Phone User Guide Aastra 6757iCT

Vonage Business Solutions™

Quick Reference Guide

Please Note: These codes should be used prior to dialing a number or extension.

*67	Block Caller ID (for single call)
*82	Unblock Caller ID (for single call)
*90	Extension Login (Call Queue)
*91	Extension Logout (Call Queue)
*99/*100	Access Extension Voicemail Box (must be dialed from extension user is trying to access)
*101	Access Virtual Mailbox (dial this code when listening to any message on your Vonage Business Solutions system to access any extension's voicemail box)
*102	Internal Dial by Last Name Directory
911	Emergency Services (availability based on location)
411	Directory Assistance ($1.50 per-call)

** + Extension Number | Blind transfer a call straight into an extension's voicemail

Area Code + 555-1212 | Directory Assistance ($1.45 per minute)

VOICEMAIL

Entering your Mailbox for the first time

To set up your mailbox for the first time, follow these steps:

1. Press *99 or *100 and then the "Dial" button.
2. Press 1234 (default password).
3. Press 1 for "New Messages". Press 2 for "Saved Messages". For "Mailbox Options" press 4.

VOICEMAIL GREETINGS

After entering your mailbox options (call *99 or *100 from your phone and choose option 4):

Unavailable Greeting (greeting that plays if you are away from your desk or unable to answer the call)

1. Press 1 to record your unavailable greeting.
2. After the tone record your desired unavailable greeting and press the # (pound) key when finished.
3. After playback, press 1 to save or 2 to rerecord the greeting.

Busy Greeting (greeting callers hear if your phone is on Do Not Disturb, not connected to the internet, or when all line appearances are busy)

1. Press 2 to record your busy message.
2. After the tone record your desired busy greeting and press the # (pound) key when finished.
3. After playback, press 1 to save or 2 to rerecord the greeting.

Name Greeting (used for company directory)

1. Press 3 to record your name.
2. After the tone record your desired name greeting and press the # (pound) key when finished.
3. After playback, press 1 to save or 2 to rerecord the greeting.

Record Temporary Greeting (Vacation) (overrides all greetings)

1. Press 4 to record your temporary greeting.
2. After the tone record your desired temporary greeting and press the # (pound) key when finished.
3. After playback, press 1 to save or 2 to rerecord the greeting.

To Remove Temporary Greeting

1. Press 4 to access the temporary greeting.
2. If you have a temporary greeting set, press 2 to delete the recording.

LISTENING TO MESSAGES

1. Press *99 or *100 then the "Dial" button.
2. Enter your password followed by the # (pound) key.
3. Press 1 for "New Messages". Press 2 for "Saved Messages".

Options while listening to Voicemail

5	Repeats voicemail from the beginning
6	Go to next message
7	Deletes voicemail
8	Forward voicemail to another extension
9	Saves voicemail
*	Skips call information
#	Back to voicemail menu

BASIC FUNCTIONS

Pairing the Cordless Handset with the Desk Unit

1. Press the Options button and select Preferences (option 2).
2. Scroll to Handset Pairing (option 6) and press the Select button.
3. Be sure the Pair option is selected and press the Select button.
4. On the cordless handset, press the M (menu) button.
5. Scroll to Handset Pairing (option 7) and press the Pair button.

Making a Phone Call

1. For local calls and long distance: dial the area code and number (i.e. 404-555-1234).
2. For international calls: dial 011 + country code + number (i.e. 011-xx-xxx-xxxxx).

Using the Handset

1. Pick up the handset, dial desired number, then press the "Dial" button (or wait 3 seconds).
2. Alternatively, dial the desired number, then pick up the handset and the phone will begin dialing immediately.

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Customer Care: (866) 901-0242
Support: http://support.vonagebusiness.com

BASIC FUNCTIONS (CONTINUED)

