

# Vista

*Vista 9009S*  
*User Guide*

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# CALL WAITING DISPLAY

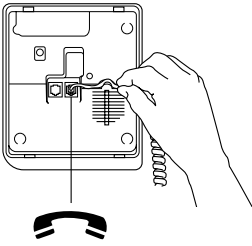
Finally, a telephone that lets you see who is calling – even when you're on another call!

- **Visual Call Waiting** - Now you will be able to view incoming Call Display and Call Waiting information. This added flexibility lets you decide which calls are important because you'll know who is on Call Waiting before you answer their call.\*
- **Display** - Your Vista allows you to view the name/number of the person to whom you are speaking, whether it is the original or Visual Call Waiting caller.
- **Call logging** - A record of the last 25 calls you received is stored in your Vista. Easy to read icons tell you if the call was from a long distance number, how many times someone tried to reach you, and even if you returned the call.
- **Menu Driven** - Vista's display provides messages that guide you step by step through any function.
- **Memory Keys** - Vista's memory keys allow you to save names/numbers or features for easy one button functionality. You can program new names/numbers or save names/numbers directly from the Callers List.
- **Preferred Name Match** - Now you can decide how a name will appear on the display. When you receive a call, Vista compares the incoming number to those you have programmed into the memory keys. If a match is made, the name and number is displayed as you entered it into memory.

\*You must subscribe to Visual Call Waiting from your local telephone company. If you do not subscribe to Visual Call Waiting or if this service is not yet available in your area, your Vista 9009S may still be used as an advanced Call Display telephone.

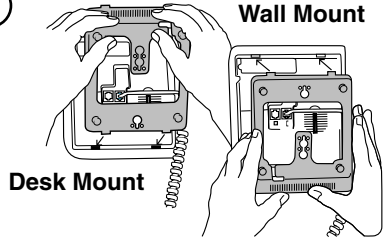
## Installing your Vista telephone

①



Connect the receiver and receiver cord.

②



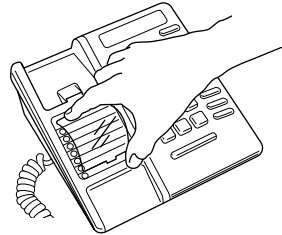
Attach the wedge-shaped base in desk mount or wall mount position†.

③



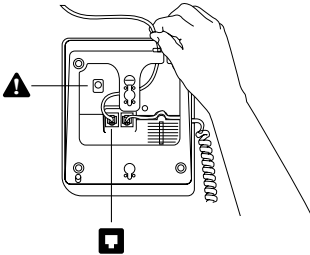
Attach the faceplate.

④



Attach the receiver card and lens (shiny-side down) after recording numbers for quick reference.

⑤



Connect the line cord. 

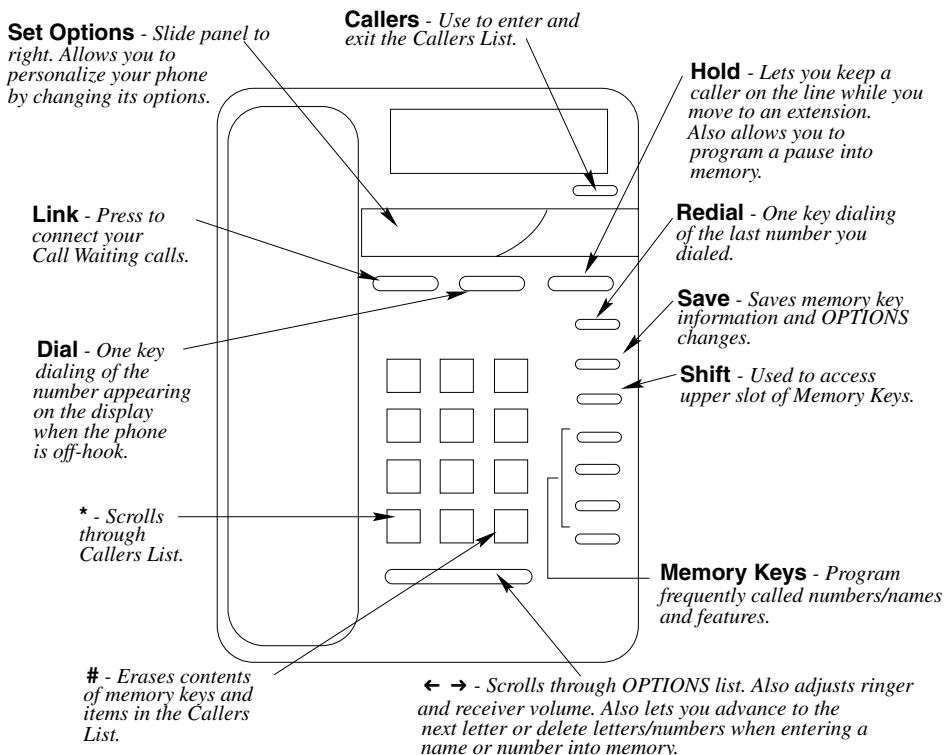
Connect the power adapter. 

