VoIP
Quick Start Guide
Please note that, at the University of Minnesota, the symbols indicated for each key have been replaced with the name of each key.

**Key Descriptions**

<table>
<thead>
<tr>
<th>Keys</th>
<th>Key Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>![Phone Icon]</td>
<td><strong>Goodbye key</strong> - Ends an active call. The Goodbye key also exits an open list, such as the Options List, without saving changes.</td>
</tr>
<tr>
<td>![Key Icon]</td>
<td><strong>Options key</strong> - 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.</td>
</tr>
<tr>
<td>![Speakerphone Icon]</td>
<td><strong>Hold key</strong> - Places an active call on hold. To retrieve a held call, press the call appearance button beside the light that is flashing.</td>
</tr>
<tr>
<td>![Redial Icon]</td>
<td><strong>Redial key</strong> - Redials up to 100 previously dialed numbers. Pressing the Redial key twice simultaneously redials the last dialed number.</td>
</tr>
<tr>
<td>![Volume Control Icon]</td>
<td><strong>Volume control key</strong> - Adjusts the volume for the handset, headset, ringer, and handsfree speaker. See &quot;Adjusting the Volume&quot; on page 18 for more information.</td>
</tr>
<tr>
<td>![Line/Call Appearance Icon]</td>
<td><strong>Line/Call Appearance key</strong> - Connects you to a line or call. The Aastra 6757i IP phone supports up to 4 line keys.</td>
</tr>
<tr>
<td>![Handsfree Icon]</td>
<td><strong>Handsfree key</strong> - 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. See &quot;Customizing your phone&quot; on page 15 for more information.</td>
</tr>
<tr>
<td>![Mute Icon]</td>
<td><strong>Mute key</strong> - Mutes the microphone so that your caller cannot hear you (the light indicator flashes when the microphone is on mute).</td>
</tr>
<tr>
<td>Keys</td>
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</tr>
<tr>
<td>------</td>
<td>----------------</td>
</tr>
<tr>
<td><img src="image" alt="Navigation keys" /></td>
<td><strong>Navigation keys</strong> - Pressing the UP and DOWN arrow keys lets you view different status and text messages on the LCD display (if there is more than 1 line of status/text messages). These buttons also let you scroll through menu selections, such as the Options List. Pressing the LEFT and RIGHT arrow keys lets you view the different line/call appearances. While in the Options List, these keys allow you to exit or enter the current option. When you are editing entries on the display, pressing the LEFT arrow key erases the character on the left, pressing the RIGHT arrow key sets the option.</td>
</tr>
</tbody>
</table>
| ![Softkeys](image) | **Softkeys** - 12 softkeys on the 6757i IP Phone. - 6 Top Keys: programmable static softkeys (up to 10 programmable functions) - 6 Bottom Keys: programmable state-based softkeys (up to 20 programmable functions) These keys also perform as follows:  
  - **Callers list key** - Accesses the last 200 calls received.  
  - **Conference key** - Begins a conference call with the active call.  
  - **Xfer Key** - Transfers the active call to another number.  
  - **Directory Key** - Displays up to 200 names and phone numbers (stored in alphabetical order)  

*Note:* For more information about programming the softkeys to perform specific functions, see the *Aastra Model 6757i User Guide.* |
**ANSWER A CALL**

To **ANSWER** a ringing line, simply pick up the handset or press the speaker button.

To **HANG UP** from an active call, you may replace the handset in its cradle or press the Goodbye (Hangup) key.

**PLACE A CALL**

Get an internal dial tone by removing the handset from its cradle or pressing the speaker key.

If you are calling a number within the University telephone system, you may place the call by simply dialing the last five digits of the telephone number. Telephone numbers within the University system begin with:

- 612-624-XXXX;
- 612-625-XXXX;
- 612-626-XXXX;
- 612-627-0XXX (probably a University Centrex number);
- 612-627-1XXX (probably a University Centrex number);
- 612-627-4XXX (probably a University Centrex number);
- 612-627-6XXX (probably a University Centrex number) and
- 612-301-XXXX.

If you are calling a number outside of the University telephone system, dial an “8” (you will not hear an “outside” dial tone) and then dial the telephone number. You do not need to dial a “1” at the beginning of a long distance number.

*(A busy line will return a slow busy signal to you. If you receive a faster than normal busy signal, all facilities carrying calls outside of the University, or all lines in the area of the call’s destination may be busy and you should try your call at another time. If you are certain of the number you are calling, and certain that you have dialed*
correctly at several different times, and still receive a fast busy signal, call 1-HELP and report the number you are calling and the times at which you attempted the call.)

**HOLD**

Place a call on HOLD:

1. From a conversation, press the HOLD key.
2. The line/call appearance light will flash slowly.

Return to a call that is on HOLD:

Press the line key.

**TRANSFER**

1. During the call press the TRANSFER softkey.
2. Announce the call.
3. Press the TRANSFER key again.
4. Hang up.

*A softkey is a button alongside the display. The button label is shown on the display screen.*

**Note that some phone models do not have softkeys. On these phones, check for a TRANSFER button among the programmable keys, which are blank buttons, with labels printed alongside.*

**CONFERENCE (3 WAY)**

1. During a call, press the CONFERENCE softkey (see above notes).
2. Call the third party and announce the conference.
3. Press the CONFERENCE softkey again.
4. All three parties will be connected in a conference.
CALL WAITING

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>While on one call, a second call rings in to your phone.</td>
<td>• You hear one beep.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• The display tells you the name and number of the second caller and the line/call appearance key number.</td>
</tr>
<tr>
<td>2.</td>
<td>To answer the second call:</td>
<td>• The first caller is placed on hold.</td>
</tr>
<tr>
<td></td>
<td>• Press the Answer softkey for the second call.</td>
<td>• You are connected to the second caller.</td>
</tr>
<tr>
<td></td>
<td><strong>Or</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Press the Line key of the second call.</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Note</strong></td>
<td>If you already have a call on hold when the second call rings in, the second call goes directly to voicemail.</td>
</tr>
</tbody>
</table>

REDIAL

To REDIAL the last call you placed:

1. Lift the handset and press the REDIAL button.
2. The last number you dialed will be displayed.
3. Press the REDIAL button again to place the call.