Using the Cordless Handset

1. To place a call:
   a. Press the button on the left with the phone handset icon to get a dial tone and then dial the number.
   b. Alternatively, dial the number first, then press the button.
   c. To place a call from a different line on the phone (line 3 or 4, for example), press the F button, scroll down to your desired line, and push Select.
2. To disconnect a call:
   a. Press the button on the right side of the handset that has a picture of a handset and an arrow pointing down.
3. To place a call on hold on the base station and pick it up on the handset:
   a. If a call is on hold on the base station on line 2, press the F button on the cordless handset and scroll to line 2. Press Select and the call will now be on the cordless handset.
4. To transfer a call on the cordless handset:
   a. While on a call, press F and select PgDown button, scroll to Transfer and press Select.
      1. To complete the transfer blindly, enter the number you wish to transfer to and press Transfer again to complete.
      2. To complete an attended transfer, enter the number you wish to transfer to and wait for the call to ring that person, and when you are ready to complete the transfer, select Transfer again.
5. To conference a call on the cordless handset:
   a. While on the call, press F, the press the PgDown button twice, scroll down to Conference and press Select.
   b. Enter the number you wish to conference in, wait for the phone to ring to that person and when he/she picks up, press the Conference button on the phone and all three phones will be connected.
6. To access the directory on the cordless handset:
   a. Pres F and select PgDown button, and then scroll down to the Directory and press Select.
   b. From here you can add to, delete from, or browse your directory.

Using Speakerphone

Make sure there is not a headset plugged into the headset port

1. Press the Speakerphone/Headset button once (in the lower right corner), dial desired number, and press the Dial soft-button.

Using a Headset

1. Plug an approved headset into the headset port on the back of the phone.
2. Press the Speakerphone/Headset button twice (in the lower right corner) and dial desired number.

Switching between the Handset/Headset/Speakerphone During a Call

Note: only one function at a time can be used.

1. From Handset to Speakerphone, press the Speakerphone/Headset button and hang up the handset.
2. From Handset to Headset, press the Speakerphone/Headset button and hang up the handset.
3. From Speakerphone to Handset, pick up the handset.
4. From Speakerphone to Headset, press the Speakerphone/Headset button.
5. From Headset to Handset, pick up the handset.
6. From Headset to Speakerphone, press the Speakerphone/Headset button.

BASIC FUNCTIONS (CONTINUED)

Dialing an Extension

1. Dial the 2 or 6 digit extension number and either:
   a. Pick up the handset.
   b. Press the Speakerphone/Headset button once for speakerphone.
   c. Press the Speakerphone/Headset button twice for headset.

Placing a Call on Hold

1. Press the Hold soft-button and the caller will be placed on Hold.
   - To retrieve the call, either press the Pickup soft-button or press the Hold button again.

Transferring a Call (Attended Transfer)

Talk to the person before transferring the call to them

1. While on a call, press the soft-button labeled Xfer and then enter the number you wish to transfer to.
2. Press the soft-button labeled Dial and when the other person picks up, announce the call.
3. When you are ready to complete the transfer, press the soft-button labeled Xfer again and the call will be transferred.

Transferring a Call (Blind)

Transfer the call to someone without speaking to them

1. While on a call, Press the soft-button labeled Xfer and then enter the number you wish to transfer to.
2. Press the soft-button labeled Xfer again.
3. Press the soft-button labeled Pickup, then press the soft-button labeled Drop, and call will be automatically transferred to that number.

Conference Calling

1. While on a call, press the soft-button labeled Conf.
2. Enter desired number and press the Dial soft-button.
3. When the third party answers, press the Conf soft-button again and all parties will be connected.

Note: the Drop soft-button will disconnect the third caller.

Call History

1. Press the Callers soft-button to view and scroll through the list of calls.

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ADVANCED FUNCTIONS

Cell Phone Integration

When calls are being forwarded from your extension to your cell phone, you can reroute the call back to an office extension or another outside number. On your cell phone, press ##, enter the extension (or outside) number you want to transfer to, and # again to complete the transfer.

ONLINE MANAGEMENT

Logging into your Account Online

1. Visit **http://my.vonagebusiness.com**.
2. Log into your account with your username and password.

Voicemail to Email

1. Click the "Phone System" tab and click on an extension.
2. Scroll down to the "Voicemail PIN and Greetings" section and check the box for "Send Voicemail to Email".
3. Enter the desired email address.
4. Click save in the top or bottom right-hand side of the screen.

Searching Call Logs

1. Click the "Reports" tab at the top of the screen.
2. Choose your desired Summary on the left navigation.
3. Select a date range by clicking the calendar in the right corner.
4. Select a Report from the options below the graph.
5. Enter "Advance Filter" options like "Caller ID and/or "Call Direction" to narrow your search.
6. Click "Apply Filter". Your results will populate below.

Please Note: the above instructions are for Vonage Business Solutions Super Users and Administrators.

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