## Checking your telephone

Vista automatically runs a test to ensure that the phone cords are connected properly. If the test fails, the display will prompt you to check the phone cords. Make sure all connections are fastened securely.

†For wall mounting, we recommend that you use a telephone wall mounting plate (not included). The short line cord should be used for wall mounting.

## Key reference



## Personalizing your telephone

Below the display is a sliding panel. Move the panel to the right and press the OPTIONS key to see each of the nine choices. You can change any of the nine options by following the change procedure below.

### To change any of the nine options:

1. Don't pick up the receiver.
2. Slide the panel located below the display to the right and press the OPTIONS key.
3. Press either ← or → to move through the list of options or press the desired option number on the dial pad. (For example, when 9 items in list appears on the display, press 2) to set the time and date.)
4. Press the selected option number again (1 through 9) and follow the instructions on the display to make a change.

**Note:** To exit at any time press OPTIONS.

## Set Options


### 1. **Change the Language**

You have a choice of display messages in one of two languages.

### 2. **Set the Time and Date**

When you subscribe to Call Display or Visual Call Waiting, the time and date are automatically set for you when the first call comes in. You can also set the time and date yourself if you do not want the time and date automatically updated. If there is a power failure you may have to reset the time and date or wait for an incoming call.


### 3. **Set the Ring Tone**

You can choose one of three different ring tones. Use  to end only when you are satisfied with your chosen ring tone. If an incoming call is private (i.e., caller has blocked their name and number from appearing on your display), the call will ring with a fourth distinctive tone.

### 4. **Timer ON/OFF**

The Vista comes with an autotimer option to track the length of your calls. The display will show you, in minutes and seconds, the elapsed time of an individual call.

### 5. **Set Contrast**

Choose from 8 contrast levels to suit your needs. Once you've chosen **Set Contrast** in the OPTIONS list, simply press  until you are satisfied with the display.

### 6. **Clear Message Waiting (when subscribing to Voice Mail services only)**

If **Message Waiting** appears on the display when there are no more voice messages, you can turn the display message off using this option.


### 7. **Enter Your Area Code**

With Call Display or Visual Call Waiting, area codes are displayed for incoming calls and in the Callers List. With this option, you may block the display of up to three local area codes. This is useful in locations where area codes are not necessary in order to dial a long distance number or where an area code can not be used when dialing local numbers. This option may not be required in certain network areas.

### 8. **Change Callers List**

You can log all the calls that you receive, only those calls you or your answering machine did not answer, or no calls.

### 9. **Visual Call Waiting Indicator (Call Wait ID)**

This option is turned ON at the factory. You would only turn this option OFF if persistent clicking or tones interrupt your calls. When turning this option OFF by pressing  (9 = OFF), your Vista will act as a Call Display telephone only.

## Visual Call Waiting†

Now you'll be able to choose which calls to answer because you'll know who is calling before you answer.

The Vista 9009S is capable of displaying Call Waiting information of a second incoming call while you have a call in progress. When you are on a call and you hear the Call Waiting tone, the Call Waiting information is displayed as shown below.

**Incoming caller's information (Caller One) is displayed.**



**When you hear the Call Waiting tone Caller Two's information is displayed.**



If you decide you want to speak to the new caller, simply press **Link**. Your first call will not be disconnected. You may switch between callers as often as you like by pressing **Link**. Your second call will be stored in the Callers List even if it is not answered when “log all calls” or “log unanswered calls” is selected under Option 8. For more information about stored calls, see **Using the Callers List** on page 7.

