

# End-User Documentation

## Asterisk phone system operation end-user documentation

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## Using these instructions

In some cases, the tasks below can be performed using either by dialing phone system numeric codes (called feature codes) or by using special keys on your phone handset. If available, using dedicated phone handset keys is the recommended approach, as this approach will be easier to use and easier to remember.

## Handling calls

Here are instructions on how to handle incoming and outgoing calls.

## Adjust call or ringer volume

### Aastra 6731i/6737i instructions

- While on a call, press the volume control keys to increase or decrease the handset or speakerphone volume
- If the phone is not on a call, the volume control keys will adjust the ringer volume

## Answer a call

### Aastra 6731i/6737i instructions

- Pick up the handset, or
- Leave the handset down but press the green "Speaker" key to answer in speakerphone mode

## Hang up a call

### Aastra 6731i/6737i instructions

- Hang up the receiver to end the call if in handset mode, as usual
- If in speakerphone mode, the red "Goodbye" key (with a picture of a red phone handset) can be used to end a call

## Leave a voice mail without ringing the phone (call a voice mailbox directly)

- Dial a "\*" and then the person's extension number to directly call their voice mailbox without having their phone ring first
- e.g. dial "\*\*402" to directly call the voice mailbox of extension 402
- Calls can also be transferred directly to someone else's voice mailbox this way

## Place a call

### Aastra 6731i/6737i instructions

- Pick up the handset (you will hear a dial tone) and dial the number – you will hear normal key tones as you press the digit keys
- The phone will automatically place the call when it detects the end of a recognized number pattern
- If the number is an unusual format (for example, an international call), it will not dial automatically – in this case, press the right arrow key to dial the number or simply wait for the dialing timeout to expire
- Alternatively, leave the handset down and dial the number
- The left arrow key is used as a backspace key to correct numbers
- Lift the handset or press the green "Speaker" key to place the call

## Place a caller on hold

### Aastra 6731i/6737i instructions

The "Hold" key (with a picture of a phone handset with a musical notes icon next to it) is used to place a call on hold (the person on hold will hear hold music during the time they are on hold).

- While on a call, press the "Hold" key to have the caller placed on hold
- Press the "Hold" key again to resume the call

You can also switch to line 2 using the "L2" key to make another call while in the first call, if desired. The caller on line 1 will automatically be placed on hold.

## Switch to speakerphone/hands-free mode

### Aastra 6731i/6737i instructions

The "Speaker" key (with a picture of a green speaker) is used to switch to speakerphone/hands-free mode.

- While on a call, press the "Speaker" key to activate speakerphone/hands-free mode
- The handset can now be hung up without disconnecting the caller
- Lift up the handset again to switch back to handset mode

The "Speaker" key can also be used to answer an incoming call in speakerphone mode.

## View (and redial) previous outgoing calls

### Aastra 6731i/6737i instructions

The "Redial" key (with a picture of two up arrows) is used to redial previous outgoing calls.

- Press the "Redial" key to access the list of previous outbound calls you made
- Press the up/down arrow keys to scroll through the list, if desired
- Press the "Redial" key again or simply pick up the handset to redial the displayed number

Pressing the "Redial" key twice will redial the most-recently dialed number. If the handset is lifted at the time, the call will be placed in handset mode. If the handset is down, the call will be placed in speakerphone mode.

## View (and call back) previous incoming calls

### Asterisk instructions

- Dial the "Call Trace" feature code ("\*69")
- The most-recent call to your extension will be read back to you.
- Press "1" to call this number

### Aastra 6731i instructions

The "Call List" key (with a picture of a white phone handset) is used to view previous incoming callers.

- Press the "Call List" key to access the list of previous inbound calls you received
- Press the up/down arrow keys to scroll through the list, if desired
- The phone icons next to the caller name and number indicate you answered the call or not
- To dial the currently displayed caller, simply pick up the handset or press the speakerphone key while their name/number is displayed

### Aastra 6737i instructions

If configured, the "Calls In" softkey is used to view previous incoming callers.

- Press the "Calls In" key to access the list of previous inbound calls you received
- Press the up/down arrow keys to scroll through the list, if desired
- The phone icons next to the caller name and number indicate you answered the call or not
- To dial the currently displayed caller, simply pick up the handset or press the speakerphone key while their name/number is displayed

## Specific feature usage

Here are instructions on how to use the most important phone system features.

