



8x8, Inc. Business Phone Service

6739i IP Phone

User
Reference
Manual



Table of Contents

Introduction	1
Phone Features	1
Requirements.....	2
Phone Parts	3
Key Panel	4
Key Descriptions	5
Installation and Setup	7
Direct or Shared Network Connection	7
Connecting to the Network and to Power	9
Connecting a Handset, Headset, or DHSG Headset	11
Desk or Wall Installation.....	13
Customizing your phone	16
Accessing Your Options via the Phone UI.....	17
Accessing Your Options via the 8x8 Web Phone UI	17
IP Phone Features	18
Other Phone Features	20
Adjusting the Volume	21
Status Lights (LEDs).....	21
Call Timer.....	21
Call Forward.....	22
Phone Status	22
User Password	22
6739i Softkeys	22
Pre-Programmed Softkeys.....	23
Shared Line/Call Appearance.....	24
Using a Headset with your Telephone.....	24
Using the Telephone	25
To Call an Outside Number.....	25
To Call Another Extension	25
Making a Call	25
Receiving a Call	25
Troubleshooting Solutions	26

Introduction

Congratulations on purchasing 8x8 Virtual Office and IP Telephone. Simply plug in your IP phone into your network to access your advanced business-class voice features.

Phone Features

- 5.7" VGA Thin Film Transistor (TFT) technology graphical LCD with touch screen and backlight capabilities
- Bluetooth headset support
- 3 call appearance line keys with LEDs
- USB jack
- Full-duplex speakerphone for handsfree calls
- Headset support jack
- DHSG headset jack
- Legacy Expansion Module support
- Next generation Expansion Module support
- Built-in-2-port, 10/100/1000 Ethernet switch - lets you share a connection with your computer.
- Inline power support (based on 802.3af Power-over-Ethernet (PoE) standard) which eliminates power adapters
- AC power adapter (sold separately)

Requirements

The 6739i IP Phone requires the following environment:

- SIP-based IP PBX system or network installed and running with a SIP account created for the 6739i phone.
- Access to a Trivial File Transfer Protocol (TFTP) server, File Transfer Protocol (FTP) server, Hypertext Transfer Protocol (HTTP) server, or Hyper Text Transfer Protocol over Secure Sockets Layer (SSL) (HTTPS) server.
- Ethernet/Fast Ethernet LAN (10/100 BaseT), Gigabit Ethernet LAN (1000 BaseT) recommended
- Category 5/5e straight through cabling
- 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.)

For Ethernet networks that DO NOT supply power to the phone:

- (optional) For power, use the 48V AC Power Adapter (optional accessory) to connect from the DC power port on the phone to a power source.

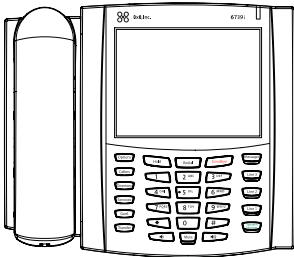
or

- (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 8x8, Inc. Contact your Administrator for more information.

Phone Parts

When you unpack your phone, you should ensure that you have all of the following items.