**Note:** The Visual Call Waiting Indicator option must be enabled in order to see the Call Waiting information on the display. Refer to **Option 9** on page 4.

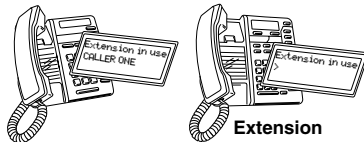
## SuperFlash™

SuperFlash™ is an exclusive feature which allows the Vista 9009S and one other Aastra SuperFlash™ compatible telephone to display, log and switch between Call Display and Call Waiting callers, as shown below.

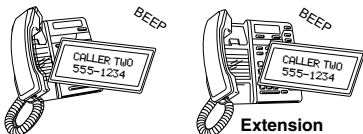
**1 Incoming caller's information (Caller One) is displayed.**



**2 Extension telephone picks up and also speaks with Caller One.**



**3 Call Waiting tone sounds and Caller Two's information is displayed on both extension telephones.**



† You must subscribe to Visual Call Waiting from your local telephone company. Until you subscribe, your telephone will not display or record incoming calls.

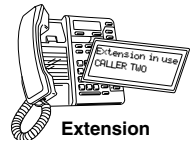


A person at either extension can simply press the **Link** button to automatically switch to and speak with the new caller as shown in the diagrams below.

- 4** Either telephone can press to speak with Caller Two.



- 5** Both telephones speak with Caller Two and see displayed information.



- 6** Either telephone may press **Link** again to switch back to Caller One.



Calls will not be disconnected when you press **Link**. If you wish to return to your first caller press **Link** again. The Vista 9009S and one other Aastra SuperFlash™ compatible telephone extension may switch between the two callers each time you press **Link**. Once you have switched to one caller by pressing **Link**, you must wait three seconds before you can switch back to the previous caller.

To end a call with either Caller One or Caller Two, you must press **Link** before the caller hangs up the line in order for the proper caller information to be displayed.

**Note:** Caller information for the first call will only be displayed on the original telephone that answered.

## Hold - Continuing a call on another telephone

If you want to place your call on hold or continue your conversation at another extension, press **Hold** and hang up the receiver. The hold feature keeps the caller on the line until you pick up the receiver or an extension telephone.

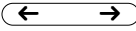
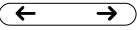
**Note:** If you receive a Visual Call Waiting call while a call is on hold, Call Waiting information will not be displayed.

## Receiver volume

While you are on the telephone, you can press the left or right side of the volume bar **← →** for soft or loud receiver volume.

## Ringer volume

Press the left or right side of the volume bar **← →** for soft or loud ringer volume. If you don't want to be disturbed you can turn the ringer OFF by pressing the left side of the volume bar **← →** without lifting the receiver. Continue pressing the left side of the

volume bar  until **Ringer is OFF** appears on the display. You can adjust ringer volume and tone in the **OPTIONS** list, as long as the ringer has not been turned OFF. When you want to turn the ringer ON, press the right side of the volume bar  without lifting the receiver.

## Using the Callers List<sup>†</sup>

The **Callers** key lets you enter the Callers List. Vista 9009S remembers up to 25 incoming calls which are stored in the Callers List. This valuable feature helps you organize your calls by monitoring their status. Easy to understand messages and symbols keep you informed about who called, when they called, how often they tried to reach you, and even if you returned the call.

### Using the Callers List:

- Press **Callers** to enter the Callers List.

---

- Press **\***  to move through the Callers List.

---

- Edit numbers from the dial pad by pressing **←** or **→**.

---

- Press **←** or **→** to view names and numbers.

---

- Return a call automatically by lifting the receiver while the caller's number is on the display or pressing **Dial**.

---

- Erase individual callers from the list by pressing **#** twice when the name/number is on the display. You may also erase all callers by pressing **#** twice when **Callers List=XX** is displayed.

---

- Press **Callers** at any time to exit the list.

---

## Saving from the Callers List

While in the Callers List, you can save the number on the display directly into a memory key.

### To save a caller from the Callers List:

When a name/number is displayed while in the Callers List.

