



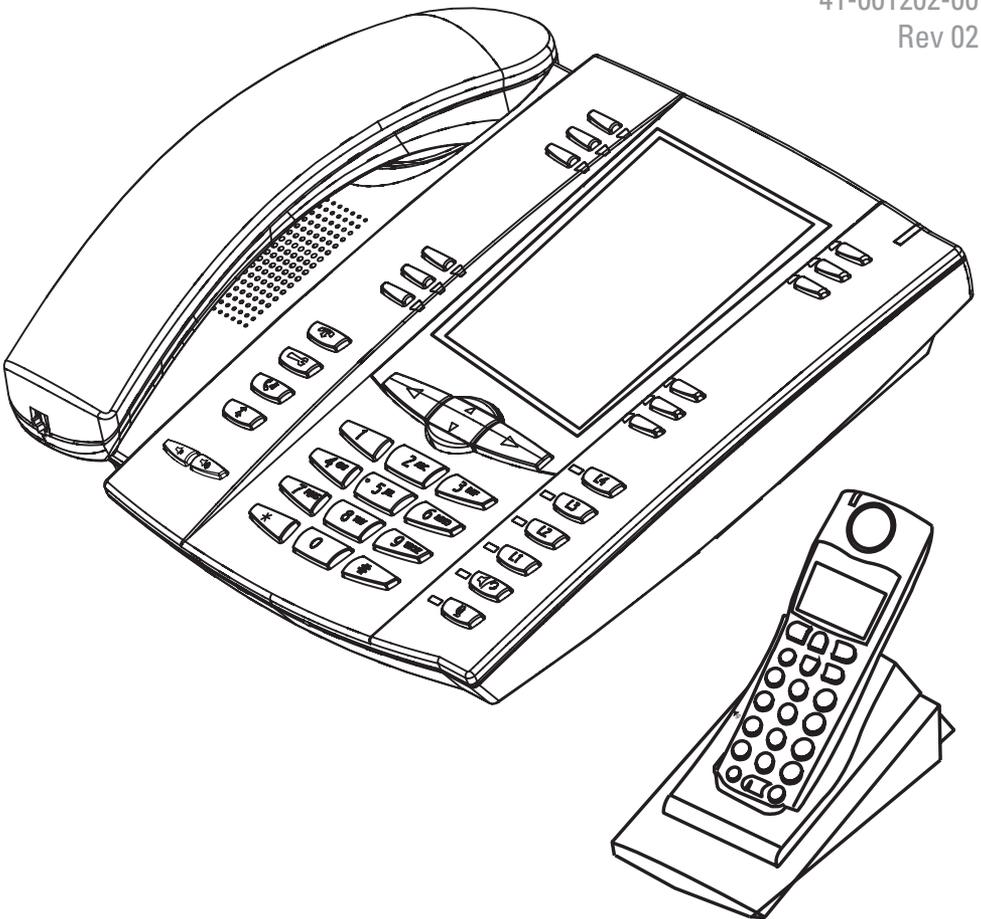
# 57i CT IP Phone

User Guide

Release 2.1

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## About this Guide

This guide explains how to use the basic features of your new 57i CT CT phone. Not all features listed are available by default. Contact your system or network administrator to find out which features and services are available to you on your system.

Your System Administrator has the ability to customize some features on this phone. For information on more advanced settings and configurations, administrators should refer to the *Aastra SIP 53i, 55i, 57i, and 57i CT IP Phone Administration Guide*.

## Documentation

- ***Aastra 57i CT IP Phone Installation Guide*** – Installation and set-up instructions, general features and functions, and basic options list customization. This Installation Guide is included with the telephone.
- ***Aastra 57i CT IP Phone User Guide*** – Describes the most commonly used features and functions for an end user.
- ***Aastra 53i, 55i, 57i, and 57i CT IP Phone Administration Guide*** – Describes how to set the 57i CT phone up on the network and contains advanced configuration instructions for the 57i CT. This guide has instructions that are at a user level.

## Introduction

This 57i CT IP telephone has all the features of a regular business phone, allowing you to make and receive calls, transfer, conference and more. The 57i CT IP telephone provides communications over an IP Network using the SIP IP telephony protocol.

### Phone Features

- 11 line graphical LCD screen (144 x 128 pixels) with white backlight
- 12 multi-functional softkeys
  - 6 Top Keys:           Static softkeys  
                                 (up to 10 programmable functions)
  - 6 Bottom Keys:       State-based softkeys  
                                 (up to 20 programmable functions)
- 4 call appearance lines with LEDs
- Supports up to 9 call lines
- Full-duplex speakerphone for handsfree calls
- Headset support (modular connector)
- Built-in-two-port, 10/100 Ethernet switch - lets you share a connection with your computer.
- Inline power support (based on 802.3af standard) which eliminates power adapters.
- AC power adapter (included)
- Enhanced busy lamp fields\*
- Set paging\*

### *Cordless Handset Features*

- 5 line backlit display screen
- 2 multi-functional softkeys
- Programmable function key supports up to 14 functions
- Vibration Alerter
- Headset Jack
- Desk charging stand

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

## Requirements

The 57i CT IP Phone requires the following environment:

- SIP-based IP PBX system or network installed and running with a SIP account created for the 57i CT 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 source

For Ethernet networks that supply in-line power to the phone (IEEE 802.3af):

- For power, use the Ethernet cable (supplied) to connect from the phone directly to the network for power. (No 48v AC power adapter required.)

For Ethernet networks that DO NOT supply power to the phone:

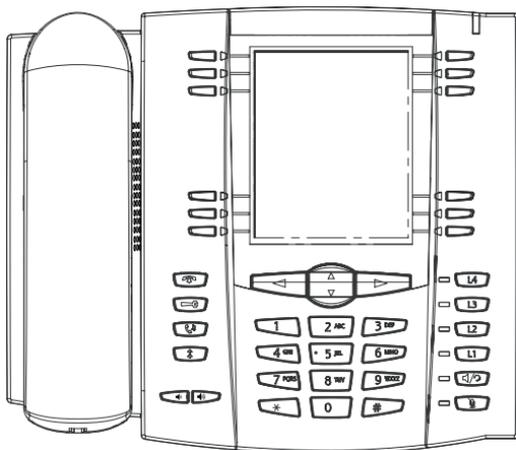
- For power, use the 48V AC Power Adapter (included) to connect from the DC power port on the phone to a power source.
- or
- (optional) - For power, use a Power over Ethernet (PoE) power injector or a PoE switch. A PoE power injector is available as an optional accessory from Aastra Telecom. Contact your Administrator for more information.

## Installation and Setup

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

## Getting Started

The 57i CT must be set up and be 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 57i CT 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.

The phone displays the following startup screens.





The 57i CT 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 and then displays the Idle screen..





**Idle Screen**

## Network Connected/Network Disconnected

If your phone is successful when connecting to the network the following screen displays before changing to the Idle screen..



If your phone did not successfully connect to the network, the "**Network Disconnected**" prompt appears on the display and the telephone status light turns on.



Check that the cables are tightly connected to the phone and to the wall jack. The phone should automatically detect when it is reconnected and displays the "**Network Connected**" prompt for a few seconds. However, if changes have been made to your phone's network settings, you may need to restart your phone.

For more information about connecting your phone, see the *Aastra 55i IP Phone Installation Guide*, the section "**Connecting to the Network and to Power**".

Check with your system or network administrator for assistance.



**Note:** If the phone displays "No Service" you can still use the phone but it is not registered with the Registrar. For more information about registering your phone, see your System Administrator.

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## Idle Screen

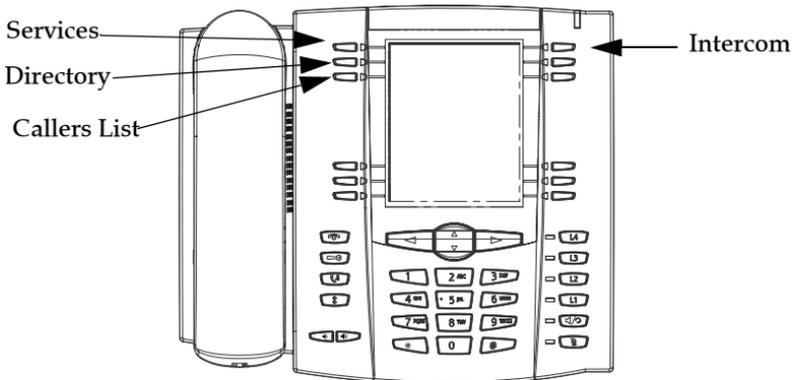
When the phone has successfully updated the configuration and connected to the network, the phone displays the **Idle State** screen. The idle screen is shown whenever your phone is not in use.



**Note:** Your System Administrator sets up your SIP screen name, line number, and any other administrative features required. If your name does not display on the screen, contact your System Administrator.

The **Idle State** screen lists your name (SIP screen name) and day, date, and time. In the above screen, the "L1" indicates John Smith is configured on Line 1.

By default, the top softkeys 1 through 4 are configured for Services, Directory, Callers List, and Intercom, respectively. You can configure the 6 top keys with up to 10 functions, and the 6 bottom softkeys with up to 20 functions as required.



*Reference*

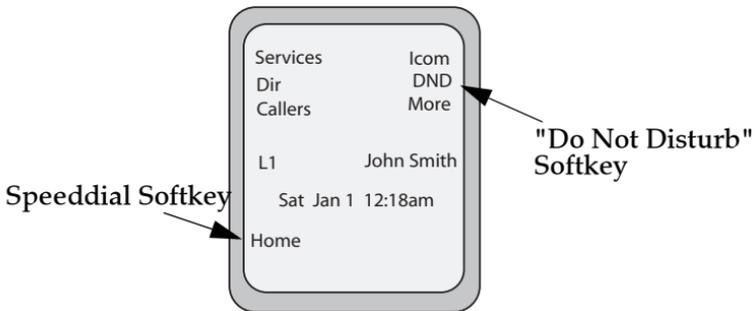
For more information about configuring the top and bottom softkeys, see ["Softkeys"](#) on [page 53](#).

For more information about using the Services, Directory, Callers List, Intercom, Dial, Conference, and Transfer keys, see the following sections:

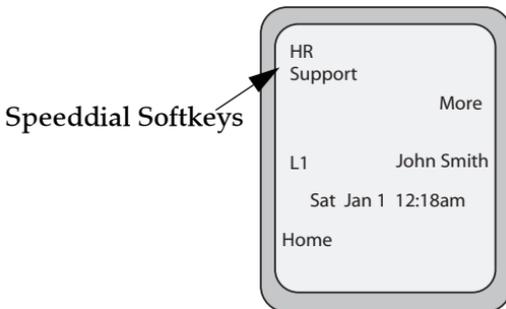
- ["Making Calls"](#) on [page 112](#).
- ["Handling Calls"](#) on [page 123](#).
- ["Managing Calls"](#) on [page 133](#).

*Idle Screen With Softkeys Configured*

If you or your administrator have configured softkey functions on your phone, the labels for those functions display on the screen. For example, in the following illustration, "Home" was configured as a speeddial key on the bottom set of softkeys and "Do Not Disturb" (DND) was configured on the top set of softkeys..

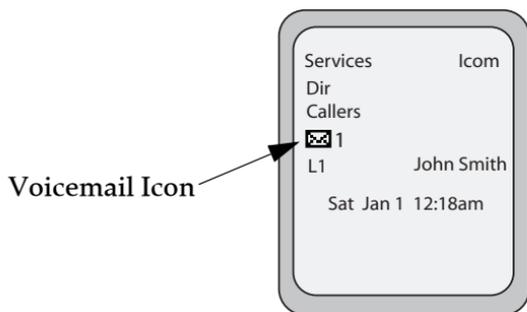
**Idle Screen**

You can configure up to 10 functions on the top set of softkeys. If you have additional functions configured on the top softkeys that do not display on the main idle screen, a **"More"** displays at the top right of the screen. Pressing the **More** softkey toggles between the first screen and a second screen of softkeys configured on your phone.

**Idle Screen**

## Idle Screen with Voicemail Messages

The envelope icon  displays on the Idle State screen only if you have new messages waiting. The number next to the envelope indicates how many new messages you have.



**Idle Screen**

To access your voicemail messages, use the star codes for your system if a voicemail softkey has not been configured on your phone. For more information on your system's star codes, please refer to the documentation for the voicemail system you are using.

## Screen Display After Picking Up the Handset

When you pickup the handset, the screen displays as follows:



This screen displays the following keys located on the bottom left of the screen:

- Dial
- Conf (Conference)
- Xfer (Transfer)

A **More** softkey also displays at the bottom right of the screen if you have configured softkeys other than the default softkeys.

For example, if you configure a bottom softkey for speeddialing to Home, and then you pickup the handset, the screen displays the **Dial**, **Conf**, and **Xfer** default softkeys with a **More** softkey. You can press the **More** softkey to toggle between the first and second screens to display all configured softkeys. See illustrations below.



**Idle Screen**



**After Handset Pickup**



**After Pressing "More"**



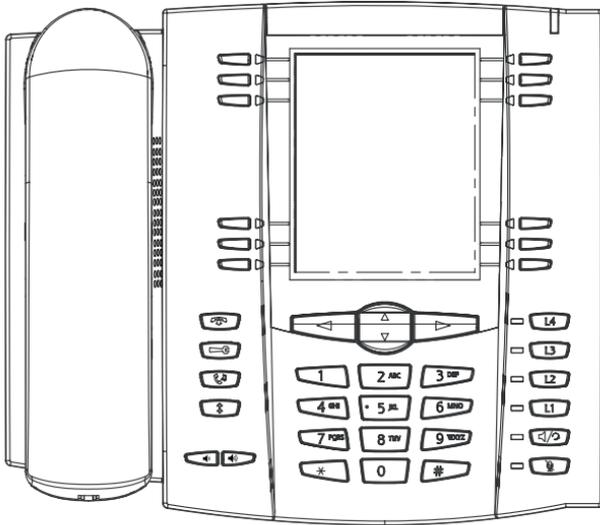
**Note:** The bottom set of 6 softkeys map to the current state-based configurable softkeys. The top set of 6 softkeys allow you to configure up to 10 functions.

# IP Phone Keys and Key Descriptions

The following section describes the Base Phone keys and key descriptions. For information about the Handset Keys and Handset Key Descriptions, see “Handset Keys” on page 160.

## Base Phone Keys

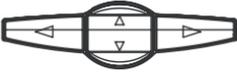
The following section describes the 57i CT base phone key functions, and how they help you make and manage your calls and caller information.

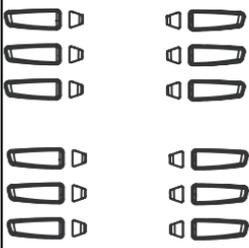


## Base Phone Key Descriptions

The following table identifies the keys on the key panel of your 57i CT IP phone that you can use for handling calls.

Keys	Key Description
	<b>Goodbye key</b> - Ends an active call. The Goodbye key also exits an open list, such as the Options List, without saving changes.
	<b>Options key</b> - Accesses options to customize your phone. Your System Administrator may have already customized some of your settings. Check with your System Administrator before changing the administrator-only options.
	<b>Hold key</b> - Places an active call on hold. To retrieve a held call, press the call appearance button beside the light that is flashing.

Keys	Key Description
	<p><b>Redial key</b> - Redials up to 100 previously dialed numbers. Pressing the Redial key twice simultaneously redials the last dialed number.</p>
	<p><b>Volume control key</b> - Adjusts the volume for the handset, headset, ringer, and handsfree speaker.</p>
	<p><b>Line/Call Appearance key</b> - Connects you to a line or call. The Aastra 57i CT IP phone supports up to 4 line keys.</p>
	<p><b>Handsfree key</b> - Activates Handsfree for making and receiving calls without lifting the handset. When the audio mode option is set, this key is used to switch between a headset and the handsfree speakerphone.</p>
	<p><b>Mute key</b> - Mutes the microphone so that your caller cannot hear you (the light indicator flashes when the microphone is on mute).</p>
	<p><b>Navigation keys</b> - 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>Pressing the LEFT and RIGHT arrow keys lets you view the different line/call appearances. While in the Options List, these 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>

Keys	Key Description
	<p><b>Softkeys</b> - 12 softkeys on the 57i CT IP Phone.</p> <ul style="list-style-type: none"> <li>- 6 Top Keys: static softkeys (up to 10 programmable functions)</li> <li>- 6 Bottom Keys: state-based softkeys (up to 20 programmable functions)</li> </ul> <p>All top and bottom keys can be configured for specific functions.</p> <p>By default, keys 1 through 4 are assigned as Services, Directory, Callers List, and Intercom, respectively:</p> <ul style="list-style-type: none"> <li><b>1 - Services</b>Accesses enhanced features and services such as XML applications and voicemail, provided by third parties.</li> <li><b>2 - Dir</b>Accesses the Directory List which displays up to 200 names and phone numbers (stored in alphabetical order)</li> <li><b>3 - Callers</b>Accesses the Callers List which lists the last 200 calls received.</li> <li><b>4 - lcom</b>Automatically connects with a remote extension for outgoing calls, and answers incoming intercom calls.</li> </ul> <p>The following softkeys display when you pick up the handset:</p> <p>Dial - After entering a phone number from the keypad, you can press the Dial softkey to immediately dial the number.  <b>Conf</b> - Begins a conference with the active call.  <b>Xfer</b> - Transfers the active call to another number.</p> <p><b>Note:</b> For more information about programming the softkeys to perform specific functions, see the "<a href="#">Softkeys</a>" on <a href="#">page 53</a>.</p>

## Methods for Customizing Your Phone

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

- Using the Options  key on the IP Phone
- 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 Options  key and accessing the IP Phone UI.

These options allow you to customize the following phone settings.

Option Number	Option
1	<b>Call Forward</b> 1. Cfwd Number 2. Cfwd Mode 3. No. Rings
2	<b>Preferences</b> 1. Tones Ring Tone Tone Set 2. Contrast Level 3. Live Dialpad 4. Set Audio Audio Mode Headset Mic Vol 5. 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 6. Language
3	<b>Phone Status</b> 1. IP&MAC Addresses 2. LAN Port 3. PC Port 4. Firmware Info
4	<b>User Password</b>
5	<b>Administrator Menu</b> (Password Protected)
6	<b>Restart Phone</b>
7	<b>Phone Lock</b>



**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*

Your 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	<b>Call Forward</b> 1. Cfwd Number 2. Cfwd Mode 3. No. Rings
2	<b>Preferences</b> 1. Tones Ring Tone Tone Set 2. Contrast Level 3. Live Dialpad 4. Set Audio Audio Mode Headset Mic Vol
3	<b>Phone Status</b> 1. IP&MAC Addresses 2. LAN Port 3. PC Port 4. Firmware Info
4	<b>Phone Lock</b>

## Using the IP Phone UI



### IP Phone UI

1. Press the Options key  on the phone to enter the Options List.
2. To go to an **Option**, use  and  to scroll through the list, or press the number corresponding to the **Option**.
3. Press the **Show** softkey, the  button, or press the digit number of the corresponding option to select an option.
4. Use the softkeys that display for each option to change a selected option.
5. Press the **Done** button to save the change.
6. Press the  button, the  button, or the  button at any time to exit without saving changes.

### References

For more information about customizing your phone using the available options from the IP Phone UI, see the section "[Customizing Your Phone](#)" on [page 26](#).

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 also 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 24](#).

### *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 .

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



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

The screenshot shows the Aastra 57i CT web interface. At the top left is the Aastra logo, and at the top right is the model number '57i CT' and a 'Log Off' link. A left-hand navigation menu is titled 'Status' and includes sections for 'System Information', 'Operation' (with sub-items: User Password, Phone Lock, Softkeys and XML, Directory, Reset, Expansion Modules), and 'Basic Settings' (with sub-items: Preferences, Call Forward). The main content area is titled 'Network Status' and contains three sections: a table for network port status, a MAC address, and two tables for hardware and firmware information.

Attribute	Port 0	Port 1
Link State	Up	Down
Negotiation	Auto	Auto
Speed	10Mbps	10Mbps
Duplex	Half	Half

MAC Address: 00-08-5D-16-10-49

Attribute	Value
Platform	57i CT Revision 0

Attribute	Value
Firmware Version	2.0.2.1255
Firmware Release Code	SIP
Boot Version	1.1.0.1182
Date/Time	Oct 20 2006 11:44:23

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	<p>The <b>Status</b> 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.</p>
Operation	<p><b>User Password</b> - Allows you to change user password.</p> <p><b>Phone Lock</b> - 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><b>Softkeys and XML</b> - Allows you to configure up to 6 top softkeys and 6 bottom softkeys with functions identified in the list below. You can configure up to 10 functions on the top softkeys and up to 20 functions on the bottom softkeys.</p> <p><b>Available Functions for Softkeys</b></p> <ul style="list-style-type: none"> <li>• none</li> <li>• line</li> <li>• speeddial</li> <li>• do not disturb (DND)</li> <li>• Busy Lamp Field (BLF)</li> <li>• BLF List</li> <li>• Auto Call Distribution (ACD)</li> <li>• Directed Call Pickup</li> <li>• Extensible Markup Language (XML)</li> <li>• flash</li> <li>• sprecode</li> <li>• park</li> <li>• pickup</li> <li>• Last Call Return (lcr)</li> <li>• Directory</li> <li>• Callers List</li> <li>• Intercom</li> <li>• Services</li> <li>• Phone Lock</li> <li>• Empty</li> </ul> <p><b>Expansion Modules</b> - Allows you to configure an additional 36 softkeys with a 536M Expansion Module, or an additional 60 softkeys with a 560M Expansion Module if an it is attached to the phone. This option displays on the side menu of the Aastra Web UI only if an Expansion Module is attached.</p> <p><b>Note:</b> Not all functions in the table above apply to the Expansion Modules.</p> <p><b>Directory</b> - Allows you to copy the Callers List and Directory List from your IP phone to your PC.</p> <p><b>Reset</b> - Allows you to restart the IP phone when required.</p>

Headings	Descriptions
Basic Settings	<p><b>Preferences</b> - Allows you to enable/disable the following:</p> <ul style="list-style-type: none"> <li>• Static park call</li> <li>• Static Pickup call</li> <li>• Suppress DTMF Playback</li> <li>• Display DTMF Digits</li> <li>• Call Waiting</li> <li>• Play Call Waiting Tone</li> <li>• Stuttered Dial Tone</li> <li>• XML Beep Support</li> <li>• Status Scroll Delay</li> <li>• Incoming Call Interrupts Dialing</li> <li>• Goodbye Key Cancels Incoming Call</li> <li>• UPnP Mapping Lines</li> <li>• Message Waiting Indicator Line</li> </ul> <p>This category also allows you to configure:</p> <ul style="list-style-type: none"> <li>• incoming Intercom call settings</li> <li>• ring tones (global and per-line basis)</li> <li>• ring tone sets</li> <li>• time and date settings</li> <li>• language settings.</li> </ul> <p><b>Call Forward</b> - 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 or per-line basis.</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 Options List.
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.

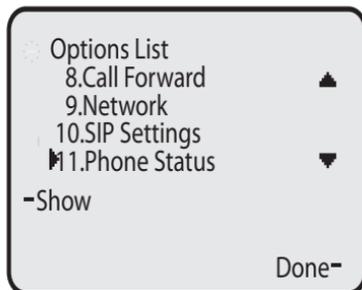
## Finding Your Phone's IP Address

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.

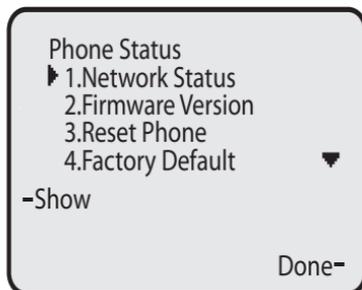


### IP Phone UI

1. Press to enter the Options List.
2. Use to scroll down the list of options to **Phone Status** and press **Select**.



3. Use to scroll to **IP&MAC Addresses** and press **Select**.



The following screen displays that specifies the IP Address and MAC Address of your phone. Use the IP Address to enter into your browser window to access the phone via the Aastra Web UI. For more information about using the Aastra Web UI, see "[Phone Options via the Aastra Web UI](#)" on [page 19](#).

Attr.	Port0	Port1
LinkStat.	Link	N/Link
Negotiat.	Auto	Auto
Speed	100M	10M
Duplex	Full	Half
-IP Addr		
-MAC Addr		
Done-		

## 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.



The screenshot displays the Aastra Web UI for a 57i CT phone. The interface includes a navigation menu on the left and a main content area. The main content area is titled "57i CT" and "Log Off". The navigation menu includes sections for Status, Operation, and Basic Settings. The main content area is divided into three sections: Network Status, Hardware Information, and Firmware Information.

Attribute	Port 0	Port 1
Link State	Up	Down
Negotiation	Auto	Auto
Speed	10Mbps	10Mbps
Duplex	Half	Half

MAC Address: 00-08-5D-16-10-49

Attribute	Value
Platform	57i CT Revision 0

Attribute	Value
Firmware Version	2.0.2.1255
Firmware Release Code	SIP
Boot Version	1.1.0.1182
Date/Time	Oct 20 2006 11:44:23

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 or per-line basis.

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: Tone 1 Tone 2 Tone 3 Tone 4 Tone 5 Silent	Global: Tone 1
Aastra Web UI	Global: Tone 1 Tone 2 Tone 3 Tone 4 Tone 5 Silent  Per-Line: Global Tone 1 Tone 2 Tone 3 Tone 4 Tone 5 Silent	Global: Tone 1  Per-Line: Global

## 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
- 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  on the phone to enter the Options List.
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. Press **Done**.
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 **Done**.  
The ring tone and tone set you select is immediately applied to the IP phone.



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



**For global configuration:**

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 26](#) for valid values.

**For per-line configuration:**

4. In the "**Ring Tone**" section, select a line for which you want to set ring tone.
5. Select a value from the "**LineN**" field.



**Note:** See the [Ring Tones Table](#) on [page 26](#) for valid values.

6. Click  to save your settings.

## 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.

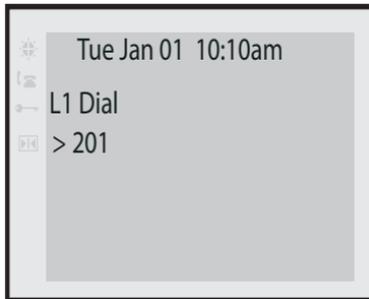
You can set the contrast level using the IP Phone UI only.

### *Setting Contrast Level*

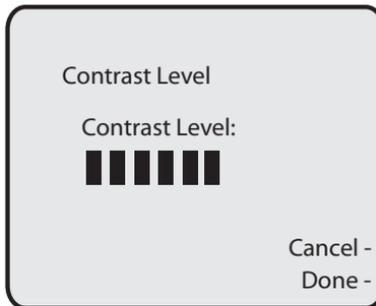


#### IP Phone UI

1. Press  on the phone to enter the Options List.
2. Select **Preferences**.
3. Select **Display**.
4. Select **Contrast Level**.



5. Use the ◀ and ▶ navigation buttons to increase or decrease the intensity of contrast lighting on the LCD.



6. Press **Done** to save your selection.

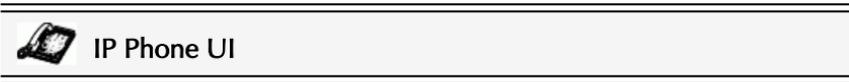
## Backlight

The "**Backlight**" option on the IP phone allows you to set the backlight status on the LCD display to the following:

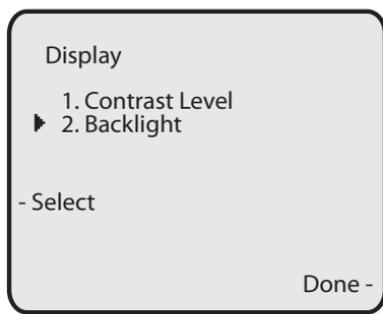
- Always ON (Default)
- Always OFF
- Automatically turn ON the backlight when the phone is in use, and then automatically turn OFF the backlight when the phone is idle after a specified length of time.

Auto backlighting sets the phone to turn off the backlighting after a period of inactivity; the idle period is user definable under the Advanced softkey when you select the Auto mode. **In Auto mode, the backlight turns on with a key press or state change on the phone.**

### *Setting the Backlight*

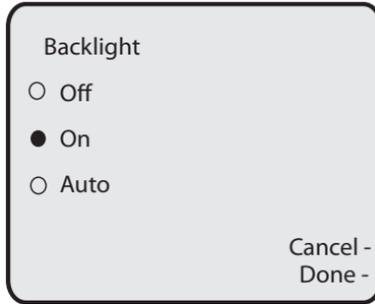


1. Press  on the phone to enter the Options List.
2. Select **Preferences**.
3. Select **Display**.
4. Select **Backlight**.

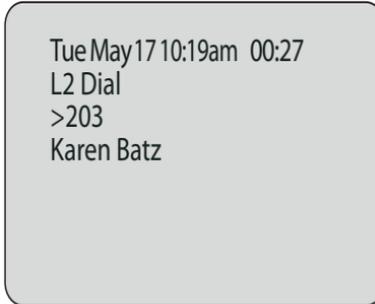


5. Use the  and  navigation buttons to select the Backlight status for your phone. Default is "ON". Available options are:
  - Off
  - On (Default)
  - Auto

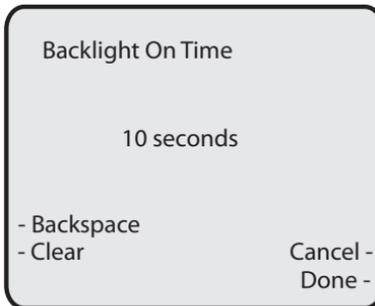
6. If you selected "On" or "Off", press **Done** to save your setting.



7. If you selected "Auto", press the **Advanced** softkey.



8. Using the keypad, enter the amount of seconds you want the phone to stay backlit when the phone is idle. Default is **10 seconds**. When this period of time is reached, the phone turns OFF the backlight. Use the "**Backspace**" and/or "**Clear**" softkeys to delete entries if required.



9. Press **Done** to save your setting.

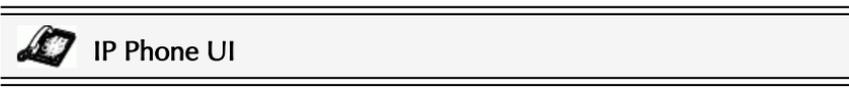
## Live Dialpad\*

The "Live Dialpad" option on the IP phone turns the Live Dial Pad mode ON or OFF. With live dial pad ON, the 57i CT 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.

