Fused Technology, Inc.
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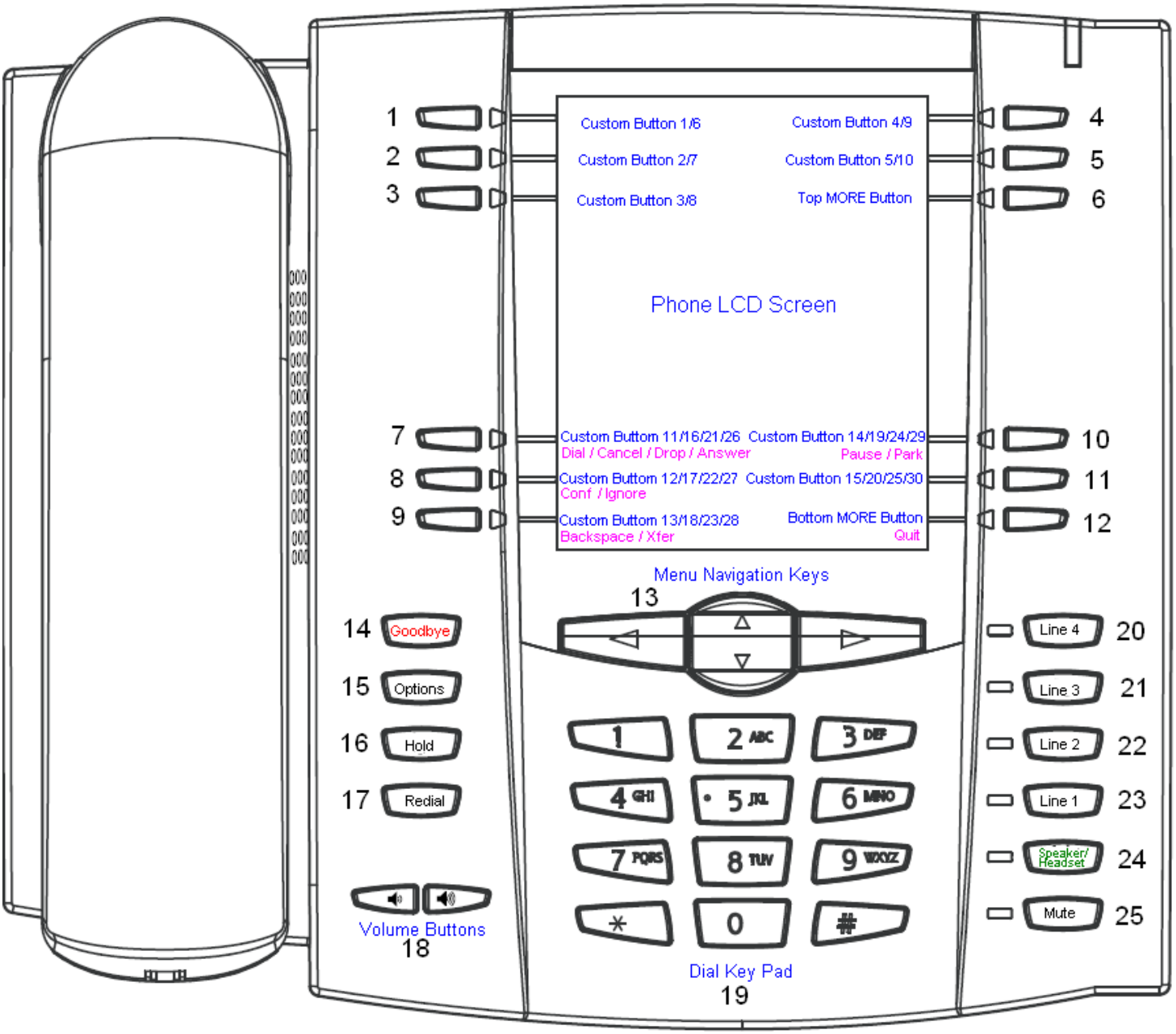
Getting to know your Aastra 55i/57i Phone



