

Hosted IP PBX Quick Reference Guide



Aastra 55i

Basic Phone Features

Make a Call

1. Lift the Handset, press a **Line Appearance** key or **Handsfree** key.
2. Dial the number from the keypad.

Answering a Call

For handsfree operation, press the **Handsfree** key or line/call appearance button for the incoming call.

Redial

Press the **Redial** key to call a recently dialed number.

Ending Calls

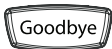
To end a call replace the handset, or press either the **Goodbye** or **Hang-up** key.

Programmable Function Keys

6 programmable keys on the 55i IP Phone

Keys

Key Description



Goodbye key – Ends an active call or sends an incoming call directly to voicemail.



Options key – Accesses options to customize your phone.



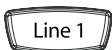
Hold key – Places an active call on hold. To retrieve a held call, press the call appearance button beside the light that is flashing.



Redial key – Redials up to 100 previously dialed numbers. Pressing the Redial key twice simultaneously redials the last dialed number.



Volume control key – Adjusts the volume for the handset, headset, ringer, and handsfree speaker.



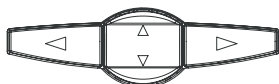
Line/Call Appearance key – Connects you to a line or call. The Aastra 55i IP phone supports up to 4 line keys.



Handsfree key – 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.



Mute key – Mutes the microphone so that your caller cannot hear you (the light indicator flashes when the microphone is on mute).



Navigation keys – Press UP or DOWN to view status of text messages on the LCD display and scroll through menu selections. Press the LEFT and RIGHT arrow keys to view different line/call appearances.

For Your Reference

Your phone number	
Your extension	
Code to dial an external number	
Access your phone settings online	
Conferencing phone number	
Conferencing moderator code	
Conferencing participant code	
Conferencing moderator web access	
Remote access to call forwarding number	
Remote access to call forwarding PIN	
Your administrator	
You administrator's phone number	

Advanced Call Handling

Call Hold

1. To put a call on hold, press the **Hold** Key.
2. To retrieve the call, press the line key on hold or press the **Pick-Up** Key.

Call Transfer

1. Press the **Xfer** key -- this places the current call on hold.
2. Dial the number of the person you want to transfer the call to.
3. To transfer the call, press the Xfer key again, or hang up.

Call Waiting

1. Select **Answer** or press the line key which is flashing.
2. Toggle between the calls by placing the current call on hold and retrieving the other call.

3 Way Conferencing

1. When in a regular call, press the **Conference** key.
2. Dial the person you want to join you call.
3. Once this person has answered press the **Conference** key again to set up the three way call.

Parking a Call

Parking a call places the call on hold in a "park orbit" so that the call can be retrieved from another phone.

1. During a call press the More key.
2. Press any available Park key.
3. Retrieve parked call by pressing corresponding Park key from any other extension

Do Not Disturb

Do Not Disturb enables you to send calls straight through to voicemail.

1. If you have a key marked **DND**, press this to turn Do Not Disturb On and off.
2. If you don't have a **DND** key then dial ***78** to turn Do Not Disturb On and ***79** to turn it off.

Voicemail

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

- To access voicemail: Press ***98** or press the Messages or Voicemail key if you have one.
- To listen to your voice messages: Press 1
- To listen to your other messages: Press 11
- To save a message: Press 2
- To delete a message: Press 3
- To change your mailbox settings: Press 4
- To go back to previous menu: Press *
- To finish: Press #

You may also access your voicemail visually using **CommPortal**

Call Forwarding

Your phone system supports different types of Call Forwarding: Immediate, Busy, and No Answer.

To enable and disable call forwarding, go to the Call Manager tab in **CommPortal**.

To enable call forwarding using the phone, dial the access code for the type of call forwarding you want to enable followed by the number you wish to forward calls to.

To disable call forwarding, dial the deactivation code for that type of call forwarding.



CommPortal

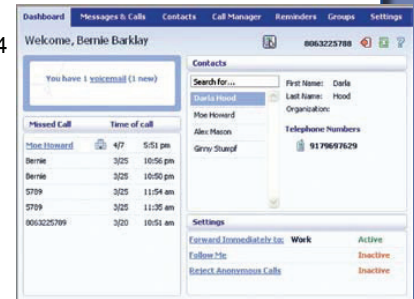
CommPortal gives you a powerful and easy to use Web interface to your phone settings.

Logging In:

1. Go to <https://myportal.cio-now.com>
2. Enter your phone number
3. Default password is CIOW8474

Dashboard Page

The dashboard displays new voice messages, recent received and missed calls, contacts, and settings you have applied to your phone.



Messages & Calls

- The **Messages** tab displays new and saved voice messages. Play, delete, or mark as heard/unheard.
- **Missed Calls**, **Dialed Calls**, and **Received Calls** show you all your recent called activity.

Call Manager

- The Summary tab of **Call Manager** provides a description of what will happen to your incoming calls.
- The other tabs allow you to change the settings of your call coverage, including Call Forwarding, Do Not Disturb, and FindMe/FollowMe.

Change Password

1. Go to **Settings** page
2. To change your **CommPortal** password click on change next to **Account Password** enter the current password and your new password - click **confirm**.
3. To change your **Voicemail PIN** click on change next to **Voicemail PIN** enter the current password and your new password - click **confirm**.

Configure Your Phone Keys

1. Select the **Settings** page in CommPortal.
2. Select the **Account** tab.
3. Under Devices click on **set keys** next your phone number.

Send Voicemails to your Email Address

1. Select the **Settings** page in CommPortal.
2. Select the **Messages** tab.
3. Under the **General** heading click the 'Forward messages as emails' box.
4. Click the **'add an email address'** link and type in your email address
5. You can add up to 5 email addresses per voice mail box