

# User Guide



Third Edition  
2816-003  
Firmware 3.3

## Aastra® 6731i IP Phone Pointspan SPN

**AASTRA®**



## **3rd Edition (August 8, 2012)**

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Address any reader comments to:

Aastra USA Inc.  
Technical Publications Manager  
2811 Internet Boulevard  
Frisco, TX 75034-1851

You may also send email to [techpubs@aastrausa.com](mailto:techpubs@aastrausa.com)

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**Revision History**

The following represents the revision history of this publication:

Revision Number	Date Completed	Point of Contact	Description
003	08/23/12	Bev Marsh	<ul style="list-style-type: none"> <li>• Updates for phone firmware 3.2 and 3.3</li> <li>• New Feature – Direct Voice Mail Transfer (VMTR)</li> </ul>
002	04/11	Bev Marsh	<ul style="list-style-type: none"> <li>• Intercom</li> <li>• Hotline</li> <li>• Call Mark</li> </ul>
001	04/09	Bev Marsh	Initial release of this publication.



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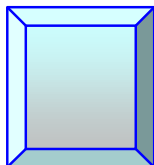
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## About This Publication

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### Overview

This guide explains how to use the features of the 6731i SIP IP phone. The features assigned to your phone were chosen by your system administrator according to the requirements of your organization; therefore, you may not have access to all the features presented in this document.

### Audience

This publication is intended for any user of the 6731i IP phone.

### Terms and Definitions

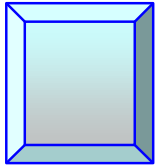
Term	Definition
IP	Internet Protocol (IP) is a data-oriented protocol used for communicating data across a packet-switched network.
IP Address	An identifier for a computer or device on a TCP/IP network. Networks using the TCP/IP protocol route messages based on the IP address of the destination. The format of an IP address is a 32-bit numeric address written as four numbers separated by periods. Each number can be zero to 255.
MAC Address – Media Access Control	A number located on the white sticker on the bottom of the phone that serves as a name for each phone.
SIP – Session Initiation Protocol	The protocol for VOIP and other text and multimedia sessions, such as instant messaging, video, online games and other services.
VoIP – Voice Over IP	A technology that allows you to make telephone calls using a broadband Internet connection instead of a regular (or analog) phone line.

### References

The following publications provide additional information for the 6731i IP phone.

Title	Description
Aastra Model 6731i Installation Guide	Installation and set-up instructions, general features and functions, and basic options list customization. This publication is included with the telephone.





## Chapter 1 Introduction

---

### Overview

The 6731i IP telephone provides communications over an IP Network using the SIP IP telephony protocol. The 6731i has all the features of a regular business phone.

### The Aastra 6731i IP Phone



Figure 1 The 6731i IP Phone

## Phone Features

- 3-line LCD screen.
- 2 line appearance keys (L1 – L2) with corresponding status lamps.
- Press-and-hold speeddial key configuration feature
- 8 top programmable hard keys with status lamps.
- Supports up to 6 call lines.
- Full-duplex speaker for hands-free calls.
- Headset/headset modular connector.
- Built-in-two-port, 10/100 Ethernet switch allowing you to share a connection with your computer.

## General Requirements


The 6731i requires the following environment:

- A SIP-based IP PBX system or network installed and running with a SIP account created for the 6731i.
- Access to a Trivial File Transfer Protocol (TFTP) server.
- Ethernet/Fast Ethernet LAN (10/100mb).
- Category 5/5e straight through cabling.
- Power Options:
  - Power over Ethernet (PoE) 802.3af.
  - Inline power injector – An optional accessory necessary only if your network provides no inline power.
  - AC power adapter, included with the phone.

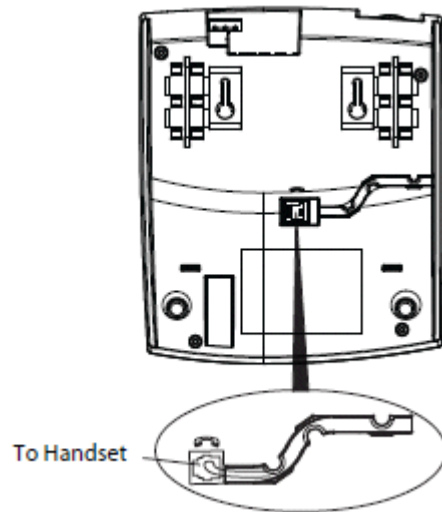
## Handset/Headset Connection

### Note

The 6731i supports a handset or headset using the same jack. Both a handset and a headset cannot be connected at the same time.

Turn the phone over and locate the handset jack marked . Insert one end of handset or headset cord into the jack until it clicks into place. Then route the cord through the groove as shown in the illustration below.





**Figure 2 6731i Handset and Headset Connection Diagram**

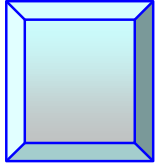
### **Recommended Headsets**

- GN: 2110ST, 2120NC, 2127, 9120, 9120NC, GN9350
- Plantronics: H251N, HW251, P251-U10P, CS70N, 510SL
- Sennheiser: SH330

### **Note**

Some models require a Modular Amplifier.





## Chapter 2 Getting Started

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### Installation and Setup

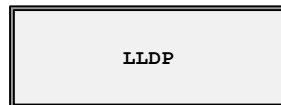
If your system administrator has not already setup your 6731i, please refer to the Aastra Model 6731i Installation Guide for basic installation information.

#### Note

- Your system or network administrator manages the configuration and updates for the IP phones on the configuration server.
- New updates to your phone can be automatically scheduled from the server by your system administrator. Automatic updates are scheduled during non-business hours or slow call periods.

### Startup Sequence

The 6731i automatically begins the startup sequence as soon as it is connected. The phone goes through this process the first time you plug in your phone and every time you restart your phone. The following screens display:

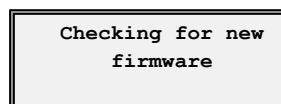
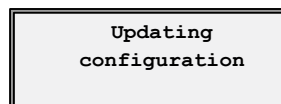


#### Note

Other startup screens will only appear the first time you connect your phone, or if your phone has been set back to factory defaults.

### Configuration and Updates

The 6731i then checks settings and looks for new configuration and firmware updates on the configuration server. If a new update is found, the phone displays the update it is installing (either "Updating Config" or "New Firmware"). This process could take a few moments while the configuration server downloads the latest updates.

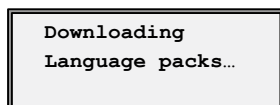




Do not unplug or remove power from the phone while it is restarting.

### Language Packs

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



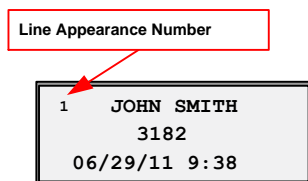
### Configuration Complete

When the configuration update is complete, the phone displays the following screens:



### Idle State Display

The idle state screen displays when your 6731i startup process is completed.



### Incomplete Configuration

If your phone displays an "**Incomplete Config**" message without any extension or user name at the end of the start-up sequence instead of an Idle state screen, this indicates the phone configuration that was downloaded from the configuration server is not complete or correct. Contact your System Administrator for assistance.

### No Service Message

See [Appendix A, No Service](#) for information.

### Network Disconnected





See [Appendix A, Network Disconnected](#) for information.











## 6731i Keys and Functions



Figure 3 6731i Keys and Functions

### Key Description

Key	Description
	Controls the Hold feature.
	<ul style="list-style-type: none"> <li>Accesses the Redial list of to 100 previously dialed numbers.</li> <li>Controls the Last Number Redial feature.</li> </ul>
	<ul style="list-style-type: none"> <li>Ends an active call</li> <li>Exits an open list, such as the Options List, without saving changes.</li> </ul>
	Accesses a list of options that customize your phone.

Key	Description
	Accesses the Callers List containing the last 200 calls received.
	Begins a conference call with the active call.
	Transfers the active call to another number.
 	2 line appearance hard keys that connect you to a line or call.
	Activates the Speaker or Headset depending on audio mode.
	Mutes the microphone so that your caller cannot hear you. The lamp indicator flashes when the microphone is on mute.
	Adjusts the volume for the handset, headset, ringer, and speaker.
	<p>Navigation keys:</p> <p>Up and Down arrows (▲ or ▼):</p> <ul style="list-style-type: none"> <li>• Allow you to view status and text messages on the display if the message consists of more than one line.</li> <li>• Allow you to scroll through menu selections, such as the Options List.</li> </ul> <p>Right and Left arrows (◀ and ▶):</p> <ul style="list-style-type: none"> <li>• Allow you to view line appearances.</li> <li>• Allow you to exit and enter a specific option in the Options list.</li> <li>• If editing entries on the display, the LEFT arrow key erases the character on the left and the RIGHT arrow key sets (saves) the option.</li> </ul>
	The 6731i has 8 programmable hard keys.

