



53i IP Phone

User Guide
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About This Guide

This guide explains how to use your new 53i phone. Not all features listed are available by default. Contact your system administrator to find out which features and services are available on your system. Your system administrator also has the ability to customize some features on this phone.

Documentation

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

Introduction

This 53i IP telephone has all the features of a regular business phone, allowing you to make and receive calls, transfer, conference and more. The 53i IP telephone provides communications over an IP Network using the SIP IP telephony protocol.

Phone Features

- 3-line LCD screen
- 6 top keys: programmable hard keys (up to 6 programmable functions)
- 3 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*

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

Requirements

- SIP-based IP PBX system or network installed and running with a SIP account created for the 53i 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).
- 802.3af Ethernet/Fast Ethernet LAN
- Category 5/5e straight through cabling
- Power over Ethernet (PoE) inline power injector (optional accessory - necessary only if your network provides no inline power and if you do not use the IP Phone's power adapter).

Installation and Setup

If your system administrator has not already setup your 53i phone, please refer to the ***Aastra 53i Installation Guide*** for basic installation and physical setup of the 53i. 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 53i must be set up and configured prior to its first use. This section describes phone behavior and start up screens you may see when the phone is first plugged in, or when it is restarted.

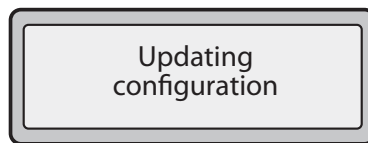
Plugging in and Starting the Phone

The 53i 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 53i 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.

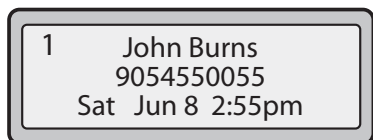
When the configuration update is complete, the phone displays the following screens.



Idle Screens

Idle Screen 1

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



The **Idle State** screen lists your name (SIP screen name), extension (or phone number), and day, date, and time. The "1" in the upper corner in the above example indicates the idle screen for the first line appearance. You can use the left and right arrow keys to scroll through the idle screens for all three line appearances. The 53i allows for scrolling up to 3 lines. This screen is shown whenever your phone is not in use.

Idle Screen 2

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

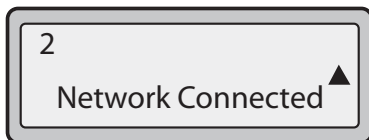
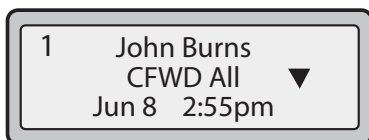
- No Service
- DHCP Failed
- Restarting.....
- New IP Obtained
- Network Disconnected/Connected

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

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

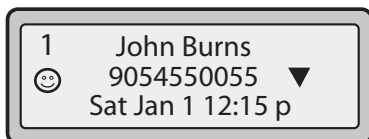
- Call forward status
- DND On (Do Not Disturb)
- Number of missed calls

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

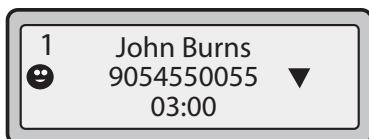


Connected State Screens

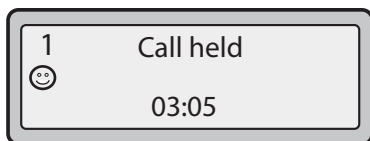
When the phone has successfully connected to the network, a "happy face" icon appears to the left of the phone number as show below. This icon in the following illustration indicates the phone is on-hook.



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

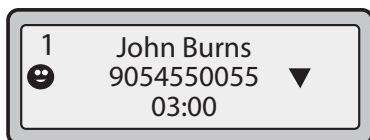


When a call is on hold, the icon displays on-hook as follows.



For on-hold calls, the timer displays as running and the Line and main LEDs flash.

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



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

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

Conference State Screens. . .

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



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

Incomplete Config.

If your phone displays a “No Service” message without any extension or user name at the end of the start up sequence instead of the **Idle State** screen, this means your system administrator has not set up your extension correctly. Contact your system administrator for assistance.


No Service

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

If changes have been made to your phone settings, you may need to restart your phone. For more information on restarting your phone, see ["Restarting your phone"](#) on [page 39](#).

For more information about connecting your phone, refer to the ***Aastra 53i Installation Guide*** under the section **"Connecting to the Network and to Power"**. Check with your system administrator for assistance.

Phone Options via the IP Phone UI

You can access specific options for the 53i IP phone using the phone's user interface (UI) via the keypad. Pressing the Option button  gives you a list of configurable options.

These options allow you to customize your phone settings.


1	Language
2	Time and Date 1 Time Server 2 Set Time 3 Time Format 4 Set Date 5 Date Format 6 Time Zone 7 Daylight Savings
3	Tones 1 Set Ring Tone 2 Tone Set
4	Clear Msg. Wtg.
5	Contrast Level
6	Live Dialpad
7	Headset Settings 1 Audio Mode 2 Headset Mic Vol
8	Call Forward 1 C fwd Number 2 C fwd Mode 3 No. Rings
9	Network Settings*
10	SIP Settings*
11	Phone Status 1 Network Port 1 2 Network Port 2 3 Firmware Version 4 Restart Phone 5 Restore Defaults*
12	User Password
13	Phone Lock







Note: *The "Network Settings" and "SIP Settings" options are administrator level functions only, and are not accessible by the user. Under the "Phone Status" option, the "Restore Defaults" selection is also an administrator level function only. These options should only be set up and changed by your system administrator.

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 to change a selected option.
5. Press the **Set** button to save the change.
6. Press the  button, the  button, or the  button at any time to exit without saving changes.

Reference

For more information about customizing your phone using the available options from the IP Phone UI, see the section "**Customizing Your Phone**" in the *Aastra 53i Installation Guide*.

For more information about administrator options, contact your system administrator.




Phone Options via the Aastra Web UI

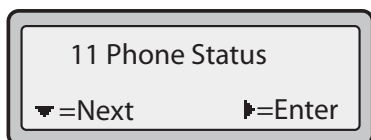
In addition to the IP Phone UI options, you can also customize additional options on the IP Phone using the Aastra Web UI. In order to access your phone using the Aastra Web UI, you need to know your phone's IP address.


Finding Your Phone's IP Address

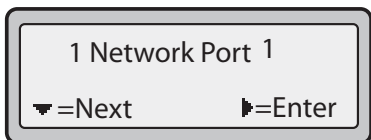


IP Phone UI

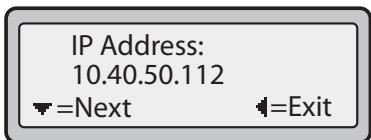
1. Press the  button on the phone to enter the Option List.
2. Use the  key to scroll down the list of options and select "**Phone Status**". Press the  key to display the Phone Status selections.





3. Select "**Network Port 1**" and press the  key.



The IP address of your 53i IP phone displays in the "**IP Address**" field.

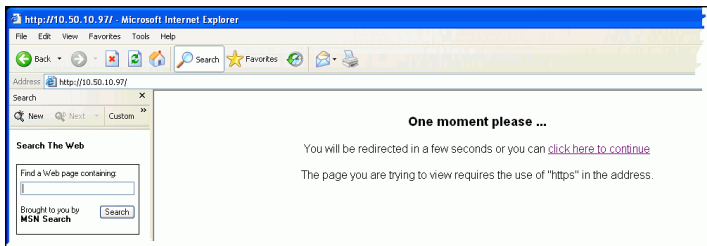


4. Press the  key to exit the IP Address screen.
5. Press the  button to exit the Options list.



1. Open your web browser and enter the phone's IP address or host name into the address field.

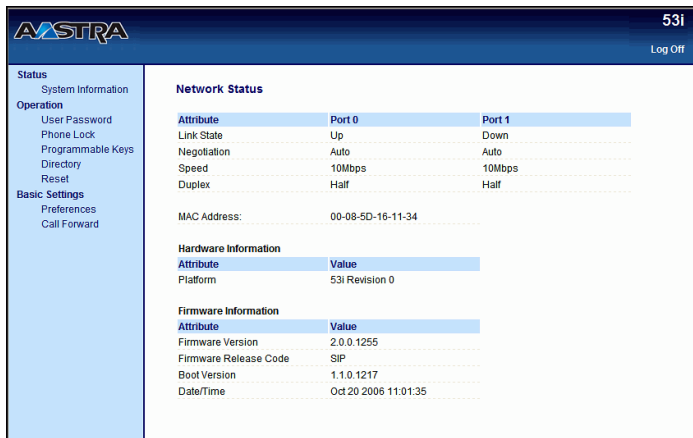
If the browser is using HTTP, the following redirect screen displays, followed by the "Security Alert" window. This process redirects HTTP to use HTTPS for a more secure connection..



2. Click **YES** to accept the certificate
3. 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 Network Status window displays for the IP phone you are accessing.



4. 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**.

Status

The **Status** section displays the network status and the MAC address of the IP phone. It also displays hardware and firmware information about the IP phone. The information in the Network Status window is read-only.

Operation

The **Operation** section provides the following options:

- **User Password** - Allows you to change user password
- **Phone Lock** - Allows you to assign an emergency dial plan to the phone, lock the phone to prevent any changes to the phone and to prevent use of the phone, and reset the user password.
- **Programmable Keys** - Allows you to configure up to 6 programmable keys for a specific function (none, line, speeddial, do not disturb (DND), Busy Lamp Field (BLF), BLF list, flash, Extensible Markup Language (XML), flash, sprecode, park, pickup, Last Call Return (lcr), Directory, Callers List, Conference, and Transfer.)
- **Directory** - Allows you to copy the Callers List and Directory List from your IP phone to your PC.
- **Reset** - Allows you to restart the IP phone when required.

Basic Settings

The **Basic Settings** section provides the following options:

- **Preferences** - Allows you to enable/disable the following: suppression of DTMF playback, display of DTMF digits, the playing of call waiting tone, and stuttered dial tone. This category also allows you to configure incoming intercom call settings, ring tones (global and per-line basis), and ring tone sets, time and date settings, and language settings.
- **Call Forward** - Allows you to set a phone number destination for where you want calls forwarded. Call forward can be configured using a specific mode (off, all, busy, no answer, busy no answer) on a global or per-line basis.

