Other Phone Features (57i CT Base Unit)

Line/Call Appearance Keys

The 57i CT has 4 hard line/call appearance keys each with a corresponding status light. Additional line/call appearances may also be set up on your phone as softkeys.

These line/call appearance buttons and lights represent physical lines or calls for your extension. 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 will automatically select a line for you.

Line/Call Appearance LED Status	Description
OFF	Indicates idle line or no call activity
Rapid Flash	Indicates ringing on the line.
Slow Flash	Indicates a call is on hold.

For more information about the Line/Call Appearance keys, see the *Aastra Model 57i CT IP Phone User Guide*.

Using a Headset with your 57i CT Base Unit

The 57i CT Base Unit accepts headsets through the modular jack on the back of the phone. Contact your telephone equipment retailer or distributor to purchase a compatible headset. A non-amplified headset is required. Customers should read and observe all safety recommendations contained in headset operating guides when using any headset.

Note: For best headset performance, Aastra recommends non-amplified headset equipped with modular connector.

Making and Receiving Calls using a Headset

1. Ensure that you have selected a headset audio mode by accessing the Options menu. See the section "Customizing your 57i CT Base Unit" on page 22 for detailed information.
2. Plug the headset into jack.
3. Press the key to obtain dial tone or answer an incoming call. Depending on the audio mode selected from the Options menu, dial tone or an incoming call will be received on either the headset or the handsfree speakerphone.
4. Press the key to end the call.

Other Phone Features (57i CT Handset)

Adjusting the Volume

Receiver Volume

When on a call and while not in any edit mode, the handset's receive volume can be adjusted using the volume control bar located on the side of the handset. The display feedback is a speaker facing the right side of the display with a rectangular box on the right side of the speaker. This box indicates the relative volume of the receiver volume:

Alerter Volume

The volume control bar is also used to adjust the alerter volume while the set is idle or while the set is alerting (ringing).

The alert volume icon indicates that the alerter volume is shown while the volume bar shows the relative volume: . The volume levels range from off ( ) to full volume ( )

Handset Status Light (LED)

The multifunction Handset LED provides the following user feedback:

| Handset LED Status	Description
Slow Flash	Indicates you have a message(s).
Rapid Flash	Indicates an alerter tone is in progress. (See next paragraph).
Intermittent Flash	Indicates the phone is set on "mute".
Intermediate Flash	Indicates the call is on hold.
ON solid	Indicates you are on an active call.

Alerter Tones

The 57i CT cordless handset uses tones to provide information as follows:

Handset Alerter Tones	Description
Alerting	Provides user selected alerter tones.
Battery	Provides "Battery low" warning tone every 3 minutes.
Hold	Provides "Flash ring" to notify of call on hold.

Model 536 and 560 Expansion Modules (536EM, 560EM)

The 57i CT IP Phone offers optional Expansion Modules that attach to the right side of the phone to provide additional softkeys.
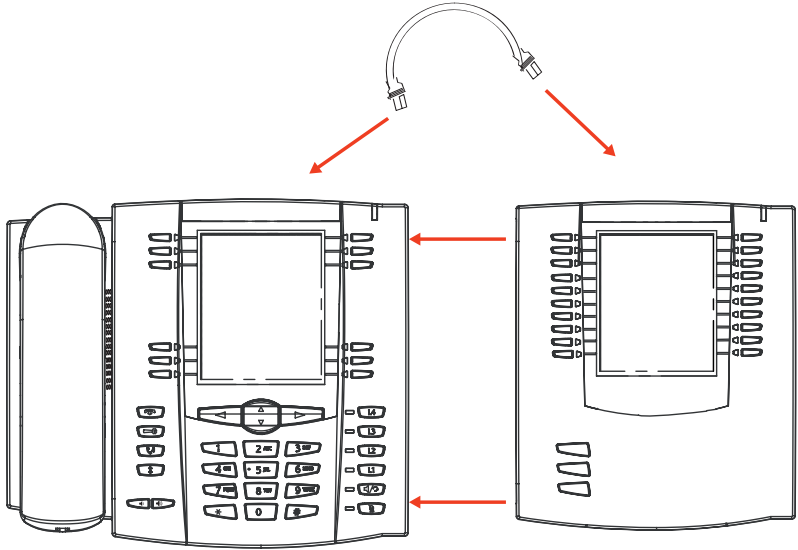

The 536EM provides 36 additional softkeys on a 57i CT IP Phone. The 560EM provides 60 additional softkeys. The softkeys support the following features:

• BLF

• Speedial

• Shared Call Appearance

Each key provides an LED for indicating call status. The 536EM provides a paper label for convenient key labeling, and the 560EM provides an LCD for displaying key labeling.

Additional modules (up to 3 total modules) can be piggy-backed to an existing module providing an additional 108 softkeys with 536EMs and an additional 180 softkeys with 560EMs. You connect the additional modules to the right side of an existing module. The following figure illustrates the addition of multiple 536EM modules on the 57i CT IP Phone.
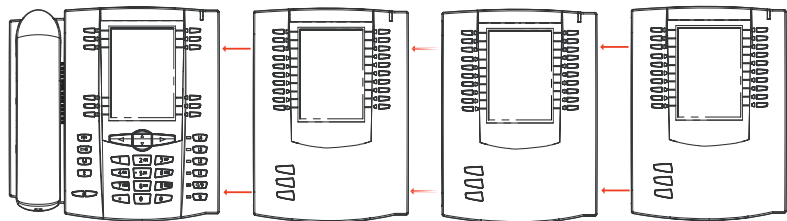
You can configure the softkeys via the configuration files or the Aastra Web UI. See the ***Aastra 57i CT SIP IP Phone User Guide*** for more information about using the 560EM on the 57i CT IP phone.

