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Aastra 6757i User Guide

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[Step 1 - Introduction](#)

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What can I do with my phone?

Answer incoming calls

Make outbound calls

Use speaker phone

Listen to voicemails

Edit voicemail transactions

Transfer calls

Conference callers with other parties

Intercom

Page

Direct dial

Hold

Park/Retrieve Park

Redial

Mute

Directory

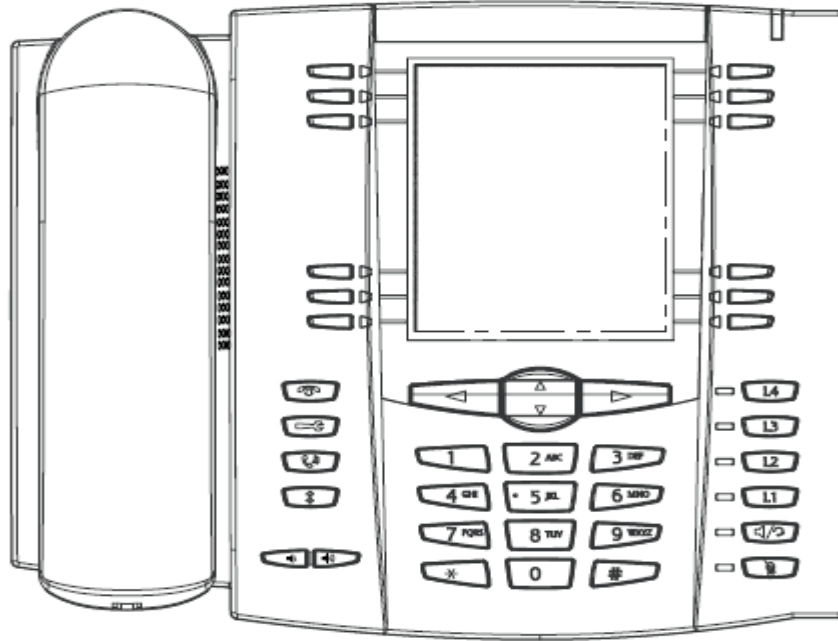
Do Not Disturb (DND)

Call Forwarding

Step 2 - IP Phone Keys and Key Descriptions

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The following sections describe the various 6757i phone key functions, and how they help you make and manage your calls and caller information:



The following table identifies the keys on the key panel of your 6757i IP phone that you can use for handling calls:

Keys	Key Description
Goodbye	Ends an active call. The Goodbye key also exits an open list such as the Options List, without saving changes.
Options	Accesses options to customize your phone. Your System Administrator may have already customized some of your settings. Check with your System Administrator before changing the administrator-only options.
Hold	Places an active call on hold. To retrieve a held call, press the call appearance button beside the light that is flashing.
Redial	Redials up to 100 previously dialed numbers. Pressing the Redial key twice simultaneously redials the last dialed number.
Volume Control	Adjusts the volume for the handset, headset, ringer, and handsfree speaker.
Line/Call Appearance	Connects you to a line or call. The Aastra 6757i IP phone supports up to 4 line keys.
Hands free	Activates Handsfree for making and receiving calls without lifting the handset. When the audio mode option is set, this key is used to switch between a headset and the handsfree speakerphone.
Mute	Mutes the microphone so that your caller cannot hear you. The light indicator flashes when the microphone is on mute.
Navigation	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. Pressing the LEFT and RIGHT arrow keys lets you view the

