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</tr>
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</table>
Welcome

Congratulations on your purchase of the Model 6731i IP Phone! The 6731i communicates over an IP Network, allowing you to receive and place calls in the same manner as a regular business telephone. The 6731i IP Phone is capable of supporting the SIP protocol.

Phone Features

- 3-line LCD screen
- Built-in-two-port, 10/100/1000 Gigabit Ethernet switch - lets you share a connection with your computer
- 8 programmable top keys (4 Pre-configured functions: Save, Delete, Directory, Services)
- Press-and-hold speed dial key configuration feature
- Supports up to 6 call lines with LEDs
- Full-duplex speakerphone for handsfree calls
- Headset mode support (via handset jack)
- AC power adapter (sold separately)
- Enhanced busy lamp fields*
- Set paging*

*Availability of feature dependant on your phone system or service provider.

Requirements

- SIP-based IP PBX system or network installed and running with a SIP account created for the 6731i phone.
- Access to a Trivial File Transfer Protocol (TFTP), File Transfer Protocol (FTP), Hypertext Transfer Protocol (HTTP) server, or Hyper Text Transfer Protocol over Secure Sockets Layer (SSL) (HTTPS).
- Ethernet/Fast Ethernet LAN (10/100 Mbps) (Gigabit Ethernet LAN (1000 Mbps) recommended)
- Category 5/5e straight through cabling (category 6 straight through cabling required for optimum Gigabit Ethernet performance).
- Power source

For Ethernet networks that supply in-line power to the phone (IEEE 802.3af):
  - For power, use the Ethernet cable (supplied) to connect from the phone directly to the network for power. (No 48v AC power adapter required if using Power-over-Ethernet.)

For Ethernet networks that DO NOT supply power to the phone:
  - For power, use the 48V AC Power Adapter (limited power source (LPS) power supply, Input rated 100-240Vac. 50-60Hz, 0.6A. Output rated 48Vdc, 0.31A min, included only in specific Aastra ordering SKUs) to connect from the DC power port on the phone to a power source.
    or
  - (optional) - For power, use a Power over Ethernet (PoE) power injector or a PoE switch. A PoE power injector is available as an optional accessory from Aastra Telecom. Contact your Administrator for more information.
About This Guide

This manual describes how to physically set up your new 6731i IP Phone. Not all features listed are available by default and some may depend on your phone system or service provider. Contact your system administrator if you have any questions on what features and services are available to you on your system. This guide complements the Aastra SIP IP Phone Administrator Guide and the Aastra Model 6731i IP Phone User Guide.

Aastra SIP IP Phone Administrator Guide – is designed for network administrators, system administrators, developers and partners who need information on installing this product on an IP network.

Aastra Model 6731i IP Phone User Guide – explains the most commonly used IP telephone features for an end user.

These guides along with release notes, system updates, etc. can be downloaded from our Web site at http://www.aastra.com.
When you unpack your phone, you should ensure that you have all of the following items. If any part is missing, contact the supplier of your phone.

Optional Accessories (Not Included)

A PoE (Power over Ethernet) inline power injector supplies 48v power to the 6731i IP Phone through the Ethernet Cable on pins 4 & 5 and 7 & 8.

**WARNING!**

Do not use this PoE inline power injector to power other devices.
IP Phone Keys

Key Panel

1. 6731i Handset
2. High Quality Speakerphone
3. Message Waiting Lamp
4. Hold Key
5. Volume Control
6. Mute Key
7. Goodbye Key
8. Redial Key
9. Options Key
10. Callers List Key
11. Conference Key
12. Transfer Key
13. Two Line/Call Appearance keys
14. Speaker Key
15. Keypad
16. Navigation Keys
17. 8-Line LCD Screen
18. Programmable Keys
## Key Description

The following table describes the keys on the 6731i IP Phone.

