Aastra 6731i IP Phone

Note: Your phone has been configured by your system administrator according to the needs of your organization. You may not have access to some of the features listed here.

Customize your Phone

You can use the Options key to customize your phone using the Phone User Interface (UI).

Options Key
1. Press the Options key.
2. Press ▼ or ▲ to scroll through the Options menu.
3. Press ►Enter to access menu items.

Find the phone IP address
1. Go to Options > Phone Status > IP&MAC Address.
2. Press ►Enter and the IP address displays.

Restart your Phone
1. Go to Options > Restart Phone.
2. Press ►Enter.
3. Press # to restart or ◄ to cancel the restart.

Line and Call Appearances

The 6731i supports up to 6 line/call appearances.

Softkeys and Programmable Keys

The 6731i has 8 programmable hard keys. The following are the default hard key assignments. All keys can be reassigned to other features.

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1-4</td>
<td>None.</td>
<td>Not assigned.</td>
</tr>
<tr>
<td>5</td>
<td>SAVE</td>
<td>Not used for Clearspan.</td>
</tr>
<tr>
<td>6</td>
<td>DELETE</td>
<td>Allows you to delete entries from Callers List and Redial List.</td>
</tr>
<tr>
<td>7</td>
<td>DIRECTORY</td>
<td>Not used for Clearspan.</td>
</tr>
<tr>
<td>8</td>
<td>SERVICES</td>
<td>Accesses enhanced features.</td>
</tr>
</tbody>
</table>

Status Lamps

Line/Call Appearances

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Idle</td>
<td>Off</td>
<td>There is no call activity on this line/call appearance.</td>
</tr>
<tr>
<td>Connected</td>
<td>Solid</td>
<td>A call is connected to the phone on this line/call appearance.</td>
</tr>
<tr>
<td>Ringing</td>
<td>Fast Flash</td>
<td>A call is ringing in on this line/call appearance.</td>
</tr>
<tr>
<td>On Hold</td>
<td>Slow Flash</td>
<td>A call is on hold on this line/call appearance.</td>
</tr>
</tbody>
</table>

MWI Lamp

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Slow Flash</td>
<td>You have a new message(s).</td>
</tr>
<tr>
<td>Rapid Flash</td>
<td>You have an incoming call.</td>
</tr>
<tr>
<td>Even Flash</td>
<td>One or more calls are on hold.</td>
</tr>
</tbody>
</table>

Speaker Lamp

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>On Solid</td>
<td>You are in Speaker mode.</td>
</tr>
<tr>
<td>Slow Flash</td>
<td>You are in Headset mode.</td>
</tr>
</tbody>
</table>

Connected Call Display

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>[▲] and [▼]</td>
<td>These icons display when there is more call information either to the left, right or both sides of the current information you are viewing.</td>
</tr>
<tr>
<td>[▲] or [▼]</td>
<td>These icons display when there is more information on the next screen or on the previous screen.</td>
</tr>
<tr>
<td>[📞]</td>
<td>The call is on hold.</td>
</tr>
<tr>
<td>[📞]</td>
<td>The call is connected.</td>
</tr>
<tr>
<td>[📞]</td>
<td>The line is ringing.</td>
</tr>
</tbody>
</table>

Hold

Place a call on Hold
1. Press the Hold key while on the call.

Retrieve a call on Hold
1. Press the Line key where the call is on hold.

Note: The Hold Key and the Goodbye key do not retrieve a held call.

Automatic Hold
Your phone automatically puts your current call on hold when you press a new line key.

Manage Multiple Calls on Hold
1. Press ◄ or ► to scroll through the call information for multiple calls on hold.
2. Press the Line key to reconnect to a held call.

Do Not Disturb

Press the DND key to activate or deactivate the feature.

Transfer

1. Press the Xfer key while on the call.
2. Dial the number of the destination party.

Unannounced:
3. Press the Xfer key again or the Goodbye key before the destination party answers to complete the transfer.

Or Announced:
4. Wait for the destination party to answer and announce the transfer.
5. Press the Xfer key again or the Goodbye key to complete the transfer.