	<p>different line/call appearances. While in the Options List, these 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.</p>
<p>Softkeys</p>	<p>-12 softkeys on the 6757i IP Phone.</p> <p>-6 Top Keys: static softkeys (up to 10 programmable functions) – the static keys never change regardless of handset onhook/offhook</p> <p>-6 Bottom Keys: state-based softkeys (up to 20 programmable functions) – the state-based keys change when the handset is offhook</p> <p>All top and bottom keys can be configured for specific functions.</p> <p>By default, keys 1 – 4 are assigned as Services, Directory, Callers List, and Intercom respectively. Valu-Net changes these 4 default keys to: Avid, Voicemail, Page, Do Not Disturb (DND), Directory, Dial, Conference (Conf), and Transfer (Xfer).</p> <p>1: Avid is a direct dial to Avid Communications: 816-994-7050 2: Voicemail sends you to configure VM box or check/delete messages after review and/or change voicemail pin via prompts. 3: Page 4: DND do not disturb. If this button is activated then all incoming calls ring direct to your voicemail 5: Directory access the directory list which displays up to 200 names and phone numbers (stored in alphabetical order). 6: Dial after entering a phone number from the keypad, press the Dial softkey to begin dialing the number. 7: Conf begins a conference with the active call. 8: Xfer transfers the active call to another number.</p>

Step 3 - Voicemail Set Up

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Press the voicemail button, enter temporary PIN 000000 followed by the # key (or) you will be prompted to change the PIN to your personal PIN (make sure you write this down and use an easy to remember number).

Next you will be asked to record the name your callers will hear when called. Say your name and press # to save and review the recording.

Next you will be asked to record a personal greeting or accept the auto-generated recording from Aastra

Holds up to 99 messages

Step 4 - Voicemail options

[Home](#)

The indicator light will flash when you have a new voicemail message.

Press the voicemail button, enter PIN followed by the # key

To get your messages press 1

- To repeat press 1
- To save press 2
- To delete press 3
- To reply press 4
- To send a copy press 5
- To leave as new press #

To send a message press 2

To work with your greetings press 3

To change your settings press 4

To get your deleted messages press 6

To leave this mailbox and log on as another subscriber press 7

To get more help press 0

To exit voicemail press *

Step 5 - Hold button

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Press hold button to place a customer on hold.

To retrieve the hold party press the Line that is lit up.

Step 6 - Direct Dial

[Home](#)

On your softkey pad press any button with a pre-programmed name to dial anyone in the office direct.

Step 7 - Conference

[Home](#)

More than one party on the same call (similar to three-way calling):

Answer call from incoming caller (first called)

Press the Conf button (first caller is now on temporary hold)

Option 1: Select the pre-programmed name on the softkey pad to add your third party (you are the second party), when this person answers then...

Press the Conf button again to bridge all 3 parties together on the same call

Option 2: dial another number outside of the company from your key pad, when this person answers then...

Press the Conf button again to bridge all 3 parties together on the same call

Step 8 - Transfer

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Inbound caller needs to be transferred to someone else internally:

Answer original call, press the Xfer button, next select the pre-programmed employee name from your softkey list.

Once the other party answers, press the Xfer button again which will connect the originating party and the third party together and disconnects the second party (or) middle man.

Step 9 - Park

[Home](#)

The IP phone has a park and pickup call feature that allows you to park a call and pick-up a call when required. Valu-Net uses a programmable configuration (using pre-programmed keys).

When a call comes in, and you pick-up the handset, the customer label that was configured for the Park key displays on the phone user interface (UI).

After the call is answered and parked using the Park key the Park key will change to a Pick-up key on all other phones on the network. Valu-Net uses: Park 1 and Park 2 as our 2 keys.

You can pick up the handset to retrieve a parked call and press the corresponding Park key extension 1 or 2 to retrieve the parked call where the call was parked, and press the Pick-up key.

Step 10 - Intercom

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You can use the Intercom key to automatically connect with a remote extension for outgoing calls, and to answer an incoming intercom call.

Press the Intercom key

Enter the extension number of the person you wish to Intercom or the BLF key for that extension.

After a beep tone, your phone automatically connects with the remote extension and you can speak through its speaker.

To cancel Intercom, press the 'Goodbye' key.

When you are finished speaking, hang up the phone by placing the handset back on-hook or by pressing the 'Goodbye' key. Once you hang up, the remote phone also hangs up.

Step 11 - Dialing a Number

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First, take the phone off-hook by:

Lifting the handset

Pressing the Speaker/Headset button

Once you hear dial tone, enter the number you wish to call and either wait for call completion or press the Dial button to initiate dialing the number immediately.

