For additional information or to report a problem, call the ITS Support Center at 459-HELP and select option 4 or open a ticket at http://itrequest.ucsc.edu.

### Keys

<table>
<thead>
<tr>
<th>Keys</th>
<th>Key Description</th>
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<tbody>
<tr>
<td><strong>Goodbye key</strong>—Ends an active call or sends an incoming call directly to voicemail.</td>
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<tr>
<td><strong>Options key</strong>— Access options to customize your phone.</td>
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<tr>
<td><strong>Hold key</strong>—Places an active call on hold. To retrieve a held call, press the call appearance button beside the light that is blinking.</td>
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<tr>
<td><strong>Redial key</strong>—Redials up to 100 previously dialed numbers. Pressing the Redial key twice redials the last called number.</td>
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<tr>
<td><strong>Volume Control key</strong>—Adjusts the volume for the handset, headset, ringer and hands free speaker.</td>
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<tr>
<td><strong>Line/Call Appearance key</strong>—Connects you to a line or call.</td>
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<tr>
<td><strong>Speaker key</strong>—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 speaker.</td>
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<tr>
<td><strong>Mute key</strong>—Mutes the microphone so that your caller cannot hear you (the light indicator flashes when the microphone is on mute.)</td>
<td></td>
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</tbody>
</table>
| **Navigation keys**—
  - \( \uparrow \) to scroll through menu or messages on the screen.
  - \( \downarrow \) to view different line/call appearances.
  - In Options List, keys allow you to exit or enter the current option.
  - If editing entries:
    - \( \leftarrow \) erases the character;
    - \( \rightarrow \) sets the option. |

### Basic Phone Features

#### Make a call

1. Lift the handset, or press a **Line** key or the **Speaker/Headset** key.
2. Dial the number from the keypad.
3. Wait for the call to be dialed or press the **DIAL** softkey.

#### Answering a call

For hands-free operation: press the **Speaker/Handset** key or the **Line** button for the incoming call.

#### Redial

Press the **Redial** key. Scroll through available numbers. Press **Redial** key to dial.

#### Ending Calls

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

### Softkeys—12 softkeys on the 6737i IP Phone

- **6 Top Keys**: Static softkeys (up to 10 programmable functions)
- **6 Bottom Keys**: State-based softkeys appear depending on state of the phone (on hook, on a call etc).

**These softkeys will display when your phone is idle:**

1. **Services**—Access voicemail and profile.
2. **LocalDir**—Access your **Directory**. You may program up to 200 names and phone numbers.
3. **CallList**—Access the **Caller List** which lists your last 200 calls received.
4. **Directory**—Calls the campus voice activated directory.

**These softkeys display when you lift the handset:**

1. **Dial**—After entering a phone number from the keypad, press the **Dial** softkey to immediately dial the number.
2. **Conf**—Use the **Conf** softkey to establish a conference call. *
3. **Xfer**—Transfers an active call to another number. **

**These softkeys display when an incoming call arrives:**

1. **Answer**—Answers an incoming call.
2. **Ignore**—Sends an incoming call directly to voicemail.
**Advanced Call Handling**

**Call Hold**
1. To put a call on hold, press the **HOLD** key.
2. To retrieve the call, press the **HOLD** key again or press the **Line** key where the call is on hold.

**Call Transfer**
1. Press the **XFER** key. This places the current call on hold.
2. Dial the number of the person to whom you wish to transfer the call.
3. To transfer the call, press the **XFER** key again.

**Call Waiting:**
When you are on the line and a second call arrives you will hear a brief tone and see a Line key flashing. You may:
1. Press **Answer** or press the flashing **Line** key.
2. Press **Ignore** to send the call straight to voicemail.
3. Do nothing and the call will go to voicemail after 3 rings.
4. Toggle between the calls by placing the current call on hold and retrieving the other call.

**Conferenceing**
1. During a regular call, press a **line** key to get dial tone.
2. Dial the person you want to join your conference.
3. Once this person has answered, press the **CONFERENCE** key to set up the three way call.
4. Repeat steps 1 - 3 to add conference members.

**Missed Call Notification**
When a call rings your phone and isn’t answered you will see a message in the center of your display “Missed Call”
1. To view missed calls press the **CallList** soft key.
2. Use the arrow buttons to scroll through the list.

**Diversion/Do Not Disturb (DND)**
When **DND** is activated all calls will go to voice mail without ringing your phone.
1. Press **Diversion** softkey in the upper right side of the display.
2. Press 1 for **Do Not Disturb**. Your Diversion key will light.
3. To cancel **DND** press the **Diversion** key again.

**Voicemail**
When you have one or more unheard voice messages waiting, the light at the top right corner of your phone will flash. To access voicemail: Press the **MsgWaiting** key or the **Voicemail** key.

**Programming your Local Directory:**
1. Press **LocalDir**
2. Press **Add New**
3. Enter a name using the keypad letters.
4. Press the **down arrow** to reach the number field and enter the number using the keypad. (remember to put in 6 for an outside call.)
5. Press **save**.
6. Press **Goodbye**

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**Connecting your IP Phone to the Network**

- Your Aastra 6737i IP phone must be connected to the Network jack to work.
- Connect your computer to the network by plugging in the Ethernet network cable to the back of the phone in the port labeled PC.
- Do not move your phone without placing an order.
- Please remember: you must follow your department’s protocol to order a phone or extension move.

**Contact Us at**
459-HELP Option 4