

UC Santa Cruz
Aastra 6737i
Quick Reference Guide
v4.1 April 2014

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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 Key Description



Goodbye key—Ends an active call or sends an incoming call directly to voicemail.



Options key— Access options to customize your phone.



Hold key—Places an active call on hold. To retrieve a held call, press the call appearance button beside the light that is blinking.



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, headset, ringer and hands free speaker.



Line/Call Appearance key— Connects you to a line or call.



Speaker key—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.



Mute key—Mutes the microphone so that your caller cannot hear you (the light indicator flashes when the microphone is on mute.)

Navigation keys—



▼▲ to scroll through menu or messages on the screen.

◀▶ to view different line/call appearances. In Options List, keys allow you to exit or enter the current option.

If editing entries:

- ◀ erases the character;
- ▶ 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.

* Conferencing

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 phones.

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:

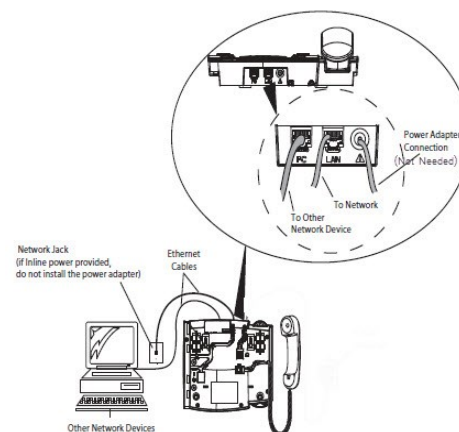
1. Press LocalDir
2. Press Add New
3. Enter a name using the keypad letters.
4. Press the **down arrow** to reach the number field and enter the number using the keypad. (remember to put in 6 for an outside call.)
5. Press **save**.
6. Press **Goodbye**

WE'RE ON THE WEB

<http://its.ucsc.edu/voip/>

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**

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459-HELP Option 4