6739i SIP IP Phone



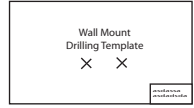
Telephone



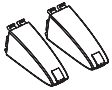
Handset



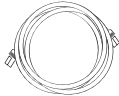
Handset Cord



Wall Mount
Drilling Template



Telephone
Base Desk
Legs



Ethernet Cable

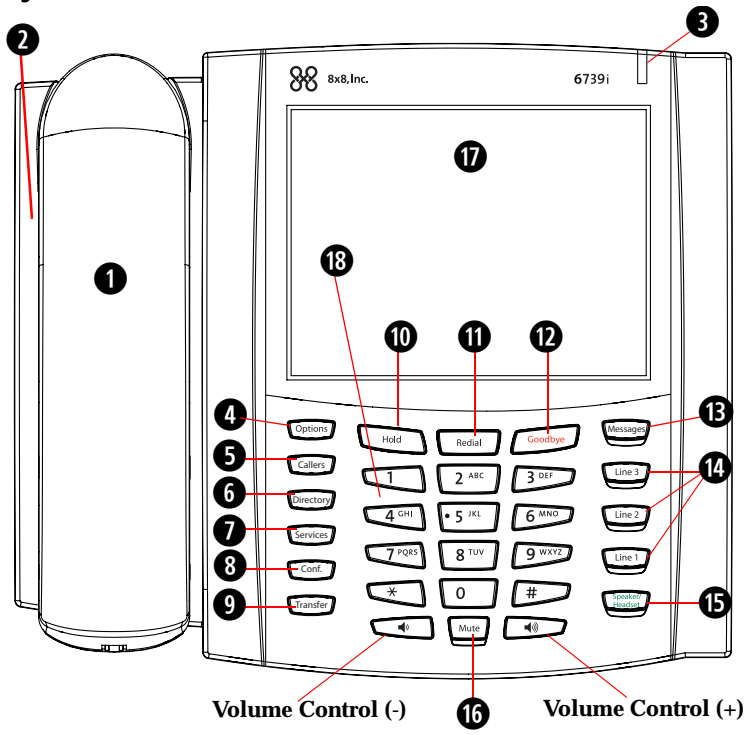


6739i Installation
Guide on CD













Screws and
Anchors for
Wall Mounting

Key Panel










q	Handset	a	Hold key
w	Speakerphone	s	Redial
e	Message Waiting Lamp	d	Goodbye Key
r	Options Key	f	Messages Key
t	Callers List Key	g	Three (3) Call Appearance Lines
y	Directory Key	h	Speakerphone/Headset Toggle Key
u	Services Key	j	Mute Key
i	Conference Key	k	Color LCD Touch Screen
o	Transfer key	l	Keypad

Key Descriptions

Keys	Key Description
	Options Key - Accesses options to customize your phone. Check with your System Administrator before changing the administrator-only options.
	Callers List Key - Accesses a list of calls received by the phone.
	Directory Key - Accesses a directory of names and phone numbers (stored in alphabetical order).
	Services Key - Accesses enhanced features and services set up by your System Administrator.
	Conference Key - Begins a conference call with the active call.
	Transfer Key - Transfers the active call to another number.
	Hold Key - Places an active call on hold. To retrieve a held call, press the call appearance button beside the light that is flashing.
	Redial Key - Redials previously dialed numbers. Pressing the Redial key twice simultaneously redials the last dialed number.
	Goodbye Key - Ends an active call. The Goodbye key also exits an open list, such as the Options List, without saving changes.
	Messages Key - Accesses your phone's voice mailbox to retrieve and listen to stored messages.

Key Descriptions

Keys	Key Description
  	Line/Call Appearance Keys - Connect you to a line or call. The 8x8 6739i IP Phone IP phone supports 3 line keys.
	Speakerphone/Headset Key - Activates Handsfree for making and receiving calls without lifting the handset. When the audio mode option is set, this key is used to switch between a headset and the handsfree speakerphone. See " Customizing your phone " on page 16 for more information.
 	Volume control key - Adjusts the volume for the handset, headset, ringer, and handsfree speaker. See " Adjusting the Volume " on page 21 for more information.
	Mute key - Mutes the microphone so that your caller cannot hear you (the light indicator flashes when the microphone is on mute).

Installation and Setup

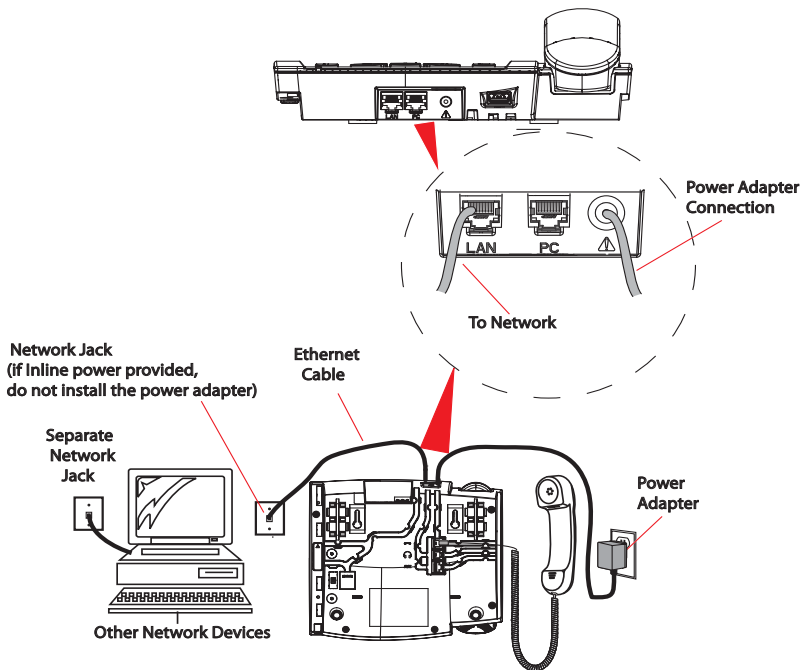
The 6739i can be setup to share a network connection with another network device. Power can be provided by an AC adapter (optional accessory), an 802.3af compliant network power source, or with a PoE inline power injector (optional accessory). It can also be installed on a desk or mounted on the wall.

