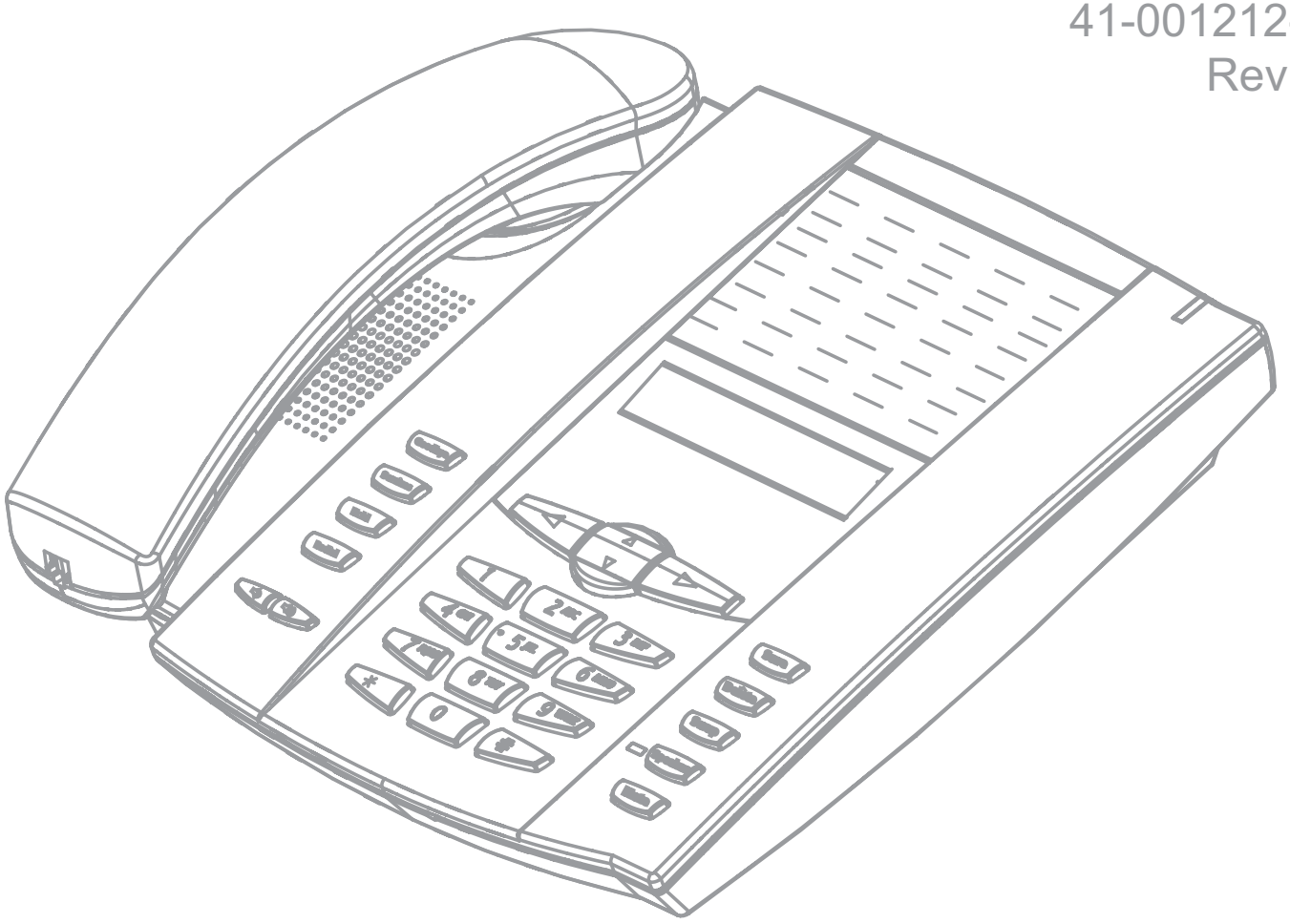
6751i IP Phone

User Guide
Release 2.4

41-001212-24
Rev 00



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About This Guide

This guide explains how to use your new 6751i phone. Not all features listed are available by default. Contact your System Administrator to find out which features and services are available on your system. Your System Administrator also has the ability to customize some features on this phone.

Documentation

- ***Aastra 6751i SIP IP Phone Installation Guide*** – installation and set-up instructions, general features and functions, and basic options list customization. This guide is included in the box with your phone.
- ***Aastra 6751i SIP IP Phone User Guide*** – explains the most commonly used features and functions. This guide can be downloaded from www.aastratelecom.com.
- ***Aastra SIP IP Phone Administrator Guide*** – explains how to set the 6751i phone up on the network and contains advanced configuration instructions for the 6751i. This is an administrator level guide. This guide can be downloaded from www.aastratelecom.com.

Introduction

This 6751i IP telephone has all the features of a regular business phone, allowing you to make and receive calls, transfer, conference and more. The 6751i IP telephone provides communications over an IP Network using the SIP IP telephony protocol.

Phone Features

- 3-line LCD screen
- 1 call appearance line
- Press-and-Hold speeddial key configuration feature
- Supports 1 call line with transfer capabilities
- Full-duplex speakerphone for monitoring calls
- Built-in two-port, 10/100 Ethernet ports - lets you share a connection with your computer
- AC power adapter (sold separately)

Requirements

The 6751i IP Phone requires the following environment:

- SIP-based IP PBX system or network installed and running with a SIP account created for the 6751i 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 Mb)
- Category 5/5e straight through cabling
- Power over Ethernet (PoE) inline power injector (optional accessory - necessary only if your network provides no inline power and if you do not use the IP Phone's power adapter).

Installation and Setup

If your System Administrator has not already setup your 6751i phone, please refer to the *Aastra 6751i Installation Guide* for basic installation and physical setup of the 6751i. For more advanced administration and configuration information, System Administrators should refer to the ***Aastra SIP IP Phone Administrator Guide.***

Getting Started

The 6751i must be set up and configured prior to its first use. This section describes phone behavior and start up screens you may see when the phone is first plugged in, or when it is restarted.

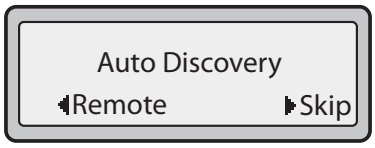
Plugging in and Starting the Phone

The 6751i automatically begins the start up sequence as soon as it is connected. The phone goes through this process the first time you plug in your phone and every time you restart your phone.

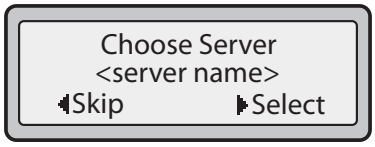
The phone displays the following startup screens.

During the first start up the 6751i phone attempts to contact the Redirection and Configuration Server (rcs.aastra.com) for current server information. No personal information is transmitted from the phone during this process.

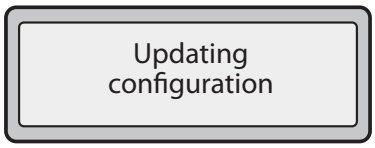
The 6751i phone may also look for configuration servers on your local network (press ◀*Remote* to enter a remote server address, or ▶*Skip* to continue without checking for servers).



If appropriate servers are found they are listed for you to select from by scrolling down to view the complete list. (Press ◀*Skip* to continue without selecting a server.).



The 6751i phone then checks settings and looks for new configuration and firmware updates for the phone from a server. If a new update is found, the phone displays the message "*Updating Configuration*". This may take a few moments while the phone downloads the latest updates



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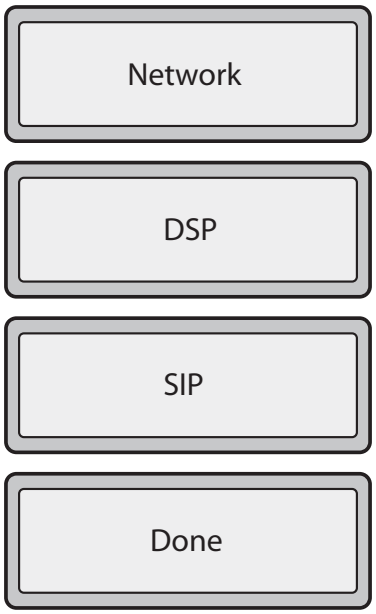
Note: New updates to your phone can be automatically scheduled from the server. This is set up on the phone system by your System Administrator and should be scheduled during non-business hours or slow call periods.

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 during startup.

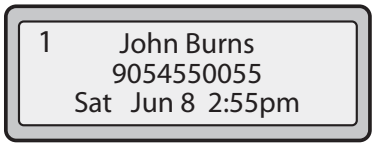
When the configuration update is complete, the phone displays the following screens.



Idle Screens

Idle Screen 1

When the phone has successfully updated the configuration and connected to the network, the phone displays the **Idle State** screen:



The **Idle State** screen lists your name (SIP screen name), extension (or phone number), and day, date, and time. The "1" in the upper corner in the above example indicates the idle screen for the first line appearance. You can use the UP and DOWN arrow keys to scroll through the idle screens.

This screen is shown whenever your phone is not in use.

Idle Screen 2

The second display line displays the following temporary messages if the event occurs:

- No Service
- DHCP Failed
- Restarting.....
- New IP Obtained

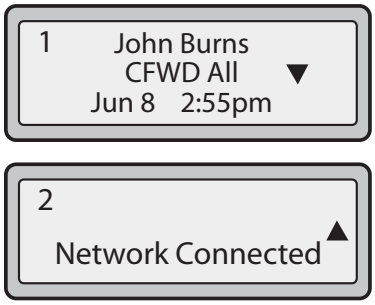
- Network Disconnected/Connected

Note: Since the "Network Disconnected/Connected" display on two lines, the date and time does not show if this event displays.

The second line can also display the following status messages, listed in order of display priority:

- Call forward status
- DND On (Do Not Disturb)
- Number of missed calls

When more than one status message displays, the ▼ is shown after the message to indicate you can use the ▼ and ◢ navigation keys to scroll through the remaining messages.



Incomplete Configuration

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

No Service

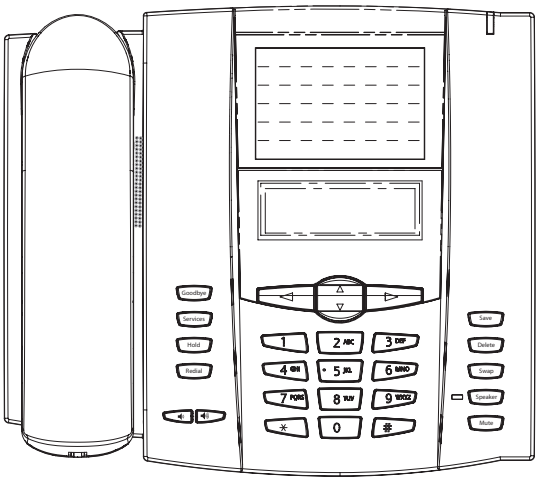
When the phone is not properly connected to the network, or the account has not been configured by the Network Administrator, the "***No Service***" or "***Network Disconnected***" prompt appears on the display and the telephone status light turns ON. The phone also displays the default time and date of 12:00am Jan. 1st, 2000. Check that the cables are tightly connected to the phone and to the wall jack. The phone should automatically detect when the connection is reconnected and will display the "***Network Connected***" prompt temporarily.

If changes have been made to your phone settings, you may need to restart your phone. For more information on restarting your phone, see "Restarting your phone" on page 38.

For more information about connecting your phone, refer to the *Aastra 6751i Installation Guide*. Check with your System Administrator for assistance.

IP Phone Keys and Key Descriptions

The following sections describe the various 6751i phone key functions, and how they help you make and manage your calls and caller information.



Key Description*

The following table identifies the keys on the key panel of your 6751i IP phone that you can use for handling calls.

Keys	Key Description
	Goodbye key - Ends an active call. The Goodbye key also exits an open list, such as the Directory List without saving changes.
	Services key - Accesses options to customize your phone. See “Phone Options via the IP Phone UI” on page 10 for specific options you select to customize your phone.
	Hold key - Places an active call on hold. To retrieve a held call, press the Hold key again.
	Redial key - Redials up to 100 previously dialed numbers. Pressing the Redial key twice simultaneously redials the last dialed number.
	Volume control key - Adjusts the volume for the handset, ringer, and handsfree speaker.
	Save key - Saves names and numbers to the Directory List. Also saves names and numbers from the Callers List to the Directory List.

Keys	Key Description
	Delete key - Deletes individual or all entries from the Directory List and Callers List. Deletes all entries from the Redial List. You can also use this key to backspace and delete a character when entering values for speeddial softkeys.
	Swap key - If you are on an active call and a second call comes in, you can press the Swap key. This key places the first call on hold and answers the second call. Pressing the Swap key again toggles between the two active calls. The Swap key works with two active calls only. A third call cannot be accepted.
	Speaker key - Activates Handsfree for receiving calls without lifting the handset. Can be used on active calls to switch from the handset to handsfree.
	Mute key - Mutes the microphone so that your caller cannot hear you.
	Navigation keys - Pressing the UP and DOWN arrow keys lets you view different status and text messages on the LCD display (if there is more than 1 line of status/text messages). These buttons also let you scroll through menu selections, such as the Options List. UP Arrow - This key also acts as a Transfer Key, allowing you to transfer calls when required. DOWN Arrow - This key also acts as a Conference Key, allowing you to join conferences when required. Pressing the UP and DOWN arrow keys lets you view the lines on the LCD. While in the Options List, the navigation keys allow you to exit or enter the current option. When you are editing entries on the display, pressing the LEFT arrow key erases the character on the left; pressing the RIGHT arrow key sets the option.

Methods for Customizing Your Phone

There are two ways to customize specific options on your phone:

- Using the Services Key on the IP Phone
- Using the Aastra Web UI in an Internet browser window from your PC.

Phone Options via the IP Phone UI

You can customize your phone by pressing the Services Key and selecting an option from the menu that displays.

The Services Menu allows you to customize the following phone options.

Option Number	Option
1	**Call Forward** 1. Screenname 2. All Off 3. All On The menus that display for Call Forward are dependant on the Call Forward Mode set on the phone. Default is "Account" mode.
2	**Services** 1. WebApps 2. Directory 3. Callers List 4. Voicemail
3	**Preferences** 1. Tones Ring Tone Tone Set 2. Contrast Level 3. Speeddial Edit 4. Live Dialpad 5. Time and Date Time Zone Daylight Savings Time Format Date Format Time Server Time Server 1 Time Server 2 Time Server 3 Set Time Set Date 6. Language Screen Language Input Language

4	**Phone Status** 1. IP&MAC Addresses 2. LAN Port 3. PC Port 4. Firmware Info 5. Error Messages
5	**User Password**
6	**Administrator Menu** (Password Protected)
7	**Restart Phone**
8	**Phone Lock**

Note: *The "**Administrator Menu**" options are administrator level functions only, and are not accessible by the user. These options should only be set up and changed by your system administrator.

Simplified Options Menu

You System Administrator may configure a simplified options menu for your phone. The following table indicates the options that may appear on your phone if the simplified options menu is applied.

Option Number	Option
1	**Call Forward** 1. Screenname 2. All Off 3. All On The menus that display for Call Forward are dependant on the Call Forward Mode set on the phone. Default is "Account" mode.
2	**Services** 1. WebApps 2. Directory 3. Callers List 4. Voicemail
3	**Preferences** 1. Tones Ring Tone Tone Set 2. Contrast Level 3. Live Dialpad
4	**Phone Status** 1. IP&MAC Addresses 2. LAN Port 3. PC Port 4. Firmware Info 5. Error Messages
5	**Phone Lock**

Using the IP Phone UI

IP Phone UI

1. Press the Services Key Services on the phone.
2. Use ▲ and ▼ to scroll through the list of options, or press the number corresponding to the **Option**.
3. Press **Enter**, the ▶ key, or press the digit number of the corresponding option to select an option.
4. Change a selected option if applicable.
5. Press the **Set** or **Done** key to save the change.
6. Press the Services key, the ◀ key, or the Goodbye key at any time to exit without saving changes.

Reference

For more information about customizing your phone using the available options from the IP Phone UI, see the section "IP Phone Keys and Key Descriptions" on page 8.

For more information about administrator options, contact your System Administrator.

Phone Options via the Aastra Web UI

In addition to the IP Phone UI options, you can customize additional options on the IP Phone using the Aastra Web UI. In order to access your phone using the Aastra Web UI, you need to know your phone's IP address. To find your phone's IP address, see "Finding Your Phone's IP Address" on page 16.

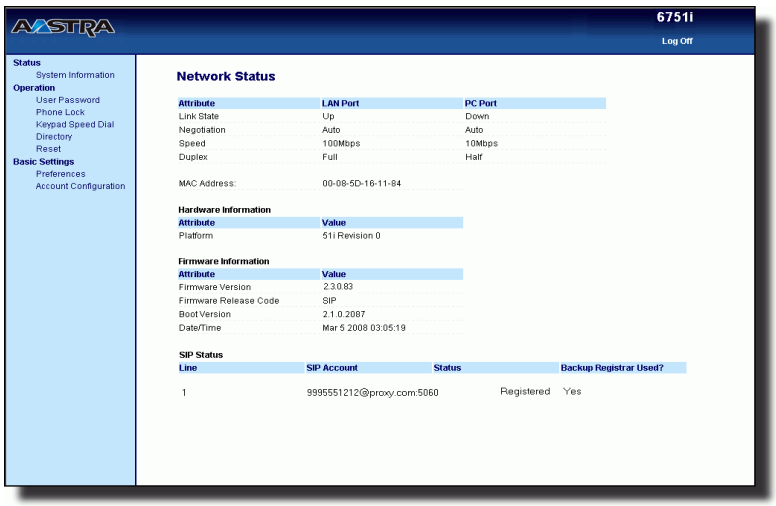
Aastra Web UI

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.

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

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

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



3. You can logout of the Aastra Web UI at any time by clicking **Log Off**.

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

Headings	Descriptions
Status	The **Status** section displays the network status and the MAC address of the IP phone. It also displays hardware and firmware information about the IP phone, and information about the SIP account currently configured on the phone. The information in the Network Status window is read-only.
Operation	**User Password** - Allows you to change user password. **Phone Lock** - 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. **Keypad Speeddial** - Allows you to assign a speeddial number to a specific digit on the phone's keypad for speeddialing purposes. **Directory** - Allows you to copy the Callers List and Directory List from your IP phone to your PC. **Reset** - Allows you to restart the IP phone when required.
Basic Settings	**Preferences** - Allows you to configure the following general preferences: • Suppress DTMF Playback • Display DTMF Digits • Call Waiting • Play Call Waiting Tone • Stuttered Dial Tone • XML Beep Support • Status Scroll Delay (seconds) • Incoming Call Interrupts Dialing • Switch UI Focus to Ringing Line • Goodbye Key Cancels Incoming Call • Use LLDP ELIN This category also allows you to configure incoming intercom call settings, group paging RTP settings, ring tones and ring tone sets (global basis only), time and date settings, Web UI language setting, and input language setting. **Account Configuration** - Allows you to configure "do not disturb" (DND) and "call forwarding" (CFWD) by account. The 6751i has only one account.

Phone Status

You can view the status of your phone using the IP Phone UI or the Aastra Web UI.

Phone Status via IP Phone UI

The "**Phone Status**" option on the IP phone displays the status of your phone to the LCD display.

This option allows you to view your phone's:

- Network status including your phone's IP and MAC address
- Local Area Network (LAN) port
- PC port
- Firmware version
- Error messages from the last reboot or startup

Use the following procedure to view the status of your phone using the IP Phone UI.

