



51i IP Phone

User Guide
Release 2.1

41-001212-00

Rev 00



Aastra Telecom will not accept liability for any damages and/or long distance charges, which result from unauthorized and/or unlawful use.

While every effort has been made to ensure accuracy, Aastra Telecom will not be liable for technical or editorial errors or omissions contained within this documentation. The information contained in this documentation is subject to change without notice.



Software License Agreement

Aastra Telecom Inc., hereinafter known as "Seller", grants to Customer a personal, worldwide, non-transferable, non-sublicenseable and non-exclusive, restricted use license to use Software in object form solely with the Equipment for which the Software was intended. This Product may integrate programs, licensed to Aastra by third party Suppliers, for distribution under the terms of this agreement. These programs are confidential and proprietary, and are protected as such by copyright law as unpublished works and by international treaties to the fullest extent under the applicable law of the jurisdiction of the Customer. In addition, these confidential and proprietary programs are works conforming to the requirements of Section 401 of title 17 of the United States Code. Customer shall not disclose to any third party such confidential and proprietary programs and information and shall not export licensed Software to any country except in accordance with United States Export laws and restrictions.

Customer agrees to not reverse engineer, decompile, disassemble or display Software furnished in object code form. Customer shall not modify, copy, reproduce, distribute, transcribe, translate or reduce to electronic medium or machine readable form or language, derive source code without the express written consent of the Seller and its Suppliers, or disseminate or otherwise disclose the Software to third parties. All Software furnished hereunder (whether or not part of firmware), including all copies thereof, are and shall remain the property of Seller and its Suppliers and are subject to the terms and conditions of this agreement. All rights reserved.

Customer's use of this software shall be deemed to reflect Customer's agreement to abide by the terms and conditions contained herein. Removal or modification of trademarks, copyright notices, logos, etc., or the use of Software on any Equipment other than that for which it is intended, or any other material breach of this Agreement, shall automatically terminate this license. If this Agreement is terminated for breach, Customer shall immediately discontinue use and destroy or return to Seller all licensed software and other confidential or proprietary information of Seller. In no event shall Seller or its suppliers or licensors be liable for any damages whatsoever (including without limitation, damages for loss of business profits, business interruption, loss of business information, other pecuniary loss, or consequential damages) arising out of the use of or inability to use the software, even if Seller has been advised of the possibility of such damages.

Table of Contents

Software License Agreement	iii
About This Guide	1
Documentation	1
Introduction	2
Phone Features.....	2
Requirements	2
Installation and Setup	3
Getting Started	4
Plugging in and Starting the Phone	4
Idle Screens	6
Incomplete Configuration.....	7
No Service	7
Connected State Screens.....	7
IP Phone Keys and Key Descriptions	8
Key Description*	8
Methods for Customizing Your Phone	10
Phone Options via the IP Phone UI	10
Phone Options via the Aastra Web UI.....	13
Phone Status	16
Phone Status via IP Phone UI	16
Finding Your Phone's IP Address	16
Phone Status via the Aastra Web UI.....	17
Customizing Your Phone	18
Ring Tones and Tone Sets	18
Contrast Level	21
Live Dialpad*	21
Time and Date	22
Language	25
User Password	27
Resetting a User Password	29
Restarting your phone.....	30
Phone Lock	31
Defining an Emergency Dial Plan	33
Speedial Keys	35
Transfer Key.....	40
Conference Key	41

Table of Contents

Making Calls	42
Dialing a Number	42
Using Handsfree Speakerphone	42
Redial.....	43
Mute.....	45
Receiving Calls	46
Answering an Incoming Call	46
Sending an Incoming Call to Voicemail.....	46
Handling Calls	47
Placing a Call on Hold	47
Transferring Calls.....	48
Conferencing Calls	49
Ending Calls	50
Managing Calls	51
Directory List.....	51
Callers List.....	61
Call Forwarding.....	67
Additional Features	70
Star Codes	70
Suppress DTMF Playback	70
Display DTMF Digits	71
Enable/Disable Call Waiting	72
Play Call Waiting Tone	74
Stuttered Dial Tone.....	75
XML Beep Support	76
Status Scroll Delay	77
Incoming Call Interrupts Dialing.....	78
Goodbye Key Cancels Incoming Calls.....	79
Incoming Intercom Call Features	81
Using Redial Key for “Last Number Redial”	83
Available Features Enabled by Administrators	84
Missed Call Summary Subscription	84
Customizable Callers List Key	84
Autodial (Hotline and Warmline).....	85
Answer and Ignore Softkeys for XML Applications.....	85
“Hold” Feature Enhancement (for Broadsoft Servers).....	85
Troubleshooting Solutions	86
Limited Warranty	93
Appendix A - Time Zone Codes	1

About This Guide

This guide explains how to use your new 51i phone. Not all features listed are available by default. Contact your System Administrator to find out which features and services are available on your system. Your System Administrator also has the ability to customize some features on this phone.

Documentation

- ***Aastra 51i IP Installation Guide*** – installation and set-up instructions, general features and functions, and basic options list customization. This guide is included in the box with your phone.
- ***Aastra SIP 51i IP Phone User Guide*** – explains the most commonly used features and functions. This guide can be downloaded from www.aastratelecom.com.
- ***Aastra SIP 51i, 53i, 55i, 57i, 57i CT IP Phone Administration Guide*** – explains how to set the 51i phone up on the network and contains advanced configuration instructions for the 51i. This is an administrator level guide. This guide can be downloaded from www.aastratelecom.com.

Introduction

This 51i IP telephone has all the features of a regular business phone, allowing you to make and receive calls, transfer, conference and more. The 51i IP telephone provides communications over an IP Network using the SIP IP telephony protocol.

Phone Features

- 3-line LCD screen
- 1 call appearance line
- Supports 1 call line with transfer capabilities
- Full-duplex speakerphone for monitoring calls
- Built-in two-port, 10/100 Ethernet ports - lets you share a connection with your computer
- Inline power support (based on 802.3af standard) which eliminates power adapters.
- AC power adapter (sold separately)

Requirements

The 51i IP Phone requires the following environment:

- SIP-based IP PBX system or network installed and running with a SIP account created for the 51i phone.
- Access to a Trivial File Transfer Protocol (TFTP), File Transfer Protocol (FTP), Hypertext Transfer Protocol (HTTP) server, or Hyper Text Transfer Protocol over Secure Sockets Layer (SSL) (HTTPS).
- Ethernet/Fast Ethernet LAN (10/100 Mb)
- Category 5/5e straight through cabling
- Power over Ethernet (PoE) inline power injector (optional accessory - necessary only if your network provides no inline power and if you do not use the IP Phone's power adapter).

Installation and Setup

If your System Administrator has not already setup your 51i phone, please refer to the *Aastra 51i Installation Guide* for basic installation and physical setup of the 51i. For more advanced administration and configuration information, System Administrators should refer to the *Aastra SIP 51i, 53i, 55i, 57i, 57i CT IP Phone Administrators Guide*.

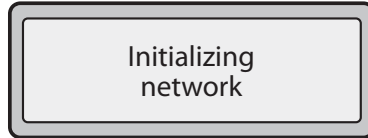
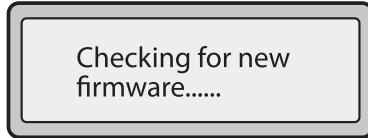
Getting Started

The 51i must be set up and configured prior to its first use. This section describes phone behavior and start up screens you may see when the phone is first plugged in, or when it is restarted.

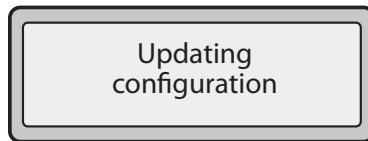
Plugging in and Starting the Phone

The 51i automatically begins the start up sequence as soon as it is connected. The phone goes through this process the first time you plug in your phone and every time you restart your phone.

1. The phone displays the following startup screens.



The 51i phone then checks settings and looks for new configuration and firmware updates for the phone from a server. If a new update is found, the phone displays the message “**Updating Configuration**”. This may take a few moments while the phone downloads the latest updates.

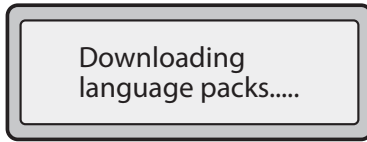


Note: New updates to your phone can be automatically scheduled from the server. This is set up on the phone system by your System Administrator and should be scheduled during non-business hours or slow call periods.

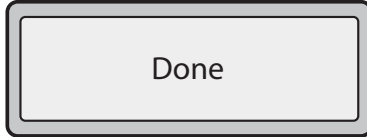


Important! Do not unplug or remove power to the phone while it is checking or installing firmware and configuration information.

If language packs were loaded to your phone by your System Administrator, the following screen displays during startup.



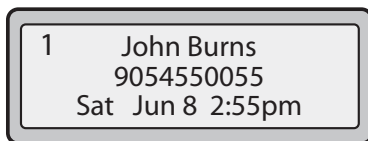
When the configuration update is complete, the phone displays the following screens.



Idle Screens

Idle Screen 1

When the phone has successfully updated the configuration and connected to the network, the phone displays the **Idle State** screen:



The **Idle State** screen lists your name (SIP screen name), extension (or phone number), and day, date, and time. The "1" in the upper corner in the above example indicates the idle screen for the first line appearance. You can use the left and right arrow keys to scroll through the idle screens for all three line appearances. The 51i allows for scrolling up to 3 lines.

This screen is shown whenever your phone is not in use.

Idle Screen 2

The second display line displays the following temporary messages if the event occurs:

- No Service
- DHCP Failed
- Restarting.....
- New IP Obtained
- Network Disconnected/Connected

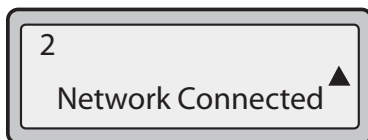
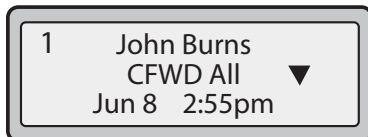


Note: Since the "Network Disconnected/Connected" display on two lines, the date and time does not show if this event displays.

The second line can also display the following status messages, listed in order of display priority:

- Call forward status
- DND On (Do Not Disturb)
- Number of missed calls

When more than one status message displays, the ▼ is shown after the message to indicate you can use the ▼ and ▲ navigation keys to scroll through the remaining messages.



Incomplete Configuration

If your phone displays an "**Incomplete Config**" message without any extension or user name at the end of the start up sequence instead of an Idle state screen, this indicates the phone configuration that was downloaded from the configuration server is not complete or correct. Contact your System Administrator for assistance.

No Service

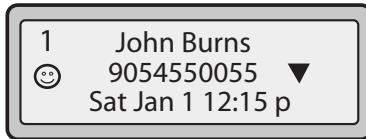
When the phone is not properly connected to the network, or the account has not been configured by the Network Administrator, the "**No Service**" or "**Network Disconnected**" prompt appears on the display and the telephone status light turns ON. The phone also displays the default time and date of 12:00am Jan. 1st, 2000. Check that the cables are tightly connected to the phone and to the wall jack. The phone should automatically detect when the connection is reconnected and will display the "**Network Connected**" prompt temporarily.

If changes have been made to your phone settings, you may need to restart your phone. For more information on restarting your phone, see "[Restarting your phone](#)" on [page 30](#).

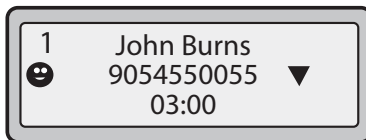
For more information about connecting your phone, refer to the *Aastra 51i Installation Guide*. Check with your System Administrator for assistance.

Connected State Screens

When the phone has successfully connected to the network, a "happy face" icon appears to the left of the phone number as show below. This icon in the following illustration indicates the phone is on-hook.



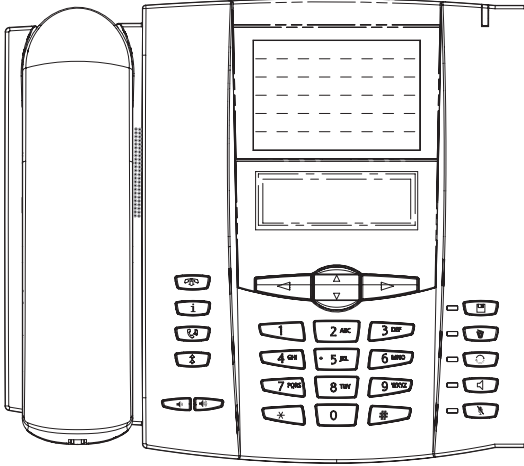
When the phone is off-hook, the icon displays as follows.



Note: You can use the left and right arrow keys to display the idle or connected screens on other lines.






IP Phone Keys and Key Descriptions







The following sections describe the various 51i phone key functions, and how they help you make and manage your calls and caller information.



Key Description*


The following table identifies the keys on the key panel of your 51i IP phone that you can use for handling calls.

Keys	Key Description
	Goodbye key - Ends an active call. The Goodbye key also exits an open list, such as the Options List, without saving changes.
	Services key - Accesses services and options to customize your phone. This keys also access the Directory List and Callers List. Your System Administrator may have already customized some of your settings. Check with your System Administrator before changing the administrator-only options.
	Hold key - Places an active call on hold. To retrieve a held call, press the Hold key again.
	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 handsfree speaker.


Keys	Key Description
	<p>Save key - Saves names and numbers to the Directory List. Also saves names and numbers from the Callers List to the Directory List.</p>
	<p>Delete key - Deletes individual or all entries from the Directory List and Callers List. Deletes all entries from the Redial List. You can also use this key to backspace and delete a character when entering values for speedial softkeys.</p>
	<p>Swap key - If you are on an active call and a second call comes in, you can press the Swap key. This key places the first call on hold and answers the second call. Pressing the Swap key again toggles between the two active calls.</p> <p>The Swap key works with two active calls only. A third call cannot be accepted.</p>
	<p>Speaker key - Activates Handsfree for receiving calls without lifting the handset. Can be used on active calls to switch from the handset to handsfree.</p>
	<p>Mute key - Mutes the microphone so that your caller cannot hear you.</p>
	<p>Navigation keys - Pressing the UP and DOWN arrow keys lets you view different status and 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.</p> <p>Right Arrow - This key also acts as a Transfer Key, allowing you to transfer calls when required.</p> <p>Left Arrow - This key also acts as a Conference Key, allowing you to join conferences when required.</p> <p>Pressing the LEFT and RIGHT arrow keys lets you view the lines on the LCD. While in the Options List, the navigation keys allow you to exit or enter the current option. When you are editing entries on the display, pressing the LEFT arrow key erases the character on the left; pressing the RIGHT arrow key sets the option.</p>

Methods for Customizing Your Phone

There are two ways to customize specific options on your phone:

- Using the Services Key  on the IP Phone and selecting Options from the Menu
- Using the Aastra Web UI in an Internet browser window from your PC.

Phone Options via the IP Phone UI

You can customize your phone by pressing the Services Key  and selecting Options from the Menu using the IP Phone UI.

These options allow you to customize the following phone settings.

Option Number	Option
1	Call Forward 1. Cfwd Number 2. Cfwd Mode 3. No. Rings
2	Preferences 1. Tones Ring Tone Tone Set 2. Contrast Level 3. Live Dialpad 4. Time and Date Time Zone Daylight Savings Time Format Date Format Time Server Time Server 1 Time Server 2 Time Server 3 Set Time Set Date 5. Language
3	Phone Status 1. IP&MAC Addresses 2. LAN Port 3. PC Port 4. Firmware Info
4	User Password
5	Administrator Menu (Password Protected)
6	Restart Phone
7	Phone Lock



Note: *The "Administrator Menu" options are administrator level functions only, and are not accessible by the user. These options should only be set up and changed by your system administrator.




Simplified Options Menu

You System Administrator may configure a simplified options menu for your phone. The following table indicates the options that may appear on your phone if the simplified options menu is applied.

Option Number	Option
1	Call Forward 1. Cfdw Number 2. Cfdw Mode 3. No. Rings
2	Preferences 1. Tones Ring Tone Tone Set 2. Contrast Level 3. Live Dialpad
3	Phone Status 1. IP&MAC Addresses 2. LAN Port 3. PC Port 4. Firmware Info
4	Phone Lock



IP Phone UI

1. Press the Services Key  on the phone and select Options to enter the Options List.
2. Use ▲ and ▼ to scroll through the list of options, or press the number corresponding to the **Option**.
3. Press **Enter**, the ► key, or press the digit number of the corresponding option to select an option.
4. Change a selected option if applicable.
5. Press the **Set** or **Done** key to save the change.
6. Press the  key, the ◀ key, or the  key at any time to exit without saving changes.