User Password






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

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

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



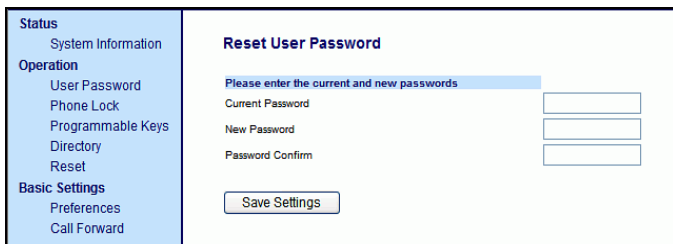
IP Phone UI

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.



Aastra Web UI

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




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

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.

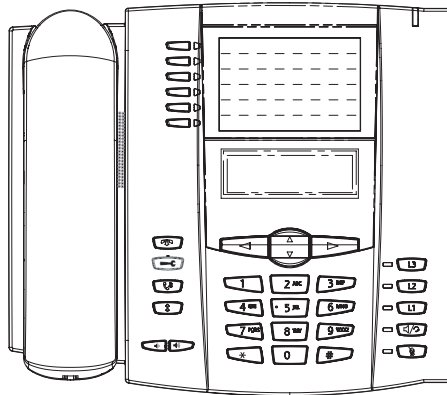
3. In the "**New Password**" field, enter the new user password.

4. In the "**Password Confirm**" field, enter the new user password again.

5. Click  to save your changes.






Using Your Phone




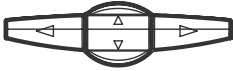
The following sections describe the various 53i phone key functions, and how they help you make and manage your calls and caller information.




Key Panel

The following table identifies the keys on the key panel of your 53i IP phone that you can use for handling calls.

Keys	Key Description
	Goodbye key - Ends an active call. The Goodbye key also exits an open list, such as the Options List, without saving changes.
	Options key - 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.
	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.

Keys	Key Description
	<p>Line/Call Appearance key - Connects you to a line or call. The Aastra 53i IP phone supports up to 3 line keys.</p>
	<p>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.</p>
	<p>Mute key - Mutes the microphone so that your caller cannot hear you (the light indicator flashes when the microphone is on mute).</p>
	<p>Navigation keys - Pressing the UP and DOWN arrow keys lets you view different status and text messages on the LCD display (if there is more than 1 line of status/text messages). These buttons also let you scroll through menu selections, such as the Options List.</p> <p>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
	<ul style="list-style-type: none"> Programmable keys - 6 Top Keys: programmable hard keys (up to 6 programmable functions). <p>The following are the default functions for the programmable keys on the 53i IP phone:</p> <p>1 - SAVE Allows you to save numbers and/or names to the Directory. Using this key, you enter the number, name, and line (or speedial key) to record in the Directory List.</p> <p>2 - DELETE Allows you to delete entries from the Directory List and Callers List. (Must enter the Directory or Callers list and select an entry, then press twice to delete entry).</p> <p>3 - DIRECTORY Displays up to 200 names and phone numbers (stored in alphabetical order)</p> <p>4 - CALLERS LIST Accesses the last 200 calls received.</p> <p>5 - TRANSFER Transfers the active call to another number</p> <p>6 - CONFERENCE Begins a conference call with the active call.</p> <p>Note: The above programmable keys can be changed to perform other specific functions. For more information about programming keys 3, 4, and 5, see the <i>Aastra Model 53i User Guide</i>.</p>

Multiple Line and Call Appearances

The 53i has 3 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.

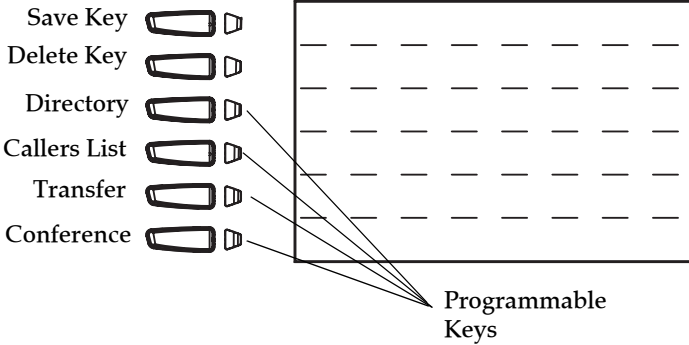
Line/Call Appearance Light Behavior	Line/Call Appearance Status
Off	Idle line or no call activity
Light flashes quickly	Ringing
Light is solid	Connected
Light flashes slowly	Hold

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 ▶ will 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, etc.), the Caller ID information (name and number, if available), the call status (Connected, Ring, Hold etc.) and the timer specific to that call.

Programmable Keys

There are 6 programmable keys on the 53i phone located to the left of the paper label.



You can set the programmable keys with any of the functions in the following table.

Programmable Key Function	Description
None	Indicates no setting for programmable key.
Line	Indicates softkey is configured for line use.
Speedial	Indicates programmable key is configured for speedial use.
Do Not Disturb	Indicates programmable key is configured for do not disturb on the phone. This option is " do not disturb " in the Aastra Web UI).
BLF	Indicates programmable key is configured for Busy Lamp Field (BLF) use. User can dial out on a BLF configured key.
BLF List	Indicates programmable key is configured for BLF list use. User can dial out on a BLF List configured key.
XML	Indicates programmable key is configured to accept an XML application for accessing customized XML services. You can also specify an XML softkey URL for this option.
Flash	Indicates programmable key is set to generate a flash event when it is pressed on the 53i. 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).

Programmable Key Function	Description
Sprecode	Indicates programmable 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 softkey, *82 automatically activates a service provided by the server. Contact your system administrator for available services.
Park	Indicates programmable key is configured to park incoming calls when pressed.
Pickup	Indicates programmable key is configured to pick up parked calls when pressed.
lcr (Last Call Return)	Indicates programmable key is configured for "last call return" when pressed.
Directory (default)	Indicates programmable key is configured to access the Directory List.
Callers List (default)	Indicates programmable key is configured to access the Callers List.
Transfer (default)	Indicates programmable key is configured as a Transfer key for transferring calls.
Conference (default)	Indicates programmable key is configured as a conference key.

These keys can also be set up to quickly 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.

Setting a Line Key

You can set a programmable key as an additional line on the 53i. The programmable 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 18.

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



Aastra Web UI

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

1. Click on **Operation->Programmable Keys**.

Key	Hard Key	Value	Line
1	Save		global
2	Delete		global
3	Directory		1
4	Callers List		1
5	Transfer		global
6	Conference		global

Services

BLF List URI:

2. Select from "**Key 1**" through "**Key 6**".

3. In the "**Hard Key**" field, select line to apply to the programmable key.

4. In the "**Line**" field, select a line for which to apply this programmable hard key. Valid values are 4 through 9.

5. Click to save your changes.

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

7. In the "**Restart Phone**" field click to restart the IP phone.

Setting a Speeddial Key

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

You can save up to 7 speed dial numbers and names on the 53i. These can be programmed to dial directly to another person's line or extension, or set up to quickly access features such as Caller ID (*69), Voicemail.

Use the following procedures to set speeddial on the 53i IP phone.

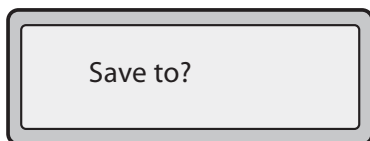
Entering a Name/Number for Speeddial Key



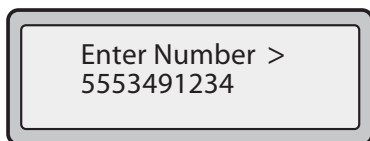
IP Phone UI

To enter a number and name in a programmable key:

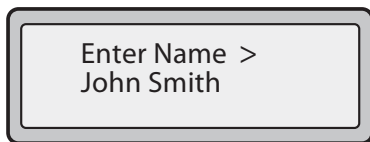
1. Press the **Save** key. The screen displays "**Save to?**"



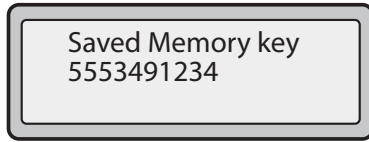
2. Select a Programmable Key you want to save to.
3. At the "**Enter Number**" prompt, use the dial pad key to enter the number.



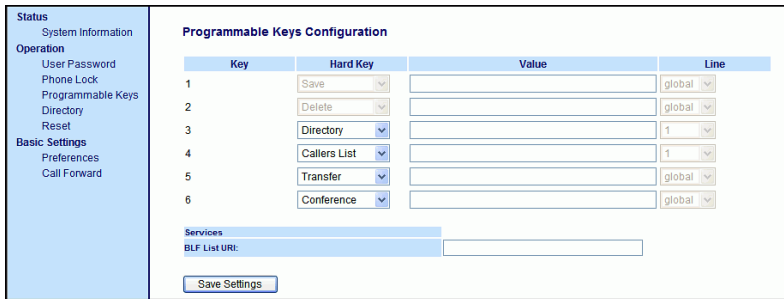
4. Press the **Save** key to save the speeddial configuration.
5. At the "**Enter Name**" prompt, use the dial pad keys to select the letters. Continue to press the number key to access the next letter for that key (i.e. press **2** three times to access **C**). Press **▶** to move to the next space,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



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



1. Click on **Operation->Programmable Keys**.



Key	Hard Key	Value	Line
1	Save		global
2	Delete		global
3	Directory		1
4	Callers List		1
5	Transfer		global
6	Conference		global

Services

BLF List URL:

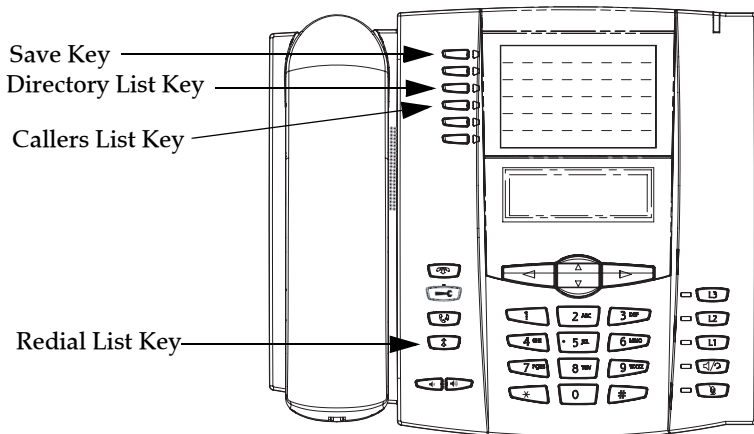
2. Select from **"Key 1"** through **"Key 6"**.
3. In the **"Hard Key"** field, select speeddial to apply to the programmable key.
4. In the **"Value"** field, enter the phone number or extension to apply to this hard key for speeddialing .
5. In the **"Line"** field, select a line for which to apply this programmable hard key. Valid values are 1 through 9.
6. Click to save your changes.
7. Click on **Operation->Reset**.
8. In the **"Restart Phone"** field click to restart the IP phone.

