

VoIP Aastra 6737i User Guide





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Voicemail

Access: From your office

1. Press the **VoiceMail** button on your phone and it will dial 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 220-1234 will have 12340000 as the voice mail password.

Access: From any phone

1. If you're 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 7-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 220-1234 will have 12340000 as the voice mail password

Voice Mail Options

Upon your first login you should:

1. record your name
2. create your away message (notifies callers you are away from your desk)
3. change your busy message (notifies callers you are on the phone)
4. change your voicemail password

The following is a guide to navigating the voicemail menus of the VoIP service:

- 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 voice messages from one campus VoIP phone to another campus VoIP phone. However, the same voice messages are sent to your email account as a sound file and can be forwarded to any other email account.

- Press 9 to Save the current message
- Press * while listening to the message to Rewind
- Press # while listening to the message to Fast Forward

- 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 option is only available to leave voice messages for another campus VoIP phone user.

- 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 Extended Absence greeting (e.g. away on holidays)

Note: Users must delete the extended absence greeting when they return to regular business. This will allow callers to leave a message for the user when they are Unavailable or Busy on another call.

- Press 1 to record your Extended Absence greeting
 - Record and press # to finish
 - Press 1 to accept the recording
 - Press 2 to listen to the recording (used to delete extended absence greeting)
 - Press 3 to re-record the message
 - Press 2 to erase your Extended Absence greeting
- Press 5 to change password
 - Type in the new password and # to finish
 - Repeat to confirm
 - * to return to the main menu
 - # to return to the voicemail menu

Access Voicemail using the Internet

1. Go to <https://voicesip.ucalgary.ca/>
2. The mailbox number will be the 7 digits of your phone number (without the area code or dashes)
3. Enter your password

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

Calling Features

Call Transfer/Conference Call

When you are connected to a call with someone:

1. Press the **Xfer** button if you want to transfer the call to someone else. Dial the number of the person you wish to transfer the call to and wait until they pickup. Press the **Xfer** button again to complete the transfer.
2. Press the **Conf** button if you want to establish a conference call. Dial the number of the person you want to conference your current call with and wait until they pickup.


Note: when using the Conference call feature, it is a 3-way call. Each VoIP set can add another person into the call.

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** button. A light beside the DND button will indicate that this feature is activated.
2. Deactivate DND mode:
 - While in DND mode, press the **DND** button to deactivate DND mode. The indicator light will turn off.

Call Forwarding

1. Press the **Options** button 
2. Using the cursor pad scroll to Call Forward (option 1) and press the **Select** button
3. Use the cursor pad (Up/Dn) to highlight a Mode and click the **Change** button
4. Use the cursor pad (L/R) to change the state of the selected mode e.g. Off or On
5. Use the cursor pad (Up/Dn) to enter a phone number to forward your calls to
6. The No Answer Mode (option 3) allows you to control the number of rings before the call is forwarded
7. Click **Done** when settings are complete

Call Forward-Mode	Description
Off	Disables call forward.
All	Phone forwards all incoming calls immediately to the specified destination.
Busy	Phone forwards incoming calls if the line is already in use.
No Answer	Phone forwards the call if it is not answered in the specified number of rings.


Note: If your telephone set has been assigned more than one number to ring on it e.g. a business number and a personal number, the call forwarding feature works for Line 1; the business line. The option “AllAccts” will duplicate the Call Forward configurations to the personal line; Line 3. This may not be ideal in most situations. Ensure you do not press the “AllAccts” button if you only want to forward calls that come to Line 1.

Phone Options


Time and Date Settings

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

Tone Selection


1. Press the **Options** button 
2. Using the cursor pad scroll to Preferences (option 2) and press the **Select** button
 - Select Option 1 to set ring tone
 - Press the **Select** button. Scroll through the five ring options to give you a sample of what the ring sounds like. Click **Done** when you have selected a tone
 - Adjust the ringer volume accordingly

Contrast Level


1. Press the **Options** button 
2. Using the cursor pad scroll to Preferences (option 2) and press the **Select** button
3. Scroll to Display (option 2) and click Select
4. You can make changes to the Contrast Level or select Backlight then click the Advanced button to change the length of time the light will stay on after activity.
5. Press the **Change** button to Using the cursor pad scroll through the various contrast levels







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 button to dial the number.

1. Press the **Options** button 
2. Using the cursor pad scroll to Preferences (option 2) and press the **Select** button
3. Using the cursor pad scroll to Live DialPad (option 4) and press the **Select** button
4. Press the **Change** button to change the option (ON or OFF)

Handset/Headset Setup

1. Press the **Options** button 
2. Using the cursor pad scroll to Preferences (option 2) and press the **Select** button
3. Using the cursor pad scroll to Set Audio (option 5) and press the **Select** button
4. Using the cursor pad scroll to Audio Mode (option 1) and press the **Select** button
5. After selecting your audio mode using the cursor pad press **Done**
6. To set the Headset Mic Volume scroll to option 2.

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

Directory List

1. Press the **Dir** (Directory) button on your phone.
2. Press the **Add New** button at the Directory List header screen
3. Enter a name, phone number and line number and press the **Save** button after each field entry.
4. To dial a number in the Directory List press the **Dir** button.
5. Using the cursor pad scroll through the list and press the **Dial** button.
6. To exit the Directory List, press the **Quit** button

Callers List


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

1. Press the **Callers** button then use the cursor pad to scroll through the list of callers.
2. You can choose to **Dial** the number or **Copy** it to your Directory

To clear the call history log on your phone:

1. Press the **Callers** button on your phone
2. Press the **DeleteList** button to clear log

Re-Start VoIP Phone

1. Press the **Options** button 
2. Using the cursor pad scroll to Restart Phone (option 6) and press the **Select** button
3. Press the **Restart** button to restart the phone
4. The phone will now restart (this may take several minutes)
Do NOT unplug the phone during the restart.

Troubleshooting

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