376	1			
3	Carol	4443245	1			
4	Tom	41356	3			
5						
6						
7						
8						
9						
10						
11						
12						

The file displays the name, phone number, and line number for each Directory entry.

Note:

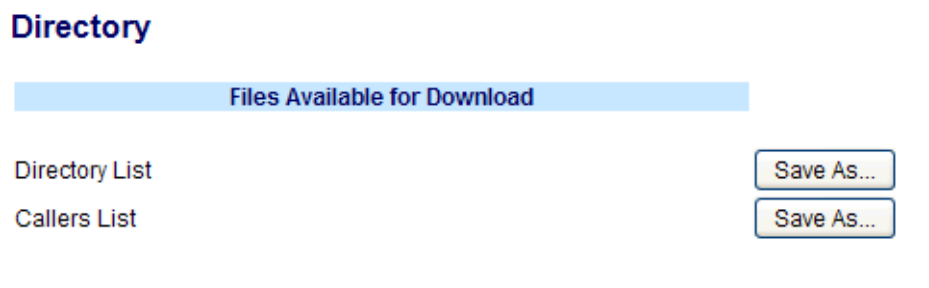
Your System Administrator can populate your IP phone Directory List with server directory files. Contact your System Administrator for more details.

Downloading the Directory List

Use the following procedure to download the Directory List to your PC using the Aastra Web UI.



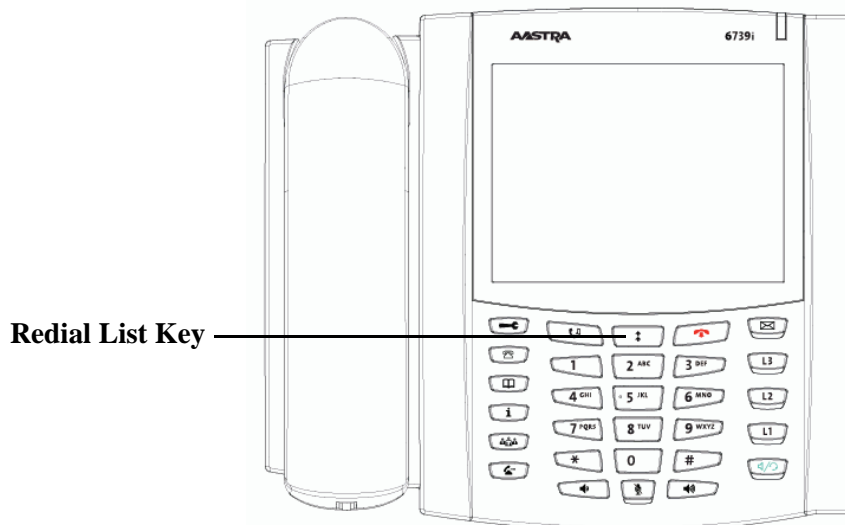
1. Click on **Operation->Directory**.



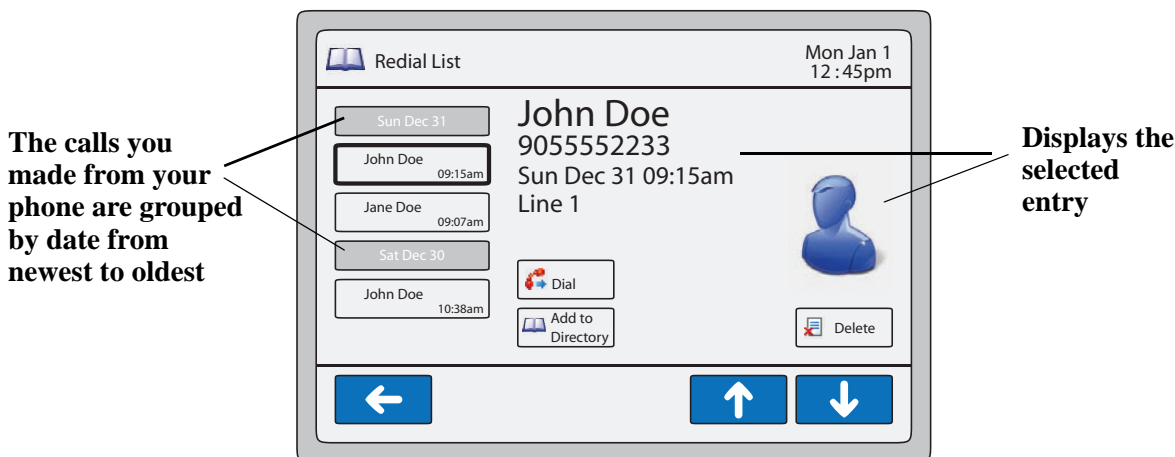
2. In the Directory List field, click on **Save As**. A File Download message displays.
3. Click **OK**.
4. Enter the location on your computer where you want to download the Directory List and click **SAVE**. The *directorylist.csv* file downloads to your computer.
5. Use a spreadsheet application to open and view the Directory List.

Redial Key

The **Redial Key** on the front panel of the phone allows you to automatically dial a number you previously dialed from your phone. If you are off-hook and press the **Redial Key**, the last number you called is dialed back. If you are on-hook and press the **Redial Key**, the Redial List displays allowing you to select which number in the list you want to redial back.



The Redial List is a stored log of up to 100 outgoing calls. Your phone logs the number and/or name (if available) of the person you called, and the date and time of the call. The Redial List displays from the newest outgoing call to the oldest outgoing call and is grouped by date. The selected entry displays the number and date/time of outgoing call.



Redial List Screen

When the Redial list is full, the phone deletes the oldest Redial record to accommodate the addition of new Redial records.

You can perform the following in the Redial List:

- View and scroll the Redial List
- Dial from the Redial List
- Delete a Redial record(s) from the Redial List
- Save a Redial record to the Directory






Note:

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

Accessing and Viewing the Redial List

Use the following procedure to access and view the Redial List.




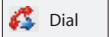


1. Press **Redial** key .
2. Use the  and  keys to navigate the list to view all Redial records in the Redial List.
3. Press the  to return to the previous menu or press the  to return to the idle screen

Dialing from the Redial List

Use the following procedure to dial from the Redial List.






1. Press **Redial** key .
2. Use the  and  keys to navigate to the Redial record for which you want to redial.
3. Press the Redial record, and then press . The phone automatically redials the number from the record you selected.

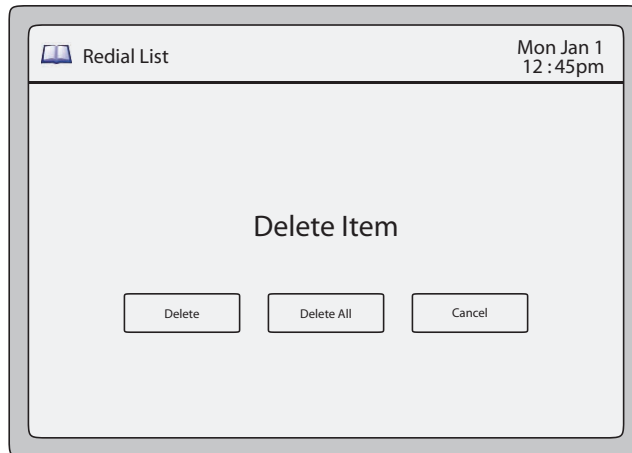
Deleting a Single Record or All Records from the Redial List

Use the following procedure to delete a single record or all records from the Redial List.







1. Press **Redial** key .
2. Use the  and  keys to navigate the list to find the Redial record you want to delete.

3. Press the Redial record and then press . The following screen displays.










Delete Redial List Record(s) Screen

4. Press  to delete the record you selected from the Redial List. The main Redial List screen displays.
 or
 Press  to delete **all** records from the Redial List. The main Redial List screen displays.
5. Press the  to return to the previous menu or press the  to return to the idle screen.

Saving a Redial Record to the Directory

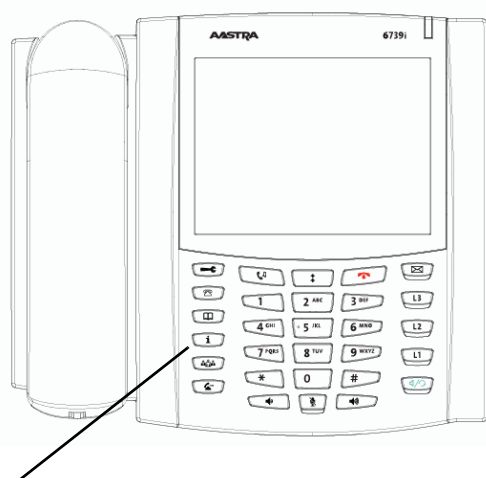
Use the following procedure to save a Redial record to the Directory.



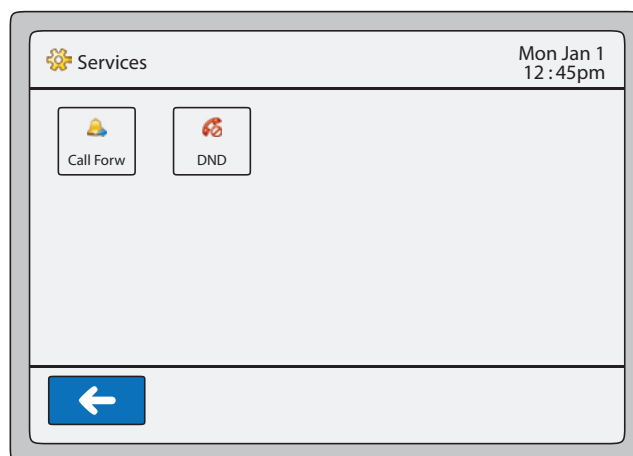
1. Press **Redial** key .
2. Use the  and  keys to navigate to the Redial record for which you want to save to the Directory.
3. Press the Redial record and then press the  key. The Directory displays.
4. Check that all of the information from the Redial record was entered correctly in the Directory List entry.
5. Press the  key to save your entry.
6. Press the  to return to the previous menu or press the  to return to the idle screen.

Services Key

The 6739i has a **Services** Key on the front panel of the phone. The **Services** key accesses enhanced features and services provided by third parties. It also provides the ability to configure Call Forwarding and Do Not Disturb (DND) on your phone.



Services Key



Services Screen

Using the **Services** key, you can:

- Turn Do Not Disturb (DND) ON and OFF
- Set Call Forwarding (specify call forward number, call forward mode, and number of rings)
- If set up by your Administrator, select XML customized services (such as weather, stocks, etc.)

The screens that display for DND and Call Forwarding are dependant on the DND mode and Call Forwarding mode you set on your phone. For more information about setting the modes for DND and Call Forwarding, see [“DND Account-Based Configuration”](#) on page 148 and [“Call Forward Account-Based Configuration”](#) on page 154.

Reference

The XML customized services are created and provided by your System Administrator through the diverse web based language of XML. Availability of these services depends on your phone system or service provider and must be enabled by your System Administrator.

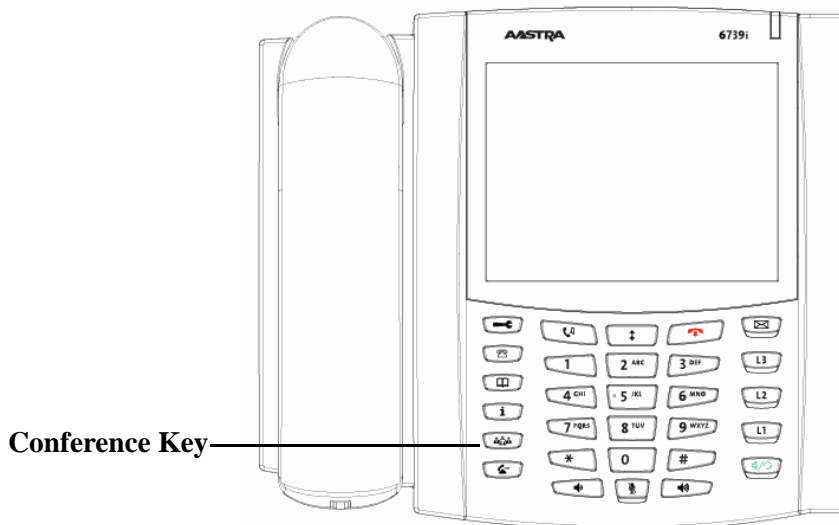
For more information about setting up XML services, see [“Configuring XML Services”](#) on page 106.

Note:

Your System Administrator can create a custom Services key for your application. For more information about custom Services, see [“Customizable Callers List Key and Services Key”](#) on page 197.

Conference Key

The 6739i has a **Conference** Key on the front panel of the phone. Pressing the **Conference** key allows you to join multiple calls into a conference.



The 6739i IP phone offers two methods of conferencing:

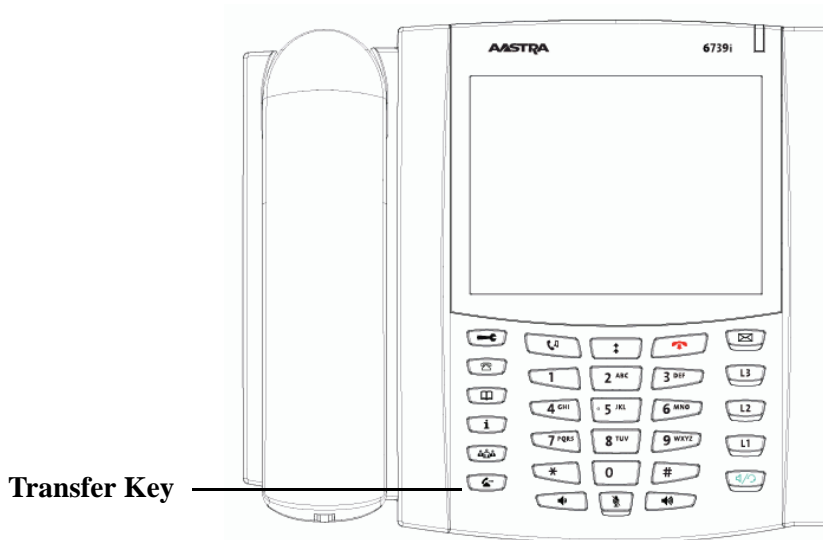
- Local conferencing (default method).
- Centralized conferencing (for Sylanro and Broadsoft Servers) (Administrator must enable this method)

Reference

For more information about using the Conference Key for joining calls, see [“Conferencing Calls”](#) on page 143.

Transfer Key

The 6739i has a **Transfer** Key on the front panel of the phone. Pressing the **Transfer** Key allows you to transfer calls as required.



The 6739i IP phone offers two methods of transferring a call:

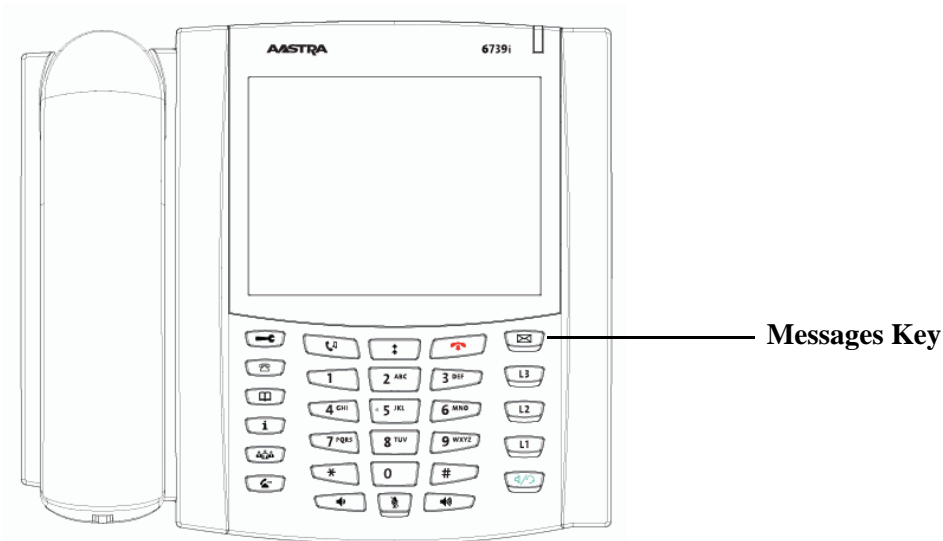
- Blind Transfer - Transfers an incoming call before you answer it.
- Consultative Transfer - Transfers an incoming call after you answer it.

Reference

For more information about using the Transfer Key, transferring calls, and for screens that display when you transfer a call, see [“Transferring Calls”](#) on page 140.

Messages Key

The 6739i has a **Messages** Key on the front panel of the phone. Pressing the **Messages** Key allows you to access your voicemail messages.



Pressing the **Messages** Key directly connects to a voicemail server (if configured by your Administrator) and allows you to access your voice mailbox to access your messages.

Reference

For more information about using the Messages Key, see [“Voicemail”](#) on page 164.

Keypad Keys

The 6739i has a keypad with digits from 0 through 9, a "*" key, and a "#" key. Keys 2 through 9 contain the letters of the alphabet. The 6739i 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". The "#" is called the "number sign", "pound key", or "hash key", depending on one's nationality or personal preference. These can be used for special functions such as accessing voicemail. The "star key" and "pound key" functions are dependant on your country's feature availabilities. Contact your System Administrator for more information about available functions using these keys.

These keypad keys can be used for any of the following on the phone:

- Dial a phone number to make a call (see ["Dialing a Number"](#) on page 133.)
- Enter digits or letters in the IP Phone user interface
- Program a speed dial number (see ["Using a Keypad Key to Configure a Speed Dial"](#) on page 49.)
- Press a speed dial key (see ["Using the Keypad Speed Dial"](#) on page 51.)
- Press the keys associated with a called Interactive Voice Response (IVR) system

Using a Keypad Key to Configure a Speed Dial

Pressing and holding down an unprogrammed keypad key on the phone initiates the “create a speed dial” feature.

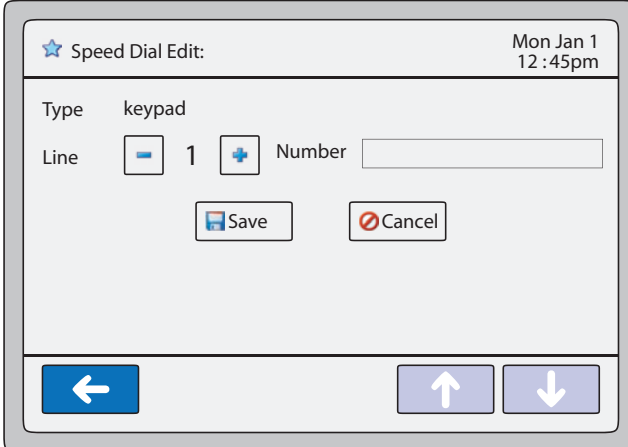
Note:

The keypad key must have no preassigned function (key must be unprogrammed) in order to use the press-and-hold feature to create a speed dial key. For more information about configuring a speed dial key, see “Speed Dial Softkey” on page 88.

Use the following procedure to create a keypad speed dial.



IP Phone UI

1. Press a keypad key for 3 seconds.
The following screen displays.

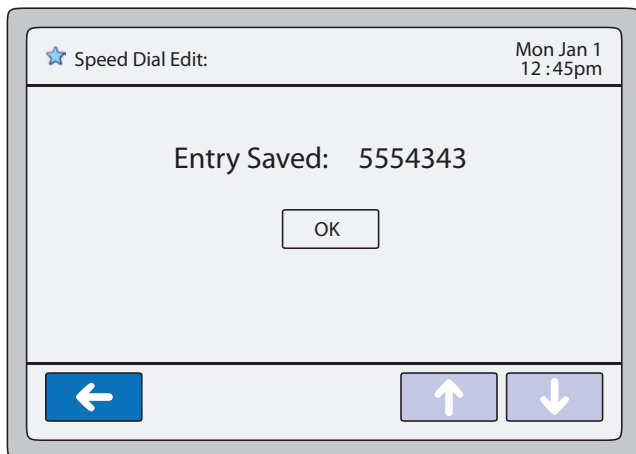




Note:

You can press the “Cancel” key at anytime during the speed dial programming to cancel and not save the speed dial information.

2. In the “Line” field, press the  or  to select a line to assign to the speed dial key.
Valid values are **1** through **9**.
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.
3. Press the “Number” field. A keyboard displays.
Enter a number for the speed dial key using the displayed keyboard.

4. Press <Save> to save the speed dial key. The following is an example of the screen that displays.



5. Press the  to return to the previous menu or press the  to return to the idle screen.

Configuring/Editing a Keypad Speed Dial using the Aastra Web UI

After creating a speed dial on the phone's keypad, you can edit the configuration using the Aastra Web UI only.



1. Click on **Operation->Keypad Speed Dial**.

Keypad Speed Dial

Key	Value	Line
1	1212	1
2	9051234567+	8
3		1
4		1
5		1
6		1
7		1
8		1
9		1

Save Settings

2. Enter or edit a value in the "Value" field.

Note:

You can delete a keypad speed dial by removing the information from the "Value" field.

3. Select a line or edit the line in the "Line" field as applicable for each speed dial.

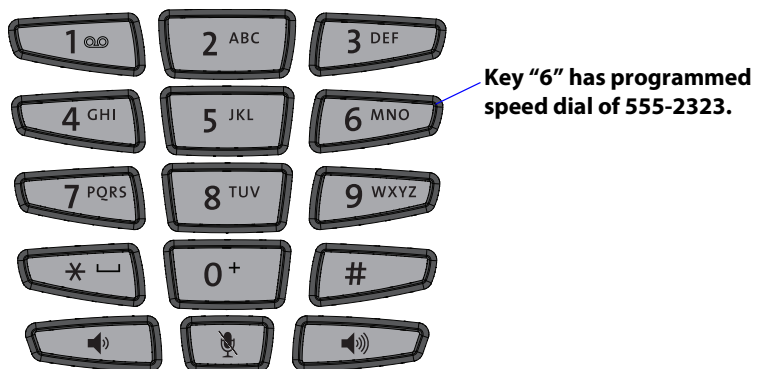
4. Click **Save Settings**.

Using the Keypad Speed Dial

Use the following procedure to dial a speed dial using a programmed key on the keypad.



1. Press the keypad key programmed as a speed dial. The phone dials the number associated with that keypad key.



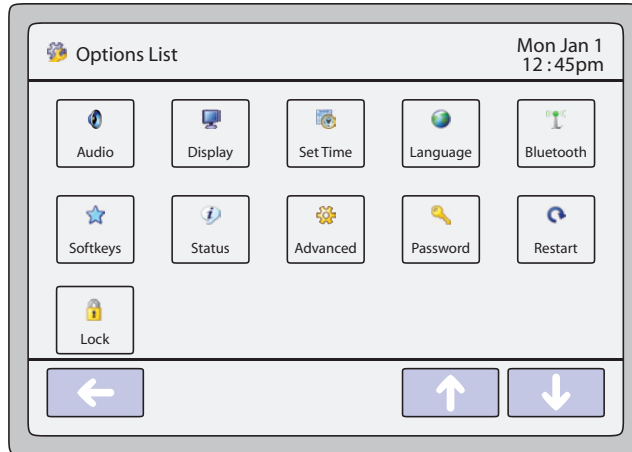
For example, in the illustration above, the "6" key is programmed with a speed dial phone number of 555-2323. After pressing "6" on the keypad, the number automatically dials on the phone.

Options Key

Using the **Options Key** on the front panel of the phone, you can customize your phone with specific features such as setting the brightness of the display, setting a language, or activating the bluetooth device. You can also configure some of these features using the Aastra Web UI.











Options List

After pressing the Options Key, the following Options List displays.



Options List Screen

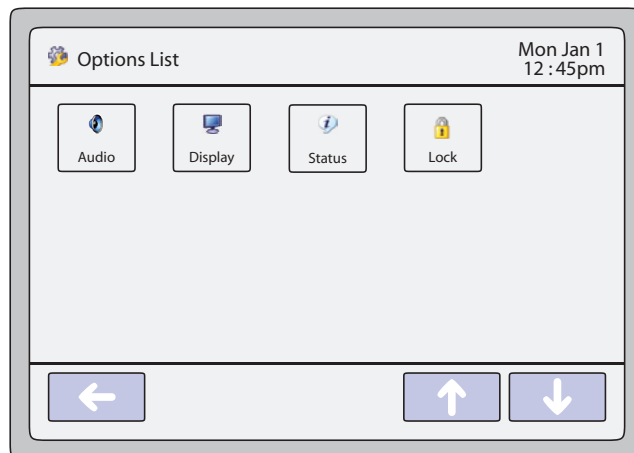
The following table lists the items available in the **Options List** on the phone.

Option Item	Function
 Audio	Allows you to set the following: Audio Mode Headset Device Headset Mic Volume Ring Tone Tone Set
 Display	Allows you to set the following: Brightness Level Brightness Timer Calibrate Screen
 Set Time	Allows you to set the following: Time Format Date Format Timezone Time Servers
 Language	Allows you to set the following: Screen Language Input Language
 Bluetooth	Allows you to view the bluetooth module status, and add or delete a Bluetooth headset.
 Softkeys	Allows you to assign specific functions to softkeys that appear on the idle screen of the phone.
 Status	Allows you to view the following information about the phone: Firmware Information Network Information
 Advanced	Allows you to access the Advanced configuration features of the IP phone. This option is password protected and can only be accessed by an Administrator.
 Password	Allows you to set or reset a password for your phone.
 Restart	Allows you to restart the phone.
 Lock	Allows you to lock and unlock the phone to prevent it from being used or configured.





Simplified Options List

An Administrator can replace the full Options List on the Phone UI with a more simplified Options List. The following illustrates a simplified Options List on the 6739i.

6739i Simplified Options List



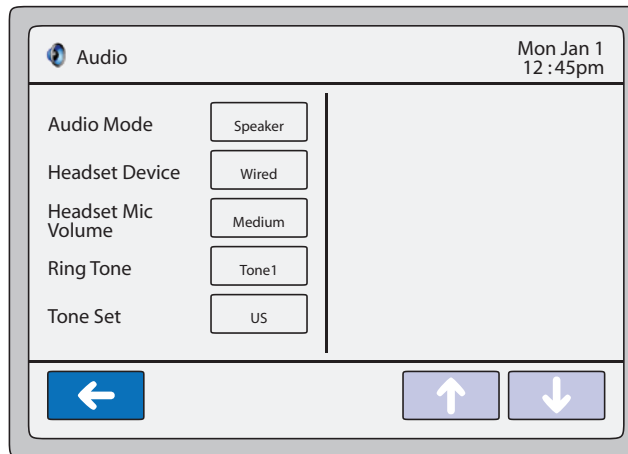
The following table lists the items available on the simplified Options List.

Option Item	Function
 Audio	Allows you to set the following: Audio Mode Headset Device Headset Mic Volume Ring Tone Tone Set
 Display	Allows you to set the following: Brightness Level Brightness Timer Calibrate Screen
 Status	Allows you to view the following information about the phone: Firmware Information Network Information
 Lock	Allows you to lock and unlock the phone to prevent it from being used or configured.

Audio

The **Audio** option allows you to set the following on your phone:





- Audio Mode
- Headset Device
- Headset Mic Volume
- Ring Tone
- [Tone Set](#)



Audio Mode Screen

Audio Mode




The 6739i allows 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 three 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  key 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  key on the phone. To switch from the headset to the handset, lift the handset.
Speaker/Headset	Incoming calls are sent to the handsfree speakerphone first when the  key is pressed. By pressing the key 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  key is pressed. By pressing the key 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.

Setting Audio Mode



IP Phone UI

1. Press  on the phone to enter the Options List.
2. Press the <Audio> key.
3. Press the <Audio Mode> key. The following values display:
 - Speaker (default)
 - Headset
 - Speaker-Headset
 - Headset-Speaker
4. Press the value you want to set for the Audio Mode.
5. Press the  to return to the previous menu or press the  to return to the idle screen.

Headset Device

The “**Headset Device**” option allows you to set the type of headset you are using with your phone. The 6739i allows the following type of headsets:

- Wired headset
- DHSG headset
- Bluetooth headset.

A wired headset connects to the phone using a wire from the headset to the back of the phone. For information on installing a wired headset, see your **6739i IP Phone Installation Guide**.

A DHSG headset connects a coupler to the back of the phone which permits the DHSG headset to perform wirelessly. You **MUST** use an Aastra-compatible DHSG headset. Refer to the DHSG installation instructions included with your Aastra-compatible DHSG headset for more information about installing and using a DHSG headset with your phone.

WARNING:




Use of a non-verified DHSG headset solution is at the customer’s own discretion and the customer should be aware that some DHSG headsets require an optional cable in order to be electrically DHSG compliant. Aastra is not responsible for any damage to the IP phone or headset that may result from the use of non-verified headsets, or from incorrectly connecting headsets or cables.

The 6739i also allows you to use any Bluetooth-compliant headset. Bluetooth is a technology that transmits networking data over a wireless, automatic connection. The bluetooth device must be synchronized with the 6739i phone for it to work. For information about installing and synchronizing your bluetooth device, see “[Bluetooth](#)” on [page 76](#).

Setting Headset Device



IP Phone UI

1. Press  on the phone to enter the Options List.
2. Press the **<Audio>** key.
3. Press the **<Headset Device>** key. The following values display:
 - Wired (default)
 - DHSG
 - Bluetooth
4. Press the value you want to set for the headset device.
5. Press the value you want to set for the Audio Mode.
6. Press the  to return to the previous menu or press the  to return to the idle screen.




Headset Mic Volume

The "Headset Mic Volume" option allows you to set the volume level for the headset microphone.

Setting Headset Mic Volume



IP Phone UI

1. Press  on the phone to enter the Options List.
2. Press the **<Audio>** key.
3. Press the **<Headset Mic Volume>** key. The following values display:
 - Low
 - Medium (default)
 - High
4. Press the value you want to set for the headset microphone volume.
5. Press the  to return to the previous menu or press the  to return to the idle screen.

Ring Tone

There are several distinct ring tones a user can select to set on the IP phones. You 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.

Ring Tones Table

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
Aastra Web 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

Setting Ring Tone**IP Phone UI****Note:**

When you set the Ring Tone using the IP Phone UI, all lines on the phone use the same ring tone (global basis only).

1. Press  on the phone to enter the Options List.
2. Press the <Audio> key.
3. Press the <Ring Tone> key. The following values display:
 - Global (per line setting)
 - Tone 1 (default)
 - Tone 3
 - Tone 4
 - Tone 5
 - Silent
4. Press the value you want to set for the Ring Tone.
5. Press the  to return to the previous menu or press the  to return to the idle screen.

**Aastra Web UI****Note:**

You can set the Ring Tones on a global or per-line basis using the Aastra Web UI.

1. Click on **Basic Settings->Preferences->Ring Tones**.

Ring Tones	
Tone Set	US
Global Ring Tone	Tone 4
Line 1	Global
Line 2	Global
Line 3	Global
Line 4	Global
Line 5	Global
Line 6	Global

For global configuration:

2. In the "Ring Tones" section, select a ring tone from the **Global Ring Tone** field.

Valid values are **Tone 1** (default), **Tone 2**, **Tone 3**, **Tone 4**, **Tone 5**, and **Silent**

Note:

See the [Ring Tones Table](#) on page 58 for valid values.

For per-line configuration:

3. In the "Ring Tone" section, select a line for which you want to set ring tone.
4. Select a value from the "LineN" field. Valid values are Global (default), Tone 1, Tone 2, Tone 3, Tone 4, Tone 5, and Silent.

Note:

See the [Ring Tones Table](#) on page 58 for valid values.

5. Click **Save Settings**.

Tone Set

You can configure ring tone sets on a global-basis only on the IP phone. Ring tone sets consist of tones customized for a specific country. When you configure the country's tone set, the country-specific tone is heard on the phone for the following events:

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


Setting Tone Set



IP Phone UI

Note:



When you set the Tone Set using the IP Phone UI, all lines on the phone use the same Tone Set (global basis only).

1. Press  on the phone to enter the Options List.
2. Press the **<Audio>** key.

3. Press the <**Tone Set**> key. The following values display:

- Australia
- Italy
- Brazil
- Mexico
- Europe
- Russia
- France
- Malaysia
- UK (United Kingdom)
- Germany
- US (United States) (default)

4. Press the value you want to set for the Tone Set.

5. Press the  to return to the previous menu or press the  to return to the idle screen.



Note:

When you set the Tone Set using the Aastra Web UI, all lines on the phone use the same Tone Set (global basis only).

1. Click on **Basic Settings->Preferences->Ring Tones**.

Ring Tones	
Tone Set	US
Global Ring Tone	Tone 4
Line 1	Global
Line 2	Global
Line 3	Global
Line 4	Global
Line 5	Global
Line 6	Global

2. In the "Ring Tones" section, select a country from the **Tone Set** field.

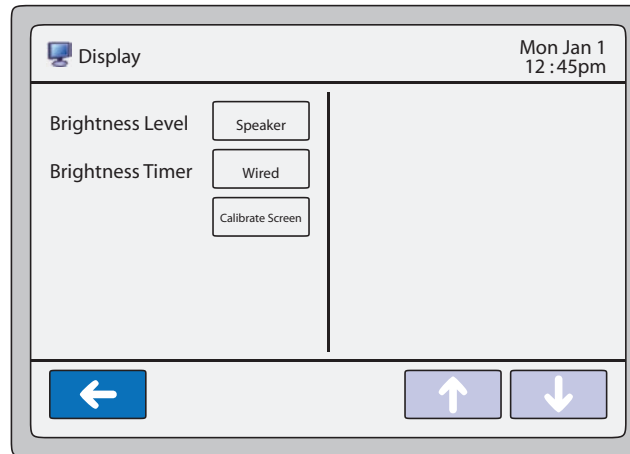
Valid values are **US** (default), **Australia**, **Brazil**, **Europe**, **France**, **Germany**, **Italy**, **Mexico**, **Malaysia**, **Russia**, and **UK**.

3. Click **Save Settings**.

Display

The **Display** option allows you to set the following on your phone:

- Brightness Level
- Brightness Timer
- Calibrate Screen






Display Screen

Brightness Level

The "**Brightness Level**" option allows you to set the amount of light that illuminates the touchscreen's LCD display. Use this option to set your preference of brightness.

Setting Brightness






1. Press  on the phone to enter the Options List.
2. Press the **<Display>** key.
3. Press the **<Brightness Level>** key. The following options display.
 - Level 1
 - Level 2
 - Level 3 (default)
 - Level 4
 - Level 5
4. Press the level of brightness you want on your phone. Level 1 is the least bright and Level 5 is the most bright. Default is Level 3.
5. Press the  to return to the previous menu or press the  to return to the idle screen.

Brightness Timer

The "**Brightness Timer**" option allows you to set the amount of time you want the touchscreen's LCD display to stay illuminated before turning the brightness off during a period of inactivity. For example, if you set the Brightness Timer to 60, when the phone reaches 60 seconds of inactivity, the LCD brightness goes OFF.

Setting Brightness Timer




1. Press  on the phone to enter the Options List.
2. Press the **<Display>** key.
3. Press the **<Brightness Timer>** key. A text box displays.
4. Press the text box. A pop-up keyboard displays.
5. Press the "123" key and enter a value, in seconds, for the Brightness Timer. You can set the Brightness Timer from 0 to 7200 seconds. Default is 600 (10 minutes).
6. Press the  to return to the previous menu or press the  to return to the idle screen.

Calibrate Screen

The "**Calibrate Screen**" option allows you to calibrate the color touchscreen. This process makes fine adjustments to the color screen on the phone for optimal display purposes.

Calibrating the Screen



1. Press  on the phone to enter the Options List.
2. Press the **<Display>** key.
3. Press the **<Calibrate Screen>** key.
A "Recalibrate touchscreen?" prompt displays.
4. Press "**Yes**" to continue or "**No**" to cancel the recalibration.
5. If you press "**Yes**", the following messages display:
"Waiting for touchscreen activity to subside..."
6. Press the screen as indicated by each prompt using a **SOFT** fine tip stylus pen. Do not use a sharp object such as an ink pen or pencil which may damage the touch screen:
"Touch the UPPER-LEFT corner of the screen."
"Touch the UPPER-RIGHT corner of the screen."
"Touch the LOWER-RIGHT corner of the screen."
"Touch the LOWER-LEFT corner of the screen."



If you touched the screen in the wrong location, the following message displays:

"Received unreliable data. You will be asked to touch the same point again."