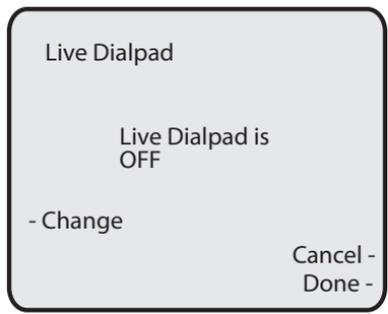
\*Availability of feature dependant on your phone system or service provider.

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

### Enabling/Disabling Live Dialpad



1. Press  on the phone to enter the Options List.
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 setting.

## Set Audio

The "Set Audio" option on the IP Phone allows you to set the audio mode for your IP phone. It also allows you to set the volume level of the headset microphone.

You can set Audio on your IP phone using the IP Phone UI only.

### Audio Mode

The 57i CT allows you to use a handset, a headset, or handsfree mode to handle incoming and outgoing calls. The audio mode option provides different combinations of these three methods to provide maximum flexibility in handling calls. There are four audio mode options you can set:

Audio Mode Option	Description
<b>Speaker</b>	This is the default setting. Calls can be made or received using the handset or handsfree speakerphone. In handset audio mode, pressing the  button on the phone switches to handsfree speakerphone. In Speaker audio mode, lift the handset to switch to the handset.
<b>Headset</b>	Choose this setting if you want to make or receive all calls using a handset or headset. Calls can be switched from the handset to headset by pressing the  button on the phone. To switch from the headset to the handset, lift the handset.
<b>Speaker/Headset</b>	Incoming calls are sent to the handsfree speakerphone first when the  button is pressed. By pressing the button again, you can switch back and forth between the handsfree speakerphone and the headset. At anytime, lifting the handset switches back to the handset from either the handsfree speakerphone or the headset.
<b>Headset/Speaker</b>	Incoming calls are sent to the headset first when the  button is pressed. By pressing the button again, you can switch back and forth between the headset and the handsfree speakerphone. At anytime, lifting the handset switches back to the handset from either the headset or the handsfree speakerphone.

### Headset Mic Volume

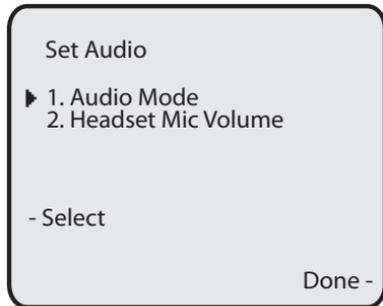
The "Headset Mic Volume" option allows you to set the volume level for the headset microphone.

### Setting Audio Mode and Headset Mic Volume

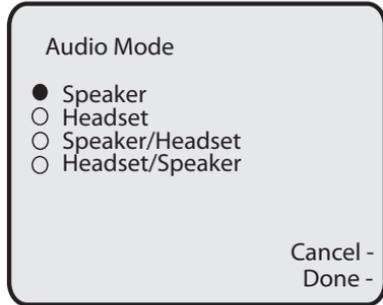


#### IP Phone UI

1. Press  on the phone to enter the Options List.
2. Select **Preferences**.
3. Select **Set Audio**.
4. Select **Audio Mode**.

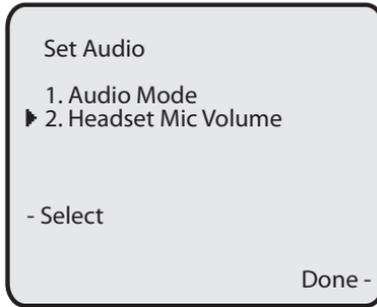


5. Select the audio mode you want to use on your phone. Default is **Speaker**.  
Valid values are:  
**Speaker** (Default)  
**Headset**  
**Speaker/Headset**  
**Headset/Speaker**

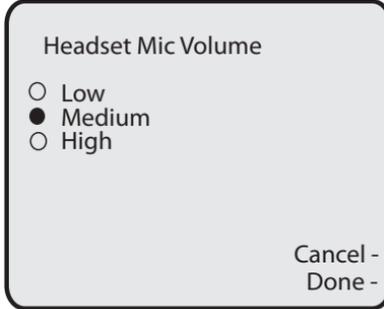


6. Press **Done** to save your setting.

7. Select **Headset Mic Volume**.



8. Select the **Low**, **Medium**, or **High** volume level. Default is **Medium**.



9. 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.



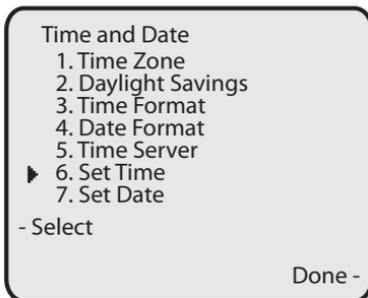
IP Phone UI

### Set Time and Time Format

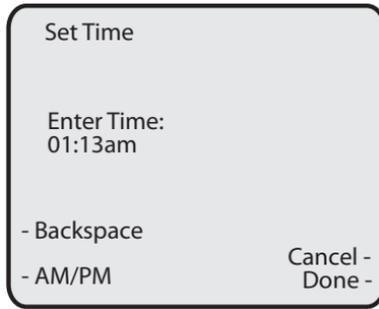


**Note:** The time and time format you configure display on the phone's idle screen.

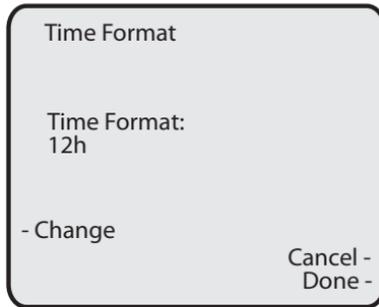
1. Press  on the phone to enter the Options List.
2. Select **Preferences**.
3. Select **Time and Date**.
4. Select **Set Time**.



- Using the keys on the keypad, enter a time to set on the IP phone. Use the "**Backspace**" softkey to move back a space and delete a character. Use the "**AM/PM**" softkey to specify either AM or PM for the time setting.



- Press **Done** to save the setting.
- Select **Time Format**.
- 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**.



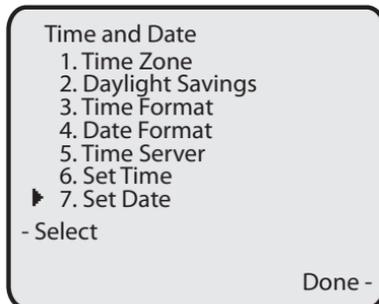
- Press **Done** to save the Time Format you selected.

### *Set Date and Date Format*



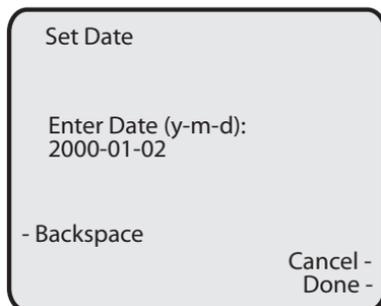
**Note:** The date and date format you configure display on the phone's idle screen.

- Select **Preferences**.
- Select **Time and Date**.
- Select **Set Date**.

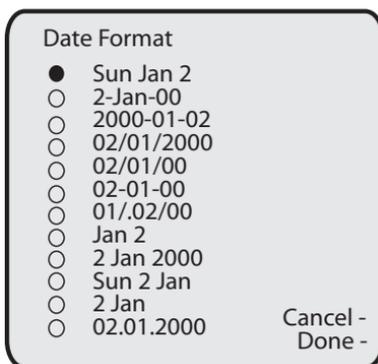


- Using the keys on the keypad, enter a date to set on the IP phone. Use the

"Backspace" softkey to move back a space and delete a character.



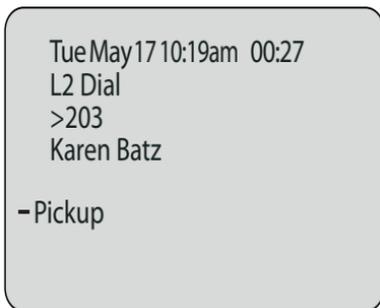
5. Press **Done** to save the setting.
6. Select **Date Format**.
7. Select a date format from the list of options. Default is **Sun Jan 2**. Valid values are:
  - Sun Jan 2 (Default)
  - 2-Jan-00
  - 2000 01 02
  - 02/01/2000
  - 02/01/00
  - 02-01-00
  - 01/.02/00
  - Jan 2
  - 2 Jan 2000
  - Sun 2 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**.



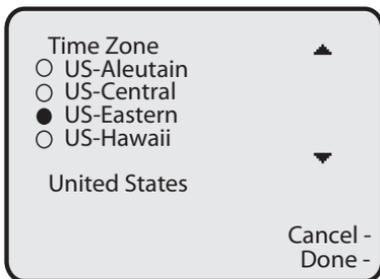
A list of Time Zones display for different areas of the world.

4. Select a Time Zone that applies to your area.

The default Time Zone is **US-Eastern**.



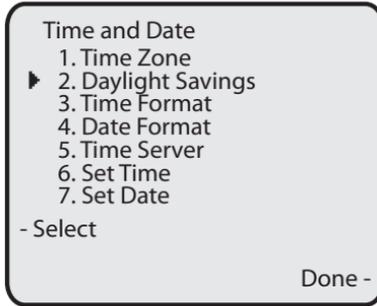
**Note:** For a list of the Time Zones values available on the IP Phone, see [“Appendix A - Time Zone Codes.”](#)



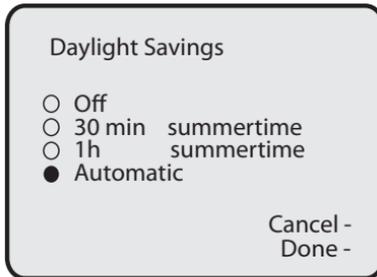
5. Press **Done** to save the Time Zone setting.

## Daylight Savings Time

1. Select **Preferences**.
2. Select **Daylight Savings**.



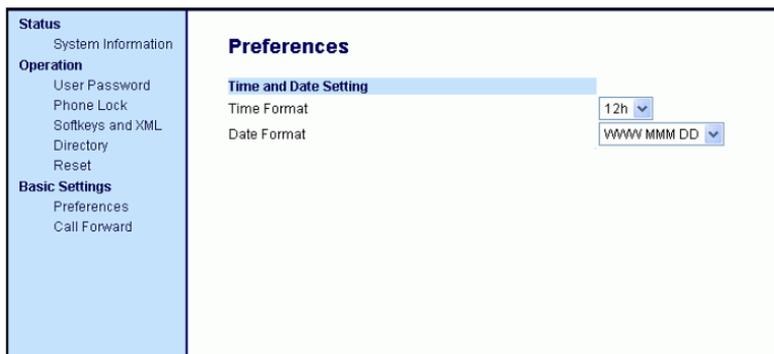
3. Select a Daylight Savings time from the list of options. Default is **Automatic**. Valid values are:
  - OFF
  - 30 min summertime
  - 1h summertime
  - Automatic (Default)



4. Press **Done** 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 and time format you configure display on the phone’s idle screen.

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 settings.

## 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  on the phone to enter the Options List.
2. Select **Language** and press **Select**.
3. Select **English** (English), **Francais** (French), **Espanol** (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 **Done** 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.



**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
- Spanish
- 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	then you 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



**Note:** If required, use the following keys while entering a password:

- **Backspace** softkey moves cursor back a space and deletes characters
- **Clear** softkey clears entire field of all characters
- **Quit** softkey cancels the password changing process without saving.

1. Press  on the phone to enter the Options List.
2. Select **User Password** and press **Select**.
3. At the "*Current Password:*" prompt, enter the current user password and press **Enter**.
4. At the "*New Password:*" prompt, enter the new user password and press **Enter**.
5. At the "*Re-enter Password:*" prompt, re-enter the new user password and press **Enter**.  
A message, "*Password Changed*" displays on the screen.



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

**Status**  
System Information

**Operation**  
User Password  
Phone Lock  
Softkeys and XML  
Directory  
Reset

**Basic Settings**  
Preferences  
Call Forward

### Reset User Password

**Please enter the current and new passwords**

Current Password

New Password

Password Confirm

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.



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



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

The following screen displays.



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 **Save Settings** to save your settings.

## Restarting your phone

You may want to restart your phone to check for updates 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  button on the phone to enter the Options List.
2. Select **Restart Phone**.
3. When the prompt, "*Are you sure you wish to restart the phone?*" appears, press the **Restart** softkey. If you do not wish to restart your phone, press **Cancel**.

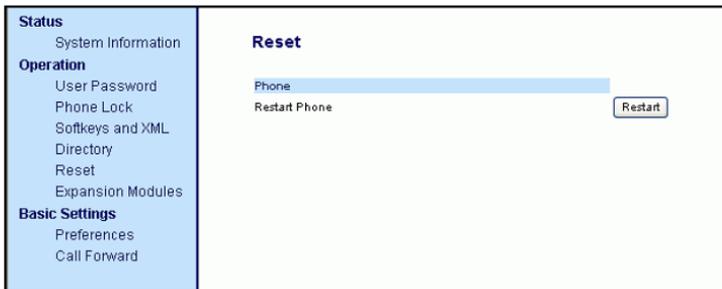


**Note:** Your phone is out of service temporarily during the restart and downloading process.



### 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.
- At a configured key on the phone. For more information about configuring a Lock/Unlock key on your phone, see "[Phone Lock Key](#)" on [page 109](#).

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*

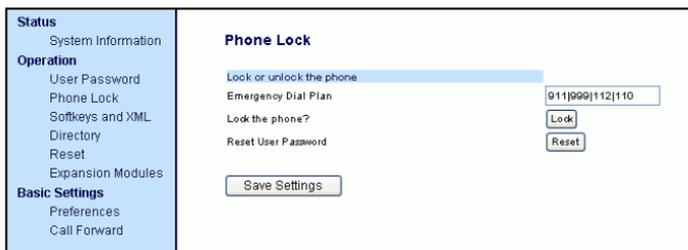
1. Press  on the phone to enter the Options List.
2. Select **Phone Lock** and press **Select**.
3. At the "*Lock the phone?*" prompt, press **Lock**.  
The message "*Phone is locked*" displays.

#### *Unlock the Phone*

1. Press  on the phone to enter the Options List.
2. At the prompt, "*To unlock the phone*", enter your user password and press **Enter**.  
The phone unlocks.



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



*Lock the Phone*

2. In the "**Lock the Phone?**" field, click **Lock** .

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 **Unlock** .

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 <b>GSM mobile phone</b> 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**.

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

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**.

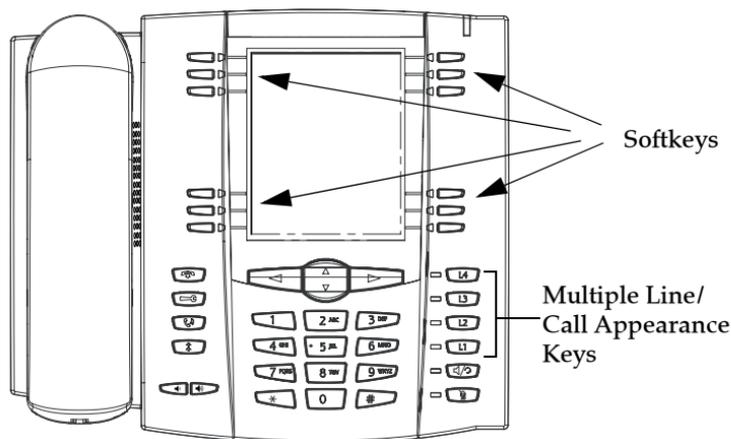
3. Click  to save the emergency dial plan to your phone.

### Reference

For more advanced options you can set on your phone, see ["Additional Features"](#) on page 185.

## Line Keys and Softkeys

This section describes the Multiple Line/Call Appearance Keys (L1, L2, L3, and L4) located on the bottom-right of the phone, and the customizable softkeys located at the top and bottom of the phone screen.



### Multiple Line and Call Appearances

The 57i CT has 4 hard line/call appearance buttons each with a corresponding status light.

These line/call appearance buttons and lights can represent physical lines, calls for your extension or calls from a group that your extension is part of. By pressing a line/call appearance button, you connect to the line or a call it represents. The line/call appearance light indicates the status of that line or call. When the phone is taken off-hook, the phone automatically selects a line for you.

Line/Call Appearance Light Behavior	Line/Call Appearance Status
Off	Idle line or no call activity
Light flashes quickly	Ringing
Light is solid	Connected
Light flashes slowly	Hold

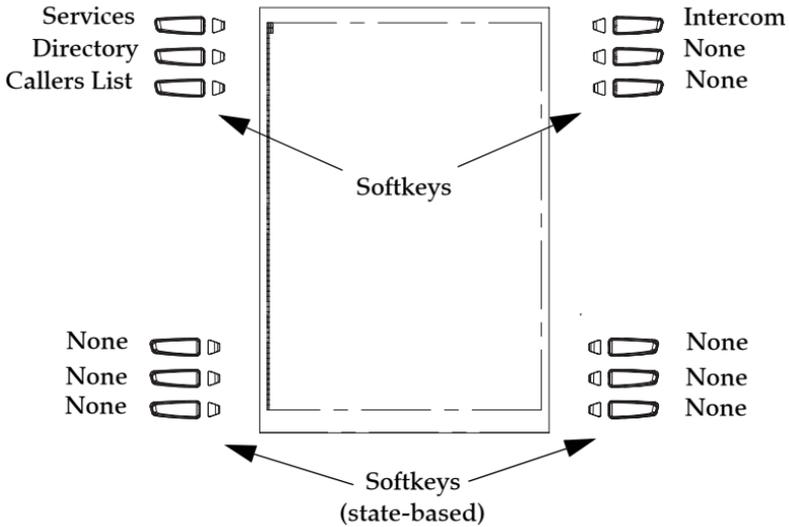
When you have more than one call, you can use the left and right navigation buttons (◀ and ▶) to scroll left and right to the different call information. Icons ◀ and ▶ appear if there is call information either left, right or both sides of the current information you are viewing.

The display shows which line the call information is referring to (L1, L2, L3, L4 etc.), the Caller ID information (name and number, if available), the call status (**Connected**, **Ring**, **Hold**, etc.) and the timer specific to that call.

## Softkeys

Your 57i CT has 12 multi-functional softkeys:

- **6 Top Keys:** static softkeys (up to 10 programmable functions)
- **6 Bottom Keys:** state-based softkeys (up to 20 programmable functions).



**Note:** If a 536M or 560M Expansion Module(s) is attached to the phone, you can configure up to an additional 36 softkeys on each 536M Expansion Module and up to 60 softkeys on each 560M Expansion Module. (The 57i CT IP Phone allows up to 3 expansion modules on each phone). For more information about expansion modules, see "Model 536M and 560M Expansion Modules" on page 206.

You can use the Aastra Web UI only, to configure key functions. The following table lists the functions you can set on the softkeys and provides a description for each function.

Key Function	Description
None	Indicates no setting for the key.
Line	Indicates key is configured for line use.
Speeddial	Indicates key is configured for speeddial use. Available on 536M also. You can also configure a prefix for a speeddial number.
Do Not Disturb (DND)	Indicates key is configured for "do not disturb" on the phone.

Key Function	Description
Busy Lamp Field (BLF)	Indicates key is configured for Busy Lamp Field (BLF) use. A user can dial out on a BLF configured key. (Maximum of 50 BLFs allowed on 536M and 560M Expansion Modules.)
BLF List	Indicates key is configured for BLF list use. A user can dial out on a BLF List configured key.
Auto Call Distribution (ACD)	(For Sylanro Servers) Indicates the key is configured to allow the Sylanro server to distribute calls from a queue to registered IP phone users (agents).
Directed Call Pickup (DCP)/ Group Call Pickup (GCP)	(For Sylanro Servers) Indicates the key is configured to allow you to intercept - or pickup - a call on a monitored extension(s).
XML	Indicates the key is configured to accept an XML application for accessing customized XML services. You can also specify an XML key URL for this option.
Flash	Indicates the key is set to generate a flash event when it is pressed. The IP phone generates flash events only when a call is connected and there is an active RTP stream (for example, when the call is not on hold.)
Sprecode	Indicates the key is configured to automatically activate specific services offered by the server. For example, if the sprecode value of *82 is configured, then by pressing the Sprecode key, *82 automatically activates a service provided by the server. Contact your System Administrator for available services.
Park	Indicates the key is configured to park incoming calls when pressed.
Pickup	Indicates the key is configured to pick up parked calls when pressed.
Last Call Return (lcr)	Indicates the key is configured for "last call return" when pressed.
Services (Top Key 1 by Default)	Indicates the key is configured to access the Services Menu. Be default, the Services Menu displays the following options on the phone: Directory Callers List Voicemail Your Administrator can configure XML Services to add to this Services Menu. Contact your System Administrator for more information.

Key Function	Description
Directory (Top Key 2 by Default)	Indicates the key is configured to access the Directory List.
Callers List (Top Key 3 by Default)	Indicates the key is configured to access the Callers List.
Intercom (Top Key 4 by Default)	Indicates the the key is configured to be used for intercom calls.
Phone Lock	Indicates key is configured as a phone lock key, allowing you to press this key to lock/unlock the phone.
Empty	Indicates key is configured as an empty key.

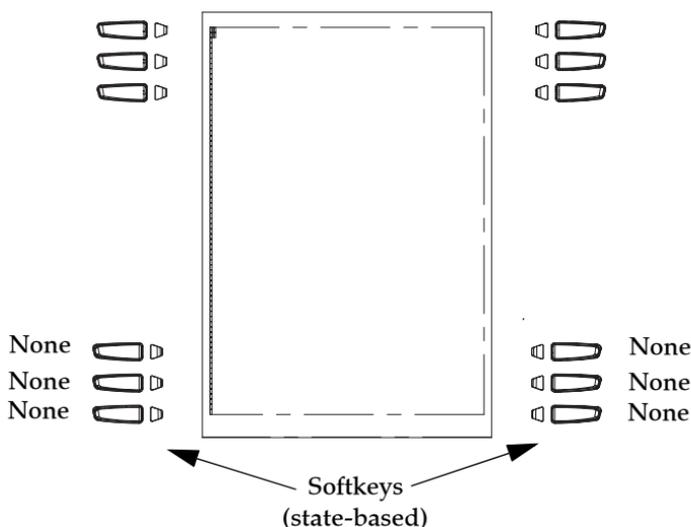
Keys can also be set up to quickly to access features such as Call Return (\*69) or Voicemail.



**Note:** Quick access features like Call Return and Voicemail must first be configured on your PBX in order to work on your phone. See your System Administrator for more information.

## State-Based Softkeys (Bottom Keys only)

On the 57i CT bottom softkeys, you can configure a specific state to display when a softkey is being used.



The following table describes the states available to configure for the softkeys.

State	Description
<b>idle</b>	The phone is not being used.
<b>connected</b>	The current line is in an active call (or the call is on hold).
<b>incoming</b>	The phone is ringing.
<b>outgoing</b>	The user is dialing a number, or the far-end is ringing.
<b>busy</b>	The current line is busy because the line is in use or the line is set as "Do Not Disturb".

The following table identifies the applicable default states for each softkey type on the IP phone.

Softkey Type	Default States
None	All states disabled.
Line	idle, connected, incoming, outgoing, busy
Speedial	idle, connected, incoming, outgoing, busy
DND	idle, connected, incoming, outgoing, busy
BLF	idle, connected, incoming, outgoing, busy
BLF List	idle, connected, incoming, outgoing, busy
Auto Call Distribution (ACD)	idle

Softkey Type	Default States
Directed Call Pickup (DCP) Group Call Pickup (GCP)	idle, connected, incoming, outgoing, busy
XML	idle, connected, incoming, outgoing, busy
Flash	All states disabled.
Sprecode	connected
Park	connected
Pickup	idle, outgoing
Last Call Return	idle, connected, incoming, outgoing, busy
Services	idle, connected, incoming, outgoing, busy
Directory	idle, connected, incoming, outgoing, busy
Callers List	idle, connected, incoming, outgoing, busy
Intercom	idle, connected, incoming, outgoing, busy
Phone Lock	All states disabled.

In the Aastra Web UI, the operational states for each softkey display enabled. To disable a state, you uncheck the box for that state.

## Key Display Behavior

On the 57i CT IP Phone, you can configure up to 20 functions on the bottom softkeys. If you have no softkeys configured on the IP Phone, and you assign softkey functions to higher number keys in the Aastra Web UI, the key functions automatically appear in the first available position on the LCD display.

For example, if softkeys 1 through 20 are set to "None", and you set softkey 12 as the following:

**Type:** speeddial

**Label:** LAB

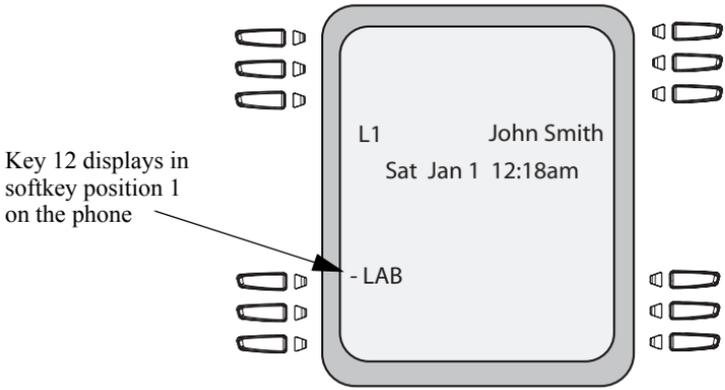
**Value:** 3456

after saving the settings, the "LAB" label actually appears in position 1 of the LCD . A softkey function of "none" does not display on the idle screen at all.

The following illustrations show the configuration of Key 12 and how that key displays on the phone.

Key	Type	Label	Value	Line	Idle	Connected	Incoming	Outgoing	Busy
1	None			1	<input checked="" type="checkbox"/>				
2	None			1	<input checked="" type="checkbox"/>				
3	None			1	<input checked="" type="checkbox"/>				
4	None			1	<input checked="" type="checkbox"/>				
5	None			1	<input checked="" type="checkbox"/>				
6	None			1	<input checked="" type="checkbox"/>				
7	None			1	<input checked="" type="checkbox"/>				
8	None			1	<input checked="" type="checkbox"/>				
9	None			1	<input checked="" type="checkbox"/>				
10	None			1	<input checked="" type="checkbox"/>				
11	None			1	<input checked="" type="checkbox"/>				
12	Speeddial	LAB	3456	1	<input checked="" type="checkbox"/>				
13	None			1	<input checked="" type="checkbox"/>				
14	None			1	<input checked="" type="checkbox"/>				
15	None			1	<input checked="" type="checkbox"/>				
16	None			1	<input checked="" type="checkbox"/>				
17	None			1	<input checked="" type="checkbox"/>				
18	None			1	<input checked="" type="checkbox"/>				
19	None			1	<input checked="" type="checkbox"/>				
20	None			1	<input checked="" type="checkbox"/>				

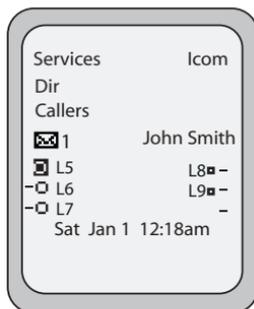
Key 12 configured as a speeddial



## Line Key

You can set a softkey to act as a line/call appearance key on the 57i CT. The This key acts as a line that behaves the same as a hard line key (L1, L2, L3, and L4). For more information about the behavior of line keys, see "[Multiple Line and Call Appearances](#)" on [page 52](#).

If you configure line keys for the softkeys, the status of the lines/call appearance keys appear on the phone's display as shown in the following image.



Icons next to the softkeys on the phone's display indicate the status for that line or call. The following table provides a description for each icon.

Softkey Line/Call Appearance Lights			
Activity	Light	Icon	Definition
Idle	Solid	■	There is no call activity for the line/call appearance softkey.
Connected	Solid	□	A call is connected to your phone on this line/call appearance softkey. The equivalent on a line/call appearance hard key is a solid green light.
Ringing	Flashing	◻	A call is ringing at your phone on this line/call appearance softkey. The equivalent on a line/call appearance hard key is a fast flashing green light.
On Hold	Flashing	◻	A call is on hold on your phone on this line/call appearance softkey. The equivalent on a line/call appearance hard key is a slow flashing green light.

Depending on how the phone has been configured, the maximum number of total line/call appearances that can be configured is 9 (4 line/call appearance hard keys plus 5 softkeys). If all line/call appearances have been set up between two different numbers, a total of 8 lines can be configured.

This means that when all line/call appearances are in use, 1 call is connected while the rest are on hold. No further outgoing or incoming calls can be made until one of the line/call appearances becomes available.

In active states, such as ringing, conference, connected, etc., all softkeys disappear except softkeys that have been set up as line/call appearances, and any context dependent softkeys required for the active state, such as the **Drop** softkey in the connected state. Typically, context dependent softkeys appear in the top left position and all line/call appearance softkeys appear in the remaining positions.



**Note:** In some situations, such as during a conference call, the line/call appearance softkeys may overwrite some of the context dependent softkeys. In this case, instead of the **Previous** and **Next** softkeys, up or down icons,   appear on the display. By using the   navigation keys, you can access the same functionality as the **Previous** and **Next** softkeys.

---

You use the Aastra Web UI to set a softkey as a line.

## Setting a Line Key

You can set a key as an additional line on the 57i CT. The key acts as a line that behaves the same as a hard line key. For more information about the behavior of line keys, see ["Multiple Line and Call Appearances"](#) on page 52.

You use the Aastra Web UI to set a key as a line.



Aastra Web UI

Use the following procedure to set a key to function as a line.

- Click on **Operation->Softkeys and XML**.  
OR  
Click on **Operation->Expansion Module <N>**.

