User Guide

First Edition
2758-002

Aastra
9133i IP Phone
Pointspan SPN

AASTRA

2nd Edition (November 30, 2007)

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Revision History

The following represents the revision history of this publication:

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2758-001	08.10.2007	Aastra Intecom Inc. BHM	Initial release for SPN.
2758-002	10.30.2007	Aastra Intecom Inc. BHM	• No emergency 911 support for Remote SIP Worker. • Add Bridged Line Appearance section.

9133i Product

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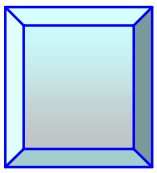


About This Publication

Overview

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

Organization

This publication contains the following chapters.

Chapter, Topic	Description
Chapter 1, Introduction	Introduces the 9133i IP phone.
Chapter 2, Getting Started	Provides procedures for starting and re-starting the phone, descriptions of keys and their functions, status lamps, etc.
Chapter 3, Call Handling	Provides procedures for handling calls.
Chapter 4, Phone Features	Provides procedures for using additional features of the phone.
Appendix A, Customize your 9133i IP Phone	Provides ways to customize your 9133i phone.
Appendix B, Troubleshooting	Provides solutions to common problems.

Terms and Definitions

Term	Definition
IP	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.

Term	Definition
MAC Address – Media Access Control	A number located on the white sticker on the bottom of the phone that serves as a name for each phone.
SIP – Session Initiation Protocol	The protocol for VOIP and other text and multimedia sessions, such as instant messaging, video, online games and other services.
VoIP – Voice Over IP	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 Model 9133i IP Phone 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.

Chapter 1
Introduction

Overview

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

The 9133i Telephone

Phone Features

- Three-line adjustable backlit display screen.
- 3 hard keys as line appearance keys (L1 – L3) with corresponding lamps.
- 7 programmable keys with status lamps that can be programmed with specific functions.
- Full-duplex speakerphone for handsfree calls.
- Built-in-two-port, 10/100 Ethernet switch allowing you to share a connection with your computer.

General Requirements

The 9133i requires the following environment:

- A SIP-based IP PBX system or network installed and running with a SIP account created for the 9133i.
- Access to a Trivial File Transfer Protocol (TFTP) server.
- Ethernet/Fast Ethernet LAN (10/100mb).
- Category 5/5e straight through cabling.
- Power Options:
  - Power over Ethernet (PoE) 802.3af.
  - Inline power injector – An optional accessory necessary only if your network provides no inline power.
  - AC power adapter, included with the phone.

Headset/Handset Connection

Handset

Turn the phone over and locate the handset jack marked . Insert one end of handset cord into the jack until it clicks into place. Then route the handset cord through the groove as shown in the illustration below. Attach the handset to the other end of the handset cord.

Headset (Optional)

Turn the phone over and locate the headset jack marked . Insert the headset cord into the jack until it clicks into place. Then route the headset cord through the groove as shown in the above illustration.

Chapter 2
Getting Started

Installation

If your system administrator has not already setup your 9133i, please refer to the Aastra Model 9133i IP Phone Installation Guide for basic installation and physical setup of the 9133i.

Note

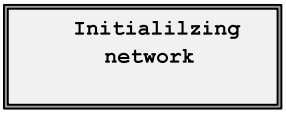
- Your system or network administrator manages the configuration and updates for the IP phones on the configuration server.
- New updates to your phone can be automatically scheduled from the server by your system administrator. Automatic updates are scheduled during non-business hours or slow call periods.

Startup

The 9133i automatically begins the startup 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 to display is the Aastra splash screen.

Configuration and Updates

The 9133i then checks settings and looks for new configuration and firmware updates on the configuration server. If a new update is found, the phone displays the update it is installing (either "Updating Config" or "New Firmware"). This process could take a few moments while the configuration server downloads the latest updates.



Caution!

