



## Aastra Model 6739i IP Phone



### User Guide

### Release 3.3.1 Service Pack 4

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# Welcome

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

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

## About this guide

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

### Reference

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

### Documentation

- **Aastra 6739i SIP IP Phone Installation Guide** – Installation and set-up instructions, general features and functions, and basic options to customize your phone. This Installation Guide is included with the telephone.
- **Aastra 6739i SIP IP Phone User Guide** – Describes the most commonly used features and functions for an end user. This User Guide can be downloaded from <http://www.aastra.com>.
- **Aastra SIP IP Phones Administrator Guide** – Describes how to set the 6739i phone up on the network and contains advanced configuration instructions for the 6739i. This guide has instructions that are at an administrator level. This Administrator Guide is intended for the System Administrator and can be downloaded from <http://www.aastra.com>.

## Phone Features

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

- Additional headset connection options: modular RJ jack, built-in EHS/DHSG port (refer to the **IP Phone 6739i Installation Guide** for information on installing a DHSG headset on your phone.)
- Up to 9 lines with 3 call appearance lines with multi-proxy support
- Up to 55 programmable softkeys
- Picture ID feature (during calls and in the Directory, Callers List, and Redial List)
- XML support for productivity-enhancing applications
- AC power adapter (sold separately)
- Set paging\*

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

## Requirements

The 6739i IP Phone requires the following environment:

- SIP-based IP PBX system or network installed and running with a SIP account created for the 6753i phone.
- Access to a Trivial File Transfer Protocol (TFTP), File Transfer Protocol (FTP), Hypertext Transfer Protocol (HTTP) server, or Hyper Text Transfer Protocol over Secure Sockets Layer (SSL) (HTTPS).
- Ethernet/Fast Ethernet LAN (10/100 BaseT) or Gigabit Ethernet LAN (1000 BaseT) (Gigabit Ethernet LAN (1000 Mbps) recommended)
- Category 5/5e straight through cabling (category 6 straight through cabling required for optimum Gigabit Ethernet performance)
- Power source
  - For Ethernet networks that supply in-line power to the phone (IEEE 802.3af):
    - For power, use the Ethernet cable (supplied) to connect from the phone directly to the network for power. (No AC power adapter required.)
  - For Ethernet networks that DO NOT supply power to the phone:
    - (optional) For power, use the AC Power Adapter (optional accessory) to connect from the DC power port on the phone to a power source. Contact Aastra for more information.
    - or
    - (optional) For power, use a Power over Ethernet (PoE) power injector or a PoE switch. A PoE power injector is available as an optional accessory from Aastra. Contact your Administrator for more information.

## Installation and Setup

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

## Cleaning the 6739i Touchscreen

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

Some rules to follow when cleaning your screen are:

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

### Caution:

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

To clean your 6739i touchscreen:

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

### Note:

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

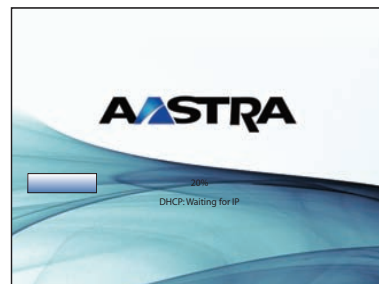
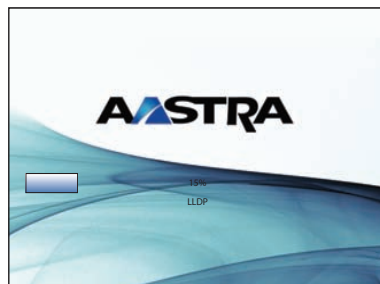
# Getting Started

The 6739i must be set up and be configured prior to its first use. This section describes phone behaviour and start up screens you may see when the phone is first plugged in, or when it is restarted.



## Plugging in and Starting the Phone

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



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

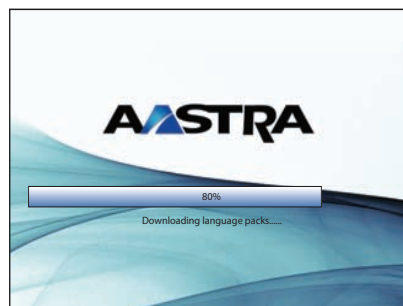
**Note:**

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

**Important!**

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

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



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

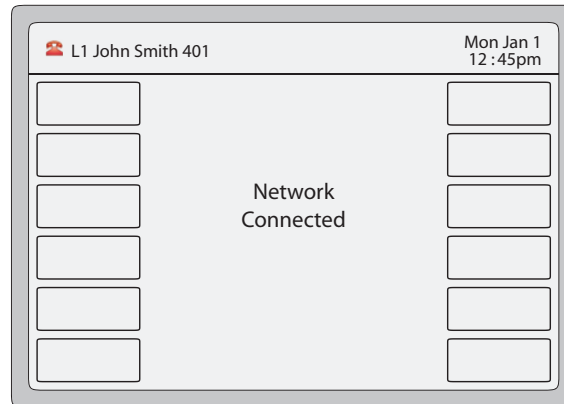


**Idle Screen**

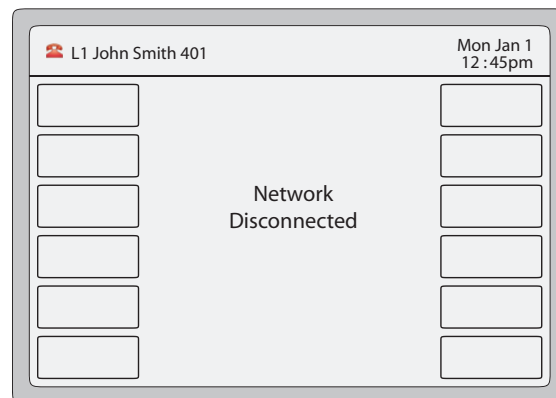


## Network Connected/Network Disconnected

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



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



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

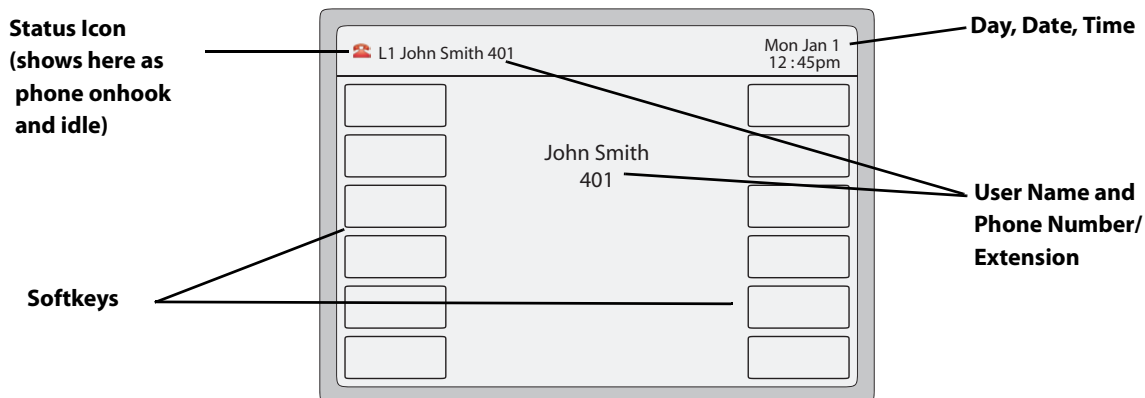
For more information about connecting your phone, see the **Aastra 6739i IP Phone Installation Guide**. Check with your system or network administrator for assistance.

### Note:

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


## Idle Screen

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



### Note:

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

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

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



















### Reference

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



For more information about configuring the softkeys, see ["Softkeys"](#) on [page 82](#).

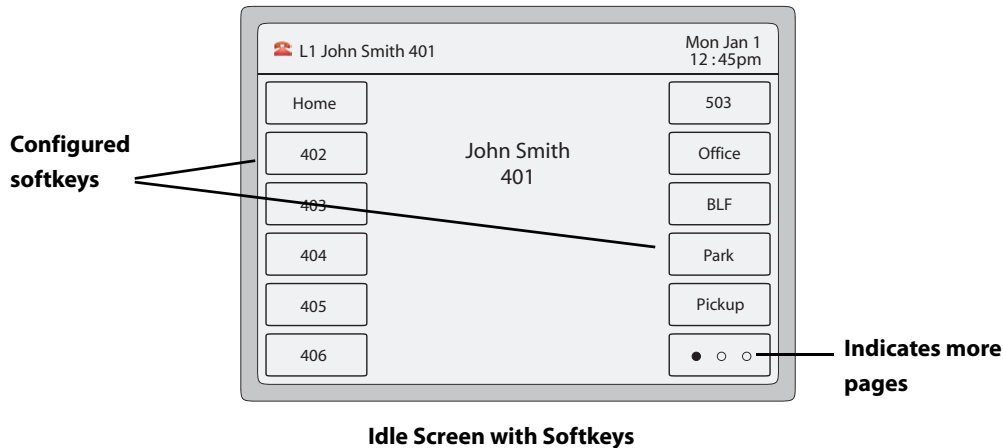
## Phone Status Icons

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

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

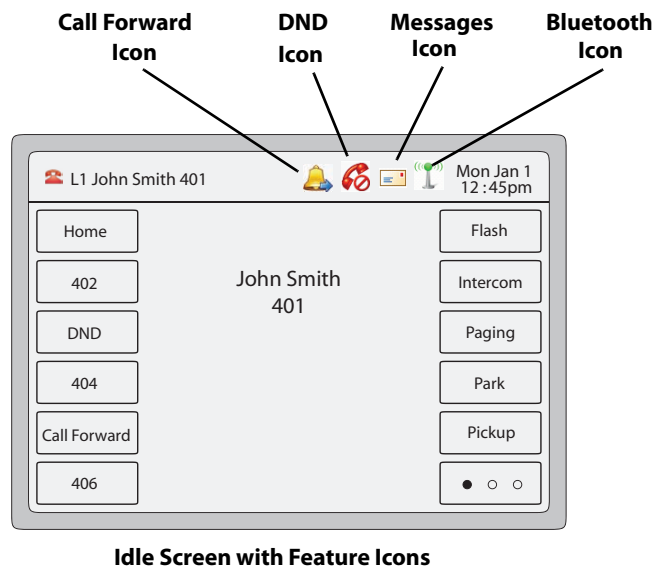
### Idle Screen With Softkeys Configured

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










### Idle Screen with Feature Icons

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



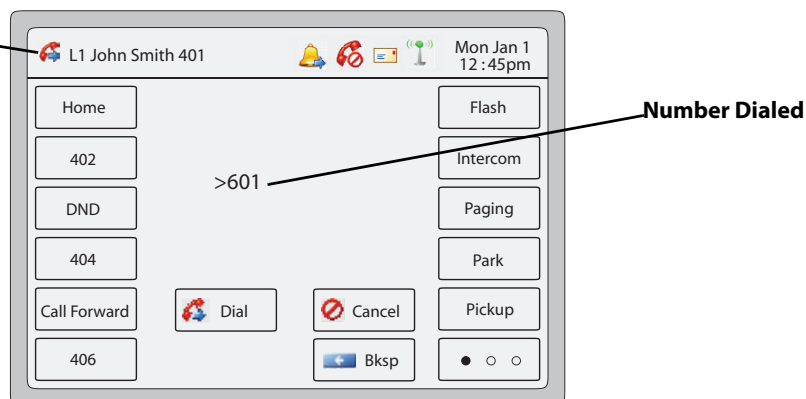
## Off-Hook and Dialing Screen

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




Icon	Description
 Dial	<b>Dial Button</b> - Press this button after entering a phone number or extension from the phone's keypad. The phone dials the number you entered.
 Cancel	<b>Cancel Button</b> - Press this button to cancel a dialing process.
	<b>Call Forward Icon</b> - Indicates that Call Forwarding is enabled on the phone.
	<b>Do Not Disturb (DND) Icon</b> - Indicates DND is enabled on the phone.
	<b>Messages Icon</b> - Indicates you have new messages waiting in your "In Box" of your voicemail. Press this icon to access your voicemail to listen to your messages.  Your voicemail must be setup by your System Administrator before you can access voicemail from your phone. Contact your System Administrator for more information, or refer to the documentation of for the voicemail system you are using.
	<b>Bluetooth Icon</b> - Indicates you have a Bluetooth device connected to your phone.

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


**Phone Off-hook  
Status Icon**



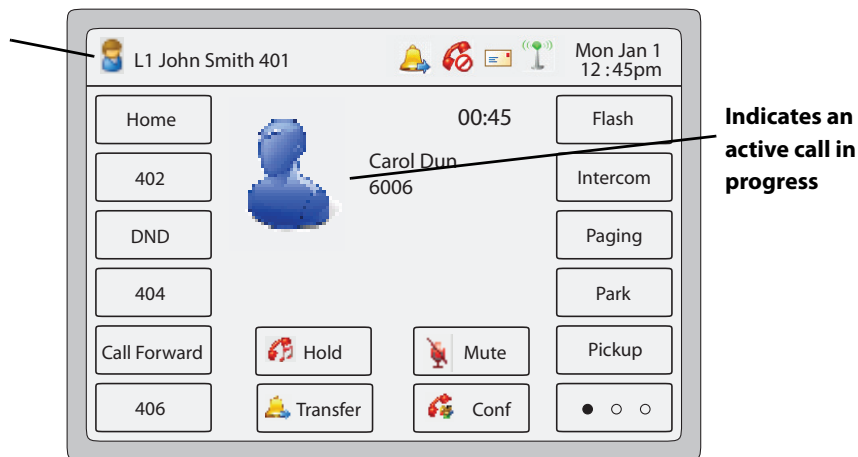
**Off-Hook and Dialing Screen**

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





## Connected Call Screen

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


**Call Connected Status Icon**

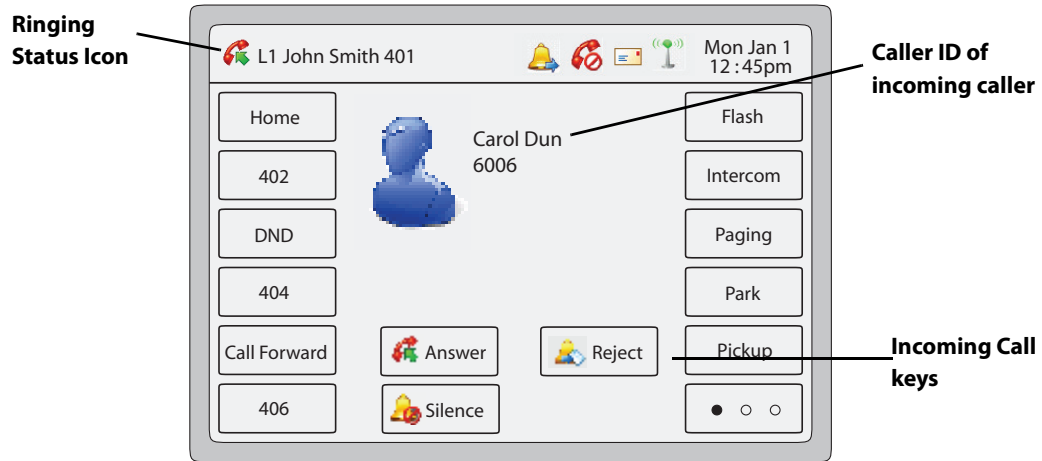


**Connected and Active Call Screen**




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

## Incoming Call Screen

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



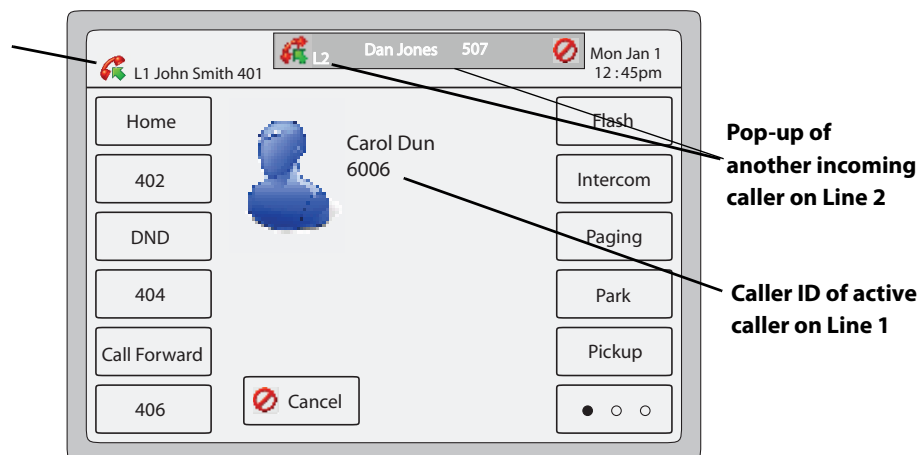
**Incoming Call Screen**

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

## Multiple Incoming Calls Screens

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



**Call in-progress  
on Line 1**



**Multiple Incoming Calls Screen 1**

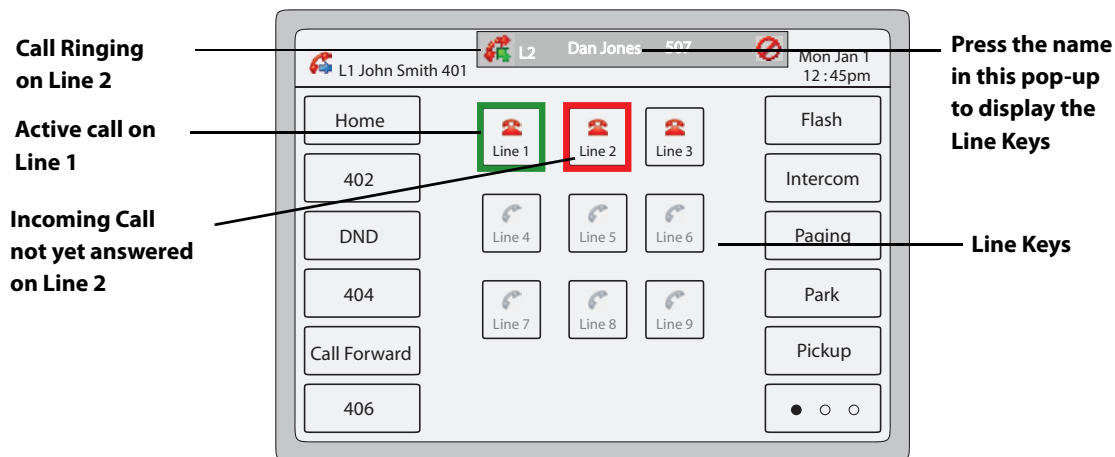
Pressing the incoming call pop-up displays a Line Keys set in the center of the screen (Lines 1 through 9).

### Note:


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



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



**Multiple Incoming Calls Screen 2**

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

## Terminating Calls

There are two ways to terminate an active call.

- Place the handset in the cradle.
- Press the **Goodbye** key.

# Methods for Setting/Using Features on the Phone

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

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

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

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


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

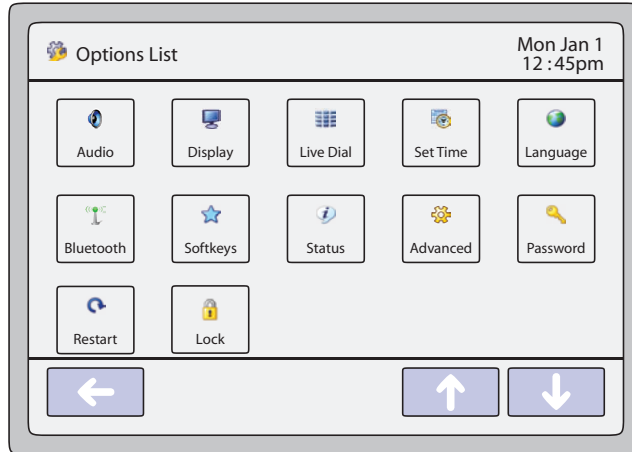
## Using the IP Phone UI

The following is an example of using the IP Phone UI

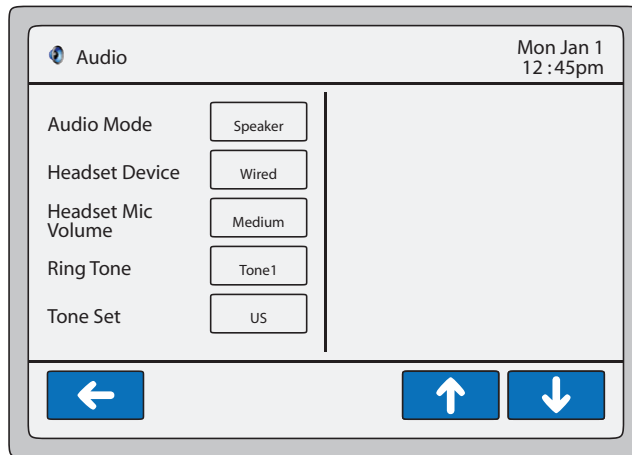


### IP Phone UI

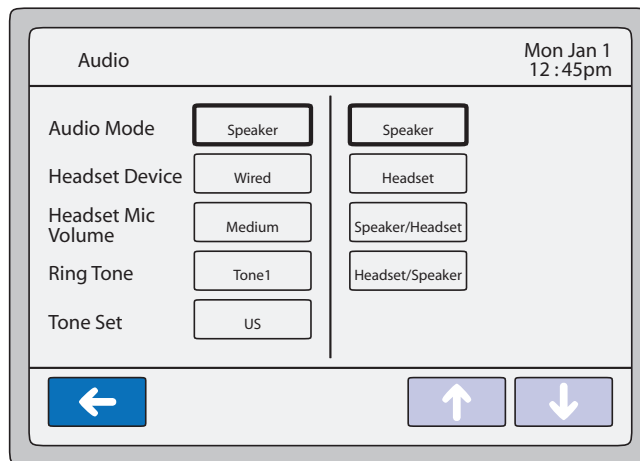
1. Press the **Options Key**  on the phone to enter the Options List. A list of keys display.






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



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







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

### References

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

## Navigation Keys

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

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




## Using the Aastra Web UI

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

### Finding your phone's IP Address.




#### IP Phone UI

1. Press the **Options Key**  on the phone to enter the Options List. A list of keys display.
2. Press the **<Status>** key.  
The status of your phone displays on the screen. The status information includes:
  - Firmware information
  - Network information
  - Error messages
3. Press the  to return to the previous menu or press the  to return to the idle screen.



#### Aastra Web UI

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



Connect to 192.168.0.50

The server 192.168.0.50 at Mitel 6739i requires a username and password.

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

User name:

Password:

☐ Remember my password

OK Cancel

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

**Note:**

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

The screenshot shows the MITEL 6739i web interface. The top header is dark blue with the MITEL logo on the left and '6739i' and 'Log Off' on the right. A left sidebar contains a menu with categories: Status (System Information), Operation (User Password, Phone Lock, Softkeys and XML, Keypad Speed Dial, Directory, Reset), and Basic Settings (Preferences, Account Configuration). The main content area is titled 'System Information' and contains three sections: Network Status, Hardware Information, and Firmware Information. Each section has a table of attributes and values. At the bottom, there is a 'SIP Status' section with a table of columns: Line, SIP Account, Status, and Backup Registrar Used?.

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

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


Firmware Information	
Attribute	Value
Firmware Version	3.3.1.73
Firmware Release Code	SIP
Boot Version	3.0.0.116
Date/Time	Jun 27 2012 08:22:37

SIP Status			
Line	SIP Account	Status	Backup Registrar Used?

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

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

Headings	Description																								
Status	The <b>Status</b> section displays the System information such as network status, hardware information, and firmware information about the phone. It also displays information about the SIP account(s) currently configured on the phone. All System information is read-only. For more information about viewing the phone's status, see <a href="#">"Status"</a> on <a href="#">page 126</a> .																								
Operation	<p><b>User Password</b> - Allows you to change user password. For more information about changing User Password, see <a href="#">"Password"</a> on <a href="#">page 130</a>.</p> <p><b>Phone Lock</b> - Allows you to assign an emergency dial plan to the phone, lock the phone to prevent any changes to the phone and to prevent use of the phone, and reset the user password.</p> <p><b>Softkeys and XML</b> - Allows you to configure up to 55 softkeys with functions identified in the list below. Twelve softkeys appear on the idle screen of the phone's LCD. If you configure more than 12 softkeys, Softkey 12 becomes a  key which allows you to toggle multiple screens that have the additional configured softkeys. You can also specify specific states for the softkeys (idle, connected, incoming, outgoing, busy). For more information about softkeys, see <a href="#">"Softkeys"</a> on <a href="#">page 82</a>.</p> <p><b>Available Functions for Softkeys</b></p> <table> <tbody> <tr> <td>None</td><td>Pickup</td></tr> <tr> <td>Line</td><td>Last Call Return</td></tr> <tr> <td>Speed Dial</td><td>Call Forward</td></tr> <tr> <td>Do Not Disturb (DND)</td><td>BLF/Xfer</td></tr> <tr> <td>Busy Lamp Field (BLF)</td><td>Speeddial/Xfer</td></tr> <tr> <td>BLF List</td><td>Speeddial/Conf</td></tr> <tr> <td>Auto Call Distribution (ACD)</td><td>Speeddial/MWI</td></tr> <tr> <td>Directed Call Pickup</td><td>Icom (Intercom)</td></tr> <tr> <td>Extensible Markup Language (XML)</td><td>Phone Lock</td></tr> <tr> <td>Flash</td><td>Paging</td></tr> <tr> <td>Sprecode</td><td>Empty</td></tr> <tr> <td>Park</td><td></td></tr> </tbody> </table> <p><b>Expansion Modules</b> - Allows you to configure an additional 36 softkeys with a M670i Expansion Module, or an additional 60 softkeys with a M675i Expansion Module if an it is attached to the phone. This option displays on the side menu of the Aastra Web UI only if an Expansion Module is attached. For more information about the expansion modules see <a href="#">"Model M670i and M675i Expansion Modules"</a> on <a href="#">page 185</a>.</p> <p><b>Keypad Speed Dial</b> - Allows you to assign a speed dial number to a specific digit on the phone's keypad for speed dialing purposes.</p> <p><b>Directory</b> - Allows you to copy the Callers List and Directory List from your IP phone to your PC. For more information about copying the Caller List and Directory from your PC to the phone, see <a href="#">"Downloading the Callers List to Your PC"</a> on <a href="#">page 32</a> and <a href="#">"Downloading the Directory List to Your PC"</a> on <a href="#">page 41</a>.</p> <p><b>Reset</b> - Allows you to restart the IP phone when required. For more information about restarting you phone, see <a href="#">"Restart"</a> on <a href="#">page 132</a>.</p>	None	Pickup	Line	Last Call Return	Speed Dial	Call Forward	Do Not Disturb (DND)	BLF/Xfer	Busy Lamp Field (BLF)	Speeddial/Xfer	BLF List	Speeddial/Conf	Auto Call Distribution (ACD)	Speeddial/MWI	Directed Call Pickup	Icom (Intercom)	Extensible Markup Language (XML)	Phone Lock	Flash	Paging	Sprecode	Empty	Park	
None	Pickup																								
Line	Last Call Return																								
Speed Dial	Call Forward																								
Do Not Disturb (DND)	BLF/Xfer																								
Busy Lamp Field (BLF)	Speeddial/Xfer																								
BLF List	Speeddial/Conf																								
Auto Call Distribution (ACD)	Speeddial/MWI																								
Directed Call Pickup	Icom (Intercom)																								
Extensible Markup Language (XML)	Phone Lock																								
Flash	Paging																								
Sprecode	Empty																								
Park																									

Headings	Description
Basic Settings	<p><b>Preferences</b> - Allows you to enable/disable the following:</p> <ul style="list-style-type: none"><li>• Display DTMF Digits</li><li>• Play Call Waiting Tone</li><li>• Stuttered Dial Tone</li><li>• XML Beep Support</li><li>• Status Scroll Delay (seconds)</li><li>• Call Hold Reminder During Active Calls</li><li>• Call Hold Reminder</li><li>• Call Waiting Tone Period</li><li>• Preferred Line</li><li>• Preferred Line Timeout (seconds)</li><li>• Message Waiting Indicator Line</li><li>• DND Key Mode</li><li>• Call Forward Key Mode</li></ul> <p>This category also allows you to configure:</p> <ul style="list-style-type: none"><li>• Incoming Intercom Call Settings</li><li>• Group Paging RTP Settings</li><li>• Ring Tones (global and per-line basis)</li><li>• Time and Date Settings</li><li>• Language Settings</li></ul> <p><b>Account Configuration</b> - Allows you to configure “Do Not Disturb” (DND) and “Call Forwarding” (CFWD) by account. You can have multiple accounts on the 6739i. For more information about Account configuration, see <a href="#">“Account Configuration (DND and Call Forwarding)”</a> on <a href="#">page 152</a>.</p>

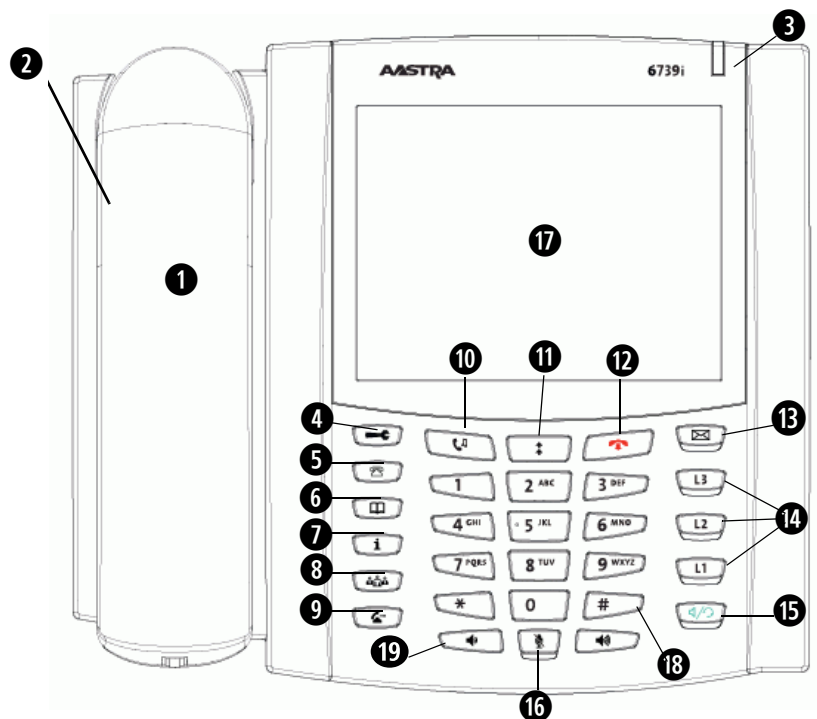
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# IP Phone Keys and Key Descriptions

## IP Phone Keys










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















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

## Key Descriptions






















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

Symbol Keys	Text Keys	Key Description
		<b>Options Key</b> - 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.  For more information about the Options Key, see <a href="#">“Options Key” on page 52.</a>
		<b>Callers List Key</b> - Accesses a list of calls received by the phone.  For more information, see <a href="#">“Callers List Key” on page 29.</a>
		<b>Directory Key</b> - Accesses a directory of names and phone numbers (stored in alphabetical order).  For more information, see <a href="#">“Directory Key” on page 33.</a>
		<b>Services Key</b> - Accesses enhanced features and services set up by your System Administrator.  For more information, see <a href="#">“Services Key” on page 45.</a>
		<b>Conference Key</b> - Begins a conference call with the active call.  For more information, see <a href="#">“Conference Key” on page 46.</a>
		<b>Transfer Key</b> - Transfers the active call to another number.  For more information, see <a href="#">“Transfer Key” on page 46.</a>
		<b>Hold Key</b> - Places an active call on hold. To retrieve a held call, press the call appearance key beside the light that is flashing or press the Hold key again.  For more information about the Hold Key, see <a href="#">“Placing a Call on Hold” on page 141.</a>
		<b>Redial Key</b> - Redials previously dialed numbers. Also accesses a Redial List of up to 100 stored numbers that called your phone.  For more information, see <a href="#">“Redial Key” on page 42.</a>
		<b>Goodbye Key</b> - Ends an active call. The Goodbye key also exits an open list, such as the Options List.  For more information about the Goodbye Key, see <a href="#">“Ending Calls” on page 151.</a>
		<b>Messages Key</b> - Accesses your phone's voice mailbox to retrieve and listen to stored messages.  For more information about the Messages Key, see <a href="#">“Voicemail” on page 167.</a>

Symbol Keys	Text Keys	Key Description
		<b>Line/Call Appearance Keys</b> - Connect you to a line or call. The Aastra 6739i IP Phone IP phone supports 3 line call appearance keys.  For more information, see <a href="#">"Line Keys" on page 27</a>
		
		
		<b>Speakerphone/Headset Key</b> - 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.  For more information about the Speakerphone/Headset Key, see <a href="#">"Using Handsfree Speakerphone" on page 136</a> .
		<b>Volume Control Key</b> - Adjusts the volume for the handset, headset, ringer, and handsfree speaker.  For more information about the Volume Keys, see <a href="#">"Audio" on page 55</a> .
		<b>Mute key</b> - Mutes the microphone so that your caller cannot hear you (the light indicator flashes when the microphone is on mute).  For more information about the Mute Key, see <a href="#">"Muting a Call" on page 138</a> .