**Status**

System Information

**Operation**

User Password

Phone Lock

Softkeys and XML

Directory

Reset

**Basic Settings**

Preferences

Call Forward

### Softkeys Configuration

Bottom Keys
Top Keys

Key	Type	Label	Value	Line	Idle	Connected	Incoming	Outgoing	Busy
1	Speedial	labtest	1111	2	<input checked="" type="checkbox"/>				
2	Speedial	Portal		1	<input checked="" type="checkbox"/>				
3	Speedial	Speed Dial	1111	1	<input checked="" type="checkbox"/>				
4	Speedial	Call Return	*69	1	<input checked="" type="checkbox"/>				
5	Speedial	Pickup	*98	1	<input checked="" type="checkbox"/>				
6	Speedial	CallFwdOn	*72	1	<input checked="" type="checkbox"/>				
7	Speedial	CallFwdDM	*73	1	<input checked="" type="checkbox"/>				
8	Speedial	DND On	*78	1	<input checked="" type="checkbox"/>				
9	Speedial	DND Off	*79	1	<input checked="" type="checkbox"/>				
10	Speedial	CLIDBlock	*87	1	<input checked="" type="checkbox"/>				
11	Speedial	Trace	*57	1	<input checked="" type="checkbox"/>				
12	Speedial	Clear MMI	*99	1	<input checked="" type="checkbox"/>				
13	Speedial	Cancel CW	*70	1	<input checked="" type="checkbox"/>				
14	Speedial	Unpark	*88	1	<input checked="" type="checkbox"/>				
15	None			1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
16	None			1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
17	None			1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
18	None			1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
19	None			1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
20	None			1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

- Click on the **Bottom Keys** tab or the **Top Keys** tab.
- Select from **"Key 1"** through **"Key 20"** on the bottom tab.  
OR  
Select from **"Key 1"** through **"Key 10"** on the top tab.
- In the **"Type"** field, select **Line** to apply to the softkey.
- In the **"Label"** field, enter a label to apply to this softkey.
- In the **"Line"** field, select a line to apply to this softkey.  
Valid values are 5 through 9.
- If configuring a softkey on the Bottom Keys, in the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.
- Click Save Settings to save your changes.

## Speeddial Key

The normal function of the speeddial option allows you to dial a number quickly by pressing a key configured for speeddialing. You can program the keys on the 57i CT 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.

The speeddial function can be set using the IP Phone UI or the Aastra Web UI.



**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 had the following speeddial configuration in the Aastra Web UI:

Key 1

```
Type=speeddial  
Label=Europe Office  
Value=1234567+  
Line=2
```

then, after you press key 1 on the phone, 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 30 speeddial numbers on the 57i CT.

Use the following procedures to set speeddial on the 57i CT IP phone.

## Creating a Speeddial Key Using the Softkeys



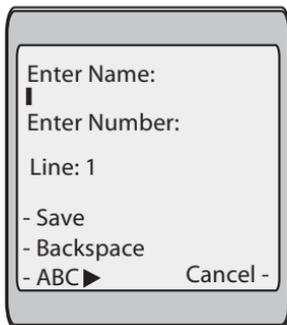
## IP Phone UI

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



**Note:** When creating a speeddial key from the IP Phone UI, you must select a softkey that has no preassigned function (key must be set to **None** or **Empty**.)

1. Press a softkey for 3 seconds.  
The screen displays the following:



**Note:** You can press the "Cancel" softkey at anytime during the speeddial programming to cancel and not save the speeddial information.

2. In the "Enter Name:" field, enter a name to apply to the speeddial key.  
Use the keypad keys to enter the name. Continue to press the keypad keys 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 for the cursor to automatically advance to the next position. To insert a space between letters, press **▶**. To backspace and erase a mistake, press the **Backspace** softkey.

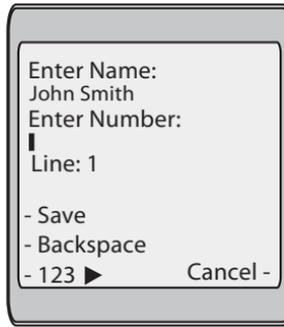


**Note:** The phone automatically uses an uppercase letter for the first letter of each word and a lowercase letter for all subsequent letters in the word. If necessary, use the "ABC 4" softkey to specify uppercase letters or lowercase letters when entering the name.

You can enter up to 16 letters in the "Enter Name:" field.

Press the **⏏** key to move to the next field.

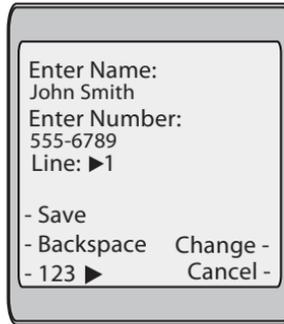
3. In the "Enter Number:" field, enter a number. for the speeddial key using the keypad keys. You can enter up to 16 numbers in the "Enter Number:" field



**Note:** When in the "Enter Number:" field, the phone automatically switches to the numbers softkey.

Press the  key to move to the next field.

4. In the "Line:" field, select a line to apply to the speeddial key.



This is the line that the phone opens to dial the number after you press the speedial key. By default, the phone uses Line 1 for the speedial key. If you want to use a different line, press the "Change" softkey, or press the  key to select another line.

5. Press the "Save" softkey to save the speedial information to the speedial key you selected.



**Note:** To delete or remove a softkey from the phone, you must access the phone's configuration using the Aastra Web UI and delete the speedial information.

## Creating a Speeddial Key Using the Aastra Web UI



Aastra Web UI

Use the following procedure to set a key to function as a speeddial.

1. Click on **Operation->Softkeys and XML**.  
OR  
Click on **Operation->Expansion Module <N>**.

**Status**

System Information

**Operation**

User Password

Phone Lock

Softkeys and XML

Directory

Reset

**Basic Settings**

Preferences

Call Forward

**Softkeys Configuration**

Key	Type	Label	Value	Line	Idle	Connected	Incoming	Outgoing	Busy
1	Speeddial	labtest	1111	2	<input checked="" type="checkbox"/>				
2	Speeddial	Portal		1	<input checked="" type="checkbox"/>				
3	Speeddial	Speed Dial	1111	1	<input checked="" type="checkbox"/>				
4	Speeddial	Call Return	*69	1	<input checked="" type="checkbox"/>				
5	Speeddial	Pickup	*98	1	<input checked="" type="checkbox"/>				
6	Speeddial	CallFwdOn	*72	1	<input checked="" type="checkbox"/>				
7	Speeddial	CallFwdOff	*73	1	<input checked="" type="checkbox"/>				
8	Speeddial	DND On	*78	1	<input checked="" type="checkbox"/>				
9	Speeddial	DND Off	*79	1	<input checked="" type="checkbox"/>				
10	Speeddial	CLIPBlock	*87	1	<input checked="" type="checkbox"/>				
11	Speeddial	Trace	*87	1	<input checked="" type="checkbox"/>				
12	Speeddial	Clear MMR	*99	1	<input checked="" type="checkbox"/>				
13	Speeddial	Cancel CW	*70	1	<input checked="" type="checkbox"/>				
14	Speeddial	Unpak	*88	1	<input checked="" type="checkbox"/>				
15	None			1	<input type="checkbox"/>				
16	None			1	<input type="checkbox"/>				
17	None			1	<input type="checkbox"/>				
18	None			1	<input type="checkbox"/>				
19	None			1	<input type="checkbox"/>				
20	None			1	<input type="checkbox"/>				

2. Click on the **Bottom Keys** tab or the **Top Keys** tab.
3. Select from "**Key 1**" through "**Key 20**" on the bottom tab.  
OR  
Select from "**Key 1**" through "**Key 10**" on the top tab.
4. In the "**Type**" field, select **Speeddial** to apply to the softkey.
5. In the "**Label**" field, enter a label to apply to this softkey.
6. In the "**Value**" field, enter the phone number, extension, or speeddial prefix to apply to this key. If you enter a speeddial prefix, you must enter the "+" character at the end of the prefix number (for example, "123456+").
7. In the "**Line**" field, select a line to apply to this softkey.  
Valid values are 1 through 9.
8. If configuring a softkey on the Bottom Keys, in the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.
9. Click  to save your changes.

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## "Do not Disturb" (DND) Key

The IP phones have a feature you can enable called "Do not Disturb (DND)". The DND function allows you to turn "do not disturb" ON and OFF.



**Note:** You can configure DND using the Aastra Web UI only.

If DND is ON, callers calling into the phone hear a busy signal or a message, depending on how your System Administrator set up the configuration server. The second line on the screen of the IP phone shows when DND is set.

If the phone shares a line with other phones, only the phone that has DND configured is affected.

You can set DND on the softkeys using the Aastra Web UI only. DND is not configurable from the IP phone UI.

### Setting a "Do Not Disturb" Key



#### Aastra Web UI

Use the following procedure to set a key to function as "Do Not Disturb".

1. Click on **Operation->Softkeys and XML**.  
or  
Click on **Operation->Expansion Module <N>**.

Key	Type	Label	Value	Line	Idle	Connected	Incoming	Outgoing	Busy
1	Speeddial	labtest	1111	2	<input checked="" type="checkbox"/>				
2	Speeddial	Portal		1	<input checked="" type="checkbox"/>				
3	Speeddial	Speed Dial	1111	1	<input checked="" type="checkbox"/>				
4	Speeddial	Call Return	*69	1	<input checked="" type="checkbox"/>				
5	Speeddial	Pickup	*68	1	<input checked="" type="checkbox"/>				
6	Speeddial	CallFwdOn	*72	1	<input checked="" type="checkbox"/>				
7	Speeddial	CallFwdOff	*73	1	<input checked="" type="checkbox"/>				
8	Speeddial	DND On	*78	1	<input checked="" type="checkbox"/>				
9	Speeddial	DND Off	*79	1	<input checked="" type="checkbox"/>				
10	Speeddial	CLIDBlock	*67	1	<input checked="" type="checkbox"/>				
11	Speeddial	Trace	*67	1	<input checked="" type="checkbox"/>				
12	Speeddial	Clear MMI	*99	1	<input checked="" type="checkbox"/>				
13	Speeddial	Cancel CW	*70	1	<input checked="" type="checkbox"/>				
14	Speeddial	Unpak	*88	1	<input checked="" type="checkbox"/>				
15	None			1	<input checked="" type="checkbox"/>				
16	None			1	<input checked="" type="checkbox"/>				
17	None			1	<input checked="" type="checkbox"/>				
18	None			1	<input checked="" type="checkbox"/>				
19	None			1	<input checked="" type="checkbox"/>				
20	None			1	<input checked="" type="checkbox"/>				

2. Click on the **Bottom Keys** tab or the **Top Keys** tab.
3. Select from "Key 1" through "Key 20" on the bottom tab.  
or  
Select from "Key 1" through "Key 10" on the top tab.
4. In the "Type" field, select **Do Not Disturb** to apply to the softkey.

5. If configuring a softkey on the Bottom Keys, in the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.
6. Click  to save your changes.

## Busy Lamp Field (BLF) Key

You can set a softkey to Busy Lamp Field (BLF).

The BLF feature on the IP phones allows a specific extension to be monitored for state changes. BLF monitors the status (busy or idle) of extensions on the IP phone.

---



**Note:** The BLF setting is applicable to the Asterisk server only.

---

### Example

A Supervisor configures BLFs on his phone for monitoring the status of a worker's phone use (busy or idle). When the worker picks up his phone to make a call, a busy indicator on the Supervisor's phone shows that the worker's phone is in use and busy.

On the 57i CT, the busy and idle indicators show on the IP phone screen display next to the softkey programmed for BLF functionality. When the monitored user is idle, an icon with the handset on-hook shows next to the BLF softkey. When the monitored user is on an active call, a small telephone icon is shown with the handset off-hook.

---



**Note:** You can also use a BLF configured key to dial out. Contact your System Administrator for more information

---

### Setting a BLF Key



Aastra Web UI

1. Click on **Operation->Softkeys and XML**.  
or

Click on **Operation->Expansion Module <N>**.

Status		Softkeys Configuration									
System Information											
Operation		Bottom Keys		Top Keys							
User Password		Key	Type	Label	Value	Line	Idle	Connected	Incoming	Outgoing	Busy
Phone Lock		1	Speedial	labtest	1111	2	<input checked="" type="checkbox"/>				
Softkeys and XML		2	Speedial	Portal		1	<input checked="" type="checkbox"/>				
Directory		3	Speedial	Speed Dial	1111	1	<input checked="" type="checkbox"/>				
Reset		4	Speedial	Call Return	*69	1	<input checked="" type="checkbox"/>				
Basic Settings		5	Speedial	Pickup	*68	1	<input checked="" type="checkbox"/>				
Preferences		6	Speedial	CallFwdOn	*72	1	<input checked="" type="checkbox"/>				
Call Forward		7	Speedial	CallFwdOff	*73	1	<input checked="" type="checkbox"/>				
		8	Speedial	DND On	*78	1	<input checked="" type="checkbox"/>				
		9	Speedial	DND Off	*79	1	<input checked="" type="checkbox"/>				
		10	Speedial	CLIPBlock	*67	1	<input checked="" type="checkbox"/>				
		11	Speedial	Trace	*67	1	<input checked="" type="checkbox"/>				
		12	Speedial	Clear MMI	*69	1	<input checked="" type="checkbox"/>				
		13	Speedial	Cancel CW	*70	1	<input checked="" type="checkbox"/>				
		14	Speedial	Unpark	*68	1	<input checked="" type="checkbox"/>				
		15	None			1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		16	None			1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		17	None			1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		18	None			1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		19	None			1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		20	None			1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

- Click on the **Bottom Keys** tab or the **Top Keys** tab.
- Select from "**Key 1**" through "**Key 20**" on the bottom tab.  
OR  
Select from "**Key 1**" through "**Key 10**" on the top tab.
- In the "**Type**" field, select **BLF** to apply to the softkey.
- In the "**Label**" field, enter a label to apply to this softkey.
- In the "**Value**" field, enter the phone number or extension you want to monitor.
- In the "**Line**" field, select a line for which to apply this softkey.  
Valid values are 1 through 9.
- If configuring a softkey on the Bottom Keys, in the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.
- Click  to save your changes.

## BLF List Key

(For use with the BroadSoft Broadworks Rel 13 or higher platform only).

The BLF list feature on the IP phones is specifically designed to support the BroadSoft Broadworks Rel 13 Busy Lamp Field feature.

This feature allows the IP phone to subscribe to a list of monitored users defined through the BroadWorks web portal.



**Note:** Your System Administrator must have BLF List enabled on the BroadWorks Server. Contact your System Administrator for more information.

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In addition to monitoring the idle and busy state, the BLF list feature also supports the ringing state. When the monitored user is idle, there is a small telephone icon shown with the handset on-hook. When the monitored user is on an active call then a small telephone icon is shown with the handset off-hook.

---



**Note:** You can use a BLF\List configured key to dial out.

---

### Example

A receptionist has a 57i CT running Broadsoft firmware that subscribes to a list of extensions from the BroadWorks Application Server. On the 57i CT, the softkey LEDs illuminate either flashing, solid, or turn off depending on the state of those extensions.

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**Note:** The Broadworks BLF feature is not the same as the Broadworks Shared Call Appearance (SCA) feature and does not permit call control over the monitored extension.

---

## Setting a BLF List Key

The BLF List functions can be configured on the 57i CT using the Aastra Web UI only.

If you set a softkey to use BLF/List, you must also enter a **BLF List URI** at **Operation->Softkeys and XML->Services**. The BLF List URI is the name of the BLF list defined on the BroadSoft BroadWorks Busy Lamp field page for your particular user. For example, my480i-blf-list@as.broadworks.com. The value of the BLF/List URI parameter must match the list name configured. Otherwise, no values display on the 57i CT screen and the feature is disabled.



Aastra Web UI

Use the following procedure to set a key to function as "BLF List".

1. Click on **Operation->Softkeys and XML**.

OR

Click on **Operation->Expansion Module <N>**.

**Status**  
System Information

**Operation**  
User Password  
Phone Lock  
Softkeys and XML  
Directory  
Reset

**Basic Settings**  
Preferences  
Call Forward

### Softkeys Configuration

Bottom Keys
Top Keys

Key	Type	Label	Value	Line	Idle	Connected	Incoming	Outgoing	Busy
1	Speedial	labtest	1111	2	✓	✓	✓	✓	✓
2	Speedial	Portal		1	✓	✓	✓	✓	✓
3	Speedial	Speed Dial	1111	1	✓	✓	✓	✓	✓
4	Speedial	Call Return	*90	1	✓	✓	✓	✓	✓
5	Speedial	Pickup	*98	1	✓	✓	✓	✓	✓
6	Speedial	CallFwdOn	*72	1	✓	✓	✓	✓	✓
7	Speedial	CallFwdOff	*73	1	✓	✓	✓	✓	✓
8	Speedial	DND On	*78	1	✓	✓	✓	✓	✓
9	Speedial	DND Off	*79	1	✓	✓	✓	✓	✓
10	Speedial	CLUDBlock	*87	1	✓	✓	✓	✓	✓
11	Speedial	Trace	*87	1	✓	✓	✓	✓	✓
12	Speedial	Clear MWI	*99	1	✓	✓	✓	✓	✓
13	Speedial	Cancel CW	*70	1	✓	✓	✓	✓	✓
14	Speedial	Unpak	*88	1	✓	✓	✓	✓	✓
15	None			1	✓	✓	✓	✓	✓
16	None			1	✓	✓	✓	✓	✓
17	None			1	✓	✓	✓	✓	✓
18	None			1	✓	✓	✓	✓	✓
19	None			1	✓	✓	✓	✓	✓
20	None			1	✓	✓	✓	✓	✓

2. Click on the **Bottom Keys** tab or the **Top Keys** tab.
3. Select from "Key 1" through "Key 20" on the bottom tab.  
OR  
Select from "Key 1" through "Key 10" on the top tab.
4. In the "Type" field, select "BLF/List" (BroadSoft BroadWorks).



**Note:** The "Label" and "Value" field are not required. The BroadWorks BLF List name is configured in the "BLF List URI" field instead.

5. In the "Line" field, select a line number that is actively registered to the appropriate SIP proxy you are using.

6. If configuring a softkey on the Bottom Keys, in the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.
  7. In the "**BLF List URI**" field, enter the name of the BLF list defined on the BroadSoft BroadWorks Busy Lamp field page for your particular user. For example, my53i-blf-list@as.broadworks.com.
- 



**Note:** Contact your System Administrator for the BLF List URI.

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8. Click  to save your changes.

## Automatic Call Distribution (ACD) Key (for Sylanro Servers)

The 57i CT and any attached Expansion Modules support Automatic Call Distribution (ACD) for Sylanro servers. The ACD feature allows the Sylanro server to distribute calls from a queue to registered IP phone users (agents).

To use the ACD feature on an IP phone, you must first configure an ACD softkey or Expansion Module softkey. When you want to subscribe to a queue (in order to receive incoming calls), you press the ACD key and the IP phone UI prompts you to specify the following information:

**User ID:** the phone number(s) used to login into the queue.

**Password:** the password used to login to the queue.

**Available/unavailable:** Shows the current status of the IP phone. Specifies if the IP phone user is available/unavailable to receive a call from the queue.



**Note:** Your System Administrator must provide you with your User ID and Password to access the applicable phone queue.

---

After creating an ACD key, you are ready to receive calls from a queue on the server. You must press the ACD key and then log in by entering your User ID and Password. An "Available" softkey displays allowing you to make your phone available to accept these calls.

When you are on an active call, or you miss a call, the server automatically changes the phone's status to unavailable. The server updates its database with this new information and no longer distributes calls to the phone. The phone remains in this "unavailable" state until:

- you make yourself "available" again by pressing the "Available" softkey.
- an ACD timer expires (set by your System Administrator).

You can also choose to manually change the phone status to unavailable by pressing the "Unavailable" softkey on the phone.



**Note:** It is recommended you configure no more than a single ACD softkey or Expansion Module key per IP phone.

---



Use the following procedure to configure ACD on the 57i CT IP Phone. The procedure shows the softkey screens as an example.

1. Click on **Operation->Softkeys and XML**.  
or  
Click on **Operation->Expansion Module <N>**.

Key	Type	Label	Value	Line	Idle	Connected	Incoming	Outgoing	Busy
1	Speedial	labtext	1111	2	<input checked="" type="checkbox"/>				
2	Speedial	Portal		1	<input checked="" type="checkbox"/>				
3	Speedial	Speed Dial	1111	1	<input checked="" type="checkbox"/>				
4	Speedial	Call Return	*69	1	<input checked="" type="checkbox"/>				
5	Speedial	Pickup	*98	1	<input checked="" type="checkbox"/>				
6	Speedial	CallFwdOn	*72	1	<input checked="" type="checkbox"/>				
7	Speedial	CallFwdOff	*73	1	<input checked="" type="checkbox"/>				
8	Speedial	DND On	*78	1	<input checked="" type="checkbox"/>				
9	Speedial	DND Off	*79	1	<input checked="" type="checkbox"/>				
10	Speedial	CLIDBlock	*67	1	<input checked="" type="checkbox"/>				
11	Speedial	Trace	*67	1	<input checked="" type="checkbox"/>				
12	Speedial	Clear MWI	*99	1	<input checked="" type="checkbox"/>				
13	Speedial	Cancel CW	*70	1	<input checked="" type="checkbox"/>				
14	Speedial	Unpark	*88	1	<input checked="" type="checkbox"/>				
15	None			1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
16	None			1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
17	None			1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
18	None			1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
19	None			1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
20	None			1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

2. Click on the **Bottom Keys** tab or the **Top Keys** tab.
3. Select from "**Key 1**" through "**Key 20**" on the bottom tab.  
or  
Select from "**Key 1**" through "**Key 10**" on the top tab.
4. In the "**Type**" field, select "**Auto call distribution**".
5. In the "**Label**" field, enter a label to apply to this ACD key.



**Note:** The "Value" field is not required.

6. In the "**Line**" field, select a line to apply Automatic call distribution. Valid values are **1** through **9**.



**Note:** It is recommended you configure no more than a single ACD softkey or Expansion Module key per IP phone.

7. If configuring a softkey on the Bottom Keys, in the state fields, check (enable) or uncheck (disable) the idle state for this softkey.
8. Click **Save Settings** to save your changes.

### Using the ACD Feature on your IP Phone

The ACD feature allows you to login to a phone queue in order to receive distributed calls on your IP phone. To login to a phone queue, you must preconfigure an ACD softkey on your IP Phone as described in the previous procedure.

Your Administrator sets up the queue that you access when you press the ACD Key. Contact your System Administrator for more information.

When you press the ACD Key, the phone prompts you to enter a User ID and Password to login into the queue. Once logged in, you can make your phone “available” or “unavailable” to take calls by pressing the Available/Unavailable Key (  ). The server monitors your IP phone status. When you set the IP phone to “available,” the server begins distributing calls to your phone. When you set the IP phone to “unavailable,” the server temporarily stops distributing calls to your phone.

The LED for the ACD Key shows the current status of your phone.

#### ACD LED Table

This LED changes when you log into the phone queue and are available to take calls. The LED changes again when you are busy with an active call. The table below shows the status of the LED as they may appear on your IP phone.

Phone Model	Status: Logged In and Available	Status: Unavailable	Logged Out
57i CT	Solid Red LED  icon	Blinking Red LED Blinking  icon	No LED  icon

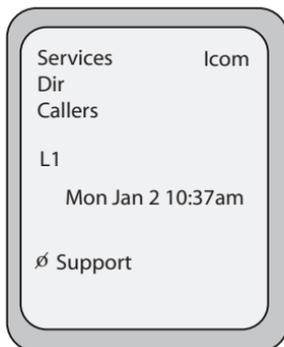
## Using the ACD Key

Use the following procedure to log into a phone queue from your IP phone.

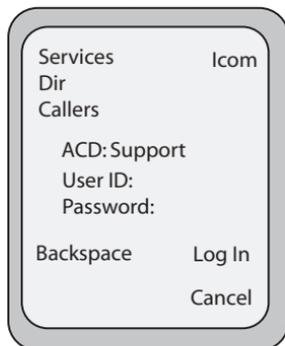


### IP Phone UI

1. Check with your Administrator to verify the queue linked to your ACD Key.
2. Press the **ACD Key** on your IP phone. The LCD displays the label of the ACD queue you are accessing..



The "User ID" and "Password" prompts displays.



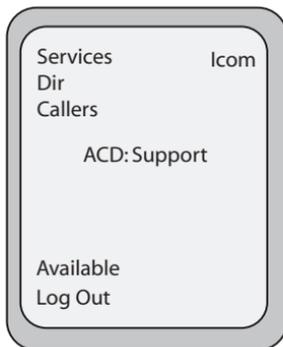
3. Using the keypad, enter your User ID (phone number provided by your System Administrator).
4. Using the keypad, enter your Password (provided by your System Administrator) and press the **Log In Key**.



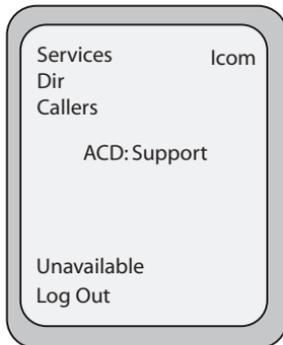
**Note:** Use the **Backspace** softkey to move back a space and delete a character if required. Use the **Cancel** softkey to cancel the ACD login.

Your phone logs into the queue on the server.

5. You are logged into the queue and the following screen displays.



6. To allow your phone to be available in the queue, press the **Available** softkey. The following screen displays.



If your IP phone status is set to “**Available**” then the server begins to distribute phone calls from this queue to your IP phone. You must manually change the state to “**Available**” in order to start receiving calls.

7. To temporarily stop receiving calls, press the **Unavailable** softkey.

If you are on a call (or miss a call that has been distributed to your phone), your phone status automatically changes to “**Unavailable**”. Your phone remains in the “**Unavailable**” state until one of the following occurs:

- You use the IP Phone UI to manually switch the IP phone state back to “**Available**”  
or

- The availability “timer” for your IP phone expires. This only occurs if your Administrator has configured an auto-availability timer on your IP phone. Contact your System Administrator for more information.

8. To logout of the queue, press the **Log Out** softkey. The server no longer distributes phone calls to your IP phone.

## Directed Call Pickup/Group Call Pickup Keys (for Sylanro Servers)

Aastra IP phones support the Directed Call Pickup (DCP) and Group Call Pickup (GCP) features.

The DCP/GCP feature allows you to intercept - or pickup - a call on a monitored extension. You can configure this feature using the Aastra Web UI to create a DCP or GCP softkey on the IP phone. When you configure a DCP softkey, you specify the extension that you want to monitor. Then, when the monitored extension receives a call, you press the DCP softkey to pick up the call. If the monitored extension receives multiple incoming calls simultaneously, the IP Phone UI displays a list of incoming calls. You select a call from this list, and are connected to the call.

When you configure a GCP softkey, you specify the ring group (for example, extensions 2200 - 2210) that you want to monitor for incoming calls. When an incoming call is received on any of these extensions, the Operator presses the GCP softkey and is connected to the call. If multiple incoming calls are received simultaneously, the Operator press the GCP softkey, selects an extension from a list, and presses the **Pickup** softkey to answer the call.



**Note:** Your System Administrator must configure the extension range for the Group Call Pickup feature. Contact your System Administrator for more information.

---

## Configuring Directed Call Pickup (DCP) Key(for Sylantro Servers)



Aastra Web UI

Use the following procedure to configure Directed Call Pickup on the 57i CT IP Phone. The procedure shows the softkey screens as an example.

1. Click on **Operation->Softkeys and XML**.

OR

Click on **Operation->Expansion Module <N>**.

Softkeys Configuration									
Bottom Keys   Top Keys									
Key	Type	Label	Value	Line	Idle	Connected	Incoming	Outgoing	Busy
1	Speedial	labtest	1111	2	<input checked="" type="checkbox"/>				
2	Speedial	Portal		1	<input checked="" type="checkbox"/>				
3	Speedial	Speed Dial	1111	1	<input checked="" type="checkbox"/>				
4	Speedial	Call Return	*69	1	<input checked="" type="checkbox"/>				
5	Speedial	Pickup	*98	1	<input checked="" type="checkbox"/>				
6	Speedial	CallFwdOn	*72	1	<input checked="" type="checkbox"/>				
7	Speedial	CallFwdOff	*73	1	<input checked="" type="checkbox"/>				
8	Speedial	DND On	*78	1	<input checked="" type="checkbox"/>				
9	Speedial	DND Off	*79	1	<input checked="" type="checkbox"/>				
10	Speedial	CLIDBlock	*67	1	<input checked="" type="checkbox"/>				
11	Speedial	Trace	*67	1	<input checked="" type="checkbox"/>				
12	Speedial	Clear MMR	*90	1	<input checked="" type="checkbox"/>				
13	Speedial	Cancel CW	*70	1	<input checked="" type="checkbox"/>				
14	Speedial	Unpak	*88	1	<input checked="" type="checkbox"/>				
15	None			1	<input type="checkbox"/>				
16	None			1	<input type="checkbox"/>				
17	None			1	<input type="checkbox"/>				
18	None			1	<input type="checkbox"/>				
19	None			1	<input type="checkbox"/>				
20	None			1	<input type="checkbox"/>				

2. Click on the **Bottom Keys** tab or the **Top Keys** tab.
3. Select from "Key 1" through "Key 20" on the bottom tab.  
OR  
Select from "Key 1" through "Key 10" on the top tab.
4. In the "Type" field, select **Directed Call Pickup**.
5. In the "Label" field, enter a label to apply to this Directed Call Pickup key.
6. In the "Value" field, specify the extension you want to intercept when you press this softkey. For example: **2200**.
7. In the "Line" field, select the line for which to apply the Directed Call Pickup configuration. Valid values are **1** through **9**.
8. Click  to save your changes.

## Configuring Group Call Pickup (GCP) Key (for Sylanro Servers)



Aastra Web UI

Use the following procedure to configure Group Call Pickup on the 57i CT IP Phone. The procedure shows the softkey screens as an example.



**Note:** A ring group must be configured on the Sylanro Server in order for a GCP softkey to function.

### 1. Click on **Operation->Softkeys and XML**.

OR

Click on **Operation->Expansion Module <N>**.

Key	Type	Label	Value	Line	Idle	Connected	Incoming	Outgoing	Busy
1	Speeddial	labtest	1111	2	<input checked="" type="checkbox"/>				
2	Speeddial	Portal		1	<input checked="" type="checkbox"/>				
3	Speeddial	Speed Dial	1111	1	<input checked="" type="checkbox"/>				
4	Speeddial	Call Return	*09	1	<input checked="" type="checkbox"/>				
5	Speeddial	Pickup	*90	1	<input checked="" type="checkbox"/>				
6	Speeddial	CallFwdOn	*72	1	<input checked="" type="checkbox"/>				
7	Speeddial	CallFwdOff	*73	1	<input checked="" type="checkbox"/>				
8	Speeddial	DND On	*78	1	<input checked="" type="checkbox"/>				
9	Speeddial	DND Off	*79	1	<input checked="" type="checkbox"/>				
10	Speeddial	CLIDBlock	*87	1	<input checked="" type="checkbox"/>				
11	Speeddial	Trace	*57	1	<input checked="" type="checkbox"/>				
12	Speeddial	Clear MMR	*99	1	<input checked="" type="checkbox"/>				
13	Speeddial	Cancel CW	*70	1	<input checked="" type="checkbox"/>				
14	Speeddial	Unpak	*88	1	<input checked="" type="checkbox"/>				
15	None			1	<input checked="" type="checkbox"/>				
16	None			1	<input checked="" type="checkbox"/>				
17	None			1	<input checked="" type="checkbox"/>				
18	None			1	<input checked="" type="checkbox"/>				
19	None			1	<input checked="" type="checkbox"/>				
20	None			1	<input checked="" type="checkbox"/>				

Line Keys and Softkeys

### 2. Click on the **Bottom Keys** tab or the **Top Keys** tab.

### 3. Select from "Key 1" through "Key 20" on the bottom tab.

OR

Select from "Key 1" through "Key 10" on the top tab.