Once the call initiation completes a timer displays on your phone panel that records the length of your call.

Step 12 - Using Hands-free Speakerphone

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The hands-free feature allows you to speak to someone without using the handset or headset. Your phone must be in either the Speaker or Speaker/Headset audio mode.

To dial using hands-free: press the Speaker/Headset button and either press a pre-programmed Name/Number key or begin using the numbered key pad once you hear dial tone.

To answer a call on your phone using hands-free, press the Speaker/Headset button

Once in Speaker/Headset audio mode, you can lift the handset and press the Speaker/Headset button to switch between hands-free and handset

When the handset is on-hook, press the 'Goodbye' key to disconnect the call.

When hands-free is on, the speaker light turns on

Step 13 - Redial

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Press the 'Redial' button to dial the most recent number you dialed from the phone.

If you are off-hook and press the 'Redial' button, the last number you called is called back.

If you are on-hook and press the 'Redial' button, a redial list is displayed.

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

Step 14 - Accessing the Redial List

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If you are off-hook and press the 'Redial' button, the telephone automatically dials the last number you called.

If you are not on the phone, press the 'Redial' button to display the most recently dialed number and use the #2 and #5 to scroll through the list to view the other numbers.

Press #2 to see the second most recently dialed number

Press #5 to see the oldest call on your list

To dial the displayed number press the Speaker/Headset button, or lift the Handset and press any line keys.

Press the 'Goodbye' key or the 'Redial' key to cancel.

Step 15 - Deleting the Redial List

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You **cannot** delete individual entries in the redial list.

To Delete ALL items in the redial list:

Press the 'Redial' button

Press the 'Delete' key, then press the 'Delete' key again at the prompt to erase all items.

Step 16 - Mute

[Home](#)

You can use the 'Mute' button to mute the handset, headset, or speakerphone. When you use the mute key on your phone, you cannot be heard on an active call or on a conference. For muted calls, the hands-free LED flashed and the 'Mute' key LED is ON.

You can use the 'Mute' button to mute the handset, headset, or speakerphone. The speaker light flashes slowly and you can hear the caller, but they cannot hear you.

To switch mute on or off, simply press the 'Mute' button for each request.

- TIP: If you place a muted call on hold the phone will automatically take the call off of mute once you take the call off of hold.

Step 17 - Answer Incoming Call

[Home](#)

Press the Speaker/Headset button for hands-free answering

Lift the handset

If you are already on the line and another call comes in you can press the new 'Line' button lit on your phone and inform your first caller that another call is coming in...

Answering the second line will place your first caller on temporary hold, with hold music when you answer the second line

You can switch in between these lines with the touch of a button

Disconnecting these lines is merely ending each call (hanging up)

If you cannot answer the second incoming call then your call will forward to voicemail

Step 18 - Send Incoming Call to Voicemail

[Home](#)

You can send an incoming call

When you hear the ring of the incoming call you may press the 'Goodbye' button on your phone to send caller to voicemail (or)

When you hear the ring of the incoming call you may press the 'Ignore' button on your display panel to send caller to voicemail

Step 19 - Directory

[Home](#)

This is your personal phone book:

Press the 'Directory' key. Use your UP/DOWN arrows to view pre-programmed list (or)

Press the 'Add New' button to add a new entry

Enter Name:

Enter Number

Save your entry

To delete the entire Directory List, press Deletelist

Press 'Quit' button to EXIT the Directory

Step 20 - Do Not Disturb (DND)

[Home](#)

This feature prevents the phone from ringing and receiving incoming calls.

