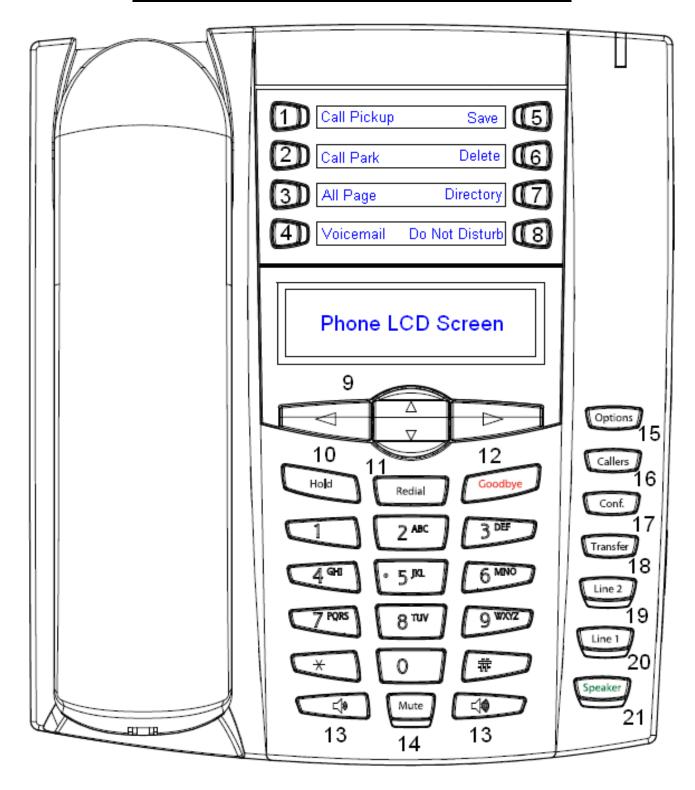# Getting to know your Aastra 30i/31i Phone

Phone Buttons

1 -8	These are the standard out of the box buttons. However they are programmable. If a customer chooses not to have a personal directory feature on the phone, or wishes not to use the do not disturb button, or easy check voicemail button, or any of the other buttons, they can use these buttons for other features, like BLF (busy Lamp Field), or speed dials. The customer must pay for custom services to change the configurations of the buttons. BLF buttons are used to see if another phone is in use or not, and allows the ease of 1 button transfers.
1	Easy Call Pickup button. Call Pickup is described later in this document.
2	Easy, single button, Call Park button. Call Park is described later in this document.
3	All Page button. One-way group paging over speaker phone of all Aastra phones in a single location. (Up To 5 different paging groups can be custom configured)
4	Voicemail Button. 1 button speed dial to access voicemail.
5	Save button. Save phone numbers and changes with in the phones personal directory.
6	Delete Button. Delete phone number and changes with in the phones personal directory.
7	Directory Button. Access the phones personal directory.
8	Do Not Disturb.
9	Menu navigation buttons. When browsing through the phone menu and call logs, use the up, down, left, right to navigate.
10	[Hold] button. Places an active call on hold/takes a call off hold.
11	[Redial] button. Press once for outgoing call log. Press twice to redial last called number.
12	[Goodbye] button. Hangs up the phone, or quits out of a menu.
13	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.
14	[Mute] button. Mutes the handset or speakerphone microphone.
15	[Options] button. Used to bring up phone menu and options for phone preferences.
16	[Callers] Button. Access Received and missed calls list.
17	[Conf] button. Used to participate in a 3-way conference call
18	[Transfer] button. Used to initiate an announced or blind transfer of a phone call.
19, 20	Line 1 and Line 2 buttons. Up to 2 active calls at once per phone. Can be custom programmed for up to 6 lines.
21	[Speaker] Button. Press to activate speaker phone.

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.
- <u>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.</u>
- The [Dial] Button is the right navigation arrow key, which appears after you start dialing.
- 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 [Goodbye] button end the call.
- To redial the last number dialed, press the Redial button twice

Receiving a Call

- Press the [Speaker] or [Line] button to answer the phone in speaker phone mode, or pick up the handset.
- Press the [Goodbye] button while its ringing to send the caller directly and immediately to voicemail.

Call in Progress

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 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 [Goodbye] button.

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 [Transfer] 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 [Transfer] 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. The [Cancel] Button is the left navigation arrow key, which appears after the phone starts calling out.   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
This can only be done if you have purchased custom programming to program BLF buttons on the 30i/31i phone.
- 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 custom 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 [Transfer] button. This will automatically place the caller on hold.
- Dial the desired number or extension.
- Quickly press the [Transfer] button again to complete the transfer.
- You do not need to press the dial button, because the transfer button starts the call, and transfers it.

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.
- Press the [Transfer] button. This will automatically place the caller on hold.
- Dial the employees extension number, followed by the asterisk "*" key (example: 101*)
- Quickly press the [Transfer] button again to complete the transfer.
- You do not need to press the dial button, because the transfer button starts the call, and transfers it.

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 [Call Park] button.
- The automated attendant will tell you what extension the call is parked on. i.e. "Extension 1"
- Hang up the Phone or press the [Goodbye] button.
- That call can now be picked up from anywhere within the phone network.
- To pickup the call, press the custom programmed [Call Pickup] button QUICKLY followed by the keypad number of the extension the call was parked on.
- Example, Press [Call Pickup] 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 [Goodbye] button before pressing the [Conf] button again to cancel the conference call.

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
- 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 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.

- o Speak your busy greeting when prompted, followed by the # key. (Busy greeting is only used when you have DND enabled)
  - o 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 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.

