Below are basic instructions for setting up and using your new Aastra telephone at Iowa State. For more information about the new telephones and features, go to how to Set Up Your Aastra Telephone and Features.

Set Up Voice Mail
1. Press the Voice Mail button (6737i, top left) or the Messages button (6739i, top right).
2. When prompted, enter the default passcode provided by your ISU voice/data coordinator, followed by "#.
3. When prompted, change your passcode, followed by ". For security reasons, there are certain sequences that will not be accepted. The passcode must be between 6 and 12 characters and cannot be:
   a. one number repeated (333333)
   b. your own phone number or your phone number in reverse
   c. your previous passcode or your previous passcode in reverse
4. When prompted, record your name.
Note: The passcode will be revoked after five failed login attempts. If this happens, you will need to call the Solution Center (4-4000) to reset your password.

Access Voice Mail
From Your Telephone:
Press the Voice Mail button (6737i, top left) or the Messages button (6739i, top right), and follow the prompts.
Or, simply dial your five-digit extension from your telephone and follow the prompts.

From Another Telephone:
Dial 515-572-6245. You will need to enter your mailbox ID, which is your five-digit extension, and your password.

Transfer a Call
To make the transfer unannounced:
1. Press “Xfer” or “Transfer” button
2. Dial desired number (4-XXXX)
3. Press “Goodbye”
To make the transfer after announcing the call:
1. Press “Xfer” or “Transfer” button
2. Dial desired number (4-XXXX); wait for answer and announce transfer
3. Press “Xfer” or “Transfer” softkey or “Goodbye” to complete transfer
To transfer caller to Jane Doe’s voicemail:
1. Press “Xfer” or “Transfer” button
2. Dial voicemail number – *55
3. Dial Jane Doe’s number – 4-XXXX
4. Press “Xfer” or “Transfer” again
Note: When transferring a call, *80 will “override” a line that is on call forward.

Adjust Volume
Use the two sound keys on the bottom left of the phone to adjust volumes.
1. To set ringer volume, leave the handset in the cradle
2. To set handset volume, lift handset and adjust
3. To set speaker volume, adjust while speaker is turned on
4. To set headset volume, adjust volume while on a call

Set Up Speeddial
Note: After all telephones are converted completely to the Aastra system, Aastra will provide ISU with pre-programmed generic setups for a variety of scenarios (combinations of speed dial, busy lamp fields, etc), and you will be able to choose one of these for your phone. We appreciate your patience as you wait for the ability to set up speed dial quickly and easily after designating a future generic setup. If you program speed dial now and replace your current
speed dial layout at a later date, you will need to re-enter your speed dial numbers.

**6737i**

1. Press and hold any unassigned key along the side (while the phone is on the hook).
2. Under Enter Name, type the name “John#Doe” using the telephone keypad. (There is not the capability of adding blank spaces.) Use the up down arrow key on the telephone to enter the number.
3. Under Enter Number, enter John#Doe’s telephone number. Note: If you are programming an outside line, you must include 8 before the number and 1- area code, if necessary.
4. Press Save
5. Press OK

**6739i**

1. Press the Options button on the telephone.
2. Press the Softkeys button.
3. Press the … button until you see the first button with a “None” label. (Most 6739i models were pre-programmed with numerous Busy Lamp Field (BLF) buttons before the series of “None” buttons. You may have to scroll through several screens in order to reach the “None” buttons.)
4. Press the first “None” button
5. Press “None” again
6. Press “Speeddial”
7. Press “Label”
8. Using the keyboard on the screen, type the name you want (“John Doe”)
9. Using the keypad on the telephone, type the phone number. Note: If you are programming a button to call an outside line, you must include 8 before the number and the area code, if necessary.
10. Press Save
11. Press “Goodbye” to return to the normal screen

**Change Your Display Name**

If the name on your telephone is incorrect, or if you would like to change it for any reason, you may do that through the Aastra Web portal.

1. Log in to the Aastra Web portal at: [http://phone.iastate.edu](http://phone.iastate.edu). Note: Your password for the web portal is not the same as your voicemail password (see below).
2. Select Options > Profile
3. Change your name and click Apply
4. A message will appear that your preferences have been saved

**Set up Advanced Features through the Aastra Web Portal**

1. Log in to the Aastra Web portal at: [http://phone.iastate.edu](http://phone.iastate.edu).
2. Enter your User ID. Your user ID is ######@voice.iastate.edu, where ###### is your full ten-digit Iowa State phone number with area code, prefix, and no hyphens. For example: 515294####@voice.iastate.edu.
3. Enter the default password. Your voice/data coordinator will provide the default password for your department.
4. Change the default password to your personal password. The password must be between 6 and 60 characters including 1 number, 1 uppercase letter, 1 lowercase letter and 1 non-alphanumeric symbol. The password cannot:
   a. be the login ID
   b. contain the previous password
   c. be the reverse of the previous password
5. You will be taken to a profile page, where you can configure many of your own settings (including profile, addresses, and privacy)

**Note:** The User ID is long, and many users are having trouble entering it in correctly. If entered incorrectly, you will get a message that says "ClearSpan server unavailable." Most likely, the server is available and you have entered your ID incorrectly; please try entering your User ID again. If you get locked out (after five incorrect attempts), call the [Solution Center](#) at 515-294-4000 to change your password.

See also how to “Set Up Your Aastra Telephone and Features”