## Call forwarding

This feature allows you to direct calls to your extension to instead to another internal extension or to an external phone number, such as your cell phone or home phone number. The "Follow me" feature (below) can also be used to do this.

Alternatively, your personal extension web site on the phone system can also be used to configure call forwarding (see the "Asterisk Voicemail User Reference" documentation for the web site URL address).

## Enable call forwarding

### Asterisk instructions

- Dial the "Call Forward All Activate" feature code ("\*72")
- After being prompted, enter your own extension number followed by "#" (this is the extension to redirect)
- If directing the call to another internal extension, enter the extension number followed by "#"
- If directing the call to an external phone number, enter the external number to dial followed by "#"
- The settings will be read back to you to confirm them. Hang up.

If the forwarded call is not answered, the caller will be directed to your normal voice mailbox as usual.

### Aastra 6731i/6737i instructions

If configured, the "Call Forward" softkey is used to enable or disable call forwarding.

- Press the "Call Forward" key
- Proceed as above

## Disable call forwarding

### Asterisk instructions

- Dial the "Call Forward All Deactivate" feature code ("\*73") from your extension
- The settings will be read back to you to confirm them. Hang up.
- To cancel call forwarding when calling from any internal phone
- Dial the "Call Forward All Prompting Deactivate" feature code ("\*74") from any extension
- Enter your extension number followed by "#"
- The settings will be read back to you to confirm them. Hang up.

### Aastra 6731i/6737i instructions

If configured, the "Call Forward" softkey is used to enable or disable call forwarding.

- Press the "Call Forward" key
- Proceed as above

## Call transfers

These features allow you to transfer incoming calls to another extension. Call parking (see "Parking", below) is used as an alternative to call transfers by some organizations.

Two types of call transfers are available: blind transfers and attended transfers.

### Blind Transfers

Blind transfers are where the call is transferred without you needing to stay on the line.

- Answer the call
- The caller indicates they would be transferred to someone else

### Asterisk instructions

- Dial the "In-Call Asterisk Blind Transfer" feature code ("##") while still on the call (the "##" needs to be dialed quickly)
- The caller will be switched to on-hold music
- You will hear the word "Transfer" followed by a dial tone
- At the dial tone, dial the internal extension number to which the caller is being transferred and press "#"
- The caller will immediately be directed to the new extension, which will begin to ring
- When you hear the extension start ringing, hang up to complete the blind transfer

### Aastra 6731i instructions

The "Transfer" key (with a picture of a lifted phone handset with an arrow next to it) is used to perform either a blind or attended transfer.

- Answer the call
- The caller indicates they would be transferred to someone else
- Press the "Transfer" key to have the caller placed on hold
- The caller will be switched to on-hold music
- You will hear a dial tone
- Enter the internal extension number to which the caller is being transferred
- The caller will immediately be directed to the new extension, which will begin to ring
- When you hear the extension start ringing, either just hang up or press the "Transfer" key again and then hang up to complete the blind transfer

### Aastra 6737i instructions

While on a call, the phone will display a softkey labeled "Xfer" in the lower-left corner area of the display. This softkey is used to perform either a blind or attended transfer

- Answer the call
- The caller indicates they would be transferred to someone else
- Press the "Xfer" key to have the caller placed on hold
- The caller will be switched to on-hold music

- You will hear silence and your phone will display a line starting with "2.>" in the LCD display asking which extension number to use in the transfer
- Enter the internal extension number to which the caller is being transferred
- Press the "Xfer" key again to complete the transfer
- The caller will immediately be directed to the new extension, which will begin to ring
- Your connection will automatically end. Just hang up.

## Aastra 6731i/6737i dedicated softkey instructions

If dedicated transfer softkeys for various extensions has been set up by your phone system administrator, the softkey can be used to perform blind transfers without having to enter the internal destination extension number.

- Answer the call
- The caller indicates they would to be transferred to someone else
- Press the dedicated transfer softkey for the desired destination extension
- The caller will immediately be directed to the new extension, which will begin to ring
- Your connection will automatically end. Just hang up.

## Attended/Consultative Transfers

Attended transfers are where the call is transferred after you have a introductory conversation with the person who is receiving the transfer (to describe who the caller is, for example). This is sometimes also called a consultative transfer.