IP Phone UI

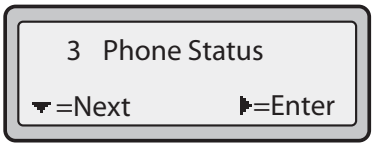
1. Press Services on the phone to enter the Options List.
2. Select **Phone Status**.
3. Select the option you want to view:
   IP&MAC Address
   LAN Port
   PC Port
   Firmware Info
   Error Messages
   The option you select displays to the LCD. Use the ▲ and ▼ keys to scroll the through the LCD display.

Finding Your Phone's IP Address

If you want to access your phone's options using an Internet browser, you need to enter the IP address of the phone in the browser to open the Aastra Web UI. Use the following procedure to find your phone's IP address.

IP Phone UI

1. Press Services on the phone to enter the Options List.
2. Select **Phone Status** and press the ▶ key**.**



3. Select "**IP&MAC Addresses**" and press the ▶ key.

The IP address of your 6751i IP phone displays in the "**IP Address**" field.

Phone Status via the Aastra Web UI

Use the following procedure to view the phone status via the 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**>.
2. In the Username/Password window, enter your username and password and click OK.

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

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

You can logout of the Aastra Web UI at any time by clicking **Log Off**.

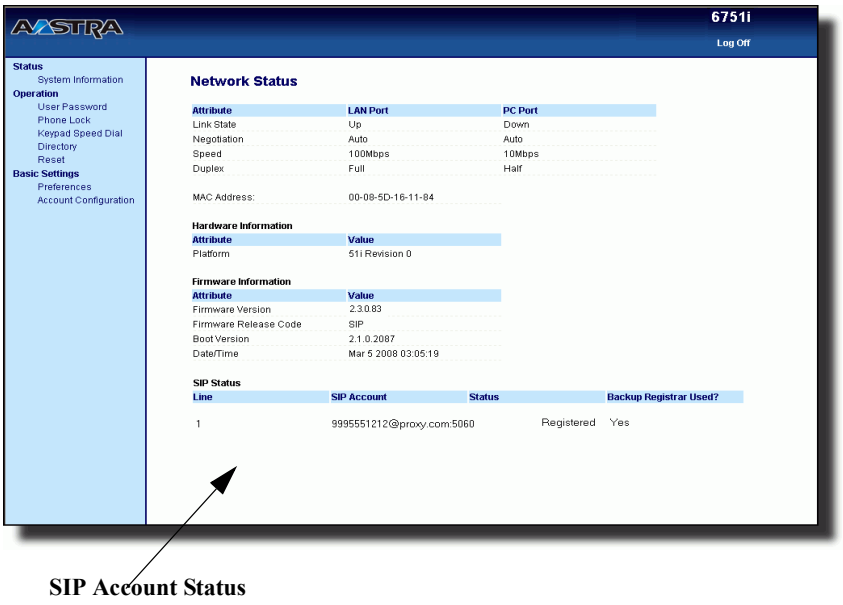
This Network Status window is view only. It displays the Network Status of your phone which includes the following:

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

SIP Account Status

The IP Phones show the SIP registration status on the IP Phone's Network Status screen in the Aastra Web UI. The 6751i displays only one status line.

The following is an illustration of the Network Status screen in the Aastra Web UI with SIP status displayed.



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

Status Condition	Desription
Registered	Displays this status on accounts that HAVE been registered with the SIP proxy server. **Example**: **Line** **SIP Account** **Status** **Backup Registrar Used?** 1 9057604603@anasipproxy.aastra.com:5060 Registered Yes **where** Account Number is “1” SIP Account is “9057604603@anasipproxy.aastra.com” on port “5060” Status is “Registered” Backup registrar is used (“Yes”)
SIP Error Number	Displays on accounts when registration fails with the SIP proxy server. **Example**: **Line** **SIP Account** **Status** **Backup Registrar Used?** 4 9057604601@anasipproxy.aastra.com:5060 401 No **where** Account Number is “4” SIP Account is “9057604601@anasipproxy.aastra.com” on port “5060” Status is “401” - Unregistered if SIP registration fails. Backup registrar is used (“No”)

Customizing Your Phone

The following paragraphs describe the options available from either the IP Phone UI, the Aastra Web UI, or both, and provide procedures applicable to the option.

Ring Tones and Tone Sets

You can configure ring tones and ring tone sets on the IP phone. The following paragraphs describe the Ring Tones and Ring Tone Sets you can set on the 6751i.

Ring Tones

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

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 only)	Tone 1 Tone 2 Tone 3 Tone 4 Tone 5 Silent	Tone 1
Aastra Web UI (Global only)	Tone 1 Tone 2 Tone 3 Tone 4 Tone 5 Silent	Tone 1

Ring Tone Sets

In addition to ring tones, you can configure ring tone sets on a global-basis on the IP phone. Ring tone sets consist of tones customized for a specific country. The ring tone sets you can configure on the IP phones are:

- US (Default - also used in Canada)
- Mexico
- UK (United Kingdom)
- Italy
- Germany
- France
- Europe (generic tones)
- Australia

When you configure the country's tone set, the country-specific tone is heard on the phone for the following:

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

You configure global ring tones and tone sets using the Aastra Web UI and the IP Phone UI.

Configuring Ring Tones and Tone Sets

IP Phone UI

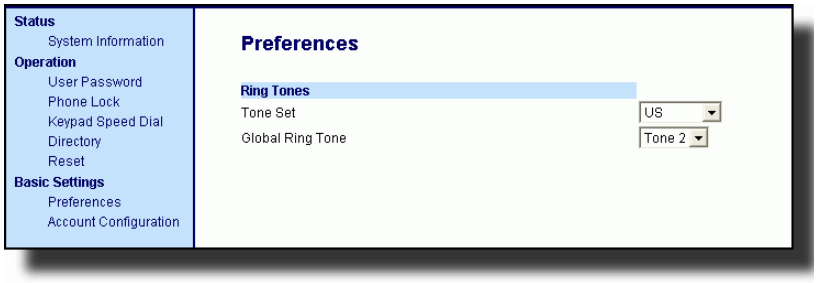
Use the following procedures to configure ring tones and tone sets on the IP phone (global configuration only).

1. Press Services on the phone to enter the Options List.
2. Select **Preferences**.
3. Select **Tones**.
4. Select **Ring Tone.**
5. Select the type of ring tone (**Tone 1** through **Tone 5**, or **Silent**).
6. Select **Set** and then press ▼.

7. Select **Tone Set**.
8. Select the country for which you want to apply the tone set. Valid values are **Australia**, **Europe, France**, **Germany**, **Italy**, **UK**, **Mexico**, and **US**. Default is **US**.
9. Press ▶.
   The ring tone and tone set you select is immediately applied to the IP phone.

Aastra Web UI

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



2. In the "**Ring Tones**" section, select a country from the "**Tone Set**" field. Valid values are **Australia**, **Europe, France**, **Germany**, **Italy**, **UK**, **Mexico**, and **US**. Default is **US.**
3. In the "**Global Ring Tone**" field, selec a ring tone to set on the phone. Valid values are **Tone 1** through **Tone 5**, or **Silent**. Default is **Tone 1**.

Note: *See the Ring Tones Table on page 20 for valid values.

4. Click Save Settings to save your changes.

Contrast Level

The "**Contrast Level**" option on the IP phone allows you to set the amount of light that illuminates the LCD display. Use this option to set the preference of contrast level.

You can set the contrast level using the IP Phone UI only.

Setting Contrast Level

IP Phone UI

1. Press Services on the phone to enter the Options List.
2. Select **Preferences**.
3. Select **Contrast Level**.
4. Use the ◀ and ▶ nagivation buttons to increase or decrease the intensity of contrast lighting on the LCD.
5. Press **Done** to save your selection.

Live Dialpad*

The "**Live Dialpad**" option on the IP phone turns the Live Dial Pad mode ON or OFF. With live dial pad ON, the 6751i IP phone automatically dials out and turns ON Handsfree mode as soon as a dial pad key or softkey is pressed. With live dial pad OFF, if you dial a number while the phone is on-hook, lifting the receiver or pressing the Speaker initiates a call to that number.

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

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

Enabling/Disabling Live Dialpad

IP Phone UI

1. Press Services on the phone to enter the Options List.
2. Select **Preferences**.
3. Select **Live Dialpad**.
4. Use the **Change** softkey to turn the live dialpad ON or OFF.
5. Press **Done** to save your selection.

Time and Date

On the IP phones, you can configure the following:

- Time and date
- Time and date format
- Time zone
- Daylight savings time
- Time Servers

Note: Only the Time and Date Formats and Time Servers can be set using the Aastra Web UI.
Note:

Configuring Time and Date

Use the following procedures to configure the time and date settings on the IP phone**.**

IP Phone UI

Set Time and Time Format

1. Press Services on the phone to enter the Options List.
2. Select **Preferences.**
3. Select **Time and Date.**
4. Select **Set Time.**
5. Using the keys on the keypad, enter a time to set on the IP phone. Use the ◀ and ▶ navigation keys to move backward or forward when entering the time. Use the "*****" key to set either AM or PM.
6. Press **Set** to save the time you entered.
7. Select **Time Format**.
8. Using the "**Change**" softkey, set the Time Format to either a 12 hour format or a 24 hour format. Valid values are **12h** and **24h**. Default is **12h.**
9. Press **Set** to save the Time Format you selected.

Set Date and Date Format

1. Select **Preferences**.
2. Select **Time and Date**.
3. Select **Set Date**.
4. Using the keys on the keypad, enter a date to set on the IP phone. Use the ◀ and ▶ navigation keys to move backward or forward when entering the date.

5. Press **Set** to save the date setting.
6. Select **Date Format**.
7. Select a date format from the list of options. Default is **Sun Jan 2**. Valid values are:
   - Sun Jan 2 (Default)
   - 2-Jan-00
   - 2000 01 02
   - 02/01/2000
   - 02/01/00
   - 02-01-00
   - 01/.02/00
   - Jan 2
   - 2 Jan 2000
   - Sun 2 Jan
   - 2 Jan
   - 02.01.2000
8. Press **Done** to save the Date Format.

Set Time Zone

1. Select **Preferences.**
2. Select Time and Date.
3. Select Time Zone.
4. Press * to display a list of Time Zone options.
   A list of Time Zones display for different areas of the world.
5. Select a Time Zone that applies to your area.
   The default Time Zone is US-Eastern.

Note: For a list of the Time Zones values available on the IP Phone, see "Appendix A - Time Zone Codes."

6. Press Set to save the Time Zone you selected.

Set Daylight Savings Time

1. Select **Preferences.**
2. Select **Time and Date.**
3. Select **Daylight Savings**.
4. Select a Daylight Savings time from the list of options.
   Default is **Automatic**. Valid values are:
   - OFF
   - 30 min summertime
   - 1 hr summertime
   - Automatic (Default)
5. Press Set to save the Daylight Savings value you selected.

Set Time Servers

With a valid time server enabled your IP phone will synchronize the time displayed with the specified configuration server. The phone will use the time from Time Server 1 unless it is not configured or unavailable, in which case it will move on to Time Server 2, and if neccessary Time Server 3.

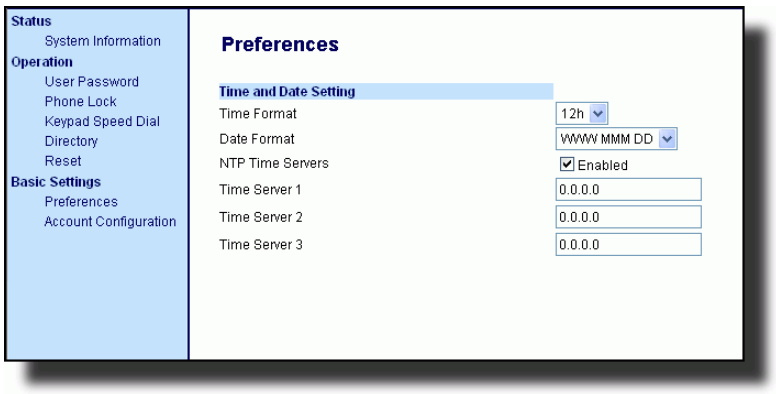
1. Select **Preferences.**
2. Select **Time and Date.**
3. Select **Time Server**.
4. Select from **Time Server 1**, **Time Server 2**, or **Time Server 3**.
5. Enter an IP address or domain name for the time server.

Note: The default for Time Servers is **Enabled**. The Time Servers can be Enabled or Diabled only from the Aastra Web UI.

6. Press **Set** to save the time server setting.

Aastra Web UI

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



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

Note: The time displays on the phone's idle screen in the format you select for this field.

3. In the **"Date Format"** field, select the date format you want to use on your phone. Default is **WWW MMM DD**. Valid values are:
   - WWW MMM DD (default)
   - DD-MMM-YY
   - YYYY-MM-DD
   - DD/MM/YYYY
   - DD/MM/YY
   - DD-MM-YY
   - MM/DD/YY
   - MMM DD
   - DD MMM YYYY
   - WWW DD MMM
   - DD MMM
   - DD.MM.YYYY

Note: The date and date format you configure display on the phone's idle screen.

4. In the **"NTP Time Servers"** field, enable by checking the checkbox or disable by unchecking the box (default is enabled).

5. 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: Time Servers can only be entered if NTP Time Servers is enabled.

6. Click Save Settings to save your changes.

Language

The IP phones support several different languages. You can have the IP Phone UI and the Aastra Web UI display in a specific language as required. When you set the language to use, all of the display screens (menus, services, options, configuration parameters, etc.) display in that language. The IP phones support the following languages:

- English (default)
- French (European and Canadian)
- Spanish (European and Mexican)
- German
- Italian

You can also configure the language to use when inputing values in the Aastra Web UI and the IP Phone UI.

Specifying the Language to Use

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

IP Phone UI

Use the following procedure to specify which language to use for the IP Phone UI.

1. Press Services on the phone to enter the Options List.
2. Select **Preferences** and press ▶.
3. Select **Language** and press ▶.
4. Select **Screen Lanaguage** and press ▶.
   The language setting displays a check mark indicating this is the current language on the IP Phone.
5. Using the ▲ and ▼ keys, scroll through the languages. Valid values are:
   - **English** (default)
   - **Français** (French)
   - **Español** (Spanish)
   - **Deutsch** (German)
   - **Italiano** (Italian)

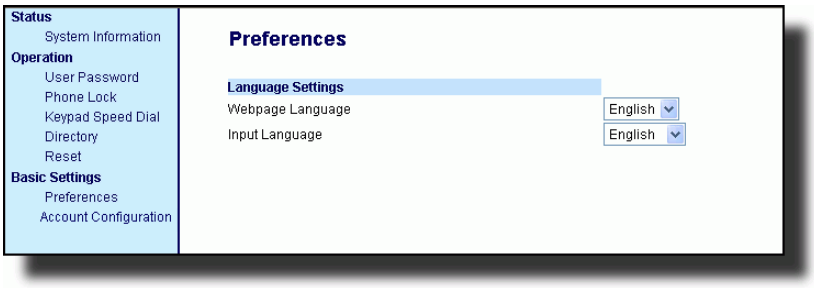
Note: All languages may not be available for selection. The available languages are dependant on the language packs currently loaded to the IP phone. English is the default language and cannot be changed or removed. For more information about loading language packs, see your System Administrator.

6. Press **Set** to set the language on the phone.
   The change is dynamic. When you exit the Options Menu, the phone displays all menu items in the language you selected.

Aastra Web UI

Note: You must have the language pack(s) already loaded to your phone in order to use them. For more information about loading language packs, see your System Administrator.

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



2. In the "**Webpage Language**" field, select a language to apply to the Aastra Web UI. The IP phone supports the following languages:
   - **English** (default)
   - **French** (European and Canadian)
   - **Spanish** European and Mexican)
   - **German**
   - **Italian**

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 to save your settings. The change is dynamic. The Aastra Web UI displays all screens in the language you selected.

Language Input

The 6751i supports text and character inputs in various languages (English, German, French, Spanish, and Italian). Inputting textual or character information into the IP Phone UI can be done using the keypad on the phone. You enable the Language Input feature using the Aastra Web UI or the IP Phone UI. You can then use text and characters in a specific language when performing inputs on the phone.

The following tables identify the language characters that you can use to enter text and characters on the 6751i.

Keypad Input Alphabet Tables

English

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

French

Key	Uppercase Characters	Lowercase Characters
0	0	0
1	1.:;=_,-'&()	1.:;=_,-'&()
2	ABC2ÀÂÇÁÅÆ	abc2àâçáåæ
3	DEF3ÉÈÊË	def3éèêë
4	GHI4ÎÏ	ghi4îï
5	JKL5	jkl5
6	MNO6ÑÓÒÔÖ	mno6ñóòôö
7	PQRS7	pqrs7
8	TUV8ÚÙÛÜ	tuv8úùûü
9	WXYZ9	wxyz9
*	* <SPACE>	* <SPACE>
#	#/\@	#/\@

Spanish

Key	Uppercase Characters	Lowercase Characters
0	0	0
1	1.:;=_,-'&()	1.:;=_,-'&()
2	ABC2ÁÀÇ	abc2áàç
3	DEF3ÉÈ	def3éè
4	GHI4ÏÍ	ghi4ïí
5	JKL5	jkl5
6	MNO6ÑÓÒ	mno6ñóò
7	PQRS7	pqrs7
8	TUV8ÚÜ	tuv8úü
9	WXYZ9	wxyz9
*	* <SPACE>	* <SPACE>
#	#/\@	#/\@

German

Key	Uppercase	Lowercase
0	0	0
1	1.:;=_,-'&()	1.:;=_,-'&()
2	ABC2ÄÀ	abc2äà
3	DEF3É	def3é
4	GHI4	ghi4
5	JKL5	jkl5
6	MNO6Ö	mno6ö
7	PQRS7ß	pqrs7ß
8	TUV8Ü	tuv8ü
9	WXYZ9	wxyz9
*	* <SPACE>	* <SPACE>
#	#/\@	#/\@

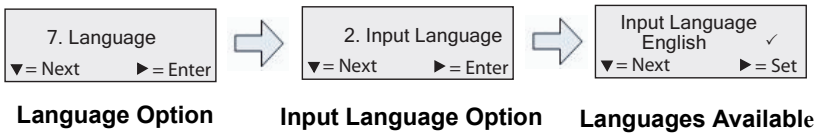
Italian

Key	Uppercase Characters	Lowercase Characters
0	0	0
1	1.:;=_,-'&()	1.:;=_,-'&()
2	ABC2ÀCÇ	abc2àcç
3	DEF3ÉÈË	def3éèë
4	GHI4	ghi4
5	JKL5	jkl5
6	MNO6ÓÒ	mno6óò
7	PQRS7	pqrs7
8	TUV8Ù	tuv8ù
9	WXYZ9	wxyz9
*	* <SPACE>	* <SPACE>
#	#/\@	#/\@

Configuring Language Input Using the IP Phone UI

Once "Language Input" is enabled, you can change the default input language on the phone using the IP Phone UI.

Example



Language Option **Input Language Option** **Languages Available**

IP Phone UI

Use the following procedure to change the input language using the IP Phone UI.

