



# SmartCOMM™ Hosted IP Complete

## Aastra 6731i Phone Reference Guide

Symbol	Text	Key Description	Basic Phone Features	
		<b>Goodbye key</b> – Ends an active call or sends an incoming call directly to voice mail. You may press this button at any time while in a menu to return to your home screen.	<b>Make a Call</b> 1. Lift the Handset, press a Line Appearance key, or press the Speaker key. 2. Dial the number from the keypad.	
		<b>Options key</b> – Accesses options to customize your phone.	<b>Answering a Call</b> For hands free operation, press the speaker key or Line Appearance key for the incoming call.	
		<b>Hold key</b> – Places an active call on hold. To retrieve a held call, press the call appearance button beside the light that is flashing.	<b>Redial</b> Press the Redial key to call a recently dialed number.	
		<b>Redial key</b> – Redials up to 100 previously dialed numbers. Pressing the Redial key twice simultaneously redials the last dialed number.	<b>Ending Calls</b> To end a call replace the handset, or press either the Goodbye or Hang-up key.	
		<b>Volume control key</b> – Adjusts the volume for the handset, headset, ringer, and hands free speaker.	<b>Common Access Codes</b>	
		<b>Line Call Appearance key</b> – Connects you to a line or call. The Aastra 31i IP phone supports up to 2 line keys.	Immediate Call Forwarding Activation	* 72 + number to forward to
		<b>Speaker key</b> – Activates hands free 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 hands free speakerphone.	Immediate Call Forwarding Deactivation	* 73
		<b>Mute key</b> - Mutes the call so that your caller cannot hear you (the light indicator flashes when the microphone is on mute).	Busy Call Forwarding Activation	* 90 + number to forward to
		<b>Callers List key</b> - Accesses the last 200 calls	Busy Call Forwarding Deactivation	* 91
		<b>Conference key</b> - Begins a 3-way conference call with the active call	No Answer Call Forwarding Activation	* 92+ number to forward to
		<b>Transfer key</b> - Transfers the active call to another number	No Answer Call Forwarding Deactivation	* 93
		<b>Navigation Keys</b> – These buttons let you scroll through menu selections.	Automatic Recall	* 69
		<b>Soft Keys</b> – These 8 buttons are programmable. Each button can be assigned a different function that can be programmed by a user or a business group administrator.	VoiceMail	* 15
			MLHG Login/Logout	* 66
			Group call pickup	* 11
			Directed Call Pickup	* 12 + extension

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### Call Handling

#### Call Hold

1. To put a call on hold, press the Hold Key.
2. To retrieve the call, press the Hold Key again

#### Call Transfer

1. Press the Transfer key - this places the current call on hold.
2. Dial the number to transfer the call to and press dial.
3. To transfer the call before the other person answers (non-consultative call transfer), press the Transfer key or wait until the person has answered before completing the transfer by pressing the Transfer key.

#### To transfer a call directly to voicemail:

1. Press the transfer key
2. Dial \* + the extension
3. Press the transfer key

#### Call Waiting

1. Select the line key that is flashing.
2. When the call is answered, the original call is placed on hold.
3. You can switch between calls by selecting the line keys.

#### 3 Way Conferencing

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

#### Parking a Call *(Must be set up by an administrator to be active.)*

Parking a call places the call in a “park orbit” so the call can be retrieved from another phone. If the park goes unanswered, the call will return to the person who placed the call on park.

*To place a call on park* - Press any available park key  
A light will blink to show that there is a call in the park orbit.

*To pick up a call on park* - Press the blinking softkey associated with the park orbit number

#### Do Not Disturb

- Enables you to send calls straight through to voicemail. If you have the softkey enabled, press the DND softkey to turn this feature on and off.

#### Voicemail

- When you have one or more unheard voice messages waiting, your phone will display a flashing light in the upper right corner.
- To access voicemail: Press \*15 or press the voicemail softkey if you have one active.
- To listen to your voice messages: Press 1
- To listen to your other messages: Press 11
- To save a message: Press 2
- To delete a message: Press 3
- To change your mailbox settings: Press 4
- To go back to previous menu: Press \*
- To finish: Press #
- Press 0 after you have logged into your voicemail box to hear helpful tips on how to manage your mailbox.

#### Call Forwarding

Your phone system supports different types of Call Forwarding:

*Immediate* – 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.

To enable call forwarding using the phone:

*Activation* – For Immediate, Busy or No Answer Call Forwarding, dial the access code for the type of call forwarding you want to enable followed by the number you wish to forward calls to.

*Deactivation* – To disable call forwarding, dial the deactivation code for that type of call forwarding.  
You may also enable and disable call forwarding using CommPortal.

**\*\*\*Commportal ALWAYS overrides call forwarding settings.\*\*\***

**CommPortal** - A powerful and easy to use Web interface that gives users access to their phone settings.

#### Logging In:

1. Go to <http://www.grid4.com/commportal>
2. Enter your phone number
3. Enter your Password. (Same as your voicemail password)

#### Dashboard Page:

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

#### Messages & Calls

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

#### Call Manager

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

#### Change Password

1. Go to Settings page
2. Enter your new password in Password box
3. Re-enter your new password in the Confirm Password box
4. Click **Change Password**

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**Soft Keys** – These 8 buttons are programmable. Each button can be assigned a different function that can be programmed by a user or a business group administrator.

**Navigation Keys**  
These buttons let you scroll through menu selections.



### 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.



**Goodbye key** – Ends an active call or sends an incoming call directly to voice mail. You may press this button at any time while in a menu to return to your home screen.

### Message Waiting Indicator

Flashes red when you receive a call or when you have a message waiting.



### Options key

Accesses options to customize your phone.



### Callers List key

Accesses the last 200 calls



### Conference key

Begins a 3 way conference call with the active call



### Transfer key

Transfers the active call to another number



### Line Call Appearance keys

Connects you to a line or call. The Aastra 31i IP phone supports up to 2 line keys.



### Speaker key

Activates hands free 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 hands free speakerphone.



### Volume down key

Decreases the volume for the handset, headset, ringer, and hands free speaker.



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



### Volume up key

Increases the volume for the handset, headset, ringer, and hands free speaker.