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

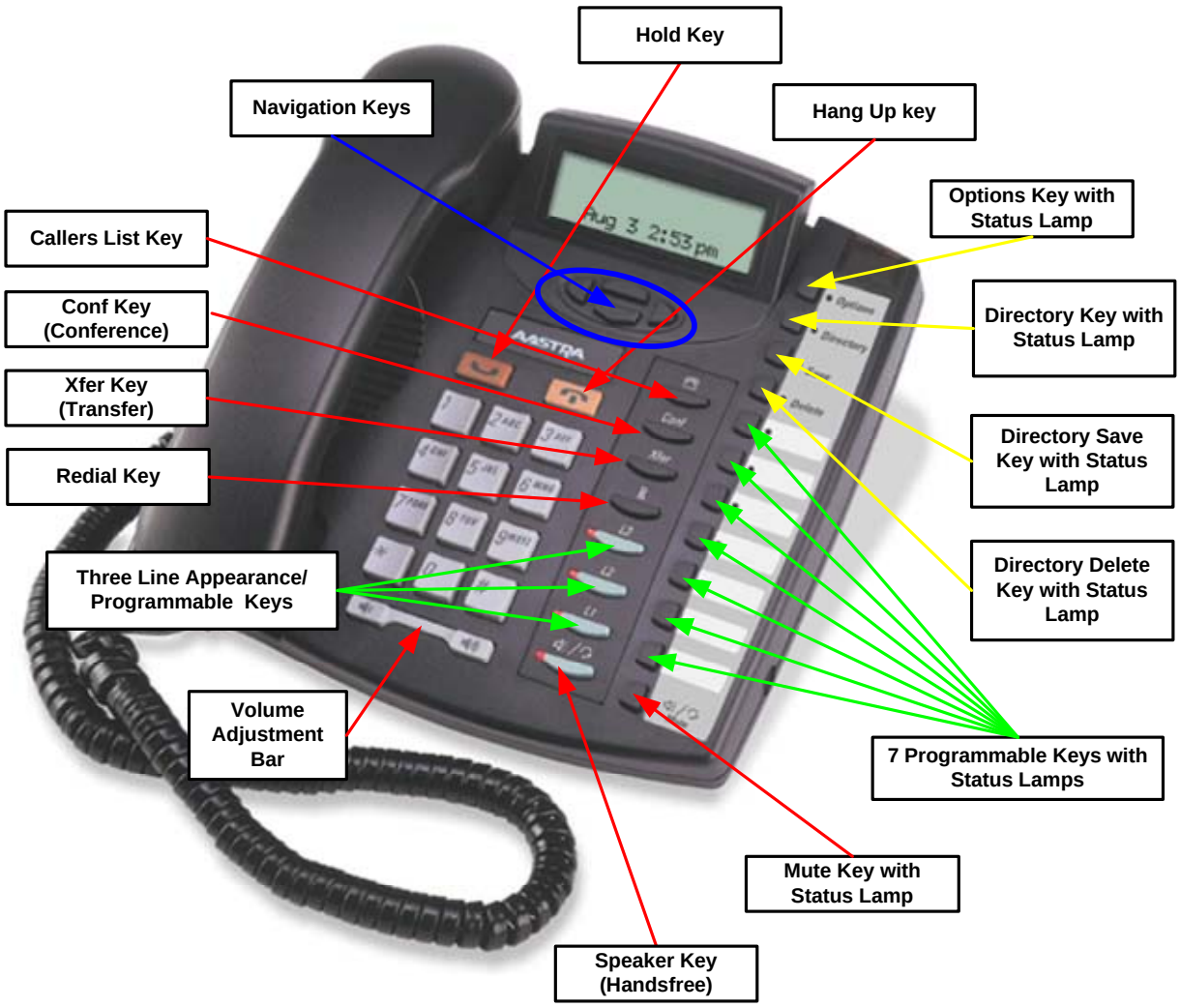
No Service Message

See Appendix B, No Service for information.

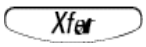
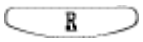
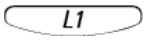
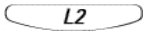
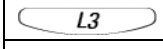
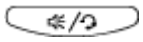
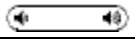
Network Disconnected

See Appendix B, Network Disconnected for information.

9133i Keys and Functions



9133i Key Description

Key	Description
	Controls the Hold feature.
	Goodbye Key: • Ends an active call • Exits an open list such as the Options List without saving changes.
	Callers List key - Accesses a list of the last 200 calls received.
	Conference key - Controls the Conference feature.
	**Transfer key** – Controls the Transfer feature.
	**Redial key** - Accesses a Redial list of up to 100 previously dialed numbers. It also redials the last dialed number.
  	Line/call appearance hard keys **L1-L3**.
	Activates the Speaker or Headset depending upon audio mode.
	Adjusts the volume for the handset, headset, ringer, and speaker.

	Navigation keys:
	Up and Down arrows (▼ or ▲):
	• Allow you to view status and text messages on the display if the message consists of more than one line.
	• Allow you to scroll through menu selections, such as the Options List.
	Right and Left arrows (◄ or ►):
	• Allow you to view line/call appearances.
	• Allow you to exit and enter a specific option in the Options list.
	• If editing entries on the display:
	  • The ◄ erases the character on the left.
	  • The ► saves the option.

	Options Key - Accesses options to customize your phone.
	Not Available.
	Not Available.

Key	Description
Delete	Deletes entries in the Redial List or Callers List. Note The Callers List is a feature option that may not be configured on your phone.
Mute Key	**Mute key** - Mutes the microphone so that the caller cannot hear you. The red status lamp flashes when the microphone is on mute. The Mute key is the last key at the bottom right of the phone.
	7 Programmable Keys with status lamps located just above the Mute key.

Programmable Hard Keys

The 9133i has 7 programmable hard keys with status lamps located just above the Mute key. They support 6 programmable functions or line/call appearances.

Programmable keys are configured by the system administrator according to the requirements of your organization.

Note

There is a key card provided with the phone that provides label identification for these keys.

Features

The programmable keys can be configured for any of the following features:

Key Name	Key Label	Description
Line/Call Appearances	**Directory Number**	Line/call appearances.
Call Forward	**Forward**	Call Forward – All – Forwards your calls to another phone.
Call Park	**Call Park**	Parks a call.
Call Pickup	**Call Pkup**	Picks up a call ringing at another phone.
Do Not Disturb	**DND**	Places the phone in the Do Not Disturb state and incoming calls go directly to your pre-defined call forward/busy destination, usually your voicemail.

Key Name	Key Label	Description
Message Desk Operator	**Msg Desk**	Receives calls on behalf of other parties and forwards the calls to the original destination mailboxes.
Voice Mail	**Voice Mail**	Accesses the voicemail system.

Line and Call Appearance Keys

There can be up to 9 line/call appearances configured on the 9133i (if no features are configured on the available programmable keys). Usually you will have only one directory number on your phone.

- Line appearance keys are those with assigned directory numbers.
- Call appearance keys are those that are used along with the line appearance keys to support features such as conference, transfer, and call waiting.

An available line is automatically selected when the phone goes off-hook.

Line/Call Appearance Hard Keys

There are 3 physical line/call appearance hard keys on the bottom right side of the phone labeled **L1 – L3**. The associated lamps indicate the status of the line or call appearance. The following applies to these keys:

- L1 is usually your main directory number.
- The L2 key is usually assigned as a supporting call appearance for the L1 line, to provide another open line to perform Call Transfer, Conference, and Call Waiting.
- An incoming call will ring in on the line appearance where the directory number is assigned. If that line is busy, it will ring in on the associated call appearance. If both the line appearance and the call appearance are busy, the call follows the call forward busy destination.
- If both the line and call appearance are busy, and there is no call forward busy destination assigned, the caller hears busy tone.
- If you have only one directory number on your phone, you can use any one of the line keys (L1 – L3) to originate a call. The destination will always display your directory number as the originator.
- The last line used will be the first line used when the phone goes off-hook. For example, if you used L3 for your last call, L3 will be the one used the next time you go off-hook. If you want to select another line, you must do that manually.

Programmable Hard Keys as Line/Call Appearances

The 7 programmable hard keys can be programmed as line or call appearances. The associated lamps indicate the status of the line or call appearance. The following applies to these keys:

- The line appearance and call appearance are usually assigned to adjacent keys.

- The lamps associated with the line or call appearance provide status.
- Either one of the keys can be used to place a call from that directory number. The destination will always display the directory number of the line appearance as the originating directory number.
- Line/call appearance assignments on these keys are **L4 – L9**.
- An incoming call will ring in on the line appearance where the directory number is assigned. If that line is busy, it will ring in on the associated call appearance. If both the line appearance and the call appearance are busy, the call follows the call forward busy destination.
- If both the line and call appearance are busy, and there is no call forward busy destination assigned, the caller hears busy tone.

Status Lamps for Line and Call Appearances

Activity	Lamp	Description
Idle	Off	There is no call activity on this line/call appearance.
Connected	Solid	A call is connected to the phone on this line/call appearance.
Ringing	Fast Flash	A call is ringing in on this line/call appearance.
On Hold	Slow Flash	A call is on hold on this line/call appearance.