1. Press Services on the phone to enter the Options List.
2. Select **Preferences** and press ▶.
3. Select **Language** and press ▶.
4. Select **Input Lanaguge** and press ▶.
   Select the language you want to use when inputting text and characters into the IP Phone UI. Valid values are:
   - **English** (default)
   - **Français** (French)
   - **Español** (Spanish)
   - **Deutsch** (German)
   - **Italiano** (Italian)

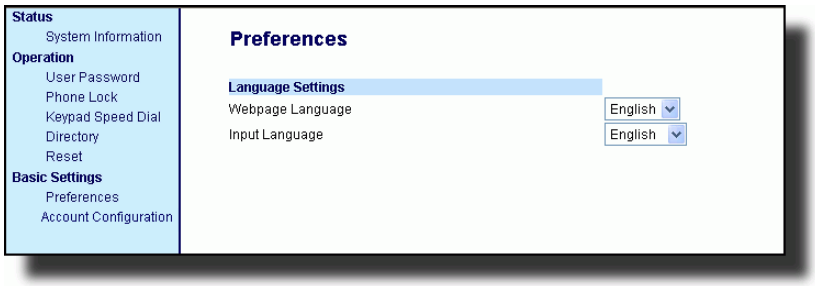
Note: Available input languages are dependent on the configuration enabled by your System Administrator.

5. Press **Set** when you have selected an input language.

Aastra Web UI

Once “Language Input” is enabled, you can change the default input language on the phone using the Aastra Web UI. Use the following procedure to set the input language using the Aastra Web UI.

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 and IP Phone UI. Valid values are:
   - **English** (default)
   - **Français** (French)
   - **Español** (Spanish)
   - **Deutsch** (German)
   - **Italiano** (Italian)

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 to save your settings. The change is dynamic. The Aastra Web UI and IP Phone UI allow you to enter text and characters in the language you selected.

Latin 2 Character Set

The 6751i includes support for ISO 8859-2 (Latin2) of multi-national languages when displaying and inputing in the IP Phone UI and the Aastra Web UI.

UTF-8 is also compatible with XML encoding on the IP Phones.

The following table illustrates the Latin 2 character set used on the 6751i IP Phone.

	−0	−1	−2	−3	−4	−5	−6	−7	−8	−9	−A	−B	−C	−D	−E	−F
A−	NBSP 00A0 160	Ą 0104 161	˘ 02D8 162	Ł 0141 163	¤ 00A4 164	Ľ 013D 165	Ś 015A 166	§ 00A7 167	¨ 00A8 168	Š 0160 169	Ş 015E 170	Ť 0164 171	Ź 0179 172	SHY 00AD 173	Ž 017D 174	Ż 017B 175
B−	° 00B0 176	ą 0105 177	˛ 02DB 178	ł 0142 179	´ 00B4 180	ľ 013E 181	ś 015B 182	ˇ 02C7 183	¸ 00B8 184	š 0161 185	ş 015F 186	ť 0165 187	ź 017A 188	˝ 02DD 189	ž 017E 190	ż 017C 191
C−	Ŕ 0154 192	Á 00C1 193	Â 00C2 194	Ă 0102 195	Ä 00C4 196	Ĺ 0139 197	Ć 0106 198	Ç 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	Ő 0150 213	Ö 00D6 214	× 00D7 215	Ř 0158 216	Ů 016E 217	Ú 00DA 218	Ű 0170 219	Ü 00DC 220	Ý 00DD 221	Ţ 0162 222	ß 00DF 223
E−	ŕ 0155 224	á 00E1 225	â 00E2 226	ă 0103 227	ä 00E4 228	Í 013A 229	ć 0107 230	ç 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	ő 0151 245	ö 00F6 246	÷ 00F7 247	ř 0159 248	ů 016F 249	ú 00FA 250	ű 0171 251	ü 00FC 252	ý 00FD 253	ţ 0163 254	˙ 02D9 255

User Password

This category allows you to change the user password for 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	you will 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).

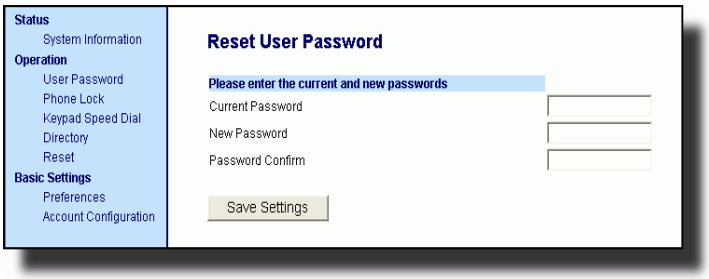
Setting a User Password

IP Phone UI

1. Press Services on the phone to enter the Options List.
2. Select **User Password** and press ▶.
3. Enter the current user password and press ▶.
4. Enter the new user password and press ▶.
5. Re-enter the new user password and press ▶.
   A message, "Password Changed" displays on the screen.

Aastra Web UI

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



2. In the "**Current Password**" field, enter the current user password.

Note: By default, the user name is "user" (all lowercase) and the password field is left blank.

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 to save your changes.

Resetting a User Password

If you forget your password, you can reset it and enter a new password. The reset user password feature resets the password to the factory default which is blank (no password).

You can reset a user password using the Aastra Web UI only.

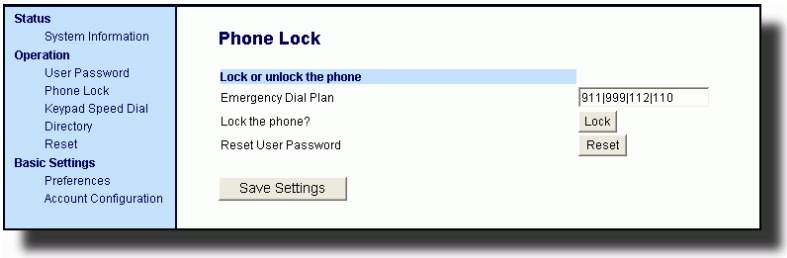
Note: Valid values when creating or changing a password are 0 to 4294967295 (integers only; symbols and alpha characters are not allowed). Default password is an empty string "" (field is blank).

Reset a User Password

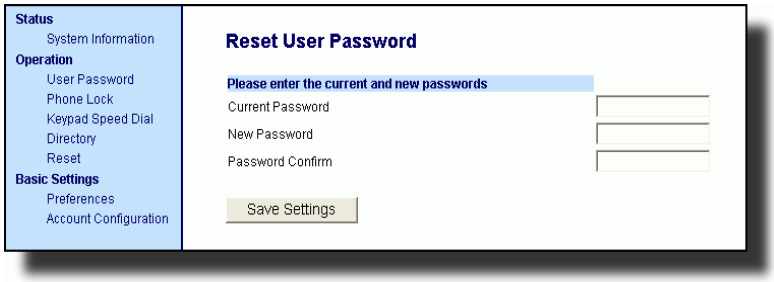
Use the following procedure to reset a user password.

Aastra Web UI

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



2. In the "**Reset User Password**" field, click Reset.
   The following screen displays.



3. In the "**Current Password**" field, leave this blank.
4. In the "**New Password**" field, enter a new password.
5. In the "**Password Confirm**" field, re-enter your new user password.
6. Click Save Settings to save your settings.

Restarting your phone

You may want to restart your phone to check for updates for your phone on the server. You may occasionally need to restart your phone to set changes or updates to your phone or network settings. 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 behavior.

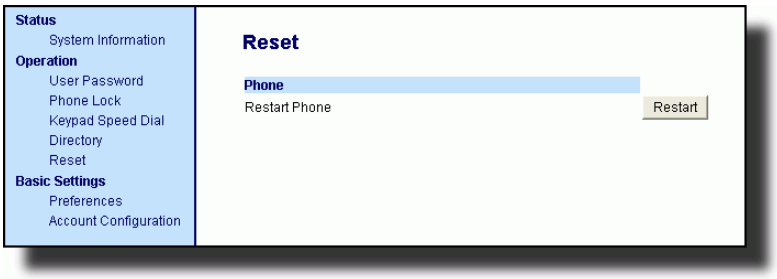
IP Phone UI

1. Press Services on the phone to enter the Options List.
2. Select **Restart Phone**.
3. Press # to confirm the restart of the phone. If you do not wish to restart your phone, press the ◀ key to cancel.

Note: Your phone will be out of service temporarily during the restart and downloading process.

Aastra Web UI

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



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

Phone Lock

You can lock your phone to prevent the phone from being used or configured. You can lock the phone using any of the following:

- At the path *Options->Phone Lock* on the IP Phone UI.
- At the path *Operations->Phone Lock* on the Aastra Web UI.

In the Aastra Web UI, the *Operation->Phone Lock* path also allows you to perform the following:

- Reset a user password. Clicking on the “Reset” button in the “Reset User Password” field displays a screen that allows you to enter and save a new user password.
- Set an emergency dial plan. An emergency dial plan can be 911, 999, 112, 110 or all of the above. The default emergency dial plan is 911|999|112|110.

The following procedures describe locking the phone, setting an emergency dial plan, and resetting the user password.

Locking/Unlocking a Phone

Use the following procedures to lock an IP phone and prevent it from being used or configured.

IP Phone UI

Lock the Phone

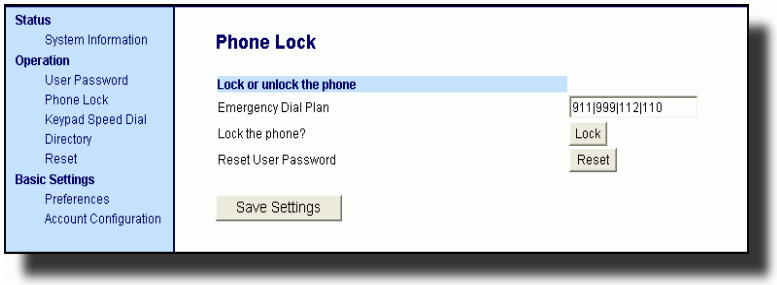
1. Press Services on the phone to enter the Options List.
2. Select **Phone Lock** and press **Enter**.
3. At the "*Lock the phone?*" prompt, press **Lock**.
   The message "*Phone is locked*" displays.
   .

Unlock the Phone

1. Press Services on the phone to enter the Options List.
2. At the prompt, "*Password:*", enter your user password and press **Enter**..
   The phone unlocks.

Aastra Web UI

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



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

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

Defining an Emergency Dial Plan

Public telephone networks in countries around the world have a single emergency telephone number (emergency services number), that allows a caller to contact local emergency services for assistance when required. The emergency telephone number may differ from country to country. It is typically a three-digit number so that it can be easily remembered and dialed quickly. Some countries have a different emergency number for each of the different emergency services.

You can specify the digits to dial on the IP phone for contacting emergency services. Once you specify the emergency number(s) on the phone, you can dial those numbers directly on the dial pad when required and the phone automatically dials to those emergency services.

Note: Contact your local phone service provider for available emergency numbers in your area.

The following table describes the default emergency numbers on the IP phones.

Emergency Number	Description
911	A United States emergency number
999	A United Kingdom emergency number
112	An international emergency telephone number for **GSM mobile phone** networks. In all European Union countries it is also the emergency telephone number for both mobile and fixed-line telephones.
110	A police and/or fire emergency number in Asia, Europe, Middle East, and South America.

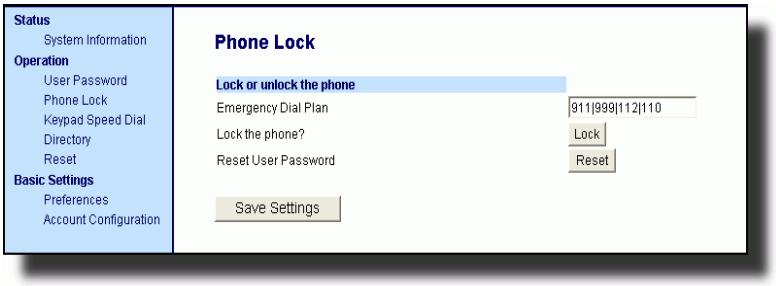
You can set the emergency dial plan using the Aastra Web UI.

Define an Emergency Dial Plan

Use the following procedure to specify the numbers to use on your phone for dialing emergency services in your area.

Aastra Web UI

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



2. In the "**Emergency Dial Plan**" field, enter the 3-digit number used in your local area to contact emergency services. For multiple numbers, enter a "|" between each emergency number. For example:

   911|110

   Default for this field is **911|999|112|110.**

3. Click Save Settings to save the emergency dial plan to your phone.

Reference

For more advanced options you can set on your phone, see "Additional Features" on page 81.

Creating Speeddial Keys

The normal function of a speeddial option allows you to dial a number quickly by pressing a key configured for speeddialing. You can program the keys on the keyapd of the 6751i to speeddial outside numbers, dial directly to another person's line or extension, or set up to quickly access features such as Caller ID (*69), Voicemail.

On the 6751i, the speeddial function can be set using the IP Phone keyapd directly, or using the Aastra Web UI to setup the speeddial key.

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

Speeddial Prefix

The speeddial feature also allows you to specify a preset string of numbers followed by a "+" that the phone dials automatically after pressing the speeddial key. You can use this feature for numbers that contain long prefixes.

For example, if you set the following speeddial configuration:

```
Digit 1
1234567+
```

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

You can save up to 7 speeddial numbers on the 6751i.

Use the following procedures to set speeddial on the 6751i IP phone.

Creating a Speeddial Key from the Keypad

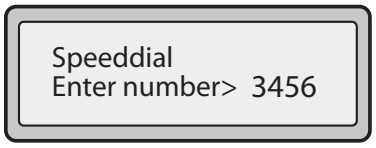
IP Phone UI

Pressing and holding down a keypad key on the phone initiates a speeddial feature.

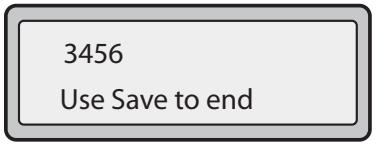
Note: When creating a speeddial key from the IP Phone UI, you must select a keypad key that has no preassigned function.

1. Press a number key on the keypad for 3 seconds.
   A screen displays with the prompt, "*Enter number*>".

2. Enter a phone number or extension to assign to that speeddial key.
   The following example illustrates the screen display:



   After entering the number, the prompt, "*Use Save to end*" displays on the screen.



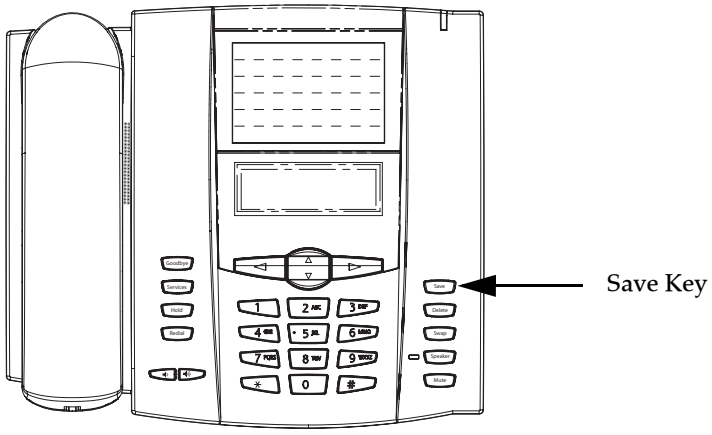
3. Press **Save** to save the number as a speeddial key.

Note: Press and hold a speeddial key to edit that speeddial key. If you try to edit a digit key set to "**Empty**" or "**None"**, the phone proceeds to enter the "**Add a Speeddial Key**" process. For more information about editing a speeddial key, see "Editing a Speeddial Key Using the Aastra Web UI" on page 47.

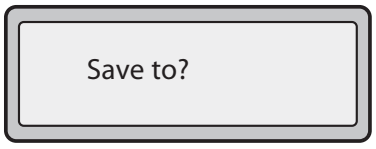
Creating a Speeddial Key Using the Save Key

IP Phone UI

Use the following procedure to create a speeddial key using the **Save** key. Use the following illustration for reference.

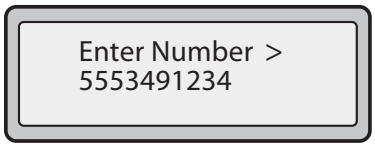


1. Press the **Save** key. The screen displays "**Save to?**"

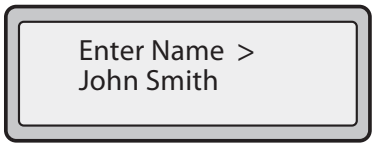


2. Select a Keypad key you want to save to.

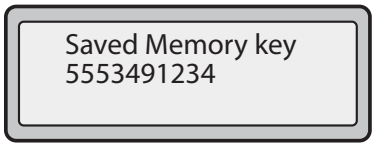
3. At the "**Enter Number**" prompt, use the dial pad key to enter the number.



4. Press the **Save** key to save the speeddial configuration.
5. At the "**Enter Name**" prompt, use the dial pad keys to select the letters. Continue to press the number key to access the next letter for that key (i.e. press **2** three times to access **C**). Press ▶ to move to the next space, or wait a moment and the cursor automatically advances. To insert a space between letters, press ▶. To backspace and erase a mistake, press ◀ or the **Delete** key. You can save up to 16 letters and numbers on each keypad key entry.



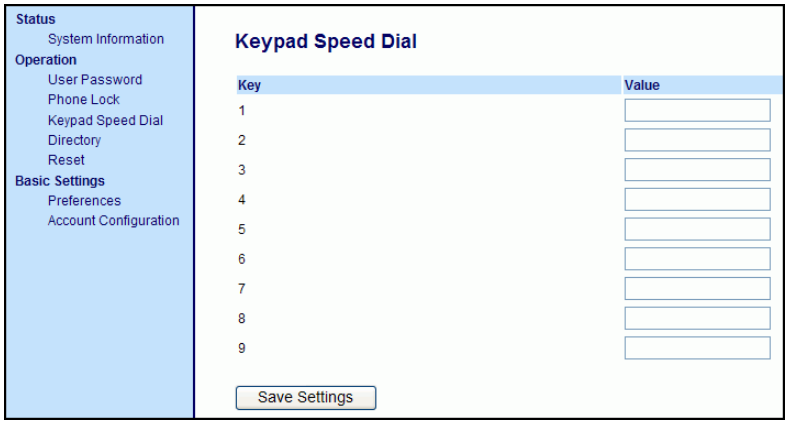
6. Press the **Save** key to finish.



Creating Speeddial Key Using the Aastra Web UI

Aastra Web UI

1. Click on **Operation->Keypad Speeddial.**.

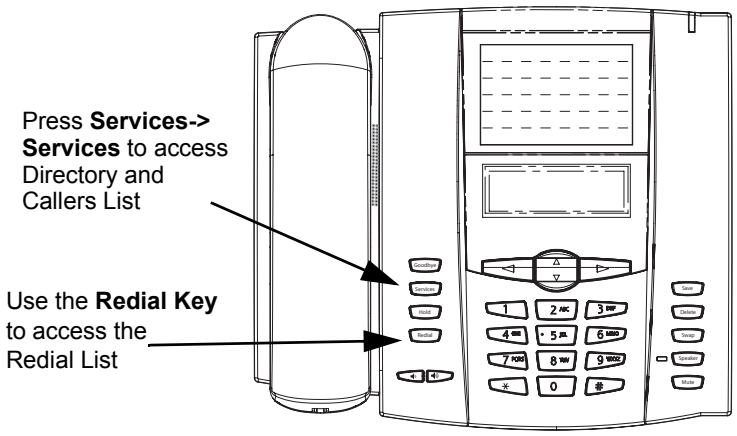


2. Select from **"Digit 1"** through "**Digit 9**".
3. In the input box, enter the phone number, extension, or speeddial prefix to apply to this Digit key. If you enter a speeddial prefix, you must enter the "+" character at the end of the prefix number (for example, "123456+").
4. Click Save Settings to save your changes.

Saving an Entry from the Redial, Callers, or Directory Lists to a Speeddial Key

IP Phone UI

Use the following procedure to save an entry from your Directory List, Callers List, or Redial List on the IP phone.