- Answer the call
- The caller indicates they would to be transferred to someone else

## Asterisk instructions

- Dial the "In-Call Asterisk Attended Transfer" feature code ("\*2") while still on the call (the "\*2" needs to be dialed quickly)
- The caller will be switched to on-hold music
- You will hear the word "Transfer" followed by a dial tone
- At the dial tone, dial the internal extension number to which the caller is being transferred and press "#"
- Wait for the person you just dialed to answer
- When they answer, you can introduce the caller (this is a private conversation that does not yet include the incoming caller)
- Hangup and the incoming call is then directly connected to the transferred-to extension (the transferred-to party will hear a beep when you hang up to indicate they are now connected to the original caller)
- If the other party is does not answer in a few seconds, you will be connected back with the original caller
- If you get their voice mailbox message instead (it depends how quickly the voicemail is configured to answer the call), you can dial the "In-Call Asterisk Disconnect Code" ("\*\*") to get back to the original caller and explain the person is away
- If the caller would like to transferred anyway and leave a voice message, transfer them again and hang up when you hear the transferred-to extension ringing

## Aastra 6731i instructions

The "Transfer" key (with a picture of a lifted phone handset with an arrow next to it) is used to perform either a blind or attended transfer.

- Answer the call
- The caller indicates they would to be transferred to someone else
- Press the "Transfer" key to have the caller placed on hold
- The caller will be switched to on-hold music
- You will hear a dial tone
- At the dial tone, dial the internal extension number to which the caller is being transferred
- Continue as above from the "Wait for the other party to answer" section

## Aastra 6731i dedicated softkey instructions

If dedicated transfer softkeys for various extensions has been set up by your phone system administrator, the softkey can be used to perform attended transfers without having to enter the internal destination extension number.

- Answer the call
- The caller indicates they would to be transferred to someone else
- Press the "Transfer" key to have the caller placed on hold
- The caller will be switched to on-hold music
- You will hear a dial tone
- Press the dedicated transfer softkey for the desired destination extension to start a private call with the person at the transfer destination extension. The outside caller will remain on hold.

- Continue as above from the "Wait for the other party to answer" section

## Aastra 6737i instructions

While on a call, the phone will display a softkey labeled "Xfer" in the lower-left corner area of the display. This softkey is used to perform either a blind or attended transfer

- Answer the call
- The caller indicates they would be transferred to someone else
- Press the "Xfer" key to have the caller placed on hold
- The caller will be switched to on-hold music
- You will hear silence and your phone will display a line starting with "2.>" in the LCD display asking which extension number to use in the transfer
- Enter the internal extension number to which the caller is being transferred
- Press the "Dial" key in the lower-left corner area of the display to start a private call with the person at the transfer destination extension. The outside caller will remain on hold.
- When ready to connect the outside caller and leave the call, press the "Xfer" key again to complete the transfer
- The caller will immediately be connected to the destination extension
- Your connection will automatically end. Just hang up.

## Aastra 6737i dedicated softkey instructions

If dedicated transfer softkeys for various extensions has been set up by your phone system administrator, the softkey can be used to perform attended transfers without having to enter the internal destination extension number.

- Answer the call
- The caller indicates they would be transferred to someone else
- Press the "Xfer" key to have the caller placed on hold
- The caller will be switched to on-hold music
- You will hear silence and your phone will display a line starting with "2.>" in the LCD display asking which extension number to use in the transfer
- Press the dedicated transfer softkey for the desired destination extension to start a private call with the person at the transfer destination extension. The outside caller will remain on hold.
- When ready to connect the outside caller and leave the call, press the "Xfer" key again to complete the transfer
- The caller will immediately be connected to the destination extension
- Your connection will automatically end. Just hang up.

## Transfer a caller directly to a person's voice mailbox

If the outside caller should be transferred directly to a person's voicemail greeting, transfer the outside caller to "\*NNN", where NNN is the internal extension number

- see the section "Leave a voice mail without ringing the phone (call a voice mailbox directly)", above

## Conferencing (using conference rooms)

The phone system includes conference room capabilities. The system can be set up for as many conference session rooms as are needed. As many people can join a conference room session as you have internal and external lines available.