Speaker and MWI Status Lamps

The Speaker lamp and the Message Waiting Indicator (MWI) lamp provide visual status indications.

Speaker

The speaker lamp is located beside the **Speaker** key.

Speaker LED Status	Description
On Solid	You are in Speaker mode.
Slow Flash	You are in Headset mode.

Message Waiting Indicator

The **Message Waiting Indicator** (MWI) lamp is located at the top right of the phone.

MWI LED Status	Description
Slow Flash	You have a new message (s).
Rapid Flash	You have an incoming call.
Even Flash	One or more calls are on hold.

Volume Key

You can adjust the volume on the receiver, headset, speaker, and ringer using the Volume key located directly below the dial pad.

Step	Action	Result
Set Ringer Volume:		
1.	Leave the handset in the cradle.	
2.	Press the **Volume** key .	The Ringer displays on the screen and you hear the current ringer volume. You can also set the volume to OFF.
Set Handset Volume:		
1.	Lift the handset	
2.	Press the **Volume** key .	The handset remains at this volume until it is adjusted again.
Set Headset Volume:		
1.	Press the **Volume** key while on a call.	The headset remains at this volume until it is adjusted again.
Set Speaker Volume:		
1.	Press the **Volume** key while on a call and talking on the Speaker.	The speaker remains at this volume until it is adjusted again.

Call Timer

This timer displays the elapsed time of a call.

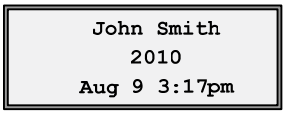
Mute

You can use the **Mute** key in any audio mode.

Step	Action	Result
Activate the Mute feature:		
1.	During a call: Press the **Mute** key. Caution! If you place a muted call on hold, the phone automatically takes the call off mute when you reconnect to the call.	• The red Mute lamp flashes rapidly. • You can hear the caller. • The caller cannot hear you. • There is no visual indicator on the screen when Mute is activated.
Deactivate the Mute feature:		
1.	Press the **Mute** key again.	Mute is deactivated.

Idle State Display

The idle state screen displays when your 9133i is not in use.



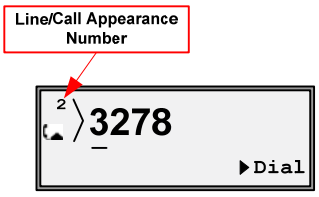
Chapter 3
Call Handling

Place a Call

You can place a call using one of the following methods.

Note

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.

Step	Action	
1.	Dial the number. **Note** Live Dialpad is set to ON by default.	**Note** Speaker mode is the default audio mode. The Speaker turns on automatically when you dial the number, and the call is placed.
Handset:		
1.	Lift the handset (the phone automatically selects the next available line/call appearance).	The Dial screen displays. 
2.	Dial the number.	
Speaker Key:		
1.	Press the **Speaker** key.	The Dial screen displays
2.	Dial the number.	
Line/Call Appearance Key:		
1.	Press a line/call appearance key.	The Dial screen displays
2.	Dial the number.	

Receive a Call

When a call rings in at your phone, the inbound call screen displays, the line/call appearance lamp flashes, and the MWI lamp flashes.

Answer an Incoming Call

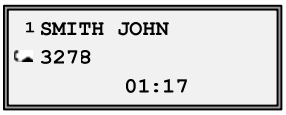
If the phone is already connected to a call, pressing the line/call appearance key for the new incoming call automatically places the connected call on hold and answers the new call.

If you cannot answer, the call follows the pre-defined call forward/no answer destination, usually your voicemail.

Step	Action
Handsfree Operation:	
1.	• Press the line/call appearance key. **Or** • Press the **Speaker** key.
Headset:	
1.	Press the **Speaker** key.
Handset:	
1.	Lift the handset.

Connected Call

The connected state screen displays when you are talking to someone on the phone.



One Directory Number Assigned to Multiple Phones

Occasionally, the same directory number is assigned to more than one phone. (This can be referred to as a Bridged Line Appearance or BLA.)

Example

In the following example, Phone A and Phone B have the same directory number assigned to a line/call appearance key on both phones. The following applies to call handling in this situation:

Phone A:

- When Phone A goes off-hook on the line, it takes control of the line **and** the associated call appearance.
- Phone A controls transfer, conference, hold, etc.
- Phone A shows a green status lamp on the line appearance if the call is on L1-L3.
- The call appearance lamp will not be lit unless Phone A is involved in transfer, conference, hold, call waiting, etc.

Phone B:

- Phone B shows a red status lamp on the shared line appearance key, indicating Phone A has control of the line.
- The call appearance lamp will not be lit unless the Phone A is involved in a transfer, or conference.
- If Phone B goes off-hook on the *line appearance*, silence is heard followed by dial tone because the call is *private* to Phone A.
- If Phone B goes off-hook on the *associated call appearance*, even though the lamp may not be lit, reorder is heard.

Note

If the shared directory number is assigned to a programmable hard key, status lamps are always red, but the same rules apply.

Calls on Hold with BLA

- If Phone A places the call on hold, it can be retrieved by Phone B by pressing the key of the red flashing lamp on Phone B.
- When Phone B takes control of the call, the line lamp changes to green and the display changes to reflect the details of the connected call. Phone A immediately returns to the off-hook display or the idle state display and the red status lamp on that line indicates Phone B has control of the call.

Callers List and Redial List

- For inbound calls answered by Phone A, Phone B does not show any details of the call on the screen, but does display “1 Missed Call”, and the call is stored in the Callers List as a missed call. The opposite applies if the call was answered by Phone B.
- For outbound calls originated by Phone A, nothing is stored in the Redial list on Phone B because Phone A originated the call. The opposite applies if the call is placed by Phone B.

Handle Calls Using the Speaker

The Speaker allows you to speak to someone without using the handset or headset. The Audio Mode for your phone is set to “Speaker” by default. See the Audio Mode options.

Step	Action
Dial using the speaker:	
1.	Press the **Speaker** key and enter a number from dial tone.
Answer a call using the speaker:	
1.	Press the **Speaker** key or the line/call appearance key.
Switch between the speaker and handset in speaker audio mode:	
1.	• Lift the handset to go back to the handset. • Press the **Speaker** key to switch back to the speaker.
Switch between the speaker and the headset in speaker/headset audio mode:	
1.	Press the **Speaker** key.