7. Retouch the screen in the correct location to continue.

When the recalibration is finished, the following message displays:

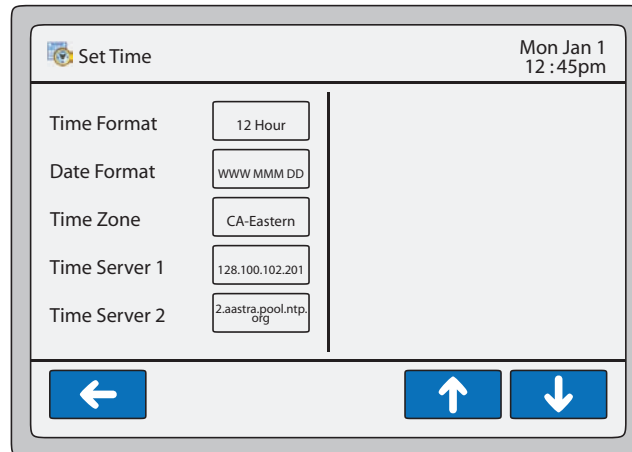
"Validating calibration data....please wait."

8. Press the **<Done>** key to complete the recalibration, and return to the previous screen.
9. Press the  to return to the previous menu or press the  to return to the idle screen.

Set Time

The **Set Time** option allows you to set the following on your phone:

- Time Format
- Date Format
- Timezone
- [Time Servers](#)



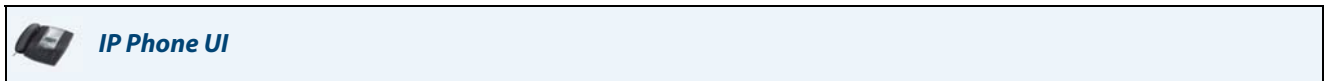
Set Time		Mon Jan 1 12:45pm
Time Format	12 Hour	
Date Format	WWW MMM DD	
Time Zone	CA-Eastern	
Time Server 1	128.100.102.201	
Time Server 2	2.aastra.pool.ntp.org	




Set Time Screen

Time Format

The 6739i gets its clock time from the local Timer Server set up in your network by your System Administrator. You can set the time format using the IP Phone UI or the Aastra Web UI.

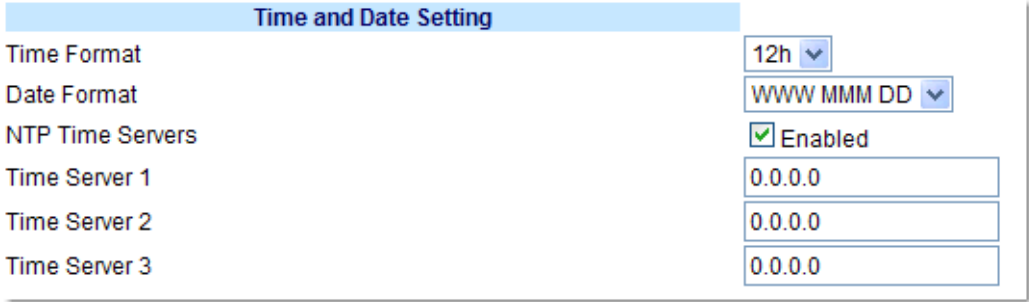
Setting Time Format



1. Press  on the phone to enter the Options List.
2. Press the **<Set Time>** key.
3. Press the **<Time Format>** key. The following values display:
 - 12 Hour (default)
 - 24 Hour
4. Press the value you want to set for the Time Format.
5. Press the  to return to the previous menu or press the  to return to the idle screen.
Note:
The time appears on the phone's idle screen in the time format you set.



1. Click on **Basic Settings->Preferences->Time and Date Setting**.



2. In the **"Time Format"** field, select the time format you want to use on your phone. Valid values are:
 - **12h** (12 hour format) (default)
 - **24h** (24 hour format)
3. Click **Save Settings**.
Note:
The time appears on the phone's idle screen in the time format you set.




Date Format

The 6739i gets its calendar dates from the local Timer Server set up in your network by your System Administrator. You can set the date format using the IP Phone UI or the Aastra Web UI.

Setting Date Format



IP Phone UI

1. Press  on the phone to enter the Options List.
2. Press the **<Set Time>** key.
3. Press the **<Date Format>** key. The following values display:
 - WWW MMM DD (default)
 - MM/DD/YY
 - DD-MMM-YY
 - MMM DD
 - YYYY-MM-DD
 - DD MMM YYYY
 - DD/MM/YYYY
 - WWW DD MMM
 - DD/MM/YY
 - DD MMM
 - DD-MM-YY
 - DD.MM.YYYY
4. Press the value you want to set for the Date Format.
5. Press the  to return to the previous menu or press the  to return to the idle screen.

Note:
The date appears on the phone's idle screen in the date format you set.



Aastra Web UI

1. Click on **Basic Settings->Preferences->Time and Date Setting**.

Time and Date Setting	
Time Format	12h ▾
Date Format	WWW MMM DD ▾
NTP Time Servers	<input checked="" type="checkbox"/> Enabled
Time Server 1	0.0.0.0
Time Server 2	0.0.0.0
Time Server 3	0.0.0.0

2. In the “**Date Format**” field, select the date format you want to use on your phone. Valid values are:

- WWW MMM DD (default)
- MM/DD/YY
- DD-MMM-YY
- MMM DD
- YYYY-MM-DD
- DD MMM YYYY
- DD/MM/YYYY
- WWW DD MMM
- DD/MM/YY
- DD MMM
- DD-MM-YY
- DD.MM.YYYY

3. Click **Save Settings**.

Note:


The date appears on the phone’s idle screen in the date format you set.

Timezone

The 6739i allows you to set your geographic location timezone on the phone. The timezone should be set to the country where you are using the phone. “[Appendix A - Time Zone Codes](#)” lists all of the timezones that the phone supports.

Setting Timezone



1. Press  on the phone to enter the Options List.
2. Press the <Set Time> key.
3. Press the <Timezone> key. The following list of regions display:
 - America
 - Australia
 - Asia
 - Europe
 - Atlantic
 - Pacific
 - Others

Note:


If your Administrator has enabled Option 2 (the Coordinated Universal Time (UTC)) on your phone, you can select **Others->DP-Dhcp** for the timezone setting. Contact your System Administrator for more information about this setting.

4. Press the key of the region for which you want to set your timezone.

A list of timezones and timezone codes display for the geographic location you selected.

The default is **America->US-Eastern**. See “[Appendix A - Time Zone Codes](#)” for a list of timezone codes.

5. Press the key of the timezone for which you want to set on your phone.

6. Press the  to return to the previous menu or press the  to return to the idle screen.




Time Servers

A time server is a server computer that reads the actual time from a reference clock and distributes this information to its clients in the network. The time server may be a local network time server or an internet time server. On the 6739i, you can specify up to 3 local time servers for which the phone receives its time.

Setting Time Servers



IP Phone UI

1. Press  on the phone to enter the Options List.
2. Press the <Set Time> key.
3. Press the <Time Server 1> key. A text box displays as well as a keyboard pop-up.
4. Use the keyboard to enter the IP address or the qualified domain name of the Time Server in your local network. Contact your System Administrator for this value.
5. Press <Enter> on the keyboard to save the setting.
6. Press the <Time Server 2> key and repeat steps 4 and 5.
7. Press the <Time Server 3> key and repeat steps 4 and 5.
8. Press the  to return to the previous menu or press the  to return to the idle screen.



Aastra Web UI

1. Click on **Basic Settings->Preferences->Time and Date Setting**.

Time and Date Setting	
Time Format	12h
Date Format	WWW MMM DD
NTP Time Servers	<input checked="" type="checkbox"/> Enabled
Time Server 1	0.0.0.0
Time Server 2	0.0.0.0
Time Server 3	0.0.0.0

2. In the "NTP Time Servers" field, enable NTP time serving by checking the checkbox or disable by unchecking the box (default is enabled).
3. In the "Time Server 1", "Time Server 2", and "Time Server 3" fields, enter IP addresses or qualified domain names for the primary, secondary, and tertiary time servers.

Note:

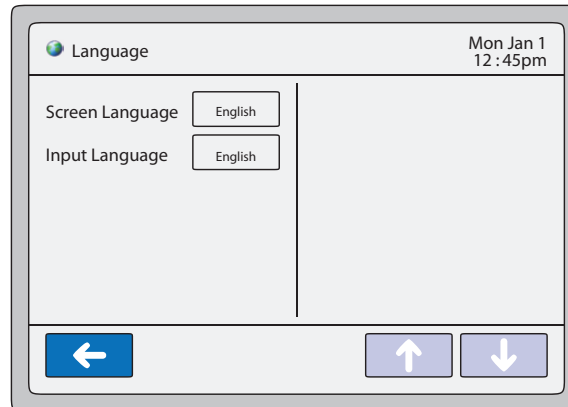
The "NTP Time Servers" field MUST be enabled to enter values in the Time Server # fields.

4. Click **Save Settings**.

Language

The **Language** option allows you to set the language you want to use on the IP Phone UI. It also allows you to set the language you want to use when inputting text into the phone.

- **Screen Language** (IP Phone UI) or **Webpage Language** (Aastra Web UI)
- **Input Language**



Language Screen

In the IP Phone UI, you can select a specific **screen language** and **input language** to use on your phone. These settings do not affect the Aastra Web UI.

In the Aastra Web UI, you can select the **Webpage language** and **input language** to use in the Web UI. These settings do not affect the IP Phone UI.

Latin 2 Character Set

The 6739i includes support for ISO 8859-2 (Latin2) of multi-national languages on the 6739i IP Phone. UTF-8 is also compatible with XML encoding on the IP Phones. The phone supports this character set in the IP Phone UI as well as the Aastra Web UI.

The following table illustrates the Latin 2 character set used on the 6739i IP Phone.

	-0	-1	-2	-3	-4	-5	-6	-7	-8	-9	-A	-B	-C	-D	-E	-F
A-	NBSP 00A0 160	À 0104 161	Á 02D8 162	Â 0141 163	Ã 00A4 164	Ä 013D 165	Å 015A 166	Æ 00A7 167	Ç 00A8 168	Š 0160 169	Ş 015E 170	Ţ 0164 171	Ž 0179 172	ŠHY 00AD 173	Ž 017D 174	Ž 017B 175
B-	° 00B0 176	ą 0105 177	ç 02DB 178	ł 0142 179	ł 00B4 180	ł 013E 181	ś 015B 182	ş 02C7 183	ş 00B8 184	ş 0161 185	ş 015F 186	ţ 0165 187	ţ 017A 188	ţ 02DD 189	ţ 017E 190	ţ 017C 191
C-	Ř 0154 192	Á 00C1 193	Â 00C2 194	Ã 0102 195	Ä 00C4 196	Å 0139 197	Æ 0106 198	Ç 00C7 199	Č 010C 200	É 00C9 201	È 0118 202	Ë 00CB 203	Ě 011A 204	Í 00CD 205	Î 00CE 206	Ď 010E 207
D-	Đ 0110 208	Ń 0143 209	Ň 0147 210	Ó 00D3 211	Ô 00D4 212	Õ 0150 213	Ö 00D6 214	× 00D7 215	Ř 0158 216	Ů 016E 217	Ú 00DA 218	Ů 0170 219	Û 00DC 220	Ý 00DD 221	Ť 0162 222	ß 00DF 223
E-	ř 0155 224	á 00E1 225	â 00E2 226	ã 0103 227	ä 00E4 228	å 013A 229	æ 0107 230	ç 00E7 231	č 010D 232	é 00E9 233	è 0119 234	ë 00EB 235	ě 011B 236	í 00ED 237	î 00EE 238	ď 010F 239
F-	đ 0111 240	ń 0144 241	ň 0148 242	ó 00F3 243	ô 00F4 244	õ 0151 245	ö 00F6 246	÷ 00F7 247	ř 0159 248	ů 016F 249	ú 00FA 250	ů 0171 251	û 00FC 252	ý 00FD 253	ť 0163 254	· 02D9 255

Screen Language and Webpage Language

On the 6739i, you can set your phone and/or the Aastra Web UI to display in the following languages:

- English (default)
- French (Canadian)
- French (European)
- Spanish (Mexican)
- Spanish (European)
- German
- Italian
- Portuguese
- Portuguese-Brazilian
- Russian

Note:

All languages may not be available for selection. The available languages are dependant on the language packs currently loaded on your phone. Contact your System Administrator for more information about available language packs.

The screen language settings in the IP Phone UI work independently from the Webpage language settings in the Aastra Web UI. When you set the language to use in the IP Phone UI or the Aastra Web UI, all of the display screens (menus, services, options, configuration parameters, etc.) display in that language. The IP phones support the following languages:

Setting Language


Once the language pack(s) are available on your phone from your System Administrator, you can specify which screen language or Webpage language to use on the phone and/or the Aastra Web UI.



IP Phone UI





Note:

All languages may not be available for selection. The available languages are dependant on the language packs currently loaded to the IP phone.

1. Press  on the phone to enter the Options List.
2. Press the <Language> key.
3. Press the <Screen Language> key. The following values display:
 - **English** (default)
 - **Italiano** (Italian)
 - **Français** (French)
 - **Português** (Portuguese)
 - **Español** (Spanish)
 - **Русский** (Russian)
 - **Deutsch** (German)
 - **Nordic**

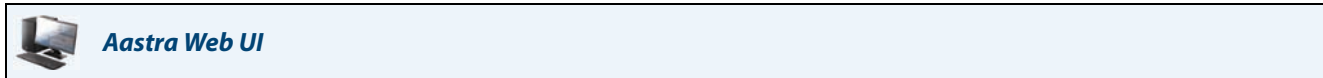
Note:

All languages may not be available for selection. The available languages are dependant on the language packs currently loaded to the IP phone. English is the default language and cannot be changed or removed. For more information about loading language packs, see your System Administrator.

4. Use the navigation keys   to scroll through the display. Press the screen language you want to set on your phone.
5. Press the  to return to the previous menu or press the  to return to the idle screen.

Note:

The screen language setting takes affect immediately.

**Note:**

All languages may not be available for selection. The available languages are dependant on the language packs currently loaded to the IP phone.

1. Click on **Basic Settings->Preferences->Language Settings.**



2. In the “**Webpage Language**” field, select a language to apply to the Aastra Web UI. The IP phone supports the following languages:

- **English** (default)
- **Français** (French)
- **Español** (Spanish)
- **Deutsch** (German)
- **Italiano** (Italian)
- **Português** (Portuguese)
- **Русский** (Russian)

Note:

All languages may not be available for selection. The available languages are dependant on the language packs currently loaded to the IP phone by your System Administrator. English is the default language and cannot be changed or removed.

3. Click **Save Settings.**

Note:

The Webpage language setting takes affect immediately.

Input Language

You can enter text and/or characters into the IP Phone UI or the Aastra Web UI in a specific language if required. To do this, you must set the input language setting. The 6739i supports the following input languages on the IP Phone UI and the Aastra Web UI:

- | | |
|----------------------|------------------------|
| • English (default) | • German |
| • French (Canadian) | • Italian |
| • French (European) | • Portuguese |
| • Spanish (Mexican) | • Portuguese-Brazilian |
| • Spanish (European) | • Russian |

The following tables identify the text and characters that you can enter in the IP Phone UI and the Aastra Web UI in the various languages.

Keypad Text/Character Input Tables**English (default)**

Key	Uppercase Characters	Lowercase Characters
0	0	0
1	1;=_-'&()	1.;=_-'&()
2	ABC2	abc2
3	DEF3	def3
4	GHI4	ghi4
5	JKL5	jkl5
6	MNO6	mno6
7	PQRS7	pqrs7
8	TUV8	tuv8
9	WXYZ9	wxyz9
*	* <SPACE>	* <SPACE>
#	#/\@	#/\@

French

Key	Uppercase Characters	Lowercase Characters
0	0	0
1	1.;=_-'&()	1.;=_-'&()
2	ABC2ÀÂÇÁÀÆ	abc2àâçáàæ
3	DEF3ÉÊËË	def3éèëë
4	GHI4Ï	ghi4ï
5	JKL5	jkl5
6	MNO6ÑÓÔÖ	mno6ñóòôö
7	PQRS7	pqrs7
8	TUV8ÚÛÜ	tuv8úûü
9	WXYZ9	wxyz9
*	* <SPACE>	* <SPACE>
#	#/\@	#/\@

Spanish

Key	Uppercase Characters	Lowercase Characters
0	0	0
1	1.;=_-'&()	1.;=_-'&()
2	ABC2ÁÀÇ	abc2áàç
3	DEF3ÉÈ	def3éè
4	GHI4Í	ghi4í
5	JKL5	jkl5
6	MNO6ÑÓÒ	mno6ñóò
7	PQRS7	pqrs7
8	TUV8ÚÛ	tuv8úü
9	WXYZ9	wxyz9
*	* <SPACE>	* <SPACE>
#	#\/@	#\/@

German

Key	Uppercase Characters	Lowercase Characters
0	0	0
1	1.;=_-'&()	1.;=_-'&()
2	ABC2ÄÀ	abc2äà
3	DEF3É	def3é
4	GHI4	ghi4
5	JKL5	jkl5
6	MNO6Ö	mno6ö
7	PQRS7ß	pqrs7ß
8	TUV8Û	tuv8ü
9	WXYZ9	wxyz9
*	* <SPACE>	* <SPACE>
#	#\/@	#\/@

Italian

Key	Uppercase Characters	Lowercase Characters
0	0	0
1	1.;=_-'&()	1.;=_-'&()
2	ABC2ÀCÇ	abc2àcç
3	DEF3ÉÈÈ	def3éèè
4	GHI4	ghi4
5	JKL5	jkl5
6	MNO6ÓÒ	mno6óò
7	PQRS7	pqrs7
8	TUV8Ù	tuv8ù
9	WXYZ9	wxyz9
*	* <SPACE>	* <SPACE>
#	#/\@	#/\@

Portuguese




Key	Uppercase Characters	Lowercase Characters
0	0	0
1	1.;=_-'&()	1.;=_-'&()
2	ABC2ÁÀÃÄÇ	abc2áàãäç
3	DEF3ÊÈ	def3êè
4	GHI4Í	ghi4í
5	JKL5	jkl5
6	MNO6ÓÔ	mno6óô
7	PQRS7	pqrs7
8	TUV8ÚÛ	tuv8úü
9	WXYZ9	wxyz9
*	* <SPACE>	* <SPACE>
#	#/\@	#/\@

Russian

Key	Uppercase Characters	Lowercase Characters
0	0	0
1	1.;:=-_-'&()	1.;:=-_-'&()
2	АБВГ2ABC	абвр2abc
3	ДЕЁЖЭЗDEF	Деёжэзdef
4	ИЙКЛ4GHI	ийкл4ghi
5	МНОП5JKL	мноп5jkl
6	РСТУ6MNO	рсту6mno
7	ФХЦЧ7PQRS	фхчч7pqrs
8	ШЩЪЫ8TUV	шщъы8tuv
9	ЪЗЮЯ9WXYZ	ъзюя9wxyz
*	* <SPACE>	* <SPACE>
#	#/\@	#/\@

Setting Language Input**IP Phone UI****Note:**

All languages may not be available for selection. The available languages are dependant on the language packs currently loaded to the IP phone.

1. Press  on the phone to enter the Options List.
 2. Press the <Language> key.
 3. Press the <Input Language> key. The following values display:
 - **English** (default)
 - **Français** (French)
 - **Español** (Spanish)
 - **Deutsch** (German)
 - **Italiano** (Italian)
 - **Português** (Portuguese)
 - **Русский** (Russian)
- Note:**
Available input languages are dependent on the configuration enabled by your System Administrator.
4. Press the input language you want to set on your phone.
 5. Press the  to return to the previous menu or press the  to return to the idle screen.
- Note:**
The input language setting takes affect immediately.



Aastra Web UI

Note:

All languages may not be available for selection. The available languages are dependant on the language packs currently loaded to the IP phone.

1. Click on **Basic Settings-> Preferences->Language Settings**.

2. Select a language from the "**Input Language**" field. Setting this field allows you to specify the language to use when entering text and characters in the Aastra Web UI. Valid values are:
 - **English** (default)
 - **Français** (French)
 - **Español** (Spanish)
 - **Deutsch** (German)
 - **Italiano** (Italian)
 - **Português** (Portuguese)
 - **Русский** (Russian)

Note:

All languages may not be available for selection. The available input languages are dependant on the configuration enabled by your System Administrator.

3. Click **Save Settings**.

Note:

The input language setting takes affect immediately.

Bluetooth

The 6739i supports the use of a Bluetooth headset as an alternate headset device. You can turn the Bluetooth capability ON and OFF on your phone as required. You can also add or delete a Bluetooth headset as applicable.

Note:


When using a Bluetooth device with your phone, make sure that the phone's headset device is set to "Bluetooth". For more information on setting the audio headset device, see "Headset Device" on page 56.

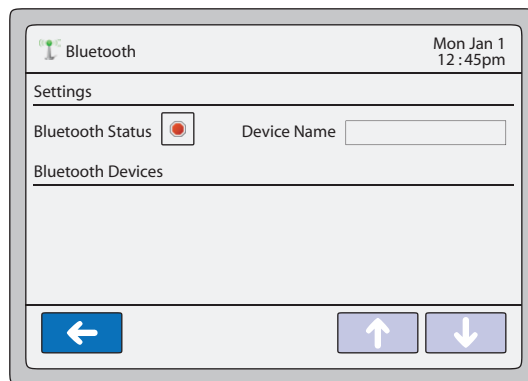
Enabling/Disabling Bluetooth Device

You can enable or disable a bluetooth device as required using the IP Phone UI.

IP Phone UI



To turn ON the Bluetooth feature:

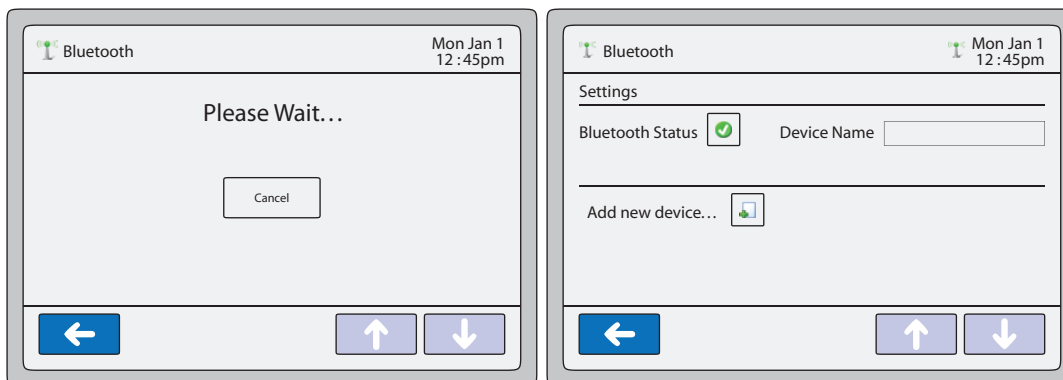
1. Press  on the phone to enter the Options List.
2. Press the <Bluetooth> key. The following screen displays.





Bluetooth Screen

The <Bluetooth Status> key  indicates the Bluetooth feature is OFF.


3. Press the <Bluetooth Status> key  to turn the Bluetooth feature ON . A screen displays with the message "Please Wait..." and allows you to cancel if required. A screen then displays that indicates the Bluetooth feature is ON.

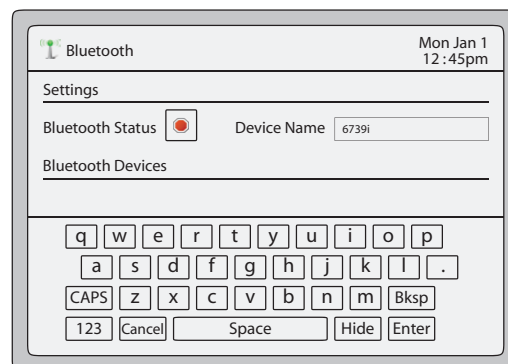
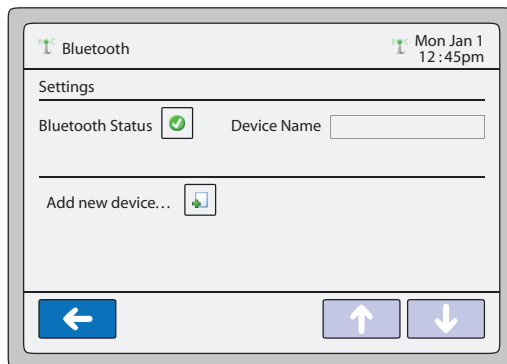


To turn OFF the Bluetooth feature:

- Press the Bluetooth Status key . The key changes to  to indicate the Bluetooth feature is OFF.

Adding a Bluetooth device**IP Phone UI**

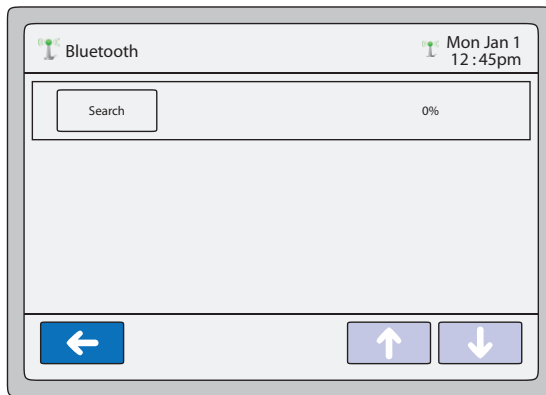
- Press  on the phone to enter the Options List.
- Press the **<Bluetooth>** key. The Bluetooth screen displays.



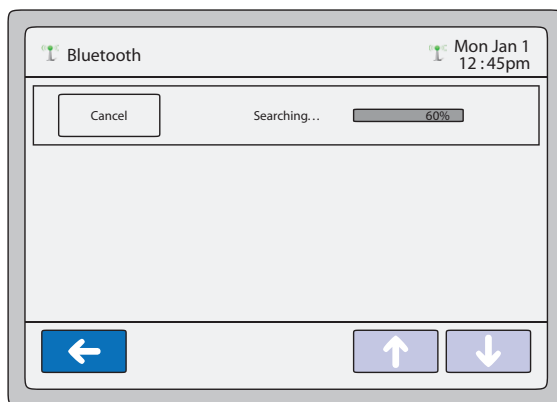
- (Optional) In the **"Device Name"** field, assign a name to the bluetooth device you are adding to the phone using the touch keypad that displays.

4. Press the **<Add new device>** key  .

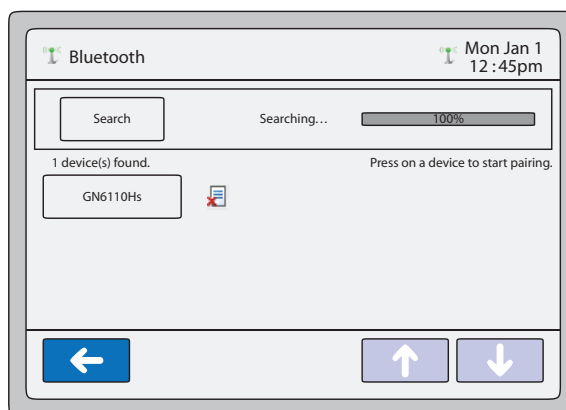
A screen displays that allows you to search for the Bluetooth device.



5. Press the **<Search>** key to search for the Bluetooth headset connected to the phone. The phone proceeds to search for a local bluetooth headset.

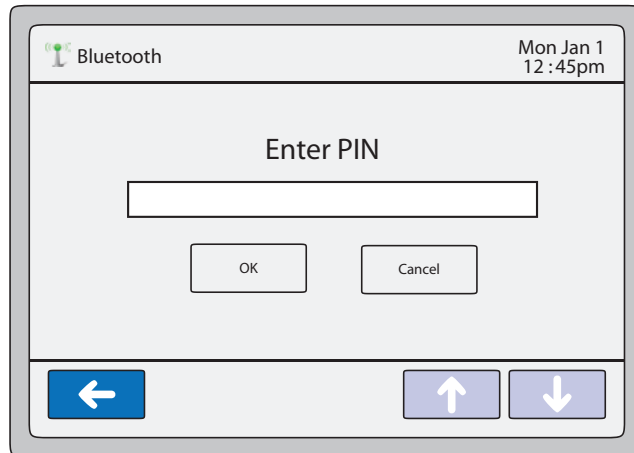


When the search is complete, and the phone has found a Bluetooth device(s), the type of device(s) display.



Pairing a Bluetooth Device

1. Press a Bluetooth device to begin pairing it with the phone. The following screen displays.

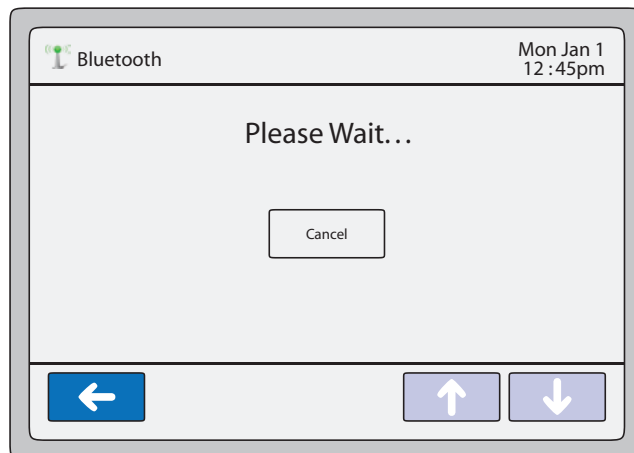


2. Using the phone's keypad, enter a PIN in the text box and press <OK>. The default PIN is **0000**.

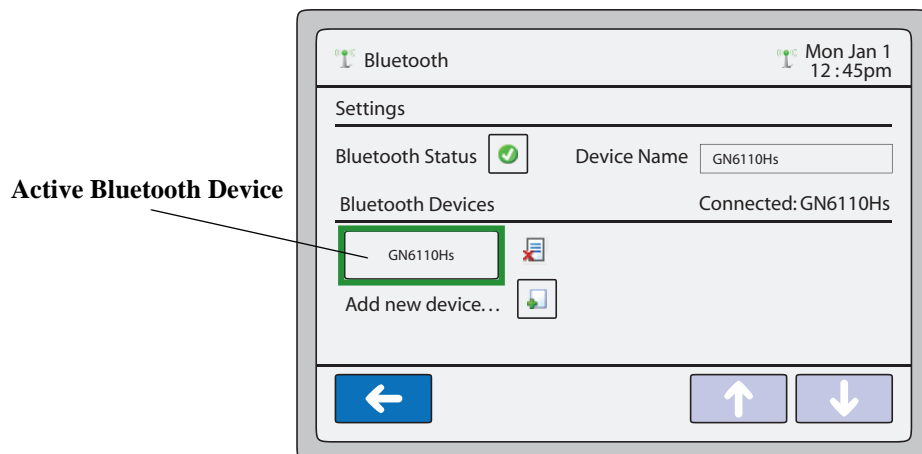
Note:

If your phone does not accept the "0000" PIN code for the Bluetooth device you are adding, consult your Bluetooth headset owners manual for the applicable PIN to enter in this text box.

The phone proceeds to pair the Bluetooth device with the phone.






When pairing is complete, the following screen displays.




If the pairing was successful, the Bluetooth device displays on a key with a **GREEN** box indicating this device is the active Bluetooth device on your phone. If the pairing was unsuccessful, the Bluetooth device displays on a key with a **RED** box indicating the pairing failed.

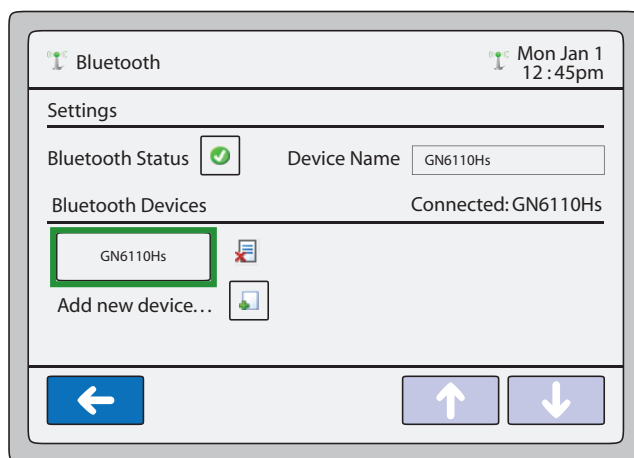



The Bluetooth icon displays  in the status bar of the screen when a Bluetooth device is active on your phone.

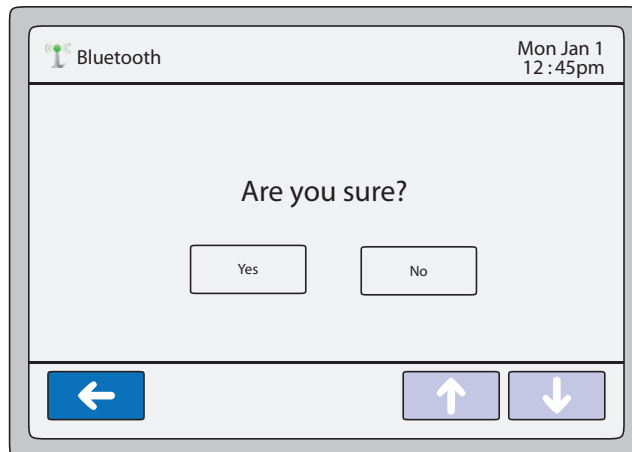
3. Press the  to return to the previous menu or press the  to return to the idle screen.

Deleting a Bluetooth Device

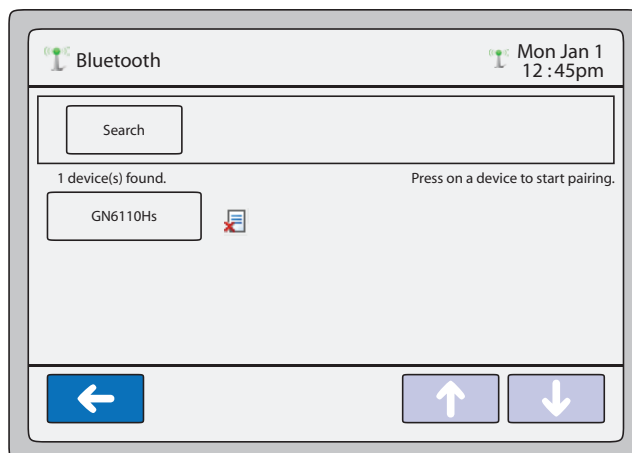
1. Press  on the phone to enter the Options List.
2. Press the <Bluetooth> key. The following screen displays.





3. Press the  next to the Bluetooth device you want to unpair from the phone. The following screen displays.



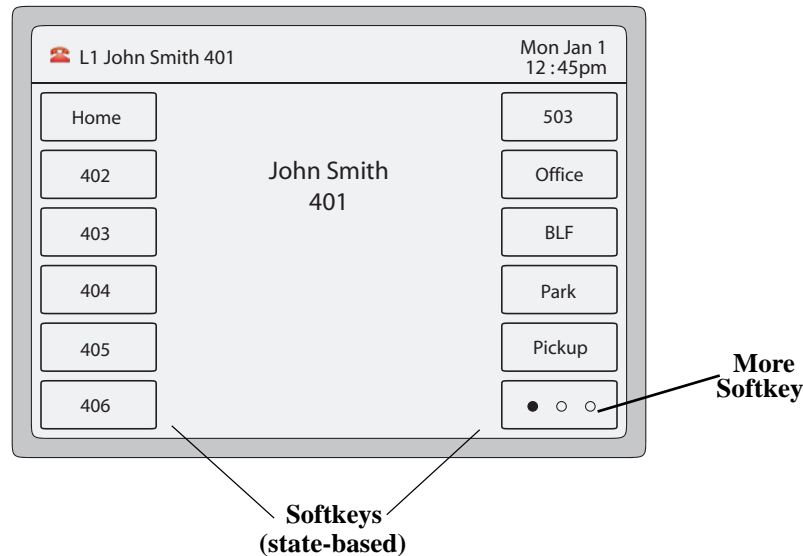
4. Press <Yes> to unpair the Bluetooth device from the phone.
or
Press <No> to cancel the unpairing of the Bluetooth device.
When you unpair the Bluetooth device from the phone, the following screen displays.