Saving an Entry from the Redial, Callers, or Directory Lists to a Speedial key



IP Phone UI

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



1. Press the Directory List, Callers List, or Redial List key. From the Callers List or Redial List, scroll through the list to find the name and number that you wish to save to your speed dial.
2. Press the **Save** key.
3. Press the selected speed dial. If the name is displayed with the number, both are saved to the speed dial. If no name is displayed, you can enter the name using the dial pad.

Setting a "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 programmable keys using the Aastra Web UI only. DND is not configurable from the IP phone UI.



Aastra Web UI

1. Click on **Operation->Programmable Keys**.

Key	Hard Key	Value	Line
1	Save		global
2	Delete		global
3	Directory		1
4	Callers List		1
5	Transfer		global
6	Conference		global

Services

BLF List URI:

2. Select a **"Key 1"** through **"Key 6"**.

3. In the **"Hard Key"** field, select **do not disturb** to apply to the programmable key.

4. Click to save your changes.

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

6. In the **"Restart Phone"** field click to restart the IP phone.

Setting a "Busy Lamp Field" (BLF) Key

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 53i, the busy and idle indicators are the LEDs next to each BLF programmable key. The LED illuminates steady to indicate the monitored line is off-hook or unregistered. The LED goes off when the line is idle.

You can set BLF on the programmable keys using the Aastra Web UI only. BLF is not configurable from the IP phone UI.

Note: You can also use a BLF configured key to dial out. Contact your system administrator for more information.



Aastra Web UI

1. Click on **Operation->Programmable Keys**.

Key	Hard Key	Value	Line
1	Save		global
2	Delete		global
3	Directory		1
4	Callers List		1
5	Transfer		global
6	Conference		global

Services
BLF List URI:

2. Select a **"Key 1"** through **"Key 6"**.
3. In the **"Hard Key"** field, select **BLF** to apply to the programmable key.
4. In the **"Value"** field, enter the phone number or extension you want to monitor.
5. In the **"Line"** field, select a line for which to apply this programmed key. Valid values are 1 through 9.
6. Click to save your changes.
7. Click on **Operation->Reset**.
8. In the **"Restart Phone"** field click to restart the IP phone.

Setting a "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.

In addition to monitoring the idle and busy state, the BLF/List feature also supports the ringing state. On the 53i phone, the LED lights next to each BLF programmable key illuminate steady to indicate the monitored line is off-hook or unregistered. The LED goes off when the is idle. When the monitored extension is ringing, the LED flashes.

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.

Example

A receptionist has a 53i running Broadsoft firmware that subscribes to a list of extensions from the BroadWorks Application Server. On the 53i running Broadsoft firmware, the programmable key LEDs illuminate either flashing, solid, or turn off depending on the state of those extensions.

Note: You can also use a BLF/List configured key to dial out.



Aastra Web UI

1. Click on **Operation->Programmable Keys**.

Key	Hard Key	Value	Line
1	Save		global
2	Delete		global
3	Directory		1
4	Callers List		1
5	Transfer		global
6	Conference		global

Services
BLF List URI:

2. Select a "Key 1" through "Key 6".

3. In the "Hard Key" 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.

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

5. 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.

6. Click to save your changes.
7. Click on **Operation->Reset**.
8. In the "**Restart Phone**" field click to restart the IP phone.

Setting a "Flash Key"

You can set a programmable key to generate a flash event when it is pressed on the 53i. You do this by setting the programmable key 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).



Aastra Web UI

1. Click on **Operation->Programmable Keys**.

Key	Hard Key	Value	Line
1	Save		global
2	Delete		global
3	Directory		1
4	Callers List		1
5	Transfer		global
6	Conference		global

Services
BLF List URI:

2. Select a **"Key 1"** through **"Key 6"**.

3. In the **"Hard Key"** field, select **flash**.

4. Click to save your changes.

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

6. In the **"Restart Phone"** field click to restart the IP phone.

Setting an "XML" Key

The 53i 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.

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

You can enable XML applications on your phone by setting a programmable key type to "XML". Pressing the configured key on the phone allows you to access the special XML services. If you set a programmable key type as "XML", you must also enter the XML URI in the "Value" field. This allows the phone to perform an "HTTP GET" on the URI and load it to the phone.

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.



Aastra Web UI

1. Click on **Operation->Programmable Keys**.

Key	Hard Key	Value	Line
1	Save		global
2	Delete		global
3	Directory		1
4	Callers List		1
5	Transfer		global
6	Conference		global

Services
BLF List URI:

2. Select a **"Key 1"** through **"Key 6"**.

3. In the **"Hard Key"** field, select **xml** to apply to the programmable key.

4. In the **"Value"** field, enter the IP address of the XML application.

Note: Contact your system administrator for the appropriate value to enter in the "Value" field.

5. Click to save your changes.

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



7. In the **"Restart Phone"** field click to restart the IP phone.

Accessing the XML Service

After an XML application(s) have been saved to your IP phone, and after a programmable key has been configured to access the XML application(s), the customized service is ready for you to use.



IP Phone UI

1. Press the programmable key configured for XML on the 53i 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 programmable key. For user input services, follow the prompts as appropriate.
4. To exit from the "**Customized Features**" screen, press the XML programmable key again.

Setting Sprecode Keys

You can set a programmable key to automatically activate specific services offered by the server. For example, if the sprecode value of *82 is configured, then by pressing the Sprecode softkey, *82 automatically activates a service provided by the server. Contact your system administrator for information about available services.



Aastra Web UI

Use the following procedure to configure a sprecode softkey on the 53i phone.

1. Click on **Operation->Programmable Keys**.

Key	Hard Key	Value	Line
1	Save		global
2	Delete		global
3	Directory		1
4	Callers List		1
5	Transfer		global
6	Conference		global

Services
BLF List URI:

2. Select a key from **"Key 1"** through **"Key 6"**.

3. In the **"Hard Key"** field, select **sprecode**.

4. In the **"Label"** field, enter a label to display on the IP phone for this soft-key.

5. 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.

6. Click to save your changes.

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

8. In the **"Restart Phone"** field click to restart the IP phone.

Setting Park/Pickup Keys

The 53i phone has a park and pickup call feature that allows you to park a call and pickup a call when required.

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

You can set the programmable keys on the 53i to use the park/pickup feature by setting a programmable key as "Park" or "Pickup" and then:

- specify a value
- specify a line to use

Note: The values you enter for each softkey are dependent on the type of server you are using (Asterisk, BroadWorks, Sylanro, or ININ PBX).

The park/pickup feature performs as follows:

- When a call comes in and you pickup the handset, you can press the applicable "Park" programmable key to park the call.
- After the call is parked, you can press the "Pickup" programmable key, followed by the applicable value to pickup the call.

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

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
Sylanro	*98	*99
BroadWorks	*68	*88
ININ PBX	callpark	pickup

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



Use the following procedure to configure park/pickup on the 53i phone.

1. Click on **Operation->Programmable Keys**.

Key	Hard Key	Value	Line
1	Save		global
2	Delete		global
3	Directory		1
4	Callers List		1
5	Transfer		global
6	Conference		global

Services
BLF List URI:

2. Select two keys from "**Key 1**" through "**Key 6**".

3. In the "**Hard Key**" field, select **Park** for the first key. For the second key, select **Pickup**.

4. In the "**Value**" fields, enter the appropriate values 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 33](#).

5. In the "**Line**" field, select the lines for which to apply the Park and pickup configuration.

6. Click to save your changes.

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


8. In the "**Restart Phone**" field click to restart the IP phone.

Using the Park Call/Pickup Parked Call Feature

Use the following procedure on the IP phone 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:

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

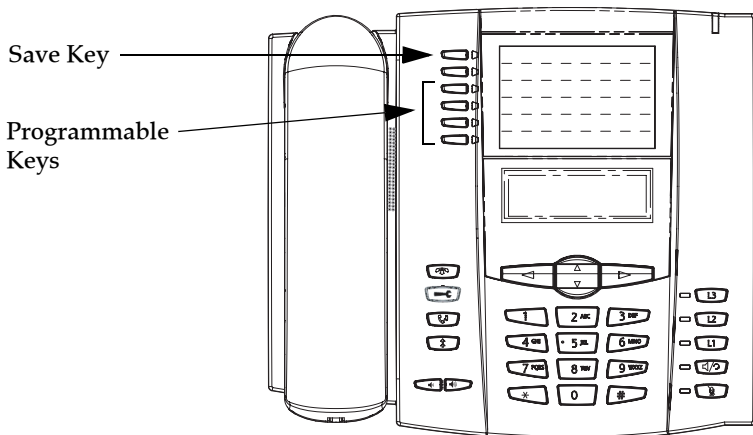
Editing a Programmable Key

You can edit a programmable key from the IP phone UI or the Aastra Web UI.

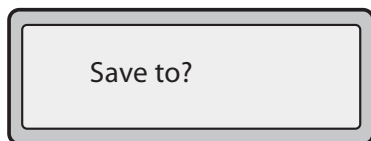


IP Phone UI

Use the following procedure to edit a programmable key from the IP phone UI. Use the following illustration for reference.



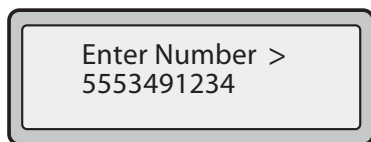
1. Press the **Save** key. The screen displays "**Save to?**"



2. Select a Programmable Key you want to save to.

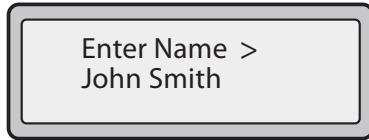
Note: Save a new number to the appropriate programmable key. This overwrites the previous entry.