Handle Calls Using a Headset

Ensure that you have selected a headset audio mode by accessing the Options list. For more information on how to set this audio option in your phone, see the Audio Mode options in Appendix A.

Step	Action
1.	Plug the headset into the jack.
2.	Press the **Speaker** key or the line/call appearance key to get dial tone or to answer an incoming call. Depending on the audio mode selected from the Options list, a dial tone or an incoming call will be received on either the headset or the speaker. Also see Headset Mic Volume in the Options list.

End a Call

Step	Action
1.	From a connected call: • Press the **Goodbye** key. **Or** • Place the handset back on hook if connected through the handset.

Emergency Call Handling for Remote SIP Workers

Emergency Call Handling (911 calling) is not supported for Remote SIP Workers at this time.

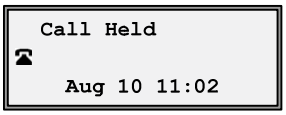
Chapter 4
Phone Features

Hold

Place a Call on Hold

Note

- You cannot place a call on hold or retrieve a call on hold if you are viewing the Redial List or Callers List.
- If you have left a call on hold for a pre-defined period of time (if the option is configured on your system), the system will ring your phone until you answer the call. When you answer, you are re-connected to the held party.

Step	Action	Result
1.	From a connected call: Press the **Hold** key.	• The line lamp flashes slowly. • The MWI lamp on the top of the phone flashes. 

Retrieve a Held Call

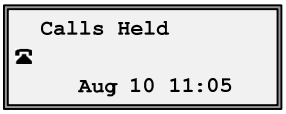
Only the phone that placed the call on hold can retrieve the call on hold, unless the held call is on a directory number that appears on more than one phone.

Step	Action	Result
1.	Press the **line** key where the call is on hold. Note • The **Goodbye** key will not retrieve a held call. • The **Hold** key will not retrieve a held call.	You are reconnected to the call.

Automatic Hold

The 9133i will automatically put your current call on hold when you press a new line key to answer a call.

Manage Multiple Calls on Hold

Step	Action	Result
This screen displays when you have more than one call on hold.  **Note** The navigation keys do not work from this screen.		
1.	Take one call off of hold.	
2.	Press ◀ or ▶.	The display will show only show you that the other call is on hold. It does not show any information about the call.
Connect to an incoming call or re-connect to a call you placed on hold:		
1.	Press the line key.	
If the phone is already connected to a call:		
1.	Press the line key for the new incoming call.	The current call is automatically placed on hold, and the new call is answered.

Do Not Disturb

The Do Not Disturb (DND) feature allows you to block incoming calls. When DND is activated, an incoming call does not ring at the phone. Depending upon your system configuration, the caller may hear a message to call back later, or the call will forward directly to your pre-defined call forward busy destination, usually your voicemail. The DND key toggles this feature on and off.

If the phone shares a line with other phones, only the phone where DND was set is affected.

Step	Action	Result
Activate Do Not Disturb:		
1.	Press the **DND** key.	The Do Not Disturb message displays. Do Not Disturb 2010 Aug 9 3:38pm
Deactivate Do Not Disturb:		
1.	Press the **DND** key.	The feature is deactivated.

Transfer

Unannounced Transfer

When you transfer a call directly to another party and complete the transfer without consulting with the receiving party, it is called an unannounced transfer.

Announced Transfer

When you transfer a call to another party and remain on the line to talk to the other party before you complete the transfer, it is called an announced transfer. After you consult with the other party, you can either complete the transfer or go back to the original caller.

Step	Action	Result
Unannounced transfer:		
1.	You are connected to the call to transfer.	
2.	Press the **Xfer** key.	• The calling party is placed on hold and the line lamp flashes slowly. • Another line goes off-hook and you hear dial tone.
3.	Dial the number of the destination party.	
4.	Before the destination party answers: • Press **Xfer** again. **Or** • Press the **Goodbye** key.	The transfer completes.

Announced Transfer:		
1.	Press the **Xfer** key.	• The calling party is placed on hold and the line lamp flashes slowly. • Another line goes off-hook and you hear dial tone.
2.	Dial the number of the destination party.	
3.	When the destination party answers the call: Talk to the destination party.	
4.	• Press **Xfer** again. **Or** • Press the **Goodbye** key.	The transfer completes. You are dropped from the call and hear dial tone.
To cancel a transfer:		
1.	Press the **Line** key of the call on hold while the destination is ringing.	The ringing line drops and you are reconnected to the original party.

Conference

The 9133i supports up to three parties in a conference call.

Establish the Conference

Step	Action	Result
1.	Connect to the first party to include in the conference.	
2.	Press the **Conf** key.	• The first party is placed on hold and the line lamp flashes slowly. • A new line goes off-hook and you hear dial tone.
3.	Dial the number of the party to add to the conference.	
4.	Wait for the new party to answer. Note You can consult with the new party first before adding them to the conference.	• The original party is still on hold and the lamp is flashing. • The second line lamp is steady, indicating the new party is not yet been added to the conference.

Step	Action	Result
5.	Press the **Conf** key again.	• The conference is established and the second line lamp turns off. • The original line lamp is on steady. • A list of the other two parties in the conference displays on the originator's screen.
6.	Use ▼ or ▲ to navigate between screens to view information about the other two parties you are in conference with.	
If you do not wish to add the third party to the conference:		
1.	Press the line key of the party on hold.	You are reconnected to the original party.

Release a Conferenced Party

Step	Action	
1.	Use ▼ or ▲ to point to the party to drop.	You are still connected to the other party.
2.	Press ▶=**Drop**. Note If you disconnect from the conference, the other two parties will also disconnect.	

Conference Two Previously Connected Calls

Begin with active calls on one line appearance and its associated call appearance.

Step	Action	Result
1.	Press the **Conf** key.	• Both calls are on hold. • A third line opens. • You hear dial tone.
2.	Press the line key of the call to bring into the conference.	The first line is connected.
3.	Press the **Conf** key again.	• The other line is connected. • The conference is established. • Only one line lamp is on.

Call Forward

The Call Forward feature allows you to temporarily redirect your incoming calls to another number.

Note

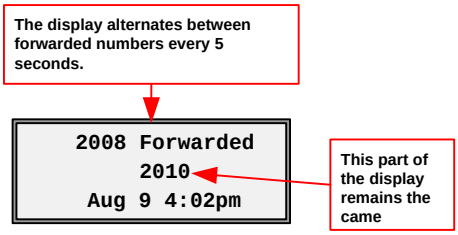
- Each directory number on the phone must be forwarded separately.
- If you have more than one directory number on your phone, you must press the line key first.

