Getting Started

Basic Call Handling

Placing a Call
1. Lift the handset, press a Line key, or press the Dial softkey.
2. Dial the number from the keypad and press the Dial softkey.

Ending a Call
Place the handset on its cradle or press the key.

Answering a Call
Lift the handset for handset operation or press the Line key or key for handsfree operation.

Ignoring a Call
Press the key or Ignore softkey when the phone is ringing to ignore the incoming call and (if configured) send the incoming call directly to voicemail.

Redialing
Press the key once to access a list of recently dialed numbers. Use the Up and Down navigation keys to scroll through the entries and the Select key (or Dial softkey) to redial the selected number. Press the key twice to call the last dialed number.

Muting
Press the key to mute the handset, headset, or speakerphone.

Holding and Resuming
1. To place a call on hold, press the key when connected to the call.
2. To resume the call, press the key again or press the Line key corresponding to the line where the call is being held.

User Interface (UI) Overview

Home Screen
The Home Screen displays the date and time along with various important status messages. It is the default screen displayed when the phone is in an idle state.

Line/Screen Name Indicator
Date and Time
Left Softkeys

Mouse

Volume

Navigation/Select: Multi-directional navigation keys that allow you to navigate through the phone's user interface. See UI Navigation for more details.

Speaker/Headset: Toggles the phone's audio between speaker and headset. If you are using a DHSG/EHS headset, ensure that the headset jack adaptor is removed from the headset port (indicated by the symbol). Refer to the 6867i Installation Guide for more details.

Warning! The headset port is for headset use only. Plugging any other device into this port may cause damage to the phone and will void your warranty.

For more information please refer to the 6867i IP Phone User Guide.

Detailed-View Call Screen
The Detailed-View Call Screen brings into focus all the information available for a specific call. It is the default screen displayed for all active point-to-point calls.

Multi-View Call Screen
The Multi-View Call Screen allows you to manage your calls more efficiently when you have more than one call in progress. It is particularly useful in transfer and conference scenarios. All pertinent information from the Detailed-View Call Screen is also available on the Multi-View Call Screen but information for two remote parties can be seen simultaneously.

Call Feature Indicators:
- TLS/SPF Encryption
- Aastra Hi-Q TM
- Active VoIP Recording

Call Timer

Caller ID

Picture ID

Call Status Indicators:
- On Hold
- Incoming Call
- Active VoIP Recording
- Conference Call

Note: The icon indicates that the call is active.

Line Usage Indicators:
- Incoming Call
- Outgoing Call

Caller ID

Picture ID

Call Feature Indicators:
- TLS/SPF Encryption
- Aastra Hi-Q TM
- Active VoIP Recording

Call Timer

Call Status Indicators:
- On Hold
- Incoming Call
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- Conference Call

Note: The icon indicates that the call is active.

Line Selection Screen
The Line Selection Screen allows you to easily view the lines in use and select a line to act upon.

Available Lines:
Displays a list of the lines that are configured on the phone. See UI Navigation for more details.

New Call Key:
When a line is not in use, a New Call key is available allowing you to dial out using the selected line.

Left Softkeys:
6 programmable keys that support up to 20 functions.

Right Softkeys:
4 programmable state-based softkeys that support up to 18 functions.

Presence:
See Other Features for more details.

Goodbye
Hold
Options:
Access services and options to customize your phone.

Mute

Phone/Line Status Indicators:
- Phone Locked
- Do Not Disturb
- Call Forward
- Status Messages

Line/Call Appearance:
Line presentation for incoming and outgoing calls.

Directory
Transfer
Conference
Callers:
Access a list of received/rejected incoming calls.

Number of lines configured on the phone.
Advanced Call Handling

The 6867i IP phone provides simple and convenient methods for transferring calls and establishing conference calls.

Call Transferring
1. Ensure you are on active call with the party you wish to transfer.
2. If you are already connected to the transfer recipient, press the Up or Down navigation keys to highlight the recipient and press the key or Xfer softkey to complete the call transfer.
   OR
   If you are not connected to the transfer recipient, press the key or Xfer softkey, enter the recipient's number and press the Dial softkey. At any time, press the key or Xfer softkey again to complete the call transfer.

3-Way Conferencing
1. Ensure you are on active call with one of the parties with whom you wish to create a conference.
2. If you are already connected to the party you wish to conference in, press the Up or Down navigation keys to highlight the conference target and press the key or Conf softkey to complete the 3-way conference.
   OR
   If you are not connected to the party you wish to conference in, press the key or Conf softkey, enter the conference target's number and press the Dial softkey. At any time, press the key or Conf softkey again to complete the 3-way conference.

Other Features

Using the Presence Key
The Presence key is used to access the contact information screens, which provide detailed information about a respective Busy Lamp Field (BLF) or Speed Dial contact.
1. On the Home Screen, press the key.
2. Press a left softkey that is configured with BLF or Speed Dial functionality. The contact information screen will be displayed.
   Note:
   To switch to another contact, simply press the desired BLF or Speed Dial softkey.
3. Press the Select key to place a call using the contact's default phone number. If you would like to place a call to a different phone number attached to the contact (if applicable), press the Right navigation key, highlight the desired phone number using the Up or Down navigation keys, and press the Select key.

Using the Directory
1. Press the key to access the Directory.
2. Scroll through the list by pressing the Up or Down navigation keys or enter characters using the keypad to use the search feature.
3. When the desired entry is highlighted, press the Select key to place a call using the entry's default phone number. If you would like to place a call to a different phone number attached to the contact (if applicable), press the Right navigation key, highlight the desired phone number, and press the Select key.

Using the Callers List
1. Press the key to access the Callers List.
2. Scroll through the list by pressing the Up or Down navigation keys. If you would like to view additional entry details, press the Right navigation key.
3. Press the Select key to place a call to the respective entry.

For details on all the available features and options please refer to the 6867i IP Phone User Guide.