3. At the "**Enter Number**" prompt, use the dial pad key to enter the number.

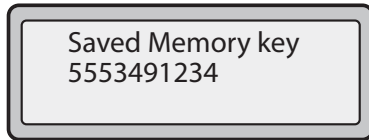


4. Press the **Save** key.

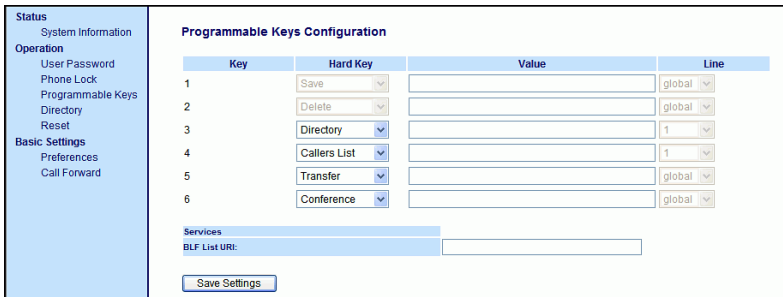
- At the **"Enter Name"** prompt, use the dial pad keys to select the letters. Continue to press the number key to access the next letter for that key (i.e. press **2** three times to access **C**). Press **▶** to move to the next space, or wait a moment and the cursor automatically advances. To insert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



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



- Click on **Operation->Programmable Keys**.



- For **"Key 1"** through **"Key 6"**, select a function from the **"Hard Key"** field.
- Change the value in the **"Value"** field if applicable.
- Click to save your changes.
- Click on **Operation->Reset**.
- In the **"Restart Phone"** field click to restart the IP phone.

Deleting a Programmable Key



Aastra Web UI

Use the following procedure to delete a programmable key function using the Aastra Web UI.

1. Click on **Operation->Programmable Keys**.

Key	Hard Key	Value	Line
1	Save		global
2	Delete		global
3	Directory		1
4	Callers List		1
5	Transfer		global
6	Conference		global

Services

BLF List URI:

2. For "Key 1" through "Key 6", select **none** from the "Hard Key" field.

3. Click to save your changes.

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

5. In the "Restart Phone" field click to restart the IP phone.







The programmable function is deleted from the IP phone memory.

Restarting your phone

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



IP Phone UI

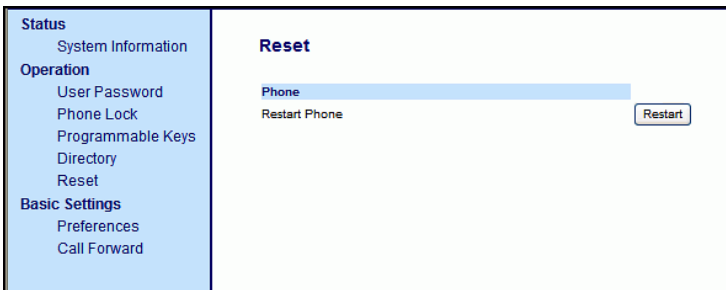
1. Press the  button on the phone to enter the Options List.
2. Use the  key to scroll down the list of options to **Phone Status** and press the  key to select.
3. Press the  key to scroll to the **Restart Phone** option.
4. Press the  key to select the **Restart Phone** option.
5. Press # to confirm the restart of the phone. If you do not wish to restart your phone, press the  key to cancel.


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



Aastra Web UI

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




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

Making Calls

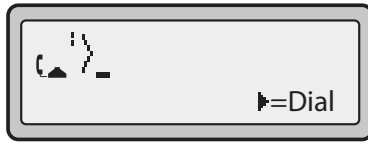
This section describes ways to make calls on your 53i phone, using your handset, speakerphone or headset.

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








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

Using Handsfree Speakerphone

The handsfree feature allows you to speak to someone without using the handset or headset. Your phone must be in either the Speaker or Speaker/Headset audio mode. You can set your desired audio mode using the **Headset Settings** option from the Options list. For more information, see the section "**Customizing Your Phone**" in the *53i Installation Guide*.



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 53i accepts headsets through the modular RJ9 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 53i, there are 3 options for the headset microphone volume.



IP Phone UI

To change the volume:



1. Press  to enter the Options list.
2. Use  to scroll down the list of options to **Headset Settings** and press  to select,
or
3. Press **7** to jump directly to this option, and press  to select.
4. Press  to scroll down to **headset/mic volume** and press  to select.
5. Use  to scroll down the list and press  to select your desired volume.
6. Press  to save changes and  to exit.
7. If you do not wish to save changes, press  to return to the previous screen.

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

Making and Receiving Calls Using a Headset



IP Phone UI

1. Ensure that you have selected a headset audio mode by accessing the Options list (under option **Headset Settings**).
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 will be received on either the headset or the handsfree speakerphone.
4. Press the  key to end the call.

Incoming Intercom Calls

On the 53i, you can receive incoming intercom calls only. By default, the microphone for an incoming intercom call is OFF, and the automatic answer for an intercom call is ON.

Using the Aastra Web UI, you can enable (turn ON) or disable (turn OFF) the microphone or automatic answering (auto-answer) on the IP phone for incoming intercom calls. If auto-answer is enabled on the IP phone, the phone plays a tone to alert the user before answering the intercom call. If auto-answer is disabled, the phone rejects the incoming intercom call and sends a busy signal to the caller.

Note: Your system administrator can configure outgoing Intercom calls using the Icom button. Contact your system administrator for more information.

Enabling/Disabling Microphone and Auto-Answer



Aastra Web UI



Use the following procedure to enable/disable the microphone and/or auto-answer on the IP phone.

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

<p>Status System Information</p> <p>Operation User Password Phone Lock Programmable Keys Directory Reset</p> <p>Basic Settings Preferences Call Forward</p>	<h3>Preferences</h3> <p>General</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>Incoming Call Interrupts Dialing <input type="checkbox"/> Enabled</p> <p>Incoming Intercom Settings</p> <p>Auto-Answer <input checked="" type="checkbox"/> Enabled</p> <p>Microphone Mute <input checked="" type="checkbox"/> Enabled</p> <p>Play Warning Tone <input checked="" type="checkbox"/> Enabled</p> <p>Ring Tones</p> <p>Tone Set <input type="text" value="US"/></p> <p>Global Ring Tone <input type="text" value="Tone 1"/></p> <p>Line 1 <input type="text" value="Global"/></p> <p>Line 2 <input type="text" value="Global"/></p> <p>Line 3 <input type="text" value="Global"/></p> <p>Line 4 <input type="text" value="Global"/></p> <p>Line 5 <input type="text" value="Global"/></p> <p>Line 6 <input type="text" value="Global"/></p> <p>Line 7 <input type="text" value="Global"/></p> <p>Line 8 <input type="text" value="Global"/></p> <p>Line 9 <input type="text" value="Global"/></p> <p>Time and Date Setting</p> <p>Time Format <input type="text" value="12h"/></p> <p>Date Format <input type="text" value="WWW MMM DD"/></p> <p>Language Settings</p> <p>Webpage Language <input type="text" value="English"/></p> <p style="text-align: center;"><input type="button" value="Save Settings"/></p>
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The "**Microphone Mute**" field is enabled by default (turned OFF).




The "**Auto-Answer**" field is enabled by default (turned ON).

2. To disable the "**Microphone Mute**" field (turn ON), uncheck the check box.
3. To disable the "**Auto-Answer**" field (turn OFF), uncheck the check box.
4. Click  to save your changes.
5. Click on **Operation->Reset**.
6. In the "**Restart Phone**" field click  to restart the IP phone.

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










The redial list stores up to the last 100 numbers you called, allowing you to scroll through and select the number you wish to redial.

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

Accessing the Redial List



IP Phone UI

1. If you are off-hook and press , the telephone automatically dials the last number you called.
2. If you are not on the phone, press  to display the most recently dialed number and use   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.

Deleting from the Redial List

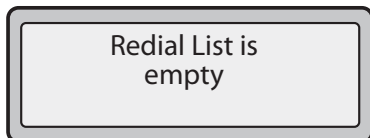
Note: You cannot delete individual entries in the Redial List.



IP Phone UI

To Delete All Items

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



Mute



IP Phone UI

Press the button at any time to mute handset, headset or handsfree. The speaker light will flash slowly and you can hear the caller, but they cannot hear you. To switch mute on or off, press .

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

Receiving Calls

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




Answering an Incoming Call



IP Phone UI

To answer the call


- For handsfree operation, press  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" in the *53i Installation Guide*.


- 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 hard keys or programmable keys on the phone to place a call on hold, transfer a call, or conference.


Placing a Call on Hold

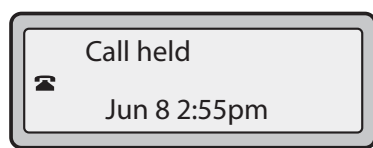
When you place a call on hold, only your phone can retrieve the call.



IP Phone UI

To place a call on hold

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

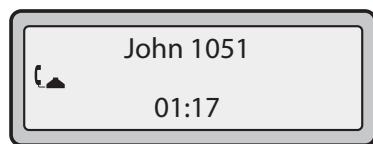


The line/call appearance light will begin to flash slowly and after a short time the phone will beep softly to remind you that you still have a call on hold. The screen displays "**Call Held**" with the line number the call is held at the phone.


Note: The phone will not beep to remind you that you still have a call on hold if you are connected to another call.

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.



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 will 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.

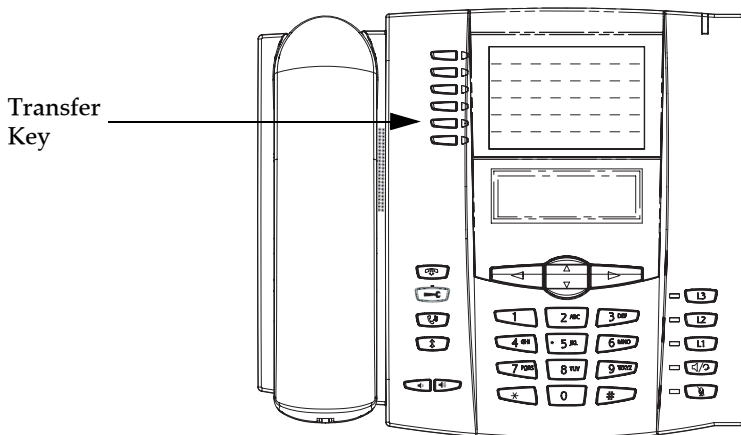
Consultive Transfer

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



IP Phone UI

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



1. Connect to the call you wish to transfer (if not already connected).
2. Press the **Transfer** Key. You will hear a dial tone as a second line opens up.