## Features and Key Labels

Programmable hard keys are configured by the system administrator according to the requirements of your organization. You may or may not have some of the features listed in the table below.

Key Name	Key Label	Description
<a href="#">Line Appearances</a>	<b>N.A.</b>	Line appearances.
<a href="#">Conference</a>	<b>Conf</b>	Used to establish a 3-way conference.
<a href="#">Transfer</a>	<b>Xfer</b>	Used to transfer a call to another party.
<a href="#">Call Forward</a>	<b>Forward</b>	Forwards your calls to another phone.
<a href="#">Call Mark</a>	<b>Mark</b>	Allows you to report an outside call with poor audio quality using a single feature button.
<a href="#">Call Park</a>	<b>Call Park</b>	Parks a call.
<a href="#">Call Pickup</a>	<b>Call Pkup</b>	Picks up a call ringing at another phone.
<a href="#">Do Not Disturb</a>	<b>DND</b>	Places the phone in the Do Not Disturb state and incoming calls do not ring at the phone.
<a href="#">Hotline</a>	<b>Hotline</b>	Dials a pre-configured number automatically either immediately or after a pre-defined delay.
<a href="#">Intercom</a>	<b>Intercom</b>	Accesses the Intercom line to place and receive calls in the Intercom group.
<a href="#">Message Desk Operator</a>	<b>Msg Desk</b>	Receives calls on behalf of other parties and forwards the calls to the original destination mailboxes.
<a href="#">Voice Mail</a>	<b>Voice Mail</b>	Accesses the voicemail system.
<a href="#">Direct Voicemail Transfer</a>	<b>VM xfer/VMTR</b>	Transfers a call directly to the specified voice mailbox.
<a href="#">Callers List</a>	<b>Callers</b>	Accesses the Callers List.
<a href="#">Auto Dial</a>	<b>Auto Dial</b>	Dials a user-defined number automatically.
Custom XML Keys	<b>Custom Label</b>	Your System Administrator can create customized XML menu services to access on your phone. These services include things like weather and traffic reports, contact information, company info, or stock quotes.

## Line Appearance Keys

There can be up to 6 line appearances configured on the 6731i (if no features are configured on the available programmable keys). L1 and L2 are the basic line appearances. Usually you will have only one extension on your phone. Line1 is usually your preferred line, with your main extension assigned to Line1.

### Programmable Hard Keys as Line Appearances

The programmable hard keys on the top of the phone can be programmed as line appearances. Line appearance assignments for these keys are **L3 – L6**.

## Line Status Lamps

Line appearance hard keys Line1 – Line2 have green lamps. Line appearances assigned to the programmable hard keys have red lamps.

Activity	Lamp	Description
Idle	Off	There is no call activity on this line appearance.
Connected	Solid	A call is connected to the phone on this line appearance.
Ringing	Fast Flash	A call is ringing in on this line appearance.
On Hold	Slow Flash	A call is on hold on this line appearance.

## Speaker Lamp

The speaker lamp is located beside the **Speaker** key.

Speaker LED Status	Description
On Solid	You are in Speaker mode.
Slow Flash	You are in Headset mode.

## Message Waiting Indicator





The **Message Waiting Indicator** (MWI) lamp is located at the top right of the phone.

MWI LED Status	Description
Slow Flash	You have a new message (s).
Rapid Flash	You have an incoming call.
Even Flash	One or more calls are on hold.



## Volume Keys

You can adjust the volume on the handset, headset, speaker, and ringer using the Volume keys.



Step	Action	Result
<b>Set Ringer Volume:</b>		
1.	Leave the handset in the cradle.	
2.	Press the <b>Volume</b> key  .	The Ringer displays on the screen and you hear the current ringer volume. You can also set the volume to OFF.
<b>Set Handset Volume:</b>		
1.	Lift the handset	You hear dial tone at the current sound level.
2.	Press the <b>Volume</b> key  .	The Handset volume indicator displays on the screen. The handset remains at this volume until it is adjusted again.
<b>Set Headset Volume:</b>		
1.	Press the <b>Volume</b> key  while on a call.	The headset remains at this volume until it is adjusted again.
<b>Set Speaker Volume:</b>		
1.	Press the <b>Volume</b> key  while on a call and talking on the Speaker.	The Speaker volume indicator displays on the screen. The speaker remains at this volume until it is adjusted again.

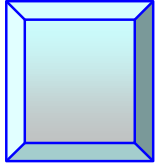
## Call Timer

This timer displays the elapsed time of a call.

## Mute

You can use the **Mute** key in any audio mode.

Step	Action	Result
<b>Activate the Mute feature:</b>		
<p><b>1.</b></p>	<p>During a call: Press the <b>Mute</b> key.</p> <p> <b>Caution!</b></p> <p>If you place a muted call on hold, the phone automatically takes the call off mute when you reconnect to the call.</p>	<ul style="list-style-type: none"> <li>• The red Mute lamp flashes slowly.</li> <li>• The microphone icon  displays on the screen.</li> <li>• You can hear the caller.</li> <li>• The caller cannot hear you.</li> </ul>
<b>Deactivate the Mute feature:</b>		
<p><b>1.</b></p>	<p>Press the <b>Mute</b> key again.</p>	<p>Mute is deactivated.</p>



## Chapter 3 Customize your Phone

### Options List

You can customize your phone using the Phone User Interface (UI) and the Options List. The Options List is a list of configuration options for your phone. The **Options** key allows you to access the list.

The following table shows the phone options you can access with the Phone UI. Options requiring an administrator password are indicated.


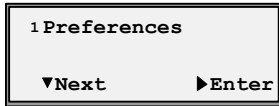
#### Caution!



Any changes from the default settings are permanent until you change them again.

Menu Item Number	Main Menu Options	Sub-menu Options	Description
1.	<a href="#">Preferences</a>	<a href="#">Tones</a>	Sets ring tone and tone set preferences.
		<a href="#">Display</a>	Sets the contrast level for the phone display.
		<a href="#">Auto Dial/Speed Dial Edit</a>	Allows the user to configure a Speeddial key.
		<a href="#">Live Dialpad</a>	Controls the Live Dialpad feature. This feature is set to <b>ON</b> by default.
		<a href="#">Set Audio</a>	Sets the audio type used to handle calls your calls. The audio mode is set to <b>Speaker</b> by default. It also set the headset microphone volume.
		<a href="#">Time and Date</a>	Sets the time and date on the phone.
		<a href="#">Language</a>	The language option has been pre-defined as English.
2.	<a href="#">Phone Status</a>	<a href="#">IP and MAC Addresses</a>	Displays the IP and MAC addresses.
		<a href="#">LAN Port</a>	Displays LAN Port information.
		<a href="#">PC Port</a>	Displays PC port information.

Menu Item Number	Main Menu Options	Sub-menu Options	Description
		<a href="#">Firmware Info</a>	Displays the current firmware used by the phone.
		<a href="#">Error Messages</a>	Displays any phone-related error messages
		<a href="#">Copyright</a>	Displays the Copyright information for the phone.
3.	<a href="#">Password</a>		Sets the user password on the phone.
4.	<a href="#">Admin Menu</a>		Administrator functions requiring an administrator password.
5.	<a href="#">Restart Phone</a>		Restarts the phone.
6.	<a href="#">Phone Lock</a>		Locks and unlocks the phone.

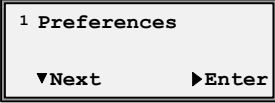




### Access the Options List

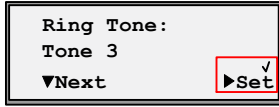

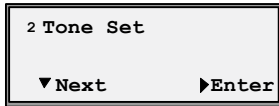

Step	Action	Result
<b>Enter the Options list:</b>		
1.	Press the <b>Options</b> key.	The Options screen displays. 
2.	<ul style="list-style-type: none"> <li>Press ▼ or ▲ to scroll through the menu list of 6 options.</li> <li>Press ►Enter.</li> </ul> <p>Or</p> <ul style="list-style-type: none"> <li>Press the <i>menu item number</i> to go directory into the option.</li> </ul>	
<b>Save the changes:</b>		
1.	Press ►Set.	The setting is changed. There is no confirmation screen.