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 a computer or another network device to the phone.

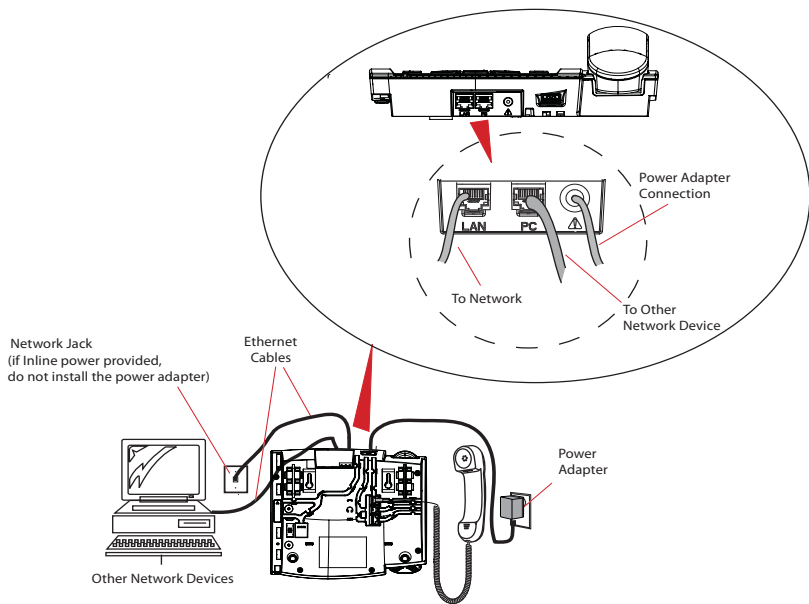
Direct Network Connection

Located at the top of the phone are two fully switched 10/100/1000 Mbps 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 the section "[Connecting to the Network and to Power](#)" on [page 9](#) 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 **PC**. Plug the other end of the Ethernet cable into the network port on the network device with which you are sharing the network connection.



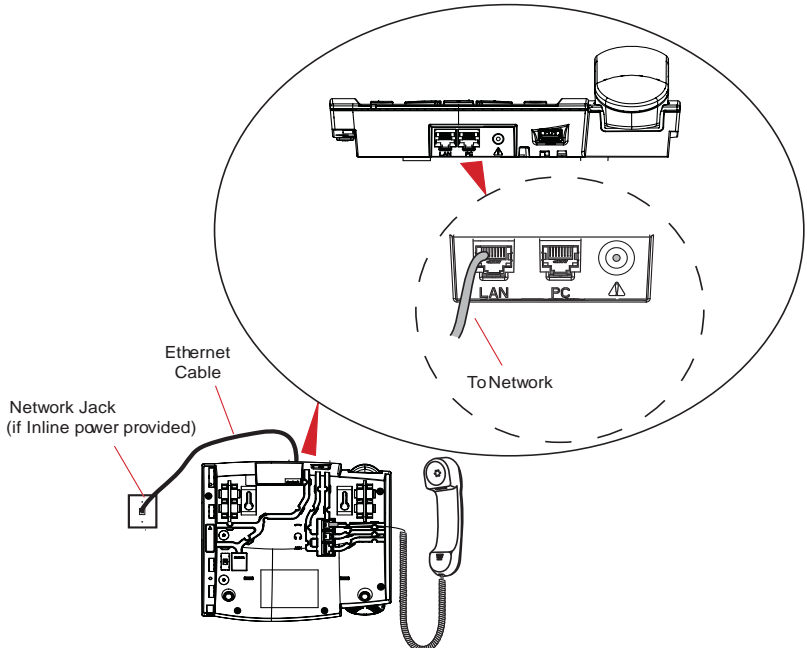
Note: The **PC** jack on the 6739i does not supply inline power onto other network devices. All Ethernet cables used must be category 5/5e straight-through cables, such as the cable provided with your phone