Reference

For more information about customizing your phone using the available options from the IP Phone UI, see the section "[IP Phone Keys and Key Descriptions](#)" on [page 8](#).

For more information about administrator options, contact your System Administrator.

Phone Options via the Aastra Web UI

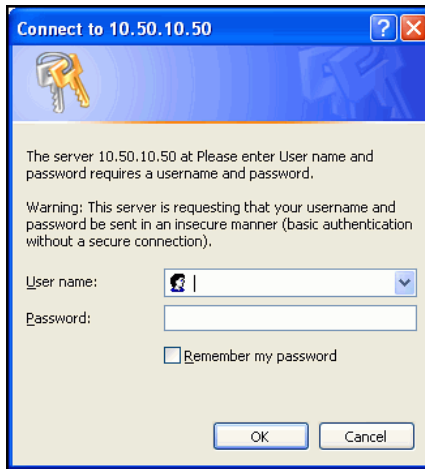
In addition to the IP Phone UI options, you can customize additional options on the IP Phone using the Aastra Web UI. In order to access your phone using the Aastra Web UI, you need to know your phone's IP address. To find your phone's IP address, see "[Finding Your Phone's IP Address](#)" on [page 16](#).

Using the Aastra Web UI



Aastra Web UI

1. Open your web browser, enter the phone's IP address or host name into the address field and press **<Enter>**.
The following logon screen displays.

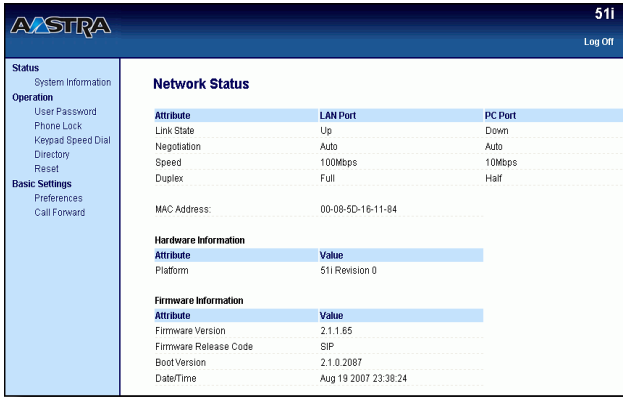


2. At the prompt, enter your username and password and click



Note: For a user, the default user name is "user" and the password field is left blank.

The Network Status window displays for the IP phone you are accessing..



3. You can logout of the Aastra Web UI at any time by clicking **Log Off**.

The following categories display in the side menu of the Aastra Web UI: **Status**, **Operation**, **Basic Settings**.

Headings	Descriptions
Status	The Status section displays the network status and the MAC address of the IP phone. It also displays hardware and firmware information about the IP phone. The information in the Network Status window is read-only.
Operation	<p>User Password - Allows you to change user password.</p> <p>Phone Lock - Allows you to assign an emergency dial plan to the phone, lock the phone to prevent any changes to the phone and to prevent use of the phone, and reset the user password.</p> <p>Keypad Speeddial - Allows you to assign a speeddial number to a specific digit on the phone's keypad for speeddialing purposes.</p> <p>Directory - Allows you to copy the Callers List and Directory List from your IP phone to your PC.</p> <p>Reset - Allows you to restart the IP phone when required.</p>

Headings	Descriptions
Basic Settings	<p>Preferences - Allows you to enable/disable the following: Suppress DTMF Playback, Display DTMF Digits, enable/disable Call Waiting, Play Call Waiting Tone, Stuttered Dial Tone, XML Beep Support, Status Scroll Delay, Incoming Call Interrupts Dialing, and Goodbye Key Cancels Incoming Call. This category also allows you to configure incoming intercom call settings, ring tones (global basis only, and ring tone sets, time and date settings, and language settings.</p> <p>Call Forward - Allows you to set a phone number destination for where you want calls forwarded. Call forward can be configured using a specific mode (off, all, busy, no answer, busy no answer) on a global basis only.</p>

Phone Status

You can view the status of your phone using the IP Phone UI or the Aastra Web UI.

Phone Status via IP Phone UI

The "**Phone Status**" option on the IP phone displays the status of your phone to the LCD display.


This option allows you to view your phone's:

- Network status including your phone's IP and MAC address
- Local Area Network (LAN) port
- PC port
- Firmware version

Use the following procedure to view the status of your phone using the IP Phone UI.



IP Phone UI

1. Press  on the phone to enter the Services Menu and select "**Options List**" from the Menu.
2. Select **Phone Status**.
3. Select the option you want to view:
 - IP&MAC Address**
 - LAN Port**
 - PC Port**
 - Firmware Info**


The option you select displays to the LCD. Use the ▲ and ▼ keys to scroll the through the LCD display.

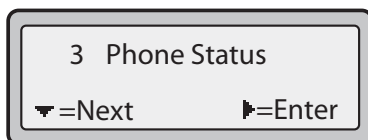
Finding Your Phone's IP Address

If you want to access your phone's options using an Internet browser, you need to enter the IP address of the phone in the browser to open the Aastra Web UI. Use the following procedure to find your phone's IP address.

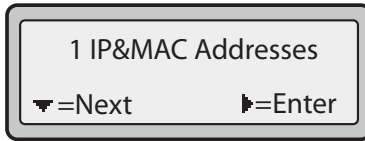


IP Phone UI

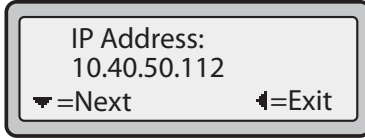
1. Press the  key and select "**Options List**" from the Menu.
2. Select **Phone Status** and press the ► key.



3. Select "IP&MAC Addresses" and press the ► key.



The IP address of your 51i IP phone displays in the "IP Address" field.



Phone Status via the Aastra Web UI

After accessing your phone via the Aastra Web UI, the first screen to display is the phone's Status Screen.

AASTR 51i Log Off

Status
System Information

Operation
User Password
Phone Lock
Keypad Speed Dial
Directory
Reset

Basic Settings
Preferences
Call Forward

Network Status

Attribute	LAN Port	PC Port
Link State	Up	Down
Negotiation	Auto	Auto
Speed	100Mbps	10Mbps
Duplex	Full	Half

MAC Address: 00-08-50-16-11-84

Hardware Information

Attribute	Value
Platform	51i Revision 0

Firmware Information

Attribute	Value
Firmware Version	2.1.1.85
Firmware Release Code	SIP
Boot Version	2.1.0.2067
Date/Time	Aug 19 2007 23:38:24

This screen is view only. It displays the Network Status of your phone which includes the following:

- LAN Port
- PC Port
- MAC Address
- Hardware Information
- Firmware Information

Customizing Your Phone

The following paragraphs describe the options available from either the IP Phone UI, the Aastra Web UI, or both, and provide procedures applicable to the option.

Ring Tones and Tone Sets

You can configure ring tones and ring tone sets on the IP phone.

Ring Tones

There are several distinct ring tones a user can select from to set on the IP phones. You can enable/disable these ring tones on a global basis only.

The following table identifies the valid settings and default values for each type of configuration method.

Ring Tones Table

Configuration Method	Valid Values	Default Value
IP Phone UI (Global only)	Tone 1 Tone 2 Tone 3 Tone 4 Tone 5	Tone 1
Aastra Web UI (Global only)	Tone 1 Tone 2 Tone 3 Tone 4 Tone 5 Silent	Tone 1

Ring Tone Sets

In addition to ring tones, you can configure ring tone sets on a global-basis on the IP phone. Ring tone sets consist of tones customized for a specific country. The ring tone sets you can configure on the IP phones are:

- US (Default - also used in Canada)
- Mexico
- UK (United Kingdom)
- Italy
- Germany
- France
- Europe (generic tones)
- Australia

When you configure the country's tone set, the country-specific tone is heard on the phone for the following:

dial tone
 secondary dial tone
 ring tone
 busy tone
 congestion tones
 call waiting tone
 ring cadence pattern


You configure global ring tones and tone sets using the Aastra Web UI and the IP Phone UI.

Configuring Ring Tones and Tone Sets



IP Phone UI

Use the following procedures to configure ring tones and tone sets on the IP phone. (global configuration only)

1. Press the  key and select "**Options List**" from the Menu.
2. Select **Preferences**.
3. Select **Tones**.
4. Select **Ring Tone**.
5. Select the type of ring tone (**Tone 1** through **Tone 5**, or **Silent**).
6. Select **Set** and then press ▼.
7. Select **Tone Set**.
8. Select the country for which you want to apply the tone set. Valid values are **Australia**, **Europe**, **France**, **Germany**, **Italy**, **UK**, **Mexico**, and **US**. Default is **US**.
9. Press ►.
 The ring tone and tone set you select is immediately applied to the IP phone.



1. Click on **Basic Settings**->**Preferences**->**Ring Tones**.



2. In the **"Ring Tones"** section, select a country from the **"Tone Set"** field. Valid values are **Australia, Europe, France, Germany, Italy, UK, Mexico, and US**. Default is US.
3. Select a value from the **"Global Ring Tone"** field.



Note: *See the [Ring Tones Table](#) on [page 18](#) for valid values.

4. Click to save your changes.

Contrast Level


The "**Contrast Level**" option on the IP phone allows you to set the amount of light that illuminates the LCD display. Use this option to set the preference of contrast level.

You can set the contrast level using the IP Phone UI only.


Setting Contrast Level



IP Phone UI

1. Press the  key and select "**Options List**" from the Menu.
2. Select **Preferences**.
3. Select **Contrast Level**.
4. Use the ◀ and ▶ navigation buttons to increase or decrease the intensity of contrast lighting on the LCD.
5. Press **Done** to save your selection.

Live Dialpad*

The "**Live Dialpad**" option on the IP phone turns the Live Dial Pad mode ON or OFF. With live dial pad ON, the 51i IP phone automatically dials out and turns ON Handsfree mode as soon as a dial pad key or softkey is pressed. With live dial pad OFF, if you dial a number while the phone is on-hook, lifting the receiver or pressing the  initiates a call to that number.


*Availability of feature dependant on your phone system or service provider.

You can enable/disable the live dialpad using the IP Phone UI only.

Enabling/Disabling Live Dialpad



IP Phone UI

1. Press the  key and select "**Options List**" from the Menu.
2. Select **Preferences**.
3. Select **Live Dialpad**.
4. Use the **Change** softkey to turn the live dialpad ON or OFF.
5. Press **Done** to save your selection.

Time and Date

On the IP phones, you can configure the following:

- Time and date
- Time and date format
- Time zone
- Daylight savings time
- Time Servers (Administrator use only; password protected)



Note: You can set the above features using the IP Phone UI. However, only the Time and Date Formats can be set using the Aastra Web UI. The "Time Server" configuration is for Administrator use only and is password protected. Contact your System Administrator for more information.


Configuring Time and Date

Use the following procedures to configure the time and date settings on the IP phone.



IP Phone UI

Set Time and Time Format

1. Press the  key and select "**Options List**" from the Menu.
2. Select **Preferences**.
3. Select **Time and Date**.
4. Select **Set Time**.
5. Using the keys on the keypad, enter a time to set on the IP phone. Use the ◀ and ▶ navigation keys to move backward or forward when entering the time. Use the "*" key to set either AM or PM.
6. Press **Set** to save the time you entered.
7. Select **Time Format**.
8. Using the "**Change**" softkey, set the Time Format to either a 12 hour format or a 24 hour format. Valid values are **12h** and **24h**. Default is **12h**.
9. Press **Set** to save the Time Format you selected.

Set Date and Date Format

1. Select **Preferences**.
2. Select **Time and Date**.
3. Select **Set Date**.
4. Using the keys on the keypad, enter a date to set on the IP phone. Use the ◀ and ▶ navigation keys to move backward or forward when entering the date.
5. Press **Set** to save the date setting.
6. Select **Date Format**.

7. Select a date format from the list of options. Default is **Sun Jan 2**. Valid values are:

- Sun Jan 2 (Default)
- 2-Jan-00
- 2000 01 02
- 02/01/2000
- 02/01/00
- 02-01-00
- 01/.02/00
- Jan 2
- 2 Jan 2000
- Sun 2 Jan
- 2 Jan
- 02.01.2000

8. Press **Done** to save the Date Format.

Set Time Zone

1. Select **Preferences**.
2. Select **Time and Date**.
3. Select **Time Zone**.
4. Press * to display a list of Time Zone options.
A list of Time Zones display for different areas of the world.
5. Select a Time Zone that applies to your area.
The default Time Zone is **US-Eastern**.



Note: For a list of the Time Zones values available on the IP Phone, see [“Appendix A - Time Zone Codes.”](#)

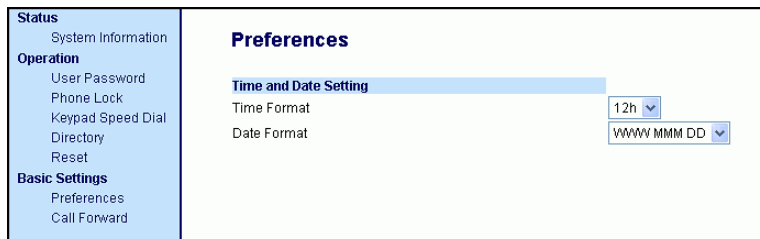
6. Press **Set** to save the Time Zone you selected.

Set Daylight Savings Time

1. Select **Preferences**.
2. Select **Time and Date**.
3. Select **Daylight Savings**.
4. Select a Daylight Savings time from the list of options.
Default is **Automatic**. Valid values are:
 - OFF
 - 30 min summertime
 - 1 hr summertime
 - Automatic (Default)
5. Press **Set** to save the Daylight Savings value you selected.



1. Click on **Basic Settings->Preferences->Time and Date Setting**.



2. In the “**Time Format**” field, select the time format you want to use on your phone. Valid values are:
12h (12 hour format) (default)
24h (24 hour format)




Note: The time displays on the phone’s idle screen in the format you select for this field.

3. In the “**Date Format**” field, select the date format you want to use on your phone. Default is **WWW MMM DD**. Valid values are:

- **WWW MMM DD** (default)
- **DD-MMM-YY**
- **YYYY-MM-DD**
- **DD/MM/YYYY**
- **DD/MM/YY**
- **DD-MM-YY**
- **MM/DD/YY**
- **MMM DD**
- **DD MMM YYYY**
- **WWW DD MMM**
- **DD MMM**
- **DD.MM.YYYY**



Note: The date and date format you configure display on the phone’s idle screen.

4. Click  to save your changes.

Language

The IP phones support several different languages. You can have the IP Phone UI and the Aastra Web UI display in a specific language as required. When you set the language to use, all of the display screens (menus, services, options, configuration parameters, etc.) display in that language. The IP phones support the following languages:

- English (default)
- French
- Spanish
- German
- Italian

Specifying the Language to Use

Once the language pack(s) are available on your phone from your System Administrator, you can specify which language to use on the phone and/or the Aastra Web UI.







Note: All languages may not be available for selection. The available languages are dependant on the language packs currently loaded to the IP phone.



IP Phone UI

Use the following procedure to specify which language to use for the IP Phone UI.

1. Press the  key and select "**Options List**" from the Menu.
2. Select **Language** and press .
The language setting displays a check mark indicating this is the current language on the IP Phone.
3. Using the  and  keys, scroll through the languages. Valid values are: **English** (English), **Français** (French), **Español** (Spanish), **Deutsch** (German), or **Italiano** (Italian). Default is **English**.



Note: All languages may not be available for selection. The available languages are dependant on the language packs currently loaded to the IP phone. English is the default language and cannot be changed or removed. For more information about loading language packs, see your System Administrator.

4. Press **Set** to set the language on the phone.
The change is dynamic. When you exit the Options Menu, the phone displays all menu items in the language you selected.

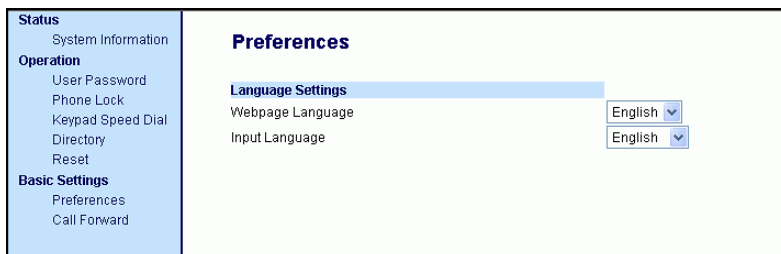


Aastra Web UI



Note: You must have the language pack(s) already loaded to your phone in order to use them. For more information about loading language packs, see your System Administrator.