- Dial the specified number to enter the specified conference room (e.g. dial "390" to enter the extension 390 conference room)
- You will hear a recording stating that you are the only person in this conference
- Other participants should dial the same number (e.g. "390") from their phones to join the conference
- A short sound will play to indicate a new participant has joined the conference
- A short sound will also play when a participant leaves the conference
- Outside callers can be transferred to the conference room number just like they would be transferred to an internal extension (see "Call transfers", above)
- If desired, a IVR menu code can also be set up by your phone system administrator for outside callers to connect themselves to the conference room

There are many options around how conference rooms work, such as conference room operation, hold music and recording a conference. Please contact your phone system administrator for additional configuration options.

## Conferencing (using your phone only)

The Aastra phones include the built-in capability to set up an ad-hoc conference call with a maximum of three parties (the original caller, yourself, and one additional party). For conferences that need more than three participants, conference rooms should be used (see above).

## Aastra 6731i instructions

The "Conference" key (with a picture of three people on it) allows a quick way to have a conference call with up to two other people. This is called local conferencing and does not use a teleconference room.

- Call a person or answer a call as usual
- Press the "Conference" key to have the phone switch automatically to a new line (line 2) and the first party be placed on hold
- Call the second party as usual
- To join the second party to the conference, press the "Conference" key again

Alternatively, the line keys can be used directly:

- Call a person or answer a call as usual
- To add a second person to the call:
- Press the "L2" key to have the phone switch automatically to line 2 and the first party (one line 1) be placed on hold
- Call the second party as usual
- To join the call on line 2 to the call on line 1, press the "Conference" key

## Aastra 6737i instructions

While on a call, the phone will display a softkey labeled "Conf" in the lower-left corner area of the display. This softkey allows a quick way to have a conference call with up to two other people. This is called local conferencing and does not use a teleconference room.

- Call a person or answer a call as usual
- Press the "Conf" key to have the caller placed on hold
- You will hear silence and your phone will display a line starting with "2.>" in the LCD display asking which number to call
- Dial the internal extension number or regular external number of the new party you wish to join to conference
- Press the "Dial" key in the lower-left corner area of the display to start a private call with the person you wish to have join the conference. The outside caller will remain on hold.
- When ready to connect the original party to the conference, press the "Conf" key again
- The original caller will immediately be connected to the conference
- When the conference is complete, just hang up. All parties involved will have the call end.

## Day/night mode control

This feature enables designated users (usually the company operator or receptionist) to override the normal routing of calls based on the time of day. For example, the system may be configured to direct calls during office hours directly to the receptionist and to route calls to voice menu after hours. Using the day/night control, the receptionist can override this time settings and force all calls to follow the setting as if the office were closed. This override is usually used if the receptionist needs to be away unexpectedly or if the office needs to close due to poor weather.

## Enable night mode

### Asterisk instructions

- The system starts in day (or "office open" mode). To switch to night mode, dial the "Day/Night" feature code ("\*280")
- The system will play two beeps and speak the name of the day/night control ("Day Reception 0 disabled") to confirm the change. Hang up.

All incoming callers will now be directed using the office-is-closed call handling procedure.

### Aastra 6731i/6737i instructions

If configured, the "Day/Night" softkey is used to select day or night mode.

- Press the "Day/Night" key to switch to night mode
- The "Day/Night" key will light to indicate night mode is enabled

**Important:** Do not forget to turn night mode off when returning to the office, otherwise the override will remain in effect.

## Disable night mode (go back to day mode)

### Asterisk instructions

- If the system was switched to night mode previously, dial the "Day/Night" feature code ("\*280") to switch back to day mode
- The system will play one beep and speak the name of the day/night control to confirm the change ("Day Reception 0 enabled"). Hang up.

All callers will now be handled using normal incoming time condition handling.

## Aastra 6731i/6737i instructions

If configured, the "Day/Night" softkey is used to select day or night mode.

- Press the lit "Day/Night" key to switch back to day mode
- The "Day/Night" key will go out to indicate that night mode has been disabled and day mode is again the normal setting

## Do not disturb

This feature allows you to set your phone not to ring and direct all callers immediately to your voicemail so you are not disturbed.

## Enable do-not-disturb

### Asterisk instructions

- To enable do-not-disturb, dial the "DND Activate" feature code ("\*78")
- The settings will be read back to you to confirm them. Hang up.