Simply press the 'DND' button which will shut off the ringer and send calls straight to voicemail

Step 21 - Call Forward

[Home](#)

Send ALL calls, only when BUSY, or when NOT ANSWERED to another number:

Press your 'Options' button

Options List should appear with 1. Call Forward

Press 'Select' button

Call Forward Mode appears with options: 1. All/2. Busy/3. No Answer

Once the mode is selected then choose the 'State' (On/Off) of the forwarding

Telephone 'Number' you want to forward your calls too

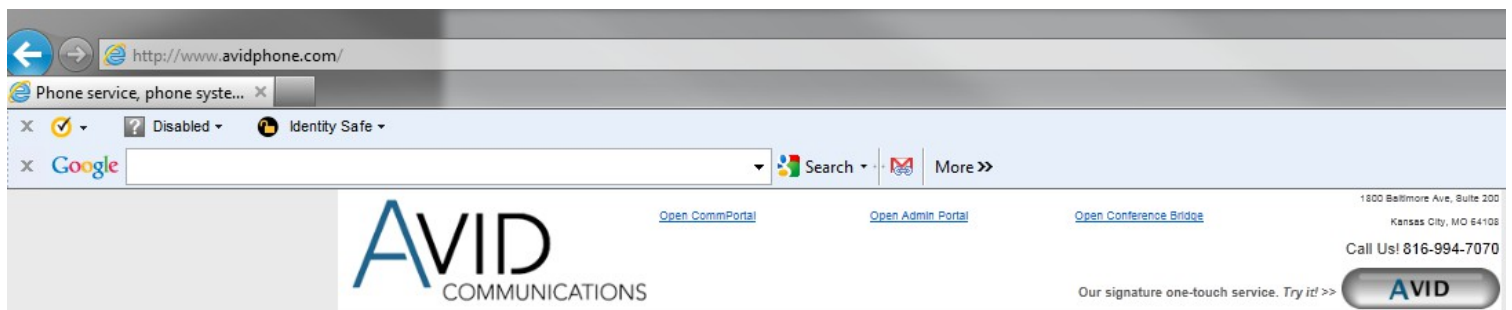
of Rings – if ALL or NO ANSWER is selected then how many rings will it ring your desk phone before it forwards

If BUSY mode is selected then it will forward each time the line is busy when the second call comes in

Step 22 - Individual User CommPortal

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To access the individual user CommPortal pull up a web browser and type in address: www.avidphone.com select the hyperlink: [Open_CommPortal](#)



The following Login window will appear. Your login will be your individual telephone number and standard password:

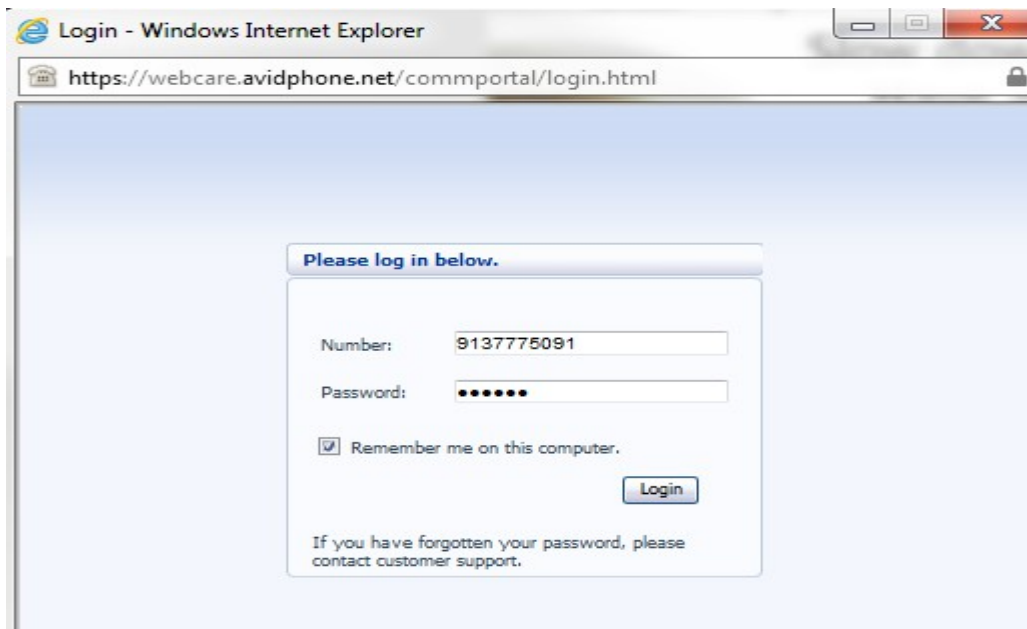
Example:

Number: 9137775091

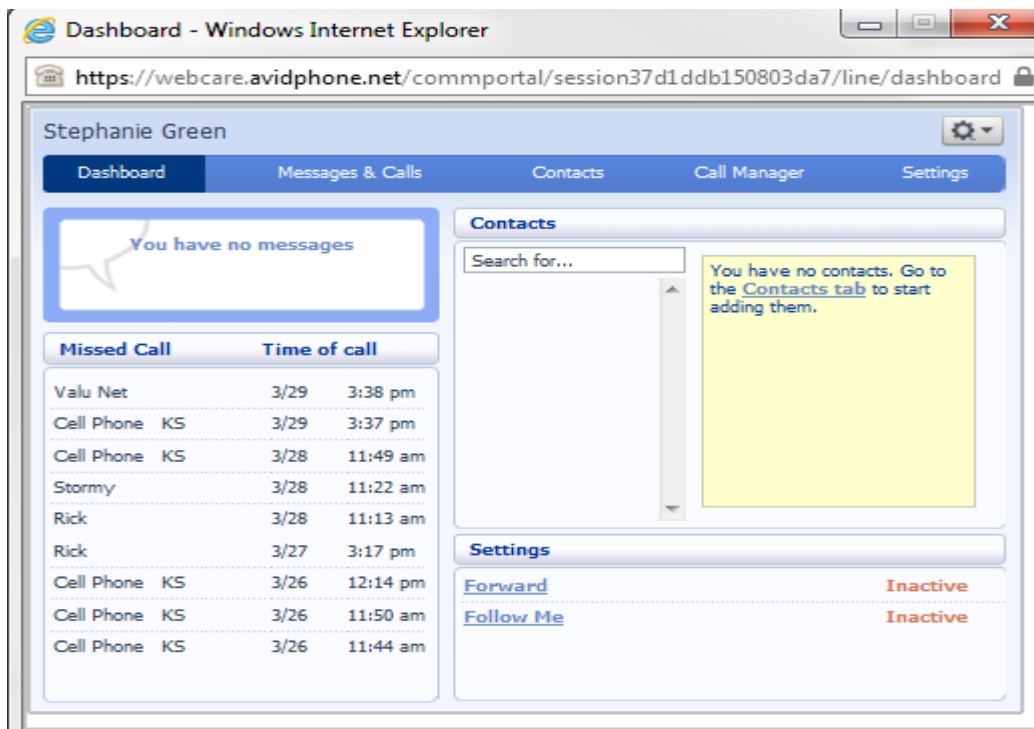
Password: storms

You may also check the checkbox: Remember me on this computer

Press the 'Login' button.



The following window will appear. You see a Dashboard | Messages & Calls | Contacts | Call Manager | Settings



Step 23 - Dashboard CommPortal

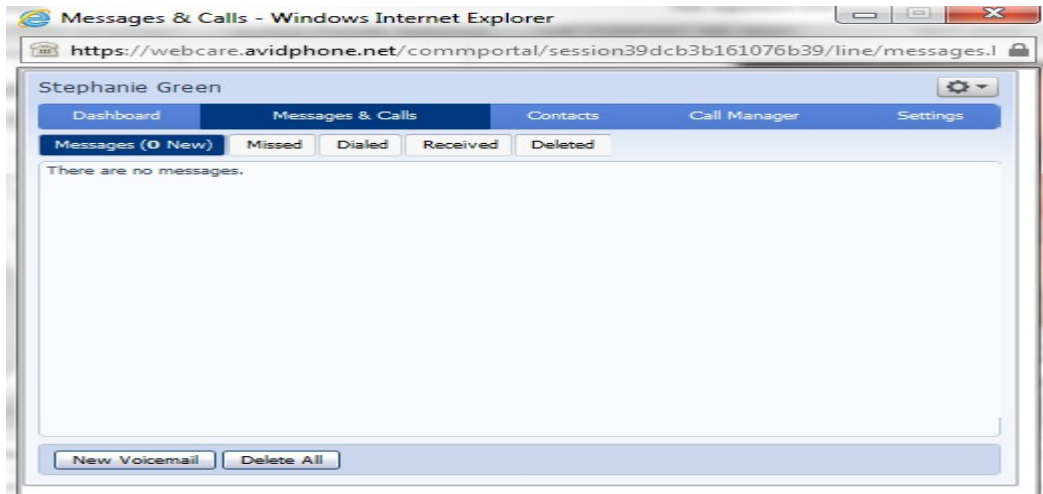
[Home](#)