<table>
<thead>
<tr>
<th>Text Keys</th>
<th>Symbol Keys</th>
<th>Key Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hold</td>
<td>📞</td>
<td><strong>Hold key</strong> - Places an active call on hold. To retrieve a held call, press the call appearance button beside the light that is flashing.</td>
</tr>
<tr>
<td>Redial</td>
<td>🔌</td>
<td><strong>Redial key</strong> - Redials up to 100 previously dialed numbers. Pressing the Redial key twice redials the last dialed number.</td>
</tr>
<tr>
<td>Goodbye</td>
<td>📞</td>
<td><strong>Goodbye key</strong> - Ends an active call. The Goodbye key also exits an open list, such as the Options List, without saving changes.</td>
</tr>
<tr>
<td>Volume</td>
<td>🎧</td>
<td><strong>Volume control key</strong> - Adjusts the volume for the handset, ringer, and handsfree speaker. See &quot;Adjusting the Volume&quot; on page 17 for more information.</td>
</tr>
<tr>
<td>Navigation</td>
<td>🌡</td>
<td><strong>Navigation keys</strong> - Pressing the UP and DOWN arrow keys lets you view different status and text messages on the LCD display (if there is more than 1 line of status/text messages). These buttons also let you scroll through menu selections, such as the Options List. Pressing the LEFT and RIGHT arrow keys lets you view the different line/call appearances. While in the Options List, these keys allow you to exit or enter the current option. When you are editing entries on the display, pressing the LEFT arrow key erases the character on the left; pressing the RIGHT arrow key sets the option.</td>
</tr>
<tr>
<td>Speaker</td>
<td>🎧</td>
<td><strong>Speaker key</strong> - Transfers the active call to the speaker, allowing handsfree use of the phone.</td>
</tr>
<tr>
<td>Options</td>
<td>🛠</td>
<td><strong>Options key</strong> - Accesses services and options to customize your phone. Your System Administrator may have already customized some of your settings. Check with your System Administrator before changing the administrator-only options.</td>
</tr>
<tr>
<td>Callers</td>
<td>📞</td>
<td><strong>Callers List key</strong> - Accesses the last 200 calls received.</td>
</tr>
<tr>
<td>Conf</td>
<td>🎤</td>
<td><strong>Conference key</strong> - Begins a conference call with the active call.</td>
</tr>
<tr>
<td>Transfer</td>
<td>📞</td>
<td><strong>Transfer key</strong> - Transfers the active call to another number.</td>
</tr>
</tbody>
</table>
**IP Phone Keys**

**Line/Call Appearance keys** - Connect you to a line or call. The Aastra 6731i IP phone supports 2 line hold keys, each with LED indicator lights.

**Programmable keys** - 8 Top Keys - all 8 keys are programmable. Keys 5 and 6 are designated as the SAVE and DELETE keys, respectively. These keys must be made configurable by the System Administrator before they can be changed.

The following are the default functions for the programmable keys on the 6731i IP phone:

<table>
<thead>
<tr>
<th>Key</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>None</td>
</tr>
<tr>
<td>2</td>
<td>None</td>
</tr>
<tr>
<td>3</td>
<td>None</td>
</tr>
<tr>
<td>4</td>
<td>None</td>
</tr>
<tr>
<td>5</td>
<td>SAVE</td>
</tr>
<tr>
<td>6</td>
<td>DELETE</td>
</tr>
<tr>
<td>7</td>
<td>DIRECTORY</td>
</tr>
<tr>
<td>8</td>
<td>SERVICES</td>
</tr>
</tbody>
</table>

For more information about configuring the SAVE and DELETE keys, contact your System Administrator.

**Note:** For more information about programming keys to perform specific functions, see the Aastra 6731i IP Phone User Guide.

---

*See the Aastra Model 6731i IP Phone User Guide for more information about each of these keys.*
Installation and Setup

The 6731i IP Phone can be setup to share a network connection with another network device. Power can be provided by the power adapter (sold separately), or by an 802.3af compliant network power source, or with a PoE inline power injector (optional accessory). If your System Administrator has already setup your phone, please refer to the Aastra Model 6731i IP Phone User Guide for call handling information or contact your System Administrator.

Direct or Shared Network Connection

The phone can be set up as a direct network connection to the Ethernet wall jack or as a shared network connection as a pass-through if connecting the phone to a computer or another network device.

Direct Network Connection

Located at the top of the phone are two fully switched 10/100 BaseT Ethernet cable ports. The port marked with LAN is used to connect the phone to the network, as well as provide power to your phone (if required). See “Connecting to the Network and to Power” on page 8 for more information.