Installing the 536EM or 560EM

On the 536EM, there are 18 softkeys in each column (totaling 36 keys) on the keypad. On the 560EM, there are 10 softkeys in each column (totaling 20 keys) on the keypad. The 560EM also provides 3 keys at the bottom left of the unit that allow you to configure 20 keys for each button (totaling 60 softkeys).
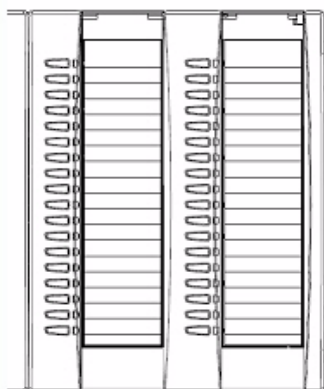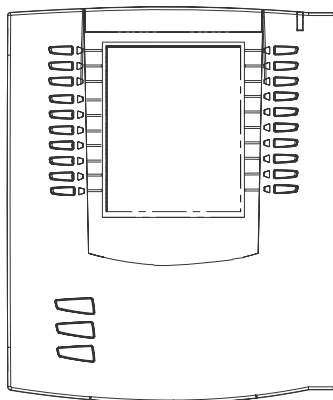
536EM   **560EM**

The module connects to the right side of the 57i CT IP phone via an RJ-45 connector.

## Connecting the Expansion Modules to Your Phone

Use the following procedure to connect the 536EM or the 560EM to your 57i CT IP phone.

1. Turn your phone over to show the bottom of the phone.
2. Turn the expansion module over to show the bottom of the module.
3. Connect one end of the RJ-45 cable to the RJ-45 port on the back of your phone as indicated in the illustration below.

Back of Expansion Module   **Back of Phone**

RJ-45 Connectors
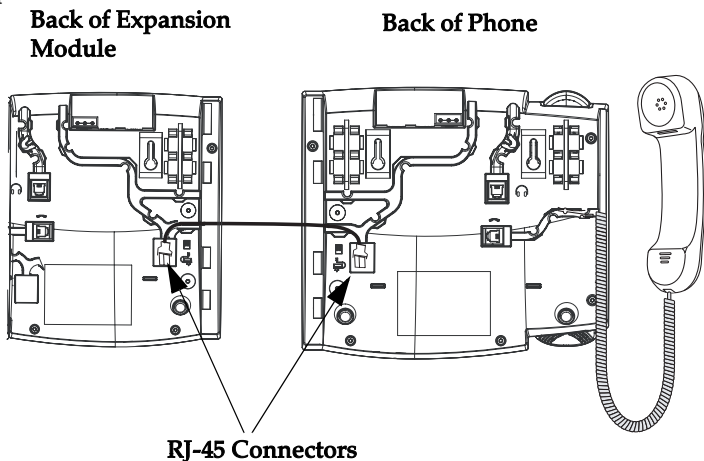
4. Connect the other end of the RJ-45 cable to the RJ-45 port on the back of the expansion module as indicated in the illustration above.

5. Turn over both units to sit face up on the desk with the expansion module sitting flush against the right side of the phone.

Note: Install additional modules as applicable using additional RJ-45 cables. You must attach any additional module to the right side of an existing module (piggy-backed) as shown in the following illustration.
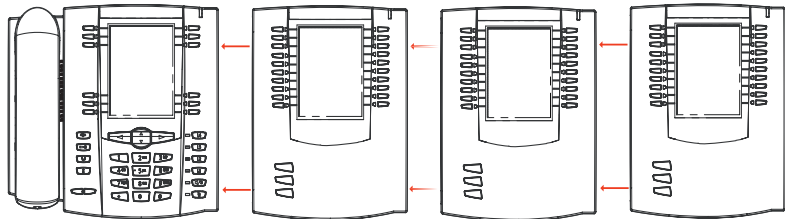
For more information about setting the softkeys, see the *Aastra Model 57i CT IP Phone User Guide*.

Model 536 and 560 Expansion Modules (536EM,

Troubleshooting Solutions

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" on page 17 for information.

Why is my speakerphone not working?

If you press ⬜ and the speaker light flashes and you do not hear dial tone, the Set Audio option has been used to set up the phone for headset use; press ⬜ a second time. If the light goes out, the phone is set up to be used only with a headset or handset. If the light stays on steady and you hear dial tone, you can alternate between the speakerphone and the headset by pressing ⬜ . See the section, "Set Audio" on page 24 for instructions on how to change the Set Audio feature.

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 a PoE inline power injector, to provide power over Ethernet locally to your phone. See the section "Connecting to the Network and to Power" on page 15 for details.

Why can I only see 4 options when the installer or user guide says there are more?

The telephone screen will only show 4 options at a time. To see more, press the down arrow button ▽ .

Can I turn the backlight for the screen on and off?

Yes. You can use the IP phone UI to turn ON and OFF the backlight for the screen.

1. Press the ⬜ key.
2. Select **Display->Backlight**.
3. Press the **Change** key to turn the backlight on and off.
4. Press **Save** to save the change.

Why does the telephone wobble?

Make sure the cords are routed properly through the back of the phone, as indicated in the section, "Connecting a Handset or Headset" on page 17. Check that the leg stands have been properly snapped into place. Since the legs can be oriented in two different ways and in two different positions

to offer four different phone viewing angles, check that both legs are oriented in the same direction and in the same position on either side of the phone.

What is a softkey?

The 57i has 12 softkeys (6 on the top and 6 on the bottom). You can program all 12 softkeys to perform specific functions on the phone. These keys are located at the center of the phone on either side of the display panel. See the section "Softkeys" on page 29 or refer to your *Aastra Model 57i CT IP Phone User Guide* for more information.

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.

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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, or call 1-800-574-1611 for technical assistance.