### 4. In the "Type" field, select **Directed Call Pickup**.

### 5. In the "Label" field, enter a label to apply to this Group Call Pickup key.

### 6. In the "Value" field, enter **groupcallpickup**.

### 7. In the "Line" field, select the line for which to apply the Group Call Pickup configuration. Valid value are 1 through 9.

### 8. If configuring a softkey on the Bottom Keys, in the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.

### 9. Click to save your changes.

## Using Directed Call Pickup/Group Call Pickup

Use the following procedure for the DCP/GCP feature on your phone.



### IP Phone UI



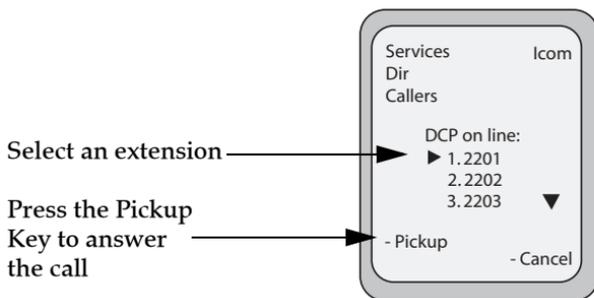
**Note:** Before using the DCP/GCP feature on your phone, you must first configure the DCP or GCP Key. You must identify the extension(s) or phone number(s) you want to monitor when configuring the key. See the previous procedures to configure a DCP or GCP Key.

### Using Directed Call Pickup (DCP)

1. When the monitored extension receives a call, press the **DCP** Key to pick up the call.  
If the monitored extension receives multiple incoming calls simultaneously, the phone displays a list of incoming calls.
2. Use the and keys to scroll through the list to select an extension.
3. Press the **Pickup** Key for the extension you select.  
The call is answered.

### Using Group Call Pickup (GCP)

1. If any of the monitored group of extensions receives a call, press the **GCP** Key.  
The call is answered.  
If the monitored group of extensions receives multiple incoming calls simultaneously, the phone displays a list of incoming calls.
2. Use the and keys to scroll through the list to select an extension.
3. Press the **Pickup** Key for the extension you select.  
The call is answered.



## XML Key

The 57i CT IP phone has a feature you can enable called "XML" (Extensible Markup Language). XML is a markup language much like HTML. Your System Administrator can create customized XML menu services and load them to your IP phone. These services include things like weather and traffic reports, contact information, company info, stock quotes, or custom call scripts. You can configure XML using the Aastra Web UI only.

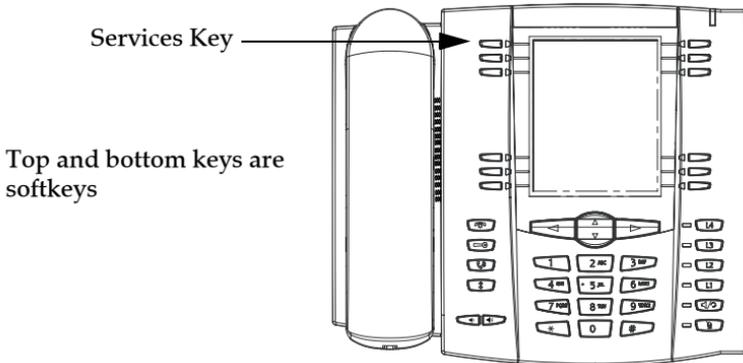


**Note:** The XML services must be set up by your System Administrator before you can use the key. Contact your System Administrator for more information.

On the 57i CT IP phone, you can access the XML applications from the IP Phone UI in two ways:

- Via the "Services" menu
- Via an XML softkey

By default, the Services key is the first key on the top, left softkeys.



Using the Aastra Web UI, you can configure a key to access XML applications. Under **Operations->Softkeys and XML** you can assign a key the type "XML".

You must also specify an XML URI and a Services label using the following XML fields:

- **XML Application URI**
- **XML Application Title**

The XML Application URI is the URI loaded by your phone. The phone performs an HTTP GET. Contact your System Administrator for the applicable XML URI to enter in the "XML Application URI" field.

The XML Application Title is the label that displays beside the XML softkey on your phone. If you use the Services key to access the XML features, the "XML Application Title" is the label that displays on the Services Menu in the IP Phone UI.



**Note:** Contact your System Administrator for the applicable URI to enter in this field.

After the XML application is applied, you can use the IP Phone UI to press the Services key and access the XML services.

## Setting XML Services



Aastra Web UI

1. Click on **Operation->Softkeys and XML**.

**Softkeys Configuration**

Bottom Keys | Top Keys

Key	Type	Label	Value	Line	Idle	Connected	Incoming	Outgoing	Busy
1	BLF/Listen	Listen	1111	2	<input checked="" type="checkbox"/>				
2	Speeddial	Portal		1	<input checked="" type="checkbox"/>				
3	Speeddial	Speed Dial	1111	1	<input checked="" type="checkbox"/>				
4	Speeddial	Call Return	*69	1	<input checked="" type="checkbox"/>				
5	Speeddial	Pickup	*98	1	<input checked="" type="checkbox"/>				
6	Speeddial	CallForward	*72	1	<input checked="" type="checkbox"/>				
7	Speeddial	CallForward	*73	1	<input checked="" type="checkbox"/>				
8	Speeddial	DND On	*78	1	<input checked="" type="checkbox"/>				
9	Speeddial	DND Off	*79	1	<input checked="" type="checkbox"/>				
10	Speeddial	CLIR/Block	*67	1	<input checked="" type="checkbox"/>				
11	Speeddial	Trace	*67	1	<input checked="" type="checkbox"/>				
12	Speeddial	Clear MWI	*99	1	<input checked="" type="checkbox"/>				
13	Speeddial	Cancel CW	*70	1	<input checked="" type="checkbox"/>				
14	Speeddial	Unpark	*88	1	<input checked="" type="checkbox"/>				
15	None			1	<input checked="" type="checkbox"/>				
16	None			1	<input checked="" type="checkbox"/>				
17	None			1	<input checked="" type="checkbox"/>				
18	None			1	<input checked="" type="checkbox"/>				
19	None			1	<input checked="" type="checkbox"/>				
20	None			1	<input checked="" type="checkbox"/>				

**Services**

XML Application URI:

XML Application Title:

BLF List URI:

2. Click on the **Bottom Keys** tab or the **Top Keys** tab.
3. Select from "**Key 1**" through "**Key 20**" on the bottom tab.  
or  
Select from "**Key 1**" through "**Key 10**" on the top tab.
4. Select "**Key 1**" (Services).
5. In the "**Type**" field, select "**Services**".



**Note:** "Services" is the default for Key 1.

6. Click on **Operation->Softkeys and XML->Services**.
7. In the "**XML Application URI**" field, enter the applicable URI(s).



**Note:** Contact your System Administrator for the appropriate value(s) to enter in the "XML Application URI" field.

- In the "XML Application Title" field, enter the title of the service. This title appears in the Services Menu after pressing the **Services** key. If multiple XML applications are specified in the XML Application URI field, a list of applications displays after pressing the **Services** key.
- Click  to save your changes.

### Setting an XML Key



- Click on **Operation->Softkeys and XML**.  
or  
Click on **Operation->Expansion Module <N>**.

**Softkeys Configuration**

Bottom Keys | Top Keys

Key	Type	Label	Value	Line	Idle	Connected	Incoming	Outgoing	Busy
1	BLFList	Label1	1111	2	<input checked="" type="checkbox"/>				
2	Speeddial	Portal		1	<input checked="" type="checkbox"/>				
3	Speeddial	Speed Dial	1111	1	<input checked="" type="checkbox"/>				
4	Speeddial	Call Return	00	1	<input checked="" type="checkbox"/>				
5	Speeddial	Pickup	00	1	<input checked="" type="checkbox"/>				
6	Speeddial	CallFreeOn	72	1	<input checked="" type="checkbox"/>				
7	Speeddial	CallFreeOff	73	1	<input checked="" type="checkbox"/>				
8	Speeddial	DND On	78	1	<input checked="" type="checkbox"/>				
9	Speeddial	DND Off	79	1	<input checked="" type="checkbox"/>				
10	Speeddial	CLIDBlock	07	1	<input checked="" type="checkbox"/>				
11	Speeddial	Trace	07	1	<input checked="" type="checkbox"/>				
12	Speeddial	Clear MWI	00	1	<input checked="" type="checkbox"/>				
13	Speeddial	Cancel CW	70	1	<input checked="" type="checkbox"/>				
14	Speeddial	Unpark	00	1	<input checked="" type="checkbox"/>				
15	None			1	<input checked="" type="checkbox"/>				
16	None			1	<input checked="" type="checkbox"/>				
17	None			1	<input checked="" type="checkbox"/>				
18	None			1	<input checked="" type="checkbox"/>				
19	None			1	<input checked="" type="checkbox"/>				
20	None			1	<input checked="" type="checkbox"/>				

**Services**

XML Application URI:

XML Application Title:

BLF List URI:

- Click on the **Bottom** tab or the **Top** tab.
- Select from "Key 1" through "Key 20" on the bottom tab.  
or  
Select from "Key 1" through "Key 10" on the top tab.
- In the "Type" field, select "XML".
- In the "Label" field, enter a label to apply to this key.
- In the "Value" field, enter a URI(s) to apply to this key.



**Note:** Contact your System Administrator for the appropriate value(s) to enter in the "Value" field.

- If configuring a softkey on the Bottom Keys, in the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.
- Click on **Operation->Softkeys and XML->Services**.

9. In the "XML Application URI" field, enter the applicable URI(s).



**Note:** Contact your System Administrator for the appropriate value(s) to enter in the "XML Application URI" field.

10. In the "XML Application Title" field, enter the title of the service. This title appears on the phone's LCD after pressing the XML key. If multiple XML applications are specified in the XML Application URI field, a list of applications displays after pressing the XML key.

11. Click  to save your changes.

### *Accessing the XML Service*

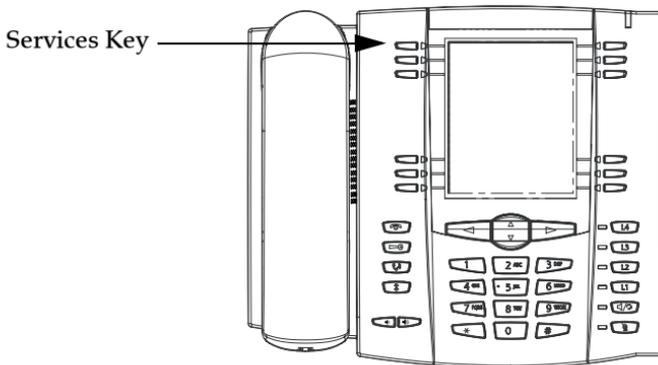
After an XML application(s) has been saved to your IP phone, and either the Services Menu or a softkey have been configured to access the XML applications, the customized service is ready for you to use.



IP Phone UI

### *From the Services Menu*

Use the following procedure to access XML applications from the Services Menu. Use the following illustration as a reference.



1. Press the **Services** key.
2. Use the  and  to scroll through the items.
3. For menu and directory services, select a service to display the information for that customized service. Message services display to the screen after pressing the softkey. For user input services, follow the prompts as appropriate.
4. To exit from the "Services" menu, press the Services key again.

### *From an XML Softkey*

1. Press the XML softkey on the 57i CT phone. A "**Custom Features**" screen displays or the title you specified.
2. Use the  and  to scroll through the customized features.
3. For menu and directory services, select a service to display the information for that customized service. Message services display to the screen after pressing the softkey. For user input services, follow the prompts as appropriate.
4. To exit from the "**Customized Features**" screen, press the XML softkey again.

## Flash Key

You can set a softkey to generate a flash event when it is pressed on the 57i CT or 57i CT handset. You do this by setting the softkey to **"flash"**. The IP phone generates flash events only when a call is connected and there is an active RTP stream (for example, when the call is not on hold).

### Setting a Flash Key



Aastra Web UI

#### 1. Click on **Operation->Softkeys and XML**.

**Status**

System Information

**Operation**

User Password

Phone Lock

Softkeys and XML

Directory

Reset

**Basic Settings**

Preferences

Call Forward

### Softkeys Configuration

Bottom Keys
Top Keys

Key	Type	Label	Value	Line	Idle	Connected	Incoming	Outgoing	Busy
1	Speedial	labtest	1111	2	✓	✓	✓	✓	✓
2	Speedial	Portal		1	✓	✓	✓	✓	✓
3	Speedial	Speed Dial	1111	1	✓	✓	✓	✓	✓
4	Speedial	Call Return	*99	1	✓	✓	✓	✓	✓
5	Speedial	Pickup	*98	1	✓	✓	✓	✓	✓
6	Speedial	CallFwdOn	*72	1	✓	✓	✓	✓	✓
7	Speedial	CallFwdOff	*73	1	✓	✓	✓	✓	✓
8	Speedial	DND On	*78	1	✓	✓	✓	✓	✓
9	Speedial	DND Off	*79	1	✓	✓	✓	✓	✓
10	Speedial	CLIRBlock	*87	1	✓	✓	✓	✓	✓
11	Speedial	Trace	*67	1	✓	✓	✓	✓	✓
12	Speedial	Clear MMI	*99	1	✓	✓	✓	✓	✓
13	Speedial	Cancel CW	*70	1	✓	✓	✓	✓	✓
14	Speedial	Unpark	*88	1	✓	✓	✓	✓	✓
15	None			1	✓	✓	✓	✓	✓
16	None			1	✓	✓	✓	✓	✓
17	None			1	✓	✓	✓	✓	✓
18	None			1	✓	✓	✓	✓	✓
19	None			1	✓	✓	✓	✓	✓
20	None			1	✓	✓	✓	✓	✓

2. Click on the **Bottom** tab or the **Top** tab.
3. Select from **"Key 1"** through **"Key 20"** on the bottom tab.  
OR  
Select from **"Key 1"** through **"Key 10"** on the top tab.
4. In the **"Type"** field, select **"Flash"**.
5. In the **"Label"** field, enter a label to display on the phone for the softkey.
6. Click Save Settings to save your changes.

# Sprecode Key

You can set a key to automatically activate specific services offered by the server by setting a key to "sprecode". For example, if the sprecode value of \*82 is configured, then by pressing the key, \*82 automatically activates a service provided by the server. The value you enter for this field is dependent on the services provided by the server. Contact your System Administrator for information about available services.

## Setting a Sprecode Key



Aastra Web UI

Use the following procedure to configure a sprecode softkey on the 57i CT phone.

### 1. Click on **Operation->Softkeys and XML**.

**Status**  
System Information

**Operation**  
User Password  
Phone Lock  
Softkeys and XML  
Directory  
Reset

**Basic Settings**  
Preferences  
Call Forward

### Softkeys Configuration

Bottom Keys | Top Keys

Key	Type	Label	Value	Line	Idle	Connected	Incoming	Outgoing	Busy
1	BLF/List	Label	1111	2	<input checked="" type="checkbox"/>				
2	Spreddial	Portal		1	<input checked="" type="checkbox"/>				
3	Spreddial	Speed Dial	1111	1	<input checked="" type="checkbox"/>				
4	Spreddial	Call Return	*09	1	<input checked="" type="checkbox"/>				
5	Spreddial	Pickup	*98	1	<input checked="" type="checkbox"/>				
6	Spreddial	CallFwdOn	*72	1	<input checked="" type="checkbox"/>				
7	Spreddial	CallFwdOff	*73	1	<input checked="" type="checkbox"/>				
8	Spreddial	DND On	*78	1	<input checked="" type="checkbox"/>				
9	Spreddial	DND Off	*70	1	<input checked="" type="checkbox"/>				
10	Spreddial	CLIDBlock	*67	1	<input checked="" type="checkbox"/>				
11	Spreddial	Trace	*57	1	<input checked="" type="checkbox"/>				
12	Spreddial	Clear MW	*90	1	<input checked="" type="checkbox"/>				
13	Spreddial	Cancel CW	*70	1	<input checked="" type="checkbox"/>				
14	Spreddial	Unpak	*88	1	<input checked="" type="checkbox"/>				
15	None			1	<input checked="" type="checkbox"/>				
16	None			1	<input checked="" type="checkbox"/>				
17	None			1	<input checked="" type="checkbox"/>				
18	None			1	<input checked="" type="checkbox"/>				
19	None			1	<input checked="" type="checkbox"/>				
20	None			1	<input checked="" type="checkbox"/>				

**Services**

XML Application URI:

XML Application Title:

BLF List URI:

### 2. Click on the **Bottom** tab or the **Top** tab.

### 3. Select from "Key 1" through "Key 20" on the bottom tab..

OR

Select from "Key 1" through "Key 10" on the top tab.

### 4. In the "Type" field, select **Sprecode**.

### 5. In the "Label" field, enter a label to display on the IP phone for this softkey.

6. In the "**Value**" field, enter the appropriate value for accessing specific services from the server.
- 



**Note:** For values to enter in this field, contact your System Administrator.

---

7. If configuring a softkey on the Bottom Keys, in the state fields, check (enable) or uncheck (disable) the "**Connected**" state to apply to this softkey.
8. Click  to save your changes.

## Park/Pickup Keys

The IP phone has a park and pickup call feature that allows you to park a call and pickup a call when required. There are two ways a user can configure this feature:

- Using a static configuration
- Using a programmable configuration (on the softkeys)



**Note:** The IP phone accepts both methods of configuration. However, to avoid redundancy, Aastra Telecom recommends you configure either a static configuration or a programmable configuration.

The IP phone supports the Park/Pickup feature on the Asterisk, BroadWorks, Sylanro, and ININ PBX servers.

The following paragraphs describe the park and pickup methods of configuration on the IP phones.

### *Park/Pickup Static Configuration*

You can configure a static configuration for parking and picking up a call using the Aastra Web UI at **Basic Settings-> Preferences**.

<b>Status</b> System Information	<b>Preferences</b>
<b>Operation</b> User Password Phone Lock Softkeys and XML Directory Reset	<b>General</b>
<b>Basic Settings</b> Preferences Call Forward	Park Call: <input type="text"/>
	Pick Up Parked Call: <input type="text"/>
	Suppress DTMF Playback <input type="checkbox"/> Enabled
	Display DTMF Digits <input 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

By entering the appropriate value in the "**Park Call**" and "**Pickup Parked Call**" fields, you tell the phone where to park a live call and where to pickup the parked call.

On the IP phone UI, the static configuration method displays the following:

- When a call comes in, and you pickup the handset, the default label of "**Park**" displays on the Phone UI.
- After pressing the "**Park**" softkey to park the call, the default label of "**Pickup**" displays on the phone UI.



**Note:** On the 57i CT handset, pressing  displays the "Park" and "Pickup" labels.

The values you enter in the Aastra Web UI for the Park/Pickup call feature are dependant on your type of server. The following table provides the values you enter for the "Park Call" and "Pickup Parked Call" fields in the Aastra Web UI.

**Park/Pickup Call Server Configuration Values**

Server	Park Values*	Pickup Values*
Aasterisk	700	700
Sylantro	*98	*99
BroadWorks	*68	*88
ININ PBX	callpark	pickup

\*Leave "value" fields blank to disable the park and pickup feature.

**Configuring Park /Pickup using Static Configuration**

Use the following procedure to configure the Park/Pickup call feature using the static configuration method. On the 57i CT handset, pressing  displays the "Park" and "Pickup" labels..



**Note:** Aastra recommends you configure either the static or the programmable configuration, but not both.



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

<p><b>Status</b></p> <ul style="list-style-type: none"> <li>System Information</li> </ul> <p><b>Operation</b></p> <ul style="list-style-type: none"> <li>User Password</li> <li>Phone Lock</li> <li>Softkeys and XML</li> <li>Directory</li> <li>Reset</li> </ul> <p><b>Basic Settings</b></p> <ul style="list-style-type: none"> <li>Preferences</li> <li>Call Forward</li> </ul>	<p><b>Preferences</b></p> <p><b>General</b></p> <p>Park Call: <input type="text"/></p> <p>Pick Up Parked Call: <input type="text"/></p> <p>Suppress DTMF Playback <input type="checkbox"/> Enabled</p> <p>Display DTMF Digits <input type="checkbox"/> Enabled</p> <p>Play Call Waiting Tone <input checked="" type="checkbox"/> Enabled</p> <p>Stuttered Dial Tone <input checked="" type="checkbox"/> Enabled</p> <p>XML Beep Support <input checked="" type="checkbox"/> Enabled</p> <p>Status Scroll Delay (seconds) <input type="text" value="5"/></p> <p>Incoming Call Interrupts Dialing <input type="checkbox"/> Enabled</p> <p>Goodbye Key Cancels Incoming Call <input checked="" type="checkbox"/> Enabled</p>
--	---

2. Enter a server value in the **Park Call** field to which incoming live calls are parked.



**Note:** For values to enter in this field, see the table "[Park/Pickup Call Server Configuration Values](#)" on page 92.

3. Enter a server value in the "**Pickup Parked Call**" field.



**Note:** For values to enter in this field, see the table "[Park/Pickup Call Server Configuration Values](#)" on page 92.

4. Click  to save your changes.

### *Park/Pickup Key Configuration*

The programmable method of configuration creates park and pickup softkeys that you can configure on the 57i CT phone.

You can set a softkey as "Park" or "Pickup" and then:

- specify a customized label to display on the Phone UI
- specify a value
- specify which line to use
- specify the state of the park and/or pickup keys

On the IP phone UI, the Park/Pickup feature displays the following:

- When a call comes in, and you pickup the handset, the custom label that you configured for the Park softkey displays on the Phone UI.
- After the call is parked, the label that you configured for the Pickup softkey displays on other phones in the network. You can then press the "Pickup" softkey, followed by the applicable value to pickup the call on another phone in your network.

You can configure a Park and Pickup programmable configuration using the Aastra Web UI.

### *Key Configuration Using the Aastra Web UI*

On the 57i CT, you configure a Park and/or Pickup key at **Operation->Softkeys and XML**. You enter a key label, and value for a specific line on the phone. The default state of the Park configuration is "**connected**". The default state of the Pickup configuration is "**idle, outgoing**".



**Note:** Applicable values depend on the server in your network (Asterisk, BroadWorks, Sylanro, ININ PBX. See the table "[Park/Pickup Call Server Configuration Values](#)" on page 92.

## Configuring Park/Pickup using Key Configuration

Use the following procedure to configure the Park/Pickup call feature using the softkey configuration method.



Aastra Web UI

Use the following procedure to configure a Park/Pickup key on the 57i CT IP Phone.

### 1. Click on **Operation->Softkeys and XML**.

**Status**

System Information

**Operation**

User Password

Phone Lock

Softkeys and XML

Directory

Reset

**Basic Settings**

Preferences

Call Forward

### Softkeys Configuration

Bottom Keys
Top Keys

Key	Type	Label	Value	Line	Idle	Connected	Incoming	Outgoing	Busy
1	BLF/List	latest	1111	2	<input checked="" type="checkbox"/>				
2	Speeddial	Parkal		1	<input checked="" type="checkbox"/>				
3	Speeddial	Speed Dial	1111	1	<input checked="" type="checkbox"/>				
4	Speeddial	Call Return	*69	1	<input checked="" type="checkbox"/>				
5	Speeddial	Pickup	*98	1	<input checked="" type="checkbox"/>				
6	Speeddial	CallFwdOn	*72	1	<input checked="" type="checkbox"/>				
7	Speeddial	CallFwdOff	*73	1	<input checked="" type="checkbox"/>				
8	Speeddial	DND On	*78	1	<input checked="" type="checkbox"/>				
9	Speeddial	DND Off	*79	1	<input checked="" type="checkbox"/>				
10	Speeddial	CLIDBlock	*67	1	<input checked="" type="checkbox"/>				
11	Speeddial	Trace	*67	1	<input checked="" type="checkbox"/>				
12	Speeddial	Clear MW	*99	1	<input checked="" type="checkbox"/>				
13	Speeddial	Cancel CW	*70	1	<input checked="" type="checkbox"/>				
14	Speeddial	Unpark	*88	1	<input checked="" type="checkbox"/>				
15	None			1	<input checked="" type="checkbox"/>				
16	None			1	<input checked="" type="checkbox"/>				
17	None			1	<input checked="" type="checkbox"/>				
18	None			1	<input checked="" type="checkbox"/>				
19	None			1	<input checked="" type="checkbox"/>				
20	None			1	<input checked="" type="checkbox"/>				

**Services**

XML Application URI:

XML Application Title:

BLF List URI:

2. Click on the **Bottom** tab or the **Top** tab.
3. Select from "Key 1" through "Key 20" on the bottom tab for parking a call..  
or  
Select from "Key 1" through "Key 10" on the top tab for parking a call.
4. In the "Type" field, select **Park**.
5. In the "Label" field, enter a label for the Park softkey.

6. In the "**Value**" field, enter the appropriate value based on the server in your network.



**Note:** For values to enter in this field, see the table "[Park/Pickup Call Server Configuration Values](#)" on page 92.

7. In the "**Line**" field, select a line for which to apply the Park configuration.
8. If configuring a softkey on the Bottom Keys, in the state fields, check (enable) or uncheck (disable) the "**Connected**" state to apply to this softkey.
9. Pick another softkey (from top or bottom keys) to configure for Picking up a call.
10. In the "**Label**" field, enter a label for the Pickup softkey.
11. In the "**Value**" field, enter the appropriate value based on the server in your network.



**Note:** For values to enter in this field, see the table "[Park/Pickup Call Server Configuration Values](#)" on page 92.

12. In the "**Line**" field, select a line for which to apply the Pickup configuration.
13. If configuring a softkey on the Bottom Keys, in the state fields, check (enable) or uncheck (disable) the "**Idle**" and "**Outgoing**" states to apply to this softkey.
14. Click  to save your changes.

## Using the Park Call/Pickup Parked Call Feature

Use the following procedure on the IP phones to park a call and pick up a parked call.

### Park a Call

1. While on a live call, press the **"Park"** softkey.
2. Perform the following for your specific server:

<b>For Asterisk Server</b>
- Server announces the extension number where the call has been parked. Once the call is parked, press the  key to complete parking.
<b>For BroadWorks Server</b>
- After you hear the greeting from the CallPark server, enter the extension where you want to park the call.
<b>For Sylanro Server</b>
- Enter the extension number where you want to park the call, followed by <b>"#"</b> key.
<b>For ININ Server</b>
- Enter the extension number where you want to park the call, followed by <b>"#"</b> key.

If the call is parked successfully, the response is either a greeting voice confirming that the call was parked, or a hang up occurs. The parked call party hears music on hold.

3. If the call fails, you can pick up the call (using the next procedure) and press the **"Park"** softkey again to retry step 2.

### Pickup a Parked Call

1. Pick up the handset on the phone.
2. Enter the extension number where the call was parked.
3. Press the **"Pickup"** softkey.

If the call pick up is successful, you are connected with the parked call.

## Last Call Return (lcr) Key (Sylantro Servers only)

Using the Aastra Web UI, you can configure the "Last call return" (lcr) function on a softkey. This feature is for Sylantro servers only.

### How it works

If you configure "lcr" on a softkey, and a call comes into your phone, after you are finished with the call and hang up, you can press the key configured for "lcr" and the phone dials the last call you received. When you configure an "lcr" softkey, the label "LCR" displays next to that softkey on the IP phone. When the Sylantro server detects an "lcr" request, it translates this request and routes the call to the last caller.

### Setting a Last Call Return Key



Aastra Web UI

Use the following procedure to configure a Last Call Return softkey on the 57i CT phone.

1. Click on **Operation->Softkeys and XML**.  
OR  
Click on **Operation->Expansion Module <N>**.

**Status**  
System Information

**Operation**  
User Password  
Phone Lock  
Softkeys and XML  
Directory  
Reset

**Basic Settings**  
Preferences  
Call Forward

### Softkeys Configuration

**Bottom Keys** | **Top Keys**

Key	Type	Label	Value	Line	Idle	Connected	Incoming	Outgoing	Busy
1	BLFList	lastcall	1111	2	<input checked="" type="checkbox"/>				
2	Speeddial	Portal		1	<input checked="" type="checkbox"/>				
3	Speeddial	Speed Dial	1111	1	<input checked="" type="checkbox"/>				
4	Speeddial	Call Return	*99	1	<input checked="" type="checkbox"/>				
5	Speeddial	Pickup	*98	1	<input checked="" type="checkbox"/>				
6	Speeddial	CallFwdOn	*72	1	<input checked="" type="checkbox"/>				
7	Speeddial	CallFwdOff	*73	1	<input checked="" type="checkbox"/>				
8	Speeddial	DND On	*78	1	<input checked="" type="checkbox"/>				
9	Speeddial	DND Off	*79	1	<input checked="" type="checkbox"/>				
10	Speeddial	CLIDBlock	*67	1	<input checked="" type="checkbox"/>				
11	Speeddial	Trace	*57	1	<input checked="" type="checkbox"/>				
12	Speeddial	Clear MMR	*90	1	<input checked="" type="checkbox"/>				
13	Speeddial	Cancel CW	*70	1	<input checked="" type="checkbox"/>				
14	Speeddial	Unpark	*88	1	<input checked="" type="checkbox"/>				
15	None			1	<input checked="" type="checkbox"/>				
16	None			1	<input checked="" type="checkbox"/>				
17	None			1	<input checked="" type="checkbox"/>				
18	None			1	<input checked="" type="checkbox"/>				
19	None			1	<input checked="" type="checkbox"/>				
20	None			1	<input checked="" type="checkbox"/>				

**Services**

XML Application URI:

XML Application Title:

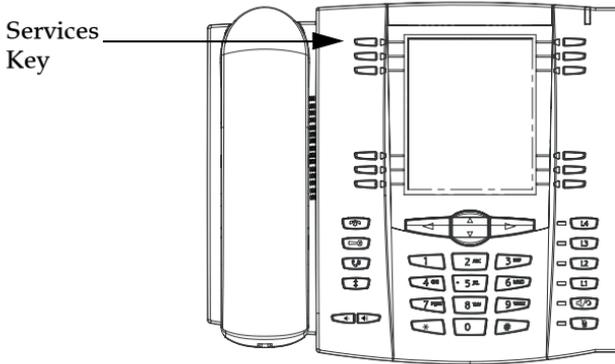
BLF List URI:

2. Click on the **Bottom** tab or the **Top** tab.
3. Select from "Key 1" through "Key 20" on the bottom tab.  
OR  
Select from "Key 1" through "Key 10" on the top tab.
4. In the "Type" field, select **Last Call Return**.