Cancel the changes:		
1.	<ul style="list-style-type: none"> <li>Press ◀ to return to the previous screen without making changes.</li> </ul> <p><b>Or</b></p> <ul style="list-style-type: none"> <li>Press ▲<b>Cancel</b> when the key is available.</li> </ul>	
Exit the Options list:		
1.	Press  or  to exit from any menu.	The idle screen displays.

## Preferences

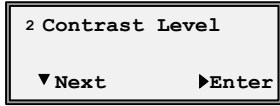

### Tones

Step	Action	Result
<b>Ring Tone:</b> Sets ring tone. Select from 5 different ring tones or choose silent ring tone. (Ring tone 1 is the default.)		
1.	Go to <b>Options &gt; Preferences</b> .	
2.	Press ► <b>Enter</b> .	The Preference menu screen displays. 
3.	Press ▼ or Press <b>1</b> .	The Tones screen displays. 
4.	Press ► <b>Enter</b> .	A Tones screen displays. 
5.	Press ▼.	The Ring Tone screen displays. 

Step	Action	Result
6.	Press <b>▶Enter</b> .	The Ring Tone setting screen displays. The check mark indicates the current ring tone selection 
7.	Press <b>▼Next</b> until you hear the desired ring tone or to select the silent ring tone.	As you navigate through the list, each tone plays.
8.	Press <b>▶Set</b> .	The change is saved.
<b>Tone Sets:</b> Provides country-specific tone set options for call progress tones. (The US tone set is the default.)		
1.	Go to <b>Options &gt; Preferences &gt; Tones</b> .	
2.	Press <b>▶Enter</b> .	The Tones screen displays. 
3.	Press <b>▼</b> to go to <b>Tone Set</b> .	The Tone Set screen displays. 
4.	Press <b>▶Enter</b> .	The current setting displays. US is the default. 
5.	Press <b>▼Next</b> to scroll to the desired tone set.	
6.	Press <b>▶Set</b> .	The setting is changed. There is no confirmation screen.

## Contrast Level

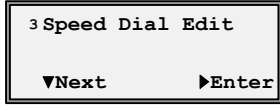
The Display option provides 8 contrast settings that brighten or darken the display.

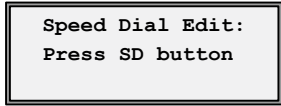

Step	Action	Result
<b>Contrast Level:</b>		
1.	Go to <b>Options &gt; Preferences</b> and press <b>▶Enter</b> .	
2.	Press <b>▼</b> to scroll to Contrast Level, or Press <b>2</b> .	The Contrast Level screen displays. 
3.	Press <b>▶Enter</b> .	The Contrast Level settings screen displays. 
4.	Press <b>◀</b> or <b>▶</b> until you reach the desired contrast level.	
5.	Press <b>▼Select</b> to save the option.	

## Auto Dial/Speed Dial Edit

The Auto Dial/Speed Dial Edit feature allows you to configure an Auto Dial key on your phone. Programmable Auto Dial keys are pre-assigned by the system administrator.


### Configure an Auto Dial Key


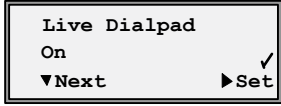
Step	Action	Result
1.	Go to <b>Options &gt; Preferences</b> .	
2.	Press <b>▶Enter</b> .	
3.	Press <b>▼</b> to go to <b>Speed Dial Edit</b> .	The Speed Dial Edit screen displays. 

Step	Action	Result
4.	Press ►Enter.	<ul style="list-style-type: none"> <li>The Speed Dial Edit screen displays.</li> <li>All <i>programmable</i> Speeddial lamps flash.</li> </ul> 
5.	Press the <b>Speeddial</b> key to edit.	<p>The edit screen displays.</p> 
6.	Use the ◀ key to erase the number.	
7.	Enter the new number including any access numbers.	

## Live Dialpad

This option controls the Live Dialpad feature.

- Live Dialpad feature ON (Default) - The phone automatically selects a line and turns the speaker on as soon as a dial pad key is pressed. If the number is not completed, the phone will time out, go to the busy state, and play busy tone until you disconnect by using the  key or hang up.
- Live Dialpad feature OFF – The digits are entered first, displayed on the screen, and can be edited using the ◀ key. When the handset is lifted or the speaker key pressed, the number automatically dials.

Step	Action	Result
1.	Go to <b>Options &gt; Preferences</b> and press ►Enter.	
2.	Press ▼ to scroll to Live Dialpad or Press 4.	<p>The Live Dialpad screen displays.</p> 
3.	Press ►Enter.	<p>The status displays.</p> 
4.	Press ▼Next to change the status.	




Step	Action	Result
5.	Press ►Set.	The change is saved.
<b>Change the Setting:</b>		
1.	Press ▼Next.	The <b>Off</b> setting displays.
2.	Press ▼Set.	The setting is changed. There is no confirmation screen.



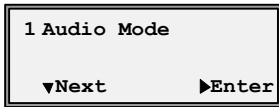
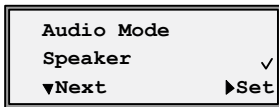

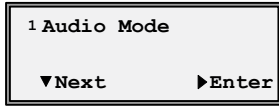

## Set Audio

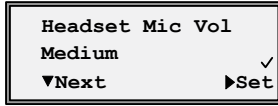
The Set Audio option provides 4 audio combinations for maximum flexibility for handling calls. Incoming audio can be set to one of the following options:

Option	Description
Speaker (Default)	The default setting. Calls are placed or received using the handset or speaker. Lift the handset at any time to switch back to the handset.
Headset	Place or receive calls using a headset. Use the <b>Speaker</b> key to switch between the headset and handset. Lift the handset to switch from the headset to the handset.
Speaker/Headset	Incoming calls go directory to the speaker. Use the <b>Speaker</b> key to switch between the speaker, headset, and handset. Lift the handset at any time to switch back to the handset from either the speaker or the headset.
Headset/Speaker	Incoming calls go directly to the headset. Use the <b>Speaker</b> key to switch between the speaker, headset, and handset. Lift the handset at any time to switch back to the handset from either the headset or the speaker.

## Set the Audio Option and Headset Volume

Step	Action	Result
1.	Go to <b>Options &gt; Preferences</b> .	
2.	Press ►Enter.	

Step	Action	Result
3.	Press ▼ to scroll to Set Audio or Press 5.	The Set Audio screen displays. 
4.	Press ►Enter.	Another Set Audio screen displays. 
5.	Press ▼ or press 1.	The first Audio Mode screen display. 
6.	Press ►Enter	The current status displays. 
7.	Press ▼Next to reset the audio option.	
8.	Press ►Set.	The change is saved.
<b>Headset Microphone Volume:</b>		
1.	Go to <b>Options &gt; Preferences</b> and press ►Enter.	
2.	Press ▼ to scroll to Set Audio.	The Set Audio screen displays
3.	Press ►Enter.	The Set Audio option screen displays. 
4.	Press ▼.	The Audio Mode screen displays. 
5.	Press ▼Next	The Headset Mic Volume screen displays. 

Step	Action	Result
6.	Press ►Enter.	The Headset Mic Volume settings screen displays. The checkmark indicates the current setting. 
7.	Press ▼Next to select the volume.	
8.	Press ►Set.	The change is saved.

## Time and Date

This option sets the date and time on the phone, but can be overwritten by the time server when the phone is restarted.

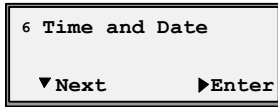

### Time Server

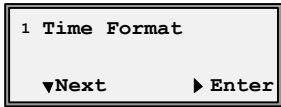
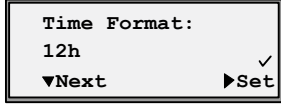
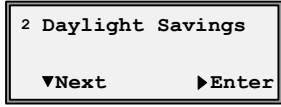
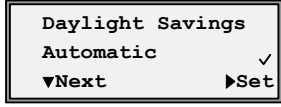
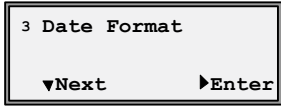
The phone acquires the time and date from the time server. The time server is already assigned, and this option requires an administrator password. Talk to your administrator if your phone has any difficulty with the date and time.