Cancel a Transfer
1. Press the Line key of the call on hold while the destination is ringing. The ringing line drops and you are reconnected to the original party.
**Call Forward**

1. Go to Options > Call Forward to set up Call Forward All, Busy, and No Answer.
2. Use the All On and All Off softkeys to turn on the options.

**Conference**

**Establish the Conference**

1. Connect to the first party to include in the conference.
2. Press the Conf key.
3. Dial the number of the party to add to the conference.
4. Wait for the new party to answer and announce the conference.
5. Press the Conf key again. The conference is established.

**Cancel the third party**

1. Press the Line key of the call on hold while the destination is ringing. The ringing line drops and you are reconnected to the original party.

**Callers List**

There are 200 incoming call entries in the Callers List.

**Callers List Display**

<table>
<thead>
<tr>
<th>N</th>
<th>The &quot;N&quot; at the left of the screen indicates a new call you have not reviewed.</th>
</tr>
</thead>
<tbody>
<tr>
<td>XX New Callers</td>
<td>The display shows you how many new callers were added to the list since you last checked.</td>
</tr>
<tr>
<td>📞</td>
<td>Indicates an unanswered call.</td>
</tr>
<tr>
<td>🔔</td>
<td>Indicates an answered call.</td>
</tr>
</tbody>
</table>

**Access the Callers List**

1. Press the Callers key.
2. Use the ▲ or ▼ to scroll through the entries in the list.

**Dial from the Callers list**

1. Select an entry in the list.
2. Lift the handset, press the Speaker key or the Line key and the number is automatically dialed.

**View Missed Calls**

1. Use ▲ or ▼ to scroll through the entries. Missed calls are those marked with the telephone icon with the handset ON 📞.

**Delete the Entire Callers List**

1. At the Callers List header, press the DeleteList key twice.

**Delete one Entry in the Callers List**

1. Find the entry to delete.
2. Press the Delete key twice to delete the entry.

**Redial List**

There are 100 entries in the Redial List.

**Last Number Redial**

1. Lift the handset.
2. Press the Redial key 2 times and the number displayed on the screen is automatically dialed.

**Redial from the Redial List (On-hook)**

1. Press the Redial key one time.
2. Use ▲ or ▼ to find the entry to call.

3. Lift the handset or press the Speaker key and the number is automatically dialed.

**Delete All Entries in the Redial List**

1. Press the Delete key.
2. Press the Delete key again to delete all entries in the list.

**Speeddial**

You can edit a pre-assigned Speeddial key using the Options List.

**From the Options Key Menu**

1. Press the Options key and go to Preferences.
2. Press ▲Enter.
3. Press ▼ to go to the Speed Dial Edit option.
4. Press ▲Enter and all programmable speed dial keys flash.
5. Press the Speeddial key you wish to edit.
6. Enter the number including any access numbers.
7. Press the Save key.

**From an Empty or Unassigned Key**

1. Press the key for 3 seconds.
2. Enter a number to apply to the Speeddial key.
3. Select a line to apply to the Speeddial key.
4. Press the Save key.

**Park and Pickup**

**Park a call:**

1. Press the Park key from a connected call.
2. Dial the number where you want to park the call plus the # key, or dial # to park the call on your own extension. You hear the message “Your call has been Parked. Thank you.”
3. Hang up or press the Goodbye key.

**Pick up a call:**

1. Lift the handset and press the Pickup key.
2. Dial the number where the call was parked plus the # key, or dial # to pick up a call parked on your own number. You are connected to the parked call.

**XML Services**

Your System Administrator can create customized XML services that can include weather and traffic reports, contact information, company info, stock quotes, or custom call scripts. They can be assigned to a specific programmable key or accessed under Options > Services.

**Clearspan Feature Access Codes**

The main call handling features for the Clearspan system have feature access codes that can be set up as speed dial keys on your phone using the Aastra Phone User Interface. You can also dial the feature access codes directly. See 2823-nnn Clearspan Feature Access Codes.