



## Aastra 6721ip Microsoft® Lync™ Phone



### Quick Start Guide

This guide is a short introduction to some of the most basic features of your new Aastra IP - phone. For more help or questions, you can contact IT-support at [hjelp@nhh.no](mailto:hjelp@nhh.no) or at your closest IT-support office.

Software clients for PCs will be rolled out on all Staff computers by the end of May 2013, extending the functionality of your phone with presence information, instant messaging, voice and video conferencing, desktop sharing and more.

Software clients for PC, Macs and mobile clients will also be made available for download on [www.nhh.no/IT](http://www.nhh.no/IT)

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## Aastra Model 6721ip Work Smart User Guide

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## Sign in using a PIN

Using your PIN and telephone number or extension, you can sign in on the phone and start communicating with your contacts.

### To sign in to your phone using your PIN



1. Enter your phone number or extension, and then select **Next**.

A screenshot of a phone's "Desk Phone Setup" screen. The title "Desk Phone Setup" is at the top. Below it is a text prompt: "Enter your extension or phone number." A text input field contains the number "12345". Below the input field is another text prompt: "If using phone number, enter the complete number including the country code." At the bottom of the screen are three buttons: "Next", "Menu", and "Backspace".

2. Enter your **PIN**, and then select **Sign In**.

## Make a call

In addition to the standard way of making a phone call (by picking up the handset and dialing), you can make calls as follows:

### Notes:

- You no longer need to dial 0 for an outside line. In fact, 0 is no longer valid for selecting lines. The phone will automatically use the public phone system when it needs to.
- When making international calls, either dial 00 and the country code or press and hold the 0 key to dial a +.

### Call from the Contacts screen on your phone

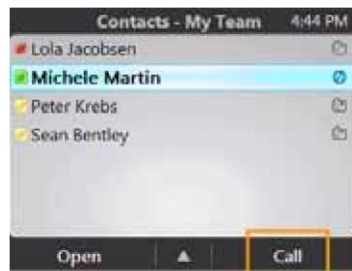


#### IP Phone UI

1. From your phone's Home screen, select the **Contacts** icon, and then select the contact group the user is in.



2. From the Contacts screen, use the up and down arrow buttons on the phone to select the contact, and then select **Call**.



### Call by searching for a contact using the keypad



#### IP Phone UI

1. Press the numbers on the phone keypad that correspond to the contact name or the phone extension. For example, to find "Tony Smith" press 8669\*76484, where "\*" is the space between the first and last name.
2. When you find the contact you want to call, select **Call**.

## View contact card

A contact card provides details about a contact's availability and presence. Depending on the access level that a contact grants you, you can see the contact's phone numbers, schedule information, the phone number of the most recent call, and a personal note if the contact has written one.

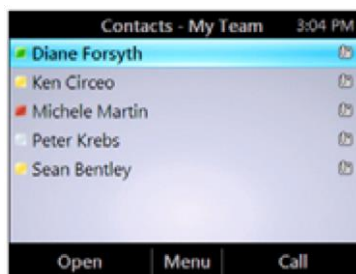
### To view a contact card



1. From your phone's **Home** screen, select the **Contacts** icon.



2. From the **Contact Groups** screen, select the group your contact is in, and then select a contact name.



3. When you finish viewing the contact card, select **Close**.



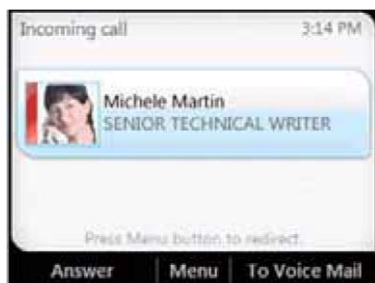
## Receive a call

In addition to answering a call, you can also redirect the call to your voice mail. From the Incoming call screen, do one of the following:



### IP Phone UI

- To answer a call, either select **Answer**, or pick up the handset.
- To send the caller directly to your voice mail, select **To Voice Mail**.



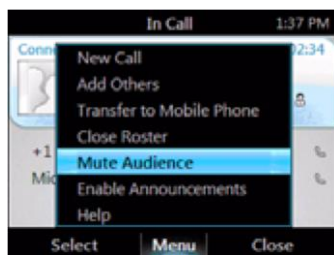
## Use call controls

Use the buttons at the bottom of phone key panel to adjust the headset volume, or mute the microphone or speaker.

### Notes:

- If you adjust the loudspeaker volume during an audio session, the volume setting is retained for all subsequent calls.

You can mute everyone but yourself when you are in a conference call, from the **In Call** screen, select **Menu**, and then select **Mute Audience**.



## View call logs

The Call Logs screen displays a history of incoming, outgoing, and missed calls on your phone.

### To view the call logs

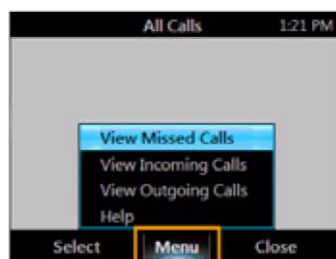


IP Phone UI

1. From your phone's **Home** screen, select the **Call Logs** icon



2. From the **All Calls** screen, select **Menu** to sort the calls.



## Check voice mail

If your organization has enabled voice mail, you can access your voice mail to check messages or to change your voicemail greeting.

### To check your voice mail



IP Phone UI

- Select the **Voice Mail** icon from your phone's **Home** screen. If you have unheard voice-mail messages, the Voice Mail icon displays a number indicating the number of voice-mail messages, and a red light comes on at the upper right corner of your phone.

The Voice Mail screen displays the phone number, message date, and time of the call. For contacts listed in your personal contacts or corporate directory, the name and contact card of the sender also displays.



**Note:**

You can also press and hold the 1 key on the phone to access your voice mail.

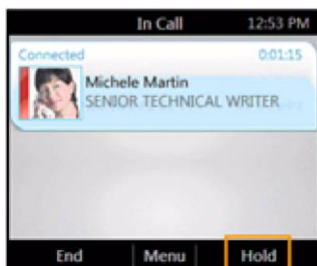
## Manage multiple calls

When you are in a call, you will see several call controls that you can use to manage multiple calls.

### Place a call on hold



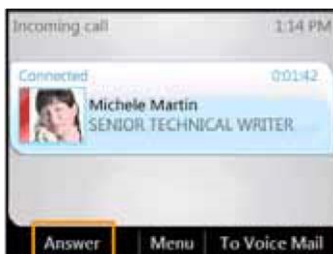
- From the **In Call** screen, select **Hold**.



### Answer a second call



- When you are in a active call, from the **Incoming call** screen, select **Answer**. Your active call is placed on hold and your second call is answered.



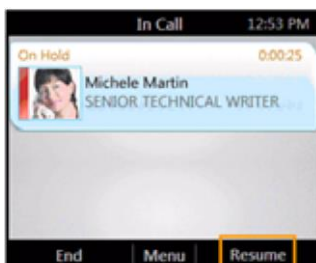


### Switch between calls



#### IP Phone UI

1. Press the **Home** button on the phone, and then select **Active Call**.
2. From the **In Call** screen, use the up and down arrow buttons to select the call that you want to activate, and then select **Resume**.

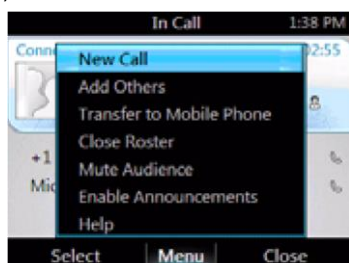


### Make a new call, and put the active call on hold



#### IP Phone UI

1. From the **In Call** screen, select **Menu**, and then select **New Call**. Your active call is put on hold.

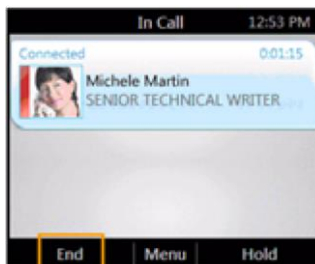


2. Enter a phone number or select a contact, and then select **Call**.

## End a call



- From the **In Call** screen, select **End**.

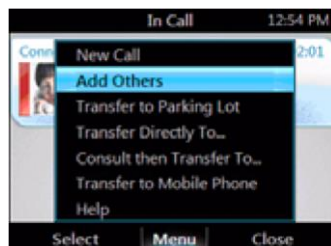


## Escalate a call to a conference call

You can start a conference call during a phone call and add more participants.



1. From the **In Call** screen, select **Menu**, and then select **Add Others**.



2. To add a participant, enter a phone number or select a contact, and then select **Add**. To add more participants repeat these steps.

## Transfer a call

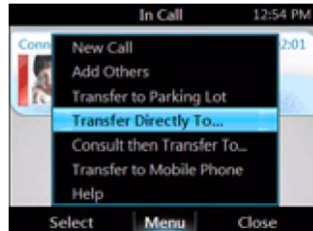
You can transfer calls directly to someone else, to a Parking Lot, or to your mobile phone.

### Transfer a call to someone else



IP Phone UI

1. From the **In Call** screen, select **Menu**, and then select **Transfer Directly To**.



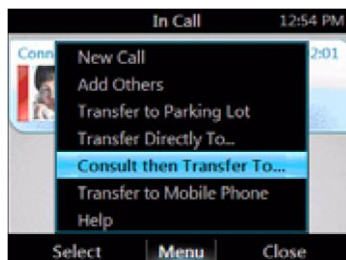
2. Enter a phone number or select a contact, and then select **Call**.

### Consult someone before transferring a call



IP Phone UI

1. From the **In Call** screen, select **Menu**, and then select **Consult then Transfer To**.



2. Enter a number or select a contact, and, when the contact accepts, select **Complete Transfer**.

### Transfer a call to a parking lot

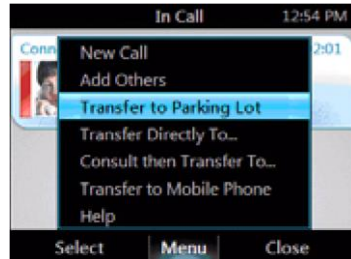
#### Note:

If your system is set up for it, you can park a call. This places the call on hold so that another party can retrieve it.



#### IP Phone UI

1. From the **In Call** screen, select **Menu**, and then select **Transfer to Parking Lot**. The call will be placed on hold.



A notification appears, displaying a number to call in order to retrieve the call.



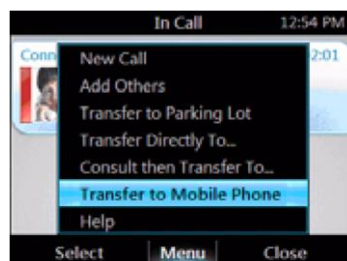
2. Contact the team that you want to answer the call, and give them the number from the notification.

### Transfer a call to a mobile phone



#### IP Phone UI

- From the **In Call** screen, select **Menu**, and then select **Transfer to Mobile Phone**.



## Access phone settings and help

You can access Help and configure the following settings on your phone:

- Volume
- Brightness
- Logging
- Desk Phone Location
- Make Test Call
- Ring Tones
- Phone-Unlock PIN
- Time Zone
- Date Format
- Time Format
- Language
- High Contrast
- Text Telephony (TTY)
- Malicious Call Trace

### Note:

Some of the settings are configurable by the support team and may not be available on your phone.

### Access the Settings menu



IP Phone UI

1. From your phone's **Home** screen, select **Menu**, and then select **Settings** .



2. From the **Settings** screen, select the setting you want to change.

### Access the general Help for the phone



#### IP Phone UI

- From your phone's **Home** screen, select **Menu**, and then select **Help**.



### Access context-sensitive Help for a specific screen



#### IP Phone UI

- From the screen that you are in, select **Menu** and then select **Help**.