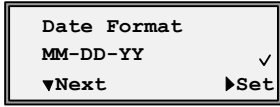
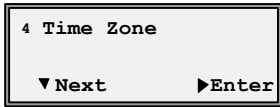
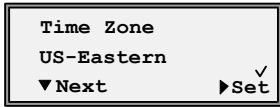

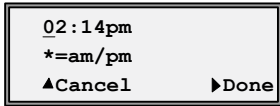
### Set Time and Date Manually

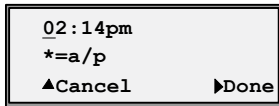
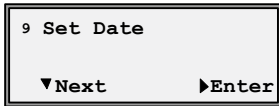
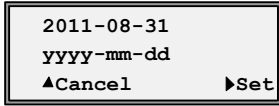
#### Note

If you set the time manually, the phone will not try to synchronize the time with the time server until the next time the phone is restarted.

Step	Action	Result
1.	Go to <b>Options &gt; Preferences</b> .	
2.	Press ►Enter.	
3.	Press ▼to go to <b>Time and Date</b> .	The Time and Date screen displays. 
4.	Press ►Enter.	The Time and Date menu screen displays. 
5.	Press ▼ to go to the first option.	The Time Format screen displays.

<b>Time Format:</b> Sets the time format display (12h or 24h clock).		
1.	Go to the <b>Time Format</b> option.	The Time Format screen displays. 
2.	Press <b>Enter</b> .	The Time Format screen displays. The check mark shows the current setting. 
3.	Press <b>Next</b> to toggle between 12-hour and 24-hour format.	
4.	Press <b>Set</b> .	The setting is changed. There is no confirmation screen.
<b>Daylight Savings:</b> Sets daylight savings time. Automatic is the default.		
1.	Go to the <b>Daylight Savings</b> option.	The Daylight Savings screen displays: 
2.	Press <b>Enter</b> .	
3.	Press <b>Next</b> to scroll to another daylight savings option.	
4.	Press <b>Set</b> . <div style="background-color: #f0f0f0; padding: 2px; margin: 5px 0;"><b>Note</b></div> Press <b>Left Arrow</b> to exit without change.	The change is saved.
<b>Date Format:</b> Sets the date display format.		
1.	Go to the <b>Date Format</b> option.	The Date Format screen displays. 



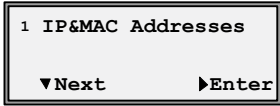

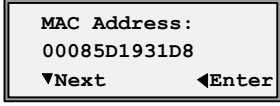
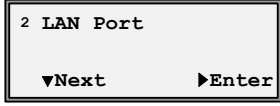
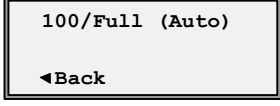

2.	Press <b>▶Enter</b> .	<p>The Date Format settings screen displays. The checkmark indicates the current format setting.</p> 
3.	Press <b>▼Next</b> to scroll to a different date format.	
4.	Press <b>▶Set</b> .	The change is saved.
<p><b>Time Zone:</b> Sets the current time zone. US-Central is the default.</p>		
1.	Go to the <b>Time Zone</b> option.	
2.	Press <b>▶Enter</b> .	<p>The Time Zone screen displays.</p> 
3.	Press <b>▼Next</b> to scroll to a different time zone.	
4.	Press <b>▶Set</b> .	The change is saved.
<p><b>Time Servers 1, 2, and 3:</b> Requires an Administrator Password. Contact your system administrator if your phone does not have the correct time.</p>		
<p><b>Set Time:</b> Displays the network time if the Time Server option is enabled and also allows you to set the time manually.</p> <p><b>NOTE:</b> If you set the time manually, the phone will not try to synchronize the time with the Time Server until the next time the phone is restarted.</p>		
1.	Go to the <b>Set Time</b> option.	<p>The Set Time screen displays.</p> 
2.	Press <b>▶Enter</b> .	<p>The time setting screen displays.</p> 

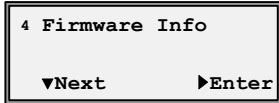
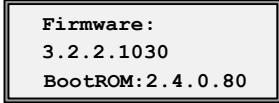




3.	Press <b>▶Enter</b> .	The time setting screen displays. 
4.	Use the keypad to enter the time.	
5.	Press the * key to toggle between AM and PM.	
6.	Press <b>▶Done</b> .  <b>Note</b> Press <b>▲Cancel</b> to exit without change.	The change is saved.
<p><b>Set Date:</b> Displays the network date if the Time Server option is enabled and also allows you to set the date manually.</p> <p><b>NOTE:</b> If you do set the date manually, the phone will not try to synchronize with the Time Server until the next time the phone is restarted.</p>		
1.	Go to the <b>Set Date</b> option.	The Set Date screen displays. 
2.	Press <b>▶Enter</b> .	The date setting screen displays. 
3.	Use the keypad to enter the date.	
4.	Press <b>▶Done</b> .  <b>Note</b> Press <b>▲Cancel</b> to exit without change.	The change is saved.

## Language

This option sets the language for all of the phone display screens. The phone is permanently set to the English language.

## Phone Status

Step	Action	Result
1.	Go to <b>Options &gt; Phone Status</b> .	The Phone Status option displays.  <p>3 Phone Status ▼Next      ▶Enter</p>
2.	Press ▶ <b>Enter</b> .	The phone status screen displays.  <p>Phone Status Use ▲▼ to view</p>
<b>IP &amp; MAC Addresses:</b>		
1.	Press ▼ to go to IP&MAC addresses.	 <p>1 IP&amp;MAC Addresses ▼Next      ▶Enter</p>
2.	Press ▶ <b>Enter</b> .	The IP Address displays.  <p>IP Address: 10.20.107.28 ▼Next      ◀Enter</p>
3.	Press ▼ <b>Next</b> .	The MAC address displays.  <p>MAC Address: 00085D1931D8 ▼Next      ◀Enter</p>
4.	Press ◀ <b>Options</b> to exit.	
<b>LAN Port:</b>		
1.	Go to <b>LAN Port</b> .	 <p>2 LAN Port ▼Next      ▶Enter</p>
2.	Press ▶ <b>Enter</b> .	The LAN Port information displays.  <p>100/Full (Auto) ◀Back</p>
3.	Press ◀ <b>Back</b> to go back to the LAN Port menu item.	
<b>PC Port:</b>		
1.	Press ▼ <b>Next</b> to go to <b>PC Port</b> .	 <p>3 PC Port ▼Next      ▶Enter</p>

Step	Action	Result
2.	Press <b>▶Enter</b> .	The PC Port information displays.
3.	Press <b>◀Back</b> to go back to the PC Port menu item.	
<b>Firmware Info:</b>		
1.	Press <b>▼Next</b> to go to <b>Firmware Info</b> .	
2.	Press <b>▶Enter</b> .	The Firmware information displays. 
3.	Press <b>▼</b> to display all the information.	
<b>Error Messages:</b>		
1.	Press <b>▼Next</b> to go to <b>Error Messages</b> .	
2.	Press <b>▶Enter</b> .	Any error messages display. Normally your display will look like the following: 
3.	Press <b>▼</b> to display all the information.	
<b>Copyright:</b>		
1.	Press <b>▼Next</b> to go to <b>Error Messages</b> .	
2.	Press <b>▶Enter</b> .	Any error messages display. Normally your display will look like the following: 
3.	Press <b>▼</b> to display all the information.	


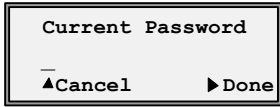


## Password

This option allows you to change the user password for your phone. It protects your phone from unauthorized web access.

Valid values for the password are 0 to 4294967295 (integers only; symbols and alpha characters are not allowed).

The default password is an empty string "" (field is blank.)

Step	Action	Result
1.	Go to <b>Options &gt; Password</b> .	The Password screen displays. 
2.	Press <b>Enter</b> .	The Current Password screen displays. 
3.	Enter the current user password.  <b>Note</b> If the password <i>has never been set up</i> , press <b>Next</b> and continue with the new password setup.	
4.	Press <b>Done</b> .	
5.	Enter the new user password.	
6.	Press <b>Done</b> .	
7.	Re-enter the new user password.	

## Administrator Menu

The options in this menu are configured by a system administrator and require an administrator password.