1. Click on **Basic Settings->Preferences->Language Settings.**



2. In the “**Webpage Language**” field, select a language to apply to the Aastra Web UI. The IP phone supports the following languages:

English (default)
French (Canadian)
Spanish (Mexican)
German
Italian



Note: All languages may not be available for selection. The available languages are dependant on the language packs currently loaded to the IP phone by your System Administrator. English is the default language and cannot be changed or removed.

3. Click to save your settings. The change is dynamic. The Aastra Web UI displays all screens in the language you selected.

User Password

This category allows you to change the user password for your phone. Changing your password ensures that only you can alter your phone settings, and helps keep your system secure. You can change your user password using the IP Phone UI or the Aastra Web UI.

If you change the password	you will need to:
using the IP Phone UI,	use that new password to log into the Aastra Web UI.
using the Aastra Web UI,	use that new password when changing the user password via the IP Phone UI.




Note: Valid values when creating or changing a password are 0 to 4294967295 (integers only; symbols and alpha characters are not allowed). Default password is an empty string "" (field is blank).

Setting a User Password



IP Phone UI

1. Press the  key and select "**Options List**" from the Menu.
2. Select **User Password** and press ►.
3. Enter the current user password and press ►.
4. Enter the new user password and press ►.
5. Re-enter the new user password and press ►.
A message, "Password Changed" displays on the screen.



1. Click on **Operation->User Password**.

Status System Information	Reset User Password Please enter the current and new passwords Current Password <input type="text"/> New Password <input type="text"/> Password Confirm <input type="text"/> <input type="button" value="Save Settings"/>
Operation User Password Phone Lock Keypad Speed Dial Directory Reset	
Basic Settings Preferences Call Forward	

2. In the "**Current Password**" field, enter the current user password.



Note: By default, the user name is "user" (all lowercase) and the password field is left blank.

3. In the "**New Password**" field, enter the new user password.
4. In the "**Password Confirm**" field, enter the new user password again.
5. Click to save your changes.

Resetting a User Password

If you forget your password, you can reset it and enter a new password. The reset user password feature resets the password to the factory default which is blank (no password).

You can reset a user password using the Aastra Web UI only.



Note: Valid values when creating or changing a password are 0 to 4294967295 (integers only; symbols and alpha characters are not allowed). Default password is an empty string "" (field is blank).

Reset a User Password

Use the following procedure to reset a user password.



Aastra Web UI

1. Click on **Operation->Phone Lock**.

Status System Information	Phone Lock
Operation User Password Phone Lock Keypad Speed Dial Directory Reset	Lock or unlock the phone
Basic Settings Preferences Call Forward	Emergency Dial Plan: <input type="text" value="911 999 112 110"/>
	Lock the phone?: <input type="button" value="Lock"/>
	Reset User Password: <input type="button" value="Reset"/>
	<input type="button" value="Save Settings"/>

2. In the "Reset User Password" field, click .

The following screen displays.

Status System Information	Reset User Password
Operation User Password Phone Lock Keypad Speed Dial Directory Reset	Please enter the current and new passwords
Basic Settings Preferences Call Forward	Current Password: <input type="text"/>
	New Password: <input type="text"/>
	Password Confirm: <input type="text"/>
	<input type="button" value="Save Settings"/>


3. In the "Current Password" field, leave this blank.
4. In the "New Password" field, enter a new password.
5. In the "Password Confirm" field, re-enter your new user password.
6. Click to save your settings.

Restarting your phone

You may want to restart your phone to check for updates for your phone on the server. You may occasionally need to restart your phone to set changes or updates to your phone or network settings. You may also need to restart your phone if you have been asked to do so by your System Administrator, or should you experience any unexpected behavior.



IP Phone UI

1. Press the  key and select "**Options List**" from the Menu.
2. Select **Restart Phone**.
3. Press # to confirm the restart of the phone. If you do not wish to restart your phone, press the ◀ key to cancel.

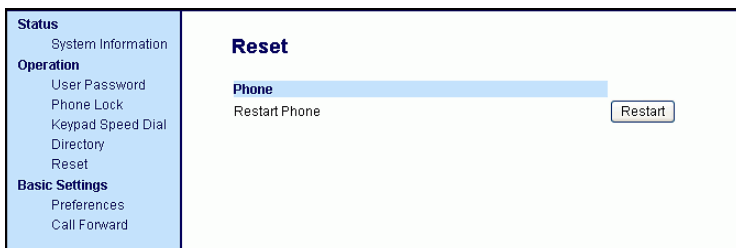



Note: Your phone will be out of service temporarily during the restart and downloading process.



Aastra Web UI

1. Click on **Operation->Reset**.



2. Click  .
3. Click **OK** at the confirmation prompt.

Phone Lock

You can lock your phone to prevent the phone from being used or configured. You can lock the phone using any of the following:

- At the path *Options->Phone Lock* on the IP Phone UI.
- At the path *Operations->Phone Lock* on the Aastra Web UI.

In the Aastra Web UI, the *Operation->Phone Lock* path also allows you to perform the following:

- Reset a user password. Clicking on the "Reset" button in the "Reset User Password" field displays a screen that allows you to enter and save a new user password.
- Set an emergency dial plan. An emergency dial plan can be 911, 999, 112, 110 or all of the above. The default emergency dial plan is 911|999|112|110.

The following procedures describe locking the phone, setting an emergency dial plan, and resetting the user password.


Locking/Unlocking a Phone

Use the following procedures to lock an IP phone and prevent it from being used or configured.




IP Phone UI

Lock the Phone

1. Press the  key and select "**Options List**" from the Menu.
2. Select **Phone Lock** and press **Enter**.
3. At the "*Lock the phone?*" prompt, press **Lock**.
The message "*Phone is locked*" displays.

Unlock the Phone

1. Press the  key and select "**Options List**" from the Menu.
2. At the prompt, "*Password:*", enter your user password and press **Enter**.
The phone unlocks.
- 3.



1. Click on **Operation->Phone Lock**.

Status System Information	Phone Lock
Operation User Password Phone Lock Keypad Speed Dial Directory Reset	Lock or unlock the phone
Basic Settings Preferences Call Forward	Emergency Dial Plan: 911 999 112 110
	Lock the phone? <input type="button" value="Lock"/>
	Reset User Password <input type="button" value="Reset"/>
	<input type="button" value="Save Settings"/>

Lock the Phone

2. In the "Lock the Phone?" field, click .
The phone locks dynamically and displays the following message:
"Phone is locked".

Unlock the Phone

3. Click on **Operation->Phone Lock**.
4. In the "Unlock the Phone?" field, click .
The phone unlocks dynamically and displays the following message:
"Phone is unlocked".

Defining an Emergency Dial Plan

Public telephone networks in countries around the world have a single emergency telephone number (emergency services number), that allows a caller to contact local emergency services for assistance when required. The emergency telephone number may differ from country to country. It is typically a three-digit number so that it can be easily remembered and dialed quickly. Some countries have a different emergency number for each of the different emergency services.

You can specify the digits to dial on the IP phone for contacting emergency services. Once you specify the emergency number(s) on the phone, you can dial those numbers directly on the dial pad when required and the phone automatically dials to those emergency services.



Note: Contact your local phone service provider for available emergency numbers in your area.

The following table describes the default emergency numbers on the IP phones.

Emergency Number	Description
911	A United States emergency number
999	A United Kingdom emergency number
112	An international emergency telephone number for GSM mobile phone networks. In all European Union countries it is also the emergency telephone number for both mobile and fixed-line telephones.
110	A police and/or fire emergency number in Asia, Europe, Middle East, and South America.

You can set the emergency dial plan using the Aastra Web UI.

Define an Emergency Dial Plan

Use the following procedure to specify the numbers to use on your phone for dialing emergency services in your area.



Aastra Web UI

1. Click on **Operation->Phone Lock**.

Status System Information	Phone Lock Lock or unlock the phone Emergency Dial Plan <input type="text" value="911 999 112 110"/> Lock the phone? <input type="button" value="Lock"/> Reset User Password <input type="button" value="Reset"/> <input type="button" value="Save Settings"/>
Operation User Password Phone Lock Keypad Speed Dial Directory Reset	
Basic Settings Preferences Call Forward	

2. In the "**Emergency Dial Plan**" field, enter the 3-digit number used in your local area to contact emergency services. For multiple numbers, enter a "|" between each emergency number. For example:

911|110

Default for this field is **911|999|112|110**.

3. Click to save the emergency dial plan to your phone.

Reference

For more advanced options you can set on your phone, see "[Additional Features](#)" on [page 70](#).

Speeddial Keys

The normal function of a speeddial option allows you to dial a number quickly by pressing a key configured for speeddialing. You can program the keys on the keypad of the 51i to speeddial outside numbers, dial directly to another person's line or extension, or set up to quickly access features such as Caller ID (*69), Voicemail.

On the 51i, the speeddial function can be set using the IP Phone keypad directly, or using the Aastra Web UI to setup the speeddial key.

Note: You can use a speeddial key while on an active call by placing the active call on hold first, and then pressing the speeddial key.

Speeddial Prefix

The speeddial feature also allows you to specify a preset string of numbers followed by a "+" that the phone dials automatically after pressing the speeddial key. You can use this feature for numbers that contain long prefixes.

For example, if you set the following speeddial configuration:

Digit 1

1234567+

then, after you press Digit 1 on the keypad, the prefix number displays on the phone screen. The phone proceeds to dial the prefix number automatically and pauses for you to enter the remaining phone number using the keypad on the phone.

You can save up to 7 speeddial numbers on the 51i.

Use the following procedures to set speeddial on the 51i IP phone.

Creating a Speeddial Key from the Keypad



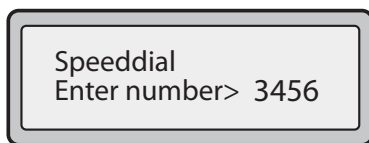
IP Phone UI

Pressing and holding down a keypad key on the phone initiates a speeddial feature.

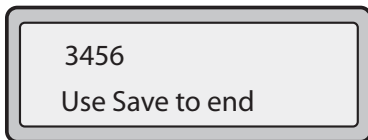


Note: When creating a speeddial key from the IP Phone UI, you must select a keypad key that has no preassigned function.

1. Press a number key on the keypad for 3 seconds.
A screen displays with the prompt, "*Enter number>*".
2. Enter a phone number or extension to assign to that speeddial key.
The following example illustrates the screen display:



After entering the number, the prompt, "Use Save to end" displays on the screen.



3. Press **Save** to save the number as a speeddial key.



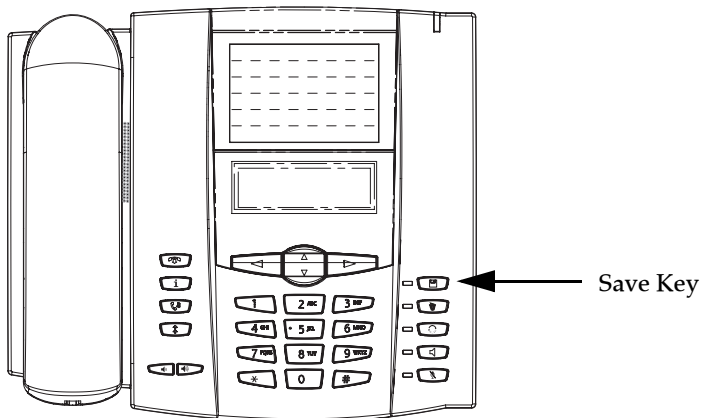
Note: Press and hold a speeddial key to edit that speeddial key. Use the Delete Key to delete the speeddial key.

Creating a Speeddial Key Using the Save Key

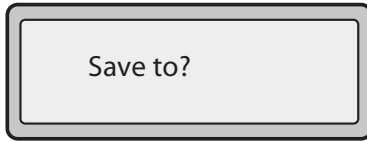


IP Phone UI

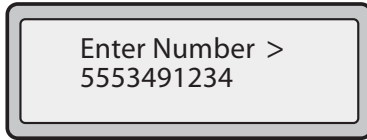
Use the following procedure to create a speeddial key using the **Save** key. Use the following illustration for reference.



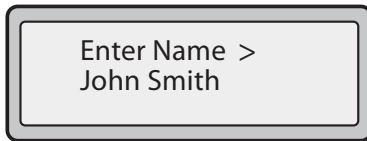
1. Press the **Save** key. The screen displays "Save to?"



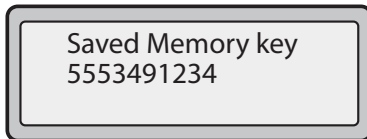
2. Select a Keypad key you want to save to.
3. At the "Enter Number" prompt, use the dial pad key to enter the number.



4. Press the **Save** key to save the speeddial configuration.
5. At the "Enter Name" prompt, use the dial pad keys to select the letters. Continue to press the number key to access the next letter for that key (i.e. press **2** three times to access **C**). Press **▶** to move to the next space, or wait a moment and the cursor automatically advances. To insert a space between letters, press **▶**. To backspace and erase a mistake, press **◀** or the **Delete** key. You can save up to 16 letters and numbers on each keypad key entry.

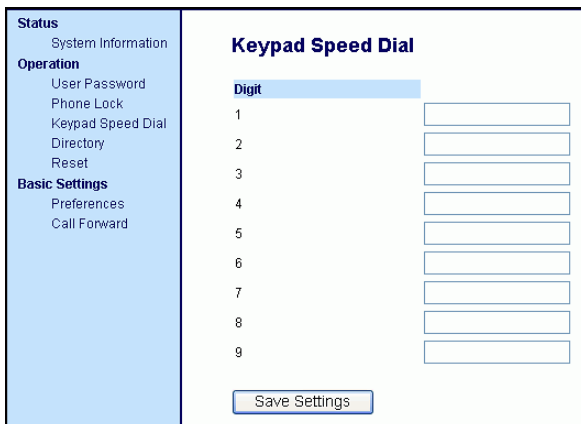


6. Press the **Save** key to finish.





1. Click on **Operation->Keypad Speeddial..**



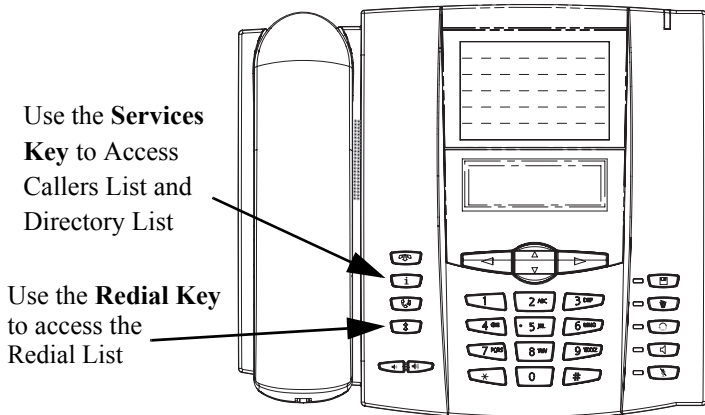
2. Select from "**Digit 1**" through "**Digit 9**".
3. In the input box, enter the phone number, extension, or speeddial prefix to apply to this Digit key. If you enter a speeddial prefix, you must enter the "+" character at the end of the prefix number (for example, "123456+").
4. Click to save your changes.


Saving an Entry from the Redial, Callers, or Directory Lists to a Speeddial Key



IP Phone UI

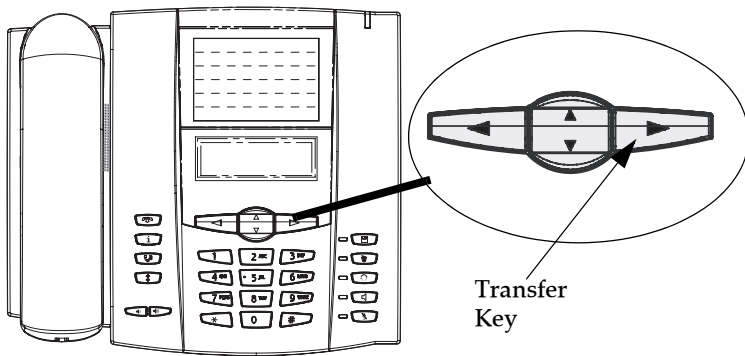
Use the following procedure to save an entry from your Directory List, Callers List, or Redial List on the IP phone.