1. Press **Save**.

---

2. Press **Shift** and then the memory key where you want to save the number in an upper memory slot. To save in a lower memory slot, press the memory key where you want to save the number.

---

3. Write the name in the space provided on the memory card or receiver card (in pencil).

---

<sup>†</sup>You must subscribe to Call Display or Visual Call Waiting from your local telephone company. Until you subscribe, your telephone will not display or record incoming calls.

## Long distance calls

### Dialing a long distance number from the Callers List:

When a name/number is displayed in the Callers List.

1. Enter **1** and the appropriate area code (if required).
2. Press **Dial**. The number on the display will be automatically dialed.

**Note:** If you make an error while entering either the 1 or area code, press **→** or **←** to correct.

## Memory keys

Your Vista 9009S has 4 memory keys, each having 2 slots.

### Saving a number in the memory

Press **Save** and follow the instructions shown on the display or read through the following example on how to save a name and number to memory.

#### Saving a number in the upper memory:

For example, to save Len's number (555-1440)

1. Press **Save**.
2. For upper memory positions press **Shift** and then the memory key where you want to store the number. For lower memory positions, press the memory key where you want to store the number.
3. Press **5 5 5 1 4 4 0** on the dial pad.
4. Press **Save**.
5. Press **Save** again to quit  
OR enter Len's name by pressing the following keys:  
**5** three times then **→**      **3** twice then **→**      **6** twice.

**Note:** The Letter Chart lists the keys for specific letters and numbers (see page 9).

6. Press **Save** to store the name.
7. Write the name on the memory card or receiver card (in pencil).

**Note:** Press **→** to move to the next letter in a name. To erase a letter, simply press **←**. Press **→** twice to add a space.

Press **Hold** when entering numbers to place a pause into a memory key (if required). This is useful if you wish to preprogram access to a remote system, such as Voice Mail, because a pause is often required before entering a system password. A Link may also be programmed into a memory key if required.



**Note:** Memory keys will not function during a power failure.



If you program a long distance number into a memory key, you must also include 1 and the area code.

#### Letter chart:

1=&	11='	111=(	1111=)	11111=,	111111=	1111111=	11111111=	111111111=	1111111111=
					-	.		1	
2=A	22=B	222=C	2222=2	3=D	33=E	333=F	3333=3		
4=G	44=H	444=I	4444=4	5=J	55=K	555=L	5555=5		
6=M	66=N	666=O	6666=6	7=P	77=Q	777=R	7777=S	77777=7	
8=T	88=U	888=V	8888=8	9=W	99=X	999=Y	9999=Z	99999=9	

#### To erase the contents of a memory key:



- For upper memory positions press  and then the memory key to see its contents. Press only the memory key to see the contents of lower memory positions.
- Press  twice.

To view the contents of a memory key press the memory key and then . Repeatedly press  to switch between the two items of a key. A shift symbol (↕) in the right corner of the display indicates a memory/shift key combination.



## To protect the contents of your memory keys

For security reasons you can protect the contents of your memory keys by locking them. You will still be able to use your memory keys to place calls or use features, but you will not be able to erase or save a new name, number or feature while they are locked.

#### Locking the memory keys:

- Don't pick up the receiver.
- Press OPTIONS key under the panel.
- Press .
- Press .

#### Unlocking the memory keys:

- Don't pick up the receiver.
- Press OPTIONS key under the panel.
- Press .
- Press .

**Note:** All memory keys will be locked.

## Display messages and lights

Vista's display employs a variety of messages and icons to help keep you informed about your calls.

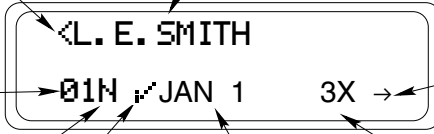
### Callers list screen

If present, call was forwarded from another location.

May read:  
Name and Number  
Private name  
Unknown name  
Private number  
Unknown number

Dependent on information delivered from your telephone network.

Number of this call in the Callers List.



Indicates next screen. Use ← or → to switch between name and number screens.

Call has not been previously viewed.

If same day, time of call will appear, otherwise date of call.

Number of times this caller has tried to reach you since last viewed. (up to 9 times)

- ✓ Call has been returned OR
- ☎ Visual Call Waiting call OR
- ☎ Call has been answered. This icon only appears if a call is NOT a Visual Call Waiting call.