## Restart Phone


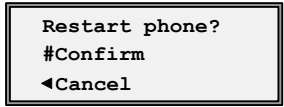
Occasionally you may be instructed to restart your phone to check for updates from the configuration server. This option allows you to restart the phone.

### Note

Your phone is temporarily out-of-service during the restart and download processes.

### Caution!

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

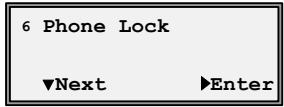
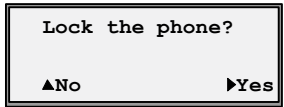
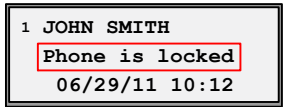
Step	Action	Result
1.	Go to <b>Options &gt; Restart Phone.</b>	
2.	Press <b>►Enter.</b>	The restart screen displays. 
3.	Press <b>#.</b> <b>Note</b> Press <b>◀Cancel</b> to cancel without restarting the phone.	The phone restarts.

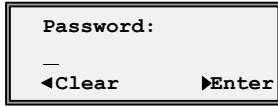
## Phone Lock

You can lock the phone to prevent it from being used or configured.

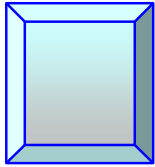


While the phone is locked, only emergency 911 dialing is permitted.

Step	Action	Result
<b>Lock the Phone:</b>		
1.	Go to <b>Options &gt; Phone Lock.</b>	The Phone Lock screen displays. 
2.	Press <b>►Enter.</b>	The phone lock message displays. 
3.	Press the <b>Lock</b> key to lock the phone.	The following message displays:  The red status lamp (MWI) at the top right of the phone turns on.

Unlock the Phone:		
1.	Press the <b>Options</b> key.	<p>The password screen displays.</p> 
2.	<p>Enter your user password.</p> <p><b>Note</b></p> <p>If the user password has never been set up, press the <b>Enter</b> key without a password.</p>	<ul style="list-style-type: none"> <li>• The phone is unlocked.</li> <li>• The red status lamp at the top right of the phone turns off.</li> </ul>





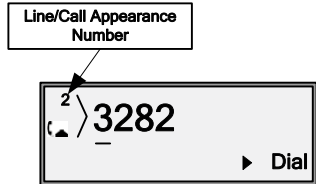
## Chapter 4 Call Handling

### Place a Call

You can place a call using one of the following methods.

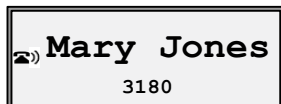
#### Note

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.

Step	Action	
1.	Dial the number.  <b>Note</b>  <a href="#">Live Dialpad</a> is set to ON by default.	<b>Note</b>  Speaker mode is the default <a href="#">audio mode</a> . The Speaker turns on automatically when you dial the number, and the call is placed.
<b>Handset:</b>		
1.	Lift the handset.  <b>Note</b>  The phone automatically selects the next available line appearance.	The Dial screen displays.  
2.	Dial the number.	
<b>Speaker Key:</b>		
1.	Press the <b>Speaker</b> key.	
2.	Dial the number.	
<b>Line Appearance Key:</b>		
1.	Press a line appearance key.	
2.	Dial the number.	

## Receive a Call

When a call rings in at your phone, the inbound call screen displays, the line lamp flashes, and the MWI lamp flashes.



## Answer an Incoming Call

If the phone is already connected to a call, pressing the line appearance key for the new incoming call automatically places the connected call on hold and answers the new call.

If you cannot answer, the call is redirected to a pre-defined destination such as your voice mailbox.

Step	Action
<b>Handsfree Operation:</b>	
1.	<ul style="list-style-type: none"> <li>Press the line appearance key.</li> </ul> <p><b>Or</b></p> <ul style="list-style-type: none"> <li>Press the <b>Speaker</b> key.</li> </ul>
<b>Headset:</b>	
1.	Press the <b>Speaker</b> key.
<b>Handset:</b>	
1.	Lift the handset.

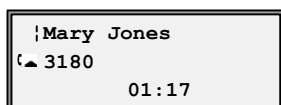
## Ignore a Call

You can choose to ignore an incoming call and send it directly to voice mail.

Step	Action	Result
1.	Press <b>Goodbye</b> without picking up the handset.	The call is redirected to a pre-defined destination such as your voice mailbox.

## Connected Call

The connected state screen displays when you are talking to someone on the phone.



## One Directory Number Assigned to Multiple Phones

Occasionally, the same directory number is assigned to more than one phone. (This can be referred to as a Bridged Line Appearance or BLA.)

### Example

In the following example, Phone A and Phone B have the same directory number assigned to a line appearance key on both phones. The following applies to call handling in this situation:

#### Phone A:

- When Phone A goes off-hook on the line, it takes control of the line.
- Phone A controls transfer, conference, hold, etc.
- Phone A shows a green status lamp on the line appearance if the call is on L1-L4.

#### Phone B:

- Phone B shows a red status lamp on the shared line appearance key, indicating Phone A has control of the line.
- If Phone B goes off-hook on the same line, silence is heard followed by dial tone because the call is *private* to Phone A.

#### Note

If the shared directory number is assigned to a programmable hard key, status lamps are always red, but the same rules apply.

## Calls on Hold with BLA

- If Phone A places the call on hold, it can be retrieved by Phone B by pressing the key of the red flashing lamp on Phone B.
- When Phone B takes control of the call, the line lamp changes to green and the display changes to reflect the details of the connected call. Phone A goes back to the off-hook display or the idle state display. The Phone A red status lamp on that line indicates Phone B has control of the call.

## Callers List and Redial List

- For inbound calls answered by Phone A, Phone B does not show any details of the call on the screen, but does display “1 Missed Call”, and the call is stored in the [Callers List](#) as a missed call. The opposite applies if the call was answered by Phone B.
- For outbound calls originated by Phone A, nothing is stored in the [Redial list](#) on Phone B because Phone A originated the call. The opposite applies if the call is placed by Phone B.

## Handle Calls Using the Speaker

The Speaker allows you to speak to someone without using the handset or headset. The Audio Mode for your phone is set to “Speaker” by default. See the [Set Audio](#) options.

Step	Action
<b>Dial using the speaker:</b>	
1.	Press the <b>Speaker</b> key and enter a number from dial tone.
<b>Answer a call using the speaker:</b>	
1.	Press the <b>Speaker</b> key or the line appearance key.
<b>Switch between the speaker and handset in speaker audio mode:</b>	
1.	<ul style="list-style-type: none"> <li>• Lift the handset to go back to the handset.</li> <li>• Press the <b>Speaker</b> key to switch back to the speaker.</li> </ul>
<b>Switch between the speaker and the headset in speaker/headset audio mode:</b>	
1.	Press the <b>Speaker</b> key.

## Handle Calls Using a Headset

Ensure that you have selected a headset audio mode by accessing the Options list.

Step	Action
1.	Plug the headset into the jack.
2.	<p>Press the <b>Speaker</b> key or the line appearance key to get dial tone or to answer an incoming call.</p> <p>Depending on the audio mode selected from the Options list, a dial tone or an incoming call will be received on either the headset or the speaker.</p> <p>Also see <a href="#">Headset Volume</a> in the Options list.</p>

## End a Call

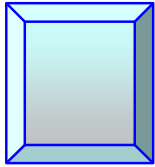
Step	Action
1.	<p>From a connected call:</p> <ul style="list-style-type: none"> <li>• Press the <b>Goodbye</b> key.</li> </ul> <p><b>Or</b></p> <ul style="list-style-type: none"> <li>• Place the handset back on hook if connected through the handset.</li> </ul>



## **Emergency Call Handling for Remote SIP Workers**

Emergency Call Handling (911 calling) is supported for Remote SIP Workers. Check with your system administrator if you have any questions.





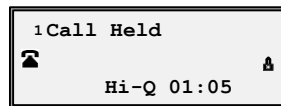
## Chapter 5 Features

### Overview


Features are configured on your phone according to the needs of your organization. The features are configured on the 4 available programmable keys at the top of the phone.

### Aastra Hi-Q™

Aastra's Hi-Q™ audio incorporates sophisticated audio tuning software, developed by Aastra that builds on the G.722 wideband codec to deliver a more life-like conversation and richer user experience. When Hi-Q is used, you will see the “Hi-Q” display on your phone.



### Call Security

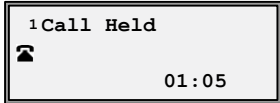
You may see a Lock icon  in the display of the phone when you are on a call. This means that your call is secure.