1. Press the  key.
2. Select **Directory List**, **Callers List**, or **Redial List** from the Services Menu. From the Directory List, Callers List, or Redial List, scroll through the list to find the name and number that you wish to save to your speeddial.
3. Press the **Save** key.
4. Press the selected speeddial key from the keypad. If the name is displayed with the number, both are saved to the speeddial. If no name is displayed, you can enter the name using the phone's keypad.

Transfer Key

The 51i has a Transfer Key configured on the RIGHT arrow of the Navigation Keys..



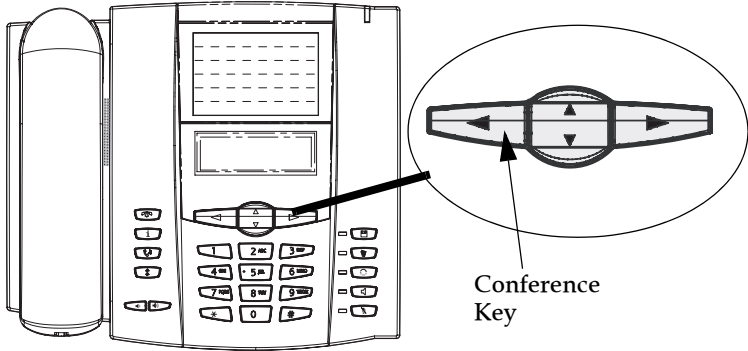
The Transfer key allows you to perform blind or consultative call transfers to other recipients. The blind transfer feature transfers a call to another number without you having to talk to the recipient. A consultative transfer feature transfers a call to another number but allows you to speak with the recipient before the call is actually transferred.

Reference

For more information about using blind and consultative call transfers, see "[Transferring Calls](#)" on [page 48](#).

Conference Key

The 51i has a Conference Key configured on the LEFT arrow of the Navigation Keys.



The Conference key allows you to link three active calls into a single conference (Local Conferencing). This key also helps to create multiple conferences with unlimited participants on your phone if your System Administrator has enabled Centralized Conferencing on your phone.

Reference


For more information about Local and Centralized Conferencing, see "[Conferencing Calls](#)" on [page 49](#).

Making Calls

This section describes ways to make calls on your 51i phone, using your handset or speakerphone.

Dialing a Number

First, take the phone off-hook by:

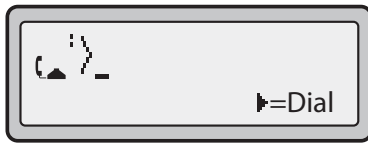
- lifting the handset, or
- pressing .

At the dial tone, enter the number you wish to call.



Note: After dialing the number, the phone has a short delay before sending the call. To send the call immediately, you can press the "#" key immediately after dialing the number. The phone sends the call without delay.

If you are unable to make calls within certain area codes, check with your System Administrator for any toll restrictions placed on your extension that may restrict your access to long distance area codes or dialing prefixes.







When your party picks up, a timer appears on your display that records the length of your call.

Using Handsfree Speakerphone

The handsfree feature allows you to speak to someone without using the handset..






IP Phone UI

- To dial using handsfree, first press  and enter a number at the dial tone.
- To answer a call on your phone using handsfree, press .
- If the Speakerphone is enabled, lift the handset and press  to switch between handsfree and handset.
- When the handset is on hook, press  to disconnect the call.

When handsfree is on, the speaker light turns on.



IP Phone UI

- Press  to dial the most recent number you dialed from the phone.
- If you are off-hook and press  the last number you called will be called back.
- If you are on-hook and press , a **Redial** list appears on-screen.

The redial list is available during active calls. It also stores up to the last 100 numbers you called, allowing you to scroll through and select the number you wish to redial.








Note: Your System Administrator can set your Redial key to speedial a specific number. Contact your System Administrator for more information.

Accessing the Redial List



IP Phone UI

1. If you are off-hook and press , the telephone automatically dials the last number you called.
2. If you are not on the phone, press  to display the most recently dialed number and use ▼ and ▲ to scroll through the list to view the other numbers
3. Press ▼ to see the second most recently dialed number, or ▲ to see the oldest call on your list.
4. To dial the displayed number press , or lift the Handset.
5. Press  or the  key to cancel.



Note: The redial list is available during active calls. It also stores up to the last 100 numbers you called, allowing you to scroll through and select the number you wish to redial.

Deleting from the Redial List



Note: You cannot delete individual entries in the Redial List.



IP Phone UI


Delete All Items

1. Press  .
2. Press the **Delete** Key, then press the **Delete** Key again at the prompt to erase all items.

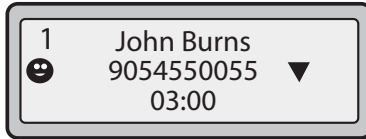
DELETE again to
erase all items

Redial List is
empty

Mute

You can use the Mute  key to mute the handset or speakerphone. When you use the mute key on your phone, you cannot be heard on an active call or on a conference.


When a call is muted, the icon displays as follows.




For muted calls, the handsfree LED flashes and the Mute key LED is ON.



IP Phone UI

Press the  button at any time to mute handset or speakerphone.

The speaker light will flash slowly and you can hear the caller, but they cannot hear you. To switch mute on or off, press .



Note: If you place a muted call on hold, the phone automatically takes the call off mute when you reconnect to the call.

Receiving Calls

When a call is ringing at your extension, you see the "Inbound Call" Screen. The line/call appearance light flashes quickly for the incoming call.



Answering an Incoming Call




IP Phone UI

To answer the call




- For handsfree operation, press  to answer the incoming call.
- For handset operation, lift the handset to answer the incoming call.

If you cannot answer the call, the call goes to voicemail if it has been configured for your extension.




Note: The  button can be used to cancel the call pickup procedure.


Sending an Incoming Call to Voicemail

You can send an incoming call directly to voicemail without answering the call. To do this, press  without picking up the handset. If you're already on the phone your incoming call should go directly to voicemail. Your phone screen displays a voicemail icon () along with the number of waiting messages, if you have unheard messages (example:  ×4).

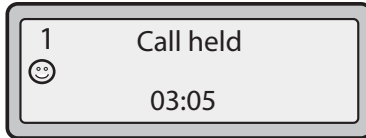
Handling Calls

When you are connected to a call, you can use the Hold key , the Transfer Key (**RIGHT** Arrow Key), or the Conference Key (**LEFT** Arrow Key) on the phone to place a call on hold, transfer a call, or conference.

Placing a Call on Hold

You can place an active call on hold by pressing the Hold  Key. When you place a call on hold, only your phone can retrieve the call.

When a call is on hold, the icon displays on-hook as follows.




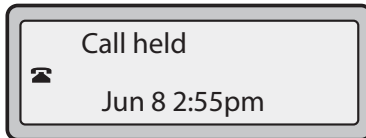
For on-hold calls, the timer displays as running.



IP Phone UI

To place a call on hold

1. Connect to the call (if not already connected).
2. Press the Hold  key.



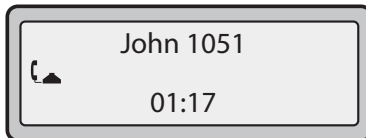
If a call is on hold for an extended period of time, the phone beeps softly to remind you that you still have a call on hold. The screen displays "**Call Held**".




Note: If you are connected to another call, the phone does not beep to remind you that you still have a call on hold.

When on Hold

To let your caller know that they are still on hold, music plays softly (if this has been set up by your phone system). The "offhook" icon displays on your LED to indicate the call is still connected but on hold.



Retrieving a Held Call

If you have a call on hold, you can scroll through the held call information by pressing ◀ and ▶ navigation keys. To reconnect to a call press the  Key again.

Transferring Calls

Blind Transfer

A blind transfer is when you transfer a call directly to another extension without consulting with the person receiving the call. To do this, simply complete the transfer immediately after you have entered the number. The call goes directly to the extension or outside line you transferred to. If the party you are transferring the call to does not answer, the transferred call rings back to your extension.

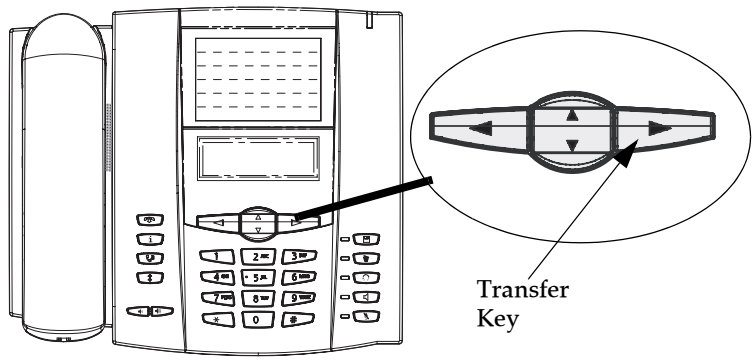
Consultive Transfer

You also have the option to consult with the person you are transferring the call to, before you complete the transfer. To do this, remain on the line until the receiving party answers the call. After consulting with the receiving party, you can either complete the transfer or cancel the transfer to go back to the original call.



IP Phone UI

The 51i has a **Transfer** Key configured on the **RIGHT** arrow of the Navigation Keys. Use the following procedure to transfer a call to another extension. Use the following illustration as a reference. .



1. Connect to Party 1 (if not already connected). Party 1 is the party you want to transfer.
2. Press the **RIGHT** arrow key. You should hear a dial tone as a second line opens up.
3. Dial the extension number (or the outside number) to Party 2. This is the Party for which you want to transfer Party 1.
4. To complete a "blind" transfer, press the **RIGHT** arrow key again before the receiving end answers. To complete a consultive transfer, remain on the line to speak with the Party 2, before pressing the **RIGHT** arrow key again to transfer Party 1 to Party 2. To cancel the transfer, select **Cancel** on the display screen.

Conferencing Calls

The 51i IP Phone allows you to perform local conferencing with up to 3 parties. The 51i has a **Conference** Key configured on the **LEFT** arrow of the Navigation Keys.

Conference State Screens

When you use the Conference key (LEFT arrow key) to initiate a conference call, the following screen displays.



In a conference call, the call timer moves to the left. You use the up and down arrow keys to scroll to a party on the list. You use the right arrow key to select the party to drop.

Local Conferencing

The 51i phone supports up to 3 parties (including yourself) in a conference call. This is called Local Conferencing and is the default method of conferencing on the 51i.



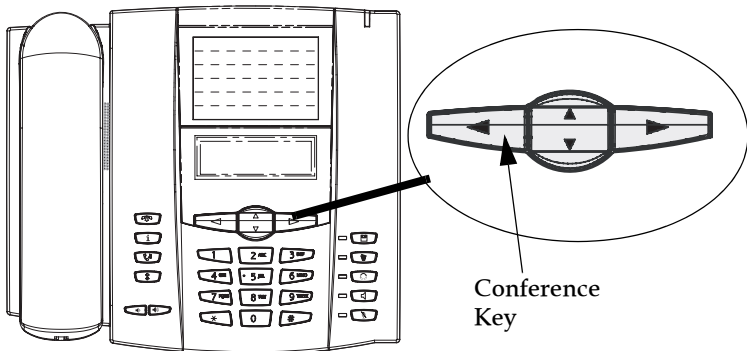
Note: Your System Administrator can set your Conference key to speedial a specific number. Contact your System Administrator for more information.

Using Local Conferencing



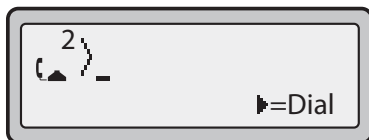
IP Phone UI

The 51i has a Conference Key configured on the **LEFT** arrow of the Navigation Keys. Use the following procedure to create a conference call using local conferencing. Use the following illustration as a reference.



1. When you begin a conference, you are the first party in the conference (Party 1). Pick up the handset or press the speakerphone key. A line opens up.
2. Call Party 2 by dialing their number (or answer an incoming call of a Party).

3. Wait for Party 2 to answer. When Party 2 answers, you can consult with them before adding them to the conference.
4. Press the **LEFT** arrow key. A new line opens.



5. Enter the phone number of Party 3.
6. Wait for Party 3 to answer. When Party 3 answers, you can consult with them before adding them to the conference.
7. Press the **Left** arrow key again to add Party 3 to the conference. Party 1 (which is yourself), Party 2, and Party 3 are all connected to a single conference.
8. To drop a party from the conference, press the **LEFT** arrow key once more.




Note: You can use ▼ and ▲ to scroll through and see the numbers and names (if available) of the parties in the conference call. When a name is displayed, pressing ► drops the displayed party from the call.

Ending Calls



IP Phone UI


To end a call, you first need to connect to the call if not already connected. To end a call, you first need to reconnect to the call if not already connected (for example, if your caller is on hold). Press  when on an active call to end the call. If connected through the handset, you can also place the handset back on hook to end the call.

Managing Calls

The 51i has several features that make it easier to manage calls, and to keep track of your caller history, as well as your business and personal contacts.

These features include:

- Directory List
- Callers List
- Call Forwarding
- Missed Calls Indicator
- Voicemail

These options are all found under the Services Menu ().

Directory List

The Directory List is your personal phone book, conveniently stored within your phone. You can enter up to 200 entries into the 51i Directory by adding them manually, or by saving the number and name from other lists stored on your phone. You can also dial directly from a directory entry. Each entry can contain a maximum of 16 letters and numbers. On the 51i, you access the Directory List by pressing the

 Key.

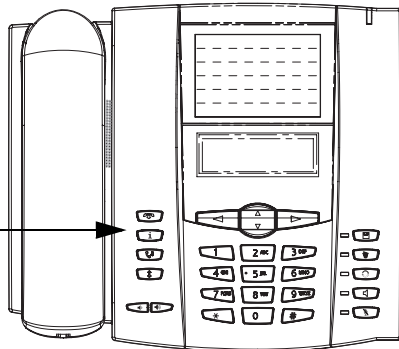
Accessing Your Directory




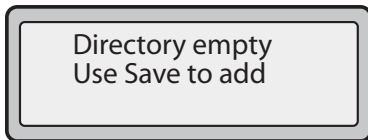
IP Phone UI



Use the following procedure to access your Directory List. Use the following illustration as a reference.

Services Key
accesses the
Directory List



1. Press the  Key and select "Directory List" from the Menu.
The directory displays the number of entries in your list. If the Directory List is empty, "Directory Empty/Use Save to add" is displayed.



2. You can access entries by pressing ▼ and ▲ to scroll through the list.
3. To search for an entry by name, press the dial pad number corresponding to the first letter of the name (for example, press 7 for the letter P). Continue to press the dial pad number to access other letters on the same key (for example, press 7 three times for 'Por'). If there are multiple entries under the same letter, you can use ▼ and ▲ to scroll through the list, or continue to press the next letters of the name to find a better match.
4. To dial the displayed number press  or just lift the handset.
5. Press the  Key to cancel.

Sorting Entries and Quick Search Feature

You can also sort multiple numbers according to preference and perform a quick-search feature that allows you to enter the first letter that corresponds to a name in the Directory to find specific line items. The phone displays the first name with this letter.



Note: The quick-search feature in the Directory List works only when the Directory is first accessed.

Managing the Directory List

From the Directory List in the IP Phone UI, you can perform the following:

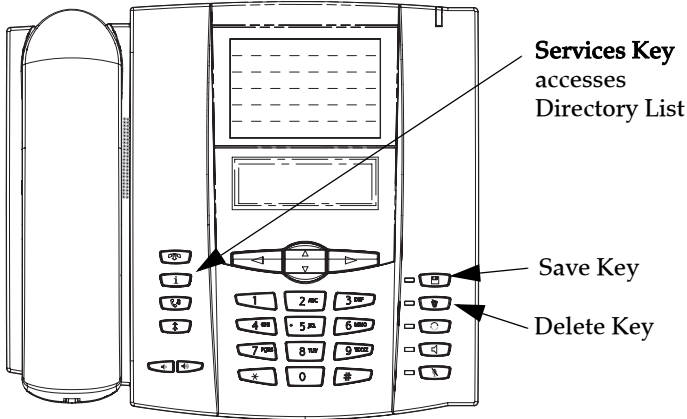
- Add a new entry
- Edit an entry
- Delete an entry
- Save entries to the Directory List
 - Save from the Display
 - Save from the Caller List
 - Save from the Redial List

Adding an Entry to the Directory List




IP Phone UI


Use the following procedures to add a new entry to the Directory List. Use the following illustration as a reference.