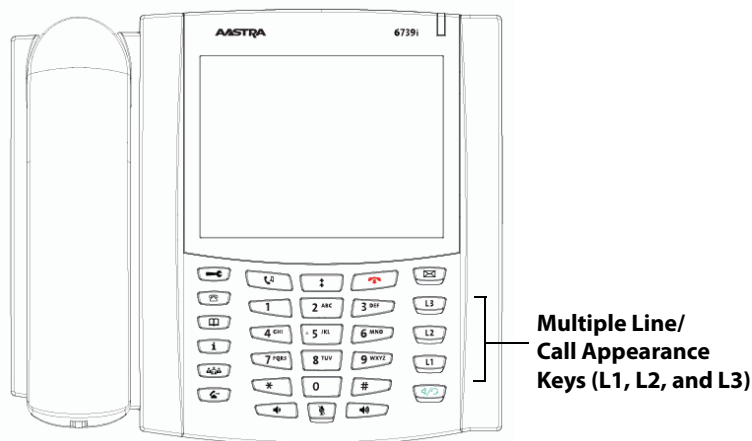
# Hard Keys

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

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

## Line Keys

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



### Multiple Line and Call Appearances

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

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

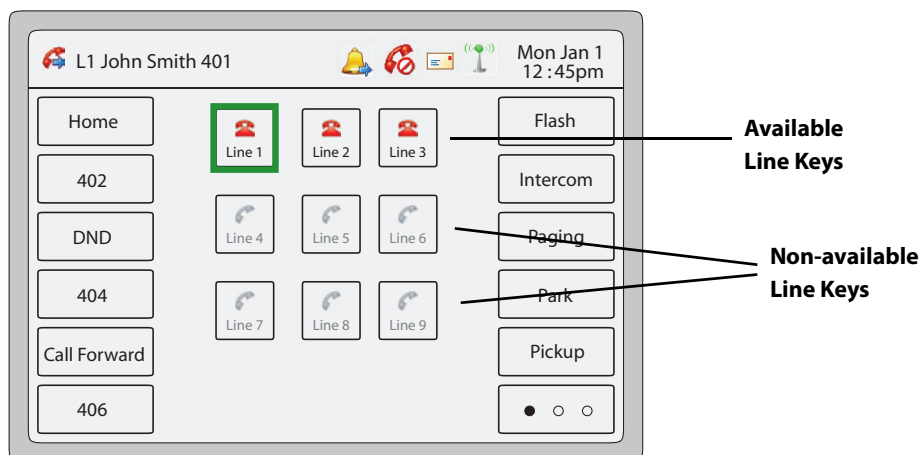
Using the IP Phone UI at the path **Options->Softkeys** or the Aastra Web UI at the path **Operation->Softkeys and XML**, you can also configure up to 6 additional Line Keys. When configured, these Line Keys appear on the softkeys on either side of the display.

#### Note:

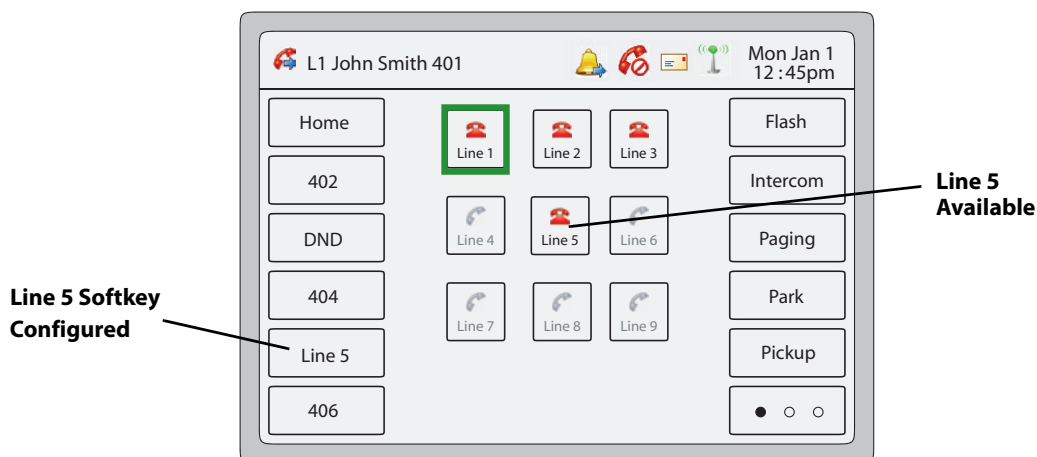
The 6739i allows up to 9 configured Line Keys - 3 hard keys (L1, L2, and L3) and 6 softkeys configured as Line Keys.

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

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



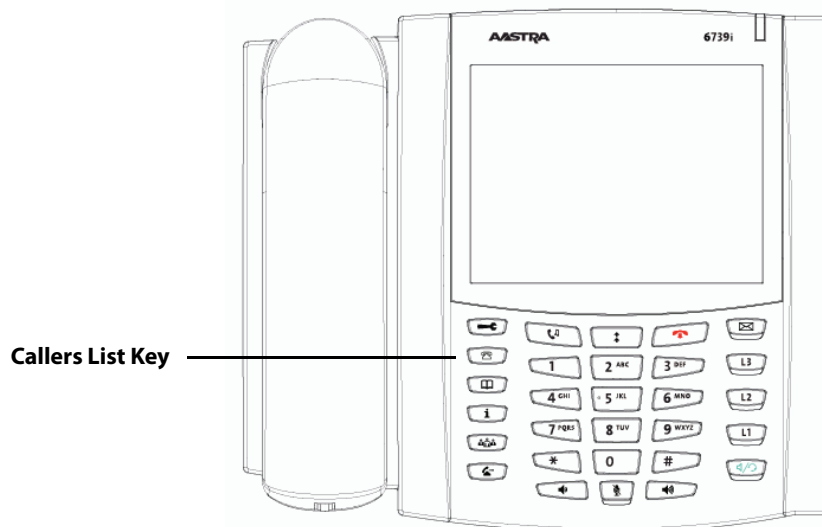
If you configure a softkey to be a Line Key, the 📞 icon appears on the corresponding center Line Key panel. For example, if you configure softkey 5 to be a Line Key, then **Line 5** on the center key panel displays the 📞 icon indicating it is available for selection.



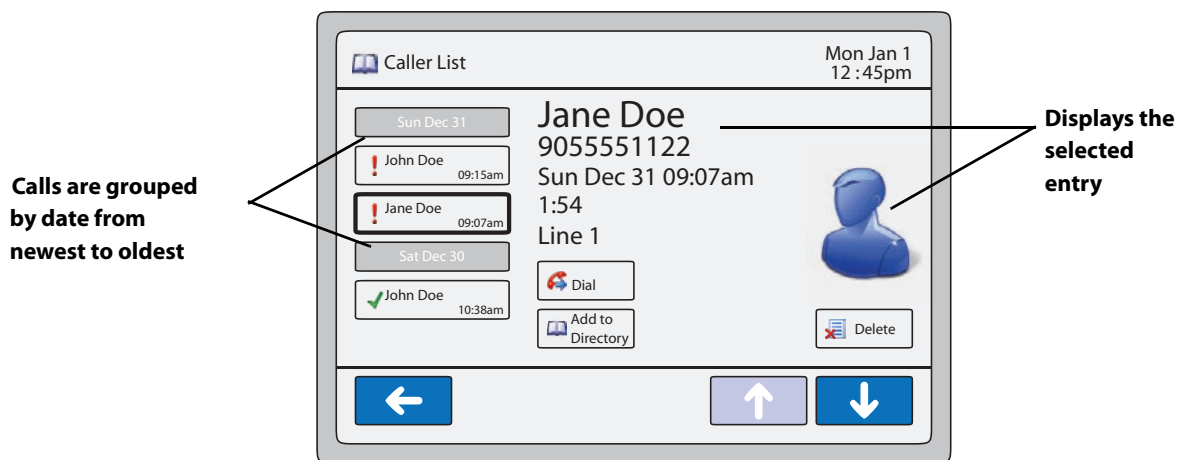
## Callers List Key



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



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



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

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

You can perform the following in the Callers List:

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

**Note:**






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

### Accessing and Viewing the Callers List

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



#### IP Phone UI




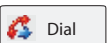
1. Press the **Callers Key**  on the phone to enter the Callers List.
2. Use the  and  keys to navigate the list to view all call records in the Callers List.
3. Press the  to return to the previous menu or press the  to return to the idle screen.

### Dialing from the Callers List

Use the following procedure to dial from the Callers List.



#### IP Phone UI

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

**Note:**




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

### Deleting a Single Record or All Records from the Callers List

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

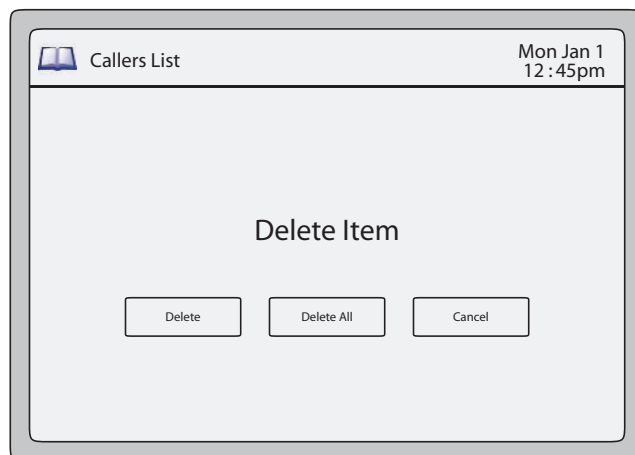


#### IP Phone UI

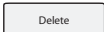
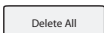


1. Press the **Callers Key**  on the phone to enter the Callers List. A list of keys display.
2. Use the  and  keys to navigate the list to find the record you want to delete.



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






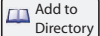



**Delete Callers List Record(s) Screen**

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

### ***Saving a Caller Record to the Directory***

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



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

### Downloading the Callers List to Your PC

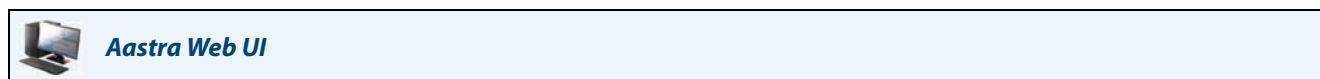
You can download the Callers List to your PC for viewing using the Aastra Web UI. When you download the Callers List, the phone stores the *callerlist.csv* file to your computer in comma-separated value (CSV) format.

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

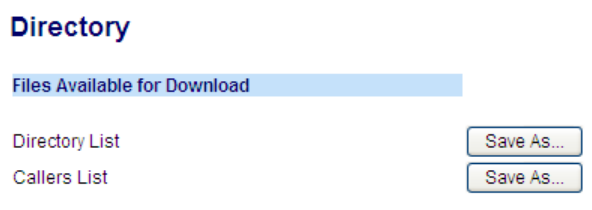
	A	B	C	D	E	F
1	John	41373	2			
2	Tim	41376	1			
3	Carol	4443245	1			
4	Tom	41356	3			
5						
6						
7						
8						
9						
10						
11						
12						

### Downloading the Callers List

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



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

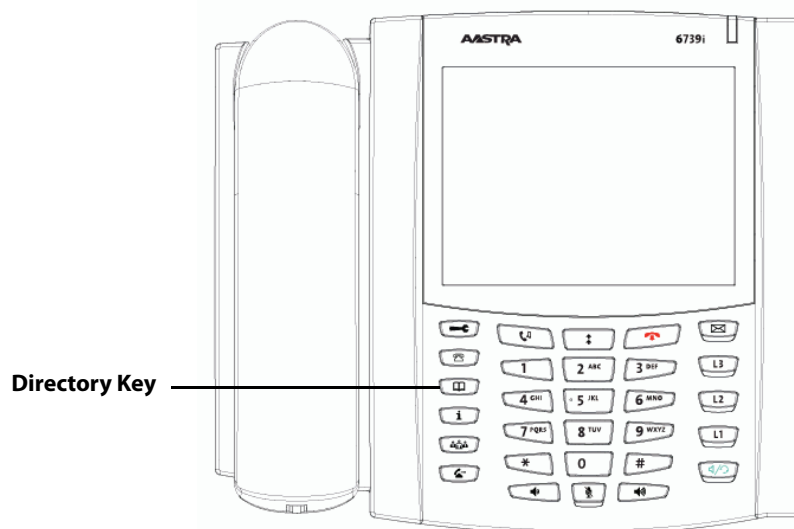


2. In the Callers List field, click on **Save As**. A File Download message displays.
3. Click **OK**.
4. Enter the location on your computer where you want to download the Callers List and click **SAVE**.  
The *callerlist.csv* file downloads to your computer.
5. Use a spreadsheet application to open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

## Directory Key



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



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

### Note:

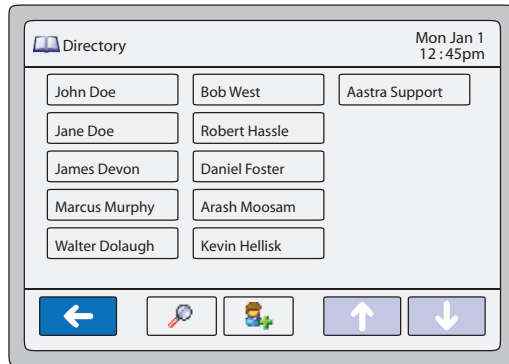
A “picture ID” displays when you select an entry in the Directory if your System Administrator enabled this feature on your phone. Contact your System Administrator for more information about the “picture ID” feature.

## Accessing and Searching the Directory

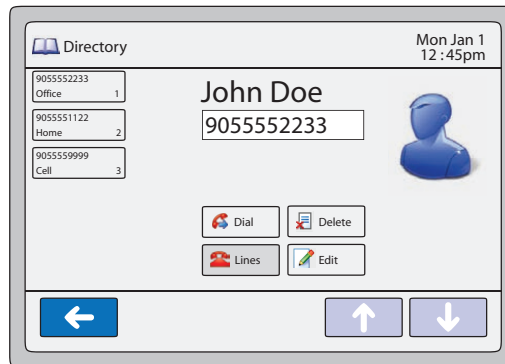
Use the following procedures to access and search for entries in your Directory List.



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



**Main Directory Screen**



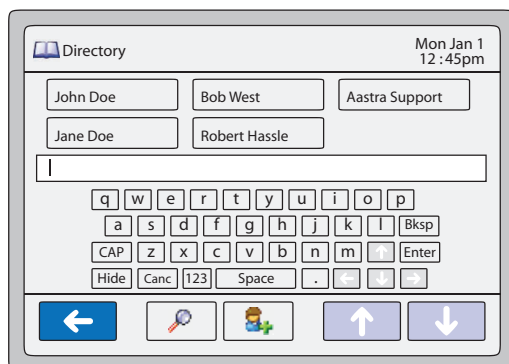
**Single Entry Screen**

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

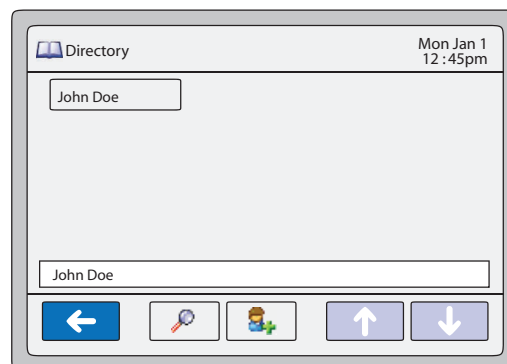
## Using the Search Feature in the Directory



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



**Search Screen**



**Search Results Screen**

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

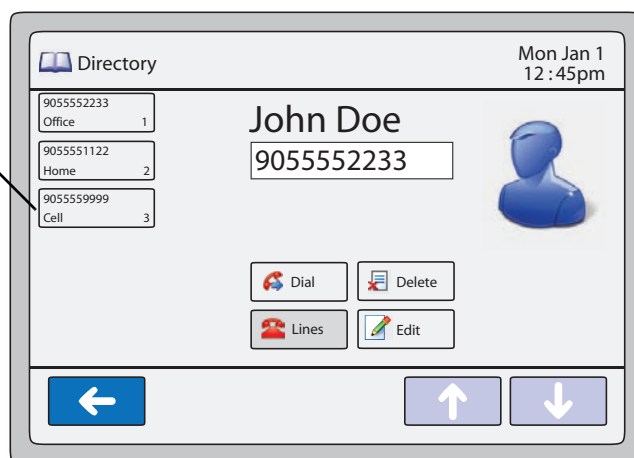
## Dialing from the Directory

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



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

Press a  
number  
key and then  
the Dial key  
to dial the  
number



Single Entry Screen

### Note:

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

4. Press a number key and then the Dial key to dial the number or extension. The phone goes off-hook and automatically dials the number from the Directory. For example, pressing the **“Office”** key in the screen above and then the Dial key dials **“9055552233”** automatically from the Directory.

## Managing the Directory List

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

- Adding an Entry
- Editing an Entry
- Deleting an Entry

You can also save entries to the Directory from the Caller List and Redial List. For information on saving entries from the Caller List, see [“Saving a Caller Record to the Directory”](#) on page 31. For information on saving entries from the Redial List, see [“Saving a Redial Record to the Directory”](#) on page 44.

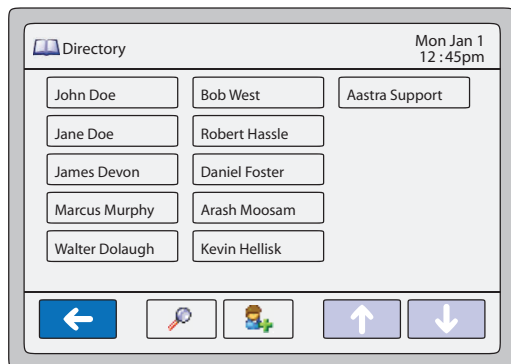
### Adding an Entry

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

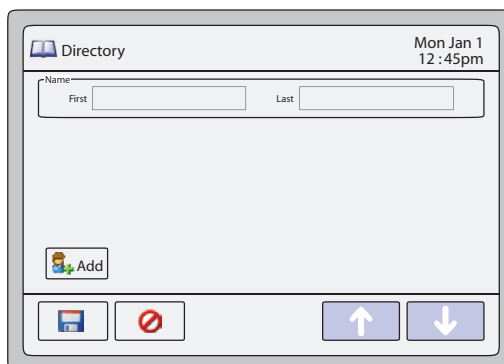


#### IP Phone UI

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

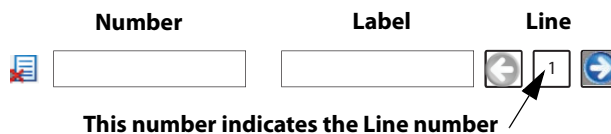


Directory Screen



Adding an Entry Screen

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



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

**Note:**

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

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

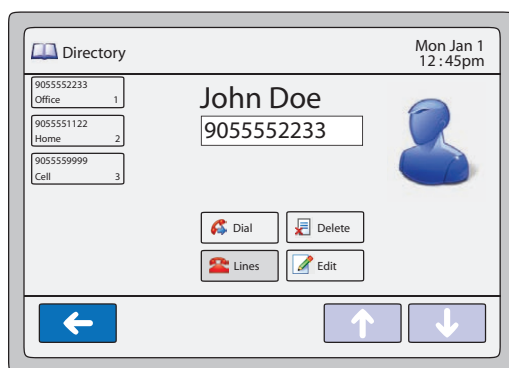
## Editing an Entry

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

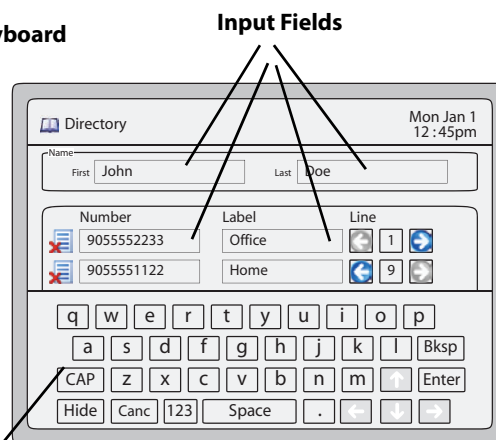


1. Press **Directory** Key . The Directory screen displays.
2. Use the and keys to navigate the list to look for an entry.  
or  
Press the key. For a procedure on using the search key, see [“Using the Search Feature in the Directory”](#) on page 34.
3. Press the entry you want to edit. The single entry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

### Selecting an input field at any time loads the touch keyboard



Single Entry Screen



Touch Keyboard

Single Entry Edit Screen

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

### Deleting an Entry

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

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

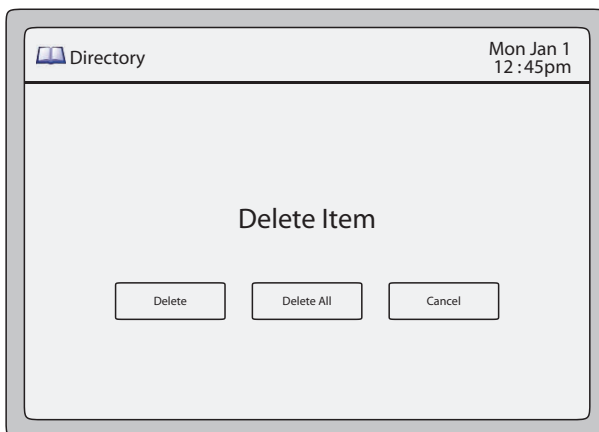
The image shows a 'Single Entry Screen' for a contact named John Doe. The screen has a title bar with 'Directory' on the left and 'Mon Jan 1 12:45pm' on the right. On the left side, there is a list of three entries: '9055552233 Office 1', '9055551122 Home 2', and '9055559999 Cell 3'. In the center, the name 'John Doe' is displayed above a text box containing the number '9055552233'. To the right of the name is a blue silhouette icon of a person. Below the name and number, there are four buttons: 'Dial' (with a phone icon), 'Delete' (with a trash can icon), 'Lines' (with a phone handset icon), and 'Edit' (with a pencil icon). At the bottom of the screen, there are three navigation buttons: a blue button with a white left arrow, and two light blue buttons with white up and down arrows.

**Single Entry Screen**



**Deleting a single entry or all entries****IP Phone UI**

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

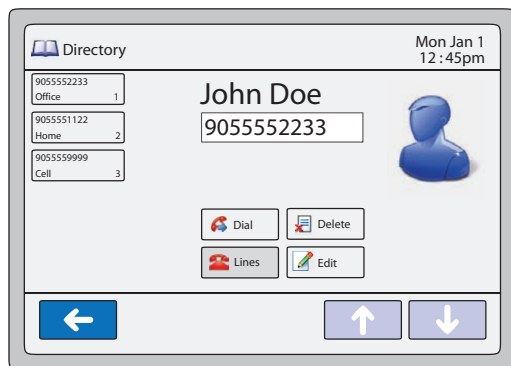
**Delete Directory Entry(s) Screen**

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

**Deleting a number and/or label from an entry****IP Phone UI**

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

3. Press the entry for which you want to delete a number/label. The single entry screen displays.



Directory Mon Jan 1 12:45pm

9055552233 Office 1

9055551122 Home 2

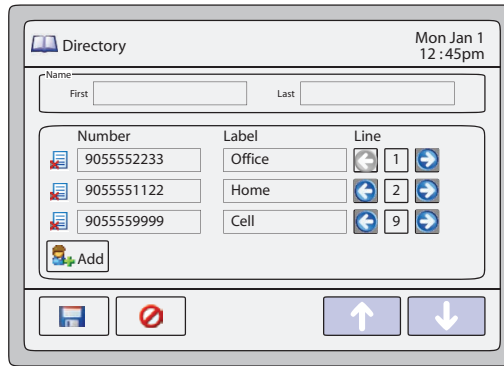
9055559999 Cell 3

John Doe 9055552233

Dial Delete Lines Edit

← ↑ ↓

Single Entry Screen



Directory Mon Jan 1 12:45pm

Name First Last

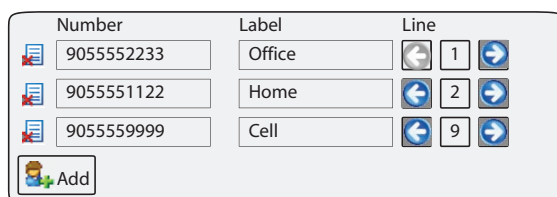
Number	Label	Line
9055552233	Office	1
9055551122	Home	2
9055559999	Cell	9

Add

↑ ↓





Single Entry Details Screen

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



Number	Label	Line
9055552233	Office	1
9055551122	Home	2
9055559999	Cell	9

Add

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

### Downloading the Directory List to Your PC

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

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

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

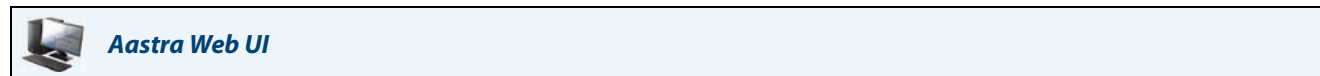
The file displays the name, phone number, and line number for each Directory entry.

#### Note:

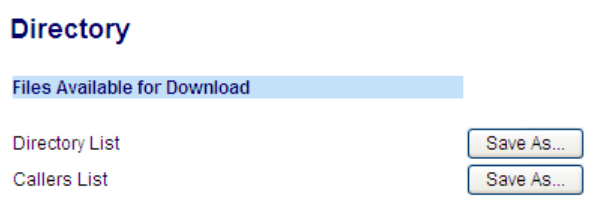
Your System Administrator can populate your IP phone Directory List with server directory files. Contact your System Administrator for more details.

### Downloading the Directory List

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



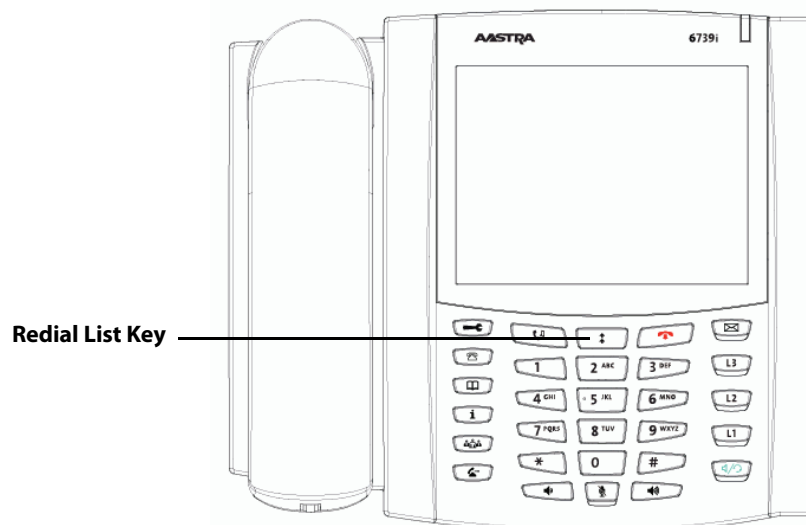
1. Click on **Operation->Directory**.



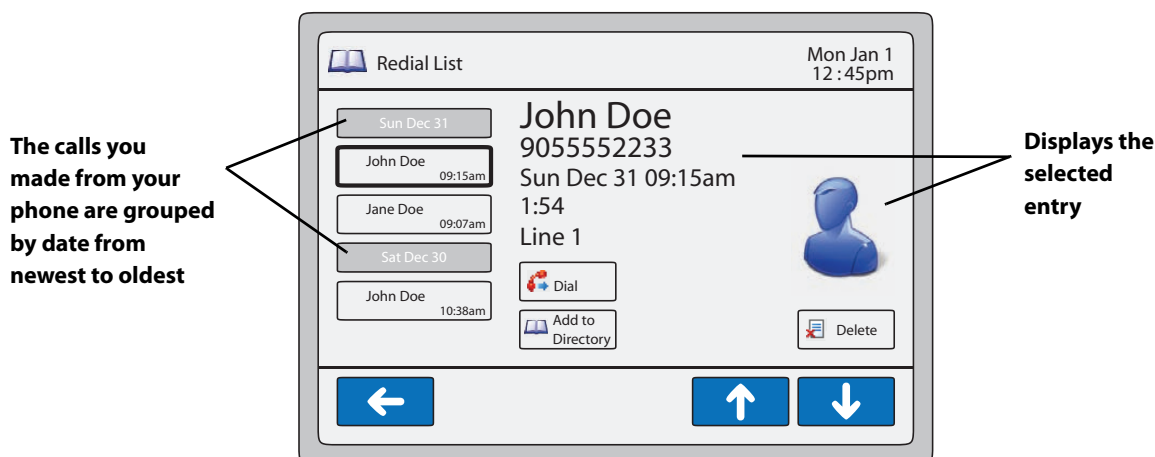
2. In the Directory List field, click on **Save As**. A File Download message displays.
3. Click **OK**.
4. Enter the location on your computer where you want to download the Directory List and click **SAVE**.  
The *directorylist.csv* file downloads to your computer.
5. Use a spreadsheet application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

**Redial Key**

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



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



**Redial List Screen**

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

You can perform the following in the Redial List:

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






**Note:**

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

### ***Accessing and Viewing the Redial List***

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







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

### ***Dialing from the Redial List***

Use the following procedure to dial from the Redial List.






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

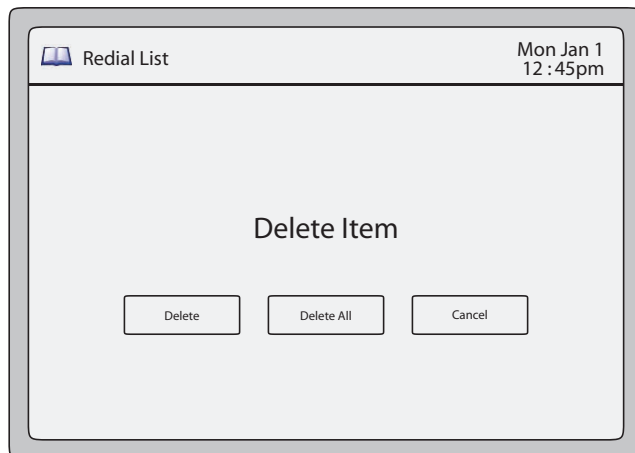
### ***Deleting a Single Record or All Records from the Redial List***

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







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

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










**Delete Redial List Record(s) Screen**

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

## ***Saving a Redial Record to the Directory***

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



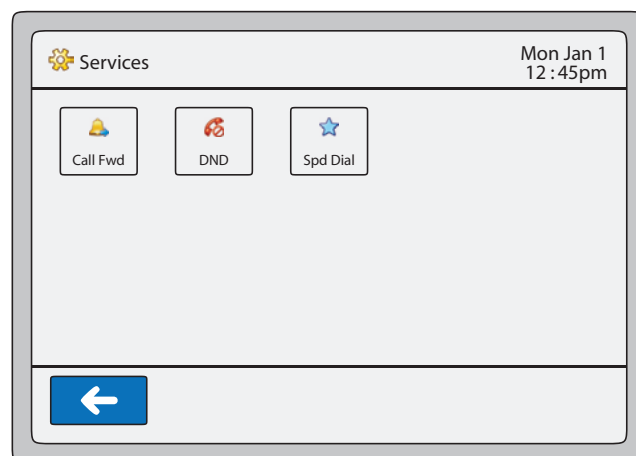
- Press **Redial** key .
- Use the  and  keys to navigate to the Redial record for which you want to save to the Directory.
- Press the Redial record and then press the  key. The Directory displays.
- Check that all of the information from the Redial record was entered correctly in the Directory List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

## Services Key

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



**Services Key**



**Services Screen**

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

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

The screens that display for DND and Call Forwarding are dependant on the DND mode and Call Forwarding mode you set on your phone. For more information about setting the modes for DND and Call Forwarding, see [“DND Account-Based Configuration”](#) on [page 152](#) and [“Call Forward Account-Based Configuration”](#) on [page 158](#).

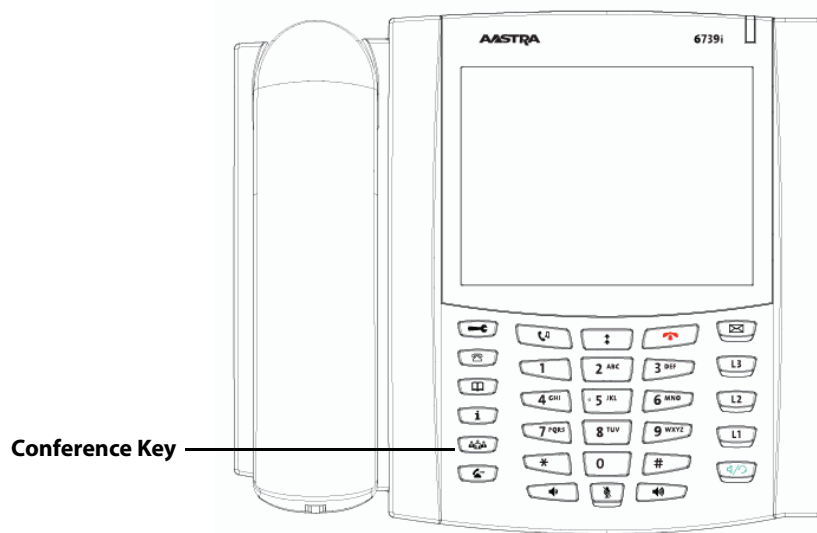
### Reference

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

For more information about setting up XML services, see [“Configuring XML Services”](#) on [page 105](#).

