

WORLDSMART Features on Your Aastra Phone

Voice Mail

To access voicemail from your Aastra Phone using the special access code:

- Dial 9999
- Enter your Extension followed by #
- Enter your PIN followed by #
- Follow the prompts to listen to old or new voicemails.

Blind Transfer using # key

During a call, press # followed by the number or extension to which the call to be transferred.

Blind transfer a call to another extension

- During a call Press the Transfer key. You should hear a dial tone as a second line opens up.
- Press a line/call appearance button followed by the extension number (or the outside number).
- To complete a “blind” transfer, press the Transfer Key again before the receiving end answers.

Supervised transfer a call to another extension

- During a call Press the Transfer key. You should hear a dial tone as a second line opens up.
- Press a line/call appearance button followed by the extension number (or the outside number).
- To complete a supervised transfer, remain on the line to speak with the Other Party, before pressing the Transfer Key again to transfer the call to Other Party.

Transferring to User's Voicemail

WORLDSMART allows you to transfer an ongoing call directly to the voicemail of one of your colleagues. To do this on your Aastra Phone:

- Press #* followed by user's extension.
- This sends your caller to the voicemail box of your colleague, and the call disconnects on your phone.
- During an ACD call, press # 2 # followed by the number or extension to forward a call directly to a user's Voicemail.

Support Information

Enjoy using your Phone! For any queries, contact WORLDSMART support at: support@panterrannetworks.com or call us at: 800 805 0558 (option 2). Or simply dial 611 from your Phone.

WORLDSMART™



Quick Start Guide for Aastra 6755i

In This guide

- ▶ Configuring your Aastra Phone
- ▶ Using your Aastra Phone
- ▶ WORLDSMART features on your Aastra Phone



Congratulations on your purchase of Aastra phone. Use this QuickStart to set up your phone and to learn how to use it.

WORLDSMART Features on Your Aastra Phone

Transferring ACD Calls using

- During an ACD call, press # 1 # followed by the number or extension to which the call is to be transferred.

Note: This type of transfer work for calls that come through the Auto attendant of your PBX, through a DID or through Extensions.

Parking Calls

- Dial #9996.
- The IVR announces the Virtual extension where the call is parked. On your phone, the call will immediately disconnect.
- The caller will hear music on hold.
- The call will remain parked for 300 seconds.
- Any WORLDSMART user in your account can pick up this call by dialing the announced virtual extension.
- You can inform one of your colleagues to pick up the parked call. Or you can pick up the call.

3-Way Conferencing

To establish a three-way conference:

- When you begin a conference, you are the first party in the conference (Party 1). Pick up the handset or press the speakerphone key. A line opens up.
- Call Party 2 by dialing their number (or answer an incoming call of a Party).
- Wait for Party 2 to answer. When Party 2 answers, you can consult with them before adding them to the conference.
- Press the Conf Key. A new line opens.
- Enter the phone number of Party 3.
- Wait for Party 3 to answer. When Party 3 answers, you can consult with them before adding them to the conference.
- Press the Conf key again to add Party 3 to the conference. Party 1 (which is yourself), Party 2, and Party 3 are all connected to a single conference.
- To drop a party from the conference, press the Conf key once more.

Note: You can use 2 and 5 to scroll through and see the numbers and names (if available) of the parties in the conference call. When a name is displayed, pressing 4 drops the displayed party from the call.

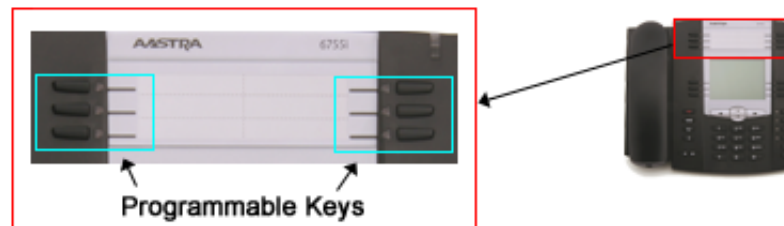
ACD Login

- Dial 9997
- When prompted, enter your user code and password. User code is the same as your WORLDSMART PBX extension.
- Enter your password followed by the # key. Password is by default the same as your Voicemail PIN. Press 1 to login or 2 to logout.
- When valid code and password are used, you get the "Agent logged in" message.

DND (Do Not Disturb)

6755i has 6 multi-functional top programmable keys and 6 multi-functional bottom softkeys:

6 Top Keys - programmable hard keys (up to 6 programmable functions; the following illustration shows the default functions)



Instructions to configure DND on the phone:

- Login to the Phone web interface by typing the IP address in a web browser.
- Default user name : admin and password : 22222 or 55555.
- Now, go to Operations >> Programmable Keys.
- Select a key (1-6) and set the Type to "Do Not Disturb".
- Click on Save Settings to activate the DND option on the phone.

Instructions to enable DND on the phone:

- Once the Configuration is complete, Press [DND] key to enable Do Not Disturb and prevent the phone from ringing on incoming calls.
- A text on the phone display indicates that Do Not Disturb is on.
- Calls received while Do Not Disturb is enabled are logged in the Missed Call list.
- To turn off Do Not Disturb, press Do Not Disturb again.

Accessing voicemail

- Press the Services key on the phone.
- Select "Voicemail".
- Use the 2 and 5 keys to scroll through the line items in the Voicemail list.
- When you have selected a line item, press the handsfree key, 4 Scroll Right key, or press a line softkey to make an outgoing call using the voicemail access phone number associated with the line for which the voicemail account is registered.