Connecting to the Network and to Power

Inline Power Provided

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

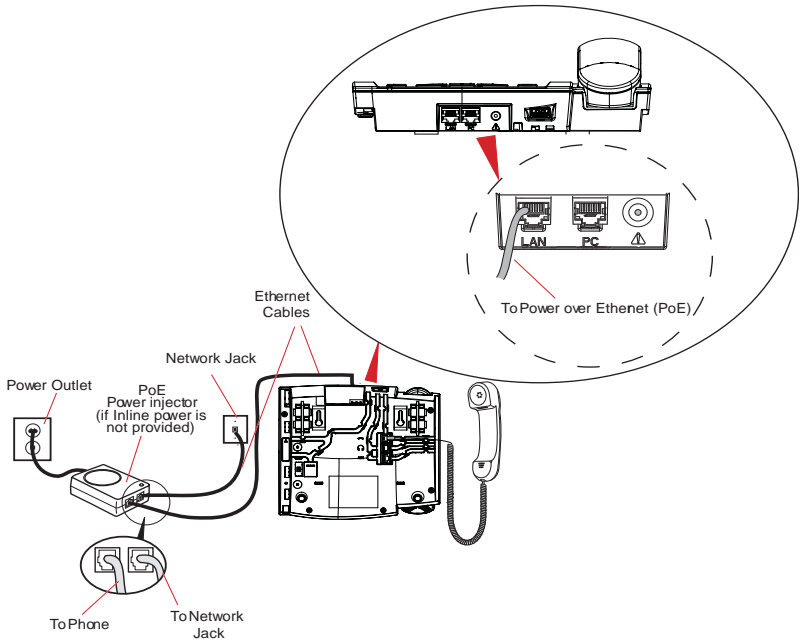
1. On the top of your phone, connect the Ethernet cable (provided with your phone) into the network port marked with **LAN**.
2. Plug the other end of the Ethernet cable directly into the network jack on the wall.



Inline Power Not Provided

If your network does not provide 802.3af compliant in-line power, you need to install the supplied AC adapter or 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 following illustration.
3. On the PoE power injector, connect an additional Ethernet cable into the network port as indicated in the following illustration.
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.




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

Connecting a Handset, Headset, or DHSG Headset


Handset

To connect the handset to the phone:

1. On the back of the phone base, locate the handset port marked . Insert one end of handset cord into the port until it clicks into place.
2. Route the handset cord through the channel as shown in the illustration on [page 12](#).
3. Attach the handset to the other end of the handset cord.

Headset (Optional)

To connect a headset to the phone:

1. On the back of the phone base, locate the headset port marked . Insert the headset cord into the port until it clicks into place.
2. Route the headset cord through the channel as shown in the above illustration on [page 12](#).

DHSG Headset (Optional)

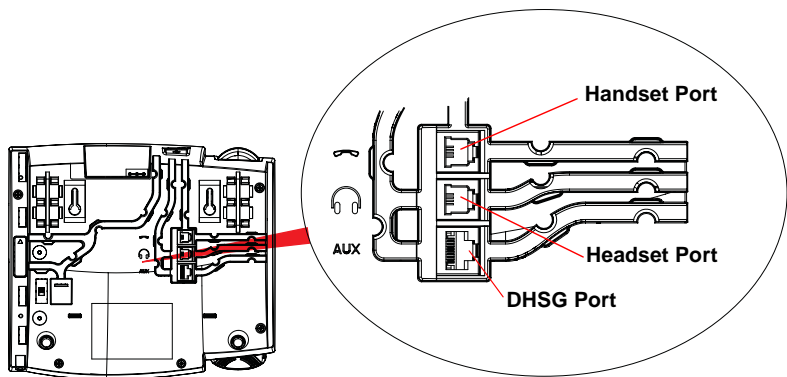
You can attach an optional DHSG headset to the 6739i IP Phone if required.

To connect a DHSG headset to the phone:

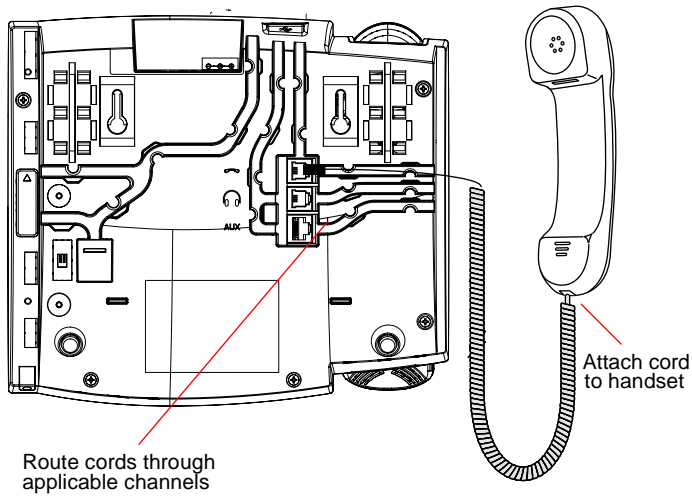
1. On the back of the phone base, locate the DHSG port marked **AUX**.
2. Attach your 3rd party DHSG headset cable to 8x8's DHSG jack.