5. In the "**Line**" field, select the line you want to apply to this softkey.  
Valid values are 1 through 9.
6. If configuring a softkey on the Bottom Keys, in the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.
7. Click  to save your changes.

## Services Key

By default, the 57i CT has a Services key configured on key 1 of the top set of keys. However, you can use any softkey to configure a "Services" key.



The Services key accesses enhanced features and services provided by third parties. Using the "Services" key, you can:

- Select customized (XML) features
- Utilize a Caller List
- Utilize a Directory
- Utilize Voicemail



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**Note:** Other than the Services Menu, you can also configure the Caller List and Directory List on separate keys.

---

The XML customized services are created and provided by your System Administrator through the diverse web based language of XML. Availability of these services depends on your phone system or service provider.

### Reference

For more information about XML, Caller List, Directory, and Voicemail, see the following:

- "[XML Key](#)" on [page 83](#)
- "[Callers List](#)" on [page 149](#)
- "[Directory List](#)" on [page 133](#)
- "[Voicemail](#)" on [page 159](#)



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**Note:** Your System Administrator can create a custom Services key for your application. For more information about custom Services, see "Customizable Callers List Key and Services Key" on [page 204](#).

---



Use the following procedure to configure a Services softkey on the 57i CT phone. The following illustration shows the top softkeys on the 57i CT.



**Note:** By default, Key 1 on the top set of softkeys is configured for Services.

1. Click on **Operation->Softkeys and XML**.  
OR  
Click on **Operation->Expansion Module <N>**.

Key	Type	Label	Value	Line
1	Services			global
2	Directory			1
3	Callers List			1
4	Intercom			global
5	None			1
6	None			1
7	None			1
8	None			1
9	None			1
10	None			1

**Services**

XML Application URI:

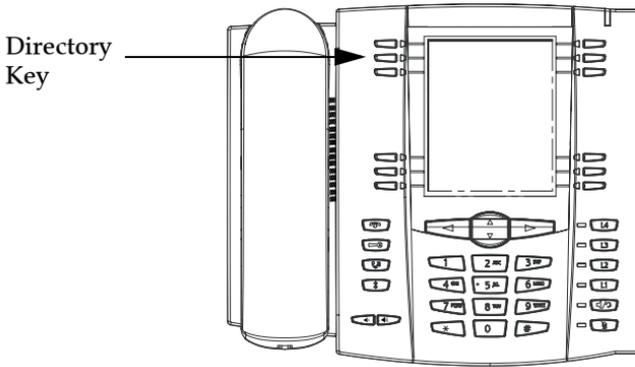
XML Application Title:

BLF List URI:

2. Click on the **Bottom** tab or the **Top** tab.
3. Select from "**Key 1**" through "**Key 20**" on the bottom tab.  
OR  
Select from "**Key 1**" through "**Key 10**" on the top tab.
4. In the "**Type**" field, select **Services**.
5. In the "**Label**" field, enter a label to apply to this softkey.
6. In the "**Line**" field, select the line you want to apply to this softkey. Valid values are 1 through 9.
7. If configuring a softkey on the Bottom Keys, in the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.
8. Click  to save your changes.

## Directory Key

By default, the 57i CT has a Directory key configured on key 2 of the top set of keys. However, using the Aastra Web UI, you can assign the Directory key to any softkey on the top or bottom keys on the phone.



The "Directory List" feature allows you to store frequently used names and numbers on the phone. You can also dial directly from a directory entry.

You can use the Directory key to access a Directory List which contains a customized list of names with phone numbers and labels.

In addition to creating a Directory softkey, you can also download a Directory List to your PC if required using the Aastra Web UI.

### **Reference**

For more information about the Directory List, see "[Directory List](#)" on [page 133](#).

## Setting Directory Key



Aastra Web UI

Use the following procedure to configure a Directory softkey on the 57i CT phone. The following illustration shows the top softkeys on the 57i CT.



**Note:** By default, Key 2 on the top set of softkeys is configured for Directory.

1. Click on **Operation->Softkeys and XML**.

OR

Click on **Operation->Expansion Module <N>**.

Key	Type	Label	Value	Line
1	Services			global
2	Directory			1
3	Caller List			1
4	Intercom			global
5	None			1
6	None			1
7	None			1
8	None			1
9	None			1
10	None			1

**Services**

XML Application URI:

XML Application Title:

BLF List URI:

2. Click on the **Bottom** tab or the **Top** tab.

3. Select from "**Key 1**" through "**Key 20**" on the bottom tab.

OR

Select from "**Key 1**" through "**Key 10**" on the top tab.

4. In the "**Type**" field, select **Directory**.

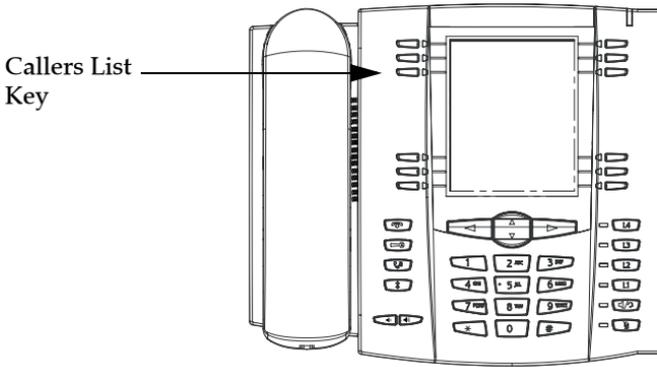
5. In the "**Label**" field, enter a label to apply to this softkey.

6. If configuring a softkey on the Bottom Keys, in the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.

7. Click  to save your changes.

## Callers List Key

By default, the 57i CT has a Callers List key configured on key 3 of the top set of keys. However, using the Aastra Web UI, you can assign the Callers List key to any softkey on the top or bottom keys on the phone.



The Callers list is a stored log of your incoming calls. You can use the Callers List key to access a list of callers that called your phone.



**Note:** Your System Administrator can create a custom Callers List XML application allowing you to access the Callers List via an XML Key instead of the Callers List Key. This allows you to configure the Callers List Key with other functions if required. For more information, see Contact your System Administrator for more information.

### *Reference*

For more information about the Callers List, see "[Callers List](#)" on [page 149](#).

## Setting Callers List Key



Aastra Web UI

Use the following procedure to configure a Callers List softkey on the 57i CT phone. The following illustration shows the top softkeys on the 57i CT.



**Note:** By default, Key 3 on the top set of softkeys is configured for Callers List.

1. Click on **Operation->Softkeys and XML**.  
OR  
Click on **Operation->Expansion Module <N>**.

Key	Type	Label	Value	Line
1	Services			global
2	Directory			1
3	Callers List			1
4	Intercom			global
5	None			1
6	None			1
7	None			1
8	None			1
9	None			1
10	None			1

**Services**

XML Application URI:

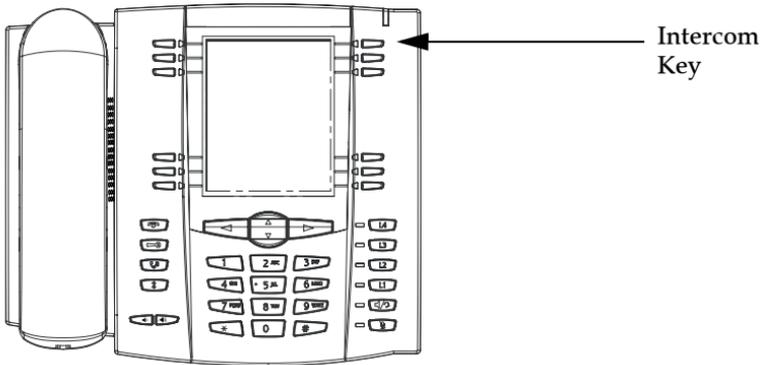
XML Application Title:

BLF List URI:

2. Click on the **Bottom** tab or the **Top** tab.
3. Select from "**Key 1**" through "**Key 20**" on the bottom tab.  
OR  
Select from "**Key 1**" through "**Key 10**" on the top tab.
4. In the "**Type**" field, select **Callers List**.
5. In the "**Label**" field, enter a label to apply to this softkey.
6. If configuring a softkey on the Bottom Keys, in the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.
7. Click  to save your changes.

## Intercom Key

By default, the 57i CT has an Intercom key configured on key 4 of the top set of keys. However, using the Aastra Web UI, you can assign the Intercom key to any softkey on the top or bottom keys on the phone.



You can use the Intercom key to automatically connect with a remote extension for outgoing calls, and to answer an incoming intercom call.

### *Reference*

For more information about the Intercom key, see ["Using Intercom"](#) on [page 116](#).

## Setting an Intercom Key



## Aastra Web UI

Use the following procedure to configure an Intercom softkey on the 57i CT phone. The following illustration shows the top softkeys on the 57i CT.



**Note:** By default, Key 4 on the top set of softkeys is configured for Intercom.

1. Click on **Operation->Softkeys and XML**.

OR

Click on **Operation->Expansion Module <N>**.

**Softkeys Configuration**

Bottom Keys | Top Keys

Key	Type	Label	Value	Line
1	Services			global
2	Directory			1
3	Callers List			1
4	Intercom			global
5	None			1
6	None			1
7	None			1
8	None			1
9	None			1
10	None			1

**Services**

XML Application URI:

XML Application Title:

BLF List URI:

2. Click on the **Bottom** tab or the **Top** tab.

3. Select from "**Key 1**" through "**Key 20**" on the bottom tab.

OR

Select from "**Key 1**" through "**Key 10**" on the top tab.

4. In the "**Type**" field, select **Intercom**.

5. In the "**Label**" field, enter a label to apply to this softkey.

6. If configuring a softkey on the Bottom Keys, in the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.

7. Click  to save your changes.

## None Key

You can set a key to force a blank entry on the IP phone display for a specific key. You do this by setting the key to **"none"**. The keys are added in order (from key 1 to key 20) after any hard-coded keys have been added. If a particular key is not defined, it is ignored. For more information about key behavior, see "Key Display Behavior" on page 58.

### Setting a None Key



Aastra Web UI

Use the following procedure to configure a None key on the 57i CT IP Phone.

1. Click on **Operation->Softkeys and XML**.

OR

Click on **Operation->Expansion Module <N>..**

**Softkeys Configuration**

Bottom Keys | Top Keys

Key	Type	Label	Value	Line	Idle	Connected	Incoming	Outgoing	Busy
1	BLFList	labtest	1111	2	<input checked="" type="checkbox"/>				
2	Speeddial	Portal		1	<input checked="" type="checkbox"/>				
3	Speeddial	Speed Dial	1111	1	<input checked="" type="checkbox"/>				
4	Speeddial	Call Return	*90	1	<input checked="" type="checkbox"/>				
5	Speeddial	Pickup	*98	1	<input checked="" type="checkbox"/>				
6	Speeddial	CallFwdOn	*72	1	<input checked="" type="checkbox"/>				
7	Speeddial	CallFwdOff	*73	1	<input checked="" type="checkbox"/>				
8	Speeddial	DND On	*79	1	<input checked="" type="checkbox"/>				
9	Speeddial	DND Off	*70	1	<input checked="" type="checkbox"/>				
10	Speeddial	CLIDBlock	*67	1	<input checked="" type="checkbox"/>				
11	Speeddial	Trace	*57	1	<input checked="" type="checkbox"/>				
12	Speeddial	Clear MWI	*90	1	<input checked="" type="checkbox"/>				
13	Speeddial	Cancel CW	*70	1	<input checked="" type="checkbox"/>				
14	Speeddial	Unpak	*88	1	<input checked="" type="checkbox"/>				
15	None			1	<input checked="" type="checkbox"/>				
16	None			1	<input checked="" type="checkbox"/>				
17	None			1	<input checked="" type="checkbox"/>				
18	None			1	<input checked="" type="checkbox"/>				
19	None			1	<input checked="" type="checkbox"/>				
20	None			1	<input checked="" type="checkbox"/>				

**Services**

XML Application URI:

XML Application Title:

BLF List URI:

2. Click on the **Bottom** tab or the **Top** tab.

3. Select from **"Key 1"** through **"Key 20"** on the bottom tab.

OR

Select from **"Key 1"** through **"Key 10"** on the top tab.

4. In the **"Type"** field, select **None**.

5. If configuring a softkey on the Bottom Keys, in the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.

6. Click  to save your changes.

## Empty Key

You can set a softkey to force a blank entry on the IP phone display for a specific softkey. You do this by setting the softkey to **"empty"**. The softkeys are added in order (from softkey1 to softkey20) after any hard-coded keys have been added. If a particular softkey is not defined, it is ignored.

### Setting an Empty Key



Aastra Web UI

Use the following procedure to configure an Empty softkey on the 57i CT phone.

1. Click on **Operation->Softkeys and XML**.  
or  
Click on **Operation->Expansion Module <N>**.

**Status**

System Information

**Operation**

User Password

Phone Lock

Softkeys and XML

Directory

Reset

**Basic Settings**

Preferences

Call Forward

### Softkeys Configuration

Bottom Keys
Top Keys

Key	Type	Label	Value	Line	Idle	Connected	Incoming	Outgoing	Busy
1	BLF/List	latest	1111	2	<input checked="" type="checkbox"/>				
2	Speedial	Portal		1	<input checked="" type="checkbox"/>				
3	Speedial	Speed Dial	1111	1	<input checked="" type="checkbox"/>				
4	Speedial	Call Return	*69	1	<input checked="" type="checkbox"/>				
5	Speedial	Pickup	*98	1	<input checked="" type="checkbox"/>				
6	Speedial	CallFwdOn	*72	1	<input checked="" type="checkbox"/>				
7	Speedial	CallFwdOff	*73	1	<input checked="" type="checkbox"/>				
8	Speedial	DND On	*78	1	<input checked="" type="checkbox"/>				
9	Speedial	DND Off	*79	1	<input checked="" type="checkbox"/>				
10	Speedial	CLIDblock	*67	1	<input checked="" type="checkbox"/>				
11	Speedial	Trace	*67	1	<input checked="" type="checkbox"/>				
12	Speedial	Clear MWI	*99	1	<input checked="" type="checkbox"/>				
13	Speedial	Cancel CW	*70	1	<input checked="" type="checkbox"/>				
14	Speedial	Unpark	*88	1	<input checked="" type="checkbox"/>				
15	None			1	<input checked="" type="checkbox"/>				
16	None			1	<input checked="" type="checkbox"/>				
17	None			1	<input checked="" type="checkbox"/>				
18	None			1	<input checked="" type="checkbox"/>				
19	None			1	<input checked="" type="checkbox"/>				
20	None			1	<input checked="" type="checkbox"/>				

**Services**

XML Application URI:

XML Application Title:

BLF List URI:

2. Click on the **Bottom** tab or the **Top** tab.
3. Select from **"Key 1"** through **"Key 20"** on the bottom tab.  
or  
Select from **"Key 1"** through **"Key 10"** on the top tab.
4. In the **"Type"** field, select **Empty**.
5. If configuring a softkey on the Bottom Keys, in the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.
6. Click  to save your changes.

## Phone Lock Key

You can configure a key on the IP Phone to use as a lock/unlock key. You assign the function of the key as “**Phone Lock**”.

### Setting a Phone Lock Key



Aastra Web UI

Use the following procedure to configure a Phone Lock key on the 57i CT IP Phone.

1. Click on **Operation->Softkeys and XML**.

or

Click on **Operation->Expansion Module <N>**.

Key	Type	Label	Value	Line	Idle	Connected	Incoming	Outgoing	Busy
1	Phone Lock			1	<input checked="" type="checkbox"/>				
2	None			1	<input checked="" type="checkbox"/>				
3	None			1	<input checked="" type="checkbox"/>				
4	None			1	<input checked="" type="checkbox"/>				
5	None			1	<input checked="" type="checkbox"/>				
6	None			1	<input checked="" type="checkbox"/>				
7	None			1	<input checked="" type="checkbox"/>				
8	None			1	<input checked="" type="checkbox"/>				
9	None			1	<input checked="" type="checkbox"/>				
10	None			1	<input checked="" type="checkbox"/>				
11	None			1	<input checked="" type="checkbox"/>				
12	None			1	<input checked="" type="checkbox"/>				
13	None			1	<input checked="" type="checkbox"/>				
14	None			1	<input checked="" type="checkbox"/>				
15	None			1	<input checked="" type="checkbox"/>				
16	None			1	<input checked="" type="checkbox"/>				
17	None			1	<input checked="" type="checkbox"/>				
18	None			1	<input checked="" type="checkbox"/>				
19	None			1	<input checked="" type="checkbox"/>				
20	None			1	<input checked="" type="checkbox"/>				

2. Click on the **Bottom** tab or the **Top** tab.
3. Select from “**Key 1**” through “**Key 20**” on the bottom tab.  
or  
Select from “**Key 1**” through “**Key 10**” on the top tab.
4. In the “**Type**” field, select **Phone Lock** from the list of options.
5. Click  to save your changes.



**Note:** You can lock/unlock the phone using the new key you just configured, using the Aastra Web UI at the path *Operation->PhoneLock*, or using the “**Phone Lock**” option on the IP Phone UI at the path *Options->Phone Lock*. For more information about using the lock/unlock feature, see “[Locking/Unlocking a Phone](#)” on [page 48](#).

## *Using the Lock/Unlock Key on the IP Phone*

After configuring a key as a lock/unlock key, refer to the following procedure to use the key on the IP phone.

### *Lock the Phone*

1. Press the **LOCK** key.  
The phone locks.  
The LED for the key AND the Message Waiting Lamp illuminate steady ON. An “Unlock” label appears next to the key you just pressed.

### *Unlock the Phone*

1. Press the **UNLOCK** key.  
A password prompt displays.
2. Enter your user password and press **ENTER**.  
The phone unlocks.  
The LED for the key AND the Message Waiting Lamp go OFF. The “Lock” label appears next to the key you just pressed.

## Deleting a Key



Aastra Web UI

Use the following procedure to delete a key function on the 57i CT IP Phone.

1. Click on **Operation->Softkeys and XML**.

OR

Click on **Operation->Expansion Module <N>**.

**Status**  
System Information

**Operation**  
User Password  
Phone Lock  
Softkeys and XML  
Directory  
Reset

**Basic Settings**  
Preferences  
Call Forward

### Softkeys Configuration

**Bottom Keys** | Top Keys

Key	Type	Label	Value	Line	Idle	Connected	Incoming	Outgoing	Busy
1	Phone Lock			1	<input checked="" type="checkbox"/>				
2	None			1	<input checked="" type="checkbox"/>				
3	None			1	<input checked="" type="checkbox"/>				
4	None			1	<input checked="" type="checkbox"/>				
5	None			1	<input checked="" type="checkbox"/>				
6	None			1	<input checked="" type="checkbox"/>				
7	None			1	<input checked="" type="checkbox"/>				
8	None			1	<input checked="" type="checkbox"/>				
9	None			1	<input checked="" type="checkbox"/>				
10	None			1	<input checked="" type="checkbox"/>				
11	None			1	<input checked="" type="checkbox"/>				
12	None			1	<input checked="" type="checkbox"/>				
13	None			1	<input checked="" type="checkbox"/>				
14	None			1	<input checked="" type="checkbox"/>				
15	None			1	<input checked="" type="checkbox"/>				
16	None			1	<input checked="" type="checkbox"/>				
17	None			1	<input checked="" type="checkbox"/>				
18	None			1	<input checked="" type="checkbox"/>				
19	None			1	<input checked="" type="checkbox"/>				
20	None			1	<input checked="" type="checkbox"/>				

2. Click on the **Bottom** tab or the **Top** tab.
3. Select from "**Key 1**" through "**Key 20**" on the bottom tab.  
OR  
Select from "**Key 1**" through "**Key 10**" on the top tab.
4. In the "**Type**" field, select **none**.
5. Click  to save your changes.

The softkey function is deleted from the IP phone memory.

## Making Calls

This section describes ways to make calls on your 57i CT phone, using your handset, speakerphone or headset.

### Dialing a Number

First, take the phone off-hook by:

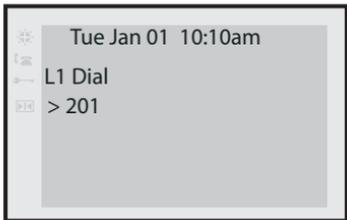
- lifting the handset
- pressing  or
- pressing a line/call appearance button

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 "Dial" softkey (if the handset is offhook) or the "#" key immediately after dialing the number. The phone sends the call without delay.

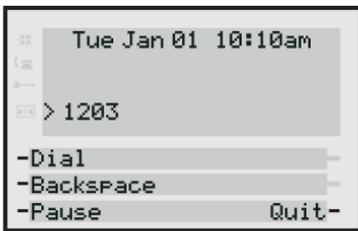
If you are unable to make calls within certain area codes, check with your System Administrator for any toll restrictions placed on your extension that may restrict your access to long distance area codes or dialling prefixes.



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

If the Live DialPad option is on, as soon as you press the first digit on the dial pad the phone automatically selects the next available line, go off-hook and dial as digits are pressed.

### Pre-dialing a Number



You can also make a call by pre-dialling a number. Pre-dialling lets you view a number before you dial. Use the **Backspace** softkey to correct any errors.

## Using Handsfree Speakerphone

The handsfree feature allows you to speak to someone without using the handset or headset. Your phone must be in either the Speaker or Speaker/Headset audio mode. For more information about setting the audio mode on your phone, see "[Audio Mode](#)" on [page 33](#).



### 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 or the line/call appearance button.
- If you are in Speaker audio mode, lift the handset and press to switch between handsfree and handset.
- If you are in Speaker/headset audio mode, press to switch between handsfree and headset.
- When the handset is on hook, press to disconnect the call.

When handsfree is on, the speaker light turns on.

## Using a Headset

The 57i CT accepts headsets through the modular RJ22 jack on the back of the phone. Contact your telephone equipment retailer or distributor to purchase a compatible headset.



**Note:** Customers should read and observe all safety recommendations contained in headset operating guides when using any headset.

### *Advanced Volume Controls for the Headset Mic*

On the 57i CT, there are 3 options for the headset microphone volume. For more information about the headset microphone, see "[Headset Mic Volume](#)" on [page 34](#).



#### IP Phone UI

*To change this volume:*

1. Press  to enter the Options list.
2. Select **Preferences** and press **Select**.
3. Use  to scroll down to **Set Audio** and press **Select**.
4. Press  to scroll down to **Headset/Mic Volume** and press **Select**.
5. Press  to scroll down to **headset/mic volume** and press **Select**.
6. Use  to scroll down the list to select your desired volume.
7. Press **Enter** to save the setting.
8. Press **Done** to save changes and exit.
9. If you do not wish to save changes, press **Cancel** to return to the previous screen.



**Note:** By default, the volume for the headset microphone is set to medium.

## To Make and Receive Calls Using a Headset



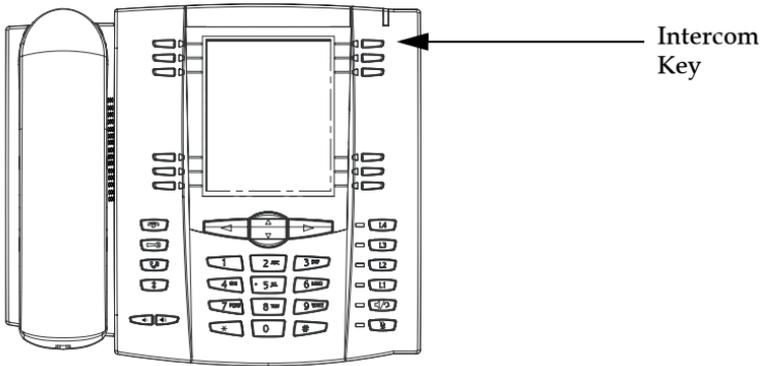
### IP Phone UI

1. Ensure that you have selected a headset audio mode by accessing the Options list (under option **Preferences->Set Audio->Audio Mode** on the IP Phone).
2. Plug the headset into the jack.
3. Press the  key to obtain a dial tone or to answer an incoming call. Depending on the audio mode selected from the options menu, a dial tone or an incoming call is received on either the headset or the handsfree speakerphone.
4. Press the  key to end the call.



## Using Intercom

On the 57i CT, you can use the **Icom** key to automatically connect with a remote extension. By default, the Intercom key is configured as Key 4 on the top set of softkeys.



### Using the Icom Key



#### IP Phone UI

1. Press the **Icom** key.
2. Enter the extension number of the person you wish to intercom or the **BLF** key for that extension.
3. After a beep tone, your phone automatically connects with the remote extension and you can speak through its speaker.
4. To cancel intercom, press  or the **Cancel** key.
5. When you are finished speaking, hang up the phone by placing the handset back on-hook or by pressing  or the line/call appearance button for the active call. When you hang up, the remote phone also hangs up.

You can set specific incoming Intercom call features on the 57i CT IP phone 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 <b>"Play Warning Tone"</b> 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.
Play Warning Tone	Allows you to enable or disable a warning tone to play when the phone receives an incoming intercom call on an active line.
Allow Barge In	Allows you to enable or disable how the phone handles incoming intercom calls while the phone is on an active call.

For more information about the incoming Intercom features and for procedures on setting these features, see ["Incoming Intercom Call Features"](#) on [page 200](#).

## Redial



### 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 is called back.
- If you are on-hook and press , a **Redial Directory** list appears on-screen.

The redial list is available during active calls. It 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 speed dial 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   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 or press any line keys.
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.

#### Mute

You can use the Mute key to mute the handset, headset, or speakerphone.

When you use the mute key on your phone, you cannot be heard on an active call or on a conference. For muted calls, the handsfree LED flashes and the Mute key LED is ON.



### IP Phone UI

You can use the Mute key to mute the handset, headset, or speakerphone.

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

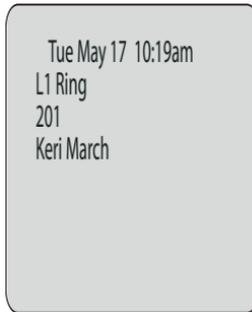


**Note:** If you place a muted call on hold, the phone automatically takes the call off mute when you reconnect to the call.

---

# Receiving Calls

When a call is ringing at your extension, the inbound callers extension and name display to the 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  or the line/call appearance button for the incoming call.
- Press  for handsfree or headset operation.



**Note:** The audio mode setting you have selected in the options list under **Headset Settings** determines if the call goes to handsfree or headset operation. For more information, see the section "Customizing Your Phone" on page 26.

- Lift the handset for handset operation.

If the phone is already connected to a call, pressing the line/call appearance button for the new incoming call automatically places the connected call on hold and answers the new call. To reconnect to a party, press the line/call appearance button for that call.

If you cannot answer the call, the caller goes to voicemail if voicemail 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 softkeys or hard keys on the phone to place a call on hold, transfer a call, or conference.

## Placing a Call on Hold

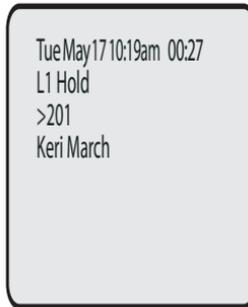
You can place an active call on hold by pressing the Hold  key. When you place a call on hold, only your phone can retrieve the call.



### IP Phone UI

#### *To place a call on hold*

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



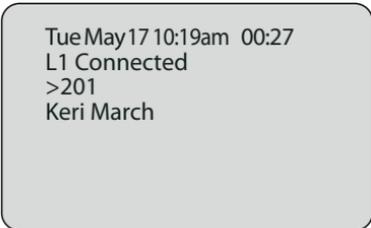
The line/call appearance light begins to flash slowly and after a short time the phone beeps softly to remind you that you still have a call on hold. The screen displays "Call Held" with the line number the call is held at the phone.



**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 for your system). The call/line appearance light for the line you are on remains solid to indicate that you are still connected.



Tue May 17 10:19am 00:27  
L1 Connected  
>201  
Keri March

## *Automatic Hold*

When juggling between calls, you do not have to press the hold button to go from one call to the next. The phone automatically puts your current call on hold as soon as you press a new line/call appearance button. If you have more than one call on hold, you can reconnect to a held call by pressing the line/call appearance button where that call is being held. Press  to disconnect the call.

## *Retrieving a Held Call*

If you have more than 1 call on hold, you can scroll through the held call information by pressing ◀ and ▶ navigation keys. To reconnect to a call press the line/call appearance button where that call is being held. If you press the call/line appearance button again, you disconnect from the call.

## 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.

### *Consultative 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, simply 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.



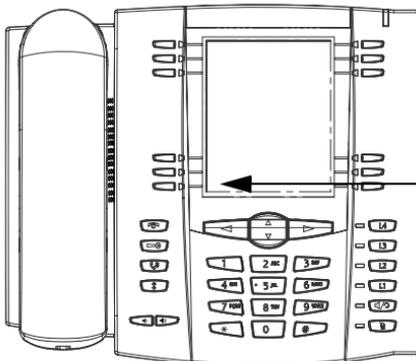
### IP Phone UI

When you lift the handset on the phone, the **Transfer** key displays on the bottom set of softkeys by default. Use this key to transfer calls



### Screen that displays when handset is lifted

Use the following procedure to transfer a call to another extension. Use the following illustration as a reference.



Transfer Key  
when handset is  
lifted

## *To transfer a call to another extension*

1. Connect to Party 1 (if not already connected). Party 1 is the party you want to transfer.
2. Press the **Transfer** key. You should hear a dial tone as a second line opens up.
3. Press a line/call appearance button followed by 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 **Transfer** 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 **Transfer** Key again to transfer Party 1 to Party 2.  
To cancel the transfer, select **Cancel** on the display screen or press  .

## Conferencing Calls

The 57i CT IP phone offers two methods of conferencing:

- Local conferencing (default method).
- Centralized conferencing (for Sylantrio and Broadsoft Servers) (Administrator must enable this method).