### Hold

#### Place a Call on Hold

##### Note

- You cannot place a call on hold or retrieve a call on hold if you are viewing the [Redial List](#) or [Callers List](#).
- If you have left a call on hold for a pre-defined period of time (if the option is configured on your system), the system will ring your phone until you answer the call. When you answer, you are re-connected to the held party.

Step	Action	Result
1.	From a connected call: Press the <b>Hold</b> key.	<ul style="list-style-type: none"> <li>• The line lamp flashes slowly.</li> <li>• The MWI lamp on the top of the phone flashes.</li> </ul> 

## Retrieve a Held Call

Only the phone that placed the call on hold can retrieve the call on hold, unless the held call is on a directory number that appears on [more than one phone](#).

Step	Action	
1.	Press the <b>line</b> key where the call is on hold.	You are reconnected to the call.
	<p><b>Note</b></p> <ul style="list-style-type: none"> <li>The Goodbye key will not retrieve a held call.</li> <li>The <b>Hold</b> key will not retrieve a held call.</li> </ul>	

## Automatic Hold

The 6731i will automatically put your current call on hold when you press a new line key.

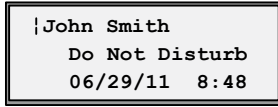
## Manage Multiple Calls on Hold

Step	Action	Result
1.	Press ◀ or ▶ to scroll through the call list information.	
<b>Connect to an incoming call or re-connect to a call you placed on hold:</b>		
1.	Press the line key.	
<b>If the phone is already connected to a call:</b>		
1.	Press the line key for the new incoming call.	The current call is automatically placed on hold, and the new call is answered.

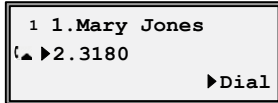
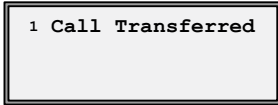
## Do Not Disturb

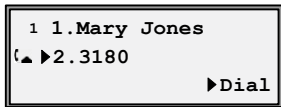
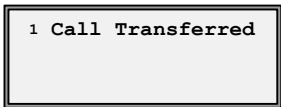
The Do Not Disturb (DND) feature allows you to block incoming calls. When DND is activated, an incoming call does not ring at the phone. Depending upon your system configuration, the caller may hear a message to call back later, or the call will forward directly to your pre-defined call forward busy destination, usually your voicemail. The DND key toggles this feature on and off.

If the phone shares a line with other phones, only the phone where DND was set is affected.

Step	Action	Result
<b>Activate Do Not Disturb:</b>		
1.	Press <b>DND</b> .	The Do Not Disturb message displays.  <pre>  John Smith   Do Not Disturb   06/29/11  8:48           </pre>
<b>Deactivate Do Not Disturb:</b>		
1.	Press <b>DND</b> .	The feature is deactivated.

## Transfer

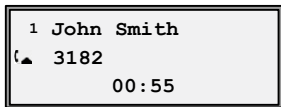
Step	Action	Result
<b>Unannounced (blind) transfer:</b> When you transfer a call directly to another party and complete the transfer without consulting with the receiving party, it is called an unannounced transfer.		
1.	You are already connected to the call to transfer.	
2.	Press the <b>Transfer</b> key.	<ul style="list-style-type: none"> <li>The calling party is placed on hold and the line lamp flashes slowly.</li> <li>You hear dial tone.</li> </ul>
3.	Enter the number of the destination party.	The number is automatically dialed.  <pre> 1 1.Mary Jones (▲▶2.3180           ▶Dial           </pre> <p><b>Note</b> You can use the ▶<b>Dial</b> key for numbers that are not in your dial plan.</p>
4.	Before the destination party answers: <ul style="list-style-type: none"> <li>Press <b>Transfer</b> again.</li> </ul> Or <ul style="list-style-type: none"> <li>Press the <b>Goodbye</b> key.</li> </ul> Or <ul style="list-style-type: none"> <li>Hang up.</li> </ul>	The transfer completes.  <pre> 1 Call Transferred           </pre>

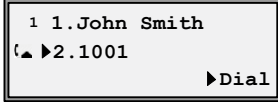
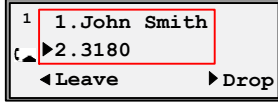
Announced Transfer:		
Transfer a call to another party and remain on the line to talk to the other party before you complete the transfer. After consultation, you can either complete the transfer or go back to the original caller.		
1.	Press <b>Transfer</b> .	<ul style="list-style-type: none"> <li>The calling party is placed on hold and the line lamp flashes slowly.</li> <li>You hear dial tone.</li> </ul>
2.	Enter the number of the destination party.	The number is automatically dialed. 
3.	When the destination party answers the call: Consult with the destination party.	
4.	<ul style="list-style-type: none"> <li>Press <b>Transfer</b> again.</li> <li>Or</li> <li>Press the <b>Goodbye</b> key.</li> <li>Or</li> <li>Hang up.</li> </ul>	You are dropped from the call, and the transfer completes. 
Cancel a transfer:		
1.	Press ◀ <b>Cancel</b> while the destination is ringing.	You are reconnected to the originating party.
Drop the destination party without completing the transfer:		
1.	After consulting with the destination party: Press ▶ <b>Drop</b> .	The originating party is still on hold.
2.	<ul style="list-style-type: none"> <li>Press the <b>Line</b> key.</li> <li>Or</li> <li>Press the <b>Hold</b> key.</li> </ul>	You are reconnected to the originating party.

## Conference

The 6731i supports up to three parties in a conference call.

### Establish the Conference

Step	Action	Result
1.	Connect to the first party to include in the conference.	

Step	Action	Result
2.	Press the <b>Conf</b> key.	<ul style="list-style-type: none"> <li>The first party is placed on hold and the line lamp flashes slowly.</li> <li>You hear dial tone.</li> </ul>
3.	Enter the number of the second party to add to the conference.	<p>The number is dialed automatically.</p> 
4.	<p>Wait for the second party to answer and consult with the second party.</p> <p><b>Note</b></p> <p>You should always consult with a new party before adding them to the conference.</p>	<p>The original party is still on hold and the lamp is flashing.</p>
5.	Press the <b>Conf</b> key again.	<ul style="list-style-type: none"> <li>The conference is established.</li> <li>A list of the other two parties in the conference displays on the originator's screen.</li> </ul> 
<b>If you do not wish to add the second party to the conference:</b>		
1.	Press <b>Cancel</b> while the second party's phone is ringing.	You are reconnected to the first party.
<b>Drop the second party after consultation without establishing a conference:</b>		
1.	After consulting with the second party: Press <b>Drop</b> .	The first party remains on hold.
2.	<ul style="list-style-type: none"> <li>Press the <b>Line</b> key.</li> <li>Or</li> <li>Press the <b>Hold</b> key.</li> </ul>	You are reconnected to the first party.
<b>Drop a party from an active conference:</b>		
1.	Use <b>▲</b> or <b>▼</b> to point to the party to drop.	You remain connected to the other party.
2.	Press <b>Drop</b> .	
<b>Conference two separate calls already on hold:</b>		
1.	Press <b>Conf</b> .	Both calls are on hold.

Step	Action	Result
2.	Press the Line key of the first held call.	The first line is connected.
3.	Press <b>Conf</b> again.	
4.	Press the Line key of the second held call.	The conference is established.
<b>Leave a Conference:</b>		
1.	Press <b>Leave</b> .	The other two parties remain connected.

## Auto Dial

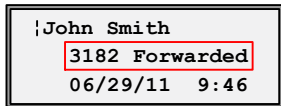
See [Speed Dial Edit](#).

## Call Forward

The Call Forward feature allows you to temporarily redirect your incoming calls to another number.

### Note

- Each directory number on the phone must be forwarded separately.
- If you have more than one directory number on your phone, you must press the line key first.