Note: DHSG headsets may require further configuration before use. Refer to your headset documentation or contact your headset vendor for more information.

Attaching Cords and Cables



Ports on Back of Phone Base



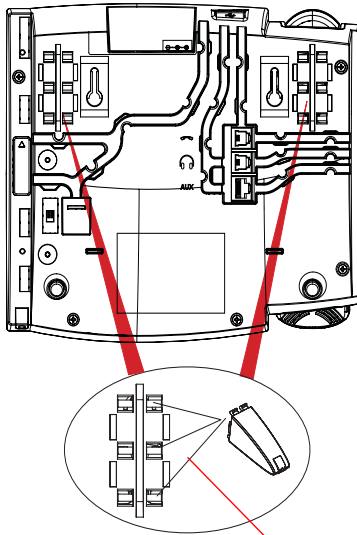
Attaching Cords to the Phone Base

Desk or Wall Installation

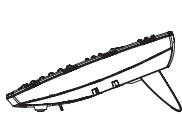
Install on the Desk

The desk installation for the 6739i 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.

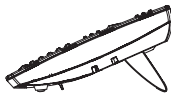
1. Attach each leg by inserting the tabs on the leg into the slots on the bottom of the phone. There are three pair of leg slots on each corner of the phone; each leg uses two pairs (1&2, or 2&3) giving two leg positions designating different viewing angles. Furthermore, the legs can be reversed which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



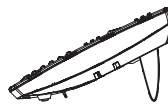
Three leg slot locations for customizing the height of the desk phone.



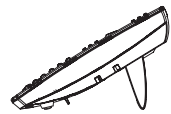
20.7 deg.
Incline Angle



23.3 deg.
Incline Angle



26.6 deg.
Incline Angle



30.9 deg.
Incline Angle

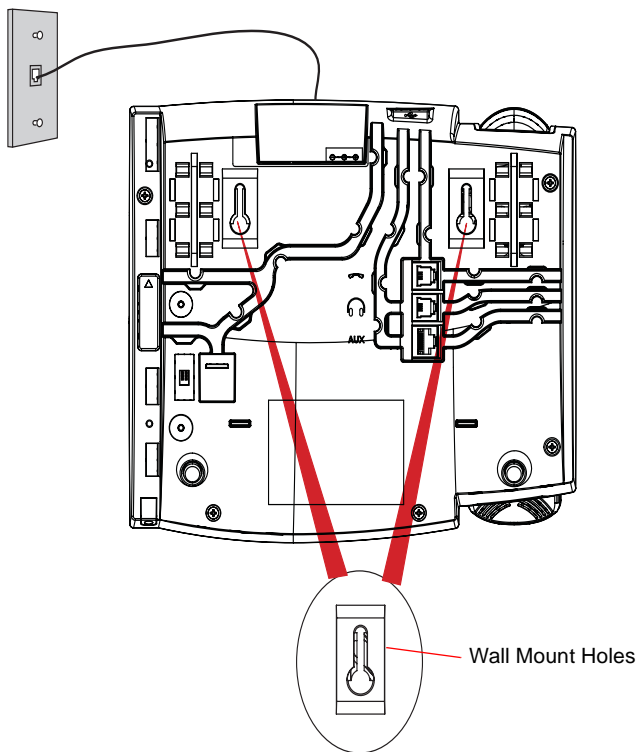
Total 4 Viewing Angles

Install on the Wall

The 6739i IP phone has two pre-drilled wall mounting holes on the back of the phone.