Shared Network Connection

To connect a network device (such as a computer) to the phone, connect an Ethernet cable into the network port on the top of the phone marked with PC. Plug the other end of the Ethernet cable into the network jack on the network device for which you are sharing the network connection.

Notes:
The PC jack on the 6731i IP Phone does not supply inline power onto other network devices. All Ethernet cables used must be minimum category 5/5e straight-through cables, such as the cable provided with your phone.
Connecting to the Network and to Power

Power Adapter

Use the power adapter (sold separately and provided by your System Administrator) with your phone and plug your phone into a power source.

Inline Power Provided

If your network provides 802.3af compliant in-line power, the phone is powered through the network.

1. On the top of your phone, connect the Ethernet cable (provided with your phone) into the network port marked with **LAN**.

2. Plug the other end of the Ethernet cable directly into the network jack on the wall.

Note:

For power, use the 48V AC Power Adapter (limited power source (LPS) power supply, Input rated 100-240Vac, 50-60Hz, 0.6A. Output rated 48Vdc, 0.31A min, included only in specific Aastra ordering SKUs) to connect from the DC power port on the phone to a power source.
**Inline Power Not Provided**

If your network does not provide 802.3af compliant in-line power, you need to install the PoE inline power injector (optional accessory).

1. On the top of your phone, connect the Ethernet cable (provided with your phone) into the network port marked with **LAN**.

2. On the PoE power injector, plug the other end of the Ethernet cable into the network jack marked as indicated in the illustration below.

3. On the PoE power supply, connect an additional Ethernet cable into the network port as indicated in the illustration below.

4. Plug the other end of the Ethernet Cable into the network jack on the wall.

5. Plug the PoE power injector into a power outlet.

**Notes:**

You should connect the power supply to a surge protector or power bar. All Ethernet cables used must be minimum category 5/5e straight-through cables, such as the cable provided with your phone.


**Connecting a 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.

![Diagram of handset connection](image)
**Desk or Wall Installation**

**Install on the Desk**

The desk installation for the 6731i IP phone consists of two legs that attach to the back of the phone near the top corners. A total of four different viewing angles allows users to personalize their phone viewing preference.

1. Attach each leg by inserting the tabs on the leg into the slots on the bottom of the phone. There are three pair of leg slots on each corner of the phone; each leg uses two pairs (1&2, or 2&3) giving two leg positions designating different viewing angles. Furthermore, the legs can be reversed which offer two additional viewing angles.

2. For a higher viewing angle, use the second and third slots from the top.

3. For a lower viewing angle, use the first and second slots from the top.

4. Push the stand towards the phone until it snaps into place.

![Diagram showing three leg slot locations for customizing the height of the desk phone.](image)

**Four Different Viewing Angles**

- 20.7 deg. Incline Angle
- 23.3 deg. Incline Angle
- 26.6 deg. Incline Angle
- 30.9 deg. Incline Angle
Install on the Wall

The 6731i IP phone has two pre-drilled wall mounting holes on the back of the phone.

1. Using the provided wall mount drilling template, locate and mark the position for the mounting screws on the wall. Depending on the wall type, you may need to use wall anchors. Both the screws and wall anchors are included with your phone.

2. Place the wall mount holes on the phone over the screw heads on the wall and pull down to lock the phone in. **Note:** You may wish to purchase a short Ethernet cable from a local supplier for a wall installation. Also, if 802.3af compliant in-line power is not provided on your network, and you are installing the 6731i on a wall using a PoE in-line power injector, you may also wish to use an equivalent flat Ethernet cable rather than the one provided.

3. In the handset cradle, there is a small clip that sits flush with the cradle surface. Using a small flathead screwdriver, pull the clip up and remove it from the phone.

4. With the arms on the clip facing you and the flat side of the clip towards the phone, turn the clip 180 degrees and reinsert it back into the clip cavity in the phone’s cradle.
5. Push the clip in until it snaps into the slot flush with the surface and only the legs on the clip are sticking up.

Remove clip, turn 180 degrees, and reinsert clip.