- Shows you your Missed Calls and Time of call
- This also shows your 'Forward & Follow Me' settings to be enabled from this screen

Step 24 - Messages & Calls CommPortal

[Home](#)

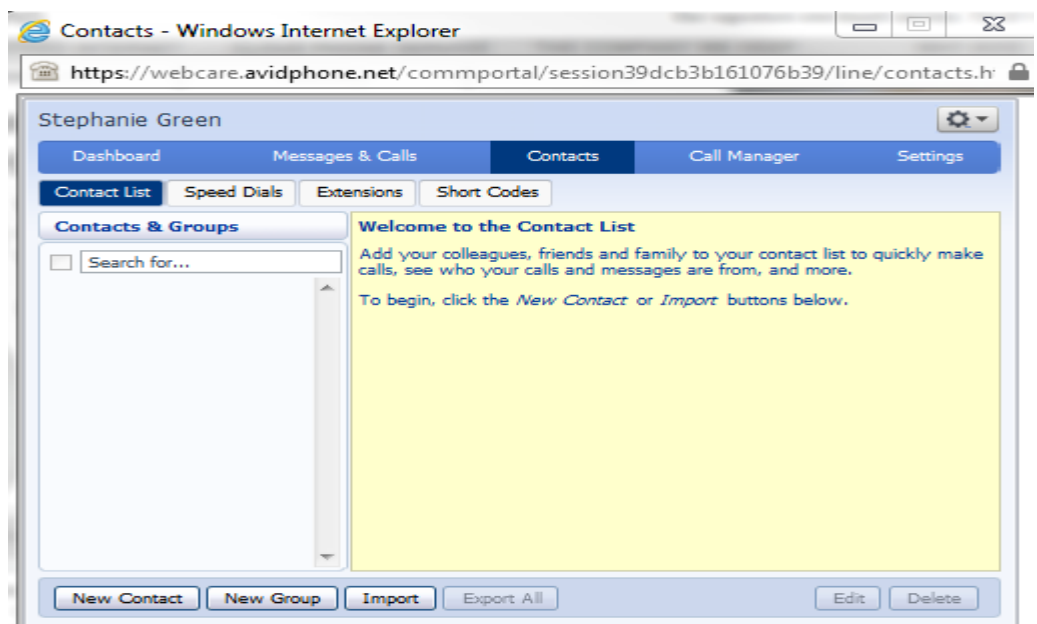
- Shows new message count
- Missed/Dialed/Received/Deleted call lists



