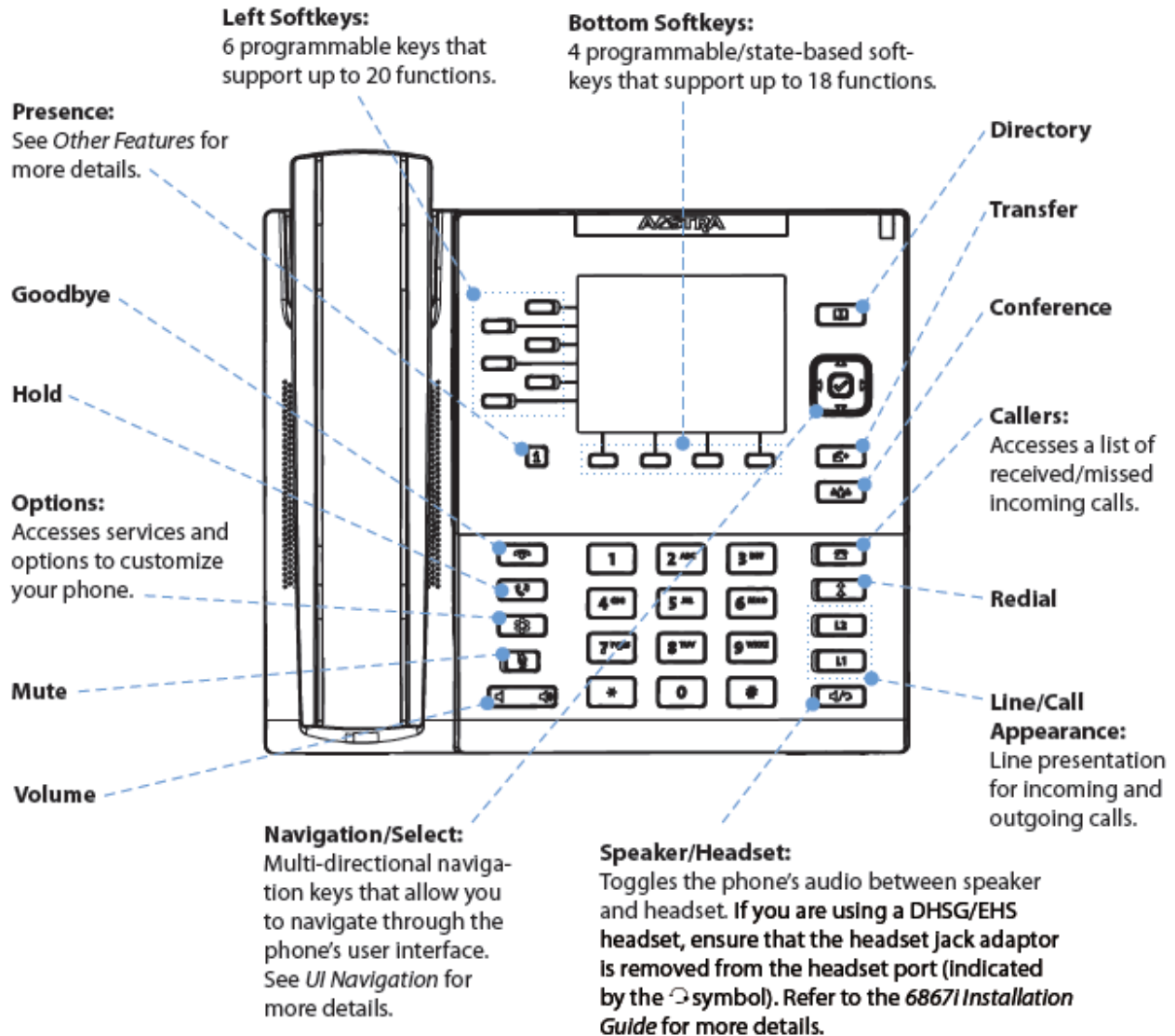


Aastra Model 6867i IP Phone Quick Reference Guide

Getting Started









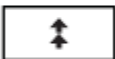
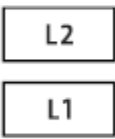




Warning!

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.