## Conference Key

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



The 6739i IP phone offers two methods of conferencing:

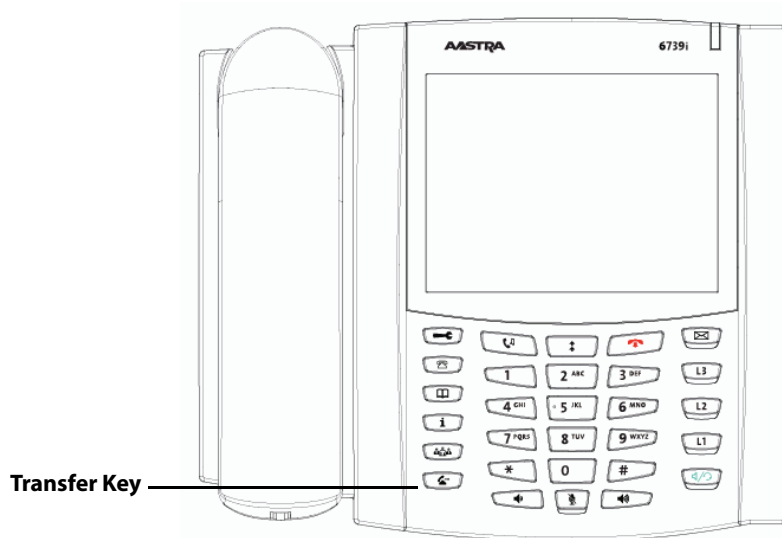
- Local conferencing (default method).
- Centralized conferencing (for Sylantro and Broadsoft Servers) (Administrator must enable this method)

### Reference

For more information about using the Conference Key for joining calls, see [“Conferencing Calls”](#) on [page 146](#).

## Transfer Key

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





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

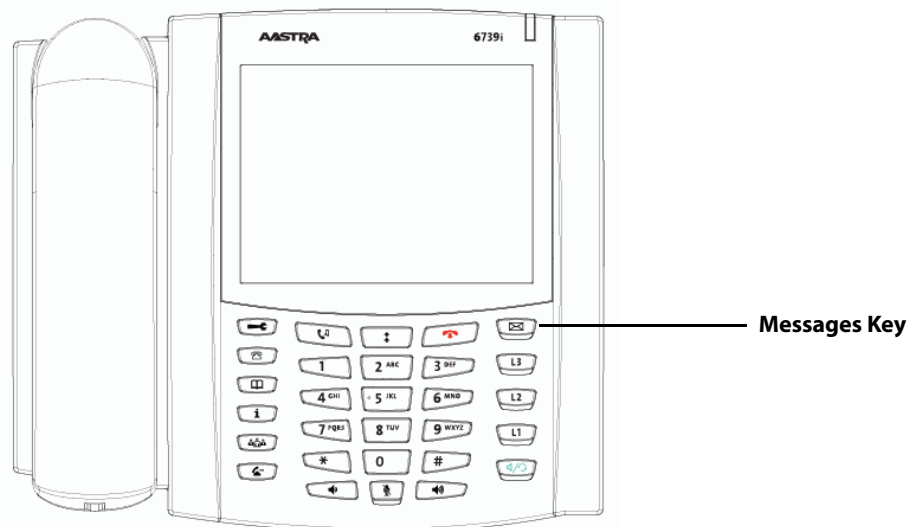
- Blind Transfer - Transfers an incoming call before you answer it.
- Consultative Transfer - Transfers an incoming call after you answer it.

#### Reference

For more information about using the Transfer Key, transferring calls, and for screens that display when you transfer a call, see [“Transferring Calls”](#) on [page 142](#).

## Messages Key

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



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

#### Reference

For more information about using the Messages Key, see [“Voicemail”](#) on [page 167](#).

## Keypad Keys

The 6739i has a keypad with digits from 0 through 9, a "\*" key, and a "#" key. Keys 2 through 9 contain the letters of the alphabet. The 6739i phone keypad includes the following:

Keypad Key	Description
0	Dials 0 Dials the Operator on a registered phone
1	Dials 1
2 ABC	Dials 2 When entering text, this key enters <b>A</b> with one press, <b>B</b> with two presses, and <b>C</b> with three presses
3 DEF	Dials 3 When entering text, this key enters <b>D</b> with one press, <b>E</b> with two presses, and <b>F</b> with three presses
4 GHI	Dials 4 When entering text, this key enters <b>G</b> with one press, <b>H</b> with two presses, and <b>I</b> with three presses
5 JKL	Dials 5 When entering text, this key enters <b>J</b> with one press, <b>K</b> with two presses, and <b>L</b> with three presses
6 MNO	Dials 6 When entering text, this key enters <b>M</b> with one press, <b>N</b> with two presses, and <b>O</b> with three presses
7 P QRS	Dials 7 When entering text, this key enters <b>P</b> with one press, <b>Q</b> with two presses, <b>R</b> with three presses, and <b>S</b> with four presses.
8 TUV	Dials 8 When entering text, this key enters <b>T</b> with one press, <b>U</b> with two presses, and <b>V</b> with three presses
9 WXYZ	Dials 9 When entering text, this key enters <b>W</b> with one press, <b>X</b> with two presses, <b>Y</b> with three presses, and <b>Z</b> with four presses.

The "\*" is called the "star key". The "#" is called the "number sign", "pound key", or "hash key", depending on one's nationality or personal preference. These can be used for special functions such as accessing voicemail. The "star key" and "pound key" functions are dependant on your country's feature availabilities. Contact your System Administrator for more information about available functions using these keys.

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

- Dial a phone number to make a call (see ["Dialing a Number"](#) on [page 135](#).)
- Enter digits or letters in the IP Phone user interface
- Program a speed dial number (see ["Using a Keypad Key to Configure a Speed Dial"](#) on [page 49](#).)
- Press a speed dial key (see ["Using the Keypad Speed Dial"](#) on [page 51](#).)
- Press the keys associated with a called Interactive Voice Response (IVR) system

## Using a Keypad Key to Configure a Speed Dial

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

### Note:

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

Use the following procedure to create a keypad speed dial.




### IP Phone UI

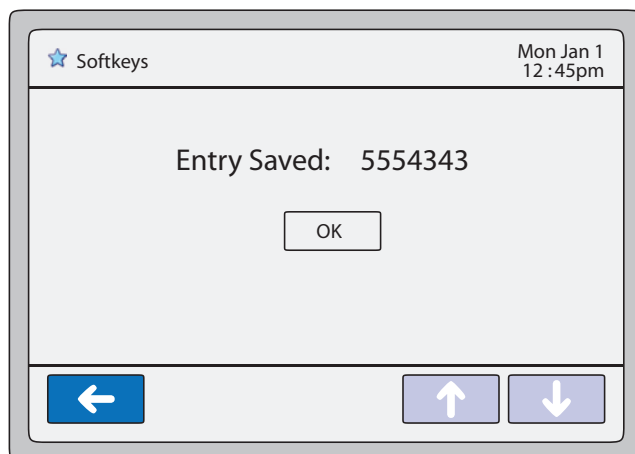
1. Press a keypad key for 3 seconds.  
The following screen displays.

### Note:

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

2. In the “Line” field, press the or to select a line to assign to the speed dial key.  
Valid values are **1** through **9**.  
This is the line that the phone opens to dial the number after you press the speed dial key. By default, the phone uses Line 1.
3. Press the “Number” field. A keyboard displays.  
Enter a number for the speed dial key using the displayed keyboard.

- Press  to save the speed dial key. The following is an example of the screen that displays.



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

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

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



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

### Keypad Speed Dial

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

Save Settings

- Enter or edit a value in the **"Value"** field.

#### Note:

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

- Select a line or edit the line in the **"Line"** field as applicable for each speed dial.
- Click **Save Settings**.

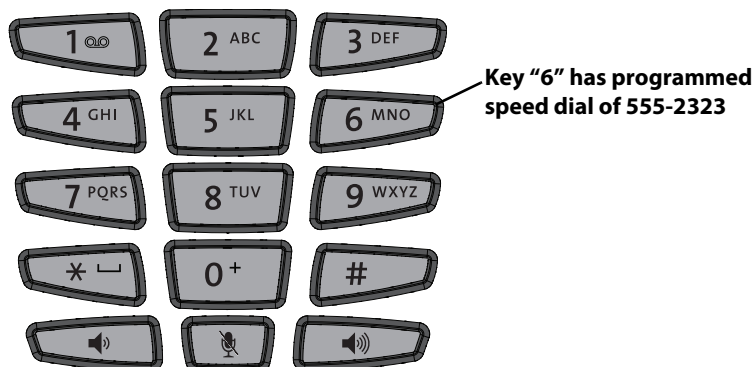
### Using the Keypad Speed Dial

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



#### IP Phone UI

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



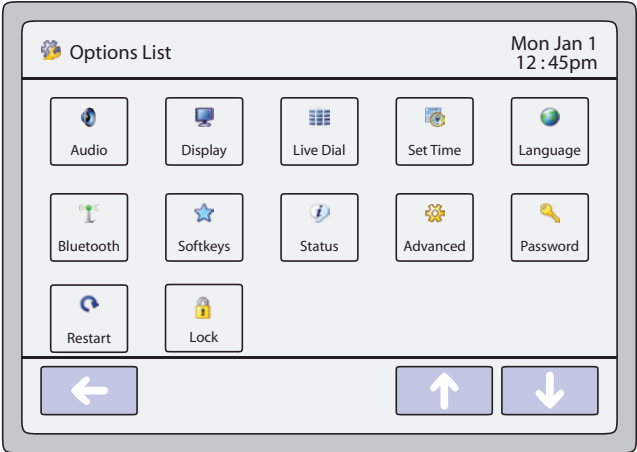
For example, in the illustration above, the “6” key is programmed with a speed dial phone number of 555-2323. After pressing “6” on the keypad, the number automatically dials on the phone.

# Options Key

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



## Options List

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



Options List Screen

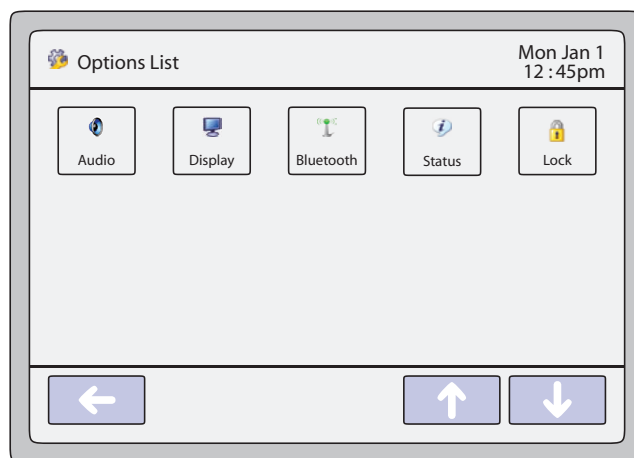
The following table lists the items available in the **Options List** on the phone.

Option Item	Function
 Audio	Allows you to set the following: Audio Mode Headset Device Headset Mic Volume Ring Tone Tone Set Wideband RX Filters
 Display	Allows you to set the following: Brightness Level Brightness Timer Calibrate Screen
 Live Dial	Allows you to enable or disable the live dialpad feature on the phone.
 Set Time	Allows you to set the following: Time Format Daylight Savings Date Format Time Zone Time Server 1 Time Server 2 Time Server 3
 Language	Allows you to set the following: Screen Language Input Language
 Bluetooth	Allows you to view the bluetooth module status, and add or delete a Bluetooth headset.
 Softkeys	Allows you to assign specific functions to softkeys that appear on the idle screen of the phone.
 Status	Allows you to view the following information about the phone: Firmware information Network information Error messages
 Advanced	Allows you to access the Advanced configuration features of the IP phone. This option is password protected and can only be accessed by an Administrator.
 Password	Allows you to set or reset a password for your phone.
 Restart	Allows you to restart the phone.
 Lock	Allows you to lock and unlock the phone to prevent it from being used or configured.






## Simplified Options List

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

**6739i Simplified Options List**



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

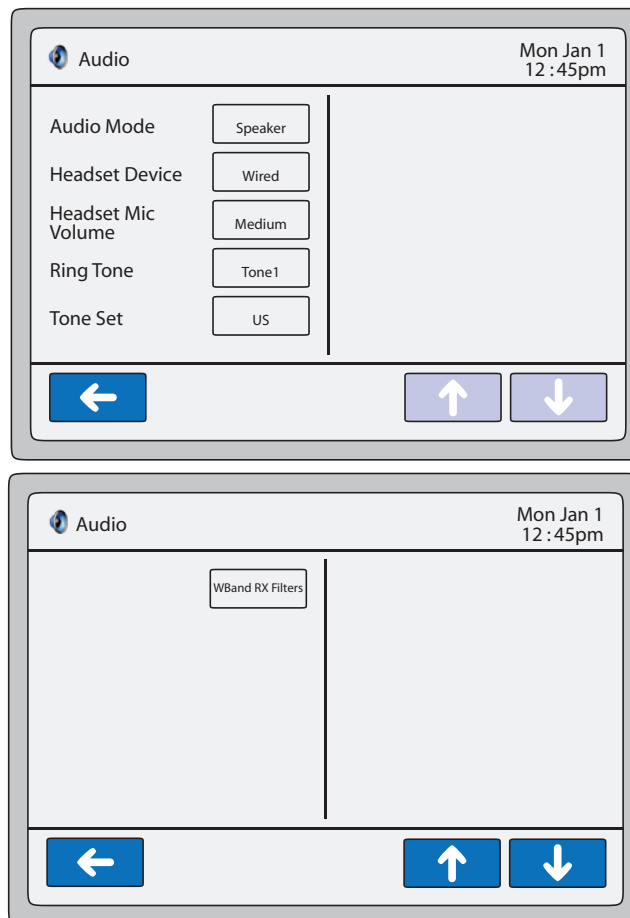
Option Item	Function
 Audio	Allows you to set the following: Audio Mode Headset Device Headset Mic Volume Ring Tone Tone Set Wideband RX Filters
 Display	Allows you to set the following: Brightness Level Brightness Timer Calibrate Screen
 Bluetooth	Allows you to view the bluetooth module status, and add or delete a Bluetooth headset.
 Status	Allows you to view the following information and perform the following: Firmware information Network information Restart phone Error messages
 Lock	Allows you to lock and unlock the phone to prevent it from being used or configured.



## Audio

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





- Audio Mode
- Headset Device
- Headset Mic Volume
- Ring Tone
- Tone Set
- Wideband RX Filters



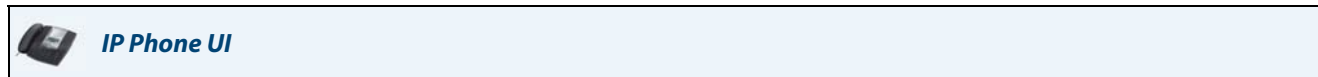
**Audio Screens**




## Audio Mode

The 6739i allows you to use a handset, a headset, or handsfree mode to handle incoming and outgoing calls. The audio mode option provides different combinations of these three methods to provide maximum flexibility in handling calls. There are four audio mode options you can set.

Audio Mode Option	Description
Speaker	This is the default setting. Calls can be made or received using the handset or handsfree speakerphone. In handset audio mode, pressing the  key on the phone switches to handsfree speakerphone. In Speaker audio mode, lift the handset to switch to the handset.
Headset	Choose this setting if you want to make or receive all calls using a handset or headset. Calls can be switched from the handset to headset by pressing the  key on the phone. To switch from the headset to the handset, lift the handset.
Speaker/Headset	Incoming calls are sent to the handsfree speakerphone first when the  key is pressed. By pressing the key again, you can switch back and forth between the handsfree speakerphone and the headset. At anytime, lifting the handset switches back to the handset from either the handsfree speakerphone or the headset.
Headset/Speaker	Incoming calls are sent to the headset first when the  key is pressed. By pressing the key again, you can switch back and forth between the headset and the handsfree speakerphone. At anytime, lifting the handset switches back to the handset from either the headset or the handsfree speakerphone.

## Setting Audio Mode



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

## Headset Device

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

- Wired headset
- DHSG headset
- Bluetooth headset

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

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




**WARNING:**

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

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

### Setting Headset Device






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

### Headset Mic Volume

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

### Setting Headset Mic Volume



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

### Ring Tone

There are several distinct ring tones a user can select to set on the IP phones. You can enable/disable these ring tones on a global or per-line basis.

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

### Ring Tones Table




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

### Setting Ring Tone



#### Note:

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

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



## Aastra Web UI

### Note:

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

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

Ring Tones	
Tone Set	US ▼
Global Ring Tone	Tone 1 ▼
Line 1	Global ▼
Line 2	Global ▼
Line 3	Global ▼
Line 4	Global ▼
Line 5	Global ▼
Line 6	Global ▼
Line 7	Global ▼
Line 8	Global ▼
Line 9	Global ▼

### For global configuration:

2. In the "**Ring Tones**" section, select a ring tone from the **Global Ring Tone** field.  
Valid values are **Tone 1** (default), **Tone 2**, **Tone 3**, **Tone 4**, **Tone 5**, and **Silent**.

#### Note:

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

### For per-line configuration:

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

#### Note:

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

5. Click **Save Settings**.

## Tone Set

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

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




## Setting Tone Set



## IP Phone UI

**Note:**

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

1. Press  on the phone to enter the Options List.
2. Press the **<Audio>** key.
3. Press the **<Tone Set>** key. The following values display:
  - Australia
  - Brazil
  - Europe (generic tones)
  - France
  - Germany
  - Italy
  - Italy2
  - Malaysia
  - Mexico
  - Russia
  - Slovakia
  - UK
  - US (Default - also used in Canada)
4. Press the value you want to set for the Tone Set.
5. Press the  to return to the previous menu or press the  to return to the idle screen.



## Aastra Web UI

**Note:**

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

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

Ring Tones	
Tone Set	US ▼
Global Ring Tone	Tone 1 ▼
Line 1	Global ▼
Line 2	Global ▼
Line 3	Global ▼
Line 4	Global ▼
Line 5	Global ▼
Line 6	Global ▼
Line 7	Global ▼
Line 8	Global ▼
Line 9	Global ▼





2. In the "Ring Tones" section, select a country from the **Tone Set** field.  
Valid values are **Australia, Brazil, Europe, France, Germany, Italy, Italy2, Malaysia, Mexico, Brazil, Russia, Slovakia, UK**, and **US**. Default is **US**.
3. Click **Save Settings**.

### Wideband RX Filters

The "WBand RX Filters" option allows you to select and save a preferred wideband audio equalizer setting for the handset and speakerphone audio paths.

### Setting Wideband RX Filters

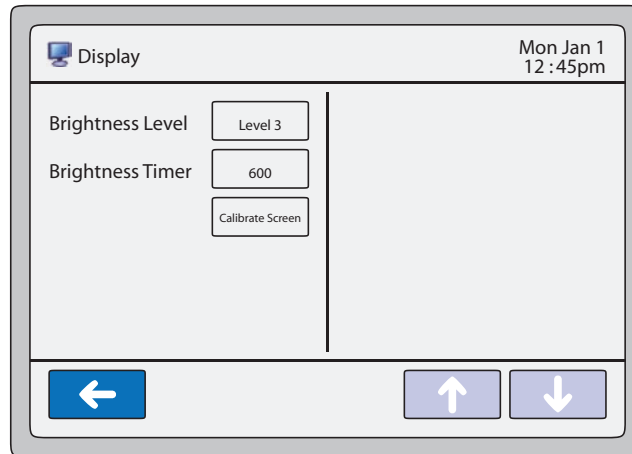


1. Press  on the phone to enter the Options List.
2. Press the <**Audio**> key.
3. Navigate to the second page by pressing  and press the <**WBand RX Filters**> key.
4. Press the settings button next to the audio path (i.e. **Speaker** or **Handset**) you would like to make changes to.
5. Press the wideband audio equalizer setting you want to apply for the audio path. The default settings for the respective audio paths are **Spkr Setting1** and **HS Setting1**.
6. Press the  to return to the previous menu or press the  to return to the idle screen.

## Display

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

- Brightness Level
- Brightness Timer
- Calibrate Screen






**Display Screen**

### Brightness Level

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

#### Setting Brightness



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

### Brightness Timer




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



## Setting Brightness Timer



### IP Phone UI

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


## Calibrate Screen

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

### Calibrating the Screen



### IP Phone UI

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



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

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

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


When the recalibration is finished, the following message displays:

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

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

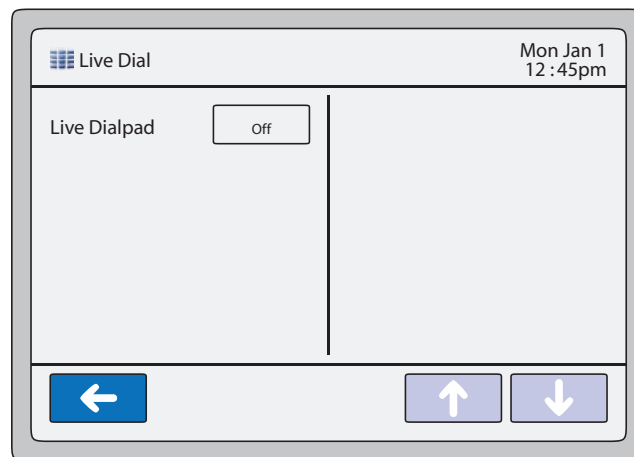
## Live Dial

The "**Live Dial**" option on the IP phone turns the Live Dialpad mode ON or OFF.

With Live Dialpad enabled, the IP phone automatically dials out and turns on speakerphone mode as soon as a dialpad key or softkey is pressed. With Live Dialpad disabled, the IP phone operates in regular or pre-dial mode (i.e. if you dial a number while the phone is on-hook, lifting the receiver or pressing the  initiates a call to that number).

### Note:

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






**Live Dial Screen**

You can enable/disable the live dialpad using the IP Phone UI only.

### Enabling/Disabling Live Dialpad

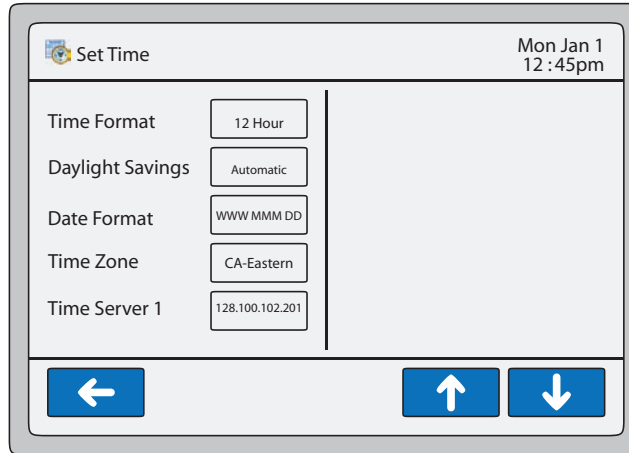
#### IP Phone UI

1. Press  on the phone to enter the Options List.
2. Select **Live Dial**.
3. Select the **Off/On** button next to Live Dialpad and touch the applicable button to enable or disable the feature.
4. Press the  to return to the previous menu or press the  to return to the idle screen.

## Set Time

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

- Time Format
- Daylight Savings
- Date Format
- Time Zone
- Time Servers



The image shows a screenshot of the 'Set Time' screen on a device. The screen has a light gray background. At the top left, there is a small icon of a clock and the text 'Set Time'. At the top right, the date and time are displayed: 'Mon Jan 1 12:45pm'. Below this, there is a list of settings, each with a label and a corresponding value in a box:

Time Format	12 Hour
Daylight Savings	Automatic
Date Format	WWW MMM DD
Time Zone	CA-Eastern
Time Server 1	128.100.102.201

At the bottom of the screen, there are three blue buttons with white arrows: a left arrow, an up arrow, and a down arrow.

**Set Time Screen**




## Time Format

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

### Setting Time Format



#### IP Phone UI

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

**Note:**

The time appears on the phone's idle screen in the time format you set.



#### Aastra Web UI

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

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

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

**Note:**

The time appears on the phone's idle screen in the time format you set.




## Daylight Savings

The 6739i allows you to configure the daylight savings settings on the phone.

### Setting Daylight Savings



#### IP Phone UI

1. Press  on the phone to enter the Options List.
2. Press the **<Set Time>** key.
3. Press the **<Daylight Savings>** key. The following values display:
  - Off
  - 30min summertime
  - 1h summertime
  - Automatic
4. Press the value you want to set for Daylight Savings.
5. Press the  to return to the previous menu or press the  to return to the idle screen.




## Date Format

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

### Setting Date Format



#### IP Phone UI

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

**Note:**

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



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

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

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

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

3. Click **Save Settings**.

**Note:**

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


## Time Zone

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

## Setting Time Zone



### IP Phone UI

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



**Note:**

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

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

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

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

5. Press the key of the timezone for which you want to set on your phone.
6. Press the  to return to the previous menu or press the  to return to the idle screen.




## Time Servers

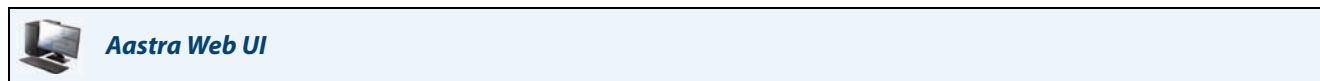
A time server is a server computer that reads the actual time from a reference clock and distributes this information to its clients in the network. The time server may be a local network time server or an internet time server. On the 6739i, you can specify up to 3 local time servers for which the phone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

## Setting Time Servers



### IP Phone UI

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



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

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

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

**Note:**

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

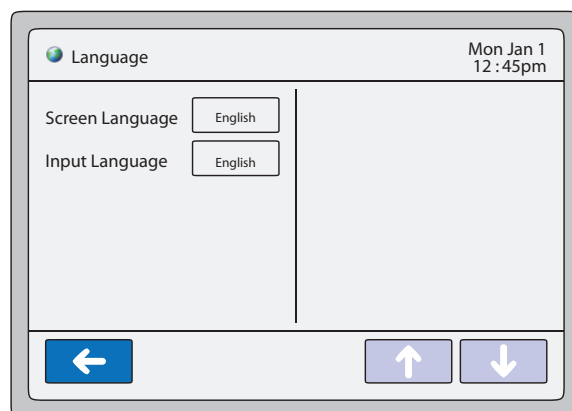
4. Click **Save Settings**.



## Language

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

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



**Language Screen**

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

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

### Latin 2 Character Set

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

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

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

### Screen Language and Webpage Language

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

- English
- Czech
- Catalan
- Valencian
- Welsh
- German
- Danish
- Spanish
- Mexican Spanish
- Finnish
- French
- Canadian French
- Italian
- Dutch
- Dutch (Netherlands)
- Norwegian
- Polish
- Portuguese
- Portuguese Brazilian
- Romanian
- Russian
- Slovak
- Swedish
- Turkish

**Note:**

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


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

### Setting Language

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

**IP Phone UI****Note:**

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



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

2. Press the <Language> key.

3. Press the <Screen Language> key.

**Note:**

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

4. Use the navigation keys   to scroll through the display. Press the screen language you want to set on your phone.

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

**Note:**

The screen language setting takes affect immediately.

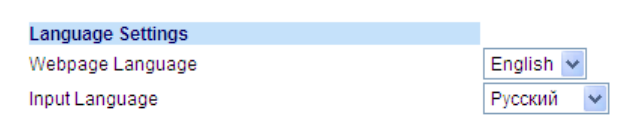


## Aastra Web UI

**Note:**

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

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



2. In the “**Webpage Language**” field, select a language to apply to the Aastra Web UI.

**Note:**

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

3. Click **Save Settings**.

**Note:**

The Webpage language setting takes affect immediately.

### Input Language

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

- English
- German
- French
- Spanish
- Italian
- Portuguese
- Russian
- Nordic


### Setting Language Input



#### IP Phone UI



#### Note:

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

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

#### Note:

Available input languages are dependent on the configuration enabled by your System Administrator.

4. Press the input language you want to set on your phone.
5. Press the  to return to the previous menu or press the  to return to the idle screen.

#### Note:

The input language setting takes affect immediately.



## Aastra Web UI

### Note:

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

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

2. Select a language from the "**Input Language**" field. Setting this field allows you to specify the language to use when entering text and characters in the Aastra Web UI. Valid values are:

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

### Note:

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

3. Click **Save Settings**.

### Note:

The input language setting takes affect immediately.

## Bluetooth

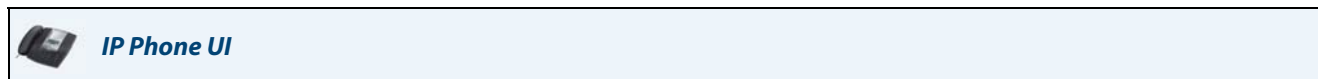
The 6739i supports the use of a Bluetooth headset as an alternate headset device. You can turn the Bluetooth capability ON and OFF on your phone as required. You can also add or delete a Bluetooth headset as applicable.

### Note:


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

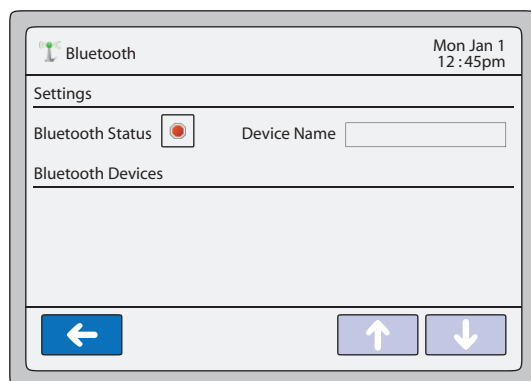
### Enabling/Disabling Bluetooth Device

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






#### To turn ON the Bluetooth feature:

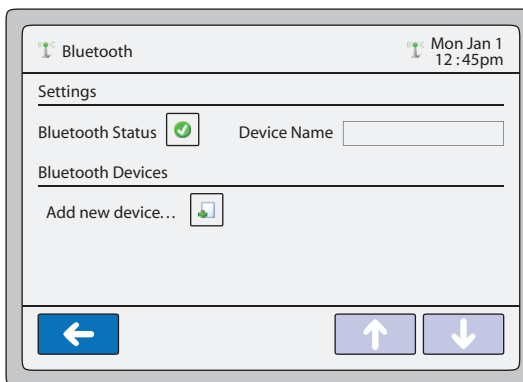
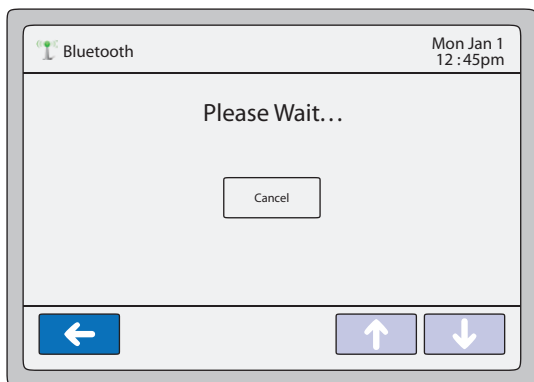
1. Press  on the phone to enter the Options List.
2. Press the <Bluetooth> key. The following screen displays.





**Bluetooth Screen**

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


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

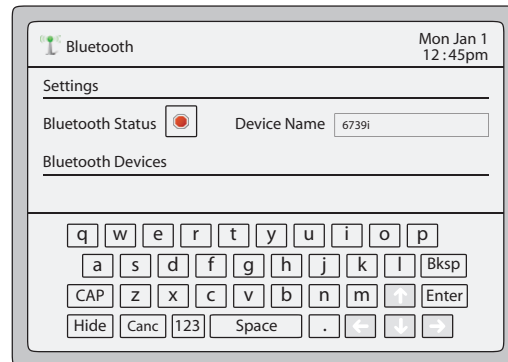
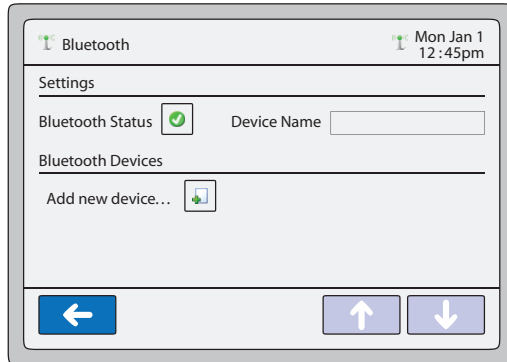


**To turn OFF the Bluetooth feature:**

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

**Adding a Bluetooth device****IP Phone UI**

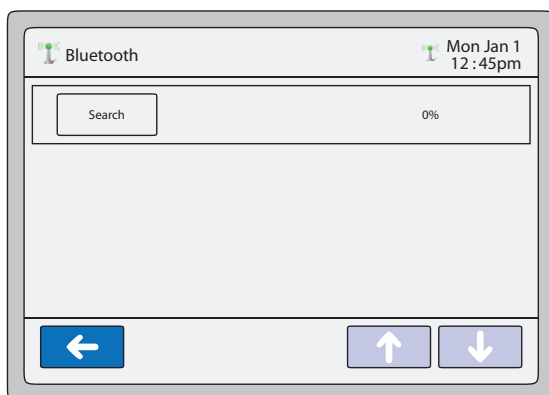
1. Press  on the phone to enter the Options List.
2. Press the **<Bluetooth>** key. The Bluetooth screen displays.