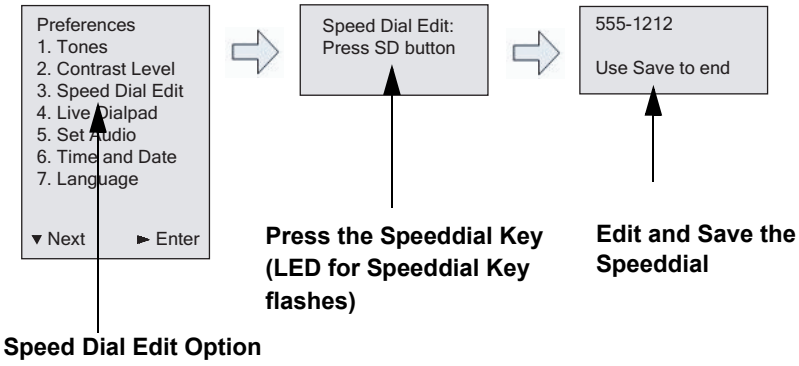


1. Press Services on the phone to enter the Options List.
2. Select **Services**.
3. Select **Directory List** or **Callers List** from the Services Menu;
   or
   Press Services to enter the **Redial List.**
4. From the Directory List, Callers List, or Redial List, scroll through the list to find the name and number that you wish to save to your speeddial.
5. Press the **Save** key.
6. Press the selected speeddial key from the keypad. If the name is displayed with the number, both are saved to the speeddial. If no name is displayed, you can enter the name using the phone's key pad.

Editing Speeddial Keys

On the 6751i, you can edit a speeddial key using the Aastra Web UI at the path *Operation->Keypad Speed Dial*. You can also edit a speeddial key from the IP Phone UI using the "**Speed Dial Edit**" option in the Perferences Menu.

The following illustration shows the path in the 6751i IP Phone UI for editing a speeddial key.



Editing a Speeddial Key Using the IP Phone UI

IP Phone UI

Use the following procedure to edit a speeddial key from the IP Phone UI.

Note: *A speeddial key must be already configured on the phone to edit the key..

1. Press Services on the phone to enter the Options List.
2. Select **Preferences**.
3. Select **Speed Dial Edit**.
4. Press a speeddial key you want to edit.
   The speeddial edit screen displays.

Notes:

1. If a number on the keypad is setup as a speeddial key, pressing the applicable number in the speeddial editing process also displays the speeddial edit screen.

2. If you press a key that is NOT setup as a speeddial key, the phone displays an "Invalid Key" message. However, if you press-and-hold an empty key, it initiates the "Add a Speeddial Key" process allowing you to setup a new speeddial key. For more information, see "Creating a Speeddial Key from the Keypad" on page 42.

5. Edit the speeddial information as applicable and press the **RIGHT** arrow key to save the setting..

Notes:

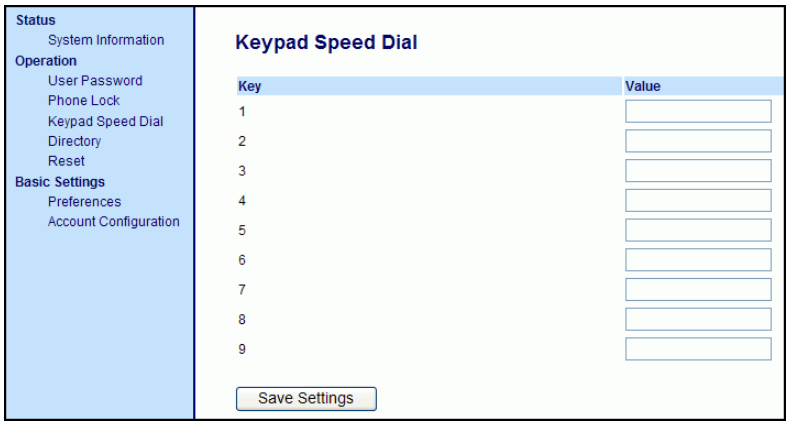
1. You can cancel out of the speeddial editing process at any time without saving, by pressing the Goodbye key.

2. On the 6751i, you can remove the Speeddial Key by erasing the speeddial number digits (leaving the speeddial value blank) and then press SAVE or the right arrow key. Use the left arrow key to delete the digits.

Editing a Speeddial Key Using the Aastra Web UI

Aastra Web UI

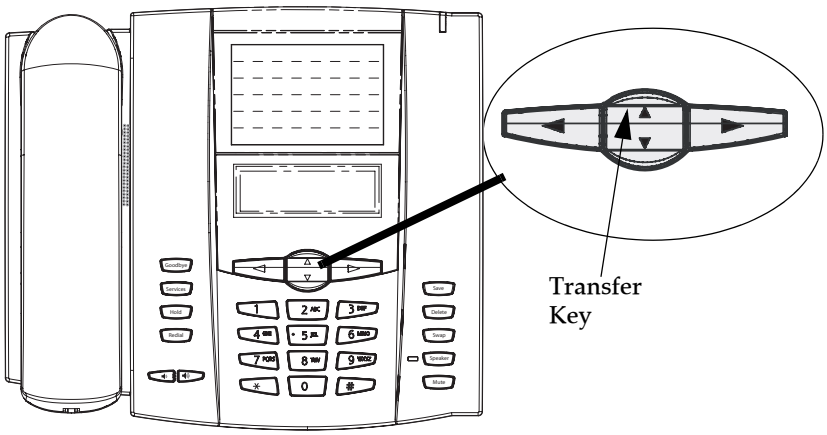
1. Click on **Operation->Keypad Speeddial.**.



2. Select from **"Digit 1"** through "**Digit 9**".
3. In the input box, edit the phone number, extension, or speeddial prefix for this Digit key. If you enter a speeddial prefix, you must enter the "+" character at the end of the prefix number (for example, "123456+").
4. Click Save Settings to save your changes.

Transfer Key

The 6751i has a Transfer Key configured on the **UP** arrow of the Navigation Keys..



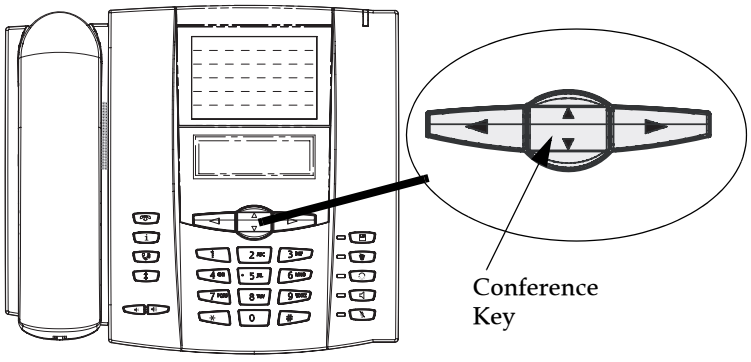
The Transfer key allows you to perform blind or consultative call transfers to other recipients. The blind transfer feature transfers a call to another number without you having to talk to the recipient. A consultative transfer feature transfers a call to another number but allows you to speak with the recipient before the call is actually transferred.

Reference

For more information about using blind and consultative call transfers, see "Transferring Calls" on page 56.

Conference Key

The 6751i has a Conference Key configured on the **DOWN** arrow of the Navigation Keys.



The Conference Key allows you to link active calls into a single conference (Server-Side Conferencing). This key also helps to create multiple conferences with unlimited participants on your phone if your System Administrator has enabled Centralized Conferencing on your phone.

Note: You must set the maximum number of conference participants on your conference server.

Reference

For more information about Server-Side and Centralized Conferencing, see "Conferencing Calls" on page 57.

Making Calls

This section describes ways to make calls on your 6751i phone, using your handset or speakerphone.

Dialing a Number

First, take the phone off-hook by:

- lifting the handset, or
- pressing Speaker .

At the dial tone, enter the number you wish to call.

Note: After dialing the number, the phone has a short delay before sending the call. To send the call immediately, you can press the "#" key immediately after dialing the number. The phone sends the call without delay.

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.

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

Using Handsfree Speakerphone

The handsfree feature allows you to speak to someone without using the handset..

IP Phone UI

- To dial using handsfree, first press Speaker and enter a number at the dial tone.
- To answer a call on your phone using handsfree, press Speaker.
- If the Speakerphone is enabled, lift the handset and press Speaker to switch between handsfree and handset.
- When the handset is on hook, press Goodbye to disconnect the call.

When handsfree is on, the speaker light turns on.

Redial

IP Phone UI

- Press Redial to dial the most recent number you dialed from the phone.
- If you are off-hook and press Redial the last number you called will be called back.
- If you are on-hook and press Redial, a **Redial** list appears on-screen.

The redial list is available during active calls. It also stores up to the last 100 numbers you called, allowing you to scroll through and select the number you wish to redial.

Note: Your System Administrator can set your Redial key to speeddial a specific number. Contact your System Administrator for more information.

Using the Redial List

IP Phone UI

1. If you are off-hook and press Redial, the telephone automatically dials the last number you called.
2. If you are not on the phone, press Redial to display the most recently dialed number and use ▲ and ▼ to scroll through the list to view the other numbers
3. Press ▼ to see the second most recently dialed number, or ▼ to see the oldest call on your list.
4. To dial the displayed number press Speaker, or lift the Handset.
5. Press Goodbye or the Redial key to cancel.

Note: The redial list is available during active calls. It also stores up to the last 100 numbers you called, allowing you to scroll through and select the number you wish to redial.

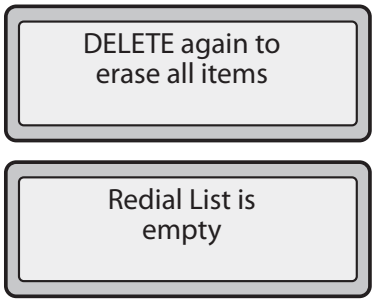
Deleting from the Redial List

Note: You cannot delete individual entries in the Redial List.

IP Phone UI

Delete All Items

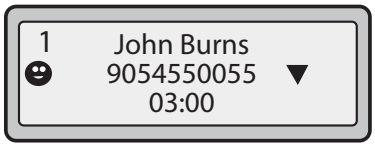
1. Press Redial .
2. Press the **Delete** Key, then press the **Delete** Key again at the prompt to erase all items.



Mute

You can use the Mute Mute key to mute the handset or speakerphone. When you use the mute key on your phone, you cannot be heard on an active call or on a conference.

When a call is muted, the icon displays as follows.



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

IP Phone UI

Press the Mute button at any time to mute handset or speakerphone.
The speaker light will flash slowly and you can hear the caller, but they cannot hear you. To switch mute on or off, press Mute.

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 a call is ringing at your extension, you see the "**Inbound Call**" Screen. The line/call appearance light flashes quickly for the incoming call.

Answering an Incoming Call

IP Phone UI

To answer the call

- For handsfree operation, press Speaker to answer the incoming call.
- For handset operation, lift the handset to answer the incoming call.

If you cannot answer the call, the call goes to voicemail if it has been configured for your extension.

Note: The Goodbye button can be used to cancel the call pickup procedure.

Sending an Incoming Call to Voicemail

You can send an incoming call directly to voicemail without answering the call. To do this, press Goodbye without picking up the handset. If you're already on the phone your incoming call should go directly to voicemail. Your phone screen displays a voicemail icon (✉) along with the number of waiting messages, if you have unheard messages (example: ✉ ×4).

Handling Calls

When you are connected to a call, you can use the Hold key , the Transfer Key (**UP** Arrow), or the Conference Key (**DOWN** Arrow) on the phone to place a call on hold, transfer a call, or conference.

Placing a Call on Hold

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

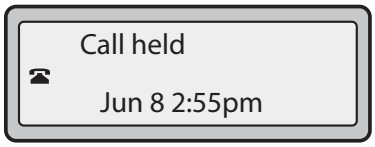
When a call is on hold, the icon displays on-hook as follows.

For on-hold calls, the timer displays as running.

IP Phone UI

To place a call on hold

1. Connect to the call (if not already connected).
2. Press the Hold key.

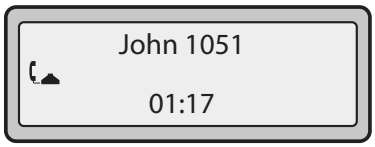


If a call is on hold for an extended period of time, the phone beeps softly to remind you that you still have a call on hold. The screen displays "**Call Held**".

Note: If you are connected to another call, the phone does not beep to remind you that you still have a call on hold.

When on Hold

To let your caller know that they are still on hold, music plays softly (if this has been set up by your phone system). The "offhook" icon displays on your LED to indicate the call is still connected but on hold.



Retrieving a Held Call

If you have a call on hold, you can scroll through the held call information by pressing ◀ and ▶ navigation keys. To reconnect to a call press the Hold Key again.

Transferring Calls

Blind Transfer

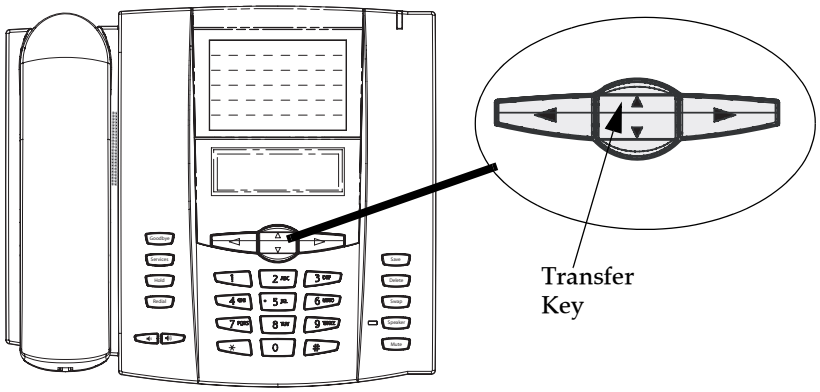
A blind transfer is when you transfer a call directly to another extension without consulting with the person receiving the call. To do this, simply complete the transfer immediately after you have entered the number. The call goes directly to the extension or outside line you transferred to. If the party you are transferring the call to does not answer, the transferred call rings back to your extension.

Consultive 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, 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.

IP Phone UI

The 6751i has a **Transfer** Key configured on the **UP** arrow of the Navigation Keys. Use the following procedure to transfer a call to another extension. Use the following illustration as a reference. .



1. Connect to Party 1 (if not already connected). Party 1 is the party you want to transfer.
2. Press the **UP** arrow key. You should hear a dial tone.
3. Dial the extension number (or the outside number) to Party 2. This is the Party for which you want to transfer Party 1.
4. To complete a "blind" transfer, press the **UP** arrow key again before the receiving end answers. To complete a consultive transfer, remain on the line to speak with the Party 2, before pressing the **UP** arrow key again to transfer Party 1 to Party 2. To cancel the transfer, select **Cancel** on the display screen.

Conferencing Calls

The 6751i IP Phone allows you to perform server-side conferencing with up to 3 parties. The 6751i has a **Conference** Key configured on the **DOWN** arrow of the Navigation Keys.

Conference State Screens

When you use the Conference key (DOWN arrow key) to initiate a conference call, the following screen displays.

In a conference call, the call timer moves to the left. You use the up and down arrow keys to scroll to a party on the list. You use the right arrow key to select the party to drop.

Server-Side Conferencing

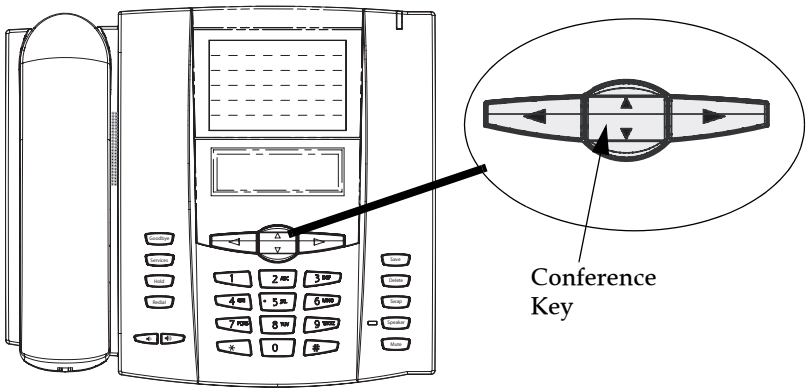
The 6751i phone supports up to 3 parties (including yourself) in a conference call. This is called Server-Side Conferencing and is the default method of conferencing on the 6751i.

Note: Your System Administrator can set your Conference key to speeddial a specific number. Contact your System Administrator for more information.

Using Server-Side Conferencing

IP Phone UI

The 6751i has a Conference Key configured on the **DOWN** arrow of the Navigation Keys. Use the following procedure to create a conference call using server-side conferencing. Use the following illustration as a reference.



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 **DOWN** arrow key. The 6751i provides a new dial tone..

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 **DOWN** arrow key again to add Party 3 to the conference. Party 1 (which is yourself), Party 2, and Party 3 are all connected to a single conference.
8. To drop a party from the conference, press the **DOWN** arrow key once more.

Note: You can use ▲ and ▼ to scroll through and see the numbers and names (if available) of the parties in the conference call. When a name is displayed, pressing ▶ drops the displayed party from the call.

Swapping Calls

On the 6751i IP Phone, you can have two active calls at the same time.

If you are on an active call and a second call comes in, you can press the Swap Swap Key. This key places the first call on hold and answers the second call. Pressing the Swap key again toggles between the two active calls.

Note: The Swap key works with two active calls only. A third call cannot be accepted.

Ending Calls

IP Phone UI

To end a call, you first need to connect to the call if not already connected. To end a call, you first need to reconnect to the call if not already connected (for example, if your caller is on hold). Press Goodbye when on an 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 6751i has several features that make it easier to manage calls, and to keep track of your caller history, as well as your business and personal contacts.

These features include:

- Directory
- Callers List
- Voicemail

You can access these features at the location ***Options->Services*** on the IP Phone.

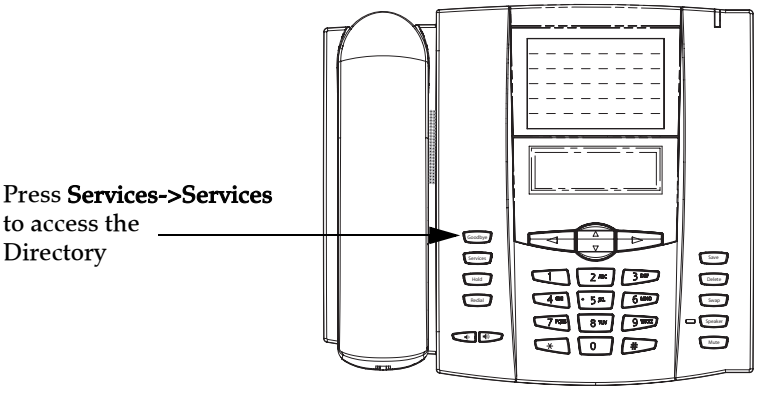
Directory List

The Directory List is your personal phone book, conveniently stored within your phone. You can enter up to 200 entries into the 6751i Directory by adding them manually, or by saving the number and name from other lists stored on your phone. You can also dial directly from a directory entry. Each entry can contain a maximum of 16 letters and numbers. On the 6751i, you access the Directory List at the location ***Options->Services***.

Accessing Your Directory

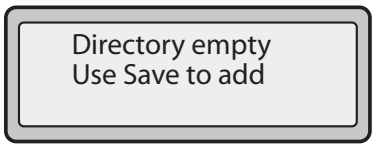
IP Phone UI

Use the following procedure to access your Directory List. Use the following illustration as a reference.



1. Press Services on the phone to enter the Options List.
2. Select **Services.**

3. Select **Directory**.
   The directory displays the number of entries in your list. If the Directory List is empty, "*Directory Empty/Use Save to add*" is displayed.