All callers will get your special "busy" voicemail greeting when calling (this is a different greeting than your normal "unavailable" voicemail greeting). You can record your own custom "busy" greeting (see the "Asterisk Voicemail User Reference" documentation) or leave the default greeting, which is a system announcement that the person is on the phone followed by a beep. The caller can then leave a voice message.

## Aastra 6731i/6737i instructions

If configured, the "DND" softkey is used to enable or disable do-not-disturb.

- Press the "DND" key to enable do-not-disturb
- The "DND" key will light to indicate do-not-disturb is enabled

## Disable do-not-disturb

### Asterisk instructions

- To disable do-not-disturb, dial the "DND Deactivate" feature code ("\*79")
- The settings will be read back to you to confirm them. Hang up.

## Aastra 6731i/6737i instructions

If configured, the "DND" softkey is used to enable or disable do-not-disturb.

- Press the "DND" key again to disable do-not-disturb
- The "DND" key will go out to indicate do-not-disturb is disabled

## Follow me

This feature allows you to direct calls first to one number (such as your internal extension), and then if there is no answer, redirect the call to another number, such as another internal extension or an external number such as your cell phone or home phone number. It is an alternative to setting up call forwarding (above). The difference is call forwarding will immediately redirect the call without ringing your normal extension, while Follow me will ring both your extension and your alternate numbers, so you can answer the call either way.

## Configure Follow me

- Your phone system administrator needs to initially enable and configure this feature for you – please contact that person to do so
- Once this has been done, you can change Follow Me settings through your personal extension web site
- Open a web browser and go to the phone system user voicemail website such as <http://pbx> (see your phone system administrator for the correct web site URL address for your installation)
- Log in using your extension number as the login name and your voice mail password as the password
- Click on the "Follow Me" link on the left
- Change Follow Me settings as desired

- Note that an external telephone number should be entered with a # at its end (e.g. "5195551212#") – the # will not be displayed later but is needed when the number is initially entered
- Click "Update" to save your changes

## Enable Follow me

### Asterisk instructions

- To enable follow me, dial the "Findme Follow Toggle" feature code ("\*21")
- The settings will be read back to you to confirm them. Hang up.

### Aastra 6731i/6737i instructions

If configured, the "Follow Me" softkey is used to enable or disable follow me.

- Press the "Follow Me" key to enable follow me
- The "Follow Me" key will light to indicate follow me is enabled

## Disable Follow me

### Asterisk instructions

- To disable follow me, dial the "Findme Follow Toggle" feature code ("\*21")
- The settings will be read back to you to confirm them. Hang up.

### Aastra 6731i/6737i instructions

If configured, the "Follow Me" softkey is used to enable or disable follow me.

- Press the "Follow Me" key to disable follow me
- The "Follow Me" key will go out to indicate follow me is disabled

## Paging and intercom

This feature allows people to announce pages over the phone system. Paging mode is a one-way voice announcement to all (or selected) phones. Intercom mode allows for a two-way conversation between two or more phones.

By default, these features will not interrupt normal calls currently in progress. This setting can be changed if calls should be interrupted by pages.

### "All Staff" paging example

Any number of paging groups can be created. In this example, an "All Staff" paging group has been created at 490 that will page all phones.

### Asterisk instructions

- Dial "490" to reach the "All Staff" paging group
- A beep will sound
- Begin speaking – your announcement will immediately sound from the speakers of all other phones in the "All Staff" paging group
- Hang up when you are done

Note that not all types of phones are capable of receiving pages.

### Aastra 6731i/6737i instructions

If configured, the "Page All" softkey is used to page the "All Staff" paging group.

- Press the "Page All" key
- A beep will sound
- Begin speaking – your announcement will immediately sound from the speakers of all other phones in the "All Staff" paging group
- Hang up when you are done

## Direct intercom to a specified extension

## Asterisk instructions

- Dial the "Intercom prefix" feature code ("\*80") followed by the desired extension number to directly intercom that extension (e.g. dial "\*80402" to intercom extension 402)
- The other phone (assuming the person is not on a call) will immediately answer and switch to speakerphone mode
- Have a conversation with the person on the other end of the line
- Hang up when you are done

Note that not all types of phones are capable of intercom mode.