### General display messages

Message	What it means
Calls bumped=XX	Number of old calls automatically deleted when Callers List was full.
Use * for XX New	View your new calls using * in the Callers List.
XX New Callers	Number of new calls stored in Callers List.
	Link has been dialed.
	Pause has been dialed.
↑	Indicates when <b>Shift</b> has been used.
	Call is a Visual Call Waiting call.
	Call was returned.
	Call was answered. This icon only appears if a call is NOT a Visual Call Waiting call.

## Set indicator light messages

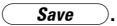
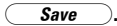














Lights	What it means	Priority
Solid	Extension in use or Check Phone cord appears on display.	Highest
Fast Flash	Visual ring indicator for incoming calls.	High
Slow Flash	Message waiting (with voice mail services only).	Low
<b>Note:</b> The light and display will always indicate the highest priority condition.		

## Ensuring privacy

Vista 9009S's red display light comes ON and **Extension in use** appears on the display when another person in your home picks up an extension. The light remains ON until the other person hangs up.

## Saving ON and OFF keys


The following examples show you how to save an ON and an OFF key and activate Vista's light for a local telephone company feature.

To save a Call Forwarding ON key:	To save a Call Forwarding OFF key:
1. Press  .	1. Press  .
2. Press  to program the light ON.	2. Press  to program the light OFF.
3. Press  and the desired memory key.	3. Press  and the desired memory key.
4. Press   for turning Call Forwarding ON.	4. Press   for turning Call Forwarding OFF.
5. Read the display to confirm the number. If the number is wrong press   and begin again.	5. Read the display to confirm the number. If the number is wrong press   and begin again.
6. Press  again.	6. Press  again.
7. Write Call Forwarding ON on the receiver card (in pencil). The light is now programmed but will not come ON until you use the feature.	7. Write Call Forwarding OFF on the receiver card (in pencil).

To save ON and OFF keys for a local telephone company feature without the light, omit step 2 from the above examples. Your Vista may be programmed with only one ON and one OFF key.

## Helpful Hints

### Display is in the wrong language.

You can change the language by pressing the OPTIONS key and pressing  twice.


### Callers are not identified on the display or the display shows **List is empty**.

Until you subscribe to Call Display or Visual Call Waiting from your local telephone company, your telephone will not receive or record the name/number of a caller.\*

### Persistent clicking or tones interrupt calls.

Turn off Option 9 using the OPTIONS key. When this option is turned OFF, your Vista will act as a Call Display telephone only.


### You hear the Visual Call Waiting tone but no caller information is on the display.

You need to subscribe to Visual Call Waiting and/or confirm that the Visual Call Waiting indicator is ON (see Option 9: **Call Wait. ID**). To turn this option ON, press  (9 = ON).\*

### No dial tone. **Check phone cord** may appear on the display.

Read the display. If the line cord is not attached properly the display will prompt you. Also, make sure the receiver cord is attached securely.

### Telephone doesn't ring. **Ringer is OFF** may appear on the display.

The ringer may be turned OFF. Without lifting the receiver, press the right side of the volume bar  to turn the ringer ON. You can adjust ringer volume and tone in the OPTIONS list.

### No information on the display and ringer volume is low.

Make sure the power adaptor is plugged into a working electrical outlet.

### Cannot hear a caller or be heard.

Make sure the receiver cord is inserted securely into the jack.


### Light stays ON and display shows **Feature ON** even when call forwarding is not in use.

You must program a Call Forwarding OFF key "To save a Call Forwarding OFF key:" on page 11.

### When you have a power failure.

Vista will still operate as a regular telephone during a power failure, but the display, the advanced features, and shifted memory keys will not operate until the power is restored.

### Cannot switch to an incoming Call Waiting caller.

Ensure all off-hook extensions are SuperFlash™ compatible and are not in speakerphone or handsfree mode. Also, wait for a minimum of 4 seconds before pressing  again.

### \* Please contact your local telephone company for any inquiries or problems with Call Display and Visual Call Waiting services.

If you are still having problems with your Vista 9009S telephone after reading this guide and the helpful hints, please call 1-800-288-1683 for technical assistance.

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