3. Enter the extension number of the person you wish to transfer the call to, or dial the outside number of the person you wish to transfer the call to.

Note: To complete a "blind" transfer, press the **Transfer** Key again before the phone begins dialing. To complete a consultive transfer, remain on the line to speak with the party, before pressing the **Transfer** Key again. To cancel the transfer, select **Cancel** on the display screen.

Conferencing Calls

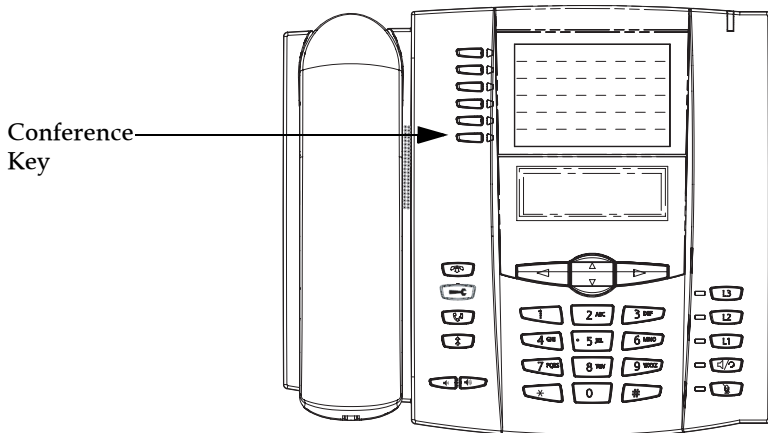
The 53i phone system supports up to 3 parties (including yourself) in a conference call.

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

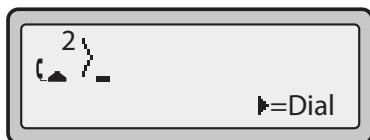


IP Phone UI

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






1. Connect to the first party you wish to include in the conference (if not already connected).
2. Press the **Conference** Key. A new line opens.



3. Enter the extension number, or dial the outside number of the person you wish to add to the conference.
4. Wait for the new party to answer. You can consult with the new party first before adding them to the conference.

5. To add the new party to the conference, press the **Conference** key again.
6. To drop a party from the conference, press the **Conference** key once more.

Note: You can use   to scroll through and see the numbers and names (if available) of the parties in the conference call.


7. To exit the conference leaving the other two parties connected, disconnect by placing the handset back on-hook or by pressing .

To conference two calls you are already connected to



IP Phone UI


1. Begin with active calls on two different lines.
2. Press the **Conference** key. A new line will open.
3. Press the line key of the call you wish to conference with.
4. Press the **Conference** key again. The two lines link into a conference call.

Note: When a name is displayed, pressing  drops the displayed party from the call.

Ending Calls



IP Phone UI

To end a call, you first need to connect to the call if not already connected. To end a call, you first need to reconnect to the call if not already connected (for example, if your caller is on hold). Press  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 53i 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.

Directory List

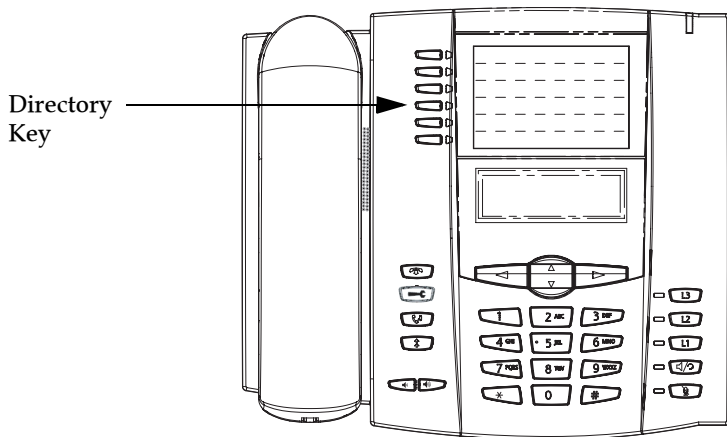
The Directory List is your personal phone book, conveniently stored within your phone. You can enter up to 200 entries into the 53i Directory by adding them manually, or by saving the number and name from other lists stored on your phone. Each entry can contain a maximum of 16 letters and numbers.

Accessing Your Directory

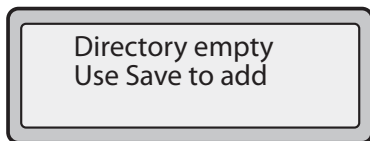




IP Phone UI

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**" is displayed.



2. You can access entries by pressing   to scroll through the list.

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

Saving Numbers and Names to the Directory

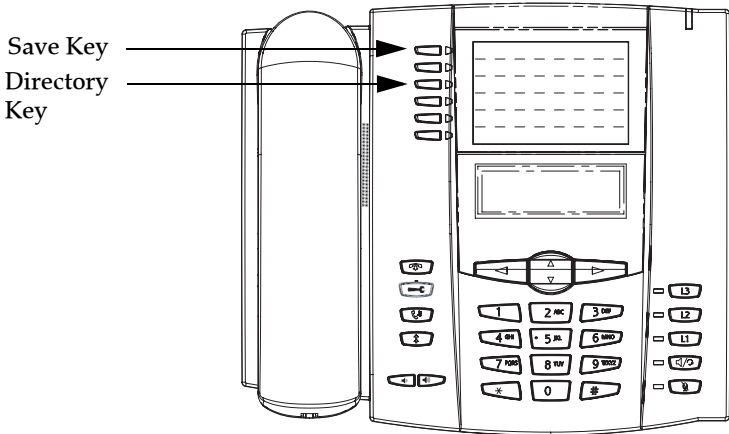
You can save a number to your Directory from your display during a call, from the Redial list or Callers list, or by entering a new number and name.

Saving from the Display

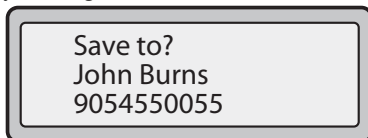


IP Phone UI

You can save the name and/or number displayed on your screen during a call to the Directory, or to one of your programmable keys using the following procedure. Use the following illustration as a reference.



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

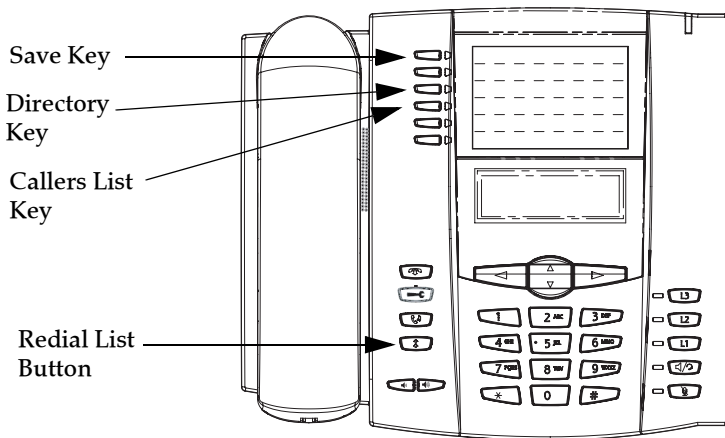



- Press the **Directory** Key or an empty programmable key. If a name is displayed both the number and name are saved in Directory or the programmable key. If no name or "**Unknown Name**" displays, you can enter the name using the dial pad.
- Press the **Save** Key to finish.



IP Phone UI

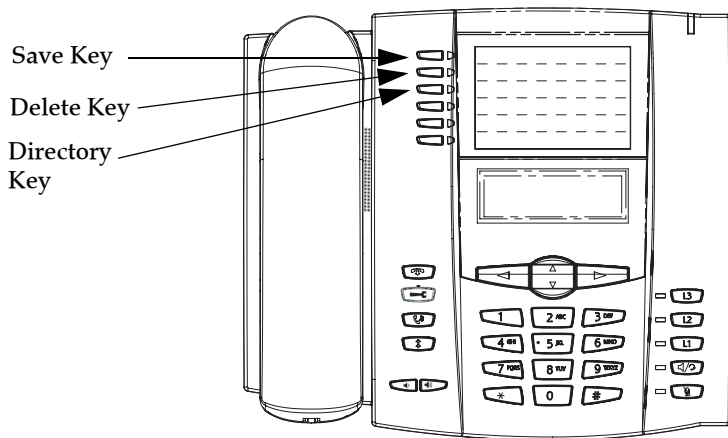
Use the following procedure to save names/numbers from the Redial or Callers List to the Directory. Use the following illustration as a reference.




1. Press the **Callers List** Key or the **Redial List** button (). From the Callers or Redial List, scroll through the list to find the name and number that you wish to save to your directory.
2. Press the **Save** key.
3. Press the **Directory** Key. If the name is displayed with the number, both are saved to the Directory. If no name is displayed, you can enter the name using the dial pad.






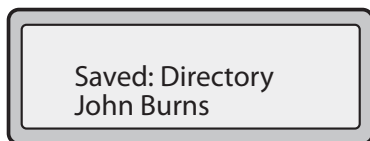
Use the following procedure to enter a new number and name into the Directory. Use the following illustration as a reference.



1. Press the **Save Key**. At the "**Save to?**" prompt, press the **Directory Key**.
2. Use the dial pad key to enter the number.

NOTE: To add a one second pause during number editing press  .