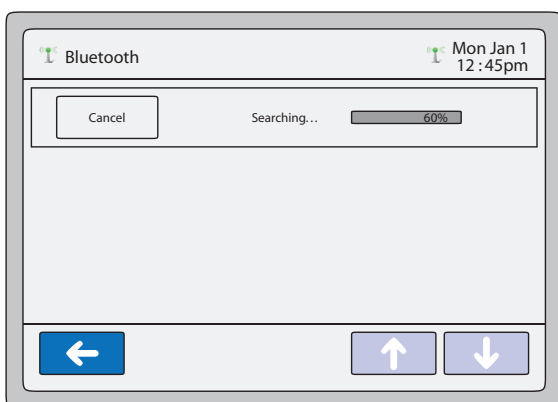
3. (Optional) In the **"Device Name"** field, assign a name to the bluetooth device you are adding to the phone using the touch keypad that displays.

4. Press the <Add new device> key .

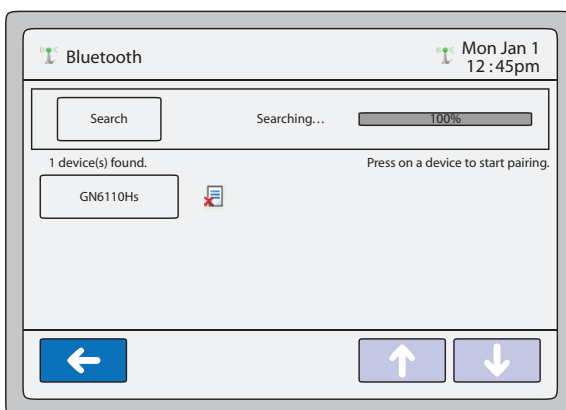
A screen displays that allows you to search for the Bluetooth device.



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



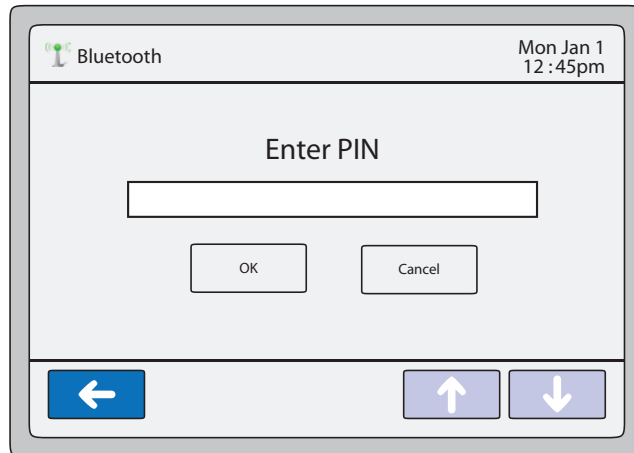
When the search is complete, and the phone has found a Bluetooth device(s), the type of device(s) display.





## Pairing a Bluetooth Device

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

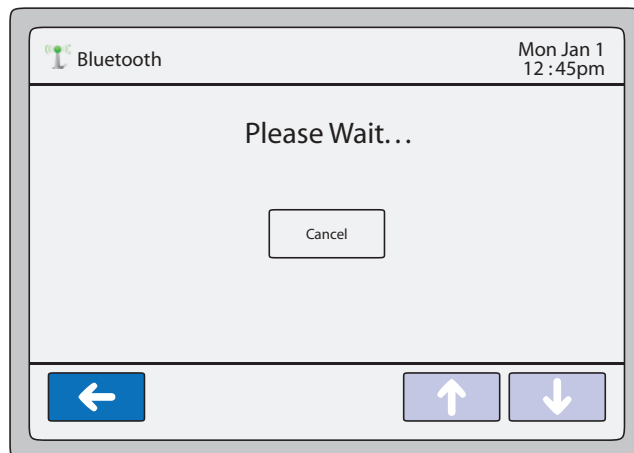


2. Using the phone's keypad, enter a PIN in the text box and press <OK>. The default PIN is **0000**.

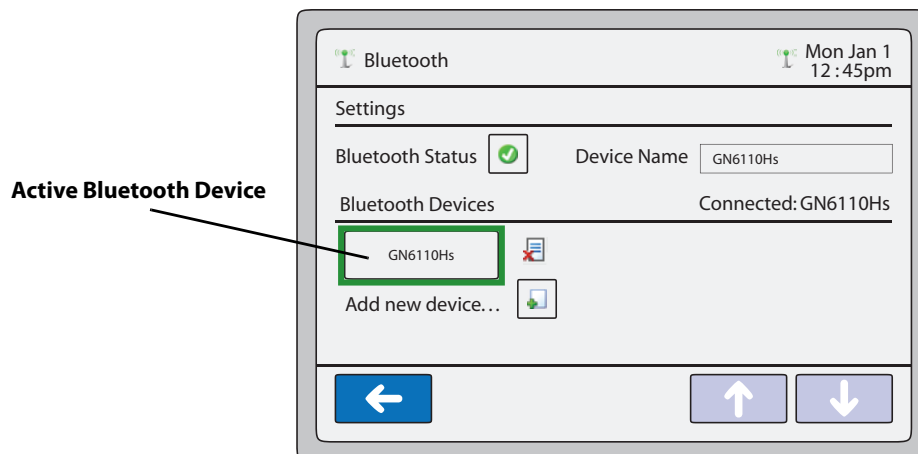
**Note:**

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

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



When pairing is complete, the following screen displays.




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





**Successful Pairing**




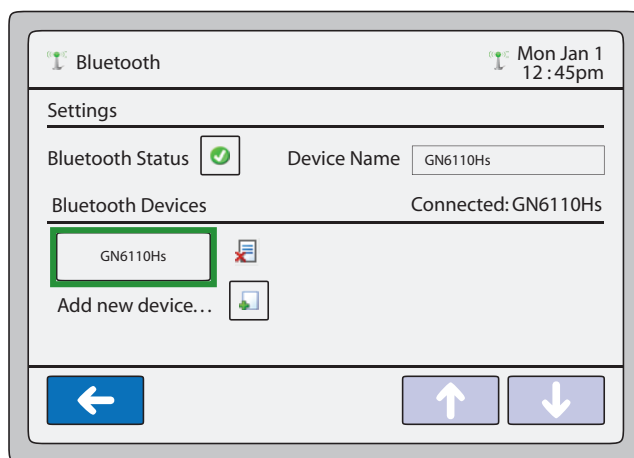
**Unsuccessful Pairing**


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

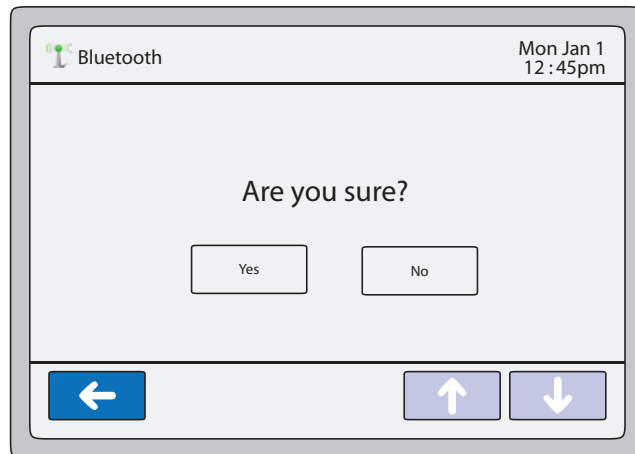
3. Press the  to return to the previous menu or press the  to return to the idle screen.

### Deleting a Bluetooth Device

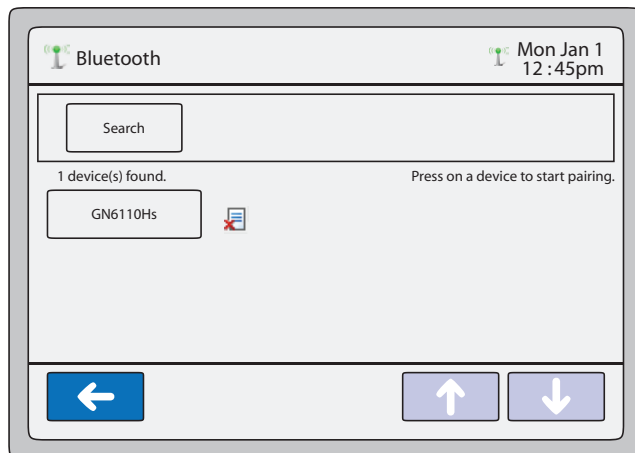
1. Press  on the phone to enter the Options List.
2. Press the <Bluetooth> key. The following screen displays.





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



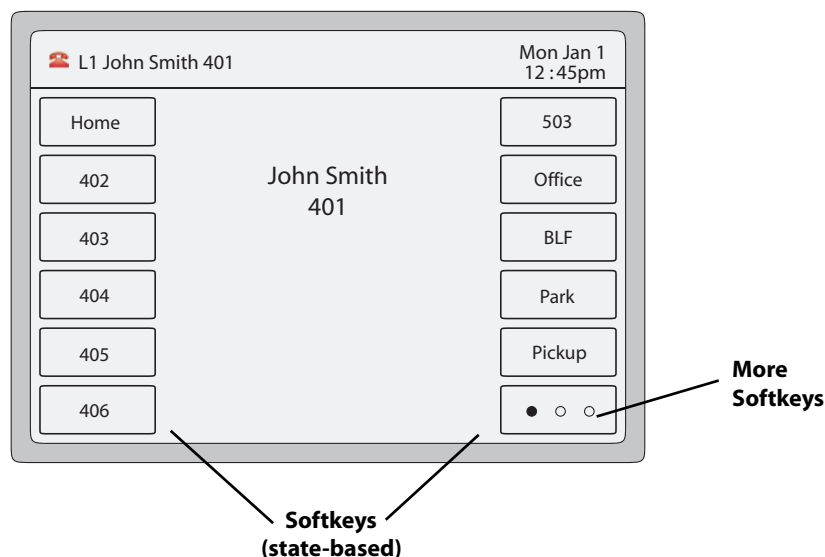
4. Press <Yes> to unpair the Bluetooth device from the phone.  
or  
Press <No> to cancel the unpairing of the Bluetooth device.  
When you unpair the Bluetooth device from the phone, the following screen displays.



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

## Softkeys

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



### Note:

If an Expansion Module is attached to the phone, you can configure additional softkeys. For more information about expansion modules, see “[Model M670i and M675i Expansion Modules](#)” on [page 185](#).

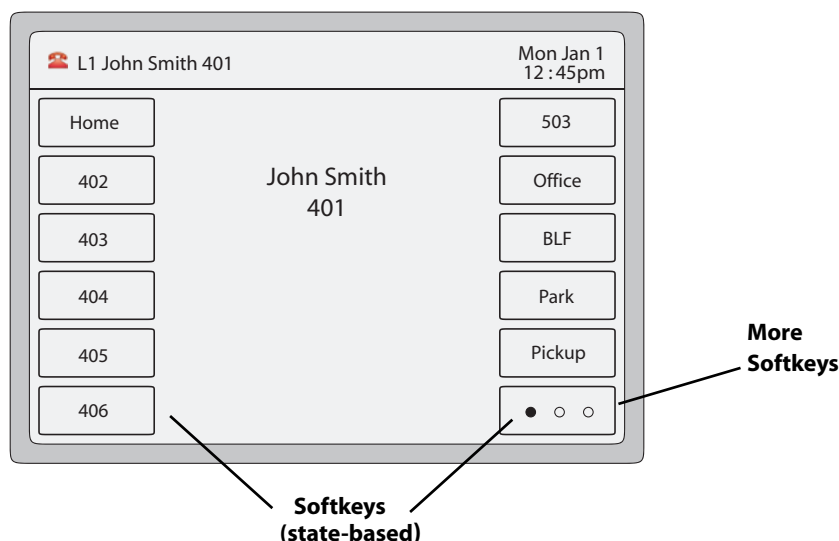
The following table lists the functions you can set on the softkeys and provides a description for each function,.

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

Key Function	Description
Pickup	Indicates the key is configured to pick up parked calls when pressed. Your System Administrator must set configuration parameters before you can use the Pickup feature.
Last Call Return	Indicates the key is configured for “last call return” when pressed.
Call Forward	Indicates the key is configured as a Call Forward key. When pressed, the IP Phone UI displays the Call Forward menus.
BLF/Xfer	Indicates the key is configured as a simplified BLF key and a transfer key. You can use this key to perform the BLF function, or you can use it as a transfer key to transfer calls.
Speeddial/Xfer	Indicates the key is configured as a simplified speed dial key and a transfer key. You can use this key to perform speed dial functions, or you can use it as a transfer key to transfer calls.
Speeddial/Conf	Indicates the key is configured as a speed dial key and a conference key. You can use this key to speed dial from within a conference call, and add the new call directly to the conference.
Speeddial/MWI	Indicates the key is configured as a speed dial key for a voicemail account. You can use this key to monitor and call a voicemail account. Configuring multiple Speeddial/MWI keys allows you to monitor and call multiple voicemail accounts.
Icom (Intercom)	Indicates the key is configured to be used for intercom calls.
Phone Lock	Indicates the key is configured as a phone lock key, allowing you to press this key to lock/unlock the phone.
Paging	Indicates the key is configured as a Paging key. When pressed, the phone can send Real Time Transport Protocol (RTP) streams from a pre-configured multicast address without involving SIP signalling. You can also receive RTP streams from pre-configured multicast addresses (can specify up to 5 addresses) using the "Paging Listen Addresses" at the path, Basic Settings->Preferences->Group Paging RTP Settings in the Aastra Web UI. For more information about setting this parameter, see <a href="#">“Group RTP Paging (receives RTP streams)”</a> on <a href="#">page 181</a> .
Empty	Indicates the key has no function assigned.

### State-Based Softkeys

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



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

**Configurable Softkey States**

**Softkeys Configuration**

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

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

State	Description
idle	The phone is not being used.
connected	The current line is in an active call (or the call is on hold).
incoming	The phone is ringing.
outgoing	The user is dialing a number, or the far-end is ringing.
busy	The current line is busy because the line is in use or the line is set as "Do Not Disturb".

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

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

Key Function	Description
Speeddial/Conf	idle, connected, incoming, outgoing, busy
Speeddial/MWI	idle, connected, incoming, outgoing, busy
Intercom	idle, connected, incoming, outgoing, busy
Phone Lock	All states disabled.
Paging	All states disabled.
Empty	idle, connected, incoming, outgoing, busy

**Note:**

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

**Key Display Behaviour**

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

For example, if softkey 1 is set to BLF/Xfer and softkeys 2 through 11 are set to **"None"** and you configure softkey 12 as the following:

**Type:** speeddial

**Label:** LAB

**Value:** 3456

after saving the settings, the "LAB" label actually appears in position 2 of the LCD.

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

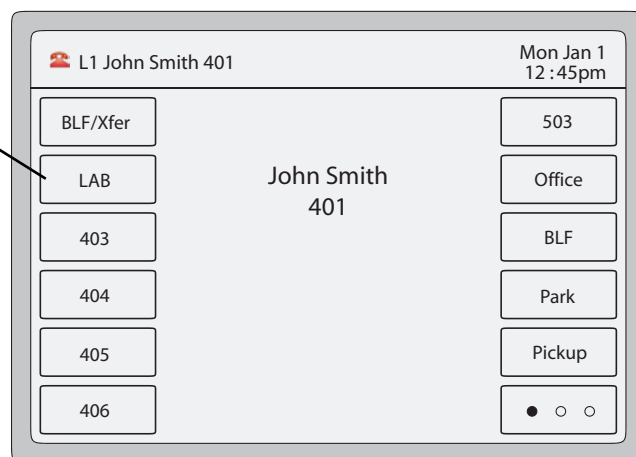
The following illustrations show the configuration of Key 12 and how that key displays on the phone.

**Softkeys Configuration**

Key	Type	Label	Value	Line	Idle	Connected	Incoming	Outgoing	Busy
1	BLF/Xfer			1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2	None			1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	None			1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	None			1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	None			1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	None			1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	None			1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	None			4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	None			4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	None			1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	None			1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	Speeddial	LAB	3456	1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
13	Speeddial	403	403	4	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Key 12 configured as a speed dial

Key 12 displays in softkey position 2 on the phone

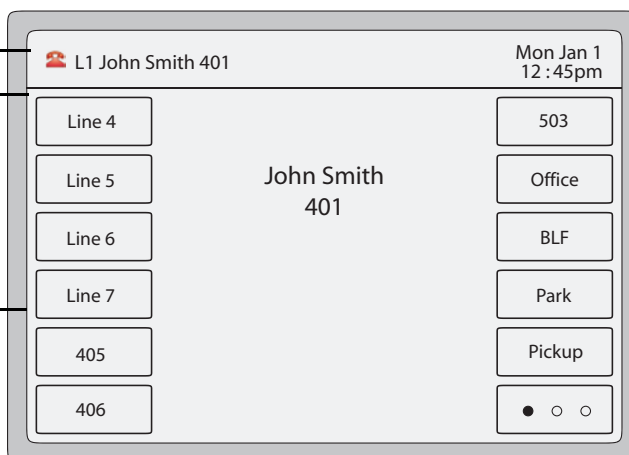


### Line Softkey

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

Call Status Icon

Line Keys configured as softkeys



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

You can press any line key to dial an outgoing call. During incoming calls, a pop-up appears at the top of the screen indicating the current line that is ringing. You can press the ringing line to answer the call. A set of 9 keys display in the center of the screen indicating the lines that are available and not available. If all lines are in use, one call is connected while the rest are on hold. No further outgoing or incoming calls can be made until one of the line/call appearances becomes available.

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

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

### Configuring a Line Softkey


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

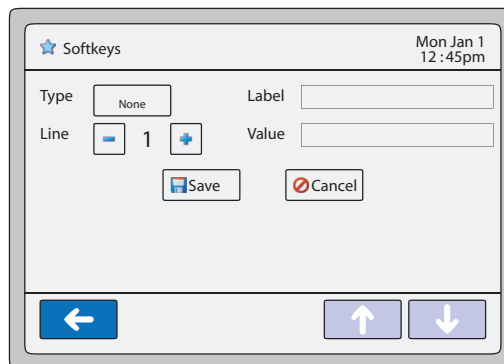
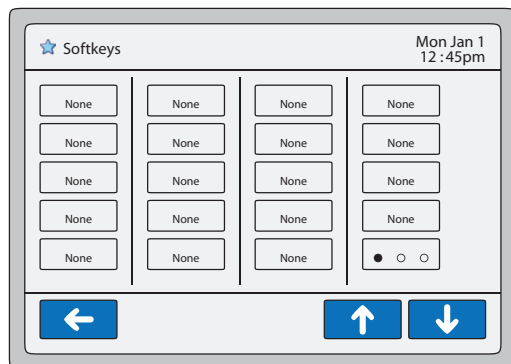






You can use the IP Phone UI or the Aastra Web UI to create Line softkeys on your phone.



### IP Phone UI

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



4. In the "**Type**" field, press the **<None>** key. A screen displays with softkey keys.
5. Press the **<Line>** function key to apply to the softkey.  
**Note:**  
A total of 9 Line Keys can exist on the 6739i (3 hard keys (Line 1, 2, and 3) and 6 softkeys)
6. In the "**Label**" field, enter a label to assign to this softkey.
7. In the "**Line**" field, press the  or  to select a line to assign to the softkey. Valid values are **4** through **9**.
8. Press **<Save>** to save the softkey. The softkey applies to your phone immediately and displays on your idle screen.
9. Press the  to return to the previous menu or press the  to return to the idle screen.



### Aastra Web UI

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

#### Softkeys

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

#### **Note:**

A total of 9 Line Keys can exist on the 6739i (3 hard keys (Line 1, 2, and 3) and 6 softkeys).

3. In the "**Type**" field, select **Line** to apply to the key.
4. In the "**Label**" field, enter a label to apply to this key.
5. In the "**Line**" field, select a line to apply to this key. Valid values are **4** through **9**.
6. In the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.

#### Expansion Module Keys

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

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

### Speed Dial Softkey

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

#### Note:

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

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

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

#### Note:

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

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

### Speed Dial Prefix

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

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

Key 1

**Type**=speed dial

**Label**=Europe Office

**Value**=1234567+

**Line**=2

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

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

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



#### IP Phone UI

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

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



#### IP Phone UI

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

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

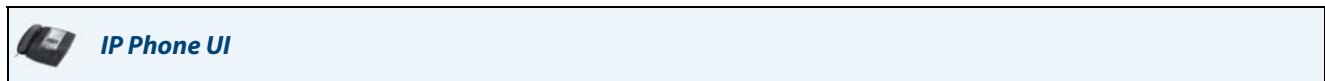
Pressing and holding down a blank softkey or expansion module key on the phone initiates a speed dial feature.

#### Notes:

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

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

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



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

**Note:**

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

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

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

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

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



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

#### Softkeys

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

#### Expansion Module Keys

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

### "Do Not Disturb" (DND) Softkey


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



If DND is ON, callers calling into the phone hear no ring and then the call is dropped. If call forward is configured on the phone, the call can be forwarded to voicemail. For more information about setting the DND modes on your phone, see "[DND Account-Based Configuration](#)" on [page 152](#).

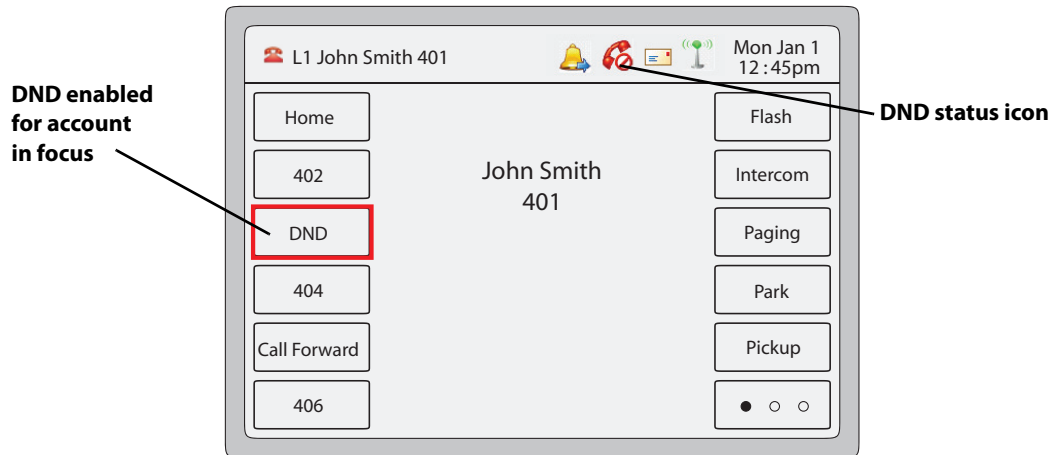
You can use the IP Phone UI or the Aastra Web UI to create a DND softkey on your phone.

### Configuring a DND Softkey



1. Press  on the phone to enter the Options List.
2. Press the **<Softkeys>** key. By default, all of the softkeys that display are configured as "**None**".

3. Press a **<None>** key. A softkey configuration screen displays.
4. In the **"Type"** field, press the **<None>** key. A screen displays with softkey keys.
5. Press the **<Do Not Disturb>** function key to apply to the softkey.
6. Press **<Save>** to save the softkey.
7. Press the  to return to the previous menu or press the  to return to the idle screen.  
The softkey applies to your phone immediately and displays on your idle screen. If DND is enabled for the account in focus, a **RED** border around the key indicates that DND is enabled on the softkey. You can toggle DND ON and OFF by pressing the DND softkey. The DND status icon displays in the status bar when DND is enabled.



#### Aastra Web UI

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

#### Softkeys

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

#### Expansion Module Keys

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

### Busy Lamp Field (BLF) Softkey

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

**Note:**

BLF feature availability is dependant on your call manager. Contact your System Administrator for more information

#### Example

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

On the 6739i, the busy and idle indicators show on the IP phone screen display next to the key programmed for BLF functionality. When the monitored user is idle, an icon with the handset on-hook shows next to the BLF key. When the monitored user is on an active call, a small telephone icon is shown with the handset off-hook.

**Note:**






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

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

### Configuring a BLF Softkey



#### IP Phone UI

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



### Aastra Web UI

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

#### Softkeys

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

#### Expansion Module Keys

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

#### BLF/List Softkey

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

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

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

##### Note:

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

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

##### Note:

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

#### Example

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

##### Note:

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



### Configuring a BLF/List Softkey






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

For example, sip:9@192.168.104.13. The value of the BLF/List URI parameter must match the list name configured. Otherwise, no values display on the 6739i screen and the feature is disabled.

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



#### IP Phone UI

1. Press  on the phone to enter the Options List.
2. Press the **<Softkeys>** key. By default, all of the softkeys that display are configured as **"None"**.
3. Press a **<None>** key. A softkey configuration screen displays.
4. In the **"Type"** field, press the **<None>** key. A screen displays with softkey keys.
5. Press the **<BLF/List>** function key to apply to the softkey.
6. In the **"Line"** field, press the  or  to select a line to assign to the softkey. Valid values are **1** through **9**.  
**Note:**  
 The **"Label"** and **"Value"** field are not required. The BroadWorks BLF List name is configured in the **"BLF List URI"** field instead.
7. Press **<Save>** to save the softkey. The softkey applies to your phone immediately and displays on your idle screen.
8. Press the  to return to the previous menu or press the  to return to the idle screen.



#### Aastra Web UI

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

#### Softkeys

2. Select from **"Key 1"** through **"Key 55"**.
3. In the **"Type"** field, select **"BLF/List"** (BroadSoft BroadWorks).
4. In the **"Line"** field, select a line number that is actively registered to the appropriate SIP proxy you are using. Valid values are:
  - global
  - 1 through 9**Note:**  
 The **"Label"** and **"Value"** field are not required. The BroadWorks BLF List name is configured in the **"BLF List URI"** field instead.
5. In the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.
6. In the **"BLF List URI"** field, enter the name of the BLF list defined on the BroadSoft BroadWorks Busy Lamp field page for your particular user. For example, sip:9@192.168.104.13.  
**Note:**  
 Contact your System Administrator for the BLF List URI.

#### Expansion Module Keys

7. Select an expansion module key.

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

- global
- 1 through 9

**Note:**

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

9. In the "**BLF List URI**" field, enter the name of the BLF list defined on the BroadSoft BroadWorks Busy Lamp field page for your particular user. For example, sip:9@192.168.104.13.

**Note:**

Contact your System Administrator for the BLF List URI.

10. Click **Save Settings**.

### Automatic Call Distribution (ACD) Softkey (for Sylantrio Servers)

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




To use the ACD feature on an IP phone, you must first configure an ACD softkey or expansion module key. When you want to subscribe to a queue (in order to receive incoming calls), you press the ACD key and the IP phone UI prompts you to log in. An "Available" softkey displays allowing you to make your phone available to accept these calls.

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

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

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

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

Status: Logged In and Available	Status: Unavailable	Logged Out
Solid Red LED	Blinking Red LED	No LED
 icon	Blinking  icon	 icon


**Note:**





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

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

### Configuring an Automatic Call Distribution (ACD) Softkey



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

7. In the "**Line**" field, press the  or  to select a line to assign to the softkey. Valid values are **1** through **9**.
8. Press **<Save>** to save the softkey. The softkey applies to your phone immediately and displays on your idle screen.
9. Press the  to return to the previous menu or press the  to return to the idle screen.



### Aastra Web UI

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

#### Softkeys

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

#### Expansion Module Keys

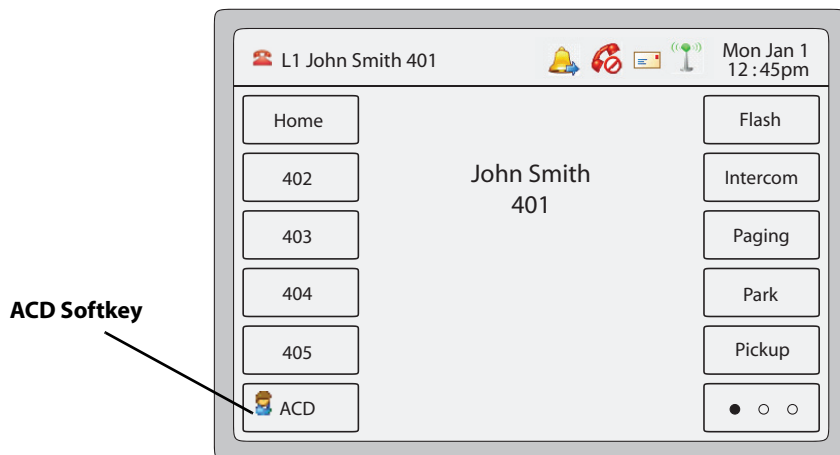
7. Select an expansion module key.
8. In the "**Label**" field, enter a label to apply to this ACD key.
9. In the "**Line**" field, select a line to apply Automatic call distribution. Valid values are **1** through **9**.
10. Click **Save Settings**.

### Using the ACD Softkey

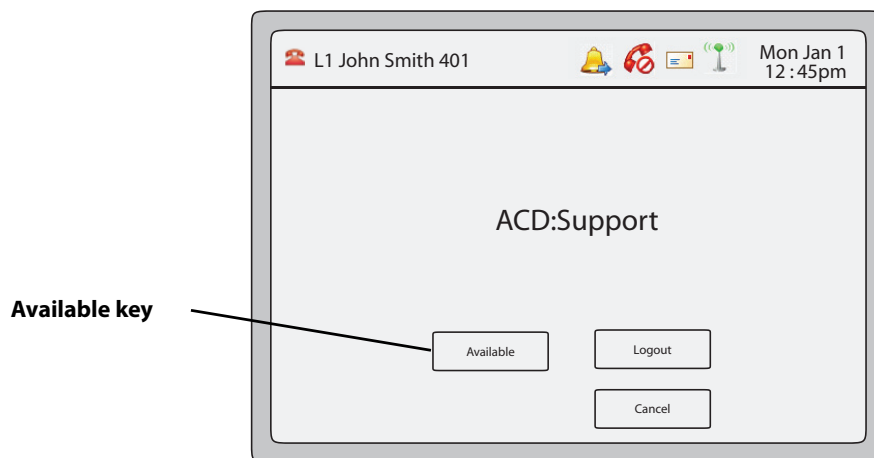
Use the following procedure to log into a phone queue from your IP phone.



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

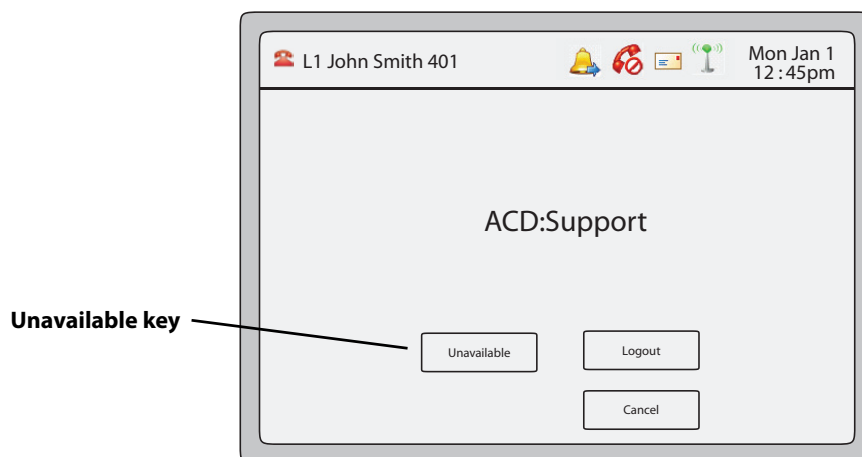


The following screen displays. Your phone logs into the queue on the server.



3. To allow your phone to be available in the queue, press the **Available** key.

The following screen displays.



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

4. To temporarily stop receiving calls, press the **Unavailable** key.

If you are on a call (or miss a call that has been distributed to your phone), your phone status automatically changes to **"Unavailable"**. Your phone remains in the **"Unavailable"** state until one of the following occurs:

- You use the IP Phone UI to manually switch the IP phone state back to "Available"
- or
- The availability "timer" for your IP phone expires. This only occurs if your Administrator has configured an auto-availability timer on your IP phone. Contact your System Administrator for more information.

5. To logout of the queue, press the **Log Out** key. The server no longer distributes phone calls to your IP phone.

### Directed Call Pickup/Group Call Pickup Softkey

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

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

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

#### Notes:

- Your System Administrator must configure the extension range for the Group Call Pickup feature. Contact your System Administrator for more information.
- DCP/GCP feature availability is dependant on your call manager. Contact your System Administrator for more information.