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Phone Buttons

1 -6	These are custom buttons 1-10, on the 57i and CT models only. Custom buttons can tailored for each client. They are normally speed dial or extension BLF buttons. BLF buttons light up if the person is on the phone. For the 55i Model, these are only custom buttons 1-6. The 55i does not have a top LCD screen, and the buttons are hand written in. This is normally where the phone system function buttons are located on the 55i. i.e. All Page, Voicemail, Directory, DND, Call Pickup, Call Log.
6	57i and CT models only. Top MORE key. Is used to toggle between the 2 screens of buttons 1-5 and 6-10.
7-12	These are custom buttons 11-30. Custom buttons can tailored for each client. They are normally speed dial or extension BLF buttons. BLF buttons light up if the person is on the phone. These can also be direct transfer voicemail buttons. On the 57i and CT models, the first page is normally where the phone system function buttons are located. i.e. All Page, Voicemail, Directory, DND, Call Pickup, Call Log. These buttons are also different while placing or during a phone call.
7	[Dial] Button while dialing a phone number. (Initiates the call) [Cancel] button while placing a call which has not been picked up yet. (Cancel dialing) [Drop] button while on a phone call. (hang up the phone) [Answer] button when the phone is ringing with an incoming call.
8	[Conf] button while on a phone Call. (Initiate a 3 way conference call) [Ignore[button when the phone is ringing with an incoming call. (Sends the caller directly to voicemail)
9	[Backspace] button while dialing with the phone on the hook. (backspace to correct dialing errors) [Xfer] button while on a call to initiate a call transfer. (Transfer a call)
10	[Pause] button while dialing with the phone on the hook. (Insert a force 2 second pause in the dialing sequence) [Park] button while on a phone call. (1 button Call Parking)
12	Bottom MORE Button. Is used to toggle between up to 6 difference screens. Active Phone call screen, custom buttons 11-15, 16-20, 21-25, 26-30.
13	Menu navigation buttons. When browsing through the phone menu and call logs, use the up, down, left, right to navigate.
14	[Goodbye] button. Hangs up the phone, or quits out of a menu.
15	[Options] button. Used to bring up phone menu and options for phone preferences.
16	[Hold] button. Places an active call on hold.
17	[Redial] button. Press once for outgoing call log. Press twice to redial last called number.
18	Volume keys. Adjusts the volume. If phone is on the hook, adjusts the ringer volume. If phone is off the hook, it adjusts the handset volume. If speaker phone is active, it adjusts the speaker phone volume. If the headset is active, adjusts the volume of the headset.
19	Dial Key Pad.
20-23	Line Buttons 1 through 4. Up to 4 active calls at once per phone.
24	[Speaker/Headset] Button. Press to activate speaker phone. If equipped, press twice to activate headset.
25	[Mute] button.

Placing a Call

- Pick up the handset, or press the speaker phone button, or a line button, or start dialing the number.
- Dial the 10 digit phone number. No (1) required for long distance or (9) for an outside line.
- When dialing any number, you **MUST** press the Dial Button when finished to dial the number immediately. Otherwise, wait 3 seconds for the phone to timeout and start dialing automatically.

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- While dialing a number when the phone is on the hook, you can press the backspace to correct a dialing mistake.
- Hang up the phone or press the [Drop] button or [Goodbye] button end the call.
- To redial the last number dialed, press the Redial button twice

Receiving a Call

- When the phone rings buttons 7 and 8 are [Answer] and [Ignore]
- Press the [Answer] button to answer the phone in speaker phone mode. (Or if you have a headset attached it will answer in headset mode.)
    - Alternatively you may also pick up the handset, press the speak phone button, or the Line button to answer.
- Press the [Ignore] button to send the caller directly and immediately to voicemail.

Call in Progress

While a call is in progress, Button 7 is [Drop], 8 is [Conf], 9 is [Xfer], 10 is [Park], 12 is [More]

Call on Hold

- You may place the caller on hold by pressing the Hold Button. The line button with the call on hold will blink.
- To resume the call, press the Hold button again, or press the [pickup] button, or press the blinking line button in which the call is on hold.
- When you place a caller on hold, remember the call is only on your phone. Another person cannot 'pickup' Line X from another phone. See Call Park/Pickup for that functionality.

2nd Active call

- You can place a 2nd active call by placing the current call on hold, and pressing the next Line button.
- You can quickly switch between the 2 active calls by pressing the appropriate Line button. This will not hang up the line for the active call, but place the call on hold.
- To end one of the active calls, press the [Drop] or [Goodbye] buttons.
- Same method can be used for 3rd and 4th active calls if needed.

Announced Transfer

You can transfer the current active call to any number or extension by talking to the transferring party first before completing the transfer. The person you are calling will see your phone caller ID name and number.