5. Press the  to return to the previous menu or press the  to return to the idle screen.



On the 6739i, you can configure up to 55 multi-functional softkeys using the IP Phone UI or the Aastra Web UI. The idle screen displays up to 12 softkeys. If you configure more than 12 softkeys, the 12th key displays as a “More” key. Pressing the “More” key allows you to toggle between multiple screens of configured softkeys.



Note:

If an Expansion Module is attached to the phone, you can configure additional softkeys. For more information about expansion modules, see “[Model M670i and M675i Expansion Modules](#)” on page 190.

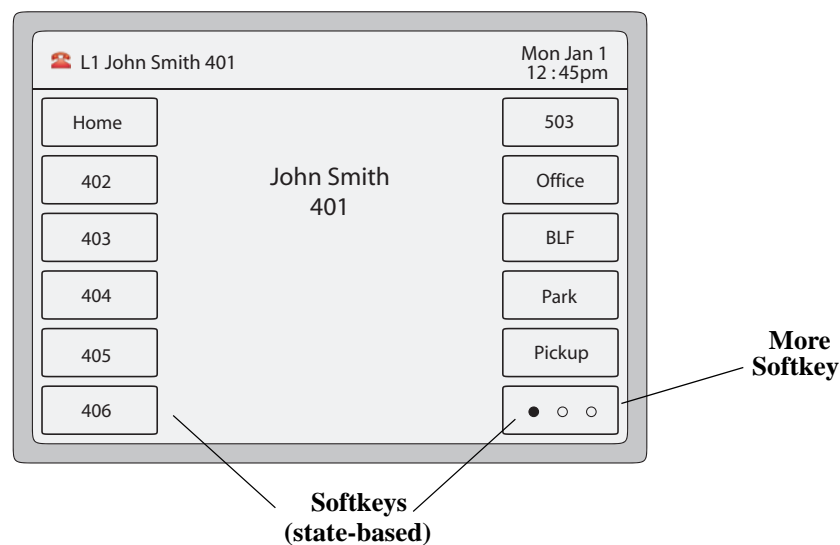
The following table lists the functions you can set on the softkeys and provides a description for each function,.

Key Function	Description
None	Indicates no setting for the key.
Line	Indicates the key is configured for line use.
Speed Dial	Indicates the key is configured for speed dial use. You can also configure a prefix for a speed dial number.
Do Not Disturb	Indicates the key is configured for "do not disturb" on the phone.
Busy Lamp Field (BLF)	Indicates the key is configured for Busy Lamp Field (BLF) use. User can dial out on a BLF configured key. (Maximum of 50 BLFs allowed on M670i Expansion Module.)
BLF List	Indicates the key is configured for BLF list use. User can dial out on a BLF List configured key.
Auto Call Distribution (ACD)	(For Sylanro Servers) Indicates the key is configured to allow the Sylanro server to distribute calls from a queue to registered IP phone users (agents).
Directed Call Pickup (DCP)/ Group Call Pickup (GCP)	(For Sylanro Servers) Indicates the key is configured to allow you to intercept - or pickup - a call on a monitored extension(s).
XML	Indicates the key is configured to accept an XML application for accessing customized XML services. You can also specify an XML key URL for this option.
Flash	Indicates the key is set to generate a flash event when it is pressed on the 6739i. 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).
Sprecode	Indicates the key is configured to automatically activate specific services offered by the server. For example, if the sprecode value of *82 is configured, then by pressing the sprecode key, *82 automatically activates a service provided by the server. Contact your System Administrator for available services.
Park	Indicates the key is configured to park incoming calls when pressed. Your System Administrator must set configuration parameters before you can use the Park feature.

Key Function	Description
Pickup	Indicates the key is configured to pick up parked calls when pressed. Your System Administrator must set configuration parameters before you can use the Pickup feature.
Call Forward	Indicates the key is configured as a Call Forward key. When pressed, the IP Phone UI displays the Call Forward menus.
BLF/Xfer	Indicates the key is configured as a simplified BLF key and a transfer key. You can use this key to perform the BLF function, or you can use it as a transfer key to transfer calls.
Speed Dial/Xfer	Indicates the key is configured as a simplified speed dial key and a transfer key. You can use this key to perform speed dial functions, or you can use it as a transfer key to transfer calls.
Speed Dial/Conf	Indicates the key is configured as a speed dial key and a conference key. You can use this key to speed dial from within a conference call, and add the new call directly to the conference.
Phone Lock	Indicates the key is configured as a phone lock key, allowing you to press this key to lock/unlock the phone.
Incom (Intercom)	Indicates the key is configured to be used for intercom calls.
Paging	Indicates the key is configured as a Paging key. When pressed, the phone can send Real Time Transport Protocol (RTP) streams from a pre-configured multicast address without involving SIP signaling. You can also receive RTP streams from pre-configured multicast addresses (can specify up to 5 addresses) using the "Paging Listen Addresses" at the path, Basic Settings->Preferences->Group Paging RTP Settings in the Aastra Web UI. For more information about setting this parameter, see "Group RTP Paging (receives RTP streams)" on page 177.
Empty	Indicates the key has no function assigned.

State-Based Softkeys

All of the softkeys on the 6739i are state-based except for the "None" softkey. You can use the softkey when the phone is in the state specified for that softkey.



The following Aastra Web UI screen shows the states you can configure for your phone.

Configurable Softkey States

Softkeys Configuration

Key	Type	Label	Value	Line	Idle	Connected	Incoming	Outgoing	Busy
1	Speeddial	Voicemail	7001	1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2	None			1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	None			1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	None			1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Icom			global	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
6	Do Not Disturb			1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
7	None			1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Last Call Return			1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
9	Speeddial/Conf			1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	None			1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	Paging			global	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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	The user is 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 "Do Not Disturb".

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

Key Function	Description
None	All states disabled.
Line	idle, connected, incoming, outgoing, busy
Speed Dial	idle, connected, incoming, outgoing, busy
Do Not Disturb	idle, connected, incoming, outgoing, busy
Busy Lamp Field (BLF)	connected
BLF List	connected
Auto Call Distribution (ACD)	idle
Directed Call Pickup (DCP)/ Group Call Pickup (GCP)	idle, connected, incoming, outgoing, busy
XML	connected
Flash	All states disabled
Park	connected
Pickup	idle, outgoing
Call Forward	idle, connected, incoming, outgoing, busy
BLF/Xfer	connected
Speed Dial/Xfer	idle, connected, incoming, outgoing, busy
Speed Dial/Conf	idle, connected, incoming, outgoing, busy
Phone Lock	All states disabled.

Key Function	Description
Intercom	idle, connected, incoming, outgoing, busy
Paging	All states disabled.
Empty	idle, connected, incoming, outgoing, busy

Note:

Softkey states can only be enabled/disabled using the Aastra Web UI. The states for each softkey display enabled by default. To disable a state, you uncheck the box.

Key Display Behaviour

On the 6739i IP Phone, you can configure 55 softkeys with specific functions. If you have no softkeys configured on the IP Phone, and you assign softkey functions to higher number keys in the Aastra Web UI, the key functions automatically appear in the first available position on the LCD display.

For example, if softkeys 1 through 20 are set to "None", and you set softkey 12 as the following:

Type: speed dial

Label: LAB

Value: 3456

after saving the settings, the "LAB" label actually appears in position 1 of the LCD.

A softkey function of "none" does not display on the idle screen at all.

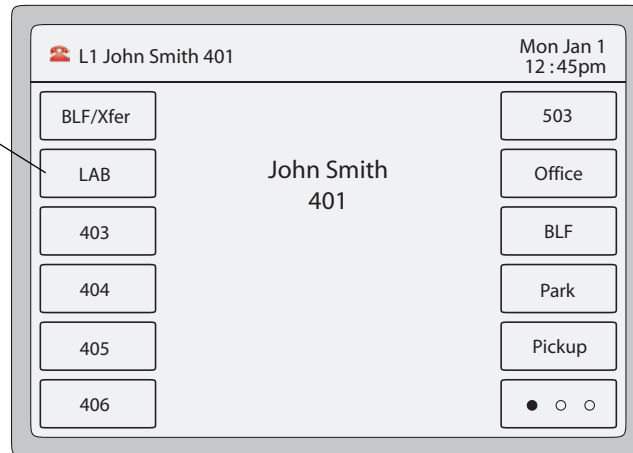
The following illustrations show the configuration of Key 12 and how that key displays on the phone.

Softkeys Configuration

Key	Type	Label	Value	Line	Idle	Connected	Incoming	Outgoing	Busy
1	Park			4	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2	None			1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
3	None			1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4	None			1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
5	loom			global	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
6	Do Not Disturb			1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
7	None			1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
8	Last Call Return			1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
9	None			1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	None			1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
11	Paging			global	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
12	Speeddial	LAB	3456	1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
13	None			1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Key 12 configured as a speed dial

Key 12 displays in softkey position 2 on the phone

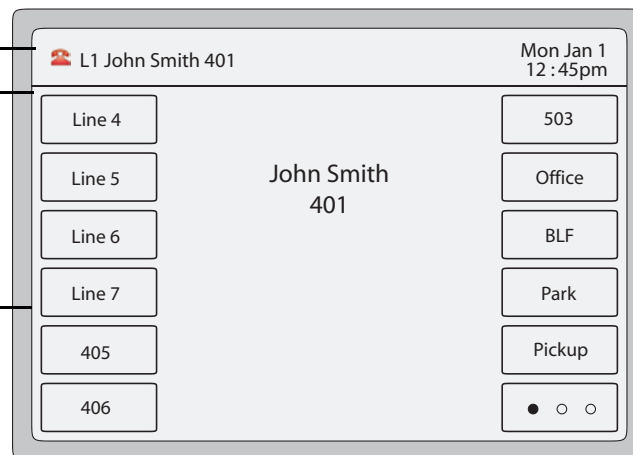


Line Softkey

You can set a softkey to act as a line/call appearance key on the 6739i. This key acts as a line that behaves the same as a hard line key (L1, L2, and L3). For more information about the hard line keys and behaviour of line keys, see [“Line Keys”](#) on [page 27](#). The following illustration shows the first four softkeys configured as Lines 4, 5, 6, and 7.

Call Status Icon

Line Keys configured as softkeys



Depending on the phone configuration, the maximum number of total line/call appearances allowed on the 6739i is **9** (3 line/call appearance hard keys plus 6 softkeys). If all line/call appearances have been set up between two different numbers, a total of 8 lines can be configured.

You can press any line key to dial an outgoing call. During incoming calls, a pop-up appears at the top of the screen indicating the current line that is ringing. You can press the ringing line to answer the call. A set of 9 keys display in the center of the screen indicating the lines that are available and not available. If all lines 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.

The status of the active call displays in the upper left corner of the screen.


For more information about multiple incoming calls, see [“Multiple Incoming Calls Screens”](#) on [page 14](#).

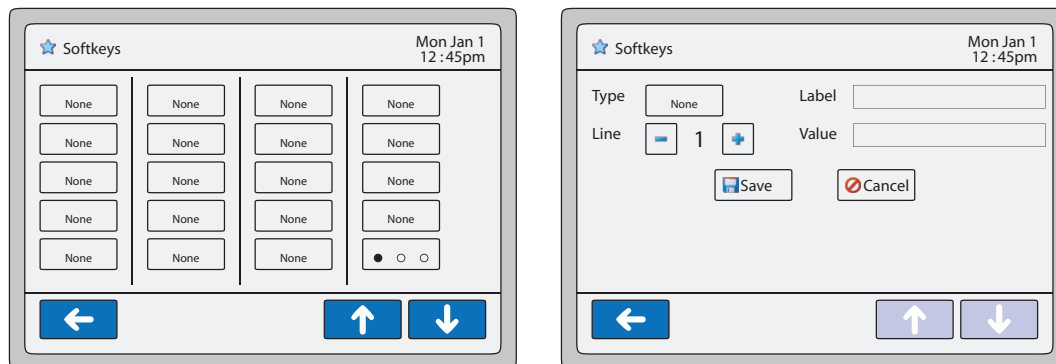
Configuring a Line Softkey

You can configure a softkey as a Line Key on the 6739i. The key acts as a line that behaves the same as a hard line key. For more information about the behaviour of line keys, see [“Multiple Line and Call Appearances”](#) on [page 27](#).





You can use the IP Phone UI or the Aastra Web UI to create Line softkeys on your phone.

IP Phone UI

1. Press  on the phone to enter the Options List.
2. Press the <Softkeys> key. By default, all of the softkeys that display are configured as "None".
3. Press a <None> key. A softkey configuration screen displays.



4. In the "Type" field, press the <None> key. A screen displays with softkey keys.
5. Press the <Line> function key to apply to the softkey.

Note:
A total of 9 Line Keys can exist on the 6739i (3 hard keys (Line 1, 2, and 3) and 6 softkeys)
6. In the "Label" field, enter a label to assign to this softkey.
7. In the "Line" field, press the  or  to select a line to assign to the softkey. Valid values are 4 through 9.
8. Press <Save> to save the softkey. The softkey applies to your phone immediately and displays on your idle screen.
9. Press the  to return to the previous menu or press the  to return to the idle screen.

Aastra Web UI

1. Click on **Operation->Softkeys and XML**.
or
Click on **Operation->Expansion Module**.

Softkeys

2. Select from "Key 1" through "Key 55".

Note:
A total of 9 Line Keys can exist on the 6739i (3 hard keys (Line 1, 2, and 3) and 6 softkeys).
3. In the "Type" field, select **Line** to apply to the key.
4. In the "Label" field, enter a label to apply to this key.
5. In the "Line" field, select a line to apply to this key. Valid values are 4 through 9.
6. In the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.

Expansion Module Keys

7. Select an expansion module key.
8. In the "Type" field, select **Line** to apply to the key.

9. In the "**Label**" field, enter a label to apply to this key.
10. In the "**Line**" field, select a line to apply to this key. Valid values are **4** through **9**.
11. Click **Save**.

Speed Dial Softkey

A speed dial key allows you to output a number quickly by pressing a key configured for speed dialing. You can program a softkey on the 6739i to speed dial outside numbers, dial directly to another person's line or extension, or to quickly access features such as Caller ID (*69) and Voicemail.

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:

- IP Phone UI at the path:
 - Options->Softkeys
 - Services->Speed Dial
 - Press-and-hold a softkey/expansion module key
- Aastra Web UI at the paths:
 - **Operation->Softkeys and XML** or **Expansion Module Keys** to create a softkey

Note:

You can also press-and-hold a keypad key to program a speed dial. For more informatin, see "[Keypad Keys](#)" on page 48.

You can save up to 30 speed dial numbers on the 6739i.

Speed Dial Prefix

The speed dial feature also allows you to specify a preset string of numbers followed by a "+" that the phone pre-dials automatically. After pressing the speed dial key, the phone automatically dials the prefix and then waits for further digits to be input by the user. You can use this feature for frequently dialed numbers which start with the same set of digits or long international numbers. which contain long prefixes.

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

Key 1

Type=speed dial

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 output the prefix number automatically and then pauses for you to enter the remaining phone number using the keypad on the phone.

You can use the IP Phone UI or the Aastra Web UI to create speed dial softkeys on your phone.

Configuring a Speed Dial Softkey/Expansion Module key using Options->Softkeys on the IP Phone






IP Phone UI

1. Press  on the phone to enter the Options List.
2. Press the <Softkeys> key. By default, all of the softkeys that display are configured as "None".
3. Press a <None> softkey. A softkey configuration screen displays.
4. In the "Type" field, press the <None> key. A screen displays with softkey keys.
5. Press the <Speed Dial> function key to apply to the softkey.
6. In the "Label" field, enter a label to assign to this softkey.
7. In the "Value" field, enter a value to assign to this softkey.
8. In the "Line" field, press the  or  to select a line to assign to the softkey. Valid values are 1 through 9.
9. Press <Save> to save the softkey. The softkey applies to your phone immediately and displays on your idle screen.
10. Press the  to return to the previous menu or press the  to return to the idle screen.

Editing a Speed Dial Softkey/Expansion Module key Using the IP Phone UI



IP Phone UI

1. Press  on the phone to enter the Options List.
2. Press the <Softkeys> key.
3. Press the speed dial softkey you want to edit. The speed dial softkey screen displays.
4. Edit the fields as applicable and press <Save>.
5. Press the  to return to the previous menu or press the  to return to the idle screen.

Creating a Speed Dial Key on a Softkey/Expansion Module Key (using the press-and-hold feature)

Pressing and holding down a blank softkey or expansion module key on the phone initiates a speed dial feature.

Note:

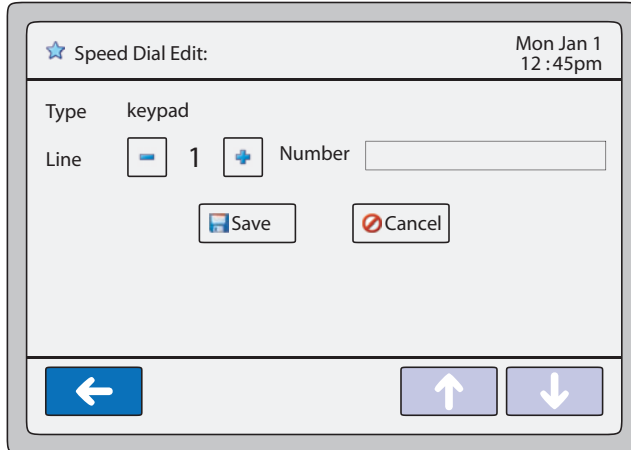
1. The softkey or expansion module key must have no preassigned function (key must be set to None or Empty) in order to use the press-and-hold feature to create a speed dial key.
2. You can also press-and-hold a keypad key to program a speed dial. For more information, see "Keypad Keys" on page 48.

Configuring a Speed Dial on a Softkey/Expansion Module Key (using the press-and-hold feature) Using the IP Phone UI



Use the following procedure to configure a speed dial key on a softkey or expansion module key.

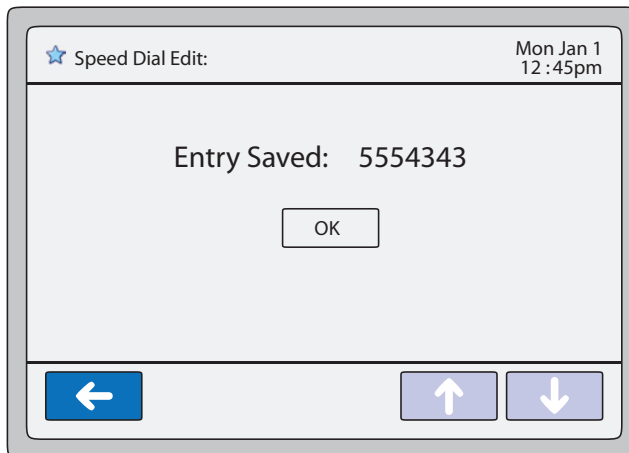
 **IP Phone UI**

1. Press an unprogrammed softkey or expansion module key.
The following screen displays.


Note:

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

2. In the "Line" field, press the  or  to select a line to assign to the speed dial key.
Valid values are **1** through **9**.
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.
3. Press the "Number" field. A keyboard displays.
Enter a number for the speed dial key using the displayed keyboard.
4. Press <Save> to save the speed dial key. The following is an example of the screen that displays.



5. Press the  to return to the previous menu or press the  to return to the idle screen.

Configuring/Editing a Speed Dial Softkey/Expansion Module Key (press-and-hold feature) using the Aastra Web UI

Use the following procedure to create or edit a speed dial softkey in the Aastra Web UI.

**Aastra Web UI**

1. Click on **Operation->Softkeys and XML**.
or
Click on **Operation->Expansion Module**.

Softkeys

2. Select from "**Key 1**" through "**Key 55**".
3. In the "**Type**" field, select **Speed Dial** to apply to the key.
4. In the "**Label**" field, enter or edit the label to apply to this key.
5. In the "**Value**" field, enter or edit the phone number, extension, or speed dial prefix to apply to this key. If you enter a speed dial prefix, you must enter the "+" character at the end of the prefix number (for example, "123456+").
Note:
You can delete a speed dial key by removing the information from the "**Value**" field.
6. In the "**Line**" field, select or edit the line to apply to this key. Valid values are **1** through **9**.
7. In the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.

Expansion Module Keys

8. Select an expansion module key.
9. In the "**Type**" field, select **Speed Dial** to apply to the key.
10. In the "**Label**" field, enter or edit a label to apply to this key.
11. In the "**Value**" field, enter or edit the phone number, extension, or speed dial prefix to apply to this key. If you enter a speed dial prefix, you must enter the "+" character at the end of the prefix number (for example, "123456+").
Note:
You can delete a speed dial key by removing the information from the "**Value**" field.
12. In the "**Line**" field, select or change the line to apply to this key. Valid values are **1** through **9**.
13. Click **Save Settings**.

"Do not Disturb" (DND) Softkey




The IP phones have a feature you can enable called "Do not Disturb (DND)". DND allows you to place a single account or all accounts on the phone in a "do not disturb" status, depending on the DND mode set on the phone (**Phone** mode (default), **Account** mode, **Custom** mode). You can configure the DND softkey to turn DND ON and OFF.

If DND is ON, callers calling into the phone hear no ring and then the call is dropped. If call forward is configured on the phone, the call can be forwarded to voicemail. For more information about setting the DND modes on your phone, see "[DND Account-Based Configuration](#)" on [page 148](#).

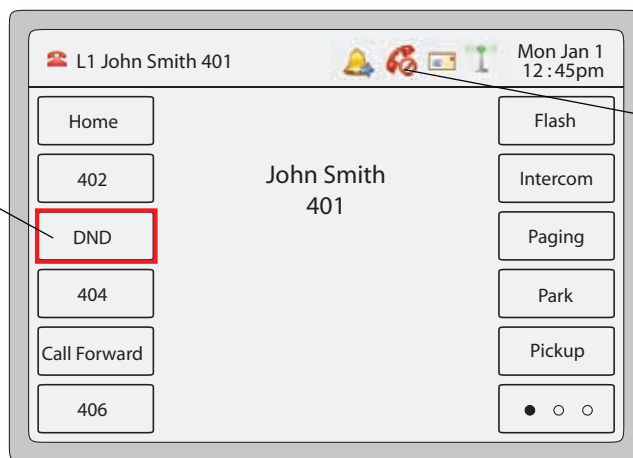
You can use the IP Phone UI or the Aastra Web UI to create a DND softkey on your phone.

Configuring a DND Softkey

 IP Phone UI

1. Press  on the phone to enter the Options List.
2. Press the <Softkeys> key. By default, all of the softkeys that display are configured as "None".
3. Press a <None> key. A softkey configuration screen displays.
4. In the "Type" field, press the <None> key. A screen displays with softkey keys.
5. Press the <Do not disturb> function key to apply to the softkey.
6. Press <Save> to save the softkey.
7. Press the  to return to the previous menu or press the  to return to the idle screen. The softkey applies to your phone immediately and displays on your idle screen. If DND is enabled for the account in focus, a RED border around the key indicates that DND is enabled on the softkey. You can toggle DND ON and OFF by pressing the DND softkey. The DND status icon displays in the status bar when DND is enabled.

DND enabled
for account
in focus



DND status icon

 Aastra Web UI

1. Click on **Operation->Softkeys and XML**.
or
Click on **Operation->Expansion Module**.

Softkeys

2. Select from "Key 1" through "Key 55".
3. In the "Type" field, select **Do Not Disturb** to apply to the key.
4. In the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.

Expansion Module Keys

5. Select an expansion module key.
6. In the "Type" field, select **Do Not Disturb** to apply to the key.
7. Click **Save Settings**.

Busy Lamp Field (BLF) Softkey

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.

Note:

The BLF setting is applicable to the Asterisk server only.

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.

On the 6739i, 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.

Note:




You can also use a BLF configured key to dial out. Contact your System Administrator for more information.

You can use the IP Phone UI or the Aastra Web UI to create a BLF softkey on your phone.

Configuring a BLF Softkey



IP Phone UI

1. Press  on the phone to enter the Options List.
2. Press the <Softkeys> key. By default, all of the softkeys that display are configured as "None".
3. Press a <None> key. A softkey configuration screen displays.
4. In the "Type" field, press the <None> key. A screen displays with softkey keys.
5. Press the <BLF> function key to apply to the softkey.
6. In the "Label" field, enter a label to assign to this softkey.
7. In the "Value" field, enter a value to assign to this softkey.
8. In the "Line" field, press the or to select a line to assign to the softkey. Valid values are 1 through 9.
9. Press <Save> to save the softkey. The softkey applies to your phone immediately and displays on your idle screen.
10. Press the  to return to the previous menu or press the  to return to the idle screen.



Aastra Web UI

1. Click on **Operation->Softkeys and XML.**
or
Click on **Operation->Expansion Module.**

Softkeys

2. Select from "**Key 1**" through "**Key 55**".
3. In the "**Type**" field, select **BLF** to apply to the key.
4. In the "**Label**" field, enter a label to apply to this key.
5. In the "**Value**" field, enter the phone number or extension you want to monitor.
6. In the "**Line**" field, select a line for which to apply this key. Valid values are **1** through **9**.
7. In the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.

Expansion Module Keys

8. Select an expansion module key.
9. In the "**Value**" field, enter the phone number or extension you want to monitor.
10. In the "**Label**" field, enter a label to apply to this key.
11. In the "**Line**" field, select a line for which to apply this key. Valid values are **1** through **9**.
12. Click **Save Settings**.

BLF List Softkey

(For use with the BroadSoft Broadworks Rel 13 or higher platform only).

The BLF\List feature on the IP phones is specifically designed to support the BroadSoft Broadworks Rel 13 Busy Lamp Field feature.

This feature allows the IP phone to subscribe to a list of monitored users defined through the BroadWorks web portal.

Note:

Your System Administrator must have BLF List enabled on the BroadWorks 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.

Note:

You can use a BLF\List configured key to dial out..

Example

A receptionist has a 6739i running Broadsoft firmware that subscribes to a list of extensions from the BroadWorks Application Server. On the 6739i, the key LEDs illuminate either flashing, solid, or turn off depending on the state of those extensions.

Note:

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

Configuring a BLF List Softkey




If you set a key to use BLF/List, you must also enter a **BLF List URI** in the Aastra Web UI at the path **Operation->Softkeys and XML->Services**, or in the IP Phone UI at the path **Options->Softkeys**. The BLF List URI is the name of the BLF list defined on the BroadSoft BroadWorks Busy Lamp field page for your particular user.



For example, my480i-blf-list@as.broadworks.com. The value of the BLF/List URI parameter must match the list name configured. Otherwise, no values display on the 6739i screen and the feature is disabled

The BLF List function can be configured on the 6739i using the IP Phone UI or the Aastra Web UI.



IP Phone UI

1. Press  on the phone to enter the Options List.
2. Press the <Softkeys> key. By default, all of the softkeys that display are configured as "None".
3. Press a <None> key. A softkey configuration screen displays.
4. In the "Type" field, press the <None> key. A screen displays with softkey keys.
5. Press the <BLF/List> function key to apply to the softkey.
6. In the "Line" field, press the  or  to select a line to assign to the softkey. Valid values are 1 through 9.

Note:
The "Label" and "Value" field are not required. The BroadWorks BLF List name is configured in the "BLF List URI" field instead.
7. Press <Save> to save the softkey. The softkey applies to your phone immediately and displays on your idle screen.
8. Press the  to return to the previous menu or press the  to return to the idle screen.



Aastra Web UI

1. Click on **Operation->Softkeys and XML**.
or
Click on **Operation->Expansion Module**.

Softkeys

2. Select from "Key 1" through "Key 55".
3. In the "Type" field, select "BLF/List" (BroadSoft BroadWorks).
4. In the "Line" field, select a line number that is actively registered to the appropriate SIP proxy you are using. Valid values are:
 - global
 - 1 through 9

Note:
The "Label" and "Value" field are not required. The BroadWorks BLF List name is configured in the "BLF List URI" field instead.
5. In the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.
6. In the "BLF List URI" field, enter the name of the BLF list defined on the BroadSoft BroadWorks Busy Lamp field page for your particular user. For example, my6739i-blf-list@as.broadworks.com

Note:
Contact your System Administrator for the BLF List URI.

Expansion Module Keys

7. Select an expansion module key.

8. In the "Line" field, select a line for which to apply this key. Valid values are:

- global
- 1 through 9

Note:

The "Value" field is not required. The BroadWorks BLF List name is configured in the "BLF List URI" field instead.

9. In the "BLF List URI" field, enter the name of the BLF list defined on the BroadSoft BroadWorks Busy Lamp field page for your particular user. For example, my6739i-blf-list@as.broadworks.com.

Note:

Contact your System Administrator for the BLF List URI.

10. Click **Save Settings**.

Automatic Call Distribution (ACD) Softkey (for Sylanro Servers)

The 6739i and any attached Expansion Modules support Automatic Call Distribution (ACD) for Sylanro servers. The ACD feature allows the Sylanro server to distribute calls from a queue to registered IP phone users (agents).

To use the ACD feature on an IP phone, you must first configure an ACD softkey or expansion module key. When you want to subscribe to a queue (in order to receive incoming calls), you press the ACD key and the IP phone UI prompts you to specify the following information:

- **User ID:** the phone number(s) used to login into the queue.
- **Password:** the password used to login to the queue.
- **Available/unavailable:** Shows the current status of the IP phone. Specifies if the IP phone user is available/unavailable to receive a call from the queue.

Note:

Your System Administrator must provide you with your User ID and Password to access the applicable phone queue.

After creating an ACD key, you are ready to receive calls from a queue on the server. You must press the ACD key and then log in by entering your User ID and Password. An "Available" softkey displays allowing you to make your phone available to accept these calls.

When you are on an active call, or you miss a call, the server automatically changes the phone's status to unavailable. The server updates its database with this new information and no longer distributes calls to the phone. The phone remains in this "unavailable" state until:

- you make yourself "available" again by pressing the "Available" softkey.
- an ACD timer expires (set by your System Administrator).

You can also choose to manually change the phone status to unavailable by pressing the "Unavailable" softkey on the phone.

Note:






It is recommended you configure no more than a single ACD softkey or expansion module key per IP phone.

You can configure an ACD key using the IP Phone UI or the Aastra Web UI.

Configuring an Automatic Call Distribution (ACD) Softkey



IP Phone UI

1. Press  on the phone to enter the Options List.
2. Press the <Softkeys> key. By default, all of the softkeys that display are configured as "None".
3. Press a <None> key. A softkey configuration screen displays.
4. In the "Type" field, press the <None> key. A screen displays with softkey keys.
5. Press the <Auto Call Distribution> function key to apply to the softkey.
6. In the "Label" field, enter a label to apply to this softkey.
7. In the "Line" field, press the  or  to select a line to assign to the softkey. Valid values are 1 through 9.
8. Press <Save> to save the softkey. The softkey applies to your phone immediately and displays on your idle screen.
9. Press the  to return to the previous menu or press the  to return to the idle screen.



Aastra Web UI

1. Click on **Operation->Softkeys and XML**.
or
Click on **Operation->Expansion Module**.

Softkeys

2. Select from "Key 1" through "Key 55".
3. In the "Type" field, select "Auto call distribution".
4. In the "Label" field, enter a label to apply to this ACD key.
5. In the "Line" field, select a line to apply Automatic call distribution. Valid values are 1 through 9.
6. In the state fields, check (enable) or uncheck (disable) the "idle" state for this softkey.

Expansion Module Keys

7. Select an expansion module key.
8. In the "Label" field, enter a label to apply to this ACD key.
9. In the "Line" field, select a line to apply Automatic call distribution. Valid values are 1 through 9.
10. Click **Save Settings**.

Using the ACD Feature on your IP Phone

The ACD feature allows you to login to a phone queue in order to receive distributed calls on your IP phone. To login to a phone queue, you must preconfigure an ACD softkey or expansion module key on your IP Phone as described in the previous procedure.

Your Administrator sets up the queue that you access when you press the ACD Key. Contact your System Administrator for more information.

When you press the ACD Key, the phone prompts you to enter a User ID and Password to login into the queue. Once logged in, you can make your phone "available" or "unavailable" to take calls by pressing the Available/Unavailable Key (▼). The server monitors your IP phone status. When you set the IP phone to "available," the server begins distributing calls to your phone. When you set the IP phone to "unavailable," the server temporarily stops distributing calls to your phone.

The LED for the ACD Key shows the current status of your phone.

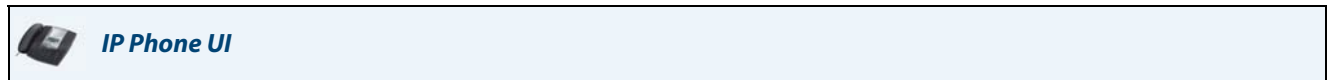
ACD LED Table

This LED changes when you log into the phone queue and are available to take calls. The LED changes again when you are busy with an active call. The table below shows the status of the LED as they may appear on your IP phone.

Phone Model	Status: Logged In and Available	Status: Unavailable	Logged Out
6739i	Solid Red LED √ icon	Blinking Red LED Blinking √ icon	No LED ∅ icon

Using the ACD Softkey

Use the following procedure to log into a phone queue from your IP phone.



1. Check with your Administrator to verify the queue linked to your ACD Key.
2. Press the **ACD** Key on your IP phone.



The following screen displays.



3. Press the <Login> key.

The "User ID" and "Password" prompts displays. This screen also shows the label of the ACD queue you are accessing.

Label of ACD queue is Support

The screenshot shows a mobile phone interface. At the top, it displays 'L1 John Smith 401' on the left and 'Mon Jan 1 12:45pm' on the right. Below this, the text 'ACD:Support' is centered. Underneath, there are two input fields: 'User ID:' followed by a text box, and 'Password:' followed by a text box. At the bottom, there are three buttons: 'Backspace', 'Login', and 'Cancel'.

4. Using the keypad, enter your User ID (phone number provided by your System Administrator).

5. Using the keypad, enter your Password (provided by your System Administrator) and press the **Log In** Key.

Note

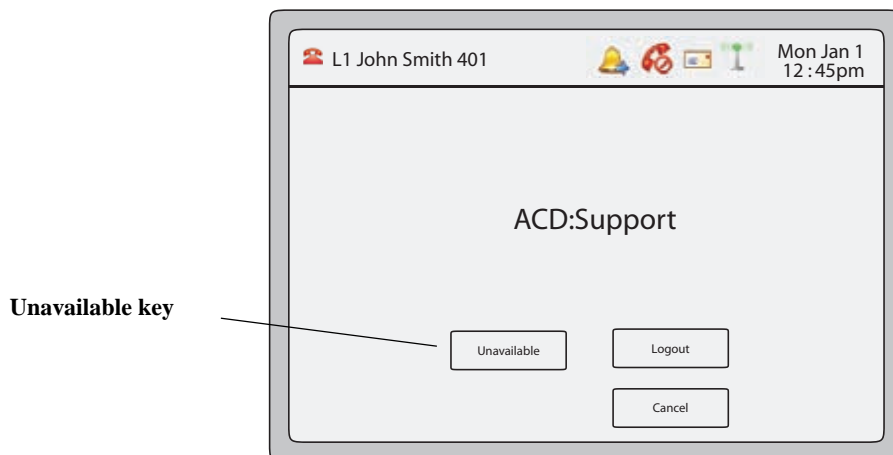
Use the **Backspace** key to move back a space and delete a character if required. Use the **Cancel** key to cancel the ACD login.

Your phone logs into the queue on the server. The following screen displays:

Available key

The screenshot shows the same mobile phone interface as the previous one. At the top, it displays 'L1 John Smith 401' on the left and 'Mon Jan 1 12:45pm' on the right. Below this, the text 'ACD:Support' is centered. Underneath, there are three buttons: 'Available', 'Logout', and 'Cancel'.

6. To allow your phone to be available in the queue, press the **Available** key. The following screen displays.



If your IP phone status is set to **"Available"** then the server begins to distribute phone calls from this queue to your IP phone. You must manually change the state to **"Available"** in order to start receiving calls.

