



6757i Reference Guide

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Introduction

This 6757i IP telephone has all the features of a regular business phone, allowing you to make and receive calls, transfer, conference and more. The 6757i IP telephone provides communications over an IP Network using the SIP IP telephony protocol.

Phone Features

- 11 line graphical LCD screen (144 x 128 pixels) with white backlight
- 12 multi-functional softkeys
- 6 Top Keys: Static softkeys
- 6 Bottom Keys: State-based softkeys
- Press-and-hold speeddial key configuration feature
- 4 call appearance lines with LEDs
- Full-duplex speakerphone for handsfree calls
- Headset mode support (via handset jack)
- 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)

Call Control

This section describes ways to make calls on your 6757i phone, using your handset, speakerphone or headset.

Dialing a Number

1. The Live DialPad option is on as soon as you press the first digit on the dial pad the phone automatically selects the next available line, go off-hook and dial as digits are pressed.
2. Enter the number you wish to call
3. 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. Your phone must be in either the Speaker or Speaker/Headset audio mode.

- To answer a call on your phone using handsfree, press speakerphone or the line/call appearance button.
- If you are in Speaker/headset audio mode, press the Speaker/Headset button to switch between handsfree and headset.
- When the handset is on hook, press GOODBYE to disconnect the call.
- When handsfree is on, the speaker light turns on.

Using a Headset

The 6757i accepts headsets through the modular RJ22 jack on the back of the phone.

To Make and Receive Calls Using a Headset

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

Redial

1. Press the Redial key to list the most recent number you dialed from the phone.
2. Press Dial to place the call

The redial list is available during active calls. It stores up to the last 100 numbers you called, allowing you to scroll through and select the number you wish to redial.

Mute

You can use the Mute key to mute the handset, headset, or speakerphone. When you use the mute key on your phone, you cannot be heard on an active call or on a conference. For muted calls, the handsfree LED flashes and the Mute key LED is ON. You can use the Mute key to mute the handset, headset, or speakerphone. The speaker light flashes slowly and you can hear the caller, but they cannot hear you. To switch mute on or off, press the Mute key again.

Receiving Calls

When a call is ringing at your extension, the inbound callers extension and name display on the screen. The line/call appearance light flashes quickly for the incoming call.

Answering an Incoming Call

- Press the line/call appearance button for the incoming call or
- Press Speaker/Headset or
- Lift the handset.

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.

Sending an Incoming Call to Voicemail

You can send an incoming call directly to voicemail without answering the call. To do this, press Ignore without picking up the handset. If you're already on the phone your incoming call should go directly to

voicemail after a set number of rings. Your phone screen displays a voicemail icon along with the number of waiting messages, if you have unheard messages.

Handling Calls

When you are connected to a call, you can use the softkeys or hard keys on the phone to place a call on hold, transfer a call, or conference.

Placing a Call on Hold

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

To place a call on hold

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

The line/call appearance light begins to flash slowly and after a short time the phone beeps softly to remind you that you still have a call on hold.

When on Hold

To let your caller know that they are still on hold, music plays softly. 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 Goodbye to disconnect 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.

Consultative Transfer

You also have the option to consult with the person you are transferring the call to, before you complete the transfer. To do this, simply remain on the line until the receiving party answers the call. After consulting with the receiving party, you can either complete the transfer or cancel the transfer to go back to the original call. When you lift the handset on the phone, the **Transfer** key displays on the bottom set of softkeys by default. Use this key to transfer calls.

Use the following procedure to transfer a call to another extension.

To transfer a call to another extension

1. Connect to Party 1 (if not already connected). Party 1 is the party you want to transfer.
2. Press the Transfer key. You should hear a dial tone as a second line opens up.
3. Dial the number for Party 2.
4. To complete a "blind" transfer, press the Transfer Key again before the receiving end answers.

To complete a consultative transfer, remain on the line to speak with the Party 2, before pressing the Transfer Key again to transfer Party 1 to Party 2. To cancel the transfer, select Cancel on the display screen.

Conferencing Calls

1. Connect to Party 1 (if not already connected). Party 1 is the party you want to conference.
2. Press the Conference Key.
3. Enter the number for the next Party on the keypad
4. When the next Party answers, press the Conference Key a second time to complete the conference.
5. To add more parties, repeat Steps 2 through 4. Note: you can conference up to six Callers including yourself.

End a Call

To end a call, you first need to connect or reconnect to the call if not already connected (for example, if your caller is on hold). Press the Goodbye key to end the call. If connected through the handset, you can also place the handset back on hook to end the call.

Setup Options

Ring Tones and Tone Sets

You can configure ring tones and ring tone sets on the IP phone. There are several distinct ring tones a user can select from to set on the IP phones.

Configuring Ring Tones and Tone Sets

Use the following procedures to configure ring tones and tone sets on the IP phone.

1. Press the Options key.
2. Select Preferences.
3. Select Tones.
4. Select Ring Tone.
5. Select the type of ring tone (Tone 1 through Tone 5, or Silent).
6. Press Done.
7. Select Tone Set.
8. Select the country for which you want to apply the tone set.
9. Press Done.

Contrast Level

The "**Contrast Level**" option on the IP phone allows you to set the amount of light that illuminates the LCD display. Use this option to set the preference of contrast level.