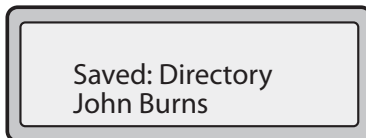


Notes:



1. Use the ◀ Key when required for backspacing.
2. You can exit the entry process any time by pressing the  Key.


1. Press the  Key and select "**Directory List**" from the Menu.
2. Press **Save**.
The "*Enter Number*" prompt displays.
3. Enter a phone number using the numbers on the keypad and press **Save**. To backspace and erase a mistake, press ◀ or press the **Delete** Key.
The "*Press 1st letter to enter name*" prompt displays.
4. Enter a name to associate with the phone number you just entered, and press **Save**. Use the keypad to select the letters. Continue to press the number key to access the next letter for that key (for example, press 2 three times to access C). Press ▶ to move to the next space, or wait a moment and the cursor automatically advances. To insert a space between letters, press ▶. To backspace and erase a mistake, press ◀ or press the **Delete** Key.
5. Press **Save** to save the new entry to the Directory List.
The new entry you added is saved to the Directory List.




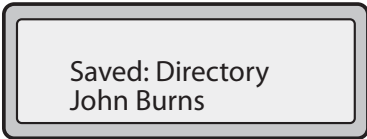
Adding an Entry to the Directory List from the Save Key

You can also add a new entry to the Directory List from the **Save** Key.

Notes:

1. Use the **◀** Key when required for backspacing.
 2. You can exit the entry process any time by pressing the  Key or the **Directory** Key.
-

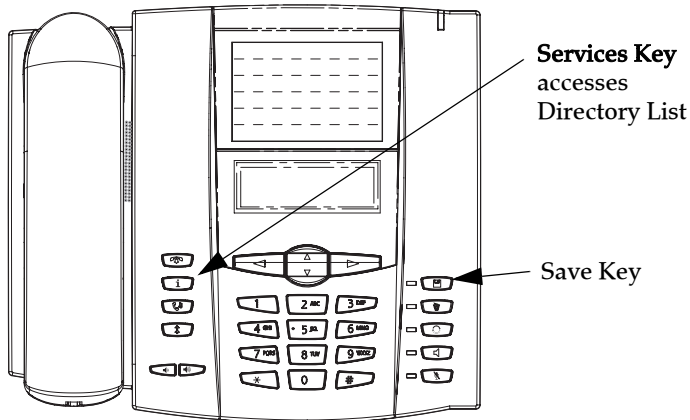
1. Press the **Save** Key.
The "Save to?" prompt displays.
2. Press the  Key and select "**Directory List**" from the Menu.
The "Enter Number" prompt displays.
3. Enter a phone number using the numbers on the keypad and press **Save**. To backspace and erase a mistake, press **◀** or press the **Delete** Key.
The "Press 1st letter to enter name" prompt displays.
4. Enter a name to associate with the phone number you just entered, and press **Save**. Use the keypad to select the letters. Continue to press the number key to access the next letter for that key (for example, press **2** three times to access **C**). Press **▶** to move to the next space, or wait a moment and the cursor automatically advances. To insert a space between letters, press **▶**. To backspace and erase a mistake, press **◀** or press the **Delete** Key.
5. Press **Save** to save the new entry to the Directory List.
The new entry you added is saved to the Directory List.






Saved: Directory
John Burns



Use the following procedure to edit an entry in the Directory List. Use the following illustration as a reference.



1. Press the  Key and select "Directory List" from the Menu.
2. Access the entry you want to edit by pressing the first letter of the name on the dial pad, or use ▼ and ▲ to scroll through the list to find the name.
3. To begin editing, press ◀. Press ◀ again to erase the numbers or letters to the left or use the dial pad to enter additional digits or characters once you have saved the number.

If you don't want to change the number or name just press the  Key or the  Key at any time to exit.

4. Press the **Save Key** to finish.

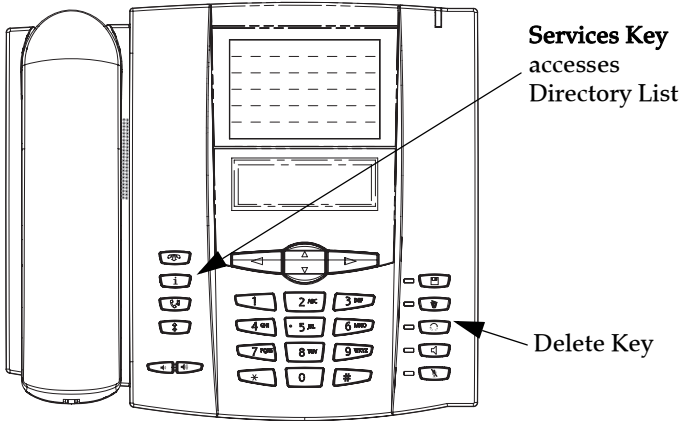
Deleting an Entry from the Directory List

You can delete a single entry from the Directory List, or you can delete all entries from the Directory List.



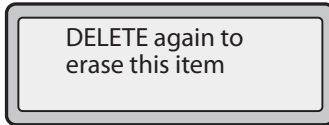
IP Phone UI

Use the following procedures to delete a single entry or all entries from the Directory List. Use the following illustration as a reference.



Delete a Single Entry

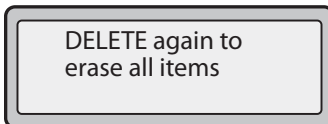
1. Press the **i** Key and select "Directory List" from the Menu.
2. Press ▼ and ▲ to find the entry you want to delete.
3. Press the **Delete** Key.
The "DELETE again to erase this item" prompt displays.



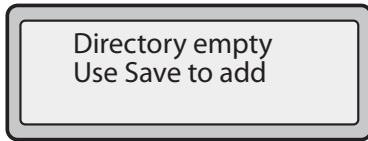
4. Press the **Delete** Key again at the prompt to erase the entry.

Delete All Entries

1. Press the **i** Key and select "Directory List" from the Menu.
2. Press the **Delete** Key.
The "DELETE again to erase all items" prompt displays.



3. Press the **Delete** Key again to erase all entries from the Directory List.
The "Directory empty" prompt displays..



Saving an Entry to the Directory List

You can save entries (names and numbers) from other sources to your Directory using any of the following methods:

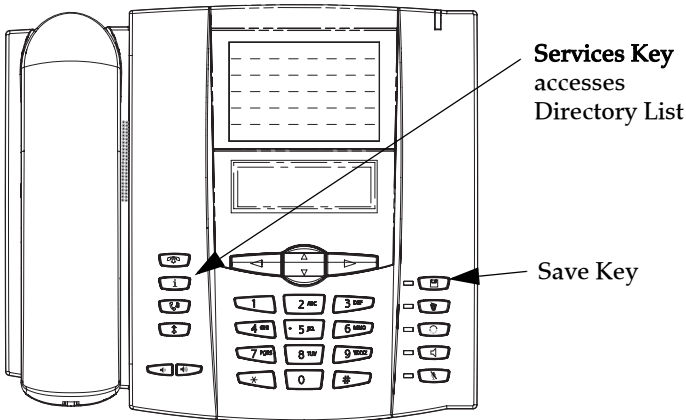
- Saving from the Display
- Saving from the Caller List
- Saving from the Redial List

Saving from the Display

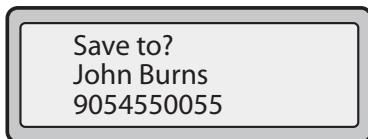



IP Phone UI

You can save the name and/or number displayed on your screen during a call to the Directory List, or to a Keypad key using the following procedure. Use the following illustration as a reference.



1. Press the **Save** Key during the call.

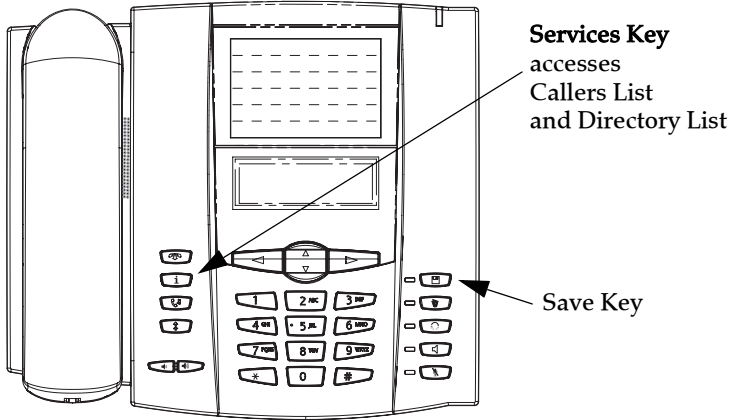




2. Press the  Key and select "**Directory List**" from the Menu.
If a name is displayed both the number and name are saved in the Directory List.
If no name or "*Unknown Name*" displays, you can enter the name using the dial pad.
3. Press the **Save** Key to finish.



IP Phone UI

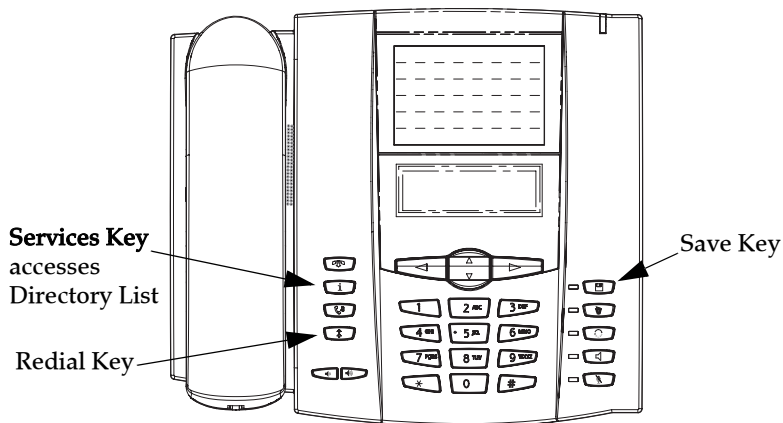
Use the following procedure to save names/numbers from the Callers List to the Directory. Use the following illustration as a reference.





1. Press the  Key and select "Callers List" from the Menu.
2. From the Callers List, scroll through the list to find the name and number that you want to save to your Directory.
3. Press the **Save Key**.
4. Press the  Key and select "Directory List" from the Menu to save the number you selected to the Directory List. If the name is displayed with the number, both are saved to the Directory. If no name is displayed, you can enter the name using the dial pad.



Use the following procedure to save names/numbers from the Redial List to the Directory. Use the following illustration as a reference.



1. Press the **Redial** () Key.
2. From the Redial List, scroll through the list to find the name and number that you want to save to your directory.
3. Press the **Save** Key.
4. Press the  Key and select "**Directory List**" from the Menu to save the number you selected to the Directory List. If the name is displayed with the number, both are saved to the Directory. If no name is displayed, you can enter the name using the dial pad.

Downloading the Directory List to Your PC

You can download the Directory List to your PC via the Aastra Web UI. The phone stores the *directorylist.csv* file to your PC in comma-separated value (CSV) format. You can use any spreadsheet application to open the file for viewing. The following is an example of a Directory List in a spreadsheet application. The file displays the name, phone number, and line number for each Directory entry.

	A	B	C	D	E	F
1	John	41373	2			
2	Tim	41376	1			
3	Carol	4443245	1			
4	Tom	41356	3			
5						
6						
7						
8						
9						
10						
11						
12						



Note: Your System Administrator can populate your IP phone Directory List with server directory files. Contact your System Administrator for more details.

Download the Directory List

Use the following procedure to download the Directory List to your PC using the Aastra Web UI.




Aastra Web UI

1. Click on **Operation->Directory**.

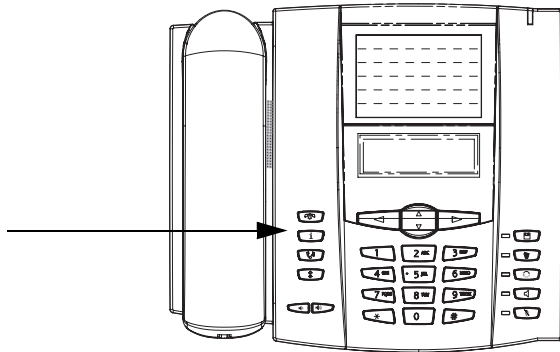
2. In the Directory List field, click on **Save As...**.
A File Download message displays.
3. Click **OK**.
4. Enter the location on your computer where you want to download the Directory List and click **SAVE**.
The *callerslist.csv* file downloads to your computer.
5. Use a spreadsheet application to open and view the Directory List.

Callers List

The Callers list is a stored log of your incoming calls. The 51i IP Phone stores information for up to 200 incoming calls in the Callers list.

You access the Callers List using the Services Key .

Services Key
accesses the
Callers List







Your phone logs the number and name (if available) of the caller, when they last called, and the number of times they tried to reach you. When the Callers list is full, the oldest call records are deleted to accommodate the information of new callers.

If the phone number of an incoming or outgoing call matches a number that you have programmed with a name in a speeddial key or in the Directory List, the Callers List displays the name and number.

The display shows you how many callers have been added to the list since you last checked it.

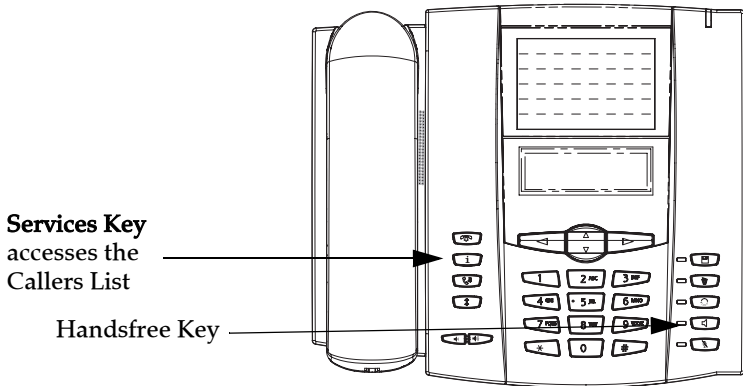
Caller's List Screen Display








Display Item	Description
450-349-0438	Indicates you have returned the call from the Callers list.
N MAR 04 3:30pm 2x	"N" indicates a new call.
XX New Callers	When you're not on the telephone and not in the Callers list, the display shows you how many callers have been added to the list since you last checked it.
	Indicates an unanswered call in the Callers list.
	Indicates an answered call in the Callers list.
	Indicates a Call Waiting call in the Callers list.
	Indicates an incoming Call Waiting call.
John Burns 9054550055 Jun 8 2:41pm 2X	"2x" indicates this caller has called twice. The display shows the date and time of the last call from that caller.

You can view, scroll, and delete line items in the Callers List from the IP phone UI. You can also directly dial from a displayed line item in the Callers List.



Use the following procedure to access the Callers List. Use the following illustration as a reference.

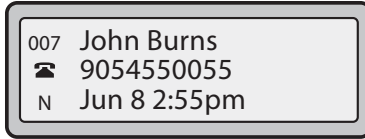


1. Press the  Key and select "**Callers List**" from the Menu.
2. Press  and  to move through the Callers list. Press  to see the most recent call, or  to see the oldest call on your list.
3. To dial the displayed number, press  or lift the handset.
4. Press the  Key to cancel.

Editing Entries in the Callers List

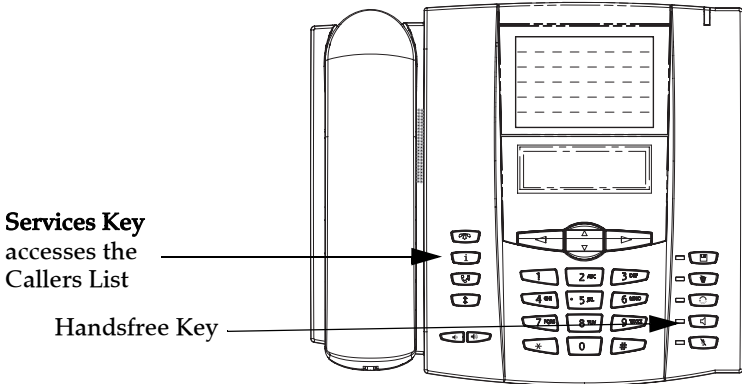
Important: The Caller List does not save changes. Editing in the Callers List is generally used if you plan to call the number and need to add a prefix.

In the Callers List, if a dial pad key is pressed when a number and/or a name is displayed, the cursor will automatically add the digit at the left side of the number to enable the entry of the prefix.



IP Phone UI

Use the following procedure to edit the Callers List. Use the following illustration as a reference.



1. Press the Key and select "Callers List" from the Menu.
2. Press and to find the entry you want to edit. Press to view the most recent call, or to see the oldest call on your list.
3. Press any key on the dial pad to begin editing.
4. To move the cursor one digit to the right, press . To erase one digit to the left of the cursor, press .
5. To dial the displayed number press or lift the handset.