7. To temporarily stop receiving calls, press the **Unavailable** key. If you are on a call (or miss a call that has been distributed to your phone), your phone status automatically changes to **"Unavailable"**. Your phone remains in the **"Unavailable"** state until one of the following occurs:
- You use the IP Phone UI to manually switch the IP phone state back to "Available"
 - or
 - The availability "timer" for your IP phone expires. This only occurs if your Administrator has configured an auto-availability timer on your IP phone. Contact your System Administrator for more information.
8. To logout of the queue, press the **Log Out** key. The server no longer distributes phone calls to your IP phone.

Directed Call Pickup/Group Call Pickup Softkey (for Sylantrio Servers)

Aastra IP phones support the Directed Call Pickup (DCP) and Group Call Pickup (GCP) features.

The DCP/GCP feature allows you to intercept - or pickup - a call on a monitored extension. You can configure this feature using the IP Phone UI or the Aastra Web UI to create a DCP or GCP softkey on the IP phone. When you configure a DCP softkey, you specify the extension that you want to monitor. Then, when the monitored extension receives a call, you press the DCP softkey to pick up the call. If the monitored extension receives multiple incoming calls simultaneously, the IP Phone UI displays a list of incoming calls. You select a call from this list, and are connected to the call.

When you configure a GCP softkey, you specify the ring group (for example, extensions 2200 - 2210) that you want to monitor for incoming calls. When an incoming call is received on any of these extensions, the Operator presses the GCP softkey and is connected to the call. If multiple incoming calls are received simultaneously, the Operator press the GCP softkey, selects an extension from a list, and presses the **Pickup** softkey to answer the call.

Note:




Your System Administrator must configure the extension range for the Group Call Pickup feature. Contact your System Administrator for more information.

You can configure a DCP softkey using the IP Phone UI or the Aastra Web UI.

Configuring Directed Call Pickup (DCP) Softkey (for Sylantrio Servers)

Use the following procedure to configure Directed Call Pickup on the 6739i IP Phone.



1. Press  on the phone to enter the Options List.
2. Press the <Softkeys> key. By default, all of the softkeys that display are configured as "None".
3. Press a <None> key. A softkey configuration screen displays.
4. In the "Type" field, press the <None> key. A screen displays with softkey keys.
5. Press the <Directed Call Pickup> function key to apply to the softkey.
6. In the "Label" field, enter a label to apply to this softkey.
7. In the "Value" field, specify the extension you want to intercept when you press this softkey. For example: **2200**.
8. In the "Line" field, press the or to select a line to assign to the softkey. Valid values are **1** through **9**.
9. Press <Save> to save the softkey. The softkey applies to your phone immediately and displays on your idle screen.
10. Press the  to return to the previous menu or press the  to return to the idle screen.



Aastra Web UI

1. Click on **Operation->Softkeys and XML**.
or
Click on **Operation->Expansion Module**.

Softkeys

2. Select from "Key 1" through "Key 55".
3. In the "Type" field, select **Directed Call Pickup**.
4. In the "Label" field, enter a label to apply to this Directed Call Pickup key.
5. In the "Value" field, specify the extension you want to intercept when you press this softkey. For example: **2200**.
6. In the "Line" field, select the line for which to apply the Directed Call Pickup configuration. Valid values are **1** through **9**.
7. In the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.

Expansion Module Keys

8. Select an expansion module key.
9. In the "Label" field, enter a label to apply to this Directed Call Pickup key.
10. In the "Value" field, specify the extension you want to intercept when you press this softkey. For example: **2200**.
11. In the "Line" field, select the line for which to apply the Directed Call Pickup configuration. Valid values are **1** through **9**.
12. Click **Save Settings**.

Configuring Group Call Pickup (GCP) Softkey (for Sylanro Servers)






Use the following procedure to configure Group Call Pickup on the 6739i IP Phone.



IP Phone UI

Note:

A ring group must be configured on the Sylanro Server in order for a GCP softkey to function.

1. Press  on the phone to enter the Options List.
2. Press the <Softkeys> key. By default, all of the softkeys that display are configured as "None".
3. Press a <None> key. A softkey configuration screen displays.
4. In the "Type" field, press the <None> key. A screen displays with softkey keys.
5. Press the <Directed Call Pickup> function key to apply to this Group Call Pickup softkey.
6. In the "Label" field, enter a label to apply to this softkey.
7. In the "Value" field, enter **groupcallpickup**.
8. In the "Line" field, press the  or  to select a line for which to apply the Group Call Pickup configuration. Valid values are 1 through 9.
9. Press <Save> to save the softkey. The softkey applies to your phone immediately and displays on your idle screen.
10. Press the  to return to the previous menu or press the  to return to the idle screen.



Aastra Web UI

Note:

A ring group must be configured on the Sylanro Server in order for a GCP softkey to function.

1. Click on **Operation->Softkeys and XML**.
or
Click on **Operation->Expansion Module**.

Softkeys

2. Select from "Key 1" through "Key 55".
3. In the "Type" field, select **Directed Call Pickup**.
4. In the "Label" field, enter a label to apply to this Group Call Pickup key.
5. In the "Value" field, enter **groupcallpickup**.
6. In the "Line" field, select the line for which to apply the Group Call Pickup configuration. Valid values are 1 through 9.
7. In the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.

Expansion Module Keys

8. Select an expansion module key.
9. In the "Value" field, specify the extension you want to intercept when you press this softkey.
For example: **groupcallpickup**.
10. In the "Label" field, enter a label to apply to this Group Call Pickup key.
11. In the "Line" field, select the line for which to apply the Group Call Pickup configuration. Valid values are 1 through 9.
12. Click **Save Settings**.

Using Directed Call Pickup/Group Call Pickup

Use the following procedure for the DCP/GCP feature on your phone.



IP Phone UI

Note:

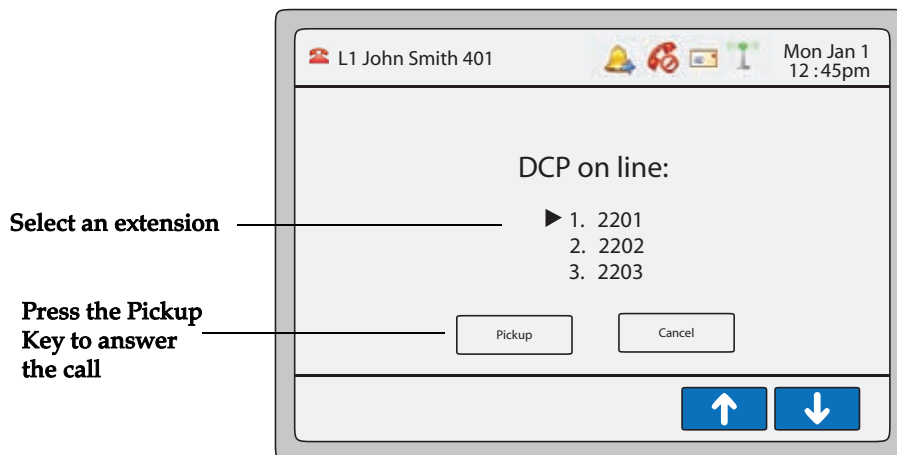
Before using the DCP/GCP feature on your phone, you must first configure the DCP or GCP Key. You must identify the extension(s) or phone number(s) you want to monitor when configuring the key. See the previous procedures to configure a DCP or GCP Key.

To use Directed Call Pickup (DCP):

1. When the monitored extension receives a call, press the **DCP** Key to pick up the call.
If the monitored extension receives multiple incoming calls simultaneously, the phone displays a list of incoming calls.
2. Select an extension in the list by pressing it.
3. Press the **Pickup** Key for the extension you select.
The call is answered.

To use Group Call Pickup (GCP):

1. If any of the monitored group of extensions receives a call, press the **GCP** Key. The call is answered.
If the monitored group of extensions receives multiple incoming calls simultaneously, the phone displays a list of incoming calls.
2. Select an extension in the list by pressing it.
3. Press the **Pickup** Key for the extension you select. The call is answered.



XML Softkey and Services

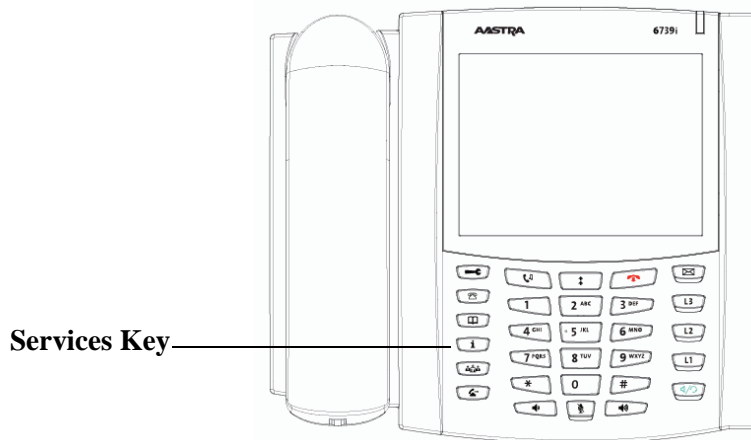
The 6739i IP phone has a feature you can enable called "**XML**" (Extensible Markup Language). XML is a markup language much like HTML that can display on your phone. Your System Administrator can create customized XML menu services and load them to your IP phone. These services can include things like weather and traffic reports, contact information, company info, stock quotes, or custom call scripts.

Note:

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

On the 6739i IP phone, you can access the XML applications from the IP Phone UI in two ways:

- By pressing any configured **XML** softkey
- By pressing the **Services** key on the front panel.



You can configure an XML softkey using the IP Phone UI at the location **Options->Softkeys**, or using the Aastra Web U at **Operations->Softkeys and XML** or **Operations->Expansion Module**. When configuring an XML softkey, you must specify the URI of the service you are accessing in the "**Value**" field. You can specify a label for the XML softkey in the "**Label**" field. This label displays on your phone as the XML softkey.

You can add an XML service to your **Services Menu** using the Aastra Web UI. You can specify the label for the service in the "**XML Application Title**" field, and the URI (provided by your System Administrator) in the "**XML Application URI**" field. The XML Application URI is the URI loaded by your phone.

Note:

Contact your System Administrator for an applicable URI.


After the XML application is applied, you can use the IP Phone UI and press the XML softkey or press the Services key to access the XML service.



Configuring an XML Softkey

Use the following procedures to configure an XML key on your phone.



IP Phone UI

1. Press  on the phone to enter the Options List.
2. Press the <Softkeys> key. By default, all of the softkeys that display are configured as "None".
3. Press a <None> key. A softkey configuration screen displays.
4. In the "Type" field, press the <None> key. A screen displays with softkey keys.
5. Press the <XML> function key to apply to the softkey.
6. In the "Label" field, enter a label to apply to this softkey.
7. In the "Value" field, specify the XML application URI to apply to this softkey.

Note:
Contact your System Administrator for the appropriate value(s) to enter in the "Value" field.
8. Press <Save> to save the softkey. The softkey applies to your phone immediately and displays on your idle screen.
9. Press the  to return to the previous menu or press the  to return to the idle screen.



Aastra Web UI

Note:

A ring group must be configured on the Sylantro Server in order for a GCP softkey to function.

1. Click on **Operation->Softkeys and XML.**
or
Click on **Operation->Expansion Module.**

Softkeys

2. Select from "Key 1" through "Key 55".
3. In the "Type" field, select "XML".
4. In the "Label" field, enter a label to apply to this key.
5. In the "Value" field, enter a URI(s) to apply to this key.

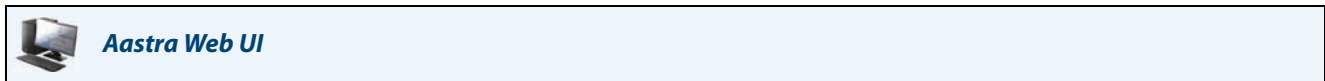
Note:
Contact your System Administrator for the appropriate value(s) to enter in the "Value" field
6. In the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.

Expansion Module Keys

7. Select an expansion module key.
8. In the "Type" field, select "XML".
9. In the "Label" field, enter a label to apply to this key.
10. In the "Value" field, enter a URI(s) to apply to this key.

Note:
Contact your System Administrator for the appropriate value(s) to enter in the "Value" field.
11. In the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.
12. Click **Save Settings.**

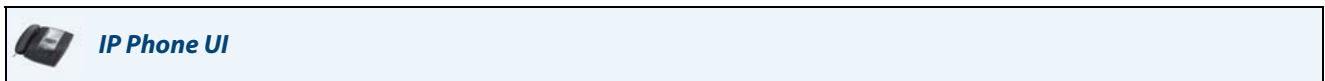
Configuring XML Services



1. Click on **Operation->Softkeys and XML.**
or
Click on **Operation->Expansion Module.**
2. In the "**XML Application URI**" field, enter an application URI(s).
Note:
Contact your System Administrator for the appropriate value(s) to enter in the "XML Application URI" field.
3. In the "**XML Application Title**" field, enter the title of the service. This title appears in the Services Menu after pressing the **Services** key. If multiple XML applications are specified in the **XML Application URI** field, a list of applications displays after pressing the **Services** key.
4. Click **Save Settings.**

Accessing the XML Service

After an XML application(s) has been saved to your IP phone, and either the Services Menu or a softkey have been configured to access the XML applications, the customized service is ready for you to use.

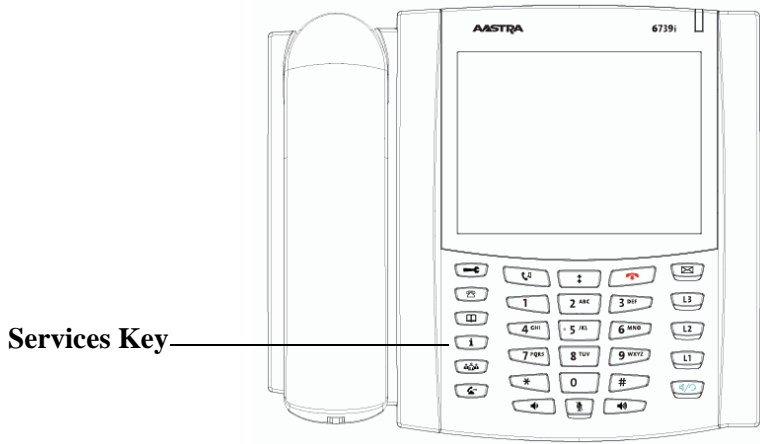


From an XML Softkey:

1. Press the XML key on the 6739i phone. A "**Custom Features**" screen displays or the title you specified.
2. Press the service you want to access. Message services display to the screen after pressing the softkey. For user input services, follow the prompts as appropriate.
3. To exit from the "**Customized Features**" screen, press the XML key again.

From the Services Menu:

1. Use the following procedure to access XML applications from the Services Menu. Use the following illustration as a reference.



2. Press the **Services** key.

3. Press the service you want to access. Message services display to the screen after selecting the service. For user input services, follow the prompts as appropriate.
4. To exit from the "Services" menu, press the **Services** key again.

Flash Softkey

You can set a softkey to generate a flash event when it is pressed on the 6739i. You do this by setting the softkey 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).

Configuring a Flash Softkey

Use the following procedure to configure a Flash key on the 6739i IP Phone.



Aastra Web UI

1. Click on **Operation->Softkeys and XML**.
or
1. Click on **Operation->Expansion Module**.

Softkeys

2. Select from "**Key 1**" through "**Key 55**".
3. In the "**Type**" field, select **Flash**.
4. In the "**Label**" field, enter a label for the Flash key.

Expansion Module Keys

5. Select an expansion module key.
6. In the "**Type**" field, select **Flash**.
7. In the "**Label**" field, enter a label for the Flash key.
8. Click **Save Settings**.

Park/Pickup Softkeys

The 6731i phone has a park and pickup call feature that allows you to park a call and pickup a call when required. The IP phones support the Park/Pickup feature on the Asterisk, BroadWorks, and Sylantrio servers.

The park/pickup feature performs as follows:

- When a call comes in and you pickup the handset, you can press the applicable "Park" key to park the call.
- After the call is parked, you can press the "Pickup" key, followed by the applicable value to pickup the call.

Administrators can configure the park and pickup keys for any line using the configuration files or the Aastra Web UI.

Users can make changes to customize the label of the park/pick up keys using the Web UI.

Note:





Contact your System Administrator for more information about using the Park/Pickup feature.

Configuring a Park/Pickup Softkey

Use the following procedures to configure the Park/Pickup softkeys on your phone.



IP Phone UI

1. Press  on the phone to enter the Options List.
2. Press the <Softkeys> key. By default, all of the softkeys that display are configured as "None".
3. Press the <None> key. A softkey configuration screen displays.
4. In the "Type" field, press the <None> key. A screen displays with softkey keys.
5. Press the <Park> function key to apply to the Park softkey.
6. In the "Label" field, enter a label to apply to this softkey.
7. Press <Save> to save the softkey. The softkey applies to your phone immediately and displays on your idle screen.
8. Press the  to return to the previous menu.
9. Press the <None> key. A softkey configuration screen displays.
10. In the "Type" field, press the <None> key. A screen displays with softkey keys.
11. Press the <Pickup> function key to apply to the Pickup softkey.
12. In the "Label" field, enter a label for the Pickup softkey.
13. Press <Save> to save the softkey. The softkey applies to your phone immediately and displays on your idle screen.
14. Press the  to return to the previous menu or press the  to return to the idle screen.



Aastra Web UI

1. Click on **Operation->Softkeys and XML**.
or
Click on **Operation->Expansion Module**.

Softkeys

2. Select from "Key 1" through "Key 55".
3. In the "Type" field, select **Park**.
4. In the "Label" field, enter a label for the Park key.
Note:
The Park key applies in the "Connected" state only. Keep the "Connected" state enabled to use the Park softkey.
5. Select another key and In the "Type" field, select **Pickup**.
6. In the "Label" field, enter a label for the Pickup key.
Note:
The Pickup key applies in the "Idle" and "Outgoing" states only. Keep these states enabled to use the Pickup softkey.

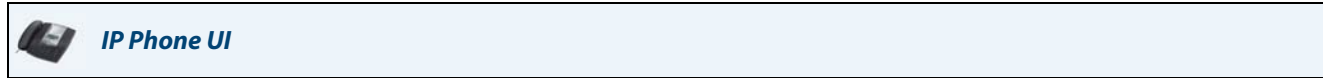
Expansion Module Keys

7. Select an expansion module key.
8. In the "Type" field, select **Park**.
9. In the "Label" field, enter a label for the Park key.
10. Select another key to configure for Picking up a call.

11. In the "Label" field, enter a label for the Pickup key.
12. Click **Save Settings**.

Using the Park Call/Pickup Parked Call Softkeys


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



Park a Call

1. While on a live call, press the "**Park**" softkey.
2. Perform the following for your specific server.

For Asterisk Server

Server announces the extension number where the call has been parked. Once the call is parked, press the  key to complete parking.

For BroadWorks Server

After you hear the greeting from the CallPark server, enter the extension where you want to park the call.

For Sylantro Server

Enter the extension number where you want to park the call, followed by "#" key.

3. If the call fails, you can pick up the call (using the next procedure) and press the "**Park**" softkey again to retry step 2.

Pickup 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**" softkey. If the call pick up is successful, you are connected with the parked call.

Call Forward Softkey

Using the IP Phone UI or the Aastra Web UI, you can configure the **Call Forward** (CFWD) function on a softkey or expansion module key. Use call forwarding when you want a specific account or all accounts on your phone to be forwarded to another number.

Pressing the Call Forward key on the phone accesses the Call Forward Menus. The menus that display are dependant on the Call Forward mode (**Account** (default), **Phone**, or **Custom**) configured for the phone.




For more information about setting the call forwarding mode on your phone, see "[Call Forward Account-Based Configuration](#)" on [page 154](#).

Configuring a Call Forward Softkey

Use the following procedures to configure a Call Forward softkey on your phone.



IP Phone UI

1. Press  on the phone to enter the Options List.
2. Press the <Softkeys> key. By default, all of the softkeys that display are configured as "None".
3. Press a <None> key. A softkey configuration screen displays.
4. In the "Type" field, press the <None> key. A screen displays with softkey keys.
5. Press the <Call Forward> function key to apply to the softkey.
6. Press <Save> to save the softkey. The softkey applies to your phone immediately and displays on your idle screen.
7. Press the  to return to the previous menu or press the  to return to the idle screen.



Aastra Web UI

1. Click on **Operation->Softkeys and XML**.
or
Click on **Operation->Expansion Module**.

Softkeys

2. Select from "Key 1" through "Key 55".
3. In the "Type" field, select **Call Forward**.
4. In the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.

Expansion Module Keys

5. Select an expansion module key.
6. In the "Type" field, select **Call Forward**.
7. Click **Save Settings**.

Last Call Return (lcr) Key (Sylantro Servers only)

Using the IP Phone UI or the Aastra Web UI, you can configure a "Last call return" (lcr) function on a key. This feature is for Sylantro servers only.

How it works




If you configure "lcr" on a key, and a call comes into your phone, after you are finished with the call and hang up, you can press the key configured for "lcr" and the phone dials the last call you received. When you configure an "lcr" key, the label "LCR" displays next to that key on the IP phone. When the Sylantro server detects an "lcr" request, it translates this request and routes the call to the last caller.

Configuring a Last Call Return Softkey

Use the following procedures to configure a Last Call Return softkey.



IP Phone UI

1. Press  on the phone to enter the Options List.
2. Press the <Softkeys> key. By default, all of the softkeys that display are configured as "None".
3. Press a <None> key. A softkey configuration screen displays.
4. In the "Type" field, press the <None> key. A screen displays with softkey keys.
5. Press the <Last Call Return> function key to apply to the Park softkey.
6. In the "Line" field, select the line for which to apply the "Last Call Return" softkey. Valid values are 1 through 9.
7. Press <Save> to save the softkey. The softkey applies to your phone immediately and displays on your idle screen as "LCR".
8. Press the  to return to the previous menu or press the  to return to the idle screen.



Aastra Web UI

1. Click on **Operation->Softkeys and XML**.
or
Click on **Operation->Expansion Module**.

Softkeys

2. Select from "Key 1" through "Key 55".
3. In the "Type" field, select **Last Call Return**.
4. In the "Line" field, select the line for which to apply the "Last Call Return" softkey. Valid values are 1 through 9.
5. In the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.

Expansion Module Keys

6. Select an expansion module key.
7. In the "Type" field, select **Last Call Return**.
8. Click **Save Settings**. The softkey applies to your phone immediately and displays on your idle screen as "LCR".

BLF/Xfer Softkey

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 the user to transfer calls or use BLF with one key.

BLF/Xfer Softkey Requirements and Functionality

- **BLF/Xfer and BLF**

A BLF/Xfer key can be configured for subscribing 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 a 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 off-hook and dial the number of the extension.

Configuring a BLF/Xfer Softkey

Use the following procedures to configure a BLF/Xfer softkey on your phone.

 **IP Phone UI**

1. Press  on the phone to enter the Options List.
2. Press the <Softkeys> key. By default, all of the softkeys that display are configured as “None”.
3. Press a <None> key. A softkey configuration screen displays.
4. In the “Type” field, press the <None> key. A screen displays with softkey keys.
5. Press the <BLF/Xfer> function key to apply to the softkey.
6. In the “Label” field, enter a label to apply to this softkey.
7. In the “Value” field, enter the monitored extension or the extension to transfer calls to (for example, “35”)
8. In the “Line” field, press the  or  to select a line for which to apply to the softkey. Valid values are 1 through 9.
9. Press <Save> to save the softkey. The softkey applies to your phone immediately and displays on your idle screen.
10. Press the  to return to the previous menu or press the  to return to the idle screen.

 **Aastra Web UI**

1. Click on **Operation->Softkeys and XML**.
or
Click on **Operation->Expansion Module**.

Softkeys

2. Select from “Key 1” through “Key 55”.
3. In the “Type” field, select **BLF/Xfer**.
4. In the “Label” field, enter a label for the BLF/Xfer key.
5. In the “Value” field, enter the monitored extension or the extension to transfer calls to (for example, “35”).

6. In the "Line" field, select the line for which you want to use the key functionality.
Valid values are 1 through 9.
7. In the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.

Expansion Module Keys

8. Select an expansion module key.
9. In the "Type" field, select **BLF/Xfer**.
10. In the "Label" field, enter a label for the BLF/Xfer key.
11. In the "Value" field, enter the monitored extension or the extension to transfer calls to (for example, "35").
12. In the "Line" field, select the line for which you want to use the key functionality.
Valid values are 1 through 9.
13. Click **Save Settings**.

Speed Dial/Xfer Softkey

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 Speed Dial/Xfer key combines the Speed Dial and Xfer key's functionality together allowing the user to transfer calls or use speed dial with one key.

Speed Dial/Xfer Key Requirements and Functionality

The Speed Dial/Xfer key has the following capabilities:

- **Speed Dial/Xfer and Speed Dial**

When the phone is in the "Idle" state, pressing the Speed Dial/Xfer key causes the phone to go offhook and dial the predefined extension.

- **Speed Dial/Xfer and Blind Transfer**

When the phone is connected to a call, pressing the Speed Dial/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.

- **Speed Dial/Xfer and Call Forward**


When the phone is in the "Ringing" state, pressing the Speed Dial/Xfer key forwards the call to the predefined extension.



Configuring a Speed Dial/Xfer Softkey

Use the following procedures to configure a Speed Dial/Xfer softkey on your phone.



IP Phone UI

1. Press  on the phone to enter the Options List.
2. Press the <Softkeys> key. By default, all of the softkeys that display are configured as "None".
3. Press a <None> key. A softkey configuration screen displays.
4. In the "Type" field, press the <None> key. A screen displays with softkey keys.
5. Press the <Speed Dial/Xfer> function key to apply to the softkey.
6. In the "Label" field, enter a label to apply to this softkey.
7. In the "Value" field, enter the speed dial extension or the extension to transfer calls to (for example, "5551212").
8. In the "Line" field, press the or to select a line for which to apply to the softkey. Valid values are 1 through 9.

9. Press <Save> to save the softkey. The softkey applies to your phone immediately and displays on your idle screen.
10. Press the  to return to the previous menu or press the  to return to the idle screen.

Aastra Web UI

1. Click on **Operation->Softkeys and XML**.
or
Click on **Operation->Expansion Module**.

Softkeys

2. Select from "**Key 1**" through "**Key 55**".
3. In the "**Type**" field, select **Speed Dial/Xfer**.
4. In the "**Label**" field, enter a label for the Speed Dial/Xfer key.
5. In the "**Value**" field, enter the speed dial extension or the extension to transfer calls to (for example, "**5551212**").
6. In the "**Line**" field, select the line for which you want to use the key functionality.
Valid values are **1** through **9**.
7. In the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.

Expansion Module Keys

8. Select an expansion module key.
9. In the "**Type**" field, select **Speed Dial/Xfer**.
10. In the "**Label**" field, enter a label for the Speed Dal/Xfer key.
11. In the "**Value**" field, enter the speed dial extension or the extension to transfer calls to (for example, "**5551212**").
12. In the "**Line**" field, select the line for which you want to use the key functionality. Valid values are **1** through **9**.
13. Click **Save Settings**.

Speed Dial/Conf Softkey

The 6739i allows you to configure a softkey or expansion module key to be used as a speed dial conference key (**Speed Dial/Conf** softkey) while remaining in the current call. This key allows a user on a call to conference another party at a pre-defined number while remaining in the call.

For example, while on an active call, a user can use the Speed Dial/Conf softkey to dial a recording service and have the resulting conference recorded.

Note:

If currently in a conference, the Speed Dial/Conf softkey is disabled on the active call.

If you configure a softkey or expansion module key as a **Speed Dial/Conf** softkey and you press this key while on an active call, the focused line changes to the dialing line. A **Cancel** softkey displays on the phone allowing you to abort the conference speed dial if required. The message "*Ringin...*" displays below the number when the far end is ringing. The message "*Conf. Unavailable*" briefly displays when a conference is already in progress. The active call is not put on hold when the speed dial number is dialed.

Note:




This feature is not compatible with centralized conferencing.

Configuring a Speed Dial/Conf Softkey

Use the following procedures to configure a Speed Dial/Conf softkey on your phone.



IP Phone UI

1. Press  on the phone to enter the Options List.
2. Press the <Softkeys> key. By default, all of the softkeys that display are configured as "None".
3. Press a <None> key. A softkey configuration screen displays.
4. In the "Type" field, press the <None> key. A screen displays with softkey keys.
5. Press the <Speed Dial/Conf> function key to apply to the softkey.
6. In the "Label" field, enter a label to apply to this softkey.
7. In the "Value" field, enter the speed dial extension or the extension to add to the conference (for example, "5551212").
8. In the "Line" field, press the - or + to select a line for which to apply to the softkey. Valid values are 1 through 9.
9. Press <Save> to save the softkey. The softkey applies to your phone immediately and displays on your idle screen.
10. Press the  to return to the previous menu or press the  to return to the idle screen.



Aastra Web UI

1. Click on **Operation->Softkeys and XML**.
or
Click on **Operation->Expansion Module**.

Softkeys

2. Select from "Key 1" through "Key 55".
3. In the "Type" field, select **Speed Dial/Conf**.
4. In the "Label" field, enter a label for the Speed Dial/Conf softkey.
5. In the "Value" field, enter the speed dial extension or the extension to add to the conference (for example, "5551212").
6. In the "Line" field, select the line for which you want to use the key functionality.
Valid values are 1 through 9.
7. In the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.

Expansion Module Keys

8. Select an expansion module key.
9. In the "Type" field, select **Speed Dial/Conf**.
10. In the "Label" field, enter a label for the Speed Dial/Conf key.
11. In the "Value" field, enter the speed dial extension or the extension to add to the conference (for example, "5551212").
12. In the "Line" field, select the line for which you want to use the key functionality.
Valid values are 1 through 9.
13. Click **Save Settings**.

Phone Lock Softkey

You can configure a softkey on the IP Phone (or expansion module) as a lock/unlock softkey. You assign the function of the key as **"Phone Lock"** using the IP Phone UI at the path **Options->Softkeys** or the Aastra Web UI at the path **Operation->Softkeys and XML**.




Note:

You can also lock/unlock the phone using the IP Phone UI by pressing **Options->Lock**. For more information about using this feature, see **"Lock"** on page 131.

Configuring a Phone Lock Softkey

Use the following procedures to configure a Phone Lock softkey on your phone.

IP Phone UI

1. Press  on the phone to enter the Options List.
2. Press the **<Softkeys>** key. By default, all of the softkeys that display are configured as **"None"**.
3. Press a **<None>** key. A softkey configuration screen displays.
4. In the **"Type"** field, press the **<None>** key. A screen displays with softkey keys.
5. Press the **<Phone Lock>** function key to apply to the softkey.
6. Press **<Save>** to save the softkey. The softkey applies to your phone immediately and displays on your idle screen.
7. Press the  to return to the previous menu or press the  to return to the idle screen.

Aastra Web UI

1. Click on **Operation->Softkeys and XML**.
or
Click on **Operation->Expansion Module**.

Softkeys

2. Select from **"Key 1"** through **"Key 55"**.
3. In the **"Type"** field, select **Phone Lock**.

Expansion Module Keys

4. Select an expansion module key.
5. In the **"Type"** field, select **Phone Lock**.
6. Click **Save Settings**.

Using the Phone Lock Softkey

After configuring a key as a lock/unlock softkey, refer to the following procedure to use the key on the phone.



IP Phone UI

Lock the Phone

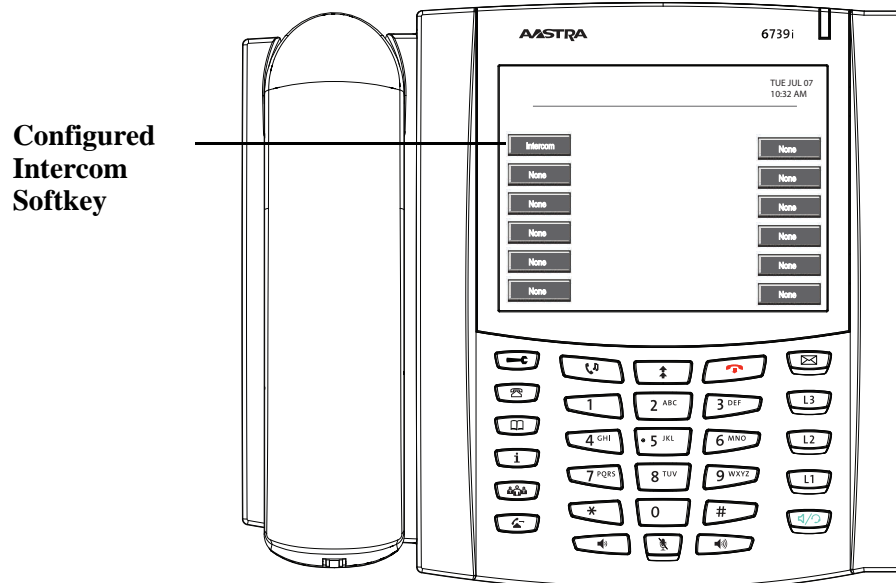
1. Press the **LOCK** softkey. The phone locks.
The message "Phone is Locked" displays on the screen.
The LED for the softkey AND the Message Waiting Lamp illuminate steady ON.

Unlock the Phone

1. Press the **UNLOCK** key. The "Unlock" key has a steady ON LED.
A password prompt displays.
2. Enter your user password and press **ENTER**. Default is "22222". The phone unlocks.
The LED for the key AND the Message Waiting Lamp go OFF. The message "Phone is unlocked" briefly displays on the screen.

Intercom Softkey

You can assign an Intercom key to any softkey on the phone or expansion module. The Intercom key can automatically connect with a remote extension for outgoing calls, and answer an incoming intercom call.



You can configure an Intercom softkey using the IP Phone UI or the Aastra Web UI.




Reference

For more information about the Intercom key, see "Using Intercom" on [page 135](#).

Configuring an Intercom Softkey

Use the following procedures to configure an Intercom softkey on your phone.

IP Phone UI

1. Press  on the phone to enter the Options List.
2. Press the <Softkeys> key. By default, all of the softkeys that display are configured as "None".
3. Press a <None> key. A softkey configuration screen displays.
4. In the "Type" field, press the <None> key. A screen displays with softkey keys.
5. Press the <Intercom> function key to apply to the softkey.
6. In the "Label" field, enter a label to apply to this softkey.
7. Press <Save> to save the softkey. The softkey applies to your phone immediately and displays on your idle screen.
8. Press the  to return to the previous menu or press the  to return to the idle screen.

Aastra Web UI

1. Click on **Operation->Softkeys and XML**.
or
Click on **Operation->Expansion Module**.

Softkeys

2. Select from "Key 1" through "Key 55".
3. In the "Type" field, select **Intercom**.
4. In the "Label" field, enter a label to apply to this key.
5. In the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.

Expansion Module Keys

6. Select an expansion module key.
7. In the "Type" field, select **Intercom**.
8. In the "Label" field, enter a label to apply to this key.
9. Click **Save Settings**.

Paging Key (Sends the RTP Stream)

You 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. You enter 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.

You can also specify group paging RTP addresses that the phone listens for when receiving RTP streams. You can specify up to 5 listening multicast addresses in the Aastra Web UI at the path, **Basic Settings->Preferences->Group Paging RTP Settings**.

For more information about Group Paging and how it works, and to specify multicast addresses, see "[Group RTP Paging \(receives RTP streams\)](#)" on [page 177](#).

Configuring a Paging Key



Aastra Web UI

1. Click on **Operation->Softkeys and XML.**
or
Click on **Operation->Expansion Module.**

Softkeys

2. Select from "**Key 1**" through "**Key 55**".
3. In the "**Type**" field, select **Paging**.
4. In the "**Label**" field, enter a label to apply to this key.
5. In the "**Value**" field, enter a multicast IP address(es) and a port number for the Paging key. When you press this key, the phone initiates an outgoing multicast RTP session to the specified address(es) using the specified port. (For example, 239.0.1.15:10000).

Notes:

1. When you select Paging for the "Type" field, the "Line" field is disabled.
2. If you enter more than one multicast address, separate the address by a comma.
For example, 239.0.1.15, 245.343.2.4:10000
6. To receive RTP streams for Group Paging, you must also configure the "Paging Listen Addresses" parameter at the path, Basic Settings->Preferences->Group Paging RTP Settings. For more information about setting this parameter, see "Group RTP Paging (receives RTP streams)" on page 235.