Step	Action	Result
Forward your main directory number:		
1.	On-hook or off-hook: Press the **Forward** key.	Hear the 2-beep confirmation tone.
2.	Dial the destination number.	• Hear the 2-beep confirmation tone. • The calls for this number will be forwarded to this destination. 2010 Forwarded 2010 Aug 14 3:17pm
Forward a number assigned to a hard key that is not your main directory number:		
1.	Press the line key of the number to forward.	Hear dial tone.
2.	Press the **Forward** key.	Hear the 2-beep configuration tone.

Step	Action	Result
3.	Dial the destination number.	• Hear the 2-beep confirmation tone. • The calls for this number will be forwarded to this destination.
Deactivate Call Forward:		
1.	Press the appropriate line key.	
2.	Press the **Forward** key.	• Hear the 2-beep confirmation tone. • Call Forward is deactivated for this directory number.

Multiple Call Forward Assignments

If you have activated Call Forward on more than one line, the display alternates every 5 seconds between forwarded numbers. In the following example, both 2010 and 2008 are forwarded.



Call Park

The Call Park feature allows you to temporarily place a call on hold for a pre-set time limit. The call can be retrieved on any phone in the system. If the call if not retrieved within the time limit, the call automatically reverts back to the extension that parked the call.

Step	Action	Result
Park a Call:		
1.	From a connected call: Press the **Call Park** key.	• You hear the **Park number** and then silence. • The call is parked and you can place and receive calls. Note To hear the number ***repeated***, immediately press the **Call Park** key again
2.	Write down the **Park** number.	

Step	Action	Result
3.	• Hang up the handset. **Or** • Press the **Goodbye** key.	
Retrieve a Parked Call:		
1.	From any phone on the system: • Lift the handset. **Or** • Press the **Speaker** key.	Hear dial tone.
2.	Dial the **Call Park** number.	• No ringing is heard. • You are immediately connected to the calling party.

Call Pickup

The Call Pickup feature allows you to answer a call ringing at another extension. Your 9133i provides the following 2 types of Call Pickup.

- **Group** - Your directory number is assigned to a Call Pickup group. You can answer the ringing extension of another member of the group using the **Call Pkup** key.
- **Directed** - You can answer a call directed to a phone outside of your group using the **Call Pkup** key and dialing the extension number of the ringing phone.
- **Both** - You can use both of the above options.

Step	Action	Result
Pick up a call in your Call Pickup group:		
1.	On or off-hook: Press the **Call Pkup** key.	You are immediately connected to the call.
Pick up a call outside of your Call Pickup group:		
1.	On or off-hook: Press the **Call Pkup** key.	Hear a 2-beep confirmation tone.
2.	Dial the number of the extension that is ringing.	You are connected to the call.

Call Waiting

When you are on an active call, and a second call rings in to your phone, you hear one beep, and the screen displays the name and number (if available) of the second caller. You have the option to answer the second call or let the second call forward to the pre-defined busy destination, usually your voice mailbox.

Step	Action	Result
1.	While on one call, a second call rings in to your phone.	• You hear one beep. • The display tells you the name and number of the second caller and the line/call appearance key number.
2.	To answer the second call: Press the **Line** key of the second call. Note If you already have a call on hold when the second call rings in, the second call goes directly to voicemail.	• The first caller is placed on hold. • You are connected to the second caller. Note See Manage Multiple Calls On Hold for information on alternating between calls.

Message Desk Operator

A Message Desk Operator receives calls on behalf of other parties and forwards the calls to the original destination mailboxes.

Step	Action	Result
1.	Answer the incoming call.	
2.	Press the Msg. Desk key.	
3.	• Press the **Goodbye** key. **Or** • Place the handset back on hook if connected through the handset.	The call is passed directly to the voice mailbox of the original destination party.

Voice Mail

The Voice Mail key is configured to automatically dial the voicemail system access number.

Step	Action	Result
1.	Press the **Voice Mail** key.	The voicemail access number is automatically dialed.
2.	Follow the voicemail prompts.	

Callers List

The Callers List is a stored log of incoming calls containing up to 200 entries. The Callers List stores the name, phone number, call time and date, and missed/answered call status for all calls that ring in to this phone.

You can view, scroll through, and delete entries in the Callers List and dial directly from a displayed entry.

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

Callers List Display

Display	Description
N	The "**N**" at the left of the screen indicates a new call you have not reviewed.
	Indicates an unanswered call.
	Indicates an answered call.

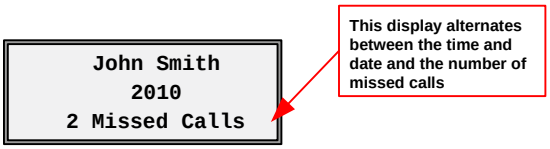
Callers List Functions

Step	Action	Result
Access the Callers List		
1.	Press the **Callers** key.	The Callers List "summary" screen displays.

Step	Action	Result
2.	Press ▼ or ▲ to scroll through the Callers List. Note • Most recent call - ▲. • Oldest call - ▼.	
Dial from the Callers List:		
1.	From the entry that you have selected: • Lift the handset. **Or** • Press the **Speaker** key. **Or** • Press a line/call appearance key.	The number is automatically dialed.
Edit the Number before dialing: You can add numbers to the beginning of the number displayed in the Callers List before you dial. Note The Callers list does not save changes.		
1.	Press the **Callers** key.	
2.	Press ▼ or ▲ to scroll through the Callers List to find the entry you want to dial.	
3.	Press the number(s) on the keypad that you want to add.	
4.	Dial the number.	

Missed Calls Indicator

The 9133i displays the "<Number of> Missed Calls" in the idle state screen display.



As the number of missed calls increments:

- The phone numbers associated with the calls are stored in the Callers List

When you review the calls in the Callers List:

- The number of missed calls is cleared from the idle screen display.

Access Missed Calls

Step	Action	Result
1.	Press the **Callers** key.	The Callers List menu displays.
2.	Use ▼ or ▲ to scroll through the entries.	Missed calls are those marked with the telephone icon with the handset ON ☎.

Delete Entries in the Callers List

Note

The delete key is Hard Key #4 at the top right of the phone.