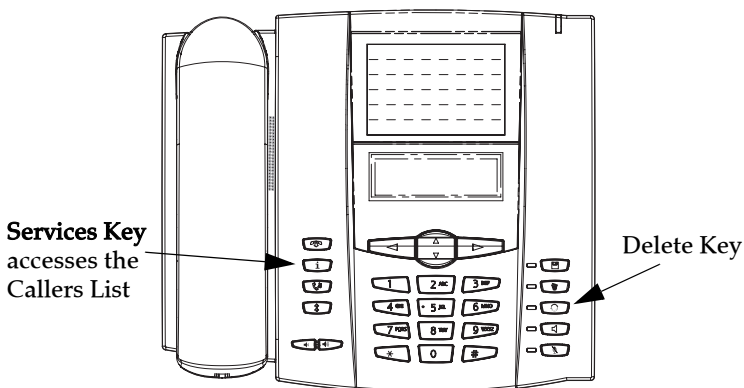
Deleting Entries From the Callers List




You can delete individual items from the Callers List, or you can delete all items in the Callers List.



IP Phone UI

Use the following procedure to delete an individual item from the Callers List. Use the following illustration as a reference.




1. Press the  Key and select "**Callers List**" from the Menu.
2. Press  and  to find the item you want to delete.
3. Press the **Delete** Key.
4. Press the **Delete** Key again at the prompt to erase the item.



IP Phone UI

Use the following procedure to delete all items from the Callers List.

1. Press the  Key and select "**Callers List**" from the Menu.
2. Press the **Delete** Key.
3. Press the **Delete** Key again at the prompt to erase all items.

Downloading the Callers List to Your PC

You can download the Callers List to your PC for viewing using the Aastra Web UI. When you download the Callers List, the phone stores the *callerlist.csv* file to your computer in comma-separated value (CSV) format.

You can use any spreadsheet application to open the file for viewing. The following is an example of a Callers List in a spreadsheet application. This file displays the name, phone number, and the line that the call came in on.

	A	B	C	D	E	F
1	John	41373	2			
2	Tim	41376	1			
3	Carol	4443245	1			
4	Tom	41356	3			
5						
6						
7						
8						
9						
10						
11						
12						

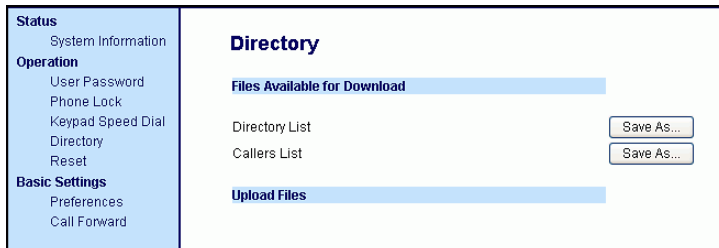
Download the Callers List

Use the following procedure to download the Callers List to your PC using the Aastra Web UI.



Aastra Web UI

1. Click on **Operation->Directory**.



2. In the Callers List field, click on **Save As...**.
A File Download message displays.
3. Click **OK**.
4. Enter the location on your computer where you want to download the Callers List and click **SAVE**.
The *callerlist.csv* file downloads to your computer.
5. Use a spreadsheet application to open and view the Callers List.

Call Forwarding

The call forwarding feature on the IP phone allows incoming calls to be forwarded to another destination. The phone sends the SIP message to the SIP proxy, which then forwards the call to the assigned destination.

Phone-side Call forwarding is disabled by default. You can enable call forwarding on a global basis only using the IP Phone UI or the Aastra Web UI.

For global call forwarding, you can set the following:

- Call forward mode
- Destination number
- Number of rings before forwarding the call (from 1 to 9 rings)





The following are the call forward modes you can set.

Call Forward Mode	Description
Off (Aastra Web UI only)	Disables call forward
All	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
Busy No Answer	Phone forwards the call if either the line is already in use or the call is not answered in the specified number of rings.

Setting Call Forwarding











Use the following procedure to set global call forwarding.

For Global Call Forward Settings**IP Phone UI**

1. Press the  Key and select "**Options List**" from the Menu.
2. Select **Call Forward** and press .
3. Select **Cfwd Number** and press .
4. Enter the number destination for which you want your incoming calls to be forwarded and press .



Note: If you leave the "**Number**" field blank, call forwarding is disabled.

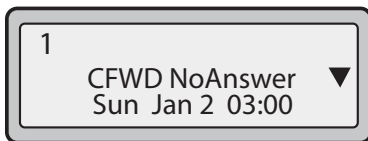
5. Press  to scroll to **Cfwd Mode** and press .
6. Use the  and  to select a value and press . Valid values are Off, All, Busy, NoAns (No Answer), BusyNoAns (Busy No Answer).
7. Press  to scroll to **No. Rings** and press .
8. Use the  and  to select a value and press . Valid values are 1 to 9.



Note: "Number of Rings" field applies to **No Answer** and **Busy No Answer** modes only.

A message displays "*confirmed*".

The following example shows the idle screen on the IP Phone with Call Forwarding set to "No Answer" mode.





1. Click on **Basic Settings->Call Forward**.

Status
System Information

Operation
User Password
Phone Lock
Keypad Speed Dial
Directory
Reset

Basic Settings
Preferences
Call Forward

Phone-side Call Forward Settings

Global Settings

Mode: Off

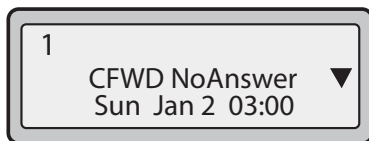
Number: []

Number of Rings: 1

Save Settings

2. In the "**Mode**" field, select the mode you want to set on your phone.
- Note:** To disable call forwarding in the Aastra Web UI, set the mode to **OFF** and remove the phone number in the "**Number**" field.
3. In the "**Number**" field, enter the call forward number for which you want your calls to be call forwarded.
 4. In the "**Number of Rings**" field, enter the number of rings you want to set before the call is forwarded. Valid values are 1 to 9.
 5. Click to save the Call Forward settings. The changes are dynamic and are immediately applied to the phone.

The following example shows the idle screen on the IP Phone with Call Forwarding set to "**No Answer**" mode.



Additional Features

This section describes additional features you can use on the 51i phone.

Star Codes

All of the main call handling and extension management features for your system can be set up as speed dials on the Keypad keys on your phone. Contact your System Administrator for more information about available star code functions in your network.

If these have not been set up, you can dial any star code commands on the 51i phone the same way you would on a regular telephone.

Suppress DTMF Playback

A feature on the IP phones allows you to enable or disable the suppression of DTMF playback when a number is dialed from the IP Phone.

When suppression of DTMF playback is disabled, and you dial a number or press a speeddial key, the IP phone dials the stored number and displays each digit as dialed in the LCD window.

When the suppression of DTMF playback is enabled, the IP phone dials the stored number and displays the entire number immediately in the LCD window, allowing the call to be dialed faster.

DTMF playback suppression is disabled by default. Suppressing DTMF playback can be configured using the Aastra Web UI.

Configuring Suppression of DTMF Playback



Aastra Web UI

Use the following procedure to configure suppression of DTMF playback.




Note: "Suppress DTMF Playback" is disabled by default.

1. Click on **Basic Settings->Preferences**.

Status System Information Operation User Password Phone Lock Keypad Speed Dial Directory Reset Basic Settings Preferences Call Forward	Preferences General Suppress DTMF Playback <input checked="" type="checkbox"/> Enabled Display DTMF Digits <input type="checkbox"/> Enabled Call Waiting <input checked="" type="checkbox"/> Enabled Play Call Waiting Tone <input checked="" type="checkbox"/> Enabled Stuttered Dial Tone <input checked="" type="checkbox"/> Enabled XML Beep Support <input checked="" type="checkbox"/> Enabled Status Scroll Delay (seconds) <input type="text" value="5"/> Incoming Call Interrupts Dialing <input type="checkbox"/> Enabled Goodbye Key Cancels Incoming Call <input checked="" type="checkbox"/> Enabled
---	---

2. Go to the **"General"** section.

3. Enable the **"Suppress DTMF Playback"** field by checking the check box. (Disable this field by unchecking the box). Default is disabled.

4. Click  to save your settings.

Display DTMF Digits

A feature on the IP phones allows users to enable or disable DTMF (dual-tone multi-frequency) digits to display to the IP phone when using the keypad to dial, or when dialing from a speeddial key.

DTMF is the signal sent from the phone to the network that you generate when you press the phone's touch keys. This is also known as "touchtone" dialing. Each key you press on your phone generates two tones of specific frequencies. One tone is generated from a high-frequency group of tones and the other from a low frequency group.

If you enable the Display DTMF Digits parameter, the digits you are dialing from the keypad or from a speeddial key display to the IP phone's LCD display. This parameter is disabled by default (no digits display when dialing).

You can enable the "Display DTMF Digits" parameter using the Aastra Web UI.

Configuring Display of DTMF Digits



Aastra Web UI

Use the following procedure to configure the display of DTMF digits on the IP phone.



Note: "Display DTMF Digits" is disabled by default.

1. Click on **Basic Settings->Preferences->General.**

Status System Information	Preferences
Operation User Password Phone Lock Keypad Speed Dial Directory Reset	General
Basic Settings Preferences Call Forward	Suppress DTMF Playback <input checked="" type="checkbox"/> Enabled
	Display DTMF Digits <input type="checkbox"/> Enabled
	Call Waiting <input checked="" type="checkbox"/> Enabled
	Play Call Waiting Tone <input checked="" type="checkbox"/> Enabled
	Stuttered Dial Tone <input checked="" type="checkbox"/> Enabled
	XML Beep Support <input checked="" type="checkbox"/> Enabled
	Status Scroll Delay (seconds) <input type="text" value="5"/>
	Incoming Call Interrupts Dialing <input type="checkbox"/> Enabled
	Goodbye Key Cancels Incoming Call <input checked="" type="checkbox"/> Enabled

2. Enable the "**Display DTMF Digits**" field by checking the check box. Disable this field by unchecking the box). Default is disabled.
3. Click to save your settings.

Enable/Disable Call Waiting

The call waiting feature notifies the user on an active call, of a new incoming call. You can disable the call waiting feature, so that the new incoming call is automatically rejected by the phone with a busy message.

If you disable call waiting on the phone, and the user is on a call, any further incoming calls receive busy unless “**Call Forward Busy**” or “**Call Forward No Answer and Busy**” is configured on the phone (for information on “**Call Forwarding**”, see [page 67](#).) It then forwards the call according to the rule configured. The phone can only:

- transfer the currently active call
- or
- accept transferred calls if there is no active calls.

If call waiting is disabled:

- intercom calls are treated as regular incoming calls and are rejected.
- pre-dialing with live dial pad disabled still accepts incoming calls.
- the “Incoming Call Interrupts Dialing” parameter is ignored because the incoming call is automatically rejected (for information on “**Incoming Call Interrupts Dialing**” see [page 78](#)).
- the Missed Calls List does not get updated with details of calls.
- the Blind Transfer feature on the phone may not work if two calls are made to the phone at one time.

You can disable call waiting using the configuration files or the Aastra Web UI.



Use the following procedure to enable or disable Call Waiting on the IP phone.




Note: "Call Waiting" is enabled by default.

1. Click on **Basic Settings->Preferences->General.**

The screenshot shows the Aastra Web UI interface. On the left is a navigation menu with categories: Status (System Information), Operation (User Password, Phone Lock, Keypad Speed Dial, Directory, Reset), and Basic Settings (Preferences, Call Forward). The 'Preferences' section is selected. The main content area is titled 'Preferences' and has a 'General' sub-tab selected. The 'General' settings are as follows:

Setting	Value
Suppress DTMF Playback	<input checked="" type="checkbox"/> Enabled
Display DTMF Digits	<input type="checkbox"/> Enabled
Call Waiting	<input checked="" type="checkbox"/> Enabled
Play Call Waiting Tone	<input checked="" type="checkbox"/> Enabled
Stuttered Dial Tone	<input checked="" type="checkbox"/> Enabled
XML Beep Support	<input checked="" type="checkbox"/> Enabled
Status Scroll Delay (seconds)	5
Incoming Call Interrupts Dialing	<input type="checkbox"/> Enabled
Goodbye Key Cancels Incoming Call	<input checked="" type="checkbox"/> Enabled

2. Call Waiting is enabled by default. If required, disable the "Call Waiting" field by unchecking the check box.
3. Click  to save your settings.

Play Call Waiting Tone

You can enable or disable the playing of a call waiting tone when you are on an active call and a new call comes into the phone.

You can configure this feature using the Aastra Web UI.

Configuring Call Waiting Tone



Aastra Web UI

Use the following procedures to configure a call waiting tone on the IP phone.



Note: "Play Call Waiting Tone" is enabled by default.

1. Click on **Basic Settings->Preferences->General**.

Status System Information Operation User Password Phone Lock Keypad Speed Dial Directory Reset Basic Settings Preferences Call Forward	<h3>Preferences</h3> <p>General</p> <table> <tr> <td>Suppress DTMF Playback</td> <td><input checked="" type="checkbox"/> Enabled</td> </tr> <tr> <td>Display DTMF Digits</td> <td><input type="checkbox"/> Enabled</td> </tr> <tr> <td>Call Waiting</td> <td><input checked="" type="checkbox"/> Enabled</td> </tr> <tr> <td>Play Call Waiting Tone</td> <td><input checked="" type="checkbox"/> Enabled</td> </tr> <tr> <td>Stuttered Dial Tone</td> <td><input checked="" type="checkbox"/> Enabled</td> </tr> <tr> <td>XML Beep Support</td> <td><input checked="" type="checkbox"/> Enabled</td> </tr> <tr> <td>Status Scroll Delay (seconds)</td> <td><input type="text" value="5"/></td> </tr> <tr> <td>Incoming Call Interrupts Dialing</td> <td><input type="checkbox"/> Enabled</td> </tr> <tr> <td>Goodbye Key Cancels Incoming Call</td> <td><input checked="" type="checkbox"/> Enabled</td> </tr> </table>	Suppress DTMF Playback	<input checked="" type="checkbox"/> Enabled	Display DTMF Digits	<input type="checkbox"/> Enabled	Call Waiting	<input checked="" type="checkbox"/> Enabled	Play Call Waiting Tone	<input checked="" type="checkbox"/> Enabled	Stuttered Dial Tone	<input checked="" type="checkbox"/> Enabled	XML Beep Support	<input checked="" type="checkbox"/> Enabled	Status Scroll Delay (seconds)	<input type="text" value="5"/>	Incoming Call Interrupts Dialing	<input type="checkbox"/> Enabled	Goodbye Key Cancels Incoming Call	<input checked="" type="checkbox"/> Enabled
Suppress DTMF Playback	<input checked="" type="checkbox"/> Enabled																		
Display DTMF Digits	<input type="checkbox"/> Enabled																		
Call Waiting	<input checked="" type="checkbox"/> Enabled																		
Play Call Waiting Tone	<input checked="" type="checkbox"/> Enabled																		
Stuttered Dial Tone	<input checked="" type="checkbox"/> Enabled																		
XML Beep Support	<input checked="" type="checkbox"/> Enabled																		
Status Scroll Delay (seconds)	<input type="text" value="5"/>																		
Incoming Call Interrupts Dialing	<input type="checkbox"/> Enabled																		
Goodbye Key Cancels Incoming Call	<input checked="" type="checkbox"/> Enabled																		

2. A call waiting tone is enabled by default. If required, disable the "**Play Call Waiting Tone**" field by unchecking the check box.
3. Click to save your settings.

Stuttered Dial Tone

You can enable or disable the playing of a stuttered dial tone when there is a message waiting on the IP phone.

You can configure this feature using the Aastra Web UI.

Configuring Stuttered Dial Tone



Aastra Web UI

Use the following procedures to configure stuttered dial tone on the IP phone.



Note: "Stuttered Dial Tone" is enabled by default.

1. Click on **Basic Settings->Preferences->General**.

Status	System Information
Operation	User Password
	Phone Lock
	Keypad Speed Dial
	Directory
	Reset
Basic Settings	Preferences
	Call Forward

Preferences	
General	
Suppress DTMF Playback	<input checked="" type="checkbox"/> Enabled
Display DTMF Digits	<input type="checkbox"/> Enabled
Call Waiting	<input checked="" type="checkbox"/> Enabled
Play Call Waiting Tone	<input checked="" type="checkbox"/> Enabled
Stuttered Dial Tone	<input checked="" type="checkbox"/> Enabled
XML Beep Support	<input checked="" type="checkbox"/> Enabled
Status Scroll Delay (seconds)	<input type="text" value="5"/>
Incoming Call Interrupts Dialing	<input type="checkbox"/> Enabled
Goodbye Key Cancels Incoming Call	<input checked="" type="checkbox"/> Enabled

2. Stuttered dial tone is enabled by default. If required, disable the "**Stuttered Dial Tone**" field by unchecking the check box.
3. Click to save your settings.