Expansion Module Keys

7. Select an expansion module key.
 8. In the "**Type**" field, select **Paging**.
 9. In the "**Label**" field, enter a label to apply to this key.
 10. In the "**Value**" field, enter a multicast IP address(es) and a port number for the Paging key. When you press this key, the phone initiates an outgoing multicast RTP session to the specified address(es) using the specified port. (For example, 239.0.1.15:10000).
- Notes:**
1. When you select Paging for the "Type" field, the "Line" field is disabled.
 2. If you enter more than one multicast address, separate the address by a comma. For example,
239.0.1.15, 245.343.2.4:10000
 11. To receive RTP streams for Group Paging, you must also configure the "Paging Listen Addresses" parameter at the path, Basic Settings->Preferences->Group Paging RTP Settings. For more information about setting this parameter, see "Group RTP Paging (receives RTP streams)" on page 235.

12. Click **Save Settings**.

Using the Paging Key

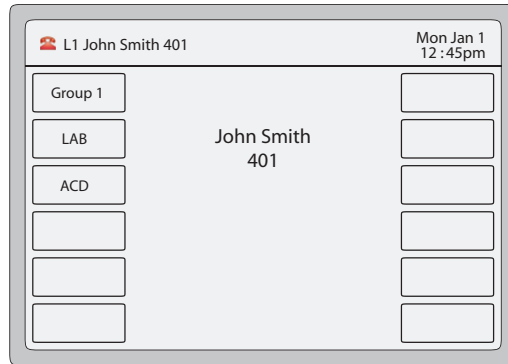
The following procedure describes the use of the Paging key on the IP Phone. The procedure assumes you have already configured the Paging key using the Aastra Web UI.



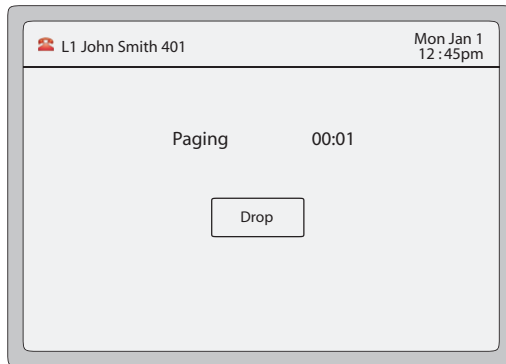
Notes:

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

1. On the IP Phone, press the softkey or expansion module key you 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.




None Softkey

All softkeys, by default, are set to **None** on the IP Phone. The "None" function displays as "None" on a softkey, and indicates there is no function assigned to this softkey. Changing a configured softkey to "None" disables the function softkey. For more information about key behavior, see "Key Display Behaviour" on page 85.

Configuring a None Softkey

Use the following procedures to configure a None softkey on your phone.

IP Phone UI

1. Press  on the phone to enter the Options List.
2. Press the <Softkeys> key.
3. Press a key that has a configuration function. A softkey configuration screen displays.
4. In the "Type" field, press the function key. A screen displays with softkey keys.
5. Press the <None> function key to apply to the softkey.
6. Press <Save> to save the softkey. The softkey applies to your phone immediately and displays on your idle screen.
7. Press the  to return to the previous menu or press the  to return to the idle screen.

Aastra Web UI

1. Click on **Operation->Softkeys and XML**.
or
Click on **Operation->Expansion Module**.

Softkeys

2. Select from "Key 1" through "Key 55".
3. In the "Type" field, select **None**.

Expansion Module Keys

4. Select an expansion module key.
5. In the "Type" field, select **None**.
6. Click **Save Settings**.

Empty Softkey




When you first setup your phone out of the box, the softkeys display as blank on the idle screen. These softkeys are set to **empty** and indicate there are no softkeys configured on the phone. The "empty" function forces a blank entry on the softkey and disables configured softkeys.

Configuring an Empty Softkey

Use the following procedures to configure an Empty softkey on your phone.



IP Phone UI

1. Press  on the phone to enter the Options List.
2. Press the <Softkeys> key.
3. Press a key that has a configuration function. A softkey configuration screen displays.
4. In the "Type" field, press the function key. A screen displays with softkey keys.
5. Press the <Empty> function key to apply to the softkey.
6. Press <Save> to save the softkey. The softkey applies to your phone immediately and displays on your idle screen.
7. Press the  to return to the previous menu or press the  to return to the idle screen.



Aastra Web UI

1. Click on **Operation->Softkeys and XML**.
or
Click on **Operation->Expansion Module**.

Softkeys

2. Select from "Key 1" through "Key 55".
3. In the "Type" field, select **Empty**.
4. In the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.

Expansion Module Keys




5. Select an expansion module key.
6. In the "Type" field, select **Empty**.
7. Click **Save Settings**.

Deleting a Softkey

Use the following procedures to delete a softkey on your phone.



IP Phone UI

1. Press  on the phone to enter the Options List.
2. Press the <Softkeys> key.
3. Press a key that has a configuration function. A softkey configuration screen displays.
4. In the "Type" field, press the function key. A screen displays with softkey keys.
5. Press the <Empty> or <None> function key to apply to the softkey.
6. Press <Save> to save the softkey. The softkey applies to your phone immediately and displays on your idle screen.
7. Press the  to return to the previous menu or press the  to return to the idle screen.



Aastra Web UI

1. Click on **Operation->Softkeys and XML**.
or
Click on **Operation->Expansion Module**.

Softkeys & Expansion Module Keys

2. Choose the key you want to delete from the phone.
3. In the "Type" field, select **none** or **empty**.
4. Click **Save Settings**. The softkey function is disabled on the phone.

Status

The “**Status**” key in the Options Menu allows you to view the current state of your phone in the IP Phone UI. The “**Status Screen**” in the Aastra Web UI also displays the current state of your phone. You can view the following information about your phone:

Firmware Information

- Firmware version
- Bootloader version

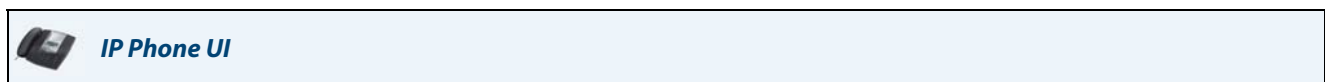
Network Information


- IP address of your phone
- MAC address of your phone
- Local Area Network (LAN) port
- PC Port (if PC link exists)

Error Messages



- Error messages from last reboot or startup





Viewing the Status of Your Phone (IP Phone UI)



1. Press  on the phone to enter the Options List.
2. Press the <Status> key.

To view firmware information:
3. Press the <Firmware> key. The following information displays:
 - Firmware version
 - Bootloader version

To view network information:
4. Press the <Network> key. The following information displays.
 - IP Address
 - MAC address
 - LAN Port
 - PC Port
5. Use the navigation keys   to scroll through the display.

To view error messages:
6. Press the <Error Messages> key. Errors messages that occurred during last reboot display on the screen.
7. Use the navigation keys   to scroll through the display.
8. Press the  to return to the previous menu or press the  to return to the idle screen.

Viewing the Status of Your Phone (Aastra Web UI)



Aastra Web UI

1. Open your web browser, enter the phone's IP address or host name into the address field and press <Enter>. To find the IP address of your phone, see "Finding your phone's IP Address." on page 19.
2. In the Username/Password window, enter your username and password and click **OK**.

Note:

For a user, the default user name is "user" and the password field is left blank.
The Network Status window displays for the IP phone you are accessing.

AASTRA 6739i Log Off

System Information

Network Status

Attribute	LAN Port	PC Port
Link State	Up	Down
Negotiation	Auto	Auto
Speed	100Mbps	n/a
Duplex	Full	Half

Hardware Information

Attribute	Value
MAC Address:	00-08-5D-13-BA-B0
BT MAC Address:	00-00-00-00-00-00
Platform	6739i Revision 0

Firmware Information

Attribute	Value
Firmware Version	3.2.0.71
Firmware Release Code	SIP
Boot Version	3.0.0.116
Date/Time	Feb 9 2011 01:44:14

SIP Status

Line	SIP Account	Status	Backup Registrar Used?
1	650@proxy.com:0	Registered	No
2	651@proxy.com:0	Registered	No
3	653@proxy.com:0	Registered	No
4	654@proxy.com:0	Registered	No

This Network Status window is view only. It displays the Network Status of your phone which includes the following:

- Link State, Negotiation, Speed, and Duplex setting for the LAN and PC ports
- MAC Address
- Hardware Information
- Firmware Information
- SIP Account status

SIP Account Status

The IP Phones show the SIP registration status on the IP Phone's Network Status screen in the Aastra Web UI. The following is an illustration of the Network Status screen in the Aastra Web UI with SIP status displayed.

The screenshot shows the Aastra Web UI interface. On the left is a navigation menu with categories like Status, System Information, Operation, and Basic Settings. The main content area is titled 'System Information' and contains several sections: Network Status, Hardware Information, and Firmware Information. At the bottom, there is a 'SIP Status' table with columns for Line, SIP Account, Status, and Backup Registrar Used?. An arrow points to the 'SIP Account' column for line 4.

Line	SIP Account	Status	Backup Registrar Used?
1	650@proxy.com:0	Registered	No
2	651@proxy.com:0	Registered	No
3	653@proxy.com:0	Registered	No
4	654@proxy.com:0	Registered	No

SIP Account Status

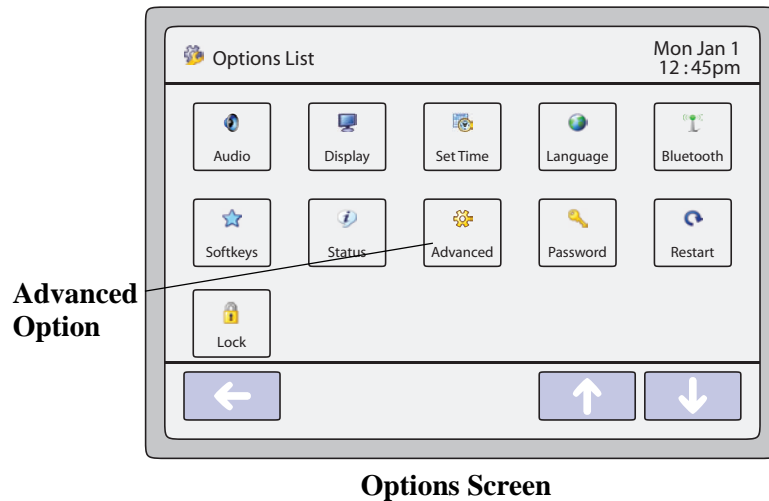
The following table describes the status conditions that can display for the account.

Status Condition	Description								
Registered	<p>Displays this status on accounts that HAVE been registered with the SIP proxy server.</p> <p>Example:</p> <table border="1"> <thead> <tr> <th>Line</th> <th>SIP Account</th> <th>Status</th> <th>Backup Registrar Used?</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>9057604603@anasiproxy.aastra.com:5060</td> <td>Registered</td> <td>Yes</td> </tr> </tbody> </table> <p>where Account Number is "1" SIP Account is "9057604603@anasiproxy.aastra.com" on port "5060" Status is "Registered" Backup registrar is used ("Yes")</p>	Line	SIP Account	Status	Backup Registrar Used?	1	9057604603@anasiproxy.aastra.com:5060	Registered	Yes
Line	SIP Account	Status	Backup Registrar Used?						
1	9057604603@anasiproxy.aastra.com:5060	Registered	Yes						
SIP Error Number	<p>Displays on accounts when registration fails with the SIP proxy server.</p> <p>Example:</p> <table border="1"> <thead> <tr> <th>Line</th> <th>SIP Account</th> <th>Status</th> <th>Backup Registrar Used?</th> </tr> </thead> <tbody> <tr> <td>4</td> <td>9057604601@anasiproxy.aastra.com:5060</td> <td>401</td> <td>No</td> </tr> </tbody> </table> <p>where Account Number is "4" SIP Account is "9057604601@anasiproxy.aastra.com" on port "5060" Status is "401" - Unregistered if SIP registration fails. Backup registrar is used ("No")</p>	Line	SIP Account	Status	Backup Registrar Used?	4	9057604601@anasiproxy.aastra.com:5060	401	No
Line	SIP Account	Status	Backup Registrar Used?						
4	9057604601@anasiproxy.aastra.com:5060	401	No						

Advanced

The <Advanced> key on the Options Menu allows your System Administrator to perform the following for your phone:

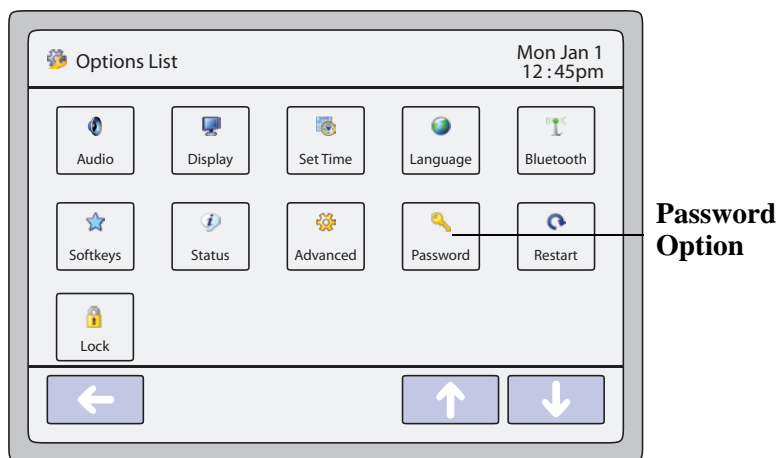
- Set Configuration Server parameters
- Set Network parameters
- Reset your phone:
 - Factory Clean (set your phone to factory defaults)
 - Settings Only (reset only your local configuration settings to default settings)



The <Advanced> option is password protected and can only be accessed by your System Administrator.

Password

The <Password> key on the Options Menu allows you to change your user password on your phone.



Options Screen

Changing your password ensures that only you can alter your phone settings, and helps keep your system secure. You can change your user password using the IP Phone UI or the Aastra Web UI.


If you change the password	Then you need to
using the IP Phone UI,	use that new password to log into the Aastra Web UI.
using the Aastra Web UI,	use that new password when changing the user password via the IP Phone UI.

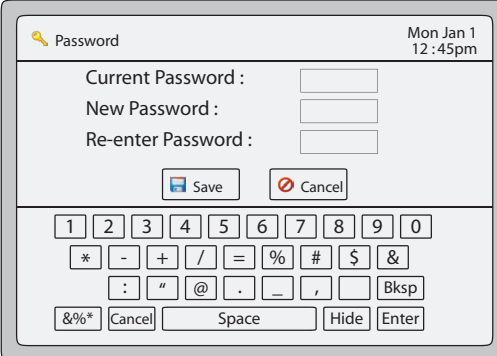
Note:

Valid values when creating or changing a password are 0 to 4294967295 (integers only; symbols and alpha characters are not allowed). Default password is an empty string "" (field is blank).



Setting or Resetting a Password

IP Phone UI

1. Press  on the phone to enter the Options List.
2. Press the <Password> key. The following screen displays.



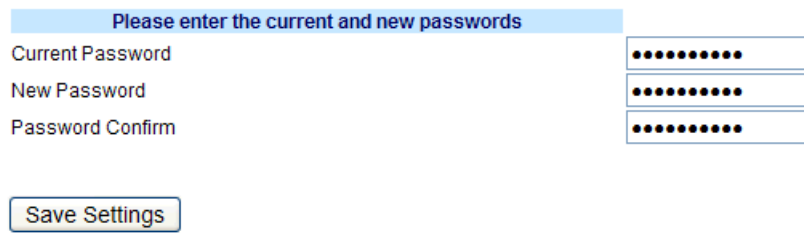
Password Screen

3. Press the **Current Password** field. A keyboard displays on the screen.
4. Enter the current user password in the text box and press the <Enter> key on the keyboard.
5. Press the **New Password** field.
6. Enter the new user password in the text box and press the <Enter> key on the keyboard.
7. Press the **Re-enter Password** field.
8. Re-enter the new user password in the text box and press the <Enter> key on the keyboard. A message, "**Password Changed**" displays on the screen.
9. Press the  to return to the previous menu or press the  to return to the idle screen.

Aastra Web UI

1. Click on **Operation->User Password**.

Reset User Password




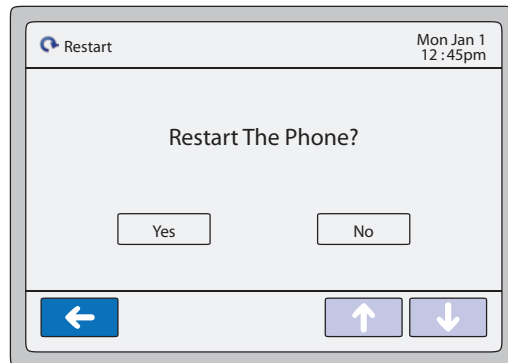
2. In the "**Current Password**" field, enter the current user password.
3. In the "**New Password**" field, enter the new user password.
4. In the "**Password Confirm**" field, enter the new user password again.
5. Click **Save Settings**.

Restart

The restart feature allows you to restart your phone to check for updates on the server. When you restart the phone, you can apply specific settings to your phone that need a reboot. Your System Administrator may also ask you to restart the phone if you experience any unexpected behaviour.

IP Phone UI

1. Press  on the phone to enter the Options List.
2. Press the <Restart> key. The following screen displays:



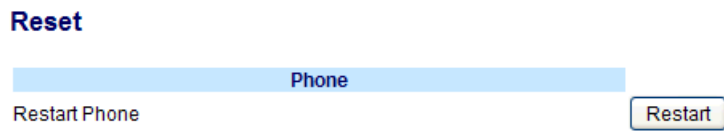
3. Press the <Yes> key to restart the phone.
4. When the prompt, "**Are you sure you wish to restart the phone?**" appears, press the <Yes> key.
5. If you do not wish to restart your phone, press the <No> key.

Note:

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

Aastra Web UI

1. Click on **Operation->Reset**.



2. Click **Restart**.
3. Click **OK** at the confirmation prompt.

Lock

You can lock a phone to prevent it from being used or configured. Once the phone is locked, you must enter your password to unlock the phone.

- You can lock/unlock a phone using any of the following methods:
- Using the IP Phone UI at the path *Options->Lock*.
- Using the Aastra Web UI at the path *Operation->Phone Lock*.
- Configuring a “Lock” softkey and then pressing the softkey to lock and unlock the phone. For more information on this method, see “[Phone Lock Softkey](#)” on [page 116](#).

Note:

All of the methods above configure locking/unlocking of the phone dynamically. Once configured, the feature takes affect immediately.


Locking/Unlocking the Phone Using the IP Phone UI

Use the following IP Phone UI procedure to lock/unlock an IP phone and prevent it from being used or configured.



IP Phone UI

Lock the Phone

1. Press  on the phone to enter the Options List.
2. Press **Lock**.
The prompt, “*Lock the phone?*” displays.
3. Press **Yes** to lock the phone.
The phone locks.

Unlock the Phone

1. Press the **Options** key on the phone to enter the Options List.
A “Phone is Locked” screen displays allowing you to press an “Unlock the Phone” key.
2. Press **Unlock the Phone**.
A prompt, “*Enter Unlock Password*” displays as well as a keyboard.
3. Enter the user or administrator password and press **Enter**. Default is “**22222**”.
A prompt “*Unlock the Phone?*” displays.
4. Press **Yes** to unlock the phone.
The phone unlocks.

Locking/Unlocking the Phone Using the Aastra Web UI

Use the following Aastra Web UI procedure to lock/unlock an IP phone and prevent it from being used or configured.



1. Click on **Operation->Phone Lock..**

The screenshot shows the "Phone Lock" configuration page. At the top, there is a blue header bar with the text "Lock or unlock the phone". Below this, there are three rows of settings: "Emergency Dial Plan" with a text input field containing "911|999|112|110", "Lock the phone?" with a "Lock" button, and "Reset User Password" with a "Reset" button. At the bottom of the form is a "Save Settings" button.

Lock the Phone

2. In the "**Lock the Phone?**" field, click **Lock**.
The phone locks dynamically and displays the following message: "*Phone is locked*".

Unlock the Phone

3. Click on **Operation->Phone Lock**.
4. In the "**Unlock the Phone?**" field, click **Unlock**.
The phone unlocks dynamically and displays the following message: "*Phone is unlocked*".



Making Calls

This section describes ways to make calls on your 6739i phone, using your handset, speakerphone or headset.

Dialing a Number



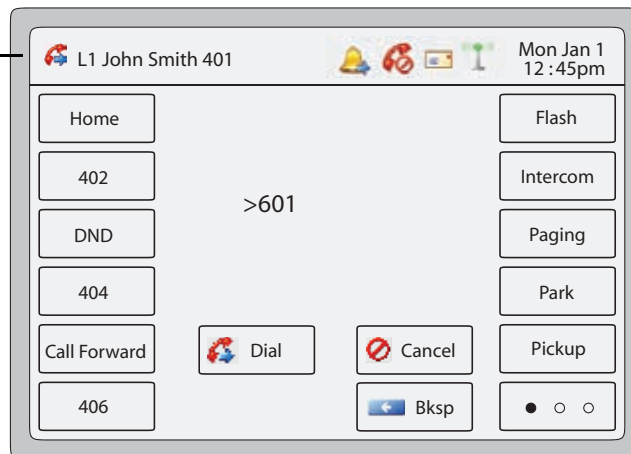
IP Phone UI

- Take the phone off-hook by:
 - lifting the handset
 - pressing  Key, or
 - pressing a line/call appearance Key
- At the dial tone, press the numbers on the keypad to dial the number you wish to call, and press the  Dial key.

Note:

After dialing the number, the phone has a short delay before sending the call. To send the call immediately, you can press the "Dial" Key (if the handset is offhook) or the "#" key immediately after dialing the number. The phone sends the call without delay.

**Off-hook
Status Icon**



Dialing a Number Screen






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

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 “Audio Mode” on page 55.

IP Phone UI

- 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 key.
- 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 6739i accepts headsets through the modular RJ22 jack on the back of the phone. You can adjust the volume of your headset if desired. You can also make and receive calls using your headset.

Reference



For more information about setting a headset device mode and adjusting the headset volume, see “Audio” on page 55.

Note:

Contact your telephone equipment retailer or distributor to purchase a compatible headset. Customers should read and observe all safety recommendations contained in headset operating guides when using any headset.

IP Phone UI

To make and receive calls using a headset:

1. Ensure that you have selected a headset audio mode by accessing the Options list (under option **Options->Audio->Audio Mode** on the IP Phone).
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.

Using Intercom



On the 6739i, you can use the **Intercom** key to automatically connect with a remote extension. You must configure an Intercom softkey to use the Intercom feature.

Reference

To configure an Intercom Key, see [“Intercom Softkey”](#) on page 117.



To use the Icom Key:

1. Press the **Intercom** softkey.
2. Enter the extension number of the person you wish to call on the 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 the intercom call, press .
5. When you are finished speaking, hang up the phone by placing the handset back on-hook, by pressing the  Key, or by pressing the line/call appearance key for the active call. When you hang up, the remote phone also hangs up.


You can set specific incoming Intercom call features on the 6739i IP phone using the Aastra Web UI. The following table describes these features.

Incoming Intercom Features in Aastra Web UI	Description
Microphone Mute	Allows you to enable or disable the microphone on the IP phone for Intercom calls made by the originating caller.
Auto Answer	Allows you to enable or disable the IP phone to automatically answer an Intercom call. If auto-answer is enabled on the IP phone, the phone plays a tone (if "Play Warning Tone" is enabled) to alert the user before answering the intercom call. If auto-answer is disabled, the phone rejects the incoming intercom call and sends a busy signal to the caller.
Play Warning Tone	Allows you to enable or disable a warning tone to play when the phone receives an incoming intercom call on an active line.
Allow Barge In	Allows you to enable or disable how the phone handles incoming intercom calls while the phone is on an active call.

Reference

For more information about the incoming Intercom features and for procedures on setting these features, see [“Incoming Intercom Call Features”](#) on page 175.



Muting a call

You can use the Mute  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. For muted calls, the handsfree LED flashes and the Mute key LED is ON.



IP Phone UI


To mute a call:

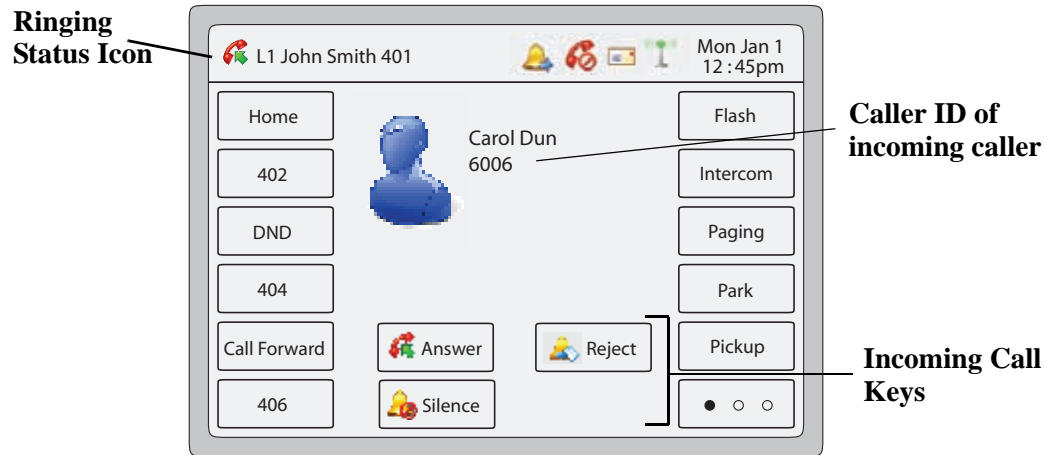
- You can use the Mute  key to mute the handset, headset, or speakerphone. The speaker light flashes slowly and you can hear the caller, but they cannot hear you. To switch mute on or off, press .

Note:

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

Receiving Calls

When your phone receives an incoming call, a ringing status icon  displays in the upper left corner. The Caller ID of the caller displays on the screen. The “Answer”, “Reject”, “Silence”, and “Transfer” Keys also display allowing you to select how you want to handle the incoming call.





Incoming Call Screen

For information on multiple incoming calls, see “Multiple Incoming Calls Screens” on page 14.

Answering an Incoming Call




To answer a call:

- Press the line/call appearance key for the incoming call.
- Press the  Answer key.
- Press  for handsfree speakerphone or headset operation.
- Lift the handset for handset operation.

If the phone is already connected to a call, pressing the line/call appearance key 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 key for that call.

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

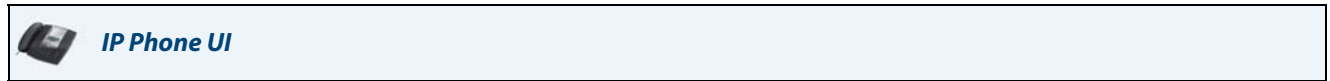
- You can press the  Silence key to silence the ringing on the incoming call.

Reference



For information about transferring the incoming call, see “Transferring Calls” on page 140.



Sending an Incoming Call to Voicemail

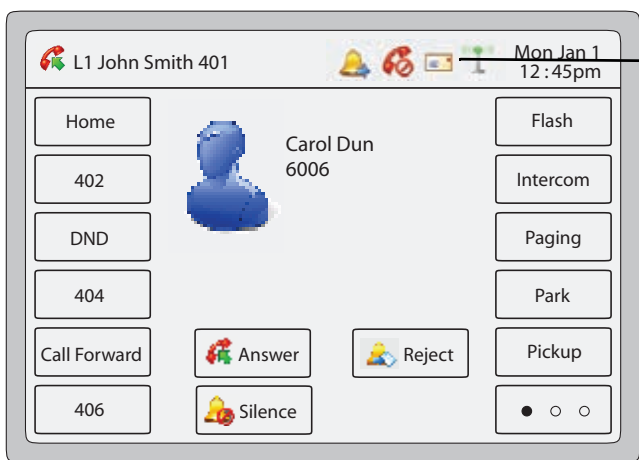
You can send an incoming call directly to voicemail without answering the call using any of the methods in the following procedure.



To send a call to voicemail:

- Do nothing and let the incoming call go directly to voicemail.
- Pressing the  key.
- Press the  Key without picking up the handset.

If all of the available lines on your phone are busy, any additional incoming calls 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)









Incoming Call Screen

Reference

To retrieve your voicemail messages, see [“Voicemail”](#) on page 164.

Handling Calls

You can handle calls on the phone by placing calls on hold, transferring calls, or joining calls in a conference. You can use the following method to perform these functions:

- To place an active call on hold, you can press the  key or the  key.
- To transfer a call, you can press the  key or the  key.
- To place a call in conference, you can press the  key or the  key.



Each of these methods is described in the following paragraphs.

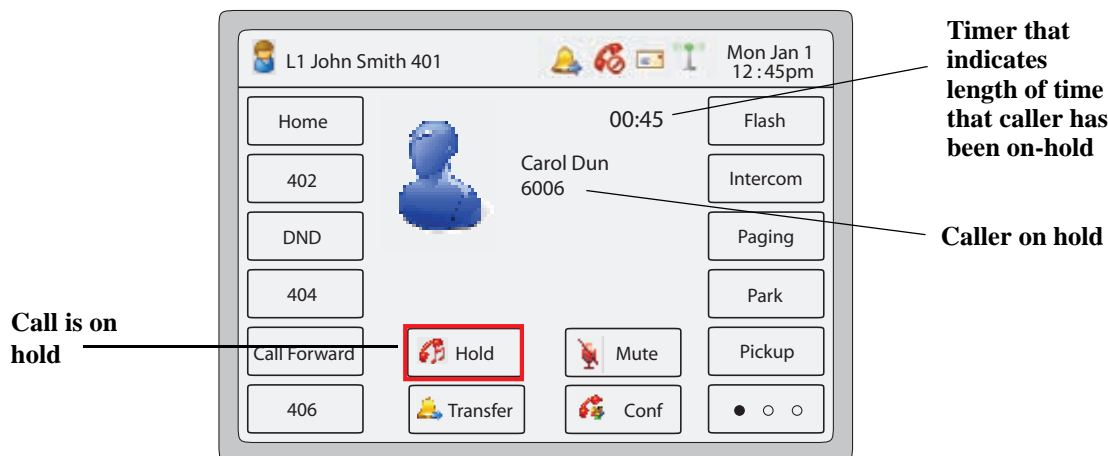
Placing a Call on Hold

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



To place a call on hold:

1. Connect to an active call (if not already connected).
2. Press the Hold  key on the phone or the  key on the screen.




Call On Hold Screen

The line/call appearance LED begins to flash slowly and the Message Waiting Indicator (MWI) flashes quickly. The screen displays the information about the caller on hold and the picture ID (if this feature is enabled on your phone). An incremental timer clocks the amount of time that the caller has been on hold.

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

Automatic Hold

When juggling between calls, you do not have to press the hold key 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 key. If you have more than one call on hold, you can reconnect to a held call by pressing the line/call appearance key where that call is being held. Press  to disconnect the call.

Retrieving a Held Call

To reconnect to a call press the line/call appearance key where that call is being held. If you press the call/line appearance key again, you disconnect from the call.

Transferring Calls

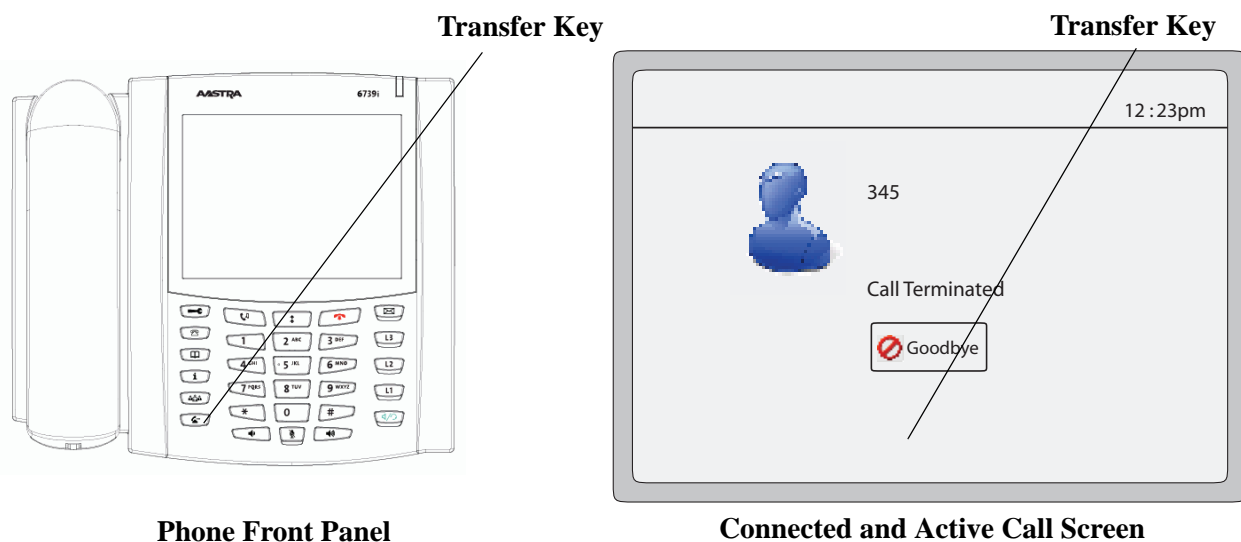
Blind Transfer



A blind transfer is when you transfer a call directly to another extension without consulting with the person receiving the call. To do this, simply complete the transfer immediately after you have entered the number. The call goes directly to the extension or outside line you transferred to.

Consultative Transfer

You also have the option to consult with the person you are transferring the call to, before you complete the transfer. To do this, simply 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.



During an incoming call, the **Transfer** Key displays on the screen.





Using the  Key or the  softkey, you can transfer the call before answering it (Blind Transfer), or answer the call and then transfer it (Consultative Transfer).

IP Phone UI

For a Blind Transfer:




- Press the  Key or the  during the ringing of an incoming call.

For Consultative Transfer:

- Press the  Key or the  after answering the incoming call and speaking with the caller.

Use the following procedure to transfer a call to another extension.



To transfer a call to another extension:

1. Connect to Party 1 (if not already connected). Party 1 is the party you want to transfer.
2. Press the  Key or the . You should hear a dial tone as a second line opens up.
3. Press a line/call appearance key followed by the extension number (or the outside number) to Party 2. This is the Party for which you want to transfer Party 1.
4. To complete a "blind" transfer, press the **Transfer** Key again before the receiving end answers. To complete a consultative transfer, remain on the line to speak with the 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 .

Transferring Two Existing Calls

The 6739i allows you to perform a transfer of a call when there are currently two active calls on the phone. For example, on your phone, there are two calls - Call on L1 and Call on L2. L1 is on hold. L2 has an active call in focus. You can perform the following to transfer L2 to L1.

IP Phone UI

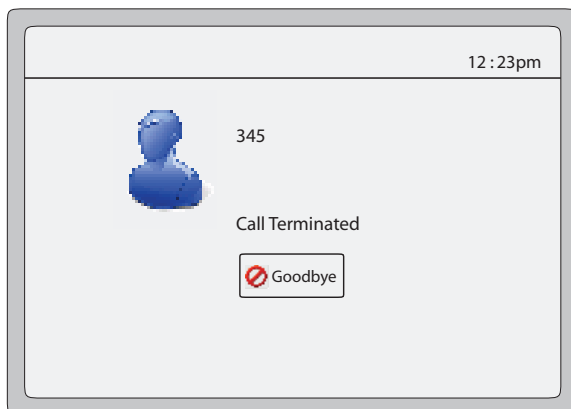
1. Press the  Key or the .
2. Press the "**Lines**" key. The Line keys display on the screen.
3. Press **L1** where the call is on hold.
L2 is transferred to **L1**.

Indication of Transferred Calls

When you transfer an active call, the near-end phone displays a "Call Transferred" screen when a call is transferred and the far-end call is dropped. An audible busy signal is also heard on the phone.

The following is the “Call Transferred” screen on the 6739i.

6739i Call Transferred Screen



The following table identifies when a “Call Transferred” screen displays for transferred calls.

