Getting Started

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

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

Presence:
See Other Features for more details.

Directory
Transfer
Conference
Callers:
Accesses a list of received/missed incoming calls.

Redial

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

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 devices into this port may cause damage to the phone and will void your warranty.

Options:
Accesses services and options to customize your phone.

Hold

Goodbye

Mute
# Key Description

The following table describes the keys on the 6867i:

<table>
<thead>
<tr>
<th>Key</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>![Image]</td>
<td><strong>Goodbye Key</strong> - Ends an active call. The <strong>Goodbye</strong> key also exits an open list, such as the Options List, without saving changes.</td>
</tr>
<tr>
<td>![Image]</td>
<td><strong>Hold Key</strong> - Places an active call on hold. To retrieve a held call, press the <strong>Hold</strong> key again or press the <strong>Pickup</strong> softkey offered on the display.</td>
</tr>
<tr>
<td>![Image]</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 any Administrator-only options.</td>
</tr>
<tr>
<td>![Image]</td>
<td><strong>Mute Key</strong> - Mutes the microphone so that your caller cannot hear you (the light indicator flashes when the microphone is on mute).</td>
</tr>
<tr>
<td>![Image]</td>
<td><strong>Volume Controls</strong> - Adjusts the volume for the handset, ringer, and handsfree speakerphone.</td>
</tr>
<tr>
<td>![Image]</td>
<td><strong>Callers List Key</strong> - Accesses a list of the last 200 calls received.</td>
</tr>
<tr>
<td>![Image]</td>
<td><strong>Redial Key</strong> - Accesses a list of the last 100 previously dialed numbers. Pressing the <strong>Redial</strong> key twice redials the last dialed number.</td>
</tr>
<tr>
<td>![Image]</td>
<td><strong>Line/Call Appearance Keys</strong> - Connects you to a line or call. The Aastra 6867i IP phone has two default <strong>Line</strong> keys, each with LED indicator lights.</td>
</tr>
<tr>
<td>![Image]</td>
<td><strong>Speaker/Headset Key</strong> - Transfers the active call to the speaker or headset, allowing handsfree use of the phone.</td>
</tr>
<tr>
<td>![Image]</td>
<td><strong>Directory Key</strong> - Accesses a directory of names and phone numbers (stored in alphabetical order).</td>
</tr>
<tr>
<td>![Image]</td>
<td><strong>Navigation Keys/Select Button</strong> - Multi-directional navigation keys allow you to navigate through the phone’s user interface. Pressing the center Select button selects/sets options and performs various actions (such as dialing out when in the Directory, Callers, and Redial Lists).</td>
</tr>
<tr>
<td>![Image]</td>
<td><strong>Transfer Key</strong> - Transfers the active call to another number.</td>
</tr>
</tbody>
</table>
Basic Call Handling

Placing a Call
1. Lift the handset, press a Line key, or press the \( \text{\textbf{\#}} \) key.
2. Dial the number from the keypad and press the Dial softkey.

Ending a Call
Place the handset on its cradle or press the \( \text{\textbf{\#}} \) key.

Answering a Call
Lift the handset for handset operation or press the Line key or \( \text{\textbf{\#}} \) key for handsfree operation.

Ignoring a Call
Press the \( \text{\textbf{\#}} \) 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 \( \text{\textbf{\#}} \) 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 \( \text{\textbf{\#}} \) key twice to call the last dialed number.

Muting
Press the \( \text{\textbf{\#}} \) key to mute the handset, headset, or speakerphone.

Holding and Resuming
1. To place a call on hold, press the \( \text{\textbf{\#}} \) key when connected to the call.
2. To resume the call, press the \( \text{\textbf{\#}} \) 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

More Softkeys:
Dots indicate the number of softkey "pages" and its relative position.

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

Status Messages

Bottom Softkeys

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.

Line Usage Indicators:
Indicates the number of connected calls on the respective line or if the line is in an incoming/outgoing ringing state.
- Incoming Call
- Outgoing Call

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.
Advanced Call Handling

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

**Note:**
Transferring and conferencing can be initiated in both the Multi-View and Detailed-View Call Screens.

### 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.

**Note:**
If the 3-way conference is successful, **icons** will be displayed in the call status indicator area of both conference participants.
Using the Directory

1. Press the \[\text{Directory}\] key to access the Directory.
2. Scroll through the list by pressing the \text{Up} or \text{Down} navigation keys or enter characters using the keypad to use the search feature.
3. When the desired entry is highlighted, press the \text{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 entry (if applicable), press the \text{Right} navigation key, highlight the desired phone number using the \text{Up} or \text{Down} navigation keys, and press the \text{Select} key.

Using the Callers List

1. Press the \[\text{Callers}\] key to access the Callers List.
2. Scroll through the list by pressing the \text{Up} or \text{Down} navigation keys. If you would like to view additional entry details, press the \text{Right} navigation key.
3. Press the \text{Select} key to place a call to the respective entry.
Call Forward in Phone Mode

1. Press the configured Call Fwd softkey or press navigate to the Call Forward option and press the button or Select softkey.
   The Call Forward screen displays and is applicable to all accounts configured on the phone.

2. Enter forwarding numbers using the dialpad keys for any of the following states:
   - All: Forwards all incoming calls for the respective account to the specified number.
   - Busy: Forwards incoming calls to a specified number if DND has been enabled for that account OR if the account is currently engaged in another call.
   - No Answer: Forwards incoming calls to a specified number if the call has not been answered for the specified number of rings.

   **Notes:**
   - Pressing the navigation key moves the selection to the next field/checkbox.
   - If All and Busy and No Answer are all enabled (and/or if the account has DND enabled), the All settings take precedence over Busy and No Answer.
   - Pressing the CopyToAll key copies the call forward number of the Call Forward mode in focus to every Call Forward mode of that account. For example, if you have the cursor pointing at the All state and has a call forward phone number configured, pressing the CopytoAll key assigns the same phone number to the Busy and No Answer states as well.

3. If configuring a forwarding number for the No Answer state, navigate to the No. Rings field and press the or navigation keys to change the desired number of rings.

4. Using the navigation key, move to the On checkbox beside the respective CallForward mode and press the button to enable the CallForward mode.

5. Press the Save softkey to save your changes.

   **Note:**
   In Phone mode, the configuration applies to all the accounts on the phone.