Step	Action	Result
Delete all entries:		
1.	Press the **Callers** key.	The Callers list opens.
2.	Press the **Delete** key at the Callers List header.	The Delete confirmation message displays. DELETE again to Erase all calls
3.	Press the **Delete** key again to confirm.	The entire Callers list is deleted. Callers List is empty

Step	Action	Result
Delete only one entry:		
1.	Find the entry to delete.	
2.	Press the **Delete** key.	The Delete confirmation displays: `DELETE again to erase this item`
3.	Press the **Delete** key again to confirm.	The entry is deleted. `Caller is erased`
Cancel the delete function:		
1.	Press ▼ or ▲.	

Exit the Callers List

Step	Action	Result
1.	• Press the **Goodbye** key. **Or** • Press the **Callers** key.	The idle screen displays.

Redial

Last Number Redial

You can redial the last number you dialed using the Redial key.

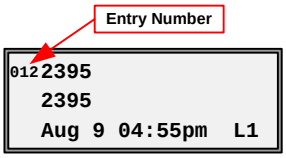
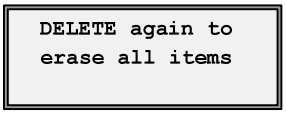
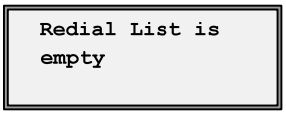
Step	Action	Result
Redial (Off-hook):		
1.	Lift the handset.	The last number you dialed displays on the screen.
2.	Press the **Redial** key 1 time.	The number is automatically dialed.
Redial (On-hook):		
1.	• Press the **Redial** key 2 times. **Or** • Press the **Redial** key 1 time. • Go off-hook.	The last number you dialed displays on the screen and is automatically dialed.

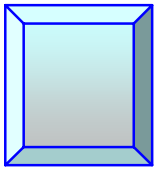
Redial List

There are 100 entries in the Redial List. If you are *on-hook* and press Redial, the Redial list displays, and you can scroll through it to select a number to redial. The list contains the name (if known), the number you dialed, the time and date the number was dialed, and the line used.

Note

You cannot edit an entry in the Redial List.

Step	Action	Result
Redial from the Redial List (On-hook)		
1.	While on-hook: Press the **Redial** key one time.	The Redial List displays the first entry. 
2.	Use ▲ or ▼ to find the entry to call.	
3.	• Press an available **line** key. **Or** • Press the **Speaker** key. **Or** • Lift the handset.	The number automatically dials.
Delete Entries in the Redial List: Note • Individual entries cannot be deleted. • The **Delete** key is Hard Key #4 at the top right of the phone.		
1.	Find the entry to delete.	
2.	Press the **Delete** key.	The confirmation message displays. 
3.	Press the **Delete** key again.	All entries are deleted. 



Appendix A
Customize your 9133i Phone

Options List

The **Options** key allows you to access a list of configuration options for your phone.

The following table shows the phone options you can access with the Phone UI (User Interface.) Options requiring an administrator password are indicated.

If you make changes from the default settings, they are permanent until you change them again.

Phone Options	Description
Language	The language used for displays and menus.
Time and Date	Used to set the time and date on the phone.
Tones	Sets ring tone preference and call progress tones for your phone.
Clear Message Waiting	Clears the Message Waiting Indicator lamp.
Contrast Level	Sets the contrast level for the phone display.
Live Dialpad	Controls the Live Dialpad feature.

Headset Settings	• Sets the audio type used to handle calls your calls. There are four audio mode options to choose from.
	  • Handsfree Speakerphone.
	  • Headset.
	  • Speaker/Headset.
	  • Headset/Speaker.
	• Sets the Headset Mic Volume.

Network Settings	A system-level option requiring an administrator password.
SIP Settings	A system-level option requiring an administrator password.

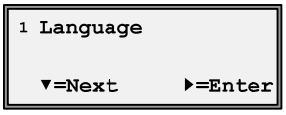
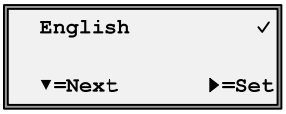
Phone Options	Description
Phone Status	Allows you to: • View the phone IP address and MAC address. • View the firmware version on the phone. • Restart the phone. • Set the phone to factory default settings – A system-level option requiring an administrator password.
User Password	Sets the user password on the phone.

Access the Options List

Step	Action	Result
Enter the Options list:		
1.	Press the **Options** key.	The Options screen displays.
2.	• Use ▼ or ▲ to scroll through the options menu. • Press ▶=**Enter**. **Or** • Press the menu item number to go directory into the option.	
Save the changes:		
1.	Press ▶=**Set**.	The -Confirmed- message displays and the change is saved.
Cancel the changes:		
1.	• Press ◀ to return to the previous screen without making changes. **Or** • Use the **Cancel** option when the key is available.	
Exit the Options list:		
1.	• Press the **Goodbye** key. **Or** • Press the **Options** key from any menu.	The idle screen displays.

Language

This option sets the language for all of the phone display screens. Valid languages for the IP phones include English, French, and Spanish. The default is English.

Step	Action	Result
1.	Go to the **Language** option.	The Language screen displays. 
2.	Press ▶=**Enter**.	The current language displays and is checked. 
3.	Use ▼ or ▲ to select a language from the list.	The display reflects each language as you scroll through the list.
4.	Press ▶=**Set**.	• The language you select is immediately applied to the IP phone. • The -Confirmed- message displays.

Time and Date

This option sets the date and time on the phone, but can be overwritten by the time server when the phone is restarted.

Time Server

The phone acquires the time and date from the time server. The time server is already assigned, and this option requires an administrator password. Talk to your administrator if your phone has any difficulty with the date and time.

Set Time and Date Manually

Note

If you set the time manually, the phone will not try to synchronize the time with the time server until the next time the phone is restarted.

Step	Action	

1.	Go to the **Time and Date** option.	The Time and Date screen displays.
		`2 Time and Date`
		`▼=Next ▶=Enter`
		The first item in the menu is Time Server.

Time Server: Note Do not alter any parameters in the Time Server option.		
Set Time: Displays the network time if the Time Server option is enabled and also allows you to set the time manually. Note If you set the time manually, the phone will not try to synchronize the time with the Time Server until the next time the phone is restarted.		

1.	Press ▼=**Next** to go to the **Set Time** option.	The Set Time screen displays.
		`2 Set Time`
		`▼=Next ▶=Enter`

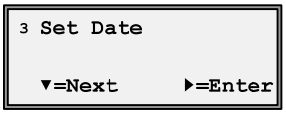
2.	Use the keypad to enter the time.	
3.	Press the ***** key to toggle between AM and PM.	
4.	Press ▶=**Set**.	The `-Confirmed-` message displays.