IF	THEN
An active call is transferred by pressing Xfer key or GoodBye key, or handset on-hook. Note: Type of transfer can be blind transfer, attended transfer, or a transfer key.	<ul style="list-style-type: none"> • a disconnected screen displays. • a “Call Transferred” message displays on the screen for 5 seconds. When 5 second times out: <ul style="list-style-type: none"> – with active calls: phone’s disconnected and “Call Transferred” screen no longer display. – with no active calls: phone plays busy tone. phone displays “Call Terminated” message.

Note:

This “indication of transferred calls” feature does not affect parked calls on the phone or the conference call feature.

Handling Call Transferred Screens on the Phone UI



The following procedure describes how to handle the call transferred screens on your phone.



For all phones:

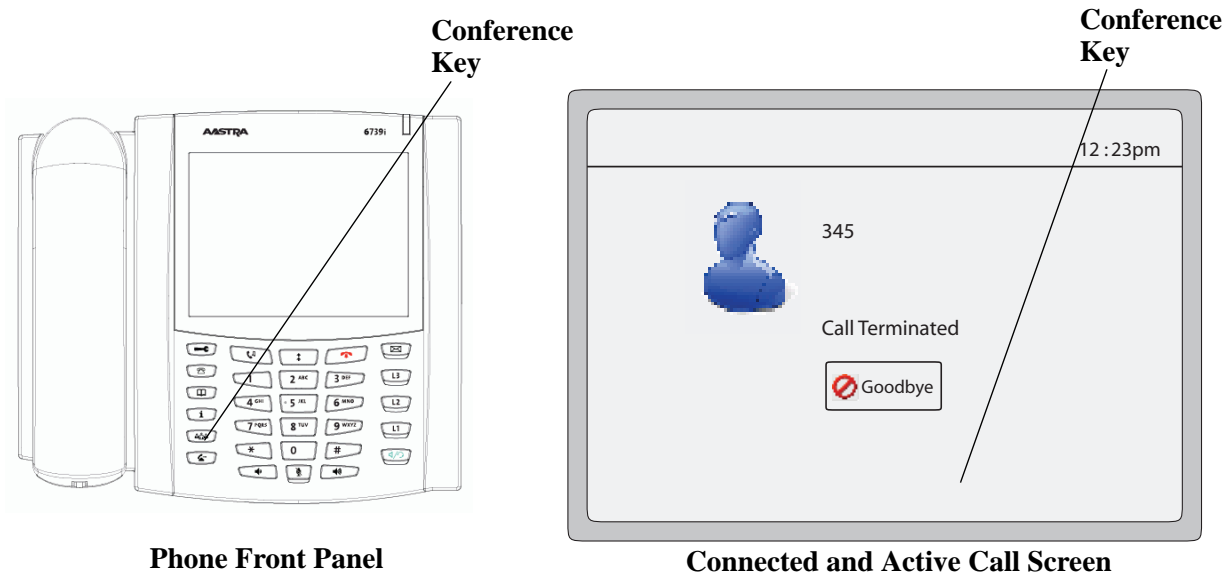
- Press the **Goodbye** key.
The busy tone stops and the call transferred screen no longer displays.
- or**
- **Select any Line key.**
The busy tone stops and the call transferred screen no longer displays.
A dial screen displays.

Conferencing Calls

On the 6739i you can join multiple callers into a conference on your phone. You can use the  hard key, or if you are on an active call, you can also use the  softkey that displays on the screen.

The 6739i IP phone offers two methods of conferencing:

- Local conferencing (default method).
- Centralized conferencing (for Sylanro and Broadsoft Servers) (Administrator must enable this method).



The following paragraphs describe how to use the Conference hard key or softkey to initiate local and centralized conferencing.

Local Conferencing

The 6739i phone supports up to 3 parties (including yourself) in a conference call. This is called Local Conferencing and is the default method of conferencing on the 6739i.

Note:


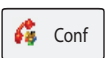
Your System Administrator can set your Conference key to speed dial a specific number. Contact your System Administrator for more information.



Using Local Conferencing



Use the following procedure to create a conference call using local conferencing.



IP Phone UI

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 the conference.
4. Press the  Key or the  . A new line opens.
5. Enter the phone number of Party 3.
6. Wait for Party 3 to answer. When Party 3 answers, you can consult with them before adding them to the conference.

7. Press the  Key or the  again to add Party 3 to the conference. Party 1 (which is yourself), Party 2, and Party 3 are all connected to a single conference.

8. To drop a party from the conference, press the  Key or the  once more.

Note:

You can view the numbers and names (if available) of the parties in the conference call on the screen. When a name is displayed, pressing **Cancel** drops the displayed party from the call.

Joining Two Active Calls in a Single Conference





1. Begin with active calls on two different lines (for example, Line 1 and Line 2 have active calls).

2. Press the  Key or the .

3. Press the **Lines** touchscreen key. The screen displays the status of all 9 possible lines configurable on the phone. Non-configured lines are grayed out.

4. Press the **Line** key of the "other" active line you would like to join to the conference.

5. Press the  Key or the  to complete the conference request. The two active calls link into a conference call on the first Line from which you initiated the conference.

6. The two active calls link into a conference call on Line 1

Note:

You can view the numbers and names (if available) of the parties in the conference call on the screen. When a name is displayed, pressing **Cancel** drops the displayed party from the call.

Centralized Conferencing (for Sylantrio and Broadsoft Servers)

The 6739i allows you to create multiple conferences with unlimited participants (depending on your server limitations) when your Administrator enables Centralized Conferencing.

If your Administrator does not enable Centralized Conferencing, then the 6739i uses Local Conferencing by default.

Your Administrator can configure Centralized 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.

Reference

For more information on Centralized Conferencing, see "[Centralized Conferencing](#)" on [page 181](#) or contact your System Administrator.

Using Centralized Conferencing

The following paragraphs describe using centralized conferencing to:

- Setting up a conferences with multiple parties
- Setting up multiple conferences
- Joining additional parties to active conferences

Note:

When Centralized Conferencing is enabled on your phone, local conferencing (or three-way conferencing) works as indicated in the previous section, "[Using Local Conferencing](#)" on [page 143](#). Joining two active calls in a conference also works as indicated in the previous section, "[Joining Two Active Calls in a Single Conference](#)" on [page 144](#).









Setting Up a Conference with Multiple Parties (for Sylantra and Broadsoft Servers)

Use the following procedure to create a conference call using centralized conferencing.

Note:

You can have an unlimited number of parties in a conference (dependent on the limitations of the server).

**IP Phone UI**

1. When you begin a conference, you are the first party in the conference (Party 1). Pick up 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.
4. Press the  Key or the  . A new line opens.
5. Enter the phone number of Party 3.
6. Wait for Party 3 to answer. When Party 3 answers, you can consult with them before adding them to the Conference.
7. Press the  Key or the  again to add Party 3 to Conference 1. Party 1 (which is yourself), Party 2, and Party 3 are all connected to conference 1.
8. Press an available **Line** Key (or answer an incoming call on an available line). If calling out, call Party 4.
9. Wait for Party 4 to answer. When Party 4 answers, you can consult with them before adding them to the conference.
10. Press the  Key or the  . to add Party 4 to Conference 1.
11. Press the **Line** Key that has Conference 1.
12. Press the  Key or the  .to join all parties (Parties 1 through 4) on Conference 1.
13. To add more parties, repeat steps 8 through 12.

Note:

You can view the numbers and names (if available) of the parties in the conference call on the screen. When a name is displayed, pressing **Cancel** drops the displayed party from the call.

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



Setting Up Multiple Conferences (for Sylanro Server only)

Note:

The 6739i is limited to 9 conferences (a single conference each on lines 1 through 9).



IP Phone UI

1. Start Conference 1 using the procedures in the previous section, “Setting Up a Conference with Multiple Parties (for Sylanro and Broadsoft Servers)” on page 145.
2. When you are finished adding all required parties to Conference 1, press an available **Line** Key to start Conference 2. You are Party 1 on Conference 2. Call Party 2.
3. When Party 2 answers, press the  Key or the  Conf .
4. Press an available **Line** Key.
5. Call Party 3 for Conference 2.
6. When Party 3 answers, press the **Conf** Key to join Parties 1 (which is yourself), Party 2, and Party 3 on Conference 2. You now have two active conferences on two different lines.

Note:

When you are connected to multiple conference calls, and you put a conference on hold, the conference may be on hold for a limited period of time before it is disconnected. Contact your System Administrator for more information.





If any party in a 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

In centralized conferencing, 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.



IP Phone UI

1. As 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 the conference.
4. Press the  Key or the  Conf .
5. 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.)
6. Press the  Key or the  Conf again to join the Parties to the active conference.

Ending a Conference and Transferring Remaining Parties

The 6739i allows a Host to drop from a 3-way conference and let the other two parties remain connected by pressing the



Key or the



Transfer .

Note:

The Caller ID of the dropped Host still displays on the remaining parties' phones.



IP Phone UI


If you are the Host of a conference and want to leave that conference:

- While in a 3-way conference press the  Key or the  on the phone. Your phone leaves the 3-way conference but the remaining parties are still connected to the conference.

Ending Calls



IP Phone UI

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 a line/call appearance key 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.

Managing Calls

The 6739i has several features that make it easier to manage calls. These features include:

- Do Not Disturb (DND)
- Call Forwarding
- Missed Calls Indicator
- Voicemail

Account Configuration (DND and Call Forwarding)

The 6739i has a feature that allows you to configure “**Do Not Disturb**” (DND) and “**Call Forwarding**” (CFWD) for single accounts or multiple accounts on the phone. You can set specific modes for the way you want the phone to handle DND and CFWD. The three modes you can set on the phone for these features are:

- Account
- Phone
- Custom

The following paragraphs describe account-based DND and CFWD:

- DND Account-Based Configuration
- Call Forward Account-Based Configuration

DND Account-Based Configuration

"Do Not Disturb" (DND) is a feature on the phone that prevents the phone from ringing and receiving incoming calls. When DND is enabled with "call forwarding" (CFWD), any incoming calls can be call forwarded to voicemail or another number. See “[Call Forward Account-Based Configuration](#)” on [page 154](#) for more information about call forwarding to other numbers.

The following table provides the locations for enabling/disabling DND and for setting DND modes.

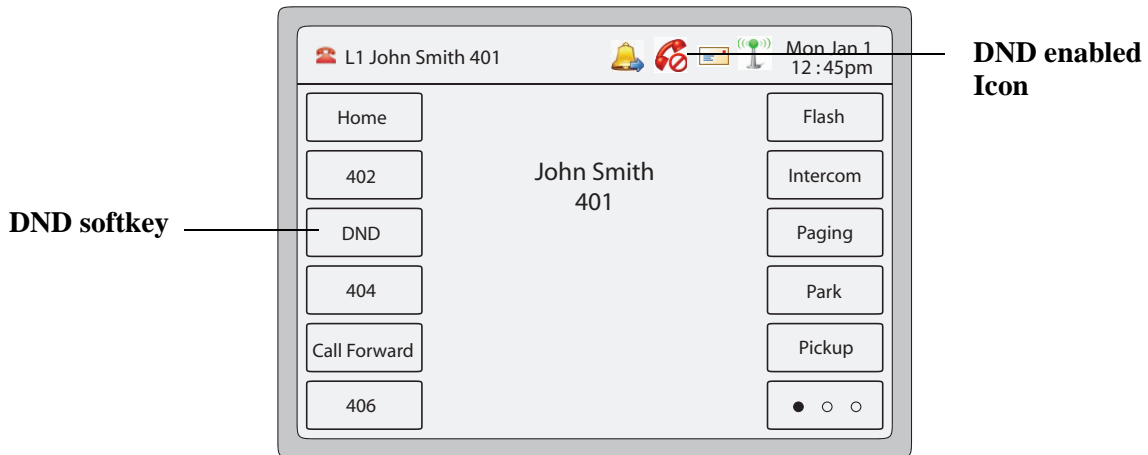
Method	Enable/Disable DND	Setting DND Modes
Using IP Phone UI	Services->DND or Toggling a DND softkey (configured via Astra Web UI)	N/A
Using Astra Web UI	Basic Settings->Account Configuration	Basic Settings->Preferences->General->DND Key Mode

There are three DND modes you can set on your phone: **Account**, **Phone (default)**, and **Custom**. DND performs according to the mode you set.

Note:

If there is only one account configured on the phone, then the mode setting is ignored and the phone behaves as if the mode was set to “Phone”.

If you have a DND softkey on your phone, you can enable and disable DND by toggling the key. For more information about configuring a DND softkey on your phone, see [“Do not Disturb” \(DND\) Softkey](#) on page 91. Once you enable DND, the DND icon displays on the screen for the applicable account.



Idle Screen with DND Enabled on the Phone

The following describes the key behaviour for each DND mode.

- **Account** - DND key toggles the account in focus on the IP Phone UI, to ON or OFF if DND enabled for that account.
- **Phone** - (default) DND key toggles all accounts on the phone to ON or OFF.
- **Custom** - DND key displays custom screens on the IP Phone UI. User can select whether to enable/disable DND per account, enable DND on all accounts, or disable DND on all accounts.

The following table describes the key and Message Waiting Indicator (MWI) LEDs when you enable DND on the IP Phone.

Key LED Behaviour for All Modes	MWI LED Behaviour for All Modes
DND key LED RED if current account in focus has DND ON.	MWI LED ON if current account in focus has DND ON.
DND key LED OFF when current account in focus has DND disabled.	MWI LED OFF if current account in focus has DND OFF.

Note:

If you make changes to the configuration for DND via the IP Phone UI, you must refresh the Astra Web UI screen to see the changes.

Configuring DND

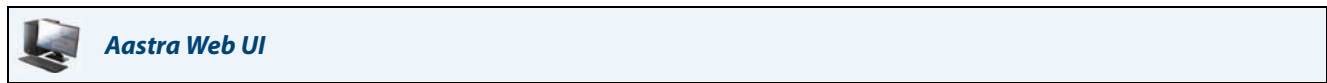
The following describes configuring DND on your phone. To configure a DND key, see the section, [“Do not Disturb” \(DND\) Softkey](#) on page 91.

Note:

If there is no DND key configured or if it is removed, DND is disabled on the IP Phone.

Configuring DND Using the Aastra Web UI

Use the following procedure to configure DND using the Aastra Web UI.



1. Click on **Basic Settings->Preferences->General**.

Preferences

General

Suppress DTMF Playback	<input checked="" type="checkbox"/> Enabled
Display DTMF Digits	<input type="checkbox"/> Enabled
Play Call Waiting Tone	<input checked="" type="checkbox"/> Enabled
Stuttered Dial Tone	<input checked="" type="checkbox"/> Enabled
XML Beep Support	<input checked="" type="checkbox"/> Enabled
Status Scroll Delay (seconds)	<input type="text" value="5"/>
Incoming Call Interrupts Dialing	<input type="checkbox"/> Enabled
Switch UI Focus To Ringing Line	<input checked="" type="checkbox"/> Enabled
Call Hold Reminder During Active Calls	<input type="checkbox"/> Enabled
Call Hold Reminder	<input type="checkbox"/> Enabled
Call Waiting Tone Period	<input type="text" value="0"/>
Preferred line	<input type="text" value="1"/> ▼
Preferred line Timeout (seconds)	<input type="text" value="0"/>
Goodbye Key Cancels Incoming Call	<input checked="" type="checkbox"/> Enabled
Message Waiting Indicator Line	<input type="text" value="All"/> ▼
DND Key Mode	<input type="text" value="Phone"/> ▼
Call Forward Key Mode	<input type="text" value="Account"/> ▼

2. In the “**DND Key Mode**” field, select a “do not disturb” (DND) mode to use on the phone. Valid values are: **Account**, **Phone** (default), **Custom**. Default is **Phone**.

- **account:** Sets DND for a specific account. DND key toggles the account in focus on the phone to ON or OFF.
- **phone:** (default) Sets DND ON for all accounts on the phone. DND key toggles all accounts on the phone to ON or OFF.
- **custom:** Sets the phone to display custom screens after pressing the DND key, that list the account(s) on the phone. The user can select a specific account for DND, turn DND ON for all accounts, or turn DND OFF for all accounts

Notes:

1. If there is only one account configured on the phone, then the mode setting is ignored and the phone behaves as if the mode was set to “Phone”.
2. Using the Aastra Web UI, if you change the DND Key Mode to “phone”, all accounts synchronize to the current setting of Account 1.

3. Click **Save Settings**. The changes takes affect immediately without a reboot.

4. Click on **Basic Settings->Account Configuration**.

Account Configuration

Account	DND	Call Forward	State	Label	No. Rings
1. Stacy Donaldson	<input checked="" type="checkbox"/>	All <input type="checkbox"/>	Busy <input checked="" type="checkbox"/>	<input type="text"/>	1 <input type="button" value="v"/>
		No Answer <input type="checkbox"/>		<input type="text"/>	
2. 905-1234567	<input type="checkbox"/>	All <input type="checkbox"/>	Busy <input type="checkbox"/>	<input type="text"/>	1 <input type="button" value="v"/>
		No Answer <input type="checkbox"/>		<input type="text"/>	

5. For each account, enable DND by placing a check mark in the box. Disable DND by unchecking the box.

Notes:

1. If you selected **"Account"** or **"Custom"** mode in step 2, you can enable/disable each account or all accounts as applicable. If you selected **"Phone"** mode, the first account allows you to change the DND status for all accounts.

2. Number and name of accounts that display to this screen are dependant on the number and name of accounts configured on the phone. In the screen in step 4, Screenname1 is configured on Line 1, Screenname2 is configured on Line 2, and Screenname3 is configured on Line 3. Only your Administrator can create accounts for your phone. Contact your Administrator for more information.

6. Click **Save Settings**. The changes takes affect immediately without a reboot.

Turning DND ON/OFF using the IP Phone UI

After you add a DND key to your phone, you can toggle the DND state using this key. Use the following procedure to toggle DND ON and OFF on the IP Phone.

The following procedures assume you have already configured a DND key AND assumes there are three accounts configured on the phone.

Notes:

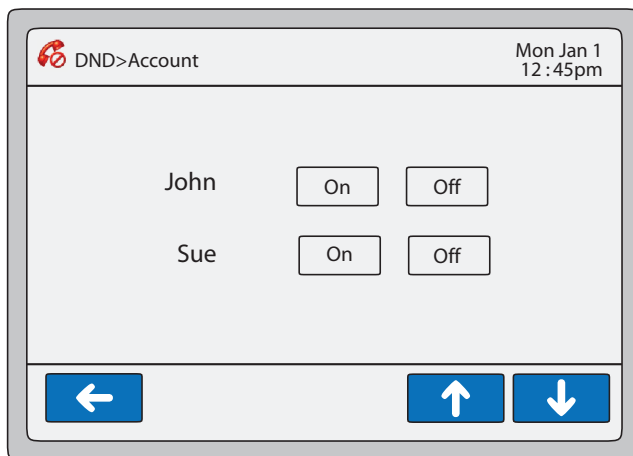
- If there is no DND key configured or if it is removed, DND is disabled on the IP Phone.
- If there is only one account configured on the phone, then the mode setting is ignored and the phone behaves as if the mode was set to "Phone".
- Using the Aastra Web UI, if you change the DND key mode to "phone", all accounts synchronize to the current setting of Account 1.

DND in Account Mode





Account mode configures DND for the current account in focus.



1. Press the <Services> Key.
2. Press the <DND> key. The following screen displays.



DND in Account Mode

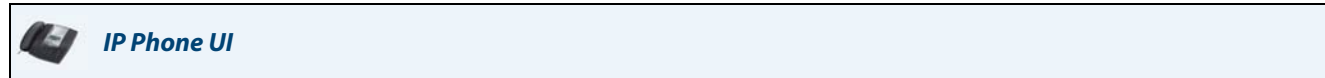
3. Use the  and  keys to scroll the list of accounts and select an account to apply DND.
4. Press <On> to turn DND ON for the account. Press <Off> to turn DND OFF for the current account.
5. Press the  to return to the previous menu or press the  to return to the idle screen.

Note:

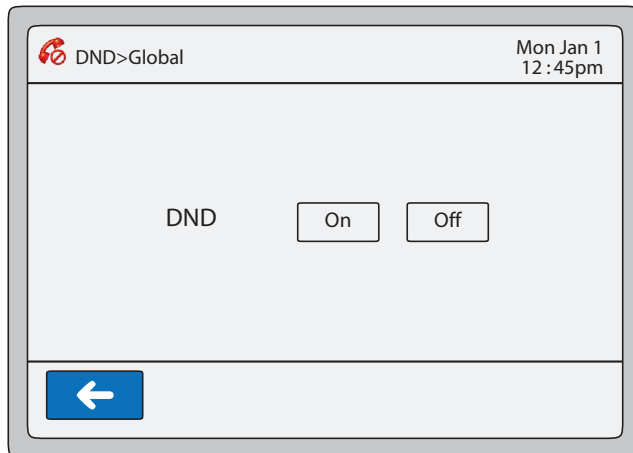
You can also enable/disable DND for a specific account by pressing the applicable Line key for the account, and then pressing the DND softkey to toggle DND ON and OFF



DND in Phone Mode (Default)

Phone Mode configures DND for all accounts on the phone (global setting).



1. Press the <Services> Key.
2. Press the <DND> key. The following screen displays.

**DND in Phone Mode**

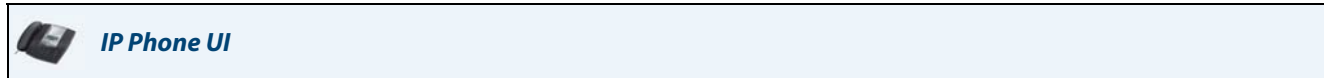
3. Press <On> to turn DND ON for all accounts. Press <Off> to turn DND OFF for all accounts.
4. Press the  to return to the previous menu or press the  to return to the idle screen.

Note:

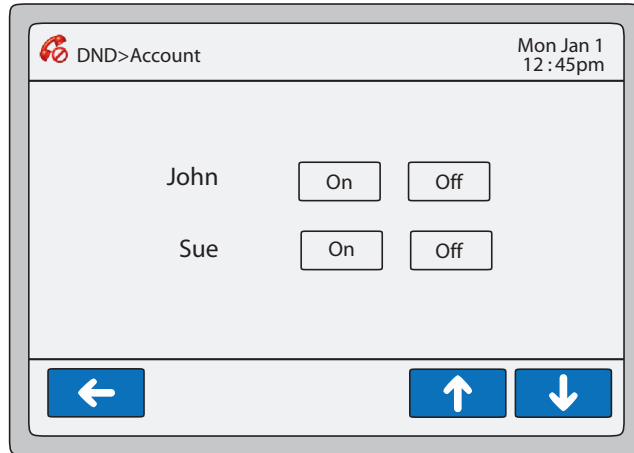
Press the DND softkey to toggle DND ON and OFF for all accounts on the phone.

DND in Custom Mode





Custom Mode configures DND for a specific account(s) or all accounts on the phone.



1. Press the <Services> Key.
2. Press the <DND> key. The following screen displays.



DND in Custom Mode

3. Use the  and  keys to scroll the list of accounts and select an account(s) to apply DND. You can turn DND off on all accounts if required.
4. Press <On> to turn DND ON for the account(s). Press <Off> to turn DND OFF for the account(s).
5. Press the  to return to the previous menu or press the  to return to the idle screen.

Note:

You can also press the DND softkey to display the DND > Account screen.

Call Forward Account-Based Configuration

Call Forward (CFWD) on the IP phone allows incoming calls to be forwarded to another destination. On the 6739i, you can set Call Forward (CFWD) on the phone-side for a specific account or for all accounts on the phone.

To configure Call Forward on your phone, you must perform the following:

- Set the Call Forward Mode you want your phone to use.
(at the Aastra Web UI path **Basic Settings->Preferences->General->Call Forward Key Mode**)
- Set the Call Forward parameters
(at the Aastra Web UI path **Basic Settings->Account Configuration** OR at the IP Phone UI path **Services->Call Forward**)

You can configure a CFWD softkey as a shortcut to access the CFWD screens on the phone or expansion module. For more information about creating a CFWD softkey, see ["Call Forward Softkey"](#) on [page 109](#).

The available Call Forward modes you can set are:

- **Account** - (default) The account mode allows you to configure CFWD on a per account basis. Pressing a configured CFWD key applies to the account in focus.
- **Phone** - The Phone mode allows you to set the same CFWD configuration for all accounts (**All, Busy, and/or No Answer**). When you configure the initial account, the phone applies the configuration to all other accounts. (In the Aastra Web UI, only the account you configured is enabled. All other accounts are grayed out but set to the same con-

figuration.) Using the Aastra Web UI, if you make changes to that initial account, the changes apply to all accounts on the phone.

- **Custom** - The Custom mode allows you to configure CFWD for a specific account or all accounts. You can configure a specific mode (**All**, **Busy**, and/or **No Answer**) for each account independently or all accounts. You can set all the accounts ON or OFF. Using the IP Phone UI, you can also press the **“Copy to all modes”** key to copy a phone number to other phone number fields.

You can enable different CFWD parameters independently (for example, you can set different phone numbers for **Busy**, **All**, and **NoAnswer** and then turn them on/off individually).

The following table describes the key and Message Waiting Indicator (MWI) LEDs when you enable CFWD on the IP Phone.

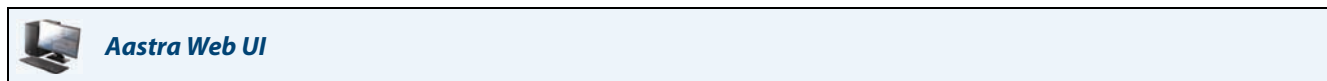
Key LED Behaviour for All Modes	MWI LED Behaviour for All Modes
CFWD key LED RED if CFWD All, CFWD Busy, or CFWD No Answer is enabled for the account in focus.	MWI LED ON if current account in focus has CFWD ALL enabled.
CFWD key LED OFF if any CFWD mode is disabled.	MWI LED OFF if CFWD All is disable

Note:

If you make changes to the configuration for CFWD via the IP Phone UI, you must refresh the Aastra Web UI screen to see the changes.

Configuring CFWD Mode Using the Aastra Web UI

Use the following procedure to configure the CFWD mode using the Aastra Web UI.



1. Click on **Basic Settings->Preferences->General**.

Preferences

General

Suppress DTMF Playback	<input checked="" type="checkbox"/> Enabled
Display DTMF Digits	<input type="checkbox"/> Enabled
Play Call Waiting Tone	<input checked="" type="checkbox"/> Enabled
Stuttered Dial Tone	<input checked="" type="checkbox"/> Enabled
XML Beep Support	<input checked="" type="checkbox"/> Enabled
Status Scroll Delay (seconds)	<input style="width: 50px;" type="text" value="5"/>
Incoming Call Interrupts Dialing	<input type="checkbox"/> Enabled
Switch UI Focus To Ringing Line	<input checked="" type="checkbox"/> Enabled
Call Hold Reminder During Active Calls	<input type="checkbox"/> Enabled
Call Hold Reminder	<input type="checkbox"/> Enabled
Call Waiting Tone Period	<input style="width: 50px;" type="text" value="0"/>
Preferred line	<input style="width: 30px;" type="text" value="1"/> ▾
Preferred line Timeout (seconds)	<input style="width: 50px;" type="text" value="0"/>
Goodbye Key Cancels Incoming Call	<input checked="" type="checkbox"/> Enabled
Message Waiting Indicator Line	<input style="width: 30px;" type="text" value="All"/> ▾
DND Key Mode	<input style="width: 30px;" type="text" value="Phone"/> ▾
Call Forward Key Mode	<input style="width: 30px;" type="text" value="Account"/> ▾

2. In the “**Call Forward Key Mode**” field, select a call forward mode to use on the phone. Valid values are: Account, Phone, Custom. Default is **Account**.

- **Account** - (default) The account mode allows you to configure CFWD on a per account basis. Pressing a configured CFWD key applies to the account in focus.
- **Phone** - The Phone mode allows you to set the same CFWD configuration for all accounts (**All**, **Busy**, and/or **No Answer**). When you configure the initial account, the phone applies the configuration to all other accounts. (In the Aastra Web UI, only the account you configured is enabled. All other accounts are grayed out but set to the same configuration.) Using the Aastra Web UI, if you make changes to that initial account, the changes apply to all accounts on the phone.
- **Custom** - The Custom mode allows you to configure CFWD for a specific account or all accounts. You can configure a specific mode (**All**, **Busy**, and/or **No Answer**) for each account independently or all accounts. You can set all the accounts ON or OFF. Using the IP Phone UI, you can also press the “**Copy to all modes**” key to copy a phone number to other phone number fields.

Note:

If there is only one account configured on the phone, then the mode setting is ignored and the phone behaves as if the mode was set to “Phone”.

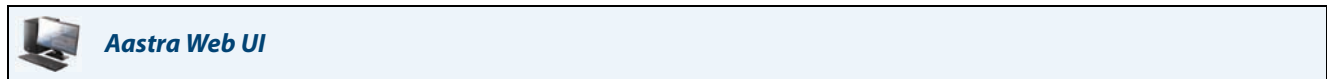
3. Click **Save Settings**. The changes takes affect immediately without a reboot.

Configuring CFWD Parameters Using the Aastra Web UI

Use the following procedure to configure the CFWD parameters using the Aastra Web UI.

Note:

(Optional) You can configure a Call Forward key on your phone to access the Call Forward menus if desired. If you do not configure a Call Forward key, you can still access the Call Forward menu from the IP Phone UI at the path, **Services->Call Forward**.



1. Click on **Basic Settings->Account Configuration**.

Account Configuration

Account	DND	Call Forward	State	Label	No. Rings
1. Stacy Donaldson	<input checked="" type="checkbox"/>	All	<input type="checkbox"/>	<input type="text"/>	1 <input type="button" value="v"/>
		Busy	<input checked="" type="checkbox"/>	<input type="text"/>	
		No Answer	<input type="checkbox"/>	<input type="text"/>	
2. 905-1234567	<input type="checkbox"/>	All	<input type="checkbox"/>	<input type="text"/>	1 <input type="button" value="v"/>
		Busy	<input type="checkbox"/>	<input type="text"/>	
		No Answer	<input type="checkbox"/>	<input type="text"/>	

The illustration above shows 3 accounts configured on the phone. Accounts must be set up by your System Administrator.

2. For each account, enable the CFWD state by placing a check mark in one or more of the following “**State**” fields:
- All
 - Busy
 - No Answer

The “**All**” option forwards all incoming calls for this account to the specified phone number regardless of the state of the phone. The phone can be in the Busy or No Answer states, or can be in the idle state. The phone still forwards all calls to the specified number.

The “**Busy**” option call forwards incoming calls only if the account is in the busy state. The calls are forwarded to the specified phone number.

The “**No Answer**” option call forwards incoming calls only if the account rings but is not answered in the defined number of rings. The call gets forwarded to the specified number.

Note:

You can use the “**Busy**” and “**No Answer**” states together using different forwarding phone numbers. If these states are enabled for an account (the “**All**” state is disabled), and the phone is in the busy state when a call comes in, the phone can forward the call to the specified phone number (for example, voicemail). If there is no answer on the phone after the specified number of rings, the phone can forward the call to a different specified number, such as a cell phone number.

3. For each account, in the “**Number**” field, enter the phone number for which you want the incoming calls to forward to if the phone is in the specified state.

If using the “**Account**” mode or “**Custom**” mode, you can enter different phone numbers for each account.

Notes:

1.If you selected “Account” mode in step 5, you can enable/disable each account or all accounts as applicable. You can enter different phone number for each enabled state.

If you selected “Custom” mode, you can enable/disable each account or all accounts as applicable. You can enter different phone numbers for each enabled state.

If you selected “Phone” mode, all accounts are set to the same CFWD configuration (All, Busy, and/or No Answer) as Account 1 on the phone. (In the Aastra Web UI, only Account 1 is enabled. All other accounts are grayed out but use the same configuration as Account 1.)

Using the Aastra Web UI, if you make changes to Account 1, the changes apply to all accounts on the phone.

Using the IP Phone UI, if you make changes to any other account other than Account 1, the changes also apply to all accounts on the phone. When enabling a CFWD state, you must specify a phone number for the phone to CFWD to. The number you specify applies to all accounts of the same mode.

2.Number and name of accounts that display to this screen are dependant on the number and name of accounts configured on the phone. In the screen in step 7, Screenname1 is configured on Line 1, Screenname2 is configured on Line 2, and Screenname3 is configured on Line 3. The name for the account is specified by your System Administrator. Contact your System Administrator for more information.

4. For the “**No Answer**” state, in the “**No. Rings**” field, enter the number of times that the account rings before forwarding the call to the specified number. Valid values are 1 through 20. Default is 1.
- When using the “**Account**” mode or “**Custom**” mode, you can enter a different number of rings for each account. If you use the Aastra Web UI to change the Call Forward Key Mode to “**Phone**”, all accounts synchronize to Account 1.

5. Click **Save Settings**. The changes takes affect immediately without a reboot.

Using CFWD via the IP Phone UI

You can access and change the call forward parameters if required, from your IP Phone UI at the location **Services->Call Forward**. If a CFWD softkey is configured on your phone, pressing this softkey also displays the CFWD parameters.

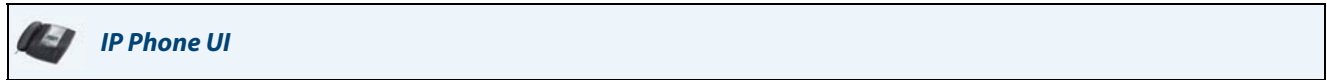
The following procedure assumes you have already configured a CFWD key AND assumes there are three accounts configured on the phone.

Notes:

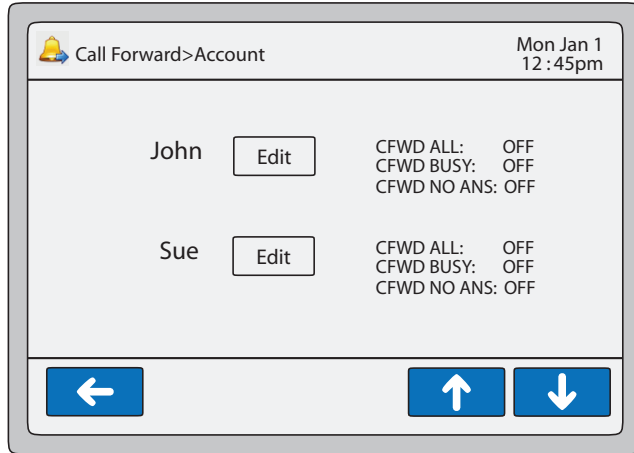
- If there is no CFWD softkey configured on the phone or it is removed, you can still enable CFWD via the IP Phone UI at the path **Services->Call Forward**.
- If there is only one account configured on the phone, then the mode setting is ignored and the phone behaves as if the mode was set to “Phone”.
- Using the Aastra Web UI, if you change the CFWD key mode to “**Phone**”, all accounts synchronize to the current setting of Account 1.

CFWD in Account Mode (Default)

Account Mode configures CFWD for the current account in focus.

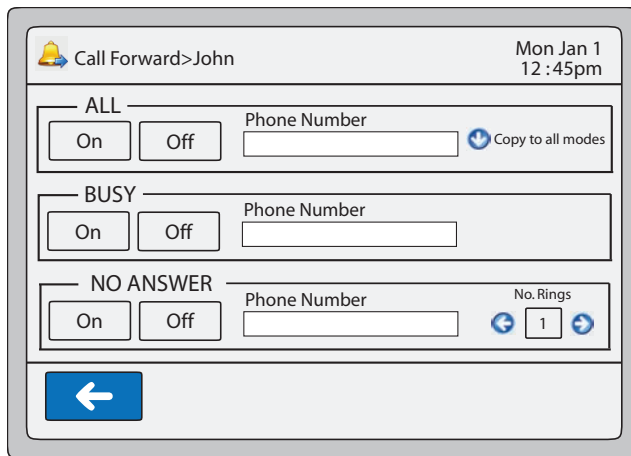


1. Press the <Services> Key, then press the <Call Forward> key.
or
Press a pre-configured **Call Forward** softkey. The following screen displays.






Call Forward Account Mode

2. Use the and keys to scroll the list of accounts and select an account to apply CFWD.
3. Press <Edit>. The screen displays for the account you selected. The following example shows the CFWD screen for John's account.