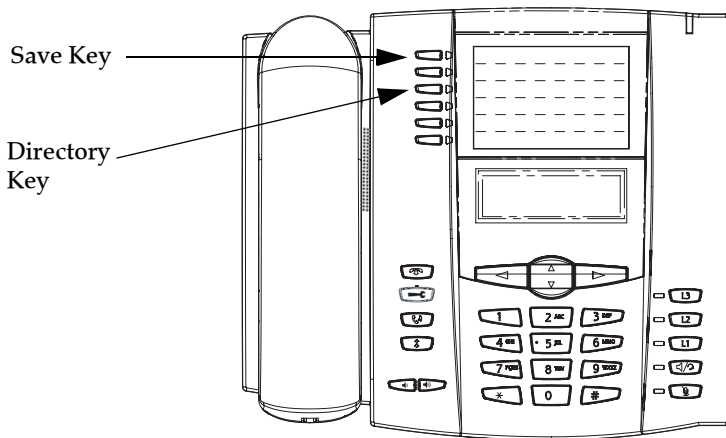
3. Press the **Save Key**. At the "**Enter Name**" prompt, use the dial pad to select the letters. Continue to press the number key to access the next letter for that key (for example, press **2** three times to access **C**). Press  to move to the next space, or wait a moment and the cursor automatically advances. To insert a space between letters, press  .
4. To backspace and erase a mistake, press  or press the **Delete Key**.
5. Press the **Save Key** to finish.









IP Phone UI

Use the following procedure to edit a listing in your Directory. Use the following illustration as a reference.



1. Press the **Directory** Key.
2. Access the entry you want to edit by pressing the first letter of the name on the dial pad, and   to scroll through the list.
3. To begin editing press . Press  again to erase the numbers or letters to the left or use the dial pad to enter additional digits or characters once you have saved the number. If you don't want to change the number or name just press the **Directory** Key at any time to exit.
4. Press the **Save** Key to finish.

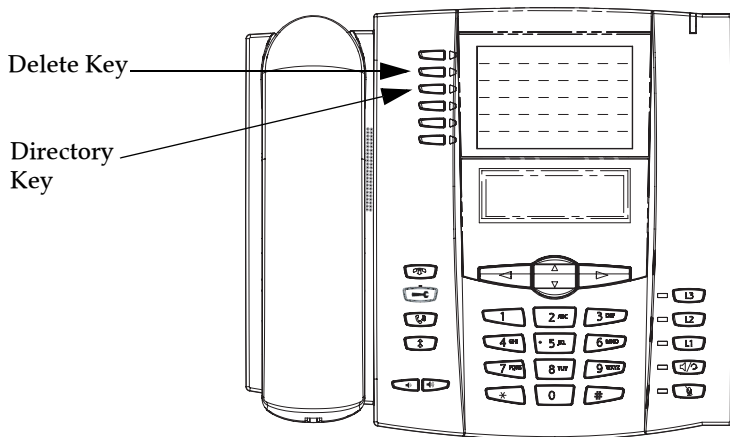
Deleting Items from Directory

You can delete individual items from your Directory, or you can delete all items in the Directory.



IP Phone UI

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



1. Press the **Directory** Key.
2. Press to find the item you want to delete.
3. Press the **Delete** Key.
4. Press the **Delete** Key again at the prompt to erase the item.



IP Phone UI

DELETE again to
erase this item

Use the following procedure to delete all items from the directory.

1. Press the **Directory** Key.
2. Press the **Delete** Key.
3. Press the **Delete** Key again at the prompt to erase all items.

Directory empty
Use Save to add

Callers List





The Callers list is a stored log of your incoming calls. The 53i 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 programmable key or the Directory, the Callers list will display 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.

You can also 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.

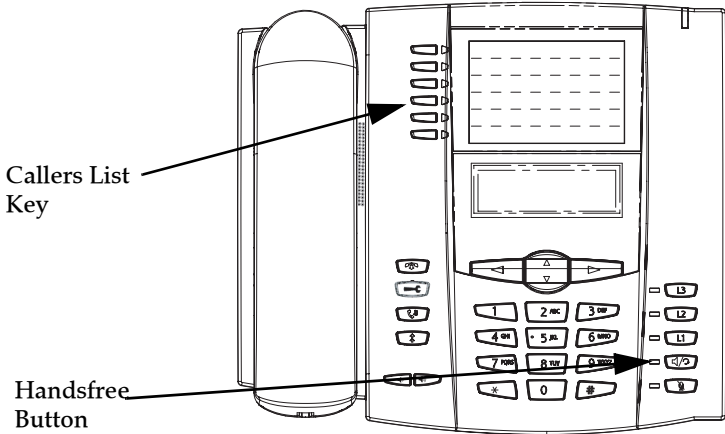
	A	B	C	D	E	F
1	John	41373		2		
2	Tim	41376		1		
3	Carol	4443245		1		
4	Tom	41356		3		
5						
6						
7						
8						
9						
10						
11						
12						

Accessing the Callers List



IP Phone UI

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

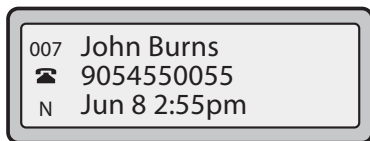


1. Press the **Callers List** Key. Press to move through the Callers list. Press to see the most recent call, or to see the oldest call on your list.
2. To dial the displayed number just press or lift the Handset or press any line keys.
3. Press the **Callers List** Key to cancel.

Editing in the Callers List

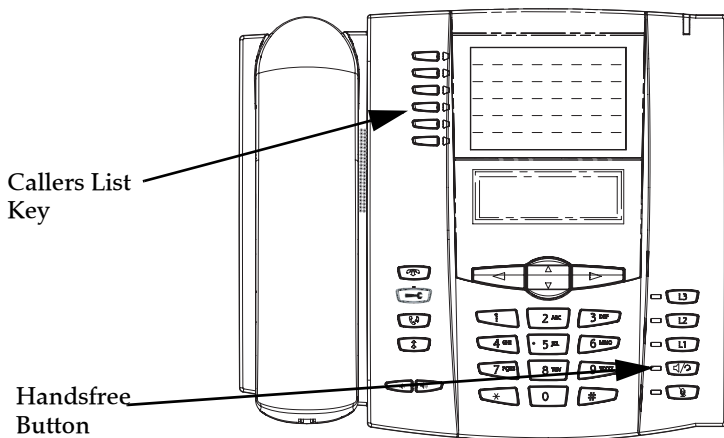
Important: The Caller List does not save changes. Editing in the Callers List is generally used if you plan to call the number and need to add a prefix.

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



IP Phone UI

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



1. Press the **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.
5. Press any key on the dial pad to begin editing.
3. To move the cursor one digit to the right, press . To erase one digit to the left of the cursor, press .
4. To dial the displayed number press , or just lift the handset, or press any line keys.

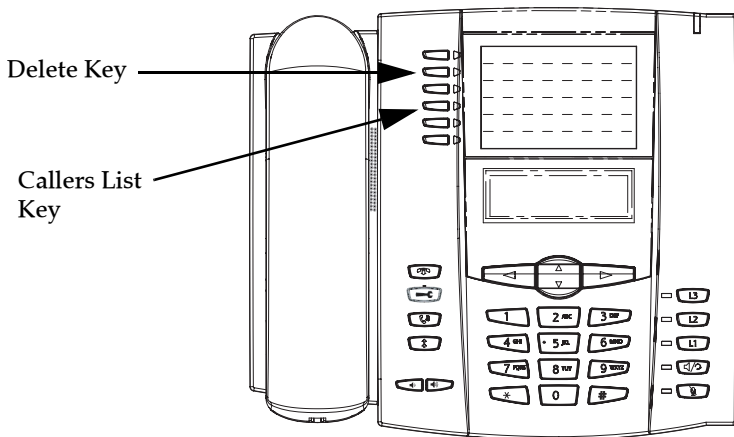
Deleting from the Callers List

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. Press **☐** **☐** to find the item you want to delete.
3. Press the **Delete** Key.
4. Press the **Delete** Key again at the prompt to erase the item.



IP Phone UI

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

1. Press the **Callers List** Key.
2. Press the **Delete** Key.
3. Press the **Delete** Key again at the prompt to erase all items.

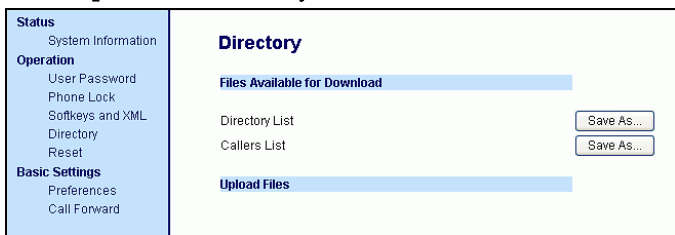
Downloading the Callers List

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



Aastra Web UI

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



2. In the Callers List field, click on **Save As...**.
A File Download message displays.
3. Click **OK**.
4. Enter the location on your computer where you want to download the Callers List and click **SAVE**.
The *callerslist.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 .
3. Select **Cfwd Number** and press .
4. Enter the number destination for which you want your incoming calls to be forwarded and press .

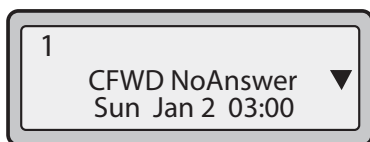
Note: If you leave the "Number" field blank, call forwarding is disabled.

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

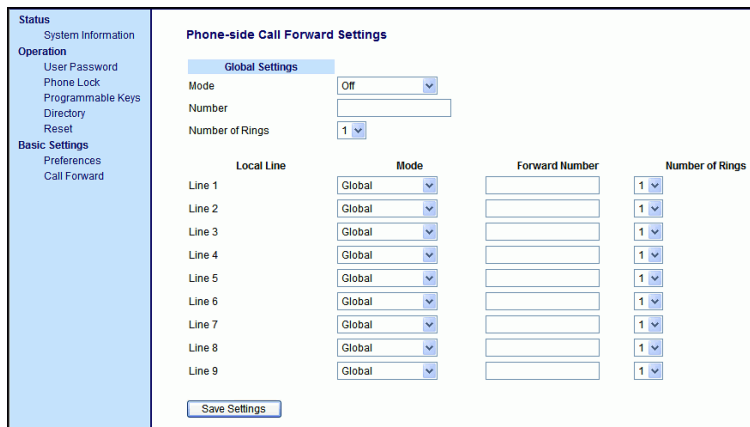
Note: "Number of Rings" field applies to **No Answer** and **Busy No Answer** modes only.

A message displays "**confirmed**".