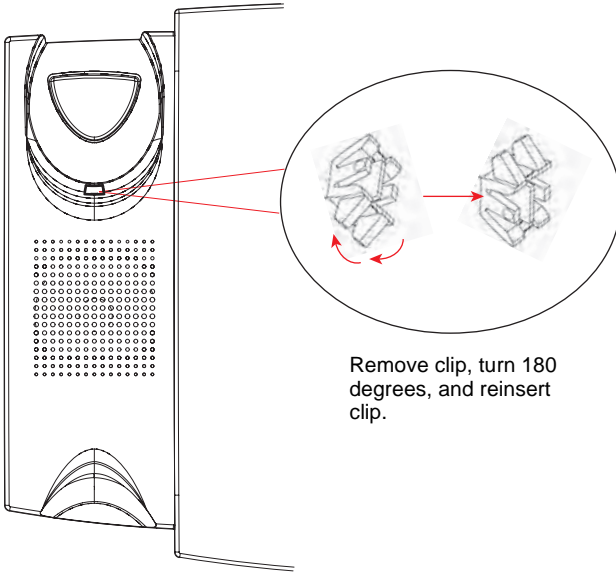
1. Using the provided wall mount drilling template, locate and mark the position for the mounting screws on the wall. Depending on the wall type, you may need to use wall anchors. Both the screws and wall anchors are included with your phone.
2. Place the wall mount holes on the phone over the screw 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 6739i 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.

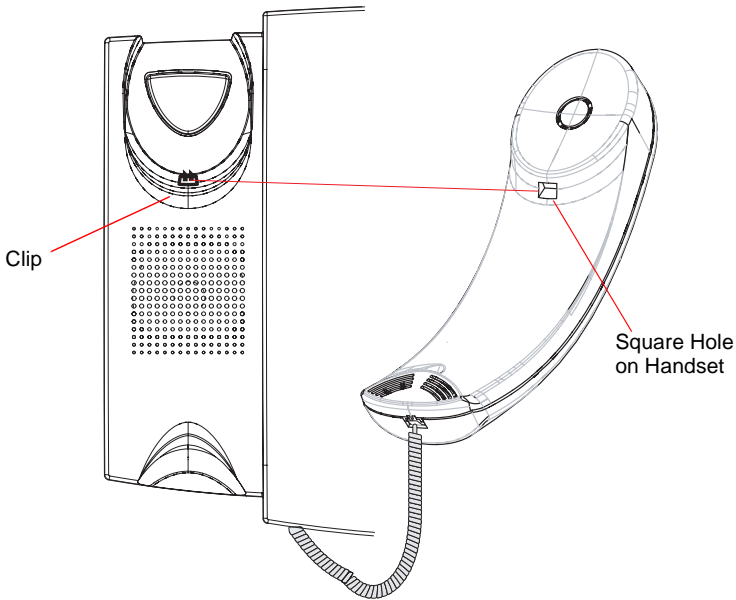


3. In the handset cradle, there is a small clip that sits flush with the cradle surface. Using a small flathead screwdriver, pull the clip up and remove it from the phone.
4. With the arms on the clip facing you and the flat side of the clip towards the phone, turn the clip 180 degrees and reinsert it 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.




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.



Customizing your phone

Your 6739i is a feature-rich IP Phone that allows you to customize and configure it with the touch of your finger and/or the press of a button.

You can access configuration options by pressing the  button on the phone. You can also access options using the 8x8 Web User Interface (UI) to your phone.

The following table indicates the options and the method you can use to access these options on your phone.

Phone Option	Access from Phone UI	Access from 8x8 Web Phone UI
Set Audio	X	X
Ring Tone	X	X
Tone Set	X	X

Display	X	X
Brightness	X	X
Calibrate Screen	X	X

Set Time	X	X
Time Formats	X	X
Date Format	X	X
Time Server 1	X	X
Time Server 2	X	X

Language	X	X
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Bluetooth		
Enable	X	X
Device Name	X	X
Add Device	X	X


Status		
Network Status	X	X
Firmware Version	X	X

Phone Option	Access from Phone UI	Access from 8x8 Web Phone UI
Advanced		
Configuration Server	Admin only option – password protected	
SIP		
Network		
Reset		

Password	X	X
----------	---	---

Restart Phone	X	X
---------------	---	---

Accessing Your Options via the Phone UI

1. Press the **Options** key  on the phone to enter the Options list.
2. Press the icon of the corresponding option to select it.
3. Press the left arrow button to exit and save changes.

Accessing Your Options via the 8x8 Web Phone UI


You can use the following procedure to access the phone options using the 8x8 Web Phone UI.

8x8 Web Phone 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.



Note: To find your phone's IP address, press the Options button, then use the down arrow and navigate to Phone Status, then IP+MAC address.

2. At the prompt, enter your username and password and click . The Network Status window displays for the IP phone you are accessing.

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



3. You can logout of the 8x8 Web Phone UI at any time by clicking **Log Off**.

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

IP Phone Features

Language

Select a language that you would like your phone to use for displaying prompts and menus.

Note: Supported languages may vary depending on configuration. Contact your Network Administrator for a list of available languages.