XML Beep Support

Using the Aastra Web UI, you can enable or disable a beep to be audible when the phone receives an XML application using the "**XML Beep Support**" field at the path *Basic Settings->Preferences->General*. If you disable this feature, then no beep is heard when the XML application arrives to the phone.

If your System Administrator has set a value for this feature in a custom XML application or in the configuration files, the value you set in the Aastra Web UI overrides the Administrator's setting. Setting and saving the value in the Aastra Web UI applies to the phone immediately.

Configuring XML Beep Support



Aastra Web UI

Use the following procedures to configure an XML beep on the IP phone.



Note: "XML Beep Support" is enabled by default.

1. Click on **Basic Settings->Preferences->General**.

Status System Information Operation User Password Phone Lock Keypad Speed Dial Directory Reset Basic Settings Preferences Call Forward	<h3>Preferences</h3> <p>General</p> <table> <tr> <td>Suppress DTMF Playback</td> <td><input checked="" type="checkbox"/> Enabled</td> </tr> <tr> <td>Display DTMF Digits</td> <td><input type="checkbox"/> Enabled</td> </tr> <tr> <td>Call Waiting</td> <td><input checked="" type="checkbox"/> Enabled</td> </tr> <tr> <td>Play Call Waiting Tone</td> <td><input checked="" type="checkbox"/> Enabled</td> </tr> <tr> <td>Stuttered Dial Tone</td> <td><input checked="" type="checkbox"/> Enabled</td> </tr> <tr> <td>XML Beep Support</td> <td><input checked="" type="checkbox"/> Enabled</td> </tr> <tr> <td>Status Scroll Delay (seconds)</td> <td><input type="text" value="5"/></td> </tr> <tr> <td>Incoming Call Interrupts Dialing</td> <td><input type="checkbox"/> Enabled</td> </tr> <tr> <td>Goodbye Key Cancels Incoming Call</td> <td><input checked="" type="checkbox"/> Enabled</td> </tr> </table>	Suppress DTMF Playback	<input checked="" type="checkbox"/> Enabled	Display DTMF Digits	<input type="checkbox"/> Enabled	Call Waiting	<input checked="" type="checkbox"/> Enabled	Play Call Waiting Tone	<input checked="" type="checkbox"/> Enabled	Stuttered Dial Tone	<input checked="" type="checkbox"/> Enabled	XML Beep Support	<input checked="" type="checkbox"/> Enabled	Status Scroll Delay (seconds)	<input type="text" value="5"/>	Incoming Call Interrupts Dialing	<input type="checkbox"/> Enabled	Goodbye Key Cancels Incoming Call	<input checked="" type="checkbox"/> Enabled
Suppress DTMF Playback	<input checked="" type="checkbox"/> Enabled																		
Display DTMF Digits	<input type="checkbox"/> Enabled																		
Call Waiting	<input checked="" type="checkbox"/> Enabled																		
Play Call Waiting Tone	<input checked="" type="checkbox"/> Enabled																		
Stuttered Dial Tone	<input checked="" type="checkbox"/> Enabled																		
XML Beep Support	<input checked="" type="checkbox"/> Enabled																		
Status Scroll Delay (seconds)	<input type="text" value="5"/>																		
Incoming Call Interrupts Dialing	<input type="checkbox"/> Enabled																		
Goodbye Key Cancels Incoming Call	<input checked="" type="checkbox"/> Enabled																		

2. "XML Beep Support" is enabled by default. If required, disable the "**XML Beep Support**" field by unchecking the check box.
3. Click to save your settings.

Status Scroll Delay

Using the Aastra Web UI, you can specify a scroll delay option that allows you to set the time delay, in seconds, between the scrolling of each status message on the phone. You can specify this setting in the "**Status Scroll Delay (seconds)**" field at the path *Basic Settings->Preferences->General*. The default time is 5 seconds for each message to display before scrolling to the next message. You can increase or decrease this time as required. Setting and saving the value in the Aastra Web UI applies to the phone immediately.

Configuring Status Scroll Delay



Aastra Web UI

Use the following procedures to specify a status scroll delay on the IP phone.

1. Click on **Basic Settings->Preferences->General**.

Status System Information	Preferences
Operation User Password Phone Lock Keypad Speed Dial Directory Reset	General
Basic Settings Preferences Call Forward	Suppress DTMF Playback <input checked="" type="checkbox"/> Enabled
	Display DTMF Digits <input type="checkbox"/> Enabled
	Call Waiting <input checked="" type="checkbox"/> Enabled
	Play Call Waiting Tone <input checked="" type="checkbox"/> Enabled
	Stuttered Dial Tone <input checked="" type="checkbox"/> Enabled
	XML Beep Support <input checked="" type="checkbox"/> Enabled
	Status Scroll Delay (seconds) <input type="text" value="5"/>
	Incoming Call Interrupts Dialing <input type="checkbox"/> Enabled
	Goodbye Key Cancels Incoming Call <input checked="" type="checkbox"/> Enabled

2. Enter a value in the "**Status Scroll Delay (seconds)**" field. Valid values are: 1 to 25 seconds. Default is 5.
3. Click to save your settings.

Incoming Call Interrupts Dialing

If you are dialing a call on your phone and another call comes in while you are dialing, you can allow the incoming call to interrupt dialing by enabling a parameter called **"Incoming Call Interrupts Dialing"**. You can enable or disable this parameter in the Aastra Web UI at the path *Basic Settings->Preferences->General*.

When you enable this field in the Aastra Web UI, an incoming call automatically interrupts the outgoing call during dialing and allows the phone to ring for you to answer the incoming call.

When you disable this parameter, which is the default, the phone does not interrupt the outgoing call during dialing and instead sends a busy signal if the existing line is busy. You have a choice to ignore the incoming call, or answer the incoming call on another line. If you choose to answer the incoming call, you can answer the call, finish the call, and then hang up. You can still go back to the original outgoing call and finish dialing out.

Notes:



1. On a 51i, you must use the down arrow key to ignore the call. To answer the call, lift the handset or press the Speaker Key.
2. If you disable this field, and the phone receives an incoming call while you are dialing an outgoing call, you can pick up the call and perform transfer or conference as required.

Configuring "Incoming Call Interrupts Dialing"



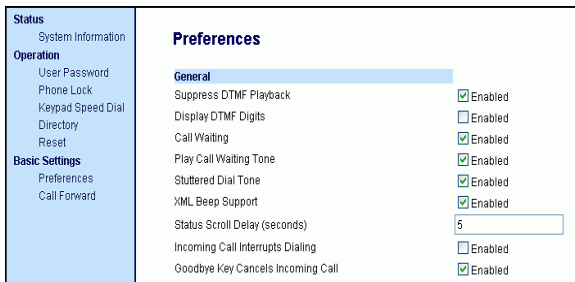
Aastra Web UI


Use the following procedures to configure "Incoming Call Interrupts Dialing" on the IP Phone.



Note: "Incoming Call Interrupts Dialing" is disabled by default.

1. Click on **Basic Settings->Preferences->General**.



2. Enable the **"Incoming Call Interrupts Dialing"** field by checking the check box. Disable this field by unchecking the box. Default is disabled.
3. Click  to save your settings.

Goodbye Key Cancels Incoming Calls

The 51i has a feature that allows you to configure the **Goodbye** key to drop a second incoming call or ignore incoming calls presented to the phone when you are on an active call. The parameter is called "**Goodbye Key Cancels Incoming Call**" and is configurable via the Aastra Web UI.

If you enable this parameter, which is the default, pressing the Goodbye key rejects calls coming into the phone while you are on an active call. When you disable this parameter, pressing the Goodbye key hangs up the active call.

If you disable this feature, and the phone receives another call when an active call is already present, the 51i displays "**◀ Ignore Answer ▶**" on the LCD. For the 51i, you must use the **Right** and **Left** arrow keys to answer or ignore the call.

A User can set this parameter using only the Aastra Web UI.

Configuring Goodbye Key to Cancel Incoming Calls



Aastra Web UI

Use the following procedure to configure the Goodbye key to cancel incoming calls on the IP Phone.



Note: "Goodbye Key Cancels Incoming Call" is enabled by default.

1. Click on **Basic Settings->Preferences->General**.

Status System Information	Preferences
Operation User Password Phone Lock Keypad Speed Dial Directory Reset	General
Basic Settings Preferences Call Forward	Suppress DTMF Playback <input checked="" type="checkbox"/> Enabled
	Display DTMF Digits <input type="checkbox"/> Enabled
	Call Waiting <input checked="" type="checkbox"/> Enabled
	Play Call Waiting Tone <input checked="" type="checkbox"/> Enabled
	Stuttered Dial Tone <input checked="" type="checkbox"/> Enabled
	XML Beep Support <input checked="" type="checkbox"/> Enabled
	Status Scroll Delay (seconds) <input type="text" value="5"/>
	Incoming Call Interrupts Dialing <input type="checkbox"/> Enabled
	Goodbye Key Cancels Incoming Call <input checked="" type="checkbox"/> Enabled

2. The "**Goodbye Key Cancels Incoming Call**" field is enabled by default. If required, disable this field by unchecking the check box.

3. Click to save your settings.

Using the Goodbye Key to Cancel Incoming Calls Feature



IP Phone UI

IF	THEN
"Goodbye Key Cancels Incoming Call" is enabled AND a second call comes in while you are on an active call,	press the Goodbye key to reject the second incoming call.
"Goodbye Key Cancels Incoming Call" is disabled AND a second call comes in while you are on an active call,	press the Goodbye key to hang up on the active call so you can answer the second incoming call.
"Goodbye Key Cancels Incoming Call" is disabled AND a second call comes in while you are on an active call,	press the Left Arrow 3 key to ignore the second incoming call and remain on the active call OR press the Right Arrow 4 key to answer the second incoming call.

Incoming Intercom Call Features

Incoming Intercom

By default, the IP phone allows incoming intercom calls to be automatically answered without having to set up an Icom key on your phone. The phone automatically plays a warning tone when it receives an incoming intercom call. It also mutes the microphone. If the intercom call comes into the phone while an active call is already present, the phone puts the active call on hold and answers the intercom call.

You can change the behavior of how the phone handles incoming intercom calls by enabling/disabling specific parameters using the Aastra Web UI. The following table describes these features.

Incoming Intercom Features in Aastra Web UI	Description
Microphone Mute	Allows you to enable or disable the microphone on the IP phone for Intercom calls made by the originating caller.
Auto Answer	Allows you to enable or disable the IP phone to automatically answer an Intercom call. If auto-answer is enabled on the IP phone, the phone plays a tone (if "Play Warning Tone" is enabled) to alert the user before answering the intercom call. If auto-answer is disabled, the phone rejects the incoming intercom call and sends a busy signal to the caller. Note: Your Administrator can set a time period delay before the phone automatically answers. Contact your System Administrator for more information.
Play Warning Tone	Allows you to enable or disable a warning tone to play when the phone receives an incoming intercom call on the phone.
Allow Barge In	Allows you to enable or disable how the phone handles incoming intercom calls while the phone is on an active call.

Microphone Mute

You can mute or unmute the microphone on the IP phone for intercom calls made by the originating caller. If you want to mute the intercom call, you enable this feature. If you want to unmute (or hear the intercom call), you disable this feature.

"Microphone Mute" is enabled by default.

Auto-Answer/Play Warning Tone

The auto-answer feature on the IP phone allows you to enable or disable automatic answering for an Intercom call. If “Auto-Answer” is enabled, the phone automatically answers an incoming intercom call. If “Play Warning Tone” is also enabled, the phone plays a tone to alert you before answering the intercom call. If “Auto-Answer” is disabled, the phone rejects the incoming intercom call and sends a busy signal to the caller.

"Auto-Answer" and **"Play Warning Tone"** are enabled by default.



Note: Your Administrator can set a time period delay before the phone automatically answers. Contact your System Administrator for more information.

Allow Barge In

You can configure whether or not the IP phone allows an incoming intercom call to interrupt an active call. The “Allow Barge In” parameter controls this feature. When you enable this parameter, which is the default value, an incoming intercom call takes precedence over any active call, by placing the active call on hold and automatically answering the intercom call. When you disable this parameter, and there is an active call, the phone treats an incoming intercom call like a normal call and plays the call warning tone. **"Allow Barge In"** is enabled by default.

Configuring Incoming Intercom Settings



Aastra Web UI

Use the following procedure to configure incoming Intercom settings on the IP phone.


1. Click on **Basic Settings->Preferences->Incoming Intercom Settings**.

Status System Information	Preferences
Operation User Password Phone Lock Keypad Speed Dial Directory Reset	Incoming Intercom Settings
Basic Settings Preferences Call Forward	Auto-Answer <input checked="" type="checkbox"/> Enabled Microphone Mute <input checked="" type="checkbox"/> Enabled Play Warning Tone <input checked="" type="checkbox"/> Enabled Allow Barge In <input checked="" type="checkbox"/> Enabled

2. The **"Auto-Answer"** field is enabled by default. The automatic answering feature is turned on for the IP phone for answering Intercom calls. To disable this field, uncheck the box.



Note: If the Auto-Answer field is not checked (disabled), the phone rejects the incoming intercom call and sends a busy signal to the caller.

3. The "**Microphone Mute**" field is enabled by default. The microphone is muted on the IP phone for Intercom calls made by the originating caller. To disable this field, uncheck the box.
4. The "**Play Warning Tone**" field is enabled by default. If "Auto-Answer" is enabled, the phone plays a warning tone when it receives an incoming intercom call. To disable this field, uncheck the box.
5. The "**Allow Barge In**" field is enabled by default. If "Allow Barge In" is enabled, the phone puts an active call on hold and answers the incoming Intercom call. To disable this field, uncheck the box.
6. Click  to save your settings.

Using Redial Key for "Last Number Redial"

The IP phone has an enhanced redial user interface that allows a user to quickly redial the last number that was dialed out from the phone. You can:

- Press the REDIAL button twice to redial the last number dialed.
- Press the REDIAL button once, scroll the list of numbers, then press the REDIAL button again to dial the number that displays on the screen.

The "last number redial" feature for the Redial key is static and is not configurable.

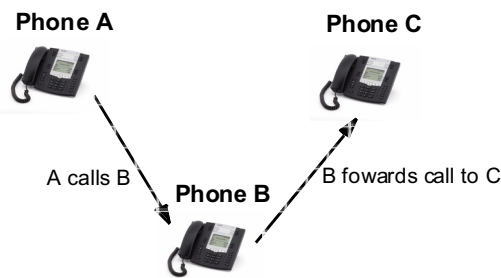
Available Features Enabled by Administrators

There are features on your IP Phone that you can use **ONLY** if an Administrator has enabled them on your phone. Those features are described in this section. Contact your System Administrator for more information.

Missed Call Summary Subscription

A feature on the IP phones allows missed calls that have been redirected by the server, to be incremented in the missed calls indicator on the phone it was initially directed to. This feature is called the **Missed Call Summary Subscription** and can be configured by your System Administrator. For this feature to work, you must configure voicemail on the phone that the call was initially directed to.

For example, phones A, B, and C are connected to the server. Your Administrator configures the server to direct calls coming into phone B (which has voicemail configured) to be forwarded to phone C. When phone A calls phone B, the server forwards the call to phone C. With the **Missed Call Summary Subscription** enabled, phone B receives notification from the server that the call was forwarded and the missed calls indicator is incremented on phone B. See the illustration below.



Missed calls indicator increments on phone B.

Note: Voicemail must be configured on phone B.



Note: Your System Administrator can configure the **Missed Call Summary Subscription** feature on your phone on a global basis only.

Customizable Callers List Key

Your System Administrator can specify an XML URI that creates a custom Callers List application for your phone. When you press the Callers List key, the phone accesses a custom XML URI Callers List instead of the standard Callers List. Contact your System Administrator for more information.

Autodial (Hotline and Warmline)

Your System Administrator can configure an autodial feature on your phone. If autodial is enabled, the phone automatically dials a preconfigured number whenever it is off-hook. Depending on the configuration specified by your Administrator, the Autodial functions as either a “hotline”, or as a “warmline,” as follows:

- **Hotline:** The IP phone immediately dials a preconfigured number when you lift the handset.
- **Warmline:** The IP phone waits for a specified amount of time after you lift the handset before dialing a preconfigured number. If you do not dial a number within the time allotted, then the IP phone begins to dial the number.