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

### Configuring Directed Call Pickup (DCP) Softkey

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



#### IP Phone UI

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



#### Aastra Web UI

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

#### Softkeys

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

#### Expansion Module Keys

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

### Configuring Group Call Pickup (GCP) Softkey

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



#### IP Phone UI

##### Note:

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

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



#### Aastra Web UI

##### Note:

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

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

#### Softkeys

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

#### Expansion Module Keys

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

### Using Directed Call Pickup/Group Call Pickup

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



#### IP Phone UI

##### Note:

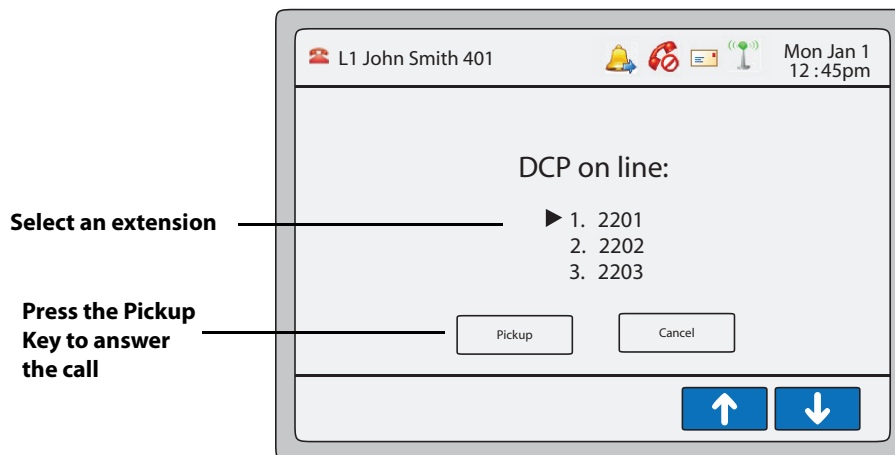
Before using the DCP/GCP feature on your phone, you must first configure the DCP or GCP Key. You must identify the extension(s) or phone number(s) you want to monitor when configuring the key. See the previous procedures to configure a DCP or GCP Key.

#### To use Directed Call Pickup (DCP):

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

#### To use Group Call Pickup (GCP):

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





## XML Softkey and Services

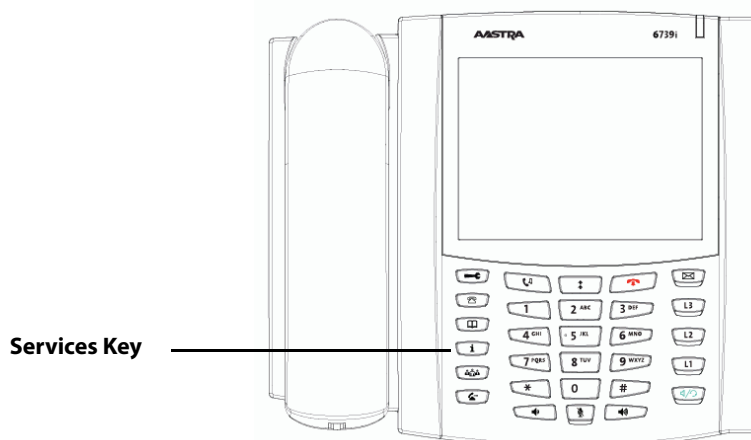
The 6739i IP phone has a feature you can enable called "**XML**" (Extensible Markup Language). XML is a markup language much like HTML that can display on your phone. Your System Administrator can create customized XML menu services and load them to your IP phone. These services can include things like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

### Note:

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

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

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



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

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

### Note:

Contact your System Administrator for an applicable URI.




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

### Configuring an XML Softkey

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



#### IP Phone UI

1. Press  on the phone to enter the Options List.
2. Press the **<Softkeys>** key. By default, all of the softkeys that display are configured as **"None"**.
3. Press a **<None>** key. A softkey configuration screen displays.
4. In the **"Type"** field, press the **<None>** key. A screen displays with softkey keys.
5. Press the **<XML>** function key to apply to the softkey.
6. In the **"Label"** field, enter a label to apply to this softkey.
7. In the **"Value"** field, specify the XML application URI to apply to this softkey.  
**Note:**  
Contact your System Administrator for the appropriate value(s) to enter in the "Value" field.
8. Press **<Save>** to save the softkey. The softkey applies to your phone immediately and displays on your idle screen.
9. Press the  to return to the previous menu or press the  to return to the idle screen.



#### Aastra Web UI

#### Note:

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

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

#### Softkeys

2. Select from **"Key 1"** through **"Key 55"**.
3. In the **"Type"** field, select **"XML"**.
4. In the **"Label"** field, enter a label to apply to this key.
5. In the **"Value"** field, enter a URI(s) to apply to this key.  
**Note:**  
Contact your System Administrator for the appropriate value(s) to enter in the "Value" field
6. In the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.

#### Expansion Module Keys

7. Select an expansion module key.
8. In the **"Type"** field, select **"XML"**.
9. In the **"Label"** field, enter a label to apply to this key.
10. In the **"Value"** field, enter a URI(s) to apply to this key.  
**Note:**  
Contact your System Administrator for the appropriate value(s) to enter in the "Value" field.
11. In the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.
12. Click **Save Settings**.

## Configuring XML Services



### Aastra Web UI

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

### Accessing the XML Service

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



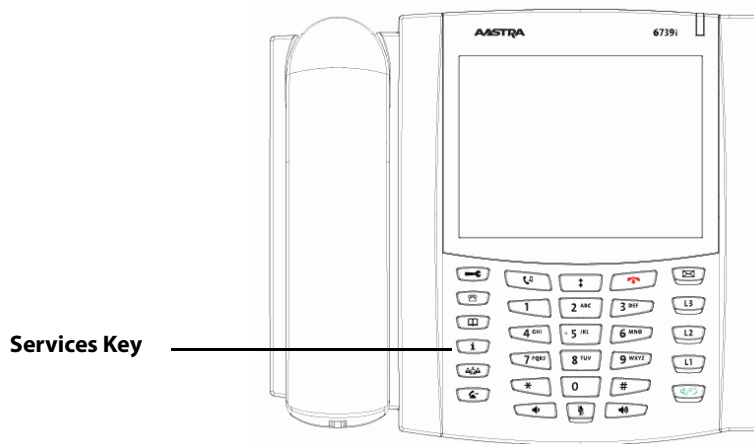
### IP Phone UI

From an XML Softkey:

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

From the Services Menu:

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



2. Press the **Services** key.

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

### Flash Softkey




You can set a softkey to generate a flash event when it is pressed on the 6739i. You do this by setting the softkey to **"flash"**. The IP phone generates flash events only when a call is connected and there is an active RTP stream (for example, when the call is not on hold).

### Configuring a Flash Softkey

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



#### IP Phone UI

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



#### Aastra Web UI

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

### Softkeys

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

### Expansion Module Keys

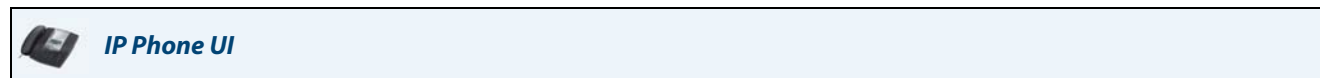
5. Select an expansion module key.
6. In the **"Type"** field, select **Flash**.
7. In the **"Label"** field, enter a label for the Flash key.
8. Click **Save Settings**.




## Sprecode Softkey

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

### Configuring a Sprecode Softkey

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



1. Press  on the phone to enter the Options List.
2. Press the <Softkeys> key. By default, all of the softkeys that display are configured as "**None**".
3. Press a <None> key. A softkey configuration screen displays.
4. In the "**Type**" field, press the <None> key. A screen displays with softkey keys.
5. Press the <Sprecode> function key to apply to the softkey.
6. In the "**Label**" field, enter a label to apply to this softkey.
7. In the "**Value**" field, enter the appropriate value for accessing specific services from the server.  
**Note:**  
 For values to enter in this field, contact your System Administrator.
8. Press <Save> to save the softkey. The softkey applies to your phone immediately and displays on your idle screen.
9. Press the  to return to the previous menu or press the  to return to the idle screen.



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

### Softkeys

2. Select from "**Key 1**" through "**Key 55**".
3. In the "**Type**" field, select **Sprecode**.
4. In the "**Label**" field, enter a label to apply to this softkey.
5. In the "**Value**" field, enter the appropriate value for accessing specific services from the server.  
**Note:**  
 For values to enter in this field, contact your System Administrator.
6. In the state fields, check (enable) or uncheck (disable) the "**Connected**" state for this softkey.

### Expansion Module Keys

7. Select an expansion module key.
8. In the "**Type**" field, select **Sprecode**.
9. In the "**Label**" field, enter a label to apply to this softkey.
10. In the "**Value**" field, enter the appropriate value for accessing specific services from the server.  
**Note:**  
 For values to enter in this field, contact your System Administrator.
11. Click **Save Settings**.

### Park/Pickup Softkeys

The 6739i phone has a park and pickup call feature that allows you to park a call and pickup a call when required. The IP phones support the Park/Pickup feature on the Asterisk, BroadWorks, Sylantro, and ININ servers.

The park/pickup feature performs as follows:

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

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

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

#### Note:





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

### Configuring a Park/Pickup Softkey

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



#### IP Phone UI

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



#### Aastra Web UI

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

#### Softkeys

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

#### Note:

The Park key applies in the **"Connected"** state only. Keep the **"Connected"** state enabled to use the Park softkey.

5. Select another key and In the "**Type**" field, select **Pickup**.

6. In the "**Label**" field, enter a label for the Pickup key.

**Note:**

The Pickup key applies in the "Idle" and "Outgoing" states only. Keep these states enabled to use the Pickup softkey.

### Expansion Module Keys

7. Select an expansion module key.

8. In the "**Type**" field, select **Park**.

9. In the "**Label**" field, enter a label for the Park key.

10. Select another key to configure for Picking up a call.

11. In the "**Label**" field, enter a label for the Pickup key.

12. Click **Save Settings**.

### Using the Park Call/Pickup Parked Call Softkeys

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




#### IP Phone UI

#### Park a Call

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

##### For Asterisk Server

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

##### For BroadWorks Server

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

##### For Sylantro Server

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

##### For ININ Server

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

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

#### Pickup a Parked Call

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

### **Last Call Return (LCR) Key (Sylantro Servers only)**

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




#### **How it works**

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

### **Configuring a Last Call Return Softkey**

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

#### **IP Phone UI**

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

#### **Aastra Web UI**

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

#### **Softkeys**

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

#### **Expansion Module Keys**

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



## Call Forward Softkey

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

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

For more information about setting the call forwarding mode on your phone, see [“Call Forward Account-Based Configuration”](#) on page 158.

### Configuring a Call Forward Softkey

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



#### IP Phone UI

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



#### Aastra Web UI

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

#### Softkeys

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

#### Expansion Module Keys

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

## BLF/Xfer Softkey

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

**BLF/Xfer Softkey Requirements and Functionality**

- **BLF/Xfer and BLF**

A BLF/Xfer key can be configured for subscribing to an extension and monitor the status of the extension, similar to the BLF key functionality. Changes of the state of the monitored extension are indicated by a LED / Icon.

- **BLF/Xfer and Blind Transfer Calls**

When the focused line is in the “Connected” state, pressing the BLF/Xfer key transfers the call to the extension unconditionally, disregarding the status of the monitored extension.

If transferring a call to an extension fails, a message “Transfer Failed” displays on the phone, and you can reconnect the call (get the call back) by pressing the line key again.

- **BLF/Xfer and Call Forward**

When the focused line is in the “Ringing” state, pressing the BLF/Xfer key forwards the call to the extension unconditionally, disregarding the status of the monitored extension.






- **BLF/Xfer and Speed Dial**

When the focused line and the monitored extension are idle, pressing the BLF/Xfer key causes the phone to go off-hook and dial the number of the extension.

**Configuring a BLF/Xfer Softkey**

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

**IP Phone UI**

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

**Aastra Web UI**

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

**Softkeys**

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

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

### Expansion Module Keys

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

### Speeddial/Xfer Softkey

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

### Speeddial/Xfer Key Requirements and Functionality

The Speeddial/Xfer key has the following capabilities:

- **Speeddial/Xfer and Speed Dial**

When the phone is in the "Idle" state, pressing the Speeddial/Xfer key causes the phone to go offhook and dial the pre-defined extension.

- **Speeddial/Xfer and Blind Transfer**

When the phone is connected to a call, pressing the Speeddial/Xfer key blind transfers the call to the predefined target. If transferring a call fails, a message "Transfer Failed" displays, and you can reconnect the call (get the call back) by pressing the line key again.




- **Speeddial/Xfer and Call Forward**



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

### Configuring a Speeddial/Xfer Softkey

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



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

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



### Aastra Web UI

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

#### Softkeys

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

#### Expansion Module Keys

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

#### Speeddial/Conf Softkey

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

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

#### Note:

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

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

#### Note:

This feature is not compatible with centralized conferencing.

### Configuring a Speeddial/Conf Softkey

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



#### IP Phone UI

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



#### Aastra Web UI

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

#### Softkeys

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

#### Expansion Module Keys

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

## Speeddial/MWI Softkey

The 6739i supports multiple voicemail registration by using the Speeddial/MWI key. This feature can be useful in scenarios where you need to monitor the voicemail accounts of your team members or you need access to your manager's voicemail messages.

By configuring a key as "**Speeddial/MWI**" and defining call and voicemail URIs, you can monitor and listen to pending messages on multiple voicemail accounts. When new messages are pending on a monitored voicemail account the UI will display an envelope icon and the number of pending messages beside the defined label.

When you press the configured softkey, the phone will send an INVITE to the configured call URI whereby you will be able to listen to the new messages. The Speeddial/MWI key can be configured through the Aastra Web UI.

### Configuring a Speeddial/MWI Softkey

Use the following procedures to configure a Speeddial/MWI softkey on your phone.



#### IP Phone UI

1. Press on the phone to enter the Options List.
2. Press the **<Softkeys>** key. By default, all of the softkeys that display are configured as "**None**".
3. Press a **<None>** key. A softkey configuration screen displays.
4. In the "**Type**" field, press the **<None>** key. A screen displays with softkey keys.
5. Press the **<Speeddial/MWI>** function key to apply to the softkey.
6. In the "**Label**" field, enter a key label to assign to the **Speeddial/MWI** key (e.g. Peter).  
When messages are pending, the IP phone UI will display an envelope icon, the number of pending messages, and then the defined label (e.g. 3 Peter).
7. In the "**Value**" field, enter in the call URI and voicemail URI separated by a semi-colon, as per the following syntax: [call URI];[voicemail URI]. For example, +33123456,,,3456#0000#@domain;sip:voicemail\_peter@domain  
**Notes:**
  - As the example above illustrates, pauses and DTMF are supported for the call URI.
  - Ensure that no spaces are added between the call URI and the voicemail URI when defining the key value.
  - If only one URI is provided, the value will be used for the voicemail URI and the call URI will be left as undefined.
8. In the "**Line**" field, press the or to select a line for which to apply to the softkey. Valid values are 1 through 9.
9. Press **<Save>** to save the softkey. The softkey applies to your phone immediately and displays on your idle screen.
10. Press the to return to the previous menu or press the to return to the idle screen.



#### Aastra Web UI

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

### Softkeys

2. Select from "**Key 1**" through "**Key 55**".
3. In the "**Type**" field, select **Speeddial/MWI**.
4. In the "**Label**" field, enter a key label to assign to the **Speeddial/MWI** key (e.g. Peter).  
When messages are pending, the IP phone UI will display an envelope icon, the number of pending messages, and then the defined label (e.g. 3 Peter).

5. In the **"Value"** field, enter in the call URI and voicemail URI separated by a semi-colon, as per the following syntax: [call URI];[voicemail URI]. For example, +33123456,,,3456#0000#@domain;sip:voicemail\_peter@domain

**Notes:**

- As the example above illustrates, pauses and DTMF are supported for the call URI.
- Ensure that no spaces are added between the call URI and the voicemail URI when defining the key value.
- If only one URI is provided, the value will be used for the voicemail URI and the call URI will be left as undefined.

6. In the **"Line"** field, select the line for which you want to use the key functionality.

Valid values are **1** through **9**.


7. In the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.

**Expansion Module Keys**

8. Select an expansion module key.

9. In the **"Type"** field, select **Speeddial/MWI**.

10. In the **"Label"** field, enter a key label to assign to the **Speeddial/MWI** key (e.g. Peter).

When messages are pending, the IP phone UI will display an envelope icon, the number of pending messages, and then the defined label (e.g.  3 Peter).

11. In the **"Value"** field, enter in the call URI and voicemail URI separated by a semi-colon, as per the following syntax: [call URI];[voicemail URI]. For example, +33123456,,,3456#0000#@domain;sip:voicemail\_peter@domain

**Notes:**

- As the example above illustrates, pauses and DTMF are supported for the call URI.
- Ensure that no spaces are added between the call URI and the voicemail URI when defining the key value.
- If only one URI is provided, the value will be used for the voicemail URI and the call URI will be left as undefined.

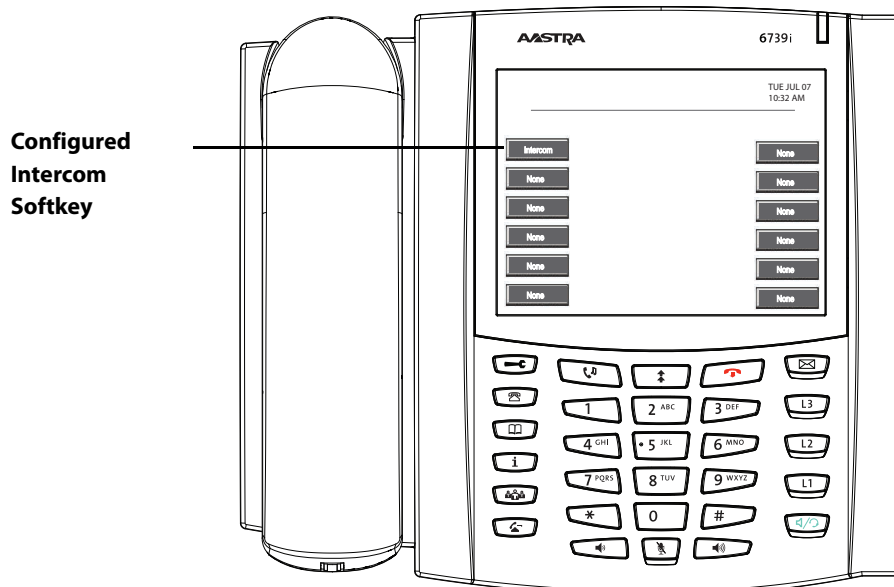
12. In the **"Line"** field, select the line for which you want to use the key functionality.

Valid values are **1** through **9**.

13. Click **Save Settings**.

**Intercom Softkey**

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



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

### Reference




For more information about the Intercom key, see [“Using Intercom”](#) on [page 137](#).

### Configuring an Intercom Softkey

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



#### IP Phone UI

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





### Aastra Web UI

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

#### Softkeys

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

#### Expansion Module Keys

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

#### Phone Lock Softkey

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

**Operation->Softkeys and XML**.

#### Note:




You can also lock/unlock the phone using the IP Phone UI by pressing **Options->Lock**. For more information about using this feature, see "**Lock**" on page 133.

#### Configuring a Phone Lock Softkey

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



### IP Phone UI

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



### Aastra Web UI

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

#### Softkeys

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

#### Expansion Module Keys

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

#### Using the Phone Lock Softkey

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



### IP Phone UI

#### Lock the Phone

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

#### Unlock the Phone

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

#### Paging Key (Sends the RTP Stream)

You can configure a Paging key on the phone that allows you to send a Real Time Transport Protocol (RTP) stream to pre-configured multicast address(es) without involving SIP signalling. You enter a multicast IP address(es) and a port number for the Paging key, that when pressed, initiates an outgoing multicast RTP session. This is called Group Paging on the IP phones.

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

For more information about Group Paging and how it works, and to specify multicast addresses, see "[Group RTP Paging \(receives RTP streams\)](#)" on [page 181](#).

## Configuring a Paging Key



### IP Phone UI

1. Press on the phone to enter the Options List.
2. Press the **<Softkeys>** key. By default, all of the softkeys that display are configured as **"None"**.
3. Press a **<None>** key. A softkey configuration screen displays.
4. In the **"Type"** field, press the **<None>** key. A screen displays with softkey keys.
5. Press the **<Paging>** function key to apply to the softkey.
6. In the **"Label"** field, enter a label to apply to this key.
7. In the **"Value"** field, enter a multicast IP address and a port number for the Paging key. When you press this key, the phone initiates an outgoing multicast RTP session to the specified address using the specified port. (For example, 239.0.1.15:10000).
 

**Notes:**

  - When you select Paging for the **"Type"** field, the **"Line"** field is disabled.
  - The **"Value"** field allows for one multicast address entry only.
  - The valid port range is from 1 to 65535.
8. To receive RTP streams for Group Paging, you must also configure the "Paging Listen Addresses" parameter in the Web UI at the path, Basic Settings->Preferences->Group Paging RTP Settings. For more information about setting this parameter, see ["Group RTP Paging \(receives RTP streams\)"](#) on page 181.
9. Press **<Save>** to save the softkey. The softkey applies to your phone immediately and displays on your idle screen.
10. Press the to return to the previous menu or press the to return to the idle screen.



### Aastra Web UI

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

#### Softkeys

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

**Notes:**

  - When you select Paging for the **"Type"** field, the **"Line"** field is disabled.
  - The **"Value"** field allows for one multicast address entry only.
  - The valid port range is from 1 to 65535.
6. To receive RTP streams for Group Paging, you must also configure the "Paging Listen Addresses" parameter at the path, Basic Settings->Preferences->Group Paging RTP Settings. For more information about setting this parameter, see ["Group RTP Paging \(receives RTP streams\)"](#) on page 181.

#### Expansion Module Keys

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

9. In the **"Label"** field, enter a label to apply to this key.
10. In the **"Value"** field, enter a multicast IP address and a port number for the Paging key. When you press this key, the phone initiates an outgoing multicast RTP session to the specified address using the specified port. (For example, 239.0.1.15:10000).
- Notes:**
- When you select Paging for the "Type" field, the "Line" field is disabled.
  - The "Value" field allows for one multicast address entry only.
  - The valid port range is from 1 to 65535.
11. To receive RTP streams for Group Paging, you must also configure the "Paging Listen Addresses" parameter at the path, Basic Settings->Preferences->Group Paging RTP Settings. For more information about setting this parameter, see ["Group RTP Paging \(receives RTP streams\)"](#) on [page 181](#).
12. Click **Save Settings**.

### Using the Paging Key

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

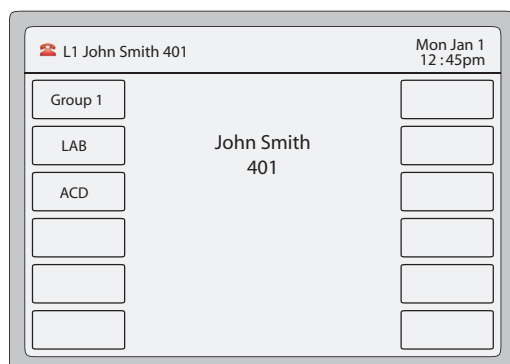


#### IP Phone UI

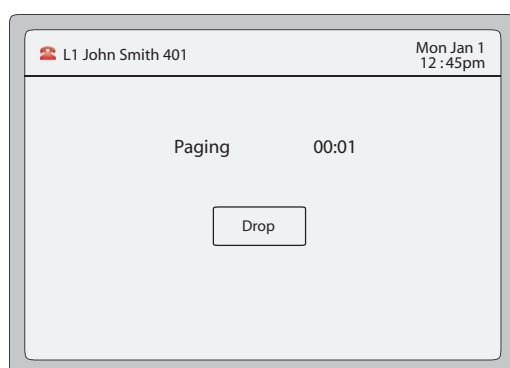
#### Notes:

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

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



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



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

**Note:**

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




### None Softkey

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

### Configuring a None Softkey

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



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



### Aastra Web UI

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

#### Softkeys

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

#### Expansion Module Keys

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

#### Empty Softkey




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

#### Configuring an Empty Softkey

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



### IP Phone UI

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



### Aastra Web UI

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

#### Softkeys

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

#### Expansion Module Keys

5. Select an expansion module key.




6. In the "**Type**" field, select **Empty**.
7. Click **Save Settings**.

### **Deleting a Softkey**

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



#### **IP Phone UI**

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



#### **Aastra Web UI**

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

#### **Softkeys & Expansion Module Keys**

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

## Status

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

### Firmware Information

- Firmware version
- Bootloader version
- Copyright information

### Network Information








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

### Error Messages

- Error messages from last reboot or startup

## Viewing the Status of Your Phone (IP Phone UI)



1. Press  on the phone to enter the Options List.
2. Press the **<Status>** key.  
To view firmware information:
  3. Press the **<Firmware>** key. The following information displays:
    - Firmware version
    - Bootloader version
    - Copyright
 To view network information:
    4. Press the **<Network>** key. The following information displays.
      - IP Address
      - MAC address
      - LAN Port
      - PC Port
  5. Use the navigation keys   to scroll through the display.  
To view error messages:
    6. Press the **<Error Messages>** key. Errors messages that occurred during last reboot display on the screen.
    7. Use the navigation keys   to scroll through the display.
    8. Press the  to return to the previous menu or press the  to return to the idle screen.



## Viewing the Status of Your Phone (Aastra Web UI)



### Aastra Web UI

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

**Note:**

For a user, the default user name is **"user"** and the password field is left blank.

The Status window displays for the IP phone you are accessing.

**MITEL** 6739i  
Log Off

**Status**

- System Information
- Operation
  - User Password
  - Phone Lock
  - Softkeys and XML
  - Keypad Speed Dial
  - Directory
  - Reset
- Basic Settings
  - Preferences
  - Account Configuration

**System Information**

**Network Status**

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

**Hardware Information**

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

**Firmware Information**

Attribute	Value
Firmware Version	3.3.1.73
Firmware Release Code	SIP
Boot Version	3.0.0.116
Date/Time	Jun 27 2012 08:22:37

**SIP Status**

Line	SIP Account	Status	Backup Registrar Used?

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

- Network Status
- Hardware Information
- Firmware Information
- SIP Status

## SIP Account Status

The IP Phones show the SIP registration status on the IP Phone's Status screen in the Aastra Web UI.

SIP Status			
Line	SIP Account	Status	Backup Registrar Used?
1	650@proxy.com:5060	Registered	Yes
2	651@proxy.com:5060	Registered	Yes
3	652@proxy.com:5060	Registered	Yes
4	653@proxy.com:5060	401	No

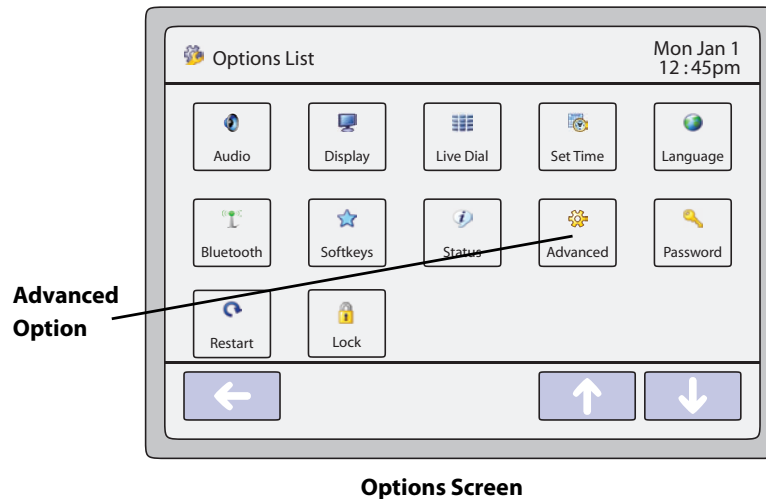
The following table describes the status conditions that can display for the account.

Status Condition	Description								
Registered	<p>Displays this status on accounts that HAVE been registered with the SIP proxy server.</p> <p><b>Example:</b></p> <table><tr><th>Line</th><th>SIP Account</th><th>Status</th><th>Backup Registrar Used?</th></tr><tr><td>1</td><td>650@proxy.com:5060</td><td>Registered</td><td>Yes</td></tr></table> <p><b>where</b> Account Number is "1" SIP Account is "650@proxy.com" on port "5060" Status is "Registered" Backup registrar is used ("Yes")</p>	Line	SIP Account	Status	Backup Registrar Used?	1	650@proxy.com:5060	Registered	Yes
Line	SIP Account	Status	Backup Registrar Used?						
1	650@proxy.com:5060	Registered	Yes						
SIP Error Number	<p>Displays on accounts when registration fails with the SIP proxy server.</p> <p><b>Example:</b></p> <table><tr><th>Line</th><th>SIP Account</th><th>Status</th><th>Backup Registrar Used?</th></tr><tr><td>4</td><td>653@proxy.com:5060</td><td>401</td><td>No</td></tr></table> <p><b>where</b> Account Number is "4" SIP Account is "653@proxy.com" on port "5060" Status is "401" - Unregistered if SIP registration fails. Backup registrar is used ("No")</p>	Line	SIP Account	Status	Backup Registrar Used?	4	653@proxy.com:5060	401	No
Line	SIP Account	Status	Backup Registrar Used?						
4	653@proxy.com:5060	401	No						

## Advanced

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

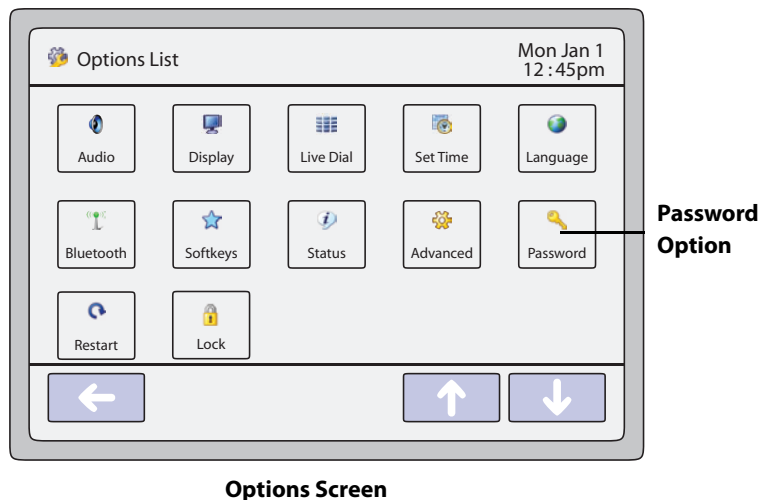
- Set Configuration Server parameters
- Set Network parameters
- Reset your phone:
  - Factory Clean (set your phone to factory defaults)
  - Settings Only (reset only your local configuration settings to default settings)



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

## Password

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



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

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


**Note:**

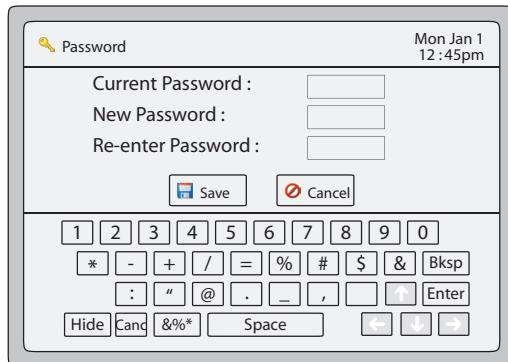
Valid values when creating or changing a password are 0 to 4294967295 (integers only; symbols and alpha characters are not allowed). Default password is an empty string "" (field is blank).

## Setting or Resetting a Password





### IP Phone UI

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



The screenshot shows a 'Password' screen with a title bar containing a key icon and the text 'Password'. The top right corner displays 'Mon Jan 1 12:45pm'. Below the title bar are three text input fields labeled 'Current Password:', 'New Password:', and 'Re-enter Password:'. Below these fields are 'Save' and 'Cancel' buttons. At the bottom is a numeric keypad with digits 1-0, symbols \*, -, +, /, =, %, #, \$, &, and a 'Bksp' key. There are also keys for ':', '"', '@', '.', ',', 'Enter', 'Hide', 'Canc', '&%', 'Space', and navigation arrows.

**Password Screen**

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



### Aastra Web UI

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

#### Reset User Password

Please enter the current and new passwords

Current Password

.....

New Password

.....

Password Confirm

.....