Time and Date

Use these options to set the local time on the phone. Depending upon the configuration, time set here may be overwritten by the time on your phone system. If you are having problems with this, contact your Network Administrator.

- **Time Server**

Talk to your Network Administrator before making changes to this option.

If the Time Server option is enabled, the display shows the IP address where the phone is getting time and date information from on the Network. Whenever the phone starts up, it will automatically attempt to find the Time Server. If the Time Server is not found and unknown to the phone, the IP address will display as 0.0.0.0, and the time and date in the main screen displays the equivalent of "12:00 am Jan. 1st 2000". If the Time Server option is disabled, the display shows "**Network Time Disabled**". You can set the time and date manually on your phone.

- **Set Time**

This option shows the Network time, if the Time Server option is enabled. It 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 a time server until the next time it is restarted.

- **Time Format**

Select a time format for how time displays on your phone (12h or 24h clock).

- **Set Date**

This option shows the Network date, if the Time server option is enabled. It also allows you to enter the date manually.

Note: If you set the date manually, the phone will not synchronize the date with a time server until the next time it is restarted.

- **Date Format**

Choose from a list of formats for how the date displays on your phone.

- **Time Zone**

Choose your current time zone. Select your country by scrolling through a list, or by entering the country code (i.e., CA, US), then pick from the time zone list for that country.

Ring Tone/Tone Set

Use these options to set the preference of ring tone and call progress tones for your phone.

- **Ring Tone**

Press the **Change** softkey to select one of the five ring tones or silent. Use the volume bar to increase or decrease the ringer volume level.

- **Tone Set**

Press the **Change** softkey to select one of the seven predefined tone sets for the phone to play country specific call progress tones such as dial tone, ringing tone, busy tone, congestion tone, call waiting tone, and ringing cadence.

Contrast Level

Use these options to set the preference of contrast level for your phone.





- **Contrast Level**

Use the **Change** softkey to cycle through eight contrast settings, which brighten or darken the display.

Other Phone Features

Set Audio

The 6739i allows you to use a handset, a headset, or handsfree to handle incoming and outgoing calls. The audio mode option provides different combinations of these three methods to provide maximum flexibility in handling calls. There are four audio mode options to choose from:











Audio Mode Option	Description
Speaker	This is the default setting. Calls can be made or received using the handset or handsfree speakerphone. In handset audio mode, pressing the  button on the phone switches to handsfree speakerphone. In Speaker audio mode, lift the handset to switch to the handset.
Headset	Choose this setting if you want to make or receive all calls using a handset or headset. Calls can be switched from the handset to headset by pressing the  button on the phone. To switch from the headset to the handset, lift the handset.
Speaker/Headset	Incoming calls are sent to the handsfree speakerphone first when the  button is pressed. By pressing the button again, you can switch back and forth between the handsfree speakerphone and the headset. At anytime, lifting the handset switches back to the handset from either the handsfree speakerphone or the headset.
Headset/Speaker	Incoming calls are sent to the headset first when the  button is pressed. By pressing the button again, you can switch back and forth between the headset and the handsfree speakerphone. At anytime, lifting the handset switches back to the handset from either the headset or the handsfree speakerphone.

Headset Mic Volume


To adjust the headset microphone volume, press **Advanced** after selecting the audio option, and then select the **Low**, **Medium**, or **High** volume level.

Adjusting the Volume


Pressing the volume button   adjusts the receiver, headset, speaker, and ringer volume.

- To adjust the ringer volume, leave the handset in the cradle and press the 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   while the handset is off hook. The handset will remain at this volume until it is adjusted again.
- To adjust the headset volume, press the volume button   while the headset is activated (activate the headset by pressing ; ensure headset audio mode is set). The headset will remain at this volume until it is adjusted again.
- To adjust the speaker volume, press the volume button   while the speaker is activated (activate the speaker by pressing ; 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  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

Speaker LED Status	Description
ON solid	Indicates a call is on Handsfree (speakerphone)
Slow Flash	Indicates you are using the headset.
Rapid Flash	Indicates the call is muted. Press  to take the call off mute.

Message Waiting Indicator (MWI)

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

Call Timer

- When you make or answer a call, the Timer shows the elapsed time of the call.

Call Forward

Use this option to call forward your phone. You can set the call forward **Number**, **Mode**, and **No. Rings**. The selectable call forward mode includes: All, Busy (No Answer).

Phone Status

This options allows you to:

- View your network status including your phone's IP and MAC address
- View your firmware version
- Restart your phone

There is also a system administrator level-only option to reset the phone to factory default settings. See your administrator for details.