- Press the [Xfer] button. This will automatically place the caller on hold.
- Dial the desired number or extension. Or if you have a custom extension button programmed, press that custom button to call that extension.
- When the receiving party answers, announce the call. If the receiving party wishes to accept the call, press the [Xfer] button again or hang up the phone to complete the transfer.
- IMPORTANT: If the receiving party does not want to accept the call, or the receiving party does not answer, Press the [Cancel] button to cancel the transfer. Do not hang up the phone, or press the [Goodbye] button, for this will complete the transfer and not cancel it.

1 Button Blind Transfer using extension buttons

You can quickly transfer the current active call directly to another extension if your custom phone buttons are programmed with other employees extensions as BLF.

- DO NOT put the call on Hold. The call must be active for 1 button transfer to work
- While on a active call, press the top or bottom [MORE] keys to locate the proper custom extension BLF button

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- Press the extension BLF button.
- Call is automatically transferred, and the receiving party seems the original caller ID name and number, not yours.

Blind Transfer using keypad numbers

You can transfer the current active call to any number or extension with out an announcement. The person you are transferring to will see the original phone caller ID name and number, not yours.

- Press the [Xfer] button. This will automatically place the caller on hold.
- Dial the desired number or extension. Or if you have a custom extension button programmed, press that custom button to call that extension.
- Quickly press the [Xfer] button again to complete the transfer.

Blind Transfer Directly to an Employees Voicemail.

You can transfer the current active call to an employees voicemail with out their phone ringing and disturbing them.

- If your custom phone buttons are programmed with "VM-Name" speed dials, then:
  - Press the [More] key to locate the proper "VM-Name" key for that employee
  - Press the "VM-Name" key while the call is active to transfer directly to their voicemail.
  - Note: Do not put the caller on Hold first. The call must be active for 1 button transfer to VM work.
- If you phone IS NOT programmed with "VM-Name" buttons, then:
  - Press the [Xfer] button. This will automatically place the caller on hold.
  - Dial the employees extension number, followed by the asterisk "*" key (example: 101*)
  - Quickly press the [Xfer] button again to complete the transfer.

Call Park/Pickup

Call parking is a way of putting someone on indefinite hold with out tying up an active call on a phone, and can be picked up from any where with in the phone network.

- While on an active call, Press the [Park] button.
- The automated attendant will tell you what extension the call is parked on. i.e. "Extension 1"
- Hang up the Phone.
- That call can now be picked up from anywhere within the phone network.
- To pickup the call, press the custom programmed [CallPickp] button QUICKLY followed by the keypad number of the extension the call was parked on.
- Example, Press [CallPickup] then the number 1.

3 way conference

- While in an active call press the [Conf] button. This will put the original party on hold.
- Dial the 3rd parties number or extension.
- When the 3rd party answers, you can now talk to them, with the 1st party still on hold, and cannot hear you.
- Press the [Conf] button again to have all the parties on a single call.
- You may also press the [Cancel] button before pressing the [Conf] button again to cancel the conference call.
- While in an active 3-way Conference use the up and down navigation buttons to place the arrow next to the party you wish to hang up on and press the [Drop] key.

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All Page

- Pick up the handset and press the All Page button.
- This will allow you to talk through all the phones in the building through their speaker phone. This is only one way communication. Other people cannot talk back through the phones during an all page.
- All page will not disturb someone if they are currently on the phone.

One to One 2-way Intercom

- Dial *80 then the persons extension.
- So if you want to Intercom a person at extension 103, you will dial *80103
- Or Press the Intercom button, then press the persons extension button.
- You can talk to them through their speaker phone, and they can talk back.
- If they are one the phone, the phone will just ring like a normal call and will not interrupt them.

Voicemail

Please setup your voice mail as soon as you get your phone.

Initial Setup

- Press your messages or voicemail button.
- If prompted, enter your extension number. (Which is your mailbox ID)
- The default password is your extension number
- Follow prompts for voice mail box setup.
    - Enter new password when prompted followed by the # key.
    - New Password must be 2 to 4 digits long and cannot match your extension number.
    - Reenter new password when prompted followed by the # key.
    - Say your Name when prompted, followed by the # key.
    - Press 1 to accept, 2 to listen to your name, 3 to rerecord.
    - Speak your unavailable greeting when prompted, followed by the # key.
    - Press 1 to accept, 2 to listen to your recording, 3 to rerecord.
    - Speak your busy greeting when prompted, followed by the # key.
    - Press 1 to accept, 2 to listen to your recording, 3 to rerecord.
- Hang up phone

Checking Messages

- If you are located at your own phone press the messages or voicemail button.
- Or from ANY phone in the network Dial "*" and [Your Extension Number] (i.e *101)
- From outside the phone network, or remotely, dial the main or designated voicemail phone number and press the pound (#) key at the auto attendant, then entering your mailbox ID, which is the same as your extension.
- For detailed voicemail navigation please refer to the separate Voicemail Guide. In summary press 1 to listen to your messages, 7 to delete a message, and 9 to save a message.
- Optional: You can receive voicemail to your e-mail as an attachment.