Save Settings


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

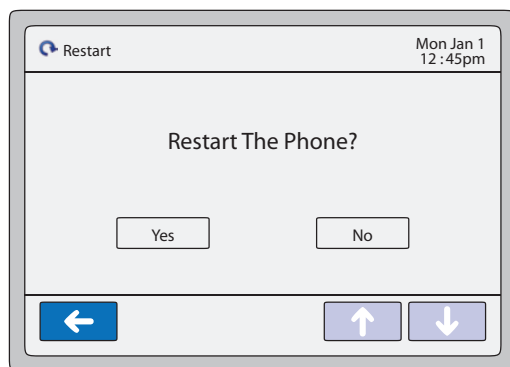
## Restart

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



### IP Phone UI

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



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

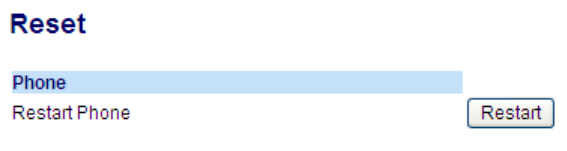
**Note:**

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



### Aastra Web UI

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



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

## Lock

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

- You can lock/unlock a phone using any of the following methods:
- Using the IP Phone UI at the path *Options->Lock*.
- Using the Aastra Web UI at the path *Operation->Phone Lock*.
- Configuring a “Lock” softkey and then pressing the softkey to lock and unlock the phone. For more information on this method, see “[Phone Lock Softkey](#)” on [page 119](#).

### Note:

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


### Locking/Unlocking the Phone Using the IP Phone UI

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



#### IP Phone UI

#### Lock the Phone

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

#### Unlock the Phone

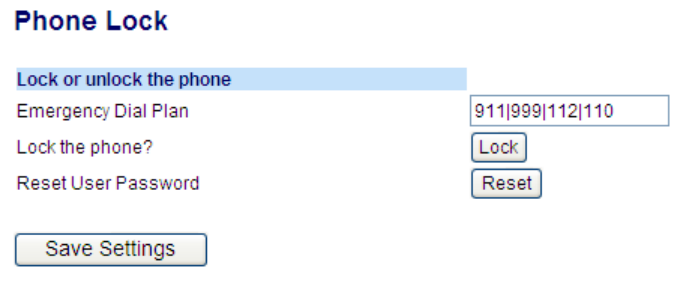
1. Press the **Options** key on the phone to enter the Options List.  
A “Phone is Locked” screen displays allowing you to press an “Unlock the Phone” key.
2. Press **Unlock the Phone**.  
A prompt, “*Enter Unlock Password*” displays as well as a keyboard.
3. Enter the user password and press **Enter**.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

## Locking/Unlocking the Phone Using the Aastra Web UI

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



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

A screenshot of a web interface titled "Phone Lock" in blue text. Below the title is a tab labeled "Lock or unlock the phone" which is highlighted with a light blue background. Under this tab, there are three rows of settings. The first row is "Emergency Dial Plan" with a text input field containing "911|999|112|110". The second row is "Lock the phone?" with a "Lock" button. The third row is "Reset User Password" with a "Reset" button. At the bottom of the form is a "Save Settings" button.

### Lock the Phone

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

### Unlock the Phone

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





# Making Calls

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

## Dialing a Number



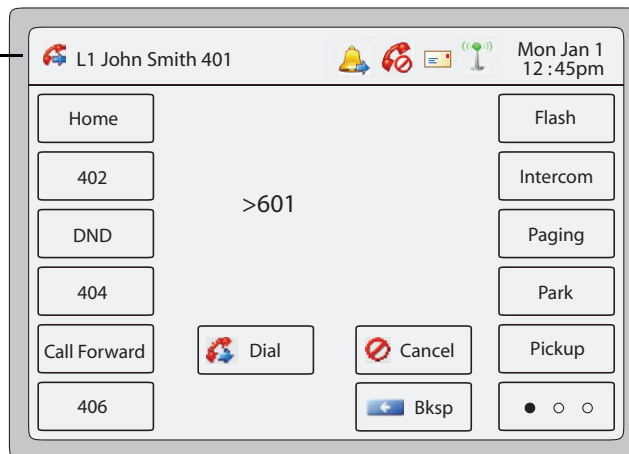
### IP Phone UI

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

#### Note:

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

**Off-hook  
Status Icon**



**Dialing a Number Screen**

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

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

## Using Handsfree Speakerphone

The handsfree feature allows you to speak to someone without using the handset or headset. Your phone must be in either the Speaker or Speaker/Headset audio mode. For more information about setting the audio mode on your phone, see [“Audio Mode”](#) on [page 56](#).



### IP Phone UI

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

When handsfree is on, the speaker light turns on.

## Using a Headset

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

### Reference

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

#### Note:

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



### IP Phone UI

#### To make and receive calls using a headset:

1. Ensure that you have selected a headset audio mode by accessing the Options list (under option **Options->Audio->Audio Mode** on the IP Phone).
2. Plug the headset into the jack.
3. Press the key to obtain a dial tone or to answer an incoming call. Depending on the audio mode selected from the options menu, a dial tone or an incoming call is received on either the headset or the handsfree speakerphone.
4. Press the key to end the call.

## Using Intercom

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



### Reference

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



#### IP Phone UI

#### To use the Icom Key:

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


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

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

### Reference

For more information about the incoming Intercom features and for procedures on setting these features, see [“Incoming Intercom Call Features”](#) on [page 179](#).



## Muting a Call

You can use the Mute  key to mute the handset, headset, or speakerphone. When you use the mute key on your phone, you cannot be heard on an active call or on a conference. For muted calls, the handsfree LED flashes and the Mute key LED is ON.



### IP Phone UI


#### To mute a call:

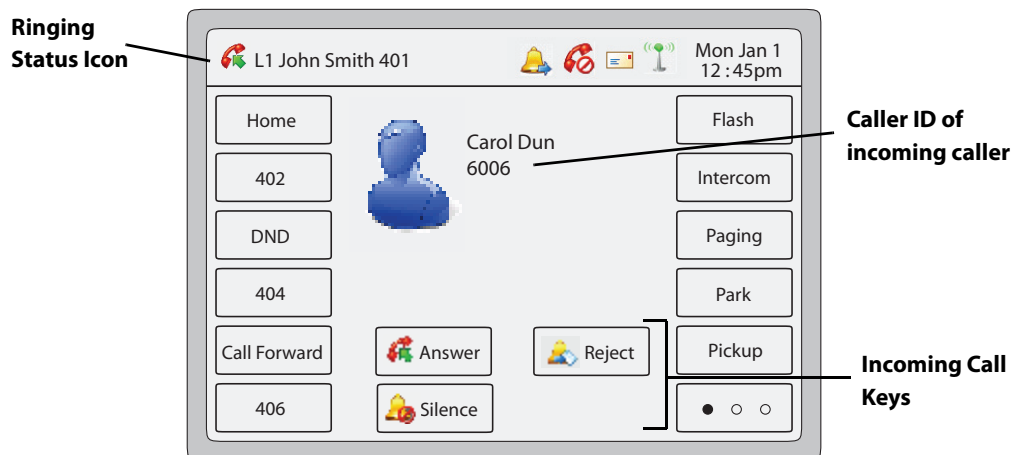
- You can use the Mute  key to mute the handset, headset, or speakerphone. The speaker light flashes slowly and you can hear the caller, but they cannot hear you. To switch mute on or off, press .

#### Note:

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

# Receiving Calls

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



**Incoming Call Screen**



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

## Answering an Incoming Call




### IP Phone UI

#### To answer a call:

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

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

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

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

#### Reference

For information about transferring the incoming call, see ["Transferring Calls"](#) on [page 142](#).



## Sending an Incoming Call to Voicemail



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

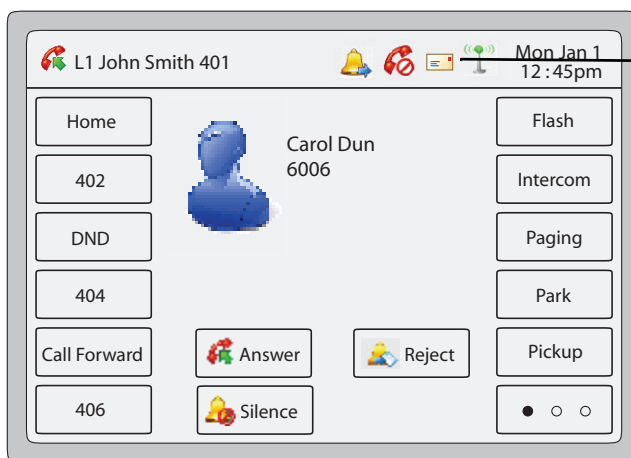


### IP Phone UI

To send a call to voicemail:

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

If all of the available lines on your phone are busy, any additional incoming calls go directly to voicemail. Your phone screen displays a voicemail icon (  ) along with the number of waiting messages, if you have unheard messages (example:  x4)



**Mail Messages  
Icon**







**Incoming Call Screen**

### Reference

To retrieve your voicemail messages, see [“Voicemail” on page 167](#).

# Handling Calls

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

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



Each of these methods is described in the following paragraphs.

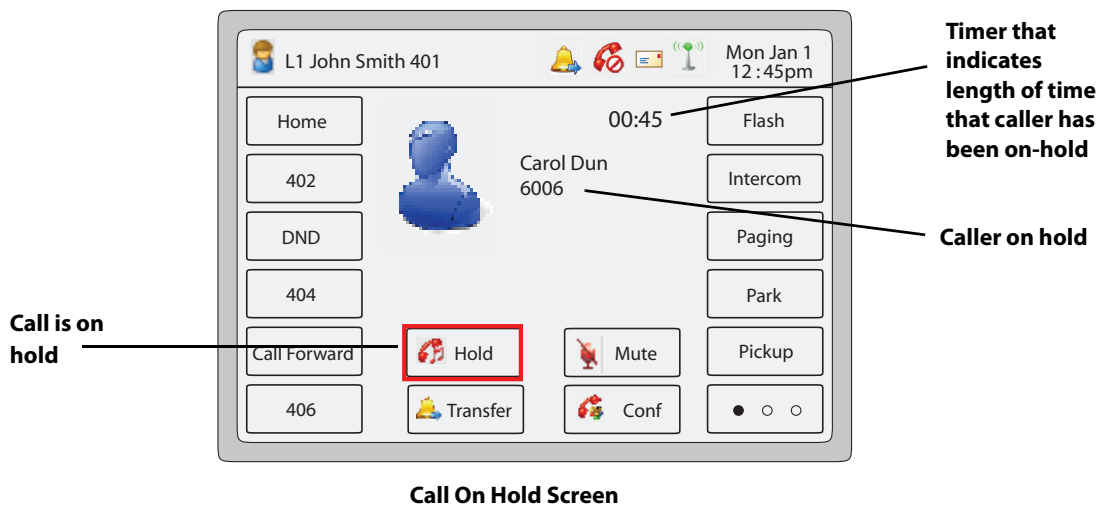
## Placing a Call on Hold

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

### IP Phone UI

#### To place a call on hold:


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



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

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

### Automatic Hold

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

### Retrieving a Held Call

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

## Transferring Calls

### Blind Transfer

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

### Consultative Transfer

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

### Pre-Dial & Live Dial Mode

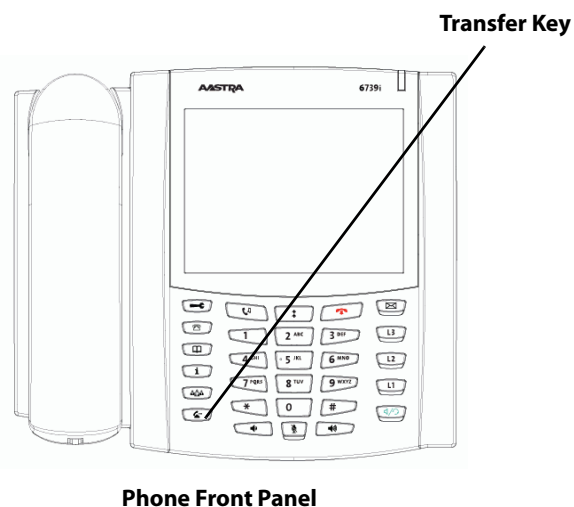
By default, when users are initiating a conference call or transfer, they will not hear a dial tone before dialing begins (pre-dial mode). The phone does not automatically dial out the number until the user presses the "Transfer" (Xfer) key. This allows the users to make changes to the dialing number before initiating the call. Administrators can configure a live dial mode.

In live dial mode, when the user is completing a conference call or transfer, they will hear a dial tone before dialing begins. In addition, the phone will either match the number to the dial plan or wait for the set digit timeout.

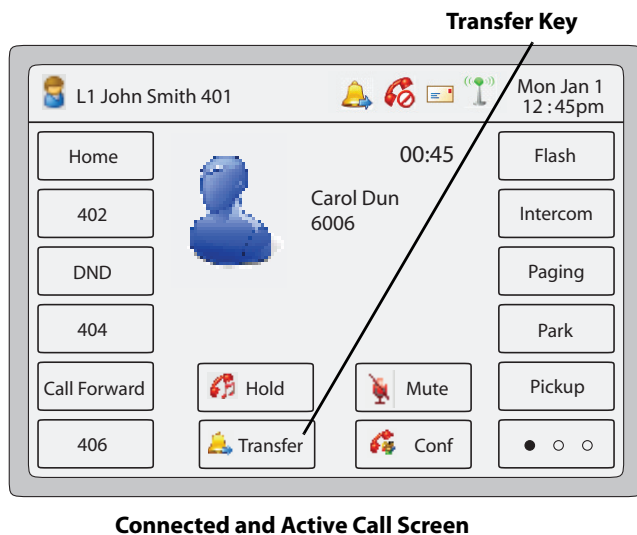
In the default pre-dial mode, users are able to edit the destination number prior to dialing, whereas in live dial mode they are not able to, however the "Dial" and "Cancel" softkeys are provided while the user inputs the number.



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





Phone Front Panel



Connected and Active Call Screen





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

#### For a Blind Transfer:




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

#### For Consultative Transfer:

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


#### Transferring Calls in Pre-Dial Mode

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

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



##### Note:


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

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

#### Transferring Calls in Live Dial Mode

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



1. Connect to Party 1 (if not already connected). Party 1 is the party you want to transfer.
2. Press the  Key or the . You should hear a dial tone before the dialing begins.
3. Enter the extension number (or the outside number) to Party 2. This is the Party for which you want to transfer Party 1.

To cancel the transfer prior to the completion of dialing, you can either select **Cancel** on the display screen, press , or hang-up the handset.

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



##### Note:

Users are not able to edit the destination number as the phone will either match the inputted number to a dial plan or wait for the set digit timeout.

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

## Transferring Two Existing Calls

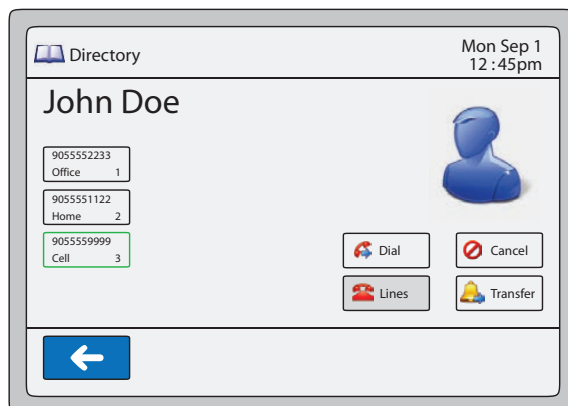
The 6739i allows you to perform a transfer of a call when there are currently two active calls on the phone. For example, on your phone, there are two calls - Call on L1 and Call on L2. L1 is on hold. L2 has an active call in focus. You can perform the following to transfer L2 to L1.

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

## Completing a Transfer to a Contact in Phone Directory

Users can complete a blind transfer to a contact in their local directory. If a user is in a call and initiates a transfer, they can navigate to the Directory screen where a new transfer key can be pressed to complete a blind transfer. There is no change to start a consultative call.



When a directory entry is shown, a **Transfer** key can be pressed to trigger a blind transfer. The **Transfer** softkey has been added to the contact card in the directory and will only appear if a transfer has been initiated. From this screen, by pressing **Dial** you can do a consultative transfer and by pressing **Transfer** you can complete a blind transfer.




### Note:

The line softkey is greyed out.

## To Transfer a Call to a Contact in the Phone Directory:

1. Connect to Party 1 (if not already connected). Party 1 is the party you want to transfer.
2. Press the  Key or the  . You should hear a dial tone as a second line opens up.
3. Press the **Directory** key and select a contact.
4. To complete a blind transfer, press the **Transfer** Key again before the receiving end answers.

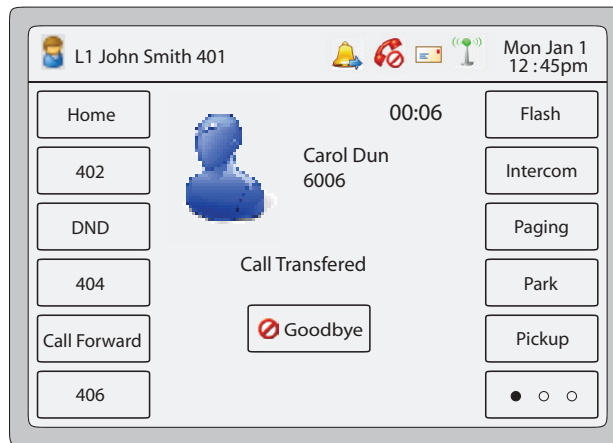
To complete a consultative transfer, press **Dial** to call the contact. Remain on the line to speak with Party 2 before pressing the **Transfer** key again to transfer Party 1 to Party 2.

To cancel the transfer, select **Cancel** on the display screen or press  .

### Indication of Transferred Calls

When you transfer an active call, the near-end phone displays a Call Transferred screen when a call is transferred and the far-end call is dropped. The following is the Call Transferred screen on the 6739i.

**6739i Call Transferred Screen**



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

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

#### Note:

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



The following procedure describes how to handle the Call Transferred screens on your phone.



#### IP Phone UI

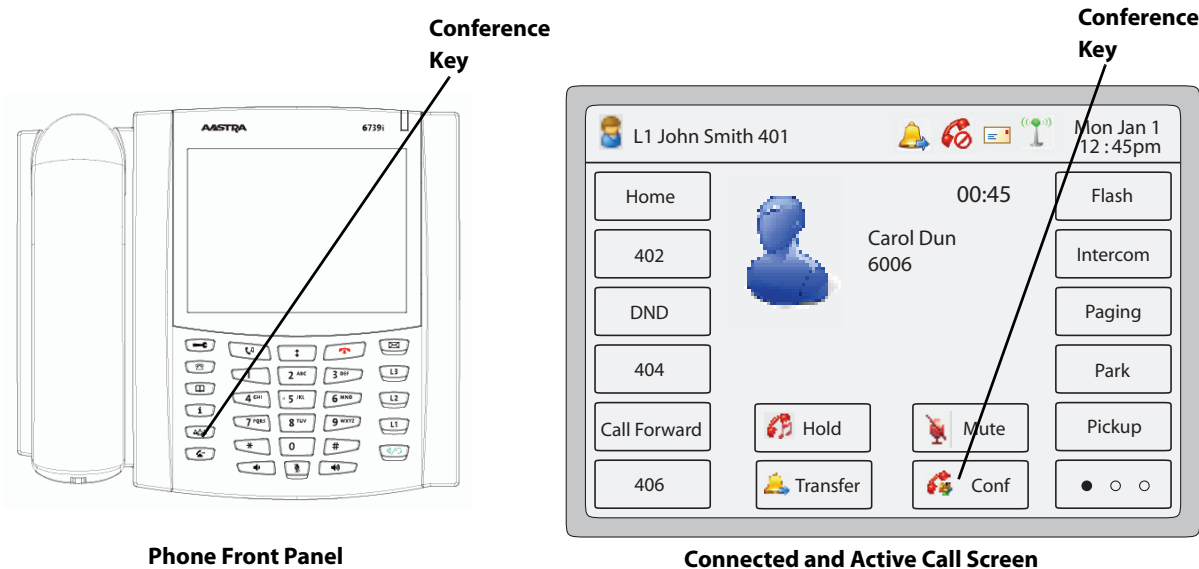
1. Press the **Goodbye** key.  
The Call Transferred screen no longer displays.  
or  
Select any Line key.  
The Call Transferred screen no longer displays and is replaced by a dial screen.

## Conferencing Calls

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

The 6739i IP phone offers two methods of conferencing:

- Local conferencing in pre-dial and live dial mode (default method).
- Centralized conferencing (for Sylantro and Broadsoft Servers) (Administrator must enable this method).



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

### Local Conferencing

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

#### Note:

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

### Pre-Dial & Live Dial Mode

By default, when users are initiating a conference call or transfer, they will not hear a dial tone before dialing begins (pre-dial mode). The phone does not automatically dial out the number until the user presses the **"Conference"** key. This allows the users to make changes to the dialing number before initiating the call. Administrators can configure a live dial mode.

In live dial mode, when the user is completing a conference call or transfer, they will hear a dial tone before dialing begins. In addition, the phone will either match the number to the dial plan or wait for the set digit timeout.



In the default pre-dial mode, users are able to edit the destination number prior to dialing, whereas in live dial mode they are not able to, however the “Dial” and “Cancel” softkeys are provided while the user inputs the number.



### IP Phone UI




#### Using Local Conferencing in Pre-Dial Mode

Use the following procedure to create a conference call using local conferencing in pre-dial mode.


1. When you begin a conference, you are the first party in the conference (Party 1). Pickup the handset or press the speakerphone key. A line opens up.
2. Call Party 2 by dialing their number (or answer an incoming call of a Party).
3. Wait for Party 2 to answer. When Party 2 answers, you can consult with them before adding them to the conference.
4. Press the  key or . You will not hear a dial tone before the dialing begins.
5. Enter the phone number of Party 3.

**Note:**

Users are able to edit the destination number (“Backspace” softkey is provided and navigation key is functional to move the cursor to the desired location).



6. Wait for Party 3 to answer. When Party 3 answers, you can consult with them before adding them to the conference.
7. Press the  key or the  again to add Party 3 to the conference. Party 1 (which is yourself), Party 2, and Party 3 are all connected to a single conference.
8. To drop a party from the conference, use the navigation key to select the party and press the  key.

**Note:**

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



#### Using Local Conferencing in Live Dial Mode

Use the following procedure to create a conference call using local conferencing in live dial mode.

1. When you begin a conference, you are the first party in the conference (Party 1). Pickup the handset or press the speakerphone key. A line opens up.
2. Call Party 2 by dialing their number (or answer an incoming call of a Party).
3. Wait for Party 2 to answer. When Party 2 answers, you can consult with them before adding them to the conference.
4. Press the  key or . You should hear a dial tone before dialing begins.
5. Enter the phone number of Party 3.


**Note:**

Users are not able to edit the destination number as the phone will either match the inputted number to a dial plan or wait for the set digit timeout.

6. Wait for Party 3 to answer. When Party 3 answers, you can consult with them before adding them to the conference.
7. Press the  key or  again to add Party 3 to the conference. Party 1 (which is yourself), Party 2, and Party 3 are all connected to a single conference.

8. To drop a party from the conference, use the navigation key to select the party and press the  key.





**Note:**

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

### Joining Two Active Calls in a Single Conference



#### IP Phone UI

1. Begin with active calls on two different lines (for example, Line 1 and Line 2 have active calls).
  2. Press the  Key or the  Conf .
  3. Press the **Lines** touchscreen key. The screen displays the status of all 9 possible lines configurable on the phone. Non-configured lines are grayed out.
  4. Press the **Line** key of the “other” active line you would like to join to the conference.
  5. Press the  Key or the  Conf to complete the conference request. The two active calls link into a conference call on the first Line from which you initiated the conference.
  6. The two active calls link into a conference call on Line 1
- Note:**  
You can view the numbers and names (if available) of the parties in the conference call on the screen. When a name is displayed, pressing **Cancel** drops the displayed party from the call.

### Centralized Conferencing (for Sylantrio and Broadsoft Servers)

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

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

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

#### Using Centralized Conferencing

The following paragraphs describe using centralized conferencing to:

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

**Note:**

When Centralized Conferencing is enabled on your phone, local conferencing (or three-way conferencing) works as indicated in the previous section, “[Using Local Conferencing in Pre-Dial Mode](#)” on [page 147](#). Joining two active calls in a conference also works as indicated in the previous section, “[Joining Two Active Calls in a Single Conference](#)” on [page 148](#).


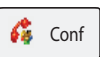






**Setting Up a Conference with Multiple Parties (for Sylantro and Broadsoft Servers)**

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

**Note:**

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

**IP Phone UI**



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

### Setting Up Multiple Conferences (for Sylantrio Server only)

**Note:**

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

**IP Phone UI**

1. Start Conference 1 using the procedures in the previous section, “[Setting Up a Conference with Multiple Parties \(for Sylantrio and Broadsoft Servers\)](#)” on [page 149](#).
2. When you are finished adding all required parties to Conference 1, press an available **Line** Key to start Conference 2. You are Party 1 on Conference 2. Call Party 2.
3. When Party 2 answers, press the  Key or the  Conf .
4. Press an available **Line** Key.
5. Call Party 3 for Conference 2.
6. When Party 3 answers, press the **Conf** Key to join Parties 1 (which is yourself), Party 2, and Party 3 on Conference 2. You now have two active conferences on two different lines.

**Note:**





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

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

### Joining Additional Parties to Active Conferences

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

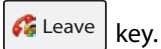
**IP Phone UI**

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



### Ending a Conference and Transferring Remaining Parties

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



key.

**Note:**

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

**IP Phone UI**


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

- While in a 3-way conference press the  key on the phone.

Your phone leaves the 3-way conference but the remaining parties are still connected to the conference.

## Ending Calls

**IP Phone UI**

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

# Managing Calls

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

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

## Account Configuration (DND and Call Forwarding)

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

- Account
- Phone
- Custom

The following paragraphs describe account-based DND and CFWD:

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

### DND Account-Based Configuration

"Do Not Disturb" (DND) is a feature on the phone that prevents the phone from ringing and receiving incoming calls. When DND is enabled with "call forwarding" (CFWD), any incoming calls can be call forwarded to voicemail or another number. See [“Call Forward Account-Based Configuration”](#) on [page 158](#) for more information about call forwarding to other numbers.

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

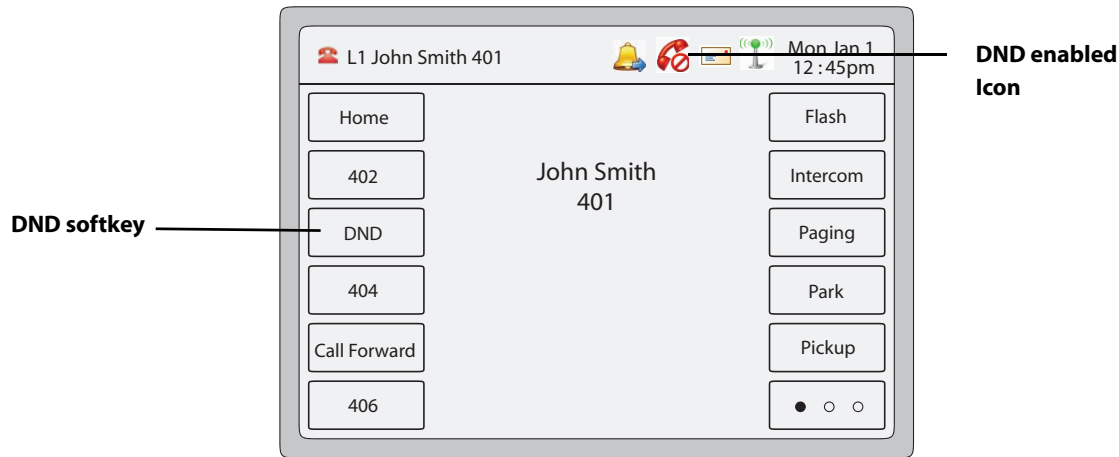
Method	Enable/Disable DND	Setting DND Modes
Using IP Phone UI	Services->DND or Toggling a DND softkey (configured via Aastra Web UI)	N/A
Using Aastra Web UI	Basic Settings->Account Configuration	Basic Settings->Preferences->General->DND Key Mode

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

**Note:**

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

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



**Idle Screen with DND Enabled on the Phone**

The following describes the key behaviour for each DND mode.

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

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

Key LED Behavior for All Modes	MWI LED Behavior for All Modes
<b>DND key LED RED</b> if current account in focus has DND ON.	<b>MWI LED ON</b> if current account in focus has DND ON.
<b>DND key LED OFF</b> when current account in focus has DND disabled.	<b>MWI LED OFF</b> if current account in focus has DND OFF.

**Note:**

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

### Configuring DND

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

**Note:**

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

## Configuring DND Using the Aastra Web UI

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



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

**Preferences**

**General**

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

2. In the “**DND Key Mode**” field, select a “Do Not Disturb” (DND) mode to use on the phone. Valid values are: **Account**, **Phone** (default), **Custom**. Default is **Phone**.
  - **account:** Sets DND for a specific account. DND key toggles the account in focus on the phone to ON or OFF.
  - **phone:** (default) Sets DND ON for all accounts on the phone. DND key toggles all accounts on the phone to ON or OFF.
  - **custom:** Sets the phone to display custom screens after pressing the DND key, that list the account(s) on the phone. The user can select a specific account for DND, turn DND ON for all accounts, or turn DND OFF for all accounts

### Notes:

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

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

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

### Account Configuration

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

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

**Notes:**

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

2. Number and name of accounts that display to this screen are dependant on the number and name of accounts configured on the phone. In the screen in step 4, Screenname1 is configured on Line 1, Screenname2 is configured on Line 2, and Screenname3 is configured on Line 3. Only your Administrator can create accounts for your phone. Contact your Administrator for more information.

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

### Turning DND ON/OFF using the IP Phone UI

After you add a DND key to your phone, you can toggle the DND state using this key. Use the following procedure to toggle DND ON and OFF on the IP Phone.

The following procedures assume you have already configured a DND key AND assumes there are three accounts configured on the phone.

**Notes:**

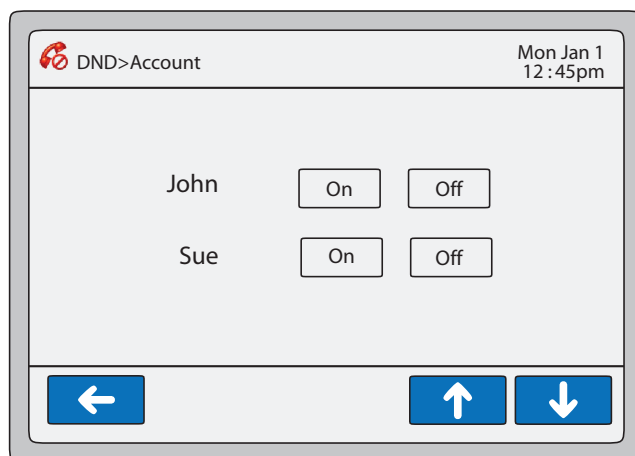
- If there is no DND key configured or if it is removed, DND is disabled on the IP Phone.
- If there is only one account configured on the phone, then the mode setting is ignored and the phone behaves as if the mode was set to "Phone".
- Using the Aastra Web UI, if you change the DND key mode to "phone", all accounts synchronize to the current setting of Account 1.

## DND in Account Mode





Account mode configures DND for the current account in focus.



1. Press the <Services> Key.
2. Press the <DND> key. The following screen displays.



**DND in Account Mode**

3. Use the  and  keys to scroll the list of accounts and select an account to apply DND.
4. Press <On> to turn DND ON for the account. Press <Off> to turn DND OFF for the current account.
5. Press the  to return to the previous menu or press the  to return to the idle screen.

**Note:**

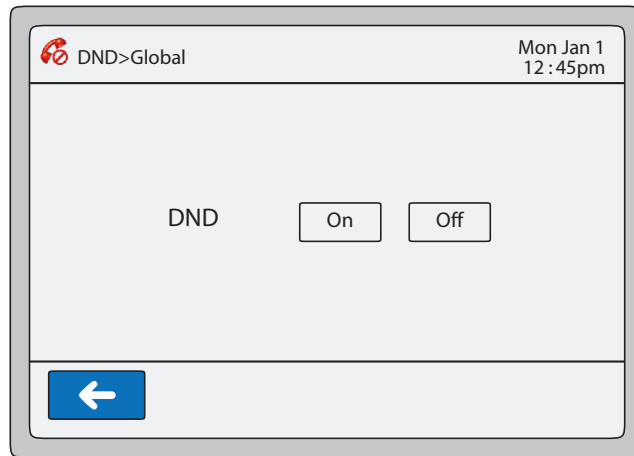
You can also enable/disable DND for a specific account by pressing the applicable Line key for the account, and then pressing the DND softkey to toggle DND ON and OFF

**DND in Phone Mode (Default)**



Phone Mode configures DND for all accounts on the phone (global setting).

**IP Phone UI**

1. Press the **<Services>** Key.
2. Press the **<DND>** key. The following screen displays.



**DND in Phone Mode**

3. Press **<On>** to turn DND ON for all accounts. Press **<Off>** to turn DND OFF for all accounts.
4. Press the  to return to the previous menu or press the  to return to the idle screen.