4. You can access entries by pressing ▲ and ▼ to scroll through the list.
5. To search for an entry by name, press the dial pad number corresponding to the first letter of the name (for example, press **7** for the letter **P**). Continue to press the dial pad number to access other letters on the same key (for example, press **7** three times for 'Ron'). If there are multiple entries under the same letter, you can use ▲ and ▼ to scroll through the list, or continue to press the next letters of the name to find a better match.
6. To dial the displayed number press Speaker or just lift the handset.
7. Press the Services Key to cancel.

Sorting Entries and Quick Search Feature

You can also sort multiple numbers according to preference and perform a quick-search feature that allows you to enter the first letter that corresponds to a name in the Directory to find specific line items. The phone displays the first name with this letter.

Note: The quick-search feature in the Directory List works only when the Directory is first accessed.

Managing the Directory List

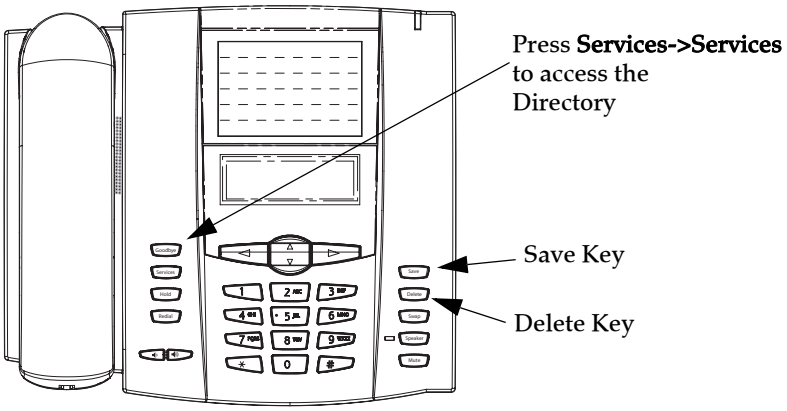
From the Directory List in the IP Phone UI, you can perform the following:

- "Add New Entries to the Directory List" (page 61)
- "Edit Entries in the Directory List" (page 63)
- "Delete Entries from the Directory List" (page 64)
- "Save Entries to the Directory List" (page 66)

Add New Entries to the Directory List

IP Phone UI

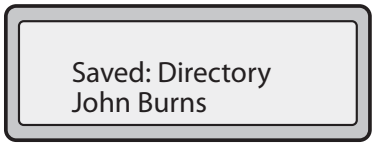
Use the following procedures to add a new entry to the Directory List. Use the following illustration as a reference.



Notes:

1. Use the ◀ Key when required for backspacing.
2. You can exit the entry process any time by pressing the Goodbye Key.

1. Press Services on the phone to enter the Options List.
2. Select **Services.**
3. Select **Directory.**
4. Press **Save**.
   The "*Enter Number*" prompt displays.
5. Enter a phone number using the numbers on the keypad and press **Save**. To backspace and erase a mistake, press ◀ or press the **Delete** Key.
   The "*Press 1st letter to enter name*" prompt displays.
6. Enter a name to associate with the phone number you just entered, and press **Save**. Use the keypad to select the letters. Continue to press the number key to access the next letter for that key (for example, press **2** three times to access **C**). Press ▶ to move to the next space, or wait a moment and the cursor automatically advances. To insert a space between letters, press ▶. To backspace and erase a mistake, press ◀ or press the **Delete** Key.
7. Press **Save** to save the new entry to the Directory List.
   The new entry you added is saved to the Directory List.



Adding an Entry to the Directory List from the Save Key

You can also add a new entry to the Directory List from the **Save** Key.

Notes:

1. Use the ◀ Key when required for backspacing.

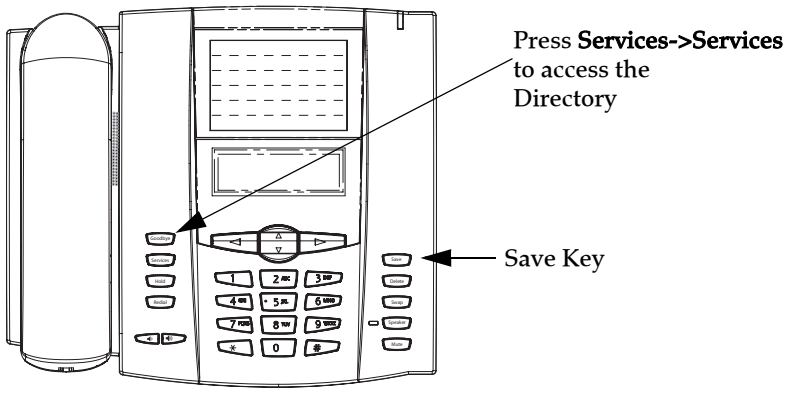
2. You can exit the entry process any time by pressing the Goodbye Key or the **Directory** Key.

1. Press the **Save** Key.
   The "*Save to?*" prompt displays.
2. Press Services on the phone to enter the Options List.
3. Select **Services.**
4. Select **Directory.**
   The "*Enter Number*" prompt displays.
5. Enter a phone number using the numbers on the keypad and press **Save**. To backspace and erase a mistake, press ◀ or press the **Delete** Key.
   The "*Press 1st letter to enter name*" prompt displays.
6. Enter a name to associate with the phone number you just entered, and press **Save**. Use the keypad to select the letters. Continue to press the number key to access the next letter for that key (for example, press **2** three times to access **C**). Press ▶ to move to the next space, or wait a moment and the cursor automatically advances. To insert a space between letters, press ▶. To backspace and erase a mistake, press ◀ or press the **Delete** Key.
7. Press **Save** to save the new entry to the Directory List.
   The new entry you added is saved to the Directory List.

Edit Entries in the Directory List

IP Phone UI

Use the following procedure to edit an entry in the Directory List. Use the following illustration as a reference.



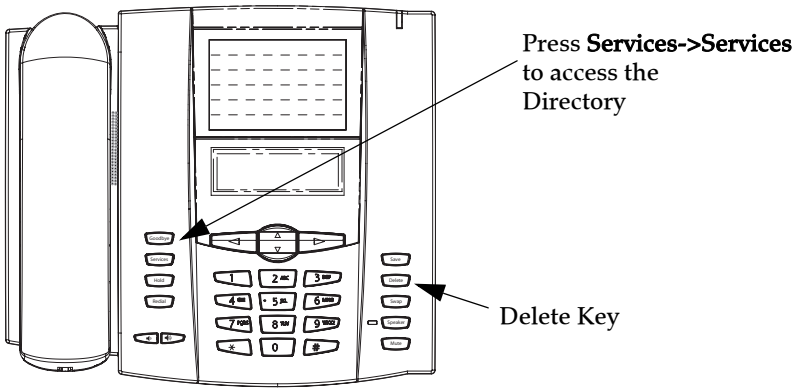
1. Press Services on the phone to enter the Options List.
2. Select **Services.**
3. Select **Directory.**
4. Access the entry you want to edit by pressing the first letter of the name on the dial pad, or use ▲ and ▼ to scroll through the list to find the name.
5. To begin editing, press ◀. Press ◀ again to erase the numbers or letters to the left or use the dial pad to enter additional digits or characters once you have saved the number.
   If you don't want to change the number or name just press the Services Key or the Goodbye Key at any time to exit.
6. Press the **Save** Key to finish.

Delete Entries from the Directory List

You can delete a single entry from the Directory List, or you can delete all entries from the Directory List.

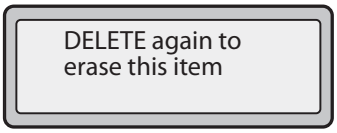
IP Phone UI

Use the following procedures to delete a single entry or all entries from the Directory List. Use the following illustration as a reference.



Delete a Single Entry

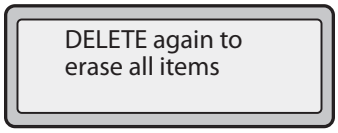
1. Press Services on the phone to enter the Options List.
2. Select **Services.**
3. Select **Directory**.
4. Press ▲ and ▼ to find the entry you want to delete.
5. Press the **Delete** Key.
   The "*DELETE again to erase this item*" prompt displays.



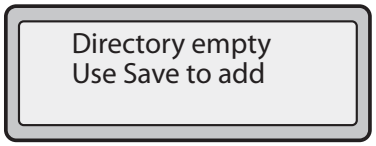
6. Press the **Delete** Key again at the prompt to erase the entry.

Delete All Entries

1. Press Services on the phone to enter the Options List.
2. Select **Services.**
3. Select **Directory**.
4. Press the **Delete** Key.
   The "*DELETE again to erase all items*" prompt displays.



5. Press the **Delete** Key again to erase all entries from the Directory List.
   The "*Directory empty*" prompt displays..



Save Entries to the Directory List

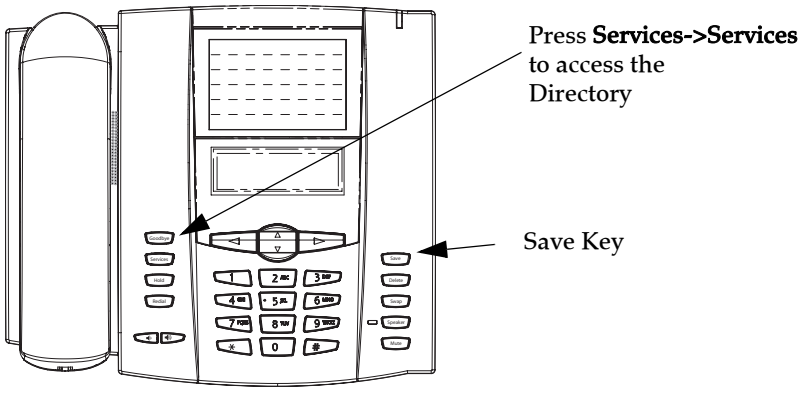
You can save entries (names and numbers) from other sources to your Directory using any of the following methods:

- Saving from the Display
- Saving from the Caller List
- Saving from the Redial List

Saving from the Display

IP Phone UI

You can save the name and/or number displayed on your screen during a call to the Directory List, or to a Keypad key using the following procedure. Use the following illustration as a reference.



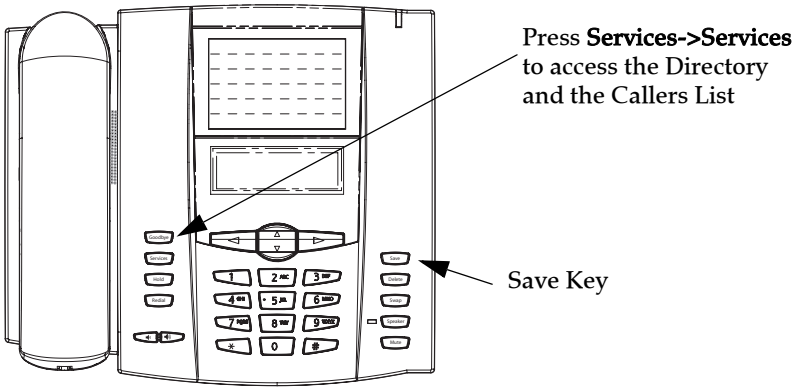
1. Press the **Save** Key during the call.

2. Press Services on the phone to enter the Options List.
3. Select **Services.**
4. Select **Directory**.
   If a name is displayed both the number and name are saved in the Directory List. If no name or "*Unknown Name*" displays, you can enter the name using the dial pad.
5. Press the **Save** Key to finish.

Saving from the Callers List

IP Phone UI

Use the following procedure to save names/numbers from the Callers List to the Directory. Use the following illustration as a reference.

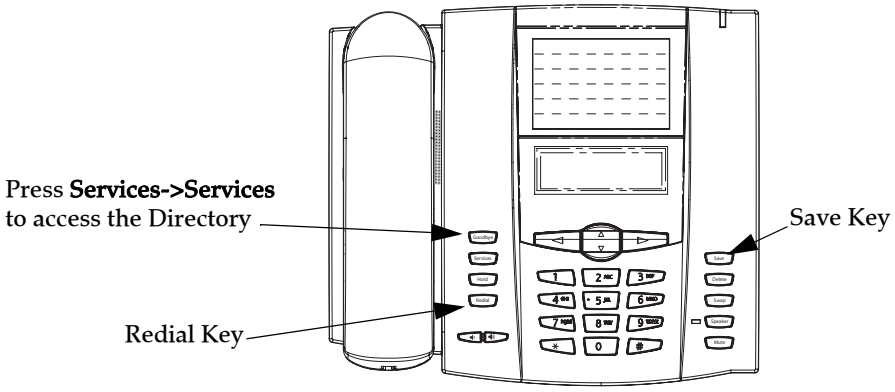


1. Press Services on the phone to enter the Options List.
2. Select **Services.**
3. Select **Callers List**.
4. From the Callers List, scroll through the list to find the name and number that you want to save to your Directory.
5. Press the **Save** Key.
6. Press Services on the phone to enter the Options List.
7. Select **Services.**
8. Select **Directory** to save the number you selected to the Directory List. If the name is displayed with the number, both are saved to the Directory. If no name is displayed, you can enter the name using the dial pad.

Saving from the Redial List

IP Phone UI

Use the following procedure to save names/numbers from the Redial List to the Directory. Use the following illustration as a reference.

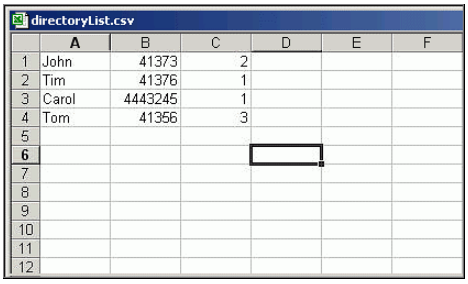


1. Press the **Redial** (Redial) Key.
2. From the Redial List, scroll through the list to find the name and number that you want to save to your directory.
3. Press the **Save** Key.
4. Press Services on the phone to enter the Options List.
5. Select **Services.**
6. Select **Directory** to save the number you selected to the Directory List. If the name is displayed with the number, both are saved to the Directory. If no name is displayed, you can enter the name using the dial pad.

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



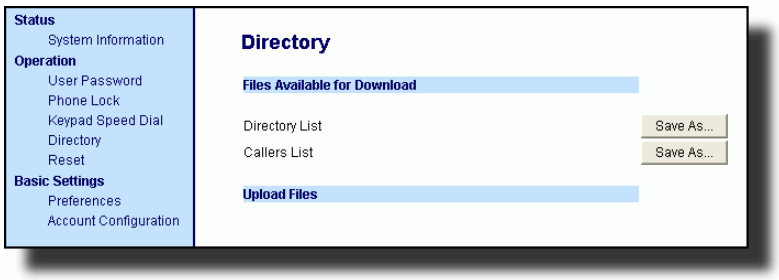
Note: Your System Administrator can populate your IP phone Directory List with server directory files. Contact your System Administrator for more details.

Download the Directory List

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

Aastra Web UI

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

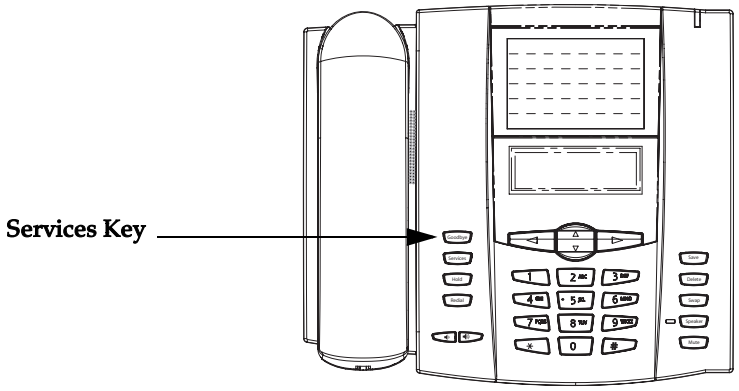


2. In the Directory List field, click on Save As... .
   A File Download message displays.
3. Click **OK**.
4. Enter the location on your computer where you want to download the Directory List and click **SAVE**.
   The *callerslist.csv* file downloads to your computer.
5. Use a spreadsheet application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

Callers List

The Callers list is a stored log of your incoming calls. The 6751i IP Phone stores information for up to 200 incoming calls in the Callers list.

You access the Callers List by pressing the Services Key Services, and selecting **Serivces**.



Your phone logs the number and name (if available) of the caller, when they last called, and the number of times they tried to reach you. When the Callers list is full, the oldest call records are deleted to accommodate the information of new callers.

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

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

Caller's List Screen Display

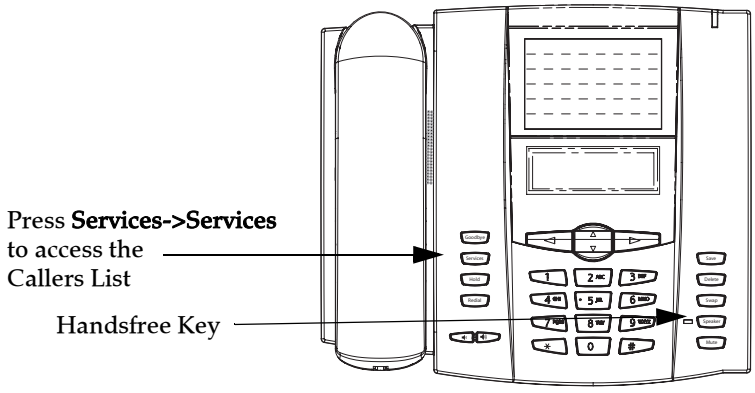
Display Item	Description
450-349-0438	Indicates you have returned the call from the Callers list.
N MAR 04 3:30pm 2x	"N" indicates a new call.
XX New Callers	When you're not on the telephone and not in the Callers list, the display shows you how many callers have been added to the list since you last checked it.
	Indicates an unanswered call in the Callers list.
	Indicates an answered call in the Callers list.
	Indicates a Call Waiting call in the Callers list.
	Indicates an incoming Call Waiting call.
John Burns 9054550055 Jun 8 2:41pm 2X	"2x" indicates this caller has called twice. The display shows the date and time of the last call from that caller.

You can view, scroll, and delete line items in the Callers List from the IP phone UI. You can also directly dial from a displayed line item in the Callers List.

Accessing the Callers List

IP Phone UI

Use the following procedure to access the Callers List. Use the following illustration as a reference.

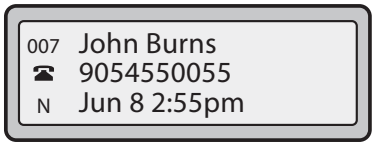


1. Press Services on the phone to enter the Options List.
2. Select **Services.**
3. Select **Callers List**.
4. Press ▼ and ◢ to move through the Callers list. Press ▼ to see the most recent call, or ◢ to see the oldest call on your list.
5. To dial the displayed number, press Speaker or lift the handset.
6. Press the Goodbye Key to cancel.

Editing Entries in the Callers List

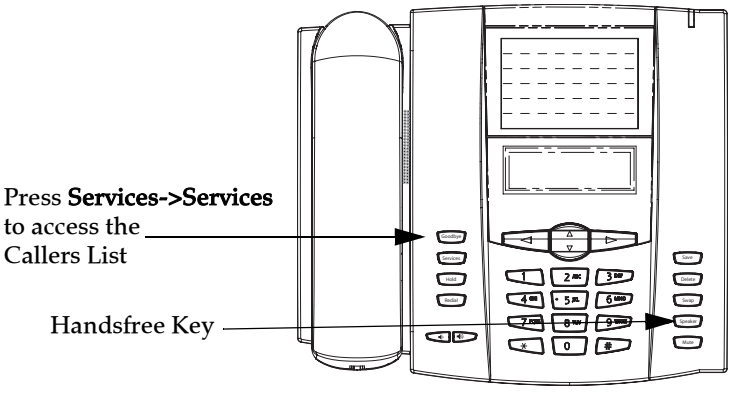
IMPORTANT: The Caller List does not save changes. Editing in the Callers List is generally used if you plan to call the number and need to add a prefix.