When you lift the handset on the phone, the **Conference** key displays on the bottom set of softkeys by default. Use this key to create conference calls..



**Screen that displays when handset is lifted**

## Local Conferencing

The 57i CT 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 57i CT.



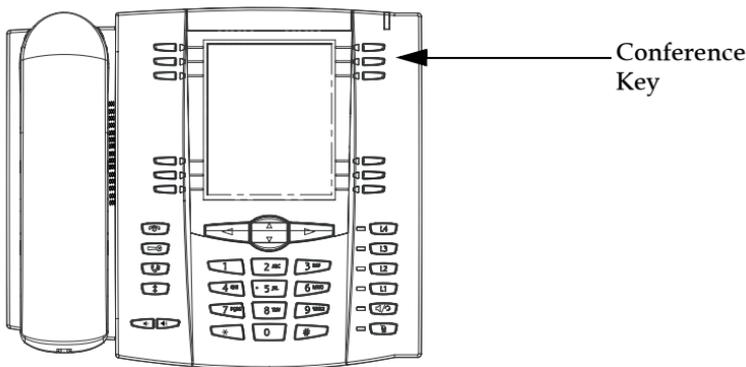
**Note:** Your System Administrator can set your Conference key to speedial a specific number. Contact your System Administrator for more information.

## Using Local Conferencing



### IP Phone UI

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.

```
Tue May 17 10:19am 00:27
L2 Dial
>203
```

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 **Conf** 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 **Conf** 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 **Conf** 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.

## *Joining Two Active Calls in a Single Conference*



### IP Phone UI

1. Begin with active calls on two different lines (for example, Line 1 and Line 2 have active calls).
2. Press the **Line** key for which you want to conference the two calls together (for example, Line 1).
3. Press the **Conf** key.
4. Press the **Line** key that has the second active call (for example, Line 2).
5. Press the **Conf** key. The two active calls link into a conference call on Line 1.



**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.

## Centralized Conferencing (for Sylanro and Broadsoft Servers)

The 57i CT allows you to create multiple conferences with unlimited participants (depending on your server limitations) when your Administrator enables Centralized Conferencing.

If your Administrator does not enable Centralized Conferencing, then the 57i CT uses Loca Conferencing by default.

Your Administrator can configure Centralized Conferencing globally on all lines or on specific lines. Although, for the global setting to work, you must configure the lines with the applicable phone number.

### Reference

For more information on Centralized Conferencing, see ["Centralized Conferencing"](#) on [page 204](#) or contact your System Administrator.

## Using Centralized Conferencing



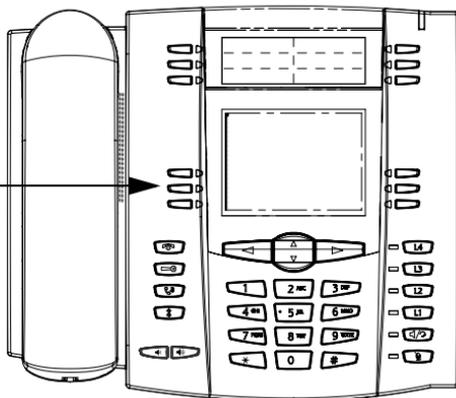
### IP Phone UI



**Note:** When Centralized Conferencing is enabled on your phone, local conferencing (or three-way conferencing) works as indicated in the previous section, ["Using Local Conferencing."](#) Joining two active calls in a conference also works as indicated in the previous section, ["Joining Two Active Calls in a Single Conference."](#)

Use the following procedure to create a conference call using centralized conferencing. Use the following illustration as a reference.

Conference key when handset is lifted

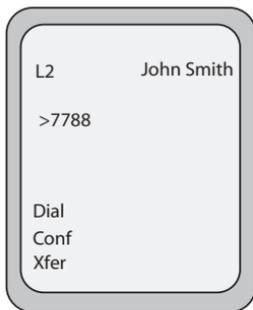


## Setting Up a Conference and Adding Multiple Parties (for Sylantro and Broadsoft Servers)



**Note:** You can have an unlimited number of parties in a conference (dependent on the limitations of the server).

1. When you begin a conference, you are the first party in the conference (Party 1). Pickup 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 Conference 1.
4. Press the **Conf** 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 1.
7. Press the **Conf** Key again to add Party 3 to Conference 1. Party 1 (which is yourself), Party 2, and Party 3 are all connected to Conference 1.
8. Press an available **Line** Key (or answer an incoming call on an available line). If calling out, call Party 4.
9. Wait for Party 4 to answer. When Party 4 answers, you can consult with them before adding them to the conference.
10. Press the **Conf** Key to add Party 4 to Conference 1.
11. Press the **Line** Key that has Conference 1.
12. Press the **Conf** Key to join all parties (Parties 1 through 4) on Conference 1.
13. To add more parties, repeat steps 8 through 12.



**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.

If any party in the conference hangs up (including the party that began the conference), all other parties in the conference are still connected.

## Setting Up Multiple Conferences (for Sylanro Server only)

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**Note:** The 57i CT is limited to 9 conferences (a single conference each on lines 1 through 9).

---

1. Start Conference 1 using the procedures in the previous section, "[Setting Up a Conference and Adding Multiple Parties \(for Sylanro and Broadsoft Servers\)](#)".
  2. When you are finished adding all required parties to Conference 1, press an available **Line** Key to start Conference 2. You are Party 1 on Conference 2. Call Party 2.
  3. When Party 2 answers, press the **Conf** Key.
  4. Press an available **Line** Key.
  5. Call Party 3 for Conference 2.
  6. When Party 3 answers, press the **Conf** Key to join Parties 1 (which is yourself), Party 2, and Party 3 on Conference 2.  
You now have two active conferences on two different lines.
- 



**Note:** When you are connected to multiple conference calls, and you put a conference on hold, the conference may be on hold for a limited period of time before it is disconnected. Contact your System Administrator for more information.

---

If any party in a conference hangs up (including the party that began the conference), all other parties in the conference are still connected.

### *Joining Additional Parties to Active Conferences*

In centralized conferencing, you can join multiple incoming or outgoing calls to active conferences. Before following this procedure, at least one active conference must exist on your phone.

1. As Party 1, pickup 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 **Conf** Key.
5. Press the **Line** Key that has the active conference. (For example, Line 1 and Line 2 both have active conferences. Pressing Line 1 joins Party 1 and Party 2 to the conference on Line 1. Pressing Line 2 joins Party 1 and Party 2 to the conference on Line 2.)
6. Press the **Conf** Key again to join the Parties to the active conference.

## Ending Calls



### IP Phone UI

To end a call, you first need to connect or reconnect to the call if not already connected (for example, if your caller is on hold). Press  or the line/call appearance button of the 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 57i CT 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

### Directory List

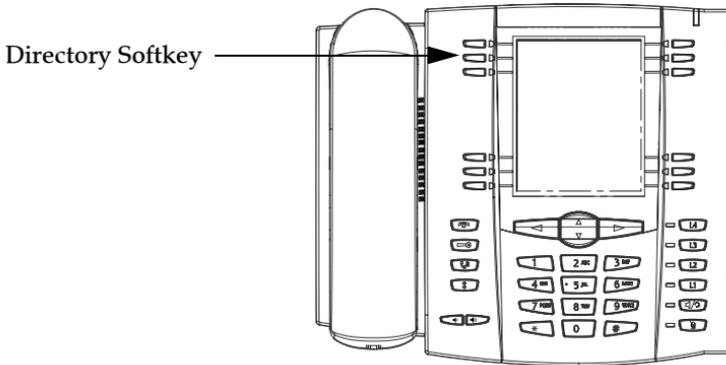
The Directory List is your personal phone book, conveniently stored within your phone. You can enter up to 200 entries into the 57i CT Directory by adding them manually, or by saving the number and name from other lists stored on your phone. You can also dial directly from a directory entry. On the 57i CT, you access the Directory by pressing Key 2 which is the **Directory** key.

### *Accessing Your Directory*

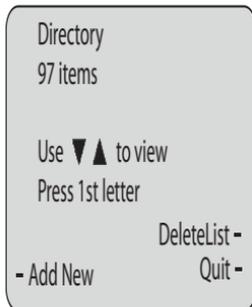


#### IP Phone UI

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



1. Press the **Directory** Key. The directory displays the number of entries in your list. If the Directory list is empty, "Directory Empty/Use Save to add" displays. The following is an example of the Directory List Header screen with 97 entries in the List.



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 'Ron'). 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 or press any line keys.
5. Press the **Directory** Key to cancel.

### *Sorting Entries and Quick Search Feature*

You can 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/Editing Entries in the Directory List

You can store a maximum of 7 numbers associated with a unique name. You can apply pre-defined labels to the entry which include, Office, Home, Cell, and Pager, or create your own labels. The following table indicates the maximum characters for each line and field in the Directory List.

Directory List Limitations	
Maximum length of a line	255 characters
Maximum length of a name	16 characters
Maximum length of a label	14 characters
Maximum length of a URI	45 characters
Maximum number directory entries in the NVRAM	200 entries

The following examples illustrate the IP Phone UI screens you can use to add/edit entries in the Directory List.

Name  
|  
Number  
Line: 1      ▼ more  
- Save  
- Backspace  
- abc ►      Cancel -

Screen 1

Label      ▲ more  
Office |  
- Save  
- Backspace      Label -  
- abc ►      Cancel -

Screen 2

*Adding Names, Numbers, Labels***On Screen 1:**

- You can add names using the **abc** softkey.
- You can add numbers (up to 7 numbers per name) using the numbers on the phone's keypad.
- Use the **Backspace** softkey when required.
- Use the **Save** softkey when you are finished adding the name and number(s).
- You can exit from Screen 1 at any time without saving by pressing the **Cancel** softkey.



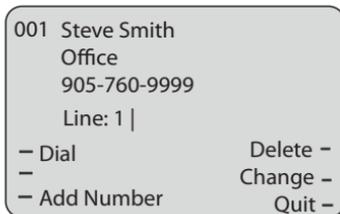
**Note:** Use the   keys to toggle between Screen 1 and Screen 2.

**On Screen 2:**

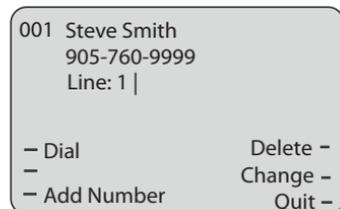
- You can add a label or URI using the **abc** softkey; Or you can populate the "Label" field with a pre-defined label (Office, Home, Cell, Pager) by pressing the **Label** softkey.
- Use the **Backspace** softkey when required.
- Use the **Save** softkey when you are finished adding the Label.
- You can exit from Screen 2 at any time without saving by pressing the **Cancel** softkey.

*Editing Names, Numbers, and Labels*

On Screen 1, when the cursor is in the "Line" field, softkey 5 displays a **Change** softkey. The following example illustrates a Directory entry for "Steve Smith", with a phone number and an "Office" label. Since the cursor is in the "Line" field, the **Change** softkey displays.



The following example shows the same Directory entry without a label.

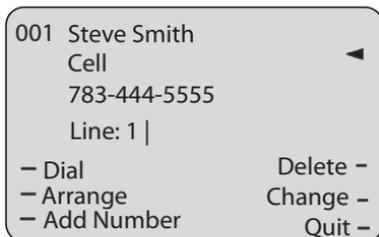
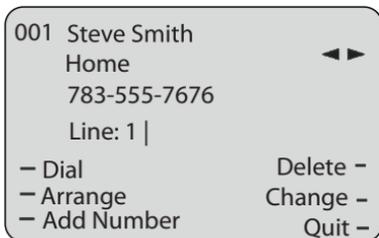
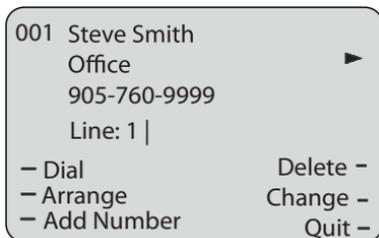


- You can use the **Dial** softkey to automatically dial the number in the Directory entry.
- You can use the **Add Number** softkey to add additional numbers to the current Directory entry (up to 7 numbers per name).

- You can use the **Delete** softkey to delete a number or to delete multiple numbers in an entry (see "[Deleting Single and Multiple Numbers in an Entry](#)" on page 145).
- You can use the **Change** softkey to change a number or a name.
- You can use the **Quit** softkey to quit the editing of the current Directory entry.

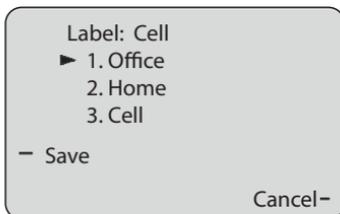
### *Scrolling Multiple Screens Per Entry*

If there are multiple numbers for an entry, the ◀ and ▶ keys display for you to scroll multiple screens. The following examples show **Screen 1** as Steve Smith's Office number, **Screen 2** as Steve Smith's Home number, and **Screen 3** as Steve Smith's Cell number. The first scroll ▶ indicates there are multiple number entries for the name. The ◀ ▶ indicates you can scroll forward or backward between screens. The ◀ indicates this is the last number entry for the name.



## Arranging Multiple Screens

You can use the **Arrange** softkey to move the number/label/line forward or backward between screens for the specified name. If there is a label assigned to the entry, the following screen displays after pressing the **Arrange** softkey.

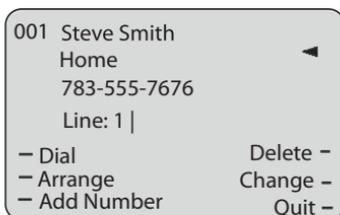
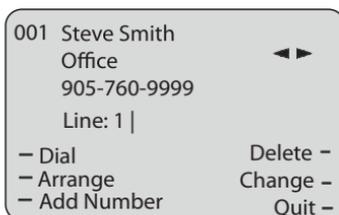
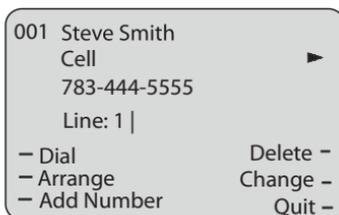


- Pressing the **Save** softkey in the above screen places the Cell label, the Cell number, and line associated with the Cell number, into the one position. So the first screen to display for the entry would be the Cell number screen. If no label is assigned to the entry, the numbers would be arranged in the order you specify.

The following example illustrates the new arrangement of Steve Smith's number..



**Note:** The Office label moves to the second position and the Home label moves to the last position.



## Saving Entries to the Directory List

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

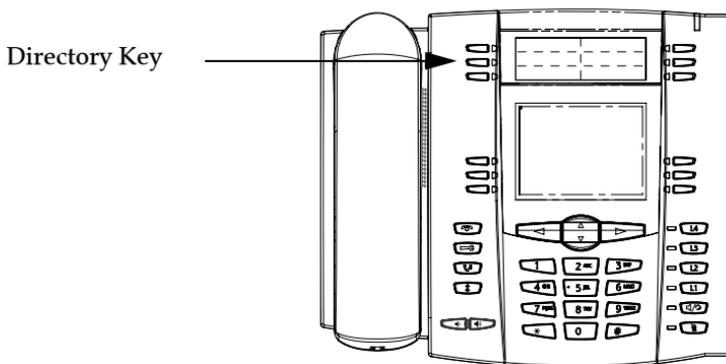
- Save from the Display
- Save from the Caller List
- Save from the Redial List

### 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 using the following procedure. Use the following illustration as a reference.



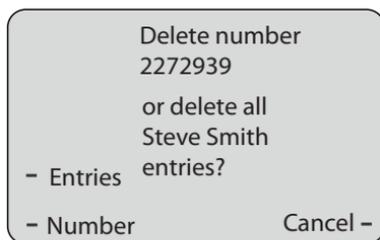
### Deleting Single and Multiple Numbers in an Entry

You use the Delete softkey to delete a single number or multiple numbers for an entry. For a single number assigned to a name, pressing the **Delete** softkey displays the following screen.



- You can press **Yes** to delete the directory entry (name, number, label, and line) from the Directory List.
- You can press **Cancel** to cancel the delete function.

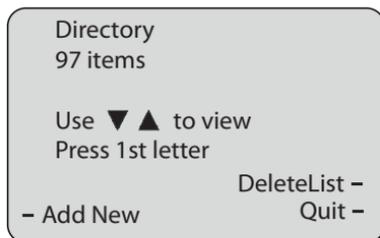
For multiple numbers assigned to a name, pressing the **Delete** softkey displays the following screen.



- You can press **Entries** to delete the directory entry (name, all numbers, labels, and lines associated with the name) from the Directory List.
- You can press **Number** to delete only a specific number associated with a name.
- You can press **Cancel** to cancel the delete function.

The 57i CT IP phone has a "**Directory List**" feature that allows you to store frequently used numbers on the phone. You can also dial directly from a directory entry. You can press the "**Dir**" key on the idle screen to access the Directory List.

From the Directory List in the IP Phone UI, you can add, delete, change, or move entries as required. The following is an example of the Directory List Header screen with 97 entries in the List.



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

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

## Adding to and Editing the Directory List

You can store a maximum of 7 numbers associated with a unique name. You can apply pre-defined labels to the entry which include, Office, Home, Cell, and Pager, or create your own labels. The following table indicates the maximum characters for each line and field in the Directory List.

Directory List Limitations	
Maximum length of a line	255 characters
Maximum length of a name	16 characters
Maximum length of a label	14 characters
Maximum length of a URI	45 characters
Maximum number directory entries in the NVRAM	200 entries

The following examples illustrate the IP Phone UI screens you can use to add/edit entries in the Directory List.

Name  
|  
Number  
Line: 1      ▼ more  
- Save  
- Backspace  
- abc ►      Cancel -

Screen 1

Label      ▲ more  
Office |  
- Save  
- Backspace      Label -  
- abc ►      Cancel -

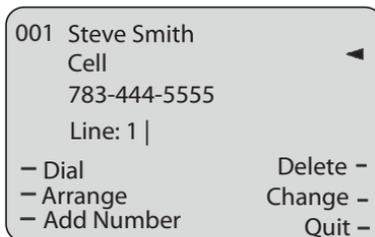
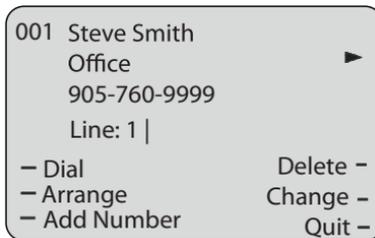
Screen 2



- You can use the **Delete** softkey to delete a number or to delete multiple numbers in an entry (see "[Deleting Single and Multiple Numbers in an Entry](#)" on [page 145](#)).
- You can use the **Change** softkey to change a number or a name.
- You can use the **Quit** softkey to quit the editing of the current Directory entry.

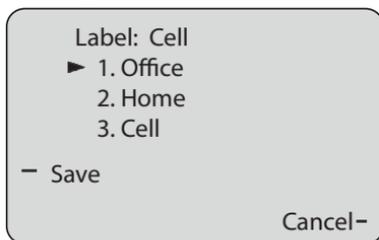
### *Scrolling Multiple Screens Per Entry*

If there are multiple numbers for an entry, the ◀ and ▶ keys display for you to scroll multiple screens. The following examples show **Screen 1** as Steve Smith's Office number, **Screen 2** as Steve Smith's Home number, and **Screen 3** as Steve Smith's Cell number. The first scroll ▶ indicates there are multiple number entries for the name. The ◀ ▶ indicates you can scroll forward or backward between screens. The ◀ indicates this is the last number entry for the name.



## Arranging Multiple Screens

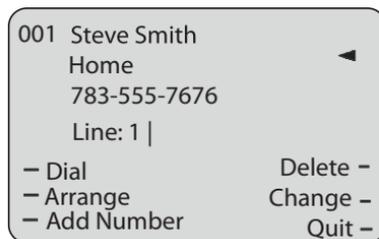
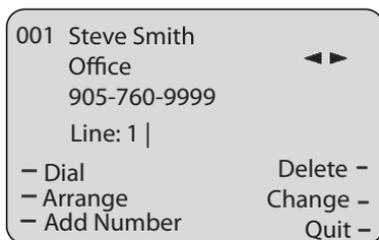
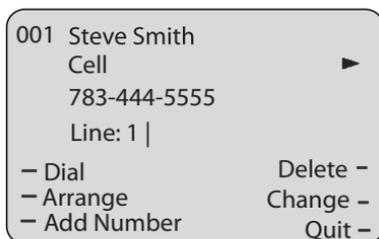
You can use the **Arrange** softkey to move the number/label/line forward or backward between screens for the specified name. If there is a label assigned to the entry, the following screen displays after pressing the **Arrange** softkey.



- Pressing the **Save** softkey in the above screen places the Cell label, the Cell number, and line associated with the Cell number, into the one position. So the first screen to display for the entry would be the Cell number screen. If no label is assigned to the entry, the numbers would be arranged in the order you specify.

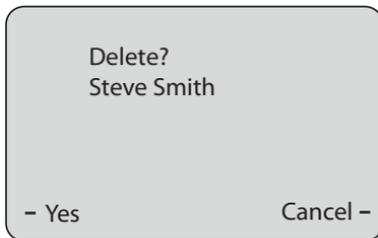
The following example illustrates the new arrangement of Steve Smith's numbers.

**Note:** The Office label moves to the second position and the Home label moves to the last position.



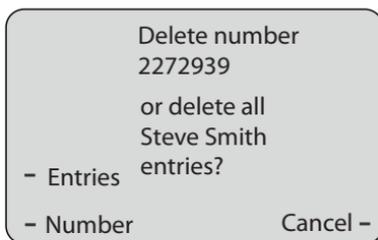
### *Deleting Single and Multiple Numbers in an Entry*

You use the Delete softkey to delete a single number or multiple numbers for an entry. For a single number assigned to a name, pressing the **Delete** softkey displays the following screen.



- You can press **Yes** to delete the directory entry (name, number, label, and line) from the Directory List.
- You can press **Cancel** to cancel the delete function.

For multiple numbers assigned to a name, pressing the **Delete** softkey displays the following screen.



- You can press **Entries** to delete the directory entry (name, all numbers, labels, and lines associated with the name) from the Directory List.
- You can press **Number** to delete only a specific number associated with a name.
- You can press **Cancel** to cancel the delete function.

### 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.

	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						

The file displays the name, phone number, and line number for each Directory entry.



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

## 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.

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2	Tim	41376	1			
3	Carol	4443245	1			
4	Tom	41356	3			
5						
6						
7						
8						
9						
10						
11						
12						

The file displays the name, phone number, and line number for each Directory entry.



**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**.

**Status**  
System Information

**Operation**  
User Password  
Phone Lock  
Softkeys and XML  
Directory  
Reset

**Basic Settings**  
Preferences  
Call Forward

**Directory**

**Files Available for Download**

Directory List

Callers List

**Upload Files**

### 2. In the Directory List field, click on .

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 *directorylist.csv* file downloads to your computer.

### 5. Use a spreadsheet application to open and view the Directory List.

## Accessing the Directory List

Use the following procedures to access the Directory List.



### IP Phone UI

1. Press the **Services** key on the phone to display the **Services** menu, and select "**Directory List**".  
or  
Press the **Directory** softkey (default key is key 2 on the Top Keys).
2. Use the   keys to scroll through the line items in the Directory List.
3. To dial a displayed entry from the Directory List, pick up the handset, press the  handsfree key, or press the **Dial** softkey.
4. To exit the Directory List, press the **Quit** softkey.

## Callers List

The Callers list is a stored log of your incoming calls. The 57i CT telephone stores information on up to 200 incoming calls in the Callers list. Your telephone 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 telephone number of an incoming or outgoing call matches a number that you have programmed with a name in a softkey or the Directory, 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.

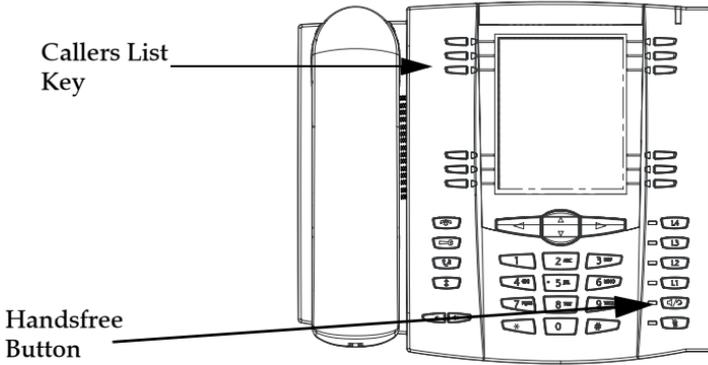
You can view, scroll, and delete line items in the Callers List from the IP phone UI. You can also directly dial from a displayed line item in the Callers List.

## Accessing the Callers List



## IP Phone UI

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



1. Press the **Callers List** key.  
or  
Press the **Services** key if your System Administrator has configured the Services key to access the Callers List.
2. Use the keys to scroll through the line items in the Callers List.



**Note:** To the left of a line item, a icon displays with the handset ON or OFF the receiver. The ON receiver indicates the call came in as a missed call. The OFF receiver indicates the call came in and was answered.

3. To delete all entries in the Callers list, press the **Delete** softkey at the "Callers List" header.

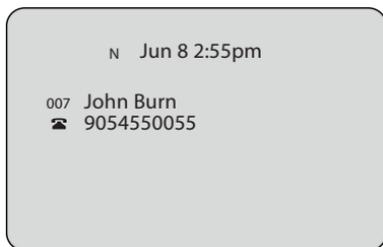
To delete a line item from the Callers List, select the line item you want to delete and press the **Delete** softkey.

4. To cancel a delete function, press the or the **Scroll** keys.
5. To save a line item to a softkey for speeddialing, press the **Save** softkey and enter the line number at the "Save to?" prompt that is already configured for speeddialing at a softkey.
6. To dial a displayed entry from the Callers List, pick up the handset, press the handsfree button, or press a line key.
7. To exit the Callers List, press the **Callers List** key.

## Editing Entries in the Callers List

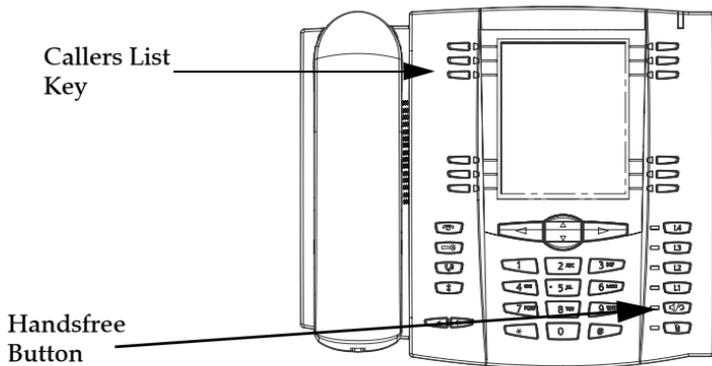
**Important:** The Caller List does not save changes. Editing in the Callers List is generally used if you plan to call the number and need to add a prefix.

In the Callers List, if a dial pad key is pressed when a number and/or a name is displayed, the cursor automatically adds 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 **Callers List Key**.
2. Press   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 just lift the handset, or press any line keys.

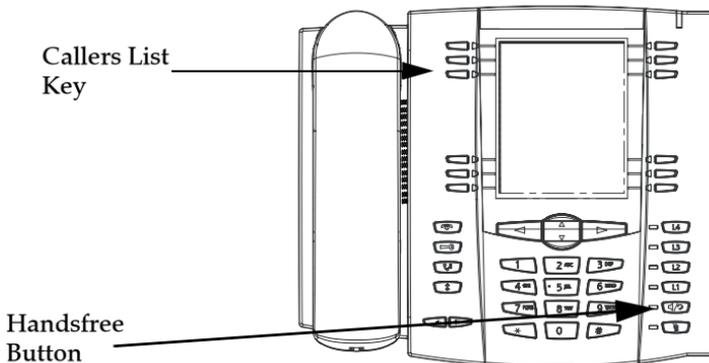
## Deleting Entries from the Callers List

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 **Callers List** Key.
2. Use keys to find the item you want to delete.
3. Press the **Delete** softkey.
4. Press the **Delete** softkey 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 **Callers List** Key.
2. Press the **Delete** softkey.
3. Press the **Delete** softkey 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.



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.

Call forwarding is disabled by default. You can enable call forwarding on a global basis or on an individual line-basis, for each line. If you have configured call forwarding on an individual line, then the settings for this line are used; otherwise, the phone-wide call forward settings are used.

You can enable call forwarding on all phones (global settings) or on specific lines (local settings) of a single phone. For local settings, you can set call forwarding on up to 9 individual lines.

For global and local 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 ForwardMode	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.



---

**Note:** You can set the global call forward settings using the IP phone UI or the Aastra Web UI. However, you must use the Aastra Web UI to set the per-line call forward settings. The per-line settings override the settings for global call forwarding.

---

## Setting Call Forwarding

Use the following procedure to set global call forwarding.

### For Global Call Forward Settings



IP Phone UI

---

1. Press  on the phone to enter the Options List.
2. Select **Call Forward** and press **Select**.
3. Enter the "**Call Forward**" number destination for which you want your incoming calls to be forwarded.



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

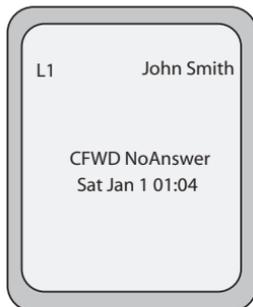
- 
4. Select a "**Call Mode**" that you want to set on your phone using the **Change** softkey.
  5. Enter the "**Number of Rings**" you want to set before the call is forwarded. Valid values are 1 to 9.



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

- 
6. Press **Done** to save the settings.

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**.

**Phone-side Call Forward Settings**

**Global Settings**

Mode:

Number:

Number of Rings:

Local Line	Mode	Forward Number	Number of Rings
Line 1	Global	<input type="text"/>	1
Line 2	Global	<input type="text"/>	1
Line 3	Global	<input type="text"/>	1
Line 4	Global	<input type="text"/>	1
Line 5	Global	<input type="text"/>	1
Line 6	Global	<input type="text"/>	1
Line 7	Global	<input type="text"/>	1
Line 8	Global	<input type="text"/>	1
Line 9	Global	<input type="text"/>	1

*For Global Call Forward 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.