**Note:**

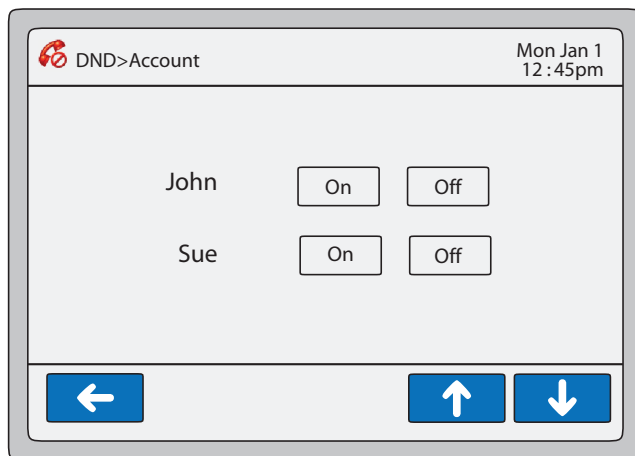
Press the DND softkey to toggle DND ON and OFF for all accounts on the phone.

### DND in Custom Mode





Custom Mode configures DND for a specific account(s) or all accounts on the phone.



1. Press the **<Services>** Key.
2. Press the **<DND>** key. The following screen displays.



**DND in Custom Mode**

3. Use the  and  keys to scroll the list of accounts and select an account(s) to apply DND. You can turn DND off on all accounts if required.
4. Press **<On>** to turn DND ON for the account(s). Press **<Off>** to turn DND OFF for the account(s).
5. Press the  to return to the previous menu or press the  to return to the idle screen.

**Note:**

You can also press the DND softkey to display the DND > Account screen.

### Call Forward Account-Based Configuration

Call Forward (CFWD) on the IP phone allows incoming calls to be forwarded to another destination. On the 6739i, you can set Call Forward (CFWD) on the phone-side for a specific account or for all accounts on the phone.

To configure Call Forward on your phone, you must perform the following:

- Set the Call Forward Mode you want your phone to use.  
(at the Aastra Web UI path **Basic Settings->Preferences->General->Call Forward Key Mode**)
- Set the Call Forward parameters  
(at the Aastra Web UI path **Basic Settings->Account Configuration** OR at the IP Phone UI path **Services->Call Forward**)

You can configure a CFWD softkey as a shortcut to access the CFWD screens on the phone or expansion module. For more information about creating a CFWD softkey, see [“Call Forward Softkey”](#) on [page 111](#).

The available Call Forward modes you can set are:

- **Account** - (default) The account mode allows you to configure CFWD on a per account basis. Pressing a configured CFWD key applies to the account in focus.



- **Phone** - The Phone mode allows you to set the same CFWD configuration for all accounts (**All**, **Busy**, and/or **No Answer**). When you configure the initial account, the phone applies the configuration to all other accounts. (In the Aastra Web UI, only the account you configured is enabled. All other accounts are grayed out but set to the same configuration.) Using the Aastra Web UI, if you make changes to that initial account, the changes apply to all accounts on the phone.
- **Custom** - The Custom mode allows you to configure CFWD for a specific account or all accounts. You can configure a specific mode (**All**, **Busy**, and/or **No Answer**) for each account independently or all accounts. You can set all the accounts ON or OFF. Using the IP Phone UI, you can also press the “**Copy to all modes**” key to copy a phone number to other phone number fields.

You can enable different CFWD parameters independently (for example, you can set different phone numbers for **Busy**, **All**, and **NoAnswer** and then turn them on/off individually).

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

Key LED Behavior for All Modes	MWI LED Behavior for All Modes
<b>CFWD key LED RED</b> if any CFWD mode is enabled for the account in focus.	<b>MWI LED ON</b> if any CFWD mode is enabled for the account in focus.
<b>CFWD key LED OFF</b> if all CFWD modes are disabled for the account in focus.	<b>MWI LED OFF</b> if all CFWD modes are disabled for the account in focus.

**Note:**

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

### Configuring CFWD Mode Using the Aastra Web UI

Use the following procedure to configure the CFWD mode using the Aastra Web UI.



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

#### Preferences

##### General

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

2. In the “**Call Forward Key Mode**” field, select a call forward mode to use on the phone. Valid values are: Account, Phone, Custom. Default is **Account**.

- **Account** - (default) The account mode allows you to configure CFWD on a per account basis. Pressing a configured CFWD key applies to the account in focus.
- **Phone** - The Phone mode allows you to set the same CFWD configuration for all accounts (**All**, **Busy**, and/or **No Answer**). When you configure the initial account, the phone applies the configuration to all other accounts. (In the Aastra Web UI, only the account you configured is enabled. All other accounts are grayed out but set to the same configuration.) Using the Aastra Web UI, if you make changes to that initial account, the changes apply to all accounts on the phone.
- **Custom** - The Custom mode allows you to configure CFWD for a specific account or all accounts. You can configure a specific mode (**All**, **Busy**, and/or **No Answer**) for each account independently or all accounts. You can set all the accounts ON or OFF. Using the IP Phone UI, you can also press the “**Copy to all modes**” key to copy a phone number to other phone number fields.

**Note:**

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

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

## Configuring CFWD Parameters Using the Aastra Web UI

Use the following procedure to configure the CFWD parameters using the Aastra Web UI.

**Note:**

(Optional) You can configure a Call Forward key on your phone to access the Call Forward menus if desired. If you do not configure a Call Forward key, you can still access the Call Forward menu from the IP Phone UI at the path, **Services->Call Forward**.



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

### Account Configuration

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

The illustration above shows 2 accounts configured on the phone. Accounts must be set up by your System Administrator.

2. For each account, enable the CFWD state by placing a check mark in one or more of the following “**State**” fields:
  - All
  - Busy
  - No Answer

The “**All**” option forwards all incoming calls for this account to the specified phone number regardless of the state of the phone. The phone can be in the Busy or No Answer states, or can be in the idle state. The phone still forwards all calls to the specified number.

The “**Busy**” option call forwards incoming calls only if the account is in the busy state. The calls are forwarded to the specified phone number.

The “**No Answer**” option call forwards incoming calls only if the account rings but is not answered in the defined number of rings. The call gets forwarded to the specified number.

**Note:**

You can use the “**Busy**” and “**No Answer**” states together using different forwarding phone numbers. If these states are enabled for an account (the “**All**” state is disabled), and the phone is in the busy state when a call comes in, the phone can forward the call to the specified phone number (for example, voicemail). If there is no answer on the phone after the specified number of rings, the phone can forward the call to a different specified number, such as a cell phone number.

3. For each account, in the “**Number**” field, enter the phone number for which you want the incoming calls to forward to if the phone is in the specified state.

If using the “**Account**” mode or “**Custom**” mode, you can enter different phone numbers for each account.

**Notes:**

1. If you selected “**Account**” mode in step 5, you can enable/disable each account or all accounts as applicable. You can enter different phone number for each enabled state.

If you selected “**Custom**” mode, you can enable/disable each account or all accounts as applicable. You can enter different phone numbers for each enabled state.

If you selected “**Phone**” mode, all accounts are set to the same CFWD configuration (All, Busy, and/or No Answer) as Account 1 on the phone. (In the Aastra Web UI, only Account 1 is enabled. All other accounts are grayed out but use the same configuration as Account 1.)

Using the Aastra Web UI, if you make changes to Account 1, the changes apply to all accounts on the phone.

Using the IP Phone UI, if you make changes to any other account other than Account 1, the changes also apply to all accounts on the phone. When enabling a CFWD state, you must specify a phone number for the phone to CFWD to. The number you specify applies to all accounts of the same mode.

2. Number and name of accounts that display to this screen are dependant on the number and name of accounts configured on the phone. In the screen in step 7, Screenname1 is configured on Line 1, Screenname2 is configured on Line 2, and Screenname3 is configured on Line 3. The name for the account is specified by your System Administrator. Contact your System Administrator for more information.

4. For the “**No Answer**” state, in the “**No. Rings**” field, enter the number of times that the account rings before forwarding the call to the specified number. Valid values are 1 through 20. Default is 1.  
When using the “**Account**” mode or “**Custom**” mode, you can enter a different number of rings for each account. If you use the Aastra Web UI to change the Call Forward Key Mode to “**Phone**”, all accounts synchronize to Account 1.

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

### Using CFWD via the IP Phone UI

You can access and change the call forward parameters if required, from your IP Phone UI at the location **Services->Call Forward**. If a CFWD softkey is configured on your phone, pressing this softkey also displays the CFWD parameters.

The following procedure assumes you have already configured a CFWD key AND assumes there are three accounts configured on the phone.

**Notes:**

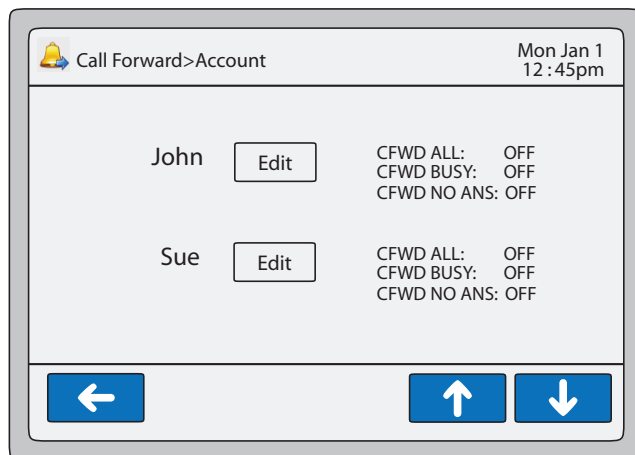
- If there is no CFWD softkey configured on the phone or it is removed, you can still enable CFWD via the IP Phone UI at the path **Services->Call Forward**.
- If there is only one account configured on the phone, then the mode setting is ignored and the phone behaves as if the mode was set to “**Phone**”.
- Using the Aastra Web UI, if you change the CFWD key mode to “**Phone**”, all accounts synchronize to the current setting of Account 1.

## CFWD in Account Mode (Default)



Account Mode configures CFWD for the current account in focus.

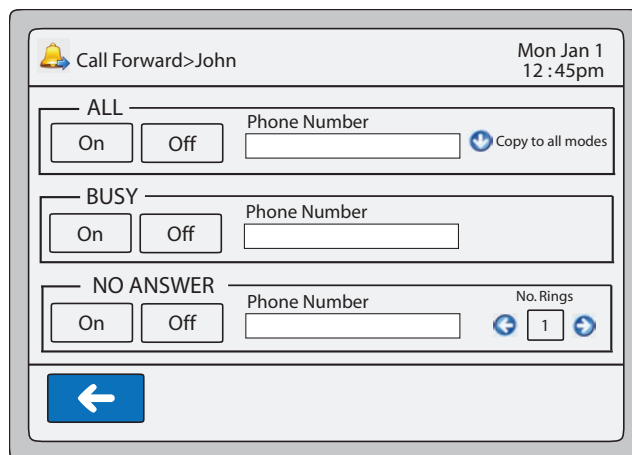


1. Press the **<Services>** Key, then press the **<Call Forward>** key.  
or  
Press a pre-configured **Call Forward** softkey. The following screen displays.






**Call Forward Account Mode**

2. Use the  and  keys to scroll the list of accounts and select an account to apply CFWD.
3. Press **<Edit>**. The screen displays for the account you selected. The following example shows the CFWD screen for John's account.

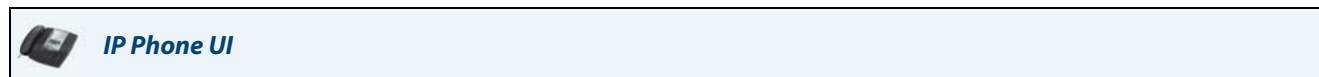


4. Select the parameter you want to enable (ALL, BUSY, and/or NO ANSWER). Selecting the ALL parameter call forwards all calls to another number regardless of the state of your phone.
5. Press the **<On>** key to turn the CFWD parameter ON or the **<Off>** key to turn the CFWD parameter OFF.
6. Press the **"Phone Number"** field. A pop-up keyboard displays.
7. Using the keyboard, enter the phone number that your phone will call forward to and press **<Enter>**.

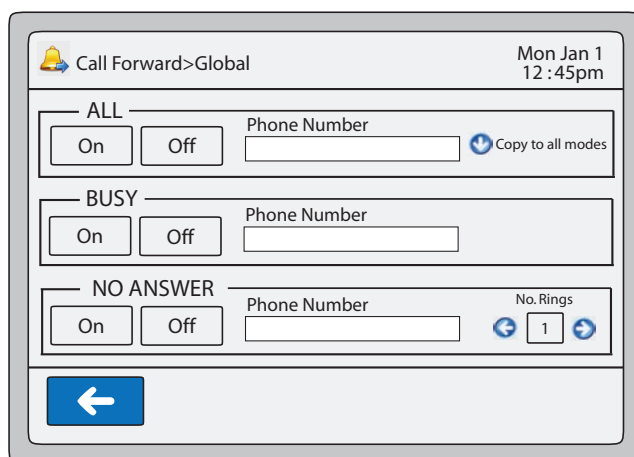
8. If you enter a phone number for the ALL parameter, you can press the  **Copy to all modes** to automatically copy the same phone number to the BUSY and NO ANSWER phone number fields.
  9. For the NO ANSWER parameter, in the “**No. Rings**” field, select the number of rings you want your phone to perform before call forwarding a call.
  10. Press the  to return to the previous menu or press the  to return to the idle screen.
- Note:**  
If **All AND Busy AND NoAns** are all enabled, and if the account has DND enabled, the **CFWD All** settings take precedence over **CFWD Busy** and **CFWD NoAns**.

### CFWD in Phone Mode

Phone Mode configures CFWD for all accounts on the phone (global setting).






1. Press the **<Services>** Key, then press the **<Call Forward>** key.  
or  
Press a pre-configured **Call Forward** softkey. The following screen displays.



The screen displays the 'Call Forward>Global' settings. At the top right, it shows the date and time: 'Mon Jan 1 12:45pm'. There are three sections for different parameters: 'ALL', 'BUSY', and 'NO ANSWER'. Each section has an 'On' button, an 'Off' button, and a 'Phone Number' input field. The 'ALL' section also has a 'Copy to all modes' button. The 'NO ANSWER' section has a 'No. Rings' field with a value of '1' and left/right arrow buttons. At the bottom left, there is a large blue back arrow button.

**Call Forward Phone Mode**

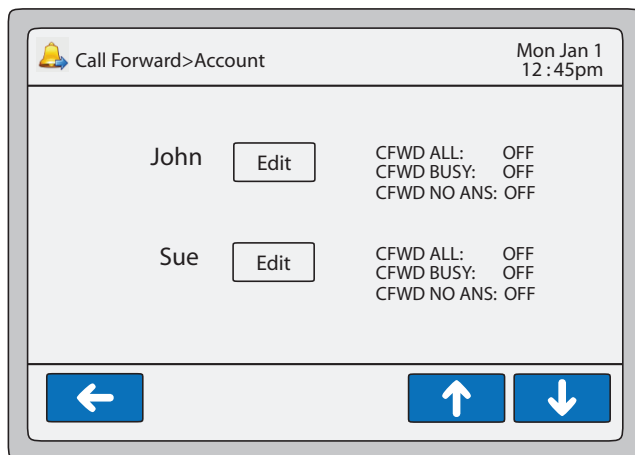
2. Select the parameter you want to enable (ALL, BUSY, and/or NO ANSWER). Selecting the ALL parameter call forwards all calls to another number regardless of the state of your phone.
  3. Press the **<On>** key to turn the CFWD parameter ON or the **<Off>** key to turn the CFWD parameter OFF.
  4. Press the “**Phone Number**” field. A pop-up keyboard displays.
  5. Using the keyboard, enter the phone number that your phone will call forward to and press **<Enter>**.
  6. If you enter a phone number for the ALL parameter, you can press the  **Copy to all modes** to automatically copy the same phone number to the BUSY and NO ANSWER phone number fields.
  7. For the NO ANSWER parameter, in the “**No. Rings**” field, select the number of rings you want your phone to perform before call forwarding a call.
  8. Press the  to return to the previous menu or press the  to return to the idle screen.
- Note:**  
If **All AND Busy AND NoAns** are all enabled, and if the account has DND enabled, the **CFWD All** settings take precedence over **CFWD Busy** and **CFWD NoAns**.

## CFWD in Custom Mode



Custom Mode configures CFWD for a specific account(s) or all accounts on the phone.

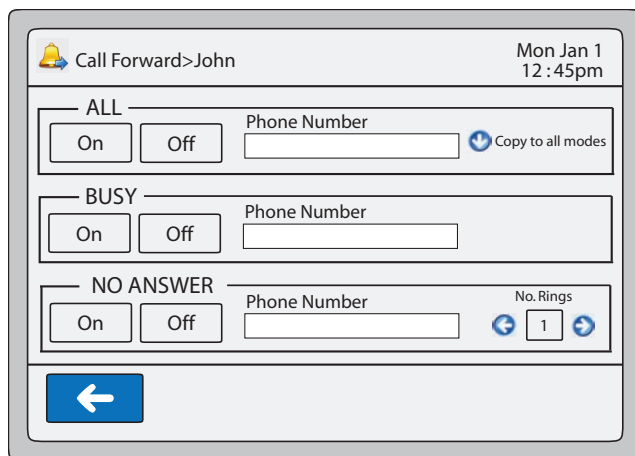


1. Press the **<Services>** Key, then press the **<Call Forward>** key.  
or  
Press a pre-configured **Call Forward** softkey. The following screen displays.







**Call Forward Custom Mode**

2. Use the  and  keys to scroll the list of accounts and select an account to apply CFWD.
3. Press **<Edit>**. The screen displays for the account you selected. The following example shows the CFWD screen for John's account.



4. Select the parameter you want to enable (ALL, BUSY, and/or NO ANSWER). Selecting the ALL parameter call forwards all calls to another number regardless of the state of your phone.
5. Press the **<On>** key to turn the CFWD parameter ON or the **<Off>** key to turn the CFWD parameter OFF.
6. Press the **"Phone Number"** field. A pop-up keyboard displays.
7. Using the keyboard, enter the phone number that your phone will call forward to and press **<Enter>**.

8. If you enter a phone number for the ALL parameter, you can press the  **Copy to all modes** to automatically copy the same phone number to the BUSY and NO ANSWER phone number fields.
9. For the NO ANSWER parameter, in the “**No. Rings**” field, select the number of rings you want your phone to perform before call forwarding a call.
10. Press the  to return to the previous menu.
11. To configure CFWD for additional accounts, repeat steps 2 through 9.
12. Press the  to return to the previous menu or press the  to return to the idle screen.

**Note:**

If **All** AND **Busy** AND **NoAns** are all enabled, and if the account has DND enabled, the **CFWD All** settings take precedence over **CFWD Busy** and **CFWD NoAns**.

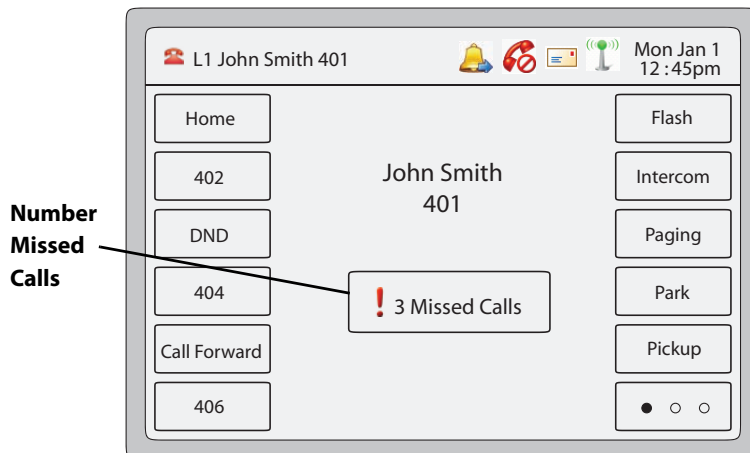
## Missed Calls Indicator

The 6739i phone has a "**Missed Call**" button that increments the number of missed calls to the phone. This feature is accessible from the IP phone UI only.

If the **Missed Call** button is configured, the number of missed calls appear in the Missed Call button.

The number of calls that have not been answered increment on the phone's idle screen in the Missed Call button (if configured by the System Administrator). If the Missed Call button has not been configured, the number of unanswered calls increment on the idle screen as "<number> **Missed Calls**".





As the number of unanswered calls increment, the phone numbers associated with the calls are stored in the Callers List. The user can access the Callers List by pressing the **Missed Call** button or by pressing the **Callers List** key and clear the call from the list. Once the user accesses the Callers List, the Missed Call button or the "<number> New Calls" on the idle screen clears.



### Accessing and Clearing Missed Calls



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



1. Press the **Missed Call** button or press the  key on the phone.
2. Scroll through the items in the Callers List using the  and  keys.  
A **RED** exclamation point  displays next to the entries that were missed calls.
3. To clear a missed call, press the missed call you want to delete and then press the **<Delete>** key. A "Delete Item" screen displays.
4. Press **<Delete>** to delete the item you selected. Press **<Delete All>** to delete all entries (missed calls and answered calls) from the Callers List, or press **<Cancel>** to cancel the delete function.



## Voicemail

On the 6739i, pressing the **Voicemail** Hard Key  or the **Messages** icon  at the top of the screen, allows you to directly dial your Voicemail to connect to a voicemail server (if configured by your Administrator) and access your messages.

### Note:

The Message Waiting Indicator can be set on a per-line basis. For more information, see [“Message Waiting Indicator”](#) on page 178.

For each assigned Voicemail number, there can be a minimum of 0 or a maximum of 1 Voicemail access phone number. The Voicemail list displays a list of phone numbers assigned to the 6739i that have registered voicemail accounts associated with them.

### Note:

The Voicemail list does not display the voicemail access number.

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

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




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

Contact your System Administrator for lines configured for Voicemail.

## Using Voicemail



### IP Phone UI

1. Press the  Key or the  icon on the phone.
2. Using your finger, scroll through the line items in the Voicemail list.
3. When you have selected a line item, press the  Key, or press a line/call appearance key to make an outgoing call using the voicemail access phone number associated with the line for which the voicemail account is registered.  
From a selected item in the Voicemail list, you can also lift the handset (go offhook) to make an outgoing call using the voicemail access phone number.

### Note:

You can also access your Voicemail via the **“Services”** Key on your phone if this has been setup by your System Administrator.

# Additional Features

This section describes additional features you can use on the 6739i phone.

## Display DTMF Digits


A feature on the 6739i allows users to enable or disable DTMF (dual-tone multi-frequency) digits to display to the IP phone when using the keypad to dial, or when dialing from a programmed key.

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

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

You can enable the "Display DTMF Digits" parameter using the Aastra Web UI.

### Configuring Display of DTMF Digits

 **Aastra Web UI**

Use the following procedure to configure the display of DTMF digits on the IP phone:

**Note:**  
"Display DTMF Digits" is disabled by default.

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

### Preferences

**General**

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

2. Enable the "**Display DTMF Digits**" field by checking the check box.  
Disable this field by unchecking the box). Default is disabled.
3. Click **Save Settings**.

## Play Call Waiting Tone

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

### Configuring Call Waiting Tone

Use the following procedures to configure a call waiting tone on the IP phone.

**Note:**

"Play Call Waiting Tone" is enabled by default.



#### Aastra Web UI

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

**Preferences**

**General**

Display DTMF Digits	<input type="checkbox"/> Enabled
Play Call Waiting Tone	<input checked="" type="checkbox"/> Enabled
Stuttered Dial Tone	<input checked="" type="checkbox"/> Enabled
XML Beep Support	<input checked="" type="checkbox"/> Enabled
Status Scroll Delay (seconds)	5
Call Hold Reminder During Active Calls	<input type="checkbox"/> Enabled
Call Hold Reminder	<input type="checkbox"/> Enabled
Call Waiting Tone Period	0
Preferred line	1
Preferred line Timeout (seconds)	0
Message Waiting Indicator Line	All
DND Key Mode	Phone
Call Forward Key Mode	Account

2. The "Play Call Waiting Tone" field is enabled by default. To disable this field, uncheck the box.
3. Click **Save Settings**.

## Stuttered Dial Tone

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

### Configuring Stuttered Dial Tone

Use the following procedures to configure stuttered dial tone on the IP phone.

**Note:**

"Stuttered Dial Tone" is enabled by default.



#### Aastra Web UI

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

**Preferences**

**General**

Display DTMF Digits	<input type="checkbox"/> Enabled
Play Call Waiting Tone	<input checked="" type="checkbox"/> Enabled
Stuttered Dial Tone	<input checked="" type="checkbox"/> Enabled
XML Beep Support	<input checked="" type="checkbox"/> Enabled
Status Scroll Delay (seconds)	5
Call Hold Reminder During Active Calls	<input type="checkbox"/> Enabled
Call Hold Reminder	<input type="checkbox"/> Enabled
Call Waiting Tone Period	0
Preferred line	1
Preferred line Timeout (seconds)	0
Message Waiting Indicator Line	All
DND Key Mode	Phone
Call Forward Key Mode	Account

2. The **"Stuttered Dial Tone"** field is enabled by default. To disable this field, uncheck the box.
3. Click **Save Settings**.

## XML Beep Support

Using the Aastra Web UI, you can enable or disable a beep to be audible when the phone receives an XML application using the **"XML Beep Support"** field at the path *Basic Settings->Preferences->General*. If you disable this feature, then no beep is heard when the XML application arrives to the phone.

If your System Administrator has set a value for this feature in a custom XML application or in the configuration files, the value you set in the Aastra Web UI overrides the Administrator's setting. Setting and saving the value in the Aastra Web UI applies to the phone immediately.

### Configuring XML Beep Support

Use the following procedure to configure XML beep support on the IP phone.

**Note:**

"XML Beep Support" is enabled by default.



**Aastra Web UI**

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

Preferences	
<b>General</b>	
Display DTMF Digits	<input type="checkbox"/> Enabled
Play Call Waiting Tone	<input checked="" type="checkbox"/> Enabled
Stuttered Dial Tone	<input checked="" type="checkbox"/> Enabled
XML Beep Support	<input checked="" type="checkbox"/> Enabled
Status Scroll Delay (seconds)	5
Call Hold Reminder During Active Calls	<input type="checkbox"/> Enabled
Call Hold Reminder	<input type="checkbox"/> Enabled
Call Waiting Tone Period	0
Preferred line	1
Preferred line Timeout (seconds)	0
Message Waiting Indicator Line	All
DND Key Mode	Phone
Call Forward Key Mode	Account

2. The **"XML Beep Support"** field is enabled by default. To disable this field, uncheck the box.
3. Click **Save Settings**.

## Status Scroll Delay

Using the Aastra Web UI, you can specify a scroll delay option that allows you to set the time delay, in seconds, between the scrolling of each status message on the phone. You can specify this setting in the "**Status Scroll Delay (seconds)**" field at the path *Basic Settings->Preferences->General*. The default time is 5 seconds for each message to display before scrolling to the next message. You can increase or decrease this time as required. Setting and saving the value in the Aastra Web UI applies to the phone immediately.

### Configuring Status Scroll Delay



Use the following procedures to specify a status scroll delay on the IP phone.

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

The screenshot shows the 'Preferences' page with the 'General' tab selected. The 'Status Scroll Delay (seconds)' field is set to 5. Other settings include 'Display DTMF Digits' (Enabled), 'Play Call Waiting Tone' (Enabled), 'Stuttered Dial Tone' (Enabled), 'XML Beep Support' (Enabled), 'Call Hold Reminder During Active Calls' (Enabled), 'Call Hold Reminder' (Enabled), 'Call Waiting Tone Period' (0), 'Preferred line' (1), 'Preferred line Timeout (seconds)' (0), 'Message Waiting Indicator Line' (All), 'DND Key Mode' (Phone), and 'Call Forward Key Mode' (Account).

Preferences	
<b>General</b>	
Display DTMF Digits	<input type="checkbox"/> Enabled
Play Call Waiting Tone	<input checked="" type="checkbox"/> Enabled
Stuttered Dial Tone	<input checked="" type="checkbox"/> Enabled
XML Beep Support	<input checked="" type="checkbox"/> Enabled
Status Scroll Delay (seconds)	5
Call Hold Reminder During Active Calls	<input type="checkbox"/> Enabled
Call Hold Reminder	<input type="checkbox"/> Enabled
Call Waiting Tone Period	0
Preferred line	1
Preferred line Timeout (seconds)	0
Message Waiting Indicator Line	All
DND Key Mode	Phone
Call Forward Key Mode	Account

2. Enter a value in the "**Status Scroll Delay (seconds)**" field. Valid values are: 1 to 25 seconds. Default is 5.
3. Click **Save Settings**.

## Call Hold Reminder During Active Calls

The IP phones allow you to enable or disable the ability for the phone to initiate a continuous reminder tone on the active call when another call is on hold. For example, when this feature is enabled, and the call on Line 1 is on hold, and then the you answer a call on Line 2 and stay on that line, a reminder tone is played in the active audio path on Line 2 to remind you that there is still a call on hold on Line 1.

When this feature is disabled, a ring splash is heard when the active call hangs up and there is still a call on hold.

You can enable or disable this feature using the **"Call Hold Reminder During Active Calls"** in the Aastra Web UI.

### Configuring "Call Hold Reminder During Active Calls"

Use the following procedure to configure "Call Hold Reminder During Active Calls" on the IP phone.

#### Note:

"Call Hold Reminder During Active Calls" is disabled by default.



#### Aastra Web UI

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

#### Preferences

##### General

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

2. The **"Call Hold Reminder During Active Calls"** field is disabled by default. To enabled this field, check the box.  
When this feature is enabled, a reminder tone is heard on the active call when another call is on hold. When disabled, a ring splash is heard when the active call hangs up and there is still a call on hold.
3. Click **Save Settings**.

## Call Hold Reminder (on single hold)

In previous releases, the call hold reminder ring splash was triggered when you hung up a call and there was at least one other call on hold. The reminder ring splash timer started only when the active call hung up and there was still another call on hold.

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

You can enable or disable this feature using the **"Call Hold Reminder"** parameter in the Aastra Web UI.

### Configuring "Call Hold Reminder"

Use the following procedure to configure "Call Hold Reminder" on the IP phone.

**Note:**

"Call Hold Reminder" is disabled by default.



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

**Preferences**

**General**

Display DTMF Digits	<input type="checkbox"/> Enabled
Play Call Waiting Tone	<input checked="" type="checkbox"/> Enabled
Stuttered Dial Tone	<input checked="" type="checkbox"/> Enabled
XML Beep Support	<input checked="" type="checkbox"/> Enabled
Status Scroll Delay (seconds)	5
Call Hold Reminder During Active Calls	<input type="checkbox"/> Enabled
Call Hold Reminder	<input type="checkbox"/> Enabled
Call Waiting Tone Period	0
Preferred line	1
Preferred line Timeout (seconds)	0
Message Waiting Indicator Line	All
DND Key Mode	Phone
Call Forward Key Mode	Account

2. The **"Call Hold Reminder"** field is disabled by default. To enabled this field, check the box.  
When this feature is enabled, the reminder ring splash timer starts as soon as you put a call on hold (even when no other calls are active on the phone). The phone initiates a reminder ring splash periodically for the single call on hold. When disabled, no reminder ring splash is audible.
3. Click **Save Settings**.



## Call Waiting Tone Period

You can specify a specific time period (in seconds) for the call waiting tone to play at regular intervals on an active call using the parameter **"Call Waiting Tone Period"**. A value of "0" is the default and plays the call waiting tone only once on the active call. When the incoming caller hangs up, the call waiting tone stops on the existing active call.

You can enable or disable this feature in the Aastra Web UI.

### Configuring "Call Waiting Tone Period"

Use the following procedure to configure "Call Waiting Tone Period".



#### Aastra Web UI

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

The screenshot shows the 'Preferences' window with the 'General' tab selected. The following settings are visible:

Setting	Value
Display DTMF Digits	<input type="checkbox"/> Enabled
Play Call Waiting Tone	<input checked="" type="checkbox"/> Enabled
Stuttered Dial Tone	<input checked="" type="checkbox"/> Enabled
XML Beep Support	<input checked="" type="checkbox"/> Enabled
Status Scroll Delay (seconds)	5
Call Hold Reminder During Active Calls	<input type="checkbox"/> Enabled
Call Hold Reminder	<input type="checkbox"/> Enabled
Call Waiting Tone Period	0
Preferred line	1
Preferred line Timeout (seconds)	0
Message Waiting Indicator Line	All
DND Key Mode	Phone
Call Forward Key Mode	Account

2. In the **"Call Waiting Tone Period"** field, enter a time period, in seconds, that the call waiting tone will be audible on an active call when another call comes in. Default is 0 seconds.  
When enabled, the call waiting tone plays at regular intervals for the amount of time set for this parameter. For example, if set to "30" the call waiting tone plays every 30 seconds. When set to "0", the call waiting tone is audible only once on the active call.
3. Click **Save Settings**.

## Preferred Line and Preferred Line Timeout

The 6739i has a feature called “preferred line” and “preferred line timeout”. If you enable the preferred line parameter on your phone, after a call ends (incoming or outgoing), the display switches back to the preferred line. Next time you go off-hook to make another call, you pickup on the preferred line. You can enable the **preferred line** parameter using the Aastra Web UI at the location, **Basic Settings->Preferences->General**. You can also set a **preferred timeout** parameter that specifies the number of seconds it takes for the phone to switch back to the preferred line.

### Note:

You can configure “Preferred Line” and “Preferred Line Timeout” using the Aastra Web UI only.