In the Callers List, if a dial pad key is pressed when a number and/or a name is displayed, the cursor will automatically add the digit at the left side of the number to enable the entry of the prefix.



IP Phone UI

Use the following procedure to edit the Callers List. Use the following illustration as a reference.



1. Press Services on the phone to enter the Options List.
2. Select **Services.**
3. Select **Callers List**.

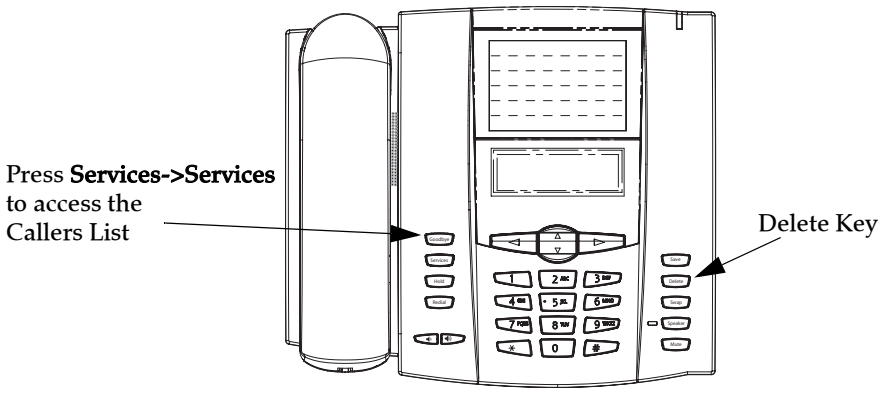
4. Press ▲ and ▼ to find the entry you want to edit. Press ▼ to view the most recent call, or ▲ to see the oldest call on your list.
5. Press any key on the dial pad to begin editing.
6. To move the cursor one digit to the right, press ▶. To erase one digit to the left of the cursor, press ◀.
7. To dial the displayed number press Speaker or lift the handset.

Deleting Entries From the Callers List

You can delete individual items from the Callers List, or you can delete all items in the Callers List.

IP Phone UI

Use the following procedure to delete an individual item from the Callers List. Use the following illustration as a reference.



1. Press Services on the phone to enter the Options List.
2. Select **Services.**
3. Select **Callers List**.
4. Press ▲ and ▼ to find the item you want to delete.
5. Press the **Delete** Key.
6. Press the **Delete** Key again at the prompt to erase the item.

IP Phone UI

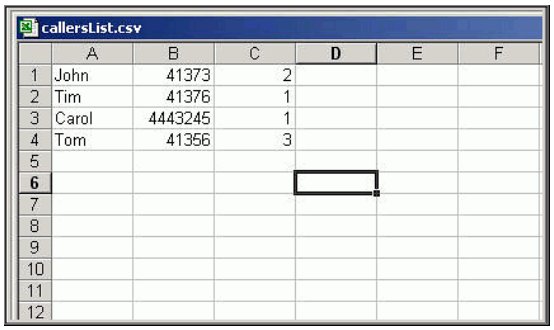
Use the following procedure to delete all items from the Callers List.

1. Press Services on the phone to enter the Options List.
2. Select **Services.**
3. Select **Callers List**.
4. Press the **Delete** Key.
5. Press the **Delete** Key again at the prompt to erase all items.

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.



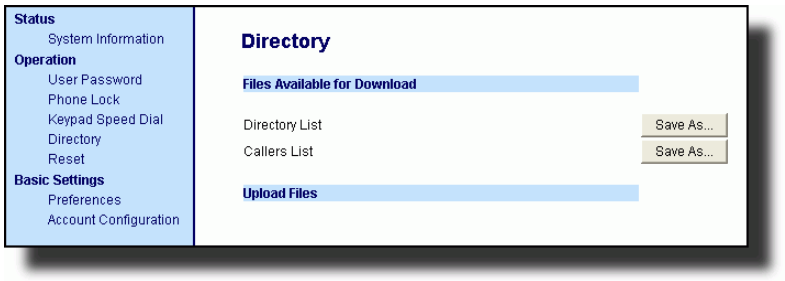
	A	B	C	D	E	F
1	John	41373	2			
2	Tim	41376	1			
3	Carol	4443245	1			
4	Tom	41356	3			
5						
6						
7						
8						
9						
10						
11						
12						

Download the Callers List

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

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 *callerslist.csv* file downloads to your computer.
5. Use a spreadsheet application to open and view the Callers List.

Account Configuration (DND and Call Forwarding)

The 6751i has a feature that allows you to configure “Do Not Disturb” (DND) and “call forwarding” (CFWD) for the phone’s account. These features are configurable on a global-basis only on the 6751i. The following paragraphs describe account-based DND and CFWD:

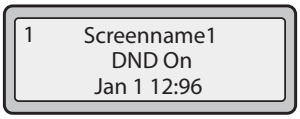
- DND Account-Based Configuration
- CFWD Account-Based Configuration

Note: The 6751i has only one configurable account.

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 "“CFWD Account-Based Configuration”" on page 78 for more information about call forwarding to other numbers.

On the 6751i, you can set DND on the phone-side by configuring the account information via the Aastra Web UI at the path *Basic Settings->Account Configuration*. Once you enable DND on the phone, "DND" displays on the idle screen.



The following table describes the Message Waiting Indicator (MWI) behavior when DND is enabled on the phone..

MWI LED Behavior when DND is Enabled
MWI LED ON if phone has DND ON. **MWI LED OFF** if phone has DND OFF.

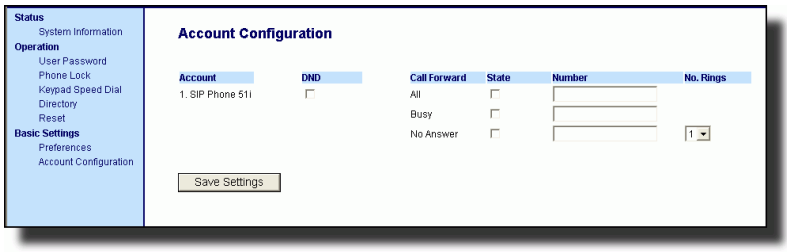
You can also enable and disable DND using the the IP Phone UI. You set DND in the Phone UI at the path *Services->Options List->DND*.

Configuring DND Using the Aastra Web UI

Aastra Web UI

Use the following procedure to set DND using the Aastra Web UI:

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



2. In the "**DND**" field, enable DND on the phone by checking the box. Disable DND by unchecking the box.
3. Click Save Settings to save your changes. The change is dynamic. DND applies to the phone immediately.

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 Using the IP Phone UI

IP Phone UI

Use the following procedure to set DND using the IP Phone UI.

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.

1. Press Services on the phone to enter the Options List.
2. Select **DND**.
3. Toggle DND ON and OFF using the **DOWN** arrow key.
4. Press **Set** to save the setting. The change is dynamic. DND applies to the phone immediately.

CFWD Account-Based Configuration

Call Forward (CFWD) on the IP phone allows incoming calls to be forwarded to another destination.

You can set CFWD on the phone-side by configuring the account information via the Aastra Web UI at the path *Basic Settings->Account Configuration*. When configuring CFWD, you can specify one, all , or a combination of call forward states (All, Busy, No Answer) for your phone. You can also specify the CFWD number(s) to use when your phone is in a specific state. When your phone is in a specific state(s), all incoming calls get forwarded to the number you specify.

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

MWI LED Behavior for All Modes
MWI LED ON if phone has CFWD enabled. **MWI LED OFF** if phone has CFWD disabled.

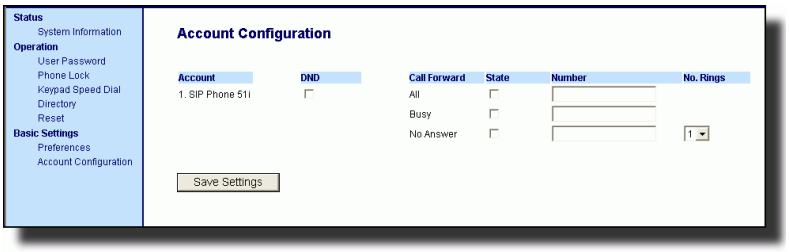
You can also enable and disable CFWD on the phone using the IP Phone UI. In the IP Phone UI, you set CFWD at the path *Services->Option List->Call Forward*.

Configuring CFWD Using the Aastra Web UI

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

Aastra Web UI

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



2. In the "**Call Forward State**" field, enable a state (All, Busy, and/or No Answer) on the phone by checking the box. Disable CFWD state(s) by unchecking the box(es).
3. In the "**Number**" field for each state that you enable, enter a phone number for the phone to use to call forward any incoming calls when your phone is in that state.

4. (**No Answer state**) If you enable the "**No Answer**" state, in addition to entering a phone number, you must also specify the number of rings for your phone. In the "**No. Rings**" field, select the number of rings you want your phone to perform before forwarding any incoming calls. Valid values are **1** through **9**. Default is **1**.
5. Click Save Settings to save your changes. The change is dynamic. CFWD is applied to the phone immediately.

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 Using the IP Phone UI

IP Phone UI

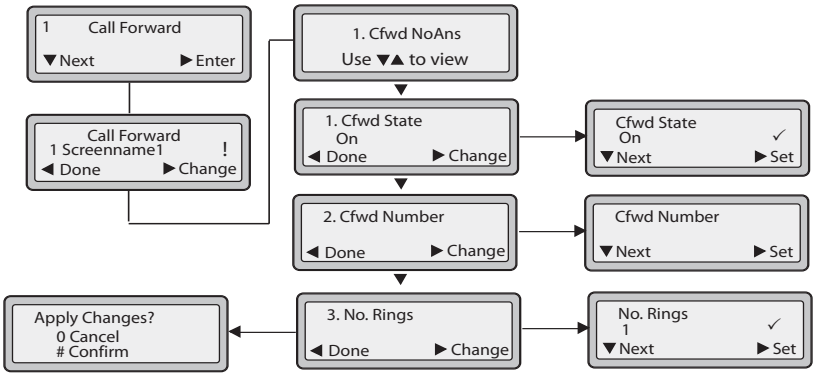
Use the following procedure to configure CFWD using the IP Phone UI.

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.

1. Press Services on the phone to enter the Options List.
2. Select **Call Forward** and press <**Enter**>.
3. .With the account in focus, press **Change**.
4. Select a Call Forward mode to set on the account (**All**, **Busy**, **No Answer**, **All On**, **All Off**) and press **Change**.
5. Using the **DOWN** arrow key, scroll to the **CFWD State** you want to set and press **Change**.
6. Using the **DOWN** arrow key, toggle the state ON or OFF as required and press **Set**.
7. Press the **DOWN** arrow key to scroll to **CFWD Number** and press Change.
8. Enter the call forward phone number for the state you are configuring and press **Set**.
9. (**No Answer state**) If you enable the "**No Answer**" state, in addition to entering a phone number, you must also specify the number of rings for your phone.

   Using the **DOWN** arrow key, scroll to **No. Rings** and press **Change**. Use the **UP** and **DOWN** arrow keys to select the number of rings you want your phone to perform before forwarding any incoming calls. Valid values are **1** through **9**. Default is **1**.
10. Press **Done** and then press **#** to confirm the changes

The following illustration shows an example of configuring Call Forward using the IP Phone UI with the "No Answer" state enabled..



Note: A checkmark (✓) indicates CFWD is enabled with a phone number specified for the state. An **X** indicates CFWD is disabled on the account. A **!** indicates call forward is enbabled for a state witbout a phone number specified.

Additional Features

This section describes additional features you can use on the 6751i phone.

Star Codes

All of the main call handling and extension management features for your system can be set up as speed dials on the Keypad keys on your phone. Contact your System Administrator for more information about available star code functions in your network.

If these have not been set up, you can dial any star code commands on the 6751i phone the same way you would on a regular telephone.

WebApps

The 6751i IP Phone has an option called "**WebApps**" under the **Services** Menu that allows you to access a pre-programmed, hardcoded, XML-based application. Selecting the WebApps option launches the XML application "**xml.myaastra.com**".

IP Phone UI

To access the WebApps option:

1. Press the

key to enter the Options List.
2. Select **Services**.
3. Select **WebApps**.
   The phone launches the XML application "xml.myaastra.com" and displays applicable information to the LCD.

Suppress DTMF Playback

A feature on the IP phones allows you to enable or disable the suppression of DTMF playback when a number is dialed from the IP Phone.

When suppression of DTMF playback is disabled, and you dial a number or press a speeddial key, the IP phone dials the stored number and displays each digit as dialed in the LCD window.

When the suppression of DTMF playback is enabled, the IP phone dials the stored number and displays the entire number immediately in the LCD window, allowing the call to be dialed faster.

DTMF playback suppression is disabled by default. Suppressing DTMF playback can be configured using the Aastra Web UI.

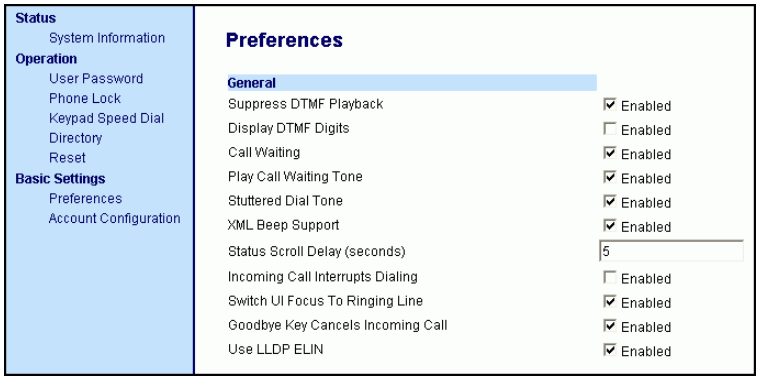
Configuring Suppression of DTMF Playback

Aastra Web UI

Use the following procedure to configure suppression of DTMF playback.

Note: "Suppress DTMF Playback" is disabled by default.

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



2. Go to the "**General**" section.
3. Enable the "**Suppress DTMF Playback**" field by checking the check box. (Disable this field by unchecking the box). Default is disabled.
4. Click Save Settings to save your settings.

Display DTMF Digits

A feature on the IP phones 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 speeddial 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 "touchtone" 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 speeddial 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.

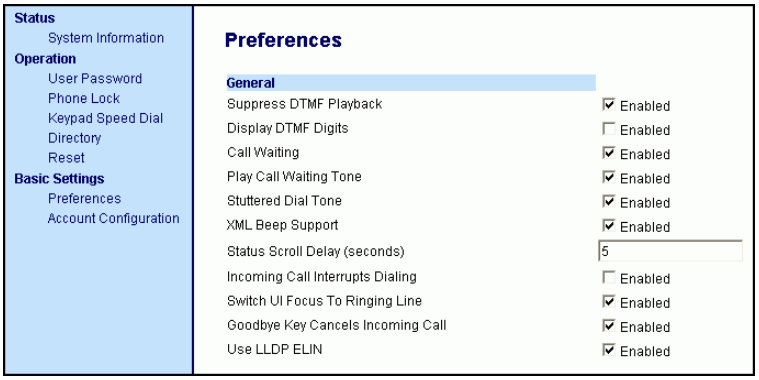
Configuring Display of DTMF Digits

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.**



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 to save your settings.

Call Waiting

The call waiting feature notifies the user on an active call, of a new incoming call. You can disable the call waiting feature, so that the new incoming call is automatically rejected by the phone with a busy message.

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 "Account Configuration (DND and Call Forwarding)", see page 76.) It then forwards the call according to the rule configured. The phone can only:

- transfer the currently active call
- or
- accept transferred calls if there is no active calls.

If call waiting is disabled:

- intercom calls are treated as regular incoming calls and are rejected.
- pre-dialing with live dial pad disabled still accepts incoming calls.
- the "Incoming Call Interrupts Dialing" parameter is ignored because the incoming call is automatically rejected (for information on "Incoming Call Interrupts Dialing" see page 90).
- 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.

You can disable call waiting using the configuration files or the Aastra Web UI.

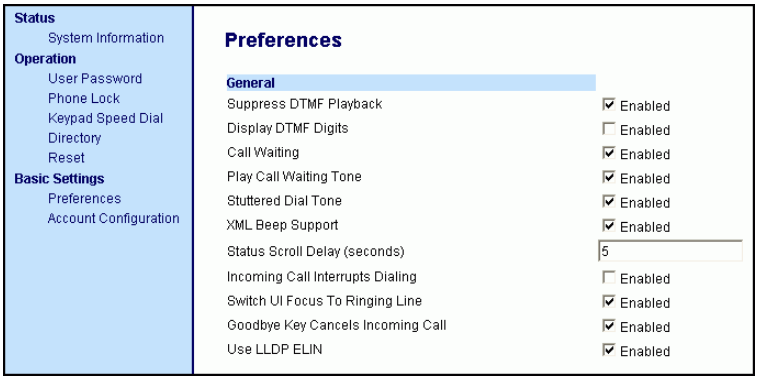
Enabling/Disabling Call Waiting

Aastra Web UI

Use the following procedure to enable or disable Call Waiting on the IP phone.

Note: "Call Waiting" is enabled by default.

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



2. Call Waiting is enabled by default. If required, disable the "**Call Waiting**" field by unchecking the check box.
3. Click Save Settings to save your settings.

Play Call Waiting Tone

You can enable or disable the playing of a call waiting tone when you are on an active call and a new call comes into the phone.

You can configure this feature using the Aastra Web UI.

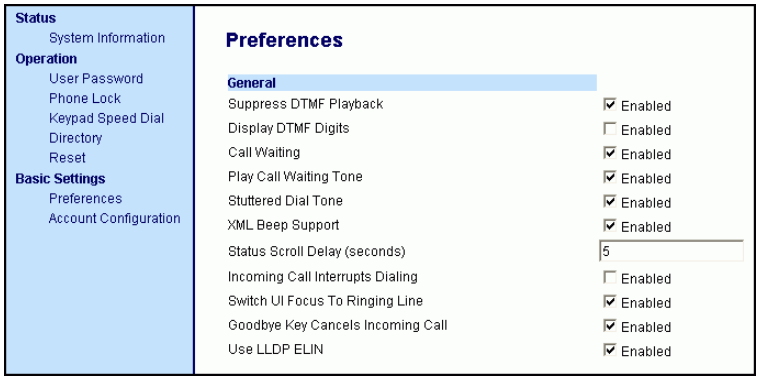
Configuring Call Waiting Tone

Aastra Web UI

Use the following procedures to configure a call waiting tone on the IP phone.

Note: "Play Call Waiting Tone" is enabled by default.

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



2. A call waiting tone is enabled by default. If required, disable the "**Play Call Waiting Tone**" field by unchecking the check box.
3. Click Save Settings to save your 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.

You can configure this feature using the Aastra Web UI.

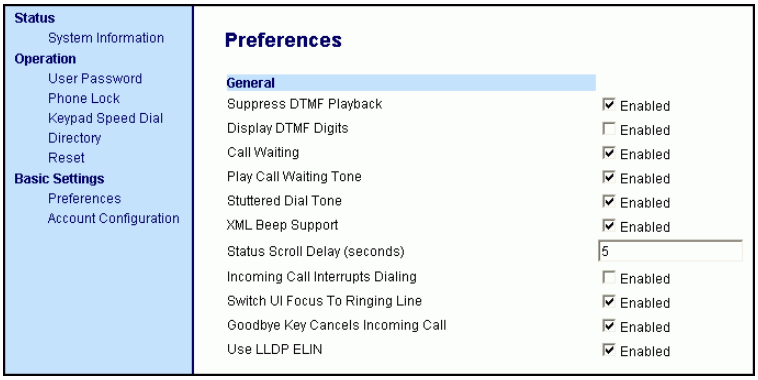
Configuring Stuttered Dial Tone

Aastra Web UI

Use the following procedures to configure stuttered dial tone on the IP phone.

