



Hosted IP PBX

Quick Reference Guide

| KEY | Key Description |
|--|---|
| | Goodbye key – Ends an active call or sends an incoming call directly to voice mail. |
| | Options key – Accesses 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 flashing. |
| | 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 1 Call Appearance key – Connects you to a line or call. The Aastra 57i IP phone supports up to 4 line keys. |
| | Hands free key – Activates hands free 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 hands free speakerphone. |
| | 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 and DOWN arrow keys to view status of text messages on the LCD display (if there is more than 1 line of status text messages). These buttons also let you scroll through menu selections, such as the Options List. Press the LEFT and RIGHT arrow keys to view the different line 1 call appearances. While in the Options List, use these keys to enter the current option. When editing entries on the display, pressing the LEFT arrow key erases the character on the left; pressing the RIGHT arrow key sets the option. |
| Basic Phone Features | |
| Make a Call | |
| <ol style="list-style-type: none"> Lift the Handset, press a Line Appearance key or Hands free key. Dial the number from the keypad. | |
| Answering a Call | |
| For hands free operation, press or the Hands free key or Line Appearance key 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 either the Goodbye or Hang-up key. | |

| Softkeys – 12 Softkeys on the 57i IP Phone | | |
|---|--|--|
| | | <p>6 Top Keys: static softkeys (up to 10 programmable functions)</p> <p>6 Bottom Keys: state-based softkeys (up to 20 programmable functions)</p> <p><i>If there are more than 5 keys configured, the 6th key will be "More." Press to view the other pages of keys.</i></p> |
| <p>All top and bottom keys can be configured for specific functions. By default, keys 1 through 3 are assigned as Services, Directory, and Callers List, respectively:</p> <p>1 Services – Accesses enhanced features and services such as XML applications and voice mail.</p> <p>2 Dir – Accesses the Directory List which displays up to 200 names and phone numbers (stored in alphabetical order).</p> <p>3 Callers – Accesses the Callers List which lists the last 200 calls received.</p> | | |
| <p>The following softkeys display when you pick up the handset:</p> <p>Dial – After entering a phone number from the keypad, press the Dial softkey to immediately dial the number.</p> <p>Conf – Begins a 3 way conference with the active call.</p> <p>Xfer – Transfers the active call to another number.</p> | | |
| <p>The following softkeys display when an incoming call arrives:</p> <p>Answer – Answers an incoming call.</p> <p>Ignore – Sends an incoming call directly to voice mail.</p> | | |
| For Your Reference | | |
| Your phone number | | |
| Your extension | | |
| Code to dial an external number | | |
| Access your phone settings online | | |
| Conferencing phone number | | |
| Conferencing moderator code | | |
| Conferencing participant code | | |
| Conferencing moderator web access | | |
| Remote access to call forwarding number | | |
| Your administrator | | |
| Your administrator phone number | | |

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 Resume Key.

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 before the other person answers (non-consultative call transfer), press the Xfer key or
4. Wait until the person has answered before completing the transfer by pressing the Xfer key.

To transfer a call to voice mail, use the non-consultative call transfer step described above. The called party can either select "ignore" on their phone to direct the call to voice mail or simply not answer it.

Call Waiting

1. Select Answer or 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. When in a regular call, press the Conference key.
2. Dial the person you want to join you 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 the call on hold in a "park orbit" so that the call can be retrieved from another phone.

1. Initiate call transfer by pressing the Transfer key.
2. Dial the Call Park access code "53."
3. Listen to the park orbit number where the call will be parked.
4. Complete the call transfer by pressing Transfer again.
To retrieve a parked call, dial *54 followed by the park orbit number.

Do Not Disturb

Do Not Disturb enables you to send calls straight through to voice mail.

1. Press the DND button to turn Do Not Disturb On and off.

Voice mail

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

- To access voice mail: Press *15 or press the Messages or Voice mail key if you have one.
- To listen to your voice messages: Press 1
- To listen to your other messages: Press 11
- 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 #

Call Forwarding

Your phone system supports different types of Call Forwarding:
Immediate – Phone forwards all incoming calls immediately to the specified destination.

Busy – Phone forwards incoming calls if the line is already in use.

No Answer – Phone forwards the call if it is not answered in the specified number of rings.

To enable call forwarding using the phone:

1. **Activation** – For Immediate, Busy or No Answer Call Forwarding, dial the access code for the type of call forwarding you want to enable followed by the number you wish to forward calls to.
2. **Deactivation** – To disable call forwarding, dial the deactivation code for that type of call forwarding.

You may also enable and disable call forwarding using CommPortal.

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Comm Portal

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

Logging In:

1. Go to <http://commportal.grid4.com>
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.

The screenshot shows the CommPortal dashboard for user Carolina Castro. It features a navigation bar with tabs for Dashboard, Messages & Calls, Contacts, Call Manager, and Settings. The main content area includes a 'You have 5 voicemail (1 new)' notification, a 'Missed Call' table, a 'Contacts' list, and 'Call Manager Settings' for 'When I receive a call'.

| Missed Call | Time of call |
|----------------|---------------|
| (734) 464 2200 | 8/26 2:57 pm |
| (248) 866 8244 | 8/22 3:59 pm |
| (248) 244 8100 | 8/21 1:57 pm |
| (734) 464 6505 | 8/21 10:13 am |
| (248) 666 8600 | 8/13 10:00 am |
| (810) 217 4653 | 8/13 9:14 am |
| (248) 244 8100 | 8/13 8:19 am |
| (810) 444 5753 | 8/11 8:31 am |
| (810) 444 6348 | 8/6 2:30 pm |
| (248) 335 4445 | 8/6 2:22 pm |

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**

Common Access Codes

| | |
|--|-----------------------------|
| Immediate Call Forwarding Activation | * 72 + number to forward to |
| Immediate Call Forwarding Deactivation | * 73 |
| Busy Call Forwarding Activation | * 90 |
| Busy Call Forwarding Deactivation | * 91+ number to forward to |
| No Answer Call Forwarding Activation | * 92 |
| No Answer Call Forwarding Deactivation | * 93 + number to forward to |
| Park Call | * 53 |
| Retrieve Parked Call | * 54 |
| Automatic Recall | * 69 |
| Voice mail | * 15 |