HOSTED IP PBX QUICK REFERENCE GUIDE

AASTRA 6731i

KEYS	KEY DESCRIPTION
Goodbye	**Goodbye key –** Ends an active call or sends an incoming call directly to voicemail.
Options	**Options key –** Accesses options to customize your phone.
Hold	**Hold key –** Places an active call on hold. To retrieve a held call, press the Line button beside the light that is flashing.
Redial	**Redial key –** Redials up to 100 previously dialed numbers. Pressing the Redial key twice simultaneously redials the last dialed number.
	Volume control key – Adjusts the volume for the handset, ringer, and speaker.
Line 1	**Line/Call Appearance key –** Connects you to a line or call. The Aastra 6731i IP phone supports up to 2 line keys.
Speaker/ Headset	**Handsfree key –** Activates handsfree for making and receiving calls without lifting the handset.
Mute	**Mute key –** Mutes the microphone so that your caller cannot hear you (the light indicator flashes when the microphone is on mute).
	Navigation keys – Press UP or DOWN to view status of text messages on the LCD display and scroll through menu selections. Press the LEFT and RIGHT arrow keys to view different line/ call appearances.

BASIC PHONE FEATURES

Make a Call

1. Lift the Handset, press a **Line** key or **Speaker** key.
2. Dial the number from the keypad.

Answering a Call

For handsfree operation, press the **Handsfree** key or **Line** button for the incoming call.

Redial

Press the **Redial** key to call a recently dialed number.

Ending Calls

To end a call, replace the handset or press **Goodbye**.

PROGRAMMABLE FUNCTION KEYS

8 programmable keys on the 6731i IP Phone

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www.gwi.net

ADVANCED CALL HANDLING

Call Hold

1. To put a call on hold, press the **Hold** key.
2. To retrieve a call, press the **Line** key beside the light that is flashing.

Call Transfer

1. Press the **Xfer** key – this places the current call on hold.
2. Dial the number of the person you want to transfer the call to.
3. To transfer the call, press the **Xfer** key again.

Call Waiting

1. Press the line key which is flashing.
2. Toggle between the calls by placing the current call on hold and retrieving the other call.

3 Way Conferencing

1. During a regular call, press the **Conference** key.
2. Dial the person you want to join your call.
3. Once this person has answered, press the **Conference** key again to set up the three way call.

Parking a Call

Parking a call places a call on hold in a "parking lot" so that the call can be retrieved from another phone. You can park and pickup calls using your phone's softkeys:
To Park: Push an available Call Park button. *(Call Park is now enabled)*
To Pickup: Push the desired Call Park button.

Do Not Disturb

Do Not Disturb (DND) enables you to send calls straight through to voicemail.

1. If you have a key labeled **DND**, press this to turn DND on and off.
2. If you don't have a **DND** key, then dial ***78** to turn DND on and *79 to turn it off.

Voicemail

When you have one or more unheard voice messages waiting, your phone will display a flashing light in the upper right corner.

- To access voicemail: Press ***99** or press the **VM** button.
- To listen to your voice messages: Press **1**
- To save a message: Press **2**
- To delete a message: Press **3**
- To change your mailbox settings: Press **4**
- To go back to previous menu: Press ***
- To finish: Press **#**

You may also access your voicemail visually using **CommPortal**.

Call Forwarding

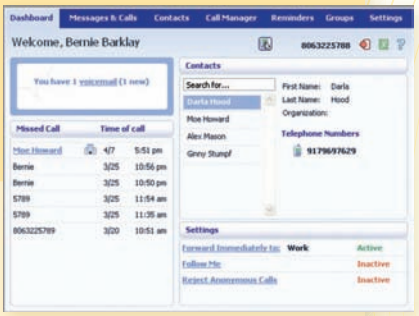
Your phone system supports different types of Call Forwarding: Immediate, Busy, and No Answer. To enable and disable Call Forwarding, go to the **Call Manager** tab in **CommPortal**.
To enable Call Forwarding using the phone, dial the access code for the type of Call Forwarding you want to enable followed by the number you wish to forward calls to.
To disable Call Forwarding, dial the deactivation code for that type of call forwarding.

COMMPORTAL

CommPortal gives you a powerful and easy to use web interface to your phone settings.

Logging In:

1. Go to https://portal.gwi.net/.
2. Enter your phone number.
3. Enter your password.



Dashboard Page

The dashboard displays new voice messages, recent received and missed calls, contacts, and settings you have applied to your phone.

Messages & Calls

- The **Messages** tab displays new and saved voice messages. Play, delete, or mark as heard/unheard.
- **Missed Calls**, **Dialed Calls**, and **Received Calls** show you all your recent called activity.

Call Manager

- The **Summary** tab of **Call Manager** provides a description of what will happen to your incoming calls.
- The other tabs allow you to change the settings of your call coverage, including **Call Forwarding**, **Do Not Disturb**, and **FindMe/FollowMe**.

Change Password

1. Go to **Settings** page.
2. Enter your new password in **Password** box.
3. Re-enter your new password in the **Confirm Password** box.
4. Click **Change Password**.

Configure Your Phone Keys

1. Select the **Settings** page in CommPortal.
2. Select the **Phones** tab.
3. Click on the **Configure Your Phone** link.

COMMON ACCESS CODES

Do Not Disturb Activation	*78
Do Not Disturb Deactivation	*79
Automatic Recall	*69
Group Call Pickup	*11
Voice Mail	*99

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