4. Select the parameter you want to enable (ALL, BUSY, and/or NO ANSWER). Selecting the ALL parameter call forwards all calls to another number regardless of the state of your phone.
5. Press the <On> key to turn the CFWD parameter ON or the <Off> key to turn the CFWD parameter OFF.
6. Press the "Phone Number" field. A pop-up keyboard displays.
7. Using the keyboard, enter the phone number that your phone will call forward to and press <Enter>.

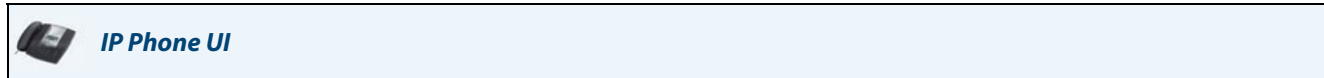
8. If you enter a phone number for the ALL parameter, you can press the  **Copy to all modes** to automatically copy the same phone number to the BUSY and NO ANSWER phone number fields.
9. For the NO ANSWER parameter, in the “**No. Rings**” field, select the number of rings you want your phone to perform before call forwarding a call.
10. Press the  to return to the previous menu or press the  to return to the idle screen.

Note:

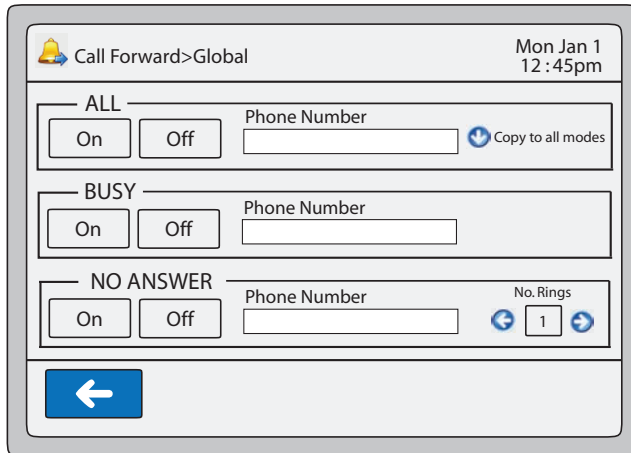
If **All AND Busy AND NoAns** are all enabled, and if the account has DND enabled, the **CFWD All** settings take precedence over **CFWD Busy** and **CFWD NoAns**.

CFWD in Phone Mode




Phone Mode configures CFWD for all accounts on the phone (global setting).



1. Press the <Services> Key, then press the <Call Forward> key.
or
Press a pre-configured **Call Forward** softkey. The following screen displays.



Call Forward Phone Mode

2. Select the parameter you want to enable (ALL, BUSY, and/or NO ANSWER). Selecting the ALL parameter call forwards all calls to another number regardless of the state of your phone.
3. Press the <On> key to turn the CFWD parameter ON or the <Off> key to turn the CFWD parameter OFF.
4. Press the "Phone Number" field. A pop-up keyboard displays.
5. Using the keyboard, enter the phone number that your phone will call forward to and press <Enter>.
6. If you enter a phone number for the ALL parameter, you can press the  **Copy to all modes** to automatically copy the same phone number to the BUSY and NO ANSWER phone number fields.
7. For the NO ANSWER parameter, in the "No. Rings" field, select the number of rings you want your phone to perform before call forwarding a call.
8. Press the  to return to the previous menu or press the  to return to the idle screen.

Note:

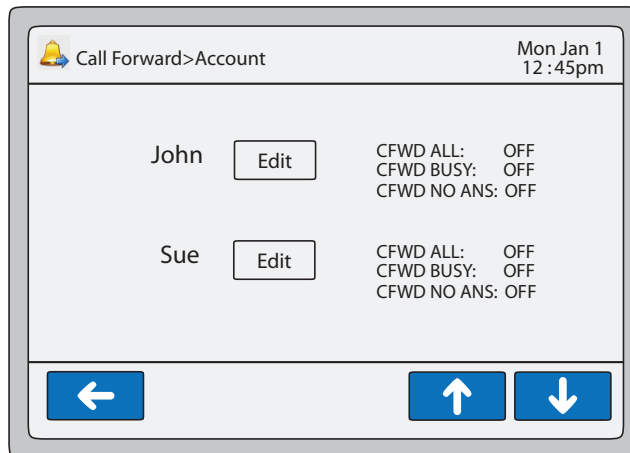
If **All AND Busy AND NoAns** are all enabled, and if the account has DND enabled, the **CFWD All** settings take precedence over **CFWD Busy** and **CFWD NoAns**.

CFWD in Custom Mode

Custom Mode configures CFWD for a specific account(s) or all accounts on the phone.

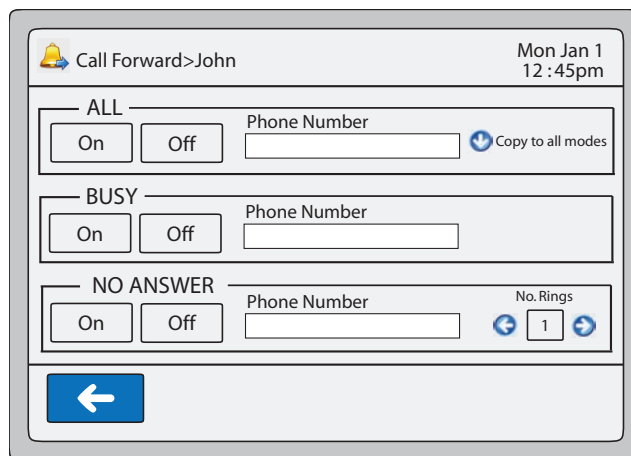


1. Press the **<Services>** Key, then press the **<Call Forward>** key.
or
Press a pre-configured **Call Forward** softkey. The following screen displays.







Call Forward Custom Mode

2. Use the and keys to scroll the list of accounts and select an account to apply CFWD.
3. Press **<Edit>**. The screen displays for the account you selected. The following example shows the CFWD screen for John's account.



4. Select the parameter you want to enable (ALL, BUSY, and/or NO ANSWER). Selecting the ALL parameter call forwards all calls to another number regardless of the state of your phone.
5. Press the **<On>** key to turn the CFWD parameter ON or the **<Off>** key to turn the CFWD parameter OFF.
6. Press the **"Phone Number"** field. A pop-up keyboard displays.
7. Using the keyboard, enter the phone number that your phone will call forward to and press **<Enter>**.

8. If you enter a phone number for the ALL parameter, you can press the  **Copy to all modes** to automatically copy the same phone number to the BUSY and NO ANSWER phone number fields.
9. For the NO ANSWER parameter, in the **“No. Rings”** field, select the number of rings you want your phone to perform before call forwarding a call.
10. Press the  to return to the previous menu.
11. To configure CFWD for additional accounts, repeat steps 2 through 9.
12. Press the  to return to the previous menu or press the  to return to the idle screen.

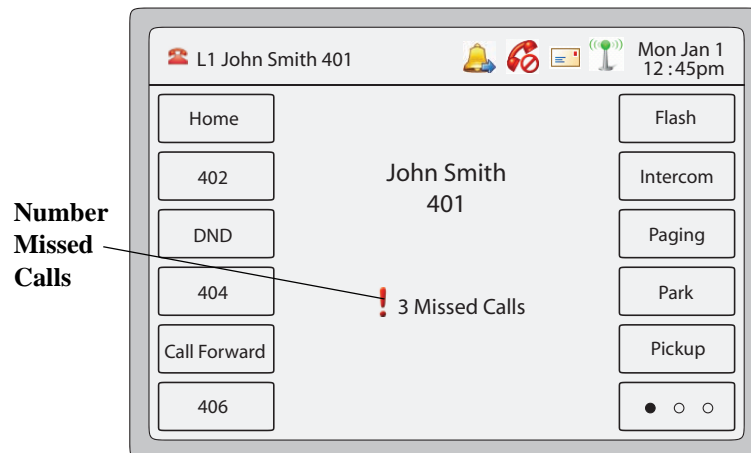
Note:

If **All AND Busy AND NoAns** are all enabled, and if the account has DND enabled, the **CFWD All** settings take precedence over **CFWD Busy** and **CFWD NoAns**.

Missed Calls Indicator

The IP phone has a "missed calls" indicator that increments the number of missed calls to the phone. This feature is accessible from the IP phone UI only.





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 increment, the phone numbers associated with the calls are stored in the Callers List. The user can access the Callers List and clear the call from the list. Once the user accesses the Callers List, the "**<number> New Calls**" on the idle screen clears.





Accessing and Clearing Missed Calls.

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



1. Press the  Key on the phone.
2. Scroll through the items in the Callers List using the  and  keys.
A **RED** exclamation point  displays next to the entries that were missed calls.
3. To clear a missed call, press the missed call you want to delete and then press the **<Delete>** key. A "Delete Item" screen displays.
4. Press **<Delete>** to delete the item you selected. Press **<Delete All>** to delete all entries (missed calls and answered calls) from the Callers List, or press **<Cancel>** to cancel the delete function.

Voicemail

On the 6739i, pressing the **Voicemail** Hard Key  or the **Messages** icon  at the top of the screen, allows you to directly dial your Voicemail to connect to a voicemail server (if configured by your Administrator) and access your messages.

Note:

The Message Waiting Indicator can be set on a per-line basis. For more information, see [“Message Waiting Indicator”](#) on page 174.

For each assigned Voicemail number, there can be a minimum of 0 or a maximum of 1 Voicemail access phone number. The Voicemail list displays a list of phone numbers assigned to the 6739i that have registered voicemail accounts associated with them.

Note:

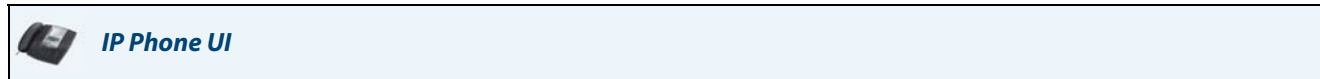
The Voicemail list does not display the voicemail access number.




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

Contact your System Administrator for lines configured for Voicemail.

Using Voicemail



1. Press the  Key or the  icon on the phone.
2. Using your finger, scroll through the line items in the Voicemail list.
3. When you have selected a line item, press the  Key, or press a line/call appearance 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.

Note:

You can also access your Voicemail via the **“Services”** Key on your phone if this has been setup by your System Administrator.

Additional Features

This section describes additional features you can use on the 6739i phone.

Star Codes

All of the main call handling and extension management features using star codes can be set on your phone by your Administrator. Contact your System Administrator for more information.

If these have not been set up, you can dial any star code commands on the 6739i phone the same way you would on a regular telephone.

Call Waiting

The call waiting feature notifies the user on an active call, of a new incoming call. Call Waiting can be enabled/disabled by your System Administrator **only**.

If Call Waiting is enabled on your phone, an audible tone is heard on the active line indicating a call is coming in. The Call Waiting Tone is enabled by default. You can disable it using the Aastra Web UI at the path Basic Settings->Preferences. You can also set the Call Waiting Tone Period which specifies the time period, in seconds, that the call waiting tone is audible on an active call when another call comes in.

If you disable call waiting on the phone, and the user is on a call, any further incoming calls receive busy unless “**Call Forward Busy**” or “**Call Forward No Answer and Busy**” is configured on the phone (for information on

“[Call Forward Account-Based Configuration](#)”, see [page 154](#).) It then forwards the call according to the rule configured.

If Call Waiting is disabled, the phone can:

- transfer the currently active call
- or
- accept transferred calls if there are no active calls.
- treat intercom calls as regular incoming calls and reject them.

In addition, the Missed Calls List does not get updated with details of calls. The Blind Transfer feature on the phone may not work if two calls are made to the phone at one time.

Suppress DTMF Playback

A feature on the IP phones allows you to enable or disable the suppression of DTMF playback when a number is dialed from the keys on your phone.

When suppression of DTMF playback is disabled, and you press a key, the IP phone dials the stored number and displays each digit as dialed, in the LCD window.

When the suppression of DTMF playback is enabled, the IP phone dials the stored number and displays the entire number immediately in the LCD window, allowing the call to be dialed faster.

DTMF playback suppression is enabled by default. Disabling suppression of DTMF playback can be configured using the Aastra Web UI.

Play Call Waiting Tone

You 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.

Configuring Call Waiting Tone

Use the following procedures to configure a call waiting tone on the IP phone.

Note:

"Play Call Waiting Tone" is enabled by default.



Aastra Web UI

1. Click on **Basic Settings->Preferences->General**.

Preferences

General

Suppress DTMF Playback	<input checked="" type="checkbox"/> Enabled
Display DTMF Digits	<input type="checkbox"/> Enabled
Play Call Waiting Tone	<input checked="" type="checkbox"/> Enabled
Stuttered Dial Tone	<input checked="" type="checkbox"/> Enabled
XML Beep Support	<input checked="" type="checkbox"/> Enabled
Status Scroll Delay (seconds)	<input type="text" value="5"/>
Incoming Call Interrupts Dialing	<input type="checkbox"/> Enabled
Switch UI Focus To Ringing Line	<input checked="" type="checkbox"/> Enabled
Call Hold Reminder During Active Calls	<input type="checkbox"/> Enabled
Call Hold Reminder	<input type="checkbox"/> Enabled
Call Waiting Tone Period	<input type="text" value="0"/>
Preferred line	<input type="text" value="1"/> ▼
Preferred line Timeout (seconds)	<input type="text" value="0"/>
Goodbye Key Cancels Incoming Call	<input checked="" type="checkbox"/> Enabled
Message Waiting Indicator Line	<input type="text" value="All"/> ▼
DND Key Mode	<input type="text" value="Phone"/> ▼
Call Forward Key Mode	<input type="text" value="Account"/> ▼

2. The "**Play Call Waiting Tone**" field is enabled by default. To disable this field, uncheck the box.
3. Click **Save Settings**.

Call Waiting Tone Period

You can specify a specific time period (in seconds) for the call waiting tone to play at regular intervals on an active call using the parameter "**Call Waiting Tone Period**". 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.

You can enable or disable this feature in the Aastra Web UI.

Configuring “Call Waiting Tone Period”

Use the following procedure to configure “Call Waiting Tone Period”.



Aastra Web UI

1. Click on **Basic Settings->Preferences->General**.

Preferences

General

Suppress DTMF Playback	<input checked="" type="checkbox"/> Enabled
Display DTMF Digits	<input type="checkbox"/> Enabled
Play Call Waiting Tone	<input checked="" type="checkbox"/> Enabled
Stuttered Dial Tone	<input checked="" type="checkbox"/> Enabled
XML Beep Support	<input checked="" type="checkbox"/> Enabled
Status Scroll Delay (seconds)	<input type="text" value="5"/>
Incoming Call Interrupts Dialing	<input type="checkbox"/> Enabled
Switch UI Focus To Ringing Line	<input checked="" type="checkbox"/> Enabled
Call Hold Reminder During Active Calls	<input type="checkbox"/> Enabled
Call Hold Reminder	<input type="checkbox"/> Enabled
Call Waiting Tone Period	<input type="text" value="0"/>
Preferred line	<input type="text" value="1"/> ▼
Preferred line Timeout (seconds)	<input type="text" value="0"/>
Goodbye Key Cancels Incoming Call	<input checked="" type="checkbox"/> Enabled
Message Waiting Indicator Line	<input type="text" value="All"/> ▼
DND Key Mode	<input type="text" value="Phone"/> ▼
Call Forward Key Mode	<input type="text" value="Account"/> ▼

2. In the **“Call Waiting Tone Period”** field, enter a time period, in seconds, that the call waiting tone will be audible on an active call when another call comes in. Default is 0 seconds.

When enabled, the call waiting tone plays at regular intervals for the amount of time set for this parameter. For example, if set to “30” the call waiting tone plays every 30 seconds. When set to “0”, the call waiting tone is audible only once on the active call.

3. Click **Save Settings**.

Stuttered Dial Tone

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

Configuring Stuttered Dial Tone

Use the following procedures to configure stuttered dial tone on the IP phone.

Note:

"Stuttered Dial Tone" is enabled by default.



Aastra Web UI

1. Click on **Basic Settings->Preferences->General.**

Preferences

General

Suppress DTMF Playback	<input checked="" type="checkbox"/> Enabled
Display DTMF Digits	<input type="checkbox"/> Enabled
Play Call Waiting Tone	<input checked="" type="checkbox"/> Enabled
Stuttered Dial Tone	<input checked="" type="checkbox"/> Enabled
XML Beep Support	<input checked="" type="checkbox"/> Enabled
Status Scroll Delay (seconds)	<input style="width: 100px;" type="text" value="5"/>
Incoming Call Interrupts Dialing	<input type="checkbox"/> Enabled
Switch UI Focus To Ringing Line	<input checked="" type="checkbox"/> Enabled
Call Hold Reminder During Active Calls	<input type="checkbox"/> Enabled
Call Hold Reminder	<input type="checkbox"/> Enabled
Call Waiting Tone Period	<input style="width: 100px;" type="text" value="0"/>
Preferred line	<input style="width: 50px;" type="text" value="1"/> ▼
Preferred line Timeout (seconds)	<input style="width: 100px;" type="text" value="0"/>
Goodbye Key Cancels Incoming Call	<input checked="" type="checkbox"/> Enabled
Message Waiting Indicator Line	<input style="width: 50px;" type="text" value="All"/> ▼
DND Key Mode	<input style="width: 50px;" type="text" value="Phone"/> ▼
Call Forward Key Mode	<input style="width: 50px;" type="text" value="Account"/> ▼

2. The **"Stuttered Dial Tone"** field is enabled by default. To disable this field, uncheck the box.
3. Click **Save Settings.**

XML Beep Support

Using the Aastra Web UI, you can enable or disable a beep to be audible when the phone receives an XML application using the **"XML Beep Support"** field at the path *Basic Settings->Preferences->General*. If you disable this feature, then no beep is heard when the XML application arrives to the phone.

If your System Administrator has set a value for this feature in a custom XML application or in the configuration files, the value you set in the Aastra Web UI overrides the Administrator's setting. Setting and saving the value in the Aastra Web UI applies to the phone immediately.

Configuring XML Beep Support

Use the following procedure to configure XML beep support on the IP phone.

Note:

"XML Beep Support" is enabled by default.



Aastra Web UI

1. Click on **Basic Settings->Preferences->General**.

Preferences

General

Suppress DTMF Playback	<input checked="" type="checkbox"/> Enabled
Display DTMF Digits	<input type="checkbox"/> Enabled
Play Call Waiting Tone	<input checked="" type="checkbox"/> Enabled
Stuttered Dial Tone	<input checked="" type="checkbox"/> Enabled
XML Beep Support	<input checked="" type="checkbox"/> Enabled
Status Scroll Delay (seconds)	<input type="text" value="5"/>
Incoming Call Interrupts Dialing	<input type="checkbox"/> Enabled
Switch UI Focus To Ringing Line	<input checked="" type="checkbox"/> Enabled
Call Hold Reminder During Active Calls	<input type="checkbox"/> Enabled
Call Hold Reminder	<input type="checkbox"/> Enabled
Call Waiting Tone Period	<input type="text" value="0"/>
Preferred line	<input type="text" value="1"/> ▼
Preferred line Timeout (seconds)	<input type="text" value="0"/>
Goodbye Key Cancels Incoming Call	<input checked="" type="checkbox"/> Enabled
Message Waiting Indicator Line	<input type="text" value="All"/> ▼
DND Key Mode	<input type="text" value="Phone"/> ▼
Call Forward Key Mode	<input type="text" value="Account"/> ▼

2. The **"XML Beep Support"** field is enabled by default. To disable this field, uncheck the box.
3. Click **Save Settings**.

Call Hold Reminder During Active Calls

The IP phones allow you to enable or disable the ability for 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.

You can enable or disable this feature using the **“Call Hold Reminder During Active Calls”** in the Aastra Web UI.

Configuring “Call Hold Reminder During Active Calls”

Use the following procedure to configure “Call Hold Reminder During Active Calls” on the IP phone.

Note:

“Call Hold Reminder During Active Calls” is disabled by default.



1. Click on **Basic Settings->Preferences->General**.

Preferences

General

Suppress DTMF Playback	<input checked="" type="checkbox"/> Enabled
Display DTMF Digits	<input type="checkbox"/> Enabled
Play Call Waiting Tone	<input checked="" type="checkbox"/> Enabled
Stuttered Dial Tone	<input checked="" type="checkbox"/> Enabled
XML Beep Support	<input checked="" type="checkbox"/> Enabled
Status Scroll Delay (seconds)	5
Incoming Call Interrupts Dialing	<input type="checkbox"/> Enabled
Switch UI Focus To Ringing Line	<input checked="" type="checkbox"/> Enabled
Call Hold Reminder During Active Calls	<input type="checkbox"/> Enabled
Call Hold Reminder	<input type="checkbox"/> Enabled
Call Waiting Tone Period	0
Preferred line	1
Preferred line Timeout (seconds)	0
Goodbye Key Cancels Incoming Call	<input checked="" type="checkbox"/> Enabled
Message Waiting Indicator Line	All
DND Key Mode	Phone
Call Forward Key Mode	Account

2. The **“Call Hold Reminder During Active Calls”** field is disabled by default. To enable this field, check the box. When this feature is enabled, a reminder tone is heard on the active call when another call is on hold. When disabled, a ring splash is heard when the active call hangs up and there is still a call on hold.
3. Click **Save Settings**.

Call Hold Reminder (on single hold)

In previous releases, the call hold reminder ring splash was triggered when you hung up a call and there was at least one other call on hold. The reminder ring splash timer started only when the active call hung up and there was still another call on hold.

On the IP phones, you can enable or disable a feature that would start 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.

You can enable or disable this feature using the **"Call Hold Reminder"** parameter in the Aastra Web UI.

Configuring "Call Hold Reminder"

Use the following procedure to configure "Call Hold Reminder" on the IP phone.

Note:

"Call Hold Reminder" is disabled by default.



Aastra Web UI

1. Click on **Basic Settings->Preferences->General**.

Preferences

General

Suppress DTMF Playback	<input checked="" type="checkbox"/> Enabled
Display DTMF Digits	<input type="checkbox"/> Enabled
Play Call Waiting Tone	<input checked="" type="checkbox"/> Enabled
Stuttered Dial Tone	<input checked="" type="checkbox"/> Enabled
XML Beep Support	<input checked="" type="checkbox"/> Enabled
Status Scroll Delay (seconds)	<input type="text" value="5"/>
Incoming Call Interrupts Dialing	<input type="checkbox"/> Enabled
Switch UI Focus To Ringing Line	<input checked="" type="checkbox"/> Enabled
Call Hold Reminder During Active Calls	<input type="checkbox"/> Enabled
Call Hold Reminder	<input type="checkbox"/> Enabled
Call Waiting Tone Period	<input type="text" value="0"/>
Preferred line	<input type="text" value="1"/> ▼
Preferred line Timeout (seconds)	<input type="text" value="0"/>
Goodbye Key Cancels Incoming Call	<input checked="" type="checkbox"/> Enabled
Message Waiting Indicator Line	<input type="text" value="All"/> ▼
DND Key Mode	<input type="text" value="Phone"/> ▼
Call Forward Key Mode	<input type="text" value="Account"/> ▼

2. The **"Call Hold Reminder"** field is disabled by default. To enable this field, check the box.
When this feature is enabled, the reminder ring splash timer starts as soon as you put a call on hold (even when no other calls are active on the phone). The phone initiates a reminder ring splash periodically for the single call on hold. When disabled, no reminder ring splash is audible.
3. Click **Save Settings**.

Preferred Line and Preferred Line Timeout

The 6739i has a feature called “preferred line” and “preferred line timeout”. If you enable the preferred line parameter on your phone, after a call ends (incoming or outgoing), the display switches back to the preferred line. Next time you go off-hook to make another call, you pickup on the preferred line. You can enable the **preferred line** parameter using the Aastra Web UI at the location, **Basic Settings->Preferences->General**. You can also set a **preferred timeout** parameter that specifies the number of seconds it takes for the phone to switch back to the preferred line.

Note:

You can configure “Preferred Line” and “Preferred Line Timeout” using the Aastra Web UI only.

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

Phone Feature	Preferred Line Behavior
call return	The phone switches back to the focused line 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.
conference	For incoming calls, the phone switches back immediately after the call ends.
transfer	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.
blf	The phone switches back immediately after the call ends.
park	The phone switches back immediately after the call ends.
voicemail	The phone switches back immediately after the call ends.
redial	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.
caller id	If the "Switch UI Focus To Ringing Line" parameter is disabled, the User is able to see the Caller ID when the phone switches the focus to the ringing line.
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.

Notes:

1. If you specify a value of “0” for the **preferred line** parameter, it disables the preferred line focus feature.
2. If you specify a value of “0” for the **preferred line timeout** parameter, the phone returns the line to the preferred line immediately.

Configuring “Preferred Line” and “Preferred Line Timeout” Using the Aastra Web UI

Use the following procedure to configure the Preferred Line and Preferred Line Timeout feature using the Aastra Web UI.



1. Click on **Basic Settings->Preferences->General**.

Preferences

General

Suppress DTMF Playback	<input checked="" type="checkbox"/> Enabled
Display DTMF Digits	<input type="checkbox"/> Enabled
Play Call Waiting Tone	<input checked="" type="checkbox"/> Enabled
Stuttered Dial Tone	<input checked="" type="checkbox"/> Enabled
XML Beep Support	<input checked="" type="checkbox"/> Enabled
Status Scroll Delay (seconds)	<input type="text" value="5"/>
Incoming Call Interrupts Dialing	<input type="checkbox"/> Enabled
Switch UI Focus To Ringing Line	<input checked="" type="checkbox"/> Enabled
Call Hold Reminder During Active Calls	<input type="checkbox"/> Enabled
Call Hold Reminder	<input type="checkbox"/> Enabled
Call Waiting Tone Period	<input type="text" value="0"/>
Preferred line	<input type="text" value="1"/> ▼
Preferred line Timeout (seconds)	<input type="text" value="0"/>
Goodbye Key Cancels Incoming Call	<input checked="" type="checkbox"/> Enabled
Message Waiting Indicator Line	<input type="text" value="All"/> ▼
DND Key Mode	<input type="text" value="Phone"/> ▼
Call Forward Key Mode	<input type="text" value="Account"/> ▼

2. In the “**Preferred Line**” field, select a preferred line to switch focus to after incoming or outgoing calls end on the phone. Default is **1**. Valid values are:
 - **None** (disables the preferred line focus feature)
 - **1 to 9**

For example, if you set the preferred line to “**1**”, when a call (incoming or outgoing) ends on the phone (on any line), the phone switches focus back to Line 1.
3. In the “**Preferred Line Timeout**” field, enter the amount of time, in seconds, that the phone switches back to the preferred line after a call (incoming or outgoing) ends on the phone, or after a duration of inactivity on an active line. Default is **0**. Valid values are:
 - **0 to 999**
4. Click **Save Settings**.

Message Waiting Indicator

You can configure the Message Waiting Indicator (MWI) to illuminate for a specific line or for all lines. For example, if you configure the MWI LED on line 3 only, the LED illuminates if a voice mail is pending on line 3. If you configure the MWI LED for all lines, the LED illuminates if a voice mail is pending on any line on the phone (lines 1 through 9).

You configure the MWI indicator using the Aastra Web UI.

Configuring Message Waiting Indicator

Use the following procedure to configure the message waiting indicator on a specific line or on all lines on the IP phone.

Note:

"Message Waiting Indicator Line" parameter is set to ALL lines by default.



Aastra Web UI

1. Click on **Basic Settings->Preferences->General**.

Preferences

General

Suppress DTMF Playback	<input checked="" type="checkbox"/> Enabled
Display DTMF Digits	<input type="checkbox"/> Enabled
Play Call Waiting Tone	<input checked="" type="checkbox"/> Enabled
Stuttered Dial Tone	<input checked="" type="checkbox"/> Enabled
XML Beep Support	<input checked="" type="checkbox"/> Enabled
Status Scroll Delay (seconds)	<input style="width: 100px;" type="text" value="5"/>
Incoming Call Interrupts Dialing	<input type="checkbox"/> Enabled
Switch UI Focus To Ringing Line	<input checked="" type="checkbox"/> Enabled
Call Hold Reminder During Active Calls	<input type="checkbox"/> Enabled
Call Hold Reminder	<input type="checkbox"/> Enabled
Call Waiting Tone Period	<input style="width: 100px;" type="text" value="0"/>
Preferred line	<input style="width: 50px;" type="text" value="1"/> ▼
Preferred line Timeout (seconds)	<input style="width: 100px;" type="text" value="0"/>
Goodbye Key Cancels Incoming Call	<input checked="" type="checkbox"/> Enabled
Message Waiting Indicator Line	<input style="width: 50px;" type="text" value="All"/> ▼
DND Key Mode	<input style="width: 50px;" type="text" value="Phone"/> ▼
Call Forward Key Mode	<input style="width: 50px;" type="text" value="Account"/> ▼

2. The "**Message Waiting Indicator Line**" field is set to **ALL** lines by default. If required, change the setting to a specific line by selecting a line from the list. Valid values are **All** and lines **1** through **9**.
3. Click **Save Settings**.

Incoming Intercom Call Features

Incoming Intercom

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.

You can change the behaviour of how the phone handles incoming intercom calls by enabling/disabling specific parameters using the Aastra Web UI. The following table describes these features.

Incoming Intercom Features in Aastra Web UI	Description
Microphone Mute	Allows you to enable or disable the microphone on the IP phone for Intercom calls made by the originating caller.
Auto Answer	Allows you to enable or disable the IP phone to automatically answer an Intercom call. If auto-answer is enabled on the IP phone, the phone plays a tone (if "Play Warning Tone" is enabled) to alert the user before answering the intercom call. If auto-answer is disabled, the phone rejects the incoming intercom call and sends a busy signal to the caller. Your Administrator can set a time period delay before the phone automatically answers. Contact your System Administrator for more information.
Play Warning Tone	Allows you to enable or disable a warning tone to play when the phone receives an incoming intercom call on an active line.
Allow Barge In	Allows you to enable or disable how the phone handles incoming intercom calls while the phone is on an active call.

Microphone Mute

You can mute or unmute the microphone on the IP phone for intercom calls made by the originating caller. If you want to mute the intercom call, you enable this feature. If you want to unmute (or hear the intercom call), you disable this feature. **"Microphone Mute"** is enabled by default.

Auto-Answer/Play Warning Tone

The auto-answer feature on the IP phone allows you 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 rejects the incoming intercom call and sends a busy signal to the caller. **"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.

Allow Barge In

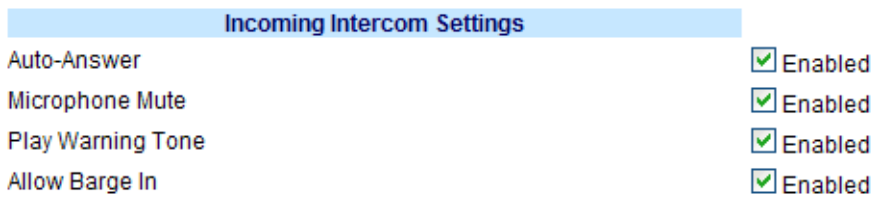
You can configure whether or not the IP phone allows an incoming intercom call to interrupt an active call. The "Allow Barge In" parameter controls this feature. When you enable this parameter, which is the default value, an incoming intercom call takes precedence over any active call, by placing the 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.

Configuring Incoming Intercom Settings

Use the following procedure to configure incoming intercom call settings on the IP phone.



1. Click on **Basic Settings->Preferences->Incoming Intercom Settings**.



2. The "**Auto-Answer**" field is enabled by default. The automatic answering feature is turned on for the IP phone for answering Intercom calls. To disable this field, uncheck the box.

Note:



If the Auto-Answer field is not checked (disabled), the phone rejects the incoming intercom call and sends a busy signal to the caller.

3. The "**Microphone Mute**" field is enabled by default. The microphone is muted on the IP phone for Intercom calls made by the originating caller. To disable this field, uncheck the box.
4. The "**Play Warning Tone**" field is enabled by default. If "Auto-Answer" is enabled, the phone plays a warning tone when it receives in incoming intercom call. To disable this field, uncheck the box.
5. The "**Allow Barge In**" field is enabled by default. If "Allow Barge In" is enabled, the phone puts an active call on hold and answers the incoming Intercom call. To disable this field, uncheck the box.

6. Click **Save Settings**.

Using Redial Key for "Last Number Redial"

The IP phone has an enhanced redial user interface that allows a user to quickly redial the last number that was dialed out from the phone. You can:

- Press the  Key once, scroll the list of numbers, then press the  Key again to dial the number that displays on the screen. The "last number redial" feature for the Redial key is static and is not configurable.

Group RTP Paging *(receives RTP streams)*

You can configure the phone to allow it to receive a Real Time Transport Protocol (RTP) stream from pre-configured multi-cast address(es) without involving SIP signaling. This is called Group Paging on the IP phones. You can specify up to 5 multi-cast addresses that the phone listens for on the network. This feature is configurable using the Aastra Web UI only.

The 6739i 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 dependant on the setting for the "**Allow Barge-In**" parameter. (See "[Allow Barge In](#)" on [page 175](#).) 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. The user has 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.

Configuring Group RTP Paging

Use the following procedure to configure RTP streaming on the receiving end for Paging applications using the Aastra Web UI.



Aastra Web UI

1. Click on **Basic Settings->Preferences->Group Paging RTP Settings**.

Group Paging RTP Settings	
Paging Listen Addresses	239.0.1.15:10000

2. In the "**Paging Listen Addresses**" text box, enter the multicast IP address(es) and port number on which the phone listens for incoming multicast RTP packets.

Enter the IP address in dotted decimal format.

(for example, 239.0.1.15:10000,239.0.1.20:15000)

You can enter up to 5 listening multicast addresses.

If this field is blank, the Paging Listening capability is disabled on the phone.

Notes:

1.Recipient of a Paging call can set a global "Do Not Disturb" (DND) to ignore any incoming pages.

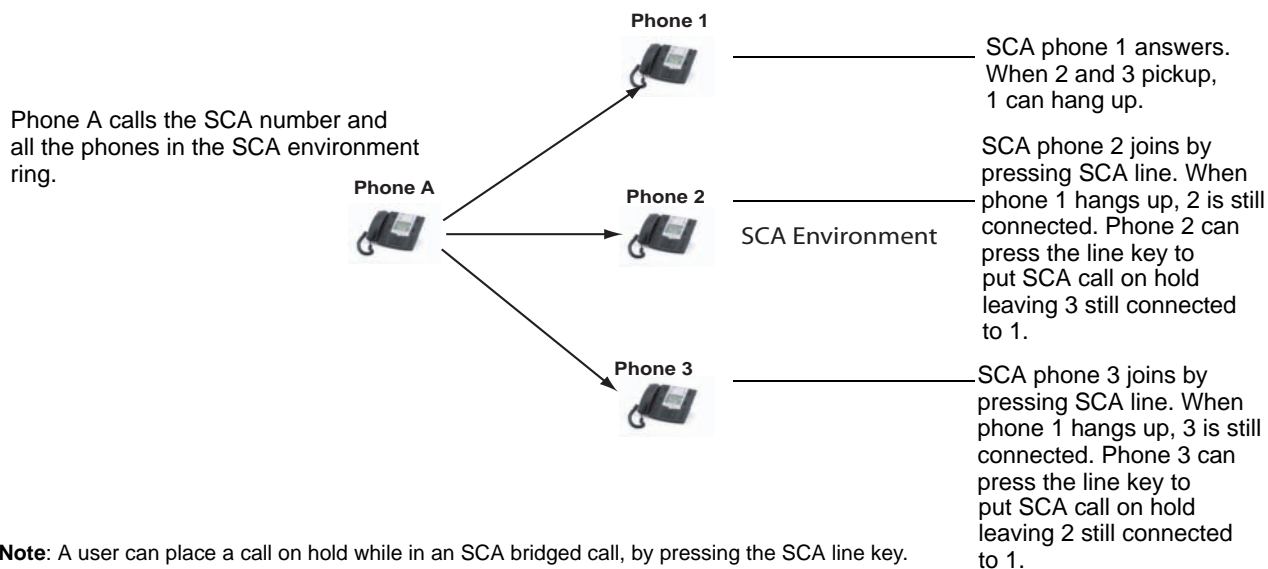
2.For incoming Paging, the phone uses the Intercom configuration settings. The incoming Page is dependant on the "Allow Barge-In" parameter setting and the "Idling/On Call" state.