## Parking calls

This feature allows an incoming call to be parked and then picked up by any other extension. This is an alternative to transferring a call directly to a particular extensions. Some organizations prefer to park the incoming call and make a general page asking the desired person to pick up the call from wherever they are in the building using whatever phone is closest to them.

### To park a call

- Answer the call
- The caller indicates they would like to be transferred to someone else

## Asterisk instructions

- Do a blind transfer of the caller to the "Parking" feature code (press the Transfer key, wait for the dial tone, then dial "70") while still on the call
- The caller will be switched to on-hold music and placed in the first available parking slot (by default, there are eight slots, numbered 71 to 78)
- The parking slot into which the caller was placed will be announced to you (this will be parking slot 71, unless other calls are already parked)
- Press the transfer key and ask the desired person (usually through an "All Staff" page) to pick up the call on parking slot 71

By default, there is a parking lot timeout of 90 seconds. If the parked call is not picked up in that time, the caller will be connected back to the configured destination for orphaned parked calls – usually this is the designated company operator or receptionist.

## Aastra 6731i/6737i instructions

If configured, the "Park" softkey is used to park a call.

- While on a call, press the "Park" key to park the current caller in the next available parking slot
- Proceed as above

### To pick up a parked call

## Asterisk instructions

- Dial the desired parking lot slot (e.g. dial "71") from any extension
- You will immediately be connected to the parked caller

## Aastra 6731i/6737i instructions

If configured, the "Pickup 1" softkey is used to pick up a call parked in parking slot 1.

- From any handset, press the "Pickup 1" key
- You will immediately be connected to the parked caller

## Recording calls

This feature allows you to start and stop recording a call. It needs to be enabled on the phone system before use (please contact your phone system administrator for this). Note that certain legal jurisdictions require the other party on the call to be informed the call is being recorded.

### Start recording a call

## Asterisk instructions

- While on a call, dial the "In-Call Asterisk Toggle Call Recording" feature code ("\*1") (the "\*1" needs to be dialed quickly)
- You will hear one beep. (The person on the other end of the call will not hear the beep.) The call is now being recorded.

### **Aastra 6731i/6737i instructions**

If configured, the "Record" softkey is used to start and stop a call recording.

- Press the "Record" key
- You will hear one beep. (The person on the other end of the call will not hear the beep.) The call is now being recorded.

## **Stop recording a call**

### **Asterisk instructions**

- The recording will automatically end when the call ends
- To end the recording sooner, dial the "In-Call Asterisk Toggle Call Recording" feature code ("\*1") again (the "\*1" needs to be dialed quickly)
- You will hear two beeps. (The person on the other end of the call will not hear the beeps.) The recording will stop but the call will continue.

### **Aastra 6731i/6737i instructions**

If configured, the "Record" softkey is used to start and stop a call recording.

- The recording will automatically end when the call ends
- To end the recording sooner, press the "Record" key again
- You will hear two beeps. (The person on the other end of the call will not hear the beeps.) The recording will stop but the call will continue.

## **Access the recorded audio**

Records are accessed through the user portal web site (this is the same site that also provides web access to voicemail settings).

- Log into the User Portal web site using your extension number and voice mail password
- click the "Call Monitor" link in the upper left corner of the User Portal web site
- a call monitor page should appear on the right, with a heading of "Call Monitor for (your name) (your extension number)"
- locate the call record by browsing or using the search box
- on the right side of the call record that has a call recording (under the "Monitor" column heading) will be two icons
- click the "Play" icon (a picture of a speaker) to listen to the call
- click the "Download" icon (a picture with a green arrow) to download the audio record file

## **Speed dialing**

This feature allows you to assign personal speed dial codes to numbers you frequently dial.

### **Create a speed dial entry**

#### **Asterisk instructions**

- Dial the "Set user speed dial" feature code ("\*75")
- Enter the speed dial location number (a digit from 0 to 9) and press "#"
- Enter the full phone number that will be dialed and press "#"
- The settings will be read back to you to confirm them. Hang up.