REDIAL LIST

You may REDIAL calls from a REDIAL LIST (previous calls):

1. Press the REDIAL button while the handset is down (on hook).
2. Use the up and down arrow keys beneath the display to scroll through the REDIAL LIST.
3. When the number you wish to call is displayed, press the REDIAL button again and the displayed number will be called. For phone numbers outside of the University, you will need to select the “edit number” and insert an 8 to place the call.
4. You may pick up the handset at this point.
CALL PARK

(A system type of HOLD that allows the held call to be picked up (answered) from any other phone in the system.)

To PARK a call:

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
<th>Result</th>
</tr>
</thead>
</table>
| 1.   | From a connected call:  
      | Press the Call Park key.                                               | • You hear the Park number and then silence.  
      |                           | • The call is parked and you can place and receive calls.              |
|      | **Note**                                                              |                                                                        |
|      | To hear the number *repeated*, immediately press the Call Park key again  |                                                                        |
| 2.   | Write down the Park number.                                            |                                                                        |
| 3.   | • Hang up the handset.                                                 |                                                                        |
|      | Or                                                                     |                                                                        |
|      | • Press the Goodbye key.                                               |                                                                        |

To retrieve a PARKED call:

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
<th>Result</th>
</tr>
</thead>
</table>
| 1.   | From any phone on the system:  
      | • Lift the handset.           | Hear dial tone.                                                        |
|      | Or                               |                                                                        |
|      | • Press the Speaker key.        |                                                                        |
| 2.   | Dial the Call Park number.      | • No ringing is heard.                                                |
|      |                                  | • You are immediately connected to the calling party.                  |
CALL PICKUP (GROUP)

You may pick up ringing calls to another phone in your preprogrammed CALL PICKUP GROUP.

1. When another phone within your preprogrammed CALL PICKUP GROUP is ringing, lift your handset.
2. Press the CALL PICKUP button (softkey or programmable key.)
3. You are immediately connected. You will not hear a ring or a beep.

*To display the CALL PICKUP softkey, you may have to press the MORE softkey first.

CALL PICKUP (DIRECTED)

You may pick up ringing calls at any phone.

1. When another phone outside of your CALL PICKUP GROUP is ringing, lift your handset.
2. Press the CALL PICKUP button (softkey or programmable key.)
3. Dial the extension of the ringing phone.
4. You are immediately connected. You will not hear a ring or a beep.

*To display the CALL PICKUP softkey, you may have to press the MORE softkey first.

There are a number of PREFERENCES that may be set for each phone. Most of these have been set by OIT before your telephone was installed. They may be reset, though this is not recommended. Please refer to your complete Aastra Telephone Guide for information about resetting your PREFERENCES and for ADVANCED FEATURES instructions. The guide is found by going to http://www.oit.umn.edu/voice-services/, clicking on Telephone Guides (left menu) and then scrolling down the page to the phone that looks like yours (53i, 55i or 57i).
USING A HEADSET WITH YOUR TELEPHONE

Your Aastra VoIP phone accepts headsets through the modular jack on the back of the phone. The audio mode option (Options key) provides different combinations of these three methods to provide maximum flexibility in handling calls. A non-amplified headset is required. Customers should read and observe all safety recommendations contained in headset operating guides when using any headset.

Note: For best headset performance, Aastra recommends non-amplified headset equipped with modular connector.

MAKING AND RECEIVING CALLS USING A HEADSET

1. Ensure that you have selected a headset audio mode by accessing the Options menu.
2. Plug the headset into jack.
3. Press the Speaker/Headset key to obtain dial tone or answer an incoming call.  
   *Depending on the audio mode selected from the Options menu, dial tone or an incoming call will be received on either the headset or the handsfree speakerphone.*
4. Press the Goodbye key to end the call.
Things to know:

Your System Administrator is 1-HELP. When this guide asks you to check with your System Administrator, please call 1-HELP (1-4357).

1-HELP may ask you for your phone’s IP and MAC addresses. To find these, press the Options key (on the left). Then press 2 for Phone Status, followed by 1 for IP & MAC Addresses. After making a note of these, press Done to return your phone to its resting state.

It is not recommended that you make changes to your phone’s settings. You may, however, find it necessary to change the display lighting or ringtone. If so, press the Options key, they 1 for Preferences. Select the setting you wish to change and follow the screen instructions.

Softkeys: When you pick up the handset or press the speaker button (go on line), the softkey labels will change to features that are associated with a call that is in progress. When you hang up, the softkey labels will return to those displayed when the phone is at rest.

Example: The transfer softkey (Xfer) label will only show up when a call is in progress (the handset is picked up or the speaker button has been pressed).

For more detailed instructions for Preferences, Speed Dial Lists, Caller Lists and the Missed Calls Indicator, please refer to the Aastra VoIP User Guide found at http://www.oit.umn.edu/voice-services/telephone-guides/index.htm (select phone type).