*For Per-Line Call Forward Settings:*

## 1. Select a line to set Call Forwarding on.

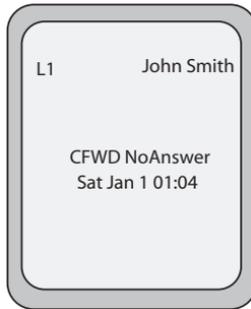
2. In the **"Mode"** field, select the mode you want to set on this line.**Notes:**

- To disable call forwarding in the Aastra Web UI, set the mode to **OFF** and remove the phone number in the **"Forward Number"** field.
- To force a line to use the global settings, set the **"Mode"** field to **Global**.

3. In the **"Forward Number"** field, enter the call forward number for which you want your calls on this line to be call forwarded.4. In the **"Number of Rings"** field, select the number of rings on the line 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.



## Missed Calls Indicator

The IP phone has a "missed calls" indicator that increments the number of missed calls to the phone. This feature is accessible from the IP phone UI only.

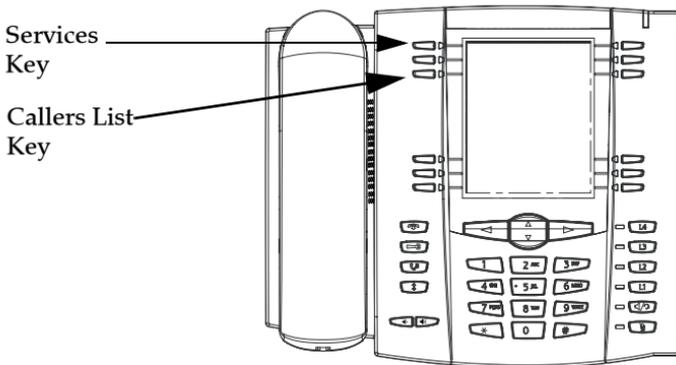
The number of calls that have not been answered increment on the phone's idle screen as "<number> New Calls". As the number of unanswered calls increment, the phone numbers associated with the calls are stored in the Callers List. The user can access the Callers List and clear the call from the list. Once the user accesses the Callers List, the "<number> New Calls" on the idle screen is cleared.

### *Accessing and Clearing Missed Calls.*



#### IP Phone UI

Use the following procedure to access and clear missed calls from the Callers List. Once you display the Callers List, the "<number> New Calls" indicator clears. Use the following illustration as a reference.



1. Press **Callers List** key on the phone.  
or  
Press the **Services** key and select **Callers List** from the menu.
2. Use the   keys to scroll through the line items in the Callers List to find the line items that have the  icon with the receiver ON. These are the missed calls to the phone.
3. To clear a line item from the Callers List, select the line item you want to delete and press the **Clear** softkey.

The line item is deleted from the Callers List.

## VoiceMail

The VoiceMail feature on the 57i CT IP phone allows you to use a line, configured with a phone number for dialing out, to connect to a voicemail server.

For each assigned VoiceMail number, there can be a minimum of 0 or a maximum of 1 VoiceMail access phone number.

The VoiceMail list displays a list of phone numbers assigned to the 57i CT that have registered voicemail accounts associated with them.



**Note:** The VoiceMail list does not display the voicemail access number.

The phone displays up to 99 voicemails for an account even if the number of voicemails exceeds the limit.

Registered account numbers/URIs that exceed the length of the screen, either with or without the voicemail icon and the message count, are truncated with an ellipsis character at the end of the number/URI string.

The end of the VoiceMail list displays the number of new voicemail messages (if any exist).

Contact your System Administrator for lines configured for VoiceMail.

### *Using VoiceMail*



#### IP Phone UI

1. Press the **Services** key on the phone.
2. Select "**VoiceMail**".
3. Use the  keys to scroll through the line items in the VoiceMail list.
4. When you have selected a line item, press the  handsfree key, **▶ Scroll Right** key, or press a line softkey to make an outgoing call using the voicemail access phone number associated with the line for which the voicemail account is registered.

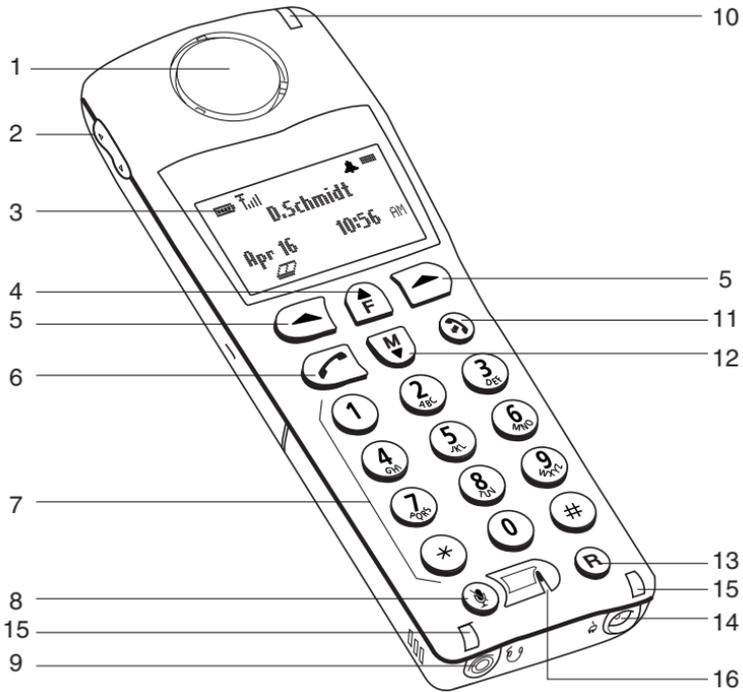
From a selected item in the VoiceMail list, you can also lift the handset (go off-hook) to make an outgoing call using the voicemail access phone number.

# Cordless Handset

The following sections describe the 57i CT cordless handset keys and key functions, and how they help you make and manage your calls and caller information.

## Handset Keys

The following illustration and table identify the keys on the key panel of your 57i CT handset that you can use for handling calls.



## Handset Key Descriptions

Function #	Function Description
1	<b>Receiver</b>
2	<b>Volume key</b> During Ringing: Adjusts ringer volume During a call: Adjusts receiver volume During text mode (not in a call): Moves cursor right/left
3	<b>Display</b>
4	<b>Features f Key List</b> Access key to the programmed Feature Key List Scrolls up when in the various lists Adds a space during editing
5	<b>Softkeys</b> Activates feature or option shown on the display above the keys
6	<b>Call key</b> Used to obtain dial tone Also used as a Hold key
7	<b>Dial Pad</b>
8	<b>Mute Key</b> When used, prevents the caller from hearing you
9	<b>Headset Jack</b>
10	<b>Status Light</b>
11	<b>Release key</b> To end calls and go on hook Exits Menu and the various lists
12	<b>Menu Key</b> Access key to the different Options Scrolls down when in the various lists Used as Backspace during editing
13	<b>Redial Key</b> Displays the last 10 numbers dialed
14	<b>Charging Jack</b>
15	<b>Charging Contacts</b>
16	<b>Microphone</b>

When in an idle state, pressing the Menu key  of the handset presents the following list of options. Once in the menu list the user can scroll up  and down  using the scrolling keys to see each option.

Item #	Menu list
1	Intercom
2	Language
3	Ring tone
4	Custom name
5	Timer Off
6	Vibrate Off
7	Handset pairing
8	Key lock Off
9	Backlight Off
10	Silent Alert



**Note:** The display returns to idle if no action/activity is initiated within 20 seconds.

---

## Accessing Options on the Handset

Pressing the  key accesses the **Options List** menu. This action results in displaying a Menu list header with brief list navigation instructions.



Navigation of the menu is performed using the down arrow ( key) or the up arrow ( key). Shortcut to the menu item can also be performed by pressing the corresponding menu item number. You can press a two digit numbered item within a one second time span as a short cut to select the item.

Pressing the  key quits the Menu and return to the idle mode or call mode.

### Intercom

The 57i CT supports intercom function between a 57i CT base and any of its paired cordless handsets, and vice versa.

Pressing **Select** while viewing this option brings up a list of base and paired handsets available for intercom. To select a handset or base to intercom, navigate to the desired handset or the base using the  key or the  key. Then press the **Call** soft key. Shortcut to any handset or base in the list is permitted by pressing the corresponding numeric key digit; the order of the list is numbered from zero (0) for the base (0) and four (4) for the 4th handset in the list.



**Note:** Your System Administrator can configure outgoing Intercom calls using the Icom button. Contact your System Administrator for more information.

### Reference

For more information about using the intercom feature, see "[Using Intercom](#)" on [page 116](#).

### Language

The prompt on 57i CT handset can be personalized to English, French, Spanish, Italian, or German language. A check mark beside the language indicate the currently selected language prompt.



### Reference

For more information about selecting a language to use on the handset, see "[Language](#)" on [page 42](#).

## Ring Tone

There are several selectable Ring tones available on the 57i CT handset. A check mark beside the ring tone number indicates the currently selected ring tone.



### Reference

For more information about selecting a ring tone on the handset, see "[Ring Tones and Tone Sets](#)" on [page 26](#).

### Custom Name

Custom name allows the user to personalize the name/label for the cordless handset. In a multi-handset environment, this is an ideal option to personalize each handset to its user or extension number.



#### Handset UI

1. Press .
2. Navigate to **Custom Name** or press .
3. Press the **Change** softkey.
4. Press the **Edit** softkey. If a custom name already exists, the **Delete** softkey is presented.
5. Using the keypad, type out a new label or use the scroll keys  and  to move the cursor to the desired display position or to erase text.
6. The **ChCase** softkey is available to toggle between upper and lower case text entry.
7. Press the **Save** softkey to save the name.
8. Press the Goodbye  key to return to the main idle screen.



**Note:** In editing mode, the Volume Bar can be used in place of the  and  keys to control the screen cursor. Pressing the Lower end volume bar for Backspace/Erase; and pressing the Higher end volume bar to add a Space.

## Call timer

When the call timer is enabled, the timer starts from the first call and continues until all calls have been released.



**Note:** The call timer is not usable for call accounting since the timer continues to increment even when the call is on hold.

## Vibrate

The Vibrate option allows the handset to signal an incoming call by vibrating as well as ringing. By default, this option is always Off.



### Handset UI

- To enable this feature, press the **Change** softkey. The display indicates "*Vibrate On*" and "*-confirmed-*" and quickly returns to the previous menu display.
- Once the Vibrate is On,  icon is shown beside the ringer icon on the top right line of the display.
- Pressing the  key returns you to the main idle display screen.

## Handset Pairing

All handsets must be paired to a 57i CT base before it can be used. For more information on pairing the handset, see "[Pairing and Unpairing Cordless Handset to Base](#)" on [page 180](#).

## Key Lock On or Off

The key lock option enables the user to lock the keypad keys. This prevents accidental activation of the phone.



### Handset UI

To lock the keys from the key lock option page:

- Press **Change** softkey to turn Key lock ON or OFF. The screen displays *Key lock On* or *Key lock Off -confirmed-*.
- Pressing the  key returns you to the main idle display screen.



**Note:** You can activate the Key Lock Off or On by pressing only the  and then the  key from the idle screen.

## Backlight

The Backlight option allows the user to turn on or off the backlit light on the LCD display.



### Handset UI

- Press **Change** softkey to turn Backlight ON or OFF.

Once the Backlight option is chosen, the screen displays **Backlight On** or **Backlight Off -confirmed-**.

## Silent Alert

The Silent Alert option activates an internal hardware vibrator instead of a regular ringer during an incoming call. By default, the Silent Alert is automatically set to Off.



### Handset UI

*To activate Silent Alert from the option display:*

- Press **Change** softkey to turn alert On or Off. The display shows **-confirmed-**.

Once the Alert is On,  icon is shown on the top line of the display.

---

#### Notes:



1. You can activate or deactivate the Silent alert by pressing only the **Å** key and then the # key.
  2. The Ringer Icon does not appear on the display when the Silent alert is On.
- 

## Finding the Phones's IP Address using the Handset

You can find the IP address of the IP phone's Base Unit using the handset. Use the following procedure to find the IP address.



### Handset UI

1. Press the  key to enter the Options List when the phone is not in use.
2. Use the scroll keys  and  to scroll to the "Network" option.
3. Press  to select the "Network" option.
4. Use the scroll keys  and  to scroll through the network status until the IP address of the phone appears in the display.
5. Press  when done.

## Feature Keys on the Handset

You can program up to 15 feature keys on the 57i CT handset with specific functions using the Aastra Web UI. The following table identifies the functions available for all 15 handset keys and the default functions for each key.

Key Function	Description	Default for:
Line 1	Line 1 key - Selects line one	Handset Key 1
Line 2	Line 2 key - Selects line two	Handset Key 2
Line 3	Line 3 key - Selects line three	Handset Key 3
Line 4	Line 4 key - Selects line four	Handset Key 4
Icom	Intercom key – Enter handset list to select handset to call	Handset Key 5
Dir	Directory key – Activate directory feature	Handset Key 6
Callers	Callers key – Activate callers feature	Handset Key 7
Xfer	Transfer key - Activate transfer feature	Handset Key 8
Conf	Conference key - Activate conference feature	Handset Key 9
Public	Public key – Toggle between public & private call mode	Handset Key 10
None	No function is selected – this key is empty, no label.	Handset Key 11 and 12
Line 5	Line 5 key (if available) - Selects line five.	Handset Key 13
Line 6	Line 6 key (if available) - Selects line six.	Handset Key 14
Line 7	Line 7key (if available) - Selects line seven.	Handset Key 15
Line 8	Line 8 key (if available) - Selects line eight	
Line 9	Line 9 key (if available) - Selects line nine	

### *Feature Key Programming Guidelines*

The following are guidelines to use when programming the feature keys on the handset:

- All handsets paired with the same Base Station have the same programmed functions since the web interface applies the functions to all the handsets paired with that base.
- A newly registered handset or handset that was out-of-range during the programming needs to perform an "off-hook and on-hook" sequence in order for the newly programmed function to be broadcast to the affected handsets. Simply press the  key from the idle state to go off-hook. Then, press the  key to go back on-hook.
- Duplicate functions can exist in the feature key as there is no filtering or duplicate checking done on the handset or the base.
- If no line keys are programmed for the feature key, the handset is restricted to intercom calls only.

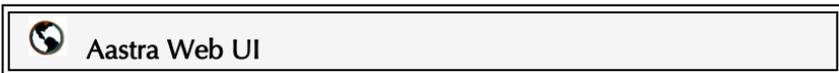
- If all 12 programmable functions have been programmed to "None", the user is presented with a **List empty** message when the feature key is pressed.



- For security reasons, the user has 180 seconds (3 minutes) to complete the programming. Otherwise, the phone displays the following error:  
**\*\* Error \*\*: Session expired, Please reload page.**
- For security reasons, the user must submit the page from the same browser that was used to load the page. If the user tries to submit the page from any other IP address, the following error displays:  
**\*\* Error \*\*: Session invalid. Different Client IP Addresses. — Please reload page.**

### Programming Feature Keys

You can program up to 15 feature keys on the 57i CT IP phone using the Aastra Web UI. Use the following procedure to program the feature keys on your 57i CT Base Station and all paired handsets.

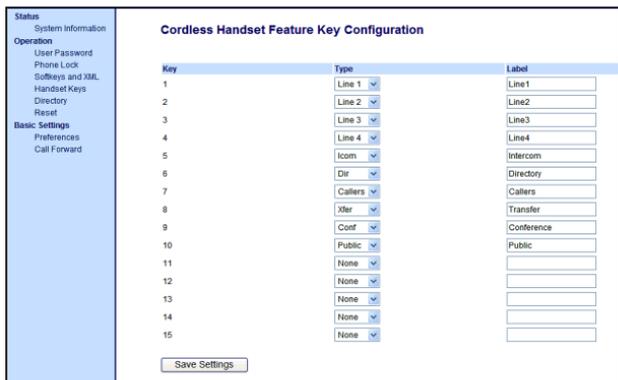


1. Open your web browser and enter the phone's IP address or host name into the address field.
2. At the prompt, enter your username and password and click .

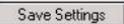


**Note:** For a user, the default user name is "user" and the password field is left blank

3. Click on **Operation->Handset Keys..**



4. Select the handset key you want to program.
5. Select the function for that handset key from the "Key Function" field.

- Click  to save the function you selected to the handset key. The key programming information is sent to the 480i Base Station and to all the cordless handsets associated with that Base Station. Any key programmed to "None" does not appear in the handset's list.

## Idle Mode

During idle mode (i.e. no incoming call, no active call, or no call on hold), the handset name, date & time, status messages, and status icons are present on the display.



**Note:** The phone name label (Angela in the diagram above) can be edited in the Options list.

## Handset Icons and Status Messages

### Screen Icons

Icon	Description
	<b>Battery Charge State</b> 4 bars for battery full and the battery icon flashes when charging
	<b>Reception (Radio Link)</b> On - Within Range: Ready for use OFF - Out of range/no radio link
	<b>Feature Key Activation</b> Indicates the phone is off hook or a call is in progress
	<b>Silent Alerter</b> Silent alerter activated
	<b>Ringer Volume</b> This icon is available only when the phone is in idle mode to indicate the ringer volume level. The box goes from empty to fully black to represent from <b>off</b> to <b>low</b> to <b>high</b> volume.
	<b>Receiver Volume</b> This icon is available only when the phone goes off-hook to indicate the receiver audio volume. The box goes from empty to fully black to represent from <b>low</b> to <b>high</b> volume; there are 10 volume levels total.
	<b>Directory List</b> This icon located just above the softkey allows access to the Directory List feature.
	<b>Callers List</b> This icon located just above the softkey allows access to the Callers List feature.

## Status Messages

Display Message	Description
Microphone mute	Indicates when the Mute button has been Activated
Out of range	Appears briefly when pressing a key if out of range of the base station

## Multifunction Handset LED Indicator

The multifunction Handset LED provides the following user feedback:

- **Flash: Message Waiting Indicator** – Slow
- **Flash: Alerting** – Rapid
- **Flash: Mute** – intermittent
- **Flash: Hold** – Intermediate
- **Solid:** On an active call

## Handset Keys

### Softkeys ( or )

Your 57i CT cordless handset has two softkeys directly under the LCD display. The softkey menus change depending on the phone's state, displaying relevant softkeys only. These softkeys are pre-programmed for the call handling and extension management features.

### Talk /Hold Key

The Talk/Hold key  is a multi-purpose key with the following uses:

- To initiate a call by seizing the line or through pre-dial.
- To answer a call during ringing.
- To place a call on hold during an active call.

### Hold Key

- Press the hold key  while on a call to place the call on hold. While a call is on hold, and if there are no other active calls, the LED flashes at the hold rate and the display presents the **Call is on Hold** prompt. In addition, a held call reminder tone is played in the form of a short ring burst (flash ring).



**Note:** The handset is equipped with an auto-hold feature. While on an active call, pressing any other line key results in the current line being placed on hold and the new line being seized.

### Release Key ( )

The release key is a multi-purpose key with the following uses:

- To end a call.



**Note:** You can also place the handset in the charger cradle to end the call.

- To silent the ringing during an incoming call.
  - To exit feature such as Menu (options), Directory, Callers, Redial, Predial.
- 



**Note:** Pressing this key in a feature does not terminate an active call.

---

### **Mute Key (M)**

Use the mute key when you want to be able to hear a caller but have them not hear you. Press the **M** key to mute the handset. Press the **M** key again to disengage mute. The "**Microphone Mute**" prompt displays when mute is activated.

### **Redial Key (R)**

The Redial key displays a list of the last 10 calls made from the handset. Use the **R** and **M** to scroll through the list.

### **Feature Key List (F)**

The 57i CT cordless handset supports a programmable feature key list for easy access to common features. The available features include line keys, intercom, directory, callers log, transfer, conference, and public/private call mode. For more information about the feature keys, see "**Feature Keys on the Handset**" on [page 167](#).

### **Menu List (M)**

The Menu list allows access to intercom calling, and personalization of handset including language, ring tone, vibrate, backlight and silent alert. Please refer to the section "**Accessing Options on the Handset**" on [page 163](#).

## **Battery Charging**

The handset is powered by a nickel metal hydride battery pack. To install and charge the battery:

1. Slide the cover of the battery compartment.
2. Place the battery pack in the compartment with the connector wires pointing towards the bottom of the handset.
3. Connect the battery terminal wire to the charging pins located in the compartment
4. Slide the cover of the battery compartment back onto the handset
5. Place the handset, face up, in the charging cradle. The handset should easily slide into the charging cradle. If it does not, check the battery compartment cover to ensure it is in the proper position.

To confirm that the battery is charging, check the battery icon symbol on the handset display to see if the lines inside the icon are flashing left to right.

---

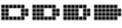


**Note:** The battery must be charged for a minimum of six hours prior to initial usage of the phone.

---

## Handset Battery Indicator & Status

The display provides "at a glance" information on the handset battery.

Icon	Description
	The bars indicate the battery charge level — 4 for full, needs recharging when only 1 bar appear
	The bars flash when the battery is being recharged on the charger stand.



**Note:** The handset is designed to recharge the batteries automatically, when required and placed on the charger stand. The battery icon does not flash and the handset does not charge every time it is placed on the stand. If a defective battery is replaced, then the battery Icon is not identified until the new battery is charged for at least 2 minutes.

## Volume Control

The volume key, located on the side of the handset, controls both the receiver and ringer volume.



**Note:** The volume key can also be used to adjust the right/left cursor to add spaces or to erase characters on the display when editing or creating names, key labels etc.



### Handset UI

#### To adjust the receiver volume:

- While on a call, press the top of the key to increase the receiver volume and press the bottom of the key to decrease the volume. The receiver volume icon indicates the current volume level. In absence of a PBX, the receiver volume returns to the default setting after each call. However, the PBX directive can direct the handset default to the volume.

#### To adjust the ringer volume:

- When the handset is not being used for a call, press the top of the key to increase the ringer volume and press the bottom of the key to decrease the ringer volume. The handset ringer sounds on each adjustment to reflect the new setting and the ringer volume icon shows the current level chosen.

## Directory – Cordless Handset

### *Entering Characters and Numbers in the Directory*

#### *Editing keys*

During alphanumeric entry, the volume control keys become edit keys. They provide backspace and forward-space capability to the unit. For Backspace/Erase, press the Lower end of the volume bar. To add a space or to erase from left to right, press the higher end of the volume bar.



**Note:** The Down scroll key (marked ) or the Up scroll key (marked ) are also used to provide backspace and forward space respectively.

#### *General Record Editing*

To accommodate adding and editing, use the available characters as labelled on the keypad. Pause key and special characters are also available:

##### *Key / Pause key*

To allow the user to enter pause characters, the pause key is the  digit key in alphanumeric editing mode. Characters appear in the following order: : 0, .

##### *Key*

In the alphanumeric mode, the  digit key accesses several special characters. Characters appear in the following order:

1	@	.	:	;	=	_	,	-	`	&	(	)
---	---	---	---	---	---	---	---	---	---	---	---	---

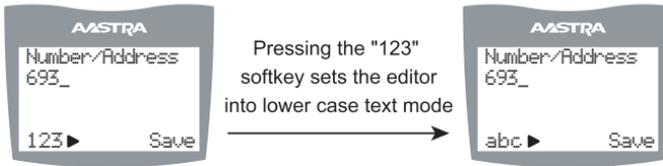
As can be seen, these special characters accessible through the  key allow URI and IP address data entry.



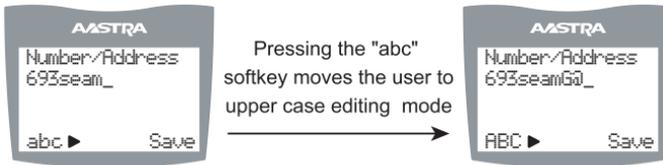
**Note:** To enter the dot/period in the IP address format, the star  key is used when in numeric "123" editing mode. Alternatively, in text "abc" or "ABC" editing mode, use the  key to access the ".".

## "123"—p"abc"—"ABC" softkey

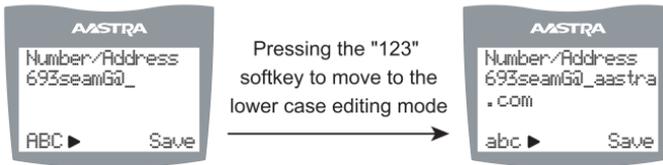
You can use the left soft key to toggle from numeric "123" editing mode to lower case text "abc" editing mode, to upper case text "ABC" editing mode.



### Switch from Numeric to Lower Case Alphanumeric Mode



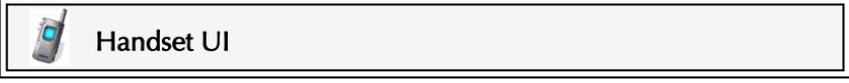
### Continued Editing in Lower Case Text mode Then Switch to Upper Case Text Mode



### Cycle Edit Mode Back to Lower Case and Finish Address Entry

## Adding a Record to the Directory

The directory can store up to 50 names and numbers, which display in alphabetical order. If no name is entered, the entries are sorted by number, at the beginning of the directory.



*To add an item to the directory:*

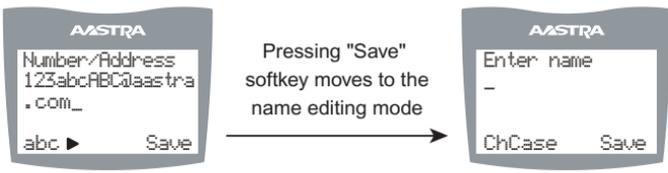
1. Press the  key from the idle mode as shown below.



2. Press the **Add** key.



3. Enter the Number/Address information. For more information on entering characters/numbers in the Directory, see ["Entering Characters and Numbers in the Directory"](#) on page 173.
4. Press **Save** to advance to the name entry screen.



5. Enter a name for the Number/Address information. The name can have up to 15 characters, including spaces. For more information on entering characters/numbers in the Directory, see ["Entering Characters and Numbers in the Directory"](#) on page 173.
6. Press the **Save** softkey. The display shows **"Item Saved"**.

## Callers List - Cordless Handset

The Callers list stores the last 50 calls received. Items are stored in chronological order with new items being first in the list. Each call received is stored, no collapsing of records, and can be deleted or saved to a directory. Oldest call records are automatically removed from the list when the list is full and new items are received.

The following figure shows the header screen. On this screen, there is the title, the number of total items, the number of new items, instructions for viewing the items and two softkeys — **Exit** and **Delete**. The **Exit** key quits the list and the **Delete** key deletes the entire Callers list.



If there are no new items, then the **x New** line is not displayed. Once items are viewed, they are marked as old and do not show up in the new item count or in the new item scroll list.

Once in the list, items are displayed as shown in the next figure.



The above screen shows the item number, the name and number of the caller, and the time the call was received. Also shown are two softkeys — **Options** and **Line**.

**Options** allow the user to save to directory or delete the record.

### *Dialing from Callers List*



#### Handset UI

1. To dial a caller back, press the **Line** softkey.  
You are taken to the feature list where you can choose the configured line to place the call.
2. Scroll to the desired line and press **Select**  
. The call is placed on that line over the cordless link.

## Saving Item to Directory



### Handset UI

1. From the **Options** softkey in the Callers List, scroll to the *Save to Directory Item*.
2. Press the **Select** softkey.  
The following screen displays upon successful saving to the directory.



## Deleting Item from Callers List



### Handset UI

1. From the **Options** softkey of the Callers List, scroll to the *Delete Item*.
2. Press the **Select** softkey.



You are prompted to confirm the delete action by pressing the **Delete** softkey.



3. Press **Delete** to remove the item.

# Making Calls from Cordless Handset

## Pre-dialling a Number



### Handset UI

1. Press the  key to obtain dial tone and use the Keypad to dial the number. You can also make a call by pre-dialling a number. Pre-dialling lets you view a number before you dial.
2. If the number is correct, press the  key to dial the number.
3. If the number is incorrect, use the  key or press down on the volume key to erase digits from right to left.

Calls can also be made directly from the Directory.

## Using a Headset

The 57i CT cordless handset accepts headsets through the 2.5 mm audio jack on the bottom of the phone. Contact your telephone equipment retailer or distributor to purchase a compatible headset. Customers should read and observe all safety recommendations contained in headset operating guides when using any headset.

## Receiving Calls



### Handset UI

- When a call is ringing at your extension, the handset displays the **Inbound Call** screen.
- Press the  key to answer an incoming call or lift the handset out of the charging cradle.

## Call Privacy

In the 57i CT multi-handset system, it is possible to connect several cordless handsets together with each other or with the base as extensions to a call. This is just like an analog system with extension phones going off hook to join a call in progress. However, because this system is actually intended for use in an enterprise environment, some method of call privacy is required.

**All calls, base or handset, begin in the "private" mode.** In this mode, no extensions are allowed to join that handset or base call. A user interface provides the ability to toggle between the "**Private**" and "**Public**" modes. See the next section for information about using the **Public** and **Private** keys.

## "Public" Feature Key

A feature key is available in the feature list for the user to press, to toggle between the "Private" and "Public" modes for a call. Pressing the **Public** feature key in the feature list anytime during a call, puts the call into the public call mode. When the call is in public call mode, the triangle indicator lights in front of the **Public** label in the feature list. This also causes that feature key to appear on an available softkey with a different label – **Private**. The user can then press the **Private** softkey to toggle the call back to private, or he can navigate into the feature list and press the **Public** feature key.

Either way, the triangle indicator clears and the call goes back to **Private** mode. The following illustrations show the handset screens during public and private calling.



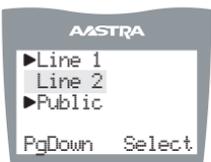
Private Call in Progress



Feature List View with the Public Key Selected but not Invoked



Public Call in Progress



Feature List View with the Public Key Invoked but not Selected

In the figure above, the left screen depicts a call that is public. The user can press the **Private** softkey at any time to make the call private – i.e. no extensions allowed to join. In the right screen, the right pointing triangle indicates the current call is in public mode. The user could also select this feature key to return the call to private.



**Note:** Any local caller on the call can convert the call. For instance, if one cordless caller is on an external call, he can press the "Public" feature key to make the call public. At that point up to three other handsets can join in on the call. If any of those joining handsets presses the "Private" soft key, then the call is made private and no other users can join the call unless the call was made public again.

## Ending Calls



### Handset UI

- To end a call, you first need to connect to the call, if not already connected, and press the  key.
- You can also place the handset back on the charging cradle to end the call.

## Pairing and Unpairing Cordless Handset to Base

### Pairing Handset

All handsets must be paired to a Base Station. This is performed from both the base and the cordless handset. Successful pairing adds the handset name to the handset list on the base and synchronizes the handset list from the base to the newly paired handset. A total of 4 handsets can be paired to a single 57i CT base.

