

User Guide



First Edition
2713-001
Release 1.3
41-000113-00-01

Aastra Model 9133i SIP IP Phone

AASTRA



Revision History

The following represents the revision history of this publication:

Revision Number	Date Completed	Point of Contact	Description
2713-001	07.2006	Aastra Intecom Inc.	Initial release of this publication.

9133i Product

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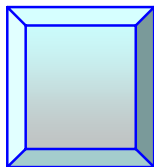
Incomplete Configuration.....	4
No Service	4
Set Changes	4
Set the Options	4
Restart your Phone.....	5
Language.....	6
Set Language	6
Chapter 3 Phone Hard Keys.....	7
Overview.....	7
Hard Keys.....	7
Navigation Arrow Keys.....	8
Multiple Line and Call Appearances	8
Status Lamps.....	9
Chapter 4 Programmable Keys.....	11
Programmable Keys.....	11
Setting a Line Key	11
Assign a Speed Dial Key	11
Enter a Name/Number for the Speed Dial Key	12
Chapter 5 Call Handling.....	13
Placing Calls	13
Dial a Number	13
Use the Handsfree Speakerphone.....	13
Use a Headset	14
Advanced Volume Controls for the Headset Microphone	14
Place and Receive Calls Using a Headset	15
Redial	15
Access the Redial List	15
Delete from the Redial List.....	16
Mute	16

Receive Calls	17
Answer an Incoming Call.....	17
Send an Incoming Call to Voicemail	17
Handling Calls	17
Place a Call on Hold.....	18
While on Hold.....	18
Automatic Hold.....	18
Retrieve a Held Call	18
Blind Transfer	19
Consultation (Announced) Transfer	19
Transfer to another Extension	19
Conference	20
Release a Conferenced Party	20
Conference Two Previously Connected Calls.....	21
End a Call.....	21
Manage Calls	21
Directory.....	21
Access Your Directory.....	22
Search for an Entry by Name.....	22
Save Numbers and Names to the Directory.....	22
Save from the Display.....	22
Save from Redial or Callers List to the Directory	23
Enter a New Number and Name into the Directory.....	23
Edit in the Directory Entry.....	24
Delete Directory Entries	25
Callers List.....	25
Callers List Screen Display	26
Access the Callers List	26
Edit the Callers List.....	27

Proprietary and Contents Section

Delete Entries from the Callers List	28
Call Forward – No Answer	28
Activate Call Forward-All.....	28
Call Forward Busy/No Answer	29
Deactivate Call Forward.....	29
Chapter 6 Troubleshooting.....	31
Index	33





About This Publication

Overview

This guide explains how to use your new 9133i SIP IP 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.

Audience

This publication is intended for users of the Aastra 9133i SIP IP phone.

Organization

This publication contains the following chapters.

Chapter, Topic	Description
Chapter 1, Introduction	About the 9133i SIP IP Phone.
Chapter 2, Getting Started	Set Options and Restart the phone.
Chapter 3, Phone Hard Keys	Hard keys and functions of the phone.
Chapter 4, Programmable Keys	Assign Speed Dial and Lines on Programmable keys.
Chapter 5, Call Handling	Procedures for handling calls.
Chapter 6, Troubleshooting	Common problems and solutions.

Terms and Definitions

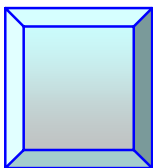
Term	Definition
IP	The Internet Protocol (IP) is a data-oriented protocol used for communicating data across a packet-switched network.
IP Address	An identifier for a computer or device on a TCP/IP network. Networks using the TCP/IP protocol route messages based on the IP address of the destination. The format of an IP address is a 32-bit numeric address written as four numbers separated by periods. Each number can be zero to 255. For example, 1.160.10.240 could be an IP address.
NVRAM	Non-Volatile Random Access Memory. A type of memory that retains its contents when power is turned off.

Term	Definition
SIP – Session Initiation Protocol	The protocol for VOIP and other text and multimedia sessions, like instant messaging, video, online games and other services.
SIP Proxy	SIP proxies are elements that route SIP requests to user agent servers and SIP responses back to user agent clients. A request may traverse several proxies on its way to a UAS. Each will make routing decisions, modifying the request before forwarding it to the next element. Responses will route through the same set of proxies traversed by the request, but in the reverse order.
URI	Short for Uniform Resource Identifier . The generic term for all types of names and addresses that refer to objects on the World Wide Web. A URL is one kind of URI.
VoIP – Voice Over IP	Voice over Internet Protocol (VoIP), is a technology that allows you to make telephone calls using a broadband Internet connection instead of a regular (or analog) phone line.

References

The following publications provide related information.

Title	Description
Aastra 9133i 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.
271401 SIP IP Phone Administrator Guide for 480i, 480i CT, 9133i	Explains how to set the 9133i phone up on the network and contains advanced configuration instructions for the 9133i. This is an administrator level guide.



Chapter 1 Introduction

Overview

The 9133i IP telephone has all the features of a regular business phone, allowing you to make and receive calls, transfer, conference and more. The 9133i IP telephone provides communications over an IP Network using the SIP IP telephony protocol.

The 9133i Telephone



Phone Features

- Three-line adjustable backlit display screen
- 3 hard keys as line/call appearance buttons (L1 – L3) with corresponding lights

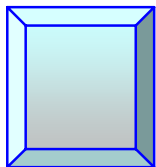
- 7 programmable buttons with lights that can be programmed with specific functions
- Full-duplex speakerphone for handsfree calls
- Built-in-two-port, 10/100 Ethernet switch which lets you share a connection with your computer
- Inline power support, eliminating power adapters.

Requirements

- A SIP-based IP PBX system or network installed and running with a number created for the new 9133i IP phone.
- Adherence to SIP standard RFC 3261.
- Access to a configuration server where you can store the firmware image and configuration files. The configuration server must be able to accept connections anonymously.
- The IP phone must be configured for a specific type of protocol to use. (TFTP is enabled by default). You can configure the following protocols on the IP phone:
 - TFTP (Trivial File Transfer Protocol)
 - FTP (File Transfer Protocol)
 - HTTP (Hypertext Transfer Protocol)
- A 802.3 Ethernet/Fast Ethernet LAN.
- Category 5/5e straight through cabling.
- Power over Ethernet (PoE) power supply (optional accessory that is necessary only if no inline power is provided on the network).

Installation and Setup

If your system administrator has not already setup your 9133i phone, please refer to the *Aastra 9133i Installation Guide* provided with your 9133i phone, for basic installation and physical setup of the 9133i.



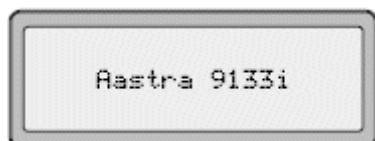
Chapter 2 Getting Started

Overview

The 9133i 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.

When you First Plug in the Phone

The 9133i 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 first screen the phone displays is the Aastra splash screen.

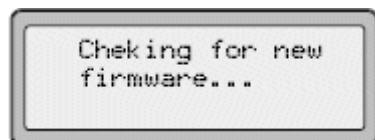


Updating Your Phone

After displaying the Aastra splash screen, the 9133i checks settings and looks for new configuration and firmware updates for the phone from the server. If a new update is found, the phone displays the message “**Updating Config**” or “**New Firmware**”. This may take a few moments while the phone downloads the latest updates.

Note

New updates to your phone from the server can be automatically scheduled. This is set up on the phone system by your system administrator and should be scheduled during non-business hours or slow call periods.

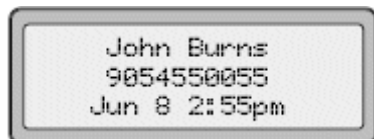


Caution!

Do not unplug or remove power to the phone while it is checking or installing firmware.

Start up Screens

After the phone displays the Aastra splash screen or after downloading an update, the phone displays the Idle State screen:



The basic Idle State screen lists your name, extension, and today's date and time. This screen is shown whenever your phone is not in use.

Incomplete Configuration

If your phone displays an “**Incomplete Config.**” 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

The “**No Service**” or “**Network disconnected**” prompt appears on the display and the telephone status light turns on when the phone is not properly connected to the network, or the account has not been configured by the administrator. 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.

Set Changes

If changes have been made to your phone settings, you may need to restart your phone. For more information on restarting your phone, see Restart your Phone in this chapter.

For more information about connecting your phone, refer to the *Aastra 9133i Installation Guide* under the section "Connecting to the Network and to Power". Check with your system administrator for assistance.

Set the Options

Press the **Options** button to display a list of configurable options. These options allow you to customize your phone settings.

Option	Description
1	Language
2	Time and Date
3	Set Ring Tone

Option	Description
4	Clear Msg. Wtg
5	Contrast Level
6	Live Dialpad
7	Headset Settings
8	Call Forward
9	Network Settings
10	SIP Settings
11	Phone Status
12	User Password




The "**Network Settings**" and "**SIP Settings**" selections are administrator level options, and require an administrator password to access. Setting defaults under "**Phone Status**" also requires an administrator password. These options should only be set up and changed by your system administrator.



For more information about customizing your phone, see the section "Customizing Your Phone" in the *Aastra 9133i Installation Guide*.

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

Restart 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.

Step	Action	Result
1.	Press the Options button	The Options List displays.
2.	Press the  button to scroll down to Phone Status .	
3.	Press  to select.	
4.	Press the  button to scroll to Restart Phone .	

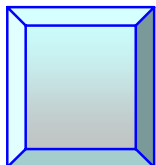
Step	Action	Result
5.	<p>Press  to confirm and restart the phone. If you do not want to restart, press  to cancel.</p> <p>Note</p> <p>Your phone will be out of service temporarily during the restart and downloading process.</p>	

Language

When you set the language to use on the phone, all of the display screens (menus, services, options, etc.) display in that language. Valid languages for the IP phones include English, French, and Spanish. Default is English.

Set Language

Step	Action	Result
1.	Press Options to view the Options List.	
2.	Select Language .	
3.	Select the language.	
4.	Select Done .	The language you select is immediately applied to the IP phone.



Chapter 3 Phone Hard Keys

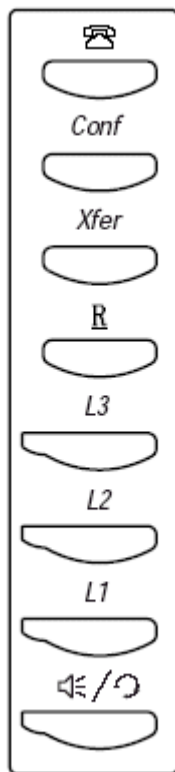
Overview

The following sections describe the various 9133i phone key functions, and how they help you make and manage your calls and caller information.

Hard Keys

The following hard keys labeled on your phone are configurable for call handling features. These keys are static and cannot be programmed or changed. They are located to the right of the keypad. There are also 3 line keys located below the hard keys.

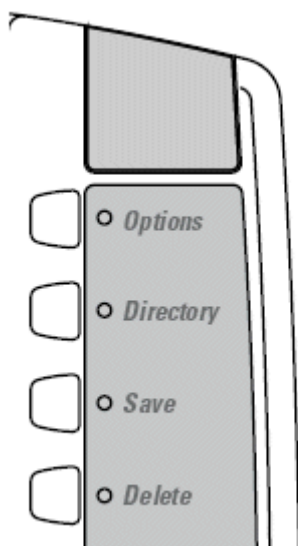
Callers	
Conference	
Transfer	
Redial	



The following keys are configured for managing phone features and settings:

- Options
- Directory
- Save
- Delete

These keys are static and cannot be programmed or changed. They are located to the far upper right of the keypad.



Navigation Arrow Keys

The arrow keys located below the display are navigation keys that allow you to scroll through and select various options.



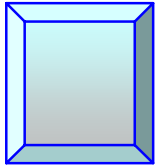
Multiple Line and Call Appearances

The 9133i has 3 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. 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.

Status Lamps

Lamp	Status
Off	Idle line or no call activity
Light flashes quickly	Ringing
Light is solid	Connected
Light flashes slowly	Hold





Chapter 4 Programmable Keys

Programmable Keys

There are 7 programmable keys on the 9133i phone, located beneath the **Delete** key, to the far right of the keypad. They can be assigned any of the following functions:

- Line
- Speed Dial

These keys can also be set up to quickly access features such as Voicemail.

Note

See your system administrator for more information.

Setting a Line Key

You can set a programmable key as an additional line on the 9133i. 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*.

Note

Your system administrator can also set a programmable key as a line using the configuration files.

Assign a Speed Dial Key

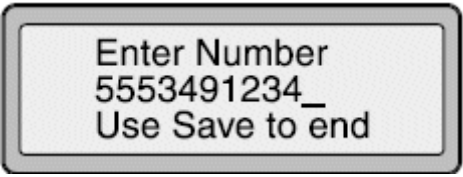




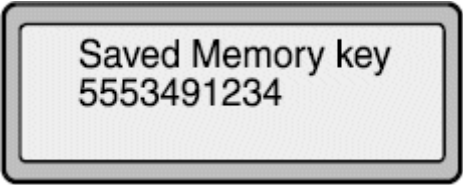
You can save up to 7 speed dial numbers and names on the 9133i. These can be programmed to dial directly to another extension, or set up to quickly access features such as Caller ID (*69), Voicemail.

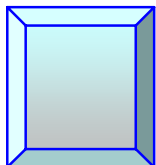
Note

Your system administrator can also set speed dial using the configuration files.

Use the following procedures to set speed dial on the 9133i IP phone.

Enter a Name/Number for the Speed Dial Key

Step	Action	Result
1.	Press Save .	The screen displays " Save to? "
2.	Select a Programmable Key you want to save to.	
3.	At the "Enter Number" prompt: Use the numeric keypad to enter the number.	
4.	Press Save . <div style="border: 1px solid gray; padding: 2px; display: inline-block;">Note</div> To add a one second pause during number editing press  .	
5.	At the " Enter Name " prompt: Use the keypad 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. Press  to insert a space between letters. Press  or Delete to backspace and erase an error. You can save up to 16 letters and numbers on each programmable key entry.	
6.	Press Save .	





Chapter 5 Call Handling

Placing Calls


This section describes ways to make calls on your 9133i phone, using your handset, speakerphone or headset.





Dial a Number

Step	Action	Result
1.	<ul style="list-style-type: none"> Lift the handset. <p>Or</p> <ul style="list-style-type: none"> Press  <p>Or</p> <ul style="list-style-type: none"> Press a line/call appearance button. 	Receive dial tone. 
2.	Enter the number you wish to call. <p>Note</p> 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.

Use the 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 through **Headset Settings** in the **Options** list. For more information, see the section "Customizing Your Phone" in the 9133i Installation Guide.

Step	Action	Result
Dial using handsfree:		
1.	Press  and enter the number at dial tone.	
Answer a call using handsfree:		

Step	Action	Result
1.	Press  or the line/call appearance button.	
If in Speaker audio mode:		
1.	Lift the handset and press  to switch between handsfree and handset.	
If in Speaker/headset audio mode:		
1.	Press  to switch between handsfree and headset.	
Disconnect the Call:		
1.	When the handset is on hook, press  to disconnect. When handsfree is on, the speaker light turns on.	

Use a Headset







The 9133i 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 Microphone

On the 9133i, there are 3 options for the headset microphone volume. The volume is set to medium by default.

Step	Action
1.	Press Options to enter the Options list.
2.	<ul style="list-style-type: none"> Press  to scroll down the list of options to Headset Settings. <p>Or</p> <ul style="list-style-type: none"> Press 7 to jump directly to the option.
3.	Press  to select.
4.	Press  to scroll down to headset/mic volume .
5.	Press  to select.
6.	Press  to scroll down the list to your desired volume.
7.	Press  to select.

Step	Action
8.	<ul style="list-style-type: none"> Press  to Save. <p>Or</p> <ul style="list-style-type: none"> Press  to cancel and return to the previous screen.
9.	Press  to exit.

Place and Receive Calls Using a Headset

Step	Action
1.	Ensure that you have selected a headset audio mode by accessing the options list (under option #7. Headset Settings).
2.	Plug the headset into the jack.
3.	Press the  key to obtain dial tone or to answer an incoming call. Depending on the audio mode selected from the options menu, 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.







Redial

Step	Action	Result
1.	Press R to dial most recent number you dialed from the phone.	<ul style="list-style-type: none"> If you are off-hook and press Redial, the last number you called will be called back. If you are on-hook and press Redial, a Redial listDirectory 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

Access the Redial List

This procedure assumes that you are *onhook* when you press the Redial button.

Step	Action	Result
Display the most recently dialed number:		
1.	Press R .	

Step	Action	Result
2.	Use  or  to scroll through the list to view the other numbers.	
Display the second or oldest numbers:		
1.	Press  to see the second most recently dialed number, or  to see the oldest call on your list.	
Dial the displayed number:		
1.	<ul style="list-style-type: none"> • Press  Or • Lift the Handset Or • Press any line key. 	
Cancel:		
1.	<ul style="list-style-type: none"> • Press . Or • Press R. 	

Delete from the Redial List

Note

You cannot delete individual entries in the Redial List.

To delete all entries:

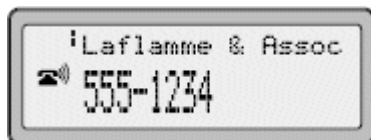
Step	Action	Result
1.	Press R .	
2.	Press Delete .	Confirmation prompt.
3.	Press Delete again.	All entries are deleted.

Mute



Press the **Mute** 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 **Mute**.

Receive 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.




Answer an Incoming Call



Step	Action	Result
For handsfree operation:		
1.	<ul style="list-style-type: none"> Press . Or Press the line/call appearance button. 	
For handsfree or headset operation:		
1.	Press  .	
For handset operation:		
1.	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.

Send 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.


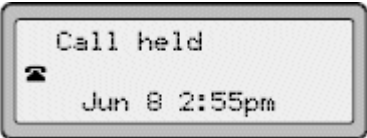
Your phone screen displays a voicemail icon () along with the number of waiting messages, if you have unheard messages (example:  x4).

Handling Calls

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

Place a Call on Hold

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

Step	Action	Result
1.	Connect to the call (if not already connected).	
2.	Press the Hold  key.	 <p>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.</p> <p>Note</p> <p>The phone will not beep to remind you that you still have a call on hold if you are connected to another call.</p>

While on Hold


To let your caller know that they are still on hold, music plays

(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 you must handle multiple calls, you do not have to press the hold button to go from one call to the next. The phone will automatically put your current call on hold when you press a new line/call appearance button.

Retrieve a Held Call

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.

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, 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.

Consultation (Announced) 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 go back to the original call.

Transfer to another Extension

Step	Action	Result
1.	Connect to the call you wish to transfer (if not already connected).	
2.	Press the <i>Xfer</i> button.	Hear dial tone.
3.	Enter the extension number of the person you wish to transfer the call to.	
4.	<p>Blind Transfer:</p> <p>Press <i>Xfer</i> again before the phone begins dialing.</p> <p>Announced Transfer:</p> <p>Remain on the line to speak with the party before pressing <i>Xfer</i> again.</p> <p>Note</p> <p>To cancel the transfer, select Cancel on the display screen.</p>	The transfer completes.

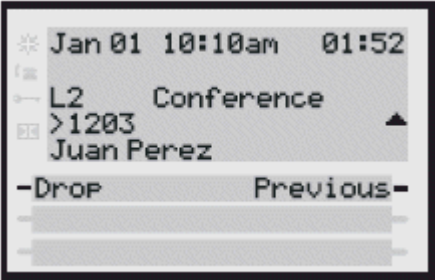
Conference

The 9133i phone system supports up to 3 parties (including yourself) in a conference call.


Step	Action	Result
1.	Connect to the first party you wish to include in the conference (if not already connected).	
2.	Press <i>Conf</i> .	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 <i>Conf</i> again.	
6.	To drop a party from the conference, press <i>Conf</i> again.	

Release a Conferenced Party


Step	Action	Result
1.	Use the navigational keys to navigate to the desired party's call appearance screen or press the Next and Previous softkeys (if visible).	

Step	Action	Result
2.	Press the Drop softkey. Note If you disconnect from the conference, the other two parties will also disconnect.	

Conference Two Previously Connected Calls

Step	Action
1.	Begin with active calls on two different lines.
2.	Press Conf .
3.	Press the line key of the call you wish to conference with.
4.	Press Conf again. The two lines link into a conference call. Note When a name is displayed, pressing  drops the displayed party from the call.

End a Call

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  to end the call. If connected through the handset, you can also place the handset back on hook to end the call.

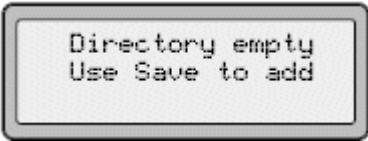


Manage Calls

The 9133i has several features that make it easier to make and manage calls, and to keep track of your caller history, as well as your business and personal contacts.




Directory

The Directory is your personal phone book, conveniently stored within your phone. You can enter up to 200 entries into the 9133i 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.

Access Your Directory

Step	Action	Result
1.	Press Directory .	The directory displays the number of entries in your list. If the Directory is empty, " Directory Empty/Use Save to add " is displayed. 
2.	Access entries by pressing  or  to scroll through the list.	

Search for an Entry by Name

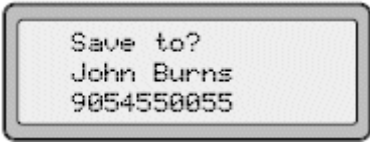
Step	Action
1.	Press the numeric keypad number corresponding to the first letter of the name (for example, press 7 for the letter P).
2.	Continue to press the keypad number to access other letters on the same key (for example, press 7 three times for 'Ron').
3.	If there are multiple entries under the same letter, you can use  or  to scroll through the list, or continue to press the next letters of the name to find a better match.
Dial the displayed number:	
1.	To dial the displayed number press  or just lift the handset or press any line keys.
To Cancel:	
1.	Press Directory

Save 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.

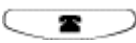


Save from the Display

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.

Step	Action	Result
1.	Press Save during the call.	
2.	Press Directory 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 " are displayed you can enter the name using the keypad pad.
3.	Press Save .	The entry is saved.





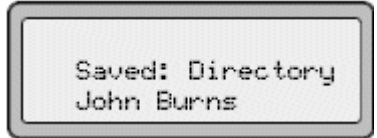
Save from Redial or Callers List to the Directory

To save an entry from your Redial list or Callers list:





Step	Action
1.	<ul style="list-style-type: none"> Press . <p>Or</p> <ul style="list-style-type: none"> Press R.
2.	Use  or  to scroll through the list to find the number that you want to save to your directory.
3.	Press Save .
4.	<p>Press Directory.</p> <p>Note</p> <p>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 keypad.</p>

Enter a New Number and Name into the Directory

Step	Action	Result
1.	Press Save .	The " Save to? " prompt displays.
2.	Press Directory .	
3.	Use the numeric keypad to enter the number.	



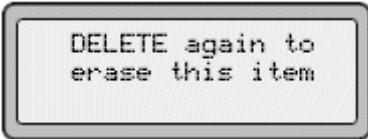
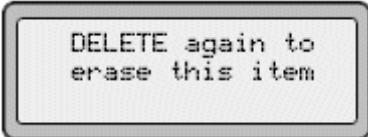
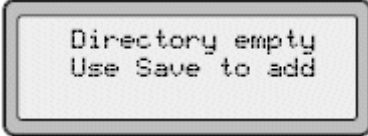
Step	Action	Result
	<p>Note</p> <p>To add a one second pause during number editing press .</p>	
4.	Press Save .	
5.	<p>At the "Enter Name" prompt:</p> <ul style="list-style-type: none"> • Use the keypad to select the letters. • Continue to press the number key to access the next letter for that key (for example, press 2 three times to access the letter 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 Delete. 	
6.	Press Save to finish.	

Edit in the Directory Entry

Step	Action	Result
1.	Press Directory .	
2.	Access the entry you want to edit by pressing the first letter of the name on the keypad, and using  or  to scroll through the list	
3.	Press  to begin edit.	
4.	<p>Press  again to erase the numbers or letters to the left or use the keypad to enter additional digits or characters once you have saved the number.</p> <p>Note</p> <p>If you don't want to change the number or name just press Directory at any time to exit.</p>	
5.	Press Save to finish.	

Delete Directory Entries

There are two ways to delete calls from your directory.

Step	Action	Result
Delete one item:		
1.	Press Directory .	
2.	Press  or  to find the item to delete.	
3.	Press Delete .	
4.	Press Delete again.	The item is deleted.
Delete all entries:		
1.	Press Directory .	
2.	Press Delete	
3.	Press Delete again.	



Callers List

The Callers list is a stored log of your incoming calls. The 9133i 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.







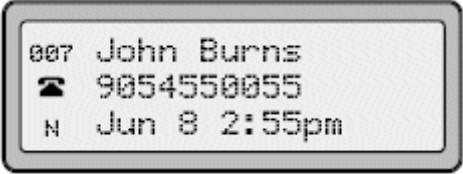

When the Callers list is full, the oldest call records are deleted to accommodate the information of new callers.

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.

Callers 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
	Indicates an unanswered call in the Callers list.
	Indicates an answered call in the Callers list.
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.

Access the Callers List








Step	Action	Result
1.	Press  .	
2.	Press  or  to scroll through the Callers List. <ul style="list-style-type: none"> • Most recent call - . • Oldest call - . 	
3.	To dial the number: <ul style="list-style-type: none"> • Press . <p>Or</p> <ul style="list-style-type: none"> • Lift the handset. <p>Or</p> <ul style="list-style-type: none"> • Press a line button. 	The displayed number is dialed. 
4.	Press  to cancel.	

Edit the Callers List

Note





The Callers 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 keypad 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.

Step	Action	Result
1.	Press  .	
2.	Press  or  to scroll through the Callers List.	
3.	Press any key on the keypad to begin editing.	
4.	Press  to move the cursor one digit to the right Press  to erase one digit to the left of the cursor.	
5.	To dial the number: <ul style="list-style-type: none"> Press . Or <ul style="list-style-type: none"> Lift the handset. Or <ul style="list-style-type: none"> Press a line button. 	The number is automatically dialed.
6.	Note To add a one second pause during number editing: Press  .	

Delete Entries from the Callers List

There are two ways to delete calls from the Callers List.




Step	Action	Result
Delete an individual entry:		
1.	Press  .	
2.	Press  or  to find the entry to delete.	
3.	Press Delete .	The verification prompt displays.
4.	Press Delete again.	The entry is deleted.
Delete all entries.		
1.	Press  .	
2.	Press Delete .	The verification prompt displays.
3.	Press Delete again.	All entries are deleted.

Call Forward – No Answer

The call forwarding feature on the IP phone allows incoming calls to be forwarded to another destination. You can have up to 9 lines (hard line keys plus programmable keys) on the 9133i configured for call forwarding.

Activate Call Forward-All


Use the following procedure to activate Call Forward – All:

Step	Action	Result
1.	With the phone ON HOOK: Press    .	
2.	Enter the Call Forward number destination where you want your incoming calls to forward.	
3.	Press the Dial softkey.	The phone will display “Calling” and return to idle with no other indication that the phone is forwarded. All calls to this phone are now forwarded to the assigned number.

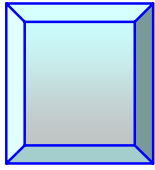
Call Forward Busy/No Answer

Call Forward-Busy and Call Forward-No Answer are set up by your system administrator.

Deactivate Call Forward




Step	Action	Result
1.	With the phone ON HOOK: Press # 2 1 .	
2.	Press the Dial softkey.	
3.	Press the Goodbye  button.	Call Forward is cancelled.




















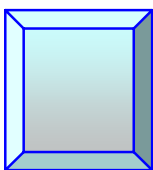
Chapter 6 Troubleshooting

The following are common problems associated with the phone and possible solutions.

Problem	Possible Solution(s)
Why is my display blank?	<p>Ensure that power is being provided to your phone. If your network does not provide inline power over Ethernet, you can obtain an additional accessory, the Aastra PoE (Power over Ethernet) inline power supply, to provide power over Ethernet locally to your phone.</p> <p>See the section “Connecting to the Network and to Power” in the <i>Aastra 9133i Installation Guide</i> for details.</p>
Why is my speakerphone not working?	<p>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.</p> <p>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 .</p> <p>See the section “Customizing your phone” in the <i>9133i Installation Guide</i> for instructions on how to change the Set Audio option.</p>
Why can’t I get a dial tone?	<p>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 <i>Aastra 9133i Installation Guide</i> provided with your phone.</p>
Why doesn’t my phone ring?	<p>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 <i>Aastra 9133i Installation Guide</i> provided with your phone.</p>
Why is the light not coming on with a new Voice Mail Message?	<p>Your phone system or service provider must provide a Visual Message Waiting service for this function to work. Check with your system administrator for more information.</p>
How do I find the IP	<p>Instructions on where to find the IP address of your phone</p>

Problem	Possible Solution(s)														
address of my phone?	can be found in this guide in Chapter 2.														
How do I change my User Password?	<table border="1"> <thead> <tr> <th data-bbox="740 317 857 369">Step</th> <th data-bbox="857 317 1455 369">Action</th> </tr> </thead> <tbody> <tr> <td data-bbox="740 369 857 459">1.</td> <td data-bbox="857 369 1455 459">Press Options on the phone to enter the Options List.</td> </tr> <tr> <td data-bbox="740 459 857 512">2.</td> <td data-bbox="857 459 1455 512">Select User Password.</td> </tr> <tr> <td data-bbox="740 512 857 564">3.</td> <td data-bbox="857 512 1455 564">Enter the current user password.</td> </tr> <tr> <td data-bbox="740 564 857 617">4.</td> <td data-bbox="857 564 1455 617">Enter the new user password.</td> </tr> <tr> <td data-bbox="740 617 857 669">5.</td> <td data-bbox="857 617 1455 669">Re-enter the new user password.</td> </tr> <tr> <td data-bbox="740 669 857 783">6.</td> <td data-bbox="857 669 1455 783">Press Enter to save the new password. A message, "Password Changed" displays on the screen.</td> </tr> </tbody> </table>	Step	Action	1.	Press Options on the phone to enter the Options List.	2.	Select User Password.	3.	Enter the current user password.	4.	Enter the new user password.	5.	Re-enter the new user password.	6.	Press Enter to save the new password. A message, "Password Changed" displays on the screen.
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4.	Enter the new user password.														
5.	Re-enter the new user password.														
6.	Press Enter to save the new password. A message, "Password Changed" displays on the screen.														
Why does my phone display "Bad Encrypted Config"?	<p>The IP phone displays "Bad Encrypted Config" because encrypted configuration files are enabled but the decryption process has failed.</p> <p>Report this error to your system administrator.</p>														
How do I restart the IP phone?	<table border="1"> <thead> <tr> <th data-bbox="740 1058 857 1110">Step</th> <th data-bbox="857 1058 1455 1110">Action</th> </tr> </thead> <tbody> <tr> <td data-bbox="740 1110 857 1201">1.</td> <td data-bbox="857 1110 1455 1201">Press Options on the phone to enter the Options List.</td> </tr> <tr> <td data-bbox="740 1201 857 1329">2.</td> <td data-bbox="857 1201 1455 1329">Use the  key to scroll down the list of options to Phone Status and press the  key to select.</td> </tr> <tr> <td data-bbox="740 1329 857 1419">3.</td> <td data-bbox="857 1329 1455 1419">Use the  key to scroll to the Restart Phone option.</td> </tr> <tr> <td data-bbox="740 1419 857 1703">4.</td> <td data-bbox="857 1419 1455 1703"> Press the  key to confirm and restart the phone. Press the  key to cancel. <div style="background-color: #cccccc; padding: 2px; display: inline-block;">Note</div> Your phone will be out of service temporarily during the restart and downloading process. </td> </tr> </tbody> </table>	Step	Action	1.	Press Options 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.	Use the  key to scroll to the Restart Phone option.	4.	Press the  key to confirm and restart the phone. Press the  key to cancel. <div style="background-color: #cccccc; padding: 2px; display: inline-block;">Note</div> Your phone will be out of service temporarily during the restart and downloading process.				
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Index

A		automatic 18
announced transfer 19		retrieve 18
arrow Keys 8		
B		I
bad encrypted config 31		IP xi
blind transfer 19		IP address 30
		IP Address xi
C		L
call forward		lamps 9
activate 28		language 6
deactivate 29		line key
call forward – no answer 28		assign 11
call forward busy/no answer 29		
callers list 25		M
access 26		manage calls 21
delete entries 28		message waiting 30
delete Entries 27		microphone 14
edit 27		most recently dialed 15
screen display 26		multiple line 8
calls		mute 16
answer 17		
conference 20		N
handling 17		navigation 8
hold 18		NVRAM xi
incoming 17		
placing 13		O
receive 17		o XE "phone:options" ptions 4
conference 20		
release a party 20		P
D		password 31
dial tone 30		phone
directory 21		options 4
access 22		restart 5
delete 25		phone features 1
edit 24		power 30
enter name and number 23		power supply 30
save entries 23		programmable keys 11
search 22		
H		R
handsfree 13		redial 15
hard keys 7		redial list 15
headset 14, 15		delete 16
hold		requirements 2
		restart 5, 31

Index

retrieve a held c XE "hold:retrieve" all18
ring volume.....30

S

SIP xii
SIP Proxy xii
speakerphone 13, 30
speed dial key
 assign11
status lamps.....9

T

transfer19
 announced19

blind 19
consultation 19

U

URI..... xii
user password 31

V

visual message waiting 30
voicemail
 incoming calls 17
VoIP xii
volume..... 14