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



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



Local Line	Mode	Forward Number	Number of Rings
Line 1	Global		1
Line 2	Global		1
Line 3	Global		1
Line 4	Global		1
Line 5	Global		1
Line 6	Global		1
Line 7	Global		1
Line 8	Global		1
Line 9	Global		1

2. In the "**Mode**" field, select the mode you want to set on your phone.

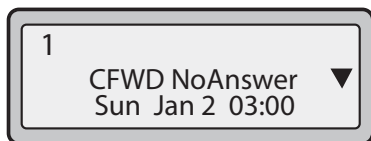
Note: To disable call forwarding in the Aastra Web UI, set the mode to **OFF** and remove the phone number in the "**Number**" field.

3. In the "**Number**" field, enter the call forward number for which you want your calls to be call forwarded.

4. In the "**Number of Rings**" field, enter the number of rings you want to set before the call is forwarded. Valid values are 1 to 9.

5. Click to save the Call Forward settings. The changes are dynamic and are immediately applied to the phone.

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





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

<p>Status</p> <p>System Information</p> <p>Operation</p> <p>User Password</p> <p>Phone Lock</p> <p>Programmable Keys</p> <p>Directory</p> <p>Reset</p> <p>Basic Settings</p> <p>Preferences</p> <p>Call Forward</p>	<p>Phone-side Call Forward Settings</p> <p>Global Settings</p> <p>Mode: <input type="text" value="Off"/></p> <p>Number: <input type="text"/></p> <p>Number of Rings: <input type="text" value="1"/></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Local Line</th> <th style="text-align: left;">Mode</th> <th style="text-align: left;">Forward Number</th> <th style="text-align: left;">Number of Rings</th> </tr> </thead> <tbody> <tr><td>Line 1</td><td><input type="text" value="Global"/></td><td><input type="text"/></td><td><input type="text" value="1"/></td></tr> <tr><td>Line 2</td><td><input type="text" value="Global"/></td><td><input type="text"/></td><td><input type="text" value="1"/></td></tr> <tr><td>Line 3</td><td><input type="text" value="Global"/></td><td><input type="text"/></td><td><input type="text" value="1"/></td></tr> <tr><td>Line 4</td><td><input type="text" value="Global"/></td><td><input type="text"/></td><td><input type="text" value="1"/></td></tr> <tr><td>Line 5</td><td><input type="text" value="Global"/></td><td><input type="text"/></td><td><input type="text" value="1"/></td></tr> <tr><td>Line 6</td><td><input type="text" value="Global"/></td><td><input type="text"/></td><td><input type="text" value="1"/></td></tr> <tr><td>Line 7</td><td><input type="text" value="Global"/></td><td><input type="text"/></td><td><input type="text" value="1"/></td></tr> <tr><td>Line 8</td><td><input type="text" value="Global"/></td><td><input type="text"/></td><td><input type="text" value="1"/></td></tr> <tr><td>Line 9</td><td><input type="text" value="Global"/></td><td><input type="text"/></td><td><input type="text" value="1"/></td></tr> </tbody> </table> <p style="text-align: center;"><input type="button" value="Save Settings"/></p>	Local Line	Mode	Forward Number	Number of Rings	Line 1	<input type="text" value="Global"/>	<input type="text"/>	<input type="text" value="1"/>	Line 2	<input type="text" value="Global"/>	<input type="text"/>	<input type="text" value="1"/>	Line 3	<input type="text" value="Global"/>	<input type="text"/>	<input type="text" value="1"/>	Line 4	<input type="text" value="Global"/>	<input type="text"/>	<input type="text" value="1"/>	Line 5	<input type="text" value="Global"/>	<input type="text"/>	<input type="text" value="1"/>	Line 6	<input type="text" value="Global"/>	<input type="text"/>	<input type="text" value="1"/>	Line 7	<input type="text" value="Global"/>	<input type="text"/>	<input type="text" value="1"/>	Line 8	<input type="text" value="Global"/>	<input type="text"/>	<input type="text" value="1"/>	Line 9	<input type="text" value="Global"/>	<input type="text"/>	<input type="text" value="1"/>
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Line 9	<input type="text" value="Global"/>	<input type="text"/>	<input type="text" value="1"/>																																						

2. Select a line to set Call Forwarding on.

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

Note: To disable call forwarding in the Aastra Web UI, set the mode to **OFF** and remove the phone number in the "**Forward Number**" field.

Note: To force a line to use the global settings, set the "**Mode**" field to **Global**.

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

5. 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.

6. Click to save the Call Forward settings. The changes are dynamic and are immediately applied to the phone.

Additional Features

This section describes additional features you can use on the 53i 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.

If these have not been set up, you can dial any star code commands on the 53i phone the same way you would on a regular telephone.

Suppress DTMF Playback

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

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

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

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

Configuring Suppression of DTMF Playback



Aastra Web UI

Use the following procedure to configure suppression of DTMF playback.

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

Status System Information	Preferences
Operation User Password Phone Lock Programmable Keys Directory Reset	General 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
Basic Settings	

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. These changes are not dynamic. You must restart your IP phone for the changes to take affect.
5. Click on **Operation->Reset**.
6. In the "**Restart Phone**" field click to restart the IP phone and apply the changes.

Display DTMF Digits

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

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

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

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

Configuring Display of DTMF Digits



Aastra Web UI

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

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

<p>Status System Information</p> <p>Operation User Password Phone Lock Programmable Keys Directory Reset</p> <p>Basic Settings Preferences Call Forward</p> <p>Advanced Settings Network Global SIP Line 1 Line 2 Line 3 Line 4 Line 5 Line 6 Line 7 Line 8 Line 9</p>	<p>Preferences</p> <p>General</p> <p>Local Dial Plan <input type="text" value="X*# XX* 2XX"/></p> <p>Send Dial Plan Terminator <input type="checkbox"/> Enabled</p> <p>Digit Timeout (seconds) <input type="text" value="4"/></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>Incoming Intercom Settings</p> <p>Auto-Answer <input checked="" type="checkbox"/> Enabled</p> <p>Microphone Mute <input checked="" type="checkbox"/> Enabled</p> <p>Play Warning Tone <input checked="" type="checkbox"/> Enabled</p> <p>Key Mapping</p> <p>Map Redial Key To <input type="text"/></p> <p>Map Conf Key To <input type="text"/></p>
--	---

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. These changes are not dynamic. You must restart your IP phone for the changes to take affect.
4. Click on **Operation->Reset**.
5. In the "**Restart Phone**" field click to restart the IP phone and apply the changes.

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.

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

Status System Information	Preferences
Operation User Password Phone Lock Programmable Keys Directory Reset	General 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
Basic Settings	

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.
4. Click on **Operation->Reset**.
5. In the "**Restart Phone**" field click to restart the IP phone.

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.

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

Status System Information Operation User Password Phone Lock Programmable Keys Directory Reset Basic Settings	Preferences General 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
--	--

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.
4. Click on **Operation->Reset**.
5. In the "**Restart Phone**" field click to restart the IP phone.

Incoming Intercom Calls and Auto-Answer

A feature on the 53i IP phone allows you to set intercom settings and automatic answering for incoming intercom calls.

On incoming intercom calls, you can enable (turn ON) or disable (turn OFF) the microphone on the IP phone. You can also enable or disable “Auto-Answer” and “Play Warning Tone” for incoming intercom calls.

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 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. By default, auto-answer, the microphone, and playing a warning tone are all enabled for incoming intercom calls.

You can set incoming intercom settings and auto-answer using the Aastra Web UI only.

Configuring Incoming Intercom and Auto-Answer



Aastra Web UI


Use the following procedures to configure incoming intercom calls and auto-answer on the IP phone.

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

The screenshot shows the Aastra Web UI interface. On the left is a navigation menu with categories: Status (System Information), Operation (User Password, Phone Lock, Programmable Keys, Directory, Reset), Basic Settings (Preferences, Call Forward), and Advanced Settings (Network, Global SIP, Line 1, Line 2, Line 3, Line 4). The 'Preferences' section is selected. The main content area is titled 'Preferences' and is divided into 'General' and 'Incoming Intercom Settings'. Under 'General', there are fields for 'Local Dial Plan' (containing 'X*#|XX+*|2XX'), 'Send Dial Plan Terminator' (checkbox, disabled), 'Digit Timeout(seconds)' (input field, 4), 'Suppress DTMF Playback' (checkbox, disabled), 'Display DTMF Digits' (checkbox, disabled), 'Play Call Waiting Tone' (checkbox, checked), and 'Stuttered Dial Tone' (checkbox, checked). Under 'Incoming Intercom Settings', there are three checkboxes, all of which are checked: 'Auto-Answer', 'Microphone Mute', and 'Play Warning Tone'. At the bottom left of the main content area is a 'Save Settings' button.

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 in incoming intercom call. To disable this field, uncheck the box.
5. Click  to save your settings.

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

7. In the "**Restart Phone**" field click to restart the IP phone.

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.

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 Tone Settings Table

Configuration Method	Valid Values	Default Value
IP Phone UI	<u>Global:</u> Tone 1 Tone 2 Tone 3 Tone 4	<u>Global:</u> Tone 1
Aastra Web UI	<u>Global:</u> Tone 1 Tone 2 Tone 3 Tone 4 Tone 5 Silent <u>Per-Line:</u> Global Tone 1 Tone 2 Tone 3 Tone 4 Tone 5 Silent	<u>Global:</u> Tone 1 <u>Per-Line:</u> 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)
- **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 **Tones**.
3. Select **Set Ring Tone**.
4. Select the type of ring tone (**Tone 1** through **Tone 5**, or **Silent**).
5. Select **Set** and then press .
6. Select **Tone Set**.
7. Select the country for which you want to apply the tone set. Valid values are **Australia**, **Europe**, **France**, **Germany**, **Italy**, **UK**, and **US**. Default is **US**.
8. Press  .
The ring tone and tone set you select is immediately applied to the IP phone.