Note: "Stuttered Dial Tone" is enabled by default.

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



2. Stuttered dial tone is enabled by default. If required, disable the "**Stuttered Dial Tone**" field by unchecking the check box.
3. Click Save Settings to save your 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.

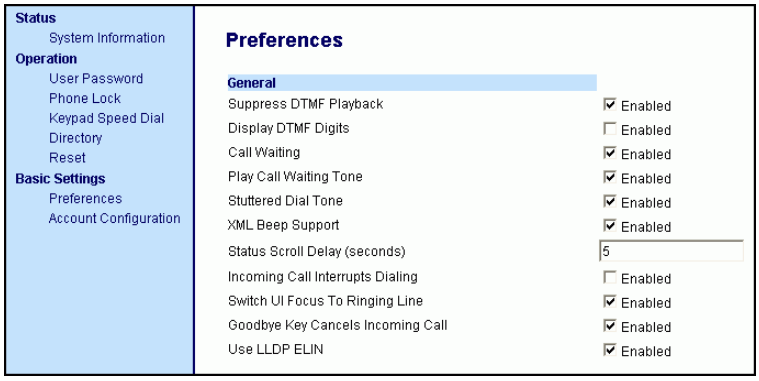
Configuring XML Beep Support

Aastra Web UI

Use the following procedures to configure an XML beep on the IP phone.

Note: "XML Beep Support" is enabled by default.

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



2. "XML Beep Support" is enabled by default. If required, disable the "**XML Beep Support**" field by unchecking the check box.
3. Click Save Settings to save your settings.

Status Scroll Delay

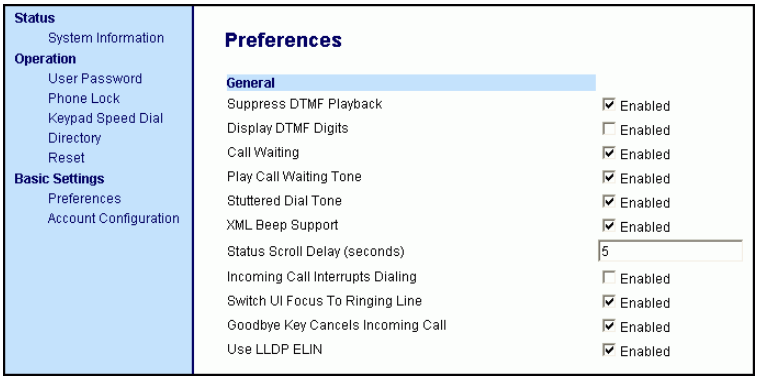
Using the Aastra Web UI, you can specify a scroll delay option that allows you to set the time delay, in seconds, between the scrolling of each status message on the phone. You can specify this setting in the "**Status Scroll Delay (seconds)**" field at the path *Basic Settings->Preferences->General*. 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

Aastra Web UI

Use the following procedures to specify a status scroll delay on the IP phone.

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



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 to save your settings.

Incoming Call Interrupts Dialing

The 6751i has a feature you can enable or disable called "**Incoming Call Interrupts Dialing**". This feature is disabled by default. If you are dialing out on your phone, and you receive an incoming call at the same time, the incoming call goes to an available line and the LED blinks to let you know where the call was placed by the phone. If there is no line available to take the call, a busy signal is sent to the caller. The LCD continues to display the number you were dialing.

If "**Incoming Call Interrupts Dialing**" is enabled, the incoming call interrupts your dialing sequence and displays to the phone's LCD for you to answer. You have a choice to ignore the incoming call. If you choose to answer the incoming call, you can answer the call, finish the call, and then hang up. You can still go back to the original outgoing call and finish dialing out.

You can enable or disable this parameter in the Aastra Web UI at the path *Basic Settings->Preferences->General*.

Notes: **Notes**:
1. On a 6751i, you must use the down arrow key to ignore the call. To answer the call, lift the handset or press the Speaker Key.
2. If you disable this field, and the phone receives an incoming call while you are dialing an outgoing call, you can pick up the call and perform transfer or conference as required.

Transfer/Conference Call Behavior

If you are dialing the phone to transfer or conference a call, and your phone receives an incoming call, your dialing is never interrupted (regardless of whether the "**Incoming Call Interrupts Dialing**" is enabled or disabled). For Transfer and Conference, the incoming calls always go to an available line (other than the one you are using for dialing) and the incoming call's line LED blinks. The LCD still displays your dialing screen.

Intercom Behavior

If "**Incoming Call Interrupts Dialing**" is enabled and you are dialing an outgoing Intercom call, the enabled interrupt setting takes precedence over an enabled "Allow Barge In" setting. The incoming call interrupts your dialing on an outgoing intercom call. On an incoming intercom call, the enabled "Allow Barge In" and "Auto-Answer" occurs while you are dialing to transfer or conference the call. However, the incoming call goes to an available idle line, and the LED blinks while you are dialing the second half of the conference or transfer.

If "**Incoming Call Interrupts Dialing**" is disabled, an incoming intercom goes to an available idle line and the LED blinks for that line. The phone answers the call under all conditions.

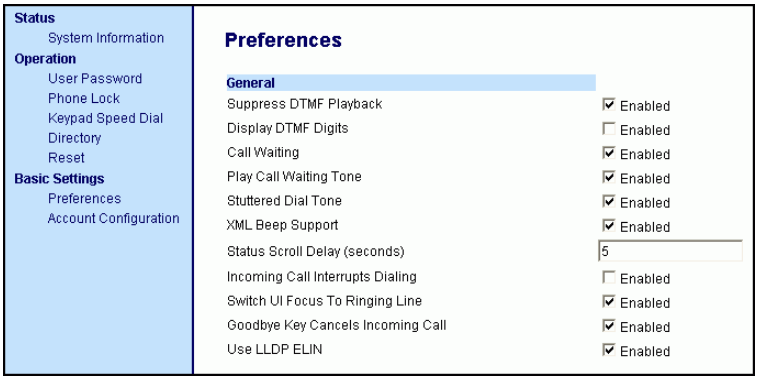
Configuring "Incoming Call Interrupts Dialing"

Aastra Web UI

Use the following procedures to configure "Incoming Call Interrupts Dialing" on the IP Phone.

Note: "Incoming Call Interrupts Dialing" is disabled by default.

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



2. Enable the "**Incoming Call Interrupts Dialing**" field by checking the check box. Disable this field by unchecking the box). Default is disabled.
3. Click Save Settings to save your settings.

Switch UI Focus to Ringing Line

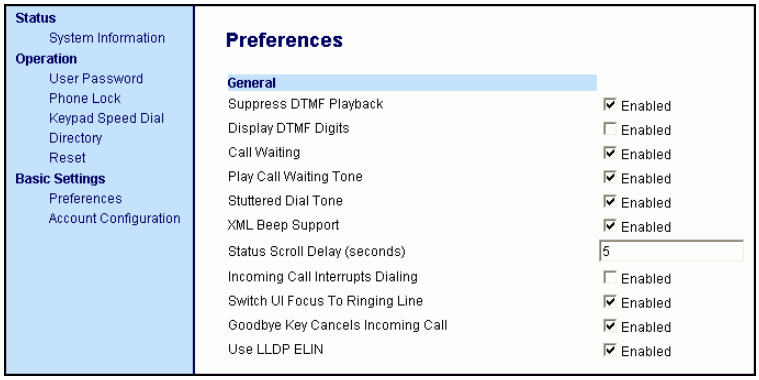
You can configure a feature on the 6751i that controls the behavior of the phone when it receives an incoming call when it is already in a connected call. When a call comes into the phone, and the phone is already on a connected call, the phone switches focus to the ringing line to enable the user to see who is calling them. You can turn off this functionality so that the phone stays focused on the connected call. You can do this using the Switch Focus to Ringing Line parameter in the Aastra Web UI.

Configuring "Switch Focus to Ringing Line" Using the Aastra Web UI

Aastra Web UI

Use the following procedure to enable or disable the "Switch Focus to Ringing Line" using the Aastra Web UI.

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



2. The "Switch Focus to Ringing Line" field is enabled by default. To disable this field, uncheck the box.
3. Click Save Settings to save your settings.

Goodbye Key Cancels Incoming Calls

The 6751i has a feature that allows you to configure the **Goodbye** key to drop a second incoming call or ignore incoming calls presented to the phone when you are on an active call. The parameter is called "**Goodbye Key Cancels Incoming Call**" and is configurable via the Aastra Web UI.

If you enable this parameter, which is the default, pressing the Goodbye key rejects calls coming into the phone while you are on an active call. When you disable this parameter, pressing the Goodbye key hangs up the active call.

If you disable this feature, and the phone receives another call when an active call is already present, the 6751i displays "**◀ Ignore Answer ▶**" on the LCD. For the 6751i, you must use the **Right** and **Left** arrow keys to answer or ignore the call.

A User can set this parameter using only the Aastra Web UI.

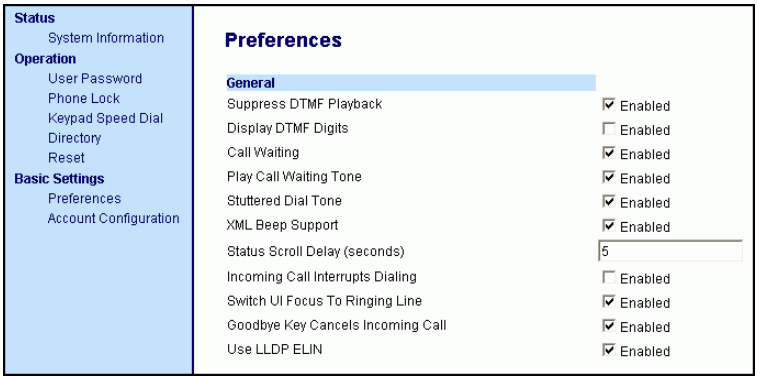
Configuring Goodbye Key to Cancel Incoming Calls

Aastra Web UI

Use the following procedure to configure the Goodbye key to cancel incoming calls on the IP Phone.

Note: "Goodbye Key Cancels Incoming Call" is enabled by default.

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



2. The "**Goodbye Key Cancels Incoming Call**" field is enabled by default. If required, disable this field by unchecking the check box.
3. Click Save Settings to save your settings.

Using the Goodbye Key to Cancel Incoming Calls Feature

IP Phone UI

IF	THEN
"Goodbye Key Cancels Incoming Call" is enabled AND a second call comes in while you are on an active call,	press the **Goodbye** key to reject the second incoming call.
"Goodbye Key Cancels Incoming Call" is disabled AND a second call comes in while you are on an active call,	press the **Goodbye** key to hang up on the active call so you can answer the second incoming call.
"Goodbye Key Cancels Incoming Call" is disabled AND a second call comes in while you are on an active call,	press the **Left Arrow** key to ignore the second incoming call and remain on the active call OR press the **Right Arrow** key to answer the second incoming call.

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 behavior of how the phone handles incoming intercom calls by enabling/disabling specific parameters using the Aastra Web UI. The following table describes these features.

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

Microphone Mute

You can mute or unmute the microphone on the IP phone for intercom calls made by the originating caller. If you want to mute the intercom call, you enable this feature. If you want to unmute (or hear the intercom call), you disable this feature. "**Microphone Mute**" is enabled by default.

Auto-Answer/Play Warning Tone

The auto-answer feature on the IP phone allows you to enable or disable automatic answering for an Intercom call. If “Auto-Answer” is enabled, the phone automatically answers an incoming intercom call. If “Play Warning Tone” is also enabled, the phone plays a tone to alert you before answering the intercom call. If “Auto-Answer” is disabled, the phone rejects the incoming intercom call and sends a busy signal to the caller.
"**Auto-Answer"** and "**Play Warning Tone"** are enabled by default.

Note: Your Administrator can set a time period delay before the phone automatically answers. Contact your System Administrator for more information.

Allow Barge In

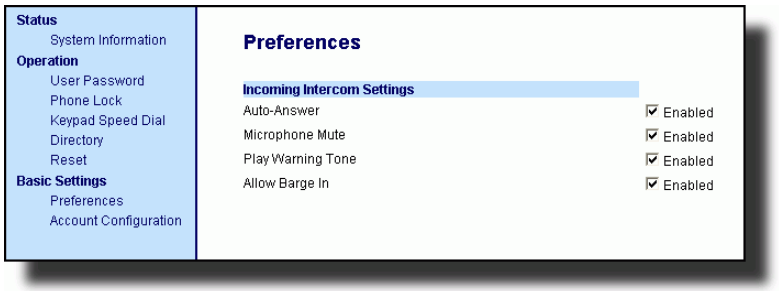
You can configure whether or not the IP phone allows an incoming intercom call to interrupt an active call. The “Allow Barge In” parameter controls this feature. When you enable the this parameter, which is the default value, an incoming intercom call takes precedence over any active call, by placing 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

Aastra Web UI

Use the following procedure to configure incoming Intercom settings on the IP phone.

1. Click on **Basic Settings->Preferences->Incoming Intercom Settings**.



2. The "**Auto-Answer**" field is enabled by default. The automatic answering feature is turned on for the IP phone for answering Intercom calls. To disable this field, uncheck the box.

Note: If the Auto-Answer field is not checked (disabled), the phone rejects the incoming intercom call and sends a busy signal to the caller.

3. The "**Microphone Mute**" field is enabled by default. The microphone is muted on the IP phone for Intercom calls made by the originating caller. To disable this field, uncheck the box.
4. The "**Play Warning Tone**" field is enabled by default. If "Auto-Answer" is enabled, the phone plays a warning tone when it receives in incoming intercom call. To disable this field, uncheck the box.
5. The "**Allow Barge In**" field is enabled by default. If "Allow Barge In" is enabled, the phone puts an active call on hold and answers the incoming Intercom call. To disable this field, uncheck the box.
6. Click Save Settings to save your 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 REDIAL button twice to redial the last number dialed.
- Press the REDIAL button once, scroll the list of numbers, then press the REDIAL button 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 (Receiving End Only)

You can configure the phone to allow it to receive a Real Time Transport Protocol (RTP) stream to/from pre-configured multicast address(es) without involving SIP signaling. This is called Group Paging on the IP phones. You can specify up to 5 listening multicast addresses to listen for on the network.. This feature is configurable using the Aastra Web UI only.

The 6751i in the local network listens for RTP on the preconfigured multicast address. The Phone displays the "Paging" message to the phone's LCD. It uses the G711 uLaw CODEC for multicast RTP.

The recipient can drop the incoming page if required. The recipient can also set Do Not Disturb (DND) to ignore any incoming pages.

For incoming RTP multicasts, the ringing display is dependant on the setting for the "**Allow Barge-In**" parameter. (See "Allow Barge In" on page 96.) 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.

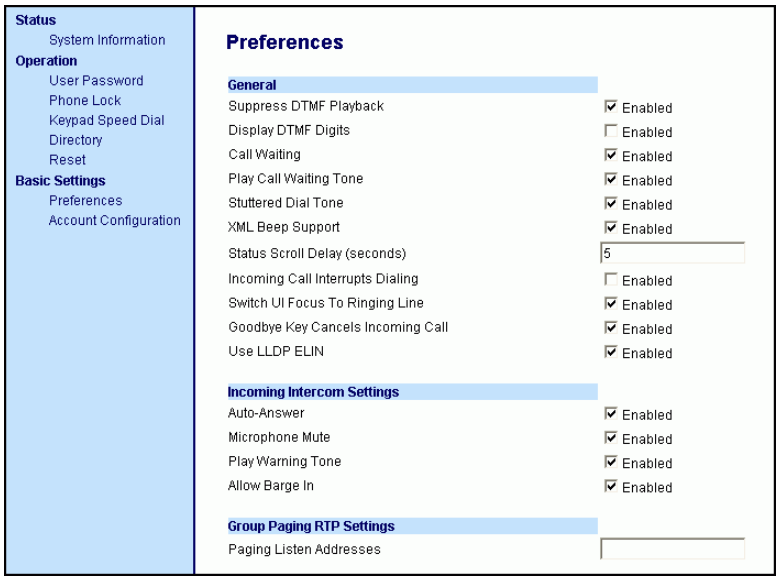
If an RTP multicast session already exists on the phone, and the phone receives another incoming RTP multicast session, the priority is given to the first multicast session and the second multicast session is ignored. The behavior for the incoming calls in this case is also based on the setting for the "**Allow Barge-in**" parameter. The incoming call is handled as if there were an existing call already on the phone.

Configuring Group RTP Paging

Aastra Web UI

Use the following procedure to configure RTP streaming on the receiving end for Paging applications using the 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)
   If this field is blank, the Paging Listening capability is disabled on the phone.

3. Click Save Settings to save your settings.

LLDP ELIN

The 6751i IP Phone supports Link Layer Discovery Protocol for Media Endpoint Devices (LLDP-MED), and Explicit Congestion Notification (ECN) Emergency Location Identification Number (ELIN). LLDP ELIN allows the phone to use the location information sent by the switch, as a caller ID for making emergency calls.

Note: If the phone receives location information in ECN ELIN format (10 to 25 numeric string), the phone replaces the caller ID SIP header with the ECN ELIN value and the SIP URI does not change. The phone determines if this is an emergency number by checking the emergency dial plan configured on the phone.

You can enable or disable the LLDP ELIN on the IP Phones using the Aastra Web UI.

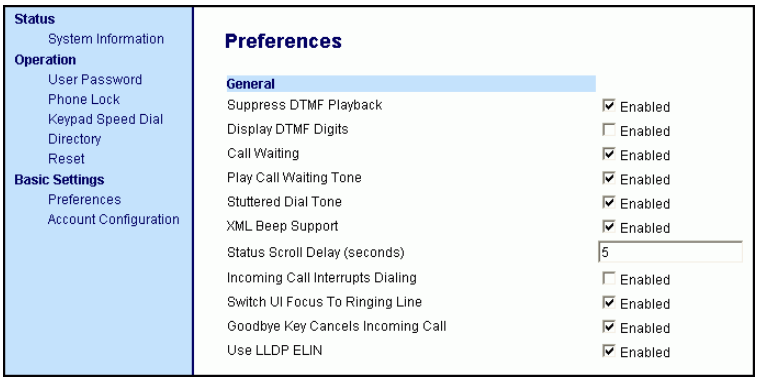
For more information about LLDP-MED and LLDP ELIN, contact your System Administrator.

Configuring LLDP ELIN

Aastra Web UI

Use the following procedure to enable or disable LLDP ELIN using the Aastra Web UI.

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



2. The "**Use LLDP ELIN**" field is enabled by default. If required, disable this field by unchecking the check box.
3. Click Save Settings to save your settings.

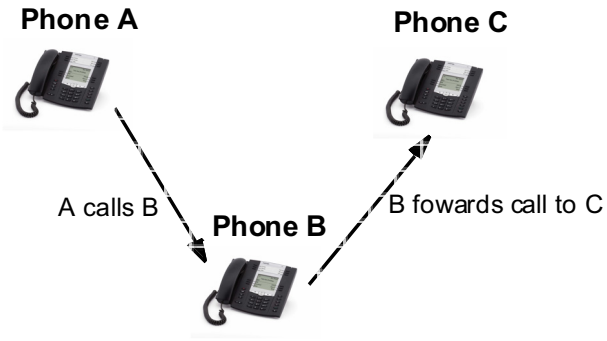
Available Features Enabled by Administrators

There are features on your IP Phone that you can use ONLY if an Administrator has enabled them on your phone. Those features are described in this section. Contact your System Administrator for more information.