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

Phone Feature	Preferred Line Behavior
call return	The phone switches back to the focused line immediately after the call ends.
speed dial	The line is already specified when the speed dial is created. The phone switches back immediately after the call ends.
conference	For incoming calls, the phone switches back immediately after the call ends.
transfer	For incoming or outgoing calls, the current behavior is that the same line used to transfer the call does not change. For incoming calls, the phone switches back immediately after the call transfers.
blf	The phone switches back immediately after the call ends.
park	The phone switches back immediately after the call ends.
voicemail	The phone switches back immediately after the call ends.
redial	The phone switches back immediately after the call ends.
dialing	For incomplete dialing on a non-preferred line, the focus does not change if some digits are entered. If no digits are entered or digits were cleared, the focus changes to preferred line after the time out has passed without activities.
caller id	If the "Switch UI Focus To Ringing Line" parameter is disabled, the User is able to see the Caller ID when the phone switches the focus to the ringing line.
factory default	Factory default and recovery mode clears the "preferred line" and "preferred line timeout" parameters, and the phone operates in a non-preferred line mode.

### Notes:

1. If you specify a value of “0” for the **preferred line** parameter, it disables the preferred line focus feature.
2. If you specify a value of “0” for the **preferred line timeout** parameter, the phone returns the line to the preferred line immediately.

## Configuring “Preferred Line” and “Preferred Line Timeout” Using the Aastra Web UI

Use the following procedure to configure the Preferred Line and Preferred Line Timeout feature using the Aastra Web UI.



### Aastra Web UI

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

The screenshot shows the 'Preferences' window with the 'General' tab selected. The settings are as follows:

Setting	Value
Display DTMF Digits	<input type="checkbox"/> Enabled
Play Call Waiting Tone	<input checked="" type="checkbox"/> Enabled
Stuttered Dial Tone	<input checked="" type="checkbox"/> Enabled
XML Beep Support	<input checked="" type="checkbox"/> Enabled
Status Scroll Delay (seconds)	5
Call Hold Reminder During Active Calls	<input type="checkbox"/> Enabled
Call Hold Reminder	<input type="checkbox"/> Enabled
Call Waiting Tone Period	0
Preferred line	1
Preferred line Timeout (seconds)	0
Message Waiting Indicator Line	All
DND Key Mode	Phone
Call Forward Key Mode	Account

2. In the “**Preferred Line**” field, select a preferred line to switch focus to after incoming or outgoing calls end on the phone. Default is **1**. Valid values are:
  - **None** (disables the preferred line focus feature)
  - **1 to 9**

For example, if you set the preferred line to “**1**”, when a call (incoming or outgoing) ends on the phone (on any line), the phone switches focus back to Line 1.
3. In the “**Preferred Line Timeout**” field, enter the amount of time, in seconds, that the phone switches back to the preferred line after a call (incoming or outgoing) ends on the phone, or after a duration of inactivity on an active line. Default is **0**. Valid values are:
  - **0 to 999**
4. Click **Save Settings**.

## Message Waiting Indicator

You can configure the Message Waiting Indicator (MWI) to illuminate for a specific line or for all lines. For example, if you configure the MWI LED on line 3 only, the LED illuminates if a voice mail is pending on line 3. If you configure the MWI LED for all lines, the LED illuminates if a voice mail is pending on any line on the phone (lines 1 through 9).

You configure the MWI indicator using the Aastra Web UI.

### Configuring Message Waiting Indicator

Use the following procedure to configure the message waiting indicator on a specific line or on all lines on the IP phone.

**Note:**

"Message Waiting Indicator Line" parameter is set to ALL lines by default.



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

**Preferences**

**General**

Display DTMF Digits	<input type="checkbox"/> Enabled
Play Call Waiting Tone	<input checked="" type="checkbox"/> Enabled
Stuttered Dial Tone	<input checked="" type="checkbox"/> Enabled
XML Beep Support	<input checked="" type="checkbox"/> Enabled
Status Scroll Delay (seconds)	5
Call Hold Reminder During Active Calls	<input type="checkbox"/> Enabled
Call Hold Reminder	<input type="checkbox"/> Enabled
Call Waiting Tone Period	0
Preferred line	1
Preferred line Timeout (seconds)	0
Message Waiting Indicator Line	All
DND Key Mode	Phone
Call Forward Key Mode	Account

2. The "**Message Waiting Indicator Line**" field is set to **ALL** lines by default. If required, change the setting to a specific line by selecting a line from the list. Valid values are **All** and lines **1** through **9**.
3. Click **Save Settings**.

## Incoming Intercom Call Features

### Incoming Intercom

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

You can change the behaviour of how the phone handles incoming intercom calls by enabling/disabling specific parameters using the Aastra Web UI. The following table describes these features.

Incoming Intercom Features in Aastra Web UI	Description
Auto Answer	Allows you to enable or disable the IP phone to automatically answer an Intercom call. If auto-answer is enabled on the IP phone, the phone plays a tone (if " <b>Play Warning Tone</b> " is enabled) to alert the user before answering the intercom call. If auto-answer is disabled, the phone treats the incoming intercom call as a normal call.  Your Administrator can set a time period delay before the phone automatically answers. Contact your System Administrator for more information.
Microphone Mute	Allows you to enable or disable the microphone on the IP phone for Intercom calls made by the originating caller.
Play Warning Tone	Allows you to enable or disable a warning tone to play when the phone receives an incoming intercom call on an active line.
Allow Barge In	Allows you to enable or disable how the phone handles incoming intercom calls while the phone is on an active call.

### Auto-Answer/Play Warning Tone

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

#### Note:

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

### Microphone Mute

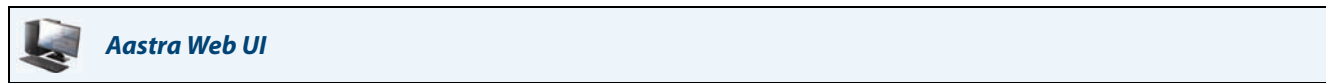
You can mute or unmute the microphone on the IP phone for intercom calls made by the originating caller. If you want to mute the intercom call, you enable this feature. If you want to unmute (or hear the intercom call), you disable this feature. "**Microphone Mute**" is enabled by default.

### Allow Barge In

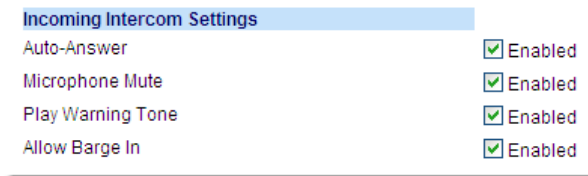
You can configure whether or not the IP phone allows an incoming intercom call to interrupt an active call. The "Allow Barge In" parameter controls this feature. When you enable this parameter, which is the default value, an incoming intercom call takes precedence over any active call, by placing the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

### Configuring Incoming Intercom Settings

Use the following procedure to configure incoming intercom call settings on the IP phone.



1. Click on **Basic Settings->Preferences->Incoming Intercom Settings**.



2. The "**Auto-Answer**" field is enabled by default. The automatic answering feature is turned on for the IP phone for answering Intercom calls. To disable this field, uncheck the box.

**Note:**



If the Auto-Answer field is not checked (disabled), the phone treats the incoming intercom call as a normal call.

3. The "**Microphone Mute**" field is enabled by default. The microphone is muted on the IP phone for Intercom calls made by the originating caller. To disable this field, uncheck the box.
4. The "**Play Warning Tone**" field is enabled by default. If "Auto-Answer" is enabled, the phone plays a warning tone when it receives in incoming intercom call. To disable this field, uncheck the box.
5. The "**Allow Barge In**" field is enabled by default. If "Allow Barge In" is enabled, the phone puts an active call on hold and answers the incoming Intercom call. To disable this field, uncheck the box.

6. Click **Save Settings**.

### Using Redial Key for "Last Number Redial"

The IP phone has an enhanced redial user interface that allows a user to quickly redial the last number that was dialed out from the phone. You can:

- Press the  Key once, scroll the list of numbers, then press the  Key again to dial the number that displays on the screen. The "last number redial" feature for the Redial key is static and is not configurable.

## Group RTP Paging *(receives RTP streams)*

You can configure the phone to allow it to receive a Real Time Transport Protocol (RTP) stream from pre-configured multicast address(es) without involving SIP signalling. This is called Group Paging on the IP phones. You can specify up to 5 multicast addresses that the phone listens for on the network. This feature is configurable using the Aastra Web UI only.

The 6739i in the local network listens for RTP on the pre-configured multicast address. The Phone displays the "Paging" message to the phone's LCD. It uses the G711 uLaw CODEC for multicast RTP.

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

For incoming RTP multicasts, the ringing display is dependant on the setting for the **"Allow Barge-In"** parameter. (See **"Allow Barge In"** on page 179.) If this parameter is disabled, and there is no other call on the phone, then the paging is automatically played via the default audio device.

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

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

### Configuring Group RTP Paging

Use the following procedure to configure RTP streaming on the receiving end for Paging applications using the Aastra Web UI.



**Aastra Web UI**

1. Click on **Basic Settings->Preferences->Group Paging RTP Settings**.

2. In the **"Paging Listen Addresses"** text box, enter the multicast IP address(es) and port number on which the phone listens for incoming multicast RTP packets.  
Enter the IP address in dotted decimal format (for example, 239.0.1.15:10000,239.0.1.20:15000). You can enter up to 5 listening multicast addresses (The valid port range is from 1 to 65535).

If this field is blank, the Paging Listening capability is disabled on the phone.

**Notes:**

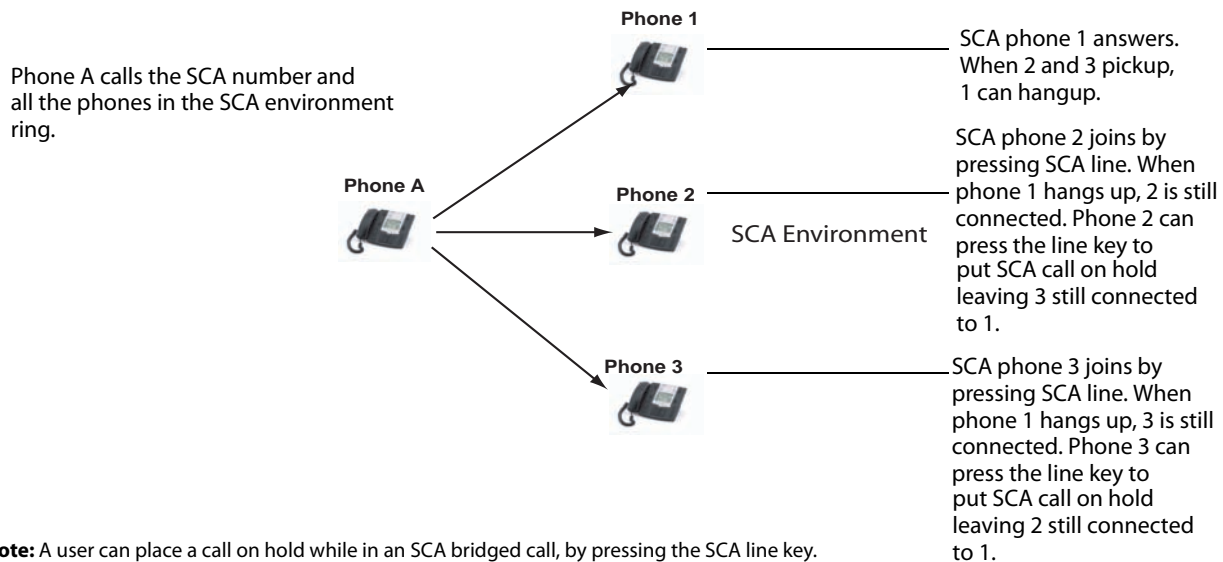
- Recipient of a Paging call can set a global "Do Not Disturb" (DND) to ignore any incoming pages.
- For incoming Paging, the phone uses the Intercom configuration settings. The incoming Page is dependant on the "Allow Barge-In" parameter setting and the "Idling/On Call" state.

3. Click **Save Settings**.

## Shared Call Appearance (SCA) Call Bridging

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

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



**Note:** A user can place a call on hold while in an SCA bridged call, by pressing the SCA line key.

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

### Note:

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

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

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

### Keys States and LED Behaviour

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

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

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



**Line Keys and Idle Screens**

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

**Softkey Line Keys**

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

**Line Key Phone Behaviour**

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

### Star Codes

All of the main call handling and extension management features using star codes can be set on your phone by your Administrator. Contact your System Administrator for more information.

If these have not been set up, you can dial any star code commands on the 6739i phone the same way you would on a regular telephone.

### Call Waiting

The call waiting feature notifies the user on an active call, of a new incoming call. Call Waiting can be enabled/disabled by your System Administrator **only**.

If Call Waiting is enabled on your phone, an audible tone is heard on the active line indicating a call is coming in. The Call Waiting Tone is enabled by default. You can disable it using the Aastra Web UI at the path Basic Settings->Preferences. You can also set the Call Waiting Tone Period which specifies the time period, in seconds, that the call waiting tone is audible on an active call when another call comes in.

If you disable call waiting on the phone, and the user is on a call, any further incoming calls receive busy unless **“Call Forward Busy”** or **“Call Forward No Answer and Busy”** is configured on the phone (for information on

**“Call Forward Account-Based Configuration”**, see [page 158](#).) It then forwards the call according to the rule configured.

If Call Waiting is disabled, the phone can:

- transfer the currently active call
- or
- accept transferred calls if there are no active calls
- treat intercom calls as regular incoming calls and reject them

In addition, the Missed Calls List does not get updated with details of calls. The Blind Transfer feature on the phone may not work if two calls are made to the phone at one time.

### Other Features

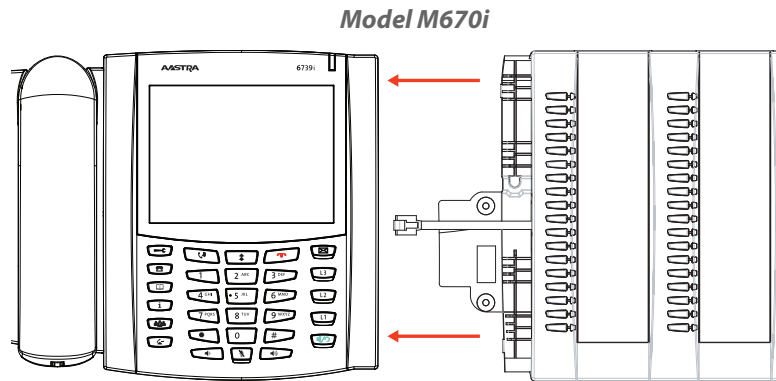
A multitude of other features are available depending on whether or not your System Administrator has configured them for use. Contact your System Administrator for feature availability and usage information.

# Model M670i and M675i Expansion Modules

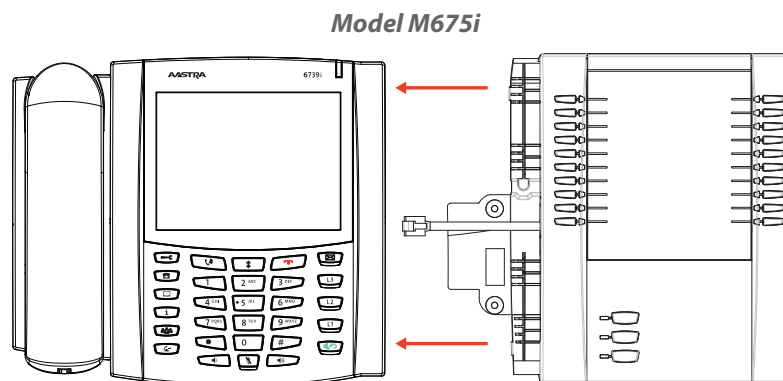
The 6739i IP Phone offers optional M670i and M675i Expansion Modules that attach to the right side of the phone to provide additional softkeys.

**Note:**

In order to use the M670i or M675i Expansion Modules, the 6739i IP Phone must be powered by the optional AC adapter.



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



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

## Reference

For more information about using the M675i with your phone, see ["Using the Expansion Modules"](#) on [page 186](#).

The Expansion Module keys support all of the same softkey functions as the phone. You can configure the keys using the Aastra Web UI at the path, **Operation->Expansion Module <N>** when an Expansion Module is attached to the 6739i IP Phone.

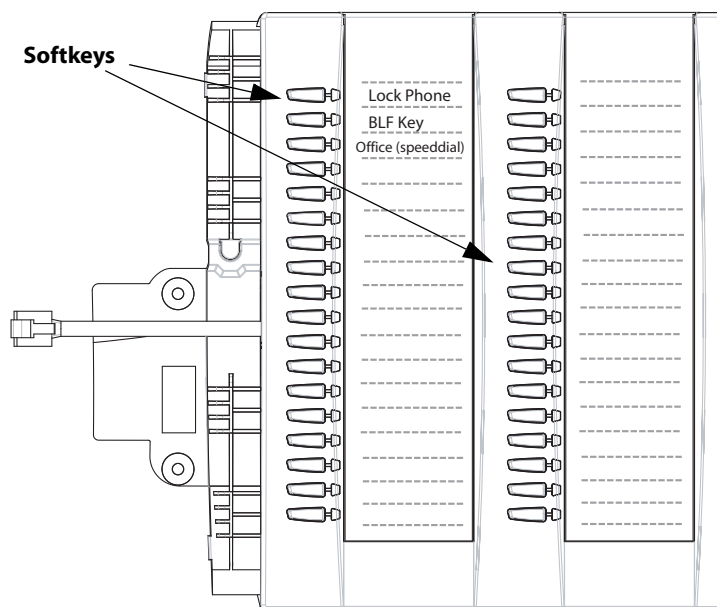
## Reference

For more information about configuring the expansion module keys with softkey functions, see ["Softkeys"](#) on [page 82](#).

## Using the Expansion Modules

### M670i Expansion Module

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



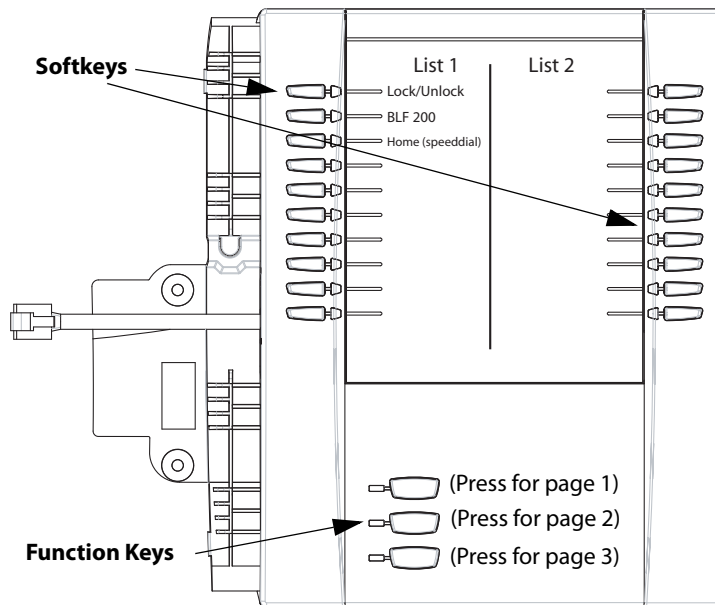
### M675i Expansion Module

The M675i Expansion Module screen displays softkeys in column format. The function keys on the bottom left of the Module allow you to display 3 full screens of softkeys. Each screen consists of 2 columns with the following default headings on each page:

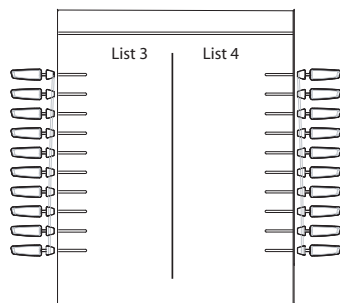
Page 1 - "List 1" and "List 2"

Page 2 - "List 3" and "List 4"

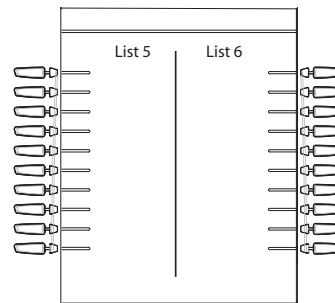
Page 3 - "List 5" and "List 6".



**Page 1 Screen**



**Page 2 Screen**



**Page 3 Screen**

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

#### Note:

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

#### Reference




For more information about installing M670i and M675i modules on your phone, see the **Aastra 6739i SIP IP Phone Installation Guide**.

# Troubleshooting Solutions

## *Why is my display blank?*

Ensure that power is being provided to your phone. If your network does not provide inline power over Ethernet, you can obtain an additional accessory, the Aastra PoE (Power over Ethernet) inline power supply, to provide power over Ethernet locally to your phone. See the section **"Connecting to the Network and to Power"** in the *Aastra 6739i Installation Guide* for details.

## *Why is my speakerphone not working?*

If you press the  key and the speaker light flashes and you do not hear dial tone through the speaker phone, the Set Audio option in the phone's Options list has been set up for headset use. Press  a second time and if the light goes out, the phone has been set up to be used only with a headset or handset. If the light stays on steady and you hear dial tone, the phone has been set up so that you can alternate between the speakerphone and the headset by pressing . See the section **"Audio"** on [page 55](#) for instructions on how to change the Set Audio option.

## *Why can't I get a dial tone?*

Check for any loose connections and that the phone has been installed properly. For installation instructions, please refer to the **"Installation and Setup"** section in the *Aastra 6739i Installation Guide* provided with your phone.

## *Why doesn't my phone ring?*

Check the ring volume on your phone. It may be turned down or turned off. To adjust the ringer volume setting, press the volume key when the phone is on-hook and idle. For more information, refer to the **"Adjusting Volume section"** in the *Aastra 6739i Installation Guide* provided with your phone.

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

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

## *Why is my handset not working?*

Check to ensure that the handset cord is fully connected to both the phone and handset. See the section **"Connecting a Handset or Headset"** in the *Aastra 6739i Installation Guide* for information.

## *What are services, and how do I use them?*

Services on the IP phone include:

- XML Applications (if enabled by your System Administrator)
- Call Forward
- Do Not Disturb (DND)

See the section, **"Services Key"** on [page 45](#) more information about the options available under "Services".

## *How do I find the IP address of my phone?*

Instructions on where to find the IP address of your phone can be found in this guide in the section, **"Finding your phone's IP Address."** on [page 19](#).

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

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

***How do I change my user password?***

You can change the user password from the Aastra Web UI. For information about changing your password, see ["Password"](#) on [page 130](#).

***Why does my phone display "Bad Encrypted Config"?***

The IP phone displays "Bad Encrypted Config" because encrypted configuration files are enabled but the decryption process has failed.

Report this error to your System Administrator.

***How do I restart the IP phone?***

You may want to restart your phone to check for updates on the server, or to apply specific settings to your phone that need a reboot. You may also need to restart your phone if you have been asked to do so by your System Administrator, or should you experience any unexpected behaviour. For more information about restarting your phone, see ["Restart"](#) on [page 132](#).

***How do I lock my phone?***

You can lock your phone to prevent the phone from being used or configured. You can lock the phone using any of the following:

- In the IP Phone UI at the path *Options->Phone Lock*. See ["Lock"](#) on [page 133](#) for more information.
- In the Aastra Web UI at the path *Operations->Phone Lock*. See ["Lock"](#) on [page 133](#) for more information.

At a configured Phone Lock key on the phone. For more information about configuring a Lock/Unlock key on your phone, see ["Phone Lock Softkey"](#) on [page 119](#).

# Limited Warranty

## (Not applicable in Australia – see below for Limited Warranty in Australia)

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

## Exclusions

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

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

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

## Warranty Repair Services

Should the product fail during the Warranty Period;

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

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

## After Warranty Service

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

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

### Note:

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



# Limited Warranty (Australia Only)

The benefits under the Aastra Limited Warranty below are in addition to other rights and remedies to which you may be entitled under a law in relation to the products.

In addition to all rights and remedies to which you may be entitled under the *Competition and Consumer Act 2010* (Commonwealth) and any other relevant legislation, Aastra warrants this product against defects and malfunctions in accordance with Aastra's authorized, written functional specification relating to such products during a one (1) year period from the date of original purchase ("Warranty Period"). If there is a defect or malfunction, Aastra shall, at its option, and as the exclusive remedy under this limited warranty, either repair or replace the product at no charge, if returned within the Warranty Period.

## Repair Notice

To the extent that the product contains user-generated data, you should be aware that repair of the goods may result in loss of the data. Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods. If it is necessary to replace the product under this limited warranty, it may be replaced with a refurbished product of the same design and color.

If it should become necessary to repair or replace a defective or malfunctioning product under this warranty, the provisions of this warranty shall apply to the repaired or replaced product until the expiration of ninety (90) days from the date of pick up, or the date of shipment to you, of the repaired or replacement product, or until the end of the original Warranty Period, whichever is later. Proof of the original purchase date is to be provided with all products returned for warranty repairs.

## Exclusions

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

To the extent permitted by law, Aastra shall not be liable for any incidental damages, including, but not limited to, loss, damage or expense directly or indirectly arising from your use of or inability to use this product, either separately or in combination with other equipment. This paragraph, however, is not intended to have the effect of excluding, restricting or modifying the application of all or any of the provisions of Part 5-4 of Schedule 2 to the Competition and Consumer Act 2010 (**the ACL**), the exercise of a right conferred by such a provision or any liability of Aastra in relation to a failure to comply with a guarantee that applies under Division 1 of Part 3-2 of the ACL to a supply of goods or services.

This express warranty sets forth the entire liability and obligations of Aastra with respect to breach of this express warranty and is in lieu of all other express or implied warranties other than those conferred by a law whose application cannot be excluded, restricted or modified. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

## Warranty Repair Services

**Procedure: Should the product fail during the Warranty Period and you wish to make a claim under this express warranty, please contact the Aastra authorized reseller who sold you this product (details as per the invoice) and present proof of purchase. You will be responsible for shipping charges, if any.**

Manufacturer: Aastra Telecom Australia Pty Ltd  
745 Springvale Road  
Mulgrave VIC 3170  
ABN 16 140 787 195  
Phone: +61 3 8562 2700

### **Limitation of Liability for Products not of a kind ordinarily acquired for personal, domestic or household use or consumption (e.g. goods/services ordinarily supplied for business-use)**

- 1.1** To the extent permitted by law and subject to clause 1.2 below, the liability of Aastra to you for any non-compliance with a statutory guarantee or loss or damage arising out of or in connection with the supply of goods or services (whether for tort (including negligence), statute, custom, law or on any other basis) is limited to:
- a)** in the case of services:
    - i)** the resupply of the services; or
    - ii)** the payment of the cost of resupply; and
  - b)** in the case of goods:
    - i)** the replacement of the goods or the supply of equivalent goods; or
    - ii)** the repair of the goods; or
    - iii)** the payment of the cost of replacing the goods or of acquiring equivalent goods; or
    - iv)** the payment of the cost of having the goods repaired.
- 1.2** Clause 1.1 is not intended to have the effect of excluding, restricting or modifying:
- a)** the application of all or any of the provisions of Part 5-4 of Schedule 2 to the Competition and Consumer Act 2010 (**the ACL**); or
  - b)** the exercise of a right conferred by such a provision; or
  - c)** any liability of Aastra in relation to a failure to comply with a guarantee that applies under Division 1 of Part 3-2 of the ACL to a supply of goods or services.

## After Warranty Service

Aastra offers ongoing repair and support for this product. If you are not otherwise entitled to a remedy for a failure to comply with a guarantee that cannot be excluded under the Australian Consumer Law, this service provides repair or replacement of your Aastra product, at Aastra's option, for a fixed charge. You are responsible for all shipping charges. For further information and shipping instructions contact:

Aastra Telecom Australia Pty Ltd  
745 Springvale Road  
Mulgrave VIC 3170  
ABN 16 140 787 195  
Phone: +61 3 8562 2700

### **Note:**

Repairs to this product may be made only by the manufacturer and its authorized agents, or by others who are legally authorized. Unauthorized repair will void this express warranty.

# Appendix A - Time Zone Codes

The following table identifies the time zone name and time zone code to use on the IP phone.

***Time Zone Name/Time Zone Code Table***

Time Zone Name	Time Zone Code
AD-Andorra	CET
AE - Dubai	GST
AG-Antigua	AST
AI-Anguilla	AST
AL-Tirane	CET
AN-Curacao	AST
AR-Buenos Aires	ART
AS-Pago Pago	BST
AT-Vienna	CET
AU-Lord Howe	LHS
AU-Tasmania	EST
AU-Melbourne	EST
AU-Sydney	EST
AU-Broken Hill	CST
AU-Brisbane	EST
AU-Lindeman	EST
AU-Adelaide	CST
AU-Darwin	CST
AU-Perth	WST
AW-Aruba	AST
AZ - Baku	AZT
BA-Sarajevo	EET
BB-Barbados	AST
BE-Brussels	CET
BG-Sofia	EET
BM-Bermuda	AST
BO-La Paz	BOT
BR-Noronha	FNT
BR-Belem	BRT
BR-Fortaleza	BRT
BR-Recife	BRT
BR-Araguaina	BRS
BR-Maceio	BRT
BR-Sao Paulo	BRS
BR-Cuiaba	AMS
BR-Porto Velho	AMT
BR-Boa Vista	AMT
BR-Manaus	AMT
BR-Eirunepe	ACT
BR-Rio Branco	ACT
BS-Nassau	EST
BY-Minsk	EET
BZ-Belize	CST

Time Zone Name	Time Zone Code
CA-Newfoundland	NST
CA-Atlantic	AST
CA-Eastern	EST
CA-Saskatchewan	EST
CA-Central	CST
CA-Mountain	MST
CA-Pacific	PST
CA-Yukon	PST
CH-Zurich	CET
CK-Rarotonga	CKS
CL-Santiago	CLS
CL-Easter	EAS
CN-Beijing	CST
CO-Bogota	COS
CR-Costa Rica	CST
CU-Havana	CST
CY-Nicosia	EES
CZ-Prague	CET
DE-Berlin	CET
DK-Copenhagen	CET
DM-Dominica	AST
DO-Santo Domingo	AST
EE-Tallinn	EET
ES-Madrid	CET
ES-Canary	WET
FI-Helsinki	EET
FJ-Fiji	NZT
FK-Stanley	FKS
FO-Faeroe	WET
FR-Paris	CET
GB-London	GMT
GB-Belfast	GMT
GD-Grenada	AST
GE - Tbilisi	GET
GF-Cayenne	GFT
GI-Gibraltar	CET
GP-Guadeloupe	AST
GR-Athens	EET
GS-South Georgia	GST
GT-Guatemala	CST
GU-Guam	CST
GY-Guyana	GYT
HK-Hong Kong	HKS
HN-Tegucigalpa	CST
HR-Zagreb	CET
HT-Port-au-Prince	EST
HU-Budapest	CET
IE-Dublin	GMT
IS-Reykjavik	GMT
IT-Rome	CET
JM-Jamaica	EST
JP-Tokyo	JST
KY-Cayman	EST

Time Zone Name	Time Zone Code
LC-St Lucia	AST
LI-Vaduz	CET
LT-Vilnius	EET
LU-Luxembourg	CET
LV-Riga	EET
MC-Monaco	CET
MD-Chisinau	EET
MK-Skopje	CET
MQ-Martinique	AST
MS-Montserrat	AST
MT-Malta	CET
MU - Mauritius	MUT
MX-Mexico City	CST
MX-Cancun	CST
MX-Merida	CST
MX-Monterrey	CST
MX-Mazatlan	MST
MX-Chihuahua	MST
MX-Hermosillo	MST
MX-Tijuana	PST
NI-Managua	CST
NL-Amsterdam	CET
NO-Oslo	CET
NR-Nauru	NRT
NU-Niue	NUT
NZ-Auckland	NZS
NZ-Chatham	CHA
OM - Muscat	GST
PA-Panama	EST
PE-Lima	PES
PL-Warsaw	CET
PR-Puerto Rico	AST
PT-Lisbon	WET
PT-Madeira	WET
PT-Azores	AZO
PY-Asuncion	PYS
RO-Bucharest	EET
RU-Kaliningrad	EET
RU-Moscow	MSK
RU-Samara	SAM
RU-Yekaterinburg	YEK
RU-Omsk	OMS
RU-Novosibirsk	NOV
RU-Krasnoyarsk	KRA
RU-Irkutsk	IRK
RU-Yakutsk	YAK
RU-Vladivostok	VLA
RU-Sakhalin	SAK
RU-Magadan	MAG
RU-Kamchatka	PET
RU-Anadyr	ANA
SE-Stockholm	CET
SG-Singapore	SGT
SI-Ljubljana	CET
SK-Bratislava	CET
SM-San Marino	CET
SR-Paramaribo	SRT
SV-El Salvador	CST

Time Zone Name	Time Zone Code
TR-Istanbul	EET
TT-Port of Spain	AST
TW-Taipei	CST
UA-Kiev	EET
US-Eastern	EST
US-Central	CST
US-Mountain	MST
US-Pacific	PST
US-Alaska	AKS
US-Aleutian	HAS
US-Hawaii	HST
UY-Montevideo	UYS
VA-Vatican	CET
YU-Belgrade	CET

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