

VoIP Aastra 480i User Guide



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Voicemail

I. Access: From your office

1. Press the **VoiceMail** soft key on your phone and it will dial (403) 210-7720
2. When prompted for your password, enter your password
 - By default your password is the last four digits of your phone number plus four zeros. For example, phone number (403) 220-1234 will have “1234 0000” as the voice mail password.

II. Access: From any phone

1. If your checking your voicemail from a phone other than you own e.g. from off Campus, dial 403-210-7721. You will be prompted for your mailbox number. Enter your 10-digit phone number.
2. When prompted for your password, enter your password
 - By default your password is the last four digits of your phone number plus four zeros. For example, phone number (403) 220-1234 will have “1234 0000” as the voice mail password

III. Voice Mail Options

Upon your first login you should:

1. record your name
2. change your away message
3. change your busy message
4. change your voicemail password

The following is a guide to navigating the menus on the phone:

- Press 1 for new messages
 - Press 3 to go to Advanced Options
 - Press 5 to Repeat the Message
 - Press 6 Listen to the next message
 - Press 7 to Delete/Undelete the current message
 - Press 8 to Forward the current message
 - Note: Users can only forward the message to another Asterisk user's mailbox (I.e. Someone else with an IP phone)
 - Press 9 to Save the current message
 - Press * for Help
 - Press # to Exit
- Press 2 to change folders

- Press 0 for the New Messages Folder
- Press 1 for the Old Messages Folder
- Press 2 Work Messages Folder
- Press 3 Family Messages Folder
- Press 4 Friends Messages Folder
- Press 3 advanced options
 - Press 5 to leave a voicemail (note: this person must also be on the asterisk PBX)
 - Enter the phone number when prompted
 - Leave your message
 - Hang up or press # to return to the main menu
- Press 0 for mailbox options
 - Press 1 to record your Unavailable Message
 - Record and press # to finish
 - Press 1 to accept the recording
 - Press 2 to listen to the recording
 - Press 3 to re-record the message
 - Press 2 to record your Busy Message
 - Record and press # to finish
 - Press 1 to accept the recording
 - Press 2 to listen to the recording
 - Press 3 to re-record the message
 - Press 3 to record your Name
 - Record and press # to finish
 - Press 1 to accept the recording
 - Press 2 to listen to the recording
 - Press 3 to re-record the message
 - Press 4 to record your Temporary Greeting (recommended option)
 - Press 1 to record your temporary greeting
 - Record and press # to finish
 - Press 1 to accept the recording
 - Press 2 to listen to the recording
 - Press 3 to re-record the message
 - Press 2 to erase your temporary greeting
 - Press 5 to change password
 - Type in the new password and # to finish
 - Repeat to confirm
- * for Help
- # to Exit

IV. Access: Internet

1. Go to <https://voicesip.ucalgary.ca/>
2. When asked for the mailbox number, enter your phone number (without the area code or dashes)
3. When prompted for your password, enter your password

Please visit <http://ucalgary.ca/it/telephone/voicemail/vvm> for more information regarding VoIP Voicemail web-based utility.

V. Clear Message Waiting

1. Press the **Options** button
2. Scroll to Clear Msg. Wtg. (option 4) and press the **Show** soft key
3. Press the **Clear** button to clear the lamp

Calling Features

VI. Call Transfer/Conference Call

When you are connected to a call with someone:

1. Press the **Xfer** button, or the **Conf** button (if you want to conference the call with someone else)
2. Dial the number of the person you wish to transfer or conference the call with
3. Press the **Xfer/Conf** button again to complete the transfer or to connect the new party to the conference.

Note: when using the Conference call button, it is a 3-way call; each aastra 480i set can add another person into the call

VII. Do Not Disturb (DND)

When this feature is activated all calls will be sent directly to your voicemail.

1. Activate DND mode:
 - Press the **DND** soft key. A small do not disturb icon will appear on the display.
2. Deactivate DND mode:
 - While in DND mode, press the **DND** soft key to deactivate DND mode. The DND icon in the display will disappear.