Missed Call Summary Subscription

A feature on the IP phones allows missed calls that have been redirected by the server, to be incremented in the missed calls indicator on the phone it was initially directed to. This feature is called the **Missed Call Summary Subscription** and can be configured by your System Administrator. For this feature to work, you must configure voicemail on the phone that the call was initially directed to.

For example, phones A, B, and C are connected to the server. Your Administrator configures the server to direct calls coming into phone B (which has voicemail configured) to be forwarded to phone C. When phone A calls phone B, the server forwards the call to phone C. With the **Missed Call Summary Subscription** enabled, phone B receives notification from the server that the call was forwarded and the missed calls indicator is incremented on phone B. See the illustration below.



Missed calls indicator increments on phone B.
Note:Voicemail must be configured on phone B.

Note: Your System Administrator can configure the **Missed Call Summary Subscription** feature on your phone on a global basis only.

Customizable Callers List Key

Your System Administrator can specify an XML URI that creates a custom Callers List application for your phone. When you press the Callers List key, the phone accesses a custom XML URI Callers List instead of the standard Callers List. Contact your System Administrator for more information.

Autodial (Hotline and Warmline)

Your System Administrator can configure an autodial feature on your phone. If autodial is enabled, the phone automatically dials a preconfigured number whenever it is off-hook. Depending on the configuration specified by your Administrator, the Autodial functions as either a "hotline", or as a "warmline," as follows:

- **Hotline**: The IP phone immediately dials a preconfigured number when you lift the handset.
- **Warmline**: The IP phone waits for a specified amount of time after you lift the handset before dialing a preconfigured number. If you do not dial a number within the time allotted, then the IP phone begins to dial the number.

The Autodial feature is available on a global basis only on the 6751i. Contact your System Administrator for more information.

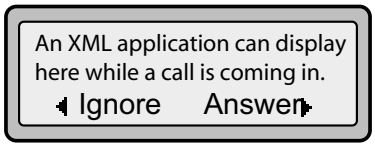
Notes:

1. Any speeddial numbers that you configure on your IP phone are not affected by autodial settings.

2. If Autodial is configured on your phone, the phone does not accept conference calls, transferred calls, and/or intercom calls.

Answer and Ignore Softkeys for XML Applications

If you are accessing XML applications on your phone and a call comes in, your System Administrator can create "**Answer**" and "**Ignore**" keys that you can use to either answer the incoming call, or ignore it..



When the ◀ Ignore Answer ▶ keys display, you can press the **Right Arrow** key (Answer) to answer the incoming call without disturbing the current XML application. When you answer the call, the ◀ Ignore Answer ▶ keys disappear from the LCD. Pressing the **Left Arrow** key (Ignore) ignores the incoming call without disturbing the current XML application. Contact your System Administrator for more information.

Playing a WAV File On Your Phone

If enabled by your Administrator, the 6751i IP Phone can play a WAV file. A WAV file is an audio file format standard for storing an audio bit stream on a system in raw, uncompressed format or compressed format to reduce the file size.

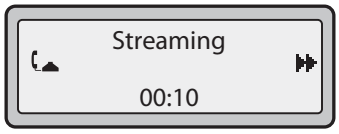
A WAV file is streamed to the phone using the HTTP protocol.

The WAV feature supports the following:

- Streaming of the WAV file to allow it to be locally played
- Allows you to abort the audio streaming by pressing the **Goodbye** key on the phone.
- Supports the HTTP file download protocol
- Supports the aLaw and uLaw codecs
- Plays the WAV file only if the phone is idle.
- WAV audio file starts only when 4 seconds of the audio data (or the complete file) has been accumulated.
- Follows the standard phone behavior of speaker/head set/hand set.

IP Phone UI Screen During WAV Streaming

The 6751i screen displays the following during WAV streaming.



To abort the WAV streaming, press any of the following:

- **Goodbye** key
- **Drop** softkey

You can also place the handset (if in use) on hook.

Using the Keypad During Active XML Applications

If enabled by your Administrator, the 6751i IP Phone can allow you to continue using your keypad keys during active XML applications on your phone. This feature is applicable only when your phone is in the connected state. By default, the phone suppresses dialpad events when an XML object is in focus, so your Administrators must enable the keypad to be used during active XML applications. Contact your System Administrator for more information.

Key Redirection

Conference, Transfer, Redial, Intercom Keys and Voicemail Option

If enabled by your Administrator, the Conference, Transfer, Redial, and Intercom keys, as well as the Voicemail option, can be redirected to XML scripts.This allows the server to provide the phone with Redial, Transfer (Xfer), Conference (Conf), and Intercom (Icom) key features, and the Voicemail option feature, rather then accessing them from the phone-side. By default, the server-side keys function the same as the phone-side key features.

Notes:

1. On the 6751i, if XML key redirection is enabled, the **Xfer** and **Conf** menu items perform redirection.

2. Key remapping takes precedence over redirecting.

3. Disabling the redial, conference, or transfer features on the phone also disables the redirection of these keys.

Contact your System Administrator for more information about this feature.

Services Key

If enabled by your Administrator, the Services Menu on the 6751i IP Phone can be redirected to an XML script. This allows the server to provide the phone with available options, rather then accessing them from the phone-side. You access the XML script by selecting the Services Menu. You can still access the Services Menu from the phone-side by pressing and holding the Services Key to display the phone-side Services Menu.

IMPORTANT NOTES

- If no Options URI script is configured, the local Options Menu on the phone displays as normal.
- If you configure password access to the Options Menu, this password is required when accessing the local Option Menu, but is not required for the Services Key redirection feature.
- Pressing the Options Menu for redirection from the server does not interfere with normal operations of the phone (for example, pressing the options menu when on a call does not affect the call).
- If the phone is locked, you must unlock the phone before accessing the Options Menu redirect feature. After pressing the Services Key, the phone displays a screen that allows you to unlock the phone before continuing.
- On the 6751i, the redirection feature works after selecting the Services Menu. To display the original Options Menu, press and hold the Services Key.

Contact your System Administrator for more information about this feature.

XML Applications and Off-Hook Interaction

If enabled by your Administrator, the 6751i can be prevented from going into the off-hook/dialing state when the handset is off-hook and the call ends. This feature is disabled by default and must be enabled by your Administrator. The disabled behavior is as follows:

You are in a call using the handset and the phone displays an XML application. The far-end terminates the call, and a new XML application gets pushed/pulled onto the display. Since the handset is off-hook and in idle mode, the "offhook idle timer" starts. When this timer expires, the phone applies dial tone and moves to the off-hook/dialing state, which then destroys the XML application that was being displayed.

Contact your System Administrator for more information about this feature.

“Hold” Feature Enhancement (for Broadsoft Servers)

The Hold feature allows you to put an active call on “hold,” then retrieve the call later. This enhancement is intended for IP phones operating with servers that support RFC3264 (for example, Broadsoft). If a server does not support RFC3264, then the IP phones do not use RFC3264 functionality.

Authentication Support for HTTP/HTTPS Download Methods Used with Broadsoft Client Management System (CMS)

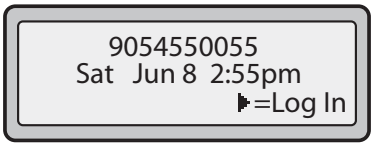
If enabled by an Admibnistrator, the 6751i has authentication support when using HTTP or HTTPS as download protocols (as per RFC 2617). When a phone is connected to a Broadsoft Server using the CMS tool, a LOGIN key displays. Pressing the LOGIN key displays a login screen with Username and Password. Username can be up to 40 characters and Password can be up to 20 characters. A System Administrator can optionally configure a Domain Name to be used as the Username (e.g. username@domain.com). A user can navigate the screen using the navigation keys (arrow keys) on the phone. The screen provides a SUBMIT key for submission of the field information, and a CANCEL key for exiting the login screen. Appropriate messages display if the phone reaches a timeout while trying to connect to the server, or if a Username or Password are incorrect.

Once the login information for a specific user is entered and accepted by the server, the phone reboots and downloads the user profile.

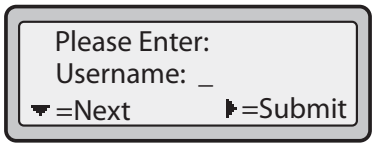
IP Phone UI When Broadsoft CMS is Enabled

When the Broadsoft CMS feature is enabled on the IP Phone, the following screens display:

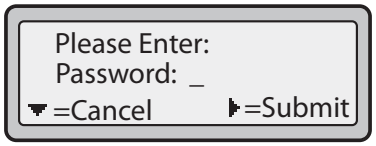
Login Screen



Username Screen



Password Screen



Troubleshooting Solutions

Why is my display blank?

Ensure that power is being provided to your phone. Make sure your phone is plugged into a power source.

Why is my speakerphone not working?

If you press the Speaker button and the speaker 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 handset by pressing Speaker.

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 6751i 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 button when the phone is on-hook and idle. For more information, refer to the "**Adjusting Volume section**" in the *Aastra 6751i 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.

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 16.

How do I change my user password?

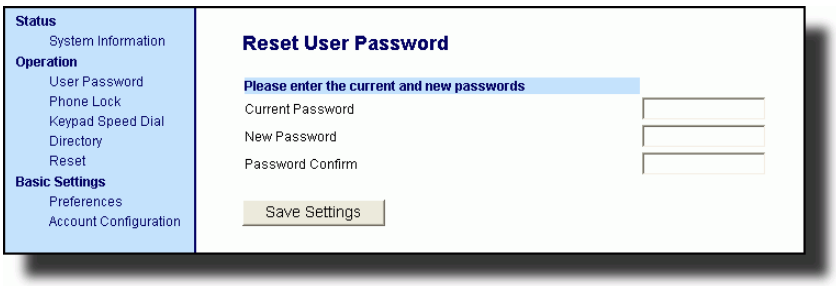
You can change the user password from the IP phone UI or the Aastra Web UI.

IP Phone UI

1. Press the Services key and select "**Options List**" from the Menu.
2. Select **User Password** and press ▶.
3. Enter the current user password and press ▶.
4. Enter the new user password and press ▶.
5. Re-enter the new user password and press ▶.
   A message, "*Password Changed*" displays on the screen.

Aastra Web UI

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



2. In the "**Current Password**" field, enter the current user password.

> **Note:** By default, the user name is "`user`" (all lowercase) and the password field is left blank. If you have forgotten your password, contact your System Administrator for assistance.

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 to save your changes.

For information on how to access the Aastra Web UI, go to the section "Using the Aastra Web UI" on page 13.

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?

IP Phone UI

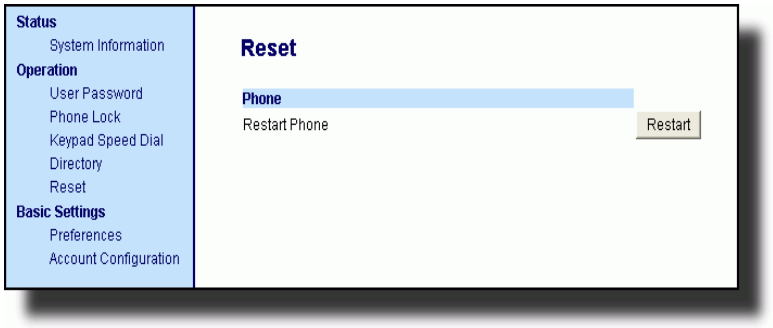
1. Press the Services key and select "**Options List**" from the Menu.
2. Use the ▼ key to scroll down the list of options to **Phone Status** and press the ▶ key to select.
3. Press the ▼ key to scroll to the **Restart Phone** option.

Press the ▶. key to confirm and restart the phone. If you do not wish to restart your phone, press the ◀ key to cancel.

Note: Your phone will be out of service temporarily during the restart and downloading process.

Aastra Web UI

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



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

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:

- At the path *Options->Phone Lock* on the IP Phone UI.
- At the path *Operations->Phone Lock* on the Aastra Web UI.

Use the following procedure to lock an IP phone using the IP Phone UI.

IP Phone UI

Lock the Phone

1. Press the Services key and select "**Options List**" from the Menu.
2. Select **Phone Lock** and press ▶.
3. Press ▶ to set the phone to lock.
4. Press Services on the phone.
   The following message displays:
   "*Phone is locked*".

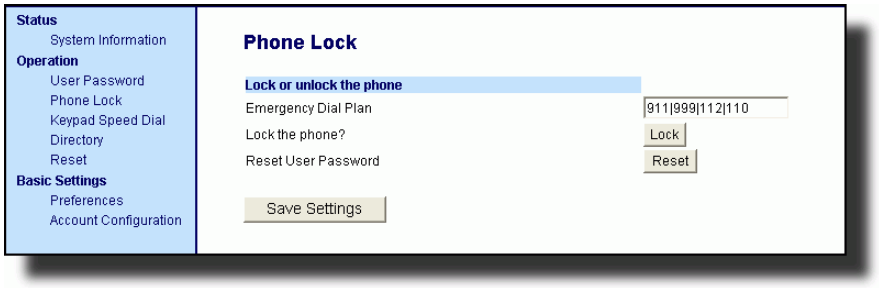
Unlock the Phone

1. Press the Services key and select "**Options List**" from the Menu.
2. Enter your user password and press ▶.
   The phone unlocks.

.

Aastra Web UI

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



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*".

Limited Warranty

Aastra Telecom warrants this product against defects and malfunctions during a one (1) year period from the date of original purchase. If there is a defect or malfunction, Aastra Telecom shall, at its option, and as the exclusive remedy, either repair or replace the telephone set at no charge, if returned within the warranty period.

If replacement parts are used in making repairs, these parts may be refurbished, or may contain refurbished materials. If it is necessary to replace the telephone set, it may be replaced with a refurbished telephone of the same design and color. If it should become necessary to repair or replace a defective or malfunctioning telephone set under this warranty, the provisions of this warranty shall apply to the repaired or replaced telephone set until the expiration of ninety (90) days from the date of pick up, or the date of shipment to you, of the repaired or replacement set, or until the end of the original warranty period, whichever is later. Proof of the original purchase date is to be provided with all telephone sets returned for warranty repairs.

Exclusions

Aastra Telecom does not warrant its telephone sets to be compatible with the equipment of any particular telephone company. This warranty does not extend to damage to products resulting from improper installation or operation, alteration, accident, neglect, abuse, misuse, fire or natural causes such as storms or floods, after the telephone is in your possession.

Aastra Telecom shall not be liable for any incidental or consequential damages, including, but not limited to, loss, damage or expense directly or indirectly arising from the customers use of or inability to use this telephone, either separately or in combination with other equipment. This paragraph, however, shall not apply to consequential damages for injury to the person in the case of telephones used or bought for use primarily for personal, family or household purposes.

This warranty sets forth the entire liability and obligations of Aastra Telecom with respect to breach of warranty, and the warranties set forth or limited herein are the sole warranties and are in lieu of all other warranties, expressed or implied, including warranties or fitness for particular purpose and merchantability.

Warranty Repair Services

Should the set fail during the warranty period;

In North America, please call 1-800-574-1611 for further information.

Outside North America, contact your sales representative for return instructions.

You will be responsible for shipping charges, if any. When you return this telephone for warranty service, you must present proof of purchase.

After Warranty Service

Aastra Telecom offers ongoing repair and support for this product. This service provides repair or replacement of your Aastra Telecom product, at Aastra Telecom's option, for a fixed charge. You are responsible for all shipping charges. For further information and shipping instructions;

In North America, contact our service information number: 1-800-574-1611.

Outside h America, contact your sales representative.

Note: Repairs to this product may be made only by the manufacturer and its authorized agents, or by others who are legally authorized. This restriction applies during and after the warranty period. Unauthorized repair will void the warranty.

Appendix A - Time Zone Codes

The following table identifies the time zone name and time zone code to use on the IP phone.

Time Zone Name/Time Zone Code Table

Time Zone Name	Time Zone Code
AD-Andorra	CET
AE - United Arab Emirates (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 - Azerbaijan (Baku)	AZT
BA-Sarajevo	EET
BB-Barbados	AST
BE-Brussels	CET
BG-Sofia	EET
BM-Bermuda	AST
BO-La Paz	BOT
BR-Noronha	FNT
BR-Belem	BRT
BR-Fortaleza	BRT
BR-Recife	BRT
BR-Araguaina	BRS
BR-Maceio	BRT
BR-Sao Paulo	BRS
BR-Cuiaba	AMS
BR-Porto Velho	AMT
BR-Boa Vista	AMT
BR-Manaus	AMT
BR-Eirunepe	ACT
BR-Rio Branco	ACT
BS-Nassau	EST
BY-Minsk	EET
BZ-Belize	CST

Time Zone Name	Time Zone Code
CA-Newfoundland	NST
CA-Atlantic	AST
CA-Eastern	EST
CA-Saskatchewan	EST
CA-Central	CST
CA-Mountain	MST
CA-Pacific	PST
CA-Yukon	PST
CH-Zurich	CET
CK-Rarotonga	CKS
CL-Santiago	CLS
CL-Easter	EAS
CN-China	CST
CO-Bogota	COS
CR-Costa Rica	CST
CU-Havana	CST
CY-Nicosia	EES
CZ-Prague	CET
DE-Berlin	CET
DK-Copenhagen	CET
DM-Dominica	AST
DO-Santo Domingo	AST
EE-Tallinn	EET
ES-Madrid	CET
ES-Canary	WET
FI-Helsinki	EET
FJ-Fiji	NZT
FK-Stanley	FKS
FO-Faeroe	WET
FR-Paris	CET
GB-London	GMT
GB-Belfast	GMT
GD-Grenada	AST
GE - Georgia (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

Time Zone Name	Time Zone Code
KY-Cayman	EST
LC-St Lucia LI-Vaduz LT-Vilnius LU-Luxembourg LV-Riga	AST CET EET CET EET
MC-Monaco MD-Chisinau MK-Skopje MQ-Martinique MS-Montserrat MT-Malta MU - Mauritius MX-Mexico City MX-Cancun MX-Merida MX-Monterrey MX-Mazatlan MX-Chihuahua MX-Hermosillo MX-Tijuana	CET EET CET AST AST CET MUT CST CST CST CST MST MST MST PST
NI-Managua NL-Amsterdam NO-Oslo NR-Nauru NU-Niue NZ-Auckland NZ-Chatham	CST CET CET NRT NUT NZS CHA
OM - Oman (Muscat)	GST
PA-Panama PE-Lima PL-Warsaw PR-Puerto Rico PT-Lisbon PT-Madeira PT-Azores PY-Asuncion	EST PES CET AST WET WET AZO PYS
RO-Bucharest RU-Kaliningrad RU-Moscow RU-Samara RU-Yekaterinburg RU-Omsk RU-Novosibirsk RU-Krasnoyarsk RU-Irkutsk RU-Yakutsk RU-Vladivostok RU-Sakhalin RU-Magadan RU-Kamchatka RU-Anadyr	EET EET MSK SAM YEK OMS NOV KRA IRK YAK VLA SAK MAG PET ANA

Time Zone Name	Time Zone Code
SE-Stockholm SG-Singapore SI-Ljubljana SK-Bratislava SM-San Marino SR-Paramaribo SV-El Salvador	CET SGT CET CET CET SRT CST
TR-Istanbul TT-Port of Spain TW-Taipei	EET AST CST
UA-Kiev US-Eastern US-Central US-Mountain US-Pacific US-Alaska US-Aleutian US-Hawaii UY-Montevideo	EET EST CST MST PST AKS HAS HST UYS
VA-Vatican	CET
YU-Belgrade	CET

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