6. Place the handset into the phone's cradle, inserting the legs on the clip into the square hole on the handset. This allows the handset to rest in the cradle in a vertical position without slipping off when the phone is installed on the wall.
**Inserting the Key Card**

This card contains the label identification spaces for 8 programmable keys.

1. Remove the logo plate from the top front panel of the telephone by gently pressing down and sliding upward.

2. Slide the card into the programmable key card slot on the top front panel of the telephone using the display slots for alignment. Ensure the tabs are sticking out for future removal of the card.

3. Gently slide the logo plate back in place, covering the paper tabs.
**Accessing Your Options via the Phone UI**

**IP Phone UI**

1. Press the Options key on the phone to enter the options list.
2. To go to an Option, use ▲ and ▼ to scroll through the list, or press the number corresponding to the Option.
3. Press the Show softkey, the ► button, or press the digit number of the corresponding option to select an option.
4. Use the softkeys to change a selected option.
5. Press the Done softkey at any time to exit the option and save the change.
6. Press the Cancel softkey, the ◀ button, or the Goodbye key at any time to exit without saving changes.

**Accessing Your Options via the Aastra Web UI**

You can use the following procedure to access the phone options using the Aastra Web UI.

**Aastra Web UI**

1. Open your web browser, enter the phone's IP address or host name into the address field and press <Enter>. The following logon screen displays.

![Logon Screen Example](image-url)
2. At the prompt, enter your username and password and click **OK**.

**Note:**
For a user, the default user name is "user" and the password field is left blank.

The Network Status window displays for the IP phone you are accessing.

3. You can logout of the Aastra Web UI at any time by clicking **Log Off**.

The side menu options that display in the Network Status window are dependant on whether you log in as an Administrator or User. A longer list of options display in the side menu for an Administrator.

**Reference**
For more information about using the side menu options in the Aastra Web UI, see the *Aastra Model 6731i IP Phone User Guide* or the *Aastra SIP IP Phone Administrator Guide*. 
Other Phone Features

Adjusting the Volume
Pressing the volume button \( \text{volume button} \) adjusts the receiver, speaker, and ringer volume.

- To adjust the ringer volume, leave the handset in the cradle and press the volume button \( \text{volume button} \) while there is no active call. There are 10 settings for the ringer including Off — the display will temporarily indicate the current ringer volume setting.

- To adjust the handset volume, lift the handset and press the volume button \( \text{volume button} \) while the handset is off hook. The handset will remain at this volume until it is adjusted again.

- To adjust the speaker volume, press the volume button \( \text{volume button} \) while the speaker is activated (activate the speaker by pressing \( \text{key} \); ensure handsfree speakerphone audio mode is set). The speaker will remain at this volume until it is adjusted again.

Status Lights (LEDs)
The speaker LED, beside the \( \text{key} \), and the Message Waiting Indicator (MWI) LED, on the top right of your phone, provide visual indications of your phone’s status.

Speaker LED

<table>
<thead>
<tr>
<th>Speaker LED Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ON solid</td>
<td>Indicates a call is on Speaker (speakerphone).</td>
</tr>
<tr>
<td>Rapid Flash</td>
<td>Indicates the call is muted. Press ( \text{key} ) to take the call off mute.</td>
</tr>
</tbody>
</table>

Message Waiting Indicator (MWI)

<table>
<thead>
<tr>
<th>MWI LED Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Slow Flash</td>
<td>Indicates you have a message(s).</td>
</tr>
<tr>
<td>Rapid Flash</td>
<td>Indicates you have an incoming call.</td>
</tr>
<tr>
<td>Even Flash</td>
<td>Indicates one or more calls are on hold.</td>
</tr>
</tbody>
</table>
**Line/Call Appearance Keys**

The 6731i has 2 hard/line call appearance keys each with a corresponding status light. Additional line call appearances may also be set up on your phone as programmable keys which also have status lights. The 6731i supports up to 6 line keys in total (2 hard, 4 programmable).

These line call appearance buttons and lights represent physical lines or calls for your extension. By pressing a line call appearance button, you connect to the line or a call it represents. The line call appearance light indicates the status of that line or call.

When the phone is taken off-hook, the phone will automatically select a line for you.