Step 25 - Contacts CommPortal

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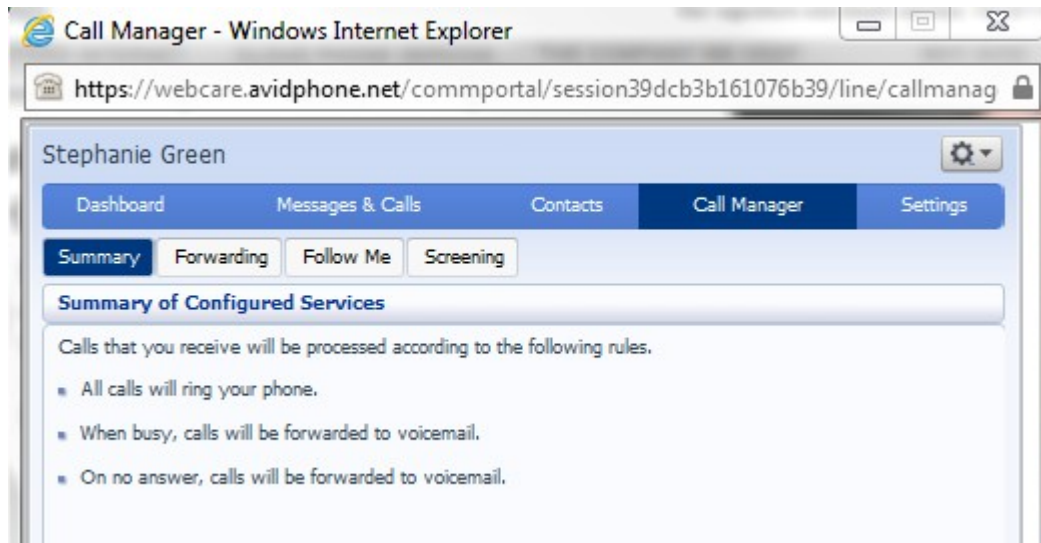
- Add co-workers, friends and family to your contact list



Step 26 - Call Manager CommPortal

[Home](#)

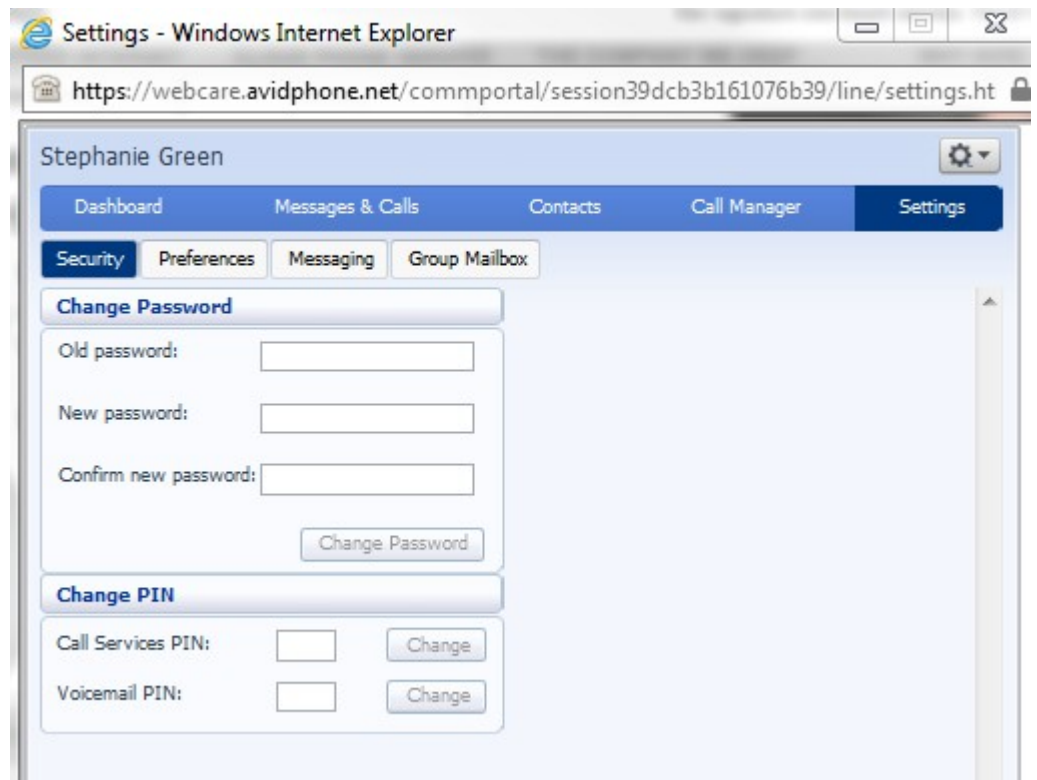
- o Establish forwarding and forwarding parameters



Step 27 - Settings CommPortal

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- o
- o Security/Preferences/Messaging/Group Mailbox



Step 28 - Logout of CommPortal

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Locate the wrench in the top right:

- Help
- Refresh
- Logout