Setting Contrast Level

1. Press the Options key.
2. Select Preferences.
3. Select Display.
4. Select Contrast Level.
5. Use the navigation buttons to increase or decrease the intensity of contrast lighting on the LCD.
6. Press Done to save your selection.

Backlight

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

- **Off** - Backlight is always OFF.
- **Auto** (Default)- Automatically turns ON the backlight when the phone is in use, and then automatically turns OFF the backlight when the phone is idle after a specified length of time. Auto backlighting sets the phone to turn off the backlighting after a period of inactivity; the idle period is user definable under the Advanced softkey when you select the Auto mode. In Auto mode, the backlight turns on with a key press or state change on the phone.

Setting the Backlight

1. Press the Options key.
2. Select Preferences.
3. Select Display.
4. Select Backlight.
5. Use the navigation buttons to select the Backlight status for your phone. Default is "Auto". Available options are:
6. Off
7. Auto (Default)
8. If you selected "Off", press Done to save your setting.
9. If you selected "Auto", press the Advanced softkey.
10. Using the keypad, enter the amount of seconds you want the phone to stay backlit when the phone is idle. Valid values are 1 to 120 seconds (2 minutes). Default is 10 seconds. When this period of time is reached, the phone turns OFF the backlight. Use the "Backspace" and/or "Clear" softkeys to delete entries if required.
11. Press Done to save your setting.

Live Dialpad

The "**Live Dialpad**" option on the IP phone turns the Live Dial Pad mode ON or OFF. With live dial pad ON, the 6757i IP phone automatically dials out and turns ON Handsfree mode as soon as a dial pad key or softkey is pressed. With live dial pad OFF, if you dial a number while the phone is on-hook, lifting the receiver or pressing the initiates a call to that number.

Enabling/Disabling Live Dialpad

1. Press the Options key.
2. Select Preferences.
3. Select Live Dialpad.
4. Use the Change softkey to turn the live dialpad ON or OFF.
5. Press Done to save your setting.

Set Audio

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

Audio Mode

The 6757i allows you to use a handset, a headset, or handsfree mode to handle incoming and outgoing calls. The audio mode option provides different combinations of these three methods to provide maximum flexibility in handling calls. There are four audio mode options you can set:

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

Headset Mic Volume

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

Setting Audio Mode and Headset Mic Volume

1. Press the Options key.

2. Select Preferences.
3. Select Set Audio.
4. Select Audio Mode.
5. Select the audio mode you want to use on your phone. Default is Speaker.
6. Valid values are:
 - a. Speaker (Default)
 - b. Headset
 - c. Speaker/Headset
 - d. Headset/Speaker
7. Press Done to save your setting.
8. Select Headset Mic Volume.
9. Select the Low, Medium, or High volume level. Default is Medium.
10. Press Done to save your selection.

Feature Access Codes

Call Forwarding

Call Forwarding Always Activation

1. Press *72.
2. Enter phone number where Calls will be forwarded.
3. The service is activated.

Call Forwarding Always Deactivation

1. Press *73.
2. The Call Forwarding Always service is deactivated.

Call Forwarding Always to Voicemail Activation

1. Press *21.
2. The service is activated.

Call Forwarding Always to Voicemail Deactivation

1. Press #21.
2. The Call Forwarding Always to Voice Mail service is deactivated.

Call Forwarding Busy to Voicemail Activation

1. Press *40.
2. The service is activated.

Call Forwarding Busy to Voicemail Deactivation

1. Press #40.
2. The Call Forwarding Busy to Voice Mail service is deactivated.

Call Forwarding No Answer Activation

1. Press *92.
2. Enter the phone number to forward Calls to when you do not answer the phone.
3. The service is activated.

Call Forwarding No Answer Deactivation

1. Press *93.
2. The Call Forwarding No Answer service is deactivated.

Call Forwarding No Answer to Voicemail Activation

1. Press *41.
2. The service is activated.

Call Forwarding No Answer to Voicemail Deactivation

1. Press #41.
2. The Call Forwarding No Answer to Voice Mail service is deactivated.

Call Pickup and Return

Call Pickup

1. Press *98.
2. The longest-ringing phone in your call pick-up group is connected.

Call Return

1. Press *69.
2. The last incoming phone number is redialed.

Clear Message Waiting Indicator

Clear Voice Message Waiting Indicator

1. Press *99.
2. The audible or visual (on some devices) message waiting indicator on your phone is cleared.

Directed Call Pickup

Directed Call Pickup

1. Press *97.
2. Enter the extension where the call is ringing. You answer the ringing call at the specified extension.

Directed Call Pickup with Barge-In

1. Press *33.
2. Enter the extension where the call is either ringing or ongoing. You answer or join the call of the specified extension.

Do Not Disturb

Do Not Disturb Activation

1. Press *78. DND is activated.

Do Not Disturb Deactivation

1. Press *79. DND is deactivated.

Miscellaneous

Last Number Redial

1. Press *66. The last outgoing phone number you dialed is redialed.

Music on Hold per call Deactivation

1. Press *60. The service is deactivated for this call.

Voice Portal Access

1. Press *62.
2. You can now access the group Voice Portal.