The Autodial feature is available on a global basis only on the 51i. Contact your System Administrator for more information.

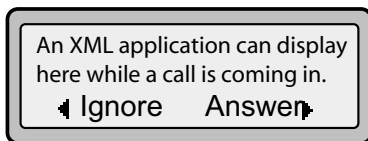


Notes:

1. Any speeddial numbers that you configure on your IP phone are not affected by autodial settings.
 2. If Autodial is configured on your phone, the phone does not accept conference calls, transferred calls, and/or intercom calls.
-

Answer and Ignore Softkeys for XML Applications

If you are accessing XML applications on your phone and a call comes in, your System Administrator can create “Answer” and “Ignore” keys that you can use to either answer the incoming call, or ignore it..



When the ◀ Ignore Answer ▶ keys display, you can press the **Right Arrow** key (Answer) to answer the incoming call without disturbing the current XML application. When you answer the call, the ◀ Ignore Answer ▶ keys disappear from the LCD. Pressing the **Left Arrow** key (Ignore) ignores the incoming call without disturbing the current XML application. Contact your System Administrator for more information.

“Hold” Feature Enhancement (for Broadsoft Servers)



The Hold feature allows you to put an active call on “hold,” then retrieve the call later. This enhancement is intended for IP phones operating with servers that support RFC3264 (for example, Broadsoft). If a server does not support RFC3264, then the IP phones do not use RFC3264 functionality.

Troubleshooting Solutions

Why is my display blank?

Ensure that power is being provided to your phone. Make sure your phone is plugged into a power source.

Why is my speakerphone not working?

If you press the  button and the speaker light stays on steady and you hear dial tone, the phone has been set up so that you can alternate between the speakerphone and the handset by pressing .

Why can't I get a dial tone?

Check for any loose connections and that the phone has been installed properly. For installation instructions, please refer to the “**Installation and Setup**” section in the *Aastra 51i Installation Guide* provided with your phone.

Why doesn't my phone ring?

Check the ring volume on your phone. It may be turned down or turned off. To adjust the ringer volume setting, press the volume button when the phone is on-hook and idle. For more information, refer to the “**Adjusting Volume section**” in the *Aastra 51i Installation Guide* provided with your phone.

Why is the light not coming on with a new Voice Mail Message?

Your phone system or service provider must provide “Visual” Message Waiting service for this function to work. Check with your System Administrator for more information.

How do I find the IP address of my phone?


Instructions on where to find the IP address of your phone can be found in this guide in the section, "[Finding Your Phone's IP Address](#)" on [page 16](#).

How do I change my user password?

You can change the user password from the IP phone UI or the Aastra Web UI.



IP Phone UI

1. Press the  key and select "**Options List**" from the Menu.
2. Select **User Password** and press ►.
3. Enter the current user password and press ►.
4. Enter the new user password and press ►.
5. Re-enter the new user password and press ►.
A message, "*Password Changed*" displays on the screen.




Aastra Web UI

1. Click on **Operation->User Password**.
2. In the "**Current Password**" field, enter the current user password.



Note: By default, the user name is "user" (all lowercase) and the password field is left blank. If you have forgotten your password, contact your System Administrator for assistance.

3. In the "**New Password**" field, enter the new user password.
4. In the "**Password Confirm**" field, enter the new user password again.
5. Click  to save your changes.

For information on how to access the Aastra Web UI, go to the section "[Using the Aastra Web UI](#)" on [page 13](#).

Why does my phone display "Bad Encrypted Config"?





The IP phone displays "Bad Encrypted Config" because encrypted configuration files are enabled but the decryption process has failed.



Report this error to your System Administrator.

How do I restart the IP phone?



IP Phone UI

1. Press the  key and select "**Options List**" from the Menu.
2. Use the  key to scroll down the list of options to **Phone Status** and press the  key to select.
3. Press the  key to scroll to the **Restart Phone** option.

Press the  key to confirm and restart the phone. If you do not wish to restart your phone, press the  key to cancel.

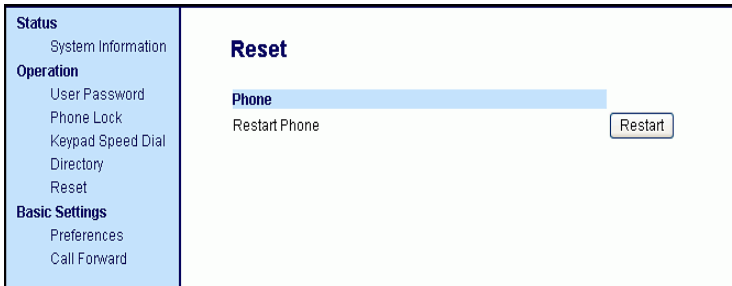



Note: Your phone will be out of service temporarily during the restart and downloading process.



Aastra Web UI

1. Click on **Operation->Reset**.



2. Click .
3. Click **OK** at the confirmation prompt.

How do I lock my phone?

You can lock your phone to prevent the phone from being used or configured. You can lock the phone using any of the following:





- At the path *Options->Phone Lock* on the IP Phone UI.
- At the path *Operations->Phone Lock* on the Aastra Web UI.

Use the following procedure to lock an IP phone using the IP Phone UI.





IP Phone UI

Lock the Phone

1. Press the  key and select **"Options List"** from the Menu.
2. Select **Phone Lock** and press .
3. Press  to set the phone to lock.
4. Press  on the phone.
The following message displays:
"Phone is locked".

Unlock the Phone

1. Press the  key and select **"Options List"** from the Menu.
 2. Enter your user password and press .
- The phone unlocks.

Use the following procedure to lock an IP Phone using the Aastra Web UI.



Aastra Web UI

1. Click on **Operation->Phone Lock**.

Status System Information	Phone Lock
Operation User Password Phone Lock Keypad Speed Dial Directory Reset	Lock or unlock the phone
Basic Settings Preferences Call Forward	Emergency Dial Plan <input type="text" value="911 999 112 110"/>
	Lock the phone? <input type="button" value="Lock"/>
	Reset User Password <input type="button" value="Reset"/>
	<input type="button" value="Save Settings"/>

Lock the Phone

2. In the **"Lock the Phone?"** field, click .
The phone locks dynamically and displays the following message:
"Phone is locked".

Unlock the Phone

3. Click on **Operation->Phone Lock**.

4. In the "**Unlock the Phone?**" field, click .

The phone unlocks dynamically and displays the following message:
"Phone is unlocked".

Limited Warranty

Aastra Telecom warrants this product against defects and malfunctions during a one (1) year period from the date of original purchase. If there is a defect or malfunction, Aastra Telecom shall, at its option, and as the exclusive remedy, either repair or replace the telephone set at no charge, if returned within the warranty period.

If replacement parts are used in making repairs, these parts may be refurbished, or may contain refurbished materials. If it is necessary to replace the telephone set, it may be replaced with a refurbished telephone of the same design and color. If it should become necessary to repair or replace a defective or malfunctioning telephone set under this warranty, the provisions of this warranty shall apply to the repaired or replaced telephone set until the expiration of ninety (90) days from the date of pick up, or the date of shipment to you, of the repaired or replacement set, or until the end of the original warranty period, whichever is later. Proof of the original purchase date is to be provided with all telephone sets returned for warranty repairs.

Exclusions

Aastra Telecom does not warrant its telephone sets to be compatible with the equipment of any particular telephone company. This warranty does not extend to damage to products resulting from improper installation or operation, alteration, accident, neglect, abuse, misuse, fire or natural causes such as storms or floods, after the telephone is in your possession.

Aastra Telecom shall not be liable for any incidental or consequential damages, including, but not limited to, loss, damage or expense directly or indirectly arising from the customers use of or inability to use this telephone, either separately or in combination with other equipment.

This paragraph, however, shall not apply to consequential damages for injury to the person in the case of telephones used or bought for use primarily for personal, family or household purposes.

This warranty sets forth the entire liability and obligations of Aastra Telecom with respect to breach of warranty, and the warranties set forth or limited herein are the sole warranties and are in lieu of all other warranties, expressed or implied, including warranties or fitness for particular purpose and merchantability.

Warranty Repair Services

Should the set fail during the warranty period;

In North America, please call 1-800-574-1611 for further information.

Outside North America, contact your sales representative for return instructions.

You will be responsible for shipping charges, if any. When you return this telephone for warranty service, you must present proof of purchase.

After Warranty Service

Aastra Telecom offers ongoing repair and support for this product. This service provides repair or replacement of your Aastra Telecom product, at Aastra Telecom's option, for a fixed charge. You are responsible for all shipping charges. For further information and shipping instructions;

In North America, contact our service information number: 1-800-574-1611.

Outside h America, contact your sales representative.



Note: Repairs to this product may be made only by the manufacturer and its authorized agents, or by others who are legally authorized. This restriction applies during and after the warranty period. Unauthorized repair will void the warranty.

Appendix A - Time Zone Codes

The following table identifies the time zone name and time zone code to use on the IP phone.

Time Zone Name/Time Zone Code Table

Time Zone Name	Time Zone Code
AD-Andorra	CET
AG-Antigua	AST
AI-Anguilla	AST
AL-Tirane	CET
AN-Curacao	AST
AR-Buenos Aires	ART
AS-Pago Pago	BST
AT-Vienna	CET
AU-Lord Howe	LHS
AU-Tasmania	EST
AU-Melbourne	EST
AU-Sydney	EST
AU-Broken Hill	CST
AU-Brisbane	EST
AU-Lindeman	EST
AU-Adelaide	CST
AU-Darwin	CST
AU-Perth	WST
AW-Aruba	AST
BA-Sarajevo	EET
BB-Barbados	AST
BE-Brussels	CET
BG-Sofia	EET
BM-Bermuda	AST
BO-La Paz	BOT
BR-Noronha	FNT
BR-Belem	BRT
BR-Fortaleza	BRT
BR-Recife	BRT
BR-Araguaina	BRS
BR-Maceio	BRT
BR-Sao Paulo	BRS
BR-Cuiaba	AMS
BR-Porto Velho	AMT
BR-Boa Vista	AMT
BR-Manaus	AMT
BR-Eirunepe	ACT
BR-Rio Branco	ACT
BS-Nassau	EST
BY-Minsk	EET
BZ-Belize	CST

Appendix A - Time Zone Codes

Time Zone Name	Time Zone Code
CA-Newfoundland	NST
CA-Atlantic	AST
CA-Eastern	EST
CA-Saskatchewan	EST
CA-Central	CST
CA-Mountain	MST
CA-Pacific	PST
CA-Yukon	PST
CH-Zurich	CET
CK-Rarotonga	CKS
CL-Santiago	CLS
CL-Easter	EAS
CN-China	CST
CO-Bogota	COS
CR-Costa Rica	CST
CU-Havana	CST
CY-Nicosia	EES
CZ-Prague	CET
DE-Berlin	CET
DK-Copenhagen	CET
DM-Dominica	AST
DO-Santo Domingo	AST
EE-Tallinn	EET
ES-Madrid	CET
ES-Canary	WET
FI-Helsinki	EET
FJ-Fiji	NZT
FK-Stanley	FKS
FO-Faeroe	WET
FR-Paris	CET
GB-London	GMT
GB-Belfast	GMT
GD-Grenada	AST
GF-Cayenne	GFT
GI-Gibraltar	CET
GP-Guadeloupe	AST
GR-Athens	EET
GS-South Georgia	GST
GT-Guatemala	CST
GU-Guam	CST
GY-Guyana	GYT
HK-Hong Kong	HKS
HN-Tegucigalpa	CST
HR-Zagreb	CET
HT-Port-au-Prince	EST
HU-Budapest	CET
IE-Dublin	GMT
IS-Reykjavik	GMT
IT-Rome	CET

Time Zone Name	Time Zone Code
JM-Jamaica	EST
JP-Tokyo	JST
KY-Cayman	EST
LC-St Lucia	AST
LI-Vaduz	CET
LT-Vilnius	EET
LU-Luxembourg	CET
LV-Riga	EET
MC-Monaco	CET
MD-Chisinau	EET
MK-Skopje	CET
MQ-Martinique	AST
MS-Montserrat	AST
MT-Malta	CET
MX-Mexico City	CST
MX-Cancun	CST
MX-Merida	CST
MX-Monterrey	CST
MX-Mazatlan	MST
MX-Chihuahua	MST
MX-Hermosillo	MST
MX-Tijuana	PST
NI-Managua	CST
NL-Amsterdam	CET
NO-Oslo	CET
NR-Nauru	NRT
NU-Niue	NUT
NZ-Auckland	NZS
NZ-Chatham	CHA
PA-Panama	EST
PE-Lima	PES
PL-Warsaw	CET
PR-Puerto Rico	AST
PT-Lisbon	WET
PT-Madeira	WET
PT-Azores	AZO
PY-Asuncion	PYS

Appendix A - Time Zone Codes

Time Zone Name	Time Zone Code
RO-Bucharest	EET
RU-Kaliningrad	EET
RU-Moscow	MSK
RU-Samara	SAM
RU-Yekaterinburg	YEK
RU-Omsk	OMS
RU-Novosibirsk	NOV
RU-Krasnoyarsk	KRA
RU-Irkutsk	IRK
RU-Yakutsk	YAK
RU-Vladivostok	VLA
RU-Sakhalin	SAK
RU-Magadan	MAG
RU-Kamchatka	PET
RU-Anadyr	ANA
SE-Stockholm	CET
SG-Singapore	SGT
SI-Ljubljana	CET
SK-Bratislava	CET
SM-San Marino	CET
SR-Paramaribo	SRT
SV-El Salvador	CST
TR-Istanbul	EET
TT-Port of Spain	AST
TW-Taipei	CST
UA-Kiev	EET
US-Eastern	EST
US-Central	CST
US-Mountain	MST
US-Pacific	PST
US-Alaska	AKS
US-Aleutian	HAS
US-Hawaii	HST
UY-Montevideo	UYS
VA-Vatican	CET
YU-Belgrade	CET

Index

Numerics

51i

star codes for 70

A

Aastra Web UI

Basic Settings parameters 15

Operaton parameters 14

phone status 14

about this guide 1

allow barge-in, for intercom 82

auto-answer, for intercom 82

C

call forwarding 67

configuring 68

call waiting tone 74

callers list 61

downloading to phone 66

calls, ending 50

calls, handling 47

calls, making 42

calls, managing 51

calls, placing on hold 47

calls, receiving 46

calls, transferring 48

conference calls 49

contrast level 21

D

dial plan, emergency 33

dial tones, stuttered 75

dialing a number 42

dialpad, live 21

Directory List

downloading to phone 60

directory list 51

downloading to PC 60

sorting 52

documentation 1

DTMF, suppressing playback 70

E

emergency dial plan, defining 33

F

features, 53i 2

G

getting started 4

Goodbye key cancels incoming call 79

configuring 79

using 80

I

idle screens 6

incoming call interrupts dialing 78

incomplete configuration 7

Installation 8

installation and setup, 9122i 3

intercom calls

incoming call features 81

Introduction 93

IP address of the phone 16

IP address, finding 16

K

keys

as conference key 41

as transfer key 40

L

language

overview 25

specifying on IP phone 25

lock/unlock the phone 89

locking/unlocking the phone 31

M

microphone mute, for intercom 81

N

no service 7

O

options, setting 10

P

password, resetting user's 29

phone status 27

plugging in the phone 4

R

redial 43

requirements, 53i 2

restarting the phone 30

ring tone sets 19

ring tones 18

S

- speakerphone, using 42
- speeddial
 - prefix for 35
 - setting 35
- speeddial key, creating from phone keypad 35
- star codes 70
- starting up the phone 4
- status scroll delay 77

T

- troubleshooting solutions 86
 - changing password 87
 - display blank 86
 - finding IP address 86
 - locking/unlocking phone 89
 - no dial tone 86
 - no light for VM message 86
 - no ring 86
 - no speakerphone 86
 - phone displays "Bad Encrypted Config"? 87
 - restarting phone 88

U

- user password 27
- using the 53i 8

V

- voicemail 46

W

- warning tone, for Intercom 82
- warranty, limited 93

X

- XML beep support 76

If you've read this owner's manual and consulted the Troubleshooting section and still have problems, please visit our website at www.aastra.com or call 1-800-574-1611 for technical assistance.

© Aastra Telecom Inc.2007 41-001212-00 Rev 00