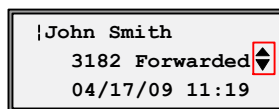
Step	Action	Result
<b>Forward your main directory number:</b>		
1.	On-hook or off-hook: Press the <b>Forward</b> key.	Hear the 2-beep confirmation tone.
2.	Dial the destination number.	<ul style="list-style-type: none"> <li>• Hear the 2-beep confirmation tone.</li> <li>• The calls for this number will be forwarded to this destination.</li> </ul> 
<b>Forward a number assigned to a hard key that is not your main directory number:</b>		
1.	Press the line key of the number to forward.	Hear dial tone.
2.	Press the <b>Forward</b> key.	Hear the 2-beep configuration tone.
3.	Dial the destination number.	<ul style="list-style-type: none"> <li>• Hear the 2-beep confirmation tone.</li> <li>• The calls for this number will be forwarded to this destination.</li> </ul>



Step	Action	Result
<b>Deactivate Call Forward:</b>		
1.	Press the appropriate line key.	
2.	Press the <b>Forward</b> key.	<ul style="list-style-type: none"> <li>• Hear the 2-beep confirmation tone.</li> <li>• Call Forward is deactivated for this directory number.</li> </ul>

## Multiple Call Forward Assignments

If you have activated Call Forward on more than one line, the display provides the up and down navigation keys ▼ or ▲ to scroll through the Call Forward list.



## Call Mark

The Call Mark feature allows you to report an outside call with poor audio quality by using a single feature button labeled **Mark**. This feature is used to identify bad trunk lines. Pressing the Call Mark button generates an alarm on the system console identifying the bad trunk.

This feature eliminates the need for you to personally notify technicians of problems when on an outside call.

## Call Park

The Call Park feature allows you to temporarily place a call on hold for a pre-set time limit. The call can be retrieved on any phone in the system. If the call is not retrieved within the time limit, the call automatically reverts back to the extension that parked the call.

Step	Action	Result
<b>Park a Call:</b>		
1.	From a connected call: Press the <b>Call Park</b> key.	<ul style="list-style-type: none"> <li>• You hear the <b>Park number</b> and then silence.</li> <li>• The call is parked and you can place and receive calls.</li> </ul> <p><b>Note</b></p> <p>To hear the number <i>repeated</i>, immediately press the <b>Call Park</b> key again</p>

Step	Action	Result
2.	<ul style="list-style-type: none"> <li>Hang up the handset.</li> </ul> <p><b>Or</b></p> <ul style="list-style-type: none"> <li>Press <b>Goodbye</b>.</li> </ul>	
<b>Retrieve a Parked Call:</b>		
1.	From any phone on the system: <ul style="list-style-type: none"> <li>Lift the handset.</li> </ul> <p><b>Or</b></p> <ul style="list-style-type: none"> <li>Press the <b>Speaker</b> key.</li> </ul>	Hear dial tone.
2.	Dial the <b>Call Park</b> number.	<ul style="list-style-type: none"> <li>No ringing is heard.</li> <li>You are immediately connected to the calling party.</li> </ul>

## Call Pickup

The Call Pickup feature allows you to answer a call ringing at another extension. Your 6753i provides the following types of Call Pickup.

- **Group** - Your directory number is assigned to a Call Pickup group. You can answer the ringing extension of another member of the group using the **Call Pkup** key.
- **Directed** - You can answer a call directed to a phone outside of your group using the **Call Pkup** key and dialing the extension number of the ringing phone.
- **Both** - You can use both of the above options.

Step	Action	Result
<b>Pick up a call in your Call Pickup group:</b>		
1.	<ul style="list-style-type: none"> <li>Leave the handset onhook.</li> <li>Press the <b>Call Pkup</b> key.</li> </ul>	You are immediately connected to the call.
<b>Pick up a call outside of your Call Pickup group:</b>		
1.	<ul style="list-style-type: none"> <li>Leave the handset onhook.</li> <li>Press the <b>Call Pkup</b> key.</li> </ul>	Hear a 2-beep confirmation tone.
2.	Dial the number of the extension that is ringing.	You are connected to the call.

## Call Waiting

When you are on an active call, and a second call rings in to your phone, you hear one beep, and the screen displays the name and number (if available) of the second caller. You have the option to answer the second call or let the second call forward to the pre-defined busy destination, usually your voice mailbox.

Step	Action	Result
1.	While on one call, a second call rings in to your phone.	<ul style="list-style-type: none"> <li>You hear one beep.</li> <li>The display tells you the name and number of the second caller and the line appearance key number.</li> </ul>
2.	<p>To answer the second call: Press the <b>Line</b> key of the second call.</p> <p><b>Note</b></p> <p>If you already have a call on hold when the second call rings in, the second call goes directly to voicemail.</p>	<ul style="list-style-type: none"> <li>The first caller is placed on hold.</li> <li>You are connected to the second caller.</li> </ul> <p><b>Note</b></p> <p>See <a href="#">Manage Multiple Calls On Hold</a> for information on alternating between calls.</p>

## Hotline

The **Hotline** key is provisioned by the system administrator and is assigned a specific destination that is dialed automatically when you go off-hook.

Your Hotline key can be of one of two types:

- **Hotline (default):** The phone immediately dials a preconfigured number when you lift the handset.
- **Warmline:** The phone waits for a specified amount of time after you lift the handset before dialing the preconfigured number.

## Intercom

Intercom Groups allow you to call other users within the same Intercom group by selecting the Intercom line and dialing a one or two-digit number.

Intercom Groups can be:

- A 10-member group or.
- A 100-member group. When dialing members 1 through 9 in a 100-number group, you must prefix the number with a zero (0).

Your system administrator can tell you which type of group you have.

An Intercom line is assigned to a Line Select key. Intercom lines cannot be placed on hold and cannot be transferred.

SIP Intercom lines can have a standard ring (standard ring cycle) or a feature ring (short-short-long ring) depending on your configuration.

You can also use Hands-Free Auto Answer if your Intercom Line has been configured for that feature.

Step	Action	Result
1.	Press <b>INCM</b> .	
2.	Dial the Intercom number.	The destination rings.

## Message Desk Operator

A Message Desk Operator receives calls on behalf of other parties and forwards the calls to the original destination mailboxes.

Step	Action	Result
1.	Answer the incoming call.	
2.	Press <b>Msg. Desk</b> .	
3.	<ul style="list-style-type: none"> <li>• Press <b>Goodbye</b>.</li> <li><b>Or</b></li> <li>• Place the handset back on hook if connected through the handset.</li> </ul>	The call is passed directly to the voice mailbox of the original destination party.

## Voice Mail

The Voice Mail key is configured to automatically dial the voicemail system access number.

Step	Action	Result
1.	Press the <b>Voice Mail</b> key.	The voicemail access number is automatically dialed.
2.	Follow the voicemail prompts.	

## Direct Voicemail Transfer

The Direct Voicemail Transfer feature allows the user to perform a forced (unannounced) transfer to a specific user's mail box without having to use call forwarding through the user's extension first. The **VMTR** feature key provides this new functionality.

### Use the VMTR Feature

You have a call established, and the calling party wants you to transfer the call to another party's voice mailbox.

Step	Action	Result
1.	<ul style="list-style-type: none"> <li>Press the <b>Xfer</b> key first.</li> </ul> Then, <ul style="list-style-type: none"> <li>Press the <b>VMTR</b> key.</li> </ul>	<ul style="list-style-type: none"> <li>The originating party is put on "Transfer Hold" and hears music if provided by the system.</li> <li>You hear dial tone.</li> </ul>
2.	Enter the destination party's extension number.	<ul style="list-style-type: none"> <li>The call is transferred directly to the destination voice mailbox.</li> <li>If the extension is not valid, you will hear the voicemail system main greeting.</li> <li>Your phone is now idle.</li> </ul>
<b>Restart the feature when you make an error entering a number:</b>		
1.	Press #.	
2.	Re-enter the mailbox destination number	

### Notes

- If the Direct Voicemail Transfer (**VMTR**) feature is assigned to a bottom key, the **VMTR** key will not display until the **XFER** key is pressed.
- If the **XMTR** key is defined on a top key, the key is always displayed, but the **XFER** key must be pressed *before the VMTR key* for the feature to be invoked.
- Pressing the line key that has the user on transfer hold will end the **VMTR** feature and pull the call back.
- If at any time you hear reorder, hang up and allow *Transfer Return* to bring the call back. Always press the line button to pull the call back.
- Pressing **XFER** puts the caller on hold.

## Emergency Location Identification

Emergency Location Identification Determined by IP Address (ELIP) is a method used to determine the calling party number to be used when a SIP phone places an emergency call.

When a SIP phone enabled with ELIP places an emergency call, the Pointspan system searches a database to map the SIP phone's IP address to an Emergency Location Identifier to be used as the calling party number.

### Hear your Emergency Location Identifier

You can hear the emergency location identifier for your station by dialing **#\*9**. When the complete identifier has been spoken, you hear a zip-zip tone. If there is no emergency location identifier defined for your phone, you hear only a zip-zip tone.