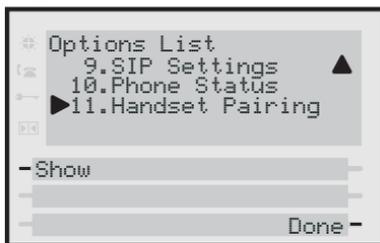


**Note:** When performing the handset pairing, it is recommended that the handset be within 3 feet of the 57i CT base.

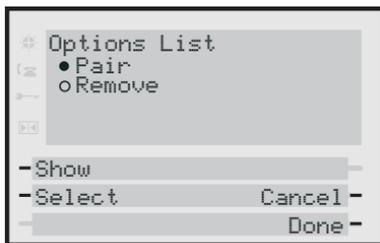


#### Handset UI

1. On the 57i CT base unit press .
2. Select **Handset Pairing**.



3. Select **Pair**.



**Note:** If there are already 4 handsets paired to the base, you cannot select the **Pair** option.

4. On the 57i CT cordless handset press .

5. Select **Hset Pairing**.



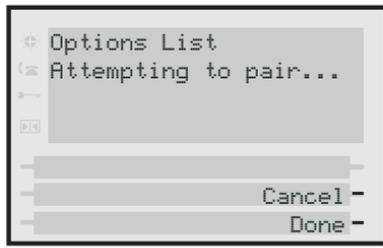
**Note:** If the handset has already been paired, the softkey is labelled as **Remove** instead of **Pair**.

Ensure the handset being paired is within close proximity to the base. It is recommended that the handset be within 3 feet from the 57i CT base.



**Note:** It is recommended that both steps 6 and 7 be executed at the same time.

6. On the 57i CT base, select **Done**.



7. On the 57i CT cordless handset, press the softkey for **Pair**.



Upon success or failure of pairing, one of the following displays on the handset and base, respectively:



**Successful Pairing of Handset**



### Failed Pairing of Handset

## Unpairing Handset

Unpairing of the handset can be done from either the cordless handset or the base. However, if the handset being removed is out of range from the base, the unpairing is only performed local to the device where the removal process was initiated.

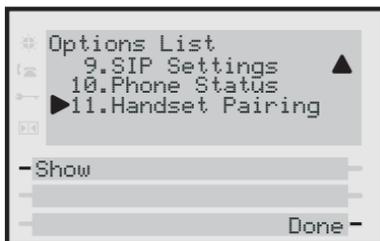
If the unpairing is only successful from the local device, the unpairing procedure needs to be completed from the other device.



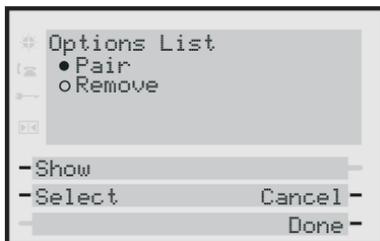
### Handset UI

1. On the 57i CT base press  .

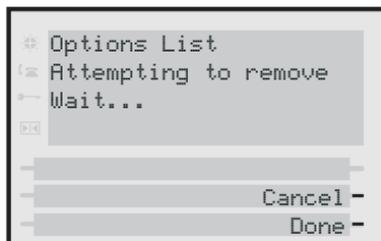
2. Select **Handset Pairing**.



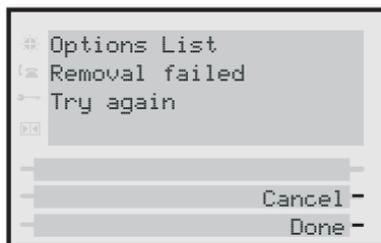
3. Select **Remove**.



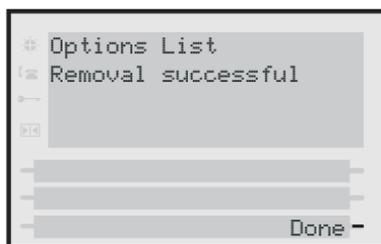
4. Select **Done**. The following screen displays on the base phone.



Upon success or failure of unpairing, one of the following screens displays on the base phone.



**Failed Removal**



**Successful Removal**

5. If required, on the 57i CT cordless handset press .
6. Select **Hset pairing**.



**Note:** If the handset is not paired, the softkey is labeled as **Pair** instead of **Remove**.

7. Press the **Remove** softkey.



Upon success or failure of unpairing, one of the following screens displays on the handset.



#### Successful Removal Attempt

s



#### Failed Removal Attempts



**Note:** Unpairing of the handset returns it to factory default state. All data including the functions in the Feature key are removed.

---

## Additional Features

This section describes additional features you can use on the 57i CT phone.

### Star Codes

All of the main call handling and extension management features for your system can be set up as speed dials on softkeys 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 57i CT phone the same way you would on a regular telephone.

### Suppressing 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 softkeys.

When suppression of DTMF playback is disabled, and you press a softkey, 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.



Use the following procedure to configure suppression of DTMF playback.



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

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

<b>Status</b> System Information	<b>Preferences</b>
<b>Operation</b> User Password Phone Lock Softkeys and XML Directory Reset	<b>General</b>
<b>Basic Settings</b> Preferences Call Forward	Park Call: <input type="text"/>
	Pick Up Parked Call: <input type="text"/>
	Suppress DTMF Playback <input type="checkbox"/> Enabled
	Display DTMF Digits <input 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 57i CT phone 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 softkey.

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 softkey 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**.

<b>Status</b> System Information <b>Operation</b> User Password Phone Lock Softkeys and XML Directory Reset <b>Basic Settings</b> Preferences Call Forward	<b>Preferences</b> <b>General</b> Park Call: <input type="text"/> Pick Up Parked Call: <input type="text"/> Suppress DTMF Playback <input type="checkbox"/> Enabled Display DTMF Digits <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 154](#).) 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 194](#)).
- 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.

## Enabling/Disabling Call Waiting



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**.

<p><b>Status</b></p> <ul style="list-style-type: none"> <li>System Information</li> </ul> <p><b>Operation</b></p> <ul style="list-style-type: none"> <li>User Password</li> <li>Phone Lock</li> <li>Softkeys and XML</li> <li>Directory</li> <li>Reset</li> </ul> <p><b>Basic Settings</b></p> <ul style="list-style-type: none"> <li>Preferences</li> <li>Call Forward</li> </ul>	<p><b>Preferences</b></p> <p><b>General</b></p> <p>Park Call: <input type="text"/></p> <p>Pick Up Parked Call: <input type="text"/></p> <p>Suppress DTMF Playback <input type="checkbox"/> Enabled</p> <p>Display DTMF Digits <input type="checkbox"/> Enabled</p> <p>Play Call Waiting Tone <input checked="" type="checkbox"/> Enabled</p> <p>Stuttered Dial Tone <input checked="" type="checkbox"/> Enabled</p> <p>XML Beep Support <input checked="" type="checkbox"/> Enabled</p> <p>Status Scroll Delay (seconds) <input type="text" value="5"/></p> <p>Incoming Call Interrupts Dialing <input type="checkbox"/> Enabled</p> <p>Goodbye Key Cancels Incoming Call <input checked="" type="checkbox"/> Enabled</p>
--	---

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 a caller is 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**.

Preferences	
General	
Park Call:	<input type="text"/>
Pick Up Parked Call:	<input type="text"/>
Suppress DTMF Playback	<input type="checkbox"/> Enabled
Display DTMF Digits	<input 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**.

<p><b>Status</b></p> <ul style="list-style-type: none"> <li>System Information</li> </ul> <p><b>Operation</b></p> <ul style="list-style-type: none"> <li>User Password</li> <li>Phone Lock</li> <li>Softkeys and XML</li> <li>Directory</li> <li>Reset</li> </ul> <p><b>Basic Settings</b></p> <ul style="list-style-type: none"> <li>Preferences</li> <li>Call Forward</li> </ul>	<p><b>Preferences</b></p> <p><b>General</b></p> <p>Park Call: <input type="text"/></p> <p>Pick Up Parked Call: <input type="text"/></p> <p>Suppress DTMF Playback <input type="checkbox"/> Enabled</p> <p>Display DTMF Digits <input type="checkbox"/> Enabled</p> <p>Play Call Waiting Tone <input checked="" type="checkbox"/> Enabled</p> <p>Stuttered Dial Tone <input checked="" type="checkbox"/> Enabled</p> <p>XML Beep Support <input checked="" type="checkbox"/> Enabled</p> <p>Status Scroll Delay (seconds) <input type="text" value="5"/></p> <p>Incoming Call Interrupts Dialing <input type="checkbox"/> Enabled</p> <p>Goodbye Key Cancels Incoming Call <input checked="" type="checkbox"/> Enabled</p>
--	---

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**.

The screenshot shows the Aastra Web UI interface. On the left is a navigation menu with sections: Status (System Information), Operation (User Password, Phone Lock, Softkeys and XML, Directory, Reset), and Basic Settings (Preferences, Call Forward). The main content area is titled 'Preferences' and has a 'General' sub-tab selected. The 'General' settings include: Park Call (text input), Pick Up Parked Call (text input), Suppress DTMF Playback (checkbox, unchecked), Display DTMF Digits (checkbox, unchecked), Play Call Waiting Tone (checkbox, checked), Stuttered Dial Tone (checkbox, checked), XML Beep Support (checkbox, checked), Status Scroll Delay (seconds) (text input, value 5), Incoming Call Interrupts Dialing (checkbox, unchecked), and Goodbye Key Cancels Incoming Call (checkbox, checked).

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**.

<p><b>Status</b></p> <ul style="list-style-type: none"> <li>System Information</li> </ul> <p><b>Operation</b></p> <ul style="list-style-type: none"> <li>User Password</li> <li>Phone Lock</li> <li>Softkeys and XML</li> <li>Directory</li> <li>Reset</li> </ul> <p><b>Basic Settings</b></p> <ul style="list-style-type: none"> <li>Preferences</li> <li>Call Forward</li> </ul>	<p><b>Preferences</b></p> <p><b>General</b></p> <p>Park Call: <input type="text"/></p> <p>Pick Up Parked Call: <input type="text"/></p> <p>Suppress DTMF Playback <input type="checkbox"/> Enabled</p> <p>Display DTMF Digits <input type="checkbox"/> Enabled</p> <p>Play Call Waiting Tone <input checked="" type="checkbox"/> Enabled</p> <p>Stuttered Dial Tone <input checked="" type="checkbox"/> Enabled</p> <p>XML Beep Support <input checked="" type="checkbox"/> Enabled</p> <p>Status Scroll Delay (seconds) <input type="text" value="5"/></p> <p>Incoming Call Interrupts Dialing <input type="checkbox"/> Enabled</p> <p>Goodbye Key Cancels Incoming Call <input checked="" type="checkbox"/> Enabled</p>
--	---

2. Enter a value in the "**Status Scroll Delay (seconds)**" field. Valid values are: 1 to 25 seconds. Default is 5 seconds.
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 rings the incoming call on another free line (or sends busy signal if all remaining lines are busy). You have a choice to ignore the incoming call, or answer the incoming call on another line, via the **Ignore** and **Answer** softkeys that display. 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.



**Note:** 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**.

<b>Status</b> System Information <b>Operation</b> User Password Phone Lock Softkeys and XML Directory Reset <b>Basic Settings</b> Preferences Call Forward	<h3>Preferences</h3> <p><b>General</b></p> <p>Park Call: <input type="text"/></p> <p>Pick Up Parked Call: <input type="text"/></p> <p>Suppress DTMF Playback <input type="checkbox"/> Enabled</p> <p>Display DTMF Digits <input type="checkbox"/> Enabled</p> <p>Play Call Waiting Tone <input checked="" type="checkbox"/> Enabled</p> <p>Stuttered Dial Tone <input checked="" type="checkbox"/> Enabled</p> <p>XML Beep Support <input checked="" type="checkbox"/> Enabled</p> <p>Status Scroll Delay (seconds) <input type="text" value="5"/></p> <p>Incoming Call Interrupts Dialing <input type="checkbox"/> Enabled</p> <p>Goodbye Key Cancels Incoming Call <input checked="" type="checkbox"/> Enabled</p>
--	--

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 57i CT 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 phone displays a softkey 1 as "**Answer**" and softkey 2 as "**Ignore**".

### 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**.

<b>Status</b> System Information	<b>Preferences</b>
<b>Operation</b> User Password Phone Lock Softkeys and XML Directory Reset	<b>General</b>
<b>Basic Settings</b> Preferences Call Forward	Park Call: <input type="text"/>
	Pick Up Parked Call: <input type="text"/>
	Suppress DTMF Playback <input type="checkbox"/> Enabled
	Display DTMF Digits <input 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

- The "**Goodbye Key Cancels Incoming Call**" field is enabled by default. If required, disable this field by unchecking the check box.
- Click  to save your settings.

## Using the Goodbye Key to Cancel Incoming Calls Feature



## IP Phone UI

IF	THEN
<p>"Goodbye Key Cancels Incoming Call" is <b>enabled</b> AND a second call comes in while you are on an active call,</p>	<p>press the <b>Goodbye</b> key to reject the second incoming call.</p>
<p>"Goodbye Key Cancels Incoming Call" is <b>disabled</b> AND a second call comes in while you are on an active call,</p>	<p>press the <b>Goodbye</b> key to hang up on the active call so you can answer the second incoming call.</p>
<p>"Goodbye Key Cancels Incoming Call" is <b>disabled</b> AND a second call comes in while you are on an active call,</p>	<p>press the <b>"Ignore"</b> softkey to ignore the second incoming call and remain on the active call            OR            press the <b>"Answer"</b> softkey to answer the second incoming call.</p>

## UPnP Mapping Lines (for remote phones)

Universal Plug and Play (UPnP) is a standard that uses Internet protocols to enable devices to be plugged into a network and automatically know about each other. With UPnP, when a user plugs a device into the network, the device configures itself, acquires a TCP IP address, and uses a discovery protocol based on the Internet's HTTP or HTTPS URL to announce its presence on the network to other devices.

This method of device discovery on a network is called "Universal Plug and Play" or UPnP. If you enable UPnP, and the phone is discovered on the network, port mappings are set up between the phone and the Internet Gateway Device (IGD) in your network. The phone controls the opening, closing, and polling of ports on the IGD. HTTP and SIP use a single port each. RTP/RTCP uses a range of ports.

You can enable the UPnP mappings to specific lines on your phone. You set this configuration using the Aastra Web UI at *Basic Settings->Preferences->UPnP Mapping Lines*.



**Note:** UPnP must be enabled on your remote phone before you can configure the UPnP mapping lines. Contact your System Administrator for more information.

## Configuring UPnP Mapping Lines



### Aastra Web UI

Use the following procedure to configure the UPnP mapping lines on the IP phone.

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

<b>Status</b> System Information	<b>Preferences</b>
<b>Operation</b> User Password Phone Lock Softkeys and XML Directory Reset	<b>General</b>
<b>Basic Settings</b> Preferences Call Forward	Park Call: <input type="text"/>
	Pick Up Parked Call: <input type="text"/>
	Suppress DTMF Playback <input type="checkbox"/> Enabled
	Display DTMF Digits <input 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 "UPnP Mapping Lines" field is set to **0** by default. If required, change the setting to a specific line by selecting a line from the list. Valid values are **0** through **10**. The line you select is the line that your remote phone uses to perform Universal Plug and Play on the network you are connecting to.
3. Click  to save your settings.

## Message Waiting Indicator

You can configure the Message Waiting Indicator (MWI) to illuminate for a specific line or for all lines. For example, if you configure the MWI LED on line 3 only, the LED illuminates if a voice mail is pending on line 3. If you configure the MWI LED for all lines, the LED illuminates if a voice mail is pending on any line on the phone (lines 1 through 9).

You configure the MWI indicator using the Aastra Web UI.

### Configuring Message Waiting Indicator



#### Aastra Web UI

Use the following procedure to configure the message waiting indicator on a specific line or on all lines on the IP phone.



**Note:** "Message Waiting Indicator Line" parameter is set to **ALL** lines by default.

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

<b>Status</b> System Information <b>Operation</b> User Password Phone Lock Softkeys and XML Directory Reset <b>Basic Settings</b> Preferences Call Forward	<b>Preferences</b> <b>General</b> Park Call: <input type="text"/> Pick Up Parked Call: <input type="text"/> Suppress DTMF Playback <input type="checkbox"/> Enabled Display DTMF Digits <input 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
--	--

- The "**Message Waiting Indicator Line**" field is set to **ALL** lines by default. If required, change the setting to a specific line by selecting a line from the list. Valid values are **All** and lines **1** through **9**.
- Click  to save your settings.

## 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.

<b>Incoming Intercom Features in Aastra Web UI</b>	<b>Description</b>
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 <b>"Play Warning Tone"</b> 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.  <b>Note:</b> 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 an active line.
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 call settings on the IP phone.

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

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

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.

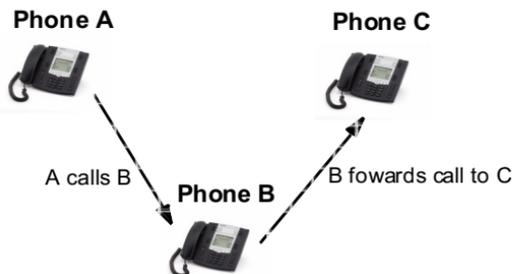
### Outgoing Intercom Calls

If your System Administrator configures the outgoing intercom feature on your phone, pressing the Icom button allows your phone to find an available line and place an intercom call to a recipient. To use this feature, you must configure an intercom key on your phone. For more information about configuring and using an Icom key, see "Intercom Key" on [page 105](#).

### 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 a global or per-line basis.

---

## Customizable Callers List Key and Services Key

The 55i IP Phone currently has a Callers List key and a Services key. Your System Administrator can specify an XML URI that creates a custom Callers List and Services application for your phone. When you press the Callers List key or the Services key, the phone accesses a custom XML URI Callers List, or a custom XML URI Service. These services replace the standard functions of the Callers List key and Services key. 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 or per-line basis. 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, any lines that function as hotlines do not accept conference calls, transferred calls, and/or intercom calls.
- 

## Centralized Conferencing

The 57i CT supports centralized conferencing for Sylanro and Broadsoft servers. This feature provides centralized conferencing on the SIP server (versus localized, on the phone). Your System Administrator must enable this feature on your phone before you can use centralized conferencing.

Centralized Conferencing allows you to perform the following:

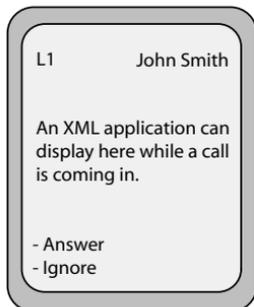
- Conference two active calls together into a conference call.
- When on an active conference call, invite another party into the call.
- Create simultaneous conference calls on the same IP phone (Sylanro servers only). For example, a user at extension 2005 could create two conferences, and put one conference on hold while conversing with the other party:
  - Line 1: conference together extensions 2005, 2010, and 2020.
  - Line 2: conference together extensions 2005, 2011 and 2021.
- Disconnect from an active conference call while allowing the other callers to remain connected.
- Add unlimited number of users to a conference (dependent on the limitations of the server).
- Join two active calls together into a conference.
- Join incoming or outgoing active calls to any existing conference.

### Reference

For more information about using Centralized Conferencing, see "[Centralized Conferencing \(for Sylanro and Broadsoft Servers\)](#)" on [page 129](#).

## 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 ▶ line displays, 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 ▶ line disappears 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.

## XML Softkey for Special Characters in XML Applications

When using XML applications that require you to enter information such as email addresses, that require special symbols (for example, the "@" symbol), your System Administrator can create an XML softkey to access these symbols. Pressing the symbol key in an XML application can display a single symbol or a list of symbols from which you can choose the symbol you need. Contact your System Administrator for more information.

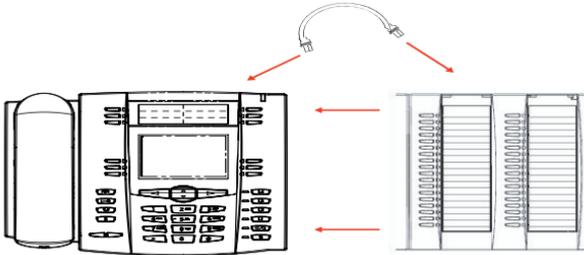
## "Hold" Feature Enhancement (for Broadsoft Servers)

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.

## Model 536M and 560M Expansion Modules

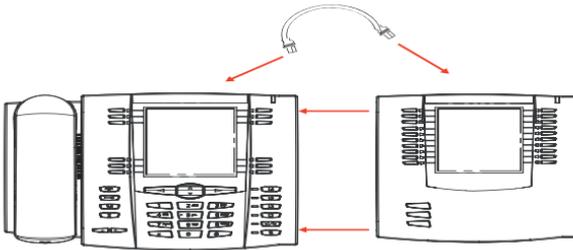
The 57i CT IP Phone offers optional 536M and 560M Expansion Modules that attach to the right side of the phone to provide additional softkeys.

### *Model 536M*



The 536M provides 18 softkeys in each column (totaling 36 keys) on the keypad. Each key provides an LED for indicating call status. The 536M provides a paper label for convenient key labeling.

### *Model 560M*



The 560M provides 10 softkeys in each column (totaling 20 keys) on the keypad. The 560M also provides 3 keys at the bottom left of the unit. These keys represent "Page 1", "Page 2", and "Page 3" of the LCD display. The 560M has 20 keys available on each page (totaling 60 softkeys). Each key provides an LED for indicating call status. The 560M provides an LCD for displaying key labels.

The softkeys support the following features:

- Busy Lamp Fields (BLFs) (maximum of 50)
- Speedial
- Shared Call Appearance
- Phone Lock

You can configure the softkeys using the Aastra Web UI.

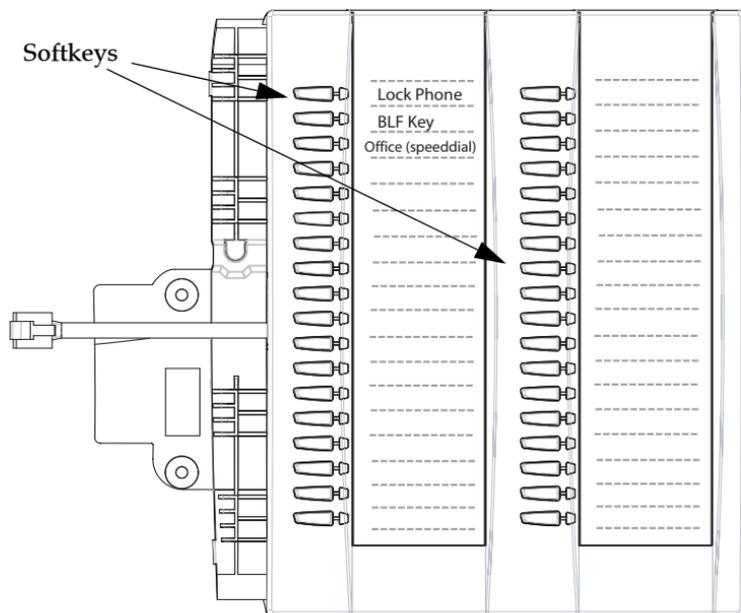
### Reference

For more information about configuring the expansion module softkeys with these functions, see the "[Softkeys](#)" on [page 53](#).

## Using the Expansion Modules

### 536M Expansion Module

After configuring the softkeys on the 536M Expansion Module, you can record the name of the softkey on the paper labels provided with the Expansion Module. Press the softkey you want to use when applicable.



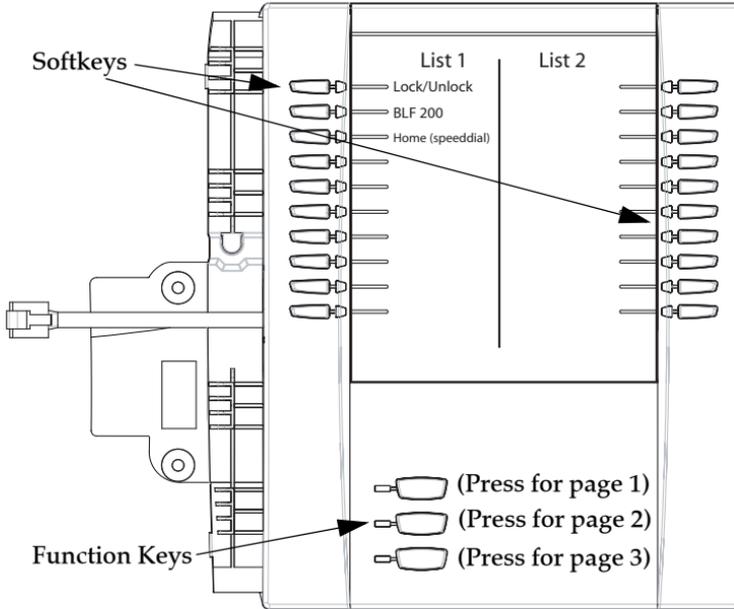
## 560M Expansion Module

The 560M Expansion Module screen displays softkeys in column format. The function keys on the bottom left of the Module allow you to display 3 full screens of softkeys. Each screen consists of 2 columns with the following default headings on each page:

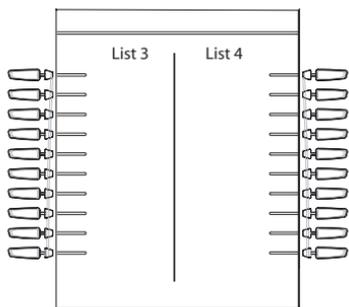
Page 1 "List 1" and "List 2"

Page 2 "List 3" and "List 4"

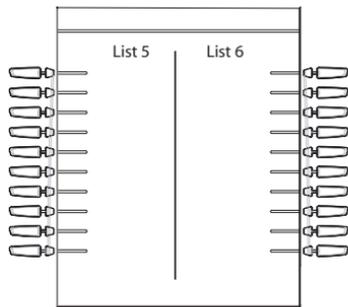
Page 3 "List 5" and "List 6".



**Page 1 Screen**



**Page 2 Screen**



**Page 3 Screen**

To use the 560M, press the function key for the page you want to display to the LCD (page 1, page2, or page 3), and press the applicable softkey.



**Note:** Your System Administrator can customize the headings on each 560M Expansion Module screen. Contact your System Administrator for more information.

---

### *References*

For more information about configuring softkeys, see "[Softkeys](#)" on [page 53](#).

For more information about installing 536M and 560M modules on your phone, see the *Aastra 57i CT IP Phone Installation Guide*.

# Troubleshooting Solutions

## *Why is my display blank?*

Ensure that power is being provided to your phone. If your network does not provide inline power over Ethernet, you can obtain an additional accessory, the Aastra PoE (Power over Ethernet) inline power supply, to provide power over Ethernet locally to your phone. See the section “**Connecting to the Network and to Power**” in the *Aastra 57i CT Installation Guide* for details

## *Why is my speakerphone not working?*

If you press the  button and the speaker light flashes and you do not hear dial tone through the speaker phone, the Set Audio option in the phone’s Options list has been set up for headset use. Press  a second time and if the light goes out, the phone has been set up to be used only with a headset or handset. If the 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 headset by pressing . See the section "Customizing Your Phone" on page 26 for instructions on how to change the Set Audio option.

## *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 57i CT 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 57i CT 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.

## *Why is my handset not working?*

Check to ensure that the handset cord is fully connected to both the phone and handset. See the section “**Connecting a Handset or Headset**” in the *Aastra 57i CT Installation Guide* for information.

## *What are services, and how do I use them?*

Services on the IP phone include:

- XML Applications
- Callers List
- Directory List
- Voicemail

See the section, "[Setting Services Key](#)" on [page 100](#) more information about the options available under "Services".

## *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 24](#).

## *Why does my phone display the "No Service" message?*

The phone displays the "No Service" message if the SIP settings have not been set up correctly.

Contact your System Administrator for more information.

## *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  on the phone to enter the Options List.
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

**Operation**  
User Password  
Phone Lock  
Softkeys and XML  
Directory  
Reset

**Basic Settings**  
Preferences  
Call Forward

**Reset User Password**

Please enter the current and new passwords

Current Password

New Password

Password Confirm

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 about changing your password, see "[User Password](#)" on [page 44](#).

*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  button on the phone to enter the Option List.
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.
4. 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 is 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.
- At a configured key on the phone. For more information about configuring a Lock/Unlock key on your phone, see "[Phone Lock Key](#)" on [page 109](#).

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  on the phone to enter the Options List.
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  on the phone to enter the Options List.
  2. Enter your user password and press .
- The phone unlocks.



### Aastra Web UI

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

<b>Status</b> System Information	<b>Phone Lock</b>
<b>Operation</b> User Password Phone Lock Softkeys and XML Directory Reset Expansion Modules	Lock or unlock the phone <input type="text" value="911 999 112 110"/>
<b>Basic Settings</b> 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 North 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
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

Time Zone Name	Time Zone Code
MC-Monaco MD-Chisinau MK-Skopje MQ-Martinique MS-Montserrat MT-Malta MX-Mexico City MX-Cancun MX-Merida MX-Monterrey MX-Mazatlan MX-Chihuahua MX-Hermosillo MX-Tijuana	CET EET CET AST AST CET CST CST CST CST MST MST MST PST
NI-Managua NL-Amsterdam NO-Oslo NR-Nauru NU-Niue NZ-Auckland NZ-Chatham	CST CET CET NRT NUT NZS CHA
PA-Panama PE-Lima PL-Warsaw PR-Puerto Rico PT-Lisbon PT-Madeira PT-Azores PY-Asuncion	EST PES CET AST WET WET AZO PYS
RO-Bucharest RU-Kaliningrad RU-Moscow RU-Samara RU-Yekaterinburg RU-Omsk RU-Novosibirsk RU-Krasnoyarsk RU-Irkutsk RU-Yakutsk RU-Vladivostok RU-Sakhalin RU-Magadan RU-Kamchatka RU-Anadyr	EET EET MSK SAM YEK OMS NOV KRA IRK YAK VLA SAK MAG PET ANA
SE-Stockholm SG-Singapore SI-Ljubljana SK-Bratislava SM-San Marino SR-Paramaribo SV-El Salvador	CET SGT CET CET CET SRT CST
TR-Istanbul TT-Port of Spain TW-Taipei	EET AST CST

# Appendix A - Time Zone Codes

Time Zone Name	Time Zone Code
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

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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](http://www.aastra.com) or call 1-800-574-1611 for technical assistance.

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