Aastra Phone Advanced Features

Call Lists
The phone stores the last 99 incoming and placed phone calls phones numbers.
Placed Call List & Received Call List
- To access the placed call list, press the [Redial] button.
- To access the received call list, press custom [Callers] button..
- Use the up and down navigation arrow buttons to scroll through the list.
- Press the [Speaker] button, or pick up the handset to dial the number.
- Press the [Delete] button to delete that call from your call list.
- press the [Save] button to save the number in your personal directory (Covered in the next section)
- To exit the list, press the [Goodbye] button.

Personal Directory
The phone can store 99 numbers in your personal directory.
Auto Add a Contact
- While viewing your placed or received call lists, you can press the [Save] button, then the [Directory] button to add the name/number to your personal directory.
Manually Add a Contact
- Press the [Directory] button.
- Press the [Save] Button (before pressing the up or down arrows to scroll through the directory)
- Follow the same procedures/key strokes as described in 'Edit a Contact' below.
View/Dial a Contact
- Press the [Directory] button.
- Use the up and down navigation arrow buttons to scroll through the list.

- Press the [Speaker] button, or pick up the handset to dial the displayed contact.
- To exit the directory, press the [Goodbye] button.

Delete a Contact

- Press the [Directory] button.
- Use the up and down navigation arrow buttons to scroll through the list.
- Press the [Delete] button twice to delete the contact
- To exit the directory, press the [Goodbye] button.

Edit a Contact

- Press the [Directory] button.
- Use the up and down navigation arrow buttons to scroll through the list.
- Once you are on the contact you wish to edit, press the [Left Arrow] button.
  - o Edit the number: Use the [Left Arrow] and [Right Arrow] to move the cursor to the proper position. Use the [Delete] button to backspace, and delete a digit/character. Press the number on the keypad to insert the number at the current cursor position.
  - o Once finished editing the number, press the [Save] button once to move to the next step of editing the name.
  - o Using the same [Left Arrow] and [Right Arrow] and [Delete] buttons, move the cursor/delete characters. Insert letters as if you are texting. i.e. Pressing the number 2 key once will display an "A", while pressing the 2 key three times will display a "C". Press the "*" button twice to insert a space. The "1" and "#" keys cycles through different symbols and punctuation marks.
  - o Once finished editing the Name, Press the [Save] button two more times to complete the edit.
  - o At anytime during the edit, press the [Goodbye] button to cancel changes and exit.
- To exit the directory, press the [Goodbye] button.

Do Not Disturb

When Do Not Disturb is turned on, your phone will not ring, and callers will go directly to your voice mail. If your Do Not Disturb button is on, the callers will hear you 'Busy' Message of your voicemail, not your 'Unavailable' message.

- To Turn on Do Not Disturb, press the [Do Not Disturb] button
- The screen will say DND on, and your light will be solid Red.
- To turn off Do Not Disturb, press the [Do Not Disturb] 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, then [Right Arrow] button next to Call forward.
- Press the [Right Arrow] button next to 1. All
- Press the [Down Arrow] button with 'Cfwd All' is displayed
- Press the [Right Arrow] button with 'Cfwd State Off' displayed
- Press the [Down Arrow] button to change the state to ON, then press the [Right Arrow] button to set.
- Now with 'Cfwd State On' displayed, press the [Down Arrow] button.
- Press the [Right Arrow] Button with "Cfwd Number' displayed to edit the number.
- Enter the number or extension, Use the [Left Arrow] and [Right Arrow] buttons to move the cursor, or the [Delete] button to backspace to erase a digit.
- Press the [Right Arrow] button to set.
- Press the [Left Arrow] button to finish.
- Press the "#" key to confirm. Then [Goodbye] to exit out of options.

To Turn OFF Call Forward call.

- Press the [Options] button on your phone.
- Press 1, then [Right Arrow] button next to Call forward.
- Press the [Right Arrow] button next to 1. All
- Press the [Down Arrow] button with 'Cfwd All' is displayed
- Press the [Right Arrow] button with 'Cfwd State On' displayed
- Press the [Down Arrow] button to change the state to Off, then press the [Right Arrow] button to set.
- Press the [Left Arrow] button to finish.
- Press the "#" key to confirm. Then [Goodbye] to exit out of options.

The phone will remember the last number you entered for Call Forward All. So if you already set the number you want in the steps above previously, and you want to turn on Call Forward All using that same number, Use the following key sequence.

[Options], [1], [Right Arrow], [Right Arrow], [Down Arrow], [Right Arrow], [Down Arrow], [Right Arrow], [Left Arrow], [#]

Using the same key sequence will also turn off Call Forward All.

The Phone also supports Call Forward Busy (with DND turn on) and Call Forward No Answer.

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, then [Right Arrow] button next to 2. Preferences
- Press 1, then [Right Arrow] button next to 1. Tones
- Press 1, then [Right Arrow] button next to 1. Ring Tone
- Scroll up and down to preview the ring tones.
- Press the [Right Arrow] button when the ring tone you want is displayed. Press again to confirm.
- To exit the ring tone menu, press the [Goodbye] button.
- The selected ring tone will be active for ALL CALLS.

Speed Dials

Your phone can be programmed to have 10 speed dials. (numbers 0-9 on the key pad)

- To add a speed dial, just pres and HOLD a number key, 0-9, for 3 seconds.
- You will now me prompted to enter the number. Enter the number and press save.
- To use the speed dial in the future, just press and hold that number key for 3 seconds.
- Repeat for numbers 0-9 if needed.