3. Click **Save Settings**.

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 key on the secretary's phone. Calls can be transferred between two phones with the same extension key 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 pickup 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 Administrator can enable/disable this feature if required. Contact your System Administrator for more information.

Keys States and LED Behaviour

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 behaviour 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 Part7	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	Sold Circle	Solid Red
Progressing (outgoing call)	Empty circle	Solid Red	Sold Circle	Solid Red
Alerting (incoming call)	Empty blinking circle	Flashing Red	N/A	N/A
Active	Empty circle	Solid Red	Sold Circle	Solid Red
Held	Reverse empty blinking circle	Slow Flashing Red	Sold Reverse Circle	Slow Flashing Red
Hold private	Reverse empty blinking circle	Slow Flashing Red	Sold Circle	Solid Red
Bridge-active	Empty circle	Solid Red	Sold Circle	Solid Red
Bridge-held	Reverse empty blinking circle	Slow Flashing Red	Sold Circle	Solid Red

Line key Phone Behaviour

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

Available Features Enabled by Administrators

There are features on your IP Phone that you can use **ONLY** if an Administrator has enabled them on your phone. Those features are described in this section. Contact your System Administrator for more information.

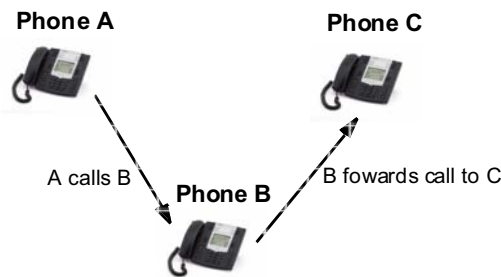
Outgoing Intercom Calls

If your System Administrator configures the outgoing intercom feature on your phone, pressing the **lcom** key allows your phone to find an available line and place an intercom call to a recipient. To use this feature, you must configure an intercom key on your phone. For more information about configuring and using an **lcom** key, see ["Intercom Softkey"](#) on page 117.

Missed Call Summary Subscription

A feature on the IP phones allows missed calls that have been redirected by the server, to be incremented in the missed calls indicator on the phone it was initially directed to. This feature is called the **Missed Call Summary Subscription** and can be configured by your System Administrator. For this feature to work, you must configure voicemail on the phone that the call was initially directed to.

For example, phones A, B, and C are connected to the server. Your Administrator configures the server to direct calls coming into phone B (which has voicemail configured) to be forwarded to phone C. When phone A calls phone B, the server forwards the call to phone C. With the **Missed Call Summary Subscription** enabled, phone B receives notification from the server that the call was forwarded and the missed calls indicator is incremented on phone B. See the illustration below.



Note:

Your System Administrator can configure the **Missed Call Summary Subscription** feature on a global or per-line basis.

Customizable Callers List Key and Services Key

The 6739i IP Phone currently has a Callers List key and a Services key. Your System Administrator can specify an XML URI that creates a custom Callers List and Services application for your phone. When you press the Callers List key or the Services key, the phone accesses a custom XML URI Callers List, or a custom XML URI Service. These services replace the standard functions of the Callers List key and Services key. Contact your System Administrator for more information.

Autodial (Hotline and Warmline)

Your System Administrator can configure an autodial feature on your phone. If autodial is enabled, the phone automatically dials a pre-configured number whenever it is off-hook. Depending on the configuration specified by your Administrator, the Autodial functions as either a "hotline", or as a "warmline," as follows:

- **Hotline:** The IP phone immediately dials a preconfigured number when you lift the handset.
- **Warmline:** The IP phone waits for a specified amount of time after you lift the handset before dialing a preconfigured number. If you do not dial a number within the time allotted, then the IP phone begins to dial the number.

The Autodial feature is available on a global or per-line basis. Contact your System Administrator for more information.

Note:

1. Any speed dial numbers that you configure on your IP phone are not affected by autodial settings.
2. If Autodial is configured on your phone, any lines that function as hotlines do not accept conference calls, transferred calls, and/or intercom calls.

Centralized Conferencing

The 6739i supports centralized conferencing for Sylanro and Broadsoft servers. This feature provides centralized conferencing on the SIP server (versus localized, on the phone). Your System Administrator must enable this feature on your phone before you can use centralized conferencing.

Centralized Conferencing allows you to perform the following:

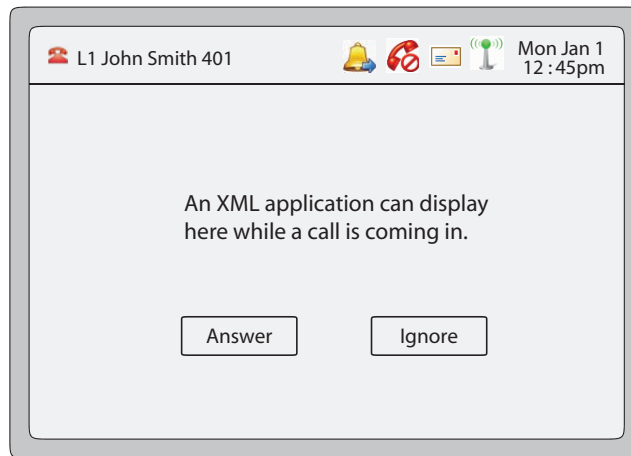
- Conference two active calls together into a conference call.
- When on an active conference call, invite another party into the call.
- Create simultaneous conference calls on the same IP phone (Sylanro servers only). For example, a user at extension 2005 could create two conferences, and put one conference on hold while conversing with the other party:
 - Line 1: conference together extensions 2005, 2010, and 2020.
 - Line 2: conference together extensions 2005, 2011 and 2021.
- Disconnect from an active conference call while allowing the other callers to remain connected.
- Add unlimited number of users to a conference (dependent on the limitations of the server).
- Join two active calls together into a conference.
- Join incoming or outgoing active calls to any existing conference.

Reference

For more information about using Centralized Conferencing, see "[Centralized Conferencing \(for Sylanro and Broadsoft Servers\)](#)" on [page 144](#).

Answer and Ignore Softkeys for XML Applications

If you are accessing XML applications on your phone and a call comes in, your System Administrator can create "**Answer**" and "**Ignore**" keys that you can use to either answer the incoming call, or ignore it.



When the **Ignore** and **Answer** softkeys display, you can press **Answer** softkey to answer the incoming call without disturbing the current XML application. When you answer the call, the Ignore and Answer softkeys disappear from the screen. Pressing the **Ignore** softkey ignores the incoming call without disturbing the current XML application. Contact your System Administrator for more information.

XML Softkey for Special Characters in XML Applications


When using XML applications that require you to enter information such as Email addresses, that require special symbols (for example, the "@" symbol), your System Administrator can create an XML softkey to access these symbols. Pressing the symbol key in an XML application can display a single symbol or a list of symbols from which you can choose the symbol you need. Contact your System Administrator for more information.

Playing a WAV File On Your Phone

If enabled by your Administrator, the 6739i IP Phone can play a WAV file. A WAV file is an audio file format standard for storing an audio bit stream on a system in raw, uncompressed format or compressed format to reduce the file size.

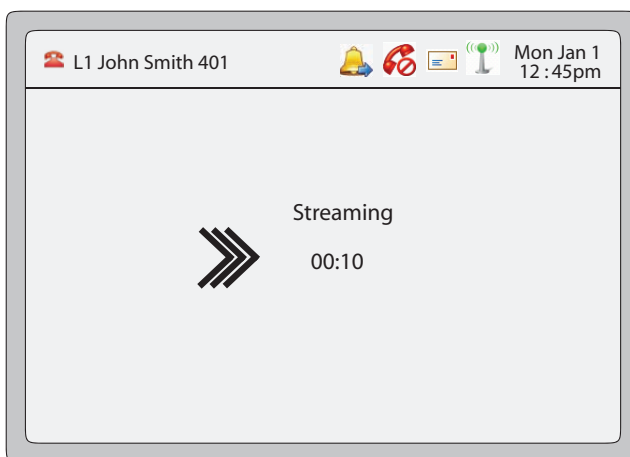
A WAV file is streamed to the phone using the HTTP protocol.

The WAV feature supports the following:

- Streaming of the WAV file to allow it to be locally played
- Allows you to abort the audio streaming by pressing the  Key on the phone.
- Supports the HTTP file download protocol
- Supports the aLaw and uLaw codecs
- Plays the WAV file only if the phone is idle.
- WAV audio file starts only when 4 seconds of the audio data (or the complete file) has been accumulated.
- Follows the standard phone behaviour of speaker/head set/hand set.

IP Phone UI Screen During WAV Streaming

The 6739i screen displays the following during WAV streaming.



To abort the WAV streaming, press any of the following:

-  Key
- **Drop** softkey

You can also place the handset (if in use) on hook.

Using the Keypad During Active XML Applications

If enabled by your Administrator, the 6739i IP Phone can allow you to continue using your keypad keys during active XML applications on your phone. This feature is applicable only when your phone is in the connected state. By default, the phone suppresses dialpad events when an XML object is in focus, so your Administrators must enable the keypad to be used during active XML applications. Contact your System Administrator for more information.

Key Redirection

Conference, Transfer, Redial, Intercom Keys and Voicemail Option

If enabled by your Administrator, the Conference, Transfer, Redial, and Intercom keys, as well as the Voicemail option, can be redirected to XML scripts. This allows the server to provide the phone with Redial, Transfer (Xfer), Conference (Conf), and Intercom (**Icom**) key features, and the Voicemail option feature, rather than accessing them from the phone-side. By default, the server-side keys function the same as the phone-side key features.

Note:

1. Key remapping takes precedence over redirecting.
2. Disabling the redial, conference, or transfer features on the phone also disables the redirection of these keys.

Contact your System Administrator for more information about this feature.

Options Key

If enabled by your Administrator, the Services Menu on the 6739i IP Phone can be redirected to an XML script. This allows the server to provide the phone with available options, rather than accessing them from the phone-side. You access the XML script by selecting the Services Menu. You can still access the Services Menu from the phone-side by pressing and holding the Options key to display the phone-side Services Menu.

IMPORTANT NOTES

- If no Options URI script is configured, the local Options Menu on the phone displays as normal.
- If you configure password access to the Options Menu, this password is required when accessing the local Option Menu, but is not required for the Options Key redirection feature.
- Pressing the Options Menu for redirection from the server does not interfere with normal operations of the phone (for example, pressing the options menu when on a call does not affect the call).
- If the phone is locked, you must unlock the phone before accessing the Options Menu redirect feature. After pressing the Options Key, the phone displays a screen that allows you to unlock the phone before continuing.
- On the 6739i, the redirection feature works after selecting the Services Menu. To display the original Options Menu, press and hold the Options key.

Note:

Contact your System Administrator for more information about this feature.

XML Applications and Off-Hook Interaction

If enabled by your Administrator, the 6739i can be prevented from going into the off-hook/dialing state when the handset is off-hook and the call ends. This feature is disabled by default and must be enabled by your Administrator. The disabled behaviour is as follows:

You are in a call using the handset and the phone displays an XML application. The far-end terminates the call, and a new XML application gets pushed/pulled onto the display. Since the handset is off-hook and in idle mode, the "offhook idle timer" starts. When this timer expires, the phone applies dial tone and moves to the off-hook/dialing state, which then destroys the XML application that was being displayed.

Note:

Contact your System Administrator for more information about this feature.

XML Override for a Locked Phone

The 6739i has a feature that allows a locked phone to be overridden when an XML application is sent to the phone. This feature also allows you to still use softkeys/expansion module keys applicable to the XML application even though the phone is locked. However, any keys NOT associated with the XML application cannot be used when the phone is locked. Also, XML Get Requests override the locked feature on the phone so that any softkey pressed by the user that initiates a Get Request, continues to get sent.

Only a System Administrator can configure the feature of "XML override for a locked phone":

"Hold" Feature Enhancement (for Broadsoft Servers)

The Hold feature allows you to put an active call on "hold," then retrieve the call later. This enhancement is intended for IP phones operating with servers that support RFC3264 (for example, Broadsoft). If a server does not support RFC3264, then the IP phones do not use RFC3264 functionality.

Authentication Support for HTTP/HTTPS Download Methods Used with Broadsoft Client Management System (CMS)

If enabled by an Administrator, the 6739i has authentication support when using HTTP or HTTPS as download protocols (as per RFC 2617). When a phone is connected to a Broadsoft Server using the CMS tool, a LOGIN key displays. Pressing the LOGIN key displays a login screen with Username and Password. Username can be up to 40 characters and Password can be up to 20 characters. A System Administrator can optionally configure a Domain Name to be used as the Username (e.g. username@domain.com). A user can navigate the screen using the navigation keys (arrow keys) on the phone. The screen provides a SUBMIT key for submission of the field information, and a CANCEL key for exiting the login screen. Appropriate messages display if the phone reaches a timeout while trying to connect to the server, or if a Username or Password are incorrect.

Once the login information for a specific user is entered and accepted by the server, the phone reboots and downloads the user profile.

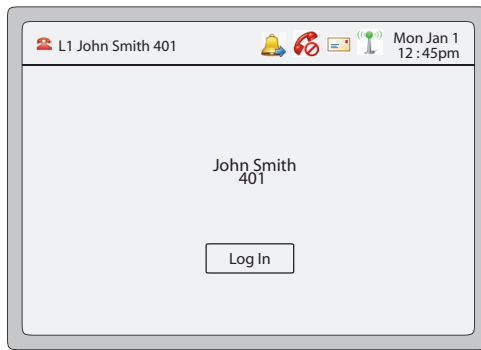
IP Phone UI when Broadsoft CMS is Enabled

When the Broadsoft CMS feature is enabled on the IP Phone, the following screens display:

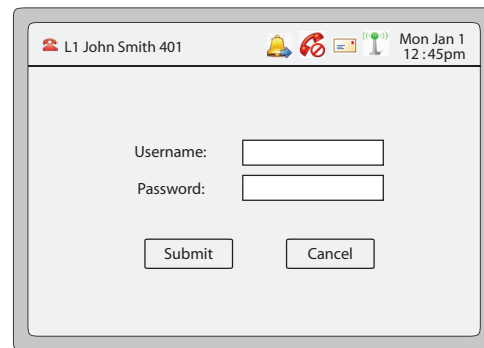
Diverting Calls from Your Phone

Your Administrator can enable/disable a feature on your phone that allows incoming calls to be diverted to another phone if required.

Login Screen



Username/Password Screen



When an outgoing call from your phone is being diverted to another destination (i.e., via call forward), the phone displays the Caller ID (phone number and/or caller name) of the new destination and the reason for the call diversion. Similarly, at the new destination, the Caller ID of the original call destination displays.

Call Diversion Example

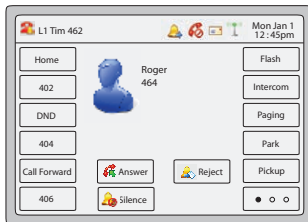
1. Tim calls Mark at x400.
2. Mark's phone is busy.
3. Mark's phone diverts the incoming call to another destination (Roger @ x 464).
4. Tim's phone displays name and extension of where the call is being diverted to and reason for diverting the call. The screen scrolls between Screen 1 and Screen 2.
5. Roger's phone accepts the call and displays the name and number of the phone the incoming call (Tim) and the name (or number) of the original destination (Mark). The screens scroll between Screen 1 and Screen 2.

See examples of the phones' LCD below.

The diversion LCD screens scroll every 3 seconds.

Tim's Phone @ x462

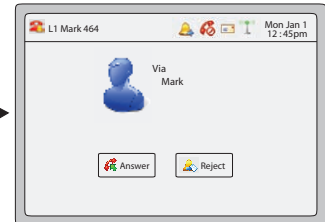
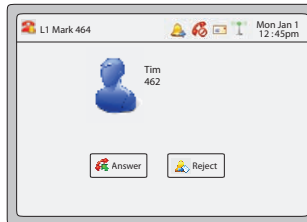
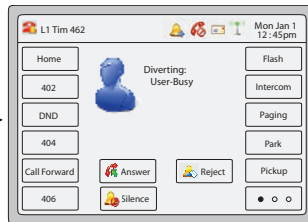
Tim @ 463 calls Mark's phone which is busy and diverts to Roger.



diverted to

Roger's Phone @ x464

Roger @ 464 receives the incoming call from Tim diverted from Mark

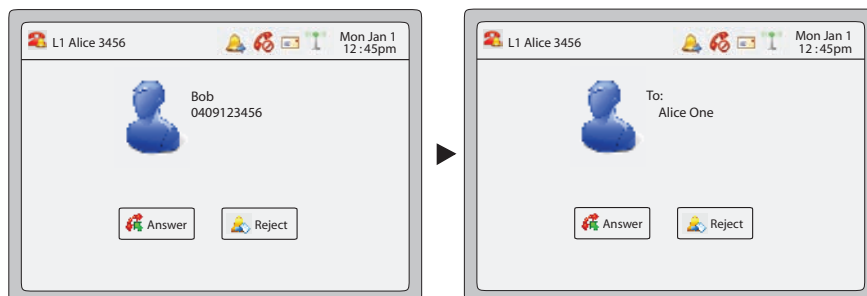


To enable this call diverting feature, contact your System Administrator.

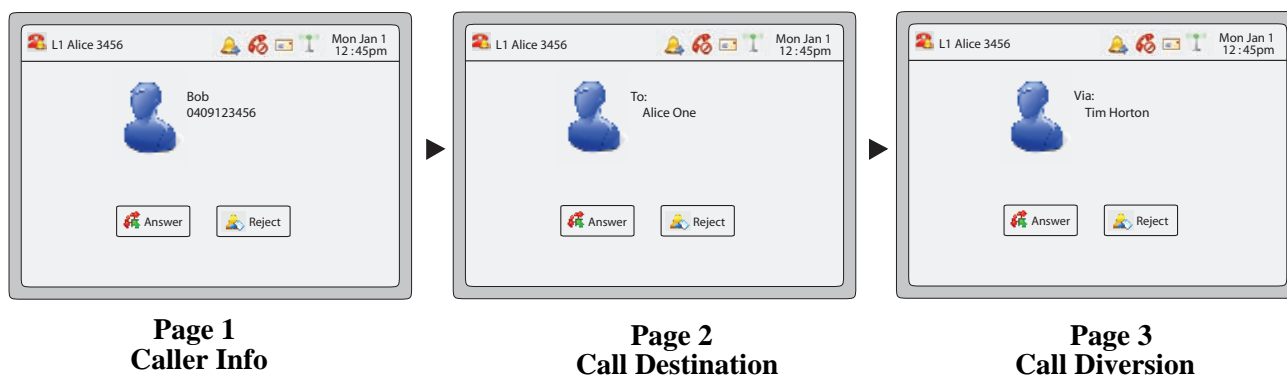
Display of Call Destination Information

By default, your phone displays call destination information if your phone is configured to forward calls to other destinations. The call destination information displays on multiple screens that scroll every 3 seconds. The following example shows call destination information on the 6739i IP Phone.

Call Destination Information



Since Call Diversion is enabled on the phone by default, the following example shows the behaviour when call destination is also enabled.



Note:
 When both call diversion and call destination are enabled, the information displays to the phone's screens in the following order:
Screen 1 Caller info
Screen 2 Call destination
Screen 3 Call diversion

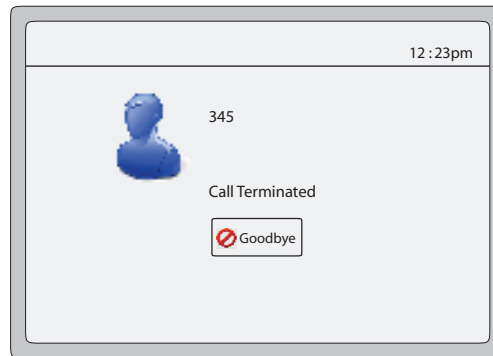
If your phone does not display call destination information, your System Administrator may have disabled this feature. Contact your System Administrator for more information.

Indication of Terminated Calls

An Administrator can configure your phone to display a disconnected screen (“Call Terminated”) when the far-end hangs up. An audible busy signal is also heard on the phone. The configuration of this feature can also include the maximum time interval that the busy signal is audible. Contact your System Administrator for more information.

The following is the call terminated screen that displays on the 6739i if this feature is enabled on your phone.

6739i Call Terminated Screen



The following table identifies when a call terminated screen displays on the phone for different scenarios.

IF	THEN
1 line active and far-end disconnects,	the line in focus: <ul style="list-style-type: none"> displays disconnected screen. plays busy tone. displays "Call Terminated" message on the screen. the line not in focus: <ul style="list-style-type: none"> plays busy tone.
2 or more lines active, and far-end disconnects,	the line in focus: <ul style="list-style-type: none"> displays disconnected screen. plays busy tone. displays "Call Terminated" message on the screen for 5 seconds. When 5 second times out: <ul style="list-style-type: none"> the busy tone stops the disconnected screen disappears.
2 or more lines active, and a line NOT in focus is disconnected by the far-end,	<ul style="list-style-type: none"> no busy tone plays no disconnected screen displays no "Call Terminated" message displays
An incoming call comes in on the line in focus that has a disconnected screen displaying,	<ul style="list-style-type: none"> the line in focus with no calls on hold: <ul style="list-style-type: none"> displays a ringing screen the line in focus WITH calls on hold: <ul style="list-style-type: none"> flashes its' Line LED
An incoming call comes in on another line (NOT in focus), and the disconnected screen is displaying on the line in focus,	<ul style="list-style-type: none"> the disconnected screen no longer displays on the line in focus.
A phone application is NOT in focus,	<ul style="list-style-type: none"> busy tone plays no disconnected screen displays When the phone application in focus on screen stops: <ul style="list-style-type: none"> busy tone plays disconnected screen displays

Note:

This "indication of terminated calls" feature does not affect parked calls on the phone or the conference call feature.

The following procedure describes how to handle the disconnected screens on your phone.



IP Phone UI

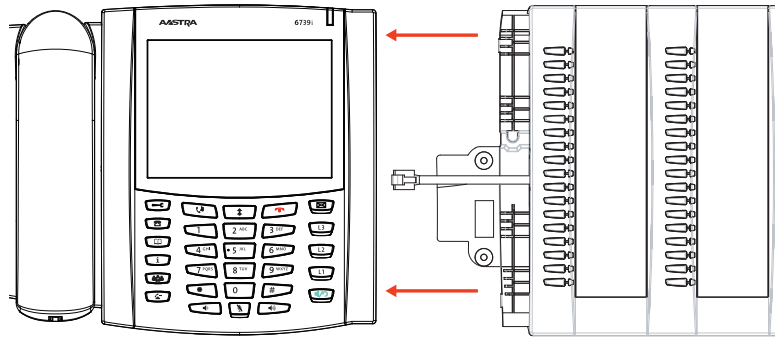
For all phones:

- Press the **Goodbye** key.
The busy tone stops and the disconnected screen no longer displays.
or
Select any **Line** key.
The busy tone stops and the disconnected screen no longer displays.
A dial screen displays.

Model M670i and M675i Expansion Modules

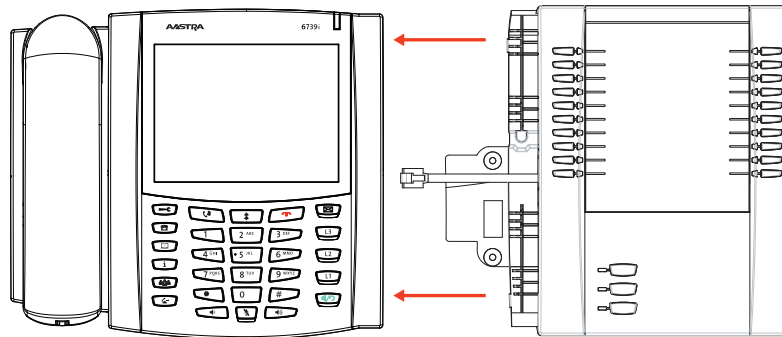
The 6739i IP Phone offers optional M670i and M675i Expansion Modules that attach to the right side of the phone to provide additional softkeys.

Model M670i



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

Model M675i



The M675i provides 10 softkeys in each column (totalling 20 keys) on the keypad. The M675i also provides 3 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 (totalling 60 softkeys). Each key provides an LED for indicating call status. The M675i provides an LCD for displaying key labels.

Reference

For more information about using the M675i with your phone, see ["Using the Expansion Modules"](#) on page 191.

The Expansion Module keys support all of the same softkey functions as the phone. You can configure the keys using the Aastra Web UI at the path, **Operation->Expansion Module <N>** when an Expansion Module is attached to the 6739i IP Phone.

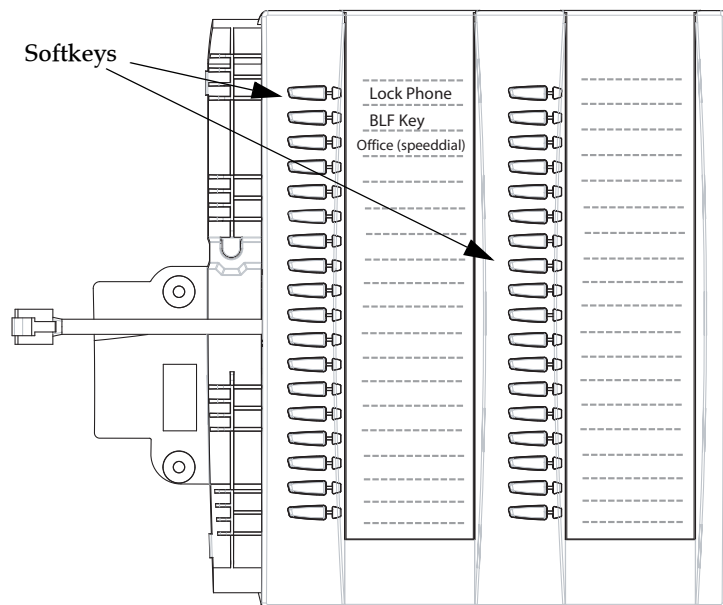
Reference

For more information about configuring the expansion module keys with softkey functions, see ["Softkeys"](#) on page 82.

Using the Expansion Modules

M670i Expansion Module

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.



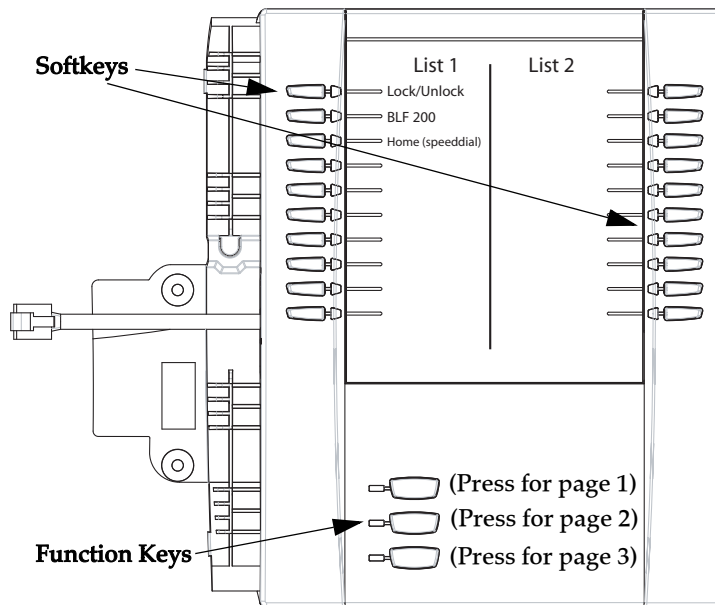
M675i Expansion Module

The M675i Expansion Module screen displays softkeys in column format. The function keys on the bottom left of the Module allow you to display 3 full screens of softkeys. Each screen consists of 2 columns with the following default headings on each page:

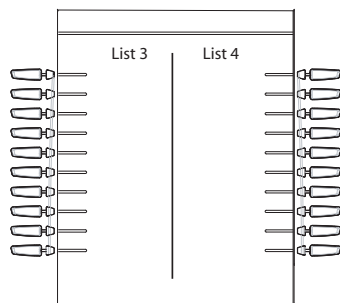
Page 1 - "List 1" and "List 2"

Page 2 - "List 3" and "List 4"

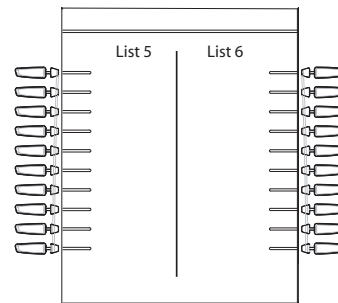
Page 3 - "List 5" and "List 6".



Page 1 Screen



Page 2 Screen



Page 3 Screen

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

Reference




For more information about installing M670i and M675i modules on your phone, see the **Aastra 6739i SIP IP Phone Installation Guide.**

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 *Aastra 6739i Installation Guide* for details.

Why is my speakerphone not working?

If you press the  key 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 **“Audio”** on [page 55](#) 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 *Aastra 6739i Installation Guide* provided with your phone.

Why doesn't my phone ring?

!!!DO NOT USE!!! (Paragraph separator) Check the ring volume on your phone. It may be turned down or turned off. To adjust the ringer volume setting, press the volume key when the phone is on-hook and idle. For more information, refer to the **“Adjusting Volume section”** in the *Aastra 6739i 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 *Aastra 6739i Installation Guide* for information.

What are services, and how do I use them?

Services on the IP phone include:

- XML Applications (if enabled by your System Administrator)
- Call Forward
- Do Not Disturb (DND)

See the section, **“Services Key”** on [page 45](#) more information about the options available under “Services”.

How do I find the IP address of my phone?

Instructions on where to find the IP address of your phone can be found in this guide in the section, **“Finding your phone's IP Address.”** on [page 19](#).

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.

How do I change my user password?

You can change the user password from the Aastra Web UI. For information about changing your password, see ["Password"](#) on [page 128](#).

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.

How do I restart the IP phone?

You may want to restart your phone to check for updates on the server, or to apply specific settings to your phone that need a reboot. 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 behaviour. For more information about restarting your phone, see ["Restart"](#) on [page 130](#).

Limited Warranty

Aastra Telecom warrants this product against defects and malfunctions during a one (1) year period from the date of original purchase. If there is a defect or malfunction, Aastra Telecom shall, at its option, and as the exclusive remedy, either repair or replace the telephone set 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 telephone set, it may be replaced with a refurbished telephone of the same design and color. If it should become necessary to repair or replace a defective or malfunctioning telephone set under this warranty, the provisions of this warranty shall apply to the repaired or replaced telephone set 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 set, or until the end of the original warranty period, whichever is later. Proof of the original purchase date is to be provided with all telephone sets returned for warranty repairs.

Exclusions

Aastra Telecom does not warrant its telephone sets 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 telephone is in your possession.

Aastra Telecom 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 customers use of or inability to use this telephone, 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 telephones used or bought for use primarily for personal, family or household purposes.

This warranty sets forth the entire liability and obligations of Aastra Telecom 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 set 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 telephone for warranty service, you must present proof of purchase.

After Warranty Service

Aastra Telecom offers ongoing repair and support for this product. This service provides repair or replacement of your Aastra Telecom product, at Aastra Telecom'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 h 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.

Appendix A - Time Zone Codes

The following table identifies the time zone name and time zone code to use on the IP phone.

Time Zone Name/Time Zone Code Table

Time Zone Name	Time Zone Code
AD-Andorra	CET
AE - Dubai	GST
AG-Antigua	AST
AI-Anguilla	AST
AL-Tirane	CET
AN-Curacao	AST
AR-Buenos Aires	ART
AS-Pago Pago	BST
AT-Vienna	CET
AU-Lord Howe	LHS
AU-Tasmania	EST
AU-Melbourne	EST
AU-Sydney	EST
AU-Broken Hill	CST
AU-Brisbane	EST
AU-Lindeman	EST
AU-Adelaide	CST
AU-Darwin	CST
AU-Perth	WST
AW-Aruba	AST
AZ - Baku	AZT
BA-Sarajevo	EET
BB-Barbados	AST
BE-Brussels	CET
BG-Sofia	EET
BM-Bermuda	AST
BO-La Paz	BOT
BR-Noronha	FNT
BR-Belem	BRT
BR-Fortaleza	BRT
BR-Recife	BRT
BR-Araguaina	BRS
BR-Maceio	BRT
BR-Sao Paulo	BRS
BR-Cuiaba	AMS
BR-Porto Velho	AMT
BR-Boa Vista	AMT
BR-Manaus	AMT
BR-Eirunepe	ACT
BR-Rio Branco	ACT
BS-Nassau	EST
BY-Minsk	EET
BZ-Belize	CST

Time Zone Name	Time Zone Code
CA-Newfoundland	NST
CA-Atlantic	AST
CA-Eastern	EST
CA-Saskatchewan	EST
CA-Central	CST
CA-Mountain	MST
CA-Pacific	PST
CA-Yukon	PST
CH-Zurich	CET
CK-Rarotonga	CKS
CL-Santiago	CLS
CL-Easter	EAS
CN-China	CST
CO-Bogota	COS
CR-Costa Rica	CST
CU-Havana	CST
CY-Nicosia	EES
CZ-Prague	CET
DE-Berlin	CET
DK-Copenhagen	CET
DM-Dominica	AST
DO-Santo Domingo	AST
EE-Tallinn	EET
ES-Madrid	CET
ES-Canary	WET
FI-Helsinki	EET
FJ-Fiji	NZT
FK-Stanley	FKS
FO-Faeroe	WET
FR-Paris	CET
GB-London	GMT
GB-Belfast	GMT
GD-Grenada	AST
GE - Tbilisi	GET
GF-Cayenne	GFT
GI-Gibraltar	CET
GP-Guadeloupe	AST
GR-Athens	EET
GS-South Georgia	GST
GT-Guatemala	CST
GU-Guam	CST
GY-Guyana	GYT
HK-Hong Kong	HKS
HN-Tegucigalpa	CST
HR-Zagreb	CET
HT-Port-au-Prince	EST
HU-Budapest	CET
IE-Dublin	GMT
IS-Reykjavik	GMT
IT-Rome	CET
JM-Jamaica	EST
JP-Tokyo	JST
KY-Cayman	EST
LC-St Lucia	AST
LI-Vaduz	CET
LT-Vilnius	EET
LU-Luxembourg	CET
LV-Riga	EET

Time Zone Name	Time Zone Code
MC-Monaco	CET
MD-Chisinau	EET
MK-Skopje	CET
MQ-Martinique	AST
MS-Montserrat	AST
MT-Malta	CET
MU - Mauritius	MUT
MX-Mexico City	CST
MX-Cancun	CST
MX-Merida	CST
MX-Monterrey	CST
MX-Mazatlan	MST
MX-Chihuahua	MST
MX-Hermosillo	MST
MX-Tijuana	PST
NI-Managua	CST
NL-Amsterdam	CET
NO-Oslo	CET
NR-Nauru	NRT
NU-Niue	NUT
NZ-Auckland	NZS
NZ-Chatham	CHA
OM - Muscat	GST
PA-Panama	EST
PE-Lima	PES
PL-Warsaw	CET
PR-Puerto Rico	AST
PT-Lisbon	WET
PT-Madeira	WET
PT-Azores	AZO
PY-Asuncion	PYS
RO-Bucharest	EET
RU-Kaliningrad	EET
RU-Moscow	MSK
RU-Samara	SAM
RU-Yekaterinburg	YEK
RU-Omsk	OMS
RU-Novosibirsk	NOV
RU-Krasnoyarsk	KRA
RU-Irkutsk	IRK
RU-Yakutsk	YAK
RU-Vladivostok	VLA
RU-Sakhalin	SAK
RU-Magadan	MAG
RU-Kamchatka	PET
RU-Anadyr	ANA
SE-Stockholm	CET
SG-Singapore	SGT
SI-Ljubljana	CET
SK-Bratislava	CET
SM-San Marino	CET
SR-Paramaribo	SRT
SV-El Salvador	CST
TR-Istanbul	EET
TT-Port of Spain	AST
TW-Taipei	CST

Time Zone Name	Time Zone Code
UA-Kiev	EET
US-Eastern	EST
US-Central	CST
US-Mountain	MST
US-Pacific	PST
US-Alaska	AKS
US-Aleutian	HAS
US-Hawaii	HST
UY-Montevideo	UYS
VA-Vatican	CET
YU-Belgrade	CET

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