#### **Aastra 6737i instructions**

- Press a softkey that has not been assigned any other function
- The phone will ask you to enter the name of the speed dial key (e.g. "Home") and the number (e.g. 5551212). Use the phone numeric keypad to enter this information.
- Press the "Save" softkey to save the custom speed dial entry

## **Call a speed dial entry**

## Asterisk instructions

- Dial "\*"0" followed by the speed dial location number to dial the specified speed dial number
- e.g. Dial "\*"01" to dial the speed dial in location 1

## Aastra 6737i instructions

- Press the previously defined speed dial softkey

## View and search company phone directories

Internal (and, if allowed, external callers) can search a directory of all users that have voicemail accounts.

## Asterisk instructions

- Dial the "Directory" feature code ("411") when calling from an internal phone
- When calling from an external phone and listening to the initial greeting, press the Directory feature code (usually "#", or as configured by your phone system administrator)
- Enter the first three letters of the person's first or last name using telephone keys
- The first matching name will be read out
- Press "1" to dial the named person
- Press "\*" to move to the next matching name

## Aastra 6737i instructions

- If defined, press the "Directory" softkey to dial the system directory
- Search the directory as above

Only users that have voicemail accounts are listed in this phone directory.

It's helpful if you have recorded the pronunciation of your name in your voicemail settings (please see [Voicemail](#) for instructions) so callers can hear your name spoken normally instead of hearing the phone system spell out your name letter-by-letter.

## Voice mail

Please see the [Voicemail](#) section for a full description of how to use the voice mail system.

## Aastra 6731i/6737i instructions

- The voice mail indicator light in the upper-right corner of the phone will light when you have voice mail waiting
- The phone LCD display will indicate when you have voice mail waiting
- If configured, the "Voice Mail" softkey is used to access the voice mail system from your phone

## Voice mail blasting

This feature allows a message to be sent directly to all voice mailboxes as a way of distributing announcements to staff. It acts like a paging group except that the message goes directly to users' voice mail boxes instead of being announced live from their phone speaker.

## "All Staff" voice mail blast example

Any number of voice mail blast groups can be created. In this example, an "All Staff" voice mail blast group has been created at 500 that will send a voice mail to all voice mailboxes.

- Dial "500" to reach the "All Staff" voice mail blast group
- The number of the voice mail blast group will be announced (500)
- Press "1" to confirm you want to leave a message for this group
- A beep will sound

- Begin speaking
- Hang up when you are done

Your announcement will be distributed to all the voice mailboxes in the "All Staff" voice mail blast group as soon as you hang up.

## Other operations

There are a number of other less-used features not specifically listed above. The feature code reference list shows all the available phone system feature codes. Please contact your phone system administrator if any of these features are desired.

Examples of other features that are available are:

- Blacklist a particular number to prevent calls from that number from being put through to your phone
- Directed call pickup, where you can dial a code that will allow you to answer someone else's call when you hear their phone ringing
- Ring groups, where a group of phones will ring all together or in a specified order when a certain number is dialed – anyone at one of these phones can answer the call (this approach is sometimes used instead of having a digital or human receptionist answer incoming external calls)
- The ability to hot-desk with phones and have your extension follow you at whatever phone you happen to be at
- Call centre-oriented features such as call waiting queues and the ability to listen in on other calls, talk privately to only one side of the call ("whisper"), or break into an existing call to speak to both sides of the call ("barge-in")

## Tasks for phone system managers/administrators

### Change the system initial menu

- Please contact your phone system administrator for assistance with IVR (initial menu) changes.

### Re-record system recordings

- Dial the specified feature code for the desired system recording from any handset
- Enter the password, if required, followed by "#" (the system will prompt for the password to be entered if one has been set)
- You will hear a beep and then the existing system recording will play
- To listen to the recording again, press "1"
- To re-record the recording, press "\*"
- After the beep, speak the new version of the recording
- Press "#" to end the recording
- To listen to the new recording, press "1"
- To re-record the recording, press "\*"
- Hang up when you are satisfied with the way the new recording sounds

### Configured system recordings

These names and feature code numbers are examples only. Please contact your phone system administrator for the specific system recordings and associated feature codes set up on your phone system.

- "main\_general\_greeting" system recording
  - Dial "\*\*292"
- "office\_hours\_and\_location" system recording
  - Dial "\*\*293"

## Asterisk phone system feature codes

The phone system has many other features accessible using special dial combinations – most are an asterisk followed by two numbers (for example, \*97). See [Feature Codes Module](#) for more information.