Set Date:

Displays the network date if the Time Server option is enabled and also allows you to set the date manually.

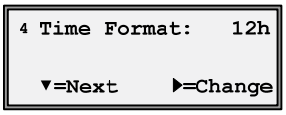
Note

If you do set the date manually, the phone will not try to synchronize with the Time Server until the next time the phone is restarted

1.	Go to the **Set Date** option.	The Set Date option displays. 
2.	Press ▶=**Enter**.	
3.	Use the keypad to enter the date in the format displayed.	
4.	Press ▶=**Set**.	The -Confirmed- message displays.

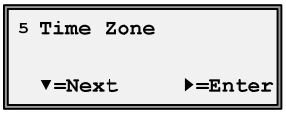
Time Format:

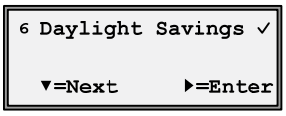
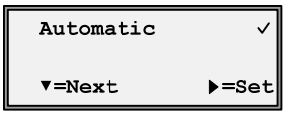
Sets the time format display (12h or 24h clock)

1.	Go to the **Time Format** option.	The current time format displays. 
2.	Press ▶=**Change** to toggle between 12-hour and 24-hour format.	The -Confirmed- message displays.

Time Zone:

Sets the current time zone.

1.	Go to the **Time Zone** option.	The Time Zone screen displays. 
2.	Press ▶=**Enter**.	The Country Code screen displays.

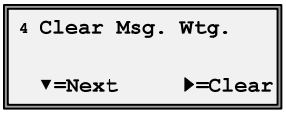
3.	Press the * key to display the time zone list.	The current time zone is checked. The default is United States.
4.	Use ▼ or ▲ to scroll through the list.	
5.	Press ▶=**Set** when the desired time zone is found.	The **-Confirmed-** message displays.
Daylight Savings: Sets daylight savings time.		
1.	Go to the **Daylight Savings** option.	The Daylight Savings screen displays. 
2.	Press ▶=**Enter**.	The current daylight savings option displays.  Valid values are: • Off • 30 min summertime • 1 hr summertime • Automatic (default)
3.	Use ▼ or ▲ to scroll through the options.	
4.	Press ▶=**Set** to select the option.	The **-Confirmed-** message displays.

Tones

Step	Action	Result
Ring Tone: Sets ring tone and volume. Select from 5 different ring tones or choose silent ring tone.		
1.	Go to the **Tones** option.	The Set Ring Tone screen displays.
2.	Press ▶=**Enter**.	Set Ring Tone is the first option.
3.	Press ▶=**Enter**.	• The Ring Tone screen displays. • The current ring tone is checked.
4.	Press ▼ or ▲ to hear each ring option.	

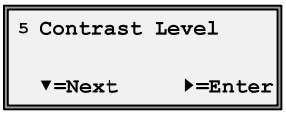
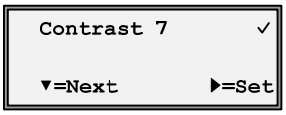
Step	Action	Result
5.	Press ▶=**Set** to select the ring option.	The `-Confirmed-` message displays.
6.	Press ▼=**Next**.	The **Tone Set** screen displays.
Tone Sets: Provides country-specific tone set options for call progress tones.		
1.	Press ▶=**Enter**.	The default is US and displays with a checkmark.
2.	Press ▼ or ▲ to scroll through the tone set options.	Valid values are: • Australia • Europe • France • Germany • Italy • UK • US (Default)
3.	Press ▶=**Set**.	The `-Confirmed-` message displays.

Clear Message Waiting

Step	Action	Result
1.	Go to the **Clear Msg. Wtg.** option.	The **Clear Msg. Wtg.** screen displays. 
2.	Press ▶=**Clear**.	• The `-Confirmed-` message displays. • The MWI lamps turn off.

Contrast Level

Provides 8 contrast settings that brighten or darken the display.

Step	Action	Result
1.	Go to the **Contrast Level** option.	The Contrast Level screen displays. 
2.	Press ▶=**Enter**.	The current contrast level number is checked. 
3.	Use ▼ or ▲ to scroll through the contrast options.	The level number displays and the screen changes to show each contrast level you choose.
4.	Press ▶=**Set**.	The -Confirmed- message displays.

Live Dialpad

This option controls the Live Dialpad feature.

- Live Dialpad feature ON (Default) - The phone automatically selects a line/call appearance and turns the speaker on as soon as a dial pad key is pressed. If the number is not completed, the phone will time out, go to the busy state, and play busy tone until you disconnect by using the **Goodbye** key or hang up.
- Live Dialpad feature OFF – The digits are entered first, displayed on the screen, and can be edited using the ◀ key. When the handset is lifted or the speaker key pressed, the number automatically dials.

Step	Action	Result
1.	Go to the **Live Dialpad** option.	The Live Dialpad screen displays showing the current setting.
2.	Press ▶=**Change** key to toggle between OFF and ON.	The -Confirmed- message displays.

Headset Settings

The following options are accessed through the Headset Settings option.

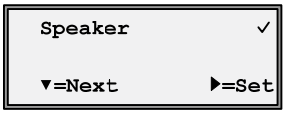
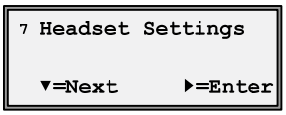
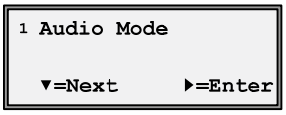
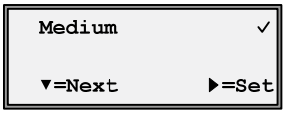
Audio Mode

The Audio Mode option provides 4 audio combinations to provide maximum flexibility for handling calls.

Option	Description
Speaker (Default)	The default setting. Calls are placed or received using the handset or speaker. Use the **Speaker** key to switch between handset and speaker.
Headset	Place or receive calls using a headset. Use the **Speaker** key to switch between the headset and handset. Lift the handset to switch from the headset to the handset.
Speaker/Headset	Incoming calls go directory to the speaker. Use the **Speaker** key to switch between the speaker, headset, and handset. Lift the handset at anytime to switch back to the handset from either the speaker or the headset.
Headset/Speaker	Incoming calls go directly to the headset. Use the **Speaker** key to switch between the speaker, headset, and handset. Lift the handset at anytime to switch back to the handset from either the headset or the speaker.