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Key Description


The following table describes the keys on the 6867i:

Key	Description
	Goodbye Key - Ends an active call. The Goodbye key also exits an open list, such as the Options List, without saving changes.
	Hold Key - Places an active call on hold. To retrieve a held call, press the Hold key again or press the Pickup softkey offered on the display.
	Options Key - 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.
	Mute Key - Mutes the microphone so that your caller cannot hear you (the light indicator flashes when the microphone is on mute).
	Volume Controls - Adjusts the volume for the handset, ringer, and handsfree speakerphone.
	Callers List Key - Accesses a list of the last 200 calls received.
	Redial Key - Accesses a list of the last 100 previously dialed numbers. Pressing the Redial key twice redials the last dialed number.
	Line/Call Appearance Keys - Connects you to a line or call. The Aastra 6867i IP phone has two default Line keys, each with LED indicator lights.
	Speaker/Headset Key - Transfers the active call to the speaker or headset, allowing handsfree use of the phone.
	Directory Key - Accesses a directory of names and phone numbers (stored in alphabetical order).
	Navigation Keys/Select Button - 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).
	Transfer Key - Transfers the active call to another number.

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Basic Call Handling

Placing a Call


1. Lift the handset, press a **Line** key, or press the  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  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.

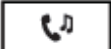

Redialing

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.

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User Interface (UI) Overview

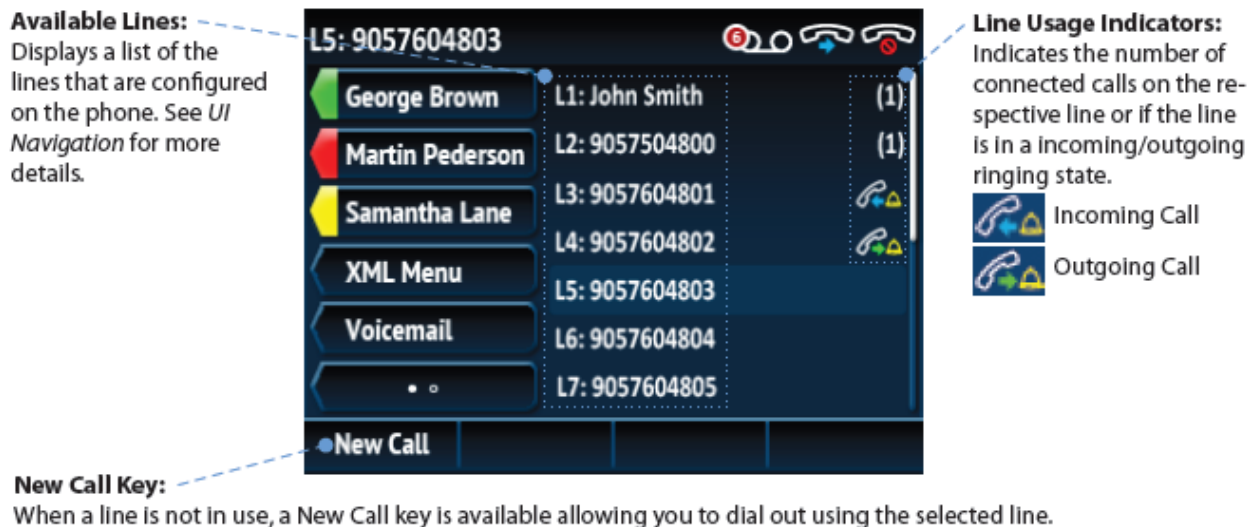
Home Screen

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 Selection Screen

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



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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.

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Using the Directory

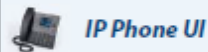
1. Press the  key to access the Directory.
1. Scroll through the list by pressing the **Up** or **Down** navigation keys or enter characters using the keypad to use the search feature.
2. When the desired entry is highlighted, press the **Select** key to place a call using the entry's default phone number.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

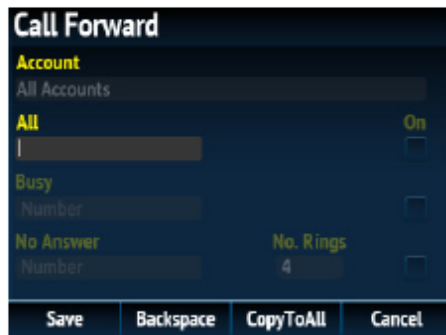
1. Press the  key to access the Callers List.
2. Scroll through the list by pressing the **Up** or **Down** navigation keys. If you would like to view additional entry details, press the **Right** navigation key.
3. Press the **Select** key to place a call to the respective entry.

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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 Call Forward mode and press the  button to enable the Call Forward mode.
5. Press the **Save** softkey to save your changes.

Note:

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