User Password

Use this option to change your user password. Valid values for entering a password are 0 to 4294967295 (numbers only; symbols and alpha characters are not allowed). Default password is an empty string "" (field is blank).

6739i Softkeys

The 6739i has 55 multi-functional softkeys:

- 9 pre-programmed softkeys
- 46 programmable softkeys

These keys are located at the center of the phone on either side of the display panel. These softkeys make call handling and managing easier.

You can set these programmable softkeys to perform specific functions and access enhanced services provided by third parties (using XML). Other services include accessing Directory and Call Logs. You must use the 8x8 Web Phone UI to configure the programmable softkeys.

Pre-Programmed Softkeys

Feature	Access from Phone UI	Access from 8x8 Web Phone UI
Corp Dir (Corporate Directory)	X	X
Corp Search (Corporate Search)	X	X
Call Forward (Set phone Forwarding Rules)	X	X
Conf Bridge (Conference Bridge)	X	X
AA (Auto Attendant)	X	X
Intercom	X	X
DND (Set phone to Do Not Disturb)	X	X

Pre-Programmed Keys

Feature	Access from Phone UI	Access from 8x8 Web Phone UI
Options (Phone settings)	X	X
Callers (List of incoming/outgoing calls)	X	X
Directory (Phonebook)	X	X
Service (Phone services available on the phone)	X	X
Conf. (3-way calling)	X	X
Transfer	X	X

Shared Line/Call Appearance

The 6739i has 3 hard Shared Line/Call Appearance keys each with a corresponding status light. Additional line call appearances may also be set up on your phone as softkeys.

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.



Line Call Appearance LED Status	Description
OFF	Indicates idle line or no call activity
Rapid Flash	Indicates ringing on the line.
Slow Flash	Indicates a call is on hold.

Using a Headset with your Telephone

The 6739i accepts standard and DHSG headsets through a modular port on the back of the phone. Contact your telephone equipment retailer or distributor to purchase a compatible headset. A non-amplified headset is required. Customers should read and observe all safety recommendations contained in headset operating guides when using any headset.


Note: For best headset performance, 8x8 recommends non-amplified headset equipped with modular connector.

Making and Receiving Calls using a Headset

1. Ensure that you have selected a headset audio mode by accessing the Options menu. See the section "[Set Audio](#)" on [page 20](#) for detailed information.
2. Plug the headset into jack.
3. Press the  key to obtain dial tone or 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.

Using the Telephone



To Call an Outside Number

Pick up the phone or press . Dial 9 and then the number (7-digit if in same area code, or 9+1+area code+number).




To Call Another Extension

Pick up the phone or press . Dial the extension number.

Making a Call

1. Pick up the Handset, press the  button, or press the  button (when a headset is used), and listen for a dial tone.
2. Using the keypad, dial the desired telephone number. The number you are dialing will appear on the display as you dial. When making a call or talking on the phone, the "In Use" light will light up indicating the phone is in use. This light will also be lit whenever another phone on the same phone line is in use.

Receiving a Call

1. When you hear the phone ring, simply pick up the handset from the handset cradle. You may also press the [Speaker] button to answer the call to enable the speakerphone. Press the  button to answer using headset, or [Answer] softkey.
2. When you are finished talking, replace the handset in the handset cradle to end the call. If you have been talking using the speakerphone, press the  button to hang up. You may press the  button to hang up at any time.

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, Headset, or DHSG Headset](#)" on [page 11](#) for information.

Why is my speakerphone not working?


If you press  and the speaker light flashes and you do not hear dial tone, the Set Audio option has been used to set up the phone for headset use; press  a second time. If the light goes out, the phone is set up to be used only with a headset or handset. If the light stays on steady and you hear dial tone, you can alternate between the speakerphone and the headset by pressing . See the section, "[Set Audio](#)" on [page 20](#) for instructions on how to change the Set Audio feature.

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 a PoE inline power injector, to provide power over Ethernet locally to your phone. See the section "[Connecting to the Network and to Power](#)" on [page 9](#) for details.

Can I turn the backlight for the screen on and off?

Yes. You can use the IP phone UI to turn ON and OFF the backlight for the screen.

1. Press the  key.
2. Select **Display>Backlight**.
3. Press the **Change** key to turn the backlight on and off.
4. Press **Save** to save the change.

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, Headset, or DHSG Headset](#)" on [page 11](#). 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.

Troubleshooting Solutions



8x8, Inc. Business Phone Service