Advanced Navigation

While in voicemail you may change your unavailable/busy greetings, change your password, enable a temporary greeting to be played before your normal greeting, and other features. Please refer to the separate Voicemail Guide for these instructions.

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Aastra Phone Advanced Features

Call Lists

The phone stores the last 99 incoming and placed phone calls phones numbers.

Placed Call List

- To access the placed call list, press the [Redial] button.
- Use the up and down navigation arrow buttons to scroll through the list.
- Press the [Dial] button to call that number.
- Or press the [Details] button for more information on that call. (i.e length of call)
- Or Press the [Delete] button to delete that call from your call list.
- Or press the [Copy] button to save the number in your personal directory (Covered in the next section)
- To exit the list, and back out of the menus, press the left arrow navigation button or press the [Goodbye] button.

Received/Missed Call List

- To access the missed/received call list, press custom [Call Log] button, or the custom [Services] → [Call Log] buttons, depending on your phone setup.
- Use the up and down navigation arrow buttons to scroll through the list.
- Press the [Dial] button to call that number.
- Or press the [EditNum] button to edit the number before calling it.
- Or press the [Details] button for more information on that call. (i.e length of call)
- Or Press the [Delete] button to delete that call from your call list.
- Or press the [Copy] button to save the number in your personal directory (Covered in the next section)
- To exit the list, and back out of the menus, press the left arrow navigation button or press the [Goodbye] button.

Personal Directory

The phone can store 99 numbers in your personal directory.

Add/View a Contact in personal directory

- Press the custom programmed [Directory] button.
- Use the up and down navigation arrow buttons to scroll through the list.
- Press the [Dial] button to call that number.
- Press the [Change] Button to change the number or name.
- Press the [Add Number] to manually add a new entry
- Follow the prompts to add or change a contact in your personal directory.
- To exit the list, and back out of the menus, press the left arrow navigation button or press the [Goodbye] button.

Auto Add a Contact

- While viewing your placed or received call lists, you can press the [Copy] button to add the name/number to your personal directory.
- After you save this name/number, be sure to access your personal directory using the steps above to further edit/tune the contact name/number and details.

Do Not Disturb

When Do Not Disturb is turned on, your phone will not ring, and callers will go directly to your voice mail.

- To Turn on Do Not Disturb, press the custom programmed [DND] button if equipped.

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- The screen will say DND on, and your light will be solid Red.
- To turn off Do Not Disturb, press the custom programmed [DND] button again

Call Forward All

You can forward all calls from your phone to any extension or outside line.

- Press the [Options] button on your phone.
- Press 1, or [Select] button next to Call forward.
- Press the [Change] button next to 1. All
- Press the [Change] button to toggle between Sate: On/Off
- Press the down arrow key, and enter the number or extension to forward calls too
- Note it will remember your last number you entered.
- Press the [Done] button three times to exit out of menu.
- When call forward is enabled, you will see "CFWD All" on the screen on the red light will be on.
- To disable call forward call, follow same steps above, and change the state to Off.

Ring Tones

This Phone comes with 5 different ringers., plus a silent ring.

- To change ringer, press the [Options] button on your phone
- Press 2, or [Select] button next to 2. Preferences
- Press 1, or [Select] button next to 1. Tones
- Press 1, or [Select] button next to 1. Ring Tone
- Scroll up and down to select the proper ring tone.
- Press the [Done] button 4 times to finish and exit out of ring tone select.
- The selected ring tone will be active for ALL CALLS.

Screen contrast, and date/time preferences.

If you ever need to change the contrast or backlight level on your screen, or change the way the date and time is displayed on the screen, you can access these options pressing the [Options] button on your phone, and choosing the 2. Preferences menu item, then selecting either 2. Display or 6. Time and Date, and following the menu items for proper setting.