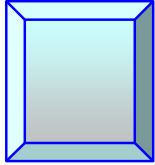
#\*9 is valid for any station in the Pointspan system.

## CLASS Services Remote Access for SIP Stations and Trunks

The CLASS Services Remote Access feature allows a remote user (SIP Station or user connecting to Pointspan via a SIP Trunk) to set up three specific CLASS Service features for a directory number that supports these CLASS service features on Pointspan. No other CLASS services are implemented.

The following 3 CLASS features are available for SIP stations and trunks.

CLASS Feature	Turn ON	Turn OFF
Call Forward-All	*72	*73
Selective Call Forward	*63 for Access	
Anonymous Call Rejection	*77 ON	*87 OFF



## Chapter 6 Callers List and Redial List

### Callers List

The Callers list is a stored log of your incoming calls. The 6731i IP Phone stores information for up to 200 incoming calls in the Callers list. By default, the Callers List key is key 4 on the top left of your phone.



You can view, scroll through, and delete entries in the Callers List and dial directly from a displayed entry.

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

When the Callers List is full, the oldest call records are deleted to accommodate new caller information.

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

### Callers List Display

Display	Description
N	The "N" at the left of the screen indicates a new call you have not reviewed.
	Indicates an unanswered call.
	Indicates an answered call.

### Callers List Functions

Step	Action	Result
Access the Callers List		
1.	Press the <b>Callers</b> key.	The latest entry displays. <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 5px auto;">           001Mary Jones            1001            Sep 1 10:45am L1         </div>

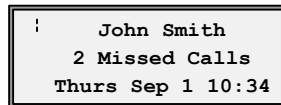
Step	Action	Result
2.	Use ▲ or ▼ to scroll through the entries in the list.  <b>Note</b> <ul style="list-style-type: none"> <li>• Press ▼ to see the most recent call.</li> <li>• Press ▲ to see the oldest call.</li> </ul>	The entries display.
<b>Dial from the Callers List:</b>		
1.	From the selected entry: <ul style="list-style-type: none"> <li>• Lift the handset.</li> </ul> Or <ul style="list-style-type: none"> <li>• Press the <b>Speaker</b> key.</li> </ul> Or <ul style="list-style-type: none"> <li>• Press a line appearance key.</li> </ul>	The number is automatically dialed.
<b>Edit a number before you dial:</b> The Callers List does not save changes. Editing in the Callers List is generally used if you plan to call the number and need to add a prefix. In the Callers List, if a dial pad key is pressed when a number and/or a name is displayed, it is automatically added to the left side of the number to enable the entry of the prefix.		
1.	Press the <b>Callers</b> key.	
2.	Use ▲ or ▼ to scroll through the entries in the list.  <b>Note</b> <ul style="list-style-type: none"> <li>• Press ▼ to see the most recent call.</li> <li>• Press ▲ to see the oldest call.</li> </ul>	
3.	Press any key on the dial pad to begin editing.  <b>Note</b> <ul style="list-style-type: none"> <li>• Press ► to move the cursor one digit to the right.</li> <li>• Press ◀ to erase one digit to the left.</li> </ul>	



Step	Action	Result
4.	<ul style="list-style-type: none"> <li>Lift the handset.</li> </ul> Or <ul style="list-style-type: none"> <li>Press the <b>Speaker</b> key.</li> </ul> Or <ul style="list-style-type: none"> <li>Press a line appearance key.</li> </ul>	The number is dialed.

## Missed Calls Indicator


The 6731i displays the “<Number of> Missed Calls” in the idle state screen display.




As the number of missed calls increments, the phone numbers associated with the calls are stored in the Callers List

When you review the calls in the Callers List, the number of missed calls is cleared from the idle screen display.

### View Missed Calls

Step	Action	Result
1.	Go into the Callers List.	The Callers List menu displays.
2.	Use ▲ or ▼ to scroll through the entries.	Missed calls are those marked with the telephone icon with the handset ON  .

## Delete an Entry in the Callers List

Step	Action	Result
<b>Delete one entry:</b>		
1.	Press the <b>Callers List</b> key.	
2.	Use ▲ or ▼ to find the entry to delete.	
3.	Press the <b>Delete</b> key.	The Delete confirmation displays: 
4.	Press the <b>Delete</b> key again.	The entry is deleted with no confirmation message.

## Last Number Redial

You can redial the last number you dialed using the Redial key.

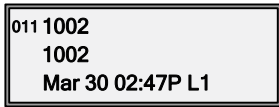

Step	Action	Result
1.	Lift the handset.	
2.	<ul style="list-style-type: none"> <li>• Press the <b>Redial</b> key 2 times.</li> <li>Or</li> <li>• Press the <b>Redial</b> key 1 time.</li> <li>• Press the <b>Dial</b> key 1 time.</li> <li>Or</li> <li>• Dial the <b>Last Number Redial</b> feature access code.</li> </ul>	The last number you dialed displays on the screen and is automatically dialed.

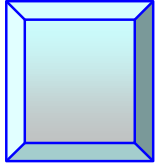
## Redial List

There are 100 entries in the Redial List. The list contains the name (if known), the number you dialed, the time and date the number was dialed, and the line used.

### Note

You cannot edit an entry in the Redial List.


Step	Action	Result
<b>Redial from the Redial List (On-hook)</b>		
1.	While on-hook: Press the <b>Redial</b> key one time.	The Redial List displays the first entry. 
2.	Use ▲ or ▼ to find the entry to call.	
3.	<ul style="list-style-type: none"> <li>• Press an available <b>line</b> key.</li> <li>Or</li> <li>• Press the <b>Speaker</b> key.</li> <li>Or</li> <li>• Lift the handset.</li> </ul>	The number automatically dials.
<b>Delete an Entry in the Redial List:</b>		
1.	Find the entry to delete.	
2.	Press the <b>Delete</b> key.	
3.	Press the <b>Delete</b> key again.	The entry is deleted with no confirmation message.

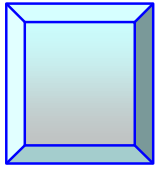


## Appendix A Troubleshooting

The following are common problems associated with the phone and possible solutions.

Problem	Possible Solution(s)
Network Disconnected message	<p>The <b>Network Disconnected</b> prompt appears on the display and the telephone status lamp turns on if phone is not properly connected to the network. The phone also displays the default time and date of 12:00 am Jan 1st, 2005 or the equivalent. 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 will display the "Network Connected" prompt for a few seconds.</p> <p>However, if changes have been made to your phone's network settings, you may need to restart your phone.</p> <p>Contact your system or network administrator for assistance.</p>
Why is my display blank?	<p>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.</p> <p>See the section "Connecting to the Network and to Power" in the <i>Aastra Model 6731i Installation Guide</i> for details.</p>
Why is my speaker not working?	<p>If you press the <b>Speaker</b> key and the speaker lamp flashes and you do not hear dial tone through the speaker, the <a href="#">Set Audio</a> option in the phone's Options list has been set up for headset use.</p> <p>Press the <b>Speaker</b> key a second time and if the lamp goes out, the phone has been set up to be used only with a headset or handset. If the lamp stays on steady and you hear dial tone, the phone has been set up so that you can alternate between the speaker and the headset by pressing the <b>Speaker</b> key.</p>
Why can't I get dial tone?	<p>Check for any loose connections and that the phone has been installed properly. For installation instructions, refer to the "Installation and Setup" section in the <i>Aastra Model 6731i Installation Guide</i> provided with your phone.</p>
Why doesn't my phone ring?	<p>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, see <a href="#">Volume Key</a>.</p>

Problem	Possible Solution(s)
Why is the lamp not coming on when I have a new Voicemail Message?	Your phone system or service provider must provide a Visual Message Waiting service for this function to work. Contact your system administrator.
Why is my handset not working?	Check to ensure that the handset cord is fully connected to both the phone and handset. The handset connection on the bottom of the phone is marked with the handset symbol  .
How do I find the IP address of my phone?	This setting is in the Options list. See <a href="#">IP and MAC Addresses</a> in Appendix A.
How do I change my User Password?	This setting is in the Options list. See <a href="#">User Password</a> in Appendix A.
Why does my phone display the “No Service” message?	The phone displays the “ <b>No Service</b> ” message if the SIP settings have not been set up correctly. 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.
How do I restart the IP phone?	This setting is in the Options list. See <a href="#">Restart Phone</a> in Appendix A.



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