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

Status System Information	Preferences
Operation User Password Phone Lock Programmable Keys Directory Reset	General 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 Incoming Call Interrupts Dialing <input type="checkbox"/> Enabled
Basic Settings Preferences Call Forward	Incoming Intercom Settings Auto-Answer <input checked="" type="checkbox"/> Enabled Microphone Mute <input checked="" type="checkbox"/> Enabled Play Warning Tone <input checked="" type="checkbox"/> Enabled
	Ring Tones Tone Set <input type="text" value="US"/> Global Ring Tone <input type="text" value="Tone 1"/> Line 1 <input type="text" value="Global"/> Line 2 <input type="text" value="Global"/> Line 3 <input type="text" value="Global"/> Line 4 <input type="text" value="Global"/> Line 5 <input type="text" value="Global"/> Line 6 <input type="text" value="Global"/> Line 7 <input type="text" value="Global"/> Line 8 <input type="text" value="Global"/> Line 9 <input type="text" value="Global"/>
	Time and Date Setting Time Format <input type="text" value="12h"/> Date Format <input type="text" value="WWW MMM DD"/>
	Language Settings Webpage Language <input type="text" value="English"/>
	<input type="button" value="Save Settings"/>

For global configuration:

2. In the "Ring Tones" section, select a country from the "Tone Set" field.
3. Select a value from the "Global Ring Tone" field.

Note: See the [Ring Tone Settings Table](#) on page 71 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 Tone Settings Table](#) on page 71 for valid values.

6. Click to save your settings. These changes are not dynamic. You must restart your IP phone for the changes to take affect.
7. Click on **Operation->Reset.**
8. In the "Restart Phone" field click to restart the IP phone and apply the ring tone.

Time and Date

On the IP phones, you can configure the following:

- Time and date
- Time and date format
- Time zone
- Daylight savings time

Note: You can set all the above features on the IP Phone UI. However, only the Time and Date Formats can be set using the Aastra Web UI.


Configuring Time and Date

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



IP Phone UI

Set Time and Time Format

1. Press  on the phone to enter the Options List.
2. Select **Time and Date**.
3. Select **Set Time**.
4. Using the keys on the keypad, enter a time to set on the IP phone.
5. Press **Done** to save the time you entered.
6. Select **Time Format**.
7. Valid values are **12hr** and **24hr**.

Note: The default Time Format is **12hr**.

8. Press **Change** to toggle between 24hr and 12hr format.
9. Press **Done** to save the Time Format you selected.

Set Date and Date Format

1. Select **Set Date**.
2. Using the keys on the keypad, enter a date to set on the IP phone.
3. Press **Done** to save the date you entered.
4. Select **Date Format**.
5. Select a date format from the list of options.

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

Note: The default Date Format is **WWW MMM DD** (Day of Week, Month, Day)

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

Set Time Zone

1. Select **Time Zone**.
2. Press * to display a list of Time Zone options.
3. Select a Time Zone from the list of options.
For valid time zone values, see Appendix B.

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

4. Press Done to save the Time Zone you selected.

Daylight Savings Time

1. Select **Daylight Savings**.
2. Select a Daylight Savings time from the list of options.
Valid values are:
 - OFF
 - 30 min summertime
 - 1 hr summertime
 - automatic

Note: The default for Daylight Savings is **Automatic**.

3. Press Done to save the Daylight Savings value you selected.



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

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, Programmable Keys, Directory, Reset), and Basic Settings (Preferences, Call Forward). The main content area is titled "Preferences" and contains several sections: "General" with settings for Suppress DTMF Playback, Display DTMF Digits, Play Call Waiting Tone, Stuttered Dial Tone, and Incoming Call Interrupts Dialing; "Incoming Intercom Settings" with Auto-Answer, Microphone Mute, and Play Warning Tone; "Ring Tones" with Tone Set (US) and Global Ring Tone (Tone 1), followed by dropdown menus for Line 1 through Line 9; "Time and Date Setting" with Time Format (12h) and Date Format (WWW MMM DD); and "Language Settings" with Webpage Language (English). A "Save Settings" button is at the bottom.

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

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

3. In the **“Date Format”** field, select the date format you want to use on your phone. 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

Note: The date displays on the phone's idle screen in the format you select.

4. Click to save your settings.
5. Click on **Operation->Reset**.
6. In the "**Restart Phone**" field click to restart the IP phone.

Locking and Unlocking the Phone

You can lock your phone to prevent the phone from being used or configured. You can lock the phone using the IP Phone UI or the Aastra Web UI.

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

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

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





Locking/Unlocking a Phone

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





IP Phone UI

Lock the Phone

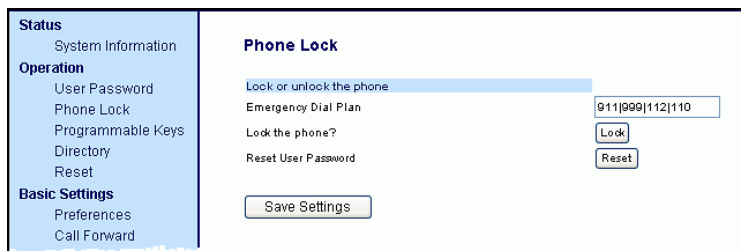
1. Press  on the phone to enter the Options List.
2. Select **Phone Lock** and press .
3. Press  to set the phone to lock.
4. Press  on the phone.
The following message displays:
"Phone is locked".

Unlock the Phone

1. Press  on the phone to enter the Options List.
 2. Enter your user password and press .
- The phone unlocks.



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".

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).

Use the following procedure to reset a user password.



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

Status System Information	Phone Lock
Operation User Password Phone Lock Programmable Keys Directory Reset	Lock or unlock the phone <input type="text" value="911 999 112 110"/> 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"/>
Basic Settings Preferences Call Forward	

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

The following screen displays.

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

3. In the "**Current Password**" field, leave this blank.

4. In the "**New Password**" field, enter a new password.

5. In the "**Password Confirm**" field, re-enter your new user password.

6. Click to save your settings.

Defining an Emergency Dial Plan

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

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

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

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

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

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

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



Aastra Web UI

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

Status
System Information

Operation
User Password
Phone Lock
Programmable Keys
Directory
Reset

Basic Settings
Preferences
Call Forward

Phone Lock

Lock or unlock the phone

Emergency Dial Plan

Lock the phone?

Reset User Password

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.

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 .
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  to set the language on the phone.
The language you select displays a check mark indicating this is the current language for the IP Phone UI. 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.**


The screenshot shows the 'Preferences' page in the Aastra Web UI. On the left is a navigation menu with categories: Status (System Information), Operation (User Password, Phone Lock, Programmable Keys, Directory, Reset), and Basic Settings (Preferences, Call Forward). The main content area is titled 'Preferences' and contains several sections: 'General' with options for Suppress DTMF Playback, Display DTMF Digits, Play Call Waiting Tone, Stuttered Dial Tone, and Incoming Call Interrupts Dialing; 'Incoming Intercom Settings' with Auto-Answer, Microphone Mute, and Play Warning Tone; 'Ring Tones' with Tone Set and nine individual line ring tones; 'Time and Date Setting' with Time Format and Date Format; and 'Language Settings' with Webpage Language. A 'Save Settings' button is at the bottom.

Section	Option	Value/Status
General	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
	Incoming Call Interrupts Dialing	<input type="checkbox"/> Enabled
Incoming Intercom Settings	Auto-Answer	<input checked="" type="checkbox"/> Enabled
	Microphone Mute	<input checked="" type="checkbox"/> Enabled
	Play Warning Tone	<input checked="" type="checkbox"/> Enabled
Ring Tones	Tone Set	US
	Global Ring Tone	Tone 1
	Line 1	Global
	Line 2	Global
	Line 3	Global
	Line 4	Global
	Line 5	Global
	Line 6	Global
	Line 7	Global
	Line 8	Global
Time and Date Setting	Time Format	12h
	Date Format	WWW MMM DD
Language Settings	Webpage Language	English

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.

Troubleshooting Solutions

Why is my display blank?

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

Why is my speakerphone not working?

If you press the  button and the speaker light 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**" in the **53i Installation Guide** 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 53i 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 53i Installation Guide** provided with your phone.

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

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

How do I find the IP address of my phone?






Instructions on where to find the IP address of your phone can be found in this guide in the section, "**Finding Your Phone's IP Address**" on [page 10](#).

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.



Aastra Web UI

1. Click on **Operation->User Password**.
2. In the "**Current Password**" field, enter the current user password.
Note: By default, the user name is "user" (all lowercase) and the password field is left blank. If you have forgotten your password, contact your system administrator for assistance.
3. In the "**New Password**" field, enter the new user password.
4. In the "**Password Confirm**" field, enter the new user password again.
5. Click  to save your changes.

For information on how to access the Aastra Web UI, go to the section "[Using the Aastra Web UI](#)" on [page 11](#).

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

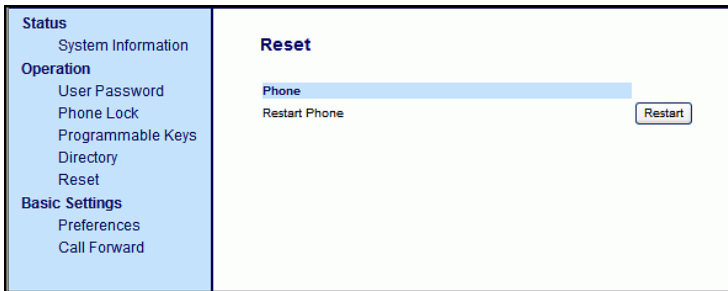
1. Press the button on the phone to enter the Option List.
2. Use the key to scroll down the list of options to **Phone Status** and press the key to select.
3. Press the key to scroll to the **Restart Phone** option.
4. Press the key to confirm and restart the phone. If you do not wish to restart your phone, press the key to cancel.

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



Aastra Web UI

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



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

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 customer's 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

Time Zone Name	Time Zone Code
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
MC-Monaco	CET
MD-Chisinau	EET
MK-Skopje	CET
MQ-Martinique	AST
MS-Montserrat	AST
MT-Malta	CET
MX-Mexico City	CST
MX-Cancun	CST
MX-Merida	CST
MX-Monterrey	CST
MX-Mazatlan	MST
MX-Chihuahua	MST
MX-Hermosillo	MST
MX-Tijuana	PST
NI-Managua	CST
NL-Amsterdam	CET
NO-Oslo	CET
NR-Nauru	NRT
NU-Niue	NUT
NZ-Auckland	NZS
NZ-Chatham	CHA
PA-Panama	EST
PE-Lima	PES
PL-Warsaw	CET
PR-Puerto Rico	AST
PT-Lisbon	WET
PT-Madeira	WET
PT-Azores	AZO
PY-Asuncion	PYS

Appendix A - Time Zone Codes

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

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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.

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