VIII. Call Forwarding

1. Press the **Options** button
2. Using the cursor pad, scroll to Call Forward (option 8) and press the **Show** soft key
3. Enter the “Call Forward” number destination that you want your incoming calls to be forwarded to
4. Select the “Mode” that you want to route your incoming calls to

Call Forward-Mode	Description
Off	Disables call forward.
All	Phone forwards all incoming calls immediately to the specified destination.
5. Busy	Phone forwards incoming calls if the line is already in use.
En No Answer	Phone forwards the call if it is not answered in the specified number of rings.
te Busy No Answer	Phone forwards the call if either the line is already in use or the call is not answered in the specified number of rings.
er Global	Phone uses the phone wide call forward setting. This is only valid when setting the mode of individual lines.

he number of rings you want the phone to wait before the call is forwarded. Valid values are from 1 to 9

Note: number of rings only applies to “No Answer” and “Busy No Answer” modes

6. Press the **Done** soft key to save your settings

Phone Options

I. Language Selection

1. Press the **Options** button
2. Scroll to Language (option 1) and press the **Show** soft key
3. Press the **Change** soft key button and scroll through the different languages (English, French, Spanish and German)
4. Once you have selected a language, press the **Done** soft key to save settings

II. Time and Date Settings

Your phone automatically synchronizes the time and date with our Time Server. Changes to these settings are not recommended.

III. Tone Selection

1. Press the **Options** button
2. Scroll to Tones (option 3) and press **Show** soft key
 - a. Select Option 1 to set ring tone
 - i. Press **Change** soft key button. The tone will ring to give you a sample of what the ring sounds like
 - ii. Adjust the ringer volume accordingly

IV. Contrast Level

1. Press the **Options** button
2. Scroll to Contrast Level (option 5) and press the **Show** soft key
3. Press the **Change** soft key to scroll through the various contrast levels




V. Live Dialpad Option




When this option is turned on, the phone automatically starts a hands free call when you begin dialing a number. When off, you must either press the hands free key, lift up the handset or press the Dial soft key to dial the number.

1. Press the **Options** button
2. Scroll to Live DialPad (option 6) and press the **Show** soft key
3. Press the **Change** soft key to change the option (on or off)

VI. Handset/Headset Setup





1. Press the **Options** button
2. Scroll to Set Audio (option 7) and press the **Show** soft key
3. Select your audio mode by using the **Change** soft key
 - a. To set the Headset Mic Volume press the Advanced soft key.
 - b. Press done to save your Mic Volume settings

Audio Mode	Description
Speaker	Only the speakerphone will be activated when the  hands-free key is pressed
Headset	Only the Headset will be activated when the  hands-free key is pressed
Speaker/Headset	The first time the  hands-free key is pressed the Speaker will be activated, the second time, the Headset will be activated. They will alternate each time you press the

	 hands-free key is pressed
Headset/Sppeaker	The first time the  hands-free key is pressed the Headset will be activated, the second time, the Sppeaker will be activated. They will alternate each time you press the  hands-free key is pressed

4. Press done to save your Audio settings

VII. Directory List

1. Press the **Services** button on your phone for menu OR press the  cursor key to enter the Directory List right away (skip to step 3)
2. From the Services menu, select *Directory List*
3. Use the  and  cursor keys to scroll through the line items in the directory list
4. Press the **Add New** soft key at the Directory List header screen and perform step 5 OR press the **Add New** soft key at a line item and perform step 5
5. Enter a phone number, name, and line number and press the **Save** soft key after each field entry.
 Note: The 480i allows up to 200 directory entries
6. To dial a displayed entry from the Directory List, pick up the handset, press the  hands free key, or press the **Dial** soft key
7. To exit the Directory List, press the **Quit** soft key

VIII. Callers List

This phone feature will display your phone's call history. This list will store up to 200 calls.

To clear the call history log on your phone:

1. Press the **Services** button on your phone
2. Scroll to **Callers List** (option 2)
3. Press the **DeleteList** soft key to clear log

Re-Start VoIP Phone

1. Press the **Options** button
2. Scroll to Phone Status (option 11)
3. Select Restart Phone (option 3)
4. Press the **Restart** soft key to restart the phone
5. The phone will now restart (This may take several minutes)
Do NOT unplug the phone during the restart.

The phone will display the following status messages:

Restarting...

AASTRA

|||||40%
DHCP: Waiting for DHCP

|||||||50%
Updating Config

|||||||60%
Checking for firmware
DO NOT UNPLUG PHONE!

|||||||80%
Network

|||||||90%
SIP

|||||||100%
Done!

Troubleshooting

If you experience any problems with your phone and need assistance troubleshooting please visit <http://ucalgary.ca/it/telephone/voip>