<table>
<thead>
<tr>
<th>Line Call Appearance LED Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>OFF</td>
<td>Indicates idle line or no call activity.</td>
</tr>
<tr>
<td>Rapid Flash</td>
<td>Indicates ringing on the line.</td>
</tr>
<tr>
<td>Slow Flash</td>
<td>Indicates a call is on hold.</td>
</tr>
</tbody>
</table>

For more information about the Line Call Appearance keys, see the *Aastra Model 6731i IP Phone User Guide*. 
Troubleshooting Solutions

Why is the light not coming on with a new Voice Mail Message?
Your phone system or service provider must provide “Visual” Message Waiting service for this function to work. Check with your system administrator for more information.

Why is my handset not working?
Check to ensure that the handset cord is fully connected to both the phone and handset. See the section “Connecting a Handset” on page 10 for information.

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 aPoE inline power injector, to provide power over Ethernet locally to your phone. See the section “Connecting to the Network and to Power” on page 8 for details.

Why can I only see one option when the installation guide or user guide says there are more?
The telephone screen will only show one option at a time. To see more, press the down arrow button ▼.

Why does the telephone wobble?
Make sure the cords are routed properly through the back of the phone, as indicated in the section, “Connecting a Handset” on page 10. Check that the leg stands have been properly snapped into place. Since the legs can be oriented in two different ways and in two different positions to offer four different phone viewing angles, check that both legs are oriented in the same direction and in the same position on either side of the phone.

What is a programmable key?
There are 8 top hard keys (programmable up to 8 functions), located at the top of the front panel. These are keys that you can set to perform specific functions and access enhanced services provided by third parties (for example, XML applications). See the section “Line/Call Appearance Keys” on page 18 or refer to your Aastra Model 6731i IP Phone User Guide for more information.
Limited Warranty

Aastra Telecom warrants this product against defects and malfunctions during a one (1) year period from the date of original purchase. If there is a defect or malfunction, Aastra Telecom shall, at its option, and as the exclusive remedy, either repair or replace the telephone set at no charge, if returned within the warranty period.

If replacement parts are used in making repairs, these parts may be refurbished, or may contain refurbished materials. If it is necessary to replace the telephone set, it may be replaced with a refurbished telephone of the same design and color. If it should become necessary to repair or replace a defective or malfunctioning telephone set under this warranty, the provisions of this warranty shall apply to the repaired or replaced telephone set until the expiration of ninety (90) days from the date of pick up, or the date of shipment to you, of the repaired or replacement set, or until the end of the original warranty period, whichever is later. Proof of the original purchase date is to be provided with all telephone sets returned for warranty repairs.

Exclusions

Aastra Telecom does not warrant its telephone sets to be compatible with the equipment of any particular telephone company. This warranty does not extend to damage to products resulting from improper installation or operation, alteration, accident, neglect, abuse, misuse, fire or natural causes such as storms or floods, after the telephone is in your possession.

Aastra Telecom shall not be liable for any incidental or consequential damages, including, but not limited to, loss, damage or expense directly or indirectly arising from the customers use of or inability to use this telephone, either separately or in combination with other equipment. This paragraph, however, shall not apply to consequential damages for injury to the person in the case of telephones used or bought for use primarily for personal, family or household purposes.

This warranty sets forth the entire liability and obligations of Aastra Telecom with respect to breach of warranty, and the warranties set forth or limited herein are the sole warranties and are in lieu of all other warranties, expressed or implied, including warranties or fitness for particular purpose and merchantability.

Warranty Repair Services

Should the set fail during the warranty period;

• In North America, please call 1-800-574-1611 for further information.

• Outside North America, contact your sales representative for return instructions.

You will be responsible for shipping charges, if any. When you return this telephone for warranty service, you must present proof of purchase.

After Warranty Service

Aastra Telecom offers ongoing repair and support for this product. This service provides repair or replacement of your Aastra Telecom product, at Aastra Telecom’s option, for a fixed charge. You are responsible for all shipping charges. For further information and shipping instructions;

• In North America, contact our service information number: 1-800-574-1611.

• Outside North America, contact your sales representative.

Note:

Repairs to this product may be made only by the manufacturer and its authorized agents, or by others who are legally authorized. This restriction applies during and after the warranty period. Unauthorized repair will void the warranty.
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