Set the Audio Mode

Step	Action	Result
1.	Go to the **Headset Settings** option.	The Headset Settings screen displays. 7 Headset Settings ▼=Next ▶=Enter
2.	Press ▶=**Enter**.	The **Audio Mode** screen displays. 1 Audio Mode ▼=Next ▶=Enter

Step	Action	Result
3.	Press ▶=**Enter**.	The current setting displays. 
4.	Use ▼ or ▲ to scroll through the options.	
5.	Press ▶=**Set**.	• The -Confirmed- message displays. • The new audio mode is checked.
Headset Mic Volume		
1.	Go to the **Headset Settings** option.	The Headset Settings screen displays. 
2.	Press ▶=**Enter**.	The Audio Mode screen displays. 
3.	Press ▼=**Next**.	The Headset Mic Vol option displays.
4.	Press ▶=**Enter**.	The current setting is checked. 
5.	Use ▼ or ▲ to scroll through the options.	
6.	Press ▶=**Set**.	• The -Confirmed- message displays. • The new audio mode is checked.

Network Settings

This option is configured by a system administrator and requires an administrator password.

SIP Settings

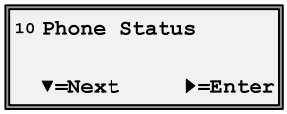
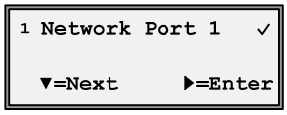
This option is configured by a system administrator and requires an administrator password.

Phone Status

This option allows you to:

- View the network status.
- View the phone IP and MAC address.
- View the firmware version.
- Restart your phone.
- Factory Default – This option to set the phone back to factory defaults requires an administrator password.

View the Phone IP Address and MAC Address

Step	Action	Result
1.	Go to the **Phone Status** option.	
2.	Press ▶=**Enter**.	The Network Port 1 screen displays. 
3.	Press ▶=**Enter**.	The IP address displays.
4.	Press ▼=**Next**.	The MAC address displays.

View the Firmware Version

Step	Action	Result
1.	Go to the **Phone Status** option.	10 Phone Status ▼=Next ▶=Enter
2.	Press ▼=**Next** to go to the Firmware Version screen.	
3.	Press ▶=**Enter**.	
4.	Press ▼=**Next** until all of the information is displayed.	Application 1.4.1.2000 ▼=Next ◀=Exit Boot ROM 1.1.0.10 ▼=Next ◀=Exit

Restart Phone

Occasionally you may be instructed to restart your phone to check for updates from the configuration server. This option allows you to restart the phone.

Note

Your phone is temporarily out-of-service during the restart and download process.

Caution!

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

Step	Action	Result
1.	Go to the **Phone Status** option.	
2.	Press ▶=**Enter**.	The Network Port 1 screen displays.
3.	Use ▼ or ▲ to go to the **Restart Phone** option.	
4.	Press ▶=**Enter**.	The confirmation message displays. Restart phone? #=Confirm ◀=Cancel

Step	Action	Result
5.	• Press the # key to confirm and restart the phone. **Or** • Press ◀=**Cancel** to cancel without restarting the phone. Note Your phone will be out of service temporarily during the restart and downloading process.	Caution! Do not unplug the phone during the restart process.

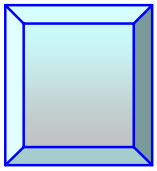
User Password

This option allows you to change the user password for your phone so 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.

Valid values for the password are 0 to 4294967295 (integers only; symbols and alpha characters are not allowed).

The default password is an empty string "" (field is blank.)

Step	Action	Result
1.	Go to the **User Password** option.	11 User Password ▼=Next ▶=Enter
2.	Press ▶=**Enter**.	The Current Password screen displays.
3.	Enter the current user password.	
4.	Press ▶=**Enter**.	
5.	Enter the new user password.	
6.	Press ▶=**Enter**.	
7.	Re-enter the new user password.	
8.	Press ▶=**Enter**. Note Press ▲ to cancel.	The "Password Changed" message displays. Password changed

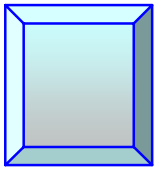


Appendix B Troubleshooting

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

Problem	Possible Solution(s)
Network Disconnected message	The **Network Disconnected** prompt appears on the display and the telephone status lamp turns on if phone is not properly connected to the network. The phone also displays the default time and date of 12:00 am Jan 1st, 2005 or the equivalent. Check that the cables are tightly connected to the phone and to the wall jack. The phone should automatically detect when it is reconnected and will display the "Network Connected" prompt for a few seconds. However, if changes have been made to your phone's network settings, you may need to restart your phone. Contact your system or network administrator for assistance.
Why is my display blank?	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. See the section "Connecting to the Network and to Power" in the *Aastra 9133i SIP IP Phone Installation Guide* for details.
Why is my speaker not working?	If you press the **Speaker** key and the speaker lamp flashes and you do not hear dial tone through the speaker, the Audio Mode option in the Options list has been set up for headset use. Press the **Speaker** key a second time and if the lamp goes out, the phone has been set up to be used only with a headset or handset. If the lamp stays on steady and you hear dial tone, the phone has been set up so that you can alternate between the speaker and the headset by pressing the **Speaker** key.
Why can't I get dial tone?	Check for any loose connections and that the phone has been installed properly. For installation instructions, refer to the "Installation and Setup" section in the *Aastra 9133i SIP IP Phone Installation Guide* provided with your phone.

Problem	Possible Solution(s)
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 key when the phone is on-hook and idle. For more information, see Volume Key in Chapter 2.
Why is the lamp not coming on when I have a new Voicemail Message?	Your phone system or service provider must provide a Visual Message Waiting service for this function to work. Contact your system administrator.
Why is my handset not working?	Check to ensure that the handset cord is fully connected to both the phone and handset. The handset connection on the bottom of the phone is marked with the handset symbol .
How do I find the IP address of my phone?	This setting is in the Options list. See View the Phone IP Address in Appendix A.
How do I change my User Password?	This setting is in the Options list. See User Password in Appendix A.
Why does my phone display the "No Service" message?	The phone displays the "**No Service**" message if the SIP settings have not been set up correctly. You can still use the phone but it is not registered with the Registrar. For more information about registering your phone, see your system administrator.
How do I restart the IP phone?	This